

FAKULTAS EKONOMI
UNIVERSITAS MUHAMMADIYAH SURABAYA

BERITA ACARA BIMBINGAN SKRIPSI



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 Program Studi : Manajemen Pasi
 Tanggal Ujian / Seminar Proposal : 17 Mei 2016
 Tanggal Disetujui Skripsi sudah layak Uji :

DOSEN PEMBIMBING I

TANGGAL	MATERI PERKEMBANGAN BIMBINGAN	PARAF	TANGGAL	MATERI PERKEMBANGAN BIMBINGAN	PARAF
10/3/16	Konfirmasi Topik dan Fokus	[Signature]	10/3/16	Konfirmasi Laporan Praktikum	[Signature]
15/03/16	Analisis ke-1, II & Review	[Signature]	10/4/16	Konfirmasi ke-1, 2 & 3 + Revisi (proponer & Bantu Juri)	[Signature]
29/3/16	Bagi ke-1, II & Docket	[Signature]	30/4/16	Konfirmasi ke-1 & ke-2 (9.00)	[Signature]
18/4/16	Review ke-1, II & Docket	[Signature]	15/05/16	Ke-1 & ke-2 (11.00) & ke-3 (11.00)	[Signature]
12/5/2016	Review ke-1, II & Docket	[Signature]		Ke-1 & ke-2 (11.00) & ke-3 (11.00)	[Signature]

DOSEN PEMBIMBING II

TANGGAL	MATERI PERKEMBANGAN BIMBINGAN	PARAF
15/05/2016	ACC Skripsi	[Signature]

DOSEN PEMBIMBING I

DOSEN PEMBIMBING II

19/3	Doce Bab I, II, III		28 Jun 16.	Prism: Bab 4, Bab 5	
19/3	= Dng Bab IV & V			Prism: Bab 4, Bab 5	
19/3	ruang hrs di dalam dng		29 Jun 16.	Prism: Bab 4, Bab 5	
20/3-016	Bab IV & V			Prism: Bab 4, Bab 5	
	Prism: Bab IV		28 Agustus 16.	Prism: Bab 4, Bab 5	
	= Bab IV & V			Prism: Bab 4, Bab 5	
	= Bab IV & V			Prism: Bab 4, Bab 5	
	= Bab IV & V			Prism: Bab 4, Bab 5	
	= Bab IV & V			Prism: Bab 4, Bab 5	
	= Bab IV & V			Prism: Bab 4, Bab 5	
19/3-2016	Prism: Bab IV & V			Prism: Bab 4, Bab 5	

Dosen Pembimbing I

Dosen Pembimbing II

Kaprodi Akuntansi/Manajemen

Menggetahui,
Dekan

19/3
A. D. F. S. M. S.

Lampiran 1

KUESIONER

Pengaruh Kualitas Pelayanan Terhadap Kepuasan Nasabah Pada PT.Bank Jatim KCP Pogot Surabaya

SANITA ANGGRAINI

- I. Tujuan : Untuk penelitian bahan skripsi
II. Petunjuk : Sangat Setuju (SS), Setuju (S), Ragu-ragu (R), Tidak Setuju (TS), Sangat Tidak Setuju (STS).

A. IDENTITAS RESPONDEN

1. Jenis Kelamin :
 - a. Laki-laki
 - b. Wanita
2. Usia :
 - a. 21 – 30 tahun
 - b. 31 – 40 tahun
 - c. 41 – 50 tahun
 - d. >50 tahun
3. Pendidikan terkakhir :
 - a. SD atausederajat
 - b. SLTP atausederajat
 - c. SMA atausederajat
 - d. PerguruanTinggi
4. Pekerjaan :
 - a. Pelajar / Mahasiswa
 - b. PNS / TNI
 - c. Wiraswasta
 - d. Lain-lain:...(sebutkan)
5. Pendapatan anda per bulan :
 - a. <1 juta
 - b. 1 juta – 3 juta
 - c. 3 juta – 5 juta
 - d. >5 juta

B. KualitasLayanan

Berilah tanda(✓) pada jawaban yang sesuai dengan pendapat anda

1. Bukti fisik (*tangible*) (X1)

No	Pertanyaan	SS	S	R	TS	STS
X _{1.1}	PT.Bank Jatim KCP Pogot memiliki fasilitas yang nyaman, bersih dan rapi					

X1.2	Lokasi PT.Bank Jatim KCP Pogot strategis dan mudah dijangkau					
X1.3	Ruang tunggu di PT.Bank Jatim KCP Pogot yang nyaman					
X1.4	Kerapian dan kebersihan penampilan karyawan PT.Bank Jatim KCP Pogot					
X1.5	Lokasi parkir PT.Bank Jatim KCP Pogot yang luas dan memadai					
X1.6	Sarana toilet yang bersih					
X1.7	Penampilan karyawan yang rapi di PT.Bank Jatim KCP Pogot Surabaya					

2. Kehandalan (*reliability*) (X2)

No	Instrumen	SS	S	R	TS	STS
X2.1	Kecepatan karyawan dalam melakukan transaksi					
X2.2	Keakuratan dalam memberikan informasi kepada nasabah					
X2.3	Kemudahan prosedur pelayanan					
X2.4	Ketepatan karyawan dalam melakukan transaksi					
X2.5	PT.Bank Jatim KCP Pogot melayani nasabah sejak pertama kali datang					
X2.6	Kemampuan karyawan Bank dapat diandalkan					
X2.7	Pelayanan yang diberikan PT.Bank Jatim KCP Pogot sesuai dengan janji yang diberikan kepada nasabah					

3. Daya Tanggap (*responsiveness*) (X3)

No	Instrumen	SS	S	R	TS	STS
X3.1	Ketanggapan karyawan dalam melayani nasabah					

X _{3.2}	Kecepatan karyawan dalam merespon keluhan nasabah					
X _{3.3}	Kesigapan karyawan dalam memecahkan masalah nasabah					
X _{3.4}	Karyawan PT.Bank Jatim KCP Pogot memberikan pelayanan yang cepat dan tepat kepada calon nasabah dan nasabah					
X _{3.6}	Karyawan akan memberitahukan kepada nasabah mengenai kapan pelayanan dilakukan					
X _{3.7}	Karyawan selalu bersedia membantu mengenai kesulitan yang dihadapi oleh nasabah dengan baik					

4. Jaminan (*assurance*) (X4)

No	Pertanyaan	SS	S	R	TS	STS
X _{4.1}	Kesopanan karyawan kepada nasabah					
X _{4.2}	PT.Bank Jatim KCP Pogot Surabaya dalam memberikan jaminan keamanan uang nasabah					
X _{4.3}	Kemampuan pengetahuan yang dimiliki oleh karyawan					
X _{4.4}	Keamanan nasabah saat bertransaksi di PT.Bank Jatim KCP Pogot					
X _{4.5}	Keramahan karyawan kepada nasabah					
X _{4.6}	Karyawan bank selalu komunikatif dalam melayani para nasabah					
X _{4.7}	Karyawan PT.Bank Jatim KCP Pogot mempunyai pengetahuan yang baik mengenai pelayanan nasabah					

5. Perhatian (*empathy*)

No	Instrumen	SS	S	R	TS	STS
X _{5.1}	Perhatian yang diberikan karyawan secara individual untuk menciptakan suasana nyaman saat bertransaksi					

