



Terakreditasi "A", AKUNTANSI, 3233/SK/BAN-PT/Akred/S/XII/2018
Terakreditasi "A", MANAJEMEN, 2812/SK/BAN-PT/Akred/S/X/2018

Penetapan Dosen Pembimbing Skripsi

Semester GASAL Tahun Akademik 2019/2020

Nomor : 1103/BAAK/X/2019

Setelah memperhatikan Surat Ketua Program Studi tentang usulan dosen pembimbing skripsi dengan ini Ketua STIE Malangkuçęwara Malang menetapkan :

Nama : Drs. TAUFIK DJAFRI, MM
Sebagai : Dosen Pembimbing 1
Nama : -
Sebagai : Dosen Pembimbing 2

Untuk mahasiswa berikut

Nama : SHINTA XENIA ANANDA
Nomor Pokok : K.2016.1.33783

Skripsi yang diajukan

Bidang Kajian : MSDM
Pokok Bahasan : PENILAIAN KINERJA
Tempat/Obyek : -

Judul Skripsi : -

Demikian surat penetapan ini dikeluarkan untuk dilaksanakan dengan sebaiknya.
Penetapan ini berlaku sejak dikeluarkan.

Dikeluarkan di : Malang

Pada Tanggal : 09/10/2019

Ketua Program Studi Manajemen,



Dra. LINDANANTY, MM.
NIK-P.3M : 202.710.194



STIE Malangkuççwara

(Accounting Business Management)

Jl. Terusan Candi Kalasan - Malang Telp. 0341-491813

KARTU BIMBINGAN SKRIPSI BAB.I s.d BAB. III

BLN/TGL	BAB	PERMASALAHAN	PARAF
Bulan :			
08/10 13		judul	K
17/10 13		keualitan pelayanan	K
Bulan :			
23/10 13	I	Revisi bab I outline ?	K
4/11 13	I	judul pelayanan / masalah ? format tulisan asing	K
Bulan :			
4/11 13	II	perbedaan variabel bebas-terikat Model Hipotesis di buat	K
1/12 13	II	revisi bab II pembuahan hipotesis outline ? bab I ?	K
Bulan :			
14/12 13		Revisi bab II pembuahan hipotesis	K
18/12 13		revisi bab III	K
Bulan :			
28/12 13		revisi bab III ambil data	K

Dosen Pembimbing 1

Dosen Pembimbing 2

Catatan:

Bobot Penilaian skripsi oleh pembimbing sebesar 50% dengan kriteria penilaian:

6. Ide/inovasi penelitian
7. Pemahaman konsep/teori
8. Pemahaman Metodologi
9. Kemampuan Analisis
10. Rutinitas Pembimbingan



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Penetapan Dosen Pembimbing Skripsi

Semester GASAL Tahun Akademik 2019/2020

Nomor : 1103/BAAK/X/2019

Setelah memperhatikan Surat Ketua Program Studi tentang usulan dosen pembimbing skripsi dengan ini Ketua STIE Malangkuççwara Malang menetapkan :

Nama : Drs. TAUFIK DJAFRI, MM
Sebagai : Dosen Pembimbing 1
Nama : -
Sebagai : Dosen Pembimbing 2

Untuk mahasiswa berikut

Nama : SHINTA XENIA ANANDA
Nomor Pokok : K.2016.1.33783
Skripsi yang diajukan
Bidang Kajian : MSDM
Pokok Bahasan : PENILAIAN KINERJA
Tempat/Obyek : PT.BPRS SARANA PRIMA MANDIRI

Judul Skripsi : PENGARUH KUALITAS PELAYANAN TERHADAP
KEPUASAN NASABAH PADA PT.BPRS SARANA PRIMA
MANDIRI

Demikian surat penetapan ini dikeluarkan untuk dilaksanakan dengan sebaiknya.
Penetapan ini berlaku sejak dikeluarkan.

Dikeluarkan di : Malang

Pada Tanggal : 20/12/2019

Ketua Program Studi Manajemen,



Dra. LINDANANTY, MM.
NIK-P.3M : 202.710.194



STIE Malangkuçęwara

(Accounting Business Management)

Jl. Terusan Candi Kalasan - Malang Telp. 0341-491813

KARTU BIMBINGAN SKRIPSI BAB IV s.d. BAB V

BLN/TGL	BAB	PERMASALAHAN	PARAF
Bulan : Januari 2020			
13/1	IV	Kuisiões	K
1/20		↳ data lapangan (sample)	
		↳ input data	
		↳ tabel $n \times k \times t$	
Bulan :			
27/1		↳ penyelesaian tabel $t = 4,658$	K
1/20		↳ tabel 7.10 kurva lengkung	
		↳ persamaan regresi & tabelnya	
Bulan :			
1/2		all bab IV	K
		and bab V	
Bulan :			
2/2		paragraf ppt semester	K
Bulan :			
3/2		all bab IV V	K

Dosen Pembimbing 1

Dosen Pembimbing 2

Catatan:

Bobot Penilaian skripsi oleh pembimbing sebesar 50% dengan kriteria penilaian:

6. Ide/inovasi penelitian
7. Pemahaman konsep/teori
8. Pemahaman Metodologi
9. Kemampuan Analisis
10. Rutinitas Pembimbingan

Lampiran 3. Kuesioner

**“PENGARUH KUALITAS PELAYANAN TERHADAP
KEPUASAN NASABAH PADA PT. BPRS Sarana Prima
Mandiri”**

Berilah tanda (v) pada kolom jawaban yang telah disediakan berdasarkan apa yang saudara/saudari ketahui tentang “PT. BPRS Sarana Prima Mandiri”.

