

LAMPIRAN

Lampiran 1. Kuisioner

Kuesioner Penelitian

KUESIONER

DATA RESPONDEN :

1. Umur :
 21-30 tahun 31-40 tahun 41-50 tahun >50 tahun
2. Jenis Kelamin :
 Laki-laki Perempuan
3. Pendidikan Terakhir :
 SMP SMA/SMK S1
Lainnya

Petunjuk Pengisian :

- Berilah tanda centang (✓) pada kotak yang tersedia untuk masing-masing jawaban pertanyaan kuesioner.
- Tiap pertanyaan hanya diperbolehkan ada satu jawaban
- Skala yang digunakan dalam menjawab pertanyaan adalah sebagai berikut :

| TS | KS | CS | S | SS |
|---------------------|----------------------|---------------------|---------------|----------------------|
| TIDAK SETUJU | KURANG SETUJU | CUKUP SETUJU | SETUJU | SANGAT SETUJU |

SERVICE PERFORMANCE :**A. WAKTU (TIME)**

| No . | Pertanyaan | TS | KS | CS | S | SS |
|-------------|--|-----------|-----------|-----------|----------|-----------|
| 1 | pada saat nasabah ada keluhan,karyawan menanggapi dengan cepat dan tanggap | | | | | |
| 2 | Karyawan memberikan tanggapan dengan waktu yang cepat | | | | | |
| 3 | Karyawan tidak berbelat belit pada saat menjelaskan tanggapan dari keluhan nasabah | | | | | |

B. KEMUDAHAN (ACCESIBILITY)

| No . | Pertanyaan | TS | KS | CS | S | SS |
|-------------|--|-----------|-----------|-----------|----------|-----------|
| 1 | Pelayanan transaksi yang mudah | | | | | |
| 2 | Teliti dalam melakukan pencatatan,transaksi nasabah | | | | | |
| 3 | Dalam menjelaskan proses, karyawan menggunakan bahasa yang sederhana dan jelas | | | | | |

C. KELENGKAPAN (COMPLETENESS)

| No . | Pertanyaan | TS | KS | CS | S | SS |
|-------------|---|-----------|-----------|-----------|----------|-----------|
| 1 | Penampilan gedung dari interior bangunan yang menarik | | | | | |
| 2 | Sarana dan prasarana kantor yang memadai, dan | | | | | |

| | | | | | |
|---|------------------------------------|--|--|--|--|
| | lokasi kantor yang mudah dijangkau | | | | |
| 3 | Peralatan teknologi yang memadai | | | | |

D. SIKAP (COURTESY)

| No . | Pertanyaan | TS | KS | CS | S | SS |
|------|---|----|----|----|---|----|
| 1 | Karyawan mendengarkan keluhan nasabah | | | | | |
| 2 | Kemampuan karyawan berkomunikasi dengan nasabah | | | | | |
| 3 | Sopan santun dalam melayani nasabah | | | | | |

E. DAYA TANGGAP (RESPONSIVENESS)

| No . | Pertanyaan | TS | KS | CS | S | SS |
|------|--|----|----|----|---|----|
| 1 | Menanggapi keluhan nasabah dengan cepat | | | | | |
| 2 | Tanggap menyelesaikan kesulitan nasabah | | | | | |
| 3 | Tuntas dalam menyelesaikan masalah nasabah | | | | | |

KEPUASAN NASABAH :

F. KEHANDALAN (REALIBILITY)

| No . | Pertanyaan | TS | KS | CS | S | SS |
|------|---|----|----|----|---|----|
| 1 | Karyawan LPD Desa Adat Anturan harus selalu tanggap dalam membantu nasabah yang mengalami kesulitan dalam melakukan transaksi | | | | | |

| | | | | |
|---|--|--|--|--|
| | | | | |
| 2 | Karyawan LPD Desa Adat Anturan harus memberikan pelayanan yang tepat kepada nasabah ketika melakukan transaksi | | | |
| 3 | Karyawan LPD Desa Adat Anturan harus selalu tanggap dalam membantu nasabah yang mengalami kesulitan tanpa harus dimintai bantuan | | | |

