

Lampiran 1

1. Hasil Uji Validasi Variabel Teknologi Informasi (X1)

Correlations

| | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1.6 | X1.T OT |
|-----------------------------|--------|--------|--------|--------|--------|--------|------------|
| X1.1 Pearson Correlation | 1 | .545** | .420** | .103 | .431** | .479** | .575* |
| Sig. (2- tailed) | | .000 | .000 | .340 | .000 | .000 | .000 |
| N | 88 | 88 | 88 | 88 | 88 | 88 | 88 |
| X1.2 Pearson Correlation | .545** | 1 | .660** | .299** | .624** | .584** | .758* |
| Sig. (2- tailed) | .000 | | .000 | .005 | .000 | .000 | .000 |
| N | 88 | 88 | 88 | 88 | 88 | 88 | 88 |
| X1.3 Pearson Correlation | .420** | .660** | 1 | .305** | .733** | .652** | .792* |
| Sig. (2- tailed) | .000 | .000 | | .004 | .000 | .000 | .000 |
| N | 88 | 88 | 88 | 88 | 88 | 88 | 88 |
| X1.4 Pearson Correlation | .103 | .299** | .305** | 1 | .343** | .230* | .615* |
| Sig. (2- tailed) | .340 | .005 | .004 | | .001 | .031 | .000 |
| N | 88 | 88 | 88 | 88 | 88 | 88 | 88 |
| X1.5 Pearson Correlation | .431** | .624** | .733** | .343** | 1 | .738** | .820* |
| Sig. (2- tailed) | .000 | .000 | .000 | .001 | | .000 | .000 |
| N | 88 | 88 | 88 | 88 | 88 | 88 | 88 |

| | | | | | | | | | | | | |
|------|-----------------|--------|--------|--------|--------|--------|--------|-------|----|----|----|----|
| X1.6 | Pearson | | | | | | | | | | | |
| | Correlation | .479** | .584** | .652** | .230* | .738** | 1 | .755* | | | | |
| | Sig. (2-tailed) | .000 | .000 | .000 | .031 | .000 | | .000 | | | | |
| | N | 88 | 88 | 88 | 88 | 88 | 88 | 88 | 88 | 88 | 88 | 88 |
| X1.T | Pearson | | | | | | | | | | | |
| OT | Correlation | .575** | .758** | .792** | .615** | .820** | .755** | 1 | | | | |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | | | | | |
| | N | 88 | 88 | 88 | 88 | 88 | 88 | 88 | 88 | 88 | 88 | 88 |

Hasil Uji Validasi Variabel Kualitas Layanan (X2)

Correlations

| | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | X2.6 | X2.7 | X2.8 | X2.9 | X2.10 | X2.TOT |
|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|--------|
| X2.1 | 1 | .698* | .399* | .260* | .205 | .380* | .367* | .479* | .294* | .406** | .548** |
| | | .000 | .000 | .014 | .055 | .000 | .000 | .000 | .005 | .000 | .000 |
| | | 88 | 88 | 88 | 88 | 88 | 88 | 88 | 88 | 88 | 88 |
| X2.2 | .698* | 1 | .374* | .369* | .305* | .492* | .523* | .598* | .407* | .471** | .690** |

| | | | | | | | | | | | |
|------------|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| N | 88 | 88 | 88 | 88 | 88 | 88 | 88 | 88 | 88 | 88 | 88 |
| X2.1 0 | Pearson Correlation Sig. (2-tailed) | .406* * | .471* * | .449* * | .556* * | .514* * | .593* * | .767* * | .672* * | .540* * | 1 .783** |
| N | 88 | 88 | 88 | 88 | 88 | 88 | 88 | 88 | 88 | 88 | 88 |
| X2.T OT | Pearson Correlation Sig. (2-tailed) | .548* * | .690* * | .760* * | .811* * | .716* * | .721* * | .858* * | .773* * | .824* * | 1 .783** |
| N | 88 | 88 | 88 | 88 | 88 | 88 | 88 | 88 | 88 | 88 | 88 |

