**ANALISIS KUALITAS PELAYANAN, KEPATUHAN SYARIAH, KEPERCAYAAN DAN PENANGANAN**

**KELUHAN TERHADAP KEPUASAN ANGGOTA**

**PADA BMT BEN SEJAHTERA CABANG**

**JERUKLEGI**

**SKRIPSI**

**Sebagai Salah Satu Syarat Untuk Memperoleh Gelar Sarjana Pada Program Studi Akuntansi**

**YUDHI WAHYUNINGSIH**

**NIM.182010**

**PROGRAM STUDI AKUNTANSI**

**SEKOLAH TINGGI ILMU EKONOMI MUHAMMADIYAH CILACAP**

**2022**

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**PERNYATAAN KEASLIAN SKRIPSI**

Saya yang bertanda tangan dibawah ini :

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Menyatakan bahwa dengan ini yang sebenarnya bahwa skripsi ini benar-benar merupakan hasil karya saya, apabila dikemudian hari terbukti atau dapat dibuktikan bahwa skripsi saya ini hasil plagiasi, maka saya bersedia menerima sanksi sesuai dengan ketentuan yang berlaku atas perbuatan tersebut.

Cilacap, Agustus 2022

Yang membuat pernyataan

Yudhi Wahyuningsih

**MOTTO**

1. Keajaiban adalah nama lain dari kerja keras.
2. Meskipun kau berpikir tak bisa melakukannya, tetaplah berjuang sampai akhir. Dalam hidup banyak hal yang harus kau mulai meskipun kau tahu seperti apa hasilnya.
3. Hidupmu tidak akan berakhir hanya karena hari ini adalah hari yang menyedihkan untukmu.

**PERSEMBAHAN**

Dengan rahmat Allah SWT, saya dapat menyelesaikan skripsi ini yang saya persembahkan untuk :

1. Bapak dan Ibu tercinta atas do’a, pengorbanan, nasihat baik, serta dukungannya selama ini sehingga skripsi ini selesai dengan baik.
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**ABSTRAK**

**Yudhi Wahyuningsih,** Program Studi Akuntansi – Program sarjana, STIE Muhammadiyah Cilacap, Analisis Kualitas Pelayanan, Kepatuhan Syariah, Kepercayaan, dan Penanganan Keluhan terhadap Kepuasan Anggota pada BMT Ben Sejahtera Cabang Jeruklegi. Pembimbing I : Tri Nurindahyanti Y, SE, M. Si, Ak, Pembimbing II : Eri Kristanto, S.Pd., M.Ak.

Penelitian ini bertujuan untuk mengetahui apakah Kualitas Pelayanan, Kepatuhan Syariah, Kepercayaan dan Penanganan Keluhan berpengaruh terhadap Kepuasan Anggota pada BMT Ben Sejahtera .

Populasi penelitian ini adalah seluruh anggota BMT Ben Sejahtera Cabang Jeruklegi. Jenis penelitian ini adalah kuantitatif, jenis data yang digunakan adalah data primer dari 100 responden pada BMT Ben Sejahtera Cabang Jeruklegi. Penelitian ini menggunakan regresi linear berganda uji statistik melalui uji t, serta uji R2, dan uji asumsi klasik.

Hasil penelitian ini menunjukkan bahwa : Kualitas Pelayanan berpengaruh terhadap Kepuasan Anggota. Kepatuhan Syariah tidak berpengaruh terhadap Kepuasan Anggota. Kepercayaan tidak berpengaruh terhadap Kepuasan Anggota. Penanganan Keluhan berpengaruh terhadap Kepuasan Anggota.

