

## LAMPIRAN

### Lampiran 0 1 Surat Terkait Dengan Penelitian



KEMENTERIAN PENDIDIKAN TINGGI, SAINS,  
DAN TEKNOLOGI  
**UNIVERSITAS PENDIDIKAN GANESHA**  
**FAKULTAS EKONOMI**

Jalan Udayana No. 11 Singaraja-Bali. Telepon : (0362) 26830  
Website : <http://www.fe.undiksha.ac.id/>

Nomor :441/UN48.13.1/PT.01.04/2026

Singaraja, 9 Maret 2026

Lamp. : -

Hal : *Permohonan Data dan Penelitian*

Kepada Yth **Kepala Koperasi Pemasaran Sekar Wangi Desa Pacung**  
di

Tempat

**Dengan Hormat,**

Wakil Dekan I Fakultas Ekonomi Universitas Pendidikan Ganesha menerangkan  
bahwa mahasiswa/i tersebut dibawah ini :

Nama : KADEK JENI ARIANI  
NIM. :22170410262  
Fakultas :Ekonomi  
Jurusan/Prodi. : Manajemen (S1)

Bermaksud mengadakan penelitian lapangan untuk menempuh atau menyusun tugas akhir,  
skripsi dan melengkapi tugas lainnya. Sehubungan dengan hal tersebut, kami mohon izin agar  
mahasiswa kami dapat diterima dan diberikan data di tempat yang Bapak/Ibu/Sdr. Pimpin.

Demikian surat ini kami buat agar bisa digunakan sebagaimana mestinya. Atas  
perhatian dan kerjasamanya, kami sampaikan terima kasih.

a.n. Dekan,  
Wakil Dekan I,



Dr. Dra. Ni Made Suci, M. Si.  
NIP. 196810291993032001



Balai  
Sertifikasi  
Elektronik

Catatan :

- UU ITE No. 11 Tahun 2008 Pasal 5 ayat 1 "Informasi Elektronik dan/atau Dokumen Elektronik dan/atau hasil cetaknya merupakan alat bukti hukum yang sah"
- Dokumen ini tertanda ditandatangani secara elektronik menggunakan sertifikat elektronik yang diterbitkan BsrE
- Surat ini dapat dibuktikan keasliannya dengan menggunakan *qr code* yang telah tersedia

## Lampiran 0 2 Karakteristik Responden

| No | Karakteristik                | Jumlah | Persentase |
|----|------------------------------|--------|------------|
| 1  | Umur                         |        |            |
|    | 18 – 25 Tahun                | 11     | 11,00%     |
|    | 26 – 30 Tahun                | 15     | 15,00%     |
|    | 31 – 35 Tahun                | 24     | 24,00%     |
|    | 36 – 40 Tahun                | 22     | 22,00%     |
|    | 41 – 45 Tahun                | 13     | 13,00%     |
|    | > 45 Tahun                   | 15     | 15,00%     |
|    | Total                        | 100    | 100%       |
| 2  | Jenis Kelamin                |        |            |
|    | Laki-Laki                    | 43     | 43,00%     |
|    | Perempuan                    | 57     | 57,00%     |
|    | Total                        | 100    | 100%       |
| 3  | Lama Menjadi Nasabah         |        |            |
|    | < 1 Tahun                    | 9      | 9,00%      |
|    | 1 – 3 Tahun                  | 91     | 91,00%     |
|    | Total                        | 100    | 100%       |
| 4  | Pekerjaan                    |        |            |
|    | Nelayan                      | 24     | 24,00%     |
|    | Pedagang                     | 29     | 29,00%     |
|    | Lainnya                      | 47     | 47,00%     |
|    | Total                        | 100    | 100%       |
| 5  | Frekuensi Penggunaan Layanan |        |            |
|    | 1 – 2 Kali                   | 0      | 0,00%      |
|    | 3 – 4 Kali                   | 9      | 9,00%      |
|    | > 4 Kali                     | 91     | 91,00%     |
|    | Total                        | 100    | 100%       |

(Sumber: Data Diolah Penulis, 2026)

## Lampiran 0 3 Kuesioner Penelitian

**KUESIONER PENELITIAN**

Judul: Pengaruh Kualitas Pelayanan dan Kepercayaan terhadap Kepuasan Anggota pada Koperasi Pemasaran Sekar Wangi Sejahtera

**Petunjuk Pengisian:**

Jawablah setiap pernyataan di bawah ini sesuai dengan pengalaman dan pendapat Anda selama menjadi anggota koperasi. Pilih salah satu jawaban yang paling sesuai menggunakan skala berikut:

1 = Sangat Tidak Setuju

2 = Tidak Setuju

3 = Cukup Setuju

4 = Setuju

5 = Sangat Setuju

**Responden merupakan anggota koperasi**

☐ Ya      ☐ Tidak

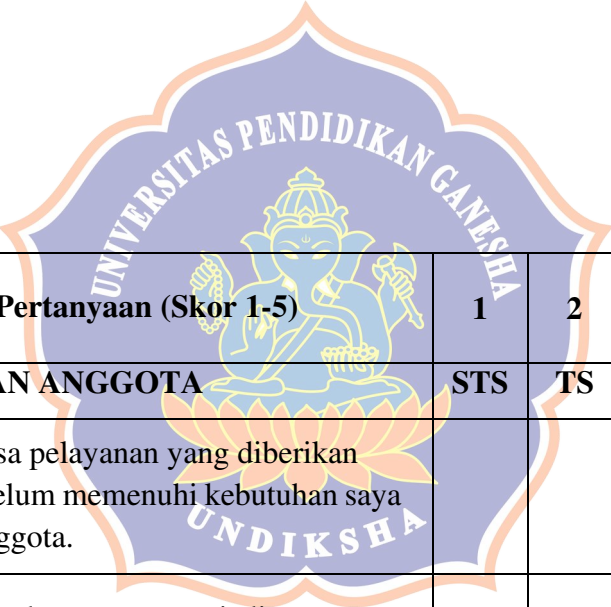
**Data Responden:**

1. Nama : .....
2. Jenis Kelamin: ☐ Laki-laki ☐ Perempuan
3. Usia : .....
4. Lama menjadi anggota koperasi: ☐ <1 tahun ☐ 1–3 tahun ☐ >3 tahun
5. Pekerjaan : ☐ Nelayan ☐ Pedagang ☐ Lainnya : .....

