

SURVEI KEPUASAN DAN LOYALITAS NASABAH TENTANG STANDAR LAYANAN FIVE STARS DI BANK PANIN PURI INDAH

DATA POKOK ANDA

- a. Umur : th
- b. Pendidikan akhir *) : 1.SD/SMP 2.SMA 3.AKADEMI 4.S1 5.S2/S3
- c. Pekerjaan *) : 1. Pelajar/Mahasiswa
2. Ibu Rumah Tangga
3. Pegawai Swasta
4. Pegawai Negeri Sipil / ABRI
5. Wiraswasta/Pedagog/pengusaha
- d. Saldo Tabungan saudara : Rp.

*) Pilih salah satu dengan tanda (X).

PILIHLAH SESUAI PENDAPAT ANDA :

Tingkat Pengetahuan

5. Sangat Tahu
4. Tahu
3. Cukup Tahu
2. Tidak Tahu
1. Sangat Tidak Tahu

Tingkat Pemahaman

5. Sangat Mengerti
4. Mengerti
3. cukup Mengerti
2. Kadang mengerti
1. Tidak Pernah mengerti

Pernyataan	Pengetahuan	Pemahaman
1. Apakah anda mengetahui dan memahami bahwa karyawan Panin Bank Puri Indah selalu memberikan senyum yang anda harapkan pada saat anda datang ke bank ?		
2. Apakah penyambutan yang dilakukan oleh karyawan Panin Bank Puri Indah saat anda melakukan transaksi di bank selalu mendapat sambutan yang: <ol style="list-style-type: none"> a. Ramah b. Hangat c. Bersahabat d. Acuh e. Sopan f. Tidak ada respon 		
3. Apakah penyambutan yang dilakukan oleh karyawan bank selalu mengucapkan: <ol style="list-style-type: none"> a. Salam b. Menyapa anda dengan sebutan Bpk, ibu, Om, tante, dst c. tidak ada respon 		
4. Apakah karyawan bank selalu menanyakan kebutuhan anda setelah melakukan transaksi yang pertama ?		
5. STANDAR LAYANAN KE LIMA Apakah karyawan bank selalu mengucapkan terima kasih kepada anda setelah melakukan semua aktifitas anda di bank?		

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Nilai Persepsi

5. Sangat Baik
4. Baik
3. Cukup Baik
2. Kurang Baik
1. Tidak Baik

Nilai Harapan

5. Sangat Penting
4. Penting
3. Cukup Penting
2. Kurang Penting
1. Tidak Penting

No.	Pernyataan	Persepsi	Harapan
	<i>Tangible (Nyata)</i>		
1.	Penampilan karyawan bank selalu rapi.	5-4-3-2-1	5-4-3-2-1
2.	Petugas satpam bank selalu berpenampilan rapi.	5-4-3-2-1	5-4-3-2-1
3.	Ruang tunggu bank bersih.	5-4-3-2-1	5-4-3-2-1
4.	Ruang tunggu bank nyaman.	5-4-3-2-1	5-4-3-2-1
5.	Jumlah <i>Customer Service</i> cukup.	5-4-3-2-1	5-4-3-2-1
	<i>Reliability (Keterandalan)</i>		
6.	Bank selalu memenuhi pelayanan yang dijanjikan.	5-4-3-2-1	5-4-3-2-1
7.	Setiap nasabah menghadapi masalah, bank akan memberikan perhatian terhadap penyelesaian masalah tersebut.	5-4-3-2-1	5-4-3-2-1
8.	Bank tidak pernah membuat kesalahan dalam memberikan pelayanan kepada nasabah.	5-4-3-2-1	5-4-3-2-1
9.	Bank menyelesaikan pelayanan untuk nasabah sesuai dengan waktu yang dijanjikan.	5-4-3-2-1	5-4-3-2-1
10.	Masalah nasabah cepat terselesaikan	5-4-3-2-1	5-4-3-2-1

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	<u>Responsiveness (Kesiapan)</u>		
11.	Nasabah tidak pernah menunggu lebih dari lima menit untuk memperoleh pelayanan bank.	5-4-3-2-1	5-4-3-2-1
12.	Karyawan bank selalu bersedia membantu nasabah.	5-4-3-2-1	5-4-3-2-1
13.	Petugas satuan pengaman (satpam) bank selalu bersedia membantu nasabah.	5-4-3-2-1	5-4-3-2-1
14.	Nasabah tidak perlu menunggu lebih dari tiga kali deringan telepon untuk mendapatkan pelayanan <i>Phone Banking</i> .	5-4-3-2-1	5-4-3-2-1
15.	Customer service selalu memberikan pilihan yang terbaik.	5-4-3-2-1	5-4-3-2-1
	<u>Assurance (Jaminan)</u>		
16.	Cara karyawan dalam melayani nasabah menimbulkan kepercayaan nasabah kepada bank.	5-4-3-2-1	5-4-3-2-1
17.	Nasabah merasa aman melakukan transaksi dengan bank.	5-4-3-2-1	5-4-3-2-1
18.	Karyawan bank selalu bersikap profesional dan ramah : tersenyum serta mengucapkan salam dan terimakasih.	5-4-3-2-1	5-4-3-2-1
19.	Karyawan bank mampu menjawab semua pertanyaan nasabah.	5-4-3-2-1	5-4-3-2-1
20.	Nasabah selalu Nyaman melakukan transaksi dengan bank	5-4-3-2-1	5-4-3-2-1
	<u>Emphaty (Empati)</u>		
21.	Bank selalu memberikan informasi terbaru tentang produk dan pelayanannya.	5-4-3-2-1	5-4-3-2-1
22.	Bank memiliki jam pelayanan yang sesuai dengan kebutuhan nasabah.	5-4-3-2-1	5-4-3-2-1
23.	Dalam memberikan pelayanan, karyawan bank tidak pernah lupa menyebut nama nasabah.	5-4-3-2-1	5-4-3-2-1
24.	Nasabah tidak pernah mengalami kesulitan dalam mengisi formulir yang disediakan bank.	5-4-3-2-1	5-4-3-2-1
25.	Nasabah selalu merasa bahwa kepentingannya lebih diutamakan oleh bank.	5-4-3-2-1	5-4-3-2-1

Diantara pernyataan- pernyataan dibawah ini menurut anda tentang Voucer belanja tabungan Panin yang ada saat ini :

a. Tetap diadakan	
b. Lebih menguntungkan	
c. Lebih menarik minat nasabah	
d. Memberikan rasa puas saat pengambilan	
e. Voucer harus menarik	

Terima Kasih Atas Partisipasi Anda

Lampiran 1: Data Nasabah Kuistoneer Panin Bank Puri Indah Per 30 September 2003

No Resp	Umur	Pend Akhir	Pkrjn	Pendptn Bersih	Saldo Tabungan	Ktgr Tab
1	38	5	3	2,000,000	10,000,000	N1
2	49	4	5	32,000,000	824,000,000	N5
3	28	4	5	25,000,000	611,000,000	N5
4	34	3	5	2,500,000	22,000,000	N2
5	50	5	5	20,000,000	517,000,000	N5
6	27	4	2	3,000,000	80,000,000	N2
7	35	4	3	7,000,000	316,000,000	N4
8	30	4	3	30,000,000	194,000,000	N3
9	37	4	5	4,000,000	74,000,000	N2
10	29	4	3	23,000,000	400,000,000	N4
11	31	4	5	3,500,000	254,000,000	N4
12	49	3	5	24,000,000	122,000,000	N3
13	25	5	5	3,000,000	172,000,000	N3
14	47	4	3	1,500,000	34,000,000	N2
15	30	4	3	12,500,000	47,000,000	N2
16	40	2	5	1,000,000	221,000,000	N3
17	38	4	2	5,000,000	32,000,000	N2
18	42	4	5	11,500,000	27,000,000	N2
19	38	3	2	5,000,000	25,000,000	N2
20	41	5	5	15,000,000	150,000,000	N3
21	49	4	5	4,000,000	126,000,000	N3
22	45	3	5	2,500,000	127,000,000	N3
23	25	5	5	800,000	1,000,000	N1
24	35	5	3	5,000,000	34,000,000	N2
25	46	4	3	5,000,000	285,000,000	N4
26	29	4	2	2,000,000	20,000,000	N2
27	26	3	5	2,500,000	198,000,000	N3
28	29	5	5	15,000,000	121,000,000	N3
29	38	2	2	2,000,000	33,000,000	N2
30	40	4	3	3,500,000	60,000,000	N2
31	57	2	3	2,500,000	46,000,000	N2
32	46	4	5	4,000,000	105,000,000	N3
33	52	4	3	43,000,000	1,074,000,000	N5
34	44	4	5	14,000,000	112,000,000	N3
35	42	4	2	3,500,000	138,000,000	N3
36	40	4	3	3,000,000	109,000,000	N3
37	55	4	3	34,000,000	467,000,000	N4
38	36	4	3	12,500,000	208,000,000	N3
39	31	4	6	2,400,000	39,000,000	N2
40	27	4	2	15,000,000	284,000,000	N4
41	44	4	5	11,500,000	281,000,000	N4
42	42	3	5	19,000,000	336,000,000	N4
43	67	5	5	15,000,000	18,000,000	N2

44	36	4	5	4,000,000	53,000,000	N2
45	45	4	5	12,500,000	222,000,000	N3
46	56	5	5	5,000,000	60,000,000	N2
47	49	3	2	16,000,000	207,000,000	N3
48	51	5	3	5,000,000	185,000,000	N3
49	40	3	3	2,500,000	18,000,000	N2
50	33	3	2	2,000,000	37,000,000	N2
51	55	3	5	2,500,000	19,000,000	N2
52	48	5	5	23,000,000	263,000,000	N4
53	29	2	2	7,000,000	124,000,000	N3
54	41	2	3	4,750,000	357,000,000	N4
55	37	2	3	9,000,000	54,000,000	N2
56	47	2	5	4,000,000	109,000,000	N3
57	58	2	3	13,000,000	482,000,000	N4
58	52	2	5	8,000,000	106,000,000	N3
59	48	2	5	1,500,000	168,000,000	N3
60	36	2	3	6,000,000	177,000,000	N3
61	49	4	3	1,500,000	24,000,000	N2
62	42	4	3	12,500,000	254,000,000	N4
63	41	3	6	1,000,000	112,000,000	N3
64	51	4	2	7,500,000	194,000,000	N3
65	46	4	5	11,500,000	78,000,000	N2
66	43	3	5	18,000,000	619,000,000	N5
67	48	4	5	15,000,000	203,000,000	N3
68	40	4	4	22,000,000	215,000,000	N3
69	35	2	5	2,500,000	10,000,000	N1
70	42	2	5	35,000,000	1,117,000,000	N5
71	46	2	3	5,000,000	164,000,000	N3
72	54	4	3	12,500,000	411,000,000	N4
73	44	4	5	2,000,000	89,000,000	N2
74	42	2	5	4,500,000	107,000,000	N3
75	45	4	5	15,000,000	91,000,000	N2
76	53	2	2	2,000,000	110,000,000	N3
77	51	4	3	7,500,000	824,000,000	N5
78	50	2	3	1,900,000	33,000,000	N2
79	49	4	5	4,000,000	13,000,000	N1
80	37	4	3	3,000,000	15,000,000	N1
81	40	4	5	14,000,000	102,000,000	N3
82	42	3	5	11,500,000	163,000,000	N3
83	42	4	3	23,000,000	465,000,000	N4
84	40	4	3	1,500,000	275,000,000	N4
85	44	4	3	12,500,000	275,000,000	N4
86	36	3	6	1,000,000	36,000,000	N2
87	37	4	2	5,000,000	116,000,000	N3
88	45	4	5	11,500,000	361,000,000	N4
89	43	3	5	11,800,000	218,000,000	N3
90	46	4	5	15,000,000	432,000,000	N4
91	34	4	5	2,000,000	21,000,000	N2

