

LAMPIRAN

Lampiran 01 : Kuesioner Penelitian



**KUESIONER PENELITIAN
UNIVERSITAS PENDIDIKAN GANESHA
FAKULTAS EKONOMI
JURUSAN MANAJEMEN
PROGRAM STUDI S1 MANAJEMEN**

Kepada Yth.
Bapak/Ibu, Saudara/i Nasabah

PT. BPR Suryajaya Kubutambahan

Hal : Pengisian Kuesioner

Dengan Hormat,

Dalam rangka menyelesaikan studi di Universitas Pendidikan Ganesha pada program Studi S1 Manajemen, saya mengadakan penelitian yang berjudul **“Pengaruh Kualitas Pelayanan terhadap Loyalitas Nasabah dengan Kepuasan sebagai Variabel Mediasi Pada PT. BPR Suryajaya Kubutambahan ”**.

Melalui surat ini, saya mohon kesediaan Bapak/Ibu, Saudara/i untuk berkenan berpartisipasi dalam penelitian ini dengan mengisi kuesioner terlampir. Data yang saya kumpulkan adalah murni untuk tujuan penelitian dan diperlakukan secara konfidensial. Atas perhatian dan kesediaan bapak/ibu mengisi kuesioner ini, saya ucapkan terimakasih.

Singaraja, 5 Desember 2022
Peneliti

Gede Junana Putra
NIM. 1917041067

A. Identitas Responden

Responden diharap menjawab pertanyaan-pertanyaan berikut dengan mengisi bagian yang kosong atau memberi tanda (√) pada jawaban yang tersedia.

1. Nama nasabah :
2. Usia : tahun
3. Pendidikan terakhir :
4. Pekerjaan :
5. Jenis Kelamin :
 - Laki-laki Perempuan
6. Merupakan nasabah aktif simpan pinjam di PT. BPR Suryajaya Kubutambahan :
 - Ya Tidak
7. Telah melakukan transaksi tabungan, deposito dan kredit lebih dari 1 kali dalam 1 tahun terakhir di PT. BPR Suryajaya Kubutambahan :
 - Ya Tidak

A. Petunjuk Pengisian Kuesioner

Silakan Anda pilih jawaban yang menurut Anda paling sesuai dengan kondisi yang ada dengan memberikan tanda centang (√) pada pilihan jawaban yang tersedia.

Keterangan

1. SS : Sangat Setuju
2. S : Setuju
3. R : Ragu-Ragu
4. TS : Tidak Setuj
5. STS : Sangat Tidak Setuju

B. Daftar Pernyataan

1. Kualitas Pelayanan

| No. | Pernyataan | SS | S | R | TS | STS |
|-----|---|----|---|---|----|-----|
| | | 5 | 4 | 3 | 2 | 1 |
| 1. | PT. BPR Suryajaya Kubutambahan memberikan pelayanan yang sesuai dengan harapan nasabah. | | | | | |
| 2. | Pegawai PT. BPR Suryajaya Kubutambahan memiliki kesadaran yang cepat dan tanggap dalam membantu nasabah yang membutuhkan bantuan. | | | | | |
| 3. | Pegawai PT. BPR Suryajaya Kubutambahan memiliki pengetahuan informasi dalam melayani nasabah sehingga nasabah merasa nyaman. | | | | | |
| 4. | Pegawai PT. BPR Suryajaya Kubutambahan memberikan ketepatan dalam pelayanan kepada nasabah dengan baik | | | | | |

2. Kepuasan Nasabah

| No. | Pernyataan | SS | S | R | TS | STS |
|-----|---|----|---|---|----|-----|
| | | 5 | 4 | 3 | 2 | 1 |
| 1. | Layanan PT. BPR Suryajaya Kubutambahan sesuai dengan yang diharapkan | | | | | |
| 2. | Keinginan menggunakan kembali jasa PT. BPR Suryajaya Kubutambahan dalam transaksi perbankan | | | | | |
| 3. | Menyarankan kepada orang lain untuk bergabung menjadi nasabah di PT. BPR Suryajaya Kubutambahan | | | | | |

3. Loyalitas Nasabah

| No. | Pernyataan | SS | S | R | TS | STS |
|-----|---|----|---|---|----|-----|
| | | 5 | 4 | 3 | 2 | 1 |
| 1. | Saya selalu membicarakan hal-hal positif mengenai produk dan pelayanan dari PT. BPR Suryajaya Kubutambahan | | | | | |
| 2. | Saya selalu menggunakan produk lain yang ditawarkan PT. BPR Suryajaya Kubutambahan | | | | | |
| 3. | Saya menyampaikan pengalaman positif kepada orang lain untuk bergabung menjadi nasabah PT. BPR Suryajaya Kubutambahan | | | | | |
| 4. | Saya merasa nyaman atas pelayanan dan produk PT. BPR Suryajaya Kubutambahan sehingga saya tidak akan terpengaruh untuk menggunakan Bank atau lembaga lain | | | | | |



Lampiran 02 : Perkembangan Jumlah BPR di Provinsi Bali Tahun 2019 sampai 2021, perbandingan aset dan laba BPR di Kabupaten Buleleng periode 2019 sampai 2021, perkembangan jumlah pegawai dan jumlah nasabah tabungan, deposito, dan kredit PT. BPR Suryajaya Kubutambahan Tahun 2019 sampai 2021

Perkembangan Jumlah BPR di Provinsi Bali
Tahun 2019 sampai 2021

| No | Kabupaten | 2019 | 2020 | 2021 |
|----|------------|------|------|------|
| 1. | Badung | 49 | 47 | 47 |
| 2. | Gianyar | 26 | 25 | 25 |
| 3. | Denpasar | 20 | 24 | 25 |
| 4. | Tabanan | 18 | 19 | 19 |
| 5. | Buleleng | 8 | 8 | 6 |
| 6. | Klungkung | 5 | 5 | 5 |
| 7. | Karangasem | 4 | 3 | 3 |
| 8. | Bangli | 3 | 3 | 3 |
| 9. | Jembrana | 1 | 1 | 1 |

(Sumber : Otoritas Jasa Keuangan)

Perbandingan Aset dan Laba BPR di
Kabupaten Buleleng periode 2019 sampai
2021.

| No | Nama BPR | Tahun | Aset (Rp) | Laba (Rp) |
|----|----------------------------------|-------|-----------------|----------------|
| 1 | PD. BPR Bank Buleleng Empat Lima | 2019 | 66.393.928.000 | 91.501.000 |
| | | 2020 | 55.168.936.000 | -4.246.382.000 |
| | | 2021 | 55.244.075.000 | 106.880.000 |
| 2 | PT. BPR Nusamba Kubutambahan | 2019 | 131.524.339.000 | 2.582.063.000 |
| | | 2020 | 123.065.519.000 | 2.540.113.000 |
| | | 2021 | 132.664.843.000 | 1.984.433.000 |
| 3 | PT BPR Adi Jaya Mulia | 2019 | 1.758.804.000 | -1.241.646.000 |
| | | 2020 | 16.750.506.000 | 511.200.000 |
| | | 2021 | 23.346.151.000 | -847.234.000 |
| 4 | PT. BPR Nur Abadi | 2019 | 32.228.811.000 | 775.769.000 |
| | | 2020 | 26.602.940.000 | 154.115.000 |
| | | 2021 | 25.952.201.000 | 35.314.000 |
| 5 | PT. BPR Suryajaya | 2019 | 229.960.863.000 | 7.787.675.000 |

| No | Nama BPR | Tahun | Aset (Rp) | Laba (Rp) |
|----|--------------|-------|-----------------|----------------|
| | Kubutambahan | 2020 | 205.906.829.000 | 3.990.330.000 |
| | | 2021 | 190.256.472.000 | -1.238.035.000 |

(Sumber : Otoritas Jasa Keuangan)

Perkembangan Jumlah Pegawai dan Jumlah Nasabah Tabungan, Deposito, dan Kredit PT. BPR Suryajaya Kubutambahan Tahun 2019 sampai 2021

| No | Tahun | Jumlah Pegawai | Tabungan | Deposito | Kredit |
|----|-------|----------------|----------|----------|--------|
| 1. | 2019 | 56 | 11.187 | 748 | 2.411 |
| 2. | 2020 | 54 | 11.854 | 742 | 2.061 |
| 3. | 2021 | 62 | 12.641 | 757 | 1.863 |