**Frekuensi penggunaan layanan koperasi**

Dalam 6 bulan terakhir, seberapa sering Anda menggunakan layanan koperasi?

- ☐ Tidak pernah
- ☐ 1–2 kali
- ☐ 3–4 kali
- ☐ Lebih dari 4 kali



| No | Pertanyaan (Skor 1-5)                                                                        | 1          | 2         | 3         | 4        | 5         |
|----|----------------------------------------------------------------------------------------------|------------|-----------|-----------|----------|-----------|
|    | <b>KEPUASAN ANGGOTA</b>                                                                      | <b>STS</b> | <b>TS</b> | <b>CS</b> | <b>S</b> | <b>SS</b> |
| 1  | Saya merasa pelayanan yang diberikan koperasi belum memenuhi kebutuhan saya sebagai anggota. |            |           |           |          |           |
| 2  | Saya merasa keputusan menjadi anggota koperasi sangat tepat.                                 |            |           |           |          |           |
| 3  | Saya merasa pelayanan koperasi sesuai dengan apa yang saya harapkan                          |            |           |           |          |           |
| 4  | Saya merasa kurang tertarik menggunakan layanan koperasi seperti menabung atau meminjam      |            |           |           |          |           |

|    |                                                                                                  |  |  |  |  |  |
|----|--------------------------------------------------------------------------------------------------|--|--|--|--|--|
| 5  | Saya bersedia merekomendasikan koperasi ini kepada orang lain                                    |  |  |  |  |  |
|    | <b>KUALITAS PELAYANAN</b>                                                                        |  |  |  |  |  |
| 6  | Saya merasa fasilitas yang diberikan koperasi belum sepenuhnya mendukung kenyamanan saya         |  |  |  |  |  |
| 7  | Saya merasa penampilan karyawan koperasi dalam melayani anggota selalu konsisten dan tepat waktu |  |  |  |  |  |
| 8  | Saya merasa koperasi sangat sigap dalam merespon ketika saya memiliki keluhan                    |  |  |  |  |  |
| 9  | saya merasa tidak yakin koperasi bisa menjaga kerahasiaan data saya                              |  |  |  |  |  |
| 10 | Saya merasa koperasi selalu memperhatikan apa yang dibutuhkan anggotanya                         |  |  |  |  |  |
|    | <b>KEPERCAYAAN</b>                                                                               |  |  |  |  |  |
| 11 | Saya percaya koperasi ingin membantu anggota, bukan hanya mencari keuntungan                     |  |  |  |  |  |
| 12 | Saya percaya bahwa koperasi memiliki kemampuan untuk mengelola keuangan anggota dengan baik      |  |  |  |  |  |
| 13 | Saya merasa koperasi sering tidak menepati janji atau kesepakatan                                |  |  |  |  |  |
| 14 | Saya selalu mempercayakan urusan keuangan saya kepada koperasi                                   |  |  |  |  |  |
| 15 | Saya merasa petugas koperasi kurang terlatih dalam menjalankan tugasnya                          |  |  |  |  |  |



Terima kasih atas waktu dan partisipasi anda dalam mengisi kuesioner ini. Data yang anda berikan sangat berharga dan akan dijaga kerahasiaannya dan hanya digunakan untuk kepentingan penelitian.

Pacung,.....2026

Responden

.....