**Kata Kunci : Kualitas Pelayanan, Kepatuhan Syariah, Kepercayaan, Penanganan Keluhan.**

***ABSTRACT***

***Yudhi Wahyuningsih****, Accounting Study Program – Undergraduate program, STIE Muhammadiyah Cilacap, Analysis of Service Quality, Sharia Compliance, Trust, and Handling of Complaints on Member Satisfaction at BMT Ben Sejahtera Jeruklegi Branch. Supervisor I : Tri Nurindahyanti Y, SE, M. Si, Ak, Advisor II : Eri Kristanto, S.Pd., M.Ak.*

*This study aims to determine whether Service Quality, Sharia Compliance, Trust and Complaint Handling have an effect on Member Satisfaction at BMT Ben Sejahtera. The population of this study were all members of BMT Ben Sejahtera, Jeruklegi Branch. This type of research is quantitative, the type of data used is primary data from 100 respondents at BMT Ben Sejahtera, Jeruklegi Branch. This study uses multiple linear regression statistical tests through the t test, as well as the R2 test, and the classical assumption test.*

*The results of this study indicate that: Quality of Service has an effect on member satisfaction. Sharia Compliance has no effect on Member Satisfaction. Trust has no effect on Member Satisfaction. Handling of Complaints an effect on Member Satisfaction.*

***Keywords: Service Quality, Sharia Compliance, Trust, Complaint Handling.***

**KATA PENGANTAR**

Segala puji dan Syukur penulis panjatkan kehadirat Allah SWT atas segala rahmatdan hidayat-Nya serta sholawat serta salam tercurah kepada Nabi Muhammad SAW sehingga penulis dapat menyelesaikan skripsi yang berjudul “ Analisis Kualitas Pelayanan, Kepatuhan Syariah, Kepercayaan dan Penanganan Keluhan Terhadap Kepuasan Anggota Pada BMT Ben Sejahtera Cabang Jeruklegi “ dengan baik. Banyak pihak yang telah membantu dalam penyelesaian skripsi ini, baik secara moral maupun spiritual, maka dalam kesempatan ini penulis ingin mengucapkan terimakasih kepada :

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Skripsi ini diharapkan mampu memberikan manfaat sekaligus menjadi referensi untuk pembaca. Penulis menyadari bahwa dalam penulisan skripsi ini masih jauh dari kata sempurna. Oleh karena itu, mohon kritik dan saran guna untuk menyempurnakan penulisan skripsi ini.

Cilacap, 25 Agustus 2022

Penulis,

Yudhi Wahyuningsih

NIM. 182010

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**Lampiran 1. Surat Izin Penelitian**

Hal : Permohonan Pengisian Kuesioner

Kepada Yth.

Bapak/Ibu/Sdr/i Responden

Di tempat

Dengan hormat,

Sehubungan dengan penyelesaian tugas akhir sebagai mahasiswi Progran studi Strata Satu (S1) Sekolah Tinggi Ilmu Ekonomi Muhammadiyah Cilacap.

**Nama : Yudhi wahyuningsih**

**NIM : 182010**

**Prodi : S1 Akuntansi**

**Judul Skripsi : Analisis Kualitas Pelayanan, Kepatuhan Syariah, Kepercayaan, dan Penanganan Keluhan terhadap Kepuasan Anggota pada BMT Ben Sejahtera**

**No Hp : 087776230514**

Untuk itu saya sangat mengharapkan kesediaan bapak/Ibu/Sdr/i untuk menjadi responden dengan mengisi lembar kuesioner ini secara lengkap dan sebelumnya saya mohon maaf telah mengganggu waktu kerja Bapak/Ibu/Sdr/i.Data yang diperoleh hanya digunakan untuk kepentingan penelitian dan tidak ada tendensi lain, sehingga kerahasiaan akan saya jaga sesuai dengan etika penelitian. Atas bantuan dan kerjasama yang baik, saya ucapkan terimaksih.

Hormat saya,

Peneliti

Yudhi Wahyuningsih

**Lampiran 2. Kuesioner**

**KUESIONER PENELITIAN ANALISIS KUALITAS PELAYANAN, KEPATUHAN SYARIAH, KEPERCAYAAN DAN PENANGANAN KELUHAN TERHADAP KEPUASAN ANGGOTA PADA BMT BEN SEJAHTERA KABUPATEN CILACAP**

**IdentitasResponden**

1. Nama : …………………………. (Boleh tidak diisi)

2. JenisKelamin**\*** : [ ] Laki-laki [ ] Perempuan

3. Usia : ……………………tahun

4. Alamat : …………………………..

5. Pekerjaan**\*** : [ ] Pelajar/Mahasiswa [ ] Wiraswasta [ ] PNS

[ ] PegawaiSwasta [ ] Ibu RumahTangga

**\*** Berilah tanda Check list ( **√** ) pada jawaban sesuai dengan Bapak/ Ibu Saudara/i

Jawablah pertanyaan di bawah ini yang sesuai dengan pendapat nasabah, dengan memberi tanda silang ( **√** ) pada pilihan yang sesuai dengan pendapat nasabah.

