Lampiran 1   Kuesioner Penelitian

Survei Kepuasan Nasabah

Analisis Pengaruh Kualitas Pelayanan terhadap Kepuasan Nasabah Pada PT. Bank Rakyat Indonesia (Persero), Tbk. Cabang Pluit.

Jl. Pluit Kencana Raya No. 79F.

Terima kasih atas partisipasi Anda menjadi salah satu peserta survei dan telah meluangkan sedikit waktu untuk mengisi kuesioner ini.

Dengan kriteria sebagai berikut :

Kualitas Pelayanan	Kepuasan Konsumen
1 = Sangat Tidak Baik	**1 = Sangat Tidak Puas**
2 = Tidak Baik	**2 = Tidak puas**
3 = Cukup Baik	**3 = Cukup Puas**
4 = Baik	**4 = Puas**
5 = Sangat Baik	**5 = Sangat Puas**

Nama Responden :……………..

No	Dimensi	Atribut	Kualitas pelayanan				
			1	2	3	4	5
			STB	TB	CB	B	SB
1	Reliabilitas	1. Menyediakan pelayanan jasa *customer servise* sesuai dengan yang diharapkan.					
		2. Dapat diandalkan dalam menangani masalah pelanggan.					
		3. Menyampaikan jasa secara benar selama melakukan transaksi.					
		4. Menyampaikan jasa sesuai dengan waktu yang dijanjikan.					
		5. Menyimpan catatan atau dokumen dokumen tanpa kesalahan.					
2	Daya Tanggap	6. Menginformasikan pelanggan tentang kepastian jasa.					
		7. Layanan yang segera atau cepat bagi pelanggan..					
		8. Kesedian untuk membantu pelanggan.					
		9. Kesiapan untuk merespons permintaan pelanggan.					

3	Jaminan	10. Sikap karyawan yang menumbuhkan rasa percaya kepada para pelanggan.					
		11. Membuat pelanggan merasa aman sewaktu melakukan transaksi.					
		12. Karyawan yang secara konsisten bersikap sopan.					
		13. Karyawan yang mampu menjawab pertanyaan pelanggan.					
4	Empati	14. Memberikan perhatian individual kepada para pelanggan.					
		15. Karyawan yang memperlakukan pelanggan secara penuh perhatian.					
		16. Sungguh-sungguh mengutamakan kepentingan pelanggan.					
		17. Karyawan yang memahami kebutuhan pelanggan.					
		18. Waktu beroperasi (jam kantor) yang tepat waktu.					
5	Bukti Fisik	19. Peralatan modern.					
		20. Fasilitas yang berdaya tarik visual.					
		21. Karyawan yang berpenampilan rapi dan profesional.					
		22. Materi-materi berkaitan dengan jasa yang berdaya tarik visual.					

No	Dimensi	Atribut	Kepuasan Nasabah				
			1	2	3	4	5
			STP	TP	CP	P	SP
1	Reliabilitas	1. Menyediakan pelayanan jasa sesuai dengan yang diharapkan					
		2. Dapat diandalkan dalam menangani masalah jasa pelanggan.					
		3. Menyampaikan jasa secara benar selama melakukan transaksi.					
		4. Menyampaikan jasa sesuai dengan waktu yang dijanjikan.					

		5. Menyimpan catatan/dokumen tanpa kesalahan.					
2	Daya Tanggap	6. Menginformasikan pelanggan tetang kepastian jasa.					
		7. Layanan yang segera/cepat bagi pelanggan.					
		8. Kesediaan untuk membantu pelanggan.					
		9. Kesiapan untuk merespons permintaan pelanggan.					
3	Jaminan	10. Sikap karyawan yang menumbukan rasa percaya kepada para pelanggan.					
		11. Membuat pelanggan merasa aman sewaktu melakukan transaksi.					
		12. Karyawan yang secara konsisten bersikap sopan.					
		13. Karyawan yang mampu memjawab pertanyaan pelanggan.					
4	Empati	14. Memberikan perhatian individual kepada para pelanggan.					
		15. Karyawan yang memperlakukan pelanggan secara penuh perhatian.					
		16. Sungguh-sungguh mengutakan kepentingan pelanggan.					
		17. Karyawan yang memahami kebutuhan pelanggan.					
		18. Waktu beroperasi (jam kantor) yang tepat waktu.					
5	Bukti Fisik	19. Peralatan modern.					
		20. Fasilitas yang berdaya tarik visual.					
		21. Karyawan yang berpenampilan rapi dan profesional.					
		22. Materi-materi berkaitan dengan jasa yang berdaya tarik visual.					

Lampiran 2   Indikator Pertanyaan Kuesioner

Survei Kualitas Pelayanan terhadap Kepuasan Nasabah

Analisis Pengaruh Kualitas Pelayanan terhadap Kepuasan Nasabah Pada PT. Bank Rakyat Indonesia (Persero), Tbk. Cabang Pluit.

Jl. Pluit Kencana Raya No. 79F.

Terima kasih atas partisipasi Anda menjadi salah satu peserta survei dan telah meluangkan sedikit waktu untuk mengisi kuesioner ini.

Dengan kriteria sebagai berikut :

Kualitas Pelayanan	**Kepuasan Konsumen**
1 = Sangat Tidak Baik	**1 = Sangat Tidak Puas**
2 = Tidak Baik	**2 = Tidak puas**
3 = Cukup Baik	**3 = Cukup Puas**
4 = Baik	**4 = Puas**
5 = Sangat Baik	**5 = Sangat Puas**

Berikan tanda silang (X) pada pilihan yang sesuai dengan pendapat nasabah.

No	Dimensi	Atribut	Kualitas pelayanan				
			1	2	3	4	5
			STB	TB	CB	B	SB
1	Reliabilitas	1. Menyediakan pelayanan jasa sesuai dengan yang diharapkan.					
		2. Dapat diandalkan dalam menangani masalah pelanggan.					
		3. Menyampaikan jasa secara benar selama melakukan transaksi.					
		4. Menyampaikan jasa sesuai dengan waktu yang dijanjikan.					
		5. Menyimpan catatan/dokumen tanpa kesalahan.					
2	Daya Tanggap	6. Menginformasikan pelanggan tentang kepastian jasa.					
		7. Layanan yang segera/cepat bagi pelanggan..					

No	Dimensi	Atribut					
		8. Kesedian untuk membantu pelanggan.					
		9. Kesiapan untuk merespons permintaan pelanggan.					
3	Jaminan	10. Sikap karyawan yang menumbuhkan rasa percaya kepada para pelanggan.					
		11. Membuat pelanggan merasa aman sewaktu melakukan transaksi.					
		12. Karyawan yang secara konsisten bersikap sopan.					
		13. Karyawan yang mampu menjawab pertanyaan pelanggan.					
4	Empati	14. Memberikan perhatian individual kepada para pelanggan.					
		15. Karyawan yang memperlakukan pelanggan secara penuh perhatian.					
		16. Sungguh-sungguh mengutamakan kepentingan pelanggan.					
		17. Karyawan yang memahami kebutuhan pelanggan.					
		18. Waktu beroperasi (jam kantor) yang tepat waktu.					
5	Bukti Fisik	19. Peralatan modern.					
		20. Fasilitas yang berdaya tarik visual.					
		21. Karyawan yang berpenampilan rapi dan profesional.					
		22. Materi-materi berkaitan dengan jasa yang berdaya tarik visual.					

No	Dimensi	Atribut	Kualitas pelayanan				
			1	2	3	4	5
			STB	TB	CB	B	SB
1	Reliabilitas	1. Menyediakan pelayanan jasa sesuai dengan yang diharapkan.					
		2. Dapat diandalkan dalam menangani masalah pelanggan.					
		3. Menyampaikan jasa secara benar selama melakukan transaksi.					
		4. Menyampaikan jasa sesuai dengan waktu yang dijanjikan.					