Keterangan :

SS : Sangat Setuju N : Netral TS : Tidak Setuju
S : Setuju KS : Kurang Setuju

Variabel Bebas (X)

Kualitas Pelayanan :

No	Pertanyaan	Pilihan Jawaban				
		SS	S	N	KS	TS
A.	Kehandalan (Reliability)					
1.	Apakah, kecepatan pelayanan yang diberikan kepada naasabah sudah sesuai dengan yang diharapkan ?					
2.	Apakah, prosedur untuk memperoleh pelayanan yang tidak berbelit-belit sudah sesuai dengan yang diharapkan ?					
3.	Apakah, antara pelayanan dengan informasi yang diberikan untuk nasabah sudah sesuai dengan yang diharapkan ?					
4.	Apakah, pelayanan yang diberikan kepada nasabah sudah sesuai dengan waktu yang sudah dijanjikan ?					
B.	Daya tanggap (<i>responsiveness</i>)	SS	S	N	kS	TS
5.	Apakah, karyawan bersedia untuk membantu nasabah jika terjadi masalah ?					

6.	Apakah, layanan yang diberikan untuk nasabah tergolong cepat ?					
7.	Apakah, karyawan selalu bersedia untuk melayani nasabah yang datang ?					
8.	Apakah, karyawan menanggapi permintaan dari nasabah tergolong cepat ?					
C.	Jaminan (<i>assurance</i>)	SS	S	N	KS	TS
9.	Apakah, kredibilitas PT. BPRS Sarana Prima Mandiri sudah sesuai ?					
10.	Apakah, perasaan aman saat nasabah melakukan transaksi dengan karyawan penyedia jasa sudah sesuai ?					
11.	Apakah, karyawan selalu bersikap sopan pada setiap nasabah yang hadir ?					
12.	Apakah, karyawan memiliki pengetahuan yang luas untuk menjawab pertanyaan dari nasabah ?					
D.	Empati (<i>empathy</i>)	SS	S	N	KS	TS
13.	Apakah, karyawan disini melayani nasabah dengan baik dan ramah ?					
14.	Apakah, karyawan di PT. BPRS Sarana Prima Mandiri ini mengerti betul bagaimana cara memahami nasabah dan membuat merasa nyaman dengan pelayanan yang ada?					
15.	Apakah, staff/karyawan pada PT. BPRS Sarana Prima Mandiri ini sudah melayani nasabah dengan sabar ?					
16.	Apakah, nasabah yang datang pada OT. BPRS Sarana Prima Mandiri mendapat perhatian dan pelayanan dari karyawan dengan sungguh-sungguh ?					
E.	Sarana fisik (<i>tangible</i>)	SS	S	N	KS	TS
17.	Apakah, teknologi /peralatan yang disediakan di PT. BPRS Sarana Prima Mandiri ini dapat membantu kinerja karyawan untuk lebih cepat menangani nasabah ?					
18.	Apakah, tampilan fisik yang terlihat pada setiap karyawan di PT. BPRS Sarana Prima Mandiri ini diperhatikan sekali untuk menarik perhatian dari nasabah ?					

19.	Apakah, karyawan pada PT. BPRS Sarana Prima Mandiri sangat memperhatikan bagaimana berpenampilan yang rapi dalam melayani seorang nasabah ?					
20.	Apakah, fasilitas fisik yang terlihat pada pelayanan karyawan PT. BPRS Sarana Prima Mandiri ini, sudah sesuai dengan jasa apa yang ditawarkan kepada nasabah ?					

Variabel Terikat (Y) :

A.	Kepuasan Nasabah	SS	S	N	KS	TS
21.	Apakah, sebagai seorang (konsumen) anda puas dengan pelayanan di PT. BPRS Sarana Prima Mandiri ini ?					
22.	Apakah, sebagai seorang (konsumen) anda sangat mempertimbangkan sekali penggunaan jasa/produk penawaran selain dari PT. BPRS Sarana Prima Mandiri ?					
23.	Apakah, sebagai seorang (konsumen) dari PT. BPRS Sarana Prima Mandiri hampir meminimalkan komplain karena puas dengan pelayanan tsb ?					
24.	Apakah, sebagai seorang (konsumen) anda berniat untuk berpindah ke bank lain ?					

Lampiran 4. Hasil angka responden

Summarize

Case Processing Summary^a

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
X1-1	100	100.0%	0	.0%	100	100.0%
X1-2	100	100.0%	0	.0%	100	100.0%
X1-3	100	100.0%	0	.0%	100	100.0%
X1-4	100	100.0%	0	.0%	100	100.0%
Total-X1	100	100.0%	0	.0%	100	100.0%

a. Limited to first 100 cases.

Case Summaries^a

Resp	X1-1	X1-2	X1-3	X1-4	Total-X1
1	5	4	4	4	17
2	4	4	3	4	15
3	4	4	5	5	18
4	4	4	4	4	16
5	4	3	3	4	14
6	4	3	3	4	14
7	4	3	3	3	13
8	5	4	4	4	17
9	3	4	4	3	14
10	2	3	3	3	11
11	3	4	3	4	14
12	4	3	3	4	14
13	3	4	4	4	15
14	3	4	3	4	14
15	4	4	3	3	14
16	4	4	3	4	15
17	3	4	3	3	13
18	4	3	4	3	14
19	3	4	3	4	14
20	3	3	3	4	13
21	4	4	4	4	16
22	4	4	4	4	16
23	3	4	3	4	14
24	4	4	5	4	17
25	5	4	4	4	17
26	4	5	5	4	18
27	4	3	3	4	14
28	4	4	4	4	16
29	4	4	4	3	15
30	2	3	3	3	11
31	3	4	3	4	14
32	3	4	4	3	14
33	4	4	4	3	15
Resp.	X1-1	X1-2	X1-3	X1-4	Total-X1
34	3	3	3	3	12
35	4	4	4	4	16
36	5	4	5	4	18
37	4	4	4	4	16
38	4	3	4	4	15
39	4	3	3	4	14
40	4	3	4	3	14
41	2	2	3	2	9
42	3	3	3	3	12
43	3	3	3	4	13
44	3	3	4	3	13

