

## Lampiran 1

### KUESIONER TENTANG KUALITAS PELAYANAN PERBANKAN TERHADAP KEPUASAN NASABAH PADA BANK BUKOPIN

#### Data Pribadi

1. Jenis Kelamin : a. Laki-Laki b. Perempuan
2. Menjadi pelanggan Bank BUKOPIN sejak :  
a. < 6 bulan b. 6 bulan – 1 tahun c. > 1 tahun
3. Selain Bank Bukopin apakah anda menggunakan jasa perbankan lainnya :  
a. Tidak  
b. Ya
4. Masalah yang pernah dikeluhkan :  
a. Slip resi yang jarang keluar dari mesin ATM  
b. Antrian yang lama  
c. Pin terblokir
5. Berapa banyak jumlah uang yang ditabung dalam waktu 1 bulan ?  
a. < Rp.150.000  
b. 200.000 – 300.000  
c. > 350.000





### Lampiran 3

### Hasil Uji Validitas Kualitas Pelayanan untuk 30 Responden

		C or relations																							
		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 Sig. (2-tailed) N	1	.433* .017 30	.182 .337 30	.542** .002 30	.087 .647 30	-1.08 .571 30	-0.96 .613 30	.000 1.000 30	-1.41 .457 30	.265 .157 30	.159 .402 30	.015 .939 30	.120 .527 30	.147 .438 30	-.173 .361 30	.202 .286 30	.662** .000 30	.503** .005 30	.180 .341 30	.635** .000 30	.403* .027 30	.079 .680 30	.410* .025 30	
total	Pearson Correlation Sig. (2-tailed) N	.410* .025 30	.772** .000 30	.609** .000 30	.525** .003 30	.551** .002 30	.500** .005 30	.657** .000 30	.553** .002 30	.657** .000 30	.775** .000 30	.695** .000 30	.551** .006 30	.489** .000 30	.661** .000 30	.620** .026 30	.407** .000 30	.769** .000 30	.733** .000 30	.835** .000 30	.746** .001 30	.629** .000 30	.374* .042 30	1 30	

\*.Correlation is significant at the 0.05 level (2-tailed).  
 \*\*.Correlation is significant at the 0.01 level (2-tailed).

## Lampiran 04

### Hasil Uji Reliabilitas Kualitas Pelayanan

#### Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

#### Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.913	.922	22

#### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
p1	78.1667	92.833	.313	.	.917
p2	78.3667	89.206	.738	.	.905
p3	77.8333	92.626	.562	.	.909
p4	78.0000	91.517	.452	.	.912
p5	78.2333	93.151	.497	.	.910
p6	78.6000	91.007	.414	.	.914
p7	78.0000	89.862	.603	.	.908
p8	78.2333	92.668	.497	.	.910
p9	78.3000	90.493	.607	.	.907
p10	78.0333	90.033	.744	.	.905
p11	78.1333	92.671	.662	.	.907
p12	78.2000	94.097	.431	.	.911
p13	77.8333	93.937	.630	.	.908
p14	77.8333	93.040	.578	.	.908
p15	77.8000	95.614	.349	.	.913
p16	77.9667	89.895	.736	.	.905
p17	78.3000	90.424	.696	.	.906
p18	78.1667	90.833	.815	.	.904
p19	78.1000	92.231	.719	.	.906
p20	78.2333	91.357	.495	.	.910
p21	78.3000	91.941	.582	.	.908
p22	77.8667	96.051	.315	.	.913

#### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
81.8333	100.626	10.03127	22



## Lampiran 06

### Hasil Uji Reliabilitas Kepuasan Konsumen

#### Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

#### Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.920	.928	21

#### Item - Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
p1	75.1000	77.334	.312	.	.924
p2	75.1667	76.971	.432	.	.919
p3	74.7333	76.754	.499	.	.918
p4	74.8333	78.489	.235	.	.926
p5	75.1333	78.326	.390	.	.920
p6	75.4667	71.637	.587	.	.918
p7	75.0333	73.826	.663	.	.914
p8	75.0000	74.000	.769	.	.913
p9	75.0667	75.651	.597	.	.916
p10	75.1000	75.403	.613	.	.916
p11	74.9333	76.064	.672	.	.915
p12	74.9333	78.133	.457	.	.919
p13	74.8667	75.085	.672	.	.914
p14	74.7667	77.909	.529	.	.917
p15	74.5000	76.879	.491	.	.918
p16	74.8333	74.144	.785	.	.912
p17	74.9000	72.714	.806	.	.911
p18	74.8000	74.855	.677	.	.914
p19	74.9333	74.823	.803	.	.913
p20	74.9000	74.024	.692	.	.914
p21	75.0000	75.103	.734	.	.914

#### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
78.7000	83.045	9.11289	21

