

LAMPIRAN 1**CURRICULUM VITAE**

Nama : Erfian Afiudin Muzzaqi
NIM : 201569100009
Tempat dan Tanggal Lahir : Pasuruan, 02 Juni 1996
Pendidikan : SD Negeri Lemahbang I
SMP Maarif NU Pandaan
SMA Negeri I Purwosari (Jurusan IPA)
Pekerjaan (bagi yang sudah bekerja) : -
Publikasi-publikasi atau karya ilmiah : -



LAMPIRAN 2

**SURAT BALASAN**

Pasuruan, 15 Juli 2019
Nomor : 2019/MGS/10/4867
Hal : Balasan
Lampiran : -

Kepada Yth. :
Dekan FISIP Universitas Yudharta Pasuruan
Di-
Tempat

Dengan Hormat,
Yang bertanda tangan dibawah ini:
Nama : Budiarto Widiyantono
Jabatan : Pgs. Sub. Branch Manager

Menerangkan bahwa,

Nama : Erfian Afiudin Muzzaqi
NIM : 201569100009
Prodi : Administrasi Bisnis

Telah kami setuju untuk melaksanakan penelitian di Bank BNI Syariah Cabang Pasuruan sebagai syarat penyusunan skripsi dengan judul

“Pengaruh *Complaint Handling* dan Nilai Nasabah terhadap Kepuasan dan Loyalitas Nasabah”

Demikian surat ini kami sampaikan, dan atas kerjasamanya kami mengucapkan terima kasih.

PT. Bank BNI Syariah Pasuruan
KCP Pasuruan

Budiarto Widiyantono
Pgs. Sub. Branch Manager

LAMPIRAN 3

KUESIONER

Berikut ini adalah kuesioner yang akan meneliti ”Pengaruh *Complaint Handling* dan Nilai Nasabah terhadap Kepuasan dan Loyalitas Nasabah (Survei pada Nasabah Bank BNI Syariah Cabang Pasuruan)”.

A. Identitas Responden

1. Nama :
2. Usia :Tahun
3. Jenis Kelamin : Laki-Laki Perempuan
4. Pendidikan :
5. Pekerjaan :
6. Lama Menjadi Nasabah : Tahun
7. Alamat :

B. Daftar Pernyataan

Petunjuk Pengisian: Jawablah pernyataan berikut dengan memberikan tanda centang (✓) pada kolom jawaban yang telah disediakan. Setiap kolom jawaban memiliki skor.

Pemberian skor adalah sebagai berikut:

- STS (Sangat Tidak Setuju) : 1
 TS (Tidak Setuju) : 2
 N (Netral) : 3
 S (Setuju) : 4
 SS (Sangat Setuju) : 5

Pernyataan berikut bertujuan mengetahui pengaruh *complaint handling* dan nilai nasabah terhadap kepuasan dan loyalitas nasabah (survei pada nasabah bank BNI Syariah cabang Pasuruan).

No	<i>Complaint Handling</i>	STS	TS	N	S	SS
1	BNI Syariah mampu menyelesaikan keluhan nasabah dengan cepat.					
2	BNI Syariah mampu menyelesaikan keluhan nasabah dengan memberikan solusi terbaik.					
3	BNI Syariah memberikan kemudahan dalam prosedur pengajuan keluhan bagi nasabah.					

No	Nilai Nasabah	STS	TS	N	S	SS
1	BNI Syariah memberikan pelayanan dengan setulus hati.					
2	BNI Syariah mampu meningkatkan status sosial nasabah.					
3	BNI Syariah memberikan pelayanan yang lebih baik di bandingkan bank lain.					
4	BNI Syariah memberikan pelayanan yang sebanding dengan biaya administrasi.					