		5. Menyimpan catatan/dokumen tanpa kesalahan.					
2	Daya Tanggap	6. Menginformasikan pelanggan tentang kepastian jasa.					
		7. Layanan yang segera/cepat bagi pelanggan..					
		8. Kesedian untuk membantu pelanggan.					
		9. Kesiapan untuk merespons permintaan pelanggan.					
3	Jaminan	10. Sikap karyawan yang menumbuhkan rasa percaya kepada para pelanggan.					
		11. Membuat pelanggan merasa aman sewaktu melakukan transaksi.					
		12. Karyawan yang secara konsisten bersikap sopan.					
		13. Karyawan yang mampu menjawab pertanyaan pelanggan.					
4	Empati	14. Memberikan perhatian individual kepada para pelanggan.					
		15. Karyawan yang memperlakukan pelanggan secara penuh perhatian.					
		16. Sungguh-sungguh mengutamakan kepentingan pelanggan.					
		17. Karyawan yang memahami kebutuhan pelanggan.					
		18. Waktu beroperasi (jam kantor) yang tepat waktu.					
5	Bukti Fisik	19. Peralatan modern.					
		20. Fasilitas yang berdaya tarik visual.					
		21. Karyawan yang berpenampilan rapi dan profesional.					
		22. Materi-materi berkaitan dengan jasa yang berdaya tarik visual.					

Lampiran 3   Tabulasi Pra Survei Kualitas Pelayanan (30 Responden)

TABULASI KUALITAS PELAYANAN

No.	Nama Responden	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 10	P 11	P 12	P 13	P 14	P 15	P 16	P 17	P 18	P 19	P 20	P 21	P 22	Total
								Pertanyaan-Pertanyaan Kuesioner																
1	Santi	4	5	5	5	4	4	4	4	4	4	3	3	3	3	4	4	3	4	5	5	5	5	90
2	Ilmi	3	3	3	3	3	4	3	3	4	3	4	4	3	3	3	3	3	3	4	4	3	3	72
3	Leni	5	5	5	5	3	4	4	4	4	4	4	5	3	4	4	4	4	4	4	4	4	4	91
4	Suyatno	5	5	5	3	4	4	3	4	4	4	4	4	4	4	4	4	3	3	3	3	2	2	81
5	Vika	5	5	5	3	4	3	4	3	3	3	4	4	5	5	5	5	4	4	3	4	4	4	89
6	Rahman	3	3	3	4	3	3	3	3	3	3	4	4	4	3	4	4	4	4	4	3	4	4	78
7	Kevin	4	3	3	3	4	3	3	4	4	3	3	3	4	3	3	3	3	4	2	3	3	3	70
8	Ricardo devi	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	88
9	Helin	3	3	5	3	4	4	3	4	4	4	4	4	4	3	3	3	3	3	4	4	3	3	78
10	Linawati	3	3	4	3	3	4	3	4	4	4	3	4	4	3	3	3	3	3	3	3	3	3	73
11	Citra	3	3	4	3	3	4	4	4	4	4	3	4	4	3	3	3	3	3	4	4	3	3	76
12	Supranto	4	5	4	4	5	4	4	5	5	4	5	5	4	4	4	4	4	4	4	4	4	4	94
13	Ling ling	4	5	4	4	5	4	4	5	5	4	5	5	4	4	5	5	4	4	4	4	4	4	96
14	Heni	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	88
15	Riva	5	4	5	5	4	5	4	5	5	5	4	5	5	5	4	4	5	5	3	5	5	5	102
16	Joe	3	3	4	3	4	4	4	3	3	4	3	4	4	3	3	3	3	3	3	4	3	3	74
17	Yuna	4	4	4	4	3	5	4	5	5	5	4	5	4	4	4	4	3	4	4	5	3	3	90
18	Ferdi	3	4	3	3	3	3	4	3	3	3	4	5	4	4	4	4	3	4	4	5	3	3	79
19	Tasya	4	4	3	4	3	4	3	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	84
20	Wiratmo	3	3	4	4	4	4	3	4	3	4	3	3	3	3	3	3	3	4	3	5	3	3	75
21	Ega	4	4	3	4	4	4	4	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	85
22	Dian	4	4	5	5	5	5	5	5	5	5	4	4	3	5	4	4	4	3	5	5	5	5	99
23	Benny	5	4	5	4	4	5	4	5	5	5	5	4	4	4	5	4	4	4	4	5	5	5	99
24	Endri	3	3	3	3	3	4	5	4	4	4	3	3	3	4	4	3	3	3	4	4	3	3	76
25	Olin	3	3	2	3	3	3	3	3	3	3	3	3	3	3	3	4	4	3	3	5	3	3	69
26	Asifah	5	5	5	5	5	5	4	4	5	5	5	5	5	5	5	5	3	5	5	5	5	5	106
27	Rina	4	3	2	4	3	2	4	3	3	2	3	3	3	4	3	3	3	4	4	4	3	3	70
28	Abdul	3	3	2	3	4	3	3	3	3	3	3	3	4	3	3	3	3	3	3	5	3	3	70
29	Evi	3	3	3	4	3	4	4	3	3	4	3	4	4	4	3	3	3	4	4	3	3	3	75
30	Ananda	4	3	3	3	3	4	3	3	3	4	3	3	4	4	3	3	3	3	4	3	3	3	72
	Total	114	113	114	112	111	117	111	115	116	116	112	120	114	114	112	111	103	111	113	124	108	108	2489