## Lampiran 7

### Tabulasi Kualitas Pelayanan (100 Responden)

No	p1	p2	p3	p4	X1	p5	p6	p7	p8	X2	P9	p10	p11	p12	X3	p13	p14	p15	p16	p17	X4	p18	P19	p20	p21	X5
1	3	4	4	4	3.75	3	4	4	4	3.75	4	4	4	3	3.75	3	3	4	4	3	3.4	4	4	4	3	3.75
2	3	3	4	3	3.25	3	4	3	3	3.25	4	4	3	4	3.75	4	3	3	3	3	3.2	3	4	4	3	3.5
3	4	4	3	4	3.75	3	4	4	4	3.75	4	4	4	3	3.75	3	4	4	4	4	3.8	4	4	4	4	4
4	4	4	4	3	3.75	4	4	3	4	3.75	4	4	4	4	4	4	4	4	4	3	3.8	3	3	2	3	2.75
5	4	4	4	4	4	4	3	4	3	3.5	3	3	4	4	3.5	4	4	4	4	4	4.0	4	4	3	4	3.75
6	4	4	4	4	4	3	3	3	3	3	3	3	4	4	3.5	4	4	4	4	4	4.0	4	4	3	4	3.75
7	3	3	3	3	3	3	4	3	3	3.25	4	4	3	3	3.5	3	3	3	3	3	3.0	3	4	2	3	3
8	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4.0	4	4	4	4	4
9	3	3	5	3	3.5	4	4	3	4	3.75	4	4	3	4	3.75	4	3	3	3	3	3.2	3	4	4	3	3.5
10	3	3	4	3	3.25	3	4	3	4	3.5	4	4	3	4	3.75	4	3	3	3	3	3.2	3	3	3	3	3
11	3	3	4	3	3.25	3	4	4	4	3.75	4	4	3	4	3.75	4	3	3	3	3	3.2	3	4	4	3	3.5
12	4	4	5	4	4.25	4	4	4	3	3.75	4	4	4	5	4.25	4	4	4	4	4	4.0	4	4	4	4	4
13	4	5	4	4	4.25	5	4	4	5	4.5	5	4	5	5	4.75	4	4	5	5	4	4.4	4	4	4	4	4
14	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4.0	4	4	4	4	4
15	5	4	5	5	4.75	4	5	4	5	4.5	5	5	4	5	4.75	5	5	4	4	5	4.6	5	3	5	5	4.5
16	3	3	4	3	3.25	4	4	4	3	3.75	3	4	3	4	3.5	4	3	3	3	3	3.2	3	3	4	3	3.25
17	4	4	4	4	4	3	5	4	5	4.25	5	5	4	5	4.75	4	4	4	4	3	3.8	4	4	5	3	4
18	3	4	3	3	3.25	3	3	4	3	3.25	3	3	4	2	3	4	3	4	4	4	3.8	3	3	2	4	3
19	4	4	3	4	3.75	3	4	3	4	3.5	4	4	4	4	4	4	4	4	4	3	3.8	4	4	4	4	4
20	3	3	4	4	3.5	4	4	3	4	3.75	3	4	3	3	3.25	3	3	3	3	3	3.0	4	3	5	3	3.75
21	4	4	3	4	3.75	4	4	4	3	3.75	3	4	4	4	3.75	4	4	4	4	4	4.0	4	4	4	4	4
22	4	4	5	5	4.5	5	5	5	5	5	5	5	4	5	4.75	5	4	4	4	3	4.0	5	5	5	5	5
23	5	4	5	4	4.5	4	5	4	5	4.5	5	5	4	5	4.75	5	5	4	4	4	4.4	4	4	5	5	4.5
24	3	3	3	3	3	3	4	3	4	3.5	4	4	3	3	3.5	3	3	3	3	3	3.0	3	4	4	3	3.5



