LAMPIRAN-LAMPIRAN

A. Lampiran Kuesioner

Petunjuk Pengisian Kuesioner

Assalamu'alaikum Warahmatullahi Wabarakatuh

Yth. Bapak/Ibu/Saudara/i Responden,

Kuesioner ini merupakan penelitian yang berjudul;

"indeks kepuasan nasabah di PT. Pegadaian Syariah Kota Banjarmasin"

Penelitian ini bertujuan untuk mengetahui tingkat kepuasan nasabah terhadap pelayanan yang diberikan oleh PT. Pegadaian Syariah Kota Banjarmasin. Oleh karena itu, peneliti memohon kesediaan Bapak/Ibu/Saudara/i untuk meluangkan waktu dalam mengisi kuesioner ini dengan jujur dan sesuai dengan kondisi yang dirasakan.

Setiap pernyataan dalam kuesioner ini terdiri dari dua jenis penilaian, yaitu tingkat kepentingan (*importance*) dan tingkat kinerja (*performance*).

Bapak/Ibu/Saudara/i diminta untuk memberikan jawaban dengan cara **memberi tanda centang (✓)** pada salah satu pilihan angka **1 sampai dengan 5** yang paling sesuai dengan penilaian masing-masing.

1. Identitas Responden

Nama :

Jenis Kelamin :

Usia :

Jenis Transaksi :

Pekerjaan :

2. Petunjuk Pengisian Kuesioner

Adapun keterangan penilaian adalah sebagai berikut:

TABEL SKOR DAN KETERANGAN KEPENTINGAN (Importance)

Skor	Keterangan
1	Sangat Tidak Penting
2	Tidak Penting
3	Cukup Penting
4	Penting
5	Sangat Penting

TABEL SKOR DAN KETERANGAN KINERJA (Performance)

Skor	Keterangan
1	Sangat Tidak Bik
2	Tidak Baik
3	Cukup Baik
4	Baik
5	Sangat Baik

Tidak ada jawaban yang benar atau salah dalam pengisian kuesioner ini. Semua jawaban yang diberikan akan dijaga kerahasiaannya dan hanya digunakan untuk keperluan akademik.

Atas kesediaan dan partisipasi Bapak/Ibu/Saudara/i, peneliti mengucapkan terima kasih.

Wassalamu'alaikum Warahmatullahi Wabarakatuh.

DAFTAR PERNYATAAN

No	Variabel	Dimensi	Indikator	Pernyataan Importance (I)	Pernyataan Performance (P)	Skala
1	Kepuasan konsumen	Kesesuaian Harapan *(Expectation Confirmation)*	Kesesuaian kinerja dan harapan	Kesesuaian kinerja pelayanan dengan harapan saya merupakan hal yang penting	Kinerja pelayanan yang saya terima sudah sesuai dengan harapan saya	*Likert*
2		Kesesuaian Harapan *(Expectation Confirmation)*	Kesesuaian pelayanan dan ekspektasi	Kesesuaian pelayanan dengan ekspektasi saya merupakan hal yang penting	Pelayanan yang diberikan sudah sesuai dengan ekspektasi saya	*Likert*
3		Kesesuaian Harapan *(Expectation Confirmation)*	Kesesuaian manfaat yang diterima	Kesesuaian manfaat yang saya terima merupakan hal yang penting	Manfaat yang saya peroleh sudah sesuai dengan harapan saya	*Likert*
4		Kesesuaian Harapan *(Expectation Confirmation)*	Kesesuaian informasi yang diberikan	Kesesuaian informasi yang diberikan merupakan hal yang penting bagi saya	Informasi yang diberikan sudah jelas dan sesuai dengan harapan saya	*Likert*
5	Kepuasan konsumen	Pengalaman Pelanggan *(Costumer Experience)*	*Sense* (pengalaman berdasarkan panca indra)	Kenyamanan fasilitas dan suasana pelayanan merupakan hal yang penting bagi saya	Saya merasa nyaman dengan fasilitas dan suasana pelayanan yang diberikan	*Likert*

6		Pengalaman Pelanggan *(Costumer Experience)*	*Think* (rangsangan kognitif dan intelektual)	Kejelasan informasi yang diberikan merupakan hal yang penting bagi saya	Informasi yang diberikan mudah saya pahami	*Likert*
7		Pengalaman Pelanggan (Costumer Experience)	*Feel (respon emosional atau perasaan)*	Perasaan nyaman dan aman saat menggunakan layanan merupakan hal yang penting bagi saya	Saya merasa nyaman dan aman saat menggunakan layanan	*Likert*
8		Pengalaman Pelanggan (Costumer Experience)	*Act (respon perilaku atau tindakan pelanggan)*	Pengalaman pelayanan yang mendorong saya untuk kembali menggunakan layanan merupakan hal yang penting	Pengalaman pelayanan membuat saya ingin kembali menggunakan layanan	*Likert*
9		Pengalaman Pelanggan (Costumer Experience)	*Relate (keterhubungan sosial)*	Hubungan yang baik antara pihak layanan dan nasabah merupakan hal yang penting bagi saya	Saya merasa memiliki hubungan yang baik dengan pihak Pegadaian Syariah	*Likert*
10	Kepuasan konsumen	Nilai yang dirasakan (perceived value)	*Utilitarian value (nilai fungsional/kegunaan)*	Manfaat layanan yang sesuai dengan kebutuhan saya merupakan hal yang penting	Layanan yang saya gunakan memberikan manfaat sesuai dengan kebutuhan saya	*Likert*

11		Nilai yang dirasakan (perceived value)	*Hedonic value (nilai emosional/kesenangan)*	Rasa nyaman dan kesenangan saat menggunakan layanan merupakan hal yang penting bagi saya	Saya merasa nyaman dan senang saat menggunakan layanan	*Likert*
12		Nilai yang dirasakan (perceived value)	*Social value (nilai sosial)*	Nilai positif dari penggunaan layanan terhadap diri saya merupakan hal yang penting	Penggunaan layanan memberikan nilai positif bagi diri saya	*Likert*
13	Kepuasan konsumen	Kepercayaan Pelanggan (Costumer Trust)	*Kemampuan (ability)*	Kemampuan karyawan dalam memberikan pelayanan yang baik merupakan hal yang penting bagi saya	Karyawan memiliki kemampuan yang baik dalam memberikan pelayanan	*Likert*
14		Kepercayaan Pelanggan (Costumer Trust)	*Niat baik (benevolence)*	Niat baik karyawan dalam memperhatikan kebutuhan nasabah merupakan hal yang penting bagi saya	Karyawan menunjukkan niat baik dalam melayani dan memperhatikan kebutuhan saya	*Likert*
15		Kepercayaan Pelanggan (Costumer Trust)	*Integritas (integrity)*	Kejujuran dan keterbukaan dalam pelayanan merupakan hal yang penting bagi saya	Karyawan memberikan pelayanan secara jujur dan terbuka	*Likert*

No	Variabel	Dimensi	Indikator	Pernyataan *Importance* (I)	Pernyataan *Performance* (P)	Skala
1	Kualitas pelayanan	*Reability* (keandalan)	Kecepatan	Kecepatan pelayanan merupakan hal yang penting bagi saya	Pelayanan diberikan dengan cepat	*Likert*
2		*Reability* (keandalan)	Ketepatan	Ketepatan pelayanan sesuai waktu yang dijanjikan merupakan hal yang penting bagi saya	Pelayanan diberikan dengan tepat sesuai waktu yang dijanjikan	*Likert*
3		*Reability* (keandalan)	Tidak ada kesalahan	Pelayanan yang minim kesalahan merupakan hal yang penting bagi saya	Pelayanan diberikan dengan akurat dan minim kesalahan	*Likert*
4		*Reability* (keandalan)	Sikap simpatik	Sikap ramah dan perhatian dalam pelayanan merupakan hal yang penting bagi saya	Karyawan bersikap ramah dan menunjukkan perhatian dalam melayani	*Likert*

6		*Responsiveness* (daya tanggap)	Ketanggapan karyawan dalam membantu kesulitan pelanggan	Ketanggapan karyawan dalam membantu kesulitan nasabah merupakan hal yang penting bagi saya	Karyawan tanggap dalam membantu kesulitan yang saya hadapi	*Likert*
7		*Responsiveness* (daya tanggap)	Kesediaan karyawan memberikan informasi	Kesediaan karyawan dalam memberikan informasi merupakan hal yang penting bagi saya	Karyawan bersedia memberikan informasi yang saya butuhkan	*Likert*
8		*Responsiveness* (daya tanggap)	Kesiapan karyawan dalam merespon permintaan	Kesiapan karyawan dalam merespon permintaan nasabah merupakan hal yang penting bagi saya	Karyawan siap merespon setiap permintaan saya	*Likert*
9	Kualitas pelayanan	*Assurance* (jaminan)	*Competence* (Kompetensi)	Kompetensi karyawan dalam memberikan pelayanan merupakan hal yang penting bagi saya	Karyawan memiliki kompetensi yang baik dalam memberikan pelayanan	*Likert*

10		*Assurance* (jaminan)	*Credibility* (Kredibilitas)	Kredibilitas karyawan dalam memberikan pelayanan merupakan hal yang penting bagi saya	Karyawan dapat dipercaya dalam memberikan pelayanan	*Likert*
11		*Assurance* (jaminan)	*Courtesy* (Kesopanan)	Sikap sopan dan ramah dalam pelayanan merupakan hal yang penting bagi saya	Karyawan bersikap sopan dan ramah dalam melayani	*Likert*
12		*Assurance* (jaminan)	*Security* (Keamanan)	Rasa aman dalam menggunakan layanan merupakan hal yang penting bagi saya	Saya merasa aman dalam menggunakan layanan yang diberikan	*Likert*
13	Kualitas pelayanan	*Emphaty* (empati)	*Access* (Akses)	Kemudahan dalam mengakses layanan merupakan hal yang penting bagi saya	Saya merasa mudah dalam mengakses layanan yang diberikan	*Likert*
14		*Emphaty* (empati)	*Communication* (Komunikasi)	Komunikasi yang jelas dan mudah dipahami merupakan hal yang penting bagi saya	Karyawan menyampaikan informasi dengan jelas dan mudah saya pahami	*Likert*

		Emphaty (empati)	*Understanding Customer* (Memahami Konsumen)	Kemampuan karyawan dalam memahami kebutuhan nasabah merupakan hal yang penting bagi saya	Karyawan memahami kebutuhan dan keinginan saya dengan baik	*Likert*
15	Kualitas pelayanan	*Tangibles* (Bukti fisik)	Fasilitas	Fasilitas pelayanan yang nyaman merupakan hal yang penting bagi saya	Fasilitas pelayanan yang tersedia sudah nyaman	*Likert*
16		*Tangibles* (Bukti fisik)	Kelengkapan peralatan	Kelengkapan peralatan dalam pelayanan merupakan hal yang penting bagi saya	Peralatan yang digunakan dalam pelayanan sudah lengkap	*Likert*
17		*Tangibles* (Bukti fisik)	Tampilan staf	Penampilan staf yang rapi dan profesional merupakan hal yang penting bagi saya	Staf berpenampilan rapi dan profesional dalam melayani	*Likert*

18		*Tangibles* (Bukti fisik)	Dokumen pendukung	Kejelasan dan kelengkapan dokumen pelayanan merupakan hal yang penting bagi saya	Dokumen pelayanan yang diberikan sudah jelas dan lengkap	*Likert*

B. Hasil Uji Statistik Deskriptif

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Kepuasan Konsumen	91	145.00	170.00	164.1429	7.61077
Kualitas Pelayanan	91	135.00	170.00	164.5934	7.91760
Valid N (listwise)	91				

C. Tabulasi Data Penelitian

1. *Importance* (Kepentingan) X1

P1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CP	2	2.2	2.2	2.2
	P	16	17.6	17.6	19.8
	SP	73	80.2	80.2	100.0
	Total	91	100.0	100.0	

P2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CP	2	2.2	2.2	2.2
	P	20	22.0	22.0	24.2
	SP	69	75.8	75.8	100.0
	Total	91	100.0	100.0	

P3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CP	2	2.2	2.2	2.2
	P	17	18.7	18.7	20.9
	SP	72	79.1	79.1	100.0
	Total	91	100.0	100.0	

P4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CP	1	1.1	1.1	1.1
	P	15	16.5	16.5	17.6
	SP	75	82.4	82.4	100.0
	Total	91	100.0	100.0	

P5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CP	1	1.1	1.1	1.1
	P	16	17.6	17.6	18.7
	SP	74	81.3	81.3	100.0
	Total	91	100.0	100.0	

P6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CP	1	1.1	1.1	1.1
	P	12	13.2	13.2	14.3
	SP	78	85.7	85.7	100.0
	Total	91	100.0	100.0	

P7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CP	1	1.1	1.1	1.1
	P	12	13.2	13.2	14.3
	SP	78	85.7	85.7	100.0
	Total	91	100.0	100.0	

P8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CP	1	1.1	1.1	1.1
	P	16	17.6	17.8	18.9
	SP	73	80.2	81.1	100.0

	Total	90	98.9	100.0	
Missing	System	1	1.1		
Total		91	100.0		

P9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CP	2	2.2	2.2	2.2
	P	23	25.3	25.3	27.5
	SP	66	72.5	72.5	100.0
	Total	91	100.0	100.0	

P10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CP	1	1.1	1.1	1.1
	P	16	17.6	17.6	18.7
	SP	74	81.3	81.3	100.0
	Total	91	100.0	100.0	

P11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	P	20	22.0	22.0	22.0
	SP	71	78.0	78.0	100.0
	Total	91	100.0	100.0	

P12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CP	1	1.1	1.1	1.1
	P	16	17.6	17.6	18.7
	SP	74	81.3	81.3	100.0
	Total	91	100.0	100.0	

P13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	P	20	22.0	22.0	22.0

	SP	71	78.0	78.0	100.0
	Total	91	100.0	100.0	

P14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	P	18	19.8	19.8	19.8
	SP	73	80.2	80.2	100.0
	Total	91	100.0	100.0	

P15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	P	14	15.4	15.4	15.4
	SP	77	84.6	84.6	100.0
	Total	91	100.0	100.0	

P16

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	P	11	12.1	12.1	12.1
	SP	80	87.9	87.9	100.0
	Total	91	100.0	100.0	

P17

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	P	15	16.5	16.5	16.5
	SP	76	83.5	83.5	100.0
	Total	91	100.0	100.0	

P18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	P	18	19.8	19.8	19.8
	SP	73	80.2	80.2	100.0
	Total	91	100.0	100.0	

P20

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	P	12	13.2	13.2	13.2
	SP	79	86.8	86.8	100.0
	Total	91	100.0	100.0	

P21

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CP	1	1.1	1.1	1.1
	P	13	14.3	14.3	15.4
	SP	77	84.6	84.6	100.0
	Total	91	100.0	100.0	

P22

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	P	12	13.2	13.2	13.2
	SP	79	86.8	86.8	100.0
	Total	91	100.0	100.0	

P23

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	P	12	13.2	13.2	13.2
	SP	79	86.8	86.8	100.0
	Total	91	100.0	100.0	

P25

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	P	16	17.6	17.6	17.6
	SP	75	82.4	82.4	100.0
	Total	91	100.0	100.0	

P26

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	P	10	11.0	11.0	11.0
	SP	81	89.0	89.0	100.0
	Total	91	100.0	100.0	

P27

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	P	11	12.1	12.1	12.1
	SP	80	87.9	87.9	100.0
	Total	91	100.0	100.0	

P28

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	P	12	13.2	13.2	13.2
	SP	79	86.8	86.8	100.0
	Total	91	100.0	100.0	

P30

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	P	10	11.0	11.0	11.0
	SP	81	89.0	89.0	100.0
	Total	91	100.0	100.0	

P31

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	P	12	13.2	13.2	13.2
	SP	79	86.8	86.8	100.0
	Total	91	100.0	100.0	

P32

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	P	13	14.3	14.3	14.3
	SP	78	85.7	85.7	100.0
	Total	91	100.0	100.0	

P33

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CP	2	2.2	2.2	2.2
	P	14	15.4	15.4	17.6
	SP	75	82.4	82.4	100.0
	Total	91	100.0	100.0	

2. *Performance* (Kinerja) X2

K1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CB	1	1.1	1.1	1.1
	B	17	18.7	18.7	19.8
	SB	73	80.2	80.2	100.0
	Total	91	100.0	100.0	

K2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CB	1	1.1	1.1	1.1
	B	20	22.0	22.0	23.1
	SB	70	76.9	76.9	100.0
	Total	91	100.0	100.0	

K3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	B	17	18.7	18.7	18.7
	SB	74	81.3	81.3	100.0
	Total	91	100.0	100.0	

K4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CB	2	2.2	2.2	2.2
	B	16	17.6	17.6	19.8
	SB	73	80.2	80.2	100.0
	Total	91	100.0	100.0	

K5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CB	2	2.2	2.2	2.2
	B	18	19.8	19.8	22.0
	SB	71	78.0	78.0	100.0
	Total	91	100.0	100.0	

K6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CB	3	3.3	3.3	3.3
	B	12	13.2	13.2	16.5
	SB	76	83.5	83.5	100.0
	Total	91	100.0	100.0	

K7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	B	18	19.8	19.8	19.8
	SB	73	80.2	80.2	100.0
	Total	91	100.0	100.0	

K8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	B	17	18.7	18.7	18.7
	SB	74	81.3	81.3	100.0
	Total	91	100.0	100.0	

K9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CB	1	1.1	1.1	1.1
	B	14	15.4	15.4	16.5
	SB	76	83.5	83.5	100.0
	Total	91	100.0	100.0	

