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Lampiran 1

KUISIONER PENELITIAN

Kepada Yth,

Bapak/Ibu Semua Nasabah Bank Syariah Indonesia

Kantor Cabang Pembantu Demang

Assalamu'alaikum, Wr. Wb.

Dengan Hormat

Sebagai salah satu persyaratan untuk menyelesaikan studi di program S1 Perbankan Syariah Fakultas Ekonomi Dan Bisnis Islam, setiap mahasiswa diwajibkan untuk Menyusun skripsi. Sehubungan dengan hal tersebut , Bersama ini saya :

Nama : Teni Anggraini

NIM : 1820603140

Fakultas/Jurusan : Ekonomi Dan Bisnis Islam/S1 Perbankan Syariah

bermaksud untuk menyusun skripsi melalui penelitian dengan memilih judul ;”**Pengaruh Service Recovery Dan Komunikasi Interpersonal Customer Service Terhadap Kepuasan Nasabah Bank Syariah Indonesia KCP Demang**”.

Dalam rangka penelitian tersebut ,kami mohon kesediaan Bapak/Ibu untuk menjadi responden dengan mengisi kuisisioner penelitian terlampir.

Atas kesediaan bapak/ibu/sdr/i yang telah meluangkan waktu untuk menjawab semua pertanyaan dalam kuisisioner ini, peneliti ucapkan terima kasih yang sebesar besarnya.

Wassalamu'alaikum Wr. Wb

Dengan Hormat,

Teni Anggraini

1. IDENTITAS RESPONDEN

Petunjuk

Berilah tanda *check list* (✓) pada kolom yang telah disediakan :

1. Nama :
2. Jenis Kelamin : :laki-laki :Perempuan
3. Usia : :17-20 :21-25
 :26-30 :>30
4. Agama : :Islam :Kristen
 :Katolik :Hindu
 :Buddha :Konghucu
5. Pekerjaan : :Pelajar/Mahasiswa :PNS
 :Ibu Rumah Tangga :Wiraswasta
 :Lainnya:.....
6. Lama Menjadi : :< 1 tahun :1-2 tahun
Nasabah BSI :3-4 tahun :> 3 tahun

KCP Demang

| | | | | | | |
|---|---|--|--|--|--|--|
| 1 | Customer Service BSI KCP Demang akan menyampaikan permohonan maaf atas kesalahan yang terjadi terlebih dahulu sebelum menangani permasalahan yang dikeluhkan nasabah. | | | | | |
| 2 | Customer Service BSI KCP Demang akan Kembali meminta maaf setelah menyelesaikan masalah yang di keluhkan nasabah | | | | | |
| Menyampaikan keluhan nasabah pada atasan | | | | | | |
| 1 | Customer Service BSI KCP Demang akan menjelaskan secara detail solusi dari masalah yang dikeluhkan nasabah. | | | | | |
| 2 | Keluhan yang di sampaikan nasabah kepada Customer Service BSI KCP Demang akan langsung mendapat solusi pada hari yang sama | | | | | |
| Pemberian kompensasi | | | | | | |
| 1 | Customer Service BSI KCP Demang memberikan keuntungan yang menjanjikan bagi setiap nasabah BSI KCP Demang | | | | | |
| 2 | Customer Service BSI KCP Demang memberikan reward bagi nasabah yang telah lama menjadi nasabah BSI KCP Demang | | | | | |
| Tidak melakukan apapun | | | | | | |
| 1 | Customer Service akan mengalihkan nasabah jika tidak dapat menemukan solusi atas masalah yang dikeluhkan | | | | | |
| 2 | Customer Service akan memberi solusi langsung jika keluhan yang disampaikan nasabah tidak rumit | | | | | |

2. Variabel Komunikasi Interpersonal customer service (X2)

| No | Pertanyaan | Jawaban | | | | |
|---------------------------|---|---------|---|---|----|-----|
| | | SS | S | N | TS | STS |
| | | 5 | 4 | 3 | 2 | 1 |
| Menjelaskan produk | | | | | | |
| 1 | Nasabah memahami setiap produk yang dijelaskan customer sevice BSI KCP Demang | | | | | |

| | | | | | | |
|--|---|--|--|--|--|--|
| 2 | Nasabah menyukai produk yang ada di BSI KCP Demang | | | | | |
| Menjelaskan kelebihan dan kekurangan produk | | | | | | |
| 1 | Nasabah dapat memahami setiap produk sesuai dengan kriteria dan keunggulan masing masing produk. | | | | | |
| 2 | Customer Service BSI KCP Demang akan memaparkan secara rinci kelebihan dari setiap produk di BSI KCP Demang. | | | | | |
| Mengerti keinginan konsumen | | | | | | |
| 1 | Customer service BSI KCP Demang akan meluangkan waktu untuk memastikan masalah telah sepenuhnya teratasi. | | | | | |
| 2 | Sikap customer service BSI KCP Demang selalu ramah dalam menjelaskan produk | | | | | |
| Merealisasikan produk | | | | | | |
| 1 | Customer Service BSI KCP Demang mewujudkan berbagai produk sesuai kebutuhan dan keinginan nasabah | | | | | |
| 2 | Customer Service BSI KCP Demang menciptakan kemudahan bagi setiap nasabah dalam menggunakan berbagai produk. | | | | | |
| Komunikasi timbal balik | | | | | | |
| 1 | Customer Service BSI KCP Demang menanggapi keluhan nasabah dengan responsif dan menjawab pertanyaan dengan baik | | | | | |
| 2 | Customer service BSI KCP Demang akan mengulangi penjelasan jika nasabah belum faham | | | | | |
| Komunikasi alternatif | | | | | | |
| 1 | Customer service BSI KCP Demang akan menggunakan Bahasa internasional/ Bahasa daerah jika nasabah tidak memahami Bahasa Indonesia dengan baik | | | | | |
| 2 | Customer service BSI KCP Demang akan memperjelas setiap istilah yang kurang difahami nasabah | | | | | |
| Penyampaian ramah dan sopan | | | | | | |

| | | | | | | |
|------------------------------------|---|--|--|--|--|--|
| 1 | Customer service BSI KCP Demang selalu tersenyum saat melayani nasabah | | | | | |
| 2 | Customer Service BSI KCP Demang akan izin terlebih dahulu setiap akan membelakangi nasabah | | | | | |
| Berkomunikasi yang positive | | | | | | |
| 1 | Customer service BSI KCP Demang menjelaskan kelebihan tanpa menyinggung pihak manapun | | | | | |
| 2 | Customer Service BSI KCP Demang menggunakan pola percakapan yang tepat, dan Bahasa yang halus untuk membuat nasabah senang. | | | | | |

