

Lampiran-Lampiran

Lampiran 1 Kuesioner Penelitian

Kepada :

Yth. Bpk/Ibu/Sdr/i

Nasabah PT Bank Muamalat Indonesia Cabang Pasuruan

Di-

Tempat

Kuesioner Penelitian

Pengaruh *Syari'ah Marketing Characteristics* terhadap Kepercayaan Nasabah dan Kepuasan Nasabah

(Survei Pada Nasabah PT Bank Muamalat Indonesia Cabang Pasuruann)

Bapak/Ibuk/Saudara/i Responden Yang terhormat,

Kuesioner ini disusun dalam rangka menunjang kegiartan penelitian yang dilakukan oleh peneliti selaku Mahasiswa Program Studi Administrasi Bisnis Strata 1, Universitas Yudharta Pasuruan tentang “Pengaruh *Syari'ah Marketing Characteristics* terhadap Kepercayaan Nasabah dan Kepuasan Nasabah”, maka saya mengharapkan kesediaan Bapak/Ibu/Saudara/I untuk memberikan pendapat mengenai Rabbaniyah, Akhlaqiyah, Al-Waqiiyah, Insaniyah yang diberikan oleh Bank Muamalat Indonesia Cabang Pasuruan kepada nasabahnya dengan mengisi angket atau kuesioner yang telah di sediakan.

Atas bantuan dan kesediaan Bapak/Ibu/Saudara/I untuk mengisi kuesioner ini saya ucapkan terima kasih

Hormat Saya,

Fuatun Khasanah

Mohon diisi dengan kondisi sebenarnya, bila tidak bisa menjawab dikira-kira oleh petugas.

1.	Nama Responden	:(L)/(P)
2.	Umur	:thn
3.	Pendidikan Terakhir	:
4.	Pekerjaan yang di tekuni	:
5.	Berapa Lama Menjadi Nasabah	:

Mohon pertanyaan berikut dijawab dengan menggunakan tanda cek () pada kolom yang sesuai dengan pilihan dan jawaban anda.

Catatan:

1. STS : Sangat Tidak Setuju
2. TS : Tidak Setuju
3. KS : Kurang Setuju
4. S : Setuju
5. SS : Sangat Setuju

Kuesioner

TEISTIS (RABBANIYYAH)

No	Pernyataan Kuesioner	STS	TS	KS	S	SS
1	Petugas Bank Muamalat dalam memasarkan produknya tidak ada penipuan					
2	Petugas Bank Muamalat dalam memasarkan produknya tidak ingkar janji					

ETIS (AKHLAQIYAH)

No	Pernyataan kuisisioner	STS	TS	KS	S	SS
1.	Petugas Bank Muamalat selalu bersikap baik, berperilaku baik, sopan dan ramah.					
2.	Petugas Bank Muamalat selalu bersikap rendah hati dalam proses penawaran					

REALISTIS(AL-WAQIYYAH)

No	Pertanyaan Kuisisioner	STS	TS	KS	S	SS
1.	Petugas Bank Muamalat berpenampilan bersih, rapi, dan bersahaja, memakai pakaian sopan					
2.	Petugas Bank Muamalat bekerja dengan profesional dan berpengalaman (menguasai dengan betul produk yang ditawarkan)					

HUMANISTIS (AL-INSANIYAH)

No	Pernyataan kuesioner	STS	TS	KS	S	SS
1.	Petugas Bank Muamalat memperlakukan nasabah dengan sama/tidak membeda-bedakan (dalam pelayanannya tidak membedakan antara nasabah yang kaya dan yang miskin)					
2.	Petugas Bank Muamalat sedia membantu kesulitan yang dihadapi nasabah (memberi kelonggaran terhadap nasabah yang belum mampu membayar/jatuh tempo)					

Pernyataan Untuk Kepercayaan Nasabah

No	Pernyataan kuesioner	STS	TS	KS	S	SS
1.	Saya percaya petugas Bank Muamalat dapat di percaya baik ucapan atau tindakan					
2.	Saya percaya petugas Bank Muamalat dapat diandalkan					

