

LAMPIRAN-LAMPIRAN

Lampiran 1. Kuesioner Penelitian

KATA PENGANTAR KUESIONER PENELITIAN

Responden yang Terhormat,

Dalam rangka memenuhi salah satu syarat untuk memperoleh gelar sarjana di Fakultas Ekonomi dan Bisnis Islam Jurusan Asuransi Syariah, saya meminta kesediaan Bapak/ Ibu/ Saudara (i) sejenak meluangkan waktu untuk mengisi kuesioner ini.

Adapun tujuan penelitian ini adalah untuk mengetahui **“pengaruh literasi asuransi syariah, pelayanan dan kualitas produk terhadap loyalitas nasabah Asuransi Jasindo Syariah Banjarmasin”**. Besar harapan saya bahwa Bapak/ Ibu/ Saudara (i) bersedia untuk memberikan tanggapan pernyataan dalam kuesioner dengan sebenar-benarnya. Data yang terkumpul nantinya akan dianalisis dan disajikan dalam bentuk keseluruhan (bukan individual). Jawaban yang diberikan tidak akan dinilai benar salahnya, melainkan sebagai informasi yang sangat bermanfaat untuk menentukan hasil penelitian yang saya lakukan. Sesuai dengan etika penelitian bahwa jawaban yang anda berikan **akan dijamin kerahasiaannya dan tidak akan dipublikasikan**.

Akhir kata saya ucapkan terima kasih yang sebesar-besarnya atas kesediaan Bapak/ Ibu/ Saudara (i) mengisi kuesioner ini.

Hormat Saya,

Fahlitas Cabariti

A. Identitas Responden

Berilah tanda (√) di kolom yang tersedia pada pertanyaan tentang karakteristik responden di bawah ini.

1. Nama : (Boleh tidak diisi)
2. Umur : Tahun
3. Jenis Kelamin Laki-Laki Perempuan
4. Pekerjaan :

| | |
|--------------------------|---------------------|
| <input type="checkbox"/> | PNS |
| <input type="checkbox"/> | Karyawan Swasta |
| <input type="checkbox"/> | Karyawan BUMN/BUMD |
| <input type="checkbox"/> | TNI / Polri |
| <input type="checkbox"/> | Mahasiswa / Pelajar |
| <input type="checkbox"/> | Lain-Lain: |
5. Pendidikan Terakhir :

| | | | |
|--------------------------|-----|--------------------------|---------|
| <input type="checkbox"/> | SD | <input type="checkbox"/> | Diploma |
| <input type="checkbox"/> | SMP | <input type="checkbox"/> | S1 |
| <input type="checkbox"/> | SMA | <input type="checkbox"/> | S2 |
| | | <input type="checkbox"/> | S3 |

B. Petunjuk Pengisian Kuesioner

1. Berilah tanda check list/centang pada jawaban yang anda pilih pada pernyataan berikut ini dan seterusnya berdasarkan pendapat anda, dengan pedoman :
 - SS : Sangat Setuju
 - S : Setuju
 - CS : Cukup Setuju
 - TS : Tidak Setuju
 - STS : Sangat Tidak Setuju
2. Jika Anda ingin mengganti jawab, berilah tanda (X) pada kolom yang ingin ganti, kemudian berilah tanda check list (√) kembali pada jawaban yang Anda rasa lebih tepat.

KUESIONER PENELITIAN

Literasi Asuransi Syariah (X1)

| No. | Item Pernyataan | Tanggapan | | | | |
|-----|---|-----------|---|----|----|-----|
| | | SS | S | CS | TS | STS |
| | Pengetahuan dasar | | | | | |
| 1. | Saya mengetahui apa itu asuransi | | | | | |
| 2. | Asuransi adalah jaminan | | | | | |
| 3. | Keunggulan dari produk asuransi syariah yaitu menolong sesama | | | | | |
| | Pemahaman | | | | | |
| 4. | Senang memiliki asuransi | | | | | |
| 5. | Asuransi itu penting untuk dimiliki setiap orang | | | | | |
| 6. | Memahami ciri utama layanan asuransi | | | | | |
| 7. | Pentingnya meng- <i>upgrade</i> pengetahuan tentang perkembangan asuransi | | | | | |
| | Kesadaran akan resiko | | | | | |
| 8. | Sadar bahwa berbagai resiko bisa terjadi | | | | | |
| 9. | Asuransi bisa menjadi pertolongan saat mengalami kecelakaan | | | | | |
| | Pengetahuan Manfaat | | | | | |
| 10. | Asuransi itu memiliki manfaat yang sama | | | | | |
| 11. | Dengan memiliki asuransi maka akan terbantu jika mendapatkan kecelakaan | | | | | |
| 12. | Manfaat akhir masa asuransi berupa pengembalian premi | | | | | |

Pelayanan (X2)

| No | Item Pernyataan | Tanggapan | | | | |
|----|--|-----------|---|----|----|-----|
| | | SS | S | CS | TS | STS |
| | Profesional (<i>Fathanah</i>) | | | | | |
| 1. | Kemampuan menyediakan klaim dengan tepat | | | | | |
| 2. | Kemampuan memberikan pelayanan dengan sungguh-sungguh | | | | | |
| | Kesopanan dan keramahan | | | | | |
| 3. | Karyawan Asuransi Jasindo Syariah memiliki tutur kata yang sopan | | | | | |
| 4. | Karyawan Asuransi Jasindo Syariah sangat ramah | | | | | |
| | Jujur (<i>Sidiq</i>) | | | | | |
| 5. | Kesesuaian dana yang cair dengan klaim yang diajukan | | | | | |

| | | | | | | |
|----|--|--|--|--|--|--|
| 6. | Informasi perubahan premi | | | | | |
| | Amanah (<i>Integrity</i>) | | | | | |
| 7. | Asuransi Jasindo Syariah bisa dipercaya | | | | | |
| 8. | Asuransi Jasindo Syariah memberikan pelayanan maksimal | | | | | |

Kualitas Produk (X3)

| No. | Item Pernyataan | Tanggapan | | | | |
|-----|--|-----------|---|----|----|-----|
| | | SS | S | CS | TS | STS |
| | Kinerja | | | | | |
| 1. | Kualitas produk sesuai dengan harapan | | | | | |
| 2. | Nasabah bisa memilih produk sesuai dengan fungsi yang diharapkan | | | | | |
| 3. | Klaim asuransi bisa diproses dengan cepat | | | | | |
| | Fitur Produk | | | | | |
| 4. | Memiliki beragam pilihan asuransi | | | | | |
| 5. | Produk asuransi Jasindo Syariah memiliki keistimewaan dibandingkan asuransi jiwa lainnya | | | | | |
| | Keandalan | | | | | |
| 6. | Proses pendaftaran tidak ribet | | | | | |
| 7. | kenyamanan pencairan klaim asuransi | | | | | |

Loyalitas Nasabah (Y)

| No. | Item Pernyataan | Tanggapan | | | | |
|-----|---|-----------|---|----|----|-----|
| | | SS | S | CS | TS | STS |
| | Kesetiaan terhadap produk dan layanan | | | | | |
| 1. | Selain menjadi nasabah Asuransi Jasindo Syariah juga menjadi loyalitas nasabah Asuransi lain | | | | | |
| 2. | Sudah lama menjadi nasabah Asuransi Jasindo Syariah | | | | | |
| 3. | Mengutamakan kepercayaan pada Asuransi Jasindo Syariah | | | | | |
| | Ketahanan terhadap pengaruh yang negatif mengenai Asuransi Syariah | | | | | |
| 4. | Meskipun pernah mendapatkan tawaran dari asuransi lain, tetap selalu memilih Asuransi Jasindo Syariah | | | | | |
| 5. | Meskipun Asuransi Jasindo Syariah lain menawarkan promo, tetap memilih menggunakan layanan Asuransi Jasindo Syariah | | | | | |

| | | | | | | |
|----|--|--|--|--|--|--|
| 6. | Tidak pernah berniat menjadi nasabah asuransi lain | | | | | |
| | Mereferensikan secara total eksistensi asuransi syariah | | | | | |
| 7. | Mereferensikan kepada kerabat untuk menjadi nasabah Asuransi Jasindo Syariah | | | | | |
| 8. | Mereferensikan kepada kerabat bahwa Asuransi Jasindo Syariah pelayanan dan produk berkualitas | | | | | |
| 9. | Mereferensikan kepada kerabat bahwa Asuransi Jasindo Syariah sesuai dengan kebutuhan umat muslim | | | | | |