**Keterangan :** Sangat Setuju = SS

Setuju = S

Netral = N

Tidak Setuju = TS

Sangat Tidak Setuju = STS

**PERNYATAAN :**

**1. Variabel Kualitas Pelayanan**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **N** | **TS** | **STS** |
|  | Karyawan melayani dengan ramah dan sopan |  |  |  |  |  |
|  | Karyawan melayani dengan cepat, efisien, dan akurat sehingga pelayanan dapat diandalkan |  |  |  |  |  |
|  | Bank memiliki tampilan kantor dan fasilitas fisik yang menarik serta bermanfaat |  |  |  |  |  |
|  | Karyawan memberi perhatian , memahami dalam menanggapi permintaan sesuai dengan kebutuhan anda |  |  |  |  |  |
|  | Karyawan selalu sigap dan tanggap dalam menanggapi dan menyelesaikan apabila ada keluhan atau permasalahan |  |  |  |  |  |

**2. Variabel Kepatuhan Syariah**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **N** | **TS** | **STS** |
|  | Produk atau jasa yang ada di BMT Ben Sejahtera bebas dari unsur riba |  |  |  |  |  |
|  | Produk atau jasa yang ada di BMT Ben Sejahtera bebas dari unsur ketidakpastian |  |  |  |  |  |
|  | Produk atau jasa yang ada di BMT Ben Sejahtera bebas dari unsur perjudian |  |  |  |  |  |
|  | BMT Ben Sejahtera menjalankan bisnis dengan berbasis keuntungan yang halal |  |  |  |  |  |
|  | BMT Ben Sejahtera mengelola zakat, infaq dan shadaqah dengan amanah |  |  |  |  |  |
|  | BMT Ben Sejahtera selalu menjalankan amanah yang anda berikan |  |  |  |  |  |

**3. Variabel Keparcayaan**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **N** | **TS** | **STS** |
|  | Saya percaya bahwa BMT Ben sejahtera memiliki kejujuran atau integritas yang baik |  |  |  |  |  |
|  | Saya percaya bahwa BMT Ben sejahtera memiliki ketrampilan dan pengetahuan sehingga mampu mengelola lembaga dengan baik |  |  |  |  |  |
|  | Saya percaya bahwa BMT Ben sejahtera memiliki kehandalan dan memberi pertimbangan yang baik dalam menangani situasi |  |  |  |  |  |
|  | Saya percaya BMT Ben sejahtera selalu melindungi, mengayomi dan memelihara hubungan sebaik mungkin dengan nasabah |  |  |  |  |  |
|  | Saya percaya bahwa karyawan BMT Ben sejahtera selalu bersedia dalam memberikan gagasan dan informasi secara terbuka (bebas) |  |  |  |  |  |

**4. Variabel Penanganan Keluhan**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **N** | **TS** | **STS** |
|  | Karyawan bersikap sabar, memberikan perhatian saat anda melakukan complain |  |  |  |  |  |
|  | Karyawan menangani dan menyelesaikan keluhan dengan cepat dan tepat |  |  |  |  |  |
|  | Karyawan bertindak adil dalam memecahkan permasalahan atau keluhan |  |  |  |  |  |
|  | Bank memberikan kemudahan dalam pengajuan complain |  |  |  |  |  |

**5. Varibel Kepuasan Anggota**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **N** | **TS** | **STS** |
| 1. | Saya merasa puas menjadi nasabah BMT Ben Sejahtera |  |  |  |  |  |
| 2. | Pelayanan dan produk-produk yang ada di BMT Ben Sejahtera sudah sesuai dengan harapan saya |  |  |  |  |  |
| 3. | Saya bangga menjadi nasabah BMT Ben Sejahtera Cilacap |  |  |  |  |  |