No	Kepuasan Nasabah	STS	TS	N	S	SS
1	Saya puas atas operasional BNI Syariah yang sesuai <i>standart</i> bank syariah.					
2	Saya puas atas sikap karyawan BNI Syariah yang sopan dan ramah.					
3	Saya puas atas pemberian pelayanan dari BNI Syariah yang tepat waktu.					
4	Saya puas atas penampilan interior yang nyaman dari BNI Syariah.					
5	Saya puas atas produk dan pelayanan BNI Syariah yang menguntungkan.					
6	Saya puas atas kecepatan BNI Syariah dalam membantu nasabah.					

No	Loyalitas Nasabah	STS	TS	N	S	SS
1	Saya setia menggunakan jasa BNI Syariah.					
2	Saya akan tetap menggunakan jasa BNI Syariah walaupun ada isu-isu negatif tentang BNI Syariah.					
3	Saya tetap memprioritaskan jasa dan layanan di BNI Syariah.					
4	Saya akan merekomendasikan BNI Syariah kepada orang lain.					

LAMPIRAN 5

FREKUENSI JAWABAN RESPONDEN

Statistik Deskriptif *Complaint Handling* (X1)

Statistics

		CH1	CH2	CH3	Complaint
N	Valid	110	110	110	110
	Missing	0	0	0	0
Mean		4,4818	4,3727	4,3909	13,2455

CH1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3,00	6	5,5	5,5	5,5
	4,00	45	40,9	40,9	46,4
	5,00	59	53,6	53,6	100,0
	Total	110	100,0	100,0	

CH2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3,00	9	8,2	8,2	8,2
	4,00	51	46,4	46,4	54,5
	5,00	50	45,5	45,5	100,0
	Total	110	100,0	100,0	

CH3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3,00	8	7,3	7,3	7,3
	4,00	51	46,4	46,4	53,6
	5,00	51	46,4	46,4	100,0
	Total	110	100,0	100,0	

Complaint

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	9,00	2	1,8	1,8	1,8
	10,00	1	,9	,9	2,7
	11,00	9	8,2	8,2	10,9
	12,00	35	31,8	31,8	42,7
	13,00	14	12,7	12,7	55,5
	14,00	7	6,4	6,4	61,8
	15,00	42	38,2	38,2	100,0
	Total	110	100,0	100,0	

Statistik Deskriptif Nilai Nasabah (X2)

Statistics

		NN1	NN2	NN3	NN4	Nilai
N	Valid	110	110	110	110	110
	Missing	0	0	0	0	0
Mean		4,6545	4,0909	4,3000	4,4455	17,4909

NN1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3,00	6	5,5	5,5	5,5
	4,00	26	23,6	23,6	29,1
	5,00	78	70,9	70,9	100,0
	Total	110	100,0	100,0	

NN2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3,00	27	24,5	24,5	24,5
	4,00	46	41,8	41,8	66,4
	5,00	37	33,6	33,6	100,0
	Total	110	100,0	100,0	

NN3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3,00	16	14,5	14,5	14,5
	4,00	45	40,9	40,9	55,5
	5,00	49	44,5	44,5	100,0
	Total	110	100,0	100,0	

NN4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3,00	10	9,1	9,1	9,1
	4,00	41	37,3	37,3	46,4
	5,00	59	53,6	53,6	100,0
	Total	110	100,0	100,0	

Nilai

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 12,00	1	,9	,9	,9
13,00	4	3,6	3,6	4,5
14,00	11	10,0	10,0	14,5
15,00	4	3,6	3,6	18,2
16,00	17	15,5	15,5	33,6
17,00	17	15,5	15,5	49,1
18,00	11	10,0	10,0	59,1
19,00	13	11,8	11,8	70,9
20,00	32	29,1	29,1	100,0
Total	110	100,0	100,0	

Statistik Deskriptif Kepuasan Nasabah (Y1)

Statistics

		KN1	KN2	KN3	KN4	KN5	KN6	Kepuasan
N	Valid	110	110	110	110	110	110	110
	Missing	0	0	0	0	0	0	0
Mean		4,3182	4,7182	4,5455	4,5545	4,3455	4,5091	26,9909