3. Variabel Kepuasan Nasabah (Y)

| No | Pertanyaan | Jawaban | | | | |
|---------------------------|--|---------|---|---|----|-----|
| | | SS | S | N | ST | STS |
| | | 5 | 4 | 3 | 2 | 1 |
| Pilihan tepat | | | | | | |
| 1 | Nasabah merasa puas atas pelayanan yang di berikan Customer Service BSI KCP Demang | | | | | |
| 2 | Nasabah merasa puas dengan semua produk yang disediakan BSI KCP Demang | | | | | |
| 3 | Keamanan dalam setiap melakukan transaksi di BSI KCP demang terjamin. | | | | | |
| Kesesuaian harapan | | | | | | |
| 1 | Pelayanan yang diberikan BSI KCP Demang memenuhi persepsi nasabah | | | | | |
| 2 | Nasabah merasa puas atas pelayanan yang diberikan BSI KC | | | | | |
| 3 | Karyawan BSI KCP Demang memberi pelayanan kepada nasabah dengan cepat dan tepat. | | | | | |
| Kepuasan fasilitas | | | | | | |
| 1 | Fasilitas di BSI KCP Demang sangat nyamang bagi nasabah | | | | | |
| 2 | Fasilitas yang lengkap membuat nasabah lebih mudah dalam bertransaksi | | | | | |

| | | | | | | |
|---|--|--|--|--|--|--|
| 3 | Kondisi fasilitas internal di BSI KCP Demang masih sangat memadai. | | | | | |
|---|--|--|--|--|--|--|

Lampiran 2 (Data Responden)

| No | Jenis Kelamin | Usia | Agama | Pekerjaan | Lama Menjadi Nasabah |
|----|---------------|---------|-------|-------------------|----------------------|
| 1 | Perempuan | 21 - 25 | Islam | Pelajar/Mahasiswa | 1-2 tahun |
| 2 | Perempuan | 21 - 25 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 3 | laki laki | 26 - 30 | Islam | Lainnya | <1 tahun |
| 4 | Perempuan | 21 - 25 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 5 | Perempuan | 21 - 25 | Islam | Pelajar/Mahasiswa | 1-2 tahun |
| 6 | Perempuan | 21 - 25 | Islam | Pelajar/Mahasiswa | 1-2 tahun |
| 7 | laki laki | 21 - 25 | Islam | Wiraswasta | <1 tahun |
| 8 | Perempuan | 21 - 25 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 9 | Perempuan | 21 - 25 | Islam | PNS | <1 tahun |
| 10 | Perempuan | 21 - 25 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 11 | Perempuan | 21 - 25 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 12 | Perempuan | 21 - 25 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 13 | Perempuan | 26 - 30 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 14 | Perempuan | 21 - 25 | Islam | Pelajar/Mahasiswa | 1-2 tahun |
| 15 | Perempuan | 21 - 25 | Islam | Pelajar/Mahasiswa | 1-2 tahun |
| 16 | Perempuan | 21 - 25 | Islam | Pelajar/Mahasiswa | 1-2 tahun |
| 17 | Perempuan | 21 - 25 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 18 | Perempuan | 17 - 20 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 19 | Perempuan | 17 - 20 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 20 | Perempuan | 17 - 20 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 21 | laki laki | 21 - 25 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 22 | Perempuan | 17 - 20 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 23 | laki laki | 21 - 25 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 24 | Perempuan | 17 - 20 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 25 | Perempuan | 17 - 20 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 26 | laki laki | 17 - 20 | Islam | Pelajar/Mahasiswa | 1-2 tahun |
| 27 | Perempuan | 21 - 25 | Islam | Pelajar/Mahasiswa | 1-2 tahun |
| 28 | Perempuan | 17 - 20 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 29 | Perempuan | 17 - 20 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 30 | Perempuan | 17 - 20 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 31 | Perempuan | 17 - 20 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 32 | Perempuan | 17 - 20 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 33 | laki laki | 21 - 25 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 34 | laki laki | 21 - 25 | Islam | Pelajar/Mahasiswa | 1-2 tahun |

| | | | | | |
|----|-----------|---------|-------|-------------------|-----------|
| 35 | Perempuan | 17 - 20 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 36 | laki laki | > 30 | Islam | PNS | 1-2 tahun |
| 37 | Perempuan | 17 - 20 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 38 | perempuan | 21 - 25 | Islam | Pelajar/Mahasiswa | 1-2 tahun |
| 39 | perempuan | 17 - 20 | Islam | Lainnya | <1 tahun |
| 40 | laki laki | 17 - 20 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 41 | perempuan | 17 - 20 | Islam | Pelajar/Mahasiswa | 1-2 tahun |
| 42 | perempuan | 17 - 20 | Islam | Pelajar/Mahasiswa | 1-2 tahun |
| 43 | perempuan | 17 - 20 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 44 | laki laki | 17 - 20 | Islam | Pelajar/Mahasiswa | 1-2 tahun |
| 45 | laki laki | 21 - 25 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 46 | laki laki | 21 - 25 | Islam | Pelajar/Mahasiswa | 1-2 tahun |
| 47 | perempuan | 21 - 25 | Islam | Pelajar/Mahasiswa | 1-2 tahun |
| 48 | perempuan | 17 - 20 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 49 | laki laki | 21 - 25 | Islam | Lainnya | <1 tahun |
| 50 | perempuan | 21 - 25 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 51 | perempuan | 17 - 20 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 52 | laki laki | 21 - 25 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 53 | perempuan | > 30 | Islam | Ibu Rumah Tangga | <1 tahun |
| 54 | laki laki | 21 - 25 | Islam | Pelajar/Mahasiswa | 1-2 tahun |
| 55 | laki laki | 21 - 25 | Islam | Lainnya | <1 tahun |
| 56 | laki laki | 17 - 20 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 57 | perempuan | 21 - 25 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 58 | perempuan | 21 - 25 | Islam | Pelajar/Mahasiswa | 1-2 tahun |
| 59 | laki laki | 21 - 25 | Islam | Lainnya | 1-2 tahun |
| 60 | laki laki | 21 - 25 | Islam | Wiraswasta | <1 tahun |
| 61 | perempuan | 21 - 25 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 62 | perempuan | 21 - 25 | Islam | Ibu Rumah Tangga | <1 tahun |
| 63 | laki laki | 21 - 25 | Islam | PNS | 1-2 tahun |
| 64 | perempuan | 17 - 20 | Islam | PNS | 1-2 tahun |
| 65 | perempuan | 21 - 25 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 66 | perempuan | 21 - 25 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 67 | perempuan | 21 - 25 | Islam | Lainnya | <1 tahun |
| 68 | perempuan | 26 - 30 | Islam | Ibu Rumah Tangga | 1-2 tahun |
| 69 | perempuan | 21 - 25 | Islam | Pelajar/Mahasiswa | 1-2 tahun |
| 70 | laki laki | 21 - 25 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 71 | laki laki | 21 - 25 | Islam | Pelajar/Mahasiswa | <1 tahun |
| 72 | perempuan | 26 - 30 | Islam | Ibu Rumah Tangga | <1 tahun |
| 73 | perempuan | > 30 | Islam | Ibu Rumah Tangga | <1 tahun |
| 74 | laki laki | > 30 | Islam | Wiraswasta | 1-2 tahun |
| 75 | laki laki | > 30 | Islam | Wiraswasta | 1-2 tahun |