45	3	4	4	4	15
46	3	4	3	4	14
47	4	4	4	3	15
48	4	3	4	3	14
49	5	4	4	4	17
50	4	4	4	4	16
51	5	5	4	4	18
52	3	4	3	4	14
53	4	4	4	4	16
54	3	4	4	3	14
55	4	3	4	3	14
56	3	4	3	4	14
57	4	4	4	3	15
58	3	4	4	3	14
59	3	3	3	3	12
60	2	2	3	3	10
61	3	4	4	3	14
62	4	3	3	4	14
63	1	1	3	3	8
64	1	2	3	3	9
65	4	4	4	4	16
66	3	4	4	3	14
67	4	4	4	4	16
68	4	3	3	4	14
69	4	4	4	4	16
70	5	4	4	4	17
71	4	4	4	3	15
72	4	4	4	3	15
73	4	3	4	4	15
74	5	4	4	5	18
75	4	4	3	3	14
76	4	4	4	3	15
77	4	4	3	3	14
78	3	4	4	3	14
79	1	2	3	3	9
80	3	3	4	3	13
81	5	4	5	4	18
82	4	4	4	4	16
Resp.	X1-1	X1-2	X1-3	X1-4	Total-X1
83	3	3	4	4	14
84	4	4	4	5	17
85	4	3	4	4	15
86	4	4	5	5	18
87	3	3	3	3	12
88	4	3	4	4	15
89	3	4	3	4	14
90	5	5	4	4	18
91	4	4	4	4	16

92	4	5	4	5	18
93	4	4	4	4	16
94	4	5	4	4	17
95	4	4	4	4	16
96	3	4	4	3	14
97	3	4	4	4	15
98	4	3	3	4	14
99	3	3	4	3	13
100	5	4	4	4	17
Total N	100	100	100	100	100

a. Limited to first 100 cases.

Summarize

Case Processing Summary^a

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
X2-1	100	100.0%	0	.0%	100	100.0%
X2-2	100	100.0%	0	.0%	100	100.0%
X2-3	100	100.0%	0	.0%	100	100.0%
X2-4	100	100.0%	0	.0%	100	100.0%
Total-X2	100	100.0%	0	.0%	100	100.0%

a. Limited to first 100 cases.

Case Summaries^a

Resp	X2-1	X2-2	X2-3	X2-4	Total-X2
1	4	4	4	5	17
2	2	3	3	3	11
3	4	4	4	3	15
4	4	4	4	4	16
5	4	4	4	4	16
6	4	4	5	4	17
7	4	4	4	4	16
8	4	4	3	4	15
9	3	4	4	3	14
10	1	1	3	3	8
11	3	3	4	4	14
12	4	4	4	4	16
13	3	4	3	4	14
14	4	3	3	4	14
15	4	4	4	3	15
16	3	1	1	2	7
17	5	4	4	4	17
18	4	4	4	4	16
19	3	4	4	3	14
20	1	2	2	3	8
21	4	5	4	4	17
22	4	5	4	4	17
23	4	4	4	4	16
24	5	4	5	4	18
25	4	4	3	4	15
26	4	4	5	4	17
27	4	3	4	3	14
28	4	4	4	4	16
29	4	4	4	4	16
30	1	2	3	3	9
31	3	4	4	3	14
32	4	3	3	4	14
33	4	4	4	3	15
Resp	X2-1	X2-2	X2-3	X2-4	Total-X2
34	1	2	2	2	7
35	4	4	3	4	15
36	4	3	4	4	15
37	5	4	4	4	17
38	4	4	4	4	16
39	4	4	4	5	17
40	4	4	4	4	16
41	4	4	4	5	17
42	3	3	3	4	13
43	4	4	4	4	16
44	1	2	3	3	9

45	3	3	3	3	12
46	3	2	3	3	11
47	5	4	4	4	17
48	4	3	4	4	15
49	3	4	4	3	14
50	4	4	4	4	16
51	3	3	2	3	11
52	4	4	3	4	15
53	3	4	4	4	15
54	3	4	3	4	14
55	4	4	4	4	16
56	3	4	4	4	15
57	4	3	3	4	14
58	4	4	4	3	15
59	4	4	5	4	17
60	2	1	3	2	8
61	4	3	4	3	14
62	4	4	4	4	16
63	4	5	4	4	17
64	4	5	4	4	17
65	5	4	4	4	17
66	3	3	4	3	13
67	3	4	3	4	14
68	4	4	4	4	16
69	4	4	5	4	17
70	2	3	3	3	11
71	4	4	3	4	15
72	4	4	4	4	16
73	4	5	4	5	18
74	4	4	4	4	16
75	4	4	4	4	16
76	4	5	5	4	18
77	4	4	4	5	17
78	5	4	4	4	17
79	4	4	5	4	17
80	3	3	3	4	13
81	4	4	3	4	15
82	4	4	4	4	16
Resp	X2-1	X2-2	X2-3	X2-4	Total-X2
83	4	4	4	4	16
84	4	4	4	5	17
85	4	4	4	4	16
86	4	3	3	4	14
87	1	2	3	3	9
88	5	4	5	4	18
89	3	4	3	4	14
90	4	3	4	3	14
91	4	4	4	5	17

92	4	3	4	4	15
93	3	4	4	3	14
94	5	4	4	4	17
95	4	4	4	4	16
96	4	3	4	4	15
97	3	4	3	4	14
98	4	4	4	3	15
99	3	4	4	4	15
100	4	4	4	4	16
Total N	100	100	100	100	100

a. Limited to first 100 cases.