G. KETANGGAPAN (RESPONSIVENESS)

| No . | Pertanyaan | TS | KS | CS | S | SS |
|------|---|----|----|----|---|----|
| 1 | Karyawan LPD Desa Adat Anturan harus selalu memberikan pelayanan kepada nasabah secara akurat dan tepat | | | | | |
| 2 | Karyawan LPD Desa Adat Anturan harus tidak melakukan kesalahan dalam pelayanan | | | | | |
| 3 | Karyawan LPD Desa Adat Anturan harus tanggap dalam memenuhi kebutuhan nasabah dalam bertransaksi | | | | | |

H. JAMINAN (ASSURANCE)

| No . | Pertanyaan | TS | KS | CS | S | SS |
|------|--|----|----|----|---|----|
| 1 | Karyawan LPD Desa Adat Anturan harus memiliki pengetahuan yang baik terhadap jenis layanan | | | | | |
| 2 | Karyawan LPD Desa Adat Anturan harus terampil dalam memberikan informasi kepada nasabah | | | | | |
| 3 | LPD harus menjadi tempat yang terpercaya dalam menyimpan uang | | | | | |

I. EMPATI (EMPATHY)

| No . | Pertanyaan | TS | KS | CS | S | SS |
|------|---|----|----|----|---|----|
| 1 | Karyawan LPD Desa Adat Anturan harus selalu memberikan perhatian kepada nasabah yang bertransaksi | | | | | |
| 2 | Karyawan LPD Desa Adat Anturan harus memberikan layanan yang nyaman | | | | | |
| 3 | Karyawan LPD Desa Adat Anturan harus mampu memberikan pelayanan dengan sabar kepada nasabah | | | | | |

J. WUJUD FISIK (TANGIBLE)

| No . | Pertanyaan | TS | KS | CS | S | SS |
|------|--|----|----|----|---|----|
| 1 | Ruang kantor LPD Desa Adat Anturan harus selalu terjaga kebersihannya | | | | | |
| 2 | Karyawan LPD Desa Adat Anturan harus selalu berpakaian rapi,pantas dan sopan | | | | | |
| 3 | Halaman parkir LPD Desa Adat Anturan harus nyaman dan dijaga dengan petugas keamanan sehingga nasabah merasa aman dan nyaman | | | | | |

LOYALITAS NASABAH :

K. KESETIAN PADA SESUATU PENYEDIAAN LAYANAN TERTENTU :

| No . | Pertanyaan | TS | KS | CS | S | SS |
|------|--|----|----|----|---|----|
| 1 | Saya tidak akan beralih ke LPD lain,karena saya sudah cocok dengan layanan yang diberikan di LPD Desa Adat Anturan | | | | | |
| 2 | Saya akan mengunjungi kembali LPD dengan waktu dekat | | | | | |
| 3 | LPD Desa Adat Anturan memberikan sumber informasi terkait dengan layanan yang ditawarkan | | | | | |

L. MEREKOMENDASIKAN LAYANAN KEPADA ORANG LAIN :

| No. | Pertanyaan | TS | KS | CS | S | SS |
|-----|---|----|----|----|---|----|
| 1 | Saya akan merekomendasikan layanan LPD Desa Adat Anturan kepada keluarga dan orang lain terkait dengan layanan dari LPD ini | | | | | |

M. PENGGUNAAN LAYANAN YANG KONSISTEN :

| No . | Pertanyaan | TS | KS | CS | S | SS |
|------|--|----|----|----|---|----|
| 1 | Layanan yang ditawarkan sudah sesuai dengan kepuasan nasabah | | | | | |
| 2 | Saya merasa senang menggunakan jasa LPD Desa Adat Anturan | | | | | |
| 3 | Saya merasa puas menggunakan jasa LPD Desa Adat Anturan | | | | | |