K10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CB	2	2.2	2.2	2.2
	B	13	14.3	14.3	16.5
	SB	76	83.5	83.5	100.0
	Total	91	100.0	100.0	

K11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CB	2	2.2	2.2	2.2
	B	15	16.5	16.5	18.7
	SB	74	81.3	81.3	100.0
	Total	91	100.0	100.0	

K12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	B	11	12.1	12.1	12.1
	SB	80	87.9	87.9	100.0
	Total	91	100.0	100.0	

K13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CB	1	1.1	1.1	1.1
	B	10	11.0	11.0	12.1
	SB	80	87.9	87.9	100.0
	Total	91	100.0	100.0	

K14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	B	14	15.4	15.4	15.4
	SB	77	84.6	84.6	100.0
	Total	91	100.0	100.0	

K15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	B	11	12.1	12.1	12.1
	SB	80	87.9	87.9	100.0
	Total	91	100.0	100.0	

K16

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	B	9	9.9	9.9	9.9
	SB	82	90.1	90.1	100.0
	Total	91	100.0	100.0	

K17

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CB	1	1.1	1.1	1.1
	B	13	14.3	14.3	15.4
	SB	77	84.6	84.6	100.0
	Total	91	100.0	100.0	

K18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	B	7	7.7	7.7	7.7
	SB	84	92.3	92.3	100.0
	Total	91	100.0	100.0	

K19

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	B	12	13.2	13.2	13.2
	SB	79	86.8	86.8	100.0
	Total	91	100.0	100.0	

K20

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	B	14	15.4	15.4	15.4
	SB	77	84.6	84.6	100.0
	Total	91	100.0	100.0	

K21

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	B	13	14.3	14.3	14.3
	SB	78	85.7	85.7	100.0
	Total	91	100.0	100.0	

K22

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	B	10	11.0	11.0	11.0
	SB	81	89.0	89.0	100.0
	Total	91	100.0	100.0	

K23

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	B	12	13.2	13.2	13.2
	SB	79	86.8	86.8	100.0
	Total	91	100.0	100.0	

K24

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	B	6	6.6	6.6	6.6
	SB	85	93.4	93.4	100.0
	Total	91	100.0	100.0	

K25

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	B	9	9.9	9.9	9.9
	SB	82	90.1	90.1	100.0
	Total	91	100.0	100.0	

K26

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	B	11	12.1	12.1	12.1
	SB	80	87.9	87.9	100.0
	Total	91	100.0	100.0	

K27

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CB	1	1.1	1.1	1.1
	B	9	9.9	9.9	11.0
	SB	81	89.0	89.0	100.0
	Total	91	100.0	100.0	

K28

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	B	14	15.4	15.4	15.4
	SB	77	84.6	84.6	100.0
	Total	91	100.0	100.0	

K29

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CB	1	1.1	1.1	1.1
	B	13	14.3	14.3	15.4
	SB	77	84.6	84.6	100.0
	Total	91	100.0	100.0	

K30

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CB	1	1.1	1.1	1.1
	B	8	8.8	8.8	9.9
	SB	82	90.1	90.1	100.0
	Total	91	100.0	100.0	

K31

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CB	1	1.1	1.1	1.1
	B	17	18.7	18.7	19.8
	SB	73	80.2	80.2	100.0
	Total	91	100.0	100.0	

K32

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CB	1	1.1	1.1	1.1
	B	15	16.5	16.5	17.6
	SB	75	82.4	82.4	100.0
	Total	91	100.0	100.0	

K33

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CB	1	1.1	1.1	1.1
	B	14	15.4	15.4	16.5
	SB	76	83.5	83.5	100.0
	Total	91	100.0	100.0	

K34

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	B	19	20.9	20.9	20.9
	SB	72	79.1	79.1	100.0
	Total	91	100.0	100.0	

D. Hasil Pengolahan Data

1. Uji Validitas

Variabel Kepuasan Konsumen X1

		P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	P21	P22	P23	P24	P25	P26	P27	P28	P29	P30	P31	P32	P33	P34	TOTAL	
P01	Pearson Correlation	1	.472**	.522**	.696**	.615**	.542**	.542**	.573**	.474**	.504**	.606**	.392**	.435**	.478**	.323**	.333**	.300**	.419**	.333**	.305**	.219*	.165	.305**	.145	.279**	.061	.115	.165	.136	.288**	.235*	.077	.055	.403**	.691**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.002	.001	.004	.000	.001	.003	.037	.117	.003	.170	.007	.567	.278	.117	.197	.006	.025	.466	.605	.000	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91
P02	Pearson Correlation	.472**	1	.548**	.406**	.596**	.480**	.480**	.720**	.443**	.490**	.311**	.437**	.529**	.467**	.144	.352**	.428**	.580**	.145	.388**	.284**	.255*	.056	.230*	.283**	.026	.076	.189	.314**	.386**	.122	.165	.063	.401**	.665**	
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.000	.003	.000	.000	.000	.173	.001	.000	.000	.170	.000	.006	.015	.601	.028	.007	.806	.475	.073	.002	.000	.249	.117	.555	.000	.000	
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91

P03	Pearson Correlation	.522**	.548**	1	.452**	.651**	.525**	.465**	.614**	.547**	.651**	.473**	.431**	.755**	.460**	.309**	.248*	.223*	.284**	.105	.361**	.148	.085	.361**	.200	.203	.126	.176	.154	.350**	.052	.154	.133	.251*	.264*	.673**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.003	.018	.034	.006	.323	.000	.160	.423	.000	.057	.054	.233	.095	.145	.001	.627	.145	.207	.016	.011	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91
P04	Pearson Correlation	.696**	.406**	.452**	1	.660**	.566**	.634**	.622**	.574**	.536**	.717**	.474**	.462**	.505**	.320**	.319**	.227*	.373**	.238*	.215*	.145	.215*	.215*	.194	.208*	.264*	.076	.059	.011	.348**	.293**	.269**	.096	.416**	.694**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.002	.002	.030	.000	.023	.041	.170	.041	.041	.066	.047	.011	.472	.578	.917	.001	.005	.010	.366	.000	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91
P05	Pearson Correlation	.615**	.596**	.651**	.660**	1	.612**	.546**	.721**	.600**	.574**	.565**	.453**	.565**	.353**	.303**	.303**	.420**	.353**	.224*	.277**	.196	.048	.201	.253*	.260*	.084	.065	.124	.250*	.167	.354**	.179	.255*	.328**	.719**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.001	.003	.003	.000	.001	.033	.008	.062	.652	.056	.015	.013	.426	.538	.241	.017	.113	.001	.089	.015	.001	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91

P06	Pearson Correlation	.542* *	.480 **	.525 **	.566 **	.612 **	1	.494 **	.545 **	.608 **	.479 **	.471 **	.546 **	.403 **	.299 **	.222 *	.199	.128	.370 **	- .060	.263 *	.119	.013	.096	.000	.040	.042	.027	.096	.042	.222 *	.179	.081	.077	.336 **	.547* *
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.004	.034	.058	.225	.000	.573	.012	.260	.904	.365	1.00 0	.708	.696	.802	.365	.696	.035	.089	.448	.468	.001	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91
P07	Pearson Correlation	.542* *	.480 **	.465 **	.634 **	.546 **	.494 **	1	.504 **	.440 **	.347 **	.539 **	.347 **	.403 **	.299 **	.144	.113	.128	.158	.286 **	.179	.119	.096	.013	- .081	.040	.132	.027	- .154	.132	.222 *	.096	.081	.077	.188	.506* *
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.001	.000	.001	.000	.004	.173	.286	.225	.135	.006	.089	.260	.365	.904	.448	.708	.214	.802	.146	.214	.035	.365	.448	.468	.075	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91
P08	Pearson Correlation	.573* *	.720 **	.614 **	.622 **	.721 **	.545 **	.504 **	1	.599 **	.472 **	.523 **	.573 **	.626 **	.505 **	.158	.166	.419 **	.547 **	.166	.302 **	.195	.199	.143	.326 **	.210 *	.083	.064	.123	.248 *	.166	.199	.252 *	.138	.349 **	.709* *
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.137	.119	.000	.000	.119	.004	.066	.060	.179	.002	.047	.438	.552	.250	.018	.119	.060	.017	.194	.001	.000
	N	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90

P09	Pearson Correlation	.474**	.443**	.547**	.574**	.600**	.608**	.440**	.599**	1	.497**	.531**	.394**	.531**	.366**	.294**	.116	.209*	.201	.049	.287**	.194	.028	.287**	.321**	.244*	.142	.184	.093	.212*	.212*	.351**	.321**	.275**	.302**	.638**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.005	.272	.047	.056	.642	.006	.065	.789	.006	.002	.020	.179	.082	.380	.044	.044	.001	.002	.008	.004	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91
P10	Pearson Correlation	.504**	.490**	.651**	.536**	.574**	.479**	.347**	.472**	.497**	1	.627**	.574**	.502**	.353**	.446**	.303**	.211*	.223*	-.014	.430**	.326**	.201	.354**	.401**	.193	.167	.065	.201	.167	.332**	.124	.253*	.198	.328**	.678**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.001	.000	.000		.000	.000	.000	.001	.000	.003	.044	.033	.896	.000	.002	.056	.001	.000	.067	.113	.538	.056	.113	.001	.241	.015	.061	.001	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91
P11	Pearson Correlation	.606**	.311**	.473**	.717**	.565**	.471**	.539**	.523**	.531**	.627**	1	.502**	.423**	.403**	.436**	.292**	.408**	.336**	.454**	.421**	.312**	.264*	.421**	.466**	.313**	.407**	.210*	.264*	.238*	.407**	.342**	.390**	.297**	.452**	.781**
	Sig. (2-tailed)	.000	.003	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.005	.000	.001	.000	.000	.003	.012	.000	.000	.003	.000	.045	.012	.023	.000	.001	.000	.004	.000	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91

P12	Pearson Correlation	.392*.	.437**	.431**	.474**	.453**	.546**	.347**	.573**	.394**	.574**	.502**	1	.502**	.418**	.375**	.383**	.281**	.353**	.224*.	.354**	.132	.124	.048	.032	.057	.167	.065	.048	.084	.167	.277**	-.042	.083	.328**	.562*.
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000		.000	.000	.000	.000	.007	.001	.033	.001	.214	.241	.652	.766	.593	.113	.538	.652	.426	.113	.008	.691	.436	.001	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91
P13	Pearson Correlation	.435*.	.529**	.755**	.462**	.565**	.403**	.403**	.626**	.531**	.502**	.423**	.502**	1	.603**	.436**	.373**	.479**	.403**	.210*.	.264*.	.246*.	.185	.264*.	.238*.	.243*.	.238*.	.292**	.185	.323**	.068	.185	.163	.179	.313**	.687*.
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.045	.012	.019	.079	.012	.023	.020	.023	.005	.079	.002	.521	.079	.124	.089	.003	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91
P14	Pearson Correlation	.478*.	.467**	.460**	.505**	.353**	.299**	.299**	.505**	.366**	.353**	.403**	.418**	.603**	1	.323**	.493**	.374**	.515**	.324**	.377**	.347**	.377**	.214*.	.191	.133	.178	.154	.133	.178	.267*.	.214*.	.113	.027	.423**	.633*.
	Sig. (2-tailed)	.000	.000	.000	.000	.001	.004	.004	.000	.000	.001	.000	.000	.000		.002	.000	.000	.000	.002	.000	.001	.000	.042	.069	.209	.091	.144	.210	.091	.011	.042	.288	.800	.000	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91

P15	Pearson Correlation	.323*.	.144	.309**	.320**	.303**	.222*	.144	.158	.294**	.446**	.436**	.375**	.436**	.323**	1	.402**	.303**	.247*	.216*	.374**	.434**	.284**	.554**	.348**	.363**	.142	.496**	.284**	.240*	.142	.284**	.261*	.489**	.283**	.575**.
	Sig. (2-tailed)	.002	.173	.003	.002	.003	.034	.173	.137	.005	.000	.000	.000	.000	.002		.000	.003	.018	.040	.000	.000	.006	.000	.001	.000	.178	.000	.006	.022	.178	.006	.012	.000	.007	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91
P16	Pearson Correlation	.333*.	.352**	.248*	.319**	.303**	.199	.113	.166	.116	.303**	.292**	.383**	.373**	.493**	.402**	1	.380**	.408**	.380**	.354**	.184	.354**	.254*	.041	.183	.301**	.276**	.055	.193	.193	.354**	.041	.137	.537**	.524**.
	Sig. (2-tailed)	.001	.001	.018	.002	.003	.058	.286	.119	.272	.003	.005	.000	.000	.000	.000		.000	.000	.000	.001	.080	.001	.015	.698	.083	.004	.008	.606	.067	.067	.001	.698	.197	.000	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91
P17	Pearson Correlation	.300*.	.428**	.223*	.227*	.420**	.128	.128	.419**	.209*	.211*	.408**	.281**	.479**	.374**	.303**	.380**	1	.597**	.562**	.265*	.336**	.352**	.177	.326**	.417**	.317**	.290**	.352**	.317**	.412**	.265*	.326**	.331**	.651**	.615**.
	Sig. (2-tailed)	.004	.000	.034	.030	.000	.225	.225	.000	.047	.044	.000	.007	.000	.000	.003	.000		.000	.000	.011	.001	.001	.093	.002	.000	.002	.005	.001	.002	.000	.011	.002	.001	.000	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91

P18	Pearson Correlation	.419*	.580**	.284**	.373**	.353**	.370**	.158	.547**	.201	.223*	.336**	.353**	.403**	.515**	.247*	.408**	.597**	1	.324**	.296**	.417**	.540**	.214*	.349**	.278**	.178	.239*	.377**	.267*	.443**	.214*	.191	.150	.495**	.629**
	Sig. (2-tailed)	.000	.000	.006	.000	.001	.000	.135	.000	.056	.033	.001	.001	.000	.000	.018	.000	.000		.002	.004	.000	.000	.042	.001	.008	.091	.023	.000	.011	.000	.042	.069	.157	.000	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91
P19	Pearson Correlation	.333*	.145	.105	.238*	.224*	-.060	.286**	.166	.049	-.014	.454**	.224*	.210*	.324**	.216*	.380**	.562**	.324**	1	.254*	.100	.254*	.154	.138	.272**	.409**	.276**	.254*	.301**	.193	.354**	.138	.137	.449**	.452**
	Sig. (2-tailed)	.001	.170	.323	.023	.033	.573	.006	.119	.642	.896	.000	.033	.045	.002	.040	.000	.000	.002		.015	.345	.015	.144	.193	.009	.000	.008	.015	.004	.067	.001	.193	.197	.000	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91
P20	Pearson Correlation	.305*	.388**	.361**	.215*	.277**	.263*	.179	.302**	.287**	.430**	.421**	.354**	.264*	.377**	.374**	.354**	.265*	.296**	.254*	1	.164	.424**	.328**	.212*	.332**	.278**	.254*	.136	.382**	.175	.232*	.212*	.189	.332**	.557**
	Sig. (2-tailed)	.003	.000	.000	.041	.008	.012	.089	.004	.006	.000	.000	.001	.012	.000	.000	.001	.011	.004	.015		.120	.000	.002	.044	.001	.008	.015	.198	.000	.098	.027	.044	.072	.001	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91

P21	Pearson Correlation	.219*	.284**	.148	.145	.196	.119	.119	.195	.194	.326**	.312**	.132	.246*	.347**	.434**	.184	.336**	.417**	.100	.164	1	.490**	.408**	.382**	.387**	.031	.184	.327**	.295**	.559**	.246*	.067	.124	.098	.462**
	Sig. (2-tailed)	.037	.006	.160	.170	.062	.260	.260	.066	.065	.002	.003	.214	.019	.001	.000	.080	.001	.000	.345	.120		.000	.000	.000	.000	.771	.080	.002	.005	.000	.019	.526	.241	.353	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91
P22	Pearson Correlation	.165	.255*	.085	.215*	.048	.013	.096	.199	.028	.201	.264*	.124	.185	.377**	.284**	.354**	.352**	.540**	.254*	.424**	.490**	1	.232*	.305**	.161	.382**	.354**	.136	.278**	.382**	.232*	.212*	.189	.247*	.441**
	Sig. (2-tailed)	.117	.015	.423	.041	.652	.904	.365	.060	.789	.056	.012	.241	.079	.000	.006	.001	.001	.000	.015	.000	.000		.027	.003	.127	.000	.001	.198	.008	.000	.027	.044	.072	.018	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91
P23	Pearson Correlation	.305**	.056	.361**	.215*	.201	.096	.013	.143	.287**	.354**	.421**	.048	.264*	.214*	.554**	.254*	.177	.214*	.154	.328**	.408**	.232*	1	.491**	.503**	.278**	.453**	.328**	.382**	.175	.328**	.305**	.406**	.332**	.531**
	Sig. (2-tailed)	.003	.601	.000	.041	.056	.365	.904	.179	.006	.001	.000	.652	.012	.042	.000	.015	.093	.042	.144	.002	.000	.027		.000	.000	.008	.000	.002	.000	.098	.002	.003	.000	.001	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91