| | | | | | |
|-----|-----------|---------|-------|-------------------|-----------|
| 76 | laki laki | 26 - 30 | Islam | Wiraswasta | 1-2 tahun |
| 77 | perempuan | > 30 | Islam | Ibu Rumah Tangga | 1-2 tahun |
| 78 | laki laki | 21 - 25 | Islam | PNS | <1 tahun |
| 79 | laki laki | 26 - 30 | Islam | Wiraswasta | <1 tahun |
| 80 | laki laki | 26 - 30 | Islam | Wiraswasta | <1 tahun |
| 81 | laki laki | 21 - 25 | Islam | PNS | <1 tahun |
| 82 | laki laki | 26 - 30 | Islam | Lainnya | <1 tahun |
| 83 | laki laki | 26 - 30 | Islam | Wiraswasta | <1 tahun |
| 84 | laki laki | 21 - 25 | Islam | PNS | 1-2 tahun |
| 85 | laki laki | 21 - 25 | Islam | Wiraswasta | <1 tahun |
| 86 | laki laki | 26 - 30 | Islam | Wiraswasta | <1 tahun |
| 87 | Perempuan | 26 - 30 | Islam | Ibu Rumah Tangga | 1-2 tahun |
| 88 | Perempuan | 21 - 25 | Islam | Lainnya | 1-2 tahun |
| 89 | Perempuan | > 30 | Islam | Ibu Rumah Tangga | 1-2 tahun |
| 90 | Perempuan | 26 - 30 | Islam | Ibu Rumah Tangga | <1 tahun |
| 91 | Perempuan | 26 - 30 | Islam | Ibu Rumah Tangga | 1-2 tahun |
| 92 | laki laki | 21 - 25 | Islam | Lainnya | 1-2 tahun |
| 93 | Perempuan | 26 - 30 | Islam | Wiraswasta | 1-2 tahun |
| 94 | Perempuan | 21 - 25 | Islam | Lainnya | <1 tahun |
| 95 | Perempuan | 26 - 30 | Islam | Ibu Rumah Tangga | 1-2 tahun |
| 96 | Perempuan | 21 - 25 | Islam | Pelajar/Mahasiswa | 1-2 tahun |
| 97 | laki laki | 21 - 25 | Islam | Lainnya | 1-2 tahun |
| 98 | laki laki | 26 - 30 | Islam | Lainnya | 1-2 tahun |
| 99 | laki laki | > 30 | Islam | Wiraswasta | 1-2 tahun |
| 100 | laki laki | > 30 | Islam | PNS | 1-2 tahun |

Lampiran 3 (Daftar Seluruh Hasil Jawaban Responden)

| No | Service Recovery (X1) | | | | | | | | | | | | | |
|----|-----------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 |
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| No | Komunikasi Iterpersonal (X2) | | | | | | | | | | | | | | | |
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| 80 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 |
| 81 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 |
| 82 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 |
| 83 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 |
| 84 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 85 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 |
| 86 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 |
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| 99 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | |
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| No | Kepuasan Nasabah (Y) | | | | | | | | |
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| 3 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 |
| 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 6 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 |
| 7 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 |
| 8 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 |
| 9 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 10 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 |
| 11 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 4 |
| 12 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 13 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 |
| 14 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 15 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 |
| 16 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 5 |
| 17 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 |
| 18 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 19 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 |
| 20 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 21 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 22 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 5 |
| 23 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 24 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 |
| 25 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 |
| 26 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 |
| 27 | 5 | 4 | 5 | 3 | 5 | 4 | 5 | 4 | 4 |
| 28 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 29 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 |
| 30 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 |
| 31 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 |
| 32 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 |
| 33 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 5 | 5 |
| 34 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 5 |

| | | | | | | | | | |
|----|---|---|---|---|---|---|---|---|---|
| 35 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 |
| 36 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 37 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 |
| 38 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 |
| 39 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 |
| 40 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 |
| 41 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 |
| 42 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 43 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 |
| 44 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 45 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 46 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 5 |
| 47 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 |
| 48 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 |
| 49 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 |
| 50 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 |
| 51 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 |
| 52 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 |
| 53 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 54 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 55 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 56 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 4 |
| 57 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 |
| 58 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 59 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 4 |
| 60 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 61 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 |
| 62 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 |
| 63 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 |
| 64 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 |
| 65 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 66 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 |
| 67 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 |
| 68 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 |
| 69 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 |
| 70 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 |
| 71 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 |
| 72 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 73 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 74 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 |
| 75 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 |

| | | | | | | | | | |
|-----|---|---|---|---|---|---|---|---|---|
| 76 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 |
| 77 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 |
| 78 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 |
| 79 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 |
| 80 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 |
| 81 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 |
| 82 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 |
| 83 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 |
| 84 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 |
| 85 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 |
| 86 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 |
| 87 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 |
| 88 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 89 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 |
| 90 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 |
| 91 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 |
| 92 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 |
| 93 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 |
| 94 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 |
| 95 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 |
| 96 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 97 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 |
| 98 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 99 | 5 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 |
| 100 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 |