KN1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3,00	11	10,0	10,0	10,0
4,00	53	48,2	48,2	58,2
5,00	46	41,8	41,8	100,0
Total	110	100,0	100,0	

KN2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3,00	3	2,7	2,7	2,7
4,00	25	22,7	22,7	25,5
5,00	82	74,5	74,5	100,0
Total	110	100,0	100,0	

KN3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3,00	6	5,5	5,5	5,5
4,00	38	34,5	34,5	40,0
5,00	66	60,0	60,0	100,0
Total	110	100,0	100,0	

KN4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3,00	8	7,3	7,3	7,3
4,00	33	30,0	30,0	37,3
5,00	69	62,7	62,7	100,0
Total	110	100,0	100,0	

KN5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3,00	12	10,9	10,9	10,9
4,00	48	43,6	43,6	54,5
5,00	50	45,5	45,5	100,0
Total	110	100,0	100,0	

KN6

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3,00	9	8,2	8,2	8,2
4,00	36	32,7	32,7	40,9
5,00	65	59,1	59,1	100,0
Total	110	100,0	100,0	

Kepuasan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 18,00	1	,9	,9	,9
19,00	1	,9	,9	1,8
21,00	2	1,8	1,8	3,6
22,00	3	2,7	2,7	6,4
23,00	4	3,6	3,6	10,0
24,00	16	14,5	14,5	24,5
25,00	8	7,3	7,3	31,8
26,00	9	8,2	8,2	40,0
27,00	10	9,1	9,1	49,1
28,00	14	12,7	12,7	61,8
29,00	8	7,3	7,3	69,1
30,00	34	30,9	30,9	100,0
Total	110	100,0	100,0	

Statistik Deskriptif Loyalitas Nasabah (Y2)

Statistics

		LN1	LN2	LN3	LN4	Loyalitas
N	Valid	110	110	110	110	110
	Missing	0	0	0	0	0
Mean		4,4909	4,1909	4,4182	4,4182	17,5182

LN1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3,00	12	10,9	10,9	10,9
	4,00	32	29,1	29,1	40,0
	5,00	66	60,0	60,0	100,0
	Total	110	100,0	100,0	

LN2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3,00	20	18,2	18,2	18,2
	4,00	49	44,5	44,5	62,7
	5,00	41	37,3	37,3	100,0
	Total	110	100,0	100,0	

LN3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3,00	11	10,0	10,0	10,0
	4,00	42	38,2	38,2	48,2
	5,00	57	51,8	51,8	100,0
	Total	110	100,0	100,0	

LN4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3,00	14	12,7	12,7	12,7
	4,00	36	32,7	32,7	45,5
	5,00	60	54,5	54,5	100,0
	Total	110	100,0	100,0	

Loyalitas

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 12,00	5	4,5	4,5	4,5
13,00	5	4,5	4,5	9,1
14,00	5	4,5	4,5	13,6
15,00	3	2,7	2,7	16,4
16,00	22	20,0	20,0	36,4
17,00	10	9,1	9,1	45,5
18,00	10	9,1	9,1	54,5
19,00	15	13,6	13,6	68,2
20,00	35	31,8	31,8	100,0
Total	110	100,0	100,0	

LAMPIRAN 6

HASIL UJI VALIDITAS

Uji Validitas *Complaint Handling* (X1)

Correlations

		X1.1	X1.2	X1.3	X1.TOTAL
X1.1	Pearson Correlation	1	,560**	,595**	,827**
	Sig. (2-tailed)		,000	,000	,000
	N	110	110	110	110
X1.2	Pearson Correlation	,560**	1	,698**	,876**
	Sig. (2-tailed)	,000		,000	,000
	N	110	110	110	110
X1.3	Pearson Correlation	,595**	,698**	1	,887**
	Sig. (2-tailed)	,000	,000		,000
	N	110	110	110	110
X1.TOTAL	Pearson Correlation	,827**	,876**	,887**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	110	110	110	110