LAMPIRAN. 4

```
CORRELATIONS
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  /PRINT=TWOTAIL NOSIG
  /MISSING=PAIRWISE.
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Correlations

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Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each pair of variables are based on all the cases with valid data for that pair.
Syntax		CORRELATIONS /VARIABLES=P1 P2 P3 P4 P5 P6 P7 P8 P9 P10 P11 P12 P13 P14 P15 P16 P17 P18 P19 P20 P21 P22 TOTAL /PRINT=TWOTAIL NOSIG /MISSING=PAIRWISE.
Resources	Processor Time	0:00:00.031
	Elapsed Time	0:00:00.063

Correlations

[DataSet0]

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P1	Pearson Correlation	1	.754**	.582**	.514**	.400*	.344	.243	.425*	.479**	.385*	.550**	.326	.356	.668**	.681**	.640**	.446*	.547**	.107	.112	.535**	.535**	.718**
	Sig. (2-tailed)		.000	.001	.004	.029	.063	.195	.019	.007	.036	.002	.079	.053	.000	.000	.000	.013	.002	.574	.557	.002	.002	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P2	Pearson Correlation	.754**	1	.618**	.521**	.535**	.314	.347	.443*	.493**	.351	.679**	.547**	.318	.546**	.801**	.836**	.374*	.489**	.334	.227	.529**	.529**	.782**
	Sig. (2-tailed)	.000		.000	.003	.002	.091	.060	.014	.006	.058	.000	.002	.087	.002	.000	.000	.042	.006	.072	.227	.003	.003	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P3	Pearson Correlation	.582**	.618**	1	.440*	.503**	.651**	.302	.602**	.589**	.673**	.470**	.398*	.329	.354	.520**	.436*	.280	.244	.234	.180	.493**	.493**	.719**
	Sig. (2-tailed)	.001	.000		.015	.005	.000	.105	.000	.001	.000	.009	.029	.076	.055	.003	.016	.134	.194	.212	.341	.006	.006	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P4	Pearson Correlation	.514**	.521**	.440*	1	.372*	.471**	.438*	.479**	.477**	.506**	.396*	.335	.031	.519**	.463**	.472**	.448*	.673**	.558**	.387*	.791**	.791**	.747**
	Sig. (2-tailed)	.004	.003	.015		.043	.009	.015	.007	.008	.004	.031	.070	.873	.003	.010	.008	.013	.000	.001	.034	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P5	Pearson Correlation	.400*	.535**	.503**	.372*	1	.352	.272	.493**	.494**	.390*	.540**	.283	.257	.310	.469**	.475**	.337	.272	.137	.282	.507**	.507**	.623**
	Sig. (2-tailed)	.029	.002	.005	.043		.057	.146	.006	.006	.033	.002	.130	.170	.095	.009	.008	.069	.146	.469	.131	.004	.004	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P6	Pearson Correlation	.344	.314	.651**	.471**	.352	1	.333	.681**	.724**	.968**	.434*	.418*	.270	.321	.364*	.231	.196	.171	.378*	.292	.464**	.464**	.674**
	Sig. (2-tailed)	.063	.091	.000	.009	.057		.072	.000	.000	.000	.016	.021	.149	.084	.048	.220	.299	.367	.039	.118	.010	.010	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P7	Pearson Correlation	.243	.347	.302	.438*	.272	.333	1	.349	.358	.380*	.218	.250	.019	.540**	.469**	.293	.295	.223	.503**	.333	.455*	.455*	.535**
	Sig. (2-tailed)	.195	.060	.105	.015	.146	.072		.059	.052	.038	.248	.183	.921	.002	.009	.116	.113	.236	.005	.072	.012	.012	.002
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P8	Pearson Correlation	.425*	.443*	.602**	.479**	.493**	.681**	.349	1	.912**	.717**	.512**	.399*	.076	.278	.445*	.319	.339	.271	.193	.295	.454*	.454*	.694**
	Sig. (2-tailed)	.019	.014	.000	.007	.006	.000	.059		.000	.000	.004	.029	.691	.137	.014	.086	.067	.147	.308	.113	.012	.012	.000

		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
P9	Pearson Correlation	.479**	.493**	.589**	.477**	.494**	.724**	.358	.912**	1	.698**	.638**	.512**	.160	.348	.510**	.396*	.292	.283	.332	.276	.513**	.513**	.750**
	Sig. (2-tailed)	.007	.006	.001	.008	.006	.000	.052	.000		.000	.000	.004	.398	.060	.004	.030	.118	.129	.073	.140	.004	.004	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P10	Pearson Correlation	.385*	.351	.673**	.506**	.390*	.968**	.380*	.717**	.698**	1	.405*	.408*	.325	.370*	.405*	.276	.227	.222	.352	.293	.487**	.487**	.705**
	Sig. (2-tailed)	.036	.058	.000	.004	.033	.000	.038	.000	.000		.026	.025	.080	.044	.026	.141	.227	.239	.056	.116	.006	.006	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P11	Pearson Correlation	.550**	.679**	.470**	.396*	.540**	.434*	.218	.512**	.638**	.512**	1	.718**	.441*	.555**	.784**	.735**	.480**	.469**	.377*	.209	.539**	.539**	.781**
	Sig. (2-tailed)	.002	.000	.009	.031	.002	.016	.248	.004	.000	.004		.000	.015	.001	.000	.000	.007	.009	.040	.267	.002	.002	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P12	Pearson Correlation	.326	.547**	.398*	.335	.283	.418*	.250	.399*	.512**	.408*	.718**	1	.569**	.448*	.502**	.533**	.349	.416*	.219	.204	.305	.305	.626**
	Sig. (2-tailed)	.079	.002	.029	.070	.130	.021	.183	.029	.004	.025	.000		.001	.013	.005	.002	.058	.022	.244	.280	.101	.101	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P13	Pearson Correlation	.356	.318	.329	.031	.257	.270	.019	.076	.160	.325	.441*	.569**	1	.493**	.441*	.451*	.259	.398*	-.033	-.015	.250	.250	.434*
	Sig. (2-tailed)	.053	.087	.076	.873	.170	.149	.921	.691	.398	.080	.015	.001		.006	.015	.012	.168	.029	.861	.935	.183	.183	.017
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P14	Pearson Correlation	.668**	.546**	.354	.519**	.310	.321	.540**	.278	.348	.370*	.555**	.448*	.493**	1	.706**	.654**	.511**	.540**	.352	.128	.549**	.549**	.707**
	Sig. (2-tailed)	.000	.002	.055	.003	.095	.084	.002	.137	.060	.044	.001	.013	.006		.000	.000	.004	.002	.057	.501	.002	.002	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P15	Pearson Correlation	.681**	.801**	.520**	.463**	.469**	.364*	.469**	.445*	.510**	.405*	.784**	.502**	.441*	.706**	1	.888**	.480**	.552**	.377*	.278	.662**	.662**	.832**
	Sig. (2-tailed)	.000	.000	.003	.010	.009	.048	.009	.014	.004	.026	.000	.005	.015	.000		.000	.007	.002	.040	.137	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P16	Pearson Correlation	.640**	.836**	.436*	.472**	.475**	.231	.293	.319	.396*	.276	.735**	.533**	.451*	.654**	.888**	1	.550**	.560**	.304	.305	.612**	.612**	.770**