Summarize

Case Processing Summary^a

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
X3-1	100	100.0%	0	.0%	100	100.0%
X3-2	100	100.0%	0	.0%	100	100.0%
X3-3	100	100.0%	0	.0%	100	100.0%
X3-4	100	100.0%	0	.0%	100	100.0%
Total-X3	100	100.0%	0	.0%	100	100.0%

a. Limited to first 100 cases.

Case Summaries^a

Resp	X3-1	X3-2	X3-3	X3-4	Total-X3
1	4	4	4	5	17
2	4	4	4	4	16
3	4	3	3	4	14
4	4	4	4	3	15
5	3	3	4	3	13
6	1	3	3	3	10
7	4	3	3	4	14
8	4	3	3	4	14
9	3	4	3	4	14
10	2	1	2	3	8
11	3	3	2	3	11
12	3	4	3	4	14
13	4	3	3	4	14
14	3	4	3	4	14
15	3	4	4	3	14
16	2	2	2	2	8
17	2	3	3	3	11
18	4	3	3	4	14
19	1	3	3	3	10
20	3	3	4	3	13
21	4	4	4	4	16
22	4	4	4	4	16
23	4	4	4	4	16
24	4	4	4	4	16
25	4	4	4	4	16
26	4	4	3	4	15
27	4	4	4	3	15
28	4	3	4	4	15
29	5	4	4	4	17
30	1	2	3	3	9
31	4	3	3	4	14
32	3	4	3	4	14
33	3	4	4	3	14
Resp	X3-1	X3-2	X3-3	X3-4	Total-X3
34	2	2	2	3	9
35	4	4	4	4	16
36	4	4	4	4	16
37	4	5	4	4	17
38	3	4	4	4	15
39	2	3	3	3	11
40	3	3	4	3	13
41	4	4	4	4	16
42	3	3	3	3	12
43	4	4	3	4	15
44	3	3	3	3	12

45	2	3	3	3	11
46	2	2	3	3	10
47	5	4	4	5	18
48	4	4	4	4	16
49	4	3	4	4	15
50	4	4	4	5	17
51	4	4	4	4	16
52	3	4	3	4	14
53	4	3	3	4	14
54	3	1	3	3	10
55	4	4	3	4	15
56	4	3	3	4	14
57	4	3	4	3	14
58	4	3	4	3	14
59	2	3	3	3	11
60	1	2	2	3	8
61	4	3	3	4	14
62	3	4	3	4	14
63	4	4	4	4	16
64	4	4	4	4	16
65	4	4	4	5	17
66	1	3	3	3	10
67	4	4	4	4	16
68	3	3	4	4	14
69	4	4	5	4	17
70	4	4	4	4	16
71	4	4	4	4	16
72	5	4	5	4	18
73	3	3	3	3	12
74	4	4	4	4	16
75	4	4	3	4	15
76	3	3	3	3	12
77	2	3	3	3	11
78	4	4	4	3	15
79	4	4	4	4	16
80	3	3	3	3	12
81	4	3	4	4	15
82	4	4	3	4	15
Resp	X3-1	X3-2	X3-3	X3-4	Total-X3
83	3	3	4	3	13
84	4	5	4	4	17
85	3	4	4	3	14
86	3	5	4	4	16
87	1	1	3	3	8
88	3	3	3	3	12
89	4	3	3	4	14
90	4	4	4	4	16
91	4	4	4	4	16

92	4	4	4	5	16
93	4	4	4	4	16
94	4	4	4	4	16
95	4	4	4	4	16
96	4	4	3	4	15
97	3	1	3	3	10
98	4	3	3	4	14
99	3	3	3	4	13
100	4	4	4	4	16
Total N	100	100	100	100	100

a. Limited to first 100 cases.

Summarize

Case Processing Summary^a

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
X4-1	100	100.0%	0	.0%	100	100.0%
X4-2	100	100.0%	0	.0%	100	100.0%
X4-3	100	100.0%	0	.0%	100	100.0%
X4-4	100	100.0%	0	.0%	100	100.0%
Total-X4	100	100.0%	0	.0%	100	100.0%

a. Limited to first 100 cases.

Case Summaries^a

Resp	X4-1	X4-2	X4-3	X4-4	Total-X4
1	3	4	4	4	15
2	5	4	4	5	18
3	5	4	5	4	18
4	4	3	4	4	15
5	4	4	5	5	18
6	4	4	4	4	16
7	5	4	4	4	17
8	5	4	5	4	18
9	3	3	4	3	13
10	2	2	3	3	10
11	4	4	4	4	16
12	4	4	4	3	15
13	4	3	3	4	14
14	3	4	3	4	14
15	4	4	4	4	16
16	1	2	3	3	9
17	2	3	3	3	11
18	5	4	4	4	17
19	4	4	4	4	16
20	2	2	3	3	10
21	5	4	4	4	17
22	4	4	3	4	15
23	2	2	2	2	8
24	4	4	4	4	16
25	5	4	4	4	17
26	4	4	4	3	15
27	4	4	3	4	15
28	5	5	4	4	18
29	4	3	4	3	14
30	2	3	2	3	10
31	3	3	4	4	14
32	3	4	3	4	14
33	5	4	3	4	16
Resp	X4-1	X4-2	X4-3	X4-4	Total-X4
34	1	2	3	4	10
35	1	1	3	4	9
36	5	5	4	4	18
37	5	5	4	4	18
38	5	4	4	4	17
39	4	4	4	4	16
40	5	4	4	4	17
41	5	5	4	4	18
42	3	3	3	3	12
43	4	4	4	3	15
44	2	2	3	4	11