Lampiran 2. Hasil Pengujian Instrumen Penelitian

Hasil Uji Validitas Variabel Literasi Asuransi Syariah (X1)

| | | Correlations | | | | | | | | | | | | Literasi Asuransi Syariah (X1) |
|--------------------------------|---------------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------------------------------|
| | | x1.1 | x1.2 | x1.3 | x1.4 | x1.5 | x1.6 | x1.7 | x1.8 | x1.9 | x1.10 | x1.11 | x1.12 | |
| x1.1 | Pearson Correlation | 1 | .251* | .171 | .044 | .086 | -.026 | .159 | .158 | .060 | .106 | -.085 | .053 | .299** |
| | Sig. (2-tailed) | | .015 | .101 | .672 | .410 | .806 | .127 | .130 | .568 | .312 | .417 | .612 | .004 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| x1.2 | Pearson Correlation | .251* | 1 | .314** | .431** | .099 | .030 | .172 | .332** | .072 | .474** | .084 | .279** | .529** |
| | Sig. (2-tailed) | .015 | | .002 | .000 | .346 | .777 | .098 | .001 | .492 | .000 | .422 | .007 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| x1.3 | Pearson Correlation | .171 | .314** | 1 | .193 | -.011 | .190 | .160 | .248* | .000 | .168 | .203 | .112 | .444** |
| | Sig. (2-tailed) | .101 | .002 | | .064 | .915 | .069 | .126 | .016 | 1.000 | .108 | .051 | .286 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| x1.4 | Pearson Correlation | .044 | .431** | .193 | 1 | .252* | .013 | .081 | .224* | .113 | .253* | .075 | .391** | .493** |
| | Sig. (2-tailed) | .672 | .000 | .064 | | .015 | .905 | .438 | .031 | .281 | .015 | .476 | .000 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| x1.5 | Pearson Correlation | .086 | .099 | -.011 | .252* | 1 | .171 | .255* | .274** | .073 | .116 | .146 | .217* | .522** |
| | Sig. (2-tailed) | .410 | .346 | .915 | .015 | | .102 | .014 | .008 | .485 | .268 | .164 | .036 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| x1.6 | Pearson Correlation | -.026 | .030 | .190 | .013 | .171 | 1 | .143 | .206* | .160 | .118 | .342** | .252* | .499** |
| | Sig. (2-tailed) | .806 | .777 | .069 | .905 | .102 | | .172 | .048 | .126 | .258 | .001 | .015 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| x1.7 | Pearson Correlation | .159 | .172 | .160 | .081 | .255* | .143 | 1 | .401** | .353** | .147 | .071 | .295** | .585** |
| | Sig. (2-tailed) | .127 | .098 | .126 | .438 | .014 | .172 | | .000 | .001 | .159 | .499 | .004 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| x1.8 | Pearson Correlation | .158 | .332** | .248* | .224* | .274** | .206* | .401** | 1 | .000 | .123 | .105 | .215* | .584** |
| | Sig. (2-tailed) | .130 | .001 | .016 | .031 | .008 | .048 | .000 | | 1.000 | .241 | .314 | .039 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| x1.9 | Pearson Correlation | .060 | .072 | .000 | .113 | .073 | .160 | .353** | .000 | 1 | .147 | -.049 | .232* | .375** |
| | Sig. (2-tailed) | .568 | .492 | 1.000 | .281 | .485 | .126 | .001 | 1.000 | | .161 | .642 | .025 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| x1.10 | Pearson Correlation | .106 | .474** | .168 | .253* | .116 | .118 | .147 | .123 | .147 | 1 | .234* | .400** | .496** |
| | Sig. (2-tailed) | .312 | .000 | .108 | .015 | .268 | .258 | .159 | .241 | .161 | | .024 | .000 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| x1.11 | Pearson Correlation | -.085 | .084 | .203 | .075 | .146 | .342** | .071 | .105 | -.049 | .234* | 1 | .019 | .379** |
| | Sig. (2-tailed) | .417 | .422 | .051 | .476 | .164 | .001 | .499 | .314 | .642 | .024 | | .856 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| x1.12 | Pearson Correlation | .053 | .279** | .112 | .391** | .217* | .252* | .295** | .215* | .232* | .400** | .019 | 1 | .593** |
| | Sig. (2-tailed) | .612 | .007 | .286 | .000 | .036 | .015 | .004 | .039 | .025 | .000 | .856 | | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| Literasi Asuransi Syariah (X1) | Pearson Correlation | .299** | .529** | .444** | .493** | .522** | .499** | .585** | .584** | .375** | .496** | .379** | .593** | 1 |
| | Sig. (2-tailed) | .004 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |

*. Correlation is significant at the 0.05 level (2-tailed).
 **. Correlation is significant at the 0.01 level (2-tailed).

Hasil Uji Reliabilitas Variabel Literasi Asuransi Syariah (X1)

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 93 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 93 | 100.0 |

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

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .948 | 12 |

Hasil Uji Validitas Variabel Pelayanan (X2)

| | | Correlations | | | | | | | | Pelayanan (X2) |
|----------------|---------------------|--------------|--------|--------|--------|--------|--------|--------|--------|----------------|
| | | x2.1 | x2.2 | x2.3 | x2.4 | x2.5 | x2.6 | x2.7 | x2.8 | |
| x2.1 | Pearson Correlation | 1 | -.101 | -.118 | -.018 | .075 | -.156 | -.023 | .108 | .258* |
| | Sig. (2-tailed) | | .336 | .259 | .867 | .472 | .135 | .827 | .302 | .013 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| x2.2 | Pearson Correlation | -.101 | 1 | .125 | .166 | .060 | .194 | .201 | -.068 | .386** |
| | Sig. (2-tailed) | .336 | | .231 | .112 | .570 | .062 | .054 | .518 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| x2.3 | Pearson Correlation | -.118 | .125 | 1 | .340** | -.036 | .253* | .168 | .082 | .480** |
| | Sig. (2-tailed) | .259 | .231 | | .001 | .735 | .014 | .107 | .436 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| x2.4 | Pearson Correlation | -.018 | .166 | .340** | 1 | .017 | .466** | .222* | .114 | .646** |
| | Sig. (2-tailed) | .867 | .112 | .001 | | .873 | .000 | .033 | .275 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| x2.5 | Pearson Correlation | .075 | .060 | -.036 | .017 | 1 | -.009 | .069 | -.125 | .292** |
| | Sig. (2-tailed) | .472 | .570 | .735 | .873 | | .931 | .513 | .233 | .004 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| x2.6 | Pearson Correlation | -.156 | .194 | .253* | .466** | -.009 | 1 | .291** | -.032 | .542** |
| | Sig. (2-tailed) | .135 | .062 | .014 | .000 | .931 | | .005 | .760 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| x2.7 | Pearson Correlation | -.023 | .201 | .168 | .222* | .069 | .291** | 1 | .066 | .595** |
| | Sig. (2-tailed) | .827 | .054 | .107 | .033 | .513 | .005 | | .527 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| x2.8 | Pearson Correlation | .108 | -.068 | .082 | .114 | -.125 | -.032 | .066 | 1 | .346** |
| | Sig. (2-tailed) | .302 | .518 | .436 | .275 | .233 | .760 | .527 | | .001 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| Pelayanan (X2) | Pearson Correlation | .258* | .386** | .480** | .646** | .292** | .542** | .595** | .346** | 1 |
| | Sig. (2-tailed) | .013 | .000 | .000 | .000 | .004 | .000 | .000 | .001 | |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |

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

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

Hasil Uji Reliabilitas Variabel Pelayanan (X2)

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 93 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 93 | 100.0 |

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

Reliability Statistics

| Cronbach's | |
|------------|------------|
| Alpha | N of Items |
| .913 | 8 |

Hasil Uji Validitas Variabel Kualitas Produk (X3)

| | | Correlations | | | | | | | Kualitas Produk (X3) |
|----------------------|---------------------|--------------|--------|--------|--------|--------|--------|--------|----------------------|
| | | x3.1 | x3.2 | x3.3 | x3.4 | x3.5 | x3.6 | x3.7 | |
| x3.1 | Pearson Correlation | 1 | .282** | .069 | .065 | -.031 | .180 | .141 | .387** |
| | Sig. (2-tailed) | | .006 | .509 | .537 | .766 | .085 | .177 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| x3.2 | Pearson Correlation | .282** | 1 | .416** | .106 | .028 | .156 | .251* | .488** |
| | Sig. (2-tailed) | .006 | | .000 | .312 | .789 | .136 | .015 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| x3.3 | Pearson Correlation | .069 | .416** | 1 | .240* | .050 | .136 | .267** | .534** |
| | Sig. (2-tailed) | .509 | .000 | | .021 | .633 | .193 | .010 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| x3.4 | Pearson Correlation | .065 | .106 | .240* | 1 | .181 | .201 | .221* | .612** |
| | Sig. (2-tailed) | .537 | .312 | .021 | | .083 | .053 | .034 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| x3.5 | Pearson Correlation | -.031 | .028 | .050 | .181 | 1 | .077 | .160 | .432** |
| | Sig. (2-tailed) | .766 | .789 | .633 | .083 | | .465 | .127 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| x3.6 | Pearson Correlation | .180 | .156 | .136 | .201 | .077 | 1 | .417** | .603** |
| | Sig. (2-tailed) | .085 | .136 | .193 | .053 | .465 | | .000 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| x3.7 | Pearson Correlation | .141 | .251* | .267** | .221* | .160 | .417** | 1 | .670** |
| | Sig. (2-tailed) | .177 | .015 | .010 | .034 | .127 | .000 | | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| Kualitas Produk (X3) | Pearson Correlation | .387** | .488** | .534** | .612** | .432** | .603** | .670** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |

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

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

Hasil Uji Reliabilitas Variabel Kualitas Produk (X3)

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 93 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 93 | 100.0 |