25	3	3	2	3	2.75	3	3	3	3	3	3	3	3	2	2.75	3	3	3	3	3	3.0	3	4	5	3	3.75
26	5	5	5	5	5	5	5	4	4	4.5	5	5	5	5	5	5	5	5	5	3	4.6	5	5	5	5	5
27	4	3	2	4	3.25	3	2	4	3	3	3	2	3	3	2.75	3	4	3	3	3	3.2	4	4	4	3	3.75
28	3	3	2	3	2.75	4	3	3	3	3.25	3	3	3	4	3.25	4	3	3	3	3	3.2	3	3	5	3	3.5
29	3	3	3	4	3.25	3	4	4	3	3.5	3	4	3	4	3.5	4	4	3	3	3	3.4	4	4	3	3	3.5
30	4	3	3	3	3.25	3	4	3	3	3.25	3	4	3	3	3.25	4	4	3	3	3	3.4	3	4	3	3	3.25
31	4	3	4	3	3.5	3	4	3	3	3.25	3	4	3	3	3.25	4	4	3	3	3	3.4	3	4	4	3	3.5
32	4	3	4	4	3.75	5	3	4	4	4	4	3	3	4	3.5	3	3	3	3	4	3.2	4	3	4	4	3.75
33	3	3	3	4	3.25	4	4	3	4	3.75	4	4	3	3	3.5	4	3	3	3	4	3.4	4	4	4	4	4
34	3	2	3	3	2.75	2	4	3	3	3	2	4	2	2	2.5	3	3	2	2	3	2.6	3	3	3	3	3
35	3	3	4	3	3.25	4	4	3	4	3.75	3	4	3	2	3	3	3	3	3	3	3.0	3	3	5	3	3.5
36	4	4	3	5	4	4	4	4	3	3.75	3	4	4	5	4	5	5	4	4	4	4.4	5	4	4	4	4.25
37	4	4	5	4	4.25	5	5	3	5	4.5	5	5	4	3	4.25	3	4	4	4	5	4.0	4	5	5	5	4.75
38	3	4	5	3	3.75	4	5	3	5	4.25	5	5	4	4	4.5	4	3	4	4	3	3.6	3	4	5	5	4.25
39	4	3	5	4	4	3	4	4	4	3.75	4	4	3	4	3.75	4	4	3	3	3	3.4	4	3	4	3	3.5
40	4	3	2	3	3	3	3	3	3	3	3	3	3	3	3	4	4	3	3	3	3.4	3	4	5	3	3.75
41	4	5	5	3	4.25	5	5	3	4	4.25	5	5	5	3	4.5	4	4	5	5	3	4.2	3	5	5	5	4.5
42	3	3	2	4	3	3	2	4	3	3	3	2	3	4	3	3	3	3	3	3	3.0	4	4	4	3	3.75
43	3	3	4	4	3.5	4	3	3	5	3.75	3	3	3	3	3	4	3	3	3	3	3.2	4	3	5	3	3.75
44	3	3	3	3	3	4	4	3	3	3.5	3	4	3	2	3	3	3	3	3	3	3.0	3	4	3	3	3.25
45	4	3	3	4	3.5	3	4	4	3	3.5	3	4	3	3	3.25	3	4	3	5	3	3.6	4	4	3	3	3.5
46	3	3	4	3	3.25	3	4	4	3	3.5	3	4	3	4	3.5	4	3	3	3	3	3.2	3	4	4	3	3.5
47	4	3	4	4	3.75	5	3	4	4	4	4	3	3	5	3.75	4	4	3	3	4	3.6	4	3	4	4	3.75
48	3	3	3	4	3.25	4	4	4	4	4	4	4	3	4	3.75	4	3	3	4	3	3.4	4	4	4	4	4
49	4	2	3	4	3.25	2	4	5	3	3.5	2	4	2	5	3.25	5	4	2	2	3	3.2	4	3	3	3	3.25
50	4	3	3	3	3.25	3	5	3	3	3.5	2	3	3	2	2.5	3	3	3	3	3	3.0	3	3	3	3	3
51	3	4	3	4	3.5	4	4	4	4	4	4	5	4	5	4.5	4	4	3	3	4	3.6	3	4	4	4	3.75
52	4	5	3	4	4	3	3	4	3	3.25	4	4	4	4	4	4	3	4	3	3	3.4	3	4	3	4	3.5
53	3	2	4	4	3.25	4	5	5	4	4.5	4	3	4	5	4	2	4	4	4	3	3.4	5	5	4	3	4.25
54	4	4	4	3	3.75	4	4	4	3	3.75	4	3	5	4	4	4	4	4	3	4	3.8	4	4	4	4	4

55	4	3	3	3	3.25	5	5	5	4	4.75	3	4	4	5	4	5	5	4	4	5	4.6	5	5	5	5	5
56	3	3	3	4	3.25	4	3	3	4	3.5	3	3	3	4	3.25	3	3	4	4	3	3.4	4	3	4	3	3.5
57	4	4	4	3	3.75	5	5	4	3	4.25	4	3	3	4	3.5	4	3	3	3	3	3.2	5	5	5	5	5
58	3	4	4	3	3.5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4.0	4	4	4	4	4
59	3	4	3	4	3.5	4	4	4	3	3.75	4	4	4	4	4	4	4	3	3	4	3.6	4	4	4	4	4
60	3	4	3	4	3.5	3	3	3	3	3	3	3	2	4	3	4	4	3	3	3	3.4	3	3	3	3	3
61	4	4	4	4	4	3	3	3	3	3	4	3	2	3	3	3	3	3	3	3	3.0	3	3	3	3	3
62	4	4	5	4	4.25	3	4	4	4	3.75	4	3	4	4	3.75	3	3	4	4	4	3.6	3	3	4	4	3.5
63	4	4	3	3	3.5	3	4	3	3	3.25	4	4	4	4	4	4	3	4	4	3	3.6	3	3	3	3	3
64	5	5	4	4	4.5	4	4	4	4	4	4	4	3	4	3.75	5	4	4	4	4	4.2	3	4	4	4	3.75
65	3	3	4	3	3.25	4	4	3	5	4	5	4	3	4	4	4	3	5	5	3	4.0	3	3	4	3	3.25
66	4	4	3	3	3.5	3	4	3	3	3.25	4	3	3	4	3.5	4	3	3	3	4	3.4	4	4	3	4	3.75
67	3	3	3	3	3	3	4	4	4	3.75	4	4	4	3	3.75	4	4	4	3	3	3.6	4	3	4	3	3.5
68	4	4	3	4	3.75	3	3	4	3	3.25	3	4	3	3	3.25	4	3	3	4	4	3.6	4	4	4	4	4
69	4	3	4	4	3.75	4	5	4	4	4.25	4	3	4	3	3.5	5	3	4	3	4	3.8	4	3	4	4	3.75
70	4	4	4	4	4	4	4	4	4	4	5	4	3	4	4	4	3	3	3	3	3.2	4	4	4	4	4
71	5	4	5	5	4.75	4	4	4	3	3.75	4	5	4	4	4.25	4	5	4	4	3	4.0	4	3	4	4	3.75
72	4	5	4	3	4	4	4	4	5	4.25	5	4	4	4	4.25	4	4	4	3	4	3.8	3	4	4	4	3.75
73	3	3	3	4	3.25	3	3	3	4	3.25	5	4	4	4	4.25	5	3	5	4	4	4.2	3	3	3	4	3.25
74	3	3	3	3	3	4	4	4	3	3.75	3	3	3	3	3	4	3	3	3	3	3.2	3	3	3	4	3.25
75	5	5	5	4	4.75	3	3	3	3	3	3	3	3	2	2.75	1	3	3	3	4	2.8	3	3	4	4	3.5
76	4	4	3	3	3.5	4	4	4	5	4.25	5	5	2	5	4.25	3	4	5	3	3	3.6	3	4	4	4	3.75
77	3	3	4	4	3.5	4	4	4	4	4	3	3	4	3	3.25	5	3	4	3	3	3.6	3	3	4	4	3.5
78	4	4	3	4	3.75	4	4	4	3	3.75	3	5	3	5	4	5	3	3	3	4	3.6	4	3	4	4	3.75
79	3	4	3	5	3.75	3	4	4	4	3.75	4	4	3	4	3.75	4	4	3	3	3	3.4	5	3	3	3	3.5
80	3	4	3	3	3.25	4	3	3	3	3.25	3	3	5	3	3.5	4	4	4	3	3	3.6	4	4	3	3	3.5
81	4	3	5	3	3.75	4	4	3	3	3.5	4	4	4	4	4	4	4	4	3	3	3.6	2	2	3	3	2.5
82	4	3	4	5	4	3	4	3	4	3.5	5	4	4	4	4.25	5	4	4	4	4	4.2	3	4	4	4	3.75
83	3	3	3	4	3.25	4	4	4	4	4	4	5	4	5	4.5	5	4	3	4	4	4.0	4	3	4	4	3.75
84	3	3	4	3	3.25	3	5	4	3	3.75	3	4	4	3	3.5	4	3	3	3	3	3.2	3	4	4	4	3.75

