



LAMPIRAN-LAMPIRAN

Lampiran 1: Kuesioner Penelitian

I. Pengantar Kuesioner

Singaraja, 9 April 2022

Perihal : Permohonan dan Pengisian Kuesioner Penelitian

Lampiran : Kuesioner Penelitian

Kepada : Nasabah LPD Desa Pupuan

Dengan Hormat,

Sehubungan dengan penelitian saya yang berjudul “Pengaruh Kualitas Pelayanan dan Kepuasan Nasabah terhadap Loyalitas Nasabah dalam Menabung di LPD Desa Pupuan”, dengan ini saya mengajukan kuesioner penelitian yang mana kuesioner ini ditujukan kepada Nasabah LPD Desa Pupuan yang memiliki kriteria diantaranya 1) Merupakan nasabah yang aktif menabung di LPD Desa Pupuan, dan 2) Nasabah yang sudah menabung lebih dari satu bulan.

Saya memohon kesediaan Bapak/Ibu untuk meluangkan sedikit waktunya untuk mengisi kuesioner ini sesuai dengan keadaan yang sebenarnya. Kerahasiaan identitas Bapak/Ibu akan saya jaga sesuai dengan etika penelitian yang berlaku. Demikian permohonan saya, atas perhatian dan partisipasi Bapak/Ibu saya ucapkan terima kasih.

Hormat Saya,

I Gusti Agung Ngurah Widiatmika
NIM. 1817041217

II. Identitas Responden

Jenis Kelamin : Laki-Laki Perempuan

Usia :

Pekerjaan : PNS Pegawai Swasta Wiraswasta/
Pedagang

Mahasiswa/
Pelajar Lain-lain,
Sebutkan:

III. Daftar Pernyataan

Bapak/Ibu dimohonkan untuk memperhatikan pernyataan yang ada dan memberikan tanggapan dengan cara memberikan tanda rumput (\surd) pada pernyataan yang dirasa sesuai dengan kondisi yang Bapak/Ibu rasakan. Terdapat 5 (lima) pilihan jawaban yaitu sebagai berikut:

STS = Sangat Tidak Setuju (1)

TS = Tidak Setuju (2)

KS = Kurang Setuju (3)

S = Setuju (4)

SS = Sangat Setuju (5)

1. Kualitas Pelayanan

No	Pernyataan	Alternatif Jawaban				
		STS	TS	KS	S	SS
		1	2	3	4	5
1	Saya merasa tempat parkir, ruangan, dan fasilitas seperti meja, kursi, komputer di LPD Desa Pupuan sudah cukup lengkap.					
2	Saya merasa bahwa pelayanan dari karyawan LPD Desa Pupuan cepat.					
3	Saya merasa karyawan LPD Desa Pupuan cepat, tanggap, teliti, dan komunikatif dalam melayani nasabah.					
4	Saya merasa karyawan LPD Desa Pupuan memberikan jaminan dalam kemudahan menabung dan memperoleh pinjaman.					
5	Saya merasa karyawan LPD Desa Pupuan mampu memahami kebutuhan saya sebagai nasabah.					

2. Kepuasan Nasabah

No	Pernyataan	Alternatif Jawaban				
		STS	TS	KS	S	SS
		1	2	3	4	5
1	Saya merasa puas dengan sistem menabung di LPD Desa Pupuan.					
2	Saya merasa puas karena seluruh karyawan LPD Desa Pupuan sopan, teliti, dan tanggap dalam melayani saya sebagai nasabah.					
3	Saya merasa puas terhadap kesigapan karyawan LPD Desa Pupuan dalam					

	menangani setiap transaksi yang saya lakukan.					
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3. Loyalitas Nasabah

No	Pernyataan	Alternatif Jawaban				
		STS	TS	KS	S	SS
		1	2	3	4	5
1	Saya menabung di LPD Desa Pupuan secara rutin dan teratur.					
2	Saya memilih menabung di LPD Desa Pupuan dibandingkan menabung di LPD lain.					
3	Saya akan merekomendasikan kepada pihak lain untuk menabung di LPD Desa Pupuan.					
4	Saya akan menginformasikan kebaikan LPD Desa Pupuan kepada orang lain.					



Lampiran 2: Tabulasi Data

1. Variabel Kualitas Pelayanan (X_1)

Data Ordinal

No.	KP1	KP2	KP3	KP4	KP5	TKP
1	4	3	3	3	2	15
2	5	4	4	4	3	20
3	5	5	5	5	5	25
4	5	3	3	2	2	15
5	5	5	5	5	5	25
6	4	3	3	3	2	15
7	5	3	3	3	2	16
8	4	3	3	3	2	15
9	4	4	4	4	4	20
10	4	2	2	2	2	12
11	5	3	4	4	4	20
12	4	3	3	3	2	15
13	4	3	4	3	4	18
14	4	3	3	2	2	14
15	3	3	2	2	2	12
16	5	4	4	4	3	20
17	3	4	3	2	4	16
18	4	3	4	2	2	15
19	3	2	3	2	2	12
20	5	4	3	4	4	20
21	4	4	4	3	5	20
22	5	4	3	4	4	20
23	5	5	5	5	5	25
24	4	5	4	5	5	23
25	4	3	3	2	3	15
26	4	3	3	3	3	16
27	5	4	5	5	4	23
28	4	4	4	3	5	20
29	5	5	5	5	5	25
30	3	3	3	3	3	15
31	4	2	2	2	2	12
32	3	3	2	2	2	12
33	4	3	4	4	3	18
34	5	3	3	2	2	15
35	4	4	3	3	2	16
36	5	3	3	3	4	18
37	3	3	3	3	3	15