Lampiran 2. Hasil Olah Data Program SPSS

HASIL OLAH DATA PROGRAM SPSS

Hasil Analisis Statistik Deskriptif

Descriptive Statistics

| Service Performance | 20 | 64 | 10 | 84.4 | 655.4 |
|---------------------|----|---------|---------|------|----------------|
| Dependent Variable | N | Minimum | Maximum | Mean | Std. Deviation |
| Kedua-dua kriteria | 20 | 38 | 37 | 63.9 | 8.3 |
| Salah satu kriteria | 20 | 48 | 32 | 43.3 | 4.2 |
| (seisiti) N bilik | 20 | | | | |

Hasil pengujian Uji Validitas Service Performance

Correlations

| X1 | Pearson Correlation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
|-----|-------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|----|
| X2 | Significance (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| X3 | Significance (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| X4 | Significance (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| X5 | Significance (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| X6 | Significance (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| X7 | Significance (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| X8 | Significance (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| X9 | Significance (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| X10 | Significance (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| X11 | Significance (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| X12 | Significance (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| X13 | Significance (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| X14 | Significance (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| X15 | Significance (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| X16 | Significance (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| X17 | Significance (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| X18 | Significance (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| X19 | Significance (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| X20 | Significance (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |

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

Correlation is not significant at the 0.05 level (2-tailed).

Correlation Coefficients

| X | Y | Z | W | V | U | T | S | R | Q | P | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z |
|----------------|------|----|------|----|------|----|------|----|------|----|------|----|------|----|------|----|------|----|------|----|------|----|------|---|
| (b) (S-C) .615 | | | | | | | | | | | | | | | | | | | | | | | | |
| N | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | |
| X | 330* | 1 | 344* | 1 | 322* | 1 | 305* | 1 | 286* | 1 | 268* | 1 | 250* | 1 | 230* | 1 | 210* | 1 | 190* | 1 | 170* | 1 | 150* | 1 |
| (b) (S-C) .615 | | | | | | | | | | | | | | | | | | | | | | | | |
| N | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | |
| X | 326* | 1 | 311* | 1 | 305* | 1 | 295* | 1 | 285* | 1 | 275* | 1 | 265* | 1 | 255* | 1 | 245* | 1 | 235* | 1 | 225* | 1 | 215* | 1 |
| (b) (S-C) .615 | | | | | | | | | | | | | | | | | | | | | | | | |
| N | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | |
| X | 315* | 1 | 305* | 1 | 295* | 1 | 285* | 1 | 275* | 1 | 265* | 1 | 255* | 1 | 245* | 1 | 235* | 1 | 225* | 1 | 215* | 1 | 205* | 1 |
| (b) (S-C) .615 | | | | | | | | | | | | | | | | | | | | | | | | |
| N | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | |
| X | 305* | 1 | 295* | 1 | 285* | 1 | 275* | 1 | 265* | 1 | 255* | 1 | 245* | 1 | 235* | 1 | 225* | 1 | 215* | 1 | 205* | 1 | 195* | 1 |
| (b) (S-C) .615 | | | | | | | | | | | | | | | | | | | | | | | | |
| N | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | |
| X | 195* | 1 | 185* | 1 | 175* | 1 | 165* | 1 | 155* | 1 | 145* | 1 | 135* | 1 | 125* | 1 | 115* | 1 | 105* | 1 | 95* | 1 | 85* | 1 |
| (b) (S-C) .615 | | | | | | | | | | | | | | | | | | | | | | | | |
| N | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | |
| X | 185* | 1 | 175* | 1 | 165* | 1 | 155* | 1 | 145* | 1 | 135* | 1 | 125* | 1 | 115* | 1 | 105* | 1 | 95* | 1 | 85* | 1 | 75* | 1 |
| (b) (S-C) .615 | | | | | | | | | | | | | | | | | | | | | | | | |
| N | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | |
| X | 75* | 1 | 65* | 1 | 55* | 1 | 45* | 1 | 35* | 1 | 25* | 1 | 15* | 1 | 5* | 1 | | | | | | | | |

** Correlation is significant at the 0.05 level.

Correlation is not significant.