Lampiran 4 (Uji Validitas dan Uji Reliabilitas)

a. Uji Validitas

1. Service Recovery

| | | Correlations | | | | | | | | | | | | | | |
|-------|---------------------|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| | | X1.01 | X1.02 | X1.03 | X1.04 | X1.05 | X1.06 | X1.07 | X1.08 | X1.09 | X1.10 | X1.11 | X1.12 | X1.13 | X1.14 | TOTAL |
| X1.01 | Pearson Correlation | 1 | .55 | .49 | .41 | .56 | .63 | .462 | .43 | .45 | .44 | .47 | .41 | .43 | .37 | .764** |
| | Sig. (2-tailed) | | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X1.02 | Pearson Correlation | .55 | 1 | .40 | .51 | .50 | .54 | .355 | .37 | .37 | .43 | .31 | .50 | .37 | .38 | .694** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X1.03 | Pearson Correlation | .49 | .40 | 1 | .42 | .59 | .40 | .352 | .48 | .45 | .35 | .49 | .34 | .42 | .50 | .702** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X1.04 | Pearson Correlation | .41 | .51 | .42 | 1 | .56 | .42 | .215 | .38 | .20 | .31 | .29 | .23 | .23 | .31 | .571** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .032 | .000 | .037 | .000 | .000 | .013 | .027 | .000 | .000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X1.05 | Pearson Correlation | .56 | .50 | .59 | .56 | 1 | .47 | .444 | .42 | .38 | .41 | .42 | .34 | .45 | .48 | .738** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

| | | | | | | | | | | | | | | | | |
|----|-----------------|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|--------|
| X1 | Pearson | .63 | .54 | .40 | .42 | .47 | 1 | .377 | .52 | .44 | .45 | .38 | .35 | .38 | .36 | .709** |
| .0 | Correlation | 2** | 4** | 8** | 9** | 1** | | ** | 6** | 6** | 9** | 3** | 7** | 9** | 3** | |
| 6 | Sig. (2-tailed) | .00 | .00 | .00 | .00 | .00 | | .000 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .000 |
| | | 0 | 0 | 0 | 0 | 0 | | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | N | 100 | 100 | 10 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | | | | 0 | | 0 | | | | | | | | | | |
| X1 | Pearson | .46 | .35 | .35 | .21 | .44 | .37 | 1 | .47 | .34 | .30 | .35 | .20 | .36 | .41 | .593** |
| .0 | Correlation | 2** | 5** | 2** | 5* | 4** | 7** | | 0** | 1** | 1** | 7** | 0* | 2** | 8** | |
| 7 | Sig. (2-tailed) | .00 | .00 | .00 | .03 | .00 | .00 | | .00 | .00 | .00 | .00 | .04 | .00 | .00 | .000 |
| | | 0 | 0 | 0 | 2 | 0 | 0 | | 0 | 1 | 2 | 0 | 6 | 0 | 0 | |
| | N | 100 | 100 | 10 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | | | | 0 | | 0 | | | | | | | | | | |
| X1 | Pearson | .43 | .37 | .48 | .38 | .42 | .52 | .470 | 1 | .34 | .49 | .44 | .41 | .42 | .46 | .698** |
| .0 | Correlation | 3** | 0** | 4** | 2** | 7** | 6** | ** | | 9** | 8** | 4** | 1** | 4** | 2** | |
| 8 | Sig. (2-tailed) | .00 | .00 | .00 | .00 | .00 | .00 | .000 | | .00 | .00 | .00 | .00 | .00 | .00 | .000 |
| | | 0 | 0 | 0 | 0 | 0 | 0 | | | 0 | 0 | 0 | 0 | 0 | 0 | |
| | N | 100 | 100 | 10 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | | | | 0 | | 0 | | | | | | | | | | |
| X1 | Pearson | .45 | .37 | .45 | .20 | .38 | .44 | .341 | .34 | 1 | .49 | .64 | .44 | .45 | .43 | .686** |
| .0 | Correlation | 0** | 2** | 1** | 9* | 0** | 6** | ** | 9** | | 9** | 9** | 9** | 9** | 4** | |
| 9 | Sig. (2-tailed) | .00 | .00 | .00 | .03 | .00 | .00 | .001 | .00 | | .00 | .00 | .00 | .00 | .00 | .000 |
| | | 0 | 0 | 0 | 7 | 0 | 0 | | 0 | | 0 | 0 | 0 | 0 | 0 | |
| | N | 100 | 100 | 10 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | | | | 0 | | 0 | | | | | | | | | | |
| X1 | Pearson | .44 | .43 | .35 | .31 | .41 | .45 | .301 | .49 | .49 | 1 | .61 | .48 | .41 | .44 | .705** |
| .1 | Correlation | 0** | 9** | 8** | 4** | 9** | 9** | ** | 8** | 9** | | 1** | 5** | 8** | 9** | |
| 0 | Sig. (2-tailed) | .00 | .00 | .00 | .00 | .00 | .00 | .002 | .00 | .00 | | .00 | .00 | .00 | .00 | .000 |
| | | 0 | 0 | 0 | 1 | 0 | 0 | | 0 | 0 | | 0 | 0 | 0 | 0 | |
| | N | 100 | 100 | 10 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | | | | 0 | | 0 | | | | | | | | | | |
| X1 | Pearson | .47 | .31 | .49 | .29 | .42 | .38 | .357 | .44 | .64 | .61 | 1 | .43 | .49 | .42 | .717** |
| .1 | Correlation | 3** | 3** | 6** | 2** | 1** | 3** | ** | 4** | 9** | 1** | | 3** | 7** | 5** | |
| 1 | Sig. (2-tailed) | .00 | .00 | .00 | .00 | .00 | .00 | .000 | .00 | .00 | .00 | | .00 | .00 | .00 | .000 |
| | | 0 | 2 | 0 | 3 | 0 | 0 | | 0 | 0 | 0 | | 0 | 0 | 0 | |
| | N | 100 | 100 | 10 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | | | | 0 | | 0 | | | | | | | | | | |
| | Pearson | .41 | .50 | .34 | .23 | .34 | .35 | .200 | .41 | .44 | .48 | .43 | 1 | .49 | .40 | .643** |
| | Correlation | 5** | 4** | 8** | 9* | 1** | 7** | * | 1** | 9** | 5** | 3** | | 3** | 5** | |