X5.2	Kepedulian karyawan dalam memahami setiap kebutuhan nasabah					
X5.3	Kemampuan karyawan dalam berkomunikasi dengan nasabah					
X5.4	Karyawan PT.Bank Jatim KCP Pogot selalu menjamin hubungan dengan nasabah secara baik dan terus-menerus					
X5.5	Karyawan PT.Bank Jatim KCP Pogot memahami dengan baik tentang bagaimana harus menyelesaikan setiap transaksi yang terjadi					
X5.6	PT.Bank Jatim KCP Pogot mempunyai perhatian yang besar terhadap kelancaran transaksi para nasabah					
X5.7	Karyawan PT.Bank Jatim KCP Pogot penuh perhatian dan sabar dalam melayani transaksi					

A. Kepuasan Nasabah

Berilah tanda(√) pada jawaban yang sesuai dengan pendapat anda

No	Instrumen	SS	S	R	TS	STS
X6.1	Selama menabung di PT.Bank Jatim KCP Pogot saya puas atas pelayanan yang diberikannya					
X6.2	Layanan yang diberikan oleh Bank Jatim sudah memenuhi harapan nasabah					
X6.3	Saya akan merekomendasikan pihak lain yang meminta saran untuk menggunakan jasa PT.Bank Jatim KCP Pogot					
X6.4	Saya berkeinginan untuk menggunakan kembali jasa PT.Bank Jatim KCP Pogot dimasa yang akan datang					
X6.5	Saya percaya produk-produk jasa perbankan yang ditawarkan oleh bank menguntungkan para nasabah					

X _{6.6}	Saya percaya PT.Bank Jatim KCP Pogot mengerjakan dengan benar setiap transaksi jasa perbankan					
X _{6.7}	Saya percaya PT.Bank Jatim KCP Pogot berada pada tempat yang strategis, mudah dijangkau oleh calon nasabah maupun para nasabah					

B. Soal isi

Tuliskan ide, saran dan keluhan anda mengenai Bank Jatim Surabaya

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.....

Terima Kasih

Surabaya,

Penulis

Sanita Anggraini



UNIVERSITAS MUHAMMADIYAH SURABAYA

PUSAT BAHASA

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Email: pusba.umsby@gmail.com

ENDORSEMENT LETTER


427/PB-UMS/EL/VIII/2016

This letter is to certify that the abstract of the thesis below

Title : Influence of Service Quality Customer Satisfaction At PT. Bank Jatim
KCP Pogot Surabaya
Student's name : Sanita Angraini
Reg. Number : 20121221067
Department : S1 Manajemen

has been endorsed by Pusat Bahasa *UMSurabaya* for further approval by the examining committee of the faculty.

Surabaya, 15 August 2016



Waode Hamsia, M.Pd.

Lampiran 3

FREQUENCIES VARIABLES=Jenis Kelamin Usia Pendidikan Terakhir Pekerjaan Pendapatan per bulan

/ORDER=ANALYSIS.

Frequencies

Statistics

	Jenis Kelamin	Usia	Pendidikan Terakhir	Pekerjaan	Pendapatan per bulan
Valid	100	100	100	100	100
N Missing	0	0	0	0	0

Frequency Table

Jenis Kelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Laki-laki	51	51.0	51.0	51.0
Valid Wanita	49	49.0	49.0	100.0
Total	100	100.0	100.0	

Usia

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 21-30 tahun	30	30.0	30.0	30.0
Valid 31-40 tahun	25	25.0	25.0	55.0
Valid 41-50 tahun	37	37.0	37.0	92.0
Valid >50 tahun	8	8.0	8.0	100.0

Total	100	100.0	100.0
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Pendidikan Terakhir

	Frequency	Percent	Valid Percent	Cumulative Percent
SD atau sederajat	8	8.0	8.0	8.0
SLTP atau sederajat	7	7.0	7.0	15.0
Valid SMA atau sederajat	40	40.0	40.0	55.0
Perguruan Tinggi	45	45.0	45.0	100.0
Total	100	100.0	100.0	

Pekerjaan

	Frequency	Percent	Valid Percent	Cumulative Percent
Pelajar / Mahasiswa	6	6.0	6.0	6.0
PNS / TNI	37	37.0	37.0	43.0
Valid Wiraswasta	13	13.0	13.0	56.0
Lain-lain	44	44.0	44.0	100.0
Total	100	100.0	100.0	

Pendapatan per bulan

	Frequency	Percent	Valid Percent	Cumulative Percent
<1 juta	9	9.0	9.0	9.0
1 juta - 3 juta	51	51.0	51.0	60.0
Valid 3 juta - 5 juta	30	30.0	30.0	90.0
>5 juta	10	10.0	10.0	100.0
Total	100	100.0	100.0	

FREQUENCIES VARIABLES=X1.1 X1.2 X1.3 X1.4 X1.5 X1.6 X1.7

/ORDER=ANALYSIS.

Frequencies

Statistics

	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7
Valid N	100	100	100	100	100	100	100
Missing	0	0	0	0	0	0	0

Frequency Table

X1.1

	Frequency	Percent	Valid Percent	Cumulative Percent
3	1	1.0	1.0	1.0
Valid 4	79	79.0	79.0	80.0
5	20	20.0	20.0	100.0
Total	100	100.0	100.0	

X1.2

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	2.0	2.0	2.0
4	84	84.0	84.0	86.0
5	14	14.0	14.0	100.0
Total	100	100.0	100.0	

X1.3

	Frequency	Percent	Valid Percent	Cumulative Percent
2	12	12.0	12.0	12.0
4	75	75.0	75.0	87.0
5	13	13.0	13.0	100.0
Total	100	100.0	100.0	

X1.4

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.0	1.0	1.0
4	86	86.0	86.0	87.0
5	13	13.0	13.0	100.0
Total	100	100.0	100.0	

X1.5

	Frequency	Percent	Valid Percent	Cumulative Percent
1	6	6.0	6.0	6.0
2	27	27.0	27.0	33.0
3	4	4.0	4.0	37.0
Valid 4	60	60.0	60.0	97.0
5	3	3.0	3.0	100.0
Total	100	100.0	100.0	

X1.6

	Frequency	Percent	Valid Percent	Cumulative Percent
2	16	16.0	16.0	16.0
3	3	3.0	3.0	19.0
Valid 4	79	79.0	79.0	98.0
5	2	2.0	2.0	100.0
Total	100	100.0	100.0	

X1.7

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.0	1.0	1.0
Valid 4	87	87.0	87.0	88.0
5	12	12.0	12.0	100.0

Total	100	100.0	100.0
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FREQUENCIES VARIABLES=X2.1 X2.2 X2.3 X2.4 X2.5 X2.6 X2.7

/ORDER=ANALYSIS.