Correlation Coefficients

| X | Y | Z | W | V | U | T | S | R | Q | P | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z |
|----------------|------|----|------|----|------|----|------|----|------|----|------|----|------|----|------|----|------|----|------|----|------|----|------|---|
| (b) (S-C) .615 | | | | | | | | | | | | | | | | | | | | | | | | |
| N | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | |
| X | 330* | 1 | 322* | 1 | 311* | 1 | 305* | 1 | 295* | 1 | 286* | 1 | 275* | 1 | 268* | 1 | 250* | 1 | 240* | 1 | 230* | 1 | 220* | 1 |
| (b) (S-C) .615 | | | | | | | | | | | | | | | | | | | | | | | | |
| N | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | |
| X | 326* | 1 | 311* | 1 | 305* | 1 | 295* | 1 | 286* | 1 | 275* | 1 | 268* | 1 | 250* | 1 | 240* | 1 | 230* | 1 | 220* | 1 | 210* | 1 |
| (b) (S-C) .615 | | | | | | | | | | | | | | | | | | | | | | | | |
| N | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | |
| X | 315* | 1 | 305* | 1 | 295* | 1 | 285* | 1 | 275* | 1 | 265* | 1 | 255* | 1 | 245* | 1 | 235* | 1 | 225* | 1 | 215* | 1 | 205* | 1 |
| (b) (S-C) .615 | | | | | | | | | | | | | | | | | | | | | | | | |
| N | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | |
| X | 305* | 1 | 295* | 1 | 285* | 1 | 275* | 1 | 265* | 1 | 255* | 1 | 245* | 1 | 235* | 1 | 225* | 1 | 215* | 1 | 205* | 1 | 195* | 1 |
| (b) (S-C) .615 | | | | | | | | | | | | | | | | | | | | | | | | |
| N | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | |
| X | 295* | 1 | 285* | 1 | 275* | 1 | 265* | 1 | 255* | 1 | 245* | 1 | 235* | 1 | 225* | 1 | 215* | 1 | 205* | 1 | 195* | 1 | 185* | 1 |
| (b) (S-C) .615 | | | | | | | | | | | | | | | | | | | | | | | | |
| N | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | |
| X | 185* | 1 | 175* | 1 | 165* | 1 | 155* | 1 | 145* | 1 | 135* | 1 | 125* | 1 | 115* | 1 | 105* | 1 | 95* | 1 | 85* | 1 | 75* | 1 |
| (b) (S-C) .615 | | | | | | | | | | | | | | | | | | | | | | | | |
| N | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | |
| X | 75* | 1 | 65* | 1 | 55* | 1 | 45* | 1 | 35* | 1 | 25* | 1 | 15* | 1 | 5* | 1 | | | | | | | | |

* Correlation is significant at the 0.05 level.

Correlation is not significant.

Hasil pengujian Uji Validitas Kepuasan

Correlations

| Z1 Pearson Correlation | | Z2 Pearson Correlation | | Z3 Pearson Correlation | | Z4 Pearson Correlation | | Z5 Pearson Correlation | | Z6 Pearson Correlation | | Z7 Pearson Correlation | | Z8 Pearson Correlation | | Z9 Pearson Correlation | |
|------------------------|--------------|------------------------|-------|------------------------|-------|------------------------|-------|------------------------|-------|------------------------|-------|------------------------|-------|------------------------|-------|------------------------|-------|
| Z1 | (beta-f)·β15 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | |
| Z2 | N | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 |
| Z3 | N | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 |
| Z4 | N | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 |
| Z5 | N | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |
| Z6 | N | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 |
| Z7 | Y | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |
| Z8 | N | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 |
| Z9 | N | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |

* Correlation is significant at level 10.0 or if it is nonsignificant.

.(beta-f) Correlation is significant at level 50.0 or if it is nonsignificant.

