

Lampiran 5. Tabel *Test of Equality of Group Means* Tingkat Kepuasan Pelayanan PT. Bank XYZ

	Wilks' Lambda	F	df1	df2	Sig.
CEPAT	,753	68,334	1	208	,000
TERAMPIL	,800	52,127	1	208	,000
PRODUKNW	,821	45,332	1	208	,000
CROSSLNG	,810	48,845	1	208	,000
DISIPLIN	,908	20,982	1	208	,000
MENARIK	,874	29,942	1	208	,000
RAPILKP	,838	40,294	1	208	,000
MEMBANTU	,786	56,709	1	208	,000
MENYAPA	,782	57,915	1	208	,000
GALIKBTH	,791	55,014	1	208	,000
SBTNAMA	,813	47,843	1	208	,000
HELP	,880	28,396	1	208	,000
BICARA	,815	47,356	1	208	,000
RAMAH	,686	95,229	1	208	,000
SALAM	,673	101,292	1	208	,000
THANKYOU	,756	67,244	1	208	,000
LENGKAP	,768	62,978	1	208	,000
INFOBENA	,736	74,658	1	208	,000
DATA CIS	,858	34,362	1	208	,000
MINSALAH	,889	26,074	1	208	,000
KONFIRMA	,848	37,200	1	208	,000
BERSIH	,808	49,406	1	208	,000
MEDIA INF	,765	63,854	1	208	,000
PRASARAN	,817	46,654	1	208	,000

Sumber : Diolah dari kuisioner, 2002.