Frequencies

Statistics

	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7
Valid	100	100	100	100	100	100	100
Missing	0	0	0	0	0	0	0

Frequency Table

X2.1

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.0	1.0	1.0
2	11	11.0	11.0	12.0
3	5	5.0	5.0	17.0
4	77	77.0	77.0	94.0
5	6	6.0	6.0	100.0
Total	100	100.0	100.0	

X2.2

	Frequency	Percent	Valid Percent	Cumulative Percent
2	8	8.0	8.0	8.0
3	3	3.0	3.0	11.0

4	84	84.0	84.0	95.0
5	5	5.0	5.0	100.0
Total	100	100.0	100.0	

X2.3

	Frequency	Percent	Valid Percent	Cumulative Percent
2	3	3.0	3.0	3.0
3	1	1.0	1.0	4.0
Valid 4	88	88.0	88.0	92.0
5	8	8.0	8.0	100.0
Total	100	100.0	100.0	

X2.4

	Frequency	Percent	Valid Percent	Cumulative Percent
2	10	10.0	10.0	10.0
Valid 4	83	83.0	83.0	93.0
5	7	7.0	7.0	100.0
Total	100	100.0	100.0	

X2.5

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	2.0	2.0	2.0
3	1	1.0	1.0	3.0
Valid 4	89	89.0	89.0	92.0
5	8	8.0	8.0	100.0
Total	100	100.0	100.0	

X2.6

	Frequency	Percent	Valid Percent	Cumulative Percent
2	4	4.0	4.0	4.0
Valid 4	88	88.0	88.0	92.0
5	8	8.0	8.0	100.0
Total	100	100.0	100.0	

X2.7

	Frequency	Percent	Valid Percent	Cumulative Percent
2	4	4.0	4.0	4.0
Valid 4	91	91.0	91.0	95.0
5	5	5.0	5.0	100.0
Total	100	100.0	100.0	

FREQUENCIES VARIABLES=X3.1 X3.2 X3.3 X3.4 X3.5 X3.6

/ORDER=ANALYSIS.

Frequencies

Statistics

	X3.1	X3.2	X3.3	X3.4	X3.5	X3.6
N	Valid	100	100	100	100	100
	Missing	0	0	0	0	0

Frequency Table

X3.1

	Frequency	Percent	Valid Percent	Cumulative Percent
4	81	81.0	81.0	81.0
Valid 5	19	19.0	19.0	100.0
Total	100	100.0	100.0	

X3.2

	Frequency	Percent	Valid Percent	Cumulative Percent
4	74	74.0	74.0	74.0
Valid 5	26	26.0	26.0	100.0
Total	100	100.0	100.0	

X3.3

	Frequency	Percent	Valid Percent	Cumulative Percent
4	73	73.0	73.0	73.0
Valid 5	27	27.0	27.0	100.0
Total	100	100.0	100.0	

X3.4

	Frequency	Percent	Valid Percent	Cumulative Percent
4	75	75.0	75.0	75.0
Valid 5	25	25.0	25.0	100.0
Total	100	100.0	100.0	

X3.5

	Frequency	Percent	Valid Percent	Cumulative Percent
4	82	82.0	82.0	82.0
Valid 5	18	18.0	18.0	100.0
Total	100	100.0	100.0	

X3.6

	Frequency	Percent	Valid Percent	Cumulative Percent
4	79	79.0	79.0	79.0
Valid 5	21	21.0	21.0	100.0
Total	100	100.0	100.0	

FREQUENCIES VARIABLES=X4.1 X4.2 X4.3 X4.4 X4.5 X4.6 X4.7

/ORDER=ANALYSIS.

Frequencies

Statistics

	X4.1	X4.2	X4.3	X4.4	X4.5	X4.6	X4.7
Valid N	100	100	100	100	100	100	100
Missing	0	0	0	0	0	0	0

Frequency Table

X4.1

	Frequency	Percent	Valid Percent	Cumulative Percent
3	1	1.0	1.0	1.0
Valid 4	79	79.0	79.0	80.0
5	20	20.0	20.0	100.0
Total	100	100.0	100.0	

X4.2

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	2.0	2.0	2.0
4	84	84.0	84.0	86.0
5	14	14.0	14.0	100.0
Total	100	100.0	100.0	

X4.3

	Frequency	Percent	Valid Percent	Cumulative Percent
2	12	12.0	12.0	12.0
4	75	75.0	75.0	87.0
5	13	13.0	13.0	100.0
Total	100	100.0	100.0	

X4.4

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.0	1.0	1.0
4	86	86.0	86.0	87.0
5	13	13.0	13.0	100.0
Total	100	100.0	100.0	

X4.5

	Frequency	Percent	Valid Percent	Cumulative Percent
1	6	6.0	6.0	6.0
2	27	27.0	27.0	33.0
3	4	4.0	4.0	37.0
Valid 4	60	60.0	60.0	97.0
5	3	3.0	3.0	100.0
Total	100	100.0	100.0	

X4.6

	Frequency	Percent	Valid Percent	Cumulative Percent
2	16	16.0	16.0	16.0
3	3	3.0	3.0	19.0
Valid 4	79	79.0	79.0	98.0
5	2	2.0	2.0	100.0
Total	100	100.0	100.0	

X4.7

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.0	1.0	1.0
Valid 4	87	87.0	87.0	88.0
5	12	12.0	12.0	100.0

Total	100	100.0	100.0
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FREQUENCIES VARIABLES=X5.1 X5.2 X5.3 X5.4 X5.5 X5.6 X5.7 /ORDER=ANALYSIS.

Frequencies

Statistics

	X5.1	X5.2	X5.3	X5.4	X5.5	X5.6	X5.7
Valid	100	100	100	100	100	100	100
Missing	0	0	0	0	0	0	0

Frequency Table

X5.1

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.0	1.0	1.0
2	11	11.0	11.0	12.0
3	5	5.0	5.0	17.0
4	77	77.0	77.0	94.0
5	6	6.0	6.0	100.0
Total	100	100.0	100.0	

X5.2

	Frequency	Percent	Valid Percent	Cumulative Percent
2	8	8.0	8.0	8.0
3	3	3.0	3.0	11.0
4	84	84.0	84.0	95.0

5	5	5.0	5.0	100.0
Total	100	100.0	100.0	

X5.3

	Frequency	Percent	Valid Percent	Cumulative Percent
2	3	3.0	3.0	3.0
3	1	1.0	1.0	4.0
Valid 4	88	88.0	88.0	92.0
5	8	8.0	8.0	100.0
Total	100	100.0	100.0	

X5.4

	Frequency	Percent	Valid Percent	Cumulative Percent
2	10	10.0	10.0	10.0
Valid 4	83	83.0	83.0	93.0
5	7	7.0	7.0	100.0
Total	100	100.0	100.0	

X5.5

	Frequency	Percent	Valid Percent	Cumulative Percent

	2	2	2.0	2.0	2.0
	3	1	1.0	1.0	3.0
Valid	4	89	89.0	89.0	92.0
	5	8	8.0	8.0	100.0
Total		100	100.0	100.0	

X5.6

	Frequency	Percent	Valid Percent	Cumulative Percent
	2	4	4.0	4.0
Valid	4	88	88.0	92.0
	5	8	8.0	100.0
Total		100	100.0	

X5.7

	Frequency	Percent	Valid Percent	Cumulative Percent
	2	4	4.0	4.0
Valid	4	91	91.0	95.0
	5	5	5.0	100.0
Total		100	100.0	

FREQUENCIES VARIABLES=Y.1 Y.2 Y.3 Y.4 Y.5 Y.6 Y.7

/ORDER=ANALYSIS.