| | | | | | | | | | | | | | | | | |
|----|-----------------|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|--------|
| X1 | Sig. (2-tailed) | .00 | .00 | .00 | .01 | .00 | .00 | .046 | .00 | .00 | .00 | .00 | | .00 | .00 | .000 |
| .1 | | 0 | 0 | 0 | 7 | 1 | 0 | | 0 | 0 | 0 | 0 | | 0 | 0 | |
| 2 | N | 100 | 100 | 10 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | | | | 0 | | 0 | | | | | | | | | | |
| X1 | Pearson | .43 | .37 | .42 | .23 | .45 | .38 | .362 | .42 | .45 | .41 | .49 | .49 | 1 | .37 | .667** |
| .1 | Correlation | 1** | 2** | 7** | 2* | 6** | 9** | ** | 4** | 9** | 8** | 7** | 3** | | 9** | |
| 3 | Sig. (2-tailed) | .00 | .00 | .00 | .02 | .00 | .00 | .000 | .00 | .00 | .00 | .00 | .00 | | .00 | .000 |
| | | 0 | 0 | 0 | 0 | 0 | 0 | | 0 | 0 | 0 | 0 | 0 | | 0 | |
| | N | 100 | 100 | 10 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | | | | 0 | | 0 | | | | | | | | | | |
| X1 | Pearson | .37 | .38 | .50 | .31 | .48 | .36 | .418 | .46 | .43 | .44 | .42 | .40 | .37 | 1 | .671** |
| .1 | Correlation | 5** | 9** | 0** | 4** | 9** | 3** | ** | 2** | 4** | 9** | 5** | 5** | 9** | | |
| 4 | Sig. (2-tailed) | .00 | .00 | .00 | .00 | .00 | .00 | .000 | .00 | .00 | .00 | .00 | .00 | .00 | | .000 |
| | | 0 | 0 | 0 | 1 | 0 | 0 | | 0 | 0 | 0 | 0 | 0 | 0 | | |
| | N | 100 | 100 | 10 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | | | | 0 | | 0 | | | | | | | | | | |
| T | Pearson | .74 | .69 | .70 | .57 | .73 | .71 | .592 | .69 | .68 | .70 | .71 | .64 | .66 | .67 | 1 |
| O | Correlation | 7** | 4** | 3** | 2** | 8** | 0** | ** | 8** | 6** | 5** | 7** | 2** | 7** | 0** | |
| TA | Sig. (2-tailed) | .00 | .00 | .00 | .00 | .00 | .00 | .000 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .000 |
| L | | 0 | 0 | 0 | 0 | 0 | 0 | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | N | 100 | 100 | 10 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | | | | 0 | | 0 | | | | | | | | | | |

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

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

2. Komunikasi Interpersonal

Correlations

| | | X2.01 | X2.02 | X2.03 | X2.04 | X2.05 | X2.06 | X2.07 | X2.08 | X2.09 | X2.10 | X2.11 | X2.12 | X2.13 | X2.14 | X2.15 | X2.16 | TOTAL |
|-------|-----------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| X2.01 | Pearson | 1 | .47 | .45 | .42 | .32 | .36 | .35 | .30 | .27 | .27 | .41 | .26 | .42 | .48 | .30 | .32 | .630** |
| | Correlation | | 5** | 6** | 9** | 8** | 4** | 1** | 8** | 9** | 7** | 9** | 7** | 3** | 1** | 1** | 7** | |
| | Sig. (2-tailed) | | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .000 |
| | | | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 5 | 5 | 0 | 7 | 0 | 0 | 2 | 1 | |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | | | | | | | | | | | 0 | | | | | | | |

| | | | | | | | | | | | | | | | | | | | |
|-------|---------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------|------|
| X2.02 | Pearson Correlation | .47 | 1 | .41 | .30 | .35 | .40 | .34 | .34 | .35 | .53 | .35 | .32 | .42 | .37 | .36 | .39 | .648** | |
| | Sig. (2-tailed) | .00 | | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X2.03 | Pearson Correlation | .45 | .41 | 1 | .56 | .49 | .35 | .44 | .33 | .40 | .31 | .34 | .45 | .46 | .42 | .37 | .38 | .699** | |
| | Sig. (2-tailed) | .00 | .00 | | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X2.04 | Pearson Correlation | .42 | .30 | .56 | 1 | .46 | .44 | .30 | .33 | .32 | .28 | .26 | .42 | .38 | .44 | .40 | .29 | .645** | |
| | Sig. (2-tailed) | .00 | .00 | .00 | | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .000 | |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X2.05 | Pearson Correlation | .32 | .35 | .49 | .46 | 1 | .26 | .31 | .17 | .27 | .27 | .23 | .35 | .45 | .34 | .40 | .40 | .590** | |
| | Sig. (2-tailed) | .00 | .00 | .00 | .00 | | .00 | .00 | .08 | .00 | .00 | .01 | .00 | .00 | .00 | .00 | .00 | .000 | |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X2.06 | Pearson Correlation | .36 | .40 | .35 | .44 | .26 | 1 | .37 | .48 | .41 | .37 | .38 | .51 | .39 | .45 | .27 | .48 | .674** | |
| | Sig. (2-tailed) | .00 | .00 | .00 | .00 | .00 | | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .000 | |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X2.07 | Pearson Correlation | .35 | .34 | .44 | .30 | .31 | .37 | 1 | .34 | .54 | .36 | .54 | .45 | .38 | .28 | .33 | .42 | .652** | |
| | Sig. (2-tailed) | .00 | .00 | .00 | .00 | .00 | .00 | | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .000 | |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X2.08 | Pearson Correlation | .30 | .34 | .33 | .33 | .17 | .48 | .34 | 1 | .38 | .40 | .47 | .54 | .42 | .27 | .12 | .39 | .610** | |
| | Sig. (2-tailed) | .00 | .00 | .00 | .00 | .00 | .00 | .00 | | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .000 | |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