LAMPIRAN 03 : HASIL DATA ORDINAL PERNYATAAN RESPONDEN SAMPEL KECIL

| No. | Kualitas Pelayanan | | | | TX | Kepuasan Nasabah | | | TY1 | Loyalitas Nasabah | | | | TY2 |
|-----|--------------------|-----|-----|-----|----|------------------|------|------|-----|-------------------|------|------|------|-----|
| | X.1 | X.2 | X.3 | X.4 | | Y1.1 | Y1.2 | Y1.3 | | Y2.1 | Y2.2 | Y2.3 | Y2.4 | |
| 1 | 5 | 4 | 4 | 5 | 18 | 4 | 4 | 5 | 13 | 5 | 4 | 4 | 5 | 18 |
| 2 | 5 | 5 | 4 | 5 | 19 | 5 | 5 | 4 | 14 | 5 | 4 | 4 | 5 | 18 |
| 3 | 3 | 3 | 4 | 3 | 13 | 3 | 3 | 3 | 9 | 3 | 3 | 3 | 4 | 13 |
| 4 | 4 | 4 | 4 | 5 | 17 | 5 | 5 | 4 | 14 | 5 | 4 | 4 | 4 | 17 |
| 5 | 5 | 4 | 5 | 4 | 18 | 4 | 4 | 5 | 13 | 5 | 4 | 5 | 4 | 18 |
| 6 | 5 | 4 | 5 | 4 | 18 | 5 | 4 | 4 | 13 | 5 | 4 | 4 | 5 | 18 |
| 7 | 4 | 5 | 4 | 5 | 18 | 4 | 5 | 4 | 13 | 5 | 5 | 4 | 5 | 19 |
| 8 | 5 | 4 | 5 | 4 | 18 | 4 | 4 | 5 | 13 | 5 | 4 | 4 | 5 | 18 |
| 9 | 5 | 4 | 4 | 5 | 18 | 4 | 4 | 5 | 13 | 5 | 4 | 4 | 5 | 18 |
| 10 | 3 | 4 | 4 | 3 | 14 | 3 | 4 | 4 | 11 | 3 | 4 | 3 | 4 | 14 |
| 11 | 4 | 5 | 5 | 4 | 18 | 4 | 4 | 5 | 13 | 5 | 4 | 4 | 5 | 18 |
| 12 | 5 | 4 | 5 | 5 | 19 | 4 | 4 | 5 | 13 | 5 | 5 | 4 | 5 | 19 |
| 13 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 5 | 20 |
| 14 | 5 | 4 | 4 | 5 | 18 | 5 | 4 | 4 | 13 | 5 | 4 | 4 | 4 | 17 |
| 15 | 5 | 4 | 4 | 5 | 18 | 5 | 4 | 4 | 13 | 4 | 5 | 5 | 4 | 18 |
| 16 | 4 | 5 | 4 | 4 | 17 | 4 | 4 | 4 | 12 | 5 | 4 | 4 | 4 | 17 |
| 17 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 5 | 20 |
| 18 | 5 | 4 | 4 | 4 | 17 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 5 | 17 |
| 19 | 5 | 4 | 5 | 4 | 18 | 5 | 4 | 4 | 13 | 5 | 4 | 4 | 5 | 18 |
| 20 | 5 | 4 | 4 | 5 | 18 | 4 | 4 | 5 | 13 | 5 | 4 | 4 | 4 | 17 |
| 21 | 5 | 4 | 4 | 4 | 17 | 5 | 4 | 4 | 13 | 5 | 4 | 4 | 5 | 18 |
| 22 | 3 | 4 | 3 | 3 | 13 | 3 | 4 | 3 | 10 | 3 | 3 | 4 | 3 | 13 |
| 23 | 5 | 4 | 4 | 4 | 17 | 5 | 4 | 5 | 14 | 4 | 5 | 4 | 4 | 17 |
| 24 | 5 | 5 | 5 | 5 | 20 | 5 | 4 | 5 | 14 | 5 | 4 | 4 | 5 | 18 |

| No. | Kualitas Pelayanan | | | | TX | Kepuasan Nasabah | | | TY1 | Loyalitas Nasabah | | | | TY2 |
|-----|--------------------|-----|-----|-----|----|------------------|------|------|-----|-------------------|------|------|------|-----|
| | X.1 | X.2 | X.3 | X.4 | | Y1.1 | Y1.2 | Y1.3 | | Y2.1 | Y2.2 | Y2.3 | Y2.4 | |
| 25 | 4 | 5 | 5 | 4 | 18 | 4 | 5 | 4 | 13 | 5 | 4 | 5 | 5 | 19 |
| 26 | 4 | 5 | 4 | 4 | 17 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 4 | 16 |
| 27 | 3 | 3 | 3 | 4 | 13 | 3 | 3 | 4 | 10 | 4 | 4 | 4 | 3 | 15 |
| 28 | 3 | 3 | 3 | 3 | 12 | 3 | 4 | 3 | 10 | 3 | 3 | 4 | 3 | 13 |
| 29 | 3 | 3 | 4 | 3 | 13 | 3 | 3 | 3 | 9 | 3 | 3 | 4 | 3 | 13 |
| 30 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 12 | 5 | 4 | 4 | 4 | 17 |



LAMPIRAN 04 : HASIL DATA ORDINAL PERNYATAAN RESPONDEN SAMPEL BESAR

| No. | Kualitas Pelayanan | | | | TX | Kepuasan Nasabah | | | TY1 | Loyalitas Nasabah | | | | TY2 |
|-----|--------------------|-----|-----|-----|----|------------------|------|------|-----|-------------------|------|------|------|-----|
| | X.1 | X.2 | X.3 | X.4 | | Y1.1 | Y1.2 | Y1.3 | | Y2.1 | Y2.2 | Y2.3 | Y2.4 | |
| 1 | 5 | 4 | 4 | 5 | 18 | 4 | 4 | 5 | 13 | 5 | 4 | 4 | 5 | 18 |
| 2 | 5 | 5 | 4 | 5 | 19 | 5 | 5 | 4 | 14 | 5 | 4 | 4 | 5 | 18 |
| 3 | 3 | 3 | 4 | 3 | 13 | 3 | 3 | 3 | 9 | 3 | 3 | 3 | 4 | 13 |
| 4 | 4 | 4 | 4 | 5 | 17 | 5 | 5 | 4 | 14 | 5 | 4 | 4 | 4 | 17 |
| 5 | 5 | 4 | 5 | 4 | 18 | 4 | 4 | 5 | 13 | 5 | 4 | 5 | 4 | 18 |
| 6 | 5 | 4 | 5 | 4 | 18 | 5 | 4 | 4 | 13 | 5 | 4 | 4 | 5 | 18 |
| 7 | 4 | 5 | 4 | 5 | 18 | 4 | 5 | 4 | 13 | 5 | 5 | 4 | 5 | 19 |
| 8 | 5 | 4 | 5 | 4 | 18 | 4 | 4 | 5 | 13 | 5 | 4 | 4 | 5 | 18 |
| 9 | 5 | 4 | 4 | 5 | 18 | 4 | 4 | 5 | 13 | 5 | 4 | 4 | 5 | 18 |
| 10 | 3 | 4 | 4 | 3 | 14 | 3 | 4 | 4 | 11 | 3 | 4 | 3 | 4 | 14 |
| 11 | 4 | 5 | 5 | 4 | 18 | 4 | 4 | 5 | 13 | 5 | 4 | 4 | 5 | 18 |
| 12 | 5 | 4 | 5 | 5 | 19 | 4 | 4 | 5 | 13 | 5 | 5 | 4 | 5 | 19 |
| 13 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 5 | 20 |
| 14 | 5 | 4 | 4 | 5 | 18 | 5 | 4 | 4 | 13 | 5 | 4 | 4 | 4 | 17 |
| 15 | 5 | 4 | 4 | 5 | 18 | 5 | 4 | 4 | 13 | 4 | 5 | 5 | 4 | 18 |
| 16 | 4 | 5 | 4 | 4 | 17 | 4 | 4 | 4 | 12 | 5 | 4 | 4 | 4 | 17 |
| 17 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 5 | 20 |
| 18 | 5 | 4 | 4 | 4 | 17 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 5 | 17 |
| 19 | 5 | 4 | 5 | 4 | 18 | 5 | 4 | 4 | 13 | 5 | 4 | 4 | 5 | 18 |
| 20 | 5 | 4 | 4 | 5 | 18 | 4 | 4 | 5 | 13 | 5 | 4 | 4 | 4 | 17 |
| 21 | 5 | 4 | 4 | 4 | 17 | 5 | 4 | 4 | 13 | 5 | 4 | 4 | 5 | 18 |
| 22 | 3 | 4 | 3 | 3 | 13 | 3 | 4 | 3 | 10 | 3 | 3 | 4 | 3 | 13 |
| 23 | 5 | 4 | 4 | 4 | 17 | 5 | 4 | 5 | 14 | 4 | 5 | 4 | 4 | 17 |
| 24 | 5 | 5 | 5 | 5 | 20 | 5 | 4 | 5 | 14 | 5 | 4 | 4 | 5 | 18 |

