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No.

LAMPIRAN 1

KUESIONER PENELITIAN

PENGARUH *CUSTOMER EXPERIENCE*, KEAMANAN, *PRODUCT QUALITY* TERHADAP LOYALITAS NASABAHPADA BANK BSI KC KOTA BATURAJA

Lampiran : 1(satu) set kuesioner

Perihal : **Permohonan Menjadi Responden Penelitian**

Kepada

Yth. Bapak/Ibu Responden

Di-Tempat

Assalamualaikum Wr. Wb

Dengan hormat, saya yang bertanda tangan di bawah ini:

Nama : Bela Areska

NIM : 1820603064

Prodi/Fak/Univ : S1 Perbankan Syariah / Ekonomi dan Bisnis Islam / UIN
Raden Fatah Palembang

Dalam Rangka Penelitian untuk Penyusunan Skripsi Saya Mengharapkan Bantuan Bapak/Ibu Untuk Menjadi Responden dalam Penelitian Saya Yang Berjudul **“Pengaruh Pengalaman Pelanggan, Keamanan, Kualitas Produk Terhadap Loyalitas Nasabah Pada Bank BSI KC Kota Baturaja”**.

Hasil Penelitian Ini Diharapkan dapat Bermanfaat Bagi Semua Pihak Yang Membutuhkannya. Atas Partisipasi Bapak/Ibu Saya Ucapkan Terima Kasih.

Wassalamualaikum Wr. Wb

Hormat saya,
Peneliti



Bela Areska

KUESIONER PENELITIAN

A. Petunjuk Pengisian

1. Isilah data diri Anda sebelum melakukan pengisian kuesioner
2. Berikut ini keterangan alternatif pilihan jawaban yang tersedia (Kategori Likert), yaitu:
 - a. Sangat Setuju (SS) = 5
 - b. Setuju (S) = 4
 - c. Netral (N) = 3
 - d. Tidak Setuju (TS) = 2
 - e. Sangat Tidak Setuju (STS) = 1
3. Pilihlah salah satu jawaban yang menurut Anda paling tepat dan sesuai, dengan memberi tanda *check list* (✓) pada kotak yang disediakan berikut:

B. Identitas Responden

Nama Responden :

Jenis Kelamin : Pria Wanita

Usia : <25 Tahun 25-32 Tahun
 33-40 Tahun >40 Tahun

Pekerjaan/Profesi : TNI/PNS Pegawai Swasta
 Pelajar/ Mahasiswa Wiraswasta
 Ibu Rumah Tangga Lainnya

Pendidikan Akhir : SD-SMA D1/D2/D3 S1/S2/S3

Domisili : Kota Baturaja Luar Kota Baturaja

Lama Menggunakan Produk Bank BSI KC Kota Baturaja : <1 Tahun 1 Tahun

C. Tabel Pertanyaan Kuesioner

1. Pengalaman Pelanggan

| No | Pertanyaan | Tanggapan | | | | |
|---|--|-----------|---|---|----|-----|
| | | SS | S | N | TS | STS |
| | | 5 | 4 | 3 | 2 | 1 |
| <i>Accessibility (Aksesibilitas)</i> | | | | | | |
| 1 | Bank BSI memberikan saya kemudahan dalam bertransaksi | | | | | |
| 2 | Bank BSI memberikan kemudahan dalam mengakses produk-produknya | | | | | |
| 3 | Bank BSI KC Kota Baturaja tempatnya mudah dijangkau dengan transportasi umum | | | | | |
| <i>Competence (Kompetensi)</i> | | | | | | |
| 4 | Karyawan Bank BSI memiliki wawasan yang luas tentang produk yang ditawarkan kepada nasabah | | | | | |
| 5 | Karyawan Bank BSI bisa mengalisis masalah yang sedang kamu ajukan? | | | | | |
| 6 | Karyawan Bank BSI cepat dan cerdas dalam melayani dan menangani masalah yang kamu ajukan? | | | | | |
| <i>Customer Recognition (Perasaan Pelanggan)</i> | | | | | | |
| 7 | Saya merasa dihargai ketika kehadiran saya diketahui dan dikenali oleh penyedia produk atau pihak Bank | | | | | |
| 8 | Saya merasa senang ketika masalah saya dapat ditangani dengan baik oleh Bank BSI | | | | | |
| 9 | Saya merasa senang ketika saya diperlakukan secara adil dengan nasabah lain | | | | | |
| <i>Helpfulness (Bantuan bermanfaat)</i> | | | | | | |
| 10 | Saya merasa senang ketika saya diberi kemudahan dalam meminta bantuan | | | | | |
| 11 | Saya merasa senang ketika karyawan bank dengan cepat merespon ketika dimintai bantuan | | | | | |
| 12 | Saya merasa senang ketika masalah yang saya ajukan dengan cepat ditindaklanjuti | | | | | |
| <i>Personalization (Personalisasi)</i> | | | | | | |
| 13 | Saya menerima perlakuan yang baik ketika berada di bank | | | | | |
| 14 | Saya merasa nyaman ketika bertransaksi di bank | | | | | |
| 15 | Saya merasa nyaman dengan fasilitas yang ada di bank | | | | | |

| <i>Problem Solving (Penyelesaian masalah)</i> | | | | | |
|--|--|--|--|--|--|
| 16 | Saya merasa sangat dibantu dengan pihak bank ketika dapat menyelesaikan masalah yang saya ajukan | | | | |
| 17 | Saya merasa senang ketika masalah saya cepat diselesaikan oleh pihak bank | | | | |
| 18 | Saya merasa senang ketika pihak bank dapat menganalisis dengan tepat masalah yang saya hadapi | | | | |
| <i>Promise Fulfillment (Pemenuhan Janji)</i> | | | | | |
| 19 | Saya merasa pihak bank tidak menepati janjinya setelah saya membeli produk-produknya | | | | |
| 20 | Bank selalu memberikan produk yang berbeda dari yang ditawarkan | | | | |
| 21 | Bank memberikan produk yang sesuai dengan deskripsi | | | | |
| <i>Value For Time (Nilai Waktu)</i> | | | | | |
| 22 | Bank selalu lambat dalam melayani sehingga tidak bisa menghargai waktu yang dimiliki nasabah | | | | |
| 23 | Bank selalu memakan waktu yang lama dalam menjelaskan produk-produknya | | | | |
| 24 | Bank selalu lama dalam menyelesaikan masalah nasabah | | | | |

