

# LAMPIRAN

## 1. Kuesioner Penelitian

### Bagian I

Pertanyaan pada bagian I merupakan pertanyaan yang berhubungan dengan data atau identitas responden. Berikan tanda centang (✓) pada pilihan yang sesuai dengan jawaban anda.

Nama: \_\_\_\_\_

#### 1. Jenis Kelamin:

Laki-laki

Perempuan

#### 2. Usia:

18- 28 tahun

41-55 tahun

28-40 tahun

> 55

#### 3. Pendidikan Terakhir:

<SMA

D3/S1

SMA/SMK/MA

S2/S3

#### 4. Pekerjaan:

Pelajar/Mahasiswa

PNS/ BUMN

Petani/Pedagang/Pengusaha

Pegawai Swasta

Ibu Rumah Tangga

Tidak Bekerja/Pensiun

5. Agama:

- |                          |         |                          |       |
|--------------------------|---------|--------------------------|-------|
| <input type="checkbox"/> | Islam   | <input type="checkbox"/> | Hindu |
| <input type="checkbox"/> | Kristen | <input type="checkbox"/> | Budha |
| <input type="checkbox"/> | Hindu   |                          |       |

## Bagian II

Pertanyaan pada bagian II yaitu pertanyaan yang berkaitan dengan Kualitas Pelayanan *Customer Service* dan kepuasan pelanggan Bank Sumut Kantor Cabang Pemabantu Marechal Oleh karena itu, dimohon untuk Bapak/Ibu/Saudara(i) untuk memberikan tanda centang ( ✓ ) pada salah satu kolom jawaban yang sesuai dengan pilihan anda.

Keterangan:

STS : Sangat Tidak Setuju

TS : Tidak Setuju

KS : Kurang Setuju

S : Setuju

SS : Sangat Setuju

### Kualitas Pelayanan

<b>Reliability (keandalan)</b>						
No	Indikator	STS	TS	KS	S	SS
1	Kemampuan <i>customer service</i> (CS) melakukan pelayanan tepat waktu					
2	Kemampuan <i>customer service</i> (CS) memberikan pelayanan yang akurat					
3	<i>Customer service</i> (CS) memiliki pengetahuan dalam menjawab pertanyaan pelanggan					
<b>Responsiveness (Ketanggapan)</b>						
No	Indikator	STS	TS	KS	S	SS
4	<i>Customer service</i> (CS) melayani pelanggan secara cepat dan tepat					

5	Kesediaan memahami keinginan dan kesulitan pelanggan					
6	<i>Customer service</i> (CS) selalu siap dalam memenuhi kebutuhan perbankan pelanggan					
<b>Empathy (Perhatian)</b>						
<b>No</b>	<b>Indikator</b>	<b>STS</b>	<b>TS</b>	<b>KS</b>	<b>S</b>	<b>SS</b>
7	Customer service (CS) mau berkomunikasi dengan pelanggan					
8	Dalam pelayanannya, customer service (CS) ramah dan tanggapan atas keluhan pelanggan					
9	Pelayanan yang diberikan customer service (CS) tidak memandang status sosial pelanggan					
<b>Tangible (Bukti fisik)</b>						
<b>No</b>	<b>Indikator</b>	<b>STS</b>	<b>TS</b>	<b>KS</b>	<b>S</b>	<b>SS</b>
10	Penampilan fisik gedung yang baik dan bagus					
11	Customer service (CS) berpenampilan yang bersih, rapi, dan tidak berlebihan					
12	Ruangan transaksi perbankan bersih dan nyaman					
13	Bank memiliki fasilitas dan perlengkapan yang modern seperti ATM dan internet banking					
<b>Assurance (Jaminan)</b>						
<b>No</b>	<b>Indikator</b>	<b>STS</b>	<b>TS</b>	<b>KS</b>	<b>S</b>	<b>SS</b>
14	<i>Customer service</i> (CS) memiliki kemampuan untuk menciptakan hubungan yang baik dengan pelanggan					

15	<i>Customer service (CS)</i> menanamkan kepercayaan kepada setiap pelanggan					
16	Bank Sumut KCP Marechal memberikan jaminan kepada pelanggan apabila pelanggan ada keluhan					

### Kepuasan Pelanggan

No	Indikator	STS	TS	KS	S	SS
1	Pelayanan di Bank Sumut KCP Marechal sangat baik dan memuaskan					
2	Pelayanan yang diberikan pegawai Bank Sumut KCP Marechal sesuai dengan harapan					
3	Pelayanan Bank Sumut KCP Marechal sama seperti Bank lainnya					
4	Pelayanan Bank Sumut KCP Marechal sudah memenuhi standar dan syarat ketentuan					