P24	Pearson Correlation	.145	.230*	.200	.194	.253*	.000	-.081	.326**	.321**	.401**	.466**	.032	.238*	.191	.348**	.041	.326**	.349**	.138	.212*	.382**	.305**	.491**	1	.389**	.359**	.234*	.491**	.359**	.359**	.212*	.551**	.379**	.224*	.501**
	Sig. (2-tailed)	.170	.028	.057	.066	.015	1.000	.448	.002	.002	.000	.000	.766	.023	.069	.001	.698	.002	.001	.193	.044	.000	.003	.000		.000	.000	.026	.000	.000	.000	.044	.000	.000	.033	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91
P25	Pearson Correlation	.279**	.283**	.203	.208*	.260*	.040	.040	.210*	.244*	.193	.313**	.057	.243*	.133	.363**	.183	.417**	.278**	.272**	.332**	.387**	.161	.503**	.389**	1	.207*	.360**	.332**	.299**	.299**	.247*	.224*	.246*	.317**	.493**
	Sig. (2-tailed)	.007	.007	.054	.047	.013	.708	.708	.047	.020	.067	.003	.593	.020	.209	.000	.083	.000	.008	.009	.001	.000	.127	.000	.000		.049	.000	.001	.004	.004	.018	.033	.019	.002	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91
P26	Pearson Correlation	.061	.026	.126	.264*	.084	.042	.132	.083	.142	.167	.407**	.167	.238*	.178	.142	.301**	.317**	.178	.409**	.278**	.031	.382**	.278**	.359**	.207*	1	.301**	.175	.438**	.326**	.382**	.359**	.158	.392**	.406**
	Sig. (2-tailed)	.567	.806	.233	.011	.426	.696	.214	.438	.179	.113	.000	.113	.023	.091	.178	.004	.002	.091	.000	.008	.771	.000	.008	.000	.049		.004	.098	.000	.002	.000	.000	.135	.000	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91

P27	Pearson Correlation	.115	.076	.176	.076	.065	.027	.027	.064	.184	.065	.210*	.065	.292**	.154	.496**	.276**	.290**	.239*	.276**	.254*	.184	.354**	.453**	.234*	.360**	.301**	1	.354**	.301**	.085	.453**	.234*	.511**	.272**	.412**
	Sig. (2-tailed)	.278	.475	.095	.472	.538	.802	.802	.552	.082	.538	.045	.538	.005	.144	.000	.008	.005	.023	.008	.015	.080	.001	.000	.026	.000	.004		.001	.004	.422	.000	.026	.000	.009	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91
P28	Pearson Correlation	.165	.189	.154	.059	.124	.096	-.154	.123	.093	.201	.264*	.048	.185	.133	.284**	.055	.352**	.377**	.254*	.136	.327**	.136	.328**	.491**	.332**	.175	.354**	1	.175	.382**	.232*	.305**	.189	.247*	.381**
	Sig. (2-tailed)	.117	.073	.145	.578	.241	.365	.146	.250	.380	.056	.012	.652	.079	.210	.006	.606	.001	.000	.015	.198	.002	.198	.002	.000	.001	.098	.001		.098	.000	.027	.003	.072	.018	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91
P29	Pearson Correlation	.136	.314**	.350**	.011	.250*	.042	.132	.248*	.212*	.167	.238*	.084	.323**	.178	.240*	.193	.317**	.267*	.301**	.382**	.295**	.278**	.382**	.359**	.299**	.438**	.301**	.175	1	.214*	.382**	.158	.314**	.207*	.452**
	Sig. (2-tailed)	.197	.002	.001	.917	.017	.696	.214	.018	.044	.113	.023	.426	.002	.091	.022	.067	.002	.011	.004	.000	.005	.008	.000	.000	.004	.000	.004	.098		.042	.000	.135	.002	.049	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91

P30	Pearson Correlation	.288*	.386**	.052	.348**	.167	.222*	.222*	.166	.212*	.332**	.407**	.167	.068	.267*	.142	.193	.412**	.443**	.193	.175	.559**	.382**	.175	.359**	.299**	.326**	.085	.382**	.214*	1	.382**	.359**	.080	.484**	.494**
	Sig. (2-tailed)	.006	.000	.627	.001	.113	.035	.035	.119	.044	.001	.000	.113	.521	.011	.178	.067	.000	.000	.067	.098	.000	.000	.098	.000	.004	.002	.422	.000	.042		.000	.000	.452	.000	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91
P31	Pearson Correlation	.235*	.122	.154	.293**	.354**	.179	.096	.199	.351**	.124	.342**	.277**	.185	.214*	.284**	.354**	.265*	.214*	.354**	.232*	.246*	.232*	.328**	.212*	.247*	.382**	.453**	.232*	.382**	.382**	1	.212*	.262*	.332**	.479**
	Sig. (2-tailed)	.025	.249	.145	.005	.001	.089	.365	.060	.001	.241	.001	.008	.079	.042	.006	.001	.011	.042	.001	.027	.019	.027	.002	.044	.018	.000	.000	.027	.000	.000		.044	.012	.001	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91
P32	Pearson Correlation	.077	.165	.133	.269**	.179	.081	.081	.252*	.321**	.253*	.390**	-.042	.163	.113	.261*	.041	.326**	.191	.138	.212*	.067	.212*	.305**	.551**	.224*	.359**	.234*	.305**	.158	.359**	.212*	1	.448**	.389**	.418**
	Sig. (2-tailed)	.466	.117	.207	.010	.089	.448	.448	.017	.002	.015	.000	.691	.124	.288	.012	.698	.002	.069	.193	.044	.526	.044	.003	.000	.033	.000	.026	.003	.135	.000	.044		.000	.000	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91

P33	Pearson Correlation	.055	.063	.251*	.096	.255*	.077	.077	.138	.275**	.198	.297**	.083	.179	.027	.489**	.137	.331**	.150	.137	.189	.124	.189	.406**	.379**	.246*	.158	.511**	.189	.314**	.080	.262*	.448**	1	.310**	.408**
	Sig. (2-tailed)	.605	.555	.016	.366	.015	.468	.468	.194	.008	.061	.004	.436	.089	.800	.000	.197	.001	.157	.197	.072	.241	.072	.000	.000	.019	.135	.000	.072	.002	.452	.012	.000		.003	.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91
P34	Pearson Correlation	.403**	.401**	.264*	.416**	.328**	.336**	.188	.349**	.302**	.328**	.452**	.328**	.313**	.423**	.283**	.537**	.651**	.495**	.449**	.332**	.098	.247*	.332**	.224*	.317**	.392**	.272**	.247*	.207*	.484**	.332**	.389**	.310**	1	.646**
	Sig. (2-tailed)	.000	.000	.011	.000	.001	.001	.075	.001	.004	.001	.000	.001	.003	.000	.007	.000	.000	.000	.000	.001	.353	.018	.001	.033	.002	.000	.009	.018	.049	.000	.001	.000	.003		.000
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91
TOTAL	Pearson Correlation	.691**	.665**	.673**	.694**	.719**	.547**	.506**	.709**	.638**	.678**	.781**	.562**	.687**	.633**	.575**	.524**	.615**	.629**	.452**	.557**	.462**	.441**	.531**	.501**	.493**	.406**	.412**	.381**	.452**	.494**	.479**	.418**	.408**	.646**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	91	91	91	91	91	91	91	90	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91	91

ion is significant at the 0.01 level (2-tailed).
ficant at the 0.05 level (2-tailed)

Variabel Kualitas Pelayanan X2

Correlations

		K01	K02	K03	K04	K05	K06
K01	Pearson Correlation	1	.696**	.420**	.373**	.501**	.281**
	Sig. (2-tailed)		.000	.000	.000	.000	.007
	N	91	91	91	91	91	91
K02	Pearson Correlation	.696**	1	.429**	.270**	.493**	.443**
	Sig. (2-tailed)	.000		.000	.010	.000	.000
	N	91	91	91	91	91	91
K03	Pearson Correlation	.420**	.429**	1	.380**	.348**	.335**
	Sig. (2-tailed)	.000	.000		.000	.001	.001
	N	91	91	91	91	91	91
K04	Pearson Correlation	.373**	.270**	.380**	1	.505**	.452**
	Sig. (2-tailed)	.000	.010	.000		.000	.000
	N	91	91	91	91	91	91
K05	Pearson Correlation	.501**	.493**	.348**	.505**	1	.712**
	Sig. (2-tailed)	.000	.000	.001	.000		.000
	N	91	91	91	91	91	91
K06	Pearson Correlation	.281**	.443**	.335**	.452**	.712**	1
	Sig. (2-tailed)	.007	.000	.001	.000	.000	
	N	91	91	91	91	91	91
K07	Pearson Correlation	.334**	.344**	.470**	.538**	.327**	.433**
	Sig. (2-tailed)	.001	.001	.000	.000	.002	.000
	N	91	91	91	91	91	91
K08	Pearson Correlation	.486**	.553**	.421**	.441**	.526**	.454**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	91	91	91	91	91	91

Correlations

		K07	K08	K09	K10	K11	K12
K01	Pearson Correlation	.334**	.486**	.476**	.370**	.335**	.211*
	Sig. (2-tailed)	.001	.000	.000	.000	.001	.045
	N	91	91	91	91	91	91
K02	Pearson Correlation	.344**	.553**	.602**	.542**	.446**	.397**
	Sig. (2-tailed)	.001	.000	.000	.000	.000	.000
	N	91	91	91	91	91	91
K03	Pearson Correlation	.470**	.421**	.484**	.435**	.644**	.341**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.001
	N	91	91	91	91	91	91
K04	Pearson Correlation	.538**	.441**	.492**	.442**	.353**	.260*
	Sig. (2-tailed)	.000	.000	.000	.000	.001	.013
	N	91	91	91	91	91	91
K05	Pearson Correlation	.327**	.526**	.572**	.411**	.424**	.378**
	Sig. (2-tailed)	.002	.000	.000	.000	.000	.000
	N	91	91	91	91	91	91
K06	Pearson Correlation	.433**	.454**	.558**	.505**	.418**	.272**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.009
	N	91	91	91	91	91	91
K07	Pearson Correlation	1	.399**	.529**	.663**	.497**	.239*
	Sig. (2-tailed)		.000	.000	.000	.000	.023
	N	91	91	91	91	91	91
K08	Pearson Correlation	.399**	1	.622**	.690**	.521**	.428**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	91	91	91	91	91	91

Correlations

		K13	K14	K15	K16	K17	K18
K01	Pearson Correlation	.172	.357**	.444**	.351**	.373**	.337**
	Sig. (2-tailed)	.104	.001	.000	.001	.000	.001
	N	91	91	91	91	91	91
K02	Pearson Correlation	.269**	.310**	.472**	.392**	.387**	.301**
	Sig. (2-tailed)	.010	.003	.000	.000	.000	.004
	N	91	91	91	91	91	91
K03	Pearson Correlation	.363**	.343**	.168	.125	.437**	.285**
	Sig. (2-tailed)	.000	.001	.111	.240	.000	.006
	N	91	91	91	91	91	91
K04	Pearson Correlation	.151	.257*	.115	.081	.279**	.308**
	Sig. (2-tailed)	.152	.014	.278	.445	.007	.003
	N	91	91	91	91	91	91
K05	Pearson Correlation	.193	.167	.236*	.141	.195	.200
	Sig. (2-tailed)	.066	.113	.024	.183	.064	.058
	N	91	91	91	91	91	91
K06	Pearson Correlation	.102	.079	.059	.095	.118	.141
	Sig. (2-tailed)	.336	.456	.581	.372	.265	.184
	N	91	91	91	91	91	91
K07	Pearson Correlation	.271**	.247*	.239*	.298**	.624**	.374**
	Sig. (2-tailed)	.009	.018	.023	.004	.000	.000
	N	91	91	91	91	91	91
K08	Pearson Correlation	.363**	.499**	.341**	.219*	.437**	.496**
	Sig. (2-tailed)	.000	.000	.001	.037	.000	.000
	N	91	91	91	91	91	91

Correlations

		K19	K20	K21	K22	K23	K24
K01	Pearson Correlation	.262*	.569**	.384**	.318**	.412**	.281**
	Sig. (2-tailed)	.012	.000	.000	.002	.000	.007
	N	91	91	91	91	91	91
K02	Pearson Correlation	.294**	.377**	.475**	.433**	.366**	.347**
	Sig. (2-tailed)	.005	.000	.000	.000	.000	.001
	N	91	91	91	91	91	91
K03	Pearson Correlation	.397**	.186	.368**	.192	.230*	.213*
	Sig. (2-tailed)	.000	.077	.000	.068	.028	.042
	N	91	91	91	91	91	91
K04	Pearson Correlation	.515**	.389**	.213*	.136	.235*	.160
	Sig. (2-tailed)	.000	.000	.043	.197	.025	.129
	N	91	91	91	91	91	91
K05	Pearson Correlation	.416**	.423**	.452**	.190	.279**	.144
	Sig. (2-tailed)	.000	.000	.000	.071	.007	.174
	N	91	91	91	91	91	91
K06	Pearson Correlation	.386**	.400**	.492**	.076	.180	.076
	Sig. (2-tailed)	.000	.000	.000	.475	.088	.474
	N	91	91	91	91	91	91
K07	Pearson Correlation	.622**	.247*	.507**	.178	.459**	.313**
	Sig. (2-tailed)	.000	.018	.000	.091	.000	.003
	N	91	91	91	91	91	91
K08	Pearson Correlation	.397**	.499**	.449**	.372**	.313**	.327**
	Sig. (2-tailed)	.000	.000	.000	.000	.003	.002
	N	91	91	91	91	91	91

Correlations

		K25	K26	K27	K28	K29	K30
K01	Pearson Correlation	.606**	.366**	.546**	.498**	.309**	.360**
	Sig. (2-tailed)	.000	.000	.000	.000	.003	.000
	N	91	91	91	91	91	91
K02	Pearson Correlation	.392**	.397**	.497**	.377**	.205	.391**
	Sig. (2-tailed)	.000	.000	.000	.000	.052	.000
	N	91	91	91	91	91	91
K03	Pearson Correlation	.313**	.255*	.468**	.264*	.437**	.418**
	Sig. (2-tailed)	.002	.015	.000	.011	.000	.000
	N	91	91	91	91	91	91
K04	Pearson Correlation	.160	.260*	.435**	.520**	.219*	.465**
	Sig. (2-tailed)	.129	.013	.000	.000	.037	.000
	N	91	91	91	91	91	91
K05	Pearson Correlation	.373**	.307**	.666**	.423**	.252*	.638**
	Sig. (2-tailed)	.000	.003	.000	.000	.016	.000
	N	91	91	91	91	91	91
K06	Pearson Correlation	.095	.201	.507**	.400**	.292**	.604**
	Sig. (2-tailed)	.372	.056	.000	.000	.005	.000
	N	91	91	91	91	91	91
K07	Pearson Correlation	.298**	.324**	.449**	.400**	.278**	.321**
	Sig. (2-tailed)	.004	.002	.000	.000	.008	.002
	N	91	91	91	91	91	91
K08	Pearson Correlation	.219*	.168	.547**	.499**	.226*	.418**
	Sig. (2-tailed)	.037	.111	.000	.000	.032	.000
	N	91	91	91	91	91	91

Correlations

		K31	K32	K33	K34	TOTAL
K01	Pearson Correlation	.530**	.515**	.414**	.252*	.688**
	Sig. (2-tailed)	.000	.000	.000	.016	.000
	N	91	91	91	91	91
K02	Pearson Correlation	.415**	.459**	.305**	.144	.693**
	Sig. (2-tailed)	.000	.000	.003	.174	.000
	N	91	91	91	91	91
K03	Pearson Correlation	.420**	.461**	.484**	.309**	.634**
	Sig. (2-tailed)	.000	.000	.000	.003	.000
	N	91	91	91	91	91
K04	Pearson Correlation	.428**	.583**	.434**	.106	.598**
	Sig. (2-tailed)	.000	.000	.000	.316	.000
	N	91	91	91	91	91
K05	Pearson Correlation	.448**	.547**	.346**	.193	.671**
	Sig. (2-tailed)	.000	.000	.001	.067	.000
	N	91	91	91	91	91
K06	Pearson Correlation	.281**	.536**	.274**	.128	.579**
	Sig. (2-tailed)	.007	.000	.008	.227	.000
	N	91	91	91	91	91
K07	Pearson Correlation	.398**	.439**	.394**	.152	.665**
	Sig. (2-tailed)	.000	.000	.000	.150	.000
	N	91	91	91	91	91
K08	Pearson Correlation	.355**	.461**	.277**	.170	.713**
	Sig. (2-tailed)	.001	.000	.008	.107	.000
	N	91	91	91	91	91

Correlations

		K01	K02	K03	K04	K05	K06
K09	Pearson Correlation	.476**	.602**	.484**	.492**	.572**	.558**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	91	91	91	91	91	91
K10	Pearson Correlation	.370**	.542**	.435**	.442**	.411**	.505**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	91	91	91	91	91	91
K11	Pearson Correlation	.335**	.446**	.644**	.353**	.424**	.418**
	Sig. (2-tailed)	.001	.000	.000	.001	.000	.000
	N	91	91	91	91	91	91
K12	Pearson Correlation	.211*	.397**	.341**	.260*	.378**	.272**
	Sig. (2-tailed)	.045	.000	.001	.013	.000	.009
	N	91	91	91	91	91	91
K13	Pearson Correlation	.172	.269**	.363**	.151	.193	.102
	Sig. (2-tailed)	.104	.010	.000	.152	.066	.336
	N	91	91	91	91	91	91
K14	Pearson Correlation	.357**	.310**	.343**	.257*	.167	.079
	Sig. (2-tailed)	.001	.003	.001	.014	.113	.456
	N	91	91	91	91	91	91
K15	Pearson Correlation	.444**	.472**	.168	.115	.236*	.059
	Sig. (2-tailed)	.000	.000	.111	.278	.024	.581
	N	91	91	91	91	91	91
K16	Pearson Correlation	.351**	.392**	.125	.081	.141	.095
	Sig. (2-tailed)	.001	.000	.240	.445	.183	.372
	N	91	91	91	91	91	91
K17	Pearson Correlation	.373**	.387**	.437**	.279**	.195	.118
	Sig. (2-tailed)	.000	.000	.000	.007	.064	.265
	N	91	91	91	91	91	91
K18	Pearson Correlation	.337**	.301**	.285**	.308**	.200	.141
	Sig. (2-tailed)	.001	.004	.006	.003	.058	.184
	N	91	91	91	91	91	91
K19	Pearson Correlation	.262*	.294**	.397**	.515**	.416**	.386**
	Sig. (2-tailed)	.012	.005	.000	.000	.000	.000
	N	91	91	91	91	91	91