2. Hasil Uji Validitas Variabel Kepuasan Nasabah (Y)

Correlation

| | Y1 | Y2 | Y3 | Y4 | Y5 | Y6 | Y.TOT |
|---|-----------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| Y1 Pearson Correlation Sig. (2-tailed) N | 1 .002 88 | .319** .002 88 | .516** .000 88 | .447** .000 88 | .361** .001 88 | .420** .000 88 | .714** .000 88 |
| Y2 Pearson Correlation Sig. (2-tailed) | .319** .002 | 1 .002 | .277** .009 | .576** .000 | .286** .007 | .308** .004 | .619** .000 |

| | | | | | | | |
|----------------------------------|--------|--------|--------|--------|--------|--------|--------|
| N | 88 | 88 | 88 | 88 | 88 | 88 | 88 |
| Y3 Pearson Correlation | .516** | .277** | 1 | .563** | .244* | .164 | .596** |
| Sig. (2- tailed) | .000 | .009 | | .000 | .022 | .127 | .000 |
| N | 88 | 88 | 88 | 88 | 88 | 88 | 88 |
| Y4 Pearson Correlation | .447** | .576** | .563** | 1 | .253* | .260* | .674** |
| Sig. (2- tailed) | .000 | .000 | .000 | | .017 | .015 | .000 |
| N | 88 | 88 | 88 | 88 | 88 | 88 | 88 |
| Y5 Pearson Correlation | .361** | .286** | .244* | .253* | 1 | .728** | .693** |
| Sig. (2- tailed) | .001 | .007 | .022 | .017 | | .000 | .000 |
| N | 88 | 88 | 88 | 88 | 88 | 88 | 88 |
| Y6 Pearson Correlation | .420** | .308** | .164 | .260* | .728** | 1 | .692** |
| Sig. (2- tailed) | .000 | .004 | .127 | .015 | .000 | | .000 |
| N | 88 | 88 | 88 | 88 | 88 | 88 | 88 |
| Y.T OT Pearson Correlation | .714** | .619** | .596** | .674** | .693** | .692** | 1 |
| Sig. (2- tailed) | .000 | .000 | .000 | .000 | .000 | .000 | |
| N | 88 | 88 | 88 | 88 | 88 | 88 | 88 |

3. Hasil Uji Reliabilitas Variabel Teknologi Informasi

Case Processing Summary

| | N | % |
|--|---|---|
|--|---|---|

| | | | |
|-------|-----------------------|----|-------|
| Cases | Valid | 88 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 88 | 100.0 |

Reliability Statistics

| | | |
|------------------|---|------------|
| | Cronbach's Alpha Based on Standardized Items | N of Items |
| Cronbach's Alpha | .819 | 6 |

4. Hasil Uji Reliabilitas Variabel Kualitas Layanan

Case Processing Summary

| | | | |
|-------|-----------------------|----|-------|
| | | N | % |
| Cases | Valid | 88 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 88 | 100.0 |

Reliability Statistics

| | | |
|------------------|---|------------|
| | Cronbach's Alpha Based on Standardized Items | N of Items |
| Cronbach's Alpha | .919 | 10 |

5. Hasil Uji Reliabilitas Variabel Kepuasan Nasabah

Case Processing Summary

| | | |
|--|---|---|
| | N | % |
|--|---|---|

| | | | |
|-------|-----------------------|----|-------|
| Cases | Valid | 88 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 88 | 100.0 |

Reliability Statistics

| | Cronbach's Alpha Based on Standardized Items | N of Items |
|------------------|---|------------|
| Cronbach's Alpha | .784 | 6 |

