

```

RELIABILITY
  /VARIABLES=kua_pel_1 kua_pel_2 kua_pel_3 kua_pel_4 kua_pel_5 kep_nas_1
kep_nas_2 kep_nas_3 kep_nas_4 kep_nas_5
  /SCALE('ALL VARIABLES') ALL
  /MODEL=ALPHA

  /STATISTICS=DESCRIPTIVE SCALE.

```

Reliability

[DataSet1]

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	35	100.0
	Excluded ^a	0	.0
	Total	35	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.877	10

Item Statistics

	Mean	Std. Deviation	N
kua_pel_1	3.89	.932	35
kua_pel_2	3.60	1.218	35
kua_pel_3	3.91	.853	35
kua_pel_4	3.80	.901	35
kua_pel_5	3.69	1.022	35
kep_nas_1	3.80	.868	35
kep_nas_2	3.54	1.039	35
kep_nas_3	3.94	.906	35
kep_nas_4	3.69	1.051	35
kep_nas_5	3.74	1.094	35

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
kua_pel_1	33.71	38.563	.639	.658	.862
kua_pel_2	34.00	35.765	.658	.623	.861
kua_pel_3	33.69	40.281	.538	.485	.869
kua_pel_4	33.80	41.400	.399	.508	.878
kua_pel_5	33.91	37.434	.668	.560	.859
kep_nas_1	33.80	39.224	.631	.587	.863
kep_nas_2	34.06	38.467	.566	.419	.867
kep_nas_3	33.66	38.644	.655	.659	.861
kep_nas_4	33.91	39.728	.453	.290	.876
kep_nas_5	33.86	35.067	.816	.707	.846

REGRESSION

```
/MISSING LISTWISE  
/STATISTICS COEFF OUTS R ANOVA  
/CRITERIA=PIN(.05) POUT(.10)  
/NOORIGIN  
/DEPENDENT Kepuasan_Nasabah  
/METHOD=ENTER Kualitas_Pelayanan_CS  
  
/RESIDUALS NORM(ZRESID) .
```

Regression

[DataSet0]

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Kualitas_Pelayanan_CS ^a		. Enter

a. All requested variables entered.

b. Dependent Variable: Kepuasan_Nasabah

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.873 ^a	.762	.755	1.792

a. Predictors: (Constant), Kualitas_Pelayanan_CS

b. Dependent Variable: Kepuasan_Nasabah

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	339.138	1	339.138	105.576	.000 ^a
	Residual	106.005	33	3.212		
	Total	445.143	34			

a. Predictors: (Constant), Kualitas_Pelayanan_CS

b. Dependent Variable: Kepuasan_Nasabah

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.444	1.708		.845	.000
	Kualitas_Pelayanan_CS	.914	.089	.873	10.275	.000

a. Dependent Variable: Kepuasan_Nasabah

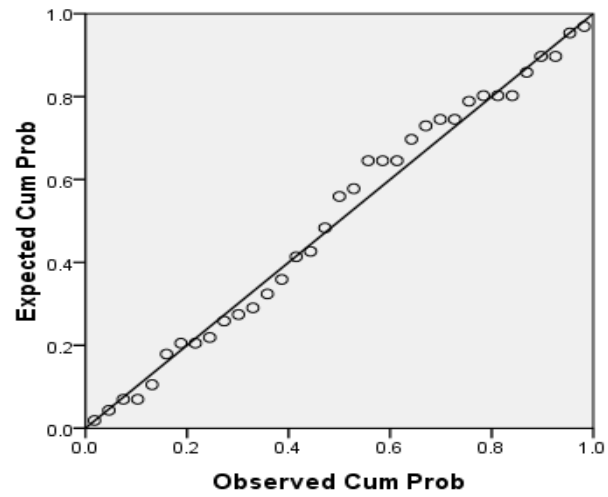
Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	13.33	23.39	18.71	3.158	35
Residual	-3.733	3.352	.000	1.766	35
Std. Predicted Value	-1.704	1.481	.000	1.000	35
Std. Residual	-2.083	1.870	.000	.985	35

a. Dependent Variable: Kepuasan_Nasabah

Normal P-P Plot of Regression Standardized Residual

Dependent Variable: Kepuasan_Nasabah



Scatterplot

Dependent Variable: Kepuasan_Nasabah