3.	Saya percaya petugas Bank muamalat mampu menciptakan kedekatan					
4.	Saya percaya pihak Bank Muamalat peduli dan mampu memberikan solusi atas kebingungan nasabah					

Pernyataan Untuk Kepuasan Nasabah

No	Pertanyaan kuisisioner	STS	TS	KS	S	SS
1.	Saya merasa senang dengan layanan dan yang ditawarkan oleh Bank Muamalat Cabang Pasuruan					
2.	Saya tidak pernah kecewa dengan pelayanan Bank ini					
3.	Saya akan mengunjungi kembali Bank Muamalat Cabang Pasuruan dimasa mendatang dan ini merupakan pilihan yang bijaksana					
4.	Secara keseluruhan saya merasa puas dengan pelayanan yang diberikan oleh Bank Muamalat Cabang Pasuruan					

Lampiran 2 Tabel Frekuensi

Statistik Deskriptif *Syari'ah Marketing Characteristics (X1)*

Statistics

		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	Syari'ah Marketing Characteristics
N	Valid	100	100	100	100	100	100	100	100	100
	Missing	0	0	0	0	0	0	0	0	0
Mean		4.4200	4.2600	4.3700	4.2600	4.3800	4.2800	4.4900	4.3200	34.7600

X1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	5	5.0	5.0	5.0
	4.00	48	48.0	48.0	53.0
	5.00	47	47.0	47.0	100.0
Total		100	100.0	100.0	

X1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	8	8.0	8.0	8.0
	4.00	58	58.0	58.0	66.0
	5.00	34	34.0	34.0	100.0
Total		100	100.0	100.0	

X1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	1	1.0	1.0	1.0
	4.00	61	61.0	61.0	62.0
	5.00	38	38.0	38.0	100.0
	Total	100	100.0	100.0	

X1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	5	5.0	5.0	5.0
	4.00	64	64.0	64.0	69.0
	5.00	31	31.0	31.0	100.0
	Total	100	100.0	100.0	

X1.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	7	7.0	7.0	7.0
	4.00	48	48.0	48.0	55.0
	5.00	45	45.0	45.0	100.0
	Total	100	100.0	100.0	

X1.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	7	7.0	7.0	7.0
	4.00	58	58.0	58.0	65.0
	5.00	35	35.0	35.0	100.0
	Total	100	100.0	100.0	

X1.7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	2	2.0	2.0	2.0
	4.00	47	47.0	47.0	49.0
	5.00	51	51.0	51.0	100.0
	Total	100	100.0	100.0	

X1.8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	4	4.0	4.0	4.0
	4.00	60	60.0	60.0	64.0
	5.00	36	36.0	36.0	100.0
	Total	100	100.0	100.0	

Syari'ah Marketing Characteristics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	27.00	2	2.0	2.0	2.0
	29.00	4	4.0	4.0	6.0
	30.00	3	3.0	3.0	9.0
	32.00	9	9.0	9.0	18.0

33.00	3	3.0	3.0	21.0
34.00	18	18.0	18.0	39.0
35.00	21	21.0	21.0	60.0
36.00	21	21.0	21.0	81.0
37.00	8	8.0	8.0	89.0
38.00	3	3.0	3.0	92.0
39.00	4	4.0	4.0	96.0
40.00	4	4.0	4.0	100.0
Total	100	100.0	100.0	

Statistic Deskriptif Kepercayaan Nasabah (Y1)

Statistics

		Y1.1	Y1.2	Y1.3	Y1.4	Kepercayaan
N	Valid	100	100	100	100	100
	Missing	0	0	0	0	0
Mean		4.4300	4.4400	4.4500	4.3400	17.6600

Y1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	3	3.0	3.0	3.0
	4.00	51	51.0	51.0	54.0
	5.00	46	46.0	46.0	100.0
	Total	100	100.0	100.0	