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

Reliability Statistics

| Cronbach's | |
|------------|------------|
| Alpha | N of Items |
| .877 | 7 |

Hasil Uji Validitas Variabel Loyalitas Nasabah (Y)

| | | Correlations | | | | | | | | | Loyalitas Nasabah (Y) |
|-----------------------|---------------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|-----------------------|
| | | y.1 | y.2 | y.3 | y.4 | y.5 | y.6 | y.7 | y.8 | y.9 | |
| y.1 | Pearson Correlation | 1 | .251* | .171 | .044 | .086 | -.026 | .159 | .158 | .060 | .365** |
| | Sig. (2-tailed) | | .015 | .101 | .672 | .410 | .806 | .127 | .130 | .568 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| y.2 | Pearson Correlation | .251* | 1 | .314** | .431** | .099 | .030 | .172 | .332** | .072 | .510** |
| | Sig. (2-tailed) | .015 | | .002 | .000 | .346 | .777 | .098 | .001 | .492 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| y.3 | Pearson Correlation | .171 | .314** | 1 | .193 | -.011 | .190 | .160 | .248* | .000 | .460** |
| | Sig. (2-tailed) | .101 | .002 | | .064 | .915 | .069 | .126 | .016 | 1.000 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| y.4 | Pearson Correlation | .044 | .431** | .193 | 1 | .252* | .013 | .081 | .224* | .113 | .473** |
| | Sig. (2-tailed) | .672 | .000 | .064 | | .015 | .905 | .438 | .031 | .281 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| y.5 | Pearson Correlation | .086 | .099 | -.011 | .252* | 1 | .171 | .255* | .274** | .073 | .554** |
| | Sig. (2-tailed) | .410 | .346 | .915 | .015 | | .102 | .014 | .008 | .485 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| y.6 | Pearson Correlation | -.026 | .030 | .190 | .013 | .171 | 1 | .143 | .206* | .160 | .474** |
| | Sig. (2-tailed) | .806 | .777 | .069 | .905 | .102 | | .172 | .048 | .126 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| y.7 | Pearson Correlation | .159 | .172 | .160 | .081 | .255* | .143 | 1 | .401** | .353** | .626** |
| | Sig. (2-tailed) | .127 | .098 | .126 | .438 | .014 | .172 | | .000 | .001 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| y.8 | Pearson Correlation | .158 | .332** | .248* | .224* | .274** | .206* | .401** | 1 | .000 | .640** |
| | Sig. (2-tailed) | .130 | .001 | .016 | .031 | .008 | .048 | .000 | | 1.000 | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| y.9 | Pearson Correlation | .060 | .072 | .000 | .113 | .073 | .160 | .353** | .000 | 1 | .405** |
| | Sig. (2-tailed) | .568 | .492 | 1.000 | .281 | .485 | .126 | .001 | 1.000 | | .000 |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |
| Loyalitas Nasabah (Y) | Pearson Correlation | .365** | .510** | .460** | .473** | .554** | .474** | .626** | .640** | .405** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| | N | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 | 93 |

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

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

Hasil Uji Reliabilitas Variabel Loyalitas Nasabah (Y)

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 93 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 93 | 100.0 |

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

Reliability Statistics

| Cronbach's | |
|------------|------------|
| Alpha | N of Items |
| .862 | 9 |

Lampiran 3. Distribusi Frekuensi Variabel Penelitian

Variabel Literasi Asuransi Syariah (X1)**Frequency Table**

x1.1

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3.00 | 1 | 1.1 | 1.1 | 1.1 |
| | 4.00 | 77 | 82.8 | 82.8 | 83.9 |
| | 5.00 | 15 | 16.1 | 16.1 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

x1.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3.00 | 8 | 8.6 | 8.6 | 8.6 |
| | 4.00 | 83 | 89.2 | 89.2 | 97.8 |
| | 5.00 | 2 | 2.2 | 2.2 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

x1.3

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3.00 | 8 | 8.6 | 8.6 | 8.6 |
| | 4.00 | 75 | 80.6 | 80.6 | 89.2 |
| | 5.00 | 10 | 10.8 | 10.8 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

x1.4

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2.00 | 1 | 1.1 | 1.1 | 1.1 |
| | 3.00 | 11 | 11.8 | 11.8 | 12.9 |
| | 4.00 | 79 | 84.9 | 84.9 | 97.8 |
| | 5.00 | 2 | 2.2 | 2.2 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

x1.5

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1.00 | 1 | 1.1 | 1.1 | 1.1 |
| | 2.00 | 2 | 2.2 | 2.2 | 3.2 |
| | 3.00 | 29 | 31.2 | 31.2 | 34.4 |
| | 4.00 | 58 | 62.4 | 62.4 | 96.8 |
| | 5.00 | 3 | 3.2 | 3.2 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

x1.6

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2.00 | 4 | 4.3 | 4.3 | 4.3 |
| | 3.00 | 18 | 19.4 | 19.4 | 23.7 |
| | 4.00 | 68 | 73.1 | 73.1 | 96.8 |
| | 5.00 | 3 | 3.2 | 3.2 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

x1.7

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2.00 | 3 | 3.2 | 3.2 | 3.2 |
| | 3.00 | 16 | 17.2 | 17.2 | 20.4 |
| | 4.00 | 72 | 77.4 | 77.4 | 97.8 |
| | 5.00 | 2 | 2.2 | 2.2 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

x1.8

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3.00 | 20 | 21.5 | 21.5 | 21.5 |
| | 4.00 | 66 | 71.0 | 71.0 | 92.5 |
| | 5.00 | 7 | 7.5 | 7.5 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

x1.9

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3.00 | 10 | 10.8 | 10.8 | 10.8 |
| | 4.00 | 73 | 78.5 | 78.5 | 89.2 |
| | 5.00 | 10 | 10.8 | 10.8 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

x1.10

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3.00 | 9 | 9.7 | 9.7 | 9.7 |
| | 4.00 | 83 | 89.2 | 89.2 | 98.9 |
| | 5.00 | 1 | 1.1 | 1.1 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

x1.11

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2.00 | 1 | 1.1 | 1.1 | 1.1 |
| | 3.00 | 6 | 6.5 | 6.5 | 7.5 |
| | 4.00 | 75 | 80.6 | 80.6 | 88.2 |
| | 5.00 | 11 | 11.8 | 11.8 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

x1.12

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2.00 | 1 | 1.1 | 1.1 | 1.1 |
| | 3.00 | 16 | 17.2 | 17.2 | 18.3 |
| | 4.00 | 71 | 76.3 | 76.3 | 94.6 |
| | 5.00 | 5 | 5.4 | 5.4 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

Variabel Pelayanan (X2)

Frequency Table

x2.1

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3.00 | 6 | 6.5 | 6.5 | 6.5 |
| | 4.00 | 65 | 69.9 | 69.9 | 76.3 |
| | 5.00 | 22 | 23.7 | 23.7 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

x2.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3.00 | 7 | 7.5 | 7.5 | 7.5 |
| | 4.00 | 80 | 86.0 | 86.0 | 93.5 |
| | 5.00 | 6 | 6.5 | 6.5 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

x2.3

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3.00 | 17 | 18.3 | 18.3 | 18.3 |
| | 4.00 | 74 | 79.6 | 79.6 | 97.8 |
| | 5.00 | 2 | 2.2 | 2.2 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

x2.4

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2.00 | 1 | 1.1 | 1.1 | 1.1 |
| | 3.00 | 17 | 18.3 | 18.3 | 19.4 |
| | 4.00 | 71 | 76.3 | 76.3 | 95.7 |
| | 5.00 | 4 | 4.3 | 4.3 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

x2.5

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3.00 | 12 | 12.9 | 12.9 | 12.9 |
| | 4.00 | 73 | 78.5 | 78.5 | 91.4 |
| | 5.00 | 8 | 8.6 | 8.6 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

x2.6

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3.00 | 11 | 11.8 | 11.8 | 11.8 |
| | 4.00 | 75 | 80.6 | 80.6 | 92.5 |
| | 5.00 | 7 | 7.5 | 7.5 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

x2.7

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3.00 | 19 | 20.4 | 20.4 | 20.4 |
| | 4.00 | 63 | 67.7 | 67.7 | 88.2 |
| | 5.00 | 11 | 11.8 | 11.8 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

x2.8

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2.00 | 3 | 3.2 | 3.2 | 3.2 |
| | 3.00 | 11 | 11.8 | 11.8 | 15.1 |
| | 4.00 | 77 | 82.8 | 82.8 | 97.8 |
| | 5.00 | 2 | 2.2 | 2.2 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

Variabel Kualitas Produk (X3)

Frequency Table

x3.1

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3.00 | 1 | 1.1 | 1.1 | 1.1 |
| | 4.00 | 76 | 81.7 | 81.7 | 82.8 |
| | 5.00 | 16 | 17.2 | 17.2 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

x3.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3.00 | 8 | 8.6 | 8.6 | 8.6 |
| | 4.00 | 84 | 90.3 | 90.3 | 98.9 |
| | 5.00 | 1 | 1.1 | 1.1 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

x3.3

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2.00 | 1 | 1.1 | 1.1 | 1.1 |
| | 3.00 | 13 | 14.0 | 14.0 | 15.1 |
| | 4.00 | 77 | 82.8 | 82.8 | 97.8 |
| | 5.00 | 2 | 2.2 | 2.2 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

x3.4

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1.00 | 1 | 1.1 | 1.1 | 1.1 |
| | 2.00 | 2 | 2.2 | 2.2 | 3.2 |
| | 3.00 | 25 | 26.9 | 26.9 | 30.1 |
| | 4.00 | 61 | 65.6 | 65.6 | 95.7 |
| | 5.00 | 4 | 4.3 | 4.3 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

x3.5

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2.00 | 2 | 2.2 | 2.2 | 2.2 |
| | 3.00 | 20 | 21.5 | 21.5 | 23.7 |
| | 4.00 | 68 | 73.1 | 73.1 | 96.8 |
| | 5.00 | 3 | 3.2 | 3.2 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

x3.6

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2.00 | 3 | 3.2 | 3.2 | 3.2 |
| | 3.00 | 18 | 19.4 | 19.4 | 22.6 |
| | 4.00 | 70 | 75.3 | 75.3 | 97.8 |
| | 5.00 | 2 | 2.2 | 2.2 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

x3.7

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3.00 | 23 | 24.7 | 24.7 | 24.7 |
| | 4.00 | 64 | 68.8 | 68.8 | 93.5 |
| | 5.00 | 6 | 6.5 | 6.5 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