	Sig. (2-tailed)	.000	.000	.016	.008	.008	.220	.116	.086	.030	.141	.000	.002	.012	.000	.000		.002	.001	.102	.102	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P17	Pearson Correlation	.446*	.374*	.280	.448*	.337	.196	.295	.339	.292	.227	.480**	.349	.259	.511**	.480**	.550**	1	.397*	.003	.188	.611**	.611**	.571**
	Sig. (2-tailed)	.013	.042	.134	.013	.069	.299	.113	.067	.118	.227	.007	.058	.168	.004	.007	.002		.030	.988	.319	.000	.000	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	P21	P22	TOTAL
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P18 Pearson Correlation	.547**	.489**	.244	.673**	.272	.171	.223	.271	.283	.222	.469**	.416*	.398*	.540**	.552**	.560**	.397*	1	.162	.254	.597**	.597**	.616**
Sig. (2-tailed)	.002	.006	.194	.000	.146	.367	.236	.147	.129	.239	.009	.022	.029	.002	.002	.001	.030		.393	.176	.000	.000	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P19 Pearson Correlation	.107	.334	.234	.558**	.137	.378*	.503**	.193	.332	.352	.377*	.219	-.033	.352	.377*	.304	.003	.162	1	.274	.512**	.512**	.484**
Sig. (2-tailed)	.574	.072	.212	.001	.469	.039	.005	.308	.073	.056	.040	.244	.861	.057	.040	.102	.988	.393		.144	.004	.004	.007
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P20 Pearson Correlation	.112	.227	.180	.387*	.282	.292	.333	.295	.276	.293	.209	.204	-.015	.128	.278	.305	.188	.254	.274	1	.441*	.441*	.430*
Sig. (2-tailed)	.557	.227	.341	.034	.131	.118	.072	.113	.140	.116	.267	.280	.935	.501	.137	.102	.319	.176	.144		.015	.015	.018
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P21 Pearson Correlation	.535**	.529**	.493**	.791**	.507**	.464**	.455*	.454*	.513**	.487**	.539**	.305	.250	.549**	.662**	.612**	.611**	.597**	.512**	.441*	1	1.000**	.828**
Sig. (2-tailed)	.002	.003	.006	.000	.004	.010	.012	.012	.004	.006	.002	.101	.183	.002	.000	.000	.000	.000	.004	.015		.000	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P22 Pearson Correlation	.535**	.529**	.493**	.791**	.507**	.464**	.455*	.454*	.513**	.487**	.539**	.305	.250	.549**	.662**	.612**	.611**	.597**	.512**	.441*	1.000**	1	.828**
Sig. (2-tailed)	.002	.003	.006	.000	.004	.010	.012	.012	.004	.006	.002	.101	.183	.002	.000	.000	.000	.000	.004	.015	.000		.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
TOTAL Pearson Correlation	.718**	.782**	.719**	.747**	.623**	.674**	.535**	.694**	.750**	.705**	.781**	.626**	.434*	.707**	.832**	.770**	.571**	.616**	.484**	.430*	.828**	.828**	1
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.002	.000	.000	.000	.000	.000	.017	.000	.000	.000	.001	.000	.007	.018	.000	.000	
N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

**. Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

Lampiran 5   Uji Reliabilitas Kualitas Pelayanan 30 Responden

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded[a]	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the

procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.944	22

Lampiran 6   Tabulasi Pra Survei Kepuasan Nasabah (30 Responden)

TABULASI KUALITAS PELAYANAN

No.	Nama Responden	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 10	P 11	P 12	P 13	P 14	P 15	P 16	P 17	P 18	P 19	P 20	P 21	P 22	Total
1	Santi	4	5	5	5	4	4	4	4	4	4	3	3	3	3	4	4	3	4	5	5	5	5	90
2	Ilmi	3	3	3	3	3	4	3	3	4	3	4	4	3	3	3	3	3	3	4	4	3	3	72
3	Leni	5	5	5	5	3	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4	4	4	91
4	Suyatno	5	5	5	3	4	4	3	4	4	4	4	4	4	4	4	4	3	3	3	3	2	2	81
5	Vika	5	5	5	3	4	3	4	3	3	3	4	4	5	5	5	5	4	4	3	4	4	4	89
6	Rahman	3	3	3	4	3	3	3	3	3	3	4	4	4	4	4	4	4	4	4	3	4	4	78
7	Kevin	4	3	3	3	4	3	3	4	4	3	3	3	3	3	3	3	3	4	2	3	3	3	70
8	Ricardo devi	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	88
9	Helin	3	3	5	3	4	4	3	4	4	4	4	4	4	3	3	3	3	3	4	4	3	3	78
10	Linawati	3	3	4	3	3	4	3	4	4	4	3	4	4	3	3	3	3	3	3	3	3	3	73
11	Citra	3	3	4	3	3	4	4	4	4	4	3	4	4	3	3	3	3	3	4	4	3	3	76
12	Supranto	4	5	4	4	5	4	4	5	5	4	5	5	4	4	4	4	4	4	4	4	4	4	94
13	Ling ling	4	5	4	4	5	4	4	5	5	4	5	5	4	4	5	5	4	4	4	4	4	4	96
14	Heni	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	88
15	Riva	5	4	5	5	4	5	4	5	5	5	4	5	5	5	4	4	5	5	3	5	5	5	102
16	Joe	3	3	4	3	4	4	4	3	3	4	3	4	4	3	3	3	3	3	3	4	3	3	74
17	Yuna	4	4	4	4	3	5	4	5	5	5	4	5	4	4	4	4	3	4	4	5	3	3	90
18	Ferdi	3	4	3	3	3	3	4	3	3	3	4	5	4	4	4	4	3	4	4	5	3	3	79
19	Tasya	4	4	3	4	3	4	3	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	84
20	Wiratmo	3	3	4	4	4	4	3	4	3	4	3	3	3	3	3	3	3	4	3	5	3	3	75

No	Nama																															Total
21	Ega	4	4	3	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	85
22	Dian	4	4	5	5	5	5	5	5	5	4	5	4	5	3	5	4	4	3	4	4	4	3	5	5	5	3	5	5	5	5	99
23	Benny	5	4	5	4	5	5	4	5	5	5	4	5	4	5	4	5	4	4	4	4	5	4	4	4	4	4	5	5	5	5	99
24	Endri	3	3	3	3	4	5	4	3	4	3	3	3	3	4	3	3	3	4	3	3	3	3	4	3	3	3	3	3	3	3	76
25	Olin	3	3	2	3	3	4	3	3	3	3	3	3	3	3	3	3	4	3	3	3	3	3	3	3	3	3	5	3	3	3	69
26	Asifah	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5	3	3	5	5	5	5	4	5	5	5	5	5	5	5	5	106
27	Rina	4	3	2	4	2	3	2	3	3	3	3	3	3	3	3	3	3	4	4	3	3	3	4	3	3	4	4	3	3	3	70
28	Abdul	3	3	2	3	3	3	4	3	3	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	5	3	3	3	70
29	Evi	3	3	3	4	3	4	3	4	4	3	3	3	3	4	4	3	3	4	4	4	3	4	3	3	4	3	3	3	3	3	75
30	Ananda	4	3	3	3	4	3	4	3	3	4	3	4	4	3	3	3	4	3	4	4	3	4	3	3	3	3	3	3	3	3	72
	Total	113	113	114	117	111	116	115	116	117	111	112	120	112	116	111	110	113	111	114	114	111	112	121	111	112	114	115	108	108	108	2489

Nilai tertinggi 30 x 5
= 150
Nilai terendah 30 x 1
= 30

Sisa = 120 : 5 =
24

Jarak interval

STB = 30 - 53

TB = 54 - 77

CB = 78 - 101
B = 102 - 125
(112,95)

SB = 126 - 150

Nilai rata-rata = 2566 : 22 = 112,95

Jadi hasil tabulasi responden BAIK terhadap kualitas pelayanan Bank BRI

LAMPIRAN 7