38	3	3	2	2	2	12
39	5	4	4	4	3	20
40	5	5	5	5	5	25
41	5	5	5	5	5	25
42	4	3	3	3	2	15
43	5	5	5	5	5	25
44	4	4	4	4	4	20
45	3	3	2	3	4	15
46	5	5	5	5	5	25
47	4	3	4	3	3	17
48	5	4	4	4	3	20
49	3	3	3	3	2	14
50	5	4	3	3	4	19
51	4	4	3	2	2	15
52	5	3	3	3	4	18
53	5	4	3	4	4	20
54	5	5	4	3	3	20
55	5	4	4	4	3	20
56	5	4	4	4	3	20
57	5	3	3	3	3	17
58	3	3	3	4	3	16
59	5	4	3	3	3	18
60	5	4	4	4	3	20
61	4	4	4	4	2	18
62	5	5	3	3	4	20
63	5	4	3	3	5	20
64	4	2	2	2	2	12
65	3	3	3	3	3	15
66	5	4	4	3	4	20
67	4	3	3	4	3	17
68	3	3	3	3	2	14
69	3	3	2	2	2	12
70	3	3	3	2	3	14
71	3	2	3	2	2	12
72	5	5	5	5	4	24
73	5	4	4	3	4	20
74	5	5	4	5	5	24
75	5	4	5	5	5	24
76	4	3	3	2	3	15
77	4	2	2	3	3	14
78	3	3	3	3	3	15

79	3	3	3	3	3	15
80	4	4	3	2	2	15
81	4	3	4	2	2	15
82	4	4	4	3	4	19
83	4	3	3	4	3	17
84	4	3	4	3	4	18
85	4	4	4	3	5	20
86	5	4	3	4	4	20
87	3	3	4	4	4	18
88	4	4	3	3	3	17
89	3	3	2	3	5	16
90	5	4	4	3	5	21
91	4	3	3	3	2	15
92	5	4	4	5	3	21
93	5	4	4	4	3	20
94	5	4	4	4	3	20
95	3	3	2	4	4	16
96	3	3	3	3	3	15
97	4	3	3	3	2	15
98	4	4	4	3	4	19
99	5	4	3	4	3	19
100	3	2	2	4	4	15
101	4	3	3	4	4	18
102	4	3	4	3	3	17
103	4	4	4	3	5	20
104	3	2	3	2	2	12
105	5	4	4	3	3	19
106	5	4	4	5	2	20
107	4	4	5	5	2	20
108	5	4	4	4	3	20
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115	4	4	4	4	4	20
116	5	5	5	3	2	20
117	3	4	3	2	4	16
118	4	4	4	3	4	19
119	4	3	4	3	4	18

120	4	3	3	4	3	17
121	3	3	2	2	5	15
122	3	4	3	3	4	17
123	4	4	3	4	3	18
124	3	3	2	3	4	15
125	4	4	5	4	4	21
126	4	4	4	4	3	19
127	3	2	3	2	2	12
128	4	4	4	5	5	22



Data Interval

No.	KP1	KP2	KP3	KP4	KP5	TKP
1	2.132	2.279	2.193	2.133	1.000	9.737
2	3.346	3.436	3.264	3.058	2.012	15.116
3	3.346	4.628	4.391	4.052	3.742	20.159
4	3.346	2.279	2.193	1.000	1.000	9.818
5	3.346	4.628	4.391	4.052	3.742	20.159
6	2.132	2.279	2.193	2.133	1.000	9.737
7	3.346	2.279	2.193	2.133	1.000	10.951
8	2.132	2.279	2.193	2.133	1.000	9.737
9	2.132	3.436	3.264	3.058	2.771	14.662
10	2.132	1.000	1.000	1.000	1.000	6.132
11	3.346	2.279	3.264	3.058	2.771	14.718
12	2.132	2.279	2.193	2.133	1.000	9.737
13	2.132	2.279	3.264	2.133	2.771	12.579
14	2.132	2.279	2.193	1.000	1.000	8.604
15	1.000	2.279	1.000	1.000	1.000	6.279
16	3.346	3.436	3.264	3.058	2.012	15.116
17	1.000	3.436	2.193	1.000	2.771	10.401
18	2.132	2.279	3.264	1.000	1.000	9.675
19	1.000	1.000	2.193	1.000	1.000	6.193
20	3.346	3.436	2.193	3.058	2.771	14.804
21	2.132	3.436	3.264	2.133	3.742	14.708
22	3.346	3.436	2.193	3.058	2.771	14.804
23	3.346	4.628	4.391	4.052	3.742	20.159
24	2.132	4.628	3.264	4.052	3.742	17.819
25	2.132	2.279	2.193	1.000	2.012	9.616
26	2.132	2.279	2.193	2.133	2.012	10.749
27	3.346	3.436	4.391	4.052	2.771	17.996
28	2.132	3.436	3.264	2.133	3.742	14.708
29	3.346	4.628	4.391	4.052	3.742	20.159
30	1.000	2.279	2.193	2.133	2.012	9.617
31	2.132	1.000	1.000	1.000	1.000	6.132
32	1.000	2.279	1.000	1.000	1.000	6.279
33	2.132	2.279	3.264	3.058	2.012	12.745
34	3.346	2.279	2.193	1.000	1.000	9.818
35	2.132	3.436	2.193	2.133	1.000	10.895
36	3.346	2.279	2.193	2.133	2.771	12.722
37	1.000	2.279	2.193	2.133	2.012	9.617
38	1.000	2.279	1.000	1.000	1.000	6.279
39	3.346	3.436	3.264	3.058	2.012	15.116
40	3.346	4.628	4.391	4.052	3.742	20.159