## 2. Hasil Uji Validitas

### Kualitas Pelayanan (X)

#### Correlations

	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	TOTAL
X1 Pearson Correlation	1	,458**	,346**	,366**	,283**	,435**	,270**	,398**	,209*	,194	,262**	,125	,306**	,295**	,332**	,223*	,562**
X1 Sig. (2-tailed)		,000	,000	,000	,004	,000	,007	,000	,037	,053	,008	,215	,002	,003	,001	,026	,000
X1 N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X2 Pearson Correlation	,458**	1	,403**	,212*	,290**	,361**	,182	,259**	,220*	,243*	,239*	,202*	,123	,200*	,202*	,241*	,485**
X2 Sig. (2-tailed)	,000		,000	,034	,003	,000	,070	,009	,028	,015	,017	,044	,222	,046	,044	,016	,000
X2 N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X3 Pearson Correlation	,346**	,403**	1	,204*	,474**	,383**	,125	,237*	,378**	,357**	,360**	,222*	,259**	,206*	,260**	,234*	,560**
X3 Sig. (2-tailed)	,000	,000		,041	,000	,000	,214	,018	,000	,000	,000	,026	,009	,040	,009	,019	,000
X3 N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X4 Pearson Correlation	,366**	,212*	,204*	1	,441**	,474**	,373**	,356**	,550**	,265**	,327**	,369**	,402**	,349**	,382**	,109	,655**
X4 Sig. (2-tailed)	,000	,034	,041		,000	,000	,000	,000	,000	,008	,001	,000	,000	,000	,000	,281	,000
X4 N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X5 Pearson Correlation	,283**	,290**	,474**	,441**	1	,549**	,192	,367**	,464**	,348**	,367**	,240*	,336**	,264**	,364**	,177	,638**
X5 Sig. (2-tailed)	,004	,003	,000	,000		,000	,055	,000	,000	,000	,000	,016	,001	,008	,000	,078	,000
X5 N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X6 Pearson Correlation	,435**	,361**	,383**	,474**	,549**	1	,237*	,350**	,408**	,390**	,213*	,296**	,199*	,266**	,331**	,155	,624**
X6 Sig. (2-tailed)	,000	,000	,000	,000	,000		,018	,000	,000	,000	,033	,003	,047	,007	,001	,124	,000
X6 N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X7 Pearson Correlation	,270**	,182	,125	,373**	,192	,237*	1	,471**	,282**	,355**	,391**	,335**	,337**	,276**	,370**	,068	,570**
X7 Sig. (2-tailed)	,007	,070	,214	,000	,055	,018		,000	,005	,000	,000	,001	,001	,005	,000	,502	,000
X7 N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X8 Pearson Correlation	,398**	,259**	,237*	,356**	,367**	,350**	,471**	1	,427**	,328**	,274**	,264**	,214*	,276**	,218*	,341**	,603**

	Sig. (2-tailed)	,00	,00	,01	,00	,00	,00	,00	,00	,00	,00	,00	,03	,00	,03	,00	,000	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	
X9	Pearson Correlation	,209*	,220*	,378**	,550**	,464**	,408**	,282**	,427**	1	,371**	,287**	,355**	,254*	,180	,263**	,061	,609**
	Sig. (2-tailed)	,037	,028	,000	,000	,000	,000	,005	,000		,000	,004	,000	,011	,073	,008	,549	,000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X10	Pearson Correlation	,194	,243*	,357**	,265**	,348**	,390**	,355**	,328**	,371**	1	,516**	,470**	,155	,408**	,235*	,344**	,612**
	Sig. (2-tailed)	,053	,015	,000	,008	,000	,000	,000	,001	,000		,000	,000	,123	,000	,019	,000	,000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X11	Pearson Correlation	,262**	,239*	,360**	,327**	,367**	,213*	,391**	,274**	,287**	,516**	1	,600**	,422**	,465**	,356**	,240*	,665**
	Sig. (2-tailed)	,008	,017	,000	,001	,000	,033	,000	,006	,004	,000		,000	,000	,000	,000	,016	,000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X12	Pearson Correlation	,125	,202*	,222*	,369**	,240*	,296**	,335**	,264**	,355**	,470**	,600**	1	,366**	,564**	,368**	,296**	,651**
	Sig. (2-tailed)	,215	,044	,026	,000	,016	,003	,000	,008	,000	,000	,000		,000	,000	,000	,003	,000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X13	Pearson Correlation	,306**	,123	,259**	,402**	,336**	,199*	,337**	,214*	,254*	,155	,422**	,366**	1	,545**	,489**	,067	,589**
	Sig. (2-tailed)	,002	,222	,009	,000	,001	,047	,000	,033	,011	,123	,000	,000		,000	,000	,507	,000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X14	Pearson Correlation	,295**	,200*	,206*	,349**	,264**	,266**	,276**	,276**	,180	,408**	,465**	,564**	,545**	1	,589**	,379**	,654**
	Sig. (2-tailed)	,003	,046	,040	,000	,008	,007	,005	,005	,073	,000	,000	,000	,000		,000	,000	,000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X15	Pearson Correlation	,332**	,202*	,260**	,382**	,364**	,331**	,370**	,218*	,263**	,235*	,356**	,368**	,489**	,589**	1	,372**	,644**
	Sig. (2-tailed)	,001	,044	,009	,000	,000	,001	,000	,038	,008	,019	,000	,000	,000	,000		,000	,000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X16	Pearson Correlation	,223*	,241*	,234*	,109	,177	,155	,068	,341**	,061	,344**	,240*	,296**	,067	,379**	,372**	1	,431**
	Sig. (2-tailed)	,026	,016	,019	,281	,078	,124	,502	,001	,549	,000	,016	,003	,507	,000	,000		,000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
TOTAL	Pearson Correlation	,562**	,485**	,560**	,655**	,638**	,624**	,570**	,603**	,609**	,612**	,665**	,651**	,589**	,654**	,644**	,431**	1