92	47	1	5	24,650,000	623,000,000	N5
93	44	4	5	15,000,000	2,000,000	N1
94	42	2	2	4,000,000	52,000,000	N2
95	40	4	3	5,000,000	24,000,000	N2
96	62	4	5	35,000,000	601,000,000	N5
97	34	4	5	7,000,000	334,000,000	N4
98	42	1	5	2,500,000	121,000,000	N3
99	40	5	5	15,000,000	183,000,000	N3
100	60	2	2	11,000,000	409,000,000	N4
101	44	4	3	3,500,000	168,000,000	N3
102	38	2	5	1,900,000	68,000,000	N2
103	39	4	5	4,000,000	64,000,000	N2
104	29	4	3	3,000,000	19,000,000	N2
105	32	4	5	4,000,000	81,000,000	N2
106	49	3	2	1,500,000	31,000,000	N2
107	51	5	3	3,000,000	510,000,000	N5
108	40	4	3	1,500,000	19,000,000	N2
109	42	4	3	1,500,000	10,000,000	N1
110	45	3	5	10,000,000	929,000,000	N5
111	31	4	2	5,000,000	177,000,000	N3
112	42	4	5	11,500,000	67,000,000	N2
113	44	3	5	11,800,000	282,000,000	N4
114	42	4	5	15,000,000	31,000,000	N2
115	33	4	5	12,000,000	136,000,000	N3
116	40	4	5	25,000,000	100,000,000	N2
117	36	5	5	15,000,000	49,000,000	N2
118	49	5	3	5,000,000	99,000,000	N2
119	44	4	3	25,000,000	115,000,000	N3
120	57	4	5	2,000,000	36,000,000	N2
121	41	2	5	2,500,000	4,000,000	N1
122	36	2	5	15,000,000	136,000,000	N3
123	48	2	2	2,000,000	106,000,000	N3
124	54	4	3	8,500,000	340,000,000	N4
125	44	2	3	9,000,000	56,000,000	N2
126	42	4	5	4,000,000	26,000,000	N2
127	37	4	3	70,000,000	4,928,000,000	N5
128	41	4	5	14,000,000	138,000,000	N3
129	45	3	5	1,500,000	21,000,000	N2
130	41	5	3	17,000,000	312,000,000	N4
131	58	4	2	1,500,000	20,000,000	N2
132	33	4	2	12,500,000	47,000,000	N2
133	40	3	5	1,000,000	24,000,000	N2
134	28	4	3	5,000,000	48,000,000	N2
135	45	4	5	11,500,000	361,000,000	N4
136	51	3	3	18,000,000	140,000,000	N3
137	52	2	5	15,000,000	75,000,000	N2
138	49	4	5	21,000,000	864,000,000	N5
139	45	1	5	32,500,000	1,500,000,000	N5

140	56	2	5	15,000,000	265,000,000	N4
141	34	2	2	2,000,000	42,000,000	N2
142	42	2	3	5,000,000	65,000,000	N2
143	49	4	5	25,000,000	1,086,000,000	N5
144	52	4	3	2,000,000	20,000,000	N2
145	48	1	5	32,500,000	2,213,000,000	N5
146	41	2	5	15,000,000	40,000,000	N2
147	36	2	2	15,000,000	140,000,000	N3
148	49	4	3	35,100,000	401,000,000	N4
149	53	2	3	9,000,000	93,000,000	N2
150	44	4	5	6,000,000	231,000,000	N3
151	48	4	3	13,000,000	419,000,000	N4
152	43	4	5	14,000,000	46,000,000	N2
153	36	3	2	1,500,000	35,000,000	N2
154	44	2	3	3,000,000	230,000,000	N3
155	52	4	5	15,000,000	96,000,000	N2
156	40	4	5	12,500,000	498,000,000	N4
157	56	3	2	1,000,000	26,000,000	N2
158	49	4	2	15,000,000	124,000,000	N3
159	44	4	5	11,500,000	39,000,000	N2
160	49	3	5	18,000,000	711,000,000	N5
161	44	2	5	15,000,000	241,000,000	N3
162	42	4	5	20,000,000	100,000,000	N2
163	33	1	5	2,500,000	31,000,000	N2
164	42	4	5	15,000,000	27,000,000	N2
165	30	4	3	5,000,000	28,000,000	N2
166	37	4	5	2,500,000	23,000,000	N2
167	52	4	5	20,000,000	732,000,000	N5
168	47	1	5	2,500,000	89,000,000	N2
169	37	2	5	1,500,000	21,000,000	N2
170	44	2	2	22,000,000	320,000,000	N4
171	38	4	3	3,500,000	126,000,000	N3
172	51	2	3	7,000,000	155,000,000	N3
173	41	4	5	4,000,000	206,000,000	N3
174	40	4	3	3,000,000	73,000,000	N2
175	42	4	5	14,000,000	146,000,000	N3
176	40	3	2	3,000,000	58,000,000	N2
177	55	5	3	2,500,000	46,000,000	N2
178	45	4	3	35,000,000	149,000,000	N3
179	31	4	3	12,500,000	46,000,000	N2
180	49	3	2	3,500,000	91,000,000	N2
181	40	4	2	5,000,000	270,000,000	N4
182	42	4	5	11,500,000	210,000,000	N3
183	67	3	2	15,000,000	349,000,000	N4
184	45	4	5	15,000,000	226,000,000	N3
185	40	4	5	2,000,000	24,000,000	N2
186	48	1	5	25,000,000	210,000,000	N3
187	39	4	5	15,000,000	145,000,000	N3

188	40	2	2	2,000,000	26,000,000	N2
189	28	4	3	5,000,000	50,000,000	N2
190	27	4	3	2,500,000	22,000,000	N2
191	35	4	5	2,000,000	12,000,000	N1
192	28	1	5	11,500,000	221,000,000	N3
193	58	4	5	15,000,000	94,000,000	N2
194	31	2	2	12,000,000	179,000,000	N3
195	27	4	1	1,000,000	6,000,000	N1
196	44	2	5	41,000,000	214,000,000	N3
197	47	4	5	4,000,000	20,000,000	N2
198	39	4	3	3,000,000	37,000,000	N2
199	28	4	5	14,000,000	36,000,000	N2
200	42	3	5	1,500,000	80,000,000	N2
201	39	4	3	3,000,000	27,000,000	N2
202	55	4	3	600,000	1,000,000	N1
203	36	4	3	12,500,000	50,000,000	N2
204	31	3	5	3,000,000	57,000,000	N2
205	27	4	2	5,000,000	40,000,000	N2
206	46	4	5	11,500,000	227,000,000	N3
207	41	3	5	18,000,000	147,000,000	N3
208	52	4	5	15,000,000	80,000,000	N2
209	62	4	5	2,000,000	134,000,000	N3
210	45	1	5	2,500,000	210,000,000	N3
211	47	4	5	15,000,000	273,000,000	N4
212	49	4	3	5,000,000	50,000,000	N2
213	44	4	3	2,500,000	46,000,000	N2
214	59	4	5	12,000,000	226,000,000	N3
215	49	1	5	7,000,000	135,000,000	N3
216	43	4	5	15,000,000	17,000,000	N1
217	42	2	2	2,000,000	14,000,000	N1
218	47	4	3	3,500,000	183,000,000	N3
219	29	2	3	2,500,000	25,000,000	N2
220	44	4	5	14,000,000	308,000,000	N4
221	35	4	3	1,000,000	2,000,000	N1
222	36	4	5	14,000,000	117,000,000	N3
223	49	3	5	1,500,000	385,000,000	N4
224	51	4	3	3,000,000	50,000,000	N2
225	44	4	3	1,500,000	7,000,000	N1
226	49	4	3	12,500,000	131,000,000	N3
227	40	3	6	1,000,000	59,000,000	N2
228	48	4	2	5,000,000	511,000,000	N5
229	57	4	5	11,500,000	836,000,000	N5
230	49	3	5	11,000,000	94,000,000	N2
231	39	4	5	15,000,000	1,419,000,000	N5
232	44	4	5	7,000,000	367,000,000	N4
233	44	1	5	5,500,000	267,000,000	N4
234	42	4	5	15,000,000	37,000,000	N2
235	51	2	2	2,000,000	312,000,000	N4

236	44	4	3	17,000,000	543,000,000	N5
237	55	4	3	2,500,000	298,000,000	N4
238	42	4	5	2,000,000	11,000,000	N1
239	41	1	5	2,500,000	23,000,000	N2
240	29	4	5	15,000,000	22,000,000	N2
241	44	2	2	2,000,000	50,000,000	N2
242	42	4	3	5,500,000	173,000,000	N3
243	45	2	3	2,500,000	101,000,000	N3
244	36	4	5	4,000,000	32,000,000	N2
245	43	4	3	3,000,000	654,000,000	N5
246	56	4	5	14,000,000	73,000,000	N2
247	52	3	5	25,000,000	1,402,000,000	N5
248	48	4	3	3,000,000	70,000,000	N2
249	40	4	3	1,500,000	63,000,000	N2
250	55	4	3	12,500,000	44,000,000	N2
251	36	3	6	1,000,000	490,000,000	N4
252	46	4	5	18,000,000	716,000,000	N5
253	59	4	5	11,500,000	30,000,000	N2
254	44	3	5	7,500,000	126,000,000	N3
255	64	4	5	15,000,000	157,000,000	N3
256	55	4	5	2,000,000	132,000,000	N3
257	42	1	5	2,500,000	321,000,000	N4
258	29	4	5	15,000,000	9,000,000	N1
259	43	4	3	5,000,000	100,000,000	N2
260	50	4	3	2,500,000	57,000,000	N2
261	69	4	5	2,000,000	17,000,000	N1
262	42	1	5	4,500,000	152,000,000	N3
263	36	2	5	15,000,000	12,000,000	N1
264	49	2	5	12,000,000	912,000,000	N5
265	44	4	3	17,000,000	385,000,000	N4
266	42	2	3	2,900,000	43,000,000	N2
267	29	4	5	4,000,000	57,000,000	N2
268	49	4	3	6,000,000	215,000,000	N3
269	41	4	5	14,000,000	115,000,000	N3
270	42	3	5	1,500,000	461,000,000	N4
271	49	2	3	3,000,000	1,319,000,000	N5
272	45	4	3	1,500,000	99,000,000	N2
273	40	4	3	12,500,000	46,000,000	N2
274	50	3	6	10,000,000	1,354,000,000	N5
275	48	4	5	5,000,000	601,000,000	N5
276	38	4	5	11,500,000	286,000,000	N4
277	42	3	1	1,000,000	4,000,000	N1
278	57	2	5	15,000,000	2,105,000,000	N5
279	36	4	3	2,000,000	83,000,000	N2
280	44	1	5	4,000,000	119,000,000	N3
281	38	2	5	15,000,000	172,000,000	N3
282	52	2	5	5,000,000	672,000,000	N5
283	42	3	1	1,500,000	8,000,000	N1

284	48	2	3	3,000,000	81,000,000	N2
285	49	4	5	6,000,000	482,000,000	N4
286	42	4	5	12,500,000	650,000,000	N5
287	44	3	5	1,000,000	117,000,000	N3
288	37	4	2	5,000,000	322,000,000	N4
289	45	4	5	11,500,000	102,000,000	N3
290	36	3	5	7,000,000	131,000,000	N3
291	45	2	5	15,000,000	100,000,000	N2
292	38	4	5	2,000,000	78,000,000	N2
293	36	2	5	3,000,000	122,000,000	N3
294	42	2	5	15,000,000	350,000,000	N4
295	40	2	2	2,000,000	104,000,000	N3
296	37	5	5	15,000,000	349,000,000	N4
297	48	4	5	9,000,000	161,000,000	N3
Jml	12,785	1,007	1,183	2,798,600,000	69,514,000,000	
Rata2	43.0	3.4	4.0	9422895.6	234053872.1	