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

Uji Validitas Nilai Nasabah (X2)

Correlations

		X2.1	X2.2	X2.3	X2.4	X2.TOTAL
X2.1	Pearson Correlation	1	,473**	,475**	,502**	,716**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	110	110	110	110	110
X2.2	Pearson Correlation	,473**	1	,659**	,640**	,861**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	110	110	110	110	110
X2.3	Pearson Correlation	,475**	,659**	1	,673**	,860**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	110	110	110	110	110
X2.4	Pearson Correlation	,502**	,640**	,673**	1	,853**
	Sig. (2-tailed)	,000	,000	,000		,000
	N	110	110	110	110	110
X2.TOTAL	Pearson Correlation	,716**	,861**	,860**	,853**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	110	110	110	110	110

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

Uji Validitas Kepuasan Nasabah (Y1)

		Correlations						
		Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1.6	Y1.TOTAL
Y1.1	Pearson Correlation	1	,576**	,456**	,375**	,582**	,429	,682**
	Sig. (2-tailed)		,000	,000	,000	,000	,000	,000
	N	110	110	110	110	110	110	110
Y1.2	Pearson Correlation	,576**	1	,758**	,693**	,580**	,756**	,862
	Sig. (2-tailed)	,000		,000	,000	,000	,000	,000
	N	110	110	110	110	110	110	110
Y1.3	Pearson Correlation	,456**	,758**	1	,869**	,692**	,799**	,908**
	Sig. (2-tailed)	,000	,000		,000	,000	,000	,000
	N	110	110	110	110	110	110	110
Y1.4	Pearson Correlation	,375**	,693**	,869**	1	,678**	,719**	,862**
	Sig. (2-tailed)	,000	,000	,000		,000	,000	,000
	N	110	110	110	110	110	110	110
Y1.5	Pearson Correlation	,582**	,580**	,692**	,678**	1	,676**	,843**
	Sig. (2-tailed)	,000	,000	,000	,000		,000	,000
	N	110	110	110	110	110	110	110
Y1.6	Pearson Correlation	,429	,756**	,799**	,719**	,676**	1**	,870**
	Sig. (2-tailed)	,000	,000	,000	,000	,000		,000
	N	110	110	110	110	110	110	110
Y1.TOTAL	Pearson Correlation	,682**	,862**	,908**	,862**	,843**	,870**	1**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	
	N	110	110	110	110	110	110	110

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

Uji Validitas Loyalitas Nasabah (Y2)

		Correlations				
		Y2.1	Y2.2	Y2.3	Y2.4	Y2.TOTAL
Y2.1	Pearson Correlation	1	,622**	,707**	,648**	,854**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	110	110	110	110	110
Y2.2	Pearson Correlation	,622**	1	,687**	,577**	,834**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	110	110	110	110	110
Y2.3	Pearson Correlation	,707**	,687**	1	,808**	,918**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	110	110	110	110	110
Y2.4	Pearson Correlation	,648**	,577**	,808**	1	,872**
	Sig. (2-tailed)	,000	,000	,000		,000
	N	110	110	110	110	110
Y2.TOTAL	Pearson Correlation	,854**	,834**	,918**	,872**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	110	110	110	110	110

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

LAMPIRAN 7**HASIL UJI RELIABILITAS**Uji Reliabilitas *Complaint Handling* (X1)**Case Processing Summary**

		N	%
Cases	Valid	110	100,0
	Excluded ^a	0	,0
	Total	110	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,829	3

Uji Reliabilitas Nilai Nasabah (X2)

Case Processing Summary

		N	%
Cases	Valid	110	100,0
	Excluded ^a	0	,0
	Total	110	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,841	4

Uji Reliabilitas Kepuasan Nasabah (Y1)

Case Processing Summary

		N	%
Cases	Valid	110	100,0
	Excluded ^a	0	,0
	Total	110	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,914	6

Uji Reliabilitas Loyalitas Nasabah (Y2)