2. Keamanan

| No | Pertanyaan | Tanggapan | | | | |
|-------------------------|--|-----------|---|---|----|-----|
| | | SS | S | N | TS | STS |
| | | 5 | 4 | 3 | 2 | 1 |
| Jaminan Keamanan | | | | | | |
| 1 | Saya merasa aman dengan teknologi keamanan di Bank BSI | | | | | |
| 2 | Saya merasa aman dengan kerahasiaan PIN saya pada Bank BSI | | | | | |
| 3 | Saya merasa aman ketika bertransaksi di Bank BSI | | | | | |
| Kerahasiaan Data | | | | | | |
| 4 | Saya merasa Bank BSI tidak akan menyebarkan data pribadi saya kepada sembarangan orang | | | | | |
| 5 | Saya merasa aman ketika menggunakan <i>Mobile Banking</i> milik Bank BSI | | | | | |
| 6 | Saya merasa Bank BSI akan bertanggung jawab mengenai kerahasiaan data saya | | | | | |

3. Kualitas Produk

| No | Pertanyaan | Tanggapan | | | | |
|--|--|-----------|---|---|----|-----|
| | | SS | S | N | TS | STS |
| | | 5 | 4 | 3 | 2 | 1 |
| Fitur (Features) | | | | | | |
| 1 | Bank BSI selalu memberikan fitur yang menarik pada setiap produk yang ditawarkan | | | | | |
| 2 | Bank BSI selalu memperbarui fitur pada setiap produknya | | | | | |
| 3 | Bank BSI selalu melengkapi fungsi produk-produknya | | | | | |
| Daya Tahan (Durability) | | | | | | |
| 4 | Bank BSI selalu menyarankan untuk mengganti produk setiap sebulan sekali | | | | | |
| 5 | Saya tidak pernah bertahan lebih dari 1 tahun pada Produk Bank BSI | | | | | |
| 6 | Saya tidak bisa bertahan lama pada produk Bank BSI | | | | | |
| Mudah Diperbaiki (Serviceability) | | | | | | |
| 7 | Bank BSI memiliki kemampuan dalam memperbaiki suatu produk | | | | | |
| 8 | Bank BSI selalu cepat dalam memperbaiki suatu produk | | | | | |
| 9 | Bank BSi Selalu menunggu perbaikan dari kantor pusat | | | | | |
| Baik Buruknya Review mengenai produk tersebut | | | | | | |
| 10 | Ketika ingin menggunakan produk Bank BSI saya harus bertanya dahulu kepada orang terdekat yang telah menggunakan produk tersebut | | | | | |
| 11 | Saya harus melihat <i>review</i> dari beberapa orang untuk memastikan produk tersebut baik atau tidak untuk digunakan | | | | | |
| 12 | Saya akan merasa tertarik ketika <i>review</i> produk tersebut mendapat respon yang positif | | | | | |

4. Loyalitas Nasabah

| No | Pertanyaan | Tanggapan | | | | |
|-----------------------------------|--|-----------|---|---|----|-----|
| | | SS | S | N | TS | STS |
| | | 5 | 4 | 3 | 2 | 1 |
| <i>Positive Think Say</i> | | | | | | |
| 1 | Saya mengatakan hal yang positif kepada orang sekitar mengenai produk di Bank BSI | | | | | |
| 2 | Karyawan Bank BSI menjelaskan produk yang ditawarkan dengan kata-kata yang positif | | | | | |
| 3 | Saya merasa tertarik ketika karyawan bank menjelaskan produknya dengan positif | | | | | |
| <i>Recommend Friend</i> | | | | | | |
| 4 | Saya menggunakan produk di Bank BSI karena direkomendasikan oleh teman | | | | | |
| 5 | Saya merekomendasikan produk yang saya pakai kepada teman terdekat saya | | | | | |
| <i>Continue Purchasing</i> | | | | | | |
| 6 | Saya sering menggunakan produk Bank BSI secara terus menerus | | | | | |
| 7 | Saya memiliki rasa ingin terus menerus menggunakan produk Bank BSI | | | | | |

TERIMAKASIH ATAS PARTISIPASINYA

LAMPIRAN 2

KARAKTERISTIK RESPONDEN

Karakteristik Responden Berdasarkan Jenis Kelamin

| Jenis Kelamin | | | | | |
|----------------------|--------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | pria | 15 | 17.6 | 17.6 | 17.6 |
| | Wanita | 70 | 82.4 | 82.4 | 100.0 |
| | Total | 85 | 100.0 | 100.0 | |

Karakteristik Responden Berdasarkan Usia

| Usia | | | | | |
|-------------|-------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | <25 tahun | 63 | 74.1 | 74.1 | 74.1 |
| | 25-32 tahun | 2 | 2.4 | 2.4 | 76.5 |
| | 33-40 Tahun | 7 | 8.2 | 8.2 | 84.7 |
| | >40 tahun | 13 | 15.3 | 15.3 | 100.0 |
| | Total | 85 | 100.0 | 100.0 | |