<b>85</b>	5	5	4	4	<b>4.5</b>	4	4	4	3	<b>3.75</b>	3	5	4	4	<b>4</b>	4	3	3	3	3	<b>3.2</b>	4	4	4	4	4
<b>86</b>	4	4	5	4	<b>4.25</b>	3	4	4	5	<b>4</b>	5	4	4	4	<b>4.25</b>	4	4	4	4	4	<b>4.0</b>	4	4	4	4	4
<b>87</b>	3	3	4	4	<b>3.5</b>	3	4	3	4	<b>3.5</b>	3	4	4	4	<b>3.75</b>	4	3	4	5	4	<b>4.0</b>	3	3	4	4	3.5
<b>88</b>	4	4	3	3	<b>3.5</b>	4	4	3	3	<b>3.5</b>	3	3	3	2	<b>2.75</b>	2	3	3	3	3	<b>2.8</b>	3	2	3	3	2.75
<b>89</b>	3	4	3	3	<b>3.25</b>	3	3	3	4	<b>3.25</b>	4	4	3	2	<b>3.25</b>	2	3	3	3	3	<b>2.8</b>	4	3	3	3	3.25
<b>90</b>	3	4	5	3	<b>3.75</b>	3	3	3	3	<b>3</b>	3	3	2	3	<b>2.75</b>	3	3	4	3	3	<b>3.2</b>	3	3	3	3	3
<b>91</b>	4	3	3	3	<b>3.25</b>	4	3	3	3	<b>3.25</b>	4	3	3	3	<b>3.25</b>	2	2	4	3	2	<b>2.6</b>	2	3	3	2	2.5
<b>92</b>	4	3	4	5	<b>4</b>	4	5	4	4	<b>4.25</b>	5	4	4	4	<b>4.25</b>	5	3	3	3	5	<b>3.8</b>	4	3	4	5	4
<b>93</b>	3	3	4	4	<b>3.5</b>	4	5	3	4	<b>4</b>	4	5	5	5	<b>4.75</b>	5	4	3	3	4	<b>3.8</b>	4	4	4	4	4
<b>94</b>	4	4	3	3	<b>3.5</b>	4	3	4	3	<b>3.5</b>	3	4	5	5	<b>4.25</b>	5	4	3	3	3	<b>3.6</b>	4	4	5	3	4
<b>95</b>	3	3	3	4	<b>3.25</b>	4	3	3	3	<b>3.25</b>	4	3	3	2	<b>3</b>	3	3	4	3	3	<b>3.2</b>	3	3	3	3	3
<b>96</b>	4	4	5	4	<b>4.25</b>	4	4	3	3	<b>3.5</b>	4	5	5	5	<b>4.75</b>	5	3	3	3	3	<b>3.4</b>	3	2	3	3	2.75
<b>97</b>	4	3	4	4	<b>3.75</b>	4	4	3	4	<b>3.75</b>	4	3	5	3	<b>3.75</b>	4	3	4	4	3	<b>3.6</b>	3	4	3	3	3.25
<b>98</b>	4	4	3	3	<b>3.5</b>	4	4	3	4	<b>3.75</b>	3	3	4	2	<b>3</b>	4	4	3	3	3	<b>3.4</b>	3	2	1	3	2.25
<b>99</b>	3	3	3	3	<b>3</b>	3	4	4	4	<b>3.75</b>	4	4	4	4	<b>4</b>	4	4	4	3	4	<b>3.8</b>	2	2	2	4	2.5
<b>100</b>	5	3	5	3	<b>4</b>	3	2	4	3	<b>3</b>	3	4	4	4	<b>3.75</b>	4	4	4	3	4	<b>3.8</b>	2	2	2	4	2.5
<b>TTL</b>	365	355	368	365	<b>363.25</b>	364	388	360	365	<b>369.25</b>	374	383	355	372	<b>371</b>	385	356	352	343	342	<b>355.6</b>	356	358	377	362	363.25