45	2	2	3	4	11
46	2	2	4	3	11
47	4	4	4	4	16
48	4	4	4	3	15
49	5	5	4	4	18
50	5	5	4	4	18
51	5	5	4	4	18
52	3	4	3	4	14
53	4	3	3	4	14
54	4	4	4	3	15
55	4	4	3	4	15
56	3	3	4	3	13
57	4	4	3	4	15
58	3	3	4	3	13
59	2	2	2	2	8
60	2	1	3	3	9
61	3	3	4	4	14
62	5	4	4	4	17
63	5	5	4	4	18
64	5	4	5	4	18
65	5	4	4	5	18
66	4	5	4	4	17
67	1	1	3	2	7
68	4	4	5	4	17
69	4	5	4	5	18
70	5	5	4	4	18
71	5	4	5	4	18
72	3	4	4	4	15
73	5	4	5	4	18
74	4	3	3	4	14
75	4	3	4	4	15
76	5	4	4	4	17
77	4	4	4	3	15
78	4	3	3	4	14
79	5	4	4	4	17
80	3	3	3	3	12
81	5	4	5	4	18
82	4	4	4	3	15
Resp	X4-1	X4-2	X4-3	X4-4	Total-X4
83	4	4	5	4	17
84	5	4	4	4	17
85	4	4	4	3	15
86	4	5	4	5	18
87	1	2	3	3	9
88	5	4	4	4	17
89	4	3	3	4	14
90	5	5	4	3	17
91	5	5	4	4	18

92	4	4	4	4	16
93	3	3	3	4	13
94	4	4	4	4	16
95	5	4	4	4	17
96	4	4	3	4	15
97	4	4	3	4	15
98	4	4	4	4	16
99	3	4	3	4	14
100	5	4	4	4	17
Total N	100	100	100	100	100

a. Limited to first 100 cases.

Summarize

Case Processing Summary^a

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
X5-1	100	100.0%	0	.0%	100	100.0%
X5-2	100	100.0%	0	.0%	100	100.0%
X5-3	100	100.0%	0	.0%	100	100.0%
X5-4	100	100.0%	0	.0%	100	100.0%
Total-X5	100	100.0%	0	.0%	100	100.0%

a. Limited to first 100 cases.

Case Summaries^a

Resp	X5-1	X5-2	X5-3	X5-4	Total-X5
1	4	4	4	4	16
2	5	4	5	5	19
3	4	4	3	4	15
4	4	4	4	4	16
5	4	4	3	4	15
6	4	4	4	4	16
7	4	4	4	3	15
8	4	5	4	4	17
9	3	3	4	3	13
10	2	2	3	3	10
11	4	4	4	4	16
12	3	3	3	3	12
13	3	3	3	3	12
14	3	3	3	3	12
15	3	3	3	3	12
16	3	1	3	3	10
17	2	2	3	3	10
18	4	4	4	4	16
19	4	4	4	4	16
20	3	4	3	4	14
21	5	5	4	4	18
22	4	3	4	4	15
23	5	4	4	4	17
24	4	4	4	3	15
25	5	4	4	4	17
26	4	4	3	4	15
27	3	3	3	3	12
28	4	4	5	4	17
29	4	4	4	4	16
30	2	2	3	3	10
31	3	3	3	3	12
32	3	3	3	3	12
33	3	2	4	3	12
Resp	X5-1	X5-2	X5-3	X5-4	Total-X5
34	2	1	3	3	9
35	3	4	4	4	15
36	5	4	4	4	17
37	5	5	4	4	18
38	4	4	3	4	15
39	4	4	4	4	16
40	4	4	3	4	15
41	5	4	4	4	17
42	3	3	3	3	12
43	3	3	3	3	12
44	3	4	4	3	14

45		2	3	3	3	11
46		3	3	3	4	13
47		4	3	3	4	14
48		2	3	3	3	11
49		3	3	4	3	13
50		5	5	4	4	18
51		4	4	5	4	17
52		3	3	3	3	12
53		3	3	3	3	12
54		4	4	4	4	16
55		3	3	3	3	12
56		3	3	3	3	12
57		3	3	3	3	12
58		3	3	3	3	12
59		2	3	3	3	11
60		3	1	3	3	10
61		3	3	3	3	12
62		4	4	4	3	15
63		5	4	4	4	17
64		4	5	4	4	17
65		5	5	4	4	18
66		4	4	4	4	16
67		4	4	3	4	15
68		4	4	3	4	15
69		5	5	4	4	18
70		5	4	4	4	17
71		5	5	4	4	18
72		4	4	4	4	16
73		5	4	4	4	17
74		4	3	4	4	15
75		3	3	3	3	12
76		5	4	4	4	17
77		2	3	3	3	11
78		4	4	3	4	15
79		4	4	5	4	17
80		3	3	3	3	12
81		5	4	4	4	17
82		4	4	4	4	16
	Resp	X5-1	X5-2	X5-3	X5-4	Total-X5
83		4	3	4	4	15
84		5	4	5	4	18
85		4	4	4	4	16
86		5	4	4	4	17
87		2	2	3	3	10
88		5	4	4	4	17
89		3	3	3	3	12
90		4	5	4	4	17
91		5	4	4	4	17

92		4	5	4	5	18
93		4	4	4	5	17
94		4	3	4	4	15
95		4	5	4	4	17
96		1	2	3	3	9
97		4	3	4	4	15
98		3	2	3	3	11
99		1	1	3	3	8
100		4	4	3	4	15
Total	N	100	100	100	100	100

a. Limited to first 100 cases.

Summarize

Case Processing Summary^a

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
Y-1	100	100.0%	0	.0%	100	100.0%
Y-2	100	100.0%	0	.0%	100	100.0%
Y-3	100	100.0%	0	.0%	100	100.0%
Y-4	100	100.0%	0	.0%	100	100.0%
Total-Y	100	100.0%	0	.0%	100	100.0%

a. Limited to first 100 cases.