| No. | Kualitas Pelayanan | | | | TX | Kepuasan Nasabah | | | TY1 | Loyalitas Nasabah | | | | TY2 |
|-----|--------------------|-----|-----|-----|----|------------------|------|------|-----|-------------------|------|------|------|-----|
| | X.1 | X.2 | X.3 | X.4 | | Y1.1 | Y1.2 | Y1.3 | | Y2.1 | Y2.2 | Y2.3 | Y2.4 | |
| 25 | 4 | 5 | 5 | 4 | 18 | 4 | 5 | 4 | 13 | 5 | 4 | 5 | 5 | 19 |
| 26 | 4 | 5 | 4 | 4 | 17 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 4 | 16 |
| 27 | 3 | 3 | 3 | 4 | 13 | 3 | 3 | 4 | 10 | 4 | 4 | 4 | 3 | 15 |
| 28 | 3 | 3 | 3 | 3 | 12 | 3 | 4 | 3 | 10 | 3 | 3 | 4 | 3 | 13 |
| 29 | 3 | 3 | 4 | 3 | 13 | 3 | 3 | 3 | 9 | 3 | 3 | 4 | 3 | 13 |
| 30 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 12 | 5 | 4 | 4 | 4 | 17 |
| 31 | 5 | 4 | 5 | 5 | 19 | 5 | 5 | 5 | 15 | 5 | 4 | 5 | 5 | 19 |
| 32 | 4 | 3 | 3 | 3 | 13 | 3 | 4 | 3 | 10 | 3 | 3 | 4 | 4 | 14 |
| 33 | 5 | 5 | 4 | 4 | 18 | 4 | 5 | 5 | 14 | 5 | 4 | 5 | 5 | 19 |
| 34 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 5 | 20 |
| 35 | 4 | 5 | 5 | 5 | 19 | 5 | 5 | 4 | 14 | 5 | 4 | 4 | 5 | 18 |
| 36 | 3 | 4 | 4 | 4 | 15 | 4 | 3 | 3 | 10 | 4 | 4 | 3 | 4 | 15 |
| 37 | 4 | 4 | 2 | 3 | 13 | 4 | 3 | 4 | 11 | 4 | 3 | 3 | 3 | 13 |
| 38 | 4 | 4 | 3 | 2 | 13 | 3 | 3 | 4 | 10 | 3 | 2 | 4 | 4 | 13 |
| 39 | 4 | 4 | 5 | 5 | 18 | 4 | 5 | 5 | 14 | 5 | 4 | 4 | 4 | 17 |
| 40 | 5 | 4 | 5 | 4 | 18 | 5 | 5 | 4 | 14 | 5 | 4 | 5 | 5 | 19 |
| 41 | 5 | 4 | 5 | 5 | 19 | 5 | 5 | 4 | 14 | 5 | 4 | 5 | 5 | 19 |
| 42 | 2 | 3 | 2 | 3 | 10 | 3 | 2 | 3 | 8 | 2 | 2 | 3 | 3 | 10 |
| 43 | 5 | 5 | 4 | 5 | 19 | 5 | 5 | 5 | 15 | 5 | 4 | 5 | 5 | 19 |
| 44 | 3 | 4 | 2 | 3 | 12 | 4 | 3 | 3 | 10 | 3 | 4 | 4 | 2 | 13 |
| 45 | 4 | 5 | 5 | 4 | 18 | 5 | 5 | 5 | 15 | 5 | 4 | 5 | 5 | 19 |
| 46 | 4 | 5 | 4 | 5 | 18 | 5 | 5 | 4 | 14 | 4 | 4 | 4 | 5 | 17 |
| 47 | 4 | 5 | 5 | 4 | 18 | 4 | 5 | 5 | 14 | 5 | 4 | 4 | 5 | 18 |
| 48 | 5 | 4 | 4 | 5 | 18 | 5 | 4 | 5 | 14 | 5 | 4 | 4 | 5 | 18 |
| 49 | 3 | 4 | 4 | 3 | 14 | 4 | 4 | 4 | 12 | 4 | 3 | 3 | 4 | 14 |
| 50 | 5 | 5 | 4 | 4 | 18 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 4 | 16 |

| No. | Kualitas Pelayanan | | | | TX | Kepuasan Nasabah | | | TY1 | Loyalitas Nasabah | | | | TY2 |
|-----|--------------------|-----|-----|-----|----|------------------|------|------|-----|-------------------|------|------|------|-----|
| | X.1 | X.2 | X.3 | X.4 | | Y1.1 | Y1.2 | Y1.3 | | Y2.1 | Y2.2 | Y2.3 | Y2.4 | |
| 51 | 4 | 4 | 5 | 4 | 17 | 5 | 5 | 5 | 15 | 5 | 4 | 5 | 5 | 19 |
| 52 | 5 | 4 | 4 | 5 | 18 | 4 | 5 | 5 | 14 | 5 | 4 | 5 | 5 | 19 |
| 53 | 4 | 4 | 5 | 5 | 18 | 5 | 4 | 5 | 14 | 5 | 4 | 5 | 4 | 18 |
| 54 | 5 | 5 | 4 | 4 | 18 | 5 | 5 | 4 | 14 | 4 | 4 | 5 | 5 | 18 |
| 55 | 5 | 4 | 5 | 4 | 18 | 5 | 4 | 5 | 14 | 4 | 4 | 4 | 5 | 17 |
| 56 | 5 | 4 | 5 | 4 | 18 | 5 | 5 | 5 | 15 | 5 | 4 | 5 | 5 | 19 |
| 57 | 4 | 3 | 4 | 4 | 15 | 3 | 4 | 4 | 11 | 4 | 3 | 3 | 3 | 13 |
| 58 | 4 | 5 | 4 | 4 | 17 | 4 | 4 | 4 | 12 | 5 | 4 | 4 | 4 | 17 |
| 59 | 4 | 4 | 3 | 4 | 15 | 4 | 4 | 4 | 12 | 4 | 3 | 4 | 4 | 15 |
| 60 | 4 | 4 | 4 | 3 | 15 | 4 | 3 | 4 | 11 | 4 | 3 | 4 | 4 | 15 |
| 61 | 5 | 4 | 4 | 5 | 18 | 5 | 5 | 5 | 15 | 5 | 4 | 5 | 5 | 19 |
| 62 | 5 | 5 | 4 | 4 | 18 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 5 | 17 |
| 63 | 4 | 5 | 4 | 5 | 18 | 5 | 5 | 5 | 15 | 4 | 4 | 5 | 5 | 18 |
| 64 | 5 | 5 | 5 | 4 | 19 | 5 | 5 | 5 | 15 | 4 | 5 | 5 | 5 | 19 |
| 65 | 5 | 5 | 4 | 5 | 19 | 5 | 5 | 5 | 15 | 5 | 4 | 5 | 5 | 19 |
| 66 | 5 | 4 | 5 | 5 | 19 | 4 | 5 | 5 | 14 | 5 | 4 | 5 | 5 | 19 |
| 67 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 5 | 20 |
| 68 | 4 | 4 | 5 | 4 | 17 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 5 | 17 |
| 69 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 5 | 20 |
| 70 | 4 | 5 | 4 | 5 | 18 | 4 | 4 | 5 | 13 | 4 | 5 | 4 | 4 | 17 |
| 71 | 5 | 5 | 4 | 5 | 19 | 5 | 5 | 4 | 14 | 5 | 4 | 4 | 4 | 17 |
| 72 | 5 | 5 | 4 | 4 | 18 | 5 | 5 | 5 | 15 | 5 | 4 | 5 | 5 | 19 |
| 73 | 5 | 4 | 4 | 4 | 17 | 4 | 5 | 4 | 13 | 5 | 4 | 4 | 4 | 17 |
| 74 | 5 | 4 | 5 | 4 | 18 | 5 | 4 | 4 | 13 | 4 | 4 | 4 | 4 | 16 |
| 75 | 5 | 4 | 4 | 5 | 18 | 4 | 5 | 4 | 13 | 4 | 4 | 5 | 4 | 17 |
| 76 | 3 | 3 | 2 | 3 | 11 | 3 | 3 | 3 | 9 | 3 | 2 | 2 | 3 | 10 |