Variabel Loyalitas Nasabah (Y)

Frequency Table

y.1

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3.00 | 1 | 1.1 | 1.1 | 1.1 |
| | 4.00 | 77 | 82.8 | 82.8 | 83.9 |
| | 5.00 | 15 | 16.1 | 16.1 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

y.2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3.00 | 8 | 8.6 | 8.6 | 8.6 |
| | 4.00 | 83 | 89.2 | 89.2 | 97.8 |
| | 5.00 | 2 | 2.2 | 2.2 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

y.3

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 3.00 | 8 | 8.6 | 8.6 | 8.6 |
| | 4.00 | 75 | 80.6 | 80.6 | 89.2 |
| | 5.00 | 10 | 10.8 | 10.8 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

y.4

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2.00 | 1 | 1.1 | 1.1 | 1.1 |
| | 3.00 | 11 | 11.8 | 11.8 | 12.9 |
| | 4.00 | 79 | 84.9 | 84.9 | 97.8 |
| | 5.00 | 2 | 2.2 | 2.2 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

y.5

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------|-----------|---------|---------------|-----------------------|
| Valid | 1.00 | 1 | 1.1 | 1.1 | 1.1 |
| | 2.00 | 2 | 2.2 | 2.2 | 3.2 |
| | 3.00 | 29 | 31.2 | 31.2 | 34.4 |
| | 4.00 | 58 | 62.4 | 62.4 | 96.8 |
| | 5.00 | 3 | 3.2 | 3.2 | 100.0 |
| Total | | 93 | 100.0 | 100.0 | |

y.6

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------|-----------|---------|---------------|-----------------------|
| Valid | 2.00 | 4 | 4.3 | 4.3 | 4.3 |
| | 3.00 | 18 | 19.4 | 19.4 | 23.7 |
| | 4.00 | 68 | 73.1 | 73.1 | 96.8 |
| | 5.00 | 3 | 3.2 | 3.2 | 100.0 |
| Total | | 93 | 100.0 | 100.0 | |

y.7

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------|-----------|---------|---------------|-----------------------|
| Valid | 2.00 | 3 | 3.2 | 3.2 | 3.2 |
| | 3.00 | 16 | 17.2 | 17.2 | 20.4 |
| | 4.00 | 72 | 77.4 | 77.4 | 97.8 |
| | 5.00 | 2 | 2.2 | 2.2 | 100.0 |
| Total | | 93 | 100.0 | 100.0 | |

y.8

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------|-----------|---------|---------------|-----------------------|
| Valid | 3.00 | 20 | 21.5 | 21.5 | 21.5 |
| | 4.00 | 66 | 71.0 | 71.0 | 92.5 |
| | 5.00 | 7 | 7.5 | 7.5 | 100.0 |
| Total | | 93 | 100.0 | 100.0 | |

y.9

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|-----------------------|
| Valid | 3.00 | 10 | 10.8 | 10.8 | 10.8 |
| | 4.00 | 73 | 78.5 | 78.5 | 89.2 |
| | 5.00 | 10 | 10.8 | 10.8 | 100.0 |
| | Total | 93 | 100.0 | 100.0 | |

Lampiran 4. Hasil Uji Normalitas Data

NPar Tests**One-Sample Kolmogorov-Smirnov Test**

| | | Literasi Asuransi Syariah (X1) | Pelayanan (X2) | Kualitas Produk (X3) | Loyalitas Nasabah (Y) |
|-------------------------------------|----------------|-----------------------------------|-------------------|-------------------------|-----------------------------|
| N | | 93 | 93 | 93 | 93 |
| Normal Parameters ^{a,b} | Mean | 46.8387 | 31.5054 | 27.0000 | 35.0323 |
| | Std. Deviation | 2.73579 | 1.68512 | 1.83564 | 2.18916 |
| Most Extreme Differences | Absolute | .170 | .218 | .180 | .176 |
| | Positive | .092 | .112 | .132 | .088 |
| | Negative | -.170 | -.218 | -.180 | -.176 |
| Test Statistic | | .170 | .218 | .180 | .176 |
| Asymp. Sig. (2-tailed) | | .200 ^c | .242 ^c | .100 ^c | .197 ^c |

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

Lampiran 5. Hasil Analisis Regresi Linier Berganda

Regression**Variables Entered/Removed^a**

| Model | Variables Entered | Variables Removed | Method |
|-------|---|-------------------|--------|
| 1 | Kualitas Produk (X3), Pelayanan (X2), Literasi Asuransi Syariah (X1) ^b | | Enter |

a. Dependent Variable: Loyalitas Nasabah (Y)

b. All requested variables entered.

Model Summary^b

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | .961 ^a | .923 | .920 | .61898 |

a. Predictors: (Constant), Kualitas Produk (X3), Pelayanan (X2), Literasi Asuransi Syariah (X1)

b. Dependent Variable: Loyalitas Nasabah (Y)

ANOVA^a

| Model | | Sum of Squares | Df | Mean Square | F | Sig. |
|-------|------------|----------------|----|-------------|---------|-------------------|
| 1 | Regression | 406.804 | 3 | 135.601 | 353.926 | .000 ^b |
| | Residual | 34.099 | 89 | .383 | | |
| | Total | 440.903 | 92 | | | |

a. Dependent Variable: Loyalitas Nasabah (Y)

b. Predictors: (Constant), Kualitas Produk (X3), Pelayanan (X2), Literasi Asuransi Syariah (X1)

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients Beta | t | Sig. | Collinearity Statistics | |
|-------|--------------------------------|-----------------------------|------------|--------------------------------|--------|------|-------------------------|-------|
| | | B | Std. Error | | | | Tolerance | VIF |
| 1 | (Constant) | 11.077 | 1.660 | | .648 | .518 | | |
| | Literasi Asuransi Syariah (X1) | .771 | .025 | .964 | 30.860 | .000 | .890 | 1.123 |
| | Pelayanan (X2) | .677 | .039 | .052 | 3.756 | .000 | .986 | 1.014 |
| | Kualitas Produk (X3) | .504 | .037 | .043 | 3.046 | .000 | .888 | 1.126 |

a. Dependent Variable: Loyalitas Nasabah (Y)

Collinearity Diagnostics^a

| Model | Dimension | Eigenvalue | Condition Index | (Constant) | Variance Proportions | | |
|-------|-----------|------------|-----------------|------------|-----------------------|----------------|----------------------|
| | | | | | Literasi Syariah (X1) | Pelayanan (X2) | Kualitas Produk (X3) |
| 1 | 1 | 3.993 | 1.000 | .00 | .00 | .00 | .00 |
| | 2 | .003 | 33.920 | .02 | .02 | .34 | .59 |
| | 3 | .003 | 39.533 | .00 | .76 | .13 | .36 |
| | 4 | .001 | 60.937 | .98 | .22 | .53 | .04 |

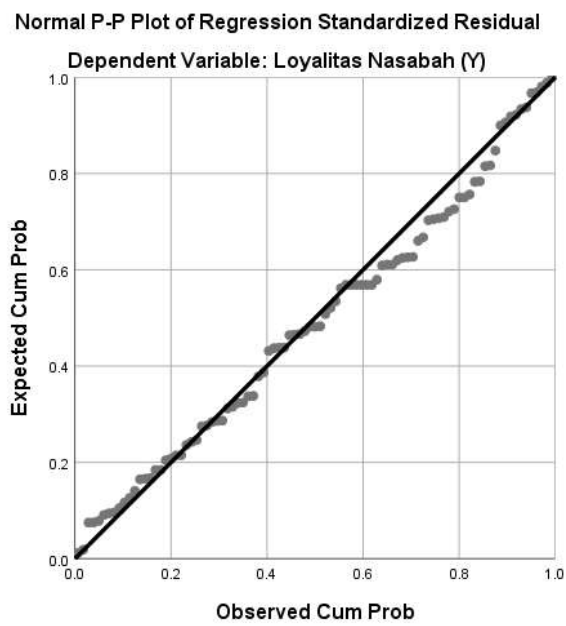
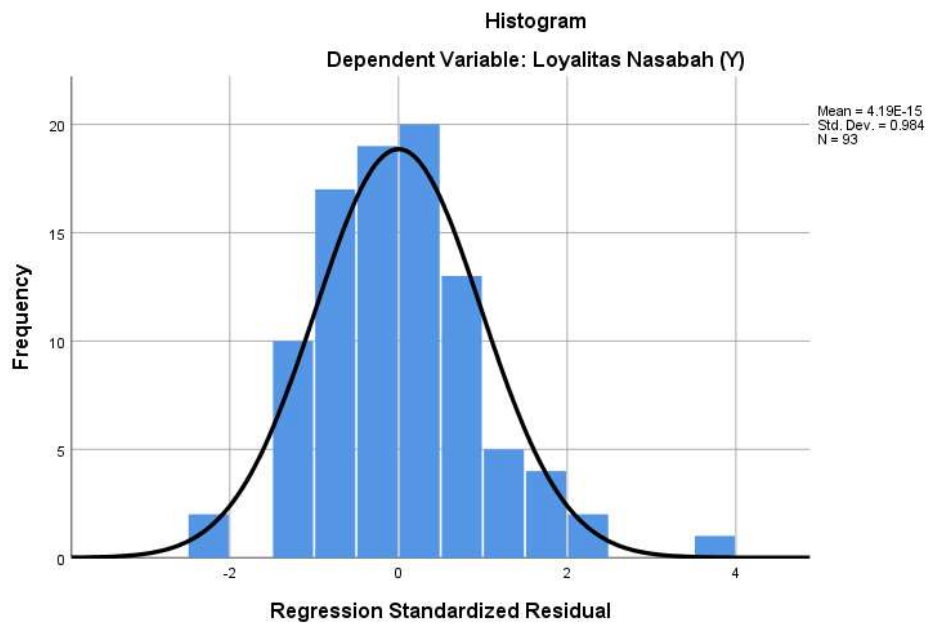
a. Dependent Variable: Loyalitas Nasabah (Y)