**Lampiran 3. Tabulasi Jawaban Responden**

**Kualitas Pelayanan (X1)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Data Asli Ordinal** | | | | | |
| **1** | **2** | **3** | **4** | **5** | **Total X1** |
| 1 | 5 | 3 | 2 | 4 | 5 | **19** |
| 2 | 4 | 5 | 2 | 4 | 4 | **19** |
| 3 | 5 | 5 | 2 | 4 | 4 | **20** |
| 4 | 5 | 5 | 2 | 5 | 5 | **22** |
| 5 | 5 | 5 | 2 | 4 | 4 | **20** |
| 6 | 4 | 5 | 2 | 4 | 5 | **20** |
| 7 | 4 | 5 | 2 | 4 | 4 | **19** |
| 8 | 4 | 4 | 2 | 4 | 4 | **18** |
| 9 | 3 | 3 | 2 | 5 | 5 | **18** |
| 10 | 4 | 3 | 2 | 4 | 4 | **17** |
| 11 | 5 | 5 | 2 | 4 | 5 | **21** |
| 12 | 5 | 5 | 2 | 4 | 4 | **20** |
| 13 | 5 | 5 | 2 | 5 | 5 | **22** |
| 14 | 5 | 5 | 2 | 5 | 5 | **22** |
| 15 | 5 | 3 | 2 | 4 | 4 | **18** |
| 16 | 4 | 5 | 2 | 4 | 4 | **19** |
| 17 | 3 | 2 | 2 | 3 | 3 | **13** |
| 18 | 5 | 4 | 2 | 4 | 5 | **20** |
| 19 | 4 | 4 | 2 | 4 | 4 | **18** |
| 20 | 5 | 4 | 2 | 4 | 5 | **20** |
| 21 | 5 | 5 | 2 | 4 | 4 | **20** |
| 22 | 5 | 5 | 2 | 4 | 4 | **20** |
| 23 | 4 | 4 | 2 | 4 | 4 | **18** |
| 24 | 5 | 5 | 2 | 5 | 2 | **19** |
| 25 | 5 | 4 | 2 | 4 | 1 | **16** |
| 26 | 4 | 4 | 2 | 4 | 5 | **19** |
| 27 | 4 | 5 | 2 | 5 | 5 | **21** |
| 28 | 5 | 5 | 2 | 4 | 4 | **20** |
| 29 | 4 | 5 | 2 | 4 | 4 | **19** |
| 30 | 5 | 5 | 2 | 4 | 4 | **20** |
| 31 | 4 | 4 | 2 | 5 | 5 | **20** |
| 32 | 5 | 5 | 2 | 4 | 4 | **20** |
| 33 | 5 | 5 | 2 | 5 | 5 | **22** |
| 34 | 4 | 4 | 2 | 4 | 5 | **19** |
| 35 | 4 | 4 | 2 | 5 | 5 | **20** |
| 36 | 4 | 4 | 2 | 5 | 5 | **20** |
| 37 | 5 | 5 | 2 | 5 | 5 | **22** |
| 38 | 4 | 4 | 2 | 4 | 4 | **18** |
| 39 | 5 | 5 | 2 | 4 | 4 | **20** |
| 40 | 4 | 4 | 2 | 4 | 4 | **18** |
| 41 | 5 | 5 | 2 | 4 | 4 | **20** |
| 42 | 5 | 5 | 2 | 5 | 5 | **22** |
| 43 | 4 | 5 | 2 | 5 | 5 | **21** |
| 44 | 4 | 4 | 2 | 5 | 5 | **20** |
| 45 | 5 | 5 | 2 | 5 | 5 | **22** |
| 46 | 5 | 5 | 2 | 4 | 4 | **20** |
| 47 | 5 | 4 | 2 | 5 | 5 | **21** |