Karakteristik Responden Berdasarkan Pekerjaan/Profesi

| Pekerjaan/Profesi | | | | | |
|--------------------------|-------------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | TNI/PNS | 9 | 10.6 | 10.6 | 10.6 |
| | Pegawai Swasta | 9 | 10.6 | 10.6 | 21.2 |
| | Pelajar/Mahasiswa | 40 | 47.1 | 47.1 | 68.2 |
| | Wiraswasta | 3 | 3.5 | 3.5 | 71.8 |
| | Ibur rumah tangga | 6 | 7.1 | 7.1 | 78.8 |
| | Lainnya | 18 | 21.2 | 21.2 | 100.0 |
| | Total | 85 | 100.0 | 100.0 | |

Karakteristik Responden Berdasarkan Pendidikan Akhir

| Pendidikan Akhir | | | | | |
|-------------------------|----------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | SD-SMA | 48 | 56.5 | 56.5 | 56.5 |
| | D1/D2/D3 | 9 | 10.6 | 10.6 | 67.1 |
| | S1/S2/S3 | 28 | 32.9 | 32.9 | 100.0 |
| | Total | 85 | 100.0 | 100.0 | |

Karakteristik Responden Berdasarkan Domisili

| Domisili | | | | | |
|-----------------|---------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Kota Baturaja | 85 | 100.0 | 100.0 | 100.0 |

Karakteristik Responden Berdasarkan Lama Menggunakan Produk BSI

| Lama Menggunakan Produk BSI | | | | | |
|------------------------------------|----------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | <1 Tahun | 46 | 54.1 | 54.1 | 54.1 |
| | 1 Tahun | 39 | 45.9 | 45.9 | 100.0 |
| | Total | 85 | 100.0 | 100.0 | |

LAMPIRAN 3

DATA SELURUH JAWABAN RESPONDEN

Tabel Skor Pengalaman Pelanggan

| No | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1.6 | X1.7 | X1.8 | X1.9 | X1.10 | X1.11 | X1.12 |
|----|------|------|------|------|------|------|------|------|------|-------|-------|-------|
| 1 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 |
| 2 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 |
| 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 |
| 6 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 |
| 7 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 |
| 8 | 4 | 4 | 5 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 |
| 9 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 10 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 |
| 11 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 4 |
| 12 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 |
| 13 | 4 | 4 | 5 | 3 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 5 |
| 14 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 |
| 15 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 16 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 17 | 4 | 5 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 4 |
| 18 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 19 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 20 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 |
| 21 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 |
| 22 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 5 | 5 |
| 23 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 |
| 24 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 5 |
| 25 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 |
| 26 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 27 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 5 |
| 28 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 29 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 30 | 4 | 4 | 5 | 5 | 3 | 3 | 4 | 5 | 5 | 5 | 5 | 5 |
| 31 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 32 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 |
| 33 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 |
| 34 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 35 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |

| | | | | | | | | | | | | |
|----|---|---|---|---|---|---|---|---|---|---|---|---|
| 36 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 |
| 37 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 38 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 |
| 39 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 40 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 41 | 5 | 4 | 3 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 5 | 5 |
| 42 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 43 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 4 |
| 44 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 |
| 45 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 5 | 5 | 5 | 5 | 5 |
| 46 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 47 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 48 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 |
| 49 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 50 | 4 | 3 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 51 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 |
| 52 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 |
| 53 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 3 | 3 |
| 54 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 |
| 55 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 |
| 56 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 |
| 57 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 58 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 5 | 5 |
| 59 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 60 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 61 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 62 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 |
| 63 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 |
| 64 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 65 | 4 | 3 | 5 | 4 | 3 | 3 | 4 | 4 | 5 | 5 | 5 | 5 |
| 66 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 |
| 67 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 |
| 68 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 |
| 69 | 4 | 4 | 5 | 3 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 |
| 70 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 |
| 71 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 72 | 5 | 4 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 |
| 73 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 74 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 |

| | | | | | | | | | | | | |
|----|---|---|---|---|---|---|---|---|---|---|---|---|
| 75 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 76 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 77 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 |
| 78 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 79 | 5 | 5 | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 5 | 4 | 4 |
| 80 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 81 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 82 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 83 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 84 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 5 | 4 | 5 | 5 |
| 85 | 4 | 5 | 4 | 4 | 3 | 4 | 5 | 5 | 5 | 4 | 4 | 4 |