Lampiran 2

1. Hasil skor responden terhadap kepuasan nasabah

| RESPONDEN | KEPUASAN NASABAH | | | | | | JUMLAH |
|-----------|------------------|---|---|---|---|---|--------|
| | 1 | 2 | 3 | 4 | 5 | 6 | |
| 1 | 5 | 4 | 5 | 5 | 5 | 5 | 29 |
| 2 | 4 | 4 | 5 | 4 | 4 | 4 | 25 |
| 3 | 4 | 4 | 4 | 4 | 5 | 5 | 26 |
| 4 | 5 | 5 | 5 | 5 | 4 | 4 | 24 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 6 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 7 | 4 | 4 | 5 | 4 | 4 | 4 | 25 |
| 8 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 9 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 10 | 5 | 4 | 4 | 4 | 5 | 5 | 27 |
| 11 | 5 | 4 | 5 | 4 | 3 | 4 | 25 |
| 12 | 5 | 4 | 5 | 4 | 5 | 5 | 28 |
| 13 | 4 | 4 | 4 | 4 | 5 | 5 | 26 |
| 14 | 4 | 4 | 4 | 4 | 5 | 5 | 26 |
| 15 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 16 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 17 | 5 | 4 | 5 | 4 | 4 | 4 | 26 |
| 18 | 5 | 5 | 5 | 5 | 4 | 4 | 28 |
| 19 | 4 | 4 | 4 | 4 | 5 | 5 | 26 |
| 20 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 21 | 4 | 4 | 4 | 4 | 5 | 4 | 25 |
| 22 | 4 | 4 | 4 | 4 | 3 | 3 | 22 |
| 23 | 5 | 4 | 5 | 5 | 5 | 5 | 29 |
| 24 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 25 | 5 | 4 | 5 | 4 | 5 | 5 | 28 |
| 26 | 5 | 4 | 5 | 4 | 5 | 5 | 28 |
| 27 | 4 | 4 | 4 | 3 | 4 | 3 | 22 |
| 28 | 4 | 4 | 5 | 4 | 4 | 4 | 25 |
| 29 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 30 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 31 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 32 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 33 | 4 | 4 | 4 | 4 | 5 | 5 | 26 |
| 34 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 35 | 4 | 5 | 5 | 5 | 5 | 5 | 24 |

| | | | | | | | |
|----|---|---|---|---|---|---|----|
| 36 | 4 | 4 | 4 | 5 | 4 | 4 | 25 |
| 37 | 5 | 4 | 5 | 4 | 5 | 5 | 28 |
| 38 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 39 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 40 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 41 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 42 | 5 | 5 | 5 | 5 | 4 | 4 | 28 |
| 43 | 5 | 4 | 5 | 5 | 4 | 4 | 27 |
| 44 | 4 | 4 | 5 | 5 | 4 | 4 | 26 |
| 45 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 46 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 47 | 4 | 4 | 5 | 4 | 4 | 4 | 25 |
| 48 | 4 | 4 | 4 | 4 | 4 | 5 | 25 |
| 49 | 4 | 4 | 5 | 5 | 3 | 3 | 24 |
| 50 | 5 | 4 | 5 | 5 | 5 | 4 | 28 |
| 51 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 52 | 4 | 4 | 4 | 4 | 5 | 5 | 26 |
| 53 | 5 | 5 | 4 | 4 | 4 | 5 | 27 |
| 54 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 55 | 5 | 4 | 4 | 4 | 5 | 5 | 27 |
| 56 | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| 57 | 5 | 1 | 5 | 4 | 4 | 4 | 23 |
| 58 | 5 | 4 | 4 | 4 | 4 | 5 | 26 |
| 59 | 4 | 5 | 5 | 4 | 4 | 4 | 26 |
| 60 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 61 | 4 | 4 | 5 | 4 | 5 | 4 | 26 |
| 62 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| 63 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 64 | 4 | 5 | 5 | 5 | 4 | 4 | 27 |
| 65 | 4 | 3 | 5 | 4 | 4 | 4 | 24 |
| 66 | 4 | 5 | 5 | 5 | 5 | 5 | 29 |
| 67 | 4 | 4 | 4 | 4 | 5 | 5 | 26 |
| 68 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 69 | 5 | 5 | 5 | 5 | 4 | 4 | 28 |
| 70 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 71 | 4 | 4 | 5 | 5 | 5 | 4 | 27 |
| 72 | 5 | 4 | 5 | 4 | 5 | 5 | 28 |
| 73 | 4 | 4 | 5 | 5 | 4 | 4 | 26 |
| 74 | 4 | 4 | 4 | 4 | 4 | 5 | 25 |
| 75 | 4 | 4 | 4 | 4 | 4 | 3 | 23 |
| 76 | 4 | 4 | 4 | 4 | 3 | 3 | 22 |

| | | | | | | | |
|----|---|---|---|---|---|---|----|
| 77 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 78 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 79 | 4 | 3 | 4 | 4 | 4 | 4 | 23 |
| 80 | 4 | 3 | 4 | 3 | 4 | 4 | 22 |
| 81 | 4 | 4 | 4 | 4 | 5 | 4 | 25 |
| 82 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 83 | 5 | 5 | 5 | 4 | 5 | 4 | 28 |
| 84 | 4 | 5 | 4 | 5 | 4 | 5 | 27 |
| 85 | 4 | 4 | 5 | 4 | 4 | 4 | 25 |
| 86 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 87 | 4 | 4 | 5 | 4 | 5 | 4 | 26 |
| 88 | 5 | 4 | 5 | 5 | 4 | 4 | 27 |