## Lampiran 0 4 Tabulasi Data Sampel

## Lampiran 0 4.1 Tabel Data Variabel X1 (Kualitas Pelayanan)

| X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | TOTAL_X1 |
|------|------|------|------|------|----------|
| 3    | 3    | 2    | 3    | 4    | 15       |
| 4    | 4    | 5    | 5    | 4    | 22       |
| 5    | 5    | 5    | 4    | 3    | 22       |
| 3    | 3    | 4    | 2    | 2    | 14       |
| 3    | 3    | 3    | 4    | 4    | 17       |
| 1    | 2    | 2    | 2    | 2    | 9        |
| 4    | 5    | 4    | 4    | 3    | 20       |
| 3    | 3    | 3    | 4    | 4    | 17       |
| 4    | 3    | 3    | 3    | 3    | 16       |
| 3    | 3    | 3    | 2    | 3    | 14       |
| 4    | 4    | 3    | 3    | 3    | 17       |
| 4    | 4    | 5    | 5    | 4    | 22       |
| 4    | 4    | 4    | 4    | 3    | 19       |
| 4    | 3    | 3    | 4    | 3    | 17       |
| 3    | 3    | 3    | 4    | 3    | 16       |
| 4    | 5    | 5    | 4    | 3    | 21       |
| 5    | 5    | 4    | 4    | 3    | 21       |
| 4    | 4    | 3    | 5    | 5    | 21       |
| 3    | 3    | 3    | 4    | 4    | 17       |
| 4    | 4    | 3    | 5    | 4    | 20       |
| 3    | 3    | 3    | 3    | 3    | 15       |
| 5    | 5    | 5    | 5    | 5    | 25       |
| 5    | 5    | 5    | 4    | 4    | 23       |
| 4    | 3    | 3    | 3    | 3    | 16       |
| 4    | 3    | 3    | 5    | 5    | 20       |
| 3    | 3    | 3    | 3    | 4    | 16       |
| 4    | 4    | 4    | 4    | 3    | 19       |
| 5    | 4    | 4    | 5    | 3    | 21       |
| 4    | 4    | 5    | 5    | 4    | 22       |
| 4    | 4    | 2    | 4    | 4    | 18       |
| 5    | 4    | 4    | 5    | 3    | 21       |
| 4    | 4    | 4    | 3    | 3    | 18       |
| 4    | 4    | 4    | 4    | 3    | 19       |
| 5    | 5    | 5    | 5    | 5    | 25       |
| 3    | 4    | 4    | 4    | 3    | 18       |
| 4    | 4    | 4    | 3    | 3    | 18       |
| 4    | 4    | 4    | 4    | 4    | 20       |
| 3    | 3    | 3    | 5    | 3    | 17       |
| 4    | 4    | 3    | 3    | 3    | 17       |
| 3    | 4    | 4    | 4    | 4    | 19       |
| 4    | 4    | 4    | 4    | 3    | 19       |
| 3    | 4    | 4    | 4    | 4    | 19       |
| 2    | 3    | 1    | 2    | 1    | 9        |
| 4    | 4    | 4    | 4    | 3    | 19       |
| 5    | 4    | 4    | 5    | 3    | 21       |
| 4    | 4    | 4    | 4    | 4    | 20       |
| 4    | 4    | 4    | 4    | 4    | 20       |

Lampiran 0 4. 2.Tabel Data Variabel X2 (Kepercayaan)

| X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | TOTAL_X2 |
|------|------|------|------|------|----------|
| 3    | 5    | 3    | 4    | 2    | 17       |
| 5    | 5    | 4    | 4    | 4    | 22       |
| 4    | 4    | 3    | 4    | 3    | 18       |
| 3    | 5    | 5    | 4    | 4    | 21       |
| 3    | 4    | 4    | 4    | 4    | 19       |
| 2    | 1    | 2    | 2    | 1    | 8        |
| 5    | 4    | 5    | 4    | 3    | 21       |
| 5    | 5    | 5    | 5    | 3    | 23       |
| 3    | 3    | 3    | 3    | 3    | 15       |
| 5    | 4    | 3    | 4    | 3    | 19       |
| 5    | 5    | 3    | 3    | 3    | 19       |
| 5    | 5    | 4    | 4    | 4    | 22       |
| 5    | 5    | 5    | 5    | 3    | 23       |
| 5    | 3    | 3    | 4    | 3    | 18       |
| 5    | 5    | 5    | 3    | 5    | 23       |
| 5    | 4    | 4    | 5    | 3    | 21       |
| 4    | 4    | 4    | 5    | 3    | 20       |
| 3    | 4    | 5    | 5    | 3    | 20       |
| 5    | 4    | 4    | 4    | 4    | 21       |
| 5    | 5    | 5    | 5    | 3    | 23       |
| 3    | 3    | 3    | 3    | 3    | 15       |
| 2    | 3    | 3    | 3    | 3    | 14       |
| 4    | 4    | 4    | 4    | 5    | 21       |
| 3    | 3    | 3    | 3    | 3    | 15       |
| 4    | 5    | 5    | 5    | 4    | 23       |
| 3    | 3    | 3    | 3    | 3    | 15       |
| 5    | 5    | 5    | 5    | 3    | 23       |
| 4    | 5    | 5    | 4    | 3    | 21       |
| 5    | 5    | 4    | 4    | 4    | 22       |
| 3    | 3    | 3    | 2    | 2    | 13       |
| 4    | 5    | 5    | 4    | 3    | 21       |
| 2    | 2    | 1    | 2    | 2    | 9        |
| 5    | 5    | 5    | 5    | 3    | 23       |
| 2    | 3    | 3    | 3    | 3    | 14       |
| 3    | 5    | 5    | 5    | 3    | 21       |
| 5    | 5    | 5    | 5    | 3    | 23       |
| 5    | 5    | 5    | 5    | 5    | 25       |
| 5    | 5    | 5    | 5    | 4    | 24       |
| 5    | 5    | 4    | 4    | 5    | 23       |
| 3    | 4    | 4    | 3    | 4    | 18       |
| 5    | 5    | 5    | 5    | 3    | 23       |
| 3    | 4    | 4    | 3    | 4    | 18       |
| 1    | 3    | 1    | 2    | 2    | 9        |
| 5    | 5    | 5    | 5    | 3    | 23       |