| X1.13 | X1.14 | X1.15 | X1.16 | X1.17 | X1.18 | X1.19 | X1.20 | X1.21 | X1.22 | X1.23 | X1.24 | Total |
|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 2 | 2 | 2 | 100 |
| 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 80 |
| 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 2 | 2 | 2 | 89 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 120 |
| 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 100 |
| 5 | 5 | 5 | 4 | 4 | 4 | 2 | 2 | 4 | 3 | 3 | 3 | 101 |
| 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 3 | 2 | 3 | 2 | 99 |
| 4 | 4 | 3 | 4 | 3 | 5 | 3 | 3 | 4 | 4 | 2 | 2 | 86 |
| 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 96 |
| 4 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 3 | 3 | 3 | 104 |
| 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 93 |
| 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 89 |
| 4 | 3 | 4 | 4 | 4 | 5 | 2 | 2 | 4 | 2 | 3 | 3 | 92 |
| 5 | 5 | 5 | 5 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 2 | 99 |
| 5 | 5 | 5 | 5 | 5 | 5 | 1 | 5 | 5 | 1 | 1 | 1 | 104 |
| 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 3 | 3 | 102 |
| 5 | 5 | 4 | 4 | 4 | 4 | 2 | 2 | 3 | 2 | 2 | 2 | 88 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 96 |
| 5 | 5 | 5 | 5 | 5 | 5 | 1 | 1 | 4 | 1 | 1 | 1 | 99 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 106 |
| 4 | 5 | 5 | 4 | 4 | 4 | 2 | 2 | 5 | 1 | 2 | 1 | 92 |
| 4 | 3 | 3 | 4 | 4 | 5 | 3 | 3 | 4 | 4 | 4 | 3 | 91 |
| 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 100 |
| 3 | 3 | 3 | 3 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 83 |
| 4 | 4 | 4 | 5 | 5 | 4 | 1 | 4 | 4 | 2 | 2 | 2 | 97 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 120 |
| 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 113 |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|-----|
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 120 |
| 4 | 5 | 5 | 4 | 4 | 4 | 2 | 2 | 4 | 2 | 2 | 2 | 89 |
| 3 | 4 | 4 | 4 | 5 | 5 | 3 | 3 | 4 | 2 | 2 | 2 | 94 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 119 |
| 5 | 5 | 5 | 5 | 5 | 5 | 2 | 2 | 5 | 2 | 2 | 2 | 102 |
| 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 94 |
| 5 | 5 | 5 | 5 | 5 | 5 | 2 | 2 | 5 | 2 | 2 | 2 | 105 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 72 |
| 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 4 | 2 | 2 | 3 | 92 |
| 4 | 4 | 4 | 5 | 5 | 4 | 2 | 2 | 4 | 2 | 2 | 2 | 88 |
| 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 2 | 4 | 2 | 100 |
| 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 2 | 2 | 2 | 86 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 120 |
| 5 | 5 | 5 | 5 | 5 | 5 | 2 | 2 | 5 | 1 | 2 | 2 | 97 |
| 5 | 5 | 5 | 5 | 5 | 5 | 2 | 3 | 4 | 2 | 2 | 2 | 105 |
| 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 107 |
| 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 95 |
| 3 | 3 | 3 | 5 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 92 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 2 | 2 | 2 | 109 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 94 |
| 4 | 3 | 4 | 4 | 4 | 4 | 3 | 2 | 4 | 4 | 3 | 3 | 94 |
| 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 2 | 3 | 2 | 87 |
| 4 | 3 | 4 | 4 | 5 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 100 |
| 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 110 |
| 5 | 4 | 4 | 5 | 5 | 5 | 1 | 2 | 4 | 1 | 2 | 1 | 93 |
| 5 | 4 | 5 | 5 | 5 | 5 | 1 | 2 | 3 | 1 | 2 | 2 | 91 |
| 4 | 5 | 5 | 4 | 5 | 4 | 3 | 5 | 5 | 5 | 5 | 4 | 109 |
| 5 | 5 | 5 | 5 | 5 | 4 | 2 | 4 | 4 | 3 | 2 | 2 | 104 |
| 4 | 4 | 4 | 4 | 5 | 5 | 2 | 2 | 4 | 2 | 2 | 2 | 94 |
| 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 2 | 2 | 2 | 87 |
| 4 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 89 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 120 |
| 5 | 5 | 5 | 5 | 5 | 5 | 2 | 2 | 5 | 2 | 2 | 2 | 105 |
| 4 | 4 | 4 | 3 | 4 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 76 |
| 4 | 4 | 4 | 4 | 5 | 5 | 3 | 3 | 4 | 2 | 2 | 3 | 96 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 101 |
| 5 | 5 | 5 | 5 | 5 | 5 | 2 | 1 | 5 | 2 | 2 | 1 | 101 |
| 5 | 3 | 4 | 5 | 4 | 4 | 2 | 2 | 4 | 2 | 3 | 1 | 89 |
| 5 | 5 | 5 | 5 | 5 | 5 | 2 | 5 | 5 | 2 | 2 | 2 | 106 |
| 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 3 | 100 |
| 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 111 |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|-----|
| 4 | 4 | 3 | 4 | 5 | 5 | 3 | 3 | 4 | 1 | 2 | 2 | 93 |
| 5 | 4 | 5 | 5 | 4 | 5 | 2 | 2 | 4 | 2 | 2 | 2 | 96 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 120 |
| 4 | 5 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 2 | 3 | 2 | 92 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 120 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 110 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 120 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 120 |
| 5 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 2 | 3 | 2 | 92 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 96 |
| 4 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 2 | 2 | 3 | 94 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 118 |
| 5 | 5 | 5 | 5 | 5 | 5 | 1 | 1 | 5 | 1 | 1 | 1 | 100 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 96 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 96 |
| 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 2 | 2 | 90 |
| 5 | 5 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 2 | 2 | 2 | 91 |

Tabel Skor Keamanan

| No | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | X2.6 | Total |
|----|------|------|------|------|------|------|-------|
| 1 | 5 | 5 | 5 | 5 | 5 | 5 | 106 |
| 2 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| 3 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 4 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 5 | 4 | 5 | 4 | 4 | 4 | 4 | 25 |
| 6 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 7 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 8 | 4 | 3 | 4 | 3 | 4 | 4 | 22 |
| 9 | 4 | 5 | 5 | 5 | 5 | 5 | 29 |
| 10 | 5 | 4 | 4 | 5 | 4 | 4 | 26 |
| 11 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 12 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| 13 | 4 | 5 | 5 | 4 | 4 | 5 | 27 |
| 14 | 4 | 5 | 5 | 5 | 5 | 5 | 29 |
| 15 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 16 | 4 | 3 | 3 | 3 | 3 | 5 | 21 |
| 17 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 18 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |

| | | | | | | | |
|----|---|---|---|---|---|---|----|
| 19 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 20 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 21 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 22 | 3 | 3 | 3 | 3 | 3 | 4 | 19 |
| 23 | 5 | 5 | 5 | 4 | 4 | 4 | 27 |
| 24 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| 25 | 4 | 4 | 4 | 5 | 4 | 4 | 25 |
| 26 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 27 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 28 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 29 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 30 | 4 | 4 | 4 | 4 | 4 | 5 | 25 |
| 31 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 32 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 33 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 34 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 35 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| 36 | 4 | 4 | 4 | 4 | 3 | 3 | 22 |
| 37 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 38 | 4 | 4 | 5 | 4 | 5 | 4 | 26 |
| 39 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 40 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 41 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 42 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 43 | 5 | 4 | 5 | 4 | 4 | 4 | 26 |
| 44 | 3 | 3 | 3 | 3 | 4 | 3 | 19 |
| 45 | 4 | 3 | 4 | 4 | 4 | 4 | 23 |
| 46 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 47 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 48 | 4 | 5 | 5 | 5 | 4 | 5 | 28 |
| 49 | 4 | 4 | 4 | 5 | 5 | 5 | 27 |
| 50 | 3 | 4 | 3 | 4 | 3 | 5 | 22 |
| 51 | 3 | 4 | 4 | 3 | 4 | 3 | 21 |
| 52 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 53 | 4 | 5 | 5 | 4 | 4 | 4 | 26 |
| 54 | 5 | 5 | 5 | 5 | 4 | 4 | 28 |
| 55 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 56 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 57 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 58 | 4 | 4 | 4 | 3 | 4 | 4 | 23 |
| 59 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 60 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |

| | | | | | | | |
|----|---|---|---|---|---|---|----|
| 61 | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| 62 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 63 | 5 | 5 | 4 | 5 | 5 | 5 | 29 |
| 64 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 65 | 4 | 5 | 4 | 5 | 5 | 5 | 28 |
| 66 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 67 | 4 | 5 | 5 | 5 | 5 | 5 | 29 |
| 68 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 69 | 4 | 4 | 4 | 3 | 4 | 4 | 23 |
| 70 | 4 | 5 | 5 | 4 | 5 | 4 | 27 |
| 71 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 72 | 4 | 4 | 5 | 5 | 5 | 4 | 27 |
| 73 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 74 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 75 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 76 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 77 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 78 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 79 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| 80 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 81 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 82 | 4 | 4 | 4 | 4 | 5 | 4 | 25 |
| 83 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 84 | 4 | 4 | 4 | 4 | 4 | 5 | 25 |
| 85 | 4 | 4 | 5 | 4 | 4 | 4 | 25 |

Tabel Skor Kualitas Produk

| No | X3.1 | X3.2 | X3.3 | X3.4 | X3.5 | X.3.6 | X3.7 | X3.8 | X3.9 | X3.10 | X3.11 | X3.12 | Total |
|----|------|------|------|------|------|-------|------|------|------|-------|-------|-------|-------|
| 1 | 4 | 4 | 4 | 5 | 3 | 2 | 4 | 5 | 5 | 5 | 5 | 5 | 51 |
| 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 36 |
| 3 | 4 | 4 | 4 | 3 | 2 | 2 | 4 | 4 | 3 | 2 | 4 | 3 | 39 |
| 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 |
| 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
| 6 | 5 | 4 | 1 | 2 | 3 | 3 | 5 | 3 | 3 | 5 | 5 | 4 | 43 |
| 7 | 5 | 5 | 5 | 5 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 49 |
| 8 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 5 | 43 |
| 9 | 4 | 4 | 4 | 3 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 43 |

| | | | | | | | | | | | | | |
|----|---|---|---|---|---|---|---|---|---|---|---|---|----|
| 10 | 4 | 5 | 4 | 4 | 2 | 2 | 4 | 5 | 3 | 3 | 4 | 5 | 45 |
| 11 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
| 12 | 3 | 4 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 34 |
| 13 | 4 | 4 | 4 | 3 | 2 | 2 | 4 | 4 | 3 | 3 | 3 | 4 | 40 |
| 14 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 |
| 15 | 5 | 5 | 5 | 5 | 1 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 52 |
| 16 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 2 | 2 | 3 | 5 | 5 | 50 |
| 17 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 3 | 4 | 4 | 4 | 43 |
| 18 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
| 19 | 5 | 4 | 5 | 2 | 2 | 1 | 5 | 4 | 4 | 5 | 4 | 5 | 46 |
| 20 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
| 21 | 5 | 5 | 5 | 3 | 2 | 1 | 4 | 5 | 4 | 4 | 4 | 5 | 47 |
| 22 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 5 | 5 | 5 | 41 |
| 23 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
| 24 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 36 |
| 25 | 4 | 4 | 4 | 2 | 2 | 3 | 4 | 4 | 2 | 4 | 4 | 4 | 41 |
| 26 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 |
| 27 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 54 |
| 28 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 |
| 29 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 3 | 4 | 4 | 4 | 43 |
| 30 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 5 | 3 | 5 | 5 | 47 |
| 31 | 5 | 5 | 5 | 5 | 3 | 2 | 5 | 5 | 3 | 3 | 5 | 5 | 51 |
| 32 | 5 | 5 | 5 | 3 | 2 | 2 | 4 | 4 | 3 | 3 | 3 | 4 | 43 |
| 33 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 43 |
| 34 | 5 | 5 | 5 | 5 | 3 | 3 | 5 | 5 | 3 | 4 | 3 | 4 | 50 |
| 35 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 36 |
| 36 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 44 |
| 37 | 4 | 4 | 4 | 3 | 2 | 2 | 4 | 4 | 3 | 3 | 4 | 4 | 41 |
| 38 | 4 | 5 | 4 | 5 | 2 | 1 | 4 | 5 | 4 | 4 | 4 | 5 | 47 |
| 39 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 44 |
| 40 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 |
| 41 | 5 | 5 | 5 | 4 | 2 | 2 | 5 | 5 | 3 | 4 | 4 | 5 | 49 |
| 42 | 4 | 3 | 4 | 2 | 2 | 2 | 4 | 4 | 3 | 4 | 4 | 4 | 40 |
| 43 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 54 |
| 44 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 42 |
| 45 | 4 | 4 | 4 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 37 |
| 46 | 5 | 5 | 5 | 5 | 5 | 1 | 5 | 5 | 3 | 3 | 3 | 5 | 50 |
| 47 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
| 48 | 3 | 3 | 3 | 3 | 1 | 1 | 4 | 3 | 3 | 5 | 5 | 4 | 38 |
| 49 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 46 |
| 50 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 5 | 5 | 5 | 46 |
| 51 | 4 | 3 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 54 |
| 52 | 4 | 5 | 5 | 3 | 2 | 2 | 4 | 4 | 3 | 3 | 3 | 5 | 43 |
| 53 | 3 | 4 | 5 | 3 | 1 | 2 | 4 | 3 | 3 | 3 | 4 | 5 | 40 |