```
CORRELATIONS
  /VARIABLES=p1 p2 p3 p4 p5 p6 p7 p8 p9 p10 p11 p12 p13 p14 p15 p16 p17 p18 p19 p20 p21 p22 total
  /PRINT=TWOTAIL NOSIG
  /MISSING=PAIRWISE.
```

Correlations

Notes

Output Created		18-Mar-2013 23:26:11
Comments		
Input	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	30
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each pair of variables are based on all the cases with valid data for that pair.
Syntax		CORRELATIONS
		/VARIABLES=p1 p2 p3 p4 p5 p6 p7 p8 p9 p10 p11 p12 p13 p14 p15 p16 p17 p18 p19 p20 p21 p22 total
		/PRINT=TWOTAIL NOSIG
		/MISSING=PAIRWISE.
Resources	Processor Time	0:00:00.078
	Elapsed Time	0:00:00.130

Correlations

		p1	p2	p3	p4	p5	p6	p7	p8	p9	p10	p11	p12	p13	p14	p15	p16	p17	p18	p19	p20	p21	p22	total
p1	Pearson Correlation	1	.478**	.640**	.325	.481**	.417*	.723**	.788**	.676**	.415*	.521**	.545**	.664**	.631**	.535**	.539**	.503**	.388*	.388*	.769**	.769**	.769**	.792**
	Sig. (2-tailed)		.008	.000	.080	.007	.022	.000	.000	.000	.023	.003	.002	.000	.000	.002	.002	.005	.034	.034	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
p2	Pearson Correlation	.478**	1	.580**	.813**	.827**	.805**	.644**	.633**	.578**	.097	.570**	.261	.485**	.598**	.455*	.687**	.641**	.555**	.555**	.622**	.741**	.741**	.789**
	Sig. (2-tailed)	.008		.001	.000	.000	.000	.000	.000	.001	.609	.001	.164	.007	.000	.012	.000	.000	.001	.001	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
p3	Pearson Correlation	.640**	.580**	1	.568**	.594**	.507**	.407*	.442*	.290	.076	.238	.255	.450*	.637**	.428*	.424*	.362*	.218	.218	.432*	.432*	.432*	.565**
	Sig. (2-tailed)	.000	.001		.001	.001	.004	.026	.014	.120	.690	.205	.173	.012	.000	.018	.020	.049	.247	.247	.017	.017	.017	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
p4	Pearson Correlation	.325	.813**	.568**	1	.647**	.640**	.504**	.462*	.422*	.176	.387*	.146	.479**	.468**	.377*	.494**	.450*	.418*	.418*	.463*	.585**	.585**	.635**
	Sig. (2-tailed)	.080	.000	.001		.000	.000	.005	.010	.020	.352	.034	.443	.007	.009	.040	.006	.013	.021	.021	.010	.001	.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
p5	Pearson Correlation	.481**	.827**	.594**	.647**	1	.971**	.677**	.730**	.512**	.128	.505**	.221	.375*	.629**	.406*	.685**	.646**	.499**	.499**	.716**	.607**	.607**	.763**
	Sig. (2-tailed)	.007	.000	.001	.000		.000	.000	.000	.004	.500	.004	.241	.041	.000	.026	.000	.000	.005	.005	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
p6	Pearson Correlation	.417*	.805**	.507**	.640**	.971**	1	.707**	.715**	.505**	.085	.497**	.227	.333	.567**	.347	.668**	.630**	.484**	.484**	.699**	.595**	.595**	.734**
	Sig. (2-tailed)	.022	.000	.004	.000	.000		.000	.000	.004	.656	.005	.227	.072	.001	.060	.000	.000	.007	.007	.000	.001	.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
p7	Pearson Correlation	.723**	.644**	.407*	.504**	.677**	.707**	1	.877**	.761**	.407*	.697**	.480**	.585**	.490**	.397*	.699**	.674**	.431*	.431*	.855**	.855**	.855**	.857**
	Sig. (2-tailed)	.000	.000	.026	.005	.000	.000		.000	.000	.026	.000	.007	.001	.006	.030	.000	.000	.017	.017	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
p8	Pearson Correlation	.788**	.633**	.442*	.462*	.730**	.715**	.877**	1	.779**	.437*	.716**	.557**	.618**	.610**	.429*	.695**	.668**	.517**	.517**	.978**	.883**	.883**	.907**
	Sig. (2-tailed)	.000	.000	.014	.010	.000	.000	.000		.000	.016	.000	.001	.000	.000	.018	.000	.000	.003	.003	.000	.000	.000	.000

Correlation matrix (continued). N = 30 for all cells. `**` = correlation significant at the 0.01 level (2-tailed); `*` = significant at the 0.05 level (2-tailed).

	Statistic																							
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
p9	Pearson Correlation	.676**	.578**	.290	.422*	.512**	.505**	.761**	.779**	1	.478**	.827**	.599**	.528**	.520**	.433*	.805**	.785**	.692**	.692**	.764**	.807**	.807**	.869**
	Sig. (2-tailed)	.000	.001	.120	.020	.004	.004	.000	.000		.008	.000	.000	.003	.003	.017	.000	.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
p10	Pearson Correlation	.415*	.097	.076	.176	.128	.085	.407*	.437*	.478**	1	.328	.437*	.371*	.271	.314	.313	.277	.258	.258	.430*	.430*	.430*	.467**
	Sig. (2-tailed)	.023	.609	.690	.352	.500	.656	.026	.016	.008		.077	.016	.044	.148	.091	.092	.139	.168	.168	.018	.018	.018	.009
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
p11	Pearson Correlation	.521**	.570**	.238	.387*	.505**	.497**	.697**	.716**	.827**	.328	1	.490**	.334	.397*	.288	.712**	.698**	.501**	.501**	.702**	.739**	.739**	.755**
	Sig. (2-tailed)	.003	.001	.205	.034	.004	.005	.000	.000	.000	.077		.006	.071	.030	.123	.000	.000	.005	.005	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
p12	Pearson Correlation	.545**	.261	.255	.146	.221	.227	.480**	.557**	.599**	.437*	.490**	1	.455*	.365*	.339	.385*	.414*	.278	.278	.551**	.598**	.598**	.586**
	Sig. (2-tailed)	.002	.164	.173	.443	.241	.227	.007	.001	.000	.016	.006		.012	.048	.067	.036	.023	.137	.137	.002	.000	.000	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
p13	Pearson Correlation	.664**	.485**	.450*	.479**	.375*	.333	.585**	.618**	.528**	.371*	.334	.455*	1	.578**	.519**	.382*	.362*	.369*	.369*	.613**	.692**	.692**	.690**
	Sig. (2-tailed)	.000	.007	.012	.007	.041	.072	.001	.000	.003	.044	.071	.012		.001	.003	.037	.050	.045	.045	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
p14	Pearson Correlation	.631**	.598**	.637**	.468**	.629**	.567**	.490**	.610**	.520**	.271	.397*	.365*	.578**	1	.519**	.650**	.520**	.481**	.481**	.637**	.597**	.597**	.737**
	Sig. (2-tailed)	.000	.000	.000	.009	.000	.001	.006	.000	.003	.148	.030	.048	.001		.003	.000	.003	.007	.007	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
p15	Pearson Correlation	.535**	.455*	.428*	.377*	.406*	.347	.397*	.429*	.433*	.314	.288	.339	.519**	.519**	1	.455*	.418*	.366*	.366*	.464*	.508**	.508**	.599**
	Sig. (2-tailed)	.002	.012	.018	.040	.026	.060	.030	.018	.017	.091	.123	.067	.003	.003		.012	.022	.047	.047	.010	.004	.004	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