## Lampiran 8

### Tabulasi Kepuasan Nasabah (100 Responden)

no	p1	p2	p3	p4	p5	p6	p7	p8	p9	p10	p11	p12	p13	p14	p15	p16	p17	p18	p19	p20	p21	TOTAL
1	4	4	4	4	3	3	5	3	4	4	4	3	4	3	4	4	2	3	3	3	4	75
2	4	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	5	4	3	3	68
3	4	4	4	4	4	4	4	4	4	5	5	4	3	4	5	4	5	2	5	4	4	86
4	4	3	4	3	4	4	4	4	4	4	4	3	2	4	2	4	4	5	4	4	3	77
5	3	4	3	4	4	4	4	4	5	5	5	4	4	3	4	4	2	4	5	4	4	83
6	3	4	3	4	4	5	5	4	4	3	4	4	3	3	3	4	4	2	4	4	4	78
7	4	3	3	3	3	3	3	3	3	5	2	3	3	4	3	3	5	5	3	3	3	70
8	4	4	4	4	4	4	4	4	4	4	4	3	4	5	4	4	2	3	4	4	4	81
9	4	3	4	3	3	3	3	3	3	4	1	4	5	4	5	3	4	5	4	3	3	74
10	3	3	4	3	3	3	3	3	2	3	3	4	3	3	2	3	3	4	2	3	3	63
11	4	3	4	3	3	3	3	3	3	3	3	3	2	2	4	3	4	4	3	3	3	66
12	4	4	4	4	4	4	4	4	4	4	4	5	4	4	3	4	3	3	4	4	4	82
13	4	4	4	4	4	4	4	4	5	3	5	4	4	5	5	5	2	5	5	4	4	88
14	4	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4	2	3	4	4	4	82
15	5	5	5	5	5	5	5	5	4	4	5	4	5	5	5	4	3	2	3	5	5	94
16	4	3	3	3	3	3	3	3	3	3	2	4	3	4	4	3	3	3	3	3	3	66
17	4	4	5	4	4	4	4	4	4	3	3	5	4	5	4	4	4	2	4	4	4	83
18	3	3	3	3	3	3	3	3	4	3	4	4	2	3	3	4	2	5	3	3	3	67
19	4	4	4	4	4	4	4	4	4	3	4	3	5	4	3	4	4	3	5	4	4	82
20	5	4	4	4	3	3	3	3	3	4	3	3	4	5	4	3	3	5	5	3	4	78
21	4	4	4	3	4	4	4	4	4	4	5	5	3	4	5	4	4	3	4	4	4	84
22	5	5	5	5	4	4	4	4	5	4	5	5	5	5	4	4	3	3	5	4	5	93
23	5	4	5	4	5	5	5	5	4	3	4	4	5	5	5	4	2	3	3	5	4	89
24	3	3	3	3	3	3	3	3	3	4	3	4	3	1	3	3	5	5	3	3	3	67
25	3	3	3	3	3	3	3	3	3	3	3	3	2	3	3	3	3	5	3	3	3	64
26	5	5	4	3	5	5	5	5	5	3	5	4	4	5	4	5	1	2	5	5	5	90
27	3	4	3	4	4	4	4	4	3	5	3	3	3	3	3	3	4	3	4	4	4	75
28	3	3	3	3	3	3	3	3	3	4	3	3	4	3	4	3	3	5	3	3	3	68
29	4	4	4	4	4	4	4	4	3	4	3	3	4	4	4	4	3	1	4	4	4	77
30	3	3	3	3	4	4	4	4	3	3	4	4	3	3	3	4	4	5	3	4	3	74
31	4	3	4	3	4	4	4	4	3	4	2	4	3	2	4	2	2	3	2	4	3	68