| No. | Kualitas Pelayanan | | | | TX | Kepuasan Nasabah | | | TY1 | Loyalitas Nasabah | | | | TY2 |
|-----|--------------------|-----|-----|-----|----|------------------|------|------|-----|-------------------|------|------|------|-----|
| | X.1 | X.2 | X.3 | X.4 | | Y1.1 | Y1.2 | Y1.3 | | Y2.1 | Y2.2 | Y2.3 | Y2.4 | |
| 77 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 5 | 20 |
| 78 | 5 | 4 | 4 | 5 | 18 | 5 | 5 | 5 | 15 | 4 | 4 | 5 | 5 | 18 |
| 79 | 5 | 4 | 5 | 4 | 18 | 5 | 4 | 5 | 14 | 5 | 4 | 4 | 5 | 18 |
| 80 | 3 | 4 | 3 | 4 | 14 | 4 | 4 | 4 | 12 | 4 | 3 | 4 | 3 | 14 |
| 81 | 3 | 4 | 3 | 3 | 13 | 4 | 4 | 3 | 11 | 3 | 3 | 3 | 4 | 13 |
| 82 | 2 | 3 | 2 | 3 | 10 | 3 | 3 | 2 | 8 | 3 | 2 | 2 | 3 | 10 |
| 83 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 12 | 5 | 4 | 4 | 4 | 17 |
| 84 | 4 | 5 | 5 | 5 | 19 | 5 | 4 | 5 | 14 | 4 | 5 | 4 | 5 | 18 |
| 85 | 4 | 5 | 4 | 5 | 18 | 5 | 5 | 4 | 14 | 5 | 4 | 4 | 5 | 18 |
| 86 | 3 | 3 | 2 | 2 | 10 | 3 | 3 | 3 | 9 | 3 | 2 | 3 | 4 | 12 |
| 87 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 15 | 5 | 5 | 5 | 5 | 20 |
| 88 | 3 | 3 | 4 | 4 | 14 | 3 | 4 | 4 | 11 | 4 | 3 | 3 | 4 | 14 |
| 89 | 5 | 5 | 4 | 4 | 18 | 5 | 5 | 5 | 15 | 5 | 4 | 5 | 5 | 19 |
| 90 | 5 | 5 | 4 | 4 | 18 | 4 | 5 | 5 | 14 | 4 | 5 | 4 | 5 | 18 |
| 91 | 4 | 3 | 4 | 3 | 14 | 4 | 4 | 4 | 12 | 5 | 4 | 3 | 4 | 16 |
| 92 | 4 | 4 | 3 | 4 | 15 | 4 | 4 | 4 | 12 | 4 | 4 | 4 | 4 | 16 |
| 93 | 4 | 5 | 5 | 5 | 19 | 5 | 5 | 5 | 15 | 5 | 4 | 5 | 5 | 19 |
| 94 | 3 | 3 | 2 | 3 | 11 | 3 | 3 | 3 | 9 | 2 | 3 | 3 | 3 | 11 |
| 95 | 4 | 5 | 4 | 5 | 18 | 4 | 4 | 5 | 13 | 5 | 5 | 5 | 5 | 20 |
| 96 | 2 | 3 | 4 | 2 | 11 | 3 | 3 | 2 | 8 | 3 | 3 | 3 | 2 | 11 |
| 97 | 5 | 4 | 5 | 4 | 18 | 5 | 5 | 5 | 15 | 5 | 4 | 4 | 5 | 18 |
| 98 | 5 | 5 | 4 | 5 | 19 | 5 | 5 | 5 | 15 | 5 | 4 | 5 | 5 | 19 |
| 99 | 3 | 3 | 3 | 2 | 11 | 2 | 3 | 3 | 8 | 3 | 3 | 2 | 2 | 10 |
| 100 | 5 | 5 | 5 | 4 | 19 | 4 | 5 | 5 | 14 | 5 | 4 | 5 | 5 | 19 |

LAMPIRAN 05 : HASIL DATA INTERVAL PERNYATAAN RESPONDEN SAMPEL KECIL

| No. | X | | | | TX | Y1 | | | TY1 | Y2 | | | | TY2 |
|-----|-------|-------|-------|-------|--------|-------|-------|-------|--------|-------|-------|-------|-------|--------|
| | X.1 | X.2 | X.3 | X.4 | | Y1.1 | Y1.2 | Y1.3 | | Y2.1 | Y2.2 | Y2.3 | Y2.4 | |
| 1 | 4.066 | 2.240 | 2.674 | 4.138 | 13.118 | 3.303 | 3.298 | 4.300 | 10.902 | 4.125 | 3.134 | 3.022 | 4.003 | 14.284 |
| 2 | 4.066 | 3.556 | 2.674 | 4.138 | 14.434 | 4.562 | 4.596 | 3.014 | 12.172 | 4.125 | 3.134 | 3.022 | 4.003 | 14.284 |
| 3 | 1.997 | 1.000 | 2.674 | 1.943 | 7.614 | 2.250 | 2.190 | 2.000 | 6.440 | 2.029 | 1.906 | 1.920 | 2.723 | 8.578 |
| 4 | 2.857 | 2.240 | 2.674 | 4.138 | 11.909 | 4.562 | 4.596 | 3.014 | 12.172 | 4.125 | 3.134 | 3.022 | 2.723 | 13.004 |
| 5 | 4.066 | 2.240 | 3.976 | 2.901 | 13.184 | 3.303 | 3.298 | 4.300 | 10.902 | 4.125 | 3.134 | 4.346 | 2.723 | 14.328 |
| 6 | 4.066 | 2.240 | 3.976 | 2.901 | 13.184 | 4.562 | 3.298 | 3.014 | 10.874 | 4.125 | 3.134 | 3.022 | 4.003 | 14.284 |
| 7 | 2.857 | 3.556 | 2.674 | 4.138 | 13.225 | 3.303 | 4.596 | 3.014 | 10.913 | 4.125 | 4.583 | 3.022 | 4.003 | 15.734 |
| 8 | 4.066 | 2.240 | 3.976 | 2.901 | 13.184 | 3.303 | 3.298 | 4.300 | 10.902 | 4.125 | 3.134 | 3.022 | 4.003 | 14.284 |
| 9 | 4.066 | 2.240 | 2.674 | 4.138 | 13.118 | 3.303 | 3.298 | 4.300 | 10.902 | 4.125 | 3.134 | 3.022 | 4.003 | 14.284 |
| 10 | 1.997 | 2.240 | 2.674 | 1.943 | 8.854 | 2.250 | 3.298 | 3.014 | 8.563 | 2.029 | 3.134 | 1.920 | 2.723 | 9.806 |
| 11 | 2.857 | 3.556 | 3.976 | 2.901 | 13.291 | 3.303 | 3.298 | 4.300 | 10.902 | 4.125 | 3.134 | 3.022 | 4.003 | 14.284 |
| 12 | 4.066 | 2.240 | 3.976 | 4.138 | 14.421 | 3.303 | 3.298 | 4.300 | 10.902 | 4.125 | 4.583 | 3.022 | 4.003 | 15.734 |
| 13 | 4.066 | 3.556 | 3.976 | 4.138 | 15.737 | 4.562 | 4.596 | 4.300 | 13.458 | 4.125 | 4.583 | 4.346 | 4.003 | 17.058 |
| 14 | 4.066 | 2.240 | 2.674 | 4.138 | 13.118 | 4.562 | 3.298 | 3.014 | 10.874 | 4.125 | 3.134 | 3.022 | 2.723 | 13.004 |
| 15 | 4.066 | 2.240 | 2.674 | 4.138 | 13.118 | 4.562 | 3.298 | 3.014 | 10.874 | 2.881 | 4.583 | 4.346 | 2.723 | 14.534 |
| 16 | 2.857 | 3.556 | 2.674 | 2.901 | 11.988 | 3.303 | 3.298 | 3.014 | 9.615 | 4.125 | 3.134 | 3.022 | 2.723 | 13.004 |
| 17 | 4.066 | 3.556 | 3.976 | 4.138 | 15.737 | 4.562 | 4.596 | 4.300 | 13.458 | 4.125 | 4.583 | 4.346 | 4.003 | 17.058 |
| 18 | 4.066 | 2.240 | 2.674 | 2.901 | 11.881 | 3.303 | 3.298 | 3.014 | 9.615 | 2.881 | 3.134 | 3.022 | 4.003 | 13.040 |
| 19 | 4.066 | 2.240 | 3.976 | 2.901 | 13.184 | 4.562 | 3.298 | 3.014 | 10.874 | 4.125 | 3.134 | 3.022 | 4.003 | 14.284 |
| 20 | 4.066 | 2.240 | 2.674 | 4.138 | 13.118 | 3.303 | 3.298 | 4.300 | 10.902 | 4.125 | 3.134 | 3.022 | 2.723 | 13.004 |
| 21 | 4.066 | 2.240 | 2.674 | 2.901 | 11.881 | 4.562 | 3.298 | 3.014 | 10.874 | 4.125 | 3.134 | 3.022 | 4.003 | 14.284 |
| 22 | 1.997 | 2.240 | 1.730 | 1.943 | 7.911 | 2.250 | 3.298 | 2.000 | 7.548 | 2.029 | 1.906 | 3.022 | 1.863 | 8.820 |
| 23 | 4.066 | 2.240 | 2.674 | 2.901 | 11.881 | 4.562 | 3.298 | 4.300 | 12.160 | 2.881 | 4.583 | 3.022 | 2.723 | 13.210 |
| 24 | 4.066 | 3.556 | 3.976 | 4.138 | 15.737 | 4.562 | 3.298 | 4.300 | 12.160 | 4.125 | 3.134 | 3.022 | 4.003 | 14.284 |

| No. | X | | | | TX | Y1 | | | TY1 | Y2 | | | | TY2 |
|-----|-------|-------|-------|-------|--------|-------|-------|-------|--------|-------|-------|-------|-------|--------|
| | X.1 | X.2 | X.3 | X.4 | | Y1.1 | Y1.2 | Y1.3 | | Y2.1 | Y2.2 | Y2.3 | Y2.4 | |
| 25 | 2.857 | 3.556 | 3.976 | 2.901 | 13.291 | 3.303 | 4.596 | 3.014 | 10.913 | 4.125 | 3.134 | 4.346 | 4.003 | 15.608 |
| 26 | 2.857 | 3.556 | 2.674 | 2.901 | 11.988 | 3.303 | 3.298 | 3.014 | 9.615 | 2.881 | 3.134 | 3.022 | 2.723 | 11.760 |
| 27 | 1.997 | 1.000 | 1.730 | 2.901 | 7.629 | 2.250 | 2.190 | 3.014 | 7.455 | 2.881 | 3.134 | 3.022 | 1.863 | 10.900 |
| 28 | 1.997 | 1.000 | 1.730 | 1.943 | 6.671 | 2.250 | 3.298 | 2.000 | 7.548 | 2.029 | 1.906 | 3.022 | 1.863 | 8.820 |
| 29 | 1.997 | 1.000 | 2.674 | 1.943 | 7.614 | 2.250 | 2.190 | 2.000 | 6.440 | 2.029 | 1.906 | 3.022 | 1.863 | 8.820 |
| 30 | 2.857 | 2.240 | 2.674 | 2.901 | 10.672 | 3.303 | 3.298 | 3.014 | 9.615 | 4.125 | 3.134 | 3.022 | 2.723 | 13.004 |