|   |   |   |   |   |    |
|---|---|---|---|---|----|
| 4 | 5 | 5 | 4 | 3 | 21 |
| 5 | 5 | 5 | 5 | 5 | 25 |
| 5 | 5 | 5 | 5 | 5 | 25 |
| 3 | 3 | 4 | 5 | 2 | 17 |
| 4 | 5 | 5 | 4 | 3 | 21 |
| 5 | 5 | 5 | 5 | 3 | 23 |
| 5 | 5 | 4 | 4 | 4 | 22 |
| 5 | 5 | 5 | 4 | 5 | 24 |
| 5 | 4 | 5 | 4 | 3 | 21 |
| 5 | 5 | 5 | 3 | 5 | 23 |
| 3 | 5 | 5 | 5 | 3 | 21 |
| 3 | 3 | 5 | 5 | 2 | 18 |
| 3 | 5 | 5 | 4 | 4 | 21 |
| 3 | 3 | 3 | 3 | 3 | 15 |
| 5 | 5 | 5 | 5 | 5 | 25 |
| 5 | 4 | 4 | 4 | 4 | 21 |
| 5 | 5 | 5 | 5 | 3 | 23 |
| 5 | 4 | 5 | 5 | 4 | 23 |
| 5 | 5 | 5 | 5 | 5 | 25 |
| 5 | 5 | 5 | 5 | 3 | 23 |
| 2 | 1 | 2 | 3 | 2 | 10 |
| 5 | 5 | 5 | 5 | 3 | 23 |
| 5 | 5 | 5 | 4 | 3 | 22 |
| 4 | 4 | 4 | 4 | 3 | 19 |
| 5 | 5 | 3 | 5 | 3 | 21 |
| 5 | 4 | 5 | 5 | 4 | 23 |
| 3 | 5 | 5 | 4 | 3 | 20 |
| 4 | 4 | 5 | 5 | 5 | 23 |
| 5 | 5 | 5 | 5 | 5 | 25 |
| 5 | 5 | 4 | 5 | 3 | 22 |
| 5 | 5 | 5 | 5 | 5 | 25 |
| 1 | 3 | 1 | 2 | 2 | 9  |
| 3 | 5 | 5 | 5 | 3 | 21 |
| 3 | 3 | 3 | 4 | 3 | 16 |
| 4 | 4 | 5 | 3 | 3 | 19 |
| 3 | 3 | 3 | 3 | 2 | 14 |
| 5 | 4 | 4 | 4 | 4 | 21 |
| 5 | 4 | 4 | 5 | 4 | 22 |
| 5 | 5 | 5 | 5 | 5 | 25 |
| 3 | 5 | 5 | 5 | 5 | 23 |
| 5 | 4 | 5 | 4 | 3 | 21 |
| 4 | 4 | 4 | 4 | 3 | 19 |
| 5 | 5 | 5 | 5 | 3 | 23 |
| 4 | 4 | 4 | 3 | 3 | 18 |
| 3 | 5 | 5 | 5 | 3 | 21 |
| 3 | 3 | 3 | 4 | 3 | 16 |

|   |   |   |   |   |    |
|---|---|---|---|---|----|
| 5 | 5 | 4 | 4 | 4 | 22 |
| 5 | 3 | 4 | 4 | 3 | 19 |
| 4 | 4 | 3 | 4 | 3 | 18 |
| 5 | 4 | 4 | 4 | 5 | 22 |
| 5 | 4 | 4 | 5 | 4 | 22 |
| 2 | 1 | 2 | 2 | 2 | 9  |
| 5 | 5 | 5 | 5 | 5 | 25 |
| 5 | 4 | 5 | 4 | 3 | 21 |
| 3 | 5 | 5 | 5 | 3 | 21 |
| 5 | 5 | 5 | 5 | 3 | 23 |

Lampiran 0 4.3. Tabel Data Variabel Y ( Kepuasan Anggota)

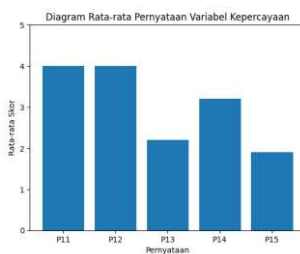
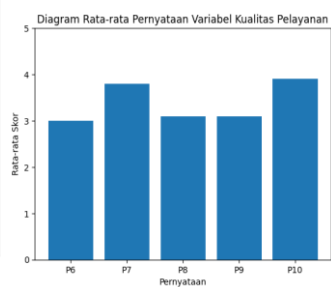
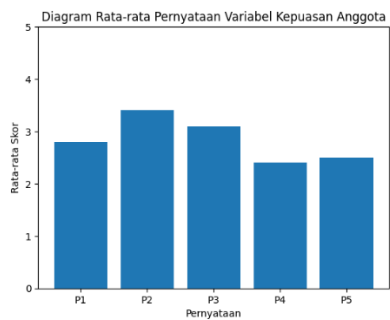
| Y.1 | Y.2 | Y.3 | Y.4 | Y.5 | TOTAL |
|-----|-----|-----|-----|-----|-------|
| 4   | 3   | 3   | 3   | 3   | 16    |
| 3   | 5   | 4   | 5   | 4   | 21    |
| 5   | 5   | 5   | 5   | 3   | 23    |
| 4   | 4   | 4   | 3   | 2   | 17    |
| 5   | 5   | 3   | 5   | 3   | 21    |
| 1   | 2   | 2   | 2   | 2   | 9     |
| 4   | 4   | 3   | 4   | 3   | 18    |
| 3   | 4   | 4   | 4   | 4   | 19    |
| 4   | 4   | 4   | 4   | 3   | 19    |
| 4   | 3   | 4   | 4   | 2   | 17    |
| 4   | 3   | 5   | 3   | 3   | 18    |
| 3   | 5   | 4   | 4   | 4   | 20    |
| 4   | 4   | 4   | 4   | 3   | 19    |
| 3   | 3   | 3   | 4   | 2   | 15    |
| 4   | 4   | 4   | 4   | 3   | 19    |
| 5   | 5   | 4   | 5   | 3   | 22    |
| 5   | 4   | 3   | 3   | 3   | 18    |
| 4   | 4   | 4   | 4   | 4   | 20    |
| 4   | 4   | 4   | 4   | 4   | 20    |
| 4   | 4   | 4   | 4   | 4   | 20    |
| 3   | 2   | 3   | 4   | 3   | 15    |
| 3   | 5   | 5   | 5   | 4   | 22    |
| 4   | 5   | 5   | 5   | 3   | 22    |
| 4   | 4   | 4   | 4   | 3   | 19    |
| 4   | 4   | 4   | 4   | 3   | 19    |
| 3   | 3   | 4   | 3   | 2   | 15    |
| 4   | 4   | 4   | 4   | 3   | 19    |
| 3   | 4   | 4   | 3   | 2   | 16    |
| 4   | 5   | 4   | 5   | 3   | 21    |
| 4   | 4   | 4   | 4   | 3   | 19    |
| 3   | 4   | 4   | 4   | 2   | 17    |
| 2   | 2   | 3   | 2   | 3   | 12    |