41	3.346	4.628	4.391	4.052	3.742	20.159
42	2.132	2.279	2.193	2.133	1.000	9.737
43	3.346	4.628	4.391	4.052	3.742	20.159
44	2.132	3.436	3.264	3.058	2.771	14.662
45	1.000	2.279	1.000	2.133	2.771	9.183
46	3.346	4.628	4.391	4.052	3.742	20.159
47	2.132	2.279	3.264	2.133	2.012	11.820
48	3.346	3.436	3.264	3.058	2.012	15.116
49	1.000	2.279	2.193	2.133	1.000	8.605
50	3.346	3.436	2.193	2.133	2.771	13.880
51	2.132	3.436	2.193	1.000	1.000	9.762
52	3.346	2.279	2.193	2.133	2.771	12.722
53	3.346	3.436	2.193	3.058	2.771	14.804
54	3.346	4.628	3.264	2.133	2.012	15.384
55	3.346	3.436	3.264	3.058	2.012	15.116
56	3.346	3.436	3.264	3.058	2.012	15.116
57	3.346	2.279	2.193	2.133	2.012	11.963
58	1.000	2.279	2.193	3.058	2.012	10.541
59	3.346	3.436	2.193	2.133	2.012	13.121
60	3.346	3.436	3.264	3.058	2.012	15.116
61	2.132	3.436	3.264	3.058	1.000	12.890
62	3.346	4.628	2.193	2.133	2.771	15.072
63	3.346	3.436	2.193	2.133	3.742	14.851
64	2.132	1.000	1.000	1.000	1.000	6.132
65	1.000	2.279	2.193	2.133	2.012	9.617
66	3.346	3.436	3.264	2.133	2.771	14.951
67	2.132	2.279	2.193	3.058	2.012	11.674
68	1.000	2.279	2.193	2.133	1.000	8.605
69	1.000	2.279	1.000	1.000	1.000	6.279
70	1.000	2.279	2.193	1.000	2.012	8.484
71	1.000	1.000	2.193	1.000	1.000	6.193
72	3.346	4.628	4.391	4.052	2.771	19.188
73	3.346	3.436	3.264	2.133	2.771	14.951
74	3.346	4.628	3.264	4.052	3.742	19.033
75	3.346	3.436	4.391	4.052	3.742	18.967
76	2.132	2.279	2.193	1.000	2.012	9.616
77	2.132	1.000	1.000	2.133	2.012	8.277
78	1.000	2.279	2.193	2.133	2.012	9.617
79	1.000	2.279	2.193	2.133	2.012	9.617
80	2.132	3.436	2.193	1.000	1.000	9.762
81	2.132	2.279	3.264	1.000	1.000	9.675

82	2.132	3.436	3.264	2.133	2.771	13.737
83	2.132	2.279	2.193	3.058	2.012	11.674
84	2.132	2.279	3.264	2.133	2.771	12.579
85	2.132	3.436	3.264	2.133	3.742	14.708
86	3.346	3.436	2.193	3.058	2.771	14.804
87	1.000	2.279	3.264	3.058	2.771	12.372
88	2.132	3.436	2.193	2.133	2.012	11.907
89	1.000	2.279	1.000	2.133	3.742	10.154
90	3.346	3.436	3.264	2.133	3.742	15.922
91	2.132	2.279	2.193	2.133	1.000	9.737
92	3.346	3.436	3.264	4.052	2.012	16.111
93	3.346	3.436	3.264	3.058	2.012	15.116
94	3.346	3.436	3.264	3.058	2.012	15.116
95	1.000	2.279	1.000	3.058	2.771	10.108
96	1.000	2.279	2.193	2.133	2.012	9.617
97	2.132	2.279	2.193	2.133	1.000	9.737
98	2.132	3.436	3.264	2.133	2.771	13.737
99	3.346	3.436	2.193	3.058	2.012	14.045
100	1.000	1.000	1.000	3.058	2.771	8.829
101	2.132	2.279	2.193	3.058	2.771	12.433
102	2.132	2.279	3.264	2.133	2.012	11.820
103	2.132	3.436	3.264	2.133	3.742	14.708
104	1.000	1.000	2.193	1.000	1.000	6.193
105	3.346	3.436	3.264	2.133	2.012	14.192
106	3.346	3.436	3.264	4.052	1.000	15.099
107	2.132	3.436	4.391	4.052	1.000	15.011
108	3.346	3.436	3.264	3.058	2.012	15.116
109	3.346	2.279	2.193	2.133	2.771	12.722
110	3.346	2.279	3.264	3.058	2.771	14.718
111	2.132	3.436	3.264	3.058	2.012	13.902
112	2.132	3.436	3.264	3.058	3.742	15.632
113	2.132	3.436	3.264	3.058	2.771	14.662
114	3.346	2.279	1.000	2.133	1.000	9.758
115	2.132	3.436	3.264	3.058	2.771	14.662
116	3.346	4.628	4.391	2.133	1.000	15.498
117	1.000	3.436	2.193	1.000	2.771	10.401
118	2.132	3.436	3.264	2.133	2.771	13.737
119	2.132	2.279	3.264	2.133	2.771	12.579
120	2.132	2.279	2.193	3.058	2.012	11.674
121	1.000	2.279	1.000	1.000	3.742	9.021
122	1.000	3.436	2.193	2.133	2.771	11.534

123	2.132	3.436	2.193	3.058	2.012	12.831
124	1.000	2.279	1.000	2.133	2.771	9.183
125	2.132	3.436	4.391	3.058	2.771	15.788
126	2.132	3.436	3.264	3.058	2.012	13.902
127	1.000	1.000	2.193	1.000	1.000	6.193
128	2.132	3.436	3.264	4.052	3.742	16.627



2. Variabel Kepuasan Nasabah (X_2)

Data Ordinal

No.	KN1	KN2	KN3	TKN
1	4	4	4	12
2	4	4	4	12
3	5	5	5	15
4	3	3	3	9
5	3	3	3	9
6	4	3	3	10
7	5	4	3	12
8	4	4	4	12
9	5	5	5	15
10	3	3	4	10
11	3	3	3	9
12	4	2	3	9
13	3	3	3	9
14	4	4	4	12
15	4	4	4	12
16	4	5	5	14
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18	4	4	4	12
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21	4	3	3	10
22	5	5	5	15
23	5	5	5	15
24	5	5	5	15
25	4	4	4	12
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27	5	5	5	15
28	4	5	4	13
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35	3	3	3	9
36	3	3	3	9
37	4	4	4	12
38	5	5	5	15

39	3	3	4	10
40	5	5	5	15
41	3	5	4	12
42	4	4	4	12
43	5	5	5	15
44	5	5	5	15
45	4	3	3	10
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50	4	4	4	12
51	5	4	5	14
52	4	4	4	12
53	5	4	3	12
54	5	5	5	15
55	5	4	5	14
56	4	4	4	12
57	4	4	4	12
58	4	4	4	12
59	5	4	4	13
60	5	5	5	15
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76	4	4	4	12
77	4	3	3	10
78	3	3	3	9
79	3	3	4	10

80	4	3	3	10
81	5	3	4	12
82	4	3	3	10
83	4	4	4	12
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116	4	4	4	12
117	3	3	4	10
118	4	3	3	10
119	4	4	4	12
120	4	4	4	12