Frequencies

Statistics

		Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7
N	Valid	100	100	100	100	100	100	100
	Missing	0	0	0	0	0	0	0

Frequency Table

Y.1

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.0	1.0	1.0
3	3	3.0	3.0	4.0
Valid 4	88	88.0	88.0	92.0
5	8	8.0	8.0	100.0
Total	100	100.0	100.0	

Y.2

	Frequency	Percent	Valid Percent	Cumulative Percent
2	9	9.0	9.0	9.0
3	1	1.0	1.0	10.0
Valid 4	83	83.0	83.0	93.0
5	7	7.0	7.0	100.0
Total	100	100.0	100.0	

Y.3

	Frequency	Percent	Valid Percent	Cumulative Percent
2	8	8.0	8.0	8.0
3	3	3.0	3.0	11.0
Valid 4	82	82.0	82.0	93.0
5	7	7.0	7.0	100.0
Total	100	100.0	100.0	

Y.4

	Frequency	Percent	Valid Percent	Cumulative Percent
2	9	9.0	9.0	9.0
3	4	4.0	4.0	13.0
Valid 4	78	78.0	78.0	91.0
5	9	9.0	9.0	100.0
Total	100	100.0	100.0	

Y.5

	Frequency	Percent	Valid Percent	Cumulative Percent
2	3	3.0	3.0	3.0
3	2	2.0	2.0	5.0
Valid 4	89	89.0	89.0	94.0
5	6	6.0	6.0	100.0

Total	100	100.0	100.0
-------	-----	-------	-------

Y.6

	Frequency	Percent	Valid Percent	Cumulative Percent
2	8	8.0	8.0	8.0
4	84	84.0	84.0	92.0
5	8	8.0	8.0	100.0
Total	100	100.0	100.0	

Y.7

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.0	1.0	1.0
4	89	89.0	89.0	90.0
5	10	10.0	10.0	100.0
Total	100	100.0	100.0	

COMPUTE X1= X1.1 + X1.2 + X1.3 + X1.4 + X1.5 +X1.6 + X1.7.

VARIABLE LABELS X1 'Bukti fisik'.

EXECUTE.

COMPUTE X2=X2.1 + X2.2 + X2.3 + X2.4 + X2.5 + X2.6 + X2.7.

VARIABLE LABELS X2 'Kehandalan'.

EXECUTE.

COMPUTE X3=X3.1 + X3.2 + X3.3 + X3.4 + X3.5 + X3.6.

VARIABLE LABELS X3 'Daya tanggap'.

EXECUTE.

COMPUTE X4= X4.1 + X4.2 + X4.3 + X4.4 + X4.5 + X4.6 + X4.7.

VARIABLE LABELS X4 'Jaminan'.

EXECUTE.

COMPUTE X5=X5.1 + X5.2 + X5.3 + X5.4 + X5.5 + X5.6 + X5.7.

VARIABLE LABELS X5 'Perhatian'.

EXECUTE.

COMPUTE Y=Y.1 + Y.2 + Y.3 + Y.4 + Y.5 + Y.6 + Y.7.

VARIABLE LABELS Y 'Kepuasan nasabah'.

EXECUTE.

CORRELATIONS

/VARIABLES=X1.1 X1.2 X1.3 X1.4 X1.5 X1.6 X1.7 X1

/PRINT=TWOTAIL NOSIG

/MISSING=PAIRWISE.

DATASET NAME DataSet1 WINDOW=FRONT.

REGRESSION

/DESCRIPTIVES MEAN STDDEV CORR SIG N

/MISSING LISTWISE

/STATISTICS COEFF OUTS R ANOVA COLLIN TOL CHANGE

/CRITERIA=PIN(.05) POUT(.10)

/NOORIGIN

/DEPENDENT Y

/METHOD=ENTER X1 X2 X3 X4 X5

/SCATTERPLOT=(*ZPRED ,*SRESID)

/RESIDUALS HISTOGRAM(ZRESID) NORMPROB(ZRESID)

/SAVE RESID.

Correlations

Correlations

		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	Bukti fisik
X1.1	Pearson Correlation	1	.372**	.437**	.417**	.265**	.323**	.502**	.594**
	Sig. (2-tailed)		.000	.000	.000	.008	.001	.000	.000
	N	100	100	100	100	100	100	100	100
X1.2	Pearson Correlation	.372**	1	.285**	.379**	.290**	.238*	.338**	.526**
	Sig. (2-tailed)	.000		.004	.000	.003	.017	.001	.000
	N	100	100	100	100	100	100	100	100
X1.3	Pearson Correlation	.437**	.285**	1	.462**	.505**	.651**	.504**	.819**
	Sig. (2-tailed)	.000	.004		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100
X1.4	Pearson Correlation	.417**	.379**	.462**	1	.375**	.252*	.513**	.621**
	Sig. (2-tailed)	.000	.000	.000		.000	.011	.000	.000
	N	100	100	100	100	100	100	100	100
X1.5	Pearson Correlation	.265**	.290**	.505**	.375**	1	.596**	.295**	.794**
	Sig. (2-tailed)	.008	.003	.000	.000		.000	.003	.000

X1.6	N	100	100	100	100	100	100	100	100
	Pearson Correlation	.323**	.238*	.651**	.252*	.596**	1	.315**	.776**
	Sig. (2-tailed)	.001	.017	.000	.011	.000		.001	.000
X1.7	N	100	100	100	100	100	100	100	100
	Pearson Correlation	.502**	.338**	.504**	.513**	.295**	.315**	1	.623**
	Sig. (2-tailed)	.000	.001	.000	.000	.003	.001		.000
Bukti fisik	N	100	100	100	100	100	100	100	100
	Pearson Correlation	.594**	.526**	.819**	.621**	.794**	.776**	.623**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	
	N	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).

CORRELATIONS

/VARIABLES=X2.1 X2.2 X2.3 X2.4 X2.5 X2.6 X2.7 X2

/PRINT=TWOTAIL NOSIG

/MISSING=PAIRWISE.

Correlations

Correlations

		X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	Kehanda lan
	Pearson Correlation	1	.545**	.207*	.504**	.214*	.508**	.065	.733**
X2.1	Sig. (2- tailed)		.000	.039	.000	.032	.000	.518	.000
	N	100	100	100	100	100	100	100	100
	Pearson Correlation	.545**	1	.182	.631**	.293**	.496**	.233*	.776**
X2.2	Sig. (2- tailed)	.000		.070	.000	.003	.000	.019	.000
	N	100	100	100	100	100	100	100	100
	Pearson Correlation	.207*	.182	1	.328**	.317**	.356**	.192	.518**
X2.3	Sig. (2- tailed)	.039	.070		.001	.001	.000	.055	.000
	N	100	100	100	100	100	100	100	100
	Pearson Correlation	.504**	.631**	.328**	1	.195	.546**	.377**	.817**
X2.4	Sig. (2- tailed)	.000	.000	.001		.052	.000	.000	.000
	N	100	100	100	100	100	100	100	100
	Pearson Correlation	.214*	.293**	.317**	.195	1	.298**	.164	.483**
X2.5	Sig. (2- tailed)	.032	.003	.001	.052		.003	.102	.000
	N	100	100	100	100	100	100	100	100
X2.6	Pearson Correlation	.508**	.496**	.356**	.546**	.298**	1	.179	.741**

	Pearson Correlation	.265**	.290**	.505**	.375**	1	.596**	.295**	.794**
X4.5	Sig. (2-tailed)	.008	.003	.000	.000		.000	.003	.000
	N	100	100	100	100	100	100	100	100
	Pearson Correlation	.323**	.238*	.651**	.252*	.596**	1	.315**	.776**
X4.6	Sig. (2-tailed)	.001	.017	.000	.011	.000		.001	.000
	N	100	100	100	100	100	100	100	100
	Pearson Correlation	.502**	.338**	.504**	.513**	.295**	.315**	1	.623**
X4.7	Sig. (2-tailed)	.000	.001	.000	.000	.003	.001		.000
	N	100	100	100	100	100	100	100	100
	Pearson Correlation	.594**	.526**	.819**	.621**	.794**	.776**	.623**	1
Jaminan	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	
	N	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).