Correlations

		K07	K08	K09	K10	K11	K12
K09	Pearson Correlation	.529**	.622**	1	.669**	.627**	.336**
	Sig. (2-tailed)	.000	.000		.000	.000	.001
	N	91	91	91	91	91	91
K10	Pearson Correlation	.663**	.690**	.669**	1	.459**	.529**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	91	91	91	91	91	91
K11	Pearson Correlation	.497**	.521**	.627**	.459**	1	.347**
	Sig. (2-tailed)	.000	.000	.000	.000		.001
	N	91	91	91	91	91	91
K12	Pearson Correlation	.239*	.428**	.336**	.529**	.347**	1
	Sig. (2-tailed)	.023	.000	.001	.000	.001	
	N	91	91	91	91	91	91
K13	Pearson Correlation	.271**	.363**	.356**	.320**	.487**	.415**
	Sig. (2-tailed)	.009	.000	.001	.002	.000	.000
	N	91	91	91	91	91	91
K14	Pearson Correlation	.247*	.499**	.338**	.371**	.272**	.309**
	Sig. (2-tailed)	.018	.000	.001	.000	.009	.003
	N	91	91	91	91	91	91
K15	Pearson Correlation	.239*	.341**	.501**	.224*	.420**	.173
	Sig. (2-tailed)	.023	.001	.000	.033	.000	.102
	N	91	91	91	91	91	91
K16	Pearson Correlation	.298**	.219*	.308**	.193	.332**	.216*
	Sig. (2-tailed)	.004	.037	.003	.067	.001	.040
	N	91	91	91	91	91	91
K17	Pearson Correlation	.624**	.437**	.563**	.572**	.353**	.353**
	Sig. (2-tailed)	.000	.000	.000	.000	.001	.001
	N	91	91	91	91	91	91
K18	Pearson Correlation	.374**	.496**	.481**	.530**	.319**	.525**
	Sig. (2-tailed)	.000	.000	.000	.000	.002	.000
	N	91	91	91	91	91	91
K19	Pearson Correlation	.622**	.397**	.627**	.496**	.532**	.254*
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.015
	N	91	91	91	91	91	91

Correlations

		K13	K14	K15	K16	K17	K18
K09	Pearson Correlation	.356**	.338**	.501**	.308**	.563**	.481**
	Sig. (2-tailed)	.001	.001	.000	.003	.000	.000
	N	91	91	91	91	91	91
K10	Pearson Correlation	.320**	.371**	.224*	.193	.572**	.530**
	Sig. (2-tailed)	.002	.000	.033	.067	.000	.000
	N	91	91	91	91	91	91
K11	Pearson Correlation	.487**	.272**	.420**	.332**	.353**	.319**
	Sig. (2-tailed)	.000	.009	.000	.001	.001	.002
	N	91	91	91	91	91	91
K12	Pearson Correlation	.415**	.309**	.173	.216*	.353**	.525**
	Sig. (2-tailed)	.000	.003	.102	.040	.001	.000
	N	91	91	91	91	91	91
K13	Pearson Correlation	1	.342**	.324**	.081	.523**	.344**
	Sig. (2-tailed)		.001	.002	.445	.000	.001
	N	91	91	91	91	91	91
K14	Pearson Correlation	.342**	1	.402**	.165	.510**	.448**
	Sig. (2-tailed)	.001		.000	.118	.000	.000
	N	91	91	91	91	91	91
K15	Pearson Correlation	.324**	.402**	1	.442**	.438**	.272**
	Sig. (2-tailed)	.002	.000		.000	.000	.009
	N	91	91	91	91	91	91
K16	Pearson Correlation	.081	.165	.442**	1	.416**	.319**
	Sig. (2-tailed)	.445	.118	.000		.000	.002
	N	91	91	91	91	91	91
K17	Pearson Correlation	.523**	.510**	.438**	.416**	1	.603**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	91	91	91	91	91	91
K18	Pearson Correlation	.344**	.448**	.272**	.319**	.603**	1
	Sig. (2-tailed)	.001	.000	.009	.002	.000	
	N	91	91	91	91	91	91
K19	Pearson Correlation	.388**	.194	.453**	.088	.408**	.375**
	Sig. (2-tailed)	.000	.066	.000	.404	.000	.000
	N	91	91	91	91	91	91

Correlations

		K19	K20	K21	K22	K23	K24
K09	Pearson Correlation	.627**	.562**	.516**	.365**	.389**	.211*
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.045
	N	91	91	91	91	91	91
K10	Pearson Correlation	.496**	.371**	.466**	.249*	.276**	.288**
	Sig. (2-tailed)	.000	.000	.000	.017	.008	.006
	N	91	91	91	91	91	91
K11	Pearson Correlation	.532**	.338**	.569**	.377**	.390**	.266*
	Sig. (2-tailed)	.000	.001	.000	.000	.000	.011
	N	91	91	91	91	91	91
K12	Pearson Correlation	.254*	.216*	.330**	.409**	.254*	.445**
	Sig. (2-tailed)	.015	.040	.001	.000	.015	.000
	N	91	91	91	91	91	91
K13	Pearson Correlation	.388**	.178	.449**	.445**	.300**	.385**
	Sig. (2-tailed)	.000	.092	.000	.000	.004	.000
	N	91	91	91	91	91	91
K14	Pearson Correlation	.194	.240*	.261*	.337**	.284**	.255*
	Sig. (2-tailed)	.066	.022	.012	.001	.006	.015
	N	91	91	91	91	91	91
K15	Pearson Correlation	.453**	.309**	.619**	.516**	.453**	.309**
	Sig. (2-tailed)	.000	.003	.000	.000	.000	.003
	N	91	91	91	91	91	91
K16	Pearson Correlation	.088	.267*	.286**	.472**	.197	.357**
	Sig. (2-tailed)	.404	.011	.006	.000	.061	.001
	N	91	91	91	91	91	91
K17	Pearson Correlation	.408**	.358**	.460**	.383**	.327**	.334**
	Sig. (2-tailed)	.000	.000	.000	.000	.002	.001
	N	91	91	91	91	91	91
K18	Pearson Correlation	.375**	.448**	.354**	.294**	.375**	.422**
	Sig. (2-tailed)	.000	.000	.001	.005	.000	.000
	N	91	91	91	91	91	91
K19	Pearson Correlation	1	.374**	.491**	.175	.424**	.289**
	Sig. (2-tailed)		.000	.000	.098	.000	.005
	N	91	91	91	91	91	91

Correlations

		K25	K26	K27	K28	K29	K30
K09	Pearson Correlation	.398**	.336**	.606**	.487**	.361**	.485**
	Sig. (2-tailed)	.000	.001	.000	.000	.000	.000
	N	91	91	91	91	91	91
K10	Pearson Correlation	.110	.224*	.551**	.439**	.199	.512**
	Sig. (2-tailed)	.301	.033	.000	.000	.059	.000
	N	91	91	91	91	91	91
K11	Pearson Correlation	.251*	.126	.450**	.338**	.353**	.341**
	Sig. (2-tailed)	.016	.236	.000	.001	.001	.001
	N	91	91	91	91	91	91
K12	Pearson Correlation	.103	.173	.251*	.216*	.100	.369**
	Sig. (2-tailed)	.331	.102	.016	.040	.345	.000
	N	91	91	91	91	91	91
K13	Pearson Correlation	.181	.141	.129	.095	.225*	.059
	Sig. (2-tailed)	.087	.181	.224	.370	.032	.581
	N	91	91	91	91	91	91
K14	Pearson Correlation	.369**	.216*	.281**	.494**	.205	.217*
	Sig. (2-tailed)	.000	.040	.007	.000	.051	.039
	N	91	91	91	91	91	91
K15	Pearson Correlation	.555**	.380**	.440**	.402**	.184	.174
	Sig. (2-tailed)	.000	.000	.000	.000	.080	.098
	N	91	91	91	91	91	91
K16	Pearson Correlation	.507**	.329**	.299**	.267*	.140	.108
	Sig. (2-tailed)	.000	.001	.004	.011	.187	.310
	N	91	91	91	91	91	91
K17	Pearson Correlation	.508**	.353**	.322**	.358**	.243*	.187
	Sig. (2-tailed)	.000	.001	.002	.000	.020	.076
	N	91	91	91	91	91	91
K18	Pearson Correlation	.319**	.146	.248*	.448**	.087	.266*
	Sig. (2-tailed)	.002	.167	.018	.000	.410	.011
	N	91	91	91	91	91	91
K19	Pearson Correlation	.197	.354**	.503**	.374**	.327**	.439**
	Sig. (2-tailed)	.061	.001	.000	.000	.002	.000
	N	91	91	91	91	91	91

Correlations

		K31	K32	K33	K34	TOTAL
K09	Pearson Correlation	.538**	.581**	.473**	.110	.811**
	Sig. (2-tailed)	.000	.000	.000	.300	.000
	N	91	91	91	91	91
K10	Pearson Correlation	.313**	.406**	.305**	.028	.694**
	Sig. (2-tailed)	.003	.000	.003	.796	.000
	N	91	91	91	91	91
K11	Pearson Correlation	.391**	.487**	.509**	.238*	.697**
	Sig. (2-tailed)	.000	.000	.000	.023	.000
	N	91	91	91	91	91
K12	Pearson Correlation	.211*	.238*	.253*	-.108	.495**
	Sig. (2-tailed)	.045	.023	.016	.310	.000
	N	91	91	91	91	91
K13	Pearson Correlation	.103	.054	.356**	-.037	.450**
	Sig. (2-tailed)	.332	.611	.001	.728	.000
	N	91	91	91	91	91
K14	Pearson Correlation	.217*	.320**	.189	.231*	.508**
	Sig. (2-tailed)	.039	.002	.072	.028	.000
	N	91	91	91	91	91
K15	Pearson Correlation	.366**	.400**	.336**	.224*	.580**
	Sig. (2-tailed)	.000	.000	.001	.033	.000
	N	91	91	91	91	91
K16	Pearson Correlation	.266*	.293**	.218*	.283**	.441**
	Sig. (2-tailed)	.011	.005	.038	.007	.000
	N	91	91	91	91	91
K17	Pearson Correlation	.309**	.277**	.361**	.126	.639**
	Sig. (2-tailed)	.003	.008	.000	.232	.000
	N	91	91	91	91	91
K18	Pearson Correlation	.242*	.266*	.179	-.047	.545**
	Sig. (2-tailed)	.021	.011	.090	.659	.000
	N	91	91	91	91	91
K19	Pearson Correlation	.412**	.448**	.389**	.040	.648**
	Sig. (2-tailed)	.000	.000	.000	.710	.000
	N	91	91	91	91	91

Correlations

		K01	K02	K03	K04	K05	K06
K20	Pearson Correlation	.569**	.377**	.186	.389**	.423**	.400**
	Sig. (2-tailed)	.000	.000	.077	.000	.000	.000
	N	91	91	91	91	91	91
K21	Pearson Correlation	.384**	.475**	.368**	.213*	.452**	.492**
	Sig. (2-tailed)	.000	.000	.000	.043	.000	.000
	N	91	91	91	91	91	91
K22	Pearson Correlation	.318**	.433**	.192	.136	.190	.076
	Sig. (2-tailed)	.002	.000	.068	.197	.071	.475
	N	91	91	91	91	91	91
K23	Pearson Correlation	.412**	.366**	.230*	.235*	.279**	.180
	Sig. (2-tailed)	.000	.000	.028	.025	.007	.088
	N	91	91	91	91	91	91
K24	Pearson Correlation	.281**	.347**	.213*	.160	.144	.076
	Sig. (2-tailed)	.007	.001	.042	.129	.174	.474
	N	91	91	91	91	91	91
K25	Pearson Correlation	.606**	.392**	.313**	.160	.373**	.095
	Sig. (2-tailed)	.000	.000	.002	.129	.000	.372
	N	91	91	91	91	91	91
K26	Pearson Correlation	.366**	.397**	.255*	.260*	.307**	.201
	Sig. (2-tailed)	.000	.000	.015	.013	.003	.056
	N	91	91	91	91	91	91
K27	Pearson Correlation	.546**	.497**	.468**	.435**	.666**	.507**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	91	91	91	91	91	91
K28	Pearson Correlation	.498**	.377**	.264*	.520**	.423**	.400**
	Sig. (2-tailed)	.000	.000	.011	.000	.000	.000
	N	91	91	91	91	91	91
K29	Pearson Correlation	.309**	.205	.437**	.219*	.252*	.292**
	Sig. (2-tailed)	.003	.052	.000	.037	.016	.005
	N	91	91	91	91	91	91
K30	Pearson Correlation	.360**	.391**	.418**	.465**	.638**	.604**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	91	91	91	91	91	91

Correlations

		K07	K08	K09	K10	K11	K12
K20	Pearson Correlation	.247*	.499**	.562**	.371**	.338**	.216*
	Sig. (2-tailed)	.018	.000	.000	.000	.001	.040
	N	91	91	91	91	91	91
K21	Pearson Correlation	.507**	.449**	.516**	.466**	.569**	.330**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.001
	N	91	91	91	91	91	91
K22	Pearson Correlation	.178	.372**	.365**	.249*	.377**	.409**
	Sig. (2-tailed)	.091	.000	.000	.017	.000	.000
	N	91	91	91	91	91	91
K23	Pearson Correlation	.459**	.313**	.389**	.276**	.390**	.254*
	Sig. (2-tailed)	.000	.003	.000	.008	.000	.015
	N	91	91	91	91	91	91
K24	Pearson Correlation	.313**	.327**	.211*	.288**	.266*	.445**
	Sig. (2-tailed)	.003	.002	.045	.006	.011	.000
	N	91	91	91	91	91	91
K25	Pearson Correlation	.298**	.219*	.398**	.110	.251*	.103
	Sig. (2-tailed)	.004	.037	.000	.301	.016	.331
	N	91	91	91	91	91	91
K26	Pearson Correlation	.324**	.168	.336**	.224*	.126	.173
	Sig. (2-tailed)	.002	.111	.001	.033	.236	.102
	N	91	91	91	91	91	91
K27	Pearson Correlation	.449**	.547**	.606**	.551**	.450**	.251*
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.016
	N	91	91	91	91	91	91
K28	Pearson Correlation	.400**	.499**	.487**	.439**	.338**	.216*
	Sig. (2-tailed)	.000	.000	.000	.000	.001	.040
	N	91	91	91	91	91	91
K29	Pearson Correlation	.278**	.226*	.361**	.199	.353**	.100
	Sig. (2-tailed)	.008	.032	.000	.059	.001	.345
	N	91	91	91	91	91	91
K30	Pearson Correlation	.321**	.418**	.485**	.512**	.341**	.369**
	Sig. (2-tailed)	.002	.000	.000	.000	.001	.000
	N	91	91	91	91	91	91

Correlations

		K13	K14	K15	K16	K17	K18
K20	Pearson Correlation	.178	.240*	.309**	.267*	.358**	.448**
	Sig. (2-tailed)	.092	.022	.003	.011	.000	.000
	N	91	91	91	91	91	91
K21	Pearson Correlation	.449**	.261*	.619**	.286**	.460**	.354**
	Sig. (2-tailed)	.000	.012	.000	.006	.000	.001
	N	91	91	91	91	91	91
K22	Pearson Correlation	.445**	.337**	.516**	.472**	.383**	.294**
	Sig. (2-tailed)	.000	.001	.000	.000	.000	.005
	N	91	91	91	91	91	91
K23	Pearson Correlation	.300**	.284**	.453**	.197	.327**	.375**
	Sig. (2-tailed)	.004	.006	.000	.061	.002	.000
	N	91	91	91	91	91	91
K24	Pearson Correlation	.385**	.255*	.309**	.357**	.334**	.422**
	Sig. (2-tailed)	.000	.015	.003	.001	.001	.000
	N	91	91	91	91	91	91
K25	Pearson Correlation	.181	.369**	.555**	.507**	.508**	.319**
	Sig. (2-tailed)	.087	.000	.000	.000	.000	.002
	N	91	91	91	91	91	91
K26	Pearson Correlation	.141	.216*	.380**	.329**	.353**	.146
	Sig. (2-tailed)	.181	.040	.000	.001	.001	.167
	N	91	91	91	91	91	91
K27	Pearson Correlation	.129	.281**	.440**	.299**	.322**	.248*
	Sig. (2-tailed)	.224	.007	.000	.004	.002	.018
	N	91	91	91	91	91	91
K28	Pearson Correlation	.095	.494**	.402**	.267*	.358**	.448**
	Sig. (2-tailed)	.370	.000	.000	.011	.000	.000
	N	91	91	91	91	91	91
K29	Pearson Correlation	.225*	.205	.184	.140	.243*	.087
	Sig. (2-tailed)	.032	.051	.080	.187	.020	.410
	N	91	91	91	91	91	91
K30	Pearson Correlation	.059	.217*	.174	.108	.187	.266*
	Sig. (2-tailed)	.581	.039	.098	.310	.076	.011
	N	91	91	91	91	91	91