Sig. (2-tailed)	,00	,00	,00	,00	,00	,00	,00	,00	,00	,00	,00	,00	,00	,00	,00	,00	,00	,00
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

### 3. Hasil Uji Validitas

#### Kepuasan Pelanggan Y

		Y1	Y2	Y3	Y4	TOTAL
Y1	Pearson Correlation	1	,504**	,441**	,293**	,749**
	Sig. (2-tailed)		,000	,000	,003	,000
	N	100	100	100	100	100
Y2	Pearson Correlation	,504**	1	,306**	,357**	,759**
	Sig. (2-tailed)	,000		,002	,000	,000
	N	100	100	100	100	100
Y3	Pearson Correlation	,441**	,306**	1	,388**	,711**
	Sig. (2-tailed)	,000	,002		,000	,000
	N	100	100	100	100	100
Y4	Pearson Correlation	,293**	,357**	,388**	1	,707**
	Sig. (2-tailed)	,003	,000	,000		,000
	N	100	100	100	100	100
TOTAL	Pearson Correlation	,749**	,759**	,711**	,707**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	100	100

### 3. Hasil Uji Reabilitas

#### Kualitas Pelayanan X

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1	62,3600	29,404	,490	,872
X2	62,2200	30,194	,414	,875
X3	62,2000	29,212	,482	,873
X4	62,4000	28,586	,589	,868
X5	62,4000	28,808	,572	,869
X6	62,3400	28,914	,556	,870
X7	62,3600	28,455	,474	,874
X8	62,2900	29,036	,533	,870
X9	62,3500	28,412	,525	,871
X10	62,0700	29,621	,557	,870

X11	62,2000	28,606	,602	,868
X12	62,1200	27,662	,565	,869
X13	62,5100	28,616	,504	,872
X14	62,0600	28,865	,593	,868
X15	62,0300	28,656	,577	,869
X16	61,9400	30,320	,350	,877

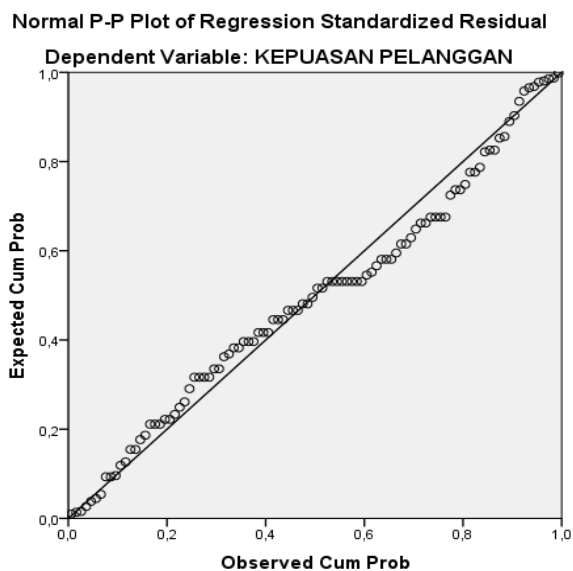
### 3. Hasil Uji Reabilitas

#### Kepuasan Pelanggan

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1	12,1600	1,833	,548	,615
Y2	12,2600	1,669	,508	,637
Y3	12,2300	1,896	,487	,650
Y4	12,2800	1,820	,443	,677

### 4. Hasil Uji Asumsi Klasik

#### Hasil Uji Normalitas





## 5. Hasil Uji Linearitas

			Sig.
Kepuasan Pelanggan *	Between Groups	(Combined) Linearity	,000
Kualitas Pelayanan		Deviation from Linearity	,980

## 6. Hasil Analisis Regresi Linier Sederhana

### Coefficients<sup>a</sup>

Model				Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	3,616	2,466		1,466	,146
	Kualitas Pelayanan	,188	,037	,457	5,093	,000

## 7. Hasil Uji Koefisien Determinasi (R<sup>2</sup>)

### Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,457 <sup>a</sup>	,209	,201	2,10524

## 9.Rekapitulasi Data Kuesioner

### Kepuasan Pelanggan

X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	TOTAL
4	4	4	4	4	4	4	5	4	5	5	5	4	5	5	5	71
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	4	65
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
4	4	5	4	5	4	4	4	4	5	5	5	5	5	5	5	73
4	4	4	4	4	4	4	5	5	4	4	4	5	5	5	5	70
4	4	4	5	4	4	4	4	5	4	4	4	4	4	5	4	67
4	4	4	3	3	3	4	4	4	4	4	4	4	4	4	4	61
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5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	80
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4	4	4	4	4	4	4	4	3	4	3	3	4	4	4	4	61
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5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	80
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4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	3	64
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## Kepuasan Pelanggan

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