Correlations

| Z9 Pearson Correlation | | Z8 Pearson Correlation | | Z7 Pearson Correlation | | Z6 Pearson Correlation | | Z5 Pearson Correlation | | Z4 Pearson Correlation | | Z3 Pearson Correlation | | Z2 Pearson Correlation | | Z1 Pearson Correlation | |
|------------------------|--------------|------------------------|-------|------------------------|-------|------------------------|-------|------------------------|-------|------------------------|-------|------------------------|-------|------------------------|-------|------------------------|-------|
| Z9 | (beta-f)·β15 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |
| Z8 | N | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 |
| Z7 | N | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 |
| Z6 | N | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |
| Z5 | N | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 |
| Z4 | N | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |
| Z3 | N | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 |
| Z2 | Y | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |
| Z1 | N | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 |

.(beta-f) Correlation is significant at level 10.0 or if it is nonsignificant.

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

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

Hasil pengujian Uji Validitas Loyalitas Nasabah

* សូមពន្លានៃខិត្តសម្រាប់ការប្រើប្រាស់។

କୋଣେବିଳା ରାଜିତାକୁ କିମ୍ବା କିମ୍ବା କିମ୍ବା କିମ୍ବା କିମ୍ବା

Hasil Pengujian Uji Reliabilitas

| VARIABEL | CRONBACH ALPA | KETERANGAN |
|---------------------|---------------|------------|
| Servive Performance | 0,8721 | Reliabel |
| Kepuasan | 0,9283 | Reliabel |
| Loyalitas | 0,8459 | Reliabel |

Hasil Pengujian Uji Multikolinearitas

Coefficients

| Variabel | Coefficients | | |
|---------------------|---------------|-------------|---------|
| | Standar Error | T Statistik | P Value |
| Servive Performance | 0,250 | 2,23 | 0,023 |
| Kepuasan | 0,333 | 0,72 | 0,433 |
| Loyalitas | 0,452 | 0,98 | 0,302 |
| G. | | | |

Dapat dilihat bahwa nilai t statisitik dan p value pada setiap variabelnya > 0,05, sehingga variabelnya dikatakan tidak signifikan.

Hasil Pengujian Uji Heteroskedastisitas

Coefficients

| Variabel | Uji Stasioneritas | | | Stasioneritas | | | P Value |
|---------------------|-------------------|-------------|---------|---------------|-------------|---------|---------|
| | Standar Error | T Statistik | P Value | Standar Error | T Statistik | P Value | |
| Servive Performance | 0,320 | -0,98 | 0,320 | 0,486 | -1,02 | 0,320 | 0,442 |
| Kepuasan | 0,200 | -0,20 | 0,200 | 0,282 | -0,71 | 0,200 | 0,113 |
| Loyalitas | 0,002 | -0,400 | 0,002 | 0,115 | -0,661 | 0,002 | 0,642 |
| G. | | | | | | | |

Dapat dilihat bahwa nilai t statistik dan p value pada setiap variabelnya > 0,05, sehingga variabelnya dikatakan heteroskedastis.

Hasil Pengujian Uji Normalitas

Test Variansial Analisis-Cara

| N | Uji |
|------------------------------------|------------|
| Normal distribution deviation test | 00000000 |
| Most Extreme Differences | 25467467,1 |
| Z score deviation | 970, |
| Standard deviation | 970, |
| Z score deviation | 970,- |
| Z score deviation | 145, |
| Z score deviation | 236, |
| S. | |

p. Test si normalitasip.

Ciri-ciri motif berulang.

Hasil Uji t

Confidenciate

| Jumlah (Constitut) | Uji | bezaiparabefasus | | bezaiparabefasus | bezaiparabefasus | 048,- | 000,00 |
|-------------------------------|--------|------------------|-----------|------------------|------------------|-------|--------|
| | | Statistik | Statistik | | | | |
| Performance Service Quality | T-Test | 844,4 | 828,8 | 844,4 | 828,8 | 810,4 | 810,4 |
| Kedua-dua Kebutuhan dan Kesan | T-Test | 251,4 | 214, | 251,4 | 214, | 230,6 | 230,6 |
| SKN | T-Test | 766,4 | 700, | 766,4 | 700, | 711,4 | 711,4 |
| S. | | 820,- | | | | | |

Dekaburuan setiap nilai.

Hasil Uji F

Analisa

| Kelebihan |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Total | 800,000 | 84 | 84 | 823,33 | 823,33 | 6 | 0,012 |

p. Kelebihan Performance Service (Constitut).