CORRELATIONS

/VARIABLES=X5.1 X5.2 X5.3 X5.4 X5.5 X5.6 X5.7 X5

/PRINT=TWOTAIL NOSIG

/MISSING=PAIRWISE.

Correlations

Y.3	Pearson Correlation	.177	.567**	1	.786**	.343**	.477**	.213*	.799**
	Sig. (2-tailed)	.078	.000		.000	.000	.000	.033	.000
	N	100	100	100	100	100	100	100	100
Y.4	Pearson Correlation	.391**	.545**	.786**	1	.350**	.463**	.280**	.836**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.005	.000
	N	100	100	100	100	100	100	100	100
Y.5	Pearson Correlation	.177	.266**	.343**	.350**	1	.315**	.316**	.544**
	Sig. (2-tailed)	.077	.007	.000	.000		.001	.001	.000
	N	100	100	100	100	100	100	100	100
Y.6	Pearson Correlation	.134	.758**	.477**	.463**	.315**	1	.290**	.761**
	Sig. (2-tailed)	.185	.000	.000	.000	.001		.003	.000
	N	100	100	100	100	100	100	100	100
Y.7	Pearson Correlation	.266**	.250*	.213*	.280**	.316**	.290**	1	.478**
	Sig. (2-tailed)	.007	.012	.033	.005	.001	.003		.000
	N	100	100	100	100	100	100	100	100
Kepuasan nasabah	Pearson Correlation	.454**	.814**	.799**	.836**	.544**	.761**	.478**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	
	N	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).

RELIABILITY

/VARIABLES=X1.1 X1.2 X1.3 X1.4 X1.5 X1.6 X1.7

/SCALE('ALL VARIABLES') ALL

/MODEL=ALPHA

/SUMMARY=TOTAL.

Reliability

Scale: ALL VARIABLES

Case Processing Summary

	N	%
Valid	100	100.0
Cases 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
.788	7

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	23.14	8.081	.495	.772
X1.2	23.23	8.159	.405	.781
X1.3	23.44	6.128	.703	.719
X1.4	23.22	8.072	.530	.769
X1.5	24.06	5.330	.588	.775
X1.6	23.66	6.368	.641	.734
X1.7	23.23	8.098	.535	.769

RELIABILITY

/VARIABLES=X2.1 X2.2 X2.3 X2.4 X2.5 X2.6 X2.7

/SCALE('ALL VARIABLES') ALL

/MODEL=ALPHA

/SUMMARY=TOTAL.

Reliability

Scale: ALL VARIABLES

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
.777	7

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	23.74	4.437	.542	.746
X2.2	23.64	4.657	.649	.715
X2.3	23.49	5.747	.371	.771
X2.4	23.63	4.357	.695	.702
X2.5	23.47	5.908	.348	.774
X2.6	23.50	5.121	.635	.726
X2.7	23.53	5.928	.285	.784

RELIABILITY

/VARIABLES=X3.1 X3.2 X3.3 X3.4 X3.5 X3.6

/SCALE('ALL VARIABLES') ALL

/MODEL=ALPHA

/SUMMARY=TOTAL.

Reliability

Scale: ALL VARIABLES

Case Processing Summary

	N	%
Valid	100	100.0
Cases 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
.855	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X3.1	21.17	2.587	.729	.815
X3.2	21.10	2.616	.601	.839
X3.3	21.09	2.669	.548	.849
X3.4	21.11	2.604	.622	.834

X3.5	21.18	2.654	.687	.823
X3.6	21.15	2.593	.687	.822

RELIABILITY

/VARIABLES=X4.1 X4.2 X4.3 X4.4 X4.5 X4.6 X4.7

/SCALE('ALL VARIABLES') ALL

/MODEL=ALPHA

/SUMMARY=TOTAL.

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
	Valid	100	100.0
Cases	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
.788	7

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X4.1	23.14	8.081	.495	.772
X4.2	23.23	8.159	.405	.781
X4.3	23.44	6.128	.703	.719
X4.4	23.22	8.072	.530	.769
X4.5	24.06	5.330	.588	.775
X4.6	23.66	6.368	.641	.734
X4.7	23.23	8.098	.535	.769

RELIABILITY

/VARIABLES=X5.1 X5.2 X5.3 X5.4 X5.5 X5.6 X5.7

/SCALE('ALL VARIABLES') ALL

/MODEL=ALPHA

/SUMMARY=TOTAL.

Reliability

Scale: ALL VARIABLES

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
.777	7

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X5.1	23.74	4.437	.542	.746
X5.2	23.64	4.657	.649	.715
X5.3	23.49	5.747	.371	.771
X5.4	23.63	4.357	.695	.702
X5.5	23.47	5.908	.348	.774
X5.6	23.50	5.121	.635	.726
X5.7	23.53	5.928	.285	.784

RELIABILITY

```
/VARIABLES=Y.1 Y.2 Y.3 Y.4 Y.5 Y.6 Y.7
```

```
/SCALE('ALL VARIABLES') ALL
```

```
/MODEL=ALPHA
```

/SUMMARY=TOTAL.

Reliability

Scale: ALL VARIABLES

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
.814	7

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y.1	23.61	6.483	.329	.820
Y.2	23.76	4.831	.702	.760
Y.3	23.76	4.932	.683	.764
Y.4	23.77	4.644	.726	.754

Y.5	23.66	6.166	.411	.811
Y.6	23.72	5.093	.630	.775
Y.7	23.56	6.471	.362	.817

GET

DATASET NAME DataSet1 WINDOW=FRONT.

REGRESSION

/DESCRIPTIVES MEAN STDDEV CORR SIG N

/MISSING LISTWISE

/STATISTICS COEFF OUTS R ANOVA COLLIN TOL CHANGE

/CRITERIA=PIN(.05) POUT(.10)

/NOORIGIN

/DEPENDENT Y

/METHOD=ENTER X1 X2 X3 X4 X5

/SCATTERPLOT=(*ZPRED ,*SRESID)

/RESIDUALS HISTOGRAM(ZRESID) NORMPROB(ZRESID)

/SAVE RESID.

Regression

Descriptive Statistics

	Mean	Std. Deviation	N
Kepuasan nasabah	27.64	2.699	100
Bukti fisik	27.33	3.072	100

Kehandalan	27.50	2.603	100
Daya tanggap	25.36	1.915	100
Jaminan	27.33	3.072	100
Perhatian	27.50	2.603	100

Correlations

		Kepuasan nasabah	Bukti fisik	Kehandala n	Daya tanggap	Jamina n	Perhatian
Pearson Correlation	Kepuasan nasabah	1.000	.738	.010	.113	.566	.842
	Bukti fisik	.738	1.000	-.028	.045	.791	.716
	Kehandalan	.010	-.028	1.000	-.024	-.047	-.013
	Daya tanggap	.113	.045	-.024	1.000	-.117	.148
	Jaminan	.566	.791	-.047	-.117	1.000	.508
	Perhatian	.842	.716	-.013	.148	.508	1.000
Sig. (1-tailed)	Kepuasan nasabah	.	.000	.460	.131	.000	.000
	Bukti fisik	.000	.	.389	.329	.000	.000
	Kehandalan	.460	.389	.	.405	.320	.447
	Daya tanggap	.131	.329	.405	.	.124	.071
	Jaminan	.000	.000	.320	.124	.	.000
N	Perhatian	.000	.000	.447	.071	.000	.
	Kepuasan nasabah	100	100	100	100	100	100