| 48 | 4 | 4 | 2 | 5 | 5 | **20** |
| 49 | 5 | 5 | 2 | 5 | 5 | **22** |
| 50 | 4 | 4 | 2 | 5 | 5 | **20** |
| 51 | 5 | 5 | 2 | 5 | 5 | **22** |
| 52 | 4 | 4 | 2 | 5 | 5 | **20** |
| 53 | 5 | 5 | 2 | 4 | 4 | **20** |
| 54 | 5 | 5 | 2 | 3 | 3 | **18** |
| 55 | 5 | 4 | 2 | 4 | 4 | **19** |
| 56 | 4 | 4 | 2 | 3 | 3 | **16** |
| 57 | 5 | 5 | 2 | 4 | 4 | **20** |
| 58 | 5 | 5 | 2 | 4 | 5 | **21** |
| 59 | 5 | 5 | 2 | 5 | 5 | **22** |
| 60 | 4 | 4 | 2 | 5 | 5 | **20** |
| 61 | 4 | 4 | 2 | 4 | 5 | **19** |
| 62 | 5 | 5 | 2 | 4 | 4 | **20** |
| 63 | 5 | 4 | 2 | 5 | 4 | **20** |
| 64 | 4 | 5 | 2 | 5 | 3 | **19** |
| 65 | 5 | 4 | 2 | 4 | 4 | **19** |
| 66 | 5 | 5 | 2 | 4 | 2 | **18** |
| 67 | 4 | 4 | 2 | 5 | 5 | **20** |
| 68 | 4 | 5 | 2 | 5 | 5 | **21** |
| 69 | 4 | 4 | 2 | 5 | 5 | **20** |
| 70 | 5 | 5 | 2 | 4 | 4 | **20** |
| 71 | 4 | 4 | 2 | 5 | 5 | **20** |
| 72 | 4 | 4 | 2 | 5 | 5 | **20** |
| 73 | 5 | 5 | 2 | 5 | 5 | **22** |
| 74 | 4 | 4 | 2 | 5 | 5 | **20** |
| 75 | 4 | 4 | 2 | 5 | 5 | **20** |
| 76 | 5 | 5 | 2 | 4 | 4 | **20** |
| 77 | 5 | 5 | 2 | 4 | 4 | **20** |
| 78 | 4 | 4 | 2 | 4 | 5 | **19** |
| 79 | 5 | 4 | 2 | 5 | 5 | **21** |
| 80 | 4 | 4 | 2 | 5 | 5 | **20** |
| 81 | 5 | 5 | 2 | 5 | 4 | **21** |
| 82 | 5 | 5 | 2 | 4 | 5 | **21** |
| 83 | 4 | 4 | 2 | 5 | 4 | **19** |
| 84 | 4 | 5 | 2 | 5 | 4 | **20** |
| 85 | 5 | 4 | 2 | 4 | 5 | **20** |
| 86 | 4 | 4 | 2 | 4 | 5 | **19** |
| 87 | 5 | 5 | 2 | 5 | 5 | **22** |
| 88 | 4 | 4 | 2 | 5 | 5 | **20** |
| 89 | 4 | 4 | 2 | 4 | 4 | **18** |
| 90 | 4 | 4 | 2 | 5 | 4 | **19** |
| 91 | 4 | 4 | 2 | 5 | 5 | **20** |
| 92 | 5 | 5 | 2 | 5 | 4 | **21** |
| 93 | 5 | 5 | 2 | 4 | 4 | **20** |
| 94 | 4 | 4 | 2 | 4 | 5 | **19** |
| 95 | 5 | 5 | 2 | 5 | 5 | **22** |
| 96 | 5 | 5 | 2 | 4 | 5 | **21** |
| 97 | 5 | 5 | 2 | 4 | 5 | **21** |
| 98 | 5 | 5 | 2 | 5 | 4 | **21** |
| 99 | 4 | 5 | 2 | 4 | 4 | **19** |
| 100 | 4 | 5 | 2 | 5 | 5 | **21** |