| | | | | | | | | | | | | | | | | | | | |
|-------|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----|
| | Sig. (2-tailed) | .002 | .000 | .001 | .001 | .080 | .000 | .000 | | .000 | .000 | .000 | .000 | .000 | .000 | .235 | .002 | .000 | |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| X2.09 | Pearson Correlation | .279** | .350** | .409** | .320** | .272** | .411** | .543** | .380** | 1 | .419** | .526** | .479** | .411** | .293** | .341** | .436** | .656** | |
| | Sig. (2-tailed) | .005 | .000 | .000 | .001 | .006 | .000 | .000 | .000 | | .000 | .000 | .000 | .000 | .003 | .001 | .000 | .000 | |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | |
| X2.10 | Pearson Correlation | .277** | .537** | .315** | .283** | .278** | .374** | .368** | .407** | .419** | 1 | .352** | .407** | .333** | .350** | .326** | .224* | .592** | |
| | Sig. (2-tailed) | .005 | .000 | .001 | .004 | .005 | .000 | .000 | .000 | .000 | | .000 | .000 | .001 | .000 | .001 | .025 | .000 | |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | |
| X2.11 | Pearson Correlation | .419** | .358** | .346** | .262** | .238* | .387** | .548** | .474** | .526** | .352** | 1 | .466** | .533** | .323** | .315** | .442** | .672** | |
| | Sig. (2-tailed) | .000 | .000 | .000 | .009 | .007 | .000 | .000 | .000 | .000 | .000 | | .000 | .000 | .001 | .001 | .000 | .000 | |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | |
| X2.12 | Pearson Correlation | .267** | .320** | .452** | .425** | .350** | .515** | .451** | .543** | .477** | .407** | .466** | 1 | .307** | .414** | .366** | .488** | .698** | |
| | Sig. (2-tailed) | .007 | .001 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | .002 | .000 | .000 | .000 | .000 | |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | |
| X2.13 | Pearson Correlation | .423** | .421** | .461** | .381** | .451** | .394** | .381** | .421** | .411** | .333** | .533** | .307** | 1 | .352** | .414** | .418** | .687** | |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .001 | .000 | .002 | | .000 | .000 | .000 | .000 | |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | |
| X2.14 | Pearson Correlation | .481** | .377** | .423** | .447** | .347** | .451** | .283** | .279** | .293** | .350** | .326** | .411** | .352** | 1 | .369** | .427** | .648** | |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .004 | .005 | .003 | .000 | .001 | .000 | .000 | | .000 | .000 | .000 | |

| | | | | | | | | | | | | | | | | | | |
|---------|---------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------|
| N | | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | | | | | | | | | | | 0 | | | | | | | |
| X2.15 | Pearson Correlation | .30 | .36 | .37 | .40 | .40 | .27 | .33 | .12 | .34 | .32 | .31 | .36 | .41 | .36 | 1 | .48 | .592** |
| | Sig. (2-tailed) | 1** | 4** | 2** | 2** | 3** | 3** | 0** | 1 | 1** | 6** | 5** | 6** | 4** | 9** | | 4** | |
| | Sig. (2-tailed) | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .23 | .00 | .00 | .00 | .00 | .00 | .00 | | .00 | .000 |
| | | 2 | 0 | 0 | 0 | 0 | 6 | 1 | 2 | 1 | 1 | 1 | 0 | 0 | 0 | | 0 | |
| N | | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | | | | | | | | | | | 0 | | | | | | | |
| X2.16 | Pearson Correlation | .32 | .39 | .38 | .29 | .40 | .48 | .42 | .39 | .43 | .22 | .44 | .48 | .41 | .42 | .48 | 1 | .674** |
| | Sig. (2-tailed) | 7** | 4** | 1** | 2** | 7** | 6** | 7** | 4** | 6** | 4* | 2** | 8** | 8** | 7** | 4** | | |
| | Sig. (2-tailed) | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .02 | .00 | .00 | .00 | .00 | .00 | | .000 |
| | | 1 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | | |
| N | | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | | | | | | | | | | | 0 | | | | | | | |
| TO TA L | Pearson Correlation | .63 | .64 | .69 | .64 | .59 | .67 | .65 | .61 | .65 | .59 | .67 | .69 | .68 | .64 | .59 | .67 | 1 |
| | Sig. (2-tailed) | 1** | 9** | 9** | 5** | 0** | 4** | 2** | 0** | 6** | 4** | 2** | 8** | 6** | 8** | 2** | 5** | |
| | Sig. (2-tailed) | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | |
| | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| N | | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 10 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| | | | | | | | | | | | 0 | | | | | | | |

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

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

3. Kepuasan Nasabah

| | | Correlations | | | | | | | | | | |
|------|---------------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--|
| | | Y.01 | Y.02 | Y.03 | Y.04 | Y.05 | Y.06 | Y.07 | Y.08 | Y.09 | TOTAL | |
| Y.01 | Pearson Correlation | 1 | .480** | .306** | .188 | .441** | .247* | .364** | .148 | .341** | .587** | |
| | Sig. (2-tailed) | | .000 | .002 | .061 | .000 | .013 | .000 | .141 | .001 | .000 | |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | |
| Y.02 | Pearson Correlation | .480** | 1 | .349** | .364** | .385** | .398** | .335** | .332** | .288** | .675** | |
| | Sig. (2-tailed) | .000 | | .000 | .000 | .000 | .000 | .001 | .001 | .004 | .000 | |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | |
| Y.03 | Pearson Correlation | .306** | .349** | 1 | .379** | .361** | .421** | .453** | .118 | .263** | .612** | |
| | Sig. (2-tailed) | .002 | .000 | | .000 | .000 | .000 | .000 | .242 | .008 | .000 | |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | |

| | | | | | | | | | | | |
|------|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Y.04 | Pearson Correlation | .188 | .364** | .379** | 1 | .353** | .416** | .391** | .343** | .305** | .632** |
| | Sig. (2-tailed) | .061 | .000 | .000 | | .000 | .000 | .000 | .000 | .002 | .000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Y.05 | Pearson Correlation | .441** | .385** | .361** | .353** | 1 | .465** | .487** | .276** | .329** | .687** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | | .000 | .000 | .005 | .001 | .000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Y.06 | Pearson Correlation | .247* | .398** | .421** | .416** | .465** | 1 | .573** | .505** | .293** | .738** |
| | Sig. (2-tailed) | .013 | .000 | .000 | .000 | .000 | | .000 | .000 | .003 | .000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Y.07 | Pearson Correlation | .364** | .335** | .453** | .391** | .487** | .573** | 1 | .396** | .468** | .757** |
| | Sig. (2-tailed) | .000 | .001 | .000 | .000 | .000 | .000 | | .000 | .000 | .000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Y.08 | Pearson Correlation | .148 | .332** | .118 | .343** | .276** | .505** | .396** | 1 | .376** | .596** |
| | Sig. (2-tailed) | .141 | .001 | .242 | .000 | .005 | .000 | .000 | | .000 | .000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| Y.09 | Pearson Correlation | .341** | .288** | .263** | .305** | .329** | .293** | .468** | .376** | 1 | .619** |
| | Sig. (2-tailed) | .001 | .004 | .008 | .002 | .001 | .003 | .000 | .000 | | .000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| TOT | Pearson Correlation | .587** | .675** | .613** | .633** | .686** | .739** | .757** | .597** | .618** | 1 |
| AL | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