p16	Pearson Correlation	.539**	.687**	.424*	.494**	.685**	.668**	.699**	.695**	.805**	.313	.712**	.385*	.382*	.650**	.455*	1	.962**	.676**	.676**	.741**	.741**	.741**	.845**
	Sig. (2-tailed)	.002	.000	.020	.006	.000	.000	.000	.000	.000	.092	.000	.036	.037	.000	.012		.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
p17	Pearson Correlation	.503**	.641**	.362*	.450*	.646**	.630**	.674**	.668**	.785**	.277	.698**	.414*	.362*	.520**	.418*	.962**	1	.639**	.639**	.715**	.715**	.715**	.802**
	Sig. (2-tailed)	.005	.000	.049	.013	.000	.000	.000	.000	.000	.139	.000	.023	.050	.003	.022	.000		.000	.000	.000	.000	.000	.000

		p1	p2	p3	p4	p5	p6	p7	p8	p9	p10	p11	p12	p13	p14	p15	p16	p17	p18	p19	p20	p21	p22	total
p18	Pearson Correlation	.388*	.555**	.218	.418*	.499**	.484**	.431*	.517**	.692**	.258	.501**	.278	.369*	.481**	.366*	.676**	.639**	1	1.000**	.551**	.597**	.597**	.694**
	Sig. (2-tailed)	.034	.001	.247	.021	.005	.007	.017	.003	.000	.168	.005	.137	.045	.007	.047	.000	.000		.000	.002	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
p19	Pearson Correlation	.388*	.555**	.218	.418*	.499**	.484**	.431*	.517**	.692**	.258	.501**	.278	.369*	.481**	.366*	.676**	.639**	1.000**	1	.551**	.597**	.597**	.694**
	Sig. (2-tailed)	.034	.001	.247	.021	.005	.007	.017	.003	.000	.168	.005	.137	.045	.007	.047	.000	.000	.000		.002	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
p20	Pearson Correlation	.769**	.622**	.432*	.463*	.716**	.699**	.855**	.978**	.764**	.430*	.702**	.551**	.613**	.637**	.464**	.741**	.715**	.551**	.551**	1	.909**	.909**	.914**
	Sig. (2-tailed)	.000	.000	.017	.010	.000	.000	.000	.000	.000	.018	.000	.002	.000	.000	.010	.000	.000	.002	.002		.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
p21	Pearson Correlation	.769**	.741**	.432*	.585**	.607**	.595**	.855**	.883**	.807**	.430*	.739**	.598**	.692**	.597**	.508**	.741**	.715**	.597**	.597**	.909**	1	1.000**	.934**
	Sig. (2-tailed)	.000	.000	.017	.001	.000	.001	.000	.000	.000	.018	.000	.000	.000	.000	.004	.000	.000	.000	.000	.000		.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
p22	Pearson Correlation	.769**	.741**	.432*	.585**	.607**	.595**	.855**	.883**	.807**	.430*	.739**	.598**	.692**	.597**	.508**	.741**	.715**	.597**	.597**	.909**	1.000**	1	.934**
	Sig. (2-tailed)	.000	.000	.017	.001	.000	.001	.000	.000	.000	.018	.000	.000	.000	.000	.004	.000	.000	.000	.000	.000	.000		.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
total	Pearson Correlation	.792**	.789**	.565**	.635**	.763**	.734**	.857**	.907**	.869**	.467**	.755**	.586**	.690**	.737**	.599**	.845**	.802**	.694**	.694**	.914**	.934**	.934**	1
	Sig. (2-tailed)	.000	.000	.001	.000	.000	.000	.000	.000	.000	.009	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

**. Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

Lampiran 8   Uji Reliabilitas Kepuasan Nasabah 30 Responden

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded[a]	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the

procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.944	22

Uji reliabilitas kepuasan konsumen 30 responden

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded[a]	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the

procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.962	22

Lampiran 9   Nilai rata-rata x1, x2, x3, x4, x5 dan Y

No.	X1	X2	X3	X4	X5	Y
1	4.6	4	3.25	3.6	5	81
2	3	3.5	3.5	3	3.5	70
3	4.6	4	4	4	4	92
4	4.4	3.75	4	3.6	2.5	79
5	4.4	3.25	4	4.6	3.75	90
6	3.2	3	3.75	4	3.75	84
7	3.4	3.5	3	3.2	2.75	88
8	4	4	4	4	4	88
9	3.6	3.75	4	3	3.5	75
10	3.2	3.75	3.75	3	3	64
11	3.2	4	3.75	3	3.5	67
12	4.4	4.5	4.5	4	4	88
13	4.4	4.5	4.5	4.4	4	95
14	4	4	4	4	4	97
15	4.6	4.75	4.75	4.6	4.5	102
16	3.4	3.5	3.75	3	3.25	71
17	3.8	4.75	4.5	3.8	3.75	91
18	3.2	3.25	4	3.8	3.75	72
19	3.6	3.75	4	3.8	4	90
20	3.6	3.5	3.25	3.2	3.5	106
21	3.8	3.5	4	4	4	89
22	4.6	5	4	4	5	100
23	4.4	4.75	4.5	4.2	4.75	95
24	3	4.25	3.25	2.6	3.5	66
25	2.8	3	3	3.4	3.5	63
26	5	4.5	5	4.6	5	102
27	3.2	3	2.75	3.4	3.5	77
28	3	3	3.5	3	3.5	69
29	3.2	3.5	3.75	3.4	3.25	85
30	3.2	3.25	3.5	3.2	3.25	49
Total	112.8	114.75	115.5	109.4	113.25	2485

Lampiran 10 Uji Regresi Berganda 30 Responden

Variables Entered/Removed

Model	Variables Entered	Variables Removed	Method
1	x5, x3, x2, x1, x4[a]	.	Enter

a. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.783[a]	.613	.532	9.49713

a. Predictors: (Constant), x5, x3, x2, x1, x4

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3429.475	5	685.895	7.605	.000[a]
	Residual	2164.692	24	90.195		
	Total	5594.167	29			

a. Predictors: (Constant), x5, x3, x2, x1, x4

b. Dependent Variable: y

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	9.092	14.401		.631	.534
	x1	4.933	5.600	.226	.881	.387
	x2	8.052	5.614	.341	1.434	.164
	x3	-7.157	6.118	-.274	-1.170	.254
	x4	15.659	6.825	.626	2.294	.031
	x5	-1.366	4.364	-.061	-.313	.757

a. Dependent Variable: y

TABULASI KUALITAS PELAYANAN

No.	Nama Responden	Pertanyaan-Pertanyaan Kuesioner																						Total
		P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 10	P 11	P 12	P 13	P 14	P 15	P 16	P 17	P 18	P 19	P 20	P 21	P 22	
1	Vita ananda	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	110
2	Reselina	3	3	3	3	3	3	3	3	3	1	1	1	1	3	3	3	3	3	3	3	3	3	58
3	Tamara	5	5	5	5	3	4	4	4	4	4	4	4	4	3	3	3	3	4	4	4	4	5	88
4	Keila Sartika	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	110
5	Suratmo	5	5	5	3	4	3	4	3	3	3	4	3	3	4	5	5	4	4	3	4	4	4	86
6	Martini	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4	4	4	4	3	4	4	74
7	Citra	4	3	3	3	4	3	3	4	4	3	3	4	4	3	3	3	3	4	2	3	3	3	72
8	Sugiyono	4	4	4	4	4	3	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	86
9	Neila alafa	3	3	4	3	4	3	3	4	4	3	3	4	4	3	3	3	3	3	4	4	3	3	75
10	Riko saputro	3	3	3	3	3	4	3	4	4	4	3	4	4	3	3	3	3	3	3	3	3	3	72
11	Wati	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	44
12	Linda	4	5	4	4	5	4	4	5	5	4	4	5	5	4	4	4	4	4	4	4	4	4	94