Dekaburuan setiap nilai.

Lampiran 3. Log Bimbingan Skripsi

9/15/2020

Print Log Bimbingan Skripsi



STIE (Sekolah Tinggi Ilmu Ekonomi) Malangkuçewara
Jl. Ternsan Candi Kalasan, Malang, Jawa Timur
phone +62 0341 481913, fax +62 0341 495619
email info@stie-mce.ac.id, www.stie-mce.ac.id

printed:
2020-09-15 15:44:07
verification:
ed48ca3

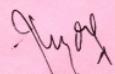
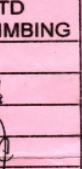
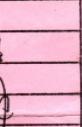
Log Bimbingan Skripsi

Nama Mahasiswa : SOVI SUSANTI
NPK : K.2016.1.33654
Nama Dosen : Dra.DWI DANESTY DECCASARI, MM
NIK : 202.710.209

| No. | Tahap | Tanggal | Keterangan | |
|-----|-------|------------|--|---------------|
| 1 | 1 | 08-10-2019 | pengajuan judul skripsi | Oktober 2019 |
| 2 | 1 | 23-10-2019 | mengajukan proposal | |
| No. | Tahap | Tanggal | Keterangan | Maret 2020 |
| 3 | 1 | 02-03-2020 | revisi bab 2 penambahan teori pendukung variabel | |
| 4 | 1 | 16-03-2020 | acc bab 1 dan 2 | |
| No. | Tahap | Tanggal | Keterangan | April 2020 |
| 5 | 1 | 01-04-2020 | revisi bab 3 | |
| 6 | 1 | 13-04-2020 | acc bab 3 | |
| No. | Tahap | Tanggal | Keterangan | Juni 2020 |
| 7 | 2 | 01-06-2020 | Revisi bab 4 di hasil pembahasan | |
| 8 | 2 | 15-06-2020 | revisi bab 4 di analisis variabel | |
| 9 | 2 | 29-06-2020 | acc bab 4 | |
| No. | Tahap | Tanggal | Keterangan | Juli 2020 |
| 10 | 2 | 06-07-2020 | revisi bab 5 | |
| 11 | 2 | 21-07-2020 | acc bab 5 | |
| No. | Tahap | Tanggal | Keterangan | Februari 2021 |
| 12 | 1 | 09-02-2021 | revisi bab 1 di rumusan masalah | |

Keterangan: Tahap 1 (Bab 1-3) dan Tahap 2 (Bab 4-5)

Lampiran 4. Berita Acara Seminar Proposal

| STIE MALANGKUÇEÇWARA JL. TERUSAN CANDI KALASAN MALANG | | | | | |
|---|---|-----------------|----------------|---|---|
| <u>DAFTAR HADIR SEMINAR PROPOSAL DAN SEMINAR HASIL - (SKKM = 10)</u> | | | | | |
| Nama | Sovri Susanti | | | | |
| No.Pokok | K.2016.1-33654 | | | | |
| Jurusan / Minat | Manajemen Marketing | | | | |
| Alamat | Jl. Teluk Pelabuhan Ratu, perum. D' Ratu Regency Block C2 - Anyasan | | | | |
| Telp | | | | | |
| Judul Penelitian | | | | | |
| <u>Telah menyelenggarakan Seminar Proposal pada:</u> | | | | | |
| Hari / Tanggal | Kamis , 28 November 2019 | | | | |
| Jam / Ruang | 15:00 J. A | | | | |
| Mengetahui Dosen Pembimbing | | | | | |
|  | | | | | |
| (.....) | | | | | |
| <u>DAFTAR HADIR SEMINAR PROPOSAL MAHASISWA LAIN (MINIMAL 2)</u> | | | | | |
| NO | HARI/TLG | NAMA PENYAJI | NPK | JUDUL | TTD PEMBIMBING |
| 1 | Senin, 18/11/19 | Vichi M | A.2016.1-32774 | Analisis Faktor Internal dan Eksternal thd Minat Mahasiswa Akuntansi Dalam Berinvestasi di PM |  |
| 2 | Senin, 18/11/19 | Maura Shafira | K.2016.5.33921 | |  |
| 3 | Selasa, 19/11/19 | Nabilla Jasmine | K.2016.1-33658 | Pengaruh RRA Bunga dan Suku Bunga Atas Tingkat Kepuasannya deposito mudharabah per bank Syariah |  |
| 4 | Kamis, 21/11/19 | Yuli Ratna | A.2016.5-33916 | Pengaruh Independen dan Kompetensi thd Kualitas audit dan teknik yang moderating. |  |
| 5 | | | | | |
| 6 | | | | | |
| 7 | | | | | |
| 8 | | | | | |
| <u>Telah menyelenggarakan Seminar Hasil pada :</u> | | | | | |
| Hari / Tanggal | | | | | |
| Jam / Ruang | | | | | |
| Mengetahui Dosen Pembimbing | | | | | |
| (.....) | | | | | |
| <u>DAFTAR HADIR SEMINAR HASIL MAHASISWA LAIN (MINIMAL 2)</u> | | | | | |
| NO | HARI/TLG | NAMA PENYAJI | NPK | JUDUL | TTD PEMBIMBING |
| 1 | Rabu, 19/03/20 | Yuli Ratna | A.2016.5-33916 | Pengaruh independen dan kompetensi | |
| 2 | | | | | |
| 3 | | | | | |
| 4 | | | | | |
| 5 | | | | | |
| 6 | | | | | |
| 7 | | | | | |
| 8 | | | | | |