| | | | | | | | | | | | | | |
|----|---|---|---|---|---|---|---|---|---|---|---|---|----|
| 54 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 53 |
| 55 | 5 | 4 | 5 | 4 | 2 | 2 | 4 | 5 | 3 | 5 | 5 | 5 | 49 |
| 56 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
| 57 | 4 | 4 | 4 | 4 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 45 |
| 58 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 36 |
| 59 | 5 | 5 | 5 | 3 | 1 | 1 | 5 | 5 | 3 | 5 | 5 | 5 | 48 |
| 60 | 5 | 5 | 5 | 2 | 2 | 2 | 5 | 5 | 2 | 5 | 5 | 5 | 48 |
| 61 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 34 |
| 62 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 46 |
| 63 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 46 |
| 64 | 4 | 5 | 4 | 3 | 2 | 2 | 5 | 5 | 4 | 2 | 3 | 5 | 44 |
| 65 | 4 | 4 | 4 | 3 | 2 | 2 | 4 | 4 | 4 | 5 | 5 | 5 | 46 |
| 66 | 5 | 5 | 5 | 5 | 2 | 2 | 5 | 5 | 4 | 4 | 4 | 5 | 51 |
| 67 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
| 68 | 4 | 5 | 5 | 5 | 3 | 3 | 5 | 5 | 5 | 4 | 4 | 5 | 53 |
| 69 | 3 | 3 | 4 | 3 | 3 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 37 |
| 70 | 4 | 4 | 4 | 3 | 2 | 2 | 4 | 4 | 3 | 3 | 3 | 4 | 40 |
| 71 | 5 | 5 | 5 | 1 | 1 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 48 |
| 72 | 4 | 3 | 3 | 2 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 40 |
| 73 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 |
| 74 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 |
| 75 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 |
| 76 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 |
| 77 | 4 | 4 | 4 | 3 | 2 | 2 | 4 | 4 | 3 | 5 | 5 | 5 | 45 |
| 78 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
| 79 | 4 | 3 | 4 | 3 | 3 | 2 | 5 | 4 | 4 | 3 | 3 | 4 | 42 |
| 80 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 |
| 81 | 5 | 5 | 5 | 2 | 2 | 2 | 3 | 3 | 2 | 4 | 3 | 4 | 40 |
| 82 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
| 83 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 47 |
| 84 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 43 |
| 85 | 4 | 4 | 4 | 3 | 3 | 2 | 4 | 4 | 3 | 3 | 3 | 4 | 41 |

Tabel Skor Loyalitas Nasabah

| No | Y.1 | Y.2 | Y.3 | Y.4 | Y.5 | Y.6 | Y.7 | Score |
|----|-----|-----|-----|-----|-----|-----|-----|-------|
| 1 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 34 |
| 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 21 |
| 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 27 |
| 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 |
| 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 |
| 6 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 27 |
| 7 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 29 |
| 8 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 26 |
| 9 | 4 | 5 | 5 | 3 | 3 | 4 | 4 | 28 |
| 10 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 32 |
| 11 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 26 |
| 12 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 23 |
| 13 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 26 |
| 14 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 |
| 15 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 |
| 16 | 4 | 3 | 3 | 3 | 2 | 2 | 2 | 19 |
| 17 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 26 |
| 18 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 |
| 19 | 5 | 5 | 5 | 1 | 2 | 5 | 5 | 28 |
| 20 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 |
| 21 | 5 | 5 | 5 | 3 | 4 | 5 | 5 | 32 |
| 22 | 3 | 4 | 5 | 4 | 3 | 2 | 2 | 23 |
| 23 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 |
| 24 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 21 |
| 25 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 26 |
| 26 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 |
| 27 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 30 |
| 28 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 |
| 29 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 |
| 30 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 23 |
| 31 | 5 | 5 | 5 | 3 | 4 | 4 | 4 | 30 |
| 32 | 4 | 5 | 5 | 3 | 3 | 4 | 4 | 28 |
| 33 | 4 | 4 | 4 | 2 | 3 | 3 | 3 | 23 |
| 34 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 29 |
| 35 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 21 |
| 36 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 24 |
| 37 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 26 |
| 38 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 30 |
| 39 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 22 |
| 40 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 |
| 41 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 31 |