|   |   |   |   |   |    |
|---|---|---|---|---|----|
| 4 | 4 | 3 | 4 | 3 | 18 |
| 3 | 5 | 5 | 5 | 4 | 22 |
| 4 | 4 | 4 | 4 | 3 | 19 |
| 5 | 4 | 4 | 4 | 3 | 20 |
| 4 | 4 | 4 | 4 | 4 | 20 |
| 4 | 4 | 4 | 4 | 3 | 19 |
| 5 | 4 | 5 | 4 | 3 | 21 |
| 3 | 4 | 3 | 4 | 3 | 17 |
| 3 | 4 | 4 | 4 | 4 | 19 |
| 3 | 4 | 3 | 4 | 3 | 17 |
| 2 | 3 | 3 | 3 | 2 | 13 |
| 3 | 4 | 4 | 4 | 4 | 19 |
| 3 | 4 | 4 | 4 | 2 | 17 |
| 4 | 4 | 4 | 4 | 4 | 20 |
| 4 | 4 | 4 | 5 | 4 | 21 |
| 3 | 4 | 4 | 4 | 3 | 18 |
| 3 | 4 | 4 | 3 | 2 | 16 |
| 4 | 4 | 3 | 4 | 3 | 18 |
| 3 | 5 | 4 | 5 | 4 | 21 |
| 4 | 3 | 4 | 3 | 4 | 18 |
| 4 | 4 | 3 | 4 | 3 | 18 |
| 4 | 4 | 4 | 4 | 3 | 19 |
| 5 | 4 | 3 | 4 | 3 | 19 |
| 3 | 4 | 4 | 4 | 3 | 18 |
| 4 | 4 | 4 | 3 | 2 | 17 |
| 3 | 3 | 3 | 3 | 3 | 15 |
| 4 | 4 | 4 | 4 | 4 | 20 |
| 3 | 3 | 3 | 3 | 3 | 15 |
| 4 | 4 | 4 | 4 | 4 | 20 |
| 4 | 4 | 5 | 4 | 4 | 21 |
| 4 | 4 | 4 | 4 | 4 | 20 |
| 4 | 4 | 3 | 3 | 3 | 17 |
| 2 | 2 | 2 | 3 | 2 | 11 |
| 3 | 4 | 4 | 4 | 4 | 19 |
| 4 | 4 | 4 | 4 | 4 | 20 |
| 4 | 4 | 5 | 4 | 3 | 20 |
| 3 | 3 | 4 | 3 | 3 | 16 |
| 4 | 4 | 4 | 4 | 3 | 19 |
| 4 | 4 | 4 | 4 | 3 | 19 |
| 5 | 4 | 3 | 3 | 3 | 18 |
| 3 | 3 | 3 | 3 | 4 | 16 |
| 5 | 5 | 4 | 5 | 4 | 23 |
| 4 | 4 | 4 | 4 | 4 | 20 |
| 2 | 3 | 3 | 3 | 2 | 13 |
| 4 | 4 | 4 | 4 | 3 | 19 |
| 3 | 3 | 5 | 3 | 2 | 16 |

|   |   |   |   |   |    |
|---|---|---|---|---|----|
| 5 | 5 | 5 | 5 | 4 | 24 |
| 3 | 3 | 3 | 5 | 3 | 17 |
| 3 | 3 | 4 | 3 | 3 | 16 |
| 5 | 5 | 4 | 5 | 4 | 23 |
| 4 | 4 | 4 | 4 | 4 | 20 |
| 4 | 4 | 5 | 4 | 4 | 21 |
| 5 | 4 | 4 | 4 | 4 | 21 |
| 4 | 4 | 5 | 4 | 3 | 20 |
| 4 | 4 | 3 | 3 | 3 | 17 |
| 4 | 4 | 4 | 4 | 3 | 19 |
| 5 | 4 | 3 | 4 | 3 | 19 |
| 3 | 3 | 5 | 3 | 2 | 16 |
| 3 | 5 | 4 | 4 | 4 | 20 |
| 4 | 5 | 5 | 5 | 3 | 22 |
| 5 | 4 | 4 | 4 | 3 | 20 |
| 4 | 5 | 3 | 4 | 4 | 20 |
| 5 | 5 | 4 | 5 | 4 | 23 |
| 3 | 2 | 3 | 2 | 2 | 12 |
| 4 | 4 | 4 | 4 | 4 | 20 |
| 4 | 4 | 4 | 4 | 3 | 19 |
| 4 | 4 | 4 | 4 | 3 | 19 |
| 4 | 4 | 3 | 4 | 4 | 19 |