32	5	4	4	4	3	4	3	3	3	4	5	4	5	5	3	3	2	4	4	3	4	79
33	4	4	4	4	3	3	3	3	3	4	3	5	4	4	5	3	4	5	5	3	4	80
34	3	3	3	3	4	3	3	3	2	5	4	2	3	3	2	2	3	5	5	3	3	67
35	3	3	3	3	4	3	3	3	3	4	3	3	2	3	3	3	5	5	4	3	3	69
36	5	5	4	5	5	5	5	5	4	4	5	4	4	5	5	4	4	4	5	5	5	97
37	3	4	3	4	4	4	4	4	4	4	5	5	3	4	3	5	2	4	4	4	4	81
38	3	3	3	3	3	3	3	3	2	3	4	4	4	3	4	4	3	3	3	3	3	67
39	4	4	4	4	4	4	4	4	3	3	3	4	4	4	4	3	4	2	3	4	4	77
40	3	3	3	3	4	4	4	4	3	2	3	3	3	3	3	3	3	3	2	4	3	66
41	4	3	4	3	4	4	4	4	5	3	5	4	3	4	2	5	2	2	3	4	3	75
42	5	4	4	4	3	3	3	3	3	4	3	3	5	5	3	3	4	5	3	3	4	77
43	4	4	4	4	3	3	3	4	3	5	3	3	3	4	5	4	4	4	5	3	4	79
44	3	3	3	3	3	3	3	3	3	3	5	3	3	3	3	3	5	3	4	3	3	68
45	4	4	4	4	4	4	4	4	3	4	3	3	4	5	4	4	3	2	3	4	4	78
46	4	3	3	3	3	3	3	3	3	4	3	4	4	4	4	2	4	3	2	3	3	68
47	4	4	5	4	4	4	4	4	3	3	3	4	4	4	5	4	2	3	3	4	4	79
48	3	4	3	4	3	3	3	3	3	4	3	4	3	3	3	3	3	2	3	3	4	67
49	4	4	5	4	4	4	4	4	2	4	4	3	4	4	5	2	2	4	2	4	4	77
50	3	3	3	3	3	3	3	3	3	2	3	3	3	3	3	3	2	4	4	3	3	63
51	4	3	4	4	4	4	3	4	4	4	4	4	4	5	4	4	3	3	5	4	4	82
52	4	3	4	4	4	3	3	3	3	3	3	4	4	3	5	5	2	3	3	3	4	73
53	4	4	4	3	4	5	4	4	5	4	5	4	5	4	5	4	4	4	4	4	4	88
54	4	4	4	3	4	4	3	3	4	4	4	4	3	4	4	5	3	4	3	3	3	77
55	3	4	3	3	5	5	4	4	5	5	4	4	3	2	5	4	4	3	4	4	3	81
56	3	4	3	4	3	4	4	3	3	4	5	4	3	4	4	5	2	3	4	4	4	77
57	3	3	4	3	5	5	3	4	4	3	4	3	5	3	5	3	4	4	3	3	3	77
58	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	3	4	3	4	3	80
59	4	3	4	4	4	4	3	3	4	4	4	3	4	3	3	5	2	3	4	3	4	75
60	4	3	3	4	4	3	3	3	3	3	5	4	2	3	5	4	3	4	4	3	4	74
61	4	3	4	4	4	4	3	4	3	4	5	4	2	3	3	2	2	3	5	3	4	73
62	4	4	4	3	4	4	4	4	4	4	5	4	4	4	5	4	2	4	5	4	4	84
63	4	4	5	3	4	4	4	4	3	3	4	5	3	4	3	4	4	5	2	4	3	79
64	4	4	4	4	4	5	4	4	4	4	5	4	4	5	4	3	2	4	5	4	4	85
65	5	5	4	3	4	4	5	4	3	4	4	4	3	5	3	2	5	5	2	5	3	82
66	3	3	4	3	3	3	3	3	3	3	5	3	2	3	2	2	4	3	4	3	3	65
67	5	4	3	3	4	4	3	2	4	4	2	4	3	4	3	4	5	5	5	4	3	78