1. Hasil skor responden terhadap teknologi informasi

| RESPONDEN | TEKNOLOGI INFORMASI | | | | | | JUMLAH |
|-----------|---------------------|---|---|---|---|---|--------|
| | 1 | 2 | 3 | 4 | 5 | 6 | |
| 1 | 5 | 4 | 5 | 4 | 5 | 5 | 28 |
| 2 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 3 | 4 | 5 | 4 | 4 | 4 | 5 | 26 |
| 4 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 6 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 7 | 5 | 5 | 4 | 5 | 5 | 5 | 29 |
| 8 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 9 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 10 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 11 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 12 | 5 | 5 | 4 | 4 | 5 | 5 | 28 |
| 13 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 14 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 15 | 5 | 4 | 5 | 3 | 4 | 5 | 26 |
| 16 | 5 | 5 | 4 | 4 | 4 | 4 | 26 |
| 17 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 18 | 5 | 5 | 4 | 4 | 5 | 5 | 28 |
| 19 | 5 | 4 | 4 | 3 | 5 | 5 | 26 |
| 20 | 5 | 4 | 4 | 3 | 5 | 5 | 26 |
| 21 | 5 | 5 | 5 | 3 | 5 | 5 | 28 |
| 22 | 4 | 3 | 3 | 4 | 3 | 4 | 21 |
| 23 | 5 | 5 | 5 | 2 | 5 | 5 | 27 |

| | | | | | | | |
|----|---|---|---|---|---|---|----|
| 24 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 25 | 4 | 4 | 4 | 2 | 4 | 5 | 24 |
| 26 | 4 | 4 | 4 | 2 | 4 | 4 | 22 |
| 27 | 5 | 5 | 4 | 3 | 5 | 4 | 26 |
| 28 | 5 | 5 | 4 | 4 | 4 | 4 | 26 |
| 29 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 30 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 31 | 4 | 5 | 4 | 4 | 4 | 4 | 25 |
| 32 | 5 | 5 | 5 | 2 | 4 | 4 | 25 |
| 33 | 4 | 4 | 3 | 4 | 4 | 4 | 23 |
| 34 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 35 | 4 | 4 | 5 | 4 | 5 | 5 | 27 |
| 36 | 4 | 4 | 3 | 3 | 4 | 4 | 22 |
| 37 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 38 | 5 | 5 | 4 | 4 | 4 | 4 | 26 |
| 39 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 40 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 41 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 42 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 43 | 4 | 4 | 5 | 4 | 5 | 5 | 27 |
| 44 | 5 | 5 | 5 | 3 | 5 | 5 | 28 |
| 45 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 46 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 47 | 4 | 4 | 4 | 2 | 4 | 4 | 22 |
| 48 | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| 49 | 4 | 2 | 2 | 3 | 2 | 2 | 15 |
| 50 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 51 | 5 | 5 | 4 | 3 | 4 | 4 | 25 |
| 52 | 4 | 5 | 5 | 4 | 4 | 5 | 27 |
| 53 | 5 | 5 | 5 | 1 | 5 | 5 | 26 |
| 54 | 5 | 5 | 5 | 2 | 5 | 5 | 27 |
| 55 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 56 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 57 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 58 | 4 | 4 | 4 | 3 | 5 | 4 | 24 |
| 59 | 4 | 4 | 4 | 3 | 4 | 4 | 23 |
| 60 | 4 | 4 | 4 | 3 | 4 | 4 | 23 |
| 61 | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| 62 | 5 | 4 | 5 | 3 | 4 | 5 | 26 |
| 63 | 3 | 3 | 3 | 3 | 3 | 4 | 19 |
| 64 | 5 | 4 | 4 | 4 | 4 | 4 | 25 |

| | | | | | | | | | | | |
|----|---|---|---|---|---|---|---|---|---|---|----|
| 37 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 48 |
| 38 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 44 |
| 39 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 40 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 41 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 48 |
| 42 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 43 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 48 |
| 44 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 47 |
| 45 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 46 | 3 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 47 |
| 47 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 43 |
| 48 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 49 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 42 |
| 50 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 50 |
| 51 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 52 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 53 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 54 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 55 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 50 |
| 56 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 57 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 58 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 41 |
| 59 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 47 |
| 60 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 61 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 3 | 42 |
| 62 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 49 |
| 63 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 41 |
| 64 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 46 |
| 65 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 43 |