Case Summaries^a

Resp	Y-1	Y-2	Y-3	Y-4	Total-Y
1	5	5	5	5	20
2	4	4	4	5	17
3	4	4	4	4	16
4	4	4	4	4	16
5	4	4	4	4	16
6	3	3	4	4	14
7	4	4	3	3	14
8	4	4	4	4	16
9	3	4	4	4	15
10	3	2	3	3	11
11	4	3	3	4	14
12	4	4	4	4	16
13	3	4	4	3	14
14	3	4	4	3	14
15	4	3	4	4	15
16	2	4	3	4	13
17	3	3	3	3	12
18	4	4	4	4	16
19	3	3	4	4	14
20	2	2	2	3	9
21	4	4	5	5	18
22	5	4	4	4	17
23	4	4	4	4	16
24	4	4	4	4	16
25	4	4	4	4	16
26	4	4	3	4	15
27	4	4	4	3	15
28	4	4	4	4	16
29	4	3	4	4	15
30	3	2	3	3	11
31	3	4	3	4	14
32	3	4	4	3	14
33	4	3	4	4	15
Resp	Y-1	Y-2	Y-3	Y-4	Total-Y
34	2	3	3	3	11
35	4	3	4	4	15
36	4	4	4	4	16
37	5	4	4	4	17
38	4	4	4	4	16
39	3	3	4	3	13
40	4	3	3	4	14
41	4	4	4	4	16
42	3	3	3	3	12
43	4	4	4	4	16
44	2	2	1	3	8

45	3	3	4	3	13
46	3	4	3	3	13
47	4	3	3	3	13
48	3	3	4	4	14
49	4	4	4	3	15
50	4	5	4	4	17
51	5	4	4	4	17
52	3	4	4	3	14
53	4	3	4	4	15
54	4	4	3	4	15
55	4	4	4	4	16
56	3	4	4	4	15
57	4	3	4	3	14
58	3	4	4	4	15
59	3	2	4	4	13
60	4	3	3	3	13
61	3	4	4	4	15
62	4	4	4	4	16
63	4	4	4	4	16
64	4	4	4	4	16
65	4	4	4	5	17
66	3	3	3	4	13
67	4	4	3	4	15
68	4	4	4	4	16
69	5	4	4	4	17
70	4	4	5	4	17
71	4	4	4	4	16
72	3	4	4	4	15
73	4	4	4	4	16
74	5	4	5	4	18
75	4	4	4	4	16
76	4	4	4	4	16
77	3	3	4	4	14
78	4	4	3	3	14
79	4	4	4	4	16
80	3	3	3	3	12
81	4	4	4	4	16
82	4	4	4	4	16
Resp	Y-1	Y-2	Y-3	Y-4	Total-Y
83	4	4	4	4	16
84	5	5	4	4	18
85	4	4	4	4	16
86	4	4	4	4	16
87	3	2	3	3	11
88	4	4	4	4	16
89	3	4	4	3	14
90	4	4	4	4	16
91	5	4	4	4	17

92		5	4	4	4	17
93		4	4	3	4	15
94		5	4	4	5	18
95		4	4	5	5	18
96		4	4	4	3	15
97		4	4	3	3	14
98		4	3	3	4	14
99		4	3	3	3	13
100		4	4	4	4	16
Total	N	100	100	100	100	100

a. Limited to first 100 cases.

Lampiran 5. Seluruh perhitungan hasil dari SPSS

Frequencies

		Statistics			
		X1-1	X1-2	X1-3	X1-4
N	Valid	100	100	100	100
	Missing	0	0	0	0
Mean		3.63	3.65	3.69	3.66

Frequency Table

		X1-1			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	3.0	3.0	3.0
	2	4	4.0	4.0	7.0
	3	31	31.0	31.0	38.0
	4	51	51.0	51.0	89.0
	5	11	11.0	11.0	100.0
Total		100	100.0	100.0	

		X1-2			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	2	4	4.0	4.0	5.0
	3	29	29.0	29.0	34.0
	4	61	61.0	61.0	95.0
	5	5	5.0	5.0	100.0
Total		100	100.0	100.0	

		X1-3			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	37	37.0	37.0	37.0
	4	57	57.0	57.0	94.0
	5	6	6.0	6.0	100.0
	Total	100	100.0	100.0	

X1-4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.0	1.0	1.0
	3	37	37.0	37.0	38.0
	4	57	57.0	57.0	95.0
	5	5	5.0	5.0	100.0
	Total	100	100.0	100.0	

Frequencies

Statistics

		X2-1	X2-2	X2-3	X2-4
N	Valid	100	100	100	100
	Missing	0	0	0	0
Mean		3.63	3.66	3.73	3.77

Frequency Table

X2-1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	6	6.0	6.0	6.0
	2	3	3.0	3.0	9.0
	3	21	21.0	21.0	30.0
	4	62	62.0	62.0	92.0
	5	8	8.0	8.0	100.0
	Total	100	100.0	100.0	

X2-2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	3.0	3.0	3.0
	2	6	6.0	6.0	9.0
	3	19	19.0	19.0	28.0
	4	66	66.0	66.0	94.0
	5	6	6.0	6.0	100.0
	Total	100	100.0	100.0	

X2-3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	1.0	1.0	1.0
2	3	3.0	3.0	4.0
3	26	26.0	26.0	30.0
4	62	62.0	62.0	92.0
5	8	8.0	8.0	100.0
Total	100	100.0	100.0	

X2-4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	3	3.0	3.0	3.0
3	24	24.0	24.0	27.0
4	66	66.0	66.0	93.0
5	7	7.0	7.0	100.0
Total	100	100.0	100.0	

Frequencies**Statistics**

	X3-1	X3-2	X3-3	X3-4
N Valid	100	100	100	100
Missing	0	0	0	0
Mean	3.41	3.44	3.49	3.68

Frequency Table**X3-1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	6	6.0	6.0	6.0
2	9	9.0	9.0	15.0
3	26	26.0	26.0	41.0
4	56	56.0	56.0	97.0
5	3	3.0	3.0	100.0
Total	100	100.0	100.0	