**Kepatuhan Syariah (X2)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Data Asli Ordinal** | | | | | |
| **1** | **2** | **3** | **4** | **5** | **Total**  **X2** |
| 1 | 5 | 4 | 4 | 4 | 5 | **22** |
| 2 | 4 | 4 | 3 | 4 | 4 | **19** |
| 3 | 3 | 3 | 4 | 4 | 4 | **18** |
| 4 | 5 | 5 | 5 | 5 | 5 | **25** |
| 5 | 5 | 4 | 4 | 4 | 4 | **21** |
| 6 | 4 | 5 | 5 | 5 | 5 | **24** |
| 7 | 5 | 5 | 5 | 4 | 4 | **23** |
| 8 | 1 | 2 | 5 | 5 | 5 | **19** |
| 9 | 5 | 5 | 5 | 4 | 4 | **23** |
| 10 | 5 | 4 | 4 | 4 | 4 | **21** |
| 11 | 3 | 3 | 5 | 5 | 5 | **21** |
| 12 | 3 | 3 | 4 | 4 | 4 | **18** |
| 13 | 5 | 5 | 5 | 5 | 5 | **25** |
| 14 | 5 | 5 | 5 | 5 | 5 | **25** |
| 15 | 3 | 5 | 3 | 5 | 5 | **21** |
| 16 | 5 | 4 | 4 | 5 | 4 | **22** |
| 17 | 4 | 4 | 5 | 4 | 4 | **21** |
| 18 | 4 | 5 | 5 | 3 | 3 | **20** |
| 19 | 4 | 5 | 4 | 4 | 4 | **21** |
| 20 | 4 | 4 | 5 | 5 | 4 | **22** |
| 21 | 5 | 4 | 4 | 5 | 5 | **23** |
| 22 | 5 | 5 | 5 | 4 | 4 | **23** |
| 23 | 4 | 4 | 4 | 3 | 3 | **18** |
| 24 | 5 | 5 | 3 | 5 | 4 | **22** |
| 25 | 3 | 4 | 5 | 5 | 5 | **22** |
| 26 | 4 | 4 | 4 | 5 | 5 | **22** |
| 27 | 5 | 4 | 5 | 4 | 4 | **22** |
| 28 | 4 | 4 | 5 | 4 | 5 | **22** |
| 29 | 5 | 5 | 4 | 3 | 3 | **20** |
| 30 | 4 | 4 | 4 | 5 | 5 | **22** |
| 31 | 4 | 4 | 4 | 5 | 5 | **22** |
| 32 | 5 | 5 | 4 | 5 | 5 | **24** |
| 33 | 5 | 5 | 4 | 3 | 4 | **21** |
| 34 | 5 | 5 | 5 | 4 | 4 | **23** |
| 35 | 3 | 3 | 4 | 5 | 5 | **20** |
| 36 | 4 | 5 | 4 | 5 | 4 | **22** |
| 37 | 4 | 4 | 5 | 5 | 4 | **22** |
| 38 | 4 | 4 | 5 | 5 | 5 | **23** |
| 39 | 4 | 5 | 4 | 4 | 4 | **21** |
| 40 | 5 | 5 | 5 | 5 | 5 | **25** |
| 41 | 5 | 5 | 4 | 5 | 4 | **23** |
| 42 | 4 | 5 | 4 | 5 | 5 | **23** |
| 43 | 4 | 4 | 5 | 4 | 4 | **21** |
| 44 | 5 | 4 | 5 | 4 | 5 | **23** |
| 45 | 4 | 4 | 5 | 4 | 4 | **21** |
| 46 | 4 | 4 | 5 | 5 | 5 | **23** |
| 47 | 4 | 4 | 4 | 4 | 4 | **20** |
| 48 | 4 | 4 | 5 | 4 | 5 | **22** |