AN	Assurance										Empty					H	Kepuasan (P-L)	
	Total	Read2	16	17	18	19	20	Total	Read2	21	22	23	24	25	Stor			Read2
15	5	23	5	4	3	3	3	4	17	3	4	4	3	4	18	4	184	-0.2
4	17	3	4	3	4	4	4	3	17	3	4	4	3	4	19	4	178	-1.4
3	21	4	5	4	4	5	4	22	4	5	5	4	5	24	5	215	1.0	
2	13	3	4	3	3	3	2	15	3	4	4	3	4	19	4	160	1.4	
4	23	5	4	4	4	4	3	19	4	4	5	5	4	23	5	216	-1.2	
4	16	3	4	3	3	4	4	18	4	4	4	3	4	19	4	176	3.8	
3	13	3	3	2	2	3	3	13	3	4	3	2	4	17	3	140	1.4	
5	24	5	5	4	4	5	4	22	4	5	5	4	5	24	5	228	1.2	
2	12	2	4	3	3	4	3	17	3	4	4	3	4	19	4	162	2.6	
3	13	3	4	2	2	4	4	16	3	4	4	2	4	17	3	146	3.4	
5	22	4	5	3	3	4	4	19	4	5	5	4	5	24	5	206	1.6	
4	18	4	4	3	3	4	4	18	4	4	4	3	4	19	4	178	-0.2	
3	13	3	3	4	4	4	3	18	4	4	5	4	4	24	5	188	2.2	
3	17	3	3	4	3	4	4	18	3	4	4	3	4	18	4	180	-1.2	
5	17	3	3	4	4	4	2	18	3	4	4	3	4	18	4	180	-1.2	
5	23	5	4	4	4	4	4	20	4	5	5	4	5	24	5	220	-0.2	
4	16	3	4	4	3	4	4	18	4	4	4	3	4	19	4	172	0.2	
4	17	3	4	2	2	3	3	14	3	3	3	2	3	14	3	148	4.4	
4	14	3	3	3	3	2	2	13	3	3	3	2	3	14	3	150	1.2	
4	17	3	4	3	3	4	4	18	4	4	4	3	4	19	4	174	0.6	
3	17	3	4	3	3	4	4	17	3	4	4	3	4	18	4	164	0.8	
5	23	5	5	5	3	5	4	21	4	4	4	3	4	19	4	200	2.5	
3	13	3	4	4	4	4	4	20	4	4	3	4	4	18	4	174	1.5	
5	21	4	5	3	3	5	5	21	4	4	4	3	4	19	4	180	1.6	
5	24	5	4	3	3	4	4	18	4	4	4	4	4	19	4	192	2.4	
4	19	4	4	4	4	4	4	18	4	4	4	3	4	18	4	170	0.6	
3	13	3	4	4	4	4	3	18	4	4	4	3	4	18	4	174	2.2	
5	23	5	5	5	3	5	5	21	4	4	4	3	4	19	4	195	2.4	
4	16	3	3	3	3	4	4	17	3	4	4	3	4	18	4	165	1.0	
4	22	4	5	4	4	5	5	23	5	5	5	4	5	24	5	226	0.6	
4	18	4	4	4	3	4	4	18	4	4	4	3	4	18	4	182	2.0	
4	18	4	4	3	3	4	4	18	4	4	4	3	4	18	4	170	0.6	
3	17	3	4	3	3	4	4	17	3	4	4	3	4	18	4	170	0.2	
5	23	5	5	5	3	5	5	21	4	4	4	3	4	19	4	200	2.5	
3	13	3	4	4	4	4	4	20	4	4	4	3	4	18	4	178	1.2	
5	21	4	5	3	3	5	5	21	4	4	4	3	4	19	4	188	1.6	
5	24	5	4	3	3	4	4	18	4	4	4	4	4	19	4	192	2.4	
4	19	4	4	4	4	4	4	18	4	4	4	3	4	18	4	170	0.6	
4	19	4	4	4	3	4	4	18	4	4	4	3	4	18	4	170	0.6	
4	16	3	4	3	3	4	4	18	4	4	4	3	4	19	4	170	0.4	
3	17	3	4	2	2	3	3	14	3	3	3	2	3	14	3	152	4.0	
4	14	3	3	3	3	2	2	13	3	3	3	2	3	14	3	150	1.2	
5	22	4	5	3	3	4	4	19	4	5	5	4	5	24	5	205	1.5	
4	18	4	4	3	3	4	4	18	4	4	4	3	4	19	4	172	0.4	

3	13	3	4	4	2	2	4	4	4	16	3	4	4	4	3	2	4	4	17	3	144	36
5	22	4	5	3	3	3	4	4	4	19	4	5	5	5	4	4	5	24	5	208	16	
4	18	4	4	4	3	4	4	4	4	15	4	4	4	4	3	4	4	18	4	172	04	
3	13	3	3	4	4	4	3	3	3	18	4	5	5	4	4	5	24	5	184	18		
3	17	3	3	4	4	4	4	4	4	15	3	4	4	4	3	4	18	4	182	-14		
5	23	5	4	4	4	4	4	4	4	20	4	5	5	4	4	5	24	5	224	-06		
4	16	3	4	4	3	3	4	4	4	18	4	4	4	4	4	4	19	4	172	02		
3	17	3	4	4	2	3	3	3	3	14	3	3	3	3	2	3	14	3	148	44		
4	14	3	3	3	3	2	2	2	2	13	3	3	3	3	2	3	14	3	150	12		
4	14	3	3	3	3	3	2	2	2	13	3	3	3	3	2	3	14	3	150	18		
5	22	4	5	5	3	3	4	4	4	19	4	5	5	4	4	5	24	5	204	18		
4	18	4	4	4	3	3	4	4	4	18	4	4	4	4	4	4	19	4	172	04		
3	13	3	3	4	4	4	4	4	4	18	4	5	5	4	4	5	24	5	184	16		
3	17	3	3	4	4	4	4	4	4	16	3	4	4	4	4	4	18	4	176	-08		
5	23	5	4	4	4	4	4	4	4	20	4	5	5	4	4	5	24	5	218	00		
4	16	3	4	4	4	4	4	4	4	18	4	4	4	4	4	4	19	4	172	02		
4	16	3	4	4	4	4	4	4	4	18	4	4	4	4	4	4	19	4	172	02		
3	17	3	4	4	2	3	3	3	3	13	3	3	3	3	2	3	14	3	148	44		
4	14	3	3	4	4	4	4	4	4	18	4	4	4	4	4	4	19	4	172	02		
4	14	3	3	4	4	4	4	4	4	18	4	4	4	4	4	4	19	4	172	02		
4	14	3	3	4	4	4	4	4	4	18	4	4	4	4	4	4	19	4	172	02		
4	17	3	4	4	3	3	4	4	4	15	4	4	4	4	4	4	19	4	170	10		
3	17	3	4	4	3	3	4	4	4	17	3	4	4	4	4	4	18	4	165	08		
4	16	3	4	4	3	3	4	4	4	18	4	4	4	4	4	4	19	4	178	36		
3	13	3	3	4	4	4	4	4	4	13	3	3	3	3	2	4	17	3	136	18		
5	24	5	5	5	4	4	5	4	4	22	4	5	5	4	4	5	24	5	226	14		
2	12	2	4	4	3	3	4	4	4	17	3	4	4	4	4	4	19	4	162	26		
3	13	3	4	4	2	2	4	4	4	16	3	4	4	4	3	4	17	3	144	36		
5	22	4	5	3	3	3	4	4	4	18	4	5	5	4	4	5	24	5	206	16		

Lampiran 3. Hasil Uji Validitas Standar layanan five stars Bank Panin Puri Indah, Jakarta:

No	TINGKAT PENGETAHUAN										Skor	Rata2	1	A		
	1	2					3							4	5	A
Resp	1	A	B	C	D	E	F	A	B	C	4	5				
1	4	3	4	4	2	5	2	4	4	4	4	4	44	3.4	4	4
2	5	5	3	3	2	4	2	3	3	3	3	3	39	3.0	2	3
3	5	5	3	3	2	4	2	3	3	3	3	3	39	3.0	2	3
4	5	4	4	4	2	4	2	4	4	4	4	4	45	3.5	2	4
5	5	5	4	4	2	4	5	4	4	4	4	4	49	3.8	2	4
6	5	5	4	4	3	4	3	4	4	4	4	4	48	3.7	2	4
7	5	5	4	4	3	5	3	4	4	4	4	4	49	3.8	2	4
8	5	5	4	4	3	5	3	4	4	4	4	4	49	3.8	2	4
9	5	5	4	4	2	3	4	4	4	4	4	4	47	3.6	2	4
10	5	4	4	4	1	4	2	4	4	4	4	4	44	3.4	2	4
11	5	4	4	4	2	4	2	4	4	4	4	4	45	3.5	2	4
12	5	5	2	2	1	4	3	2	2	2	2	2	32	2.5	2	2
13	5	4	4	4	2	3	2	4	4	4	4	4	44	3.4	2	4
14	5	5	5	5	2	4	3	5	5	5	5	5	54	4.2	3	5
15	5	4	4	4	4	4	2	4	4	4	4	4	47	3.6	3	4
16	5	4	4	4	4	5	2	4	4	4	4	4	48	3.7	3	4
17	5	5	2	2	5	4	4	2	2	2	2	2	37	2.8	3	2
18	5	5	5	5	5	5	3	5	5	5	5	5	58	4.5	3	5
19	5	4	4	4	4	3	2	4	4	4	4	4	46	3.5	3	4
20	5	5	5	5	5	4	2	5	5	5	5	5	56	4.3	3	5
21	5	4	3	3	4	4	3	3	3	3	3	3	41	3.2	3	3
22	5	4	4	4	4	5	4	4	4	4	4	4	50	3.8	3	4
23	5	4	4	4	4	4	4	4	4	4	4	4	49	3.8	3	4
24	5	5	5	5	5	4	3	5	5	5	5	5	57	4.4	3	5
25	5	4	3	3	4	3	2	3	3	3	3	3	39	3.0	3	3
26	5	5	5	5	5	4	2	5	5	5	5	5	53	4.1	3	5
27	5	4	4	4	4	4	2	4	4	4	4	4	44	3.4	3	4
28	5	5	3	3	5	5	3	4	4	1	5	5	48	3.7	3	2

No	TINGKAT PEMAHAMAN										Skor	Rata2	
	2					3							4
Resp	C	D	E	F	A	B	C						
1	5	1	4	4	4	4	5	5	1	4	5	46	3,5
2	4	2	4	2	5	5	2	3	2	3	5	42	3,2
3	5	2	5	3	5	4	2	3	2	3	4	43	3,3
4	4	2	5	4	4	4	2	4	2	4	4	44	3,4
5	5	2	5	5	4	5	2	4	2	4	5	47	3,6
6	4	2	5	5	5	5	1	4	1	4	5	46	3,5
7	5	2	5	5	5	5	2	4	2	4	5	48	3,7
8	5	2	4	4	5	4	2	4	2	4	4	45	3,5
9	5	3	4	4	4	5	2	4	2	4	5	46	3,5
10	5	3	4	4	4	4	2	4	2	4	4	44	3,4
11	4	3	4	1	4	4	2	4	2	4	4	40	3,1
12	2	2	2	2	5	5	2	2	2	2	5	33	2,5
13	4	1	4	4	4	4	2	4	2	4	4	39	3,0
14	5	1	5	5	2	5	3	5	3	5	5	49	3,8
15	4	1	4	4	4	4	3	4	3	4	4	41	3,2
16	4	1	4	2	4	4	3	4	3	4	4	41	3,2
17	2	1	2	2	5	5	2	2	2	2	5	33	2,5
18	5	1	5	5	2	5	1	5	1	5	5	47	3,6
19	4	1	4	4	3	4	1	4	1	4	4	41	3,2
20	5	2	5	5	3	5	1	5	1	5	5	49	3,8
21	3	3	3	3	3	3	1	3	1	3	3	34	2,6
22	4	3	4	4	4	4	1	4	1	4	4	41	3,2
23	4	3	4	1	4	4	1	4	1	4	4	40	3,1
24	5	3	5	1	5	5	1	5	1	5	5	48	3,7
25	3	3	3	1	3	3	2	3	2	3	3	33	2,5
26	5	3	5	1	5	5	3	5	3	5	5	50	3,8
27	4	3	4	1	4	4	3	4	3	4	4	42	3,2
28	2	2	2	1	5	5	3	5	3	2	5	34	2,6

No	TINGKAT PENGETAHUAN										Skor	Rata2	1					
	1					2							3			4		5
Resp	1	A	B	C	D	E	F	A	B	C	4	5					A	B
29	5	4	4	4	4	4	4	4	4	2	4	4	47	3,6	3	4	4	4
30	5	5	5	5	5	5	5	5	5	3	5	5	58	4,5	3	5	5	5
31	5	4	4	4	4	3	2	4	4	3	4	4	45	3,5	3	4	4	5
32	5	4	4	4	4	4	2	4	4	3	4	4	46	3,5	3	4	4	5
33	5	5	5	5	5	4	2	5	5	3	5	5	54	4,2	3	5	5	5
34	5	5	5	5	5	5	2	5	5	3	5	5	55	4,2	3	5	5	5
35	5	4	3	3	4	3	4	3	3	2	3	3	40	3,1	3	3	3	5
36	5	4	4	4	4	5	4	4	4	2	4	4	48	3,7	3	4	4	4
37	5	4	4	4	4	4	4	4	4	2	4	4	47	3,6	3	4	4	4
38	5	4	4	4	4	2	4	4	4	2	4	4	45	3,5	3	4	4	4
39	5	5	3	3	5	4	3	3	3	2	3	3	42	3,2	3	3	3	3
40	5	4	4	4	4	5	4	4	4	3	4	4	49	3,8	3	4	4	4
41	5	4	4	4	4	4	4	4	4	3	4	4	48	3,7	3	4	4	4
42	5	5	5	5	5	4	3	5	5	3	5	5	55	4,2	3	5	5	5
43	5	4	4	4	4	5	2	4	4	2	4	4	46	3,5	3	4	4	4
44	5	5	5	5	5	5	2	5	5	1	5	5	53	4,1	3	5	5	5
45	5	3	3	3	3	3	3	3	3	2	3	3	37	2,8	3	3	3	3
46	5	4	4	4	4	4	4	4	4	2	4	4	46	3,5	3	4	4	4
47	5	4	4	4	4	4	3	4	4	2	4	4	46	3,5	3	4	4	4
48	5	5	5	5	5	4	3	5	5	1	5	5	53	4,1	3	5	5	5
49	5	4	3	3	4	3	3	3	3	1	3	3	38	2,9	3	3	3	3
50	5	5	5	5	5	4	5	5	5	1	5	5	55	4,2	3	5	5	5
51	5	4	4	4	4	4	4	4	4	2	4	4	47	3,6	3	4	4	4
52	5	3	2	2	3	3	3	2	2	3	2	2	32	2,5	3	2	2	2
53	5	4	4	4	4	4	4	4	4	3	4	4	48	3,7	3	4	4	4
54	5	5	5	5	5	4	5	5	5	3	5	5	57	4,4	3	5	5	5
55	5	4	4	4	4	5	4	4	4	3	4	4	49	3,8	3	4	4	4
56	5	5	5	5	5	4	5	5	5	3	5	5	57	4,4	3	5	5	5
57	5	3	3	3	3	5	3	3	3	3	3	3	40	3,1	3	3	3	3
58	5	4	4	4	4	3	3	4	4	3	4	4	46	3,5	3	4	4	4