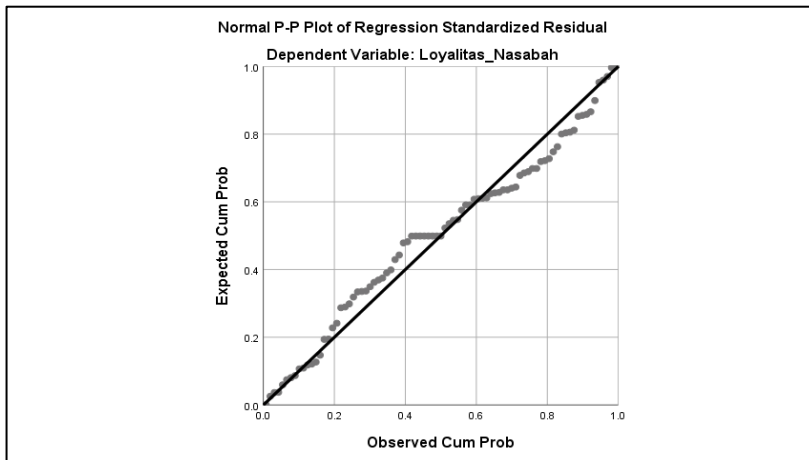
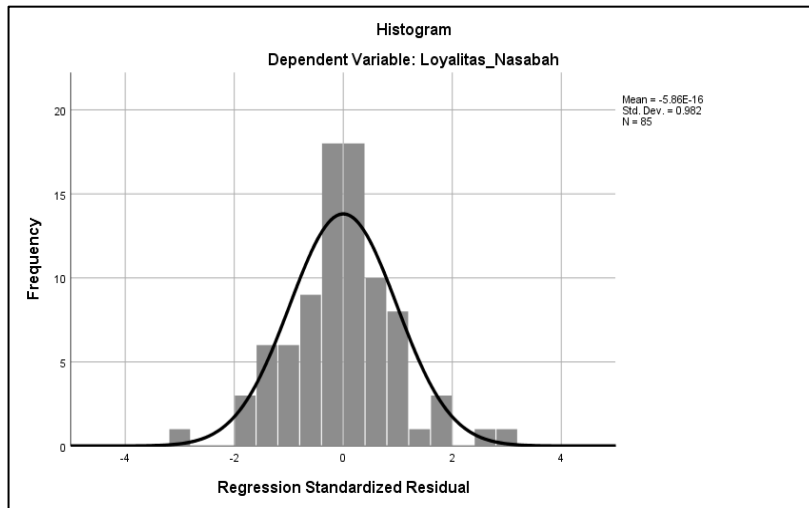
| | | | | | | | | |
|----|---|---|---|---|---|---|---|----|
| 42 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 |
| 43 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 32 |
| 44 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 23 |
| 45 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 26 |
| 46 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 |
| 47 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 |
| 48 | 3 | 5 | 3 | 2 | 3 | 3 | 3 | 22 |
| 49 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 27 |
| 50 | 4 | 4 | 4 | 4 | 2 | 2 | 3 | 23 |
| 51 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 34 |
| 52 | 4 | 5 | 4 | 3 | 5 | 4 | 4 | 29 |
| 53 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 31 |
| 54 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 34 |
| 55 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 32 |
| 56 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 |
| 57 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 |
| 58 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 21 |
| 59 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 |
| 60 | 5 | 5 | 5 | 5 | 5 | 3 | 3 | 31 |
| 61 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 21 |
| 62 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 27 |
| 63 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 26 |
| 64 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 32 |
| 65 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 26 |
| 66 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 32 |
| 67 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 25 |
| 68 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 34 |
| 69 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 24 |
| 70 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 |
| 71 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 |
| 72 | 4 | 4 | 3 | 2 | 3 | 3 | 3 | 22 |
| 73 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 |
| 74 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 |
| 75 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 |
| 76 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 |
| 77 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 |
| 78 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 |
| 79 | 5 | 5 | 4 | 3 | 4 | 3 | 4 | 28 |

| | | | | | | | | |
|----|---|---|---|---|---|---|---|----|
| 80 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 |
| 81 | 3 | 4 | 4 | 3 | 3 | 5 | 5 | 27 |
| 82 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 |
| 83 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 |
| 84 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 25 |
| 85 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 29 |

LAMPIRAN 4

INSTRUMEN PENELITIAN

A. Hasil Uji Normalitas



| One-Sample Kolmogorov-Smirnov Test | | |
|---|----------------|-------------------------|
| | | Unstandardized Residual |
| N | | 85 |
| Normal Parameters ^{a,b} | Mean | .0000000 |
| | Std. Deviation | 2.71530472 |

| | | |
|--|----------|-------------------|
| Most Extreme Differences | Absolute | .090 |
| | Positive | .081 |
| | Negative | -.090 |
| Test Statistic | | .090 |
| Asymp. Sig. (2-tailed) | | .086 ^c |
| a. Test distribution is Normal. | | |
| b. Calculated from data. | | |
| c. Lilliefors Significance Correction. | | |

B. Hasil Uji Linearitas

Hasil Uji Linearitas X1 terhadap Y

| ANOVA Table | | | | | | | |
|--|----------------|--------------------------|----------------|----|-------------|---------|------|
| | | | Sum of Squares | df | Mean Square | F | Sig. |
| Loyalitas Nasabah(Y) * Pengalaman Pelanggan (X1) | Between Groups | (Combined) | 1261.564 | 30 | 42.052 | 5.035 | .000 |
| | | Linearity | 977.439 | 1 | 977.439 | 117.026 | .000 |
| | | Deviation from Linearity | 284.125 | 29 | 9.797 | 1.173 | .300 |
| | Within Groups | | 451.024 | 54 | 8.352 | | |
| | Total | | 1712.588 | 84 | | | |

Hasil Uji Linearitas X2 terhadap Y

| ANOVA Table | | | | | | | |
|--------------------------------------|----------------|--------------------------|----------------|----|-------------|--------|------|
| | | | Sum of Squares | df | Mean Square | F | Sig. |
| Loyalitas Nasabah (Y)* Keamanan (X2) | Between Groups | (Combined) | 949.881 | 11 | 86.353 | 8.265 | .000 |
| | | Linearity | 820.976 | 1 | 820.976 | 78.577 | .000 |
| | | Deviation from Linearity | 128.905 | 10 | 12.891 | 1.234 | .285 |
| | Within Groups | | 762.707 | 73 | 10.448 | | |
| | Total | | 1712.588 | 84 | | | |