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

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

b. Uji Reabilitas

1. Service Recovery

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .911 | 14 |

2. Komunikasi Interpersonal

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .908 | 16 |

3. Kepuasan Nasabah

| Reliability Statistics | |
|------------------------|------------|
| Cronbach's Alpha | N of Items |
| .835 | 9 |

Lampiran 5 (Uji Asumsi Klasik)

a. Uji Normalitas

One-Sample Kolmogorov-Smirnov Test

| | | Unstandardized Residual |
|----------------------------------|----------------|-------------------------|
| N | | 100 |
| Normal Parameters ^{a,b} | Mean | .0000000 |
| | Std. Deviation | .19030656 |
| Most Extreme Differences | Absolute | .073 |
| | Positive | .073 |
| | Negative | -.066 |
| Test Statistic | | .073 |
| Asymp. Sig. (2-tailed) | | .200 ^{c,d} |

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

b. Uji Linieritas

1. Kepuasan Nasabah*Service Recovery

| | | ANOVA Table | | | | | |
|--------------------|---------|-------------|----------------|----|-------------|---------|------|
| | | | Sum of Squares | df | Mean Square | F | Sig. |
| Kepuasan Nasabah | Between | (Combined) | 10.117 | 20 | .506 | 11.664 | .000 |
| * Service Recovery | Groups | Linearity | 8.797 | 1 | 8.797 | 204.833 | .000 |

| | | | | | | |
|--|--------------------------|--------|----|------|-------|------|
| | Deviation from Linearity | 1.320 | 19 | .069 | 1.602 | .076 |
| | Within Groups | 3.426 | 79 | .043 | | |
| | Total | 13.543 | 99 | | | |

2. Kepuasan Nasabah*Komunikasi Interpersonal

ANOVA Table

| | | | Sum of Squares | Df | Mean Square | F | Sig. |
|---|----------------|--------------------------|----------------|----|-------------|-------|------|
| Kepuasan Nasabah * Komunikasi Interpersonal | Between Groups | (Combined) Linearity | 9.810 | 22 | .446 | 9.196 | .000 |
| | | Deviation from Linearity | .662 | 21 | .032 | .650 | .867 |
| | Within Groups | | 3.734 | 77 | .048 | | |
| | Total | | 13.543 | 99 | | | |

c. Uji Multikolinieritas

Coefficients^a

| Model | Unstandardized Coefficients | | Standardized Coefficients Beta | t | Sig. | Collinearity Statistics | |
|--------------------------|-----------------------------|------------|-----------------------------------|-------|------|-------------------------|-------|
| | B | Std. Error | | | | Tolerance | VIF |
| (Constant) | .761 | .230 | | 3.308 | .001 | | |
| 1 Service Recovery | .368 | .079 | .411 | 4.682 | .000 | .354 | 2.821 |
| Komunikasi Interpersonal | .473 | .084 | .492 | 5.605 | .000 | .354 | 2.821 |

a. Dependent Variable: Kepuasan Nasabah

d. Uji Heterokedastisitas

Coefficients^a

| Model | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
|-------|-----------------------------|------------|---------------------------|---|------|-------------------------|-----|
| | B | Std. Error | | | | Tolerance | VIF |

| | B | Std. Error | Beta | | | Tolerance | VIF |
|--------------------------|-------|------------|-------|-------|------|-----------|-------|
| 1 (Constant) | .285 | .149 | | 1.914 | .059 | | |
| Service Recovery | .013 | .051 | .043 | .254 | .800 | .354 | 2.821 |
| Komunikasi Interpersonal | -.045 | .055 | -.139 | -.820 | .414 | .354 | 2.821 |

a. Dependent Variable: RES2

Lampiran 6 (Analisis linier Berganda dan Uji Hipotesis)

1. Analisis linier berganda

| Model | Coefficients ^a | | | | | Collinearity Statistics | |
|--------------------------|-----------------------------|------------|---------------------------|-------|------|-------------------------|-------|
| | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Tolerance | VIF |
| | B | Std. Error | Beta | | | | |
| 1 (Constant) | .761 | .230 | | 3.308 | .001 | | |
| Service Recovery | .368 | .079 | .411 | 4.682 | .000 | .353 | 2.831 |
| Komunikasi Interpersonal | .473 | .084 | .494 | 5.605 | .000 | .353 | 2.831 |

a. Dependent Variable: Kepuasan Nasabah

2. Uji Simultan (F)

| ANOVA ^a | | | | | | |
|--------------------|------------|----------------|----|-------------|---------|-------------------|
| Model | | Sum of Squares | Df | Mean Square | F | Sig. |
| 1 | Regression | 9.958 | 2 | 4.979 | 134.702 | .000 ^b |
| | Residual | 3.585 | 97 | .037 | | |
| | Total | 13.543 | 99 | | | |

a. Dependent Variable: Kepuasan Nasabah

b. Predictors: (Constant), Komunikasi Interpersonal, Service Recovery

3. Uji parsial (T)

| Model | Coefficients ^a | | | | | |
|-------|-----------------------------|------------|---------------------------|---|------|-------------------------|
| | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics |
| | B | Std. Error | Beta | | | |

| | B | Std. Error | Beta | | | Tolerance | VIF |
|--------------------------|------|------------|------|-------|------|-----------|-------|
| 1 (Constant) | .761 | .230 | | 3.308 | .001 | | |
| Service Recovery | .368 | .079 | .411 | 4.682 | .000 | .353 | 2.831 |
| Komunikasi Interpersonal | .473 | .084 | .494 | 5.605 | .000 | .353 | 2.831 |