No	TINGKAT PEMAHAMAN										Skor	Rata2	
	2					3							4
Resp	C	D	E	F	A	B	C						
29	4	3	4	1	4	4	3	4	4	4	4	42	3.2
30	5	5	5	2	5	5	3	5	5	5	5	53	4.1
31	4	3	4	3	4	4	3	4	4	4	4	45	3.5
32	4	2	4	3	4	4	3	4	4	4	4	44	3.4
33	5	2	5	3	5	5	2	5	5	5	5	50	3.8
34	5	2	5	3	5	5	3	5	5	5	5	51	3.9
35	3	2	3	3	3	4	5	3	4	4	4	41	3.2
36	4	1	4	3	4	4	3	4	4	4	4	42	3.2
37	4	1	4	3	4	4	2	4	4	4	4	41	3.2
38	4	1	4	2	4	4	2	4	4	4	4	40	3.1
39	3	1	3	3	3	3	2	3	3	3	3	33	2.5
40	4	1	4	5	4	4	2	4	4	4	4	43	3.3
41	4	1	4	3	4	4	1	4	4	4	4	40	3.1
42	5	1	5	2	5	5	1	5	5	5	5	47	3.6
43	4	1	4	1	4	4	1	4	4	4	4	38	2.9
44	5	2	5	2	5	5	1	5	5	5	5	48	3.7
45	3	2	3	2	3	3	1	3	3	3	3	32	2.5
46	4	1	4	2	4	4	1	4	4	4	4	39	3.0
47	4	2	4	2	4	4	1	4	4	4	4	40	3.1
48	5	2	5	2	5	5	1	5	5	5	5	48	3.7
49	3	2	3	2	3	3	1	3	3	3	3	32	2.5
50	3	2	3	2	3	4	2	3	4	4	4	47	3.6
51	4	4	4	3	4	4	2	4	4	4	4	44	3.4
52	2	2	2	3	2	3	2	2	3	3	3	28	2.2
53	4	4	4	3	4	4	2	4	4	4	4	44	3.4
54	5	4	5	2	5	5	2	5	5	5	5	51	3.9
55	4	4	4	1	4	4	2	4	4	4	4	42	3.2
56	5	4	5	1	5	5	2	5	5	5	5	50	3.8
57	3	3	3	1	3	3	3	3	3	3	3	34	2.6
58	4	4	4	1	4	4	3	4	4	4	4	43	3.3

No	TINGKAT PEMAHAMAN										Skor	Rata2	
	2		3			4		5					
Resp	C	D	E	F	A	B	C						
59	4	4	4	1	4	4	3	4	4			43	3,3
60	5	4	5	1	5	5	2	5	5			50	3,8
61	3	3	3	1	3	3	1	3	3			32	2,5
62	5	4	5	2	5	5	1	5	5			50	3,8
63	4	2	4	3	4	4	1	4	4			42	3,2
64	2	2	2	3	2	2	1	2	2			26	2,0
65	4	4	4	3	4	4	1	4	4			44	3,4
66	5	2	5	3	5	5	1	5	5			50	3,8
67	4	4	4	3	4	4	1	4	4			44	3,4
68	4	4	4	3	4	4	2	4	4			45	3,5
69	5	2	5	3	5	5	3	5	5			52	4,0
70	5	2	5	2	5	5	3	5	5			51	3,9
71	3	2	3	3	3	3	3	3	3			36	2,8
72	4	2	4	5	4	4	3	4	4			46	3,5
73	4	2	4	3	4	4	3	4	4			44	3,4
74	4	1	4	1	4	4	3	4	4			41	3,2
75	3	2	3	2	3	3	3	3	3			35	2,7
76	4	2	4	2	4	4	2	4	4			42	3,2
77	4	1	4	2	4	4	3	4	4			42	3,2
78	5	2	5	2	5	5	5	5	5			53	4,1
79	4	2	4	2	4	4	3	4	4			43	3,3
80	5	2	5	2	5	5	2	5	5			50	3,8
81	3	1	3	2	3	3	2	3	3			33	2,5
82	4	1	4	3	4	4	2	4	4			42	3,2
83	4	2	4	3	4	4	2	4	4			43	3,3
84	4	2	4	3	4	4	1	4	4			42	3,2
85	3	1	3	2	3	3	1	3	3			32	2,5
86	4	2	4	1	4	4	1	4	4			40	3,1
87	4	4	4	1	4	4	1	4	4			42	3,2
88	5	1	5	1	5	5	1	5	5			47	3,6

No	TINGKAT PENGETAHUAN																				Skor	Rata2	1						
	1					2					3					4							5					A	B
	1	A	B	C	D	1	A	B	C	D	1	A	B	C	D	1	A	B	C	D			1	A	B				
89	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	48	3,7	4	4	4				
90	4	5	5	5	5	4	3	5	4	3	5	5	4	4	5	5	4	5	5	5	55	4,2	4	5	5				
91	4	3	3	3	3	3	3	3	3	3	3	3	4	3	4	3	3	3	3	3	38	2,9	4	3	3				
92	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	47	3,6	4	4	4				
93	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	48	3,7	4	4	4				
94	4	5	5	5	5	5	3	5	5	3	5	5	2	2	5	5	5	5	5	54	4,2	4	5	5					
95	4	3	3	3	3	4	3	3	4	3	3	3	2	3	3	3	3	3	3	37	2,8	4	3	3					
96	4	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5	58	4,5	4	5	5					
97	4	4	4	4	4	3	4	4	4	4	4	4	1	4	4	4	4	4	4	44	3,4	4	4	4					
98	4	5	2	2	5	4	1	5	4	1	5	5	1	2	5	5	1	2	5	41	3,2	4	2	2					
99	4	4	4	4	4	4	2	4	4	2	4	4	1	4	4	4	4	4	4	43	3,3	4	4	4					
100	4	5	5	5	5	5	1	5	5	1	5	5	1	5	5	5	5	5	51	3,9	4	5	5						
101	4	4	4	4	4	5	2	4	4	2	4	4	2	4	4	4	4	4	45	3,5	4	4	4						
102	4	4	4	4	4	5	2	4	4	4	4	4	4	4	4	4	4	4	47	3,6	4	4	4						
103	4	5	5	5	5	5	3	5	5	4	5	5	4	5	5	5	5	5	56	4,3	4	5	5						
104	4	5	5	5	5	5	3	5	5	4	5	5	4	5	5	5	5	5	56	4,3	4	5	5						
105	4	3	3	3	3	5	3	3	5	3	3	3	3	3	3	3	3	3	39	3,0	4	3	3						
106	4	4	4	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	49	3,8	4	4	4						
107	4	4	4	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	49	3,8	4	4	4						
108	4	4	4	4	4	5	4	4	4	3	4	4	3	4	4	4	4	4	48	3,7	4	4	4						
109	4	3	3	3	3	5	3	3	4	4	3	3	4	3	3	3	3	3	40	3,1	4	3	3						
110	4	4	4	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	49	3,8	4	4	4						
111	4	4	4	4	4	5	4	4	4	5	4	4	5	4	4	4	4	4	50	3,8	4	4	4						
112	4	5	5	5	5	5	2	5	5	4	5	5	4	5	5	5	5	5	55	4,2	4	5	5						
113	4	4	4	4	4	5	2	4	4	5	4	4	5	4	4	4	4	4	48	3,7	4	4	4						
114	4	5	5	5	5	5	2	5	5	3	5	5	3	5	5	5	5	5	54	4,2	4	5	5						
115	4	3	3	3	3	5	2	3	3	4	3	3	4	3	3	3	3	3	39	3,0	4	3	3						
116	4	4	4	4	4	5	2	4	4	4	4	4	4	4	4	4	4	4	47	3,6	4	4	4						
117	4	4	4	4	4	5	2	4	4	5	4	4	5	4	4	4	4	4	48	3,7	4	4	4						
118	4	5	5	5	5	5	1	5	5	3	5	5	3	5	5	5	5	5	53	4,1	4	5	5						

No	TINGKAT PEMAHAMAN										Skor	Rata2	
	2					3							4
Resp	C	D	E	F	A	B	C						
89	4	2	4	1	4	4	2	4	4	4	4	41	3.2
90	5	2	5	1	5	5	2	5	5	5	5	49	3.8
91	3	2	3	1	3	3	2	3	3	3	3	33	2.5
92	4	2	4	1	4	4	2	4	4	4	4	41	3.2
93	4	2	4	2	4	4	1	4	4	4	4	41	3.2
94	5	2	5	3	5	5	2	5	5	5	5	51	3.9
95	3	2	3	3	3	3	2	3	3	3	3	35	2.7
96	5	3	5	3	5	5	2	5	5	5	5	52	4.0
97	4	3	4	3	4	4	2	4	4	4	4	44	3.4
98	2	3	2	3	2	2	2	2	2	2	2	34	2.6
99	4	2	4	3	4	4	2	4	4	4	4	43	3.3
100	5	1	5	3	5	5	2	5	5	5	5	50	3.8
101	4	1	4	2	4	4	3	4	4	4	4	42	3.2
102	4	1	4	3	4	4	3	4	4	4	4	43	3.3
103	5	1	5	5	5	5	3	5	5	5	5	53	4.1
104	5	1	5	3	5	5	2	5	5	5	5	50	3.8
105	3	1	3	2	3	3	1	3	3	3	3	32	2.5
106	4	1	4	2	4	4	1	4	4	4	4	40	3.1
107	4	2	4	2	4	4	1	4	4	4	4	41	3.2
108	4	3	4	4	4	4	1	4	4	4	4	42	3.2
109	3	3	3	1	3	3	1	3	3	3	3	33	2.5
110	4	3	4	1	4	4	1	4	4	4	4	41	3.2
111	4	3	4	1	4	4	1	4	4	4	4	41	3.2
112	5	3	5	1	5	5	2	5	5	5	5	50	3.8
113	4	3	4	1	4	4	3	4	4	4	4	43	3.3
114	5	3	5	1	5	5	3	5	5	5	5	51	3.9
115	3	2	3	1	3	3	3	3	3	3	3	34	2.6
116	4	3	4	1	4	4	3	4	4	4	4	43	3.3
117	4	5	4	2	4	4	3	4	4	4	4	46	3.5
118	5	3	5	2	5	5	3	5	5	5	5	52	4.0