Bukti fisik	100	100	100	100	100	100
Kehandalan	100	100	100	100	100	100
Daya tanggap	100	100	100	100	100	100
Jaminan	100	100	100	100	100	100
Perhatian	100	100	100	100	100	100

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Perhatian, Kehandalan, Daya tanggap, Jaminan, Bukti fisik ^b	.	Enter

a. Dependent Variable: Kepuasan nasabah

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.866 ^a	.749	.736	1.387	.749	56.212	5	94	.000

a. Predictors: (Constant), Perhatian, Kehandalan, Daya tanggap, Jaminan, Bukti fisik

b. Dependent Variable: Kepuasan nasabah

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	540.327	5	108.065	56.212	.000 ^b
	Residual	180.713	94	1.922		
	Total	721.040	99			

a. Dependent Variable: Kepuasan nasabah

b. Predictors: (Constant), Perhatian, Kehandalan, Daya tanggap, Jaminan, Bukti fisik

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	.925	2.916		.317	.752	
	Bukti fisik	.200	.093	.227	2.152	.034	.239 4.186
	Kehandalan	.029	.054	.028	.550	.584	.996 1.004
	Daya tanggap	.021	.076	.015	.281	.779	.917 1.090
	Jaminan	.053	.077	.061	.692	.490	.347 2.885
	Perhatian	.671	.078	.647	8.591	.000	.470 2.128

a. Dependent Variable: Kepuasan nasabah

Collinearity Diagnostics^a

Variance Proportions			

Model	Dimensi	Eigenvalue	Condition Index	(Constant)	Bukti fisik	Kehandalan	Daya tanggap	JamINAN	Perhatian
1	1	5.967	1.000	.00	.00	.00	.00	.00	.00
	2	.017	18.787	.01	.04	.16	.04	.06	.01
	3	.008	27.877	.00	.00	.50	.28	.04	.03
	4	.004	36.793	.03	.01	.06	.08	.29	.50
	5	.002	51.849	.30	.49	.15	.27	.10	.25
	6	.001	64.549	.67	.46	.13	.32	.50	.21

a. Dependent Variable: Kepuasan nasabah

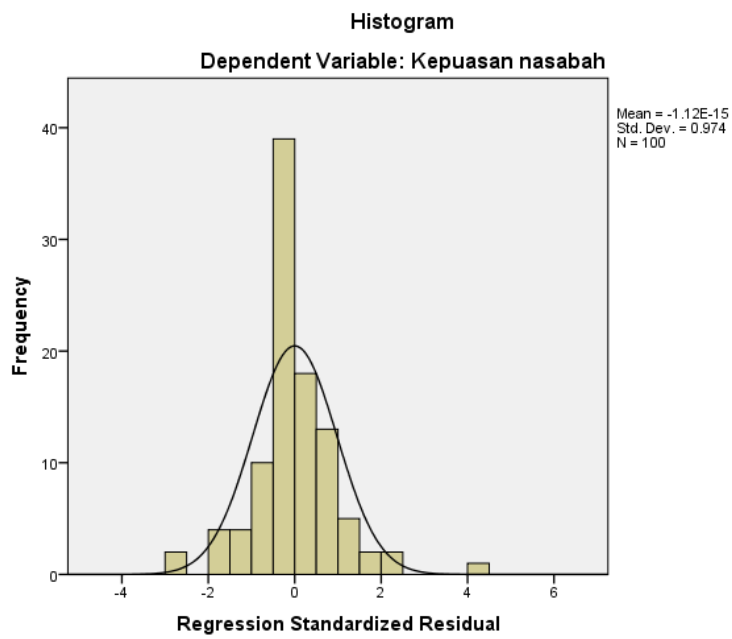
Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	21.23	34.02	27.64	2.336	100
Std. Predicted Value	-2.744	2.733	.000	1.000	100
Standard Error of Predicted Value	.148	.677	.315	.127	100
Adjusted Predicted Value	21.39	34.24	27.65	2.335	100
Residual	-4.131	5.616	.000	1.351	100
Std. Residual	-2.979	4.051	.000	.974	100
Stud. Residual	-3.004	4.090	-.002	1.004	100
Deleted Residual	-4.201	5.726	-.005	1.436	100
Stud. Deleted Residual	-3.143	4.487	.000	1.035	100
Mahal. Distance	.133	22.618	4.950	4.713	100
Cook's Distance	.000	.132	.011	.023	100

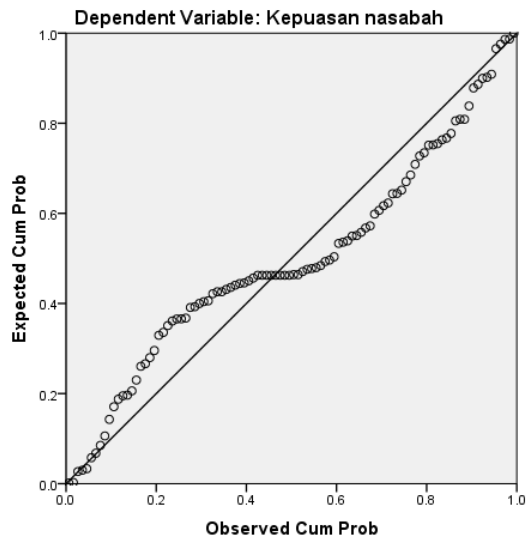
Centered Leverage Value	.001	.228	.050	.048	100
-------------------------	------	------	------	------	-----

a. Dependent Variable: Kepuasan nasabah

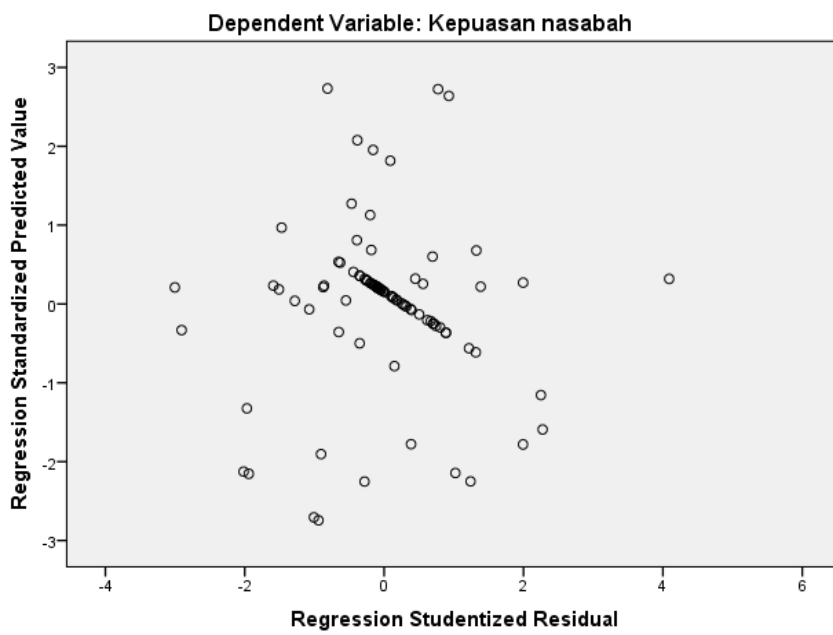
Charts



Normal P-P Plot of Regression Standardized Residual



Scatterplot



NPAR TESTS

/K-S(NORMAL)=RES_1

/MISSING ANALYSIS.