68	3	3	3	4	3	4	4	4	4	4	4	4	2	3	5	3	4	3	4	3	4	75
69	4	4	4	4	4	4	4	3	4	4	3	4	2	4	3	4	3	4	3	4	4	77
70	4	3	4	3	4	3	3	3	3	4	4	3	3	3	4	3	2	3	3	4	4	70
71	4	4	3	4	4	4	4	4	4	4	3	4	4	4	3	4	4	3	4	4	5	81
72	5	4	5	3	4	3	5	5	4	3	5	4	1	4	4	2	5	5	2	5	3	81
73	5	5	4	4	4	4	5	4	3	4	4	4	4	5	3	4	4	5	4	4	4	87
74	3	3	3	3	4	5	3	3	4	3	5	3	5	3	2	3	5	4	4	3	3	74
75	3	3	3	4	4	4	3	3	4	4	4	3	3	5	3	3	3	3	3	3	4	72
76	4	5	5	3	3	3	5	4	3	3	5	5	4	5	4	2	4	5	4	5	3	84
77	3	4	4	4	5	4	3	4	4	4	4	4	3	4	5	4	2	3	3	4	4	79
78	3	3	3	4	4	5	3	3	4	4	5	3	4	3	4	3	3	2	3	3	4	73
79	4	4	4	3	4	4	3	4	4	3	5	5	4	4	3	4	3	2	3	4	5	79
80	3	4	3	3	3	4	3	3	4	2	4	3	2	4	4	5	4	3	4	3	3	71
81	4	4	4	3	4	4	3	3	3	3	5	4	3	4	1	4	5	3	2	3	3	72
82	4	3	5	5	4	4	4	4	4	4	4	5	4	3	4	4	4	4	4	4	5	86
83	4	3	4	4	4	5	4	3	4	4	5	5	5	3	3	5	3	4	3	4	4	83
84	3	3	2	3	4	5	3	3	4	3	4	4	4	3	5	3	5	2	3	3	3	72
85	3	3	3	3	4	4	3	3	4	5	5	3	4	3	4	4	3	3	3	3	4	74
86	4	5	5	4	4	4	4	4	4	4	5	4	3	5	5	4	4	3	4	5	4	88
87	3	4	4	4	4	4	5	3	4	4	5	4	4	4	3	4	2	5	5	4	4	83
88	3	3	3	3	4	3	2	3	2	2	4	3	3	3	2	3	5	5	2	3	3	64
89	4	4	4	3	3	3	3	4	3	3	2	2	3	4	3	3	4	4	4	4	3	70
90	3	4	3	3	3	3	3	3	3	3	4	3	4	4	2	2	3	3	3	3	3	65
91	4	4	4	3	2	3	4	3	3	2	2	5	3	4	2	3	4	5	4	3	3	70
92	4	3	5	3	5	5	3	4	4	4	4	5	3	3	3	4	3	3	3	4	5	80
93	4	3	4	4	4	4	3	3	4	4	5	5	4	3	5	5	2	2	3	4	4	79
94	3	3	2	3	4	5	3	3	4	2	2	3	5	3	3	5	3	3	3	3	3	68
95	4	4	4	4	3	3	3	4	3	3	4	5	5	4	3	3	4	2	4	4	4	77
96	3	3	4	4	5	4	4	4	4	4	4	3	5	3	2	5	3	3	4	3	4	78
97	5	4	4	3	4	3	4	3	3	3	5	3	5	4	4	5	2	2	4	4	4	78
98	3	3	3	3	4	4	3	4	4	2	3	2	4	3	1	4	3	5	3	4	3	68
99	5	4	4	3	4	4	2	5	3	2	4	1	3	4	2	3	5	2	3	4	3	70
100	3	3	2	3	4	4	3	4	4	2	1	3	2	3	2	4	5	2	3	3	3	63
TOTAL	378	364	373	352	378	381	358	359	354	358	386	371	353	372	358	361	331	352	359	364	365	7627

## Lampiran 9

### Nilai Rata-Rata X1,X2,X3,X4,X5, dan Y

No	X1	X2	X3	X4	X5	Y
1	3.75	3.75	3.75	3.40	3.75	75.00
2	3.25	3.25	3.75	3.20	3.50	68.00
3	3.75	3.75	3.75	3.80	4.00	86.00
4	3.75	3.75	4.00	3.80	2.75	77.00
5	4.00	3.50	3.50	4.00	3.75	83.00
6	4.00	3.00	3.50	4.00	3.75	78.00
7	3.00	3.25	3.50	3.00	3.00	70.00
8	4.00	4.00	4.00	4.00	4.00	81.00
9	3.50	3.75	3.75	3.20	3.50	74.00
10	3.25	3.50	3.75	3.20	3.00	63.00
11	3.25	3.75	3.75	3.20	3.50	66.00
12	4.25	3.75	4.25	4.00	4.00	82.00
13	4.25	4.50	4.75	4.40	4.00	88.00
14	4.00	4.00	4.00	4.00	4.00	82.00
15	4.75	4.50	4.75	4.60	4.50	94.00
16	3.25	3.75	3.50	3.20	3.25	66.00
17	4.00	4.25	4.75	3.80	4.00	83.00
18	3.25	3.25	3.00	3.80	3.00	67.00
19	3.75	3.50	4.00	3.80	4.00	82.00
20	3.50	3.75	3.25	3.00	3.75	78.00
21	3.75	3.75	3.75	4.00	4.00	84.00
22	4.50	5.00	4.75	4.00	5.00	93.00
23	4.50	4.50	4.75	4.40	4.50	89.00
24	3.00	3.50	3.50	3.00	3.50	67.00
25	2.75	3.00	2.75	3.00	3.75	64.00
26	5.00	4.50	5.00	4.60	5.00	90.00
27	3.25	3.00	2.75	3.20	3.75	75.00
28	2.75	3.25	3.25	3.20	3.50	68.00
29	3.25	3.50	3.50	3.40	3.50	77.00
30	3.25	3.25	3.25	3.40	3.25	74.00
31	3.50	3.25	3.25	3.40	3.50	68.00
32	3.75	4.00	3.50	3.20	3.75	79.00
33	3.25	3.75	3.50	3.40	4.00	80.00
34	2.75	3.00	2.50	2.60	3.00	67.00
35	3.25	3.75	3.00	3.00	3.50	69.00
36	4.00	3.75	4.00	4.40	4.25	97.00
37	4.25	4.50	4.25	4.00	4.75	81.00
38	3.75	4.25	4.50	3.60	4.25	67.00
39	4.00	3.75	3.75	3.40	3.50	77.00
40	3.00	3.00	3.00	3.40	3.75	66.00
41	4.25	4.25	4.50	4.20	4.50	75.00
42	3.00	3.00	3.00	3.00	3.75	77.00