LAMPIRAN 06 : HASIL DATA INTERVAL PERNYATAAN RESPONDEN SAMPEL BESAR

| No. | X | | | | TX | Y1 | | | TY1 | Y2 | | | | TY2 |
|-----|-------|-------|-------|-------|--------|-------|-------|-------|--------|-------|-------|-------|-------|--------|
| | X.1 | X.2 | X.3 | X.4 | | Y1.1 | Y1.2 | Y1.3 | | Y2.1 | Y2.2 | Y2.3 | Y2.4 | |
| 1 | 4.066 | 2.240 | 2.674 | 4.138 | 13.118 | 3.303 | 3.298 | 4.300 | 10.902 | 4.125 | 3.134 | 3.022 | 4.003 | 14.284 |
| 2 | 4.066 | 3.556 | 2.674 | 4.138 | 14.434 | 4.562 | 4.596 | 3.014 | 12.172 | 4.125 | 3.134 | 3.022 | 4.003 | 14.284 |
| 3 | 1.997 | 1.000 | 2.674 | 1.943 | 7.614 | 2.250 | 2.190 | 2.000 | 6.440 | 2.029 | 1.906 | 1.920 | 2.723 | 8.578 |
| 4 | 2.857 | 2.240 | 2.674 | 4.138 | 11.909 | 4.562 | 4.596 | 3.014 | 12.172 | 4.125 | 3.134 | 3.022 | 2.723 | 13.004 |
| 5 | 4.066 | 2.240 | 3.976 | 2.901 | 13.184 | 3.303 | 3.298 | 4.300 | 10.902 | 4.125 | 3.134 | 4.346 | 2.723 | 14.328 |
| 6 | 4.066 | 2.240 | 3.976 | 2.901 | 13.184 | 4.562 | 3.298 | 3.014 | 10.874 | 4.125 | 3.134 | 3.022 | 4.003 | 14.284 |
| 7 | 2.857 | 3.556 | 2.674 | 4.138 | 13.225 | 3.303 | 4.596 | 3.014 | 10.913 | 4.125 | 4.583 | 3.022 | 4.003 | 15.734 |
| 8 | 4.066 | 2.240 | 3.976 | 2.901 | 13.184 | 3.303 | 3.298 | 4.300 | 10.902 | 4.125 | 3.134 | 3.022 | 4.003 | 14.284 |
| 9 | 4.066 | 2.240 | 2.674 | 4.138 | 13.118 | 3.303 | 3.298 | 4.300 | 10.902 | 4.125 | 3.134 | 3.022 | 4.003 | 14.284 |
| 10 | 1.997 | 2.240 | 2.674 | 1.943 | 8.854 | 2.250 | 3.298 | 3.014 | 8.563 | 2.029 | 3.134 | 1.920 | 2.723 | 9.806 |
| 11 | 2.857 | 3.556 | 3.976 | 2.901 | 13.291 | 3.303 | 3.298 | 4.300 | 10.902 | 4.125 | 3.134 | 3.022 | 4.003 | 14.284 |
| 12 | 4.066 | 2.240 | 3.976 | 4.138 | 14.421 | 3.303 | 3.298 | 4.300 | 10.902 | 4.125 | 4.583 | 3.022 | 4.003 | 15.734 |
| 13 | 4.066 | 3.556 | 3.976 | 4.138 | 15.737 | 4.562 | 4.596 | 4.300 | 13.458 | 4.125 | 4.583 | 4.346 | 4.003 | 17.058 |
| 14 | 4.066 | 2.240 | 2.674 | 4.138 | 13.118 | 4.562 | 3.298 | 3.014 | 10.874 | 4.125 | 3.134 | 3.022 | 2.723 | 13.004 |
| 15 | 4.066 | 2.240 | 2.674 | 4.138 | 13.118 | 4.562 | 3.298 | 3.014 | 10.874 | 2.881 | 4.583 | 4.346 | 2.723 | 14.534 |
| 16 | 2.857 | 3.556 | 2.674 | 2.901 | 11.988 | 3.303 | 3.298 | 3.014 | 9.615 | 4.125 | 3.134 | 3.022 | 2.723 | 13.004 |
| 17 | 4.066 | 3.556 | 3.976 | 4.138 | 15.737 | 4.562 | 4.596 | 4.300 | 13.458 | 4.125 | 4.583 | 4.346 | 4.003 | 17.058 |
| 18 | 4.066 | 2.240 | 2.674 | 2.901 | 11.881 | 3.303 | 3.298 | 3.014 | 9.615 | 2.881 | 3.134 | 3.022 | 4.003 | 13.040 |
| 19 | 4.066 | 2.240 | 3.976 | 2.901 | 13.184 | 4.562 | 3.298 | 3.014 | 10.874 | 4.125 | 3.134 | 3.022 | 4.003 | 14.284 |
| 20 | 4.066 | 2.240 | 2.674 | 4.138 | 13.118 | 3.303 | 3.298 | 4.300 | 10.902 | 4.125 | 3.134 | 3.022 | 2.723 | 13.004 |
| 21 | 4.066 | 2.240 | 2.674 | 2.901 | 11.881 | 4.562 | 3.298 | 3.014 | 10.874 | 4.125 | 3.134 | 3.022 | 4.003 | 14.284 |
| 22 | 1.997 | 2.240 | 1.730 | 1.943 | 7.911 | 2.250 | 3.298 | 2.000 | 7.548 | 2.029 | 1.906 | 3.022 | 1.863 | 8.820 |
| 23 | 4.066 | 2.240 | 2.674 | 2.901 | 11.881 | 4.562 | 3.298 | 4.300 | 12.160 | 2.881 | 4.583 | 3.022 | 2.723 | 13.210 |
| 24 | 4.066 | 3.556 | 3.976 | 4.138 | 15.737 | 4.562 | 3.298 | 4.300 | 12.160 | 4.125 | 3.134 | 3.022 | 4.003 | 14.284 |