| | | | | | | | | | | | |
|----|---|---|---|---|---|---|---|---|---|---|----|
| 66 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 49 |
| 67 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| 68 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 41 |
| 69 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 43 |
| 70 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 71 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 46 |
| 72 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 39 |
| 73 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 74 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 75 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 42 |
| 76 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 44 |
| 77 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 44 |
| 78 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 44 |
| 79 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 44 |
| 80 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 43 |
| 81 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 42 |
| 82 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 45 |
| 83 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 84 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 44 |
| 85 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 42 |
| 86 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 42 |
| 87 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 44 |
| 88 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 41 |

IDENTITAS RESPONDEN

1. Nama :
2. Jenis Kelamin : Laki-laki Perempuan
3. Usia : Tahun
4. Pekerjaan : pelajar/ mahasiswa wiraswasta
 PNS Ibu Rumah Tangga
 Lainnya....
5. Tingkat Pendidikan : SD SMP/ Sederajat
 SMA/ Sederajat D3
 S1 S2
 Lainnya

PETUNJUK PENGISIAN

1. Berilah tanda checklist (✓) pada salah satu pilihan jawaban yang tersedia pada masing-masing pernyataan.
2. Kuisisioner di bawah ini memuat sejumlah pertanyaan. Berikan tanggapan atas pernyataan yang ada pada kuisisioner ini sesuai dengan pendapat masing-masing.

KETERANGAN

- SS : Sangat Setuju
S : Setuju
KS : Kurang Setuju
TS : Tidak Setuju
STS : Sangat Tidak Setuju

1. Kepuasan Nasabah

| No | Pernyataan | Opsi | | | | |
|---------------------------------------|---|------|---|----|----|-----|
| | | SS | S | KS | TS | STS |
| Kesesuaian Harapan | | | | | | |
| 1. | Pelayanan oleh karyawan yang diperoleh sesuai atau melebihi dengan yang diharapkan | | | | | |
| 2. | Fasilitas penunjang yang didapat sesuai atau melebihi dengan yang diharapkan | | | | | |
| Minat Untuk Berkunjung Kembali | | | | | | |
| 3. | Berminat untuk berkunjung kembali karena pelayanan yang diberikan oleh karyawan memuaskan | | | | | |
| 4. | Berminat untuk berkunjung kembali karena fasilitas penunjang yang disediakan memadai | | | | | |
| Kesediaan Merekomendasikan | | | | | | |
| 5. | Menyarankan teman atau kerabat untuk menggunakan <i>internet banking</i> yang ditawarkan karena pelayanan yang memuaskan | | | | | |
| 6. | Menyarankan teman atau kerabat untuk menggunakan <i>internet banking</i> yang ditawarkan karena fasilitas penunjang yang disediakan memadai | | | | | |

2. Teknologi Informasi

| No | Pernyataan | Ops | | | | |
|--------------------|---|-----|---|----|----|-----|
| | | SS | S | KS | TS | STS |
| Kemudahan | | | | | | |
| 1. | Transaksi dengan menggunakan <i>internet banking</i> dapat dilakukan kapan saja tanpa batas | | | | | |
| 2. | Saya mampu menggunakan <i>internet banking</i> untuk bertransaksi | | | | | |
| Risiko | | | | | | |
| 3. | Dapat menjamin kebutuhan nasabah dalam melakukan beberapa transaksi <i>internet banking</i> | | | | | |
| 4. | Gangguan jaringan <i>internet banking</i> sangat rendah | | | | | |
| Kepercayaan | | | | | | |
| 5. | <i>Internet banking</i> dapat dimanfaatkan secara maksimal untuk memenuhi kebutuhan saya | | | | | |
| 6. | Transaksi dengan menggunakan <i>internet banking</i> dapat dilakukan dengan cepat | | | | | |