Case Processing Summary

		N	%
Cases	Valid	110	100,0
	Excluded ^a	0	,0
	Total	110	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,891	4

LAMPIRAN 8

HASIL ANALISIS JALUR

Persamaan Regresi I

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Nilai Nasabah, Complaint Handling ^b	.	Enter

a. Dependent Variable: Kepuasan Nasabah

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,839 ^a	,704	,699	1,571

a. Predictors: (Constant), Nilai Nasabah, Complaint Handling

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	629,042	2	314,521	127,501	,000 ^b
	Residual	263,949	107	2,467		
	Total	892,991	109			

a. Dependent Variable: Kepuasan Nasabah

b. Predictors: (Constant), Nilai Nasabah, Complaint Handling

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	6,308	1,318		4,785	,000
	Complaint Handling	,644	,134	,361	4,817	,000
	Nilai Nasabah	,695	,096	,543	7,245	,000

a. Dependent Variable: Kepuasan Nasabah

Persamaan Regresi II

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Kepuasan Nasabah, Complaint Handling, Nilai Nasabah ^b	.	Enter

a. Dependent Variable: Loyalitas Nasabah

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,808 ^a	,654	,644	1,446

a. Predictors: (Constant), Kepuasan Nasabah, Complaint Handling, Nilai Nasabah

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	417,891	3	139,297	66,640	,000 ^b
	Residual	221,572	106	2,090		
	Total	639,464	109			

a. Dependent Variable: Loyalitas Nasabah

b. Predictors: (Constant), Kepuasan Nasabah, Complaint Handling, Nilai Nasabah

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-,776	1,337		-,581	,563
	Complaint Handling	,313	,136	,207	2,307	,023
	Nilai Nasabah	,332	,108	,307	3,084	,003
	Kepuasan Nasabah	,309	,089	,365	3,469	,001

a. Dependent Variable: Loyalitas Nasabah

LAMPIRAN 9**HASIL UJI NORMALITAS****Uji Normalitas Persamaan Regresi I****One-Sample Kolmogorov-Smirnov Test**

		Unstandardized Residual
N		110
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	1,55613185
	Absolute	,152
Most Extreme Differences	Positive	,152
	Negative	-,117
Kolmogorov-Smirnov Z		1,599
Asymp. Sig. (2-tailed)		,012

a. Test distribution is Normal.

b. Calculated from data.

Uji Normalitas Persamaan Regresi II**One-Sample Kolmogorov-Smirnov Test**

		Unstandardized Residual
N		110
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	1,42575341
	Absolute	,207
Most Extreme Differences	Positive	,128
	Negative	-,207
Kolmogorov-Smirnov Z		2,166
Asymp. Sig. (2-tailed)		,000

a. Test distribution is Normal.

b. Calculated from data.

LAMPIRAN 10

HASIL UJI LINEARITAS

Uji Linearitas *Complaint Handling* (X1)-Kepuasan Nasabah (Y1)

Case Processing Summary

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
Kepuasan Nasabah * Complaint Handling	110	100,0%	0	0,0%	110	100,0%

Report

Kepuasan Nasabah

Complaint Handling	Mean	N	Std. Deviation
9	23,00	2	7,071
10	22,00	1	.
11	25,22	9	2,539
12	24,60	35	1,943
13	27,21	14	1,805
14	28,00	7	2,082
15	29,43	42	1,129
Total	26,99	110	2,862

ANOVA Table

			Sig.
			(Combined)
Kepuasan Nasabah * Complaint Handling	Between Groups	Linearity	,000
		Deviation from Linearity	,034
	Within Groups		
Total			

Measures of Association

	R	R Squared	Eta	Eta Squared
Kepuasan Nasabah * Complaint Handling	,748	,559	,779	,607

Uji Linearitas Nilai Nasabah (X2)-Kepuasan Nasabah (Y1)
Case Processing Summary

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
Kepuasan Nasabah * Nilai Nasabah	110	100,0%	0	0,0%	110	100,0%