a. Dependent Variable: Kepuasan Nasabah

3. Uji Determinasi (R)

Model Summary^b

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | .857 ^a | .735 | .730 | .19226 |

a. Predictors: (Constant), Komunikasi Interpersonal, Service Recovery

b. Dependent Variable: Kepuasan Nasabah



PROGRAM STUDI SI PERBANKAN SYARIAH
FAKULTAS EKONOMI DAN BISNIS ISLAM
UIN RADEN FATAH PALEMBANG

DAFTAR KONSULTASI

Nama : Teni Angraini
NIM : 1820603140
Fakultas/Jurusan : Ekonomi dan Bisnis Islam/S1 Perbankan Syariah
Pembimbing II : Tariza Putri Ramayanti, SE., M.Si
Judul Skripsi : Pengaruh Service Recovery Dan Komunikasi Interpersonal Customer Service Terhadap Kepuasan Nasabah Bank Syariah Indonesia KCP Demang.

| No. | Hari/Tanggal | Konsultasi | Paraf |
|-----|--------------|--|-------|
| 1 | 21/02/2022 | Penulisan skripsi sesuaikan dgn pedoman Gamber fokus jelas & dibaca.1 Gubahan referensi jurnal ilmiah terakhir → pencarian buku-co-post | A. |
| 2 | 24/02/2022 | keumuman ↳ buku dikemudian keumuman yg berkaitan dgn penelitian. - data tidak valid | B. |
| 3 | 07/03/2022 | Data pakai diagram | B. |
| 4 | 05/03/2022 | Cek standar penulisan tabel. ACC Bab I (dgn catatan sesuai standar penulisan skripsi) | B. |

| | | | |
|----|------------|---|----|
| 4 | 06/03/2022 | buat robalanan cek bagian yg dilipat hasil uji validitas buat tabel hasil saja REF usi nya cetak variabel. valid / tidak data yg ditampikan slug atau menggunakan di lampiran | B. |
| 17 | 06/03/2022 | cek halaman ? dan catatan ? nya. lengkap benar dr. cover / di lampiran | B. |
| 28 | 06/03/2022 | Sesuai dgn pedoman moto / persentaha / ucapan terima kasih abstrak bagian yg ditandai | B. |
| 07 | 09/03/2022 | cek halaman yg ditandai rapikan penulisan | A. |
| 14 | 09/03/2022 | perbaiki translate abstrak | B. |
| 18 | 07/03/2022 | ACC lanjut ke pembimbing I % bab 4-5 | B. |
| 20 | 07/03/2022 | si ap ujian | A. |

| No. | Hari/Tanggal | Konsultasi | Paraf |
|-----|--------------|---|-------|
| 5. | | lesan 2 dr. gemasuran sparak. per variabel tabel penelitian berdasarkan tabel akhir, uraian sesuai tabel subjek hipotesis sesuaikan dgn pedoman skripsi | A. |
| 6. | 19/04/2022 | Marasi hipotesis penelitian terdahulu tidak ada signifikansi karena tidak ada tabel. karena tidak ada tabel. ↳ dgn lupa ↳ dgn lupa | B. |
| 7. | 09/04/2022 | ACC Bab II | A. |
| 8. | 10/04/2022 | ACC Bab III | A. |
| 9. | 15/04/2022 | perbaikan nomor 3 yg diteliti pada kisi-kisi kuesioner. diganti dgn pernyataan yg lebih tepat disesuaikan dgn indikator | B. |
| 10. | 10/05/2022 | Point 3 pernyataan kuesioner lebih tajam lagi | A. |
| | 15/05/2022 | ACC Kuesioner | |
| | 07/05/2022 | Pembahasan hasil penelitian ditawarkan dgn teori, diteliti dgn. Penelitian terdahulu | B. |



PROGRAM STUDI SI PERBANKAN SYARIAH
FAKULTAS EKONOMI DAN BISNIS ISLAM
UIN RADEN FATAH PALEMBANG

DAFTAR KONSULTASI

Nama : Teni Angraini
NIM : 1820603140
Fakultas/Jurusan : Ekonomi dan Bisnis Islam/S1 Perbankan Syariah
Pembimbing I : Zuul Fitriani Umari, M.H.I
Judul Skripsi : Pengaruh Service Recovery Dan Komunikasi Interpersonal Customer Service Terhadap Kepuasan Nasabah Bank Syariah Indonesia KCP Demang.

| No. | Hari/Tanggal | Konsultasi | Paraf |
|-----|--------------|---|-------|
| 1. | 16/5-2022 | ACC Bab I | B. |
| 2. | 18/5-2022 | Perbaikan Hipotesis Perbaikan ayat op. quon 2- hasil | B. |
| 3. | 25/5-2022 | Perbaikan penelitian terdahulu ACC Bab II | B. |
| 4. | 30/5-2022 | Perbaikan sistem penulisan Perbaikan tabel | B. |
| 5. | 30/5-2022 | ACC Bab III | B. |
| 6. | 06/06-2022 | ACC Kuesioner ACC Bab IV dan V | B. |
| 7. | 11/7-2022 | Beasiswa kelulusan Perbaikan keaduan | B. |
| 8. | 12/7-2022 | ACC Kuesioner | B. |
| 9. | 15/7-2022 | Simp Diujikan | B. |

DAFTAR RIWAYAT HIDUP

Nama : Teni Anggraini
Nim : 1820603140
Tempat, Tanggal Lahir : Palembang, 15 Mei 2000
Jenis Kelamin : Perempuan
Alamat : Jln Mataram Lrg. Nibung RT/RW 33/08 Kec.
Kertapati, Kel.Kemasrindo, Kota Palembang
Email : Tenianggrainitibrn@gmail.com



Riwayat Pendidikan :

1. SD Negeri 230 Palembang 2005-2011
2. SMP Negeri 12 Palembang 2011-2014
3. SMA Negeri 09 Palembang 2014-2017
4. S1 Perbankan Syariah UIN Raden Fatah Palembang 2018-2022

Pengalaman Organisasi :

Anggota Dewan Eksekutif Mahasiswa Fakultas Ekonomi Dan Bisnis Islam