| No. | X | | | | TX | Y1 | | | TY1 | Y2 | | | | TY2 |
|-----|-------|-------|-------|-------|--------|-------|-------|-------|--------|-------|-------|-------|-------|--------|
| | X.1 | X.2 | X.3 | X.4 | | Y1.1 | Y1.2 | Y1.3 | | Y2.1 | Y2.2 | Y2.3 | Y2.4 | |
| 25 | 2.857 | 3.556 | 3.976 | 2.901 | 13.291 | 3.303 | 4.596 | 3.014 | 10.913 | 4.125 | 3.134 | 4.346 | 4.003 | 15.608 |
| 26 | 2.857 | 3.556 | 2.674 | 2.901 | 11.988 | 3.303 | 3.298 | 3.014 | 9.615 | 2.881 | 3.134 | 3.022 | 2.723 | 11.760 |
| 27 | 1.997 | 1.000 | 1.730 | 2.901 | 7.629 | 2.250 | 2.190 | 3.014 | 7.455 | 2.881 | 3.134 | 3.022 | 1.863 | 10.900 |
| 28 | 1.997 | 1.000 | 1.730 | 1.943 | 6.671 | 2.250 | 3.298 | 2.000 | 7.548 | 2.029 | 1.906 | 3.022 | 1.863 | 8.820 |
| 29 | 1.997 | 1.000 | 2.674 | 1.943 | 7.614 | 2.250 | 2.190 | 2.000 | 6.440 | 2.029 | 1.906 | 3.022 | 1.863 | 8.820 |
| 30 | 2.857 | 2.240 | 2.674 | 2.901 | 10.672 | 3.303 | 3.298 | 3.014 | 9.615 | 4.125 | 3.134 | 3.022 | 2.723 | 13.004 |
| 31 | 4.066 | 2.240 | 3.976 | 4.138 | 14.421 | 4.562 | 4.596 | 4.300 | 13.458 | 4.125 | 3.134 | 4.346 | 4.003 | 15.608 |
| 32 | 2.857 | 1.000 | 1.730 | 1.943 | 7.530 | 2.250 | 3.298 | 2.000 | 7.548 | 2.029 | 1.906 | 3.022 | 2.723 | 9.680 |
| 33 | 4.066 | 3.556 | 2.674 | 2.901 | 13.197 | 3.303 | 4.596 | 4.300 | 12.199 | 4.125 | 3.134 | 4.346 | 4.003 | 15.608 |
| 34 | 4.066 | 3.556 | 3.976 | 4.138 | 15.737 | 4.562 | 4.596 | 4.300 | 13.458 | 4.125 | 4.583 | 4.346 | 4.003 | 17.058 |
| 35 | 2.857 | 3.556 | 3.976 | 4.138 | 14.527 | 4.562 | 4.596 | 3.014 | 12.172 | 4.125 | 3.134 | 3.022 | 4.003 | 14.284 |
| 36 | 1.997 | 2.240 | 2.674 | 2.901 | 9.813 | 3.303 | 2.190 | 2.000 | 7.493 | 2.881 | 3.134 | 1.920 | 2.723 | 10.658 |
| 37 | 2.857 | 2.240 | 1.000 | 1.943 | 8.040 | 3.303 | 2.190 | 3.014 | 8.507 | 2.881 | 1.906 | 1.920 | 1.863 | 8.570 |
| 38 | 2.857 | 2.240 | 1.730 | 1.000 | 7.827 | 2.250 | 2.190 | 3.014 | 7.455 | 2.029 | 1.000 | 3.022 | 2.723 | 8.774 |
| 39 | 2.857 | 2.240 | 3.976 | 4.138 | 13.211 | 3.303 | 4.596 | 4.300 | 12.199 | 4.125 | 3.134 | 3.022 | 2.723 | 13.004 |
| 40 | 4.066 | 2.240 | 3.976 | 2.901 | 13.184 | 4.562 | 4.596 | 3.014 | 12.172 | 4.125 | 3.134 | 4.346 | 4.003 | 15.608 |
| 41 | 4.066 | 2.240 | 3.976 | 4.138 | 14.421 | 4.562 | 4.596 | 3.014 | 12.172 | 4.125 | 3.134 | 4.346 | 4.003 | 15.608 |
| 42 | 1.000 | 1.000 | 1.000 | 1.943 | 4.943 | 2.250 | 1.000 | 2.000 | 5.250 | 1.000 | 1.000 | 1.920 | 1.863 | 5.783 |
| 43 | 4.066 | 3.556 | 2.674 | 4.138 | 14.434 | 4.562 | 4.596 | 4.300 | 13.458 | 4.125 | 3.134 | 4.346 | 4.003 | 15.608 |
| 44 | 1.997 | 2.240 | 1.000 | 1.943 | 7.181 | 3.303 | 2.190 | 2.000 | 7.493 | 2.029 | 3.134 | 3.022 | 1.000 | 9.185 |
| 45 | 2.857 | 3.556 | 3.976 | 2.901 | 13.291 | 4.562 | 4.596 | 4.300 | 13.458 | 4.125 | 3.134 | 4.346 | 4.003 | 15.608 |
| 46 | 2.857 | 3.556 | 2.674 | 4.138 | 13.225 | 4.562 | 4.596 | 3.014 | 12.172 | 2.881 | 3.134 | 3.022 | 4.003 | 13.040 |
| 47 | 2.857 | 3.556 | 3.976 | 2.901 | 13.291 | 3.303 | 4.596 | 4.300 | 12.199 | 4.125 | 3.134 | 3.022 | 4.003 | 14.284 |
| 48 | 4.066 | 2.240 | 2.674 | 4.138 | 13.118 | 4.562 | 3.298 | 4.300 | 12.160 | 4.125 | 3.134 | 3.022 | 4.003 | 14.284 |
| 49 | 1.997 | 2.240 | 2.674 | 1.943 | 8.854 | 3.303 | 3.298 | 3.014 | 9.615 | 2.881 | 1.906 | 1.920 | 2.723 | 9.430 |
| 50 | 4.066 | 3.556 | 2.674 | 2.901 | 13.197 | 3.303 | 3.298 | 3.014 | 9.615 | 2.881 | 3.134 | 3.022 | 2.723 | 11.760 |

| No. | X | | | | TX | Y1 | | | TY1 | Y2 | | | | TY2 |
|-----|-------|-------|-------|-------|--------|-------|-------|-------|--------|-------|-------|-------|-------|--------|
| | X.1 | X.2 | X.3 | X.4 | | Y1.1 | Y1.2 | Y1.3 | | Y2.1 | Y2.2 | Y2.3 | Y2.4 | |
| 51 | 2.857 | 2.240 | 3.976 | 2.901 | 11.975 | 4.562 | 4.596 | 4.300 | 13.458 | 4.125 | 3.134 | 4.346 | 4.003 | 15.608 |
| 52 | 4.066 | 2.240 | 2.674 | 4.138 | 13.118 | 3.303 | 4.596 | 4.300 | 12.199 | 4.125 | 3.134 | 4.346 | 4.003 | 15.608 |
| 53 | 2.857 | 2.240 | 3.976 | 4.138 | 13.211 | 4.562 | 3.298 | 4.300 | 12.160 | 4.125 | 3.134 | 4.346 | 2.723 | 14.328 |
| 54 | 4.066 | 3.556 | 2.674 | 2.901 | 13.197 | 4.562 | 4.596 | 3.014 | 12.172 | 2.881 | 3.134 | 4.346 | 4.003 | 14.364 |
| 55 | 4.066 | 2.240 | 3.976 | 2.901 | 13.184 | 4.562 | 3.298 | 4.300 | 12.160 | 2.881 | 3.134 | 3.022 | 4.003 | 13.040 |
| 56 | 4.066 | 2.240 | 3.976 | 2.901 | 13.184 | 4.562 | 4.596 | 4.300 | 13.458 | 4.125 | 3.134 | 4.346 | 4.003 | 15.608 |
| 57 | 2.857 | 1.000 | 2.674 | 2.901 | 9.432 | 2.250 | 3.298 | 3.014 | 8.563 | 2.881 | 1.906 | 1.920 | 1.863 | 8.570 |
| 58 | 2.857 | 3.556 | 2.674 | 2.901 | 11.988 | 3.303 | 3.298 | 3.014 | 9.615 | 4.125 | 3.134 | 3.022 | 2.723 | 13.004 |
| 59 | 2.857 | 2.240 | 1.730 | 2.901 | 9.729 | 3.303 | 3.298 | 3.014 | 9.615 | 2.881 | 1.906 | 3.022 | 2.723 | 10.532 |
| 60 | 2.857 | 2.240 | 2.674 | 1.943 | 9.714 | 3.303 | 2.190 | 3.014 | 8.507 | 2.881 | 1.906 | 3.022 | 2.723 | 10.532 |
| 61 | 4.066 | 2.240 | 2.674 | 4.138 | 13.118 | 4.562 | 4.596 | 4.300 | 13.458 | 4.125 | 3.134 | 4.346 | 4.003 | 15.608 |
| 62 | 4.066 | 3.556 | 2.674 | 2.901 | 13.197 | 3.303 | 3.298 | 3.014 | 9.615 | 2.881 | 3.134 | 3.022 | 4.003 | 13.040 |
| 63 | 2.857 | 3.556 | 2.674 | 4.138 | 13.225 | 4.562 | 4.596 | 4.300 | 13.458 | 2.881 | 3.134 | 4.346 | 4.003 | 14.364 |
| 64 | 4.066 | 3.556 | 3.976 | 2.901 | 14.500 | 4.562 | 4.596 | 4.300 | 13.458 | 2.881 | 4.583 | 4.346 | 4.003 | 15.814 |
| 65 | 4.066 | 3.556 | 2.674 | 4.138 | 14.434 | 4.562 | 4.596 | 4.300 | 13.458 | 4.125 | 3.134 | 4.346 | 4.003 | 15.608 |
| 66 | 4.066 | 2.240 | 3.976 | 4.138 | 14.421 | 3.303 | 4.596 | 4.300 | 12.199 | 4.125 | 3.134 | 4.346 | 4.003 | 15.608 |
| 67 | 4.066 | 3.556 | 3.976 | 4.138 | 15.737 | 4.562 | 4.596 | 4.300 | 13.458 | 4.125 | 4.583 | 4.346 | 4.003 | 17.058 |
| 68 | 2.857 | 2.240 | 3.976 | 2.901 | 11.975 | 3.303 | 3.298 | 3.014 | 9.615 | 2.881 | 3.134 | 3.022 | 4.003 | 13.040 |
| 69 | 4.066 | 3.556 | 3.976 | 4.138 | 15.737 | 4.562 | 4.596 | 4.300 | 13.458 | 4.125 | 4.583 | 4.346 | 4.003 | 17.058 |
| 70 | 2.857 | 3.556 | 2.674 | 4.138 | 13.225 | 3.303 | 3.298 | 4.300 | 10.902 | 2.881 | 4.583 | 3.022 | 2.723 | 13.210 |
| 71 | 4.066 | 3.556 | 2.674 | 4.138 | 14.434 | 4.562 | 4.596 | 3.014 | 12.172 | 4.125 | 3.134 | 3.022 | 2.723 | 13.004 |
| 72 | 4.066 | 3.556 | 2.674 | 2.901 | 13.197 | 4.562 | 4.596 | 4.300 | 13.458 | 4.125 | 3.134 | 4.346 | 4.003 | 15.608 |
| 73 | 4.066 | 2.240 | 2.674 | 2.901 | 11.881 | 3.303 | 4.596 | 3.014 | 10.913 | 4.125 | 3.134 | 3.022 | 2.723 | 13.004 |
| 74 | 4.066 | 2.240 | 3.976 | 2.901 | 13.184 | 4.562 | 3.298 | 3.014 | 10.874 | 2.881 | 3.134 | 3.022 | 2.723 | 11.760 |
| 75 | 4.066 | 2.240 | 2.674 | 4.138 | 13.118 | 3.303 | 4.596 | 3.014 | 10.913 | 2.881 | 3.134 | 4.346 | 2.723 | 13.084 |
| 76 | 1.997 | 1.000 | 1.000 | 1.943 | 5.940 | 2.250 | 2.190 | 2.000 | 6.440 | 2.029 | 1.000 | 1.000 | 1.863 | 5.892 |