Lampiran 5. Berita Acara Seminar Hasil

9/18/2020

202.155.107.24/~abm/pdf/SemhasBeritaAcara.php?npk=K.2016.1.33654&key=b8dde76



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email info@stie-mce.ac.id, www.stie-mce.ac.id

BERITA ACARA SEMINAR HASIL

Pada hari Rabu, Tanggal 19-08-2020, Jam 10:00 WIB, telah dilaksanakan Seminar Hasil Skripsi

Nama Mahasiswa Penyaji : SOVI SUSANTI

NPK : K.2016.1.33654

Nama Dosen Pembimbing : Dra.DWI DANESTY DECCASARI, MM

NIK : 202.710.209

Dengan Judul Skripsi:

ANALISIS DAMPAK SERVICE PERFORMANCE DAN KEPUASAN SEBAGAI MODERATING VARIABLE TERHADAP LOYALITAS NASABAH DI LPD DESA ADAT ANTURAN SINGARAJA-BALI

Saran-saran perbaikan:

PENYESUAIAN VARIABEL DAN HASIL ANALISIS. UTK LATERBELAKANG DISESUAIKAN RUMUSAN MASALAHNYA

Seminar Hasil Skripsi ini dilaksanakan bersama dengan,

Nama Mahasiswa Rekan Penyaji : PRAMITHA FRISKA PRATAMA

NPK : K.2016.1.33760

Dosen Pembimbing : Drs.EKO SUDJAWOTO, MM

NIK : 202.710.273

Judul Skripsi :

-PENGARUH STRATEGI PEMASARAN DAN KUALITAS PELAYANAN TERHADAP KEPUASAN PELANGGAN SIRTU PADA PERTAMBANGAN PT TEJA SEKAWAN ABADI

Data Mahasiswa Peserta dari Penyaji

| NPK | Nama Mahasiswa |
|----------------|---------------------------|
| K.2016.1.33624 | ESTER KARINA NOVIYANTI |
| K.2016.1.33628 | MAGDALENA TRISNA AJENG N. |
| K.2016.1.33634 | ZAKHARIA PUTRA |

Data Mahasiswa Peserta dari Rekan Penyaji

| NPK | Nama Mahasiswa |
|----------------|-----------------------|
| K.2016.1.33756 | DIKKY SAPUTRO MARGONO |
| K.2016.1.33801 | HASANUDIN BAHARSYAH |
| K.2016.1.33858 | NOR DIYANA |
| K.2016.1.33892 | MOH. MACFUDDIN |
| K.2016.5.33963 | SITTI SULAIHA |

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