Y1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	6	6.0	6.0	6.0

4.00	44	44.0	44.0	50.0
5.00	50	50.0	50.0	100.0
Total	100	100.0	100.0	

Y1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	4	4.0	4.0	4.0
	4.00	47	47.0	47.0	51.0
	5.00	49	49.0	49.0	100.0
Total		100	100.0	100.0	

Y1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	7	7.0	7.0	7.0
	4.00	52	52.0	52.0	59.0
	5.00	41	41.0	41.0	100.0
Total		100	100.0	100.0	

Kepercayaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	14.00	6	6.0	6.0	6.0
	15.00	2	2.0	2.0	8.0
	16.00	29	29.0	29.0	37.0
	17.00	14	14.0	14.0	51.0
	18.00	9	9.0	9.0	60.0
	19.00	12	12.0	12.0	72.0
	20.00	28	28.0	28.0	100.0

Kepercayaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	14.00	6	6.0	6.0	6.0
	15.00	2	2.0	2.0	8.0
	16.00	29	29.0	29.0	37.0
	17.00	14	14.0	14.0	51.0
	18.00	9	9.0	9.0	60.0
	19.00	12	12.0	12.0	72.0
	20.00	28	28.0	28.0	100.0
Total		100	100.0	100.0	

Statistic Deskriptif Kepuasan Nasabah (Y2)

Statistics

		Y2.1	Y2.2	Y2.3	Y2.4	Kepuasan
N	Valid	100	100	100	100	100
	Missing	0	0	0	0	0
Mean		4.4300	4.3000	4.2700	4.4600	17.4600

Y2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	57	57.0	57.0	57.0
	5.00	43	43.0	43.0	100.0
Total		100	100.0	100.0	

Y2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	11	11.0	11.0	11.0
	4.00	48	48.0	48.0	59.0
	5.00	41	41.0	41.0	100.0
Total		100	100.0	100.0	

Y2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	7	7.0	7.0	7.0
	4.00	59	59.0	59.0	66.0
	5.00	34	34.0	34.0	100.0

Y2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	7	7.0	7.0	7.0
	4.00	59	59.0	59.0	66.0
	5.00	34	34.0	34.0	100.0
	Total	100	100.0	100.0	

Y2.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	3	3.0	3.0	3.0
	4.00	48	48.0	48.0	51.0
	5.00	49	49.0	49.0	100.0
	Total	100	100.0	100.0	

Kepuasan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	13.00	1	1.0	1.0	1.0
	14.00	3	3.0	3.0	4.0
	15.00	4	4.0	4.0	8.0
	16.00	39	39.0	39.0	47.0
	17.00	11	11.0	11.0	58.0
	18.00	8	8.0	8.0	66.0
	19.00	4	4.0	4.0	70.0
	20.00	30	30.0	30.0	100.0
	Total	100	100.0	100.0	

X1.8	Pearson Correlation	.502**	.392**	.700**	.615**	.468**	.416**	.333**	1	.788**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.001		.000
	N	100	100	100	100	100	100	100	100	100
Syariah Marketing Characteristics	Pearson Correlation	.741**	.675**	.734**	.758**	.719**	.606**	.638**	.788**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	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).

Uji Validitas Kepercayaan Nasabah (Y1)

Correlations

		Y1.1	Y1.2	Y1.3	Y1.4	Kepercayaan
Y1.1	Pearson Correlation	1	.453**	.562**	.399**	.739**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
Y1.2	Pearson Correlation	.453**	1	.598**	.686**	.832**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
Y1.3	Pearson Correlation	.562**	.598**	1	.682**	.872**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
Y1.4	Pearson Correlation	.399**	.686**	.682**	1	.836**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
Kepercayaan	Pearson Correlation	.739**	.832**	.872**	.836**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

Uji Validitas Kepuasan Nasabah (Y2)