13	Bita pratama	5	5	4	4	5	4	4	5	5	4	4	5	5	4	5	5	4	4	4	4	4	4	97
14	Kevin	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	88
15	Apriano	5	4	5	5	4	5	4	4	5	5	4	4	5	5	4	4	5	5	5	5	5	5	102
16	Suyatmo	3	3	4	3	4	4	4	4	3	4	4	4	3	3	3	3	3	5	3	3	3	3	76
17	Kristian anggoro	4	4	4	4	3	5	4	5	5	5	4	5	5	4	4	4	3	5	4	5	3	3	92
18	Rosalia	3	4	3	3	3	3	4	3	3	3	4	3	3	4	4	4	3	5	5	5	5	5	82
19	Gita santi	4	4	4	4	3	4	3	4	4	4	3	4	4	4	4	4	3	4	4	4	4	4	83
20	Fanto	3	3	4	4	4	4	3	4	3	4	3	4	3	4	3	3	5	5	5	5	5	5	86
21	Riyanto	4	4	3	4	4	4	4	3	3	4	4	3	3	4	4	4	4	4	4	4	4	4	83

No	Nama																								Total
22	Melasari	4	4	5	5	5	5	5	5	5	5	5	3	3	3	5	5	3	3	3	3	3	3	3	90
23	Indriyani	5	4	5	5	5	5	5	5	5	5	5	4	5	4	5	4	4	4	4	4	5	5	4	103
24	Devi	3	3	3	3	4	4	4	4	4	5	4	4	4	3	4	3	3	3	3	4	4	3	3	80
25	Lavania	3	3	2	3	3	3	3	3	3	3	3	4	3	4	3	4	4	4	3	3	5	3	3	70
26	Rikardo	5	5	5	5	5	5	4	5	4	5	5	4	3	5	5	5	3	3	5	5	5	5	5	101
27	Belinda	4	3	2	4	2	4	3	3	3	2	2	4	3	3	3	3	3	3	3	3	3	3	3	68
28	Desi	3	3	2	3	3	3	3	3	3	3	3	4	3	3	4	3	3	3	3	3	5	3	3	69
29	Dinda diavo	3	3	3	4	3	3	3	3	3	4	3	4	3	3	3	3	3	4	4	4	3	3	3	74
30	Nova	3	3	3	3	4	3	3	3	3	4	4	4	3	3	4	3	3	3	3	4	3	3	3	71
31	Rinowan	4	3	3	3	3	3	5	5	5	5	5	4	2	2	2	2	4	4	4	4	4	4	4	88
32	Adianawati	5	5	5	5	5	5	5	3	5	5	5	4	3	3	3	3	4	4	4	5	5	5	5	99
33	Hening	4	4	4	4	4	4	3	3	3	3	3	4	3	3	3	2	3	2	1	1	1	1	1	62
34	Lita adisti	5	5	5	5	5	5	2	2	2	3	3	4	4	4	4	3	3	3	3	2	2	2	2	71
35	Agung setiawan	2	2	2	2	2	2	2	2	2	2	2	4	2	2	2	2	2	2	5	2	2	1	1	47
36	Manda	4	4	4	4	4	4	3	3	4	4	3	4	3	3	3	3	3	3	5	5	5	5	5	82
37	Dika	3	3	3	3	3	3	3	4	3	3	3	4	4	4	4	4	4	5	5	5	3	2	2	73
38	Renata Dena	4	4	4	3	4	4	4	5	4	3	4	4	5	5	5	5	5	4	4	4	2	2	2	81
39	Fikri	3	3	3	4	2	3	4	5	4	3	4	4	5	5	5	5	5	5	5	5	5	5	5	88
40	Wenda	3	3	3	3	3	4	4	4	4	4	4	4	4	5	5	5	5	5	5	4	4	4	4	81
41	Jihan	4	3	4	4	4	4	3	3	3	4	3	4	1	1	1	1	1	1	1	1	1	1	1	60
42	Mayasarai	4	4	4	4	4	4	4	2	4	4	4	4	5	4	5	5	4	4	4	4	4	4	4	86
43	Heriyanto	5	5	5	5	5	4	4	4	4	5	5	4	2	2	2	2	1	1	1	3	3	3	3	81
44	Kerina	5	5	5	5	5	5	3	3	5	3	3	4	5	5	5	5	5	5	5	4	5	5	4	91
45	Giovani Oktaviani	4	4	4	4	4	3	5	5	3	5	5	4	4	4	4	4	5	5	5	3	3	3	3	90
46	Adriyan	2	2	2	4	4	3	5	5	5	5	4	4	4	4	4	4	4	4	4	4	5	5	5	91
47	Yunita	3	3	3	3	3	3	3	3	3	3	3	4	5	4	5	4	3	3	3	3	3	2	2	69
48	Devid	4	4	3	4	4	1	1	1	1	1	1	4	3	4	5	4	5	3	3	3	3	3	3	61
49	Fian	5	5	3	5	5	4	5	4	5	5	5	4	5	5	5	5	5	2	3	3	3	4	4	88

No.	Name																									Total
50	Nugroho	5	5	5	3	3	3	2	3	3	3	3	3	3	3	3	5	3	5	5	4	4	5	5	5	87
51	Bayu	5	5	2	5	5	3	5	3	3	3	3	2	2	5	5	5	5	2	4	4	4	4	4	4	86
52	Triani	5	5	2	5	5	5	5	5	3	3	3	3	3	5	5	3	3	3	3	3	3	1	1	1	75
53	Rian Andre	4	4	2	4	4	4	4	4	2	2	2	2	2	4	2	2	2	2	1	2	1	1	1	1	53
54	Vino	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	44
55	Ifanka	4	4	4	4	4	4	4	4	4	4	5	5	4	4	5	5	5	5	5	5	5	2	1	1	82
56	Deyanti	4	3	3	3	2	2	3	2	2	2	2	2	2	4	2	4	5	2	5	5	4	5	5	5	74
57	Sujatmo	4	5	5	5	5	5	5	5	1	5	1	1	1	5	5	4	4	1	4	4	4	4	4	4	85
58	Maryati	3	3	3	3	3	3	3	3	4	3	4	4	4	3	4	4	5	4	5	5	5	5	5	5	86
59	Figiano	5	5	5	5	5	4	5	4	4	4	2	4	2	3	3	2	2	4	5	5	3	5	5	5	92
60	Sandra isanta	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	88
61	Tania	3	3	3	4	3	3	3	3	3	3	5	3	5	3	4	4	5	4	2	2	4	4	4	4	74
62	Nia	2	2	2	3	3	1	1	1	4	1	4	1	4	4	1	4	4	5	5	5	4	5	5	5	68
63	Rahwati Suherman	5	5	5	5	5	5	5	3	3	3	3	3	3	4	4	3	3	3	5	5	4	5	5	5	95
64	Erlangga	4	4	5	4	4	4	4	2	2	2	5	5	5	4	3	5	3	3	5	5	3	3	3	3	88
65	Havisa	5	5	5	5	5	4	5	4	4	4	4	4	4	4	1	1	4	1	5	5	1	3	3	3	76
66	Putri Erva	2	3	3	3	3	3	3	1	1	1	1	1	1	1	1	5	4	1	4	4	1	3	3	3	70
67	Revi Ricardo	5	5	3	5	5	5	5	5	3	5	1	5	1	5	5	1	1	1	4	5	5	3	3	3	75
68	Meta Gian	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	66
69	Yanti	5	5	3	5	5	5	5	5	5	5	1	1	1	5	5	1	3	1	3	3	3	3	3	3	84
70	Kevin Hardoyo	5	5	5	5	5	4	5	4	4	4	4	4	4	5	5	4	4	4	1	4	4	4	4	4	93
71	Vega	4	4	4	3	4	4	4	4	5	3	3	5	3	4	3	5	3	4	4	4	4	5	5	5	93
72	Kivano	1	1	2	5	5	5	5	4	3	4	3	3	3	5	4	3	3	5	4	4	4	5	5	5	85
73	Levalina	3	3	3	4	4	3	4	3	3	3	3	3	3	4	4	4	3	3	4	4	4	5	5	5	82
74	Amelda	3	3	3	5	5	3	5	3	5	3	5	5	5	5	3	3	3	3	3	3	3	3	3	3	83
75	Nanda	5	5	5	4	4	5	4	4	1	5	1	1	1	4	2	1	4	1	4	4	4	5	4	5	77
76	Miranti	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	88
77	Agusti	5	5	5	3	3	4	3	4	4	4	4	4	4	3	4	4	4	4	3	3	4	5	5	5	94

No.		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	Total
78	Ilvani	1	2	2	3	3	5	5	4	4	5	5	4	4	5	5	4	4	4	5	5	5	5	89
79	Pipit	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4	4	4	4	4	4	4	75
80	Mariko	4	4	4	4	4	4	3	3	3	4	3	3	3	2	2	2	2	2	2	2	2	2	64
81	Dhea	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	3	3	3	3	3	2	3	93
82	Hersa	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	5	5	5	5	56
83	Riva	4	4	2	4	4	1	4	4	4	1	4	4	4	2	2	1	1	1	1	1	2	1	56
84	Devi	3	3	2	3	3	1	3	3	3	1	3	3	3	4	4	2	3	1	5	5	2	5	65
85	Anton	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	88
86	Jatmo	4	4	4	4	4	1	3	3	3	1	3	3	3	5	5	3	3	3	3	5	5	5	77
87	Lila	4	4	4	4	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	34
88	Niken	4	4	4	4	2	4	3	4	4	4	3	4	4	3	3	4	5	4	4	4	4	4	83
89	Fika	2	2	2	2	2	3	1	1	4	3	1	1	4	4	4	3	3	3	3	3	3	3	57
90	Bella Novi	2	4	4	4	4	4	2	2	2	4	4	2	2	3	5	5	5	4	4	4	4	4	78
91	Anggita	4	4	4	4	4	4	4	3	4	4	4	3	4	3	3	4	5	4	4	4	4	4	85
92	Marseto	2	2	2	2	4	4	3	3	3	4	3	3	3	4	5	4	5	3	5	5	5	5	79
93	Bintang	2	4	4	4	4	5	5	5	3	5	5	5	5	4	4	5	5	5	5	5	4	5	98
94	Riski	2	4	4	4	5	5	3	3	3	5	3	3	3	4	4	4	5	5	5	5	4	5	86
95	Aninta	4	4	5	4	4	4	4	4	4	4	4	4	3	2	2	2	2	2	2	2	2	2	70
96	Monic	5	4	5	5	5	5	5	3	3	5	5	3	3	4	4	4	3	3	3	5	5	5	92
97	Fajar	4	4	4	4	3	3	2	2	2	3	2	2	2	2	2	2	2	2	2	2	2	2	55
98	Destira	4	3	4	4	4	4	4	4	4	4	4	4	4	3	3	4	3	3	3	3	3	3	82
99	Wawan	4	5	5	5	5	3	2	2	3	3	2	2	3	3	3	4	3	3	4	4	4	4	75
100	Erika	1	1	1	1	1	1	1	1	1	1	1	1	1	5	5	5	5	5	5	5	5	5	58
	Total	376	375	357	375	379	369	346	341	333	367	344	339	331	377	362	342	356	366	369	378	362	367	7911

Nilai tertinggi = 100 x 5 = 500

Nilai terrendah = 100 x 1 = 100

Sisa

Jarak interval   400 : 5 = 80

STB = 100 - 179

TB   = 180 - 259

CB   = 260 - 339

B   = 340 - 419

SB   = 420 - 500

Nilai rata-rata = 7928 : 22 = 360,363

Jadi hasil dari tabulasi responden Baik terhadap kualitas pelayanan Bank BRI

LAMPIRAN 12