121	5	5	5	15
122	4	4	4	12
123	4	5	4	13
124	4	4	5	13
125	4	4	4	12
126	4	4	3	11
127	5	5	5	15
128	5	5	5	15



Data Interval

No.	KN1	KN2	KN3	TKN
1	2.311	3.310	3.613	9.234
2	2.311	3.310	3.613	9.234
3	3.673	4.511	4.833	13.017
4	1.000	2.237	2.488	5.725
5	1.000	2.237	2.488	5.725
6	2.311	2.237	2.488	7.035
7	3.673	3.310	2.488	9.471
8	2.311	3.310	3.613	9.234
9	3.673	4.511	4.833	13.017
10	1.000	2.237	3.613	6.850
11	1.000	2.237	2.488	5.725
12	2.311	1.000	2.488	5.799
13	1.000	2.237	2.488	5.725
14	2.311	3.310	3.613	9.234
15	2.311	3.310	3.613	9.234
16	2.311	4.511	4.833	11.655
17	3.673	4.511	3.613	11.797
18	2.311	3.310	3.613	9.234
19	2.311	2.237	2.488	7.035
20	3.673	4.511	4.833	13.017
21	2.311	2.237	2.488	7.035
22	3.673	4.511	4.833	13.017
23	3.673	4.511	4.833	13.017
24	3.673	4.511	4.833	13.017
25	2.311	3.310	3.613	9.234
26	2.311	2.237	3.613	8.160
27	3.673	4.511	4.833	13.017
28	2.311	4.511	3.613	10.435
29	3.673	4.511	4.833	13.017
30	2.311	2.237	2.488	7.035
31	2.311	2.237	2.488	7.035
32	2.311	2.237	2.488	7.035
33	2.311	3.310	3.613	9.234
34	2.311	2.237	2.488	7.035
35	1.000	2.237	2.488	5.725
36	1.000	2.237	2.488	5.725
37	2.311	3.310	3.613	9.234
38	3.673	4.511	4.833	13.017
39	1.000	2.237	3.613	6.850

40	3.673	4.511	4.833	13.017
41	1.000	4.511	3.613	9.124
42	2.311	3.310	3.613	9.234
43	3.673	4.511	4.833	13.017
44	3.673	4.511	4.833	13.017
45	2.311	2.237	2.488	7.035
46	3.673	4.511	4.833	13.017
47	2.311	1.000	2.488	5.799
48	3.673	4.511	4.833	13.017
49	2.311	3.310	3.613	9.234
50	2.311	3.310	3.613	9.234
51	3.673	3.310	4.833	11.816
52	2.311	3.310	3.613	9.234
53	3.673	3.310	2.488	9.471
54	3.673	4.511	4.833	13.017
55	3.673	3.310	4.833	11.816
56	2.311	3.310	3.613	9.234
57	2.311	3.310	3.613	9.234
58	2.311	3.310	3.613	9.234
59	3.673	3.310	3.613	10.596
60	3.673	4.511	4.833	13.017
61	2.311	3.310	3.613	9.234
62	3.673	4.511	4.833	13.017
63	3.673	4.511	4.833	13.017
64	1.000	2.237	2.488	5.725
65	2.311	2.237	3.613	8.160
66	3.673	4.511	4.833	13.017
67	2.311	1.000	3.613	6.924
68	3.673	4.511	4.833	13.017
69	1.000	3.310	2.488	6.799
70	2.311	3.310	1.000	6.621
71	2.311	3.310	3.613	9.234
72	2.311	3.310	3.613	9.234
73	3.673	4.511	4.833	13.017
74	2.311	3.310	3.613	9.234
75	2.311	3.310	3.613	9.234
76	2.311	3.310	3.613	9.234
77	2.311	2.237	2.488	7.035
78	1.000	2.237	2.488	5.725
79	1.000	2.237	3.613	6.850
80	2.311	2.237	2.488	7.035

81	3.673	2.237	3.613	9.522
82	2.311	2.237	2.488	7.035
83	2.311	3.310	3.613	9.234
84	2.311	3.310	3.613	9.234
85	2.311	3.310	3.613	9.234
86	1.000	3.310	2.488	6.799
87	3.673	4.511	4.833	13.017
88	3.673	3.310	4.833	11.816
89	2.311	3.310	3.613	9.234
90	2.311	3.310	3.613	9.234
91	2.311	3.310	3.613	9.234
92	3.673	3.310	4.833	11.816
93	3.673	3.310	4.833	11.816
94	3.673	4.511	4.833	13.017
95	1.000	2.237	3.613	6.850
96	2.311	2.237	2.488	7.035
97	2.311	4.511	2.488	9.310
98	2.311	4.511	4.833	11.655
99	2.311	3.310	3.613	9.234
100	2.311	3.310	3.613	9.234
101	3.673	3.310	4.833	11.816
102	3.673	3.310	3.613	10.596
103	3.673	4.511	4.833	13.017
104	3.673	3.310	4.833	11.816
105	2.311	2.237	4.833	9.381
106	3.673	4.511	3.613	11.797
107	3.673	4.511	4.833	13.017
108	3.673	4.511	4.833	13.017
109	3.673	4.511	4.833	13.017
110	2.311	3.310	3.613	9.234
111	3.673	2.237	3.613	9.522
112	3.673	3.310	4.833	11.816
113	3.673	4.511	4.833	13.017
114	2.311	3.310	3.613	9.234
115	2.311	3.310	3.613	9.234
116	2.311	3.310	3.613	9.234
117	1.000	2.237	3.613	6.850
118	2.311	2.237	2.488	7.035
119	2.311	3.310	3.613	9.234
120	2.311	3.310	3.613	9.234
121	3.673	4.511	4.833	13.017

122	2.311	3.310	3.613	9.234
123	2.311	4.511	3.613	10.435
124	2.311	3.310	4.833	10.454
125	2.311	3.310	3.613	9.234
126	2.311	3.310	2.488	8.109
127	3.673	4.511	4.833	13.017
128	3.673	4.511	4.833	13.017