### Lampiran 0 5 Hasil Observasi Awal

| RESPONDEN    | P.1       | P.2       | P.3       | P.4       | P.5       | P.6       | P.7       | P.8       | P.9       | P.10      | P.11      | P.12      | P.13      | P.14      | P.15      |
|--------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 1            | 2         | 4         | 3         | 1         | 4         | 4         | 5         | 3         | 4         | 4         | 4         | 5         | 2         | 3         | 2         |
| 2            | 1         | 4         | 3         | 2         | 2         | 2         | 4         | 4         | 3         | 4         | 5         | 5         | 2         | 3         | 1         |
| 3            | 3         | 2         | 2         | 3         | 2         | 4         | 3         | 2         | 4         | 3         | 4         | 3         | 2         | 4         | 5         |
| 4            | 4         | 4         | 3         | 2         | 2         | 2         | 4         | 4         | 4         | 5         | 4         | 4         | 3         | 4         | 1         |
| 5            | 3         | 3         | 4         | 3         | 2         | 4         | 3         | 2         | 3         | 3         | 5         | 4         | 2         | 2         | 2         |
| 6            | 4         | 3         | 2         | 4         | 1         | 4         | 3         | 2         | 4         | 3         | 3         | 3         | 2         | 2         | 2         |
| 7            | 4         | 4         | 4         | 2         | 4         | 2         | 4         | 4         | 2         | 4         | 3         | 4         | 2         | 4         | 2         |
| 8            | 4         | 2         | 3         | 3         | 2         | 2         | 3         | 2         | 3         | 5         | 4         | 4         | 2         | 2         | 2         |
| 9            | 2         | 3         | 3         | 2         | 2         | 4         | 4         | 3         | 2         | 4         | 4         | 4         | 2         | 4         | 1         |
| 10           | 1         | 5         | 4         | 2         | 4         | 2         | 5         | 5         | 2         | 4         | 4         | 4         | 3         | 4         | 1         |
| <b>TOTAL</b> | <b>28</b> | <b>34</b> | <b>31</b> | <b>24</b> | <b>25</b> | <b>30</b> | <b>38</b> | <b>31</b> | <b>31</b> | <b>39</b> | <b>40</b> | <b>40</b> | <b>22</b> | <b>32</b> | <b>19</b> |



## Lampiran 0 6 Uji SPSS Statistik Deskriptif

Descriptive Statistics

|                         | N   | Minimum | Maximum | Sum     | Mean    | Std. Deviation |
|-------------------------|-----|---------|---------|---------|---------|----------------|
| X1.1                    | 100 | 1.00    | 5.00    | 366.00  | 3.6600  | .76831         |
| X1.2                    | 100 | 1.00    | 5.00    | 368.00  | 3.6800  | .72307         |
| X1.3                    | 100 | 1.00    | 5.00    | 359.00  | 3.5900  | .87727         |
| X1.4                    | 100 | 2.00    | 5.00    | 389.00  | 3.8900  | .83961         |
| X1.5                    | 100 | 1.00    | 5.00    | 348.00  | 3.4800  | .75852         |
| Kualitas Pelayanan (X1) | 100 | 9.00    | 25.00   | 1830.00 | 18.3000 | 3.00337        |
| Valid N (listwise)      | 100 |         |         |         |         |                |

Descriptive Statistics

|                    | N   | Minimum | Maximum | Sum     | Mean    | Std. Deviation |
|--------------------|-----|---------|---------|---------|---------|----------------|
| X2.1               | 100 | 1.00    | 5.00    | 410.00  | 4.1000  | 1.09637        |
| X2.2               | 100 | 1.00    | 5.00    | 424.00  | 4.2400  | .97566         |
| X2.3               | 100 | 1.00    | 5.00    | 419.00  | 4.1900  | 1.03177        |
| X2.4               | 100 | 2.00    | 5.00    | 415.00  | 4.1500  | .90314         |
| X2.5               | 100 | 1.00    | 5.00    | 341.00  | 3.4100  | .92217         |
| Kepercayaan (X2)   | 100 | 8.00    | 25.00   | 2009.00 | 20.0900 | 4.03293        |
| Valid N (listwise) | 100 |         |         |         |         |                |

Descriptive Statistics

|                      | N   | Minimum | Maximum | Sum     | Mean    | Std. Deviation |
|----------------------|-----|---------|---------|---------|---------|----------------|
| Y.1                  | 100 | 1.00    | 5.00    | 374.00  | 3.7400  | .79924         |
| Y.2                  | 100 | 2.00    | 5.00    | 391.00  | 3.9100  | .72607         |
| Y.3                  | 100 | 2.00    | 5.00    | 384.00  | 3.8400  | .67749         |
| Y.4                  | 100 | 2.00    | 5.00    | 388.00  | 3.8800  | .70036         |
| Y.5                  | 100 | 2.00    | 4.00    | 318.00  | 3.1800  | .68726         |
| Kepuasan Anggota (Y) | 100 | 9.00    | 24.00   | 1855.00 | 18.5500 | 2.66809        |
| Valid N (listwise)   | 100 |         |         |         |         |                |

## Lampiran 0 7 Hasil Uji Kualitas Data ( Validitas dan Realibilitas)

## 1. Kualitas Pelayanan

Correlations

|                         |                     | X1.1   | X1.2   | X1.3   | X1.4   | X1.5   | Kualitas Pelayanan (X1) |
|-------------------------|---------------------|--------|--------|--------|--------|--------|-------------------------|
| X1.1                    | Pearson Correlation | 1      | .462*  | .425*  | .459*  | .350   | .751**                  |
|                         | Sig. (2-tailed)     |        | .010   | .019   | .011   | .058   | .000                    |
|                         | N                   | 30     | 30     | 30     | 30     | 30     | 30                      |
| X1.2                    | Pearson Correlation | .462*  | 1      | .474** | .295   | .623** | .756**                  |
|                         | Sig. (2-tailed)     | .010   |        | .008   | .113   | .000   | .000                    |
|                         | N                   | 30     | 30     | 30     | 30     | 30     | 30                      |
| X1.3                    | Pearson Correlation | .425*  | .474** | 1      | .459*  | .328   | .780**                  |
|                         | Sig. (2-tailed)     | .019   | .008   |        | .011   | .076   | .000                    |
|                         | N                   | 30     | 30     | 30     | 30     | 30     | 30                      |
| X1.4                    | Pearson Correlation | .459*  | .295   | .459*  | 1      | .204   | .683**                  |
|                         | Sig. (2-tailed)     | .011   | .113   | .011   |        | .278   | .000                    |
|                         | N                   | 30     | 30     | 30     | 30     | 30     | 30                      |
| X1.5                    | Pearson Correlation | .350   | .623** | .328   | .204   | 1      | .646**                  |
|                         | Sig. (2-tailed)     | .058   | .000   | .076   | .278   |        | .000                    |
|                         | N                   | 30     | 30     | 30     | 30     | 30     | 30                      |
| Kualitas Pelayanan (X1) | Pearson Correlation | .751** | .756** | .780** | .683** | .646** | 1                       |
|                         | Sig. (2-tailed)     | .000   | .000   | .000   | .000   | .000   |                         |
|                         | N                   | 30     | 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).