No	TINGKAT PENGETAHUAN										Skor	Rata2	1						
	1					2							3			4		5	
	1	A	B	C	D	E	F	A	B	C								A	B
Resp	1	A	B	C	D	E	F	A	B	C									
119	4	3	3	3	3	5	3	3	3	5	3	3	3	3	41	3.2	4	3	3
120	4	5	5	5	5	5	5	5	5	4	5	5	5	5	58	4.5	4	5	5
121	4	3	3	3	3	5	3	3	3	2	3	3	3	3	38	2.9	4	3	3
122	4	4	4	4	4	5	2	4	4	4	4	4	4	4	47	3.6	4	4	4
123	4	4	4	4	4	5	2	4	4	5	4	4	4	4	48	3.7	4	4	4
124	4	5	5	5	5	5	2	5	5	4	5	5	5	5	55	4.2	4	5	5
125	4	3	3	3	3	5	2	3	3	4	3	3	3	3	39	3.0	4	3	3
126	4	5	5	5	5	5	2	5	5	5	5	5	5	5	56	4.3	4	5	5
127	4	5	5	5	5	5	1	5	5	5	5	5	5	5	55	4.2	4	5	5
128	4	4	4	4	4	5	4	4	4	3	4	4	4	4	48	3.7	4	4	4
129	4	5	5	5	5	5	5	5	5	4	5	5	5	5	58	4.5	4	5	5
130	4	3	3	3	3	5	3	3	3	4	3	3	3	3	40	3.1	4	3	3
131	4	4	4	4	4	5	4	4	4	4	4	4	4	4	49	3.8	4	4	4
132	4	4	4	4	4	5	4	4	4	3	4	4	4	4	48	3.7	4	4	4
133	4	5	5	5	5	5	1	5	5	4	5	5	5	5	54	4.2	4	5	5
134	4	3	3	3	3	5	3	3	3	4	3	3	3	3	40	3.1	4	3	3
135	4	5	5	5	5	5	3	5	5	5	5	5	5	5	57	4.4	4	5	5
136	4	4	4	4	4	5	4	4	4	4	4	4	4	4	49	3.8	4	4	4
137	4	4	2	2	4	5	2	2	2	5	2	2	2	2	36	2.8	4	2	2
138	4	4	4	4	4	5	4	4	4	3	4	4	4	4	48	3.7	4	4	4
139	4	5	5	5	5	5	3	5	5	4	5	5	5	5	56	4.3	4	5	5
140	4	4	4	4	4	5	4	4	4	4	4	4	4	4	49	3.8	4	4	4
141	4	4	4	4	4	5	4	4	4	5	4	4	4	4	50	3.8	4	4	4
142	4	5	5	5	5	5	3	5	5	3	5	5	5	5	55	4.2	4	5	5
143	4	5	5	5	5	5	3	5	5	4	5	5	5	5	56	4.3	4	5	5
144	4	3	3	3	3	5	3	3	3	4	3	3	3	3	40	3.1	4	3	3
145	4	4	4	4	4	5	4	4	4	4	4	4	4	4	49	3.8	4	4	4
146	4	4	4	4	4	5	4	4	4	4	4	4	4	4	49	3.8	4	4	4
147	4	4	4	4	4	5	4	4	4	3	4	4	4	4	48	3.7	4	4	4
148	4	3	3	3	3	5	3	3	3	4	3	3	3	3	40	3.1	4	3	3

No	TINGKAT PEMAHAMAN										Skor	Rata2	
	2					3							4
Resp	C	D	E	F	A	B	C						
119	3	2	3	1	3	3	3	3	3	3	3	34	2,6
120	5	2	5	2	5	5	2	5	5	5	5	50	3,8
121	3	2	3	2	3	3	3	3	3	3	3	35	2,7
122	4	2	4	1	4	4	5	4	4	4	4	44	3,4
123	4	1	4	2	4	4	3	4	4	4	4	42	3,2
124	5	1	5	2	5	5	2	5	5	5	5	49	3,8
125	3	1	3	2	3	3	2	3	3	3	3	33	2,5
126	5	1	5	2	5	5	2	5	5	5	5	49	3,8
127	5	1	5	2	5	5	2	5	5	5	5	49	3,8
128	4	1	4	2	4	4	1	4	4	4	4	40	3,1
129	5	1	5	2	5	5	1	5	5	5	5	48	3,7
130	3	1	3	3	3	3	1	3	3	3	3	33	2,5
131	4	2	4	3	4	4	1	4	4	4	4	42	3,2
132	4	2	4	3	4	4	1	4	4	4	4	42	3,2
133	5	1	5	2	5	5	1	5	5	5	5	48	3,7
134	3	2	3	1	3	3	1	3	3	3	3	32	2,5
135	5	2	5	1	5	5	2	5	5	5	5	49	3,8
136	4	2	4	1	4	4	2	4	4	4	4	41	3,2
137	2	2	2	1	2	2	2	2	2	2	2	25	1,9
138	4	4	4	1	4	4	2	4	4	4	4	43	3,3
139	5	2	5	1	5	5	2	5	5	5	5	49	3,8
140	4	4	4	1	4	4	2	4	4	4	4	43	3,3
141	4	4	4	2	4	4	2	4	4	4	4	44	3,4
142	5	4	5	3	5	5	3	5	5	5	5	54	4,2
143	5	4	5	3	5	5	3	5	5	5	5	54	4,2
144	3	3	3	3	3	3	3	3	3	3	3	37	2,8
145	4	4	4	3	4	4	2	4	4	4	4	45	3,5
146	4	1	4	3	4	4	1	4	4	4	4	41	3,2
147	4	2	4	3	4	4	1	4	4	4	4	42	3,2
148	3	2	3	3	3	3	1	3	3	3	3	34	2,6

TINGKAT PENGETAHUAN

No	TINGKAT PENGETAHUAN										Skor	Rata2	1	A	B	
	1	2					3			4						5
Resp	1	A	B	C	D	E	F	A	B	C	4	5				
149	4	4	4	4	4	4	4	4	4	4	4	4	48	3.7	4	4
150	4	4	4	4	4	5	4	4	4	5	4	4	50	3.8	4	4
151	4	5	5	5	5	5	3	5	5	4	5	5	56	4.3	4	5
152	4	4	4	4	4	5	4	4	4	5	4	4	50	3.8	4	4
153	4	5	5	5	5	3	3	5	5	3	5	5	53	4.1	4	5
154	4	3	3	3	3	5	3	3	3	4	3	3	40	3.1	4	3
155	4	4	4	4	4	5	4	4	4	4	4	4	49	3.8	4	4
156	4	4	4	4	4	5	4	4	4	5	4	4	50	3.8	4	4
157	4	5	5	5	5	5	3	5	5	3	5	5	55	4.2	4	5
158	4	3	3	3	3	5	3	3	3	5	3	3	41	3.2	4	3
159	4	5	5	5	5	5	3	5	5	4	5	5	56	4.3	4	5
160	4	4	4	4	4	5	4	4	4	2	4	4	47	3.6	4	4
161	4	5	2	2	5	5	2	2	2	4	2	2	37	2.8	4	2
162	4	5	5	5	5	5	2	5	5	5	5	5	56	4.3	4	5
163	4	4	4	4	4	5	4	4	4	4	4	4	49	3.8	4	4
164	4	5	5	5	5	5	2	5	5	4	5	5	55	4.2	4	5
165	4	3	3	3	3	5	3	3	3	5	3	3	41	3.2	4	3
166	4	4	4	4	4	5	2	4	4	5	4	4	48	3.7	4	4
167	4	4	4	4	4	5	2	4	4	3	4	4	46	3.5	4	4
168	4	5	5	5	5	5	2	5	5	5	5	5	56	4.3	4	5
169	4	3	3	3	3	5	3	3	3	5	3	3	41	3.2	4	3
170	4	5	5	5	5	5	5	5	5	5	5	5	59	4.5	4	5
171	4	4	4	4	4	5	2	4	4	5	4	4	48	3.7	4	4
172	4	2	2	2	2	5	2	2	2	5	2	2	32	2.5	4	2
173	4	4	4	4	4	5	4	4	4	5	4	4	50	3.8	4	4
174	4	5	5	5	5	5	3	5	5	3	5	5	55	4.2	4	5
175	4	4	4	4	4	5	4	4	4	5	4	4	50	3.8	4	4
176	4	4	4	4	4	5	4	4	4	5	4	4	50	3.8	4	4
177	4	5	5	5	5	5	1	5	5	5	5	5	55	4.2	4	5
178	4	5	5	5	5	5	1	5	5	5	5	5	55	4.2	4	5

No	TINGKAT PEMAHAMAN										Skor	Rata2	
	2					3							4
Resp	C	D	E	F	A	B	C						
149	4	2	4	2	4	4	1	4	4			41	3.2
150	4	2	4	3	4	4	1	4	4			42	3.2
151	5	2	5	5	5	5	1	5	5			52	4.0
152	4	2	4	3	4	4	1	4	4			42	3.2
153	5	2	5	2	5	5	2	5	5			50	3.8
154	3	3	3	2	3	3	3	3	3			36	2.8
155	4	3	4	2	4	4	3	4	4			44	3.4
156	4	3	4	2	4	4	3	4	4			44	3.4
157	5	2	5	1	5	5	3	5	5			50	3.8
158	3	1	3	1	3	3	3	3	3			33	2.5
159	5	1	5	1	5	5	3	5	5			49	3.8
160	4	1	4	1	4	4	3	4	4			41	3.2
161	2	1	2	1	2	2	2	2	2			24	1.8
162	5	1	5	1	5	5	3	5	5			49	3.8
163	4	1	4	1	4	4	5	4	4			43	3.3
164	5	2	5	1	5	5	3	5	5			50	3.8
165	3	2	3	2	3	3	2	3	3			34	2.6
166	4	2	4	2	4	4	2	4	4			42	3.2
167	4	2	4	1	4	4	2	4	4			41	3.2
168	5	2	5	2	5	5	2	5	5			50	3.8
169	3	2	3	2	3	3	1	3	3			33	2.5
170	5	2	5	3	5	5	1	5	5			50	3.8
171	4	3	4	4	4	4	1	4	4			44	3.4
172	2	3	2	4	2	2	1	2	2			28	2.2
173	4	3	4	5	4	4	1	4	4			45	3.5
174	5	2	5	4	5	5	1	5	5			51	3.9
175	4	1	4	5	4	4	1	4	4			43	3.3
176	4	1	4	3	4	4	1	4	4			41	3.2
177	5	1	5	4	5	5	2	5	5			51	3.9
178	5	1	5	4	5	5	2	5	5			51	3.9

No	TINGKAT PENGETAHUAN										Skor	Rata2	1	A			
	1	2					3			4				5	A	B	
Resp	1	A	B	C	D	E	F	A	B	C							
179	4	3	3	3	3	5	3	3	3	3	3	3	39	3.0	4	3	3
180	4	4	4	4	4	5	2	4	4	4	4	4	47	3.6	4	4	4
181	4	4	4	4	4	5	2	4	4	5	4	4	48	3.7	4	4	4
182	4	4	4	4	4	5	4	4	4	5	4	4	50	3.8	4	4	4
183	4	3	3	3	3	5	3	3	3	5	3	3	41	3.2	4	3	3
184	4	4	4	4	4	5	4	4	4	3	4	4	48	3.7	4	4	4
185	4	4	4	4	4	5	2	4	4	4	4	4	47	3.6	4	4	4
186	4	5	5	5	5	5	2	5	5	4	5	5	55	4.2	4	5	5
187	4	4	4	4	4	5	2	4	4	1	4	4	44	3.4	4	4	4
188	4	5	5	5	5	5	1	5	5	1	5	5	51	3.9	4	5	5
189	4	3	3	3	3	4	3	5	3	1	3	3	38	2.9	4	3	3
190	4	4	4	4	4	4	3	4	4	1	4	4	44	3.4	4	4	4
191	4	4	4	4	4	5	3	4	4	2	4	4	46	3.5	4	4	4
192	4	5	5	5	5	5	2	5	5	2	5	5	53	4.1	4	5	5
193	4	4	4	4	4	4	2	4	4	1	4	4	43	3.3	4	4	4
194	4	4	4	4	4	5	2	4	4	2	4	4	45	3.5	4	4	4
195	4	3	3	3	3	4	1	3	3	2	3	3	35	2.7	4	3	3
196	4	4	4	4	4	5	4	4	4	2	4	4	47	3.6	4	4	4
197	4	4	4	4	4	5	4	4	4	2	4	4	47	3.6	4	4	4
198	4	5	5	5	5	3	3	5	5	4	5	5	54	4.2	4	5	5
199	4	4	4	4	4	5	2	4	4	2	4	4	45	3.5	4	4	4
200	4	5	5	5	5	5	2	5	5	2	5	5	53	4.1	4	5	5
201	4	3	3	3	3	5	2	3	3	2	3	3	37	2.8	4	3	3
202	4	4	4	4	4	4	4	4	4	2	4	4	46	3.5	4	4	4
203	4	4	4	4	4	4	4	4	4	2	4	4	46	3.5	4	4	4
204	4	5	5	5	5	4	5	5	5	3	5	5	56	4.3	5	5	5
205	4	3	3	3	3	4	5	4	3	3	4	3	42	3.2	5	3	3
206	4	5	5	5	5	3	5	5	5	3	5	5	55	4.2	5	5	5
207	4	4	4	4	4	5	4	4	4	5	4	4	50	3.8	5	4	4
208	4	5	2	2	5	5	5	5	2	5	3	4	47	3.6	5	2	2