| No. | X | | | | TX | Y1 | | | TY1 | Y2 | | | | TY2 |
|-----|-------|-------|-------|-------|--------|-------|-------|-------|--------|-------|-------|-------|-------|--------|
| | X.1 | X.2 | X.3 | X.4 | | Y1.1 | Y1.2 | Y1.3 | | Y2.1 | Y2.2 | Y2.3 | Y2.4 | |
| 77 | 4.066 | 3.556 | 3.976 | 4.138 | 15.737 | 4.562 | 4.596 | 4.300 | 13.458 | 4.125 | 4.583 | 4.346 | 4.003 | 17.058 |
| 78 | 4.066 | 2.240 | 2.674 | 4.138 | 13.118 | 4.562 | 4.596 | 4.300 | 13.458 | 2.881 | 3.134 | 4.346 | 4.003 | 14.364 |
| 79 | 4.066 | 2.240 | 3.976 | 2.901 | 13.184 | 4.562 | 3.298 | 4.300 | 12.160 | 4.125 | 3.134 | 3.022 | 4.003 | 14.284 |
| 80 | 1.997 | 2.240 | 1.730 | 2.901 | 8.869 | 3.303 | 3.298 | 3.014 | 9.615 | 2.881 | 1.906 | 3.022 | 1.863 | 9.672 |
| 81 | 1.997 | 2.240 | 1.730 | 1.943 | 7.911 | 3.303 | 3.298 | 2.000 | 8.601 | 2.029 | 1.906 | 1.920 | 2.723 | 8.578 |
| 82 | 1.000 | 1.000 | 1.000 | 1.943 | 4.943 | 2.250 | 2.190 | 1.000 | 5.440 | 2.029 | 1.000 | 1.000 | 1.863 | 5.892 |
| 83 | 2.857 | 2.240 | 2.674 | 2.901 | 10.672 | 3.303 | 3.298 | 3.014 | 9.615 | 4.125 | 3.134 | 3.022 | 2.723 | 13.004 |
| 84 | 2.857 | 3.556 | 3.976 | 4.138 | 14.527 | 4.562 | 3.298 | 4.300 | 12.160 | 2.881 | 4.583 | 3.022 | 4.003 | 14.490 |
| 85 | 2.857 | 3.556 | 2.674 | 4.138 | 13.225 | 4.562 | 4.596 | 3.014 | 12.172 | 4.125 | 3.134 | 3.022 | 4.003 | 14.284 |
| 86 | 1.997 | 1.000 | 1.000 | 1.000 | 4.997 | 2.250 | 2.190 | 2.000 | 6.440 | 2.029 | 1.000 | 1.920 | 2.723 | 7.672 |
| 87 | 4.066 | 3.556 | 3.976 | 4.138 | 15.737 | 4.562 | 4.596 | 4.300 | 13.458 | 4.125 | 4.583 | 4.346 | 4.003 | 17.058 |
| 88 | 1.997 | 1.000 | 2.674 | 2.901 | 8.572 | 2.250 | 3.298 | 3.014 | 8.563 | 2.881 | 1.906 | 1.920 | 2.723 | 9.430 |
| 89 | 4.066 | 3.556 | 2.674 | 2.901 | 13.197 | 4.562 | 4.596 | 4.300 | 13.458 | 4.125 | 3.134 | 4.346 | 4.003 | 15.608 |
| 90 | 4.066 | 3.556 | 2.674 | 2.901 | 13.197 | 3.303 | 4.596 | 4.300 | 12.199 | 2.881 | 4.583 | 3.022 | 4.003 | 14.490 |
| 91 | 2.857 | 1.000 | 2.674 | 1.943 | 8.473 | 3.303 | 3.298 | 3.014 | 9.615 | 4.125 | 3.134 | 1.920 | 2.723 | 11.902 |
| 92 | 2.857 | 2.240 | 1.730 | 2.901 | 9.729 | 3.303 | 3.298 | 3.014 | 9.615 | 2.881 | 3.134 | 3.022 | 2.723 | 11.760 |
| 93 | 2.857 | 3.556 | 3.976 | 4.138 | 14.527 | 4.562 | 4.596 | 4.300 | 13.458 | 4.125 | 3.134 | 4.346 | 4.003 | 15.608 |
| 94 | 1.997 | 1.000 | 1.000 | 1.943 | 5.940 | 2.250 | 2.190 | 2.000 | 6.440 | 1.000 | 1.906 | 1.920 | 1.863 | 6.689 |
| 95 | 2.857 | 3.556 | 2.674 | 4.138 | 13.225 | 3.303 | 3.298 | 4.300 | 10.902 | 4.125 | 4.583 | 4.346 | 4.003 | 17.058 |
| 96 | 1.000 | 1.000 | 2.674 | 1.000 | 5.674 | 2.250 | 2.190 | 1.000 | 5.440 | 2.029 | 1.906 | 1.920 | 1.000 | 6.855 |
| 97 | 4.066 | 2.240 | 3.976 | 2.901 | 13.184 | 4.562 | 4.596 | 4.300 | 13.458 | 4.125 | 3.134 | 3.022 | 4.003 | 14.284 |
| 98 | 4.066 | 3.556 | 2.674 | 4.138 | 14.434 | 4.562 | 4.596 | 4.300 | 13.458 | 4.125 | 3.134 | 4.346 | 4.003 | 15.608 |
| 99 | 1.997 | 1.000 | 1.730 | 1.000 | 5.728 | 1.000 | 2.190 | 2.000 | 5.190 | 2.029 | 1.906 | 1.000 | 1.000 | 5.935 |
| 100 | 4.066 | 3.556 | 3.976 | 2.901 | 14.500 | 3.303 | 4.596 | 4.300 | 12.199 | 4.125 | 3.134 | 4.346 | 4.003 | 15.608 |

LAMPIRAN 07 : DESKRIPSI DATA RESPONDEN

| Usia | | | | | |
|-------------|-------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 21-30 | 29 | 29.0 | 29.0 | 29.0 |
| | 31-40 | 37 | 37.0 | 37.0 | 66.0 |
| | 41-50 | 29 | 29.0 | 29.0 | 95.0 |
| | 51-60 | 5 | 5.0 | 5.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

| Jenis Kelamin | | | | | |
|----------------------|-----------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Laki-laki | 31 | 31.0 | 31.0 | 31.0 |
| | Perempuan | 69 | 69.0 | 69.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

| Pendidikan Terakhir | | | | | |
|----------------------------|-------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | SMP | 43 | 43.0 | 43.0 | 43.0 |
| | SMA | 54 | 54.0 | 54.0 | 97.0 |
| | S1 | 3 | 3.0 | 3.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

LAMPIRAN 08 : HASIL *OUTPUT* PERHITUNGAN SPSS 25.0 FOR WINDOWS, KUALITAS PELAYANAN (X), KEPUASAN NASABAH (Y₁), DAN LOYALITAS NASABAH (Y₂)

1. Hasil Uji Validitas

a. Hasil Uji Validitas Kualitas Pelayanan Sampel Kecil

Correlations

| | | X1.1 | X1.2 | X1.3 | X1.4 | TX |
|------|---------------------|--------|--------|--------|--------|--------|
| X1.1 | Pearson Correlation | 1 | .406* | .574** | .728** | .874** |
| | Sig. (2-tailed) | | .026 | .001 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| X1.2 | Pearson Correlation | .406* | 1 | .496** | .500** | .736** |
| | Sig. (2-tailed) | .026 | | .005 | .005 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| X1.3 | Pearson Correlation | .574** | .496** | 1 | .330 | .736** |
| | Sig. (2-tailed) | .001 | .005 | | .075 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| X1.4 | Pearson Correlation | .728** | .500** | .330 | 1 | .823** |
| | Sig. (2-tailed) | .000 | .005 | .075 | | .000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| TX | Pearson Correlation | .874** | .736** | .736** | .823** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | |
| | N | 30 | 30 | 30 | 30 | 30 |