Correlations

		K19	K20	K21	K22	K23	K24
K20	Pearson Correlation	.374**	1	.348**	.434**	.374**	.255*
	Sig. (2-tailed)	.000		.001	.000	.000	.015
	N	91	91	91	91	91	91
K21	Pearson Correlation	.491**	.348**	1	.459**	.491**	.398**
	Sig. (2-tailed)	.000	.001		.000	.000	.000
	N	91	91	91	91	91	91
K22	Pearson Correlation	.175	.434**	.459**	1	.486**	.615**
	Sig. (2-tailed)	.098	.000	.000		.000	.000
	N	91	91	91	91	91	91
K23	Pearson Correlation	.424**	.374**	.491**	.486**	1	.551**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	91	91	91	91	91	91
K24	Pearson Correlation	.289**	.255*	.398**	.615**	.551**	1
	Sig. (2-tailed)	.005	.015	.000	.000	.000	
	N	91	91	91	91	91	91
K25	Pearson Correlation	.197	.369**	.391**	.354**	.415**	.209*
	Sig. (2-tailed)	.061	.000	.000	.001	.000	.047
	N	91	91	91	91	91	91
K26	Pearson Correlation	.354**	.216*	.330**	.301**	.154	.173
	Sig. (2-tailed)	.001	.040	.001	.004	.144	.101
	N	91	91	91	91	91	91
K27	Pearson Correlation	.503**	.366**	.564**	.274**	.413**	.281**
	Sig. (2-tailed)	.000	.000	.000	.009	.000	.007
	N	91	91	91	91	91	91
K28	Pearson Correlation	.374**	.409**	.435**	.240*	.374**	.378**
	Sig. (2-tailed)	.000	.000	.000	.022	.000	.000
	N	91	91	91	91	91	91
K29	Pearson Correlation	.327**	.281**	.382**	.207*	.246*	.112
	Sig. (2-tailed)	.002	.007	.000	.049	.019	.290
	N	91	91	91	91	91	91
K30	Pearson Correlation	.439**	.305**	.415**	.091	.252*	.172
	Sig. (2-tailed)	.000	.003	.000	.388	.016	.104
	N	91	91	91	91	91	91

Correlations

		K25	K26	K27	K28	K29	K30
K20	Pearson Correlation	.369**	.216*	.366**	.409**	.281**	.305**
	Sig. (2-tailed)	.000	.040	.000	.000	.007	.003
	N	91	91	91	91	91	91
K21	Pearson Correlation	.391**	.330**	.564**	.435**	.382**	.415**
	Sig. (2-tailed)	.000	.001	.000	.000	.000	.000
	N	91	91	91	91	91	91
K22	Pearson Correlation	.354**	.301**	.274**	.240*	.207*	.091
	Sig. (2-tailed)	.001	.004	.009	.022	.049	.388
	N	91	91	91	91	91	91
K23	Pearson Correlation	.415**	.154	.413**	.374**	.246*	.252*
	Sig. (2-tailed)	.000	.144	.000	.000	.019	.016
	N	91	91	91	91	91	91
K24	Pearson Correlation	.209*	.173	.281**	.378**	.112	.172
	Sig. (2-tailed)	.047	.101	.007	.000	.290	.104
	N	91	91	91	91	91	91
K25	Pearson Correlation	1	.555**	.505**	.369**	.232*	.320**
	Sig. (2-tailed)		.000	.000	.000	.027	.002
	N	91	91	91	91	91	91
K26	Pearson Correlation	.555**	1	.440**	.216*	.184	.369**
	Sig. (2-tailed)	.000		.000	.040	.080	.000
	N	91	91	91	91	91	91
K27	Pearson Correlation	.505**	.440**	1	.536**	.398**	.779**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	91	91	91	91	91	91
K28	Pearson Correlation	.369**	.216*	.536**	1	.281**	.481**
	Sig. (2-tailed)	.000	.040	.000		.007	.000
	N	91	91	91	91	91	91
K29	Pearson Correlation	.232*	.184	.398**	.281**	1	.425**
	Sig. (2-tailed)	.027	.080	.000	.007		.000
	N	91	91	91	91	91	91
K30	Pearson Correlation	.320**	.369**	.779**	.481**	.425**	1
	Sig. (2-tailed)	.002	.000	.000	.000	.000	
	N	91	91	91	91	91	91

Correlations

		K31	K32	K33	K34	TOTAL
K20	Pearson Correlation	.357**	.466**	.338**	.156	.601**
	Sig. (2-tailed)	.001	.000	.001	.141	.000
	N	91	91	91	91	91
K21	Pearson Correlation	.238*	.495**	.362**	.099	.697**
	Sig. (2-tailed)	.023	.000	.000	.349	.000
	N	91	91	91	91	91
K22	Pearson Correlation	.237*	.348**	.451**	.252*	.540**
	Sig. (2-tailed)	.024	.001	.000	.016	.000
	N	91	91	91	91	91
K23	Pearson Correlation	.563**	.526**	.468**	.119	.594**
	Sig. (2-tailed)	.000	.000	.000	.260	.000
	N	91	91	91	91	91
K24	Pearson Correlation	.281**	.306**	.319**	.081	.481**
	Sig. (2-tailed)	.007	.003	.002	.443	.000
	N	91	91	91	91	91
K25	Pearson Correlation	.521**	.381**	.308**	.283**	.572**
	Sig. (2-tailed)	.000	.000	.003	.007	.000
	N	91	91	91	91	91
K26	Pearson Correlation	.444**	.400**	.336**	.224*	.495**
	Sig. (2-tailed)	.000	.000	.001	.033	.000
	N	91	91	91	91	91
K27	Pearson Correlation	.617**	.658**	.381**	.204	.762**
	Sig. (2-tailed)	.000	.000	.000	.052	.000
	N	91	91	91	91	91
K28	Pearson Correlation	.428**	.612**	.338**	.156	.655**
	Sig. (2-tailed)	.000	.000	.001	.141	.000
	N	91	91	91	91	91
K29	Pearson Correlation	.182	.343**	.428**	.126	.464**
	Sig. (2-tailed)	.084	.001	.000	.232	.000
	N	91	91	91	91	91
K30	Pearson Correlation	.507**	.619**	.330**	.071	.637**
	Sig. (2-tailed)	.000	.000	.001	.502	.000
	N	91	91	91	91	91

Correlations

		K01	K02	K03	K04	K05	K06
K31	Pearson Correlation	.530**	.415**	.420**	.428**	.448**	.281**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.007
	N	91	91	91	91	91	91
K32	Pearson Correlation	.515**	.459**	.461**	.583**	.547**	.536**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	91	91	91	91	91	91
K33	Pearson Correlation	.414**	.305**	.484**	.434**	.346**	.274**
	Sig. (2-tailed)	.000	.003	.000	.000	.001	.008
	N	91	91	91	91	91	91
K34	Pearson Correlation	.252*	.144	.309**	.106	.193	.128
	Sig. (2-tailed)	.016	.174	.003	.316	.067	.227
	N	91	91	91	91	91	91
TOTAL	Pearson Correlation	.688**	.693**	.634**	.598**	.671**	.579**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	91	91	91	91	91	91

Correlations

		K07	K08	K09	K10	K11	K12
K31	Pearson Correlation	.398**	.355**	.538**	.313**	.391**	.211*
	Sig. (2-tailed)	.000	.001	.000	.003	.000	.045
	N	91	91	91	91	91	91
K32	Pearson Correlation	.439**	.461**	.581**	.406**	.487**	.238*
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.023
	N	91	91	91	91	91	91
K33	Pearson Correlation	.394**	.277**	.473**	.305**	.509**	.253*
	Sig. (2-tailed)	.000	.008	.000	.003	.000	.016
	N	91	91	91	91	91	91
K34	Pearson Correlation	.152	.170	.110	.028	.238*	-.108
	Sig. (2-tailed)	.150	.107	.300	.796	.023	.310
	N	91	91	91	91	91	91
TOTAL	Pearson Correlation	.665**	.713**	.811**	.694**	.697**	.495**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	91	91	91	91	91	91

Correlations

		K13	K14	K15	K16	K17	K18
K31	Pearson Correlation	.103	.217*	.366**	.266*	.309**	.242*
	Sig. (2-tailed)	.332	.039	.000	.011	.003	.021
	N	91	91	91	91	91	91
K32	Pearson Correlation	.054	.320**	.400**	.293**	.277**	.266*
	Sig. (2-tailed)	.611	.002	.000	.005	.008	.011
	N	91	91	91	91	91	91
K33	Pearson Correlation	.356**	.189	.336**	.218*	.361**	.179
	Sig. (2-tailed)	.001	.072	.001	.038	.000	.090
	N	91	91	91	91	91	91
K34	Pearson Correlation	-.037	.231*	.224*	.283**	.126	-.047
	Sig. (2-tailed)	.728	.028	.033	.007	.232	.659
	N	91	91	91	91	91	91
TOTAL	Pearson Correlation	.450**	.508**	.580**	.441**	.639**	.545**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	91	91	91	91	91	91

Correlations

		K19	K20	K21	K22	K23	K24
K31	Pearson Correlation	.412**	.357**	.238*	.237*	.563**	.281**
	Sig. (2-tailed)	.000	.001	.023	.024	.000	.007
	N	91	91	91	91	91	91
K32	Pearson Correlation	.448**	.466**	.495**	.348**	.526**	.306**
	Sig. (2-tailed)	.000	.000	.000	.001	.000	.003
	N	91	91	91	91	91	91
K33	Pearson Correlation	.389**	.338**	.362**	.451**	.468**	.319**
	Sig. (2-tailed)	.000	.001	.000	.000	.000	.002
	N	91	91	91	91	91	91
K34	Pearson Correlation	.040	.156	.099	.252*	.119	.081
	Sig. (2-tailed)	.710	.141	.349	.016	.260	.443
	N	91	91	91	91	91	91
TOTAL	Pearson Correlation	.648**	.601**	.697**	.540**	.594**	.481**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	91	91	91	91	91	91

Correlations

		K25	K26	K27	K28	K29	K30
K31	Pearson Correlation	.521**	.444**	.617**	.428**	.182	.507**
	Sig. (2-tailed)	.000	.000	.000	.000	.084	.000
	N	91	91	91	91	91	91
K32	Pearson Correlation	.381**	.400**	.658**	.612**	.343**	.619**
	Sig. (2-tailed)	.000	.000	.000	.000	.001	.000
	N	91	91	91	91	91	91
K33	Pearson Correlation	.308**	.336**	.381**	.338**	.428**	.330**
	Sig. (2-tailed)	.003	.001	.000	.001	.000	.001
	N	91	91	91	91	91	91
K34	Pearson Correlation	.283**	.224*	.204	.156	.126	.071
	Sig. (2-tailed)	.007	.033	.052	.141	.232	.502
	N	91	91	91	91	91	91
TOTAL	Pearson Correlation	.572**	.495**	.762**	.655**	.464**	.637**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	91	91	91	91	91	91

Correlations

		K31	K32	K33	K34	TOTAL
K31	Pearson Correlation	1	.697**	.538**	.252*	.659**
	Sig. (2-tailed)		.000	.000	.016	.000
	N	91	91	91	91	91
K32	Pearson Correlation	.697**	1	.646**	.353**	.767**
	Sig. (2-tailed)	.000		.000	.001	.000
	N	91	91	91	91	91
K33	Pearson Correlation	.538**	.646**	1	.441**	.644**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	91	91	91	91	91
K34	Pearson Correlation	.252*	.353**	.441**	1	.313**
	Sig. (2-tailed)	.016	.001	.000		.002
	N	91	91	91	91	91
TOTAL	Pearson Correlation	.659**	.767**	.644**	.313**	1
	Sig. (2-tailed)	.000	.000	.000	.002	
	N	91	91	91	91	91

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

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

2. *Responsiveness*

	Responsiveness (daya tanggap)							
	XI.20	XI.21	XI.22	XI.23	X2.20	X2.21	X2.22	X2.23
1	5	5	5	4	4	5	5	5
2	5	5	4	5	5	5	5	4
3	5	5	5	5	4	4	4	4
4	5	4	5	5	5	4	5	5
5	5	4	5	4	4	4	4	4
6	5	5	5	5	5	5	5	5
7	4	5	5	5	5	5	5	4
8	5	4	5	4	5	5	5	5
9	5	5	5	5	5	5	5	5
10	5	5	5	5	5	5	5	5
11	5	5	5	5	5	5	5	5
12	5	5	5	5	5	5	5	5
13	5	5	5	5	5	5	5	5
14	5	4	5	4	5	4	5	5
15	4	5	4	5	4	4	5	5
16	4	5	5	4	4	5	5	4
17	5	5	5	5	5	5	5	5
18	4	4	4	4	4	4	5	5
19	5	3	4	5	5	4	4	5
20	5	5	5	5	5	5	5	5
21	5	5	5	5	5	5	5	5
22	5	5	5	5	5	5	5	5
23	5	5	5	5	5	5	5	5
24	5	5	5	5	4	5	4	4
25	4	5	5	4	5	5	5	5
26	5	5	5	5	5	4	5	4
27	5	5	5	5	5	5	5	5
28	5	5	5	5	4	4	4	5
29	5	4	5	5	5	5	5	5
30	5	5	5	5	5	5	5	5
31	5	5	5	5	5	5	5	5
32	5	5	5	5	5	5	5	5
33	5	5	5	5	5	5	5	5
34	5	5	5	5	4	5	5	5
35	5	5	5	5	4	5	5	5
36	4	4	4	4	5	5	5	5
37	4	5	4	4	4	5	4	5
38	4	4	4	5	5	5	5	5
39	5	5	5	5	5	5	5	5
40	5	5	5	5	5	4	4	4
41	5	5	5	5	5	5	5	5
42	5	5	5	5	5	5	5	5
43	5	5	5	4	5	5	5	5
44	5	4	4	5	5	4	4	4
45	5	5	5	5	5	5	5	5

46	5	5	5	5	5	5	5	5
47	5	5	5	5	5	5	5	5
48	5	5	5	5	5	5	5	5
49	5	5	5	5	5	5	5	5
50	5	5	5	5	5	5	5	5
51	5	5	5	5	5	5	5	5
52	5	5	5	5	4	5	5	5
53	5	5	4	5	5	5	5	5
54	5	4	5	5	5	5	5	5
55	5	5	5	5	5	5	5	5
56	5	5	5	5	5	5	5	5
57	5	5	5	5	5	5	5	5
58	4	5	5	5	4	4	5	4
59	5	5	4	5	5	5	5	5
60	5	5	5	5	5	5	5	5
61	5	5	5	5	4	5	4	4
62	5	5	5	5	5	5	5	5
63	5	5	5	5	5	5	5	5
64	4	5	5	5	5	5	5	5
65	5	4	5	4	5	4	5	4
66	5	4	4	4	5	5	5	5
67	4	4	4	5	5	5	5	5
68	4	5	5	5	5	5	5	5
69	5	5	5	5	5	5	5	5
70	5	5	5	5	5	5	5	5
71	5	5	5	5	5	5	5	5
72	5	5	5	5	5	5	5	5
73	5	5	5	5	5	5	5	5
74	5	5	5	5	5	5	5	5
75	5	5	5	5	5	5	5	5
76	5	5	5	5	5	5	5	5
77	5	5	5	5	5	5	5	5
78	5	5	5	5	5	5	5	5
79	5	5	5	5	5	5	5	5
80	5	5	5	5	5	5	4	5
81	5	5	5	5	5	5	5	5
82	5	5	5	5	5	5	5	5
83	5	5	5	5	5	5	5	5
84	5	5	5	5	5	5	5	5
85	5	5	5	5	5	5	5	5
86	5	5	5	5	5	5	5	5
87	5	5	5	5	5	5	5	5
88	5	5	5	5	5	5	5	5
89	5	5	5	5	5	5	5	5
90	5	5	5	5	5	5	5	5
91	5	5	5	5	5	5	5	5
MIS/MSS	4.87	4.84	4.87	4.87	4.85	4.86	4.89	4.87

No	MIS	MSS	WF	WS	CSI	96.10
1	4.87	4.79	25.16	120.5		
2	4.86	4.81	25.10	120.8		
3	4.80	4.82	24.82	119.7		
4	4.82	4.79	24.93	119.4		
Jumlah	19.35	19.22		480.5		

3. *Assurance*

	Assurance (jaminan)							
	XI.24	XI.25	XI.26	XI.27	X2.24	X2.25	X2.26	X2.27
1	5	4	4	5	5	5	5	5
2	5	5	4	4	5	4	4	5
3	5	5	5	5	4	4	4	4
4	5	5	5	5	5	5	4	5
5	4	5	5	5	4	4	4	4
6	5	5	5	5	5	5	5	5
7	5	4	5	5	5	5	5	5
8	5	4	5	5	5	5	4	5
9	5	5	5	5	5	5	5	5
10	5	5	5	5	5	5	5	5
11	5	5	5	4	5	5	5	5
12	5	5	5	5	5	5	5	5
13	5	5	5	5	5	5	5	5
14	4	5	5	5	5	5	4	3
15	4	5	4	5	5	5	5	4
16	4	4	5	4	5	5	5	4
17	5	5	5	5	5	5	5	5
18	4	4	4	4	5	5	5	5
19	4	4	5	5	5	5	5	5
20	5	5	4	5	5	4	5	5
21	5	5	5	5	5	5	5	5
22	5	5	5	5	5	5	5	5
23	5	5	5	4	5	5	4	5
24	4	5	5	5	5	5	5	5
25	5	4	5	5	5	4	4	4
26	4	5	5	5	5	5	5	5
27	4	4	5	5	5	5	5	5
28	5	4	4	5	5	4	4	5
29	5	5	5	5	5	5	5	5
30	5	5	5	5	5	5	5	5
31	5	5	5	5	5	5	5	5
32	5	5	5	5	5	5	5	5
33	5	5	5	5	5	5	5	5
34	5	5	5	5	5	5	5	5
35	5	5	5	5	5	5	5	5
36	4	4	4	4	5	5	5	5
37	5	5	4	4	5	4	4	4
38	5	5	5	5	5	5	5	5
39	5	5	5	5	5	5	5	5
40	5	4	5	4	4	5	5	4
41	4	5	4	5	5	5	5	5
42	5	5	5	5	5	5	5	5
43	5	5	5	5	5	5	5	5
44	5	5	5	5	4	5	5	5
45	5	5	5	5	5	5	5	5