**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .768             | 5          |

## 2. Kepercayaan

**Correlations**

|                  |                     | X2.1   | X2.2   | X2.3   | X2.4   | X2.5   | Kepercayaan (X2) |
|------------------|---------------------|--------|--------|--------|--------|--------|------------------|
| X2.1             | Pearson Correlation | 1      | .468** | .560** | .434*  | .574** | .790**           |
|                  | Sig. (2-tailed)     |        | .009   | .001   | .017   | .001   | .000             |
|                  | N                   | 30     | 30     | 30     | 30     | 30     | 30               |
| X2.2             | Pearson Correlation | .468** | 1      | .550** | .367*  | .470** | .707**           |
|                  | Sig. (2-tailed)     | .009   |        | .002   | .046   | .009   | .000             |
|                  | N                   | 30     | 30     | 30     | 30     | 30     | 30               |
| X2.3             | Pearson Correlation | .560** | .550** | 1      | .522** | .675** | .851**           |
|                  | Sig. (2-tailed)     | .001   | .002   |        | .003   | .000   | .000             |
|                  | N                   | 30     | 30     | 30     | 30     | 30     | 30               |
| X2.4             | Pearson Correlation | .434*  | .367*  | .522** | 1      | .383*  | .698**           |
|                  | Sig. (2-tailed)     | .017   | .046   | .003   |        | .037   | .000             |
|                  | N                   | 30     | 30     | 30     | 30     | 30     | 30               |
| X2.5             | Pearson Correlation | .574** | .470** | .675** | .383*  | 1      | .822**           |
|                  | Sig. (2-tailed)     | .001   | .009   | .000   | .037   |        | .000             |
|                  | N                   | 30     | 30     | 30     | 30     | 30     | 30               |
| Kepercayaan (X2) | Pearson Correlation | .790** | .707** | .851** | .698** | .822** | 1                |
|                  | Sig. (2-tailed)     | .000   | .000   | .000   | .000   | .000   |                  |
|                  | N                   | 30     | 30     | 30     | 30     | 30     | 30               |

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

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

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .830             | 5          |



### 3. Kepuasan Anggota

|                      |                     | Correlations |        |        |        |        |                      |
|----------------------|---------------------|--------------|--------|--------|--------|--------|----------------------|
|                      |                     | Y.1          | Y.2    | Y.3    | Y.4    | Y.5    | Kepuasan Anggota (Y) |
| Y.1                  | Pearson Correlation | 1            | .505** | .281   | .130   | .326   | .673**               |
|                      | Sig. (2-tailed)     |              | .004   | .132   | .493   | .079   | .000                 |
|                      | N                   | 30           | 30     | 30     | 30     | 30     | 30                   |
| Y.2                  | Pearson Correlation | .505**       | 1      | .351   | .322   | .265   | .692**               |
|                      | Sig. (2-tailed)     | .004         |        | .057   | .083   | .157   | .000                 |
|                      | N                   | 30           | 30     | 30     | 30     | 30     | 30                   |
| Y.3                  | Pearson Correlation | .281         | .351   | 1      | .255   | .374*  | .622**               |
|                      | Sig. (2-tailed)     | .132         | .057   |        | .174   | .042   | .000                 |
|                      | N                   | 30           | 30     | 30     | 30     | 30     | 30                   |
| Y.4                  | Pearson Correlation | .130         | .322   | .255   | 1      | .545** | .685**               |
|                      | Sig. (2-tailed)     | .493         | .083   | .174   |        | .002   | .000                 |
|                      | N                   | 30           | 30     | 30     | 30     | 30     | 30                   |
| Y.5                  | Pearson Correlation | .326         | .265   | .374*  | .545** | 1      | .741**               |
|                      | Sig. (2-tailed)     | .079         | .157   | .042   | .002   |        | .000                 |
|                      | N                   | 30           | 30     | 30     | 30     | 30     | 30                   |
| Kepuasan Anggota (Y) | Pearson Correlation | .673**       | .692** | .622** | .685** | .741** | 1                    |
|                      | Sig. (2-tailed)     | .000         | .000   | .000   | .000   | .000   |                      |
|                      | N                   | 30           | 30     | 30     | 30     | 30     | 30                   |

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

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

#### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .704             | 5          |