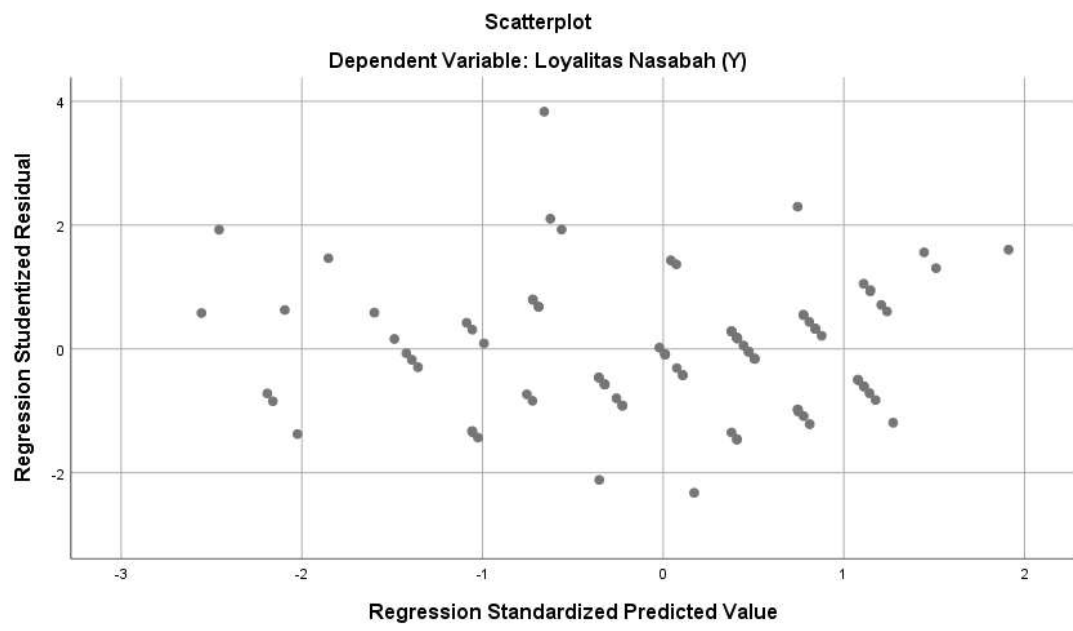
Residuals Statistics^a

| | Minimum | Maximum | Mean | Std. Deviation | N |
|-----------------------------------|----------|---------|---------|----------------|----|
| Predicted Value | 29.6586 | 39.0517 | 35.0323 | 2.10280 | 93 |
| Std. Predicted Value | -2.555 | 1.911 | .000 | 1.000 | 93 |
| Standard Error of Predicted Value | .067 | .258 | .122 | .040 | 93 |
| Adjusted Predicted Value | 29.6234 | 38.9624 | 35.0313 | 2.10162 | 93 |
| Residual | -1.39231 | 2.35203 | .00000 | .60880 | 93 |
| Std. Residual | -2.249 | 3.800 | .000 | .984 | 93 |
| Stud. Residual | -2.325 | 3.833 | .001 | 1.007 | 93 |
| Deleted Residual | -1.48764 | 2.39270 | .00099 | .63879 | 93 |
| Stud. Deleted Residual | -2.386 | 4.171 | .005 | 1.029 | 93 |
| Mahal. Distance | .097 | 14.967 | 2.968 | 2.877 | 93 |
| Cook's Distance | .000 | .098 | .013 | .021 | 93 |
| Centered Leverage Value | .001 | .163 | .032 | .031 | 93 |

a. Dependent Variable: Loyalitas Nasabah (Y)

Charts





Lampiran 6. r tabel

Tabel r untuk df = 51 - 100

| df = (N-2) | Tingkat signifikansi untuk uji satu arah | | | | |
|------------|--|--------|--------|--------|--------|
| | 0.05 | 0.025 | 0.01 | 0.005 | 0.0005 |
| | Tingkat signifikansi untuk uji dua arah | | | | |
| | 0.1 | 0.05 | 0.02 | 0.01 | 0.001 |
| 51 | 0.2284 | 0.2706 | 0.3188 | 0.3509 | 0.4393 |
| 52 | 0.2262 | 0.2681 | 0.3138 | 0.3477 | 0.4354 |
| 53 | 0.2241 | 0.2656 | 0.3129 | 0.3445 | 0.4317 |
| 54 | 0.2221 | 0.2632 | 0.3102 | 0.3415 | 0.4280 |
| 55 | 0.2201 | 0.2609 | 0.3074 | 0.3385 | 0.4244 |
| 56 | 0.2181 | 0.2586 | 0.3048 | 0.3357 | 0.4210 |
| 57 | 0.2162 | 0.2564 | 0.3022 | 0.3328 | 0.4176 |
| 58 | 0.2144 | 0.2542 | 0.2997 | 0.3301 | 0.4143 |
| 59 | 0.2126 | 0.2521 | 0.2972 | 0.3274 | 0.4110 |
| 60 | 0.2108 | 0.2500 | 0.2948 | 0.3248 | 0.4079 |
| 61 | 0.2091 | 0.2480 | 0.2925 | 0.3223 | 0.4048 |
| 62 | 0.2075 | 0.2461 | 0.2902 | 0.3198 | 0.4018 |
| 63 | 0.2058 | 0.2441 | 0.2880 | 0.3173 | 0.3988 |
| 64 | 0.2042 | 0.2423 | 0.2858 | 0.3150 | 0.3959 |
| 65 | 0.2027 | 0.2404 | 0.2837 | 0.3128 | 0.3931 |
| 66 | 0.2012 | 0.2387 | 0.2816 | 0.3104 | 0.3903 |
| 67 | 0.1997 | 0.2369 | 0.2796 | 0.3081 | 0.3876 |
| 68 | 0.1982 | 0.2352 | 0.2776 | 0.3060 | 0.3850 |
| 69 | 0.1968 | 0.2335 | 0.2756 | 0.3038 | 0.3823 |
| 70 | 0.1954 | 0.2319 | 0.2737 | 0.3017 | 0.3798 |
| 71 | 0.1940 | 0.2303 | 0.2718 | 0.2997 | 0.3773 |
| 72 | 0.1927 | 0.2287 | 0.2700 | 0.2977 | 0.3748 |
| 73 | 0.1914 | 0.2272 | 0.2682 | 0.2957 | 0.3724 |
| 74 | 0.1901 | 0.2257 | 0.2664 | 0.2938 | 0.3701 |
| 75 | 0.1888 | 0.2242 | 0.2647 | 0.2919 | 0.3678 |
| 76 | 0.1876 | 0.2227 | 0.2630 | 0.2900 | 0.3655 |
| 77 | 0.1864 | 0.2213 | 0.2613 | 0.2882 | 0.3633 |
| 78 | 0.1852 | 0.2199 | 0.2597 | 0.2864 | 0.3611 |
| 79 | 0.1841 | 0.2185 | 0.2581 | 0.2847 | 0.3589 |
| 80 | 0.1829 | 0.2172 | 0.2565 | 0.2830 | 0.3568 |
| 81 | 0.1818 | 0.2159 | 0.2550 | 0.2813 | 0.3547 |
| 82 | 0.1807 | 0.2146 | 0.2535 | 0.2796 | 0.3527 |
| 83 | 0.1796 | 0.2133 | 0.2520 | 0.2780 | 0.3507 |
| 84 | 0.1786 | 0.2120 | 0.2505 | 0.2764 | 0.3487 |
| 85 | 0.1775 | 0.2108 | 0.2491 | 0.2748 | 0.3468 |
| 86 | 0.1765 | 0.2096 | 0.2477 | 0.2732 | 0.3449 |
| 87 | 0.1755 | 0.2084 | 0.2463 | 0.2717 | 0.3430 |
| 88 | 0.1745 | 0.2072 | 0.2449 | 0.2702 | 0.3412 |
| 89 | 0.1735 | 0.2061 | 0.2435 | 0.2687 | 0.3393 |
| 90 | 0.1726 | 0.2050 | 0.2422 | 0.2673 | 0.3375 |
| 91 | 0.1716 | 0.2039 | 0.2409 | 0.2659 | 0.3358 |
| 92 | 0.1707 | 0.2028 | 0.2396 | 0.2645 | 0.3341 |
| 93 | 0.1698 | 0.2017 | 0.2384 | 0.2631 | 0.3323 |
| 94 | 0.1689 | 0.2006 | 0.2371 | 0.2617 | 0.3307 |
| 95 | 0.1680 | 0.1996 | 0.2359 | 0.2604 | 0.3290 |
| 96 | 0.1671 | 0.1986 | 0.2347 | 0.2591 | 0.3274 |
| 97 | 0.1663 | 0.1975 | 0.2335 | 0.2578 | 0.3258 |
| 98 | 0.1654 | 0.1966 | 0.2324 | 0.2565 | 0.3242 |
| 99 | 0.1646 | 0.1956 | 0.2312 | 0.2552 | 0.3226 |
| 100 | 0.1638 | 0.1946 | 0.2301 | 0.2540 | 0.3211 |