NPar Tests

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		100
Normal Parameters ^{a,b}	Mean	0E-7
	Std. Deviation	1.35106758
	Absolute	.128
Most Extreme Differences	Positive	.106
	Negative	-.128
Kolmogorov-Smirnov Z		1.275
Asymp. Sig. (2-tailed)		.077

a. Test distribution is Normal.

b. Calculated from data.



UNIVERSITAS MUHAMMADIYAH SURABAYA

Jl Sutorejo No 59 Surabaya

PANITIA UJIAN SKRIPSI STRATA - 1 (S-1)
FAKULTAS EKONOMI

DAFTAR PERBAIKAN SKRIPSI

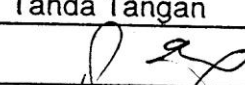
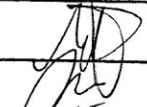
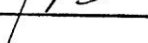
Nama Mahasiswa : Sanita Anggraini

Noreg Mahasiswa : 20121221067

Jurusan : MANAJEMEN

Hari/Tanggal : 05 Agustus 2016

Kami telah menyetujui perbaikan/refisi atas skripsi mahasiswa tersebut diatas

Nama Penguji	Tanda Tangan	Tanggal
Dr. Didin Fatihuddin, SE, M.Si.		6/8-016
Dr. M. Anang Firmansyah, MM		08/8-16
Anita Roosmawarni, SE, M.SE		04 Agust 16.

Catatan

Setiap Mahasiswa membuat rangkap 3

Nomor : 054/950 /IV/2016/CS

Surabaya, 01 APR 2016

Kepada :
Yth. Pemimpin Bank Jatim
Cabang Utama
Di

SURABAYA

Perihal : Persetujuan Ijin Penelitian

Menunjuk Surat dari Fakultas Ekonomi Universitas Muhammadiyah Surabaya Nomor: 0119/II.3.AU/A/FE/III/2016 tanggal 15 Maret 2016, perihal : *Permohonan Ijin Penelitian untuk Skripsi*, dengan ini disampaikan bahwa permohonan ijin penelitian mahasiswa atas nama **Sanita Anggraini**, dapat dipertimbangkan di Kantor Cabang Saudara, dengan syarat dan ketentuan sebagai berikut:

1. Mahasiswa diharapkan untuk membuka rekening tabungan di Cabang;
2. Mahasiswa diwajibkan menyerahkan fotocopy kartu mahasiswa pada saat pelaksanaannya;
3. Jadwal waktu penelitian agar diatur supaya tidak mengganggu kegiatan operasional di cabang;
4. Pelaksanaan penelitian berpedoman pada SK Direksi No. 044/109/KEP/DIR/SDM tanggal 24 Mei 2006 tentang Peserta Latihan Kerja Dan Praktek Kerja Lapangan di PT Bank Pembangunan Daerah Jawa Timur dan Surat No. 045/040/PRN tanggal 18 April 2007 tentang Surat Edaran Praktek Kerja Lapangan dan Penelitian;
5. Penelitian dapat dilaksanakan selama tidak terkait dengan rahasia perbankan;
6. Selesai melaksanakan survey diwajibkan menyerahkan 1 (satu) eksemplar laporan ke Bank Jatim Cabang Utama;

Demikian untuk menjadi perhatian dan atas pelaksanaannya disampaikan terima kasih.


**PT BANK PEMBANGUNAN DAERAH
JAWA TIMUR Tbk**

KANTOR PUSAT
MOCH. HUDJIR
Pgs. Corporate Secretary


EKO KRISNAWATI
Pyl. Kesekr. & Ketatausahaan

Tindakan :
- Arsip.



UNIVERSITAS MUHAMMADIYAH SURABAYA
FAKULTAS EKONOMI
Program Studi : *Manajemen - Akuntansi*
TERAKREDITASI BAN - PT

Jl. Sutorejo No. 59 Surabaya Telp. (031) 3811966-3811967, Fax. (031) 3813097

Nomor : 0119/II.3.AU/A/FE/III/2016

Lamp : -

Hal : PERMOHONAN IJIN PENELITIAN UNTUK SKRIPSI

Kepada :

Yth. Pimpinan Divisi Corporate Secretary, PT Bank Pembangunan
Daerah Jawa Timur, Tbk
Di Tempat

Assalamu'alaikum Wr.Wb.

Dengan hormat, semoga Allah SWT senantiasa memberikan kekuatan kepada kita untuk dapat melaksanakan tugas dan kewajiban kita sebagai hamba Allah SWT.

Kami selaku Dekan Fakultas Ekonomi Universitas Muhammadiyah Surabaya mengajukan permohonan agar mahasiswa kami dengan identitas dibawah ini mendapatkan kesempatan untuk mengadakan penelitian di Lembaga/Institusi yang Bapak/Ibu pimpin.

Adapun maksud dari penelitian tersebut adalah untuk memperoleh informasi/data sesuai dengan judul skripsi yang telah kami setuju.

Identitas mahasiswa yang akan meneliti :

Nama/NIM : Sanita Angraini
Fakultas/Prodi : Ekonomi / Manajemen
Alamat : Jl. Sutorejo 162
No. Handphone : 082141116093/083830037449
Judul Skripsi : Pengaruh Kualitas Pelayanan Terhadap Kepuasan Nasabah Pada Bank Jatim.

Demikian permohonan kami, atas perhatian dan perkenannya disampaikan banyak terima kasih.

Wassalamu'alaikum Wr.Wb.

Surabaya, 15 Maret 2016
Dekan,

Dr. Anna Marina., M.Si, Ak, CA

Lampiran 4

Tabel r

df= (N-2)	Tingkat signifikansi untuk uji dua arah				
	0.1	0.05	0.02	0.01	0.001
90	0.1726	0.2050	0.2422	0.2673	0.3375
91	0.1716	0.2039	0.2409	0.2659	0.3358
92	0.1707	0.2028	0.2396	0.2645	0.3341
93	0.1698	0.2017	0.2384	0.2631	0.3323
94	0.1689	0.2006	0.2371	0.2617	0.3307
95	0.1680	0.1996	0.2359	0.2604	0.3290
96	0.1671	0.1986	0.2347	0.2591	0.3274
97	0.1663	0.1975	0.2335	0.2578	0.3258
98	0.1654	0.1966	0.2324	0.2565	0.3242
99	0.1646	0.1956	0.2312	0.2552	0.3226
100	0.1638	0.1946	0.2301	0.2540	0.3211
101	0.1630	0.1937	0.2290	0.2528	0.3196
102	0.1622	0.1927	0.2279	0.2515	0.3181
103	0.1614	0.1918	0.2268	0.2504	0.3166
104	0.1606	0.1909	0.2257	0.2492	0.3152
105	0.1599	0.1900	0.2247	0.2480	0.3137
106	0.1591	0.1891	0.2236	0.2469	0.3123
107	0.1584	0.1882	0.2226	0.2458	0.3109
108	0.1576	0.1874	0.2216	0.2446	0.3095
109	0.1569	0.1865	0.2206	0.2436	0.3082
110	0.1562	0.1857	0.2196	0.2425	0.3068