X3-2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	4	4.0	4.0	4.0
	2	5	5.0	5.0	9.0
	3	37	37.0	37.0	46.0
	4	51	51.0	51.0	97.0
	5	3	3.0	3.0	100.0
	Total	100	100.0	100.0	

X3-3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	5	5.0	5.0	5.0
	3	43	43.0	43.0	48.0
	4	50	50.0	50.0	98.0
	5	2	2.0	2.0	100.0
	Total	100	100.0	100.0	

X3-4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.0	1.0	1.0
	3	35	35.0	35.0	36.0
	4	59	59.0	59.0	95.0
	5	5	5.0	5.0	100.0
	Total	100	100.0	100.0	

Frequencies**Statistics**

		X4-1	X4-2	X4-3	X4-4
N	Valid	100	100	100	100
	Missing	0	0	0	0
Mean		3.84	3.67	3.73	3.76

Frequency Table

X4-1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	5	5.0	5.0	5.0
	2	10	10.0	10.0	15.0
	3	14	14.0	14.0	29.0
	4	38	38.0	38.0	67.0
	5	33	33.0	33.0	100.0
	Total	100	100.0	100.0	

X4-2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	3.0	3.0	3.0
	2	10	10.0	10.0	13.0
	3	18	18.0	18.0	31.0
	4	55	55.0	55.0	86.0
	5	14	14.0	14.0	100.0
	Total	100	100.0	100.0	

X4-3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	3	3.0	3.0	3.0
	3	30	30.0	30.0	33.0
	4	58	58.0	58.0	91.0
	5	9	9.0	9.0	100.0
	Total	100	100.0	100.0	

X4-4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	3	3.0	3.0	3.0
	3	23	23.0	23.0	26.0
	4	69	69.0	69.0	95.0
	5	5	5.0	5.0	100.0
	Total	100	100.0	100.0	

Frequencies**Statistics**

		X5-1	X5-2	X5-3	X5-4
N	Valid	100	100	100	100
	Missing	0	0	0	0
Mean		3.67	3.53	3.60	3.63

Frequency Table

X5-1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2.0	2.0	2.0
	2	9	9.0	9.0	11.0
	3	29	29.0	29.0	40.0
	4	40	40.0	40.0	80.0
	5	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

X5-2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	4	4.0	4.0	4.0
	2	7	7.0	7.0	11.0
	3	32	32.0	32.0	43.0
	4	46	46.0	46.0	89.0
	5	11	11.0	11.0	100.0
	Total	100	100.0	100.0	

X5-3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	45	45.0	45.0	45.0
	4	50	50.0	50.0	95.0
	5	5	5.0	5.0	100.0
	Total	100	100.0	100.0	

X5-4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	40	40.0	40.0	40.0
	4	57	57.0	57.0	97.0
	5	3	3.0	3.0	100.0
	Total	100	100.0	100.0	

Frequencies

Statistics

		Y-1	Y-2	Y-3	Y-4
N	Valid	100	100	100	100
	Missing	0	0	0	0
Mean		3.76	3.68	3.76	3.79

Frequency Table

Y-1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	4	4.0	4.0	4.0
	3	26	26.0	26.0	30.0
	4	60	60.0	60.0	90.0
	5	10	10.0	10.0	100.0
	Total	100	100.0	100.0	

Y-2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	6	6.0	6.0	6.0
	3	23	23.0	23.0	29.0
	4	68	68.0	68.0	97.0
	5	3	3.0	3.0	100.0
	Total	100	100.0	100.0	

Y-3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	2	1	1.0	1.0	2.0
	3	24	24.0	24.0	26.0
	4	69	69.0	69.0	95.0
	5	5	5.0	5.0	100.0
	Total	100	100.0	100.0	

Y-4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	27	27.0	27.0	27.0
	4	67	67.0	67.0	94.0
	5	6	6.0	6.0	100.0
	Total	100	100.0	100.0	

Hasil Uji Validitas Variabel Keandalan (*Reliability*) (X_1) Correlations

		Correlations				
		X1-1	X1-2	X1-3	X1-4	Total-X1
X1-1	Pearson Correlation	1	.555**	.482**	.473**	.859**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
X1-2	Pearson Correlation	.555**	1	.459**	.401**	.798**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
X1-3	Pearson Correlation	.482**	.459**	1	.249*	.698**
	Sig. (2-tailed)	.000	.000		.012	.000
	N	100	100	100	100	100
X1-4	Pearson Correlation	.473**	.401**	.249*	1	.678**
	Sig. (2-tailed)	.000	.000	.012		.000
	N	100	100	100	100	100
Total-X1	Pearson Correlation	.859**	.798**	.698**	.678**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

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

Hasil Uji Validitas Variabel Daya Tanggap (*Responsiveness*) (X_2) Correlations

Correlations

		X2-1	X2-2	X2-3	X2-4	Total-X2
X2-1	Pearson Correlation	1	.655**	.578**	.569**	.871**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
X2-2	Pearson Correlation	.655**	1	.610**	.612**	.877**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
X2-3	Pearson Correlation	.578**	.610**	1	.419**	.784**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
X2-4	Pearson Correlation	.569**	.612**	.419**	1	.763**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
Total-X2	Pearson Correlation	.871**	.877**	.784**	.763**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

Hasil Uji Validitas Variabel Jaminan (Assurance) (X₃)

Correlations

Correlations

		X3-1	X3-2	X3-3	X3-4	Total-X3
X3-1	Pearson Correlation	1	.582**	.574**	.678**	.881**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
X3-2	Pearson Correlation	.582**	1	.606**	.580**	.846**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
X3-3	Pearson Correlation	.574**	.606**	1	.405**	.771**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
X3-4	Pearson Correlation	.678**	.580**	.405**	1	.785**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
Total-X3	Pearson Correlation	.881**	.846**	.771**	.785**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