3. Variabel Loyalitas Nasabah (Y)

Data Ordinal

No.	LN1	LN2	LN3	LN4	TLN
1	3	4	5	3	15
2	5	5	5	5	20
3	5	5	5	5	20
4	4	3	5	5	17
5	5	5	5	5	20
6	4	4	4	3	15
7	5	4	3	4	16
8	5	2	3	5	15
9	5	5	5	5	20
10	3	3	3	3	12
11	5	5	3	5	18
12	3	3	3	3	12
13	3	4	4	5	16
14	5	3	3	3	14
15	4	4	4	4	16
16	5	5	5	5	20
17	5	5	5	5	20
18	4	4	4	4	16
19	5	4	3	3	15
20	5	5	5	5	20
21	5	5	5	5	20
22	5	5	5	5	20
23	5	5	5	5	20
24	5	5	5	5	20
25	4	4	4	3	15
26	4	4	4	4	16
27	5	5	5	5	20
28	5	5	5	5	20
29	5	5	5	5	20
30	3	3	3	3	12
31	3	3	3	3	12
32	4	4	3	3	14
33	5	5	4	4	18
34	4	4	4	4	16
35	4	3	4	3	14
36	4	4	4	4	16
37	4	3	4	4	15
38	5	4	5	4	18

39	4	5	4	5	18
40	5	5	5	5	20
41	5	5	5	5	20
42	5	4	4	5	18
43	5	5	5	5	20
44	5	5	5	5	20
45	4	4	4	3	15
46	5	5	5	5	20
47	4	3	4	4	15
48	5	5	5	5	20
49	4	4	4	3	15
50	5	5	4	5	19
51	4	4	4	4	16
52	5	5	4	4	18
53	5	5	4	4	18
54	5	5	5	5	20
55	5	5	5	5	20
56	5	5	5	5	20
57	4	4	4	4	16
58	4	4	4	4	16
59	4	4	5	5	18
60	5	4	4	5	18
61	5	5	5	5	20
62	5	5	5	5	20
63	5	5	5	5	20
64	3	3	2	3	11
65	4	4	4	3	15
66	5	5	5	5	20
67	5	4	3	4	16
68	3	4	4	5	16
69	5	3	3	4	15
70	4	4	4	3	15
71	4	4	4	4	16
72	5	5	5	5	20
73	4	5	4	5	18
74	5	5	5	5	20
75	5	5	5	5	20
76	4	4	4	3	15
77	4	4	4	3	15
78	4	3	3	3	13
79	5	3	3	3	14

80	5	3	3	3	14
81	5	4	3	3	15
82	5	5	5	5	20
83	4	5	3	5	17
84	4	4	4	4	16
85	4	4	4	4	16
86	4	5	4	4	17
87	5	3	3	5	16
88	4	5	3	5	17
89	4	4	4	4	16
90	5	5	5	5	20
91	4	4	4	4	16
92	5	5	5	5	20
93	5	5	5	5	20
94	5	5	5	5	20
95	4	4	3	4	15
96	4	4	4	4	16
97	4	4	4	4	16
98	5	5	5	5	20
99	5	5	5	5	20
100	4	4	5	5	18
101	4	4	4	4	16
102	4	4	4	4	16
103	5	5	5	5	20
104	5	4	3	5	17
105	5	5	4	5	19
106	5	5	5	5	20
107	5	5	5	5	20
108	5	5	5	5	20
109	5	5	5	5	20
110	4	5	4	5	18
111	4	5	5	4	18
112	5	5	5	5	20
113	5	5	5	5	20
114	5	5	3	4	17
115	5	5	5	5	20
116	5	5	5	3	18
117	4	4	4	4	16
118	5	5	5	5	20
119	4	4	4	4	16
120	4	5	3	5	17

121	3	4	4	4	15
122	4	4	4	4	16
123	4	5	4	4	17
124	4	4	3	4	15
125	5	5	5	4	19
126	3	4	3	4	14
127	4	4	4	3	15
128	4	4	4	4	16



Data Interval

No.	LN1	LN2	LN3	LN4	TLN
1	1.000	3.233	4.675	1.000	9.908
2	3.606	4.546	4.675	3.221	16.047
3	3.606	4.546	4.675	3.221	16.047
4	2.213	2.174	4.675	3.221	12.284
5	3.606	4.546	4.675	3.221	16.047
6	2.213	3.233	3.458	1.000	9.904
7	3.606	3.233	2.411	2.010	11.259
8	3.606	1.000	2.411	3.221	10.237
9	3.606	4.546	4.675	3.221	16.047
10	1.000	2.174	2.411	1.000	6.585
11	3.606	4.546	2.411	3.221	13.783
12	1.000	2.174	2.411	1.000	6.585
13	1.000	3.233	3.458	3.221	10.912
14	3.606	2.174	2.411	1.000	9.191
15	2.213	3.233	3.458	2.010	10.914
16	3.606	4.546	4.675	3.221	16.047
17	3.606	4.546	4.675	3.221	16.047
18	2.213	3.233	3.458	2.010	10.914
19	3.606	3.233	2.411	1.000	10.249
20	3.606	4.546	4.675	3.221	16.047
21	3.606	4.546	4.675	3.221	16.047
22	3.606	4.546	4.675	3.221	16.047
23	3.606	4.546	4.675	3.221	16.047
24	3.606	4.546	4.675	3.221	16.047
25	2.213	3.233	3.458	1.000	9.904
26	2.213	3.233	3.458	2.010	10.914
27	3.606	4.546	4.675	3.221	16.047
28	3.606	4.546	4.675	3.221	16.047
29	3.606	4.546	4.675	3.221	16.047
30	1.000	2.174	2.411	1.000	6.585
31	1.000	2.174	2.411	1.000	6.585
32	2.213	3.233	2.411	1.000	8.857
33	3.606	4.546	3.458	2.010	13.619
34	2.213	3.233	3.458	2.010	10.914
35	2.213	2.174	3.458	1.000	8.846
36	2.213	3.233	3.458	2.010	10.914
37	2.213	2.174	3.458	2.010	9.855
38	3.606	3.233	4.675	2.010	13.524
39	2.213	4.546	3.458	3.221	13.438