Lampiran 7. t tabel

Titik Persentase Distribusi t (df = 81 –120)

| df \ Pr | 0.25 | 0.10 | 0.05 | 0.025 | 0.01 | 0.005 | 0.001 |
|---------|---------|---------|---------|---------|---------|---------|---------|
| | 0.50 | 0.20 | 0.10 | 0.050 | 0.02 | 0.010 | 0.002 |
| 81 | 0.67753 | 1.29209 | 1.66388 | 1.98969 | 2.37327 | 2.63790 | 3.19392 |
| 82 | 0.67749 | 1.29196 | 1.66365 | 1.98932 | 2.37269 | 2.63712 | 3.19262 |
| 83 | 0.67746 | 1.29183 | 1.66342 | 1.98896 | 2.37212 | 2.63637 | 3.19135 |
| 84 | 0.67742 | 1.29171 | 1.66320 | 1.98861 | 2.37156 | 2.63563 | 3.19011 |
| 85 | 0.67739 | 1.29159 | 1.66298 | 1.98827 | 2.37102 | 2.63491 | 3.18890 |
| 86 | 0.67735 | 1.29147 | 1.66277 | 1.98793 | 2.37049 | 2.63421 | 3.18772 |
| 87 | 0.67732 | 1.29136 | 1.66256 | 1.98761 | 2.36998 | 2.63353 | 3.18657 |
| 88 | 0.67729 | 1.29125 | 1.66235 | 1.98729 | 2.36947 | 2.63286 | 3.18544 |
| 89 | 0.67726 | 1.29114 | 1.66216 | 1.98698 | 2.36898 | 2.63220 | 3.18434 |
| 90 | 0.67723 | 1.29103 | 1.66196 | 1.98667 | 2.36850 | 2.63157 | 3.18327 |
| 91 | 0.67720 | 1.29092 | 1.66177 | 1.98638 | 2.36803 | 2.63094 | 3.18222 |
| 92 | 0.67717 | 1.29082 | 1.66159 | 1.98609 | 2.36757 | 2.63033 | 3.18119 |
| 93 | 0.67714 | 1.29072 | 1.66140 | 1.98580 | 2.36712 | 2.62973 | 3.18019 |
| 94 | 0.67711 | 1.29062 | 1.66123 | 1.98552 | 2.36667 | 2.62915 | 3.17921 |
| 95 | 0.67708 | 1.29053 | 1.66105 | 1.98525 | 2.36624 | 2.62858 | 3.17825 |
| 96 | 0.67705 | 1.29043 | 1.66088 | 1.98498 | 2.36582 | 2.62802 | 3.17731 |
| 97 | 0.67703 | 1.29034 | 1.66071 | 1.98472 | 2.36541 | 2.62747 | 3.17639 |
| 98 | 0.67700 | 1.29025 | 1.66055 | 1.98447 | 2.36500 | 2.62693 | 3.17549 |
| 99 | 0.67698 | 1.29016 | 1.66039 | 1.98422 | 2.36461 | 2.62641 | 3.17460 |
| 100 | 0.67695 | 1.29007 | 1.66023 | 1.98397 | 2.36422 | 2.62589 | 3.17374 |
| 101 | 0.67693 | 1.28999 | 1.66008 | 1.98373 | 2.36384 | 2.62539 | 3.17289 |
| 102 | 0.67690 | 1.28991 | 1.65993 | 1.98350 | 2.36346 | 2.62489 | 3.17206 |
| 103 | 0.67688 | 1.28982 | 1.65978 | 1.98326 | 2.36310 | 2.62441 | 3.17125 |
| 104 | 0.67686 | 1.28974 | 1.65964 | 1.98304 | 2.36274 | 2.62393 | 3.17045 |
| 105 | 0.67683 | 1.28967 | 1.65950 | 1.98282 | 2.36239 | 2.62347 | 3.16967 |
| 106 | 0.67681 | 1.28959 | 1.65936 | 1.98260 | 2.36204 | 2.62301 | 3.16890 |
| 107 | 0.67679 | 1.28951 | 1.65922 | 1.98238 | 2.36170 | 2.62256 | 3.16815 |
| 108 | 0.67677 | 1.28944 | 1.65909 | 1.98217 | 2.36137 | 2.62212 | 3.16741 |
| 109 | 0.67675 | 1.28937 | 1.65895 | 1.98197 | 2.36105 | 2.62169 | 3.16669 |
| 110 | 0.67673 | 1.28930 | 1.65882 | 1.98177 | 2.36073 | 2.62126 | 3.16598 |
| 111 | 0.67671 | 1.28922 | 1.65870 | 1.98157 | 2.36041 | 2.62085 | 3.16528 |
| 112 | 0.67669 | 1.28916 | 1.65857 | 1.98137 | 2.36010 | 2.62044 | 3.16460 |
| 113 | 0.67667 | 1.28909 | 1.65845 | 1.98118 | 2.35980 | 2.62004 | 3.16392 |
| 114 | 0.67665 | 1.28902 | 1.65833 | 1.98099 | 2.35950 | 2.61964 | 3.16326 |
| 115 | 0.67663 | 1.28896 | 1.65821 | 1.98081 | 2.35921 | 2.61926 | 3.16262 |
| 116 | 0.67661 | 1.28889 | 1.65810 | 1.98063 | 2.35892 | 2.61888 | 3.16198 |
| 117 | 0.67659 | 1.28883 | 1.65798 | 1.98045 | 2.35864 | 2.61850 | 3.16135 |
| 118 | 0.67657 | 1.28877 | 1.65787 | 1.98027 | 2.35837 | 2.61814 | 3.16074 |
| 119 | 0.67656 | 1.28871 | 1.65776 | 1.98010 | 2.35809 | 2.61778 | 3.16013 |
| 120 | 0.67654 | 1.28865 | 1.65765 | 1.97993 | 2.35782 | 2.61742 | 3.15954 |

Lampiran 8. F tabel


Titik Persentase Distribusi t (df = 81 –120)

| df \ Pr | 0.25 | 0.10 | 0.05 | 0.025 | 0.01 | 0.005 | 0.001 |
|---------|---------|---------|---------|---------|---------|---------|---------|
| | 0.50 | 0.20 | 0.10 | 0.050 | 0.02 | 0.010 | 0.002 |
| 81 | 0.67753 | 1.29209 | 1.66388 | 1.98969 | 2.37327 | 2.63790 | 3.19392 |
| 82 | 0.67749 | 1.29196 | 1.66365 | 1.98932 | 2.37269 | 2.63712 | 3.19262 |
| 83 | 0.67746 | 1.29183 | 1.66342 | 1.98896 | 2.37212 | 2.63637 | 3.19135 |
| 84 | 0.67742 | 1.29171 | 1.66320 | 1.98861 | 2.37156 | 2.63563 | 3.19011 |
| 85 | 0.67739 | 1.29159 | 1.66298 | 1.98827 | 2.37102 | 2.63491 | 3.18890 |
| 86 | 0.67735 | 1.29147 | 1.66277 | 1.98793 | 2.37049 | 2.63421 | 3.18772 |
| 87 | 0.67732 | 1.29136 | 1.66256 | 1.98761 | 2.36998 | 2.63353 | 3.18657 |
| 88 | 0.67729 | 1.29125 | 1.66235 | 1.98729 | 2.36947 | 2.63286 | 3.18544 |
| 89 | 0.67726 | 1.29114 | 1.66216 | 1.98698 | 2.36898 | 2.63220 | 3.18434 |
| 90 | 0.67723 | 1.29103 | 1.66196 | 1.98667 | 2.36850 | 2.63157 | 3.18327 |
| 91 | 0.67720 | 1.29092 | 1.66177 | 1.98638 | 2.36803 | 2.63094 | 3.18222 |
| 92 | 0.67717 | 1.29082 | 1.66159 | 1.98609 | 2.36757 | 2.63033 | 3.18119 |
| 93 | 0.67714 | 1.29072 | 1.66140 | 1.98580 | 2.36712 | 2.62973 | 3.18019 |
| 94 | 0.67711 | 1.29062 | 1.66123 | 1.98552 | 2.36667 | 2.62915 | 3.17921 |
| 95 | 0.67708 | 1.29053 | 1.66105 | 1.98525 | 2.36624 | 2.62858 | 3.17825 |
| 96 | 0.67705 | 1.29043 | 1.66088 | 1.98498 | 2.36582 | 2.62802 | 3.17731 |
| 97 | 0.67703 | 1.29034 | 1.66071 | 1.98472 | 2.36541 | 2.62747 | 3.17639 |
| 98 | 0.67700 | 1.29025 | 1.66055 | 1.98447 | 2.36500 | 2.62693 | 3.17549 |
| 99 | 0.67698 | 1.29016 | 1.66039 | 1.98422 | 2.36461 | 2.62641 | 3.17460 |
| 100 | 0.67695 | 1.29007 | 1.66023 | 1.98397 | 2.36422 | 2.62589 | 3.17374 |
| 101 | 0.67693 | 1.28999 | 1.66008 | 1.98373 | 2.36384 | 2.62539 | 3.17289 |
| 102 | 0.67690 | 1.28991 | 1.65993 | 1.98350 | 2.36346 | 2.62489 | 3.17206 |
| 103 | 0.67688 | 1.28982 | 1.65978 | 1.98326 | 2.36310 | 2.62441 | 3.17125 |
| 104 | 0.67686 | 1.28974 | 1.65964 | 1.98304 | 2.36274 | 2.62393 | 3.17045 |
| 105 | 0.67683 | 1.28967 | 1.65950 | 1.98282 | 2.36239 | 2.62347 | 3.16967 |
| 106 | 0.67681 | 1.28959 | 1.65936 | 1.98260 | 2.36204 | 2.62301 | 3.16890 |
| 107 | 0.67679 | 1.28951 | 1.65922 | 1.98238 | 2.36170 | 2.62256 | 3.16815 |
| 108 | 0.67677 | 1.28944 | 1.65909 | 1.98217 | 2.36137 | 2.62212 | 3.16741 |
| 109 | 0.67675 | 1.28937 | 1.65895 | 1.98197 | 2.36105 | 2.62169 | 3.16669 |
| 110 | 0.67673 | 1.28930 | 1.65882 | 1.98177 | 2.36073 | 2.62126 | 3.16598 |
| 111 | 0.67671 | 1.28922 | 1.65870 | 1.98157 | 2.36041 | 2.62085 | 3.16528 |
| 112 | 0.67669 | 1.28916 | 1.65857 | 1.98137 | 2.36010 | 2.62044 | 3.16460 |
| 113 | 0.67667 | 1.28909 | 1.65845 | 1.98118 | 2.35980 | 2.62004 | 3.16392 |
| 114 | 0.67665 | 1.28902 | 1.65833 | 1.98099 | 2.35950 | 2.61964 | 3.16326 |
| 115 | 0.67663 | 1.28896 | 1.65821 | 1.98081 | 2.35921 | 2.61926 | 3.16262 |
| 116 | 0.67661 | 1.28889 | 1.65810 | 1.98063 | 2.35892 | 2.61888 | 3.16198 |
| 117 | 0.67659 | 1.28883 | 1.65798 | 1.98045 | 2.35864 | 2.61850 | 3.16135 |
| 118 | 0.67657 | 1.28877 | 1.65787 | 1.98027 | 2.35837 | 2.61814 | 3.16074 |
| 119 | 0.67656 | 1.28871 | 1.65776 | 1.98010 | 2.35809 | 2.61778 | 3.16013 |
| 120 | 0.67654 | 1.28865 | 1.65765 | 1.97993 | 2.35782 | 2.61742 | 3.15954 |