43	3.50	3.75	3.00	3.20	3.75	79.00
44	3.00	3.50	3.00	3.00	3.25	68.00
45	3.50	3.50	3.25	3.60	3.50	78.00
46	3.25	3.50	3.50	3.20	3.50	68.00
47	3.75	4.00	3.75	3.60	3.75	79.00
48	3.25	4.00	3.75	3.40	4.00	67.00
49	3.25	3.50	3.25	3.20	3.25	77.00
50	3.25	3.50	2.50	3.00	3.00	63.00
51	3.50	4.00	4.50	3.60	3.75	82.00
52	4.00	3.25	4.00	3.40	3.50	73.00
53	3.25	4.50	4.00	3.40	4.25	88.00
54	3.75	3.75	4.00	3.80	4.00	77.00
55	3.25	4.75	4.00	4.60	5.00	81.00
56	3.25	3.50	3.25	3.40	3.50	77.00
57	3.75	4.25	3.50	3.20	5.00	77.00
58	3.50	4.00	4.00	4.00	4.00	80.00
59	3.50	3.75	4.00	3.60	4.00	75.00
60	3.50	3.00	3.00	3.40	3.00	74.00
61	4.00	3.00	3.00	3.00	3.00	73.00
62	4.25	3.75	3.75	3.60	3.50	84.00
63	3.50	3.25	4.00	3.60	3.00	79.00
64	4.50	4.00	3.75	4.20	3.75	85.00
65	3.25	4.00	4.00	4.00	3.25	82.00
66	3.50	3.25	3.50	3.40	3.75	65.00
67	3.00	3.75	3.75	3.60	3.50	78.00
68	3.75	3.25	3.25	3.60	4.00	75.00
69	3.75	4.25	3.50	3.80	3.75	77.00
70	4.00	4.00	4.00	3.20	4.00	70.00
71	4.75	3.75	4.25	4.00	3.75	81.00
72	4.00	4.25	4.25	3.80	3.75	81.00
73	3.25	3.25	4.25	4.20	3.25	87.00
74	3.00	3.75	3.00	3.20	3.25	74.00
75	4.75	3.00	2.75	2.80	3.50	72.00
76	3.50	4.25	4.25	3.60	3.75	84.00
77	3.50	4.00	3.25	3.60	3.50	79.00
78	3.75	3.75	4.00	3.60	3.75	73.00
79	3.75	3.75	3.75	3.40	3.50	79.00
80	3.25	3.25	3.50	3.60	3.50	71.00
81	3.75	3.50	4.00	3.60	2.50	72.00
82	4.00	3.50	4.25	4.20	3.75	86.00
83	3.25	4.00	4.50	4.00	3.75	83.00
84	3.25	3.75	3.50	3.20	3.75	72.00
85	4.50	3.75	4.00	3.20	4.00	74.00
86	4.25	4.00	4.25	4.00	4.00	88.00
87	3.50	3.50	3.75	4.00	3.50	83.00
88	3.50	3.50	2.75	2.80	2.75	64.00



<b>89</b>	3.25	3.25	3.25	2.80	3.25	70.00
<b>90</b>	3.75	3.00	2.75	3.20	3.00	65.00
<b>91</b>	3.25	3.25	3.25	2.60	2.50	70.00
<b>92</b>	4.00	4.25	4.25	3.80	4.00	80.00
<b>93</b>	3.50	4.00	4.75	3.80	4.00	79.00
<b>94</b>	3.50	3.50	4.25	3.60	4.00	68.00
<b>95</b>	3.25	3.25	3.00	3.20	3.00	77.00
<b>96</b>	4.25	3.50	4.75	3.40	2.75	78.00
<b>97</b>	3.75	3.75	3.75	3.60	3.25	78.00
<b>98</b>	3.50	3.75	3.00	3.40	2.25	68.00
<b>99</b>	3.00	3.75	4.00	3.80	2.50	70.00
<b>100</b>	4.00	3.00	3.75	3.80	2.50	63.00

## Lampiran 10

### Hasil Uji Regression

#### Variables Entered/Removed<sup>a</sup>

Model	Variables Entered	Variables Removed	Method
1	x5, x1 <sup>a</sup> , x4, x2, x3	.	Enter

- a. All requested variables entered.  
 b. Dependent Variable: y

#### Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.762 <sup>a</sup>	.580	.558	5.01322

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

#### ANOVA<sup>b</sup>

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3265.264	5	653.053	25.984	.000 <sup>a</sup>
	Residual	2362.446	94	25.132		
	Total	5627.710	99			

- a. Predictors: (Constant), x5, x1, x4, x2, x3  
 b. Dependent Variable: y

#### Coefficients<sup>a</sup>

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	22.318	5.053		4.417	.000
	x1	2.496	1.308	.159	1.909	.059
	x2	2.695	1.766	.159	1.526	.130
	x3	-.050	1.484	-.004	-.034	.973
	x4	7.945	1.714	.468	4.637	.000
	x5	1.891	1.243	.138	1.522	.131

- a. Dependent Variable: y