Correlations

		Y2.1	Y2.2	Y2.3	Y2.4	Kepuasan
Y2.1	Pearson Correlation	1	.691**	.777**	.745**	.893**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
Y2.2	Pearson Correlation	.691**	1	.806**	.735**	.898**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
Y2.3	Pearson Correlation	.777**	.806**	1	.740**	.921**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
Y2.4	Pearson Correlation	.745**	.735**	.740**	1	.891**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
Kepuasan	Pearson Correlation	.893**	.898**	.921**	.891**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

Lampiran 4 Uji Reliabilitas

Uji reabilitas *Syari'ah Marketing Characteristics (X1)*

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
.774	9

Uji reabilitas Y1 (Kepercayaan)

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
.829	9

Uji reabilitas Y2 (Kepuasan)

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
.828	6

Lampiran 5 Analisis Jalur

Persamaan 1 *Syari'ah Marketing Characteristics (X1) – Kepercayaan Nasabah (Y1)*

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Syari'ah Marketing Characteristics ^a		Enter

a. All requested variables entered.

b. Dependent Variable: Kepercayaan

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.649 ^a	.422	.416	1.39954

a. Predictors: (Constant), Syari'ah Marketing Characteristics

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	139.887	1	139.887	71.418	.000 ^a
	Residual	191.953	98	1.959		
	Total	331.840	99			

a. Predictors: (Constant), Syari'ah Marketing Characteristics

b. Dependent Variable: Kepercayaan

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.637	1.465		3.849	.000
	Syari'ah Marketing Characteristics	.347	.041	.649	8.451	.000

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.637	1.465		3.849	.000
	Syari'ah Marketing Characteristics	.347	.041	.649	8.451	.000

a. Dependent Variable: Kepercayaan

Persamaan 2 *Syari'ah Marketing Characteristics* (X1) – Kepuasan Nasabah (Y2)

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Syari'ah Marketing Characteristics ^a		Enter

a. All requested variables entered.

b. Dependent Variable: Kepuasan

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.618 ^a	.382	.376	1.69367

a. Predictors: (Constant), Syari'ah Marketing Characteristics

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	173.644	1	173.644	60.534	.000 ^a
	Residual	281.116	98	2.869		
	Total	454.760	99			

a. Predictors: (Constant), Syari'ah Marketing Characteristics

b. Dependent Variable: Kepuasan

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.091	1.773		2.308	.023
	Syari'ah Marketing Characteristics	.387	.050	.618	7.780	.000

a. Dependent Variable: Kepuasan

Syari'ah Marketing Characteristics (Y1)-Kepuasan Nasabah (Y2)

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Kepercayaan ^a		Enter

a. All requested variables entered.

b. Dependent Variable: Kepuasan

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.369 ^a	.136	.127	2.00228

a. Predictors: (Constant), Kepercayaan

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	61.865	1	61.865	15.431	.000 ^a
	Residual	392.895	98	4.009		
	Total	454.760	99			

a. Predictors: (Constant), Kepercayaan

b. Dependent Variable: Kepuasan

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	10.065	1.984		5.073	.000
	Kepercayaan	.432	.110	.369	3.928	.000

a. Dependent Variable: Kepuasan

Lampiran 6 Uji Normalitas

Uji Normalitas *Syari'ah Marketing Characteristics (X1)-Kepercayaan (Y1)*

		Unstandardized Residual
N		100
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	1.39245018
Most Extreme Differences	Absolute	.104
	Positive	.104
	Negative	-.104
Kolmogorov-Smirnov Z		1.043
Asymp. Sig. (2-tailed)		.227

a. Test distribution is Normal.

b. Calculated from data.

Uji Normalitas *Syari'ah Marketing Characteristics (X)- Kepuasan Nasabah (Y2)*

		Unstandardized Residual
N		100
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	1.68509727
Most Extreme Differences	Absolute	.091
	Positive	.084
	Negative	-.091
Kolmogorov-Smirnov Z		.908
Asymp. Sig. (2-tailed)		.382

a. Test distribution is Normal.

b. Calculated from data.