No	TINGKAT PENGETAHUAN										Skor	Rata2	1			
	1	2					3			4			5	A	B	
Resp	1	A	B	C	D	E	F	A	B	C	4	5				
209	4	4	4	4	4	5	4	4	4	5	4	4	50	3,8	5	4
210	4	5	5	5	5	5	5	5	5	5	5	5	59	4,5	5	5
211	4	4	4	4	4	5	2	4	4	5	4	4	48	3,7	5	4
212	4	4	4	4	4	5	2	4	4	5	4	4	48	3,7	5	4
213	4	5	5	5	5	5	2	5	5	5	5	5	56	4,3	5	5
214	4	5	5	5	5	5	2	5	5	5	5	5	56	4,3	5	5
215	4	3	3	3	3	5	1	3	3	2	3	3	36	2,8	5	3
216	4	4	4	4	4	4	2	4	4	4	4	4	46	3,5	5	4
217	4	4	4	4	4	4	2	4	4	4	4	4	46	3,5	5	4
218	4	4	4	4	4	4	2	4	4	4	4	4	46	3,5	5	4
219	4	3	3	3	3	5	1	3	3	3	3	3	37	2,8	5	3
220	4	4	4	4	4	5	2	4	4	4	4	4	47	3,6	5	4
221	4	4	4	4	4	5	1	4	4	4	4	4	46	3,5	5	4
222	4	3	3	3	3	5	2	3	3	3	3	3	38	2,9	5	3
223	4	4	4	4	4	5	1	4	4	4	4	4	46	3,5	5	4
224	4	4	4	4	4	5	4	4	4	4	4	4	49	3,8	5	4
225	4	5	5	5	5	5	2	5	5	5	5	5	56	4,3	5	5
226	4	4	4	4	4	3	4	4	4	4	4	4	47	3,6	5	4
227	4	5	5	5	5	3	3	5	5	5	5	5	55	4,2	5	5
228	4	3	3	3	3	3	4	3	4	3	4	3	40	3,1	5	3
229	4	4	4	4	4	5	2	4	4	4	4	4	47	3,6	5	4
230	4	4	4	4	4	5	2	4	4	4	4	4	47	3,6	5	4
231	4	5	5	5	5	4	2	5	5	5	5	5	55	4,2	5	5
232	4	3	3	3	3	4	2	3	3	3	3	3	37	2,8	5	3
233	4	5	5	5	5	4	2	5	5	5	5	5	55	4,2	5	5
234	3	4	4	4	4	4	1	4	4	4	4	4	44	3,4	5	4
235	3	3	2	2	2	5	2	2	2	2	2	2	30	2,3	5	2
236	3	4	4	4	4	5	2	4	4	4	4	4	46	3,5	5	4
237	3	5	5	5	5	5	1	5	5	5	5	5	54	4,2	5	5
238	3	4	4	4	4	5	1	4	4	4	4	4	45	3,5	5	4

No	TINGKAT PENGETAHUAN															Skor	Rata2	1	A	B		
	1					2					3										4	5
	1	A	B	C	D	1	D	E	F	A	B	C	A	B	C							
239	3	4	4	4	4	4	5	5	2	4	4	4	4	4	4	46	3.5	5	4	4		
240	3	5	5	5	5	5	5	2	2	5	5	5	5	5	5	55	4.2	5	5	5		
241	3	5	5	5	5	5	5	2	2	5	5	5	5	5	5	55	4.2	5	5	5		
242	3	3	3	3	3	3	5	3	3	3	3	3	3	3	3	38	2.9	5	3	3		
243	3	4	4	4	4	4	5	4	4	4	4	4	4	4	4	48	3.7	5	4	4		
244	3	4	4	4	4	4	5	3	3	4	4	4	4	4	4	47	3.6	5	4	4		
245	3	4	4	4	4	4	5	2	2	4	4	4	4	4	4	46	3.5	5	4	4		
246	3	3	3	3	3	3	5	1	1	3	3	3	3	3	3	36	2.8	5	3	3		
247	3	4	4	4	4	4	5	2	2	4	4	4	4	4	4	46	3.5	5	4	4		
248	3	4	4	4	4	4	4	1	1	4	4	4	4	4	4	44	3.4	5	4	4		
249	3	5	5	5	5	5	4	2	2	5	5	5	5	5	5	54	4.2	5	5	5		
250	3	4	4	4	4	4	4	3	3	4	4	4	4	4	4	46	3.5	5	4	4		
251	3	5	5	5	5	5	5	2	2	5	5	5	5	5	5	54	4.2	5	5	5		
252	3	3	3	3	3	3	2	2	1	3	3	3	3	3	3	32	2.5	5	3	3		
253	3	4	4	4	4	4	2	1	1	4	4	4	4	4	4	42	3.2	5	4	4		
254	3	4	4	4	4	4	5	4	4	4	4	4	4	4	4	48	3.7	5	4	4		
255	3	5	5	5	5	5	5	2	2	5	5	5	5	5	5	52	4.0	5	5	5		
256	3	3	3	3	3	3	5	3	3	3	3	3	3	3	3	37	2.8	5	3	3		
257	3	4	4	4	4	4	5	4	4	4	4	4	4	4	4	46	3.5	5	4	4		
258	3	4	4	4	4	4	5	4	4	4	4	4	4	4	4	46	3.5	5	4	4		
259	3	4	4	4	4	4	5	2	2	4	4	4	4	4	4	44	3.4	5	4	4		
260	3	4	4	4	4	4	5	2	2	4	4	4	4	4	4	43	3.3	5	4	4		
261	3	3	3	3	3	3	5	2	2	3	3	3	3	3	3	36	2.8	5	3	3		
262	3	4	4	4	4	4	5	2	2	4	4	4	4	4	4	46	3.5	5	4	4		
263	3	4	4	4	4	4	5	1	1	4	4	4	4	4	4	45	3.5	5	4	4		
264	3	5	5	5	5	5	5	2	2	5	5	5	5	5	5	52	4.0	5	5	5		
265	3	4	4	4	4	4	4	2	2	4	4	4	4	4	4	45	3.5	5	4	4		
266	3	5	5	5	5	5	5	2	2	5	5	5	5	5	5	52	4.0	5	5	5		
267	3	3	3	3	3	3	3	1	1	3	3	3	3	3	3	34	2.6	5	3	3		
268	3	4	4	4	4	4	4	1	1	4	4	4	4	4	4	42	3.2	5	4	4		

No	TINGKAT PENGETAHUAN										Skor	Rata2	1				
	1	2					3						4		A	B	
Resp	1	A	B	C	D	E	F	A	B	C	4	5			1	A	B
269	3	4	4	4	2	4	2	4	4	4	4	4	43	3.3	5	4	4
270	3	5	5	5	2	4	1	5	5	5	5	5	50	3.8	5	5	5
271	3	3	3	3	1	4	3	3	3	3	3	3	35	2.7	5	3	3
272	3	5	5	5	2	5	4	5	5	5	5	5	54	4.2	5	5	5
273	3	4	4	4	4	5	4	4	4	4	4	4	48	3.7	5	4	4
274	3	3	2	2	1	3	2	2	2	2	2	2	26	2.0	5	2	2
275	3	4	4	4	2	5	4	4	4	4	4	4	46	3.5	5	4	4
276	3	5	5	5	2	5	2	5	5	5	5	5	52	4.0	5	5	5
277	3	4	4	4	3	5	4	4	4	4	4	4	47	3.6	5	4	4
278	3	4	4	4	1	5	2	4	4	4	4	4	43	3.3	5	4	4
279	3	5	5	5	2	5	2	5	5	5	5	5	52	4.0	5	5	5
280	3	5	5	5	2	5	2	5	5	5	5	5	52	4.0	5	5	5
281	3	3	3	3	2	5	3	5	3	3	3	3	43	3.3	5	3	3
282	3	4	4	4	4	5	2	5	5	5	5	5	52	4.0	5	5	5
283	3	4	5	5	2	5	2	5	5	5	5	5	50	3.8	5	5	5
284	3	4	5	5	2	4	2	5	5	5	5	5	49	3.8	5	5	5
285	3	3	5	5	2	4	2	5	4	5	5	5	48	3.7	5	5	3
286	2	4	5	4	2	5	4	4	5	5	5	4	48	3.7	5	4	4
287	2	4	5	4	2	3	4	4	5	5	5	4	46	3.5	5	4	4
288	2	5	3	5	2	3	2	5	4	3	3	4	41	3.2	5	5	5
289	2	4	5	4	2	5	2	4	4	5	5	5	47	3.6	5	4	4
290	2	5	5	5	2	5	2	5	5	5	5	3	49	3.8	5	5	5
291	2	3	5	5	2	3	2	3	5	5	5	5	45	3.5	5	5	3
292	2	4	5	5	2	4	2	3	4	5	5	5	46	3.5	5	5	4
293	2	4	3	5	3	4	1	3	4	3	3	5	40	3.1	5	5	4
294	2	5	4	5	3	5	2	4	5	4	4	5	48	3.7	5	5	5
295	2	5	5	5	2	5	4	5	5	5	5	3	50	3.8	5	5	3
296	2	4	5	5	1	3	2	3	5	5	5	4	44	3.4	5	5	4
297	2	5	5	5	1	4	2	4	5	5	5	4	47	3.6	5	5	5
Jumlah	1,198	1,236	1,206	1,210	1,106	1,331	846	1,209	1,206	1,047	1,211	1,211	14,017	1,078	1,209	1,209	1,205

No	TINGKAT PEMAHAMAN															Skor	Rata2					
	2					3					4							5				
	C	D	E	F	A	B	C	A	B	C	A	B	C	A	B			C				
Resp	4	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	50	3,8				
269	4	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	50	3,8				
270	5	5	5	3	5	5	5	5	5	5	5	5	5	5	5	5	58	4,5				
271	3	3	3	1	3	3	3	3	3	3	3	3	3	3	3	3	36	2,8				
272	5	5	5	2	5	5	5	5	5	5	5	5	5	5	5	5	57	4,4				
273	4	2	4	2	4	4	4	4	4	4	4	4	4	4	4	4	45	3,5				
274	2	2	2	1	2	2	2	2	2	2	2	2	2	2	2	2	26	2,0				
275	4	1	4	2	4	4	4	4	4	4	4	4	4	4	4	4	44	3,4				
276	5	2	5	2	5	5	5	5	5	5	5	5	5	5	5	5	54	4,2				
277	4	2	4	2	4	4	4	4	4	4	4	4	4	4	4	4	45	3,5				
278	4	2	4	2	4	4	4	4	4	4	4	4	4	4	4	4	45	3,5				
279	5	2	5	4	5	5	5	5	5	5	5	5	5	5	5	5	56	4,3				
280	5	4	5	2	5	5	5	5	5	5	5	5	5	5	5	5	56	4,3				
281	3	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	42	3,2				
282	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	51	3,9				
283	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	51	3,9				
284	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	51	3,9				
285	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	45	3,5				
286	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	50	3,8				
287	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	51	3,9				
288	5	4	5	4	5	5	5	5	5	5	5	5	5	5	5	5	56	4,3				
289	4	4	4	3	4	3	3	4	4	4	4	4	4	4	4	4	49	3,8				
290	5	3	5	4	5	3	3	5	5	5	5	5	5	5	5	5	55	4,2				
291	3	4	3	2	3	3	3	3	3	3	3	3	3	3	3	3	43	3,3				
292	4	2	4	2	4	4	4	4	4	4	4	4	4	4	4	4	48	3,7				
293	4	2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	50	3,8				
294	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	59	4,5				
295	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	42	3,2				
296	5	4	5	4	5	4	4	4	4	4	4	4	4	4	4	4	51	3,9				
297	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	57	4,4				
Jumlah:	1.203	805	1.203	858	909	1.218	813	903	913	13.266	1.020											

No	TINGKAT PENGETAHUAN												Rata2	Valid						
	1			2			3			4					5					
Resp	A	B	C	D	E	F	A	B	C	A	B	C	A	B	C	Skor	Rata2	A	B	
1	4.1	4.2	4.1	4.1	3.7	4.5	2.8	4.1	4.1	3.5	4.1	4.1	4.1	4.1	4.1	47.2	3.6	4.1	4.1	4.1
rata-rata	Valid	Valid	Valid	Valid	Valid	Valid	Valid	Valid	Valid	Valid	Valid	Valid	Valid	Valid	Valid	Valid	Valid	Valid	Valid	Valid
	0.81	0.79	0.90	0.88	0.61	0.83	0.32	0.90	0.90	0.30	0.91	0.89						0.79	0.88	0.87