Report

Kepuasan Nasabah

Nilai Nasabah	Mean	N	Std. Deviation
12	18,00	1	.
13	22,00	4	2,582
14	24,45	11	3,012
15	24,75	4	,957
16	24,82	17	1,510
17	26,65	17	2,029
18	27,82	11	1,328
19	27,92	13	1,188
20	29,72	32	1,023
Total	26,99	110	2,862

ANOVA Table

			Sig.
Kepuasan Nasabah * Nilai Nasabah	Between Groups	(Combined)	,000
		Linearity	,000
		Deviation from Linearity	,069
	Within Groups		
	Total		

Measures of Association

	R	R Squared	Eta	Eta Squared
Kepuasan Nasabah * Nilai Nasabah	,800	,640	,827	,683

Uji Linearitas *Complaint Handling* (X1)-Loyalitas Nasabah (Y2)
Case Processing Summary

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
Loyalitas Nasabah * Complaint Handling	110	100,0%	0	0,0%	110	100,0%

Report

Loyalitas Nasabah

Complaint Handling	Mean	N	Std. Deviation
9	16,00	2	5,657
10	13,00	1	.
11	15,22	9	2,224
12	15,89	35	1,778
13	17,43	14	1,950
14	17,71	7	1,976
15	19,55	42	1,087
Total	17,52	110	2,422

ANOVA Table

			Sig.
Loyalitas Nasabah * Complaint Handling	Between Groups	(Combined)	,000
		Linearity	,000
		Deviation from Linearity	,115
	Within Groups		
	Total		

Measures of Association

	R	R Squared	Eta	Eta Squared
Loyalitas Nasabah * Complaint Handling	,699	,489	,728	,530

Uji Linearitas Nilai Nasabah (X1)-Kepuasan Nasabah (Y2)
Case Processing Summary

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
Loyalitas Nasabah * Nilai Nasabah	110	100,0%	0	0,0%	110	100,0%

Report

Loyalitas Nasabah

Nilai Nasabah	Mean	N	Std. Deviation
12	12,00	1	.
13	15,00	4	2,000
14	14,82	11	2,040
15	14,50	4	2,082
16	16,47	17	1,586
17	16,82	17	2,069
18	17,64	11	2,420
19	18,77	13	1,013
20	19,69	32	,859
Total	17,52	110	2,422

ANOVA Table

			Sig.
(Combined)			,000
Between Groups	Linearity		,000
Loyalitas Nasabah * Nilai Nasabah	Deviation from Linearity		,637
Within Groups			
Total			

Measures of Association

	R	R Squared	Eta	Eta Squared
Loyalitas Nasabah * Nilai Nasabah	,747	,558	,761	,579

Uji Linearitas Kepuasan Nasabah (Y1)-Kepuasan Nasabah (Y2)

Case Processing Summary

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
Loyalitas Nasabah * Kepuasan Nasabah	110	100,0%	0	0,0%	110	100,0%

Report

Loyalitas Nasabah

Kepuasan Nasabah	Mean	N	Std. Deviation
18	12,00	1	.
19	16,00	1	.
21	12,50	2	,707
22	14,00	3	1,732
23	15,75	4	1,258
24	15,88	16	1,147
25	15,25	8	1,982
26	16,11	9	1,833
27	17,50	10	2,321
28	18,43	14	1,284
29	17,88	8	2,475
30	19,76	34	,819
Total	17,52	110	2,422

ANOVA Table

			Sig.
			(Combined)
Between Groups			,000
Loyalitas Nasabah * Kepuasan Nasabah			Linearity
			,000
			Deviation from Linearity
			,044
Within Groups			
Total			

Measures of Association

	R	R Squared	Eta	Eta Squared
Loyalitas Nasabah * Kepuasan Nasabah	,766	,586	,810	,655

LAMPIRAN 11

DOKUMENTASI PENELITIAN