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

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

b. Hasil Uji Validitas Kepuasan Nasabah Sampel Kecil

Correlations

| | | Y1.1 | Y1.2 | Y1.3 | TY1 |
|------|---------------------|--------|--------|--------|--------|
| Y1.1 | Pearson Correlation | 1 | .548** | .465** | .868** |
| | Sig. (2-tailed) | | .002 | .010 | .000 |
| | N | 30 | 30 | 30 | 30 |
| Y1.2 | Pearson Correlation | .548** | 1 | .306 | .742** |
| | Sig. (2-tailed) | .002 | | .100 | .000 |
| | N | 30 | 30 | 30 | 30 |
| Y1.3 | Pearson Correlation | .465** | .306 | 1 | .760** |
| | Sig. (2-tailed) | .010 | .100 | | .000 |
| | N | 30 | 30 | 30 | 30 |
| TY1 | Pearson Correlation | .868** | .742** | .760** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | |

| | | | | |
|---|----|----|----|----|
| N | 30 | 30 | 30 | 30 |
|---|----|----|----|----|

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

c. Hasil Uji Validitas Loyalitas Nasabah Sampel Kecil

Correlations

| | | Y2.1 | Y2.2 | Y2.3 | Y2.4 | TY2 |
|------|---------------------|--------|--------|--------|--------|--------|
| Y2.1 | Pearson Correlation | 1 | .533** | .416* | .711** | .888** |
| | Sig. (2-tailed) | | .002 | .022 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Y2.2 | Pearson Correlation | .533** | 1 | .467** | .516** | .786** |
| | Sig. (2-tailed) | .002 | | .009 | .004 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Y2.3 | Pearson Correlation | .416* | .467** | 1 | .190 | .599** |
| | Sig. (2-tailed) | .022 | .009 | | .315 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| Y2.4 | Pearson Correlation | .711** | .516** | .190 | 1 | .821** |
| | Sig. (2-tailed) | .000 | .004 | .315 | | .000 |
| | N | 30 | 30 | 30 | 30 | 30 |
| TY2 | Pearson Correlation | .888** | .786** | .599** | .821** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | |
| | N | 30 | 30 | 30 | 30 | 30 |

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

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

d. Hasil Uji Validitas Kualitas Pelayanan Sampel Besar

Correlations

| | | X1.1 | X1.2 | X1.3 | X1.4 | TX |
|------|---------------------|--------|--------|--------|--------|--------|
| X1.1 | Pearson Correlation | 1 | .528** | .605** | .645** | .852** |
| | Sig. (2-tailed) | | .000 | .000 | .000 | .000 |
| | N | 100 | 100 | 100 | 100 | 100 |
| X1.2 | Pearson Correlation | .528** | 1 | .486** | .586** | .769** |
| | Sig. (2-tailed) | .000 | | .000 | .000 | .000 |
| | N | 100 | 100 | 100 | 100 | 100 |
| X1.3 | Pearson Correlation | .605** | .486** | 1 | .560** | .816** |
| | Sig. (2-tailed) | .000 | .000 | | .000 | .000 |
| | N | 100 | 100 | 100 | 100 | 100 |
| X1.4 | Pearson Correlation | .645** | .586** | .560** | 1 | .851** |
| | Sig. (2-tailed) | .000 | .000 | .000 | | .000 |
| | N | 100 | 100 | 100 | 100 | 100 |

| | | | | | | |
|----|---------------------|--------|--------|--------|--------|-----|
| TX | Pearson Correlation | .852** | .769** | .816** | .851** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | |
| | N | 100 | 100 | 100 | 100 | 100 |

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

e. Hasil Uji Validitas Kepuasan Nasabah Sampel Besar

Correlations

| | | Y1.1 | Y1.2 | Y1.3 | TY1 |
|------|---------------------|--------|--------|--------|--------|
| Y1.1 | Pearson Correlation | 1 | .675** | .636** | .880** |
| | Sig. (2-tailed) | | .000 | .000 | .000 |
| | N | 100 | 100 | 100 | 100 |
| Y1.2 | Pearson Correlation | .675** | 1 | .642** | .878** |
| | Sig. (2-tailed) | .000 | | .000 | .000 |
| | N | 100 | 100 | 100 | 100 |
| Y1.3 | Pearson Correlation | .636** | .642** | 1 | .869** |
| | Sig. (2-tailed) | .000 | .000 | | .000 |
| | N | 100 | 100 | 100 | 100 |
| TY1 | Pearson Correlation | .880** | .878** | .869** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | |
| | N | 100 | 100 | 100 | 100 |

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

f. Hasil Uji Validitas Loyalitas Nasabah Sampel Besar

Correlations

| | | Y2.1 | Y2.2 | Y2.3 | Y2.4 | TY2 |
|------|---------------------|--------|--------|--------|--------|--------|
| Y2.1 | Pearson Correlation | 1 | .629** | .604** | .693** | .865** |
| | Sig. (2-tailed) | | .000 | .000 | .000 | .000 |
| | N | 100 | 100 | 100 | 100 | 100 |
| Y2.2 | Pearson Correlation | .629** | 1 | .623** | .593** | .828** |
| | Sig. (2-tailed) | .000 | | .000 | .000 | .000 |
| | N | 100 | 100 | 100 | 100 | 100 |
| Y2.3 | Pearson Correlation | .604** | .623** | 1 | .641** | .841** |
| | Sig. (2-tailed) | .000 | .000 | | .000 | .000 |
| | N | 100 | 100 | 100 | 100 | 100 |
| Y2.4 | Pearson Correlation | .693** | .593** | .641** | 1 | .866** |
| | Sig. (2-tailed) | .000 | .000 | .000 | | .000 |
| | N | 100 | 100 | 100 | 100 | 100 |
| TY2 | Pearson Correlation | .865** | .828** | .841** | .866** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | |

| | | | | | | |
|--|---|-----|-----|-----|-----|-----|
| | N | 100 | 100 | 100 | 100 | 100 |
|--|---|-----|-----|-----|-----|-----|

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

2. Hasil Uji Reliabilitas

a. Hasil Uji Reliabilitas Kualitas Pelayanan Sampel Kecil

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .805 | 4 |

/VARIABLES=X1 X2 X3 X4 Kualitas Pelayanan

b. Hasil Uji Reliabilitas Kepuasan Nasabah Sampel Kecil

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .698 | 3 |

/VARIABLES=Y1.1 Y1.2 Y1.3 Kepuasan Nasabah

c. Hasil Uji Reliabilitas Loyalitas Nasabah Sampel Kecil

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .784 | 4 |

/VARIABLES=Y2.1 Y2.2 Y2.3 Loyalitas Nasabah

d. Hasil Uji Reliabilitas Kualitas Pelayanan Sampel Besar

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .840 | 4 |

/VARIABLES=X1 X2 X3 X4 Kualitas Pelayanan

e. Hasil Uji Reliabilitas Kepuasan Nasabah Sampel Besar

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .848 | 3 |

/VARIABLES=Y1.1 Y1.2 Y1.3 Kepuasan Nasabah

f. Hasil Uji Reliabilitas Loyalitas Nasabah Sampel Besar

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .872 | 4 |

/VARIABLES=Y2.1 Y2.2 Y2.3 Loyalitas Nasabah



LAMPIRAN 09 : HASIL *OUTPUT* ANALISIS JALUR (*PATH ANALYSIS*)

1. Pengaruh Kualitas Pelayanan (X) dan Kepuasan Nasabah (Y₁) terhadap Loyalitas Nasabah (Y₂)

Variables Entered/Removed^a

| Model | Variables Entered | Variables Removed | Method |
|-------|---|-------------------|--------|
| 1 | Kepuasan Nasabah, Kualitas Pelayanan ^b | | Enter |

a. Dependent Variable: Loyalitas Nasabah

b. All requested variables entered.

Model Summary

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | .958 ^a | .919 | .917 | .754 |

a. Predictors: (Constant), Kepuasan Nasabah, Kualitas Pelayanan

ANOVA^a

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|----|-------------|---------|-------------------|
| 1 | Regression | 622.796 | 2 | 311.398 | 547.167 | .000 ^b |
| | Residual | 55.204 | 97 | .569 | | |
| | Total | 678.000 | 99 | | | |

a. Dependent Variable: Loyalitas Nasabah

b. Predictors: (Constant), Kepuasan Nasabah, Kualitas Pelayanan

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|--------------------|-----------------------------|------------|---------------------------|-------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | .519 | .501 | | 1.035 | .303 |
| | Kualitas Pelayanan | .619 | .073 | .628 | 8.518 | .000 |
| | Kepuasan Nasabah | .461 | .097 | .349 | 4.736 | .000 |

a. Dependent Variable: Loyalitas Nasabah

2. Pengaruh Kualitas Pelayanan (X) terhadap Kepuasan Nasabah (Y₁)

Variables Entered/Removed^a

| Model | Variables Entered | Variables Removed | Method |
|-------|---------------------------------|-------------------|--------|
| 1 | Kualitas Pelayanan ^b | | Enter |

a. Dependent Variable: Kepuasan Nasabah

b. All requested variables entered.

Model Summary

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | .919 ^a | .845 | .844 | .782 |

a. Predictors: (Constant), Kualitas Pelayanan

ANOVA^a

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|----|-------------|---------|-------------------|
| 1 | Regression | 328.025 | 1 | 328.025 | 536.001 | .000 ^b |
| | Residual | 59.975 | 98 | .612 | | |
| | Total | 388.000 | 99 | | | |

a. Dependent Variable: Kepuasan Nasabah

b. Predictors: (Constant), Kualitas Pelayanan

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|--------------------|-----------------------------|------------|---------------------------|--------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 1.301 | .503 | | 2.588 | .011 |
| | Kualitas Pelayanan | .686 | .030 | .919 | 23.152 | .000 |

a. Dependent Variable: Kepuasan Nasabah