111	0.1555	0.1848	0.2186	0.2414	0.3055
112	0.1548	0.1840	0.2177	0.2403	0.3042
113	0.1541	0.1832	0.2167	0.2393	0.3029
114	0.1535	0.1824	0.2158	0.2383	0.3016
115	0.1528	0.1816	0.2149	0.2373	0.3004
116	0.1522	0.1809	0.2139	0.2363	0.2991
117	0.1515	0.1801	0.2131	0.2353	0.2979
118	0.1509	0.1793	0.2122	0.2343	0.2967
119	0.1502	0.1786	0.2113	0.2333	0.2955
120	0.1496	0.1779	0.2104	0.2324	0.2943
121	0.1490	0.1771	0.2096	0.2315	0.2931
122	0.1484	0.1764	0.2087	0.2305	0.2920
123	0.1478	0.1757	0.2079	0.2296	0.2908
124	0.1472	0.1750	0.2071	0.2287	0.2897
125	0.1466	0.1743	0.2062	0.2278	0.2886
126	0.1460	0.1736	0.2054	0.2269	0.2875
127	0.1455	0.1729	0.2046	0.2260	0.2864
128	0.1449	0.1723	0.2039	0.2252	0.2853
129	0.1443	0.1716	0.2031	0.2243	0.2843
130	0.1438	0.1710	0.2023	0.2235	0.2832

Tabel F untuk Probabilita = 0,05

df untuk penyebut (N2)	Df untuk pembilang (N1)									
	1	2	3	4	5	6	7	8	9	10
91	3.95	3.10	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.94

92	3.94	3.10	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.94
93	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93
94	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93
95	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93
96	3.94	3.09	2.70	2.47	2.31	2.19	2.11	2.04	1.98	1.93
97	3.94	3.09	2.70	2.47	2.31	2.19	2.11	2.04	1.98	1.93
98	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.98	1.93
99	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.98	1.93
100	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.97	1.93
101	3.94	3.09	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.93
102	3.93	3.09	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92
103	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92
104	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92
105	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92
106	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92
107	3.93	3.08	2.69	2.46	2.30	2.18	2.10	2.03	1.97	1.92
108	3.93	3.08	2.69	2.46	2.30	2.18	2.10	2.03	1.97	1.92
109	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92
110	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92
111	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92
112	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.96	1.92
113	3.93	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.92
114	3.92	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91
115	3.92	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91
116	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91

117	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91
118	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91
119	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91
120	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91
121	3.92	3.07	2.68	2.45	2.29	2.17	2.09	2.02	1.96	1.91
122	3.92	3.07	2.68	2.45	2.29	2.17	2.09	2.02	1.96	1.91
123	3.92	3.07	2.68	2.45	2.29	2.17	2.08	2.01	1.96	1.91
124	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.96	1.91
125	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.96	1.91
126	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.96	1.91
127	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.95	1.91
128	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.95	1.91
129	3.91	3.07	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90
130	3.91	3.07	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90

Tabel t

df \ Pr	0.25	0.10	0.05	0.025	0.01
	0.50	0.20	0.10	0.050	0.02
81	0.67753	1.29209	1.66388	1.98969	2.37327
82	0.67749	1.29196	1.66365	1.98932	2.37269
83	0.67746	1.29183	1.66342	1.98896	2.37212
84	0.67742	1.29171	1.66320	1.98861	2.37156
85	0.67739	1.29159	1.66298	1.98827	2.37102

86	0.67735	1.29247	1.66277	1.98793	2.37049
87	0.67732	1.29136	1.66256	1.98761	2.36998
88	0.67729	1.29125	1.66235	1.98729	2.36947
89	0.67726	1.29114	1.66216	1.98698	2.36898
90	0.67723	1.29103	1.66196	1.98667	2.36850
91	0.67720	1.29092	1.66177	1.98638	2.36803
92	0.67717	1.29082	1.66159	1.98609	2.36757
93	0.67714	1.29072	1.66140	1.98580	2.36712
94	0.67711	1.29062	1.66123	1.98552	2.36667
95	0.67708	1.29053	1.66105	1.98525	2.36624
96	0.67705	1.29043	1.66088	1.98498	2.36582
97	0.67703	1.29034	1.66071	1.98472	2.36541
98	0.67700	1.29025	1.66055	1.98447	2.36500
99	0.67698	1.29016	1.66039	1.98422	2.36461
100	0.67695	1.29007	1.66023	1.98397	2.36422
101	0.67693	1.28999	1.66008	1.98373	2.36384
102	0.67690	1.28991	1.65993	1.98350	2.36346
103	0.67688	1.28982	1.65978	1.98326	2.36310
104	0.67686	1.28974	1.65964	1.98304	2.36274
105	0.67683	1.28967	1.65950	1.98282	2.36239
106	0.67681	1.28959	1.65936	1.98260	2.36204
107	0.67679	1.28951	1.65922	1.98238	2.36170
108	0.67677	1.29944	1.65909	1.98217	2.36137
109	0.67675	1.28937	1.65895	1.98197	2.36105
110	0.67673	1.28930	1.65882	1.98177	2.36073

111	0.67671	1.28922	1.65870	1.98157	2.36041
112	0.67669	1.28916	1.65857	1.98137	2.36010
113	0.67667	1.28909	1.65845	1.98118	2.35980
114	0.67665	1.28902	1.65833	1.98099	2.35950
115	0.67663	1.28896	1.65821	1.98081	2.35921
116	0.67661	1.28889	1.65810	1.98063	2.35892
117	0.67659	1.28883	1.65798	1.98045	2.35864
118	0.67657	1.28877	1.65787	1.98027	2.35837
119	0.67656	1.28871	1.65776	1.98010	2.35809
120	0.67654	1.28865	1.65765	1.97993	2.35782

Sumber: (<http://junaidichaniago.wordpress.com>).2010

79	4	4	2	4	4	4	4	2	4	4	4	4	4	4	4	4
80	5	5	4	4	4	4	5	4	4	4	4	4	4	4	4	4
81	4	4	4	4	2	4	4	2	2	4	4	4	2	2	4	4
82	4	4	4	4	2	4	4	2	4	4	2	4	4	4	4	5
83	4	4	4	4	2	2	4	2	4	4	4	4	4	4	4	4
84	4	2	4	4	2	4	4	4	4	4	4	4	4	4	5	5
85	5	5	5	5	5	5	5	4	4	4	4	4	4	4	4	4
86	4	4	5	5	4	4	5	5	5	5	5	4	4	4	4	4
87	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
88	4	4	4	4	2	4	4	4	4	4	4	4	4	4	4	4
89	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
90	4	4	5	4	2	4	5	4	4	4	4	4	4	4	5	5
91	4	4	2	4	2	2	4	2	4	4	2	4	2	4	4	4
92	4	2	4	4	2	2	4	2	4	4	2	4	2	4	4	5
93	4	4	2	4	2	2	4	2	2	4	2	4	2	4	4	4
94	4	4	2	4	2	2	4	2	2	4	2	4	4	4	5	5
95	4	4	2	4	2	2	4	2	2	4	2	4	2	4	4	5
96	4	4	2	2	1	2	4	4	2	4	2	4	4	4	4	4
97	4	4	2	4	2	2	4	4	4	2	2	2	4	2	4	5
98	3	4	2	4	1	2	4	2	2	4	4	4	4	4	4	5
99	4	4	2	4	1	2	2	4	2	2	4	4	4	4	4	4
100	4	4	2	4	1	2	4	2	4	2	4	4	4	2	5	5