3. Kualitas Pelayanan

| No | Pernyataan | Ops | | | | |
|------------------------------|---|-----|---|----|----|-----|
| | | SS | S | KS | TS | STS |
| Berwujud | | | | | | |
| 1. | Gedung yang digunakan terlihat bagus dan nyaman untuk ditempati | | | | | |
| 2. | Fasilitas-fasilitas yang ada digedung masih dapat digunakan | | | | | |
| Keandalan | | | | | | |
| 3. | Karyawan melayani nasabah dengan baik dan sopan | | | | | |
| 4. | karyawan memberikan penjelasan kepada nasabah dengan baik | | | | | |
| Ketanggapan | | | | | | |
| 5. | Karyawan menjawab pertanyaan dengan baik | | | | | |
| 6. | Karyawan langsung menanggapi permintaan nasabah | | | | | |
| Jaminan dan kepastian | | | | | | |
| 7. | Ketelitian karyawan saat melayani nasabah | | | | | |

| | | | | | | |
|---------------|---|--|--|--|--|--|
| 8. | Menumbuhkan kepercayaan dalam diri nasabah untuk melakukan transaksi | | | | | |
| Empati | | | | | | |
| 9. | Keramahan karyawan kepada nasabah | | | | | |
| 10. | Memberikan perhatian sepenuhnya kepada nasabah saat melakukan transaksi | | | | | |

Lampiran 3

Dokumentasi













16 April 2021
No. 01/e32-3/0532
Lampiran: -

Kepada
Universitas Islam Negeri
Antasari Banjarmasin
Fakultas Ekonomi dan Bisnis Islam

PT. Bank Syariah Indonesia, Tbk
KCP Amuntai
Jl. Abdul Kadir No. 120 Kel. Antasari
Kec. Amuntai Tengah HE01 - 71411
Kalimantan Selatan
T : +62 527 63377
F : +62 527 63321
www.bankbsi.co.id

Up.: Yth. Dekan Bagian Akademik dan Kelembagaan

Perihal : **PERSETUJUAN PENELITIAN (RISET) MAHASISWA DI BANK SYARIAH INDONESIA Tbk. BRANCH OFFICE AMUNTAI**

Assalaamu'alaikum Wr. Wb.

Semoga Bapak/Ibu dan seluruh staff senantiasa sehat wal'afiat dan mendapat taufik serta hidayah dari Allah SWT.

Menunjuk perihal dan referensi tersebut di atas, dengan ini kami menyampaikan persetujuan penelitian (riset) mahasiswa UIN Antasari Banjarmasin dengan data sebagai berikut :

| No | Nama / NIM | Jurusan / Universitas | Judul Penelitian |
|----|----------------------------------|-------------------------------------|---|
| 1 | Halida Fitriani/ 170101060275 | Perbankan Syariah / UIN Antasari | Pengaruh Teknologi Informasi dan Kualitas Layanan Terhadap Kepuasan Nasabah PT. Bank Syariah Indonesia Tbk KCP Amuntai. |

Kami sampaikan kembali bahwa selama pelaksanaan ini agar memperhatikan dan mematuhi ketentuan, sebagai berikut:

1. Peserta riset harus mematuhi UU Perbankan No 10 tahun 1998 serta ketentuan intern Bank Syariah Mandiri yang menyangkut prinsip-prinsip kerahasiaan bank.
2. Peserta riset harus mematuhi Peraturan Bank Syariah Indonesia perihal Riset, Survey, Penelitian ilmiah, Pengisian Kuesioner bagi mahasiswa dalam rangka penyusunan skripsi; program studi S.1-S.2 dan praktek kerja lapangan/magang bagi siswa sekolah menengah kejuruan/diploma.
3. Peserta riset hanya dapat memperoleh data untuk kepentingan ilmiah dan yang bersangkutan tidak diperkenankan menyebarkannya kepada pihak lain.
4. Peserta riset tidak diperkenankan menyalin (fotocopy) data dan membuat salinan dokumen nasabah untuk kepentingan pribadi.
5. Peserta melaksanakan riset selama ± 2 (dua) minggu.
6. Peserta riset di bawah bimbingan dan pengawasan seorang pejabat bank.
7. Peserta riset menyerahkan 1 (satu) buah copy hasil riset yang telah diperiksa/disetujui oleh pembimbing dan pejabat Bank Syariah Mandiri.

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Demikian kami sampaikan, atas perhatian Bapak/Ibu kami mengucapkan terima kasih.