40	3.606	4.546	4.675	3.221	16.047
41	3.606	4.546	4.675	3.221	16.047
42	3.606	3.233	3.458	3.221	13.517
43	3.606	4.546	4.675	3.221	16.047
44	3.606	4.546	4.675	3.221	16.047
45	2.213	3.233	3.458	1.000	9.904
46	3.606	4.546	4.675	3.221	16.047
47	2.213	2.174	3.458	2.010	9.855
48	3.606	4.546	4.675	3.221	16.047
49	2.213	3.233	3.458	1.000	9.904
50	3.606	4.546	3.458	3.221	14.830
51	2.213	3.233	3.458	2.010	10.914
52	3.606	4.546	3.458	2.010	13.619
53	3.606	4.546	3.458	2.010	13.619
54	3.606	4.546	4.675	3.221	16.047
55	3.606	4.546	4.675	3.221	16.047
56	3.606	4.546	4.675	3.221	16.047
57	2.213	3.233	3.458	2.010	10.914
58	2.213	3.233	3.458	2.010	10.914
59	2.213	3.233	4.675	3.221	13.342
60	3.606	3.233	3.458	3.221	13.517
61	3.606	4.546	4.675	3.221	16.047
62	3.606	4.546	4.675	3.221	16.047
63	3.606	4.546	4.675	3.221	16.047
64	1.000	2.174	1.000	1.000	5.174
65	2.213	3.233	3.458	1.000	9.904
66	3.606	4.546	4.675	3.221	16.047
67	3.606	3.233	2.411	2.010	11.259
68	1.000	3.233	3.458	3.221	10.912
69	3.606	2.174	2.411	2.010	10.201
70	2.213	3.233	3.458	1.000	9.904
71	2.213	3.233	3.458	2.010	10.914
72	3.606	4.546	4.675	3.221	16.047
73	2.213	4.546	3.458	3.221	13.438
74	3.606	4.546	4.675	3.221	16.047
75	3.606	4.546	4.675	3.221	16.047
76	2.213	3.233	3.458	1.000	9.904
77	2.213	3.233	3.458	1.000	9.904
78	2.213	2.174	2.411	1.000	7.799
79	3.606	2.174	2.411	1.000	9.191
80	3.606	2.174	2.411	1.000	9.191

81	3.606	3.233	2.411	1.000	10.249
82	3.606	4.546	4.675	3.221	16.047
83	2.213	4.546	2.411	3.221	12.391
84	2.213	3.233	3.458	2.010	10.914
85	2.213	3.233	3.458	2.010	10.914
86	2.213	4.546	3.458	2.010	12.227
87	3.606	2.174	2.411	3.221	11.412
88	2.213	4.546	2.411	3.221	12.391
89	2.213	3.233	3.458	2.010	10.914
90	3.606	4.546	4.675	3.221	16.047
91	2.213	3.233	3.458	2.010	10.914
92	3.606	4.546	4.675	3.221	16.047
93	3.606	4.546	4.675	3.221	16.047
94	3.606	4.546	4.675	3.221	16.047
95	2.213	3.233	2.411	2.010	9.867
96	2.213	3.233	3.458	2.010	10.914
97	2.213	3.233	3.458	2.010	10.914
98	3.606	4.546	4.675	3.221	16.047
99	3.606	4.546	4.675	3.221	16.047
100	2.213	3.233	4.675	3.221	13.342
101	2.213	3.233	3.458	2.010	10.914
102	2.213	3.233	3.458	2.010	10.914
103	3.606	4.546	4.675	3.221	16.047
104	3.606	3.233	2.411	3.221	12.470
105	3.606	4.546	3.458	3.221	14.830
106	3.606	4.546	4.675	3.221	16.047
107	3.606	4.546	4.675	3.221	16.047
108	3.606	4.546	4.675	3.221	16.047
109	3.606	4.546	4.675	3.221	16.047
110	2.213	4.546	3.458	3.221	13.438
111	2.213	4.546	4.675	2.010	13.444
112	3.606	4.546	4.675	3.221	16.047
113	3.606	4.546	4.675	3.221	16.047
114	3.606	4.546	2.411	2.010	12.572
115	3.606	4.546	4.675	3.221	16.047
116	3.606	4.546	4.675	1.000	13.826
117	2.213	3.233	3.458	2.010	10.914
118	3.606	4.546	4.675	3.221	16.047
119	2.213	3.233	3.458	2.010	10.914
120	2.213	4.546	2.411	3.221	12.391
121	1.000	3.233	3.458	2.010	9.701

122	2.213	3.233	3.458	2.010	10.914
123	2.213	4.546	3.458	2.010	12.227
124	2.213	3.233	2.411	2.010	9.867
125	3.606	4.546	4.675	2.010	14.836
126	1.000	3.233	2.411	2.010	8.654
127	2.213	3.233	3.458	1.000	9.904
128	2.213	3.233	3.458	2.010	10.914



Tabulasi Data Analisis Regresi Linier Berganda

No.	X ₁	X ₂	Y
1	9.737	9.234	9.908
2	15.116	9.234	16.047
3	20.159	13.017	16.047
4	9.818	5.725	12.284
5	20.159	5.725	16.047
6	9.737	7.035	9.904
7	10.951	9.471	11.259
8	9.737	9.234	10.237
9	14.662	13.017	16.047
10	6.132	6.850	6.585
11	14.718	5.725	13.783
12	9.737	5.799	6.585
13	12.579	5.725	10.912
14	8.604	9.234	9.191
15	6.279	9.234	10.914
16	15.116	11.655	16.047
17	10.401	11.797	16.047
18	9.675	9.234	10.914
19	6.193	7.035	10.249
20	14.804	13.017	16.047
21	14.708	7.035	16.047
22	14.804	13.017	16.047
23	20.159	13.017	16.047
24	17.819	13.017	16.047
25	9.616	9.234	9.904
26	10.749	8.160	10.914
27	17.996	13.017	16.047
28	14.708	10.435	16.047
29	20.159	13.017	16.047
30	9.617	7.035	6.585
31	6.132	7.035	6.585
32	6.279	7.035	8.857
33	12.745	9.234	13.619
34	9.818	7.035	10.914
35	10.895	5.725	8.846
36	12.722	5.725	10.914
37	9.617	9.234	9.855
38	6.279	13.017	13.524
39	15.116	6.850	13.438
40	20.159	13.017	16.047
41	20.159	9.124	16.047
42	9.737	9.234	13.517
43	20.159	13.017	16.047
44	14.662	13.017	16.047