```
CORRELATIONS
  /VARIABLES=p1 p2 p3 p4 p5 p6 p7 p8 p9 p10 p11 p12 p13 p14 p15 p16 p17 p18 p19 p20 p21 p22 total
  /PRINT=TWOTAIL NOSIG
  /MISSING=PAIRWISE.
```

Correlations

Notes

Output Created		09-Jan-2013 23:23:26
Comments		
Input	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	100
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each pair of variables are based on all the cases with valid data for that pair.
Syntax		CORRELATIONS /VARIABLES=p1 p2 p3 p4 p5 p6 p7 p8 p9 p10 p11 p12 p13 p14 p15 p16 p17 p18 p19 p20 p21 p22 total /PRINT=TWOTAIL NOSIG /MISSING=PAIRWISE.
Resources	Processor Time	0:00:00.078

Notes

Output Created		09-Jan-2013 23:23:26
Comments		
Input	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	100
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each pair of variables are based on all the cases with valid data for that pair.
Syntax		CORRELATIONS
		/VARIABLES=p1 p2 p3 p4 p5 p6 p7 p8 p9 p10 p11 p12 p13 p14 p15 p16 p17 p18 p19 p20 p21 p22 total
		/PRINT=TWOTAIL NOSIG
		/MISSING=PAIRWISE.
Resources	Processor Time	0:00:00.078
	Elapsed Time	0:00:00.156

[DataSet0]

Correlations

		p1	p2	p3	p4	p5	p6	p7	p8	p9	p10	p11	p12	p13	p14	p15	p16	p17	p18	p19	p20	p21	p22	total
p1	Pearson Correlation	1	.911**	.700**	.750**	.562**	.384**	.396**	.329**	.165	.387**	.399**	.335**	.174	.038	.008	-.050	-.101	-.041	-.120	-.089	-.017	-.038	.452**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.001	.101	.000	.000	.001	.083	.707	.938	.620	.318	.682	.234	.378	.870	.709	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
p2	Pearson Correlation	.911**	1	.729**	.782**	.626**	.417**	.373**	.277**	.098	.419**	.378**	.284**	.108	.083	.070	-.004	-.067	.004	-.050	-.045	.012	.014	.477**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.005	.334	.000	.000	.004	.283	.412	.488	.965	.506	.967	.621	.653	.904	.890	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
p3	Pearson Correlation	.700**	.729**	1	.673**	.523**	.436**	.319**	.313**	.229*	.434**	.321**	.316**	.234*	-.010	.032	.109	.087	.153	.103	.121	.166	.157	.546**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.001	.002	.022	.000	.001	.001	.019	.925	.751	.282	.388	.129	.306	.232	.100	.120	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
p4	Pearson Correlation	.750**	.782**	.673**	1	.646**	.470**	.454**	.384**	.167	.471**	.457**	.388**	.176	.106	-.014	-.084	-.076	-.071	-.085	-.045	.029	-.002	.491**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.097	.000	.000	.000	.079	.294	.890	.405	.455	.480	.402	.653	.778	.984	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
p5	Pearson Correlation	.562**	.626**	.523**	.646**	1	.626**	.529**	.413**	.194	.624**	.531**	.418**	.204*	.212*	.143	.026	.041	.033	.013	.071	.125	.099	.580**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.053	.000	.000	.000	.042	.034	.155	.801	.687	.743	.896	.484	.215	.327	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
p6	Pearson Correlation	.384**	.417**	.436**	.470**	.626**	1	.674**	.573**	.341**	.985**	.669**	.572**	.345**	.253*	.085	.079	.107	.198*	.142	.119	.154	.141	.679**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.001	.000	.000	.000	.000	.011	.401	.435	.288	.049	.158	.238	.127	.161	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
p7	Pearson Correlation	.396**	.373**	.319**	.454**	.529**	.674**	1	.748**	.462**	.664**	.985**	.739**	.460**	.193	.097	.030	.025	.081	.049	.068	.092	.081	.660**
	Sig. (2-tailed)	.000	.000	.001	.000	.000	.000		.000	.000	.000	.000	.000	.000	.055	.336	.770	.808	.423	.626	.500	.362	.422	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
p8	Pearson Correlation	.329**	.277**	.313**	.384**	.413**	.573**	.748**	1	.639**	.565**	.737**	.985**	.633**	.066	.063	.054	.068	.135	.130	.170	.172	.154	.676**
	Sig. (2-tailed)	.001	.005	.002	.000	.000	.000	.000		.000	.000	.000	.000	.000	.516	.531	.596	.502	.181	.198	.091	.088	.125	.000

	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
p9	Pearson Correlation	.165	.098	.229*	.167	.194	.341**	.462**	.639**	1	.337**	.456**	.630**	.985**	.086	.119	.179	.099	.119	.093	.168	.175	.139	.546**
	Sig. (2-tailed)	.101	.334	.022	.097	.053	.001	.000	.000		.001	.000	.000	.000	.396	.239	.075	.326	.238	.358	.095	.082	.167	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
p10	Pearson Correlation	.387**	.419**	.434**	.471**	.624**	.985**	.664**	.565**	.337**	1	.689**	.593**	.370**	.262**	.093	.083	.113	.202*	.149	.127	.159	.147	.687**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.001		.000	.000	.000	.008	.358	.409	.264	.043	.139	.207	.115	.145	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
p11	Pearson Correlation	.399**	.378**	.321**	.457**	.531**	.669**	.985**	.737**	.456**	.689**	1	.759**	.484**	.204*	.105	.035	.032	.089	.059	.078	.099	.089	.671**
	Sig. (2-tailed)	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000		.000	.000	.042	.297	.726	.749	.379	.561	.440	.328	.379	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
p12	Pearson Correlation	.335**	.284**	.316**	.388**	.418**	.572**	.739**	.985**	.630**	.593**	.759**	1	.653**	.080	.072	.059	.075	.142	.137	.178	.177	.160	.687**
	Sig. (2-tailed)	.001	.004	.001	.000	.000	.000	.000	.000	.000	.000	.000		.000	.430	.476	.560	.461	.160	.173	.077	.078	.111	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
p13	Pearson Correlation	.174	.108	.234*	.176	.204*	.345**	.460**	.633**	.985**	.370**	.484**	.653**	1	.099	.126	.182	.105	.126	.101	.176	.180	.146	.561**
	Sig. (2-tailed)	.083	.283	.019	.079	.042	.000	.000	.000	.000	.000	.000	.000		.326	.210	.070	.297	.211	.316	.080	.073	.147	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
p14	Pearson Correlation	.038	.083	-.010	.106	.212*	.253*	.193	.066	.086	.262**	.204*	.080	.099	1	.671**	.487**	.503**	.370**	.330**	.343**	.284**	.300**	.458**
	Sig. (2-tailed)	.707	.412	.925	.294	.034	.011	.055	.516	.396	.008	.042	.430	.326		.000	.000	.000	.000	.001	.000	.004	.002	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
p15	Pearson Correlation	.008	.070	.032	-.014	.143	.085	.097	.063	.119	.093	.105	.072	.126	.671**	1	.743**	.714**	.484**	.509**	.488**	.465**	.465**	.514**
	Sig. (2-tailed)	.938	.488	.751	.890	.155	.401	.336	.531	.239	.358	.297	.476	.210	.000		.000	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
p16	Pearson Correlation	-.050	-.004	.109	-.084	.026	.079	.030	.054	.179	.083	.035	.059	.182	.487**	.743**	1	.806**	.655**	.567**	.533**	.502**	.479**	.518**
	Sig. (2-tailed)	.620	.965	.282	.405	.801	.435	.770	.596	.075	.409	.726	.560	.070	.000	.000		.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
p17	Pearson Correlation	-.101	-.067	.087	-.076	.041	.107	.025	.068	.099	.113	.032	.075	.105	.503**	.714**	.806**	1	.740**	.694**	.604**	.567**	.567**	.540**
	Sig. (2-tailed)	.318	.506	.388	.455	.687	.288	.808	.502	.326	.264	.749	.461	.297	.000	.000	.000		.000	.000	.000	.000	.000	.000

	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
p18	Pearson Correlation	-.041	.004	.153	-.071	.033	.198*	.081	.135	.119	.202*	.089	.142	.126	.370**	.484**	.655**	.740**	1	.747**	.669**	.670**	.637**	.578**
	Sig. (2-tailed)	.682	.967	.129	.480	.743	.049	.423	.181	.238	.043	.379	.160	.211	.000	.000	.000	.000		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
p19	Pearson Correlation	-.120	-.050	.103	-.085	.013	.142	.049	.130	.093	.149	.059	.137	.101	.330**	.509**	.567**	.694**	.747**	1	.863**	.808**	.863**	.580**
	Sig. (2-tailed)	.234	.621	.306	.402	.896	.158	.626	.198	.358	.139	.561	.173	.316	.001	.000	.000	.000	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
p20	Pearson Correlation	-.089	-.045	.121	-.045	.071	.119	.068	.170	.168	.127	.078	.178	.176	.343**	.488**	.533**	.604**	.669**	.863**	1	.893**	.928**	.605**
	Sig. (2-tailed)	.378	.653	.232	.653	.484	.238	.500	.091	.095	.207	.440	.077	.080	.000	.000	.000	.000	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
p21	Pearson Correlation	-.017	.012	.166	.029	.125	.154	.092	.172	.175	.159	.099	.177	.180	.284**	.465**	.502**	.567**	.670**	.808**	.893**	1	.945**	.623**
	Sig. (2-tailed)	.870	.904	.100	.778	.215	.127	.362	.088	.082	.115	.328	.078	.073	.004	.000	.000	.000	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
p22	Pearson Correlation	-.038	.014	.157	-.002	.099	.141	.081	.154	.139	.147	.089	.160	.146	.300**	.465**	.479**	.567**	.637**	.863**	.928**	.945**	1	.609**
	Sig. (2-tailed)	.709	.890	.120	.984	.327	.161	.422	.125	.167	.145	.379	.111	.147	.002	.000	.000	.000	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
tota l	Pearson Correlation	.452**	.477**	.546**	.491**	.580**	.679**	.660**	.676**	.546**	.687**	.671**	.687**	.561**	.458**	.514**	.518**	.540**	.578**	.580**	.605**	.623**	.609**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

**. Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

Lampiran 13   Hasil Uji Reliabilitas Kualitas Pelayanan 100 Responden

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the

procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.906	22