46	5	5	5	5	5	5	5	5
47	5	5	5	5	5	5	5	5
48	5	5	5	5	5	5	5	5
49	5	5	5	5	5	5	5	5
50	5	5	5	5	5	5	5	5
51	5	5	5	5	5	5	5	5
52	5	5	5	5	5	5	5	5
53	5	5	5	5	5	5	5	5
54	5	4	5	5	5	5	5	5
55	5	5	5	5	4	5	5	5
56	5	5	5	5	5	5	5	5
57	5	5	5	5	5	5	5	5
58	5	5	5	5	5	4	5	4
59	5	5	5	5	5	5	5	5
60	5	5	5	5	5	5	5	5
61	5	5	5	5	4	5	5	5
62	5	5	5	5	5	5	5	5
63	5	5	5	5	5	5	5	5
64	5	5	5	5	5	5	5	5
65	5	4	5	4	5	4	5	4
66	4	4	5	4	5	5	5	5
67	5	5	5	5	5	5	5	5
68	5	4	5	5	5	5	5	5
69	5	5	5	5	5	5	5	5
70	5	5	5	5	5	5	5	5
71	5	5	5	5	5	5	5	5
72	5	5	5	5	5	5	5	5
73	5	5	5	5	5	5	5	5
74	5	5	5	5	5	5	5	5
75	5	5	5	5	5	5	5	5
76	5	5	4	5	5	5	5	5
77	5	5	5	5	5	5	5	5
78	5	5	5	5	5	5	5	5
79	5	5	5	5	5	5	5	5
80	5	5	5	5	5	5	5	5
81	5	4	5	5	5	5	5	5
82	5	5	5	5	5	5	5	5
83	5	5	5	5	5	5	5	5
84	5	5	5	4	5	5	5	5
85	5	5	5	5	5	5	5	5
86	5	5	5	5	5	5	5	5
87	5	5	5	5	5	5	5	5
88	5	5	5	5	5	5	5	5
89	5	5	5	5	5	5	5	5
90	5	5	5	5	5	5	5	5
91	5	5	5	5	5	5	4	5
MIS/MSS	4.87	4.82	4.89	4.88	4.93	4.90	4.88	4.88

No	MIS	MSS	WF	WS	CSI	97.97
1	4.87	4.93	25.0	123.4		
2	4.82	4.90	24.8	121.5		
3	4.89	4.88	25.1	122.6		
4	4.88	4.88	25.1	122.3		
Jumlah	19.46	19.59		489.8		

4. *Emphaty*

	Emphaty (empati)					
	XI.28	XI.29	XI.30	X2.28	X2.29	X2.30
1	5	5	5	5	5	5
2	5	5	5	5	5	5
3	4	5	5	4	4	4
4	5	5	4	5	4	5
5	5	4	5	4	4	4
6	5	5	5	4	5	5
7	5	4	5	5	5	5
8	4	5	5	5	5	5
9	5	5	5	5	5	5
10	5	5	5	5	5	5
11	4	5	5	5	5	5
12	5	5	5	5	5	5
13	5	5	5	5	5	5
14	4	5	4	5	5	3
15	5	4	4	4	3	4
16	4	4	5	4	4	4
17	5	5	5	5	5	5
18	4	5	4	4	5	5
19	4	4	4	5	4	5
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24	4	5	5	5	4	5
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32	5	5	5	5	5	5
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37	5	4	5	4	5	5
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51	5	5	5	5	5	5
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65	5	4	5	5	4	5
66	5	5	5	4	5	4
67	5	5	5	5	5	5
68	5	5	5	5	5	5
69	5	5	5	5	5	5
70	5	5	5	5	5	5
71	5	5	5	5	5	5
72	5	5	5	5	5	5
73	5	5	5	5	5	5
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87	5	5	5	5	5	5
88	5	5	5	5	5	5
89	5	5	5	5	5	5
90	5	5	5	5	4	5
91	5	5	5	5	5	5
MIS/MSS	4.87	4.89	4.89	4.85	4.84	4.89

No	MIS	MSS	WF	WS	CSI	97.14
1	4.87	4.85	33.23	161.1		
2	4.89	4.84	33.38	161.4		
3	4.89	4.89	33.38	163.2		
Jumlah	14.65	14.57		485.7		

5. *Tangibles*

	Tangibles (bukti fisik)							
	XI.31	XI.32	XI.33	XI.34	X2.31	X2.32	X2.33	X2.34
1	5	4	4	4	5	5	5	5
2	5	4	4	4	4	5	5	5
3	5	5	5	4	4	4	4	4
4	5	5	5	5	5	4	4	4
5	4	5	4	5	4	4	4	5
6	5	5	5	5	5	5	5	5
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15	4	4	4	4	5	4	5	5
16	5	4	3	4	3	3	3	4
17	5	5	5	5	5	5	5	5
18	4	4	5	5	5	5	5	5
19	5	5	5	5	5	5	4	5
20	5	5	5	5	4	5	5	4
21	5	5	5	5	5	5	5	5
22	5	5	5	5	5	5	5	5
23	4	5	4	5	5	5	4	5
24	5	4	5	5	5	5	4	4
25	5	5	5	4	4	4	4	4
26	5	5	5	5	5	4	5	5
27	5	4	5	5	5	5	5	4
28	4	5	5	4	5	4	4	4
29	4	5	5	5	5	5	5	5
30	4	4	4	4	5	5	5	5
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32	5	5	4	5	5	5	5	5
33	5	5	5	5	5	5	5	5
34	5	5	5	5	5	5	5	5
35	5	5	5	5	4	5	5	5
36	4	4	4	4	5	5	5	5
37	4	5	5	4	4	4	5	4
38	5	5	5	5	5	5	5	5
39	5	5	5	5	5	5	5	5
40	4	5	5	4	4	4	4	4
41	5	5	5	5	5	5	5	5
42	5	5	5	5	5	5	5	5
43	5	5	5	5	5	5	5	5
44	5	5	5	4	5	5	5	5
45	5	5	5	5	5	5	5	5

46	5	5	5	5	5	5	5	5
47	5	5	5	5	5	5	5	4
48	5	5	5	5	5	5	5	5
49	4	5	5	5	5	5	5	5
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56	5	5	5	5	5	5	5	5
57	5	5	5	5	5	5	5	4
58	5	5	4	4	4	4	5	5
59	5	5	5	5	5	5	5	4
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61	5	5	5	5	4	4	4	5
62	5	5	5	4	5	5	5	5
63	5	5	5	5	5	5	5	5
64	5	5	5	5	5	5	5	5
65	4	5	4	5	4	5	4	5
66	5	5	3	5	4	4	4	5
67	5	5	5	5	4	4	4	4
68	5	5	5	5	5	5	5	5
69	5	5	5	5	5	5	5	5
70	5	4	5	5	5	5	5	5
71	5	5	5	5	5	5	5	5
72	5	5	5	5	5	5	5	5
73	5	5	5	5	5	5	5	5
74	5	5	5	5	5	5	5	5
75	5	5	5	5	5	5	5	5
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88	5	5	5	5	5	5	4	4
89	5	5	5	5	5	5	5	5
90	5	5	5	5	5	5	5	5
91	5	4	4	5	4	5	5	5
MIS/MSS	4.87	4.86	4.80	4.82	4.79	4.81	4.82	4.79

46	5	5	5	5	5	5	5	5
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48	5	5	5	5	5	5	5	5
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76	5	5	5	5	5	5	5	5
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86	5	5	5	5	5	5	5	5
87	5	5	5	5	5	5	5	4
88	5	5	5	5	5	5	4	4
89	5	5	5	5	5	5	5	5
90	5	5	5	5	5	5	5	5
91	5	4	4	5	4	5	5	5
MIS/MSS	4.87	4.86	4.80	4.82	4.79	4.81	4.82	4.79

No		MIS	MSS	WF	WS		CSI	97.31
	1	4.87	4.85	25.0	121.4			
	2	4.84	4.86	24.9	120.8			
	3	4.87	4.89	25.0	122.5			
	4	4.87	4.87	25.0	121.9			
Jumlah		19.44	19.46		486.5			

6. Uji Reabilitas

Variabel Kepuasan Konsumen X1

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.936	.935	34

Variabel Kualitas Pelayanan X2

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.948	.948	34

E. 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	0.3158	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	0.3126	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

F. Hasil Ukur *Costumer Satisfaction Index* CSI

Reability (keandalan)								
	XI.15	XI.16	XI.17	XI.18	X2.15	X2.16	X2.17	X2.18
1	5	5	4	5	5	5	5	5
2	4	4	4	5	5	5	5	5
3	5	5	4	4	4	4	4	4
4	5	5	5	5	5	5	4	5
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6	5	5	5	5	5	5	5	5
7	5	5	5	5	5	5	5	5
8	4	5	5	5	4	5	5	5
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31	5	5	5	5	5	5	5	5
32	5	5	5	5	5	5	5	5
33	5	5	5	5	5	5	5	5
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35	5	5	5	5	5	5	5	5
36	4	4	4	4	5	5	4	4
37	5	4	5	4	4	4	4	5
38	5	5	4	4	5	4	4	5

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82	5	5	5	5	5	5	5	5
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84	5	5	5	5	5	5	5	5
85	5	5	5	5	5	5	5	5

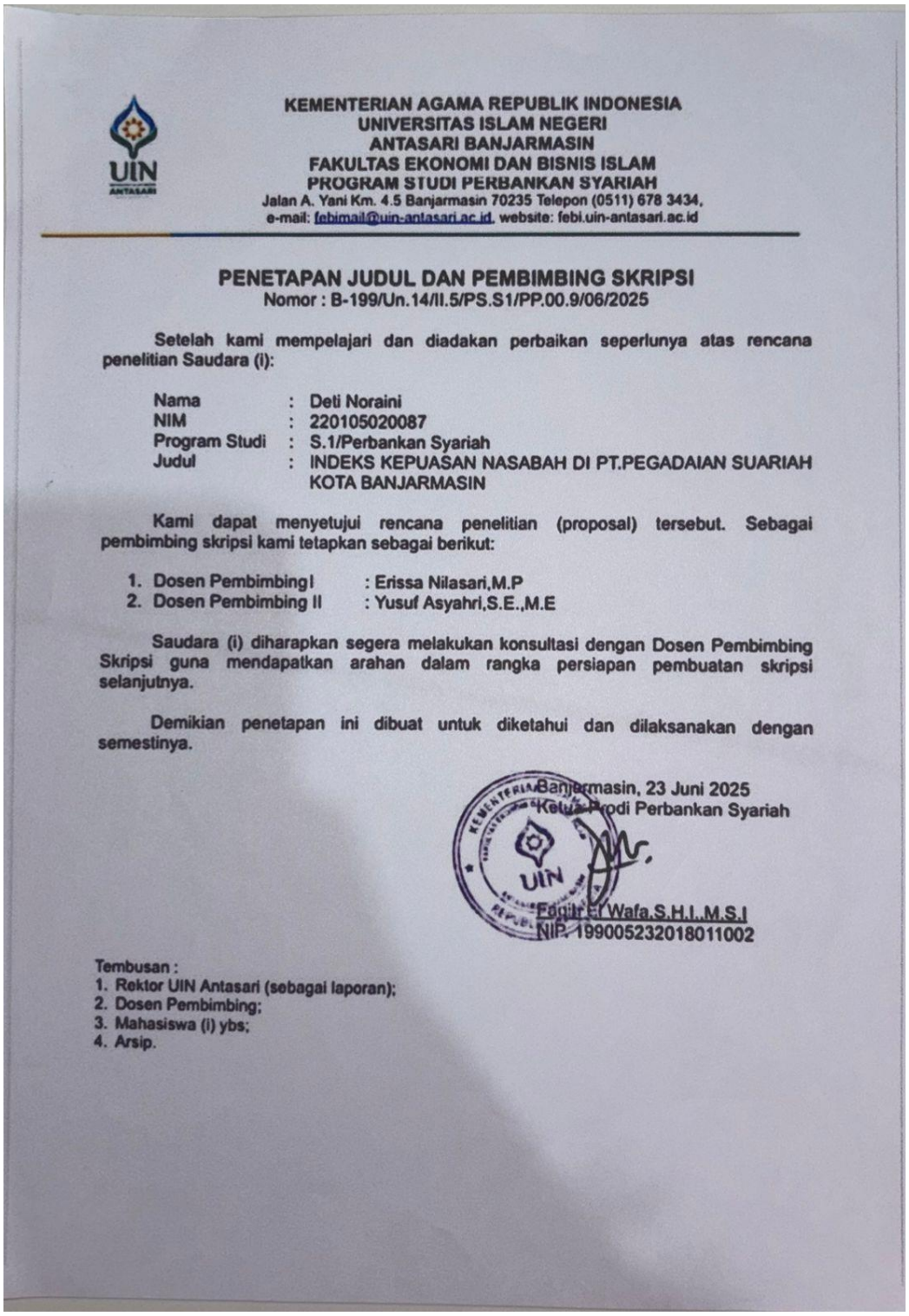
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88	5	5	5	5	5	5	5	5
89	5	5	5	5	5	5	5	5
90	5	5	5	5	5	5	5	5
91	5	5	5	5	5	5	5	5
MIS/MSS	4.85	4.88	4.84	4.80	4.88	4.90	4.84	4.92

No	MIS	MSS	WF	WS	
1	4.85	4.88	25.0	122.1	
2	4.88	4.90	25.2	123.5	CSI = 97.69%
3	4.84	4.84	25.0	120.7	
4	4.80	4.92	24.8	122.1	
Jumlah	19.36	19.54	100	488.5	

DOKUMENTASI RESPONDEN



SURAT PENETAPAN JUDUL DAN PEMBIMBING SKRIPSI



KEMENTERIAN AGAMA REPUBLIK INDONESIA
UNIVERSITAS ISLAM NEGERI
ANTASARI BANJARMASIN
FAKULTAS EKONOMI DAN BISNIS ISLAM
PROGRAM STUDI PERBANKAN SYARIAH
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PENETAPAN JUDUL DAN PEMBIMBING SKRIPSI
Nomor : B-199/Un.14/II.5/PS.S1/PP.00.9/06/2025

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

Nama	:	Deti Noraini
NIM	:	220105020087
Program Studi	:	S.1/Perbankan Syariah
Judul	:	INDEKS KEPUASAN NASABAH DI PT.PEGADAIAN SUARIAH KOTA BANJARMASIN

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

1. Dosen Pembimbing I : Erissa Nilasari,M.P
2. Dosen Pembimbing II : Yusuf Asyahri,S.E.,M.E

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, 23 Juni 2025
Ketua Prodi Perbankan Syariah

Fajrul Ifwafa,S.H.I.,M.S.I
NIP. 199005232018011002

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

SURAT PENETAPAN WAKTU UJIAN PROPOSAL



KEMENTERIAN AGAMA REPUBLIK INDONESIA
UNIVERSITAS ISLAM NEGERI ANTASARI BANJARMASIN
FAKULTAS EKONOMI DAN BISNIS ISLAM
Jalan A. Yani Km. 4.5 Telp. (0511) 6783434 3 / 6777955 Banjarmasin 70235
e-mail: febimail@uin-antasari.ac.id/ febi.uinantasari@gmail.comwebsite: febi.uin-antasari.ac.id

Banjarmasin,11 Agustus 2025

Nomor : B- 362/Un/14/III.5/PS.S1/PP.009.9/08/2025
Lampiran : Satu berkas
Hal : Penetapan Waktu Ujian Proposal Skripsi

Kepada
Yth.Deti Noraini / 220105020087
Mahasiswa/i Jurusan S1 Perbankan Syariah
Fakultas Ekonomi dan Bisnis Islam
UIN Antasari Banjarmasin

Assalamu'alaikum wr.wb.
Berdasarkan surat permohonan saudara (i) mengenai penetapan waktu ujian proposal skripsi, maka dengan ini ditetapkan Ujian Proposal Skripsi sebagai berikut :

Nama : Deti Noraini
NIM : 220105020087
Jurusan : S1 Perbankan Syariah
Judul : Indeks Kepuasan Nasabah di PT. Pegadaian Syariah Kota Banjarmasin

Hari/Tanggal : Selasa, 12 Agustus 2025
Waktu : 14.00-14.45
Tempat : Ruang Perkuliahan Gedung FEBI .03

Dengan susunan tim penguji sebagai berikut :
Penguji I : Erissa Nilasari, MP
Penguji II : Yusuf Asyahri,S.E.,M.E
Notulen : Anika Zahra Maulida,S.H.I.,M.S.I

Demikian surat penetapan ini dibuat untuk dilaksanakan sebagaimana mestinya.
Wassalamu'alaikum wr.wb.