Lampiran 9. Dokumentasi Penelitian



Lampiran 10. Surat-Surat


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: febi@uin-antasari.ac.id website: www.febi.uin-antasari.ac.id

PENETAPAN JUDUL DAN PEMBIMBING SKRIPSI
 Nomor : 4893/Un.14/III.5/PP.00.9/12/2022

Setelah kami mempelajari dan diadakan perbaikan seperlunya atas rencana penelitian Saudara (i):

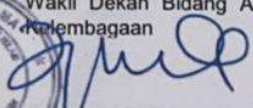
Nama : Fahlita Cabariti
 NIM : 190105030509
 Program Studi : S.1 / Asuransi Syariah
 Judul : Pengaruh Literasi Asuransi Syariah, Pelayanan dan Kualitas Produk terhadap Loyalitas Nasabah Asuransi Jasindo Syariah Banjarmasin


Kami dapat menyetujui rencana penelitian (proposal) tersebut. Sebagai pembimbing kami tetapkan sebagai berikut:

Dosen Pembimbing Skripsi : Dra. Hj. Fithriana Syarqawie, M.H.I.

Saudara (i) diharapkan segera melakukan konsultasi dengan Dosen Pembimbing Skripsi guna mendapatkan arahan dalam rangka persiapan pembuatan skripsi selanjutnya.

Demikian penetapan ini dibuat untuk diketahui dan dilaksanakan dengan semestinya.

Banjarmasin, 02 Desember 2022
 an. Dekan
 Wakil Dekan Bidang Akademik dan
 Kelembagaan

 Dr. Zaki Mubarak, S.E.,M.Si
 NIP. 19771031 200212 1 002



Tembusan:

1. Rektor UIN Antasari (sebagai laporan);
2. Dosen Pembimbing;
3. Mahasiswa (i) ybs;
4. Arsip.



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FAKULTAS EKONOMI DAN BISNIS ISLAM**

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e-mail: febi@uin-antasari.ac.id / febi.uinantasari@gmail.com website: www.febi.uin.antasari.ac.id

Banjarmasin, 17 Maret 2023

Nomor : B-123/Un.14/III.5/BIRO.SKRIPSI/PP.00.9/03/2023
Lampiran : Satu berkas
Hal : Penetapan Waktu Ujian
Proposal Skripsi

Kepada
Yth. Fahlita Cabariti / 190105030509
Mahasiswa/i Jurusan S1 Asuransi Syariah
Fakultas Ekonomi dan Bisnis Islam UIN Antasari
Banjarmasin

Assalamu'alaikum wr. wb.

Berdasarkan surat permohonan Saudara mengenai penetapan waktu ujian proposal skripsi, maka dengan ini ditetapkan Ujian Proposal Skripsi atas nama:

| | |
|------------|---|
| Nama / NIM | : Fahlita Cabariti / 190105030509 |
| Jurusan | : Asuransi Syariah |
| Judul | : PENGARUH LITERASI ASURANSI SYARIAH, PELAYANAN DAN KUALITAS PRODUK TERHADAP LOYALITAS NASABAH ASURANSI JASINDO SYARIAH BANJARMASIN |

pada:

| | |
|--------------|------------------------|
| Hari/Tanggal | : Senin, 27 Maret 2023 |
| Waktu | : 11.00 - 11.45 |
| Tempat | : Ruang Munaqasyah 3 |

dengan susunan tim penguji sebagai berikut:

| | |
|----------------------|------------------------------------|
| Penguji (Pembimbing) | : Dra. Hj. Fitriana Syarqawie, MHI |
| Penguji (Eksternal) | : Elida Mahriani, SEI., M.M. |
| Notulis | : Abd. Adim, SE., M.Ag |

Demikian surat penetapan ini dibuat untuk dilaksanakan sebagaimana mestinya.

Wassalamu'alaikum wr. wb.



Ketua Prodi Asuransi Syariah

Lutpi Sahal, SHI, MSI

Tembusan:

- Yth. 1. Penguji (Pembimbing)
- 2. Penguji (Eksternal)
- 3. Notulis

-Arsip

Catatan:

Diharap pelaksanaan ujian tepat waktu untuk menghindari tertundanya ujian-ujian berikutnya



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 e-mail: febimail@uin-antasari.ac.id / febi.uinantasari@gmail.com website: febi.uin-antasari.ac.id

BERITA ACARA UJIAN PROPOSAL
FAKULTAS EKONOMI DAN BISNIS ISLAM
UIN ANTASARI BANJARMASIN

Pada Hari/Tanggal : Senin, 27 Maret 2023 telah dilaksanakan ujian proposal skripsi atas nama:


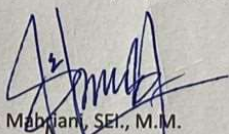

Nama/NIM : Fahlita Cabariti/ 190105030509
 Jurusan : Asuransi Syariah
 Judul : PENGARUH LITERASI ASURANSI SYARIAH,
 PELAYANAN DAN KUALITAS PRODUK TERHADAP
 LOYALITAS NASABAH ASURANSI JASINDO
 SYARIAH BANJARMASIN

Dengan susunan tim Penguji sebagai berikut:

Penguji (Pembimbing): Dra. Hj. Fitriana Syarqawie, MHI
 Penguji (Eksternal) : Elida Mahriani, SEI., M.M.
 Notulen : Abd. Adim, SE., M.Ag

Hasil Ujian Proposal Skripsi dinyatakan :
 Diterima / diterima dengan perbaikan / ditolak*
 Catatan pelaksanaan ujian proposal:

Banjarmasin, Senin, 27 Maret 2023

| | |
|-------------------------|---|
| 1. Penguji (Pembimbing) |  Dra. Hj. Fitriana Syarqawie, MHI |
| 2. Penguji (Eksternal) |  Elida Mahriani, SEI., M.M. |
| 3. Notulen |  Abd. Adim, SE., M.Ag |



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 e-mail: fo@uin-antasari.ac.id / website: www.febi.uin-antasari.ac.id

Nomor : B-1390/Un.14/III.5/TL.00/05/2023

8 Mei 2023

Sifat : -
 Lamp : 1 Berkas
 Hal : Permohonan Izin Riset

Yth.
 Kepala Kantor Asuransi Jasindo Syariah
 Banjarmasin

Assalamu'alaikum wr. wb.

Dengan hormat. Yang bertanda tangan di bawah ini Dekan Fakultas Ekonomi dan Bisnis Islam UIN Antasari menyampaikan permohonan untuk diberikan izin riset kepada :

| | |
|----------------------|--|
| Nama | : Fahlita Cabarti |
| NIM | : 190105030509 |
| Tempat Tanggal Lahir | : Kumai, 04 Agustus 2000 |
| Semester/Jurusan | : VIII / Asuransi Syariah |
| Tahun Akademik | : 2022/2023 |
| Alamat | : Jl. Masjid RT. 05 Kel. Kumai Hilir Kecamatan Kumai Kabupaten Kotawaringin Barat |
| Waktu Riset | : 10 Mei s.d 10 Juli 2023 |

Judul Skripsi : Pengaruh Literasi Asuransi Syariah, Pelayanan dan Kualitas Produk terhadap Loyalitas Nasabah Asuransi Jasindo Syariah Banjarmasin (sebagaimana proposal terlampir).

Sehubungan dengan hal tersebut, kami mohon agar kiranya berkenan membantu memberikan data dan informasi yang diperlukan terkait dengan riset tersebut.

Demikian permohonan ini disampaikan, atas perhatian dan kerjasamanya diucapkan terima kasih.