No	TINGKAT PEMAHAMAN										Skor	Rata2	
	2					3							4
Resp	C	D	E	F	A	B	C						
rata-rata	4.1	2.7	4.1	2.9	3.1	4.1	2.7	3.0	3.1			44.7	3.4
	Valid	Valid	Valid	Valid	Valid	Valid	Valid	Valid	Valid	Valid	Valid		
	0.87	0.36	0.88	0.42	0.83	0.80	0.53	0.88	0.83				

Lampiran 4. Hasil Jawaban Kuestioner tentang voucer hadiah dari tabungan Panin Puri Indah

No	Voucer Tabungan					
	Resp	A	B	C	D	E
1	1					
2					1	
3	1					
4	1					
5	1					
6	1					
7					1	
8					1	
9					1	
10			1			
11			1			
12					1	
13	1					
14	1					
15					1	
16					1	
17					1	
18	1					
19	1					
20	1					
21					1	
22	1					
23	1					
24	1					
25					1	
26					1	
27					1	
28					1	
29	1					
30		1				
31				1		
32				1		
33					1	
34					1	
35					1	
36					1	
37					1	
38				1		
39					1	
40	1					
41	1					
42	1					
43		1				
44		1				
45			1			
46			1			
47			1			
48					1	
49					1	
50					1	
51					1	
52					1	
53	1					
54	1					
55	1					
56	1					
57					1	
58	1					
59	1					
60	1					
61	1					
62	1					
63	1					
64	1					
65			1			

No Resp	Voucer Tabungan				
	A	B	C	D	E
66			1		
67				1	
68	1				
69	1				
70					1
71					1
72					1
73	1				
74		1			
75	1				
76					1
77	1				
78	1				
79	1				
80	1				
81	1				
82	1				
83	1				
84	1				
85		1			
86				1	
87				1	
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91					1
92					1
93				1	
94					1
95	1				
96	1				
97	1				
98		1			
99		1			
100			1		
101			1		
102			1		
103					1
104					1
105	1				
106		1			
107	1				
108					1
109	1				
110	1				
111	1				
112	1				
113	1				
114	1				
115	1				
116	1				
117		1			
118				1	
119				1	
120					1
121					1
122					1
123					1
124					1
125					1
126					1
127	1				
128	1				
129	1				
130			1		
131			1		
132				1	
133				1	

No	Voucher Tabungan				
	Resp	A	B	C	D
134			1		
135					1
136					1
137					1
138					1
139					1
140	1				
141	1				
142	1				
143	1				
144	1				
145					1
146	1				
147	1				
148	1				
149	1				
150	1				
151	1				
152	1				
153			1		
154			1		
155				1	
156	1				
157	1				
158					1
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161	1				
162		1			
163	1				
164					1
165					1
166					1
167	1				
168	1				
169	1				
170	1				
171	1				
172					1
173	1				
174	1				
175					1
176	1				
177	1				
178	1				
179	1				
180			1		
181			1		
182				1	
183	1				
184	1				
185					1
186					1
187					1
188	1				
189		1			
190	1				
191					1
192	1				
193	1				
194	1				
195	1				
196					1
197	1				
198	1				
199					1
200					1
201	1				

No	Voucer Tabungan				
	Resp	A	B	C	D
202					1
203	1				
204			1		
205			1		
206				1	
207	1				
208	1				
209					1
210					1
211					1
212	1				
213		1			
214	1				
215	1				
216	1				
217					1
218					1
219					1
220	1				
221	1				
222	1				
223					1
224	1				
225	1				
226			1		
227			1		
228				1	
229	1				
230	1				
231					1
232					1
233					1
234	1				
235	1				
236					1
237					1
238					1
239	1				
240	1				
241					1
242	1				
243	1				
244	1				
245	1				
246			1		
247			1		
248				1	
249	1				
250	1				
251					1
252					1
253					1
254	1				
255		1			
256	1				
257					1
258	1				
259	1				
260	1				
261	1				
262					1
263					1
264					1
265					1
266	1				
267	1				
268	1				
269	1				

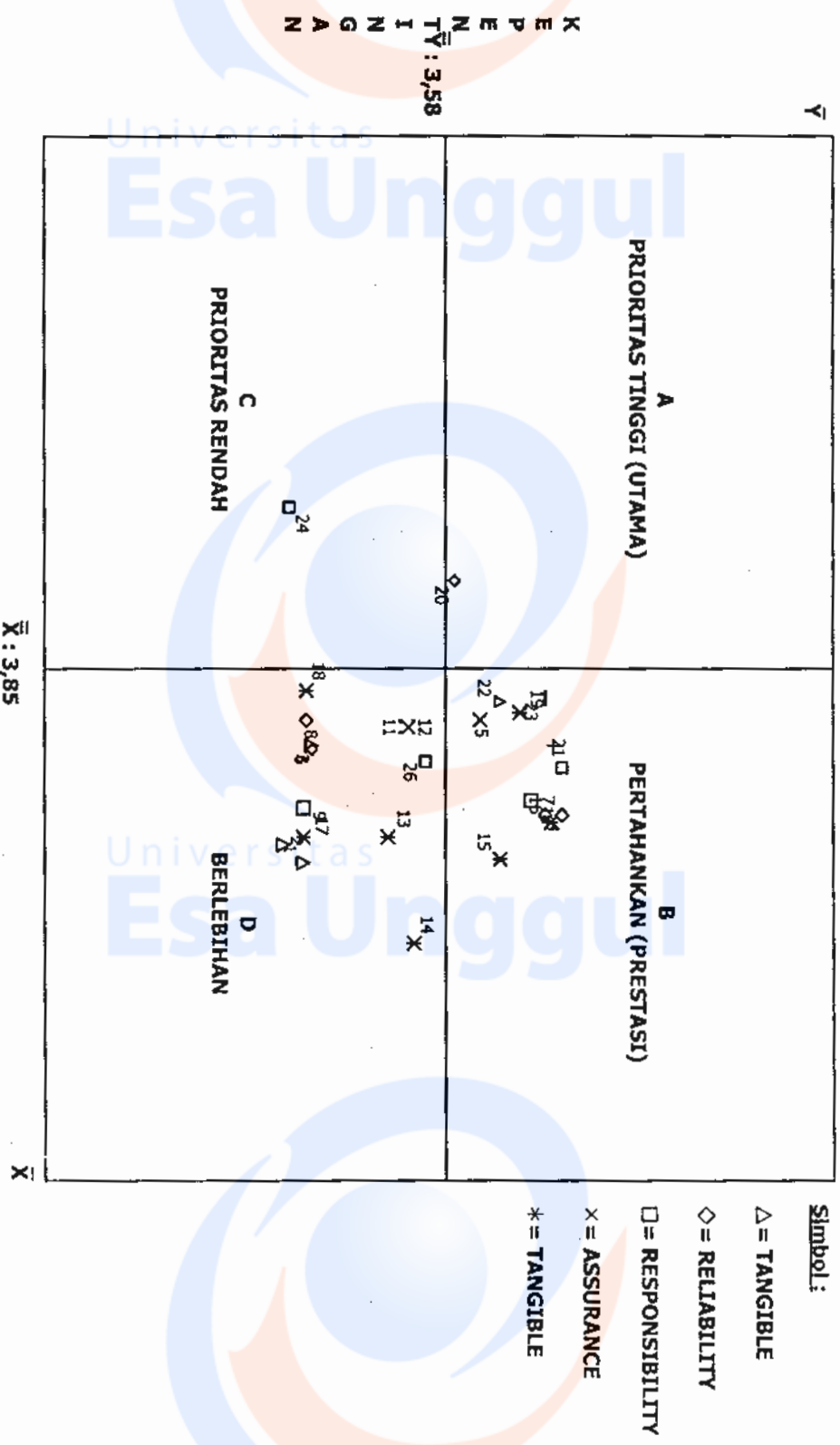
No	Voucer Tabungan				
	Resp	A	B	C	D
270	1				
271					1
272	1				
273	1				
274	1				
275	1				
276					1
277					1
278	1				
279			1		
280			1		
281				1	
282	1				
283	1				
284					1
285					1
286					1
287					1
288		1			
289		1			
290					1
291					1
292		1			
293	1				
294	1				
295					1
296					1
297					1
Jml	138	18	25	15	101
Rata2	46.5	6.1	8.4	5.1	34.0

Tabel 5 Hasil Perhitungan Rata-Rata Penilaian Tingkat Kepuasan Konsumen antara Tingkat Pelaksanaan dan Kepentingan pada Faktor-Faktor yang Mempengaruhi Kepuasan Nasabah

No.	Indikator Yang Mempengaruhi Kepuasan Konsumen Terhadap Pelaksanaan Pelayanan	TINGKAT PELAKSANAAN (PENGALAMAN)					TINGKAT KEPENTINGAN (HARAPAN)					K	Y	Tingkat Keseluruhan		
		Berikut Baik	Cukup Baik	Kurang Baik	Tidak Baik	Σ	Berikut Penting	Cukup Penting	Kurang Penting	Tidak Penting	Σ					
1	penyediaan layanan bank sesuai sigi	50	80	120	12	0	270	20	46	172	27	0	256	413	315	131,31%
2	melakukan layanan bank sesuai sigi	55	122	64	12	0	243	46	172	27	0	291	408	308	133,52%	
3	rumah bank yang bersih	105	80	92	0	0	294	7	128	87	0	294	318	318	119,81%	
4	rumah bank yang nyaman	75	80	111	6	0	282	55	124	87	14	0	280	405	308,55%	
5	kurang karyawan bank	75	100	99	10	0	284	33	144	99	4	0	282	374	307,26%	
6	bank tidak memiliki pelayanan yang disiplin	30	100	101	4	0	203	40	112	102	15	0	270	318	126,12%	
7	bank tidak memiliki pelayanan yang disiplin	50	124	87	0	0	281	31	152	99	0	0	286	400	160,00%	
8	bank tidak memiliki pelayanan yang disiplin	50	124	87	0	0	281	31	152	99	0	0	286	400	160,00%	
9	bank tidak memiliki pelayanan yang disiplin	50	124	87	0	0	281	31	152	99	0	0	286	400	160,00%	
10	bank tidak memiliki pelayanan yang disiplin	50	124	87	0	0	281	31	152	99	0	0	286	400	160,00%	
11	bank tidak memiliki pelayanan yang disiplin	50	124	87	0	0	281	31	152	99	0	0	286	400	160,00%	
12	bank tidak memiliki pelayanan yang disiplin	50	124	87	0	0	281	31	152	99	0	0	286	400	160,00%	
13	bank tidak memiliki pelayanan yang disiplin	50	124	87	0	0	281	31	152	99	0	0	286	400	160,00%	
14	bank tidak memiliki pelayanan yang disiplin	50	124	87	0	0	281	31	152	99	0	0	286	400	160,00%	
15	bank tidak memiliki pelayanan yang disiplin	50	124	87	0	0	281	31	152	99	0	0	286	400	160,00%	
16	bank tidak memiliki pelayanan yang disiplin	50	124	87	0	0	281	31	152	99	0	0	286	400	160,00%	
17	bank tidak memiliki pelayanan yang disiplin	50	124	87	0	0	281	31	152	99	0	0	286	400	160,00%	
18	bank tidak memiliki pelayanan yang disiplin	50	124	87	0	0	281	31	152	99	0	0	286	400	160,00%	
19	bank tidak memiliki pelayanan yang disiplin	50	124	87	0	0	281	31	152	99	0	0	286	400	160,00%	
20	bank tidak memiliki pelayanan yang disiplin	50	124	87	0	0	281	31	152	99	0	0	286	400	160,00%	
21	bank tidak memiliki pelayanan yang disiplin	50	124	87	0	0	281	31	152	99	0	0	286	400	160,00%	
22	bank tidak memiliki pelayanan yang disiplin	50	124	87	0	0	281	31	152	99	0	0	286	400	160,00%	
23	bank tidak memiliki pelayanan yang disiplin	50	124	87	0	0	281	31	152	99	0	0	286	400	160,00%	
24	bank tidak memiliki pelayanan yang disiplin	50	124	87	0	0	281	31	152	99	0	0	286	400	160,00%	
25	bank tidak memiliki pelayanan yang disiplin	50	124	87	0	0	281	31	152	99	0	0	286	400	160,00%	

Sumber : Hasil Riset, Agustus 2013

Lampiran 6 : Hasil Perhitungan Diagram Kartesius



Gambar 7. Diagram Kartesius Hubungan Antara Tingkat Kepentingan dan Pelaksanaan Versi Responden Tahun 2003

Lampiran 7 Pengaruh dimensi-dimensi pelayanan terhadap Kepuasan nasabah Bank Panin Puri Indah