| 49 | 4 | 4 | 4 | 4 | 5 | **21** |
| 50 | 5 | 5 | 5 | 5 | 5 | **25** |
| 51 | 4 | 4 | 5 | 5 | 5 | **23** |
| 52 | 3 | 3 | 5 | 3 | 4 | **18** |
| 53 | 5 | 3 | 5 | 5 | 5 | **23** |
| 54 | 4 | 4 | 5 | 5 | 4 | **22** |
| 55 | 5 | 5 | 4 | 4 | 5 | **23** |
| 56 | 4 | 4 | 4 | 4 | 4 | **20** |
| 57 | 4 | 4 | 5 | 5 | 5 | **23** |
| 58 | 5 | 5 | 4 | 4 | 5 | **23** |
| 59 | 5 | 5 | 5 | 5 | 4 | **24** |
| 60 | 5 | 5 | 3 | 4 | 4 | **21** |
| 61 | 4 | 5 | 5 | 3 | 4 | **21** |
| 62 | 4 | 4 | 4 | 5 | 5 | **22** |
| 63 | 4 | 4 | 4 | 4 | 4 | **20** |
| 64 | 4 | 5 | 4 | 5 | 5 | **23** |
| 65 | 4 | 5 | 4 | 4 | 4 | **21** |
| 66 | 4 | 4 | 5 | 5 | 5 | **23** |
| 67 | 5 | 5 | 4 | 4 | 4 | **22** |
| 68 | 4 | 4 | 4 | 4 | 4 | **20** |
| 69 | 4 | 4 | 5 | 4 | 5 | **22** |
| 70 | 4 | 4 | 4 | 5 | 5 | **22** |
| 71 | 5 | 4 | 4 | 5 | 5 | **23** |
| 72 | 5 | 5 | 5 | 4 | 4 | **23** |
| 73 | 4 | 4 | 4 | 4 | 4 | **20** |
| 74 | 4 | 4 | 5 | 4 | 4 | **21** |
| 75 | 5 | 5 | 4 | 4 | 4 | **22** |
| 76 | 4 | 4 | 4 | 5 | 5 | **22** |
| 77 | 4 | 4 | 4 | 5 | 5 | **22** |
| 78 | 4 | 5 | 4 | 4 | 4 | **21** |
| 79 | 5 | 5 | 5 | 4 | 4 | **23** |
| 80 | 4 | 4 | 4 | 4 | 4 | **20** |
| 81 | 4 | 5 | 5 | 4 | 4 | **22** |
| 82 | 4 | 4 | 4 | 4 | 4 | **20** |
| 83 | 4 | 4 | 5 | 4 | 4 | **21** |
| 84 | 4 | 4 | 4 | 5 | 4 | **21** |
| 85 | 5 | 5 | 4 | 5 | 5 | **24** |
| 86 | 5 | 5 | 4 | 4 | 5 | **23** |
| 87 | 5 | 4 | 4 | 5 | 5 | **23** |
| 88 | 5 | 4 | 3 | 3 | 4 | **19** |
| 89 | 4 | 4 | 4 | 4 | 5 | **21** |
| 90 | 4 | 5 | 5 | 5 | 5 | **24** |
| 91 | 5 | 5 | 4 | 4 | 4 | **22** |
| 92 | 4 | 4 | 4 | 5 | 5 | **22** |
| 93 | 4 | 4 | 4 | 5 | 5 | **22** |
| 94 | 4 | 4 | 5 | 5 | 5 | **23** |
| 95 | 5 | 5 | 4 | 4 | 4 | **22** |
| 96 | 4 | 4 | 4 | 5 | 5 | **22** |
| 97 | 4 | 4 | 5 | 4 | 4 | **21** |
| 98 | 4 | 5 | 4 | 5 | 5 | **23** |
| 99 | 4 | 4 | 5 | 5 | 5 | **23** |
| 100 | 4 | 4 | 4 | 5 | 5 | **22** |