Wassalaamu'alaikum Wr. Wb

PT BANK SYARIAH INDONESIA, Tbk
BRANCH OFFICE AMUNTAI


Tajudin Noor
Branch Manager


Muhammad Rifki
Branch Operation & Service Manager



KEMENTERIAN AGAMA REPUBLIK INDONESIA
UNIVERSITAS ISLAM NEGERI ANTASARI BANJARMASIN
FAKULTAS EKONOMI DAN BISNIS ISLAM
Jalan A. Yani Km. 4.5 Telp. (0511) 6783434 – 6777955 Banjarmasin 70235
e-mail: ib@uinsu-antasari.ac.id / website: www.febi.uin-antasari.ac.id

Nomor : 1859/Un.14/III.5/PP.00.9/04/2021
Sifat : Biasa
Lamp : -
Hal : Permohonan Izin Riset

21 April 2021

Yth. Pimpinan PT. Bank Syariah Indonesia, Tbk KCP Amuntai

Dekan Fakultas Ekonomi dan Bisnis Islam Universitas Islam Negeri Antasari Banjarmasin menerangkan dengan sebenarnya bahwa:

Nama : Halida Fitriani
NIM : 170101060275
Tempat Tanggal Lahir : Amuntai, 04 Maret 1999
Semester/Jurusan : 8 / Perbankan Syariah
Tahun Akademik : 2020/2021
Alamat : Desa Panangian RT. 03 No. 016 Kecamatan Amuntai Utara Kabupaten Hulu Sungai Utara

dan yang bersangkutan akan mengadakan riset dalam rangka penyusunan Skripsi selama 2 Bulan dari tanggal 21 April s.d 21 Juni 2021 dengan judul :

Pengaruh Teknologi Informasi dan Kualitas Layanan terhadap Kepuasan Nasabah PT. Bank Syariah Indonesia, Tbk KCP Amuntai.

Sehubungan dengan hal di atas mohon kepada Bapak/Ibu berkenan memberikan izin kepada mahasiswa (i) tersebut untuk melaksanakan riset di unit kerja yang Bapak/Ibu pimpin.

Demikian surat ini disampaikan atas perhatian dan kerjasamanya diucapkan terima kasih.

A.n Dekan,
Wakil Dekan Bidang Akademik
dan Kelembagaan,

Syaugi



**SURAT KETERANGAN**

No. 01/042-3/0532

PT BANK SYARIAH INDONESIA, Tbk yang berkedudukan di Jalan Abdul Azis No 120 Kel. Antasari Kec. Amuntai Tengah Kab Hulu Sungai Utara 71411 dengan ini menerangkan bahwa :

Nama : Halida Fitriani
NIM : 170101060275
Jurusan : Perbankan Syariah
Universitas : Universitas Islam Negeri Antasari Banjarmasin

Telah melaksanakan Penelitian (Riset) di PT Bank Syariah Indonesia, Tbk *Branch Office* Amuntai pada periode 3 Mei 2021 s.d. 18 Mei 2021

Demikian surat keterangan ini dibuat untuk dipergunakan sebagaimana mestinya.

Amuntai, 11 Juni 2021

PT BANK SYARIAH INDONESIA, Tbk
BRANCH OFFICE AMUNTAI



Tajuddin Noor
Branch Manager



Muhammad Rifki
BOSM

DAFTAR RIWAYAT HIDUP

I. IDENTITAS PRIBADI

1. Nama : Halida Fitriani
2. Nim : 170101060275
3. Tempat, Tanggal Lahir : Amuntai, 04 Maret 1999
4. Pekerjaan : Mahasiswi
5. Alamat : Ds. Panangian Rt: 03 No. 016 Kec. Amuntai
Utara Kab. Hulu Sungai Utara

II. RIWAYAT PENDIDIKAN

1. Tamatan SD Negeri Panangian Tahun 2011
2. Tamatan MTs Al-Ukhuwwah Banjarang Tahun 2014
3. Tamatan MA Negeri 2 Hulu Sungai Utara Tahun 2017

III. IDENTITAS ORANG TUA

1. Nama Ayah : H.A. Nawawi
2. Nama Ibu : Hj. Raina Aida
3. Pekerjaan Ayah : Wiraswasta
4. Pekerjaan Ibu : Ibu Rumah Tangga
5. Alamat : Ds. Panangian Rt: 03 No. 016 Kec. Amuntai Utara
Kab. Hulu Sungai Utara