### Lampiran 0 8 Hasil Uji Asumsi Klasik

#### a). Uji Normalitas

#### One-Sample Kolmogorov-Smirnov Test

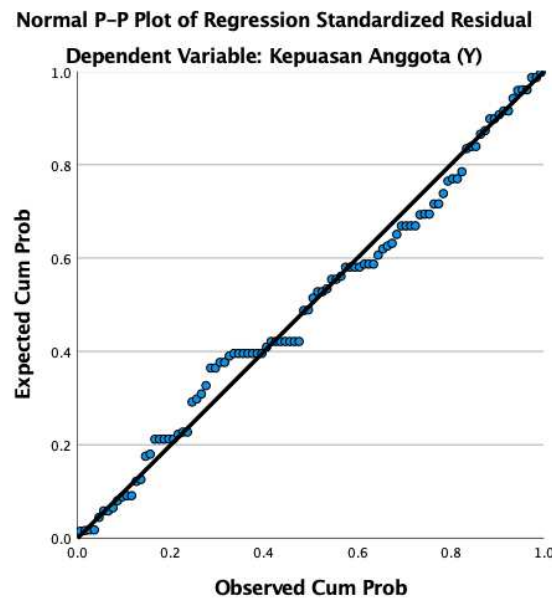
|                                          |                         | Unstandardized Residual |
|------------------------------------------|-------------------------|-------------------------|
| N                                        |                         | 100                     |
| Normal Parameters <sup>a,b</sup>         | Mean                    | .0000000                |
|                                          | Std. Deviation          | 1.85137496              |
| Most Extreme Differences                 | Absolute                | .083                    |
|                                          | Positive                | .064                    |
|                                          | Negative                | -.083                   |
| Test Statistic                           |                         | .083                    |
| Asymp. Sig. (2-tailed) <sup>c</sup>      |                         | .083                    |
| Monte Carlo Sig. (2-tailed) <sup>d</sup> | Sig.                    | .086                    |
|                                          | 99% Confidence Interval | Lower Bound             |
|                                          |                         | Upper Bound             |
|                                          |                         | .078                    |
|                                          |                         | .093                    |

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. Lilliefors' method based on 10000 Monte Carlo samples with starting seed 2000000.



b). Uji Heteroskedastisitas

**Correlations**

|                |                         |                         | Kualitas Pelayanan (X1) | Kepercayaan (X2) | Unstandardized Residual |
|----------------|-------------------------|-------------------------|-------------------------|------------------|-------------------------|
| Spearman's rho | Kualitas Pelayanan (X1) | Correlation Coefficient | 1.000                   | .309**           | -.078                   |
|                |                         | Sig. (2-tailed)         | .                       | .002             | .440                    |
|                |                         | N                       | 100                     | 100              | 100                     |
|                | Kepercayaan (X2)        | Correlation Coefficient | .309**                  | 1.000            | -.096                   |
|                |                         | Sig. (2-tailed)         | .002                    | .                | .344                    |
|                |                         | N                       | 100                     | 100              | 100                     |
|                | Unstandardized Residual | Correlation Coefficient | -.078                   | -.096            | 1.000                   |
|                |                         | Sig. (2-tailed)         | .440                    | .344             | .                       |
|                |                         | N                       | 100                     | 100              | 100                     |

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

c). Uji Multikolinearitas

**Coefficients<sup>a</sup>**

| Model |                         | Unstandardized Coefficients |            | Standardized Coefficients | t     | Sig. | Correlations |         |      | Collinearity Statistics |       |
|-------|-------------------------|-----------------------------|------------|---------------------------|-------|------|--------------|---------|------|-------------------------|-------|
|       |                         | B                           | Std. Error | Beta                      |       |      | Zero-order   | Partial | Part | Tolerance               | VIF   |
| 1     | (Constant)              | 6.139                       | 1.231      |                           | 4.987 | .000 |              |         |      |                         |       |
|       | Kualitas Pelayanan (X1) | .438                        | .073       | .492                      | 6.017 | .000 | .661         | .521    | .424 | .741                    | 1.350 |
|       | Kepercayaan (X2)        | .219                        | .054       | .331                      | 4.049 | .000 | .582         | .380    | .285 | .741                    | 1.350 |

a. Dependent Variable: Kepuasan Anggota (Y)

Lampiran 0 9 Hasil Uji Hipotesis

a). Regresi Linear Berganda

**Coefficients<sup>a</sup>**

| Model |                         | Unstandardized Coefficients |            | Standardized Coefficients | t     | Sig. | Correlations |         |      | Collinearity Statistics |       |
|-------|-------------------------|-----------------------------|------------|---------------------------|-------|------|--------------|---------|------|-------------------------|-------|
|       |                         | B                           | Std. Error | Beta                      |       |      | Zero-order   | Partial | Part | Tolerance               | VIF   |
| 1     | (Constant)              | 6.139                       | 1.231      |                           | 4.987 | .000 |              |         |      |                         |       |
|       | Kualitas Pelayanan (X1) | .438                        | .073       | .492                      | 6.017 | .000 | .661         | .521    | .424 | .741                    | 1.350 |
|       | Kepercayaan (X2)        | .219                        | .054       | .331                      | 4.049 | .000 | .582         | .380    | .285 | .741                    | 1.350 |

a. Dependent Variable: Kepuasan Anggota (Y)

### b). Uji ANOVA

**ANOVA<sup>a</sup>**

| Model |            | Sum of Squares | df | Mean Square | F      | Sig.              |
|-------|------------|----------------|----|-------------|--------|-------------------|
| 1     | Regression | 365.419        | 2  | 182.709     | 52.229 | .000 <sup>b</sup> |
|       | Residual   | 339.331        | 97 | 3.498       |        |                   |
|       | Total      | 704.750        | 99 |             |        |                   |

a. Dependent Variable: Kepuasan Anggota (Y)

b. Predictors: (Constant), Kepercayaan (X2), Kualitas Pelayanan (X1)

### c). Koefisien Determinasi

**Model Summary<sup>b</sup>**

| Model | R                 | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1     | .720 <sup>a</sup> | .519     | .509              | 1.87036                    |

a. Predictors: (Constant), Kepercayaan (X2), Kualitas Pelayanan (X1)

b. Dependent Variable: Kepuasan Anggota (Y)

### Lampiran 0 10 Dokemtasi Penyebaran Kuesioner