Uji Normalitas Kepercayaan Nasabah (Y1) - Kepuasan Nasabah (Y2)

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		100
Normal Parameters ^{a, b}	Mean	.0000000
	Std. Deviation	1.68408766
Most Extreme Differences	Absolute	.090
	Positive	.085
	Negative	-.090
Kolmogorov-Smirnov Z		.904
Asymp. Sig. (2-tailed)		.388

a. Test distribution is Normal.

b. Calculated from data.

Lampiran 7 Uji Linieritas

Uji linieritas *Syari'ah Marketing Characteristics* (X1)-Kepercayaan Nasabah (Y1)

Case Processing Summary

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
Kepercayaan * Syari'ah Marketing Characteristics	100	100.0%	0	.0%	100	100.0%

Report

Kepercayaan

Syari'ah Marketing Characteristics	Mean	N	Std. Deviation
10.00	10.0000	1	.
29.00	16.0000	1	.
32.00	16.0000	8	.53452
33.00	16.6667	3	.57735
34.00	17.2143	14	1.52812
35.00	18.2381	21	1.51343
36.00	18.2273	22	1.65994
37.00	18.1667	12	1.46680
38.00	19.3333	3	1.15470
39.00	18.8000	5	1.30384
40.00	19.7000	10	.94868
Total	17.9600	100	1.83082

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Kepercayaan * Syari'ah Marketing	Between Groups	(Combined)	153.910	10	15.391	7.698	.000
	Linearity		139.887	1	139.887	69.971	.000

Characteristics	Deviation from Linearity	14.023	9	1.558	.779	.636
	Within Groups	177.930	89	1.999		
	Total	331.840	99			

Measures of Association

	R	R Squared	Eta	Eta Squared
Kepercayaan * Syari'ah Marketing Characteristics	.649	.422	.681	.464

Uji linieritas *Syari'ah Marketing Characteristics (X)*-Kepuasan Nasabah (*Y*)

Case Processing Summary

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
Kepercayaan * Syari'ah Marketing Characteristics	100	100.0%	0	.0%	100	100.0%

Report

Kepuasan

Syari'ah Marketing Characteristics	Mean	N	Std. Deviation
10.00	7.0000	1	
29.00	18.0000	1	
32.00	17.2500	8	1.83225
33.00	16.6667	3	1.52753
34.00	17.0000	14	2.03810
35.00	17.2857	21	1.61688
36.00	18.1364	22	1.85922
37.00	18.4167	12	1.62135
38.00	19.3333	3	1.15470
39.00	18.0000	5	2.00000

40.00	20.0000	10	.00000
Total	17.8200	100	2.14325

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Kepuasan * Syari'ah Marketing Characteristics	Between Groups	(Combined)	200.133	10	20.013	6.995	.000
		Linearity	173.644	1	173.644	60.694	.000
		Deviation from Linearity	26.489	9	2.943	1.029	.424
	Within Groups		254.627	89	2.861		
	Total		454.760	99			

Measures of Association

	R	R Squared	Eta	Eta Squared
Kepuasan * Syari'ah Marketing Characteristics	.618	.382	.663	.440

Uji linieritas Kepercayaan Nasabah (Y1)-Kepuasan Nasabah (Y2)

Case Processing Summary

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
Kepuasan * Kepercayaan	100	100.0%	0	.0%	100	100.0%

Report

Kepuasan			
Kepercayaan	Mean	N	Std. Deviation
10.00	7.0000	1	.

15.00	16.0000	1	
16.00	17.3462	26	2.01876
17.00	18.5882	17	1.54349
18.00	17.0000	10	1.33333
19.00	17.8571	14	1.70326
20.00	18.4516	31	1.87685
Total	17.8200	100	2.14325

NOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Kepuasan * Kepercayaan	Between Groups	(Combined)	155.366	6	25.894	8.043	.000
		Linearity	61.865	1	61.865	19.217	.000
		Deviation from Linearity	93.501	5	18.700	5.809	.000
	Within Groups		299.394	93	3.219		
	Total		454.760	99			

Measures of Association

	R	R Squared	Eta	Eta Squared
Kepuasan * Kepercayaan	.369	.136	.585	.342