Hasil Uji Validitas Variabel Empati (Empathy) (X₄)

Correlations

		X4-1	X4-2	X4-3	X4-4	Total-X4
X4-1	Pearson Correlation	1	.821**	.621**	.513**	.935**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
X4-2	Pearson Correlation	.821**	1	.533**	.511**	.902**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
X4-3	Pearson Correlation	.621**	.533**	1	.375**	.745**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
X4-4	Pearson Correlation	.513**	.511**	.375**	1	.677**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
Total-X4	Pearson Correlation	.935**	.902**	.745**	.677**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

Hasil Uji Validitas Variabel Sarana Fisik (*Tangible*) (X₅) Correlations

		X5-1	X5-2	X5-3	X5-4	Total-X5
X5-1	Pearson Correlation	1	.763**	.658**	.747**	.930**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
X5-2	Pearson Correlation	.763**	1	.562**	.694**	.894**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
X5-3	Pearson Correlation	.658**	.562**	1	.608**	.782**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
X5-4	Pearson Correlation	.747**	.694**	.608**	1	.854**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
Total-X5	Pearson Correlation	.930**	.894**	.782**	.854**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

Hasil Uji Validitas Variabel Kepuasan Nasabah (Y) Correlations

		Y-1	Y-2	Y-3	Y-4	Total-Y
Y-1	Pearson Correlation	1	.521**	.470**	.466**	.800**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
Y-2	Pearson Correlation	.521**	1	.535**	.424**	.796**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
Y-3	Pearson Correlation	.470**	.535**	1	.527**	.800**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
Y-4	Pearson Correlation	.466**	.424**	.527**	1	.746**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
Total-Y	Pearson Correlation	.800**	.796**	.800**	.746**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

Hasil Uji Reliabilitas Variabel Keandalan (*Reliability*) (X_1)

Reliability

Scale: ALL VARIABLES

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.756	4

Hasil Uji Reliabilitas Variabel Daya Tanggap (*Responsiveness*) (X_2)

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.840	4

Hasil Uji Reliabilitas Variabel Jaminan (*Assurance*) (X_3)

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.833	4

Hasil Uji Reliabilitas Variabel Empati (*Emphaty*) (X₄)

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.831	4

Hasil Uji Reliabilitas Variabel Sarana Fisik (*Tangible*) (X₅)

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.872	4

Hasil Uji Reliabilitas Variabel Kepuasan Nasabah (Y)

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.791	4

Hasil Uji Hipotesis

Regression

Variables Entered/Removed

Model	Variables Entered	Variables Removed	Method
1	Total-X5, Total-X1, Total-X2, Total-X3, Total-X4 ^a		Enter

a. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.819 ^a	.670	.653	1.141	1.851

a. Predictors: (Constant), Total-X5, Total-X1, Total-X2, Total-X3, Total-X4

b. Dependent Variable: Total-Y

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	248.711	5	49.742	38.238	.000 ^a
	Residual	122.279	94	1.301		
	Total	370.990	99			

a. Predictors: (Constant), Total-X5, Total-X1, Total-X2, Total-X3, Total-X4

b. Dependent Variable: Total-Y

Coefficients^a

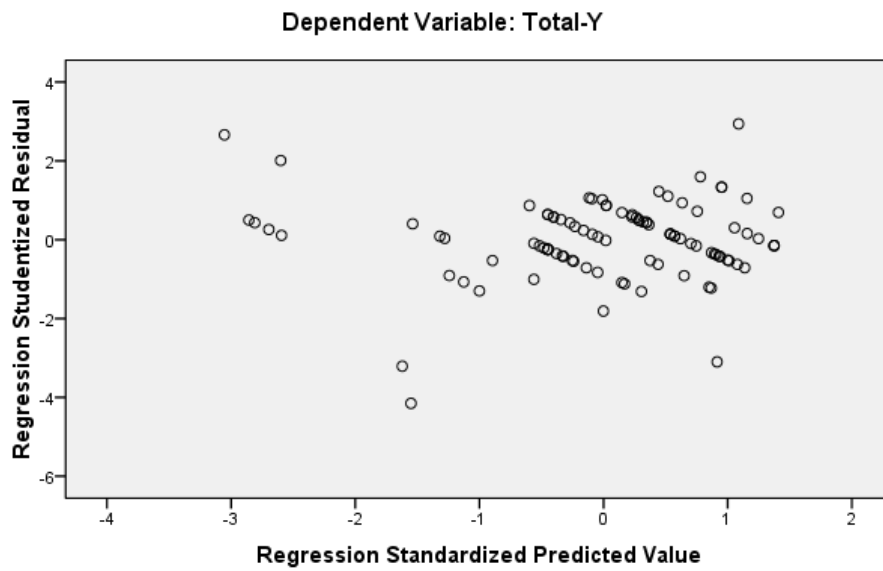
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics		
		B	Std. Error	Beta			Zero-order	Partial	Part	Tolerance	VIF	
1	(Constant)	2.561	.979		2.617	.010						
	Total-X1	.184	.063	.198	2.913	.004	.498	.288	.173		.763	1.311
	Total-X2	.200	.059	.259	3.368	.001	.625	.328	.199		.593	1.685
	Total-X3	.217	.064	.273	3.398	.001	.680	.331	.201		.544	1.838
	Total-X4	.128	.057	.186	2.269	.026	.629	.228	.134		.519	1.926
	Total-X5	.126	.059	.173	2.133	.035	.621	.215	.126		.534	1.873

a. Dependent Variable: Total-Y

Hasil Uji Asumsi Klasik (Heteroskedastisitas)

Charts

Scatterplot



Hasil Uji Asumsi Klasik (Normalitas)

Charts

Normal P-P Plot of Regression Standardized Residual