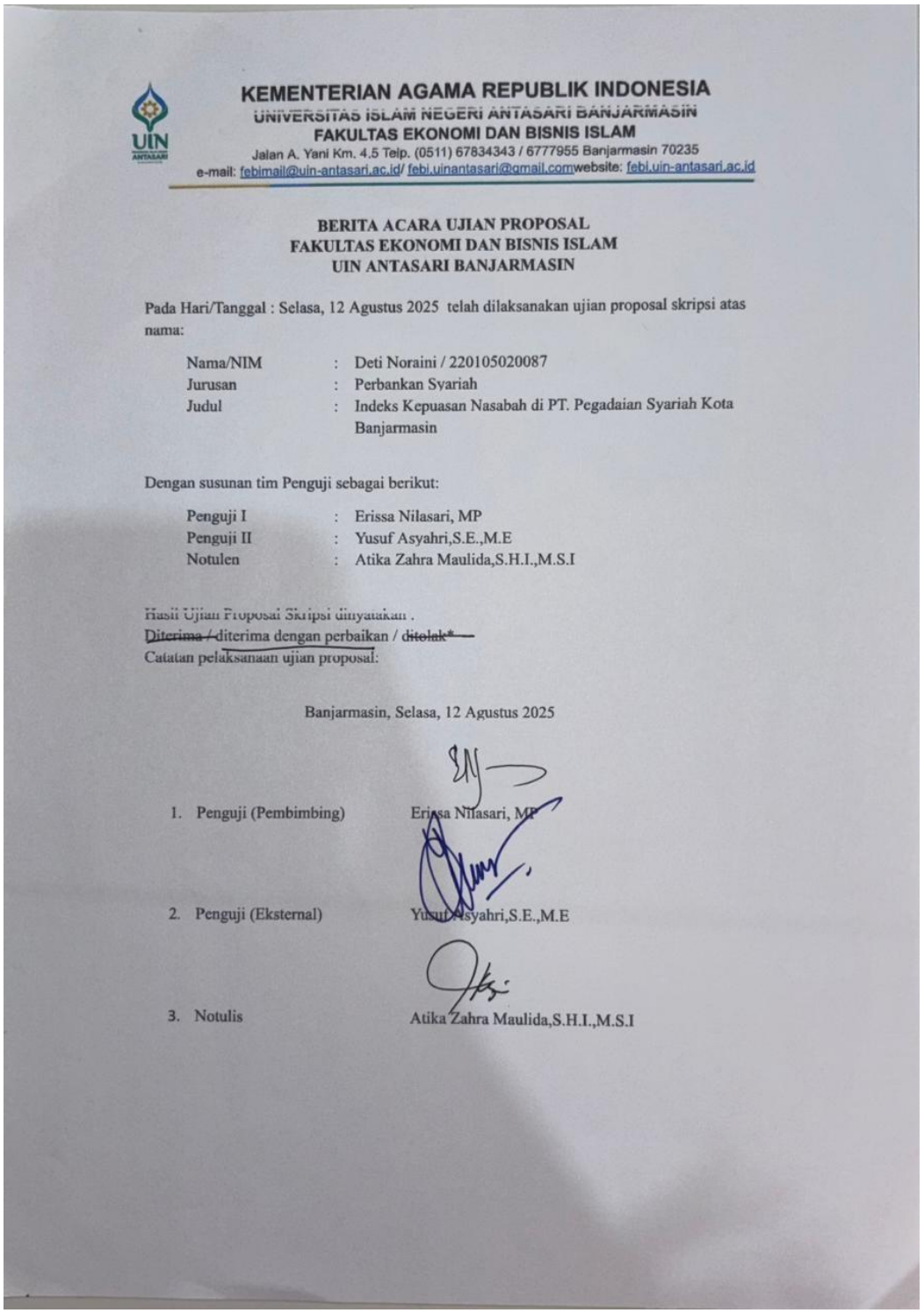
Ketua Prodi Perbankan Syariah

Fauzi El Wafa

Tembusan :
Yth :
1. Penguji (Pembimbing)
2. Penguji (Eksternal)
3. Notulis
4. Arsip

Catatan : Diharapkan pelaksanaan ujian tepat waktu untuk menghindari tertundanya ujian-ujian berikutnya.

BERITA ACARA UJIAN PROPOSAL



KEMENTERIAN AGAMA REPUBLIK INDONESIA
UNIVERSITAS ISLAM NEGERI ANTASARI BANJARMASIN
FAKULTAS EKONOMI DAN BISNIS ISLAM
Jalan A. Yani Km. 4,5 Telp. (0511) 67834343 / 6777955 Banjarmasin 70235
e-mail: febimail@uin-antasari.ac.id/ febi.uinantasari@gmail.comwebsite: febi.uin-antasari.ac.id

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

Pada Hari/Tanggal : Selasa, 12 Agustus 2025 telah dilaksanakan ujian proposal skripsi atas nama:

Nama/NIM	:	Deti Noraini / 220105020087
Jurusan	:	Perbankan Syariah
Judul	:	Indeks Kepuasan Nasabah di PT. Pegadaian Syariah Kota Banjarmasin

Dengan susunan tim Penguji sebagai berikut:

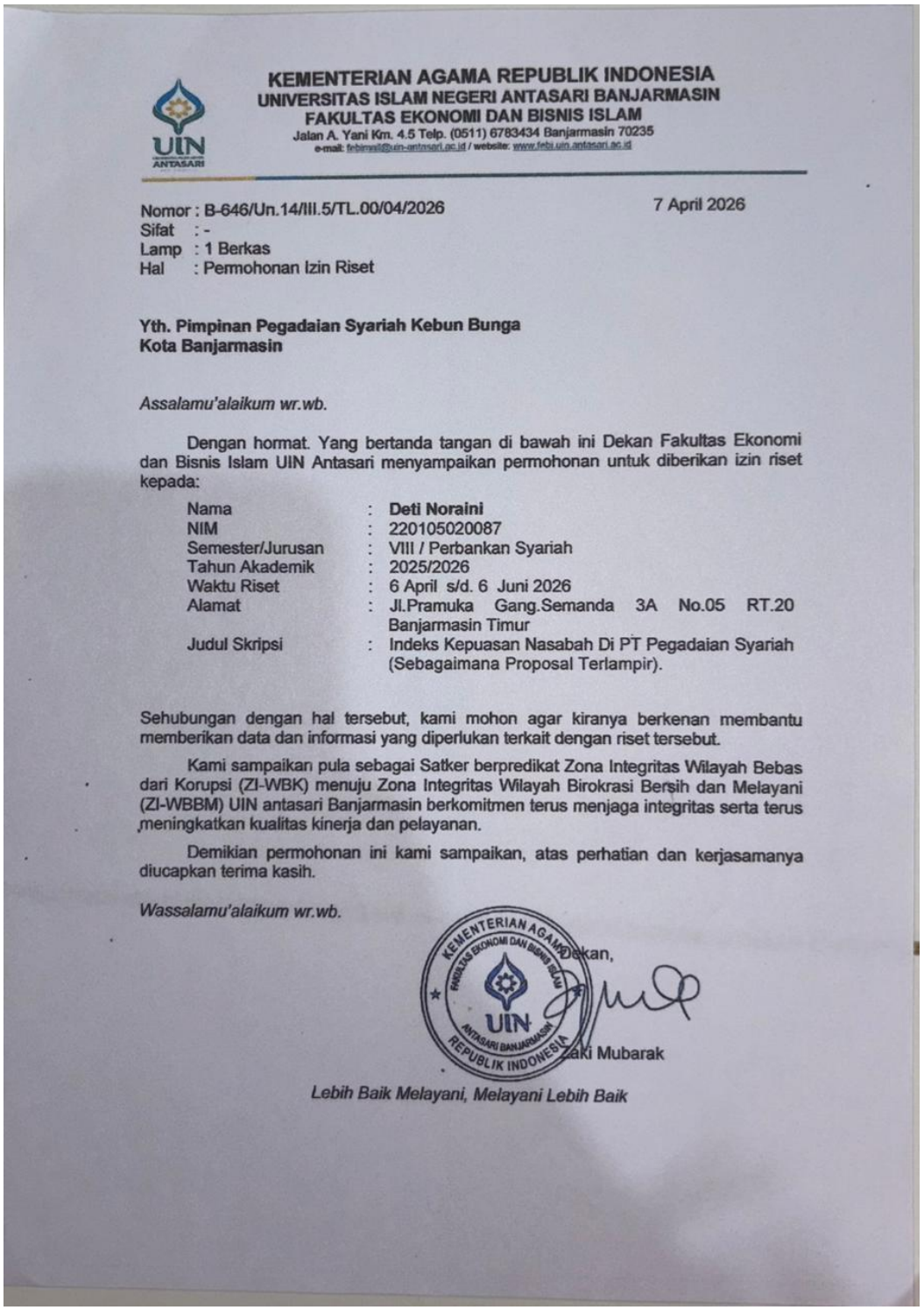
Penguji I	:	Erissa Nilasari, MP
Penguji II	:	Yusuf Asyahri,S.E.,M.E
Notulen	:	Atika Zahra Maulida,S.H.I.,M.S.I

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

Banjarmasin, Selasa, 12 Agustus 2025

1. Penguji (Pembimbing) Erissa Nilasari, MP
2. Penguji (Eksternal) Yusuf Asyahri,S.E.,M.E
3. Notulis Atika Zahra Maulida,S.H.I.,M.S.I

SURAT IZIN RISET



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

Nomor : B-646/Un.14/III.5/TL.00/04/2026 — 7 April 2026
Sifat : -
Lamp : 1 Berkas
Hal : Permohonan Izin Riset

Yth. Pimpinan Pegadaian Syariah Kebun Bunga
Kota 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	:	**Deti Noraini**
NIM	:	220105020087
Semester/Jurusan	:	VIII / Perbankan Syariah
Tahun Akademik	:	2025/2026
Waktu Riset	:	6 April s/d. 6 Juni 2026
Alamat	:	Jl.Pramuka Gang.Semanda 3A No.05 RT.20 Banjarmasin Timur
Judul Skripsi	:	Indeks Kepuasan Nasabah Di PT Pegadaian Syariah (Sebagaimana Proposal Terlampir).

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

Kami sampaikan pula sebagai Satker berpredikat Zona Integritas Wilayah Bebas dari Korupsi (ZI-WBK) menuju Zona Integritas Wilayah Birokrasi Bersih dan Melayani (ZI-WBBM) UIN antasari Banjarmasin berkomitmen terus menjaga integritas serta terus meningkatkan kualitas kinerja dan pelayanan.

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

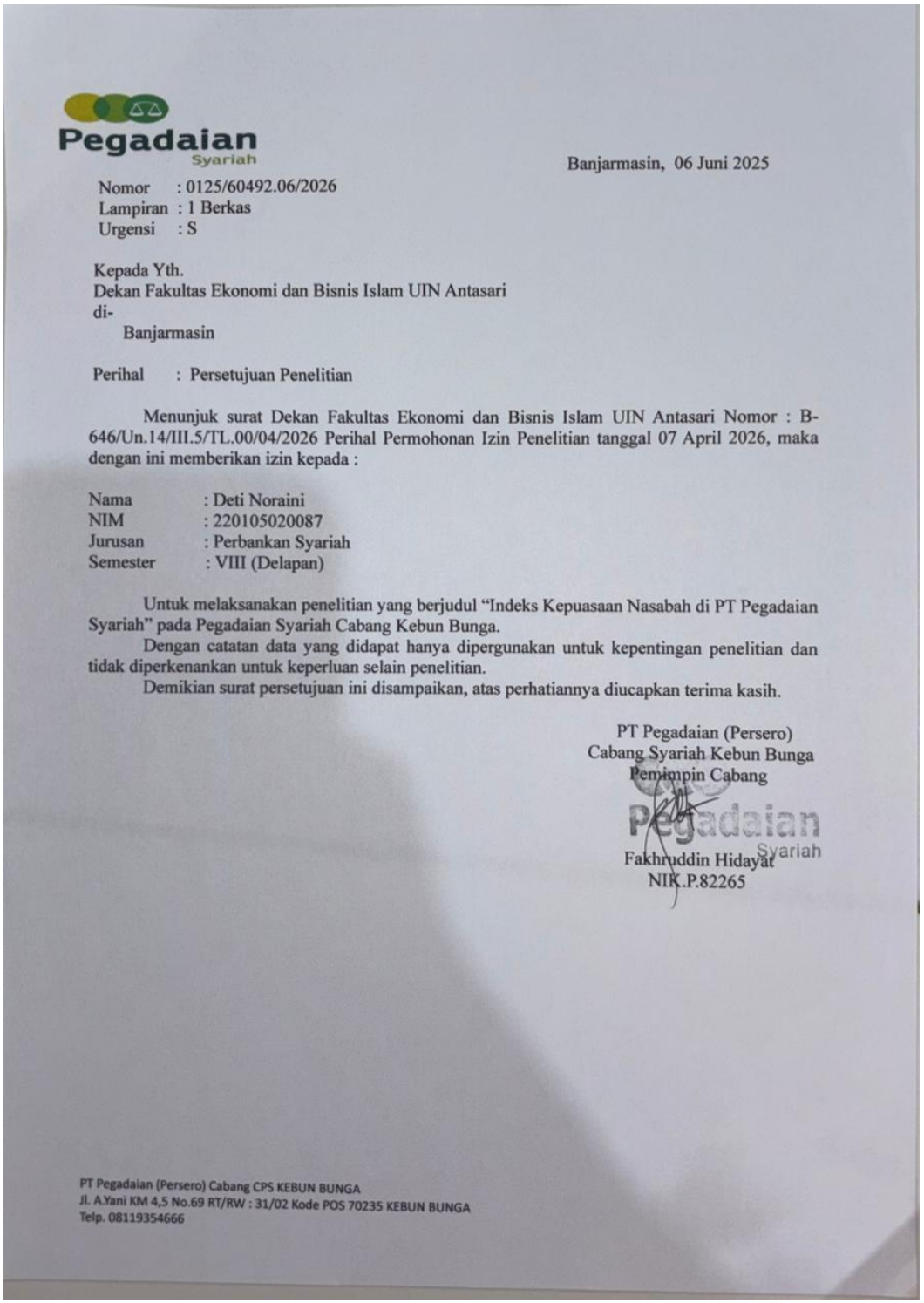
Wassalamu'alaikum wr.wb.

Dekan,

Laki Mubarak

Lebih Baik Melayani, Melayani Lebih Baik

SURAT PERSETUJUAN RISET



Pegadaian Syariah

Banjarmasin, 06 Juni 2025

Nomor : 0125/60492.06/2026
Lampiran : 1 Berkas
Urgensi : S

Kepada Yth.
Dekan Fakultas Ekonomi dan Bisnis Islam UIN Antasari
di-
Banjarmasin

Perihal : Persetujuan Penelitian

Menunjuk surat Dekan Fakultas Ekonomi dan Bisnis Islam UIN Antasari Nomor : B-646/Un.14/III.5/TL.00/04/2026 Perihal Permohonan Izin Penelitian tanggal 07 April 2026, maka dengan ini memberikan izin kepada :

Nama : Deti Noraini
NIM : 220105020087
Jurusan : Perbankan Syariah
Semester : VIII (Delapan)

Untuk melaksanakan penelitian yang berjudul "Indeks Kepuasaan Nasabah di PT Pegadaian Syariah" pada Pegadaian Syariah Cabang Kebun Bunga.

Dengan catatan data yang didapat hanya dipergunakan untuk kepentingan penelitian dan tidak diperkenankan untuk keperluan selain penelitian.

Demikian surat persetujuan ini disampaikan, atas perhatiannya diucapkan terima kasih.

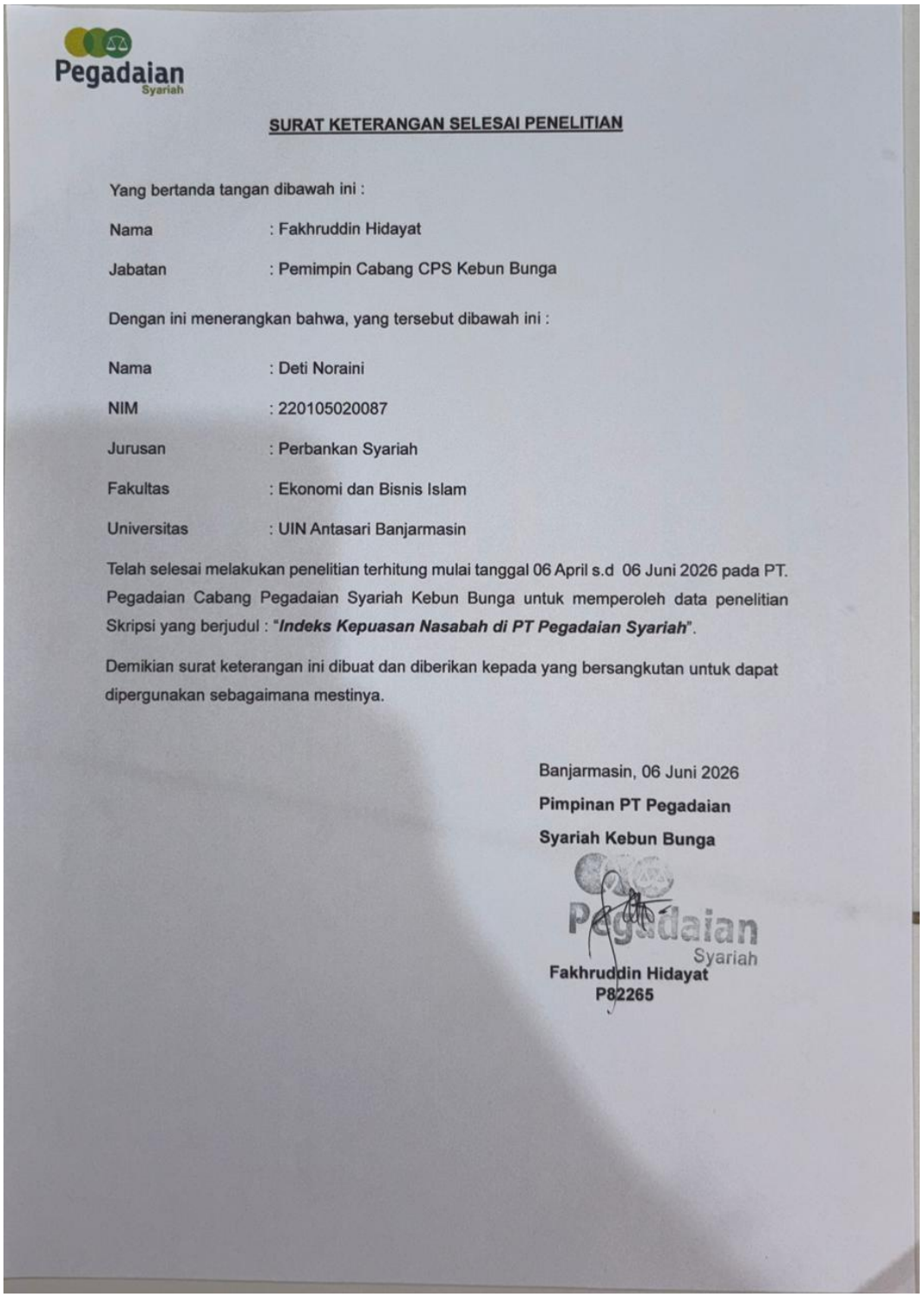
PT Pegadaian (Persero)
Cabang Syariah Kebun Bunga
Pemimpin Cabang

Pegadaian Syariah

Fakhruddin Hidayat
NIK.P.82265

PT Pegadaian (Persero) Cabang CPS KEBUN BUNGA
Jl. A.Yani KM 4,5 No.69 RT/RW : 31/02 Kode POS 70235 KEBUN BUNGA
Telp. 08119354666

SURAT TELAH MELAKSANAKAN RISET



Pegadaian Syariah

SURAT KETERANGAN SELESAI PENELITIAN

Yang bertanda tangan dibawah ini :

Nama : Fakhruddin Hidayat

Jabatan : Pemimpin Cabang CPS Kebun Bunga

Dengan ini menerangkan bahwa, yang tersebut dibawah ini :

Nama : Deti Noraini

NIM : 220105020087

Jurusan : Perbankan Syariah

Fakultas : Ekonomi dan Bisnis Islam

Universitas : UIN Antasari Banjarmasin

Telah selesai melakukan penelitian terhitung mulai tanggal 06 April s.d 06 Juni 2026 pada PT. Pegadaian Cabang Pegadaian Syariah Kebun Bunga untuk memperoleh data penelitian Skripsi yang berjudul : "***Indeks Kepuasan Nasabah di PT Pegadaian Syariah***".