Hasil Uji Linearitas X3 terhadap Y

| ANOVA Table | | | | | | | |
|-------------|---------|------------|----------------|----|-------------|-------|------|
| | | | Sum of Squares | df | Mean Square | F | Sig. |
| Loyalitas | Between | (Combined) | 1068.148 | 20 | 53.407 | 5.304 | .000 |

| | | | | | | | |
|--------------------------------------|---------------|--------------------------|----------|----|---------|--------|------|
| Nasabah (Y)* Kualitas produk (X3) | Groups | Linearity | 801.091 | 1 | 801.091 | 79.557 | .000 |
| | | Deviation from Linearity | 267.058 | 19 | 14.056 | 1.396 | .161 |
| | Within Groups | | 644.440 | 64 | 10.069 | | |
| | Total | | 1712.588 | 84 | | | |

C. Hasil Uji Multikolonieritas

Hasil Uji Multikolonieritas

| Coefficients ^a | | | | | | | |
|---------------------------|-----------------------------|------------|---------------------------|------|--------|-------------------------|------|
| Model | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
| | B | Std. Error | Beta | | | Tolerance | VIF |
| 1 | (Constant) | -3.207 | 2.785 | | -1.151 | .253 | |
| | Pengalaman Pelanggan(X1) | .161 | .052 | .391 | 3.067 | .003 | .275 |
| | Keamanan(X2) | .389 | .113 | .317 | 3.432 | .001 | .523 |
| | Kualitas Produk(X3) | .120 | .076 | .181 | 1.584 | .117 | .342 |

a. Dependent Variable: Loyalitas_Nasabah

D. Hasil Uji Heretokedastisitas

Hasil Uji Heretokedastisitas

| Model | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | |
|-------|-----------------------------|------------|---------------------------|-------|--------|------|
| | B | Std. Error | Beta | | | |
| 1 | (Constant) | 2.962 | 1.861 | | 1.592 | .115 |
| | Pengalaman pelanggan (X1) | .015 | .035 | .090 | .435 | .664 |
| | Keamanan(X2) | .056 | .076 | .110 | .733 | .466 |
| | Kualitas produk(X3) | -.085 | .051 | -.311 | -1.673 | .098 |

E. Hasil Uji Regresi Linear Berganda

Hasil Uji Regresi Linear Berganda

| Coefficients^a | | | | | | |
|---|--------------------------|-----------------------------|------------|---------------------------|--------|------|
| Model | | Unstandardized Coefficients | | Standardized Coefficients | T | Sig. |
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | -3.207 | 2.785 | | -1.151 | .253 |
| | Pengalaman Pelanggan(X1) | .161 | .052 | .391 | 3.067 | .003 |
| | Keamanan(X2) | .389 | .113 | .317 | 3.432 | .001 |
| | Kualitas Produk(X3) | .120 | .076 | .181 | 1.584 | .117 |
| a. Dependent Variable: LoyalitasNasabah | | | | | | |

F. Hasil Uji Hipotesis

1. Uji Signifikansi Parsial (Uji-t)

Hasil Uji Parsial (Uji-t)

| Coefficients^a | | | | | | |
|---|--------------------------|-----------------------------|------------|---------------------------|--------|------|
| Model | | Unstandardized Coefficients | | Standardized Coefficients | T | Sig. |
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | -3.207 | 2.785 | | -1.151 | .253 |
| | Pengalaman Pelanggan(X1) | .161 | .052 | .391 | 3.067 | .003 |
| | Keamanan(X2) | .389 | .113 | .317 | 3.432 | .001 |
| | Kualitas Produk(X3) | .120 | .076 | .181 | 1.584 | .117 |
| a. Dependent Variable: LoyalitasNasabah | | | | | | |

2. Koefisien Determinan (R^2)

Hasil Uji Koefisien Determinan (R^2)

| Model Summary^b | | | | | |
|--|-------------------|----------|-------------------|----------------------------|---------------|
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate | Durbin-Watson |
| 1 | .799 ^a | .638 | .625 | 2.765 | 2.164 |
| a. Predictors: (Constant), Kualitas_produk, Keamanan, Pengalaman_pelanggan | | | | | |
| b. Dependent Variable: Loyalitas_Nasabah | | | | | |

LAMPIRAN 5
SURAT BALASAN BANK



17 JUNI 2022
No. 81/22-03/18061

Kepada
Universitas Islam Negeri Raden Fattah
Fakultas Ekonomi Dan Bisnis Islam

Lampiran :

Perihal: **PENERIMAAN MAHASISWA UIN UNTUK KEGIATAN PENELITIAN**

Assalamu'alaikum. Warahmatullahi Wabarakuh.

Semoga Bapak/Ibu Pimpinan beserta seluruh jajaran Unit Kerja senantiasa dalam keadaan sehat wal'afiat dan mendapat taufik serta hidayah dari Allah SWT.

Menunjuk perihal di atas, dengan ini kami sampaikan kepada Universitas Islam Negeri Raden Fattah khususnya kepada fakultas Fakultas Ekonomi Dan Bisnis Islam kami menerima mahasiswa/mahasiswi untuk penelitian dan melakukan kegiatan magang dengan data sebagai berikut :

Nama : BELA ARESKA
NIM : 1820603064
Fakultas : Ekonomi Dan Bisnis Islam

Demikian lah yang dapat kami sampaikan atas perhatiannya kami ucapkan terima kasih
Wassalamu'alaikum Warahmatullahi Wabarakatuh

PT BANK SYARIAH INDONESIA
KC Baturaja Rahman Hamidi


THEDY AL AZHAR
BOSM