Descriptive Statistics			
	Mean	Std. Deviation	N
Satisfaction	1,3798	1,31123	297
Tangible	3,9495	,79322	297
Reliability	3,8990	,69011	297
Responsibility	4,0875	,59196	297
Assurance	3,8923	,64868	297
Empathy	3,7205	,65709	297

		Correlations					
		Satisfaction	Tangible	Reliability	Responsibility	Assurance	Empathy
Pearson Correlation	Satisfaction	1,000	,456	,264	,324	,391	-,020
	Tangible	,456	1,000	,811	,362	,613	,582
	Reliability	,264	,811	1,000	,228	,519	,593
	Responsibility	,324	,362	,228	1,000	,447	,298
	Assurance	,391	,613	,519	,447	1,000	,294
	Empathy	-,020	,582	,593	,298	,294	1,000
Sig. (1- tailed)	Satisfaction	,	,000	,000	,000	,000	,366
	Tangible	,000	,	,000	,000	,000	,000
	Reliability	,000	,000	,	,000	,000	,000
	Responsibility	,000	,000	,000	,	,000	,000
	Assurance	,000	,000	,000	,000	,	,000
	Empathy	,366	,000	,000	,000	,000	,
N	Satisfaction	297	297	297	297	297	297
	Tangible	297	297	297	297	297	297
	Reliability	297	297	297	297	297	297
	Responsibility	297	297	297	297	297	297
	Assurance	297	297	297	297	297	297
	Empathy	297	297	297	297	297	297

Model Summary(b)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	,819(a)	,670	,673	,43844	,673	36,188	5	291	,000	1,941

a Predictors: (Constant), Empathy, Assurance, Responsibility, Reliability, Tangible
 b Dependent Variable: Satisfaction

ANOVA(b)

Model	Sum of Squares	df	Mean Square	F	Sig.	
1	Regression	195,119	5	39,024	36,188	,000(a)
	Residual	313,800	291	1,078		
	Total	508,919	296			

a Predictors: (Constant), Empathy, Assurance, Responsibility, Reliability, Tangible
 b Dependent Variable: Satisfaction

Coefficients(a)

Model	Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.	95% Confidence Interval for B		Correlations		Co-linearity Statistics			
	B	Std. Error				Lower Bound	Upper Bound	Zero-order	Partial	Tolerance	VIF		
1	(Constant)	1,372	,527	2,604	,010	2,410	,335						
	Tangible	1,149	,147	7,833	,000	,860	1,438	,456	,417	,361	,269	3,718	
	Reliability	-,242	,158	-,127	1,532	-,553	,069	,264	-,089	,071	,306	3,265	
	Responsibility	,440	,118	,199	3,719	,000	,207	,673	,324	,213	,171	,742	1,348
	Assurance	,138	,126	,068	1,092	-,110	,386	,391	,064	,05	,545	1,83	

				4	5					0		5
Empathy	-.855	,120	-.428	7,124	,000	1,091	-.618	,020	-.385	,328	,586	1,705

a Dependent Variable: Satisfaction

Coefficient Correlations(a)

Model		Empathy	Assurance	Responsibility	Reliability	Tangible	
1	Correlations	Empathy	1,000	,172	-.198	-.288	-.206
		Assurance	,172	1,000	-.337	-.132	-.324
		Responsibility	-.198	-.337	1,000	,189	-.139
		Reliability	-.288	-.132	,189	1,000	-.631
		Tangible	-.206	-.324	-.139	-.631	1,000
1	Covariances	Empathy	1,439E-02	2,601E-03	-2,813E-03	-5,460E-03	-3,627E-03
		Assurance	2,601E-03	1,589E-02	-5,029E-03	-2,638E-03	-6,001E-03
		Responsibility	-2,813E-03	-5,029E-03	1,401E-02	3,542E-03	-2,408E-03
		Reliability	-5,460E-03	-2,638E-03	3,542E-03	2,497E-02	-1,463E-02
		Tangible	-3,627E-03	-6,001E-03	-2,408E-03	-1,463E-02	2,153E-02

a Dependent Variable: Satisfaction

Residuals Statistics(a)

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	-.5766	3,1021	1,3798	,81190	297
Residual	-2,2130	1,9766	,0000	1,02963	297
Std. Predicted Value	-2,410	2,121	,000	1,000	297
Std. Residual	-2,131	1,903	,000	,992	297

a Dependent Variable: Satisfaction

Lampiran 8:

Pengaruh tingkat kepuasan nasabah dengan pelaksanaan yang dilakukan oleh Bank Panin Puri Indah Jakarta.

No	Dimensi Pelayanan	Tingkat Pelaksanaan					Score	Tingkat Kepentingan					Score
		sangat baik	baik	ckp baik	krng baik	tdk baik		s.penting	penting	c.penting	krng penting	tdk penting	
	Tangibel												
1	a	85	171	40	1	0	297	2	125	140	30	0	297
2	b	88	145	63	1	0	297	8	59	179	49	2	297
3	c	76	114	85	22	0	297	9	101	154	33	0	297
4	d	71	156	70	0	0	297	94	125	78	0	0	297
5	e	60	102	134	1	0	297	63	102	128	4	0	297
	Reability												
6	a	72	125	78	22	0	297	2	80	182	33	0	297
7	b	77	148	70	2	0	297	73	154	69	1	0	297
8	c	78	154	43	22	0	297	12	84	162	39	0	297
9	d	71	157	69	0	0	297	0	77	186	34	0	297
10	e	70	168	36	23	0	297	70	167	37	23	0	297
	Responsivenes												
11	a	43	160	75	19	0	297	49	85	129	34	0	297
12	b	42	159	76	20	0	297	42	120	84	51	0	297
13	c	112	90	95	0	0	297	49	90	124	34	0	297
14	d	142	126	19	10	0	297	0	81	182	34	0	297
15	e	100	133	64	0	0	297	53	162	56	26	0	297
	Assurance												
16	a	76	164	45	12	0	297	66	173	53	5	0	297
17	b	114	89	94	0	0	297	0	79	184	34	0	297
18	c	35	138	111	13	0	297	0	83	174	40	0	297
19	d	58	140	53	46	0	297	54	178	48	17	0	297
20	e	20	125	94	58	0	297	40	153	76	28	0	297
	Emphty												
21	a	60	149	63	25	0	297	55	205	37	0	0	297
22	b	46	118	128	5	0	297	58	208	31	0	0	297
23	c	47	157	43	50	0	297	40	198	59	0	0	297
24	d	82	182	33	0	0	297	77	176	44	0	0	297
25	e	52	162	56	27	0	297	0	57	194	46	0	297

SURVEI PENDAHULUAN TENTANG TINGKAT PENGETAHUAN DAN PEMAHAMAN FIVE STARS DI BANK PANIN PURI INDAH

Lampiran : Kuesioner pendahuluan tentang five stars

*) Pilih salah satu dengan tanda (X).

PILIH LAH SESUAI PENDAPAT ANDA :

Pernyataan	YA / TIDAK
1. Pernah kah anda mendengar tentang standar layanan five stars Panin Bank.	
2. Apakah anda mengetahui tentang standar layanan five stars Panin Bank seperti a. Selalu tersenyum b. Gunakan Eye contact c. Mengucapkan salam d. Tanyakan jika nasabah mempunyai kebutuhan lain. e. Ucapkan terima kasih dengan Menyebutkan nama nasabah.	
3. kalau anda mengetahui program layananan five stars tersebut, apakah anda memahami maksud dan tujuan program layanan tersebut:	Pilih salah satu 1. Memahami 2. Ragu – ragu 3. Tidak memahami

Terima Kasih Atas Partisipasi Anda

lampiran 10 Studi pendahuluan tentang Five stars

No	TINGKAT PENGETAHUAN										3					
	1					2					M	R	T	Y		
Resp	Y	T	Y	T	Y	T	Y	T	Y	T	Y	T	M	R	T	Y
1	1	0	0	1	0	1	0	1	0	1	0	1	0	0	0	1
2	0	1	0	1	1	0	0	1	1	0	1	1	0	0	1	0
3	0	1	0	1	1	0	0	1	0	1	0	1	0	0	1	0
4	0	1	0	1	0	1	0	1	0	1	0	1	0	0	1	0
5	0	1	0	1	1	0	1	0	0	1	0	1	0	0	1	0
6	0	1	1	0	1	0	1	1	0	1	1	0	0	0	1	0
7	0	1	1	0	0	1	0	1	0	1	1	0	0	0	1	0
8	0	1	1	0	0	1	0	1	0	1	1	0	0	0	1	0
9	0	1	0	1	1	0	1	1	0	1	1	0	0	0	1	0
10	0	1	0	1	1	0	1	1	0	1	1	0	0	0	1	0
11	0	1	0	1	1	0	1	1	0	1	1	0	0	1	0	0
12	0	1	0	1	0	1	0	1	0	1	1	0	0	1	0	0
13	0	1	0	1	1	0	1	1	0	1	1	0	0	1	1	1
14	0	1	0	1	1	0	1	1	0	1	1	0	0	0	1	1
15	0	1	0	1	1	0	1	1	0	1	1	0	0	0	1	1
16	0	1	0	1	0	1	0	1	0	1	1	0	0	0	1	1
17	0	1	0	1	0	1	0	1	0	1	1	0	0	0	1	0
18	0	1	0	1	0	1	0	1	0	1	1	0	0	0	1	0
19	0	1	0	1	0	1	0	1	0	1	1	0	0	0	1	0
20	0	1	0	1	0	1	0	1	0	1	1	0	0	0	1	0
21	0	1	0	1	0	1	0	1	0	1	1	0	0	0	1	0
22	0	1	0	1	0	1	0	1	0	1	1	0	0	0	1	0
23	0	1	0	1	0	1	0	1	0	1	1	0	0	0	1	0
24	0	1	0	1	0	1	0	1	0	1	1	0	0	0	1	0
25	0	1	0	1	0	1	0	1	0	1	1	0	0	0	1	0
26	0	1	0	1	1	0	1	0	0	1	1	0	0	0	1	0
27	0	1	0	1	1	0	1	0	0	1	1	0	0	0	1	0
28	1	0	0	1	1	0	1	0	0	1	1	0	0	0	1	0
29	1	0	0	0	1	0	1	0	0	1	1	0	0	0	1	0
30	1	0	0	0	1	0	1	0	0	1	1	0	0	0	1	0
31	1	0	1	0	1	0	1	0	0	1	1	0	0	0	1	0
32	0	1	1	1	0	1	0	1	1	0	1	0	0	0	1	0
33	0	1	1	1	0	1	0	1	1	0	1	0	0	0	1	0
34	0	1	1	1	0	1	0	1	1	0	1	0	0	0	1	0
35	0	1	1	1	0	1	0	1	1	0	1	0	0	0	1	0
36	0	1	1	1	0	1	0	1	1	0	1	0	0	0	1	0
37	0	1	1	1	0	1	0	1	1	0	1	0	0	0	1	0
38	0	1	1	1	0	1	0	1	1	0	1	0	0	0	1	0
39	0	1	1	1	0	1	0	1	1	0	1	0	0	0	1	0

87	1	0	0	1	1	0	1	0	1	1	1	1	1	0	0	0	0	0	0
88	0	1	0	1	0	1	1	1	1	1	0	0	1	1	0	0	0	0	0
89	0	1	0	0	1	0	0	1	1	1	0	0	1	1	0	0	0	0	1
90	0	1	0	1	0	1	0	1	1	1	1	0	1	1	0	0	0	0	0
91	0	1	1	0	0	1	0	1	1	0	1	0	1	1	0	0	0	0	0
92	0	1	1	0	0	1	0	1	1	0	1	0	1	1	0	0	1	0	0
93	0	1	0	0	1	1	0	1	1	0	0	1	1	0	0	0	0	1	0
94	1	0	0	0	1	0	0	1	1	0	1	0	1	0	0	0	0	1	0
95	0	1	0	0	1	0	0	1	1	0	1	0	1	0	0	0	0	1	0
96	0	1	0	0	1	0	1	0	1	0	1	0	1	0	0	0	0	1	1
97	0	1	0	0	1	0	1	0	1	0	0	1	1	0	0	0	0	0	0
98	0	1	0	0	1	0	0	0	1	1	0	0	1	0	0	0	0	1	1
99	0	1	1	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0
100	0	1	1	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0
	26	74	60	40	50	50	29	71	52	48	21	79	45	2	53				24

YANG MENJAWAB YA SEBANYAK - 40,43 % MENGETAHUI
 YANG MENJAWAB TIDAK SEBANYAK - 59,29 % TIDAK MENGETAHUI
 RAGU - RAGU 0,3 % ABSTEIN
 100,00 %