No.	X ₁	X ₂	Y
45	9.183	7.035	9.904
46	20.159	13.017	16.047
47	11.820	5.799	9.855
48	15.116	13.017	16.047
49	8.605	9.234	9.904
50	13.880	9.234	14.830
51	9.762	11.816	10.914
52	12.722	9.234	13.619
53	14.804	9.471	13.619
54	15.384	13.017	16.047
55	15.116	11.816	16.047
56	15.116	9.234	16.047
57	11.963	9.234	10.914
58	10.541	9.234	10.914
59	13.121	10.596	13.342
60	15.116	13.017	13.517
61	12.890	9.234	16.047
62	15.072	13.017	16.047
63	14.851	13.017	16.047
64	6.132	5.725	5.174
65	9.617	8.160	9.904
66	14.951	13.017	16.047
67	11.674	6.924	11.259
68	8.605	13.017	10.912
69	6.279	6.799	10.201
70	8.484	6.621	9.904
71	6.193	9.234	10.914
72	19.188	9.234	16.047
73	14.951	13.017	13.438
74	19.033	9.234	16.047
75	18.967	9.234	16.047
76	9.616	9.234	9.904
77	8.277	7.035	9.904
78	9.617	5.725	7.799
79	9.617	6.850	9.191
80	9.762	7.035	9.191
81	9.675	9.522	10.249
82	13.737	7.035	16.047
83	11.674	9.234	12.391
84	12.579	9.234	10.914
85	14.708	9.234	10.914
86	14.804	6.799	12.227
87	12.372	13.017	11.412
88	11.907	11.816	12.391
89	10.154	9.234	10.914

No.	X ₁	X ₂	Y
90	15.922	9.234	16.047
91	9.737	9.234	10.914
92	16.111	11.816	16.047
93	15.116	11.816	16.047
94	15.116	13.017	16.047
95	10.108	6.850	9.867
96	9.617	7.035	10.914
97	9.737	9.310	10.914
98	13.737	11.655	16.047
99	14.045	9.234	16.047
100	8.829	9.234	13.342
101	12.433	11.816	10.914
102	11.820	10.596	10.914
103	14.708	13.017	16.047
104	6.193	11.816	12.470
105	14.192	9.381	14.830
106	15.099	11.797	16.047
107	15.011	13.017	16.047
108	15.116	13.017	16.047
109	12.722	13.017	16.047
110	14.718	9.234	13.438
111	13.902	9.522	13.444
112	15.632	11.816	16.047
113	14.662	13.017	16.047
114	9.758	9.234	12.572
115	14.662	9.234	16.047
116	15.498	9.234	13.826
117	10.401	6.850	10.914
118	13.737	7.035	16.047
119	12.579	9.234	10.914
120	11.674	9.234	12.391
121	9.021	13.017	9.701
122	11.534	9.234	10.914
123	12.831	10.435	12.227
124	9.183	10.454	9.867
125	15.788	9.234	14.836
126	13.902	8.109	8.654
127	6.193	13.017	9.904
128	16.627	13.017	10.914

Lampiran 3: Output SPSS Uji Validitas dan Reliabilitas

1. Output SPSS Uji Validitas Kuesioner Kualitas Pelayanan

		Correlations					
		X1.1	X1.2	X1.3	X1.4	X1.5	Total_X1
X1.1	Pearson Correlation	1	.560**	.519**	.483**	.245**	.707**
	Sig. (2-tailed)		.000	.000	.000	.005	.000
	N	128	128	128	128	128	128
X1.2	Pearson Correlation	.560**	1	.697**	.619**	.538**	.867**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	128	128	128	128	128	128
X1.3	Pearson Correlation	.519**	.697**	1	.644**	.425**	.835**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	128	128	128	128	128	128
X1.4	Pearson Correlation	.483**	.619**	.644**	1	.521**	.831**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	128	128	128	128	128	128
X1.5	Pearson Correlation	.245**	.538**	.425**	.521**	1	.696**
	Sig. (2-tailed)	.005	.000	.000	.000		.000
	N	128	128	128	128	128	128
Total_X1	Pearson Correlation	.707**	.867**	.835**	.831**	.696**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	128	128	128	128	128	128

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

2. Output SPSS Uji Reliabilitas Kuesioner Kualitas Pelayanan

Reliability Statistics

Cronbach's	
Alpha	N of Items
.847	5

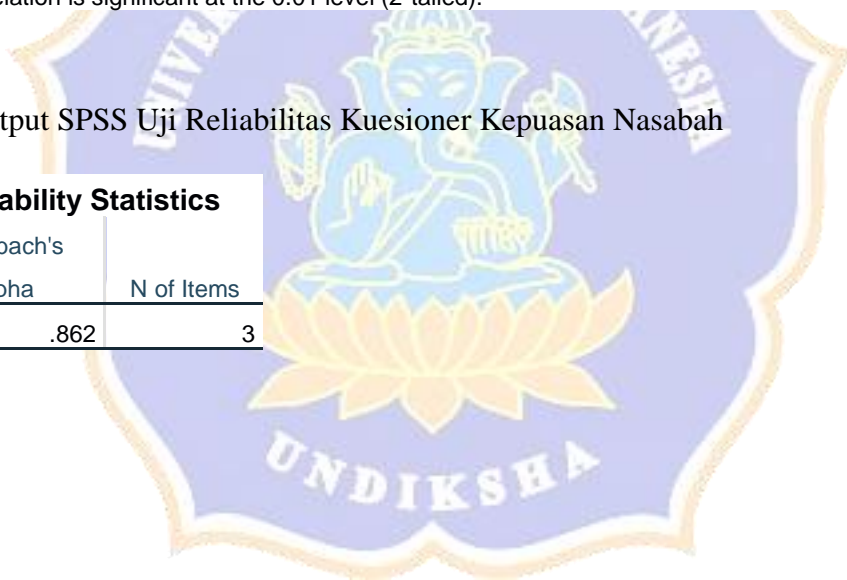
1. Output SPSS Uji Validitas Kuesioner Kepuasan Nasabah