Demikian surat keterangan ini dibuat dan diberikan kepada yang bersangkutan untuk dapat dipergunakan sebagaimana mestinya.

Banjarmasin, 06 Juni 2026

Pimpinan PT Pegadaian

Syariah Kebun Bunga

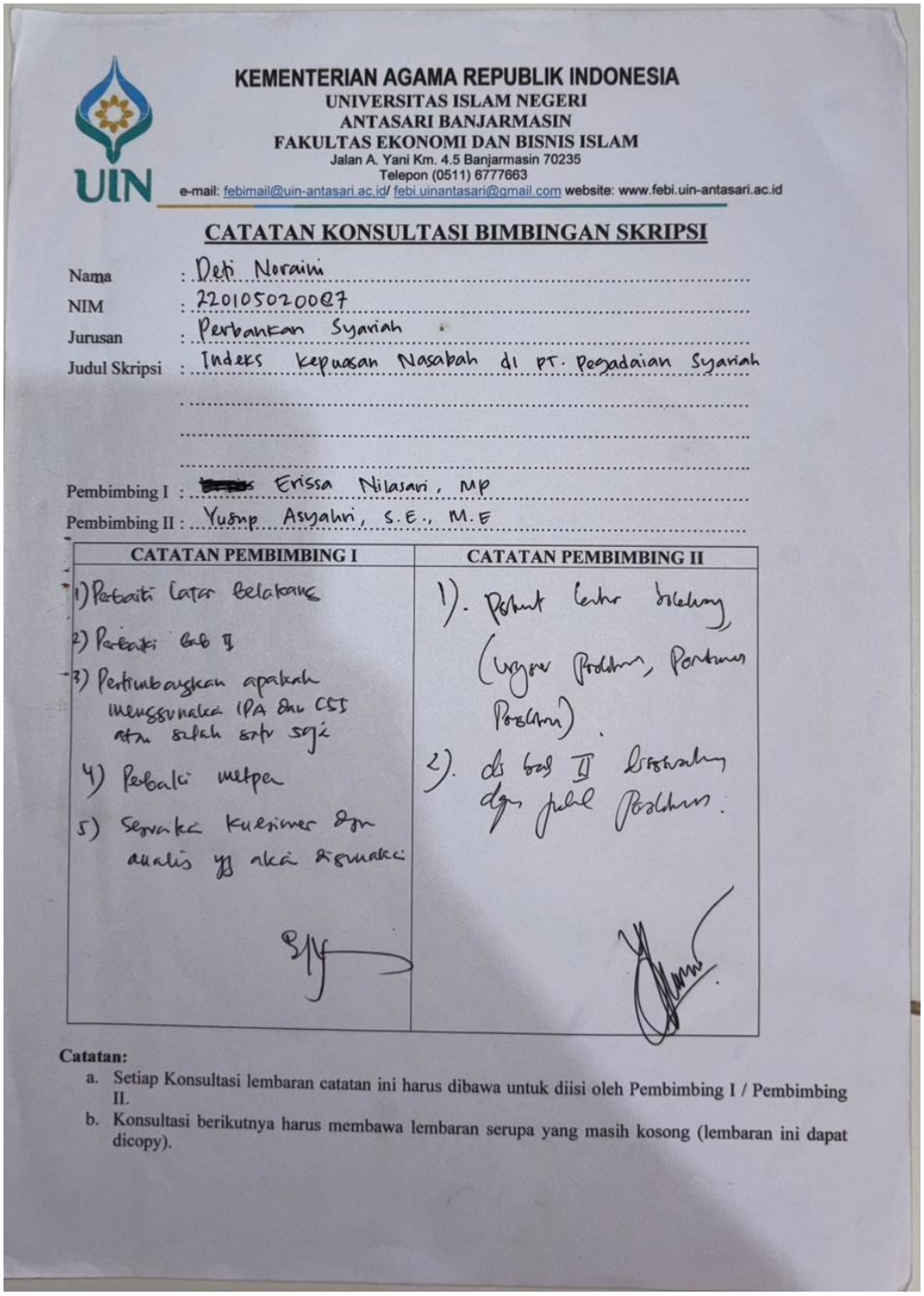
Pegadaian Syariah

Fakhruddin Hidayat

P82265

CATATAN KONSULTASI

Konsultasi Pertama



KEMENTERIAN AGAMA REPUBLIK INDONESIA
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FAKULTAS EKONOMI DAN BISNIS ISLAM
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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 : Deti Noraini
NIM : 2201050200027
Jurusan : Perbankan Syariah
Judul Skripsi : Indeks kepuasan Nasabah di PT. Pegadaian Syariah

Pembimbing I : [redacted] Erissa Nilasari, MP
Pembimbing II : Yusup Asyahri, S.E., M.E

CATATAN PEMBIMBING I	CATATAN PEMBIMBING II
1) Perbaiki Cover belakang 2) Perbaiki Bab II 3) Pertimbangkan apakah menggunakan IPA dan CSI atau salah satu saja 4) Perbaiki metpen 5) Serahkan kuesioner dan analisis yg akan digunakan	1). Perbaiki cover belakang (urgensi Problem, Pentingnya Problem). 2). di bab II disesuaikan dgn judul Problem.

Catatan:

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

KEMENTERIAN AGAMA REPUBLIK INDONESIA
UNIVERSITAS ISLAM NEGERI
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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 : Deti Noraini
NIM : 2201050200087
Jurusan : Perbankan Syariah
Judul Skripsi : Indeks kepuasan Nasabah pt PT. Pegadaian Syariah Kota Banjarmasin

Pembimbing I : Errisa Nilasari, MP
Pembimbing II : Yusup Asyahri, S.E., M.E

CATATAN PEMBIMBING I	CATATAN PEMBIMBING II
- Sesuaikan item² pertanyaan pd kuesioner dgn indikator² pada Bab 3 - Perbaiki teknik penulisan 29/04-2026 Perbaiki Sistem Penomoran.	1). Perbaiki RS 1 atau bandahi Cahap 2. 2). Bab II . dihapus 3). Metode penelitian perbaiki

Catatan:

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

KEMENTERIAN AGAMA REPUBLIK INDONESIA
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Jalan A. Yani Km. 4.5 Banjarmasin 70235
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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 : Deti Noraini
NIM : 220105020087
Jurusan : Perbankan Syariah
Judul Skripsi : Indeks Kepuasan Nasabah di PT. Pegadaian Syariah

Pembimbing I : Erissa Nilasari, MP
Pembimbing II : Yusup Asyahri, S.E.,M.E

CATATAN PEMBIMBING I	CATATAN PEMBIMBING II
Hrus pertanyaan diisi kuesioner disesuaikan dgn indikator yang sdh di jelaskan di bab sebelumnya 27/09-2026	1. Perbaiki Cover belakang dgn survey awal. 2. Hasil Penelitian dipisahkan 06/2026

Catatan:

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

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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 : Deti Noraini
NIM : 2201050200 87
Jurusan : Perbankan Syariah
Judul Skripsi : Indeks Kepuasan Nasabah di PT. Pegadaian Syariah Kota Banjarmasin

Pembimbing I : Erissa Nilasari., MP
Pembimbing II : Yusup Asyahri. S.E., M.E

CATATAN PEMBIMBING I	CATATAN PEMBIMBING II
- Sesuaikan Sub Bab dgn Judul Bab IV	Isi Abstrak Maks 200 kata I Latar belakang II Metode penelitian III Hasil Penelitian

Catatan:

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

KEMENTERIAN AGAMA REPUBLIK INDONESIA
UNIVERSITAS ISLAM NEGERI
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FAKULTAS EKONOMI DAN BISNIS ISLAM
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CATATAN KONSULTASI BIMBINGAN SKRIPSI

Nama : Deti Noraini
NIM : 220105020087
Jurusan : Perbankan Syariah
Judul Skripsi : Indeks Kepuasan Nasabah di PT. Pegadaian Syariah

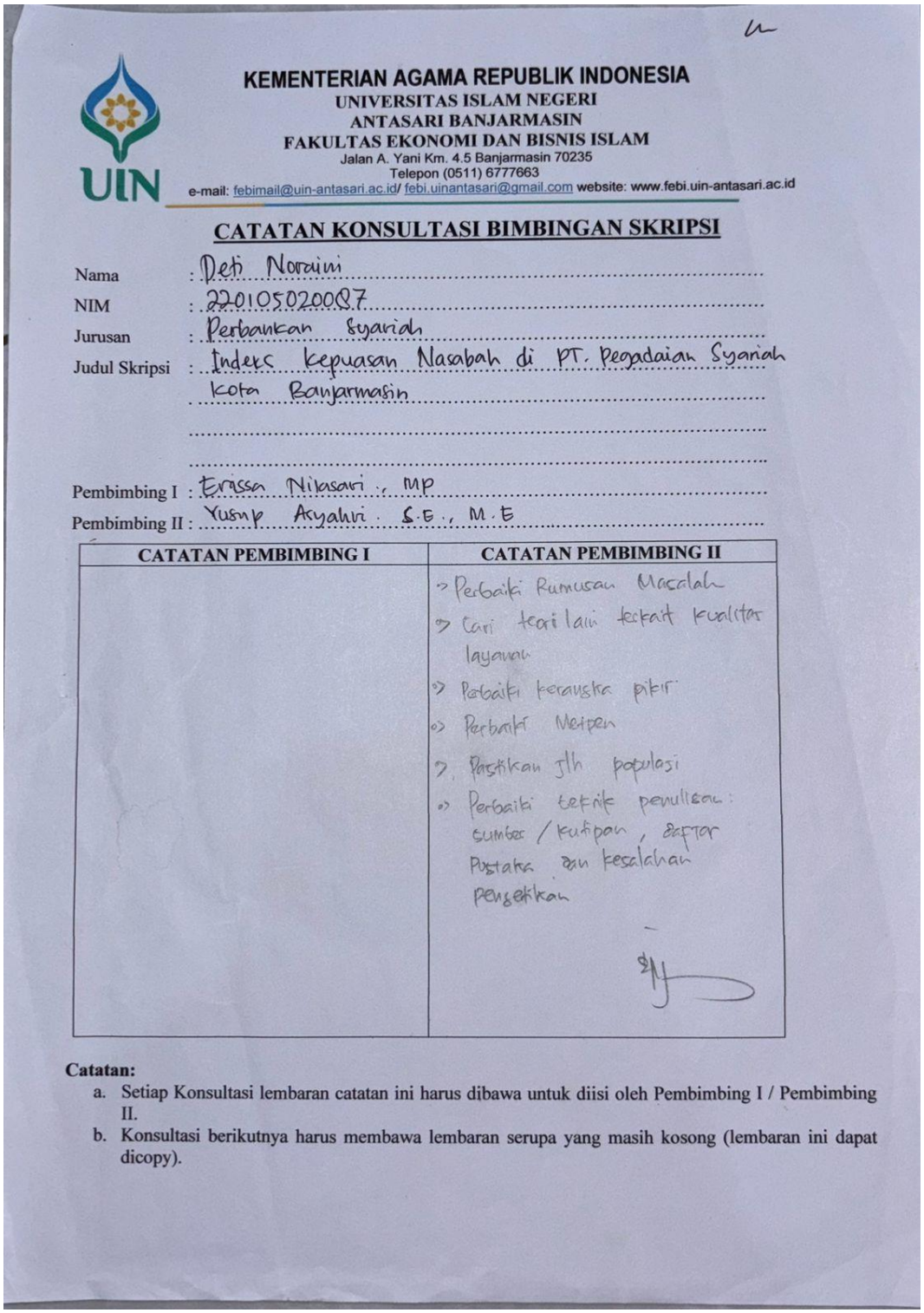
Pembimbing I : Erissa Nilasari, MP
Pembimbing II : Yusup Asyahri, S.E.,M.E

CATATAN PEMBIMBING I	CATATAN PEMBIMBING II
⇒ Perbaiki latar belakang → rumusan masalah ⇒ Perbaiki Bab 2. Kaitkan teori yang digunakan dengan variabel yg diteliti ⇒ Perbaiki metpen ⇒ Perbaiki teknik penulisan ⇒ Buat kuesioner 29/04-2026	Acc Sidang 08/06-2026.

Catatan:

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

Konsultasi Keenam



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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 : Deti Noraini
NIM : 2201050200087
Jurusan : Perbankan Syariah
Judul Skripsi : Indeks kepuasan Nasabah di PT. Pegadaian Syariah kota Banjarmasin

Pembimbing I : Erissa Nikasari., MP
Pembimbing II : Yusnp Aryahri. S.E., M.E

CATATAN PEMBIMBING I	CATATAN PEMBIMBING II
	-> Perbaiki Rumusan Masalah -> Cari teori lain terkait kualitas layanan -> Perbaiki kerangka pikir -> Perbaiki Metpen -> Pastikan jlh populasi -> Perbaiki teknik penulisan: sumber / kutipan, daftar Pustaka dan kesalahan pengetikan

Catatan:

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

KEMENTERIAN AGAMA REPUBLIK INDONESIA
UNIVERSITAS ISLAM NEGERI ANTASARI BANJARMASIN
FAKULTAS EKONOMI DAN BISNIS ISLAM
PROGRAM STUDI PERBANKAN SYARIAH
Jalan A. Yani Km. 4.5 Banjarmasin 70235 Telepon (0511) 678 3434,
e-mail: febimail@uin-antasari.ac.id, website: febi.uin-antasari.ac.id

SURAT PENETAPAN BEBAS PLAGIASI

Nomor : B-225/Un.14/III.5/PS.S1/PP.00.9/06/2026

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 atas nama Saudara (i) :

Nama	:	Deti Noraini
NIM	:	220105020087
Program Studi	:	S1 Perbankan Syariah
Judul	:	Indeks Kepuasan Nasabah Di PT. Pegadaian Syariah Kota Banjarmasin

Dengan demikian, skripsi Saudara (i) dinyatakan :

B E B A S P L A G I A S I
Dengan Presentasi Plagiat 12 %

Demikian penetapan ini dibuat untuk diketahui dan dilaksanakan dengan semestinya.

Banjarmasin, 11 Juni 2026
Ketua Prodi Perbankan Syariah

Fadli El Wafa,S.H.I.,M.S.I
NIP. 199005232018011002

1. Nama Lengkap : Deti Noraini
2. Tempat Tanggal Lahir : Benao Hilir, 10 Juli 2004
3. Agama : Islam
4. Kebangsaan:Indonesia : Indonesia
5. Status Perkawinan : Belum Menikah
6. Alamat : Desa Benao Hilir
7. Email : detinoraini10@gmail.com
8. Pendidikan :
   a. SDN 1 Benao Hilir
   b. SMPN 2 Lahei Barat
   c. SMAN-1 Lahei Barat
9. Pengalaman Organisasi :
   a. Anggota Himpunan Mahasiswa Jurusan Perbankan Syariah Bidang Minat dan Bakat 2022/2023
10. Orang Tua :

    a. Ayah

    Nama : Hadiani

    Pekerjaan : Swasta

    Alamat : Desa Benao Hilir, Rt.02, Kec. Lahei Barat, Kab. Barito Utara, Kalimantan Tengah

    b. Ibu

    Nama :Karmilis

    Pekerjaan : Ibu Rumah Tangga

    Alamat : Desa Benao Hilir, Rt.02, Kec. Lahei Barat, Kab. Barito Utara, Kalimantan Tengah

11. Saudara(Jumlah Saudara) :Anak ke 2 dari 3 bersaudara