Wassalamu'alaikum wr. wb.

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



Zaki Mubarak



SURAT KETERANGAN SELESAI PENELITIAN

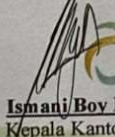

Assalamualaikum, Warrahmatullahi, Wabarakatuh,
Dengan ini menerangkan bahwa :

Nama Lengkap : Fahlita Cabariti
NIM : 190105030509
Fakultas : Ekonomi dan Bisnis Islam
Jurusan : Asuransi Syariah

Telah selesai melakukan Penelitian di PT Asuransi Jasindo Syariah KP Banjarmasin dengan judul penelitian "Pengaruh Literasi Asuransi Syariah Pelayanan dan kualitas Produk Terhadap Loyalitas Nasabah Asuransi Jasindo Syariah Banjarmasin"

Demikian surat ini kami buat agar dapat dipergunakan sebagaimana mestinya.
Wassalamualaikum, Warrahmatullahi, Wabarakatuh,

Mengetahui



Ismani Boy Rahman
Kepala Kantor Pemasaran



KEMENTERIAN AGAMA REPUBLIK INDONESIA

UNIVERSITAS ISLAM NEGERI

ANTASARI BANJARMASIN

FAKULTAS EKONOMI DAN BISNIS ISLAM

Jalan A. Yani Km. 4.5 Banjarmasin 70235

Telepon (0511) 6777663

e-mail: febimail@uin-antasari.ac.id / febi.uinantasari@gmail.com website: www.febi.uin-antasari.ac.id

CATATAN KONSULTASI BIMBINGAN SKRIPSI

Nama : Fahlita Cabariti
 NIM : 190105030509
 Jurusan : Asuransi Syariah
 Judul Skripsi : Pengaruh Literasi Asuransi Syariah, Pelayanan dan Kualitas Produk Terhadap Loyalitas Nasabah Asuransi Jasindo Syariah Banjarmasin
 Pembimbing : Dra. Hj. Fitriana Syarqawie, MHI
 Hari/Tanggal :
 Media : Offline

CATATAN PEMBIMBING

*Perhatikan dan perbaiki teknik penyetikan dan penulisan.
 Sampaikan ke buku pedoman penulisan skripsi dari FEBI.*

f - 14 Agt 2023

Catatan:

- Setiap Konsultasi lembaran catatan ini harus dibawa untuk diisi oleh Pembimbing
- Konsultasi berikutnya harus membawa lembaran serupa yang masih kosong (lembaran ini dapat dicopy).

Disetujui oleh

Dosen Pembimbing

Dra. Hj. Fitriana Syarqawie, MHI



KEMENTERIAN AGAMA REPUBLIK INDONESIA
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 e-mail: febimail@uin-antasari.ac.id/febi.uinantasari@gmail.com website: www.febi.uin-antasari.ac.id

CATATAN KONSULTASI BIMBINGAN SKRIPSI

Nama : Fahlita Cabariti
 NIM : 190105030509
 Jurusan : Asuransi Syariah
 Judul Skripsi : Pengaruh Literasi Asuransi Syariah, Pelayanan dan Kualitas Produk Terhadap Loyalitas Nasabah Asuransi Jasindo Syariah Banjarmasin
 Pembimbing : Dra. Hj. Fitriana Syarqawie, MHI
 Hari/Tanggal :
 Media : Offline

CATATAN PEMBIMBING

- Bab II.
 16 di dalam sub bab hrs disesuaikan dg judul bab.
 - Perbaiki susunannya.

[Signature] - 18 Aft 2023

Catatan:

- Setiap Konsultasi lembar catatan ini harus dibawa untuk diisi oleh Pembimbing
- Konsultasi berikutnya harus membawa lembar serupa yang masih kosong (lembaran ini dapat dicopy).

Disetujui oleh

Dosen Pembimbing

[Signature]
 Dra. Hj. Fitriana Syarqawie, MHI



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ANTASARI BANJARMASIN
FAKULTAS EKONOMI DAN BISNIS ISLAM

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 Telepon (0511) 6777663

e-mail: febi@mail@uin-antasari.ac.id/febi.uinantasari@gmail.com website: www.febi.uin-antasari.ac.id

CATATAN KONSULTASI BIMBINGAN SKRIPSI

Nama : Fahlita Cabariti
 NIM : 190105030509
 Jurusan : Asuransi Syariah
 Judul Skripsi : Pengaruh Literasi Asuransi Syariah, Pelayanan dan Kualitas Produk Terhadap Loyalitas Nasabah Asuransi Jasindo Syariah Banjarmasin
 Pembimbing : Dra. Hj. Fitriana Syarqawie, MHI
 Hari/Tanggal :
 Media : Offline

CATATAN PEMBIMBING

Catatan revisi lihat pada tiap 2 halaman nestak skripsi.

f- 8 sept 2023

Catatan:

- Setiap Konsultasi lembaran catatan ini harus dibawa untuk diisi oleh Pembimbing
- Konsultasi berikutnya harus membawa lembaran serupa yang masih kosong (lembaran ini dapat dicopy).

Disetujui oleh

Dosen Pembimbing

Dra. Hj. Fitriana Syarqawie, MHI



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Hari/Tanggal :
Media : Offline

CATATAN PEMBIMBING

Bab III.
- Perbaiki halaman 39.
- Perbaiki nomor dan sub bab.
- Tambahkan sumber data Gelum ada.
- Perbaiki halaman 40.

21 Agustus 2023.

Catatan:

- a. Setiap Konsultasi lembar catatan ini harus dibawa untuk diisi oleh Pembimbing
- b. Konsultasi berikutnya harus membawa lembar serupa yang masih kosong (lembaran ini dapat dicopy).

Disetujui oleh

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CATATAN PEMBIMBING

Bab IV - Dalam menganalisis harus menggunakan in note.
 - Perbaiki halaman 70. (judul sub bab)
 - Dlm analisis tambahkan variabel yg paling dominan nya.
 - Gantikan teori? yg ada pd bab II, ketika Galian menganalisis
 Bab V = ace.
 f - 2 sept 2023

Catatan:

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CATATAN KONSULTASI BIMBINGAN SKRIPSI

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NIM : 190105030509
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Pembimbing : Dra. Hj. Fitriana Syarqawie, MHI
Hari/Tanggal :
Media : Offline

CATATAN PEMBIMBING

lengkapi halaman persetujuan, kata pengantar, Riwayat hidup, lampiran², dll. (Abstrak & lengkapi) Utk keperluan Mungayach.


 - 7 September 2023

Catatan:

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- Konsultasi berikutnya harus membawa lembaran serupa yang masih kosong (lembaran ini dapat dicopy).

Disetujui oleh

Dosen Pembimbing


Dra. Hj. Fitriana Syarqawie, MHI



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Jalan A. Yani Km. 4.5 Telp. (0511) 6783434;6777955 Banjarmasin 70235
e-mail: febi@uin-antasari.ac.id/febi.uinantasari@gmail.com website:
www.febi.uin.antasari.ac.id

PENETAPAN BEBAS PLAGIASI
Nomor : B- 07 /Un.14/III.5/AS.S1/PP.00.9/02/2024

Memperhatikan surat permohonan saudara (i) dan hasil Rapat Tim Pemeriksa Plagiasi Tugas Akhir/Skripsi Mahasiswa Fakultas Ekonomi dan Bisnis Islam UIN Antasari Banjarmasin, maka kami dapat memberikan Surat Keterangan Bebas Plagiasi skripsi atas nama saudara (i):

Nama : Fahlita Cabariti
NIM : 190105030509
Jurusan : Asuransi Syariah
Judul Skripsi : Pengaruh Literasi Asuransi Syariah, Pelayanan dan Kualitas Produk Terhadap Loyalitas Nasabah Asuransi Jasindo Sayariah Banjarmasin

Dengan demikian, skripsi Saudara (i) dinyatakan:

BEBAS PLAGIASI
Dengan Persentase Indikasi Plagiat: 22%

Demikian penetapan ini dibuat untuk diketahui dan dilaksanakan dengan semestinya.

Banjarmasin, 25 Februari 2024
Ketua Jurusan Asuransi Syariah



Lutfi Sahal

DAFTAR RIWAYAT HIDUP

1. Nama Lengkap : Fahlita Cabariti
2. Tempat dan Tanggal lahir : Kumai, 04 Agustus 2000
3. Agama : Islam
4. Kebangsaan : Indonesia
5. Status Perkawinan : Belum Menikah
6. Alamat : Jalan Masjid Al-Baidho RT.05 Kelurahan
Kumai Hilir
7. Pendidikan
 - a. SD : MIN KUMAI HILIR
 - b. SMP : SMPN 1 KUMAI
 - c. SMA : SMAN 1 KUMAI
8. Orang Tua

| | |
|------------|---------------------------|
| Nama Ayah | : Fahmiasnyah Taher (alm) |
| Pekerjaan | : - |
| Pendidikan | : - |
| Alamat | : - |
| Nama Ibu | : Juliarsih |
| Pekerjaan | : Ibu Rumah Tangga |
| Pendidikan | : SMA |
9. Alamat : Jalan Masjid Al-Baidho RT.05 Kelurahan
Kumai Hilir
10. Saudara (jumlah saudara) : 1

| | |
|--------------|-------------------|
| Nama Saudara | : Aulia Fatma |
| Pekerjaan | : Karyawan Swasta |
11. Alamat : Jalan Masjid Al-Baidho RT.05 Kelurahan
Kumai Hilir

Banjarmasin, Januari 2024
Penulis,

Fahlita Cabariti