		Correlations			
		X2.1	X2.2	X2.3	Total_X2
X2.1	Pearson Correlation	1	.631**	.688**	.870**
	Sig. (2-tailed)		.000	.000	.000
	N	128	128	128	128
X2.2	Pearson Correlation	.631**	1	.708**	.883**
	Sig. (2-tailed)	.000		.000	.000
	N	128	128	128	128
X2.3	Pearson Correlation	.688**	.708**	1	.903**
	Sig. (2-tailed)	.000	.000		.000
	N	128	128	128	128
Total_X2	Pearson Correlation	.870**	.883**	.903**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	128	128	128	128

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

2. Output SPSS Uji Reliabilitas Kuesioner Kepuasan Nasabah

Reliability Statistics	
Alpha	N of Items
.862	3



1. Output SPSS Uji Validitas Kuesioner Loyalitas Nasabah

		Correlations				
		Y.1	Y.2	Y.3	Y.4	Total_Y
Y.1	Pearson Correlation	1	.556**	.486**	.540**	.775**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	128	128	128	128	128
Y.2	Pearson Correlation	.556**	1	.668**	.652**	.868**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	128	128	128	128	128
Y.3	Pearson Correlation	.486**	.668**	1	.594**	.833**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	128	128	128	128	128
Y.4	Pearson Correlation	.540**	.652**	.594**	1	.840**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	128	128	128	128	128
Total_Y	Pearson Correlation	.775**	.868**	.833**	.840**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	128	128	128	128	128

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

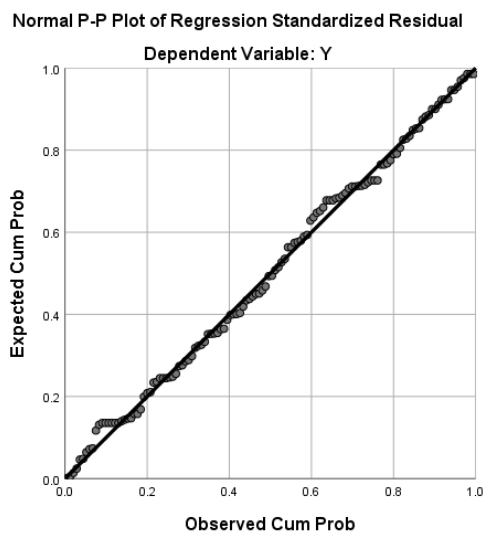
2. Output SPSS Uji Reliabilitas Kuesioner Loyalitas Nasabah

Reliability Statistics	
Cronbach's Alpha	N of Items
.848	4



Lampiran 4: Hasil Output SPSS Uji Asumsi Klasik

1. Hasil Uji Normalitas



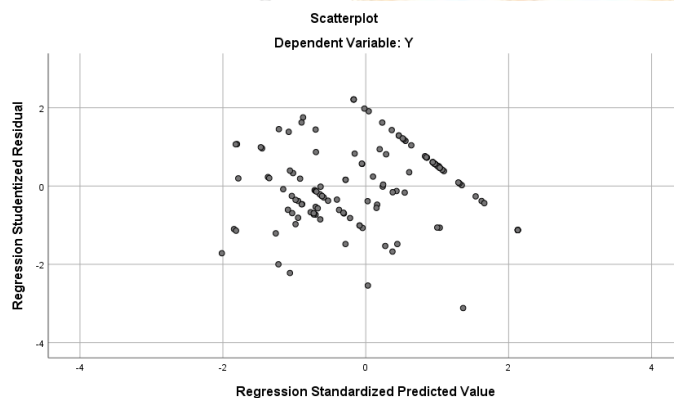
2. Hasil Uji Multikolinieritas

Coefficients^a

		Collinearity Statistics	
Model		Tolerance	VIF
1	X1	.828	1.208
	X2	.828	1.208

a. Dependent Variable: Y

3. Hasil Uji Heteroskedastisitas



Lampiran 5: Hasil *Output* SPSS Analisis Regresi Linier Berganda

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	R Square Change	Change Statistics			Sig. F Change
						F Change	df1	df2	
1	.822 ^a	.675	.670	1.671065	.675	129.932	2	125	.000

a. Predictors: (Constant), X2, X1

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	725.658	2	362.829	129.932	.000 ^b
	Residual	349.057	125	2.792		
	Total	1074.715	127			

a. Dependent Variable: Y

b. Predictors: (Constant), X2, X1

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients		Correlations			
		B	Std. Error	Beta	t	Sig.	Zero-order	Partial	Part
1	(Constant)	2.736	.683		4.008	.000			
	X1	.518	.045	.651	11.618	.000	.775	.721	.592
	X2	.362	.068	.300	5.353	.000	.570	.432	.273

a. Dependent Variable: Y

RIWAYAT HIDUP



I Gusti Agung Ngurah Widiatmika lahir di Kabupaten Gianyar, pada 10 November 1999. Penulis lahir dari pasangan suami istri Bapak I Gusti Agung B. Darmahendra dan Ibu Ni Ketut Sudiasih. Penulis berkebangsaan Indonesia dan beragama Hindu. Kini penulis beralamat di Lingkungan Tegal Mawar, Kelurahan Banjar Bali, Kabupaten Buleleng, Provinsi Bali. Penulis menyelesaikan pendidikan dasar di SD Negeri 2 Blahbatuh dan lulus pada tahun 2012. Kemudian penulis melanjutkan pendidikan di SMP Blahbatuh dan lulus pada tahun 2015. Pada tahun 2018 penulis lulus dari SMA Lab Undiksha Jurusan IPS dan melanjutkan ke strata 1 (S1) Jurusan Manajemen, Program Studi Manajemen S1 di Universitas Pendidikan Ganesha. Pada semester akhir 2023 penulis telah menyelesaikan Skripsi yang berjudul **“Pengaruh Kualitas Pelayanan dan Kepuasan Nasabah terhadap Loyalitas Nasabah dalam Menabung di LPD Desa Pupuan”**.