**Kepercayaan (X3)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Data Asli Ordinal** | | | | | |
| **1** | **2** | **3** | **4** | **5** | **Total X3** |
| 1 | 3 | 4 | 4 | 5 | 5 | **21** |
| 2 | 4 | 5 | 4 | 5 | 4 | **22** |
| 3 | 4 | 3 | 4 | 4 | 4 | **19** |
| 4 | 5 | 5 | 4 | 4 | 5 | **23** |
| 5 | 4 | 4 | 5 | 5 | 4 | **22** |
| 6 | 4 | 4 | 4 | 4 | 4 | **20** |
| 7 | 4 | 4 | 4 | 4 | 4 | **20** |
| 8 | 3 | 3 | 2 | 1 | 5 | **14** |
| 9 | 5 | 5 | 4 | 5 | 5 | **24** |
| 10 | 4 | 4 | 4 | 5 | 5 | **22** |
| 11 | 5 | 5 | 5 | 5 | 3 | **23** |
| 12 | 5 | 5 | 4 | 4 | 4 | **22** |
| 13 | 4 | 4 | 4 | 4 | 4 | **20** |
| 14 | 4 | 4 | 4 | 4 | 4 | **20** |
| 15 | 5 | 5 | 5 | 4 | 4 | **23** |
| 16 | 3 | 4 | 4 | 4 | 4 | **19** |
| 17 | 5 | 5 | 5 | 3 | 4 | **22** |
| 18 | 2 | 3 | 5 | 5 | 5 | **20** |
| 19 | 4 | 4 | 3 | 3 | 4 | **18** |
| 20 | 4 | 4 | 3 | 3 | 4 | **18** |
| 21 | 5 | 5 | 4 | 4 | 4 | **22** |
| 22 | 5 | 5 | 4 | 4 | 5 | **23** |
| 23 | 4 | 5 | 4 | 5 | 4 | **22** |
| 24 | 5 | 5 | 5 | 4 | 5 | **24** |
| 25 | 5 | 5 | 4 | 4 | 4 | **22** |
| 26 | 3 | 3 | 4 | 4 | 4 | **18** |
| 27 | 4 | 5 | 4 | 4 | 4 | **21** |
| 28 | 4 | 5 | 3 | 4 | 5 | **21** |
| 29 | 5 | 5 | 4 | 4 | 4 | **22** |
| 30 | 4 | 5 | 3 | 5 | 5 | **22** |
| 31 | 5 | 5 | 4 | 4 | 5 | **23** |
| 32 | 4 | 4 | 5 | 4 | 4 | **21** |
| 33 | 5 | 5 | 5 | 5 | 4 | **24** |
| 34 | 4 | 5 | 4 | 4 | 5 | **22** |
| 35 | 4 | 4 | 5 | 4 | 4 | **21** |
| 36 | 5 | 5 | 5 | 5 | 5 | **25** |
| 37 | 4 | 4 | 5 | 5 | 4 | **22** |
| 38 | 4 | 4 | 3 | 4 | 4 | **19** |
| 39 | 5 | 4 | 4 | 5 | 5 | **23** |
| 40 | 4 | 4 | 5 | 4 | 4 | **21** |
| 41 | 5 | 5 | 4 | 4 | 4 | **22** |
| 42 | 4 | 5 | 5 | 4 | 4 | **22** |
| 43 | 4 | 4 | 3 | 3 | 4 | **18** |
| 44 | 4 | 5 | 3 | 3 | 4 | **19** |
| 45 | 5 | 5 | 5 | 4 | 4 | **23** |
| 46 | 4 | 4 | 4 | 5 | 5 | **22** |
| 47 | 4 | 5 | 4 | 5 | 5 | **23** |
| 48 | 5 | 5 | 4 | 5 | 4 | **23** |
| 49 | 4 | 4 | 4 | 5 | 5 | **22** |
| 50 | 4 | 4 | 4 | 4 | 4 | **20** |
| 51 | 4 | 5 | 4 | 4 | 5 | **22** |
| 52 | 4 | 4 | 4 | 5 | 5 | **22** |
| 53 | 5 | 5 | 4 | 5 | 4 | **23** |
| 54 | 5 | 5 | 4 | 4 | 5 | **23** |
| 55 | 4 | 4 | 4 | 4 | 4 | **20** |
| 56 | 4 | 4 | 5 | 5 | 5 | **23** |
| 57 | 4 | 4 | 5 | 4 | 4 | **21** |
| 58 | 4 | 4 | 4 | 5 | 4 | **21** |
| 59 | 4 | 4 | 4 | 5 | 5 | **22** |
| 60 | 4 | 4 | 5 | 4 | 4 | **21** |
| 61 | 5 | 5 | 4 | 4 | 4 | **22** |
| 62 | 5 | 4 | 4 | 5 | 5 | **23** |
| 63 | 4 | 4 | 5 | 5 | 5 | **23** |
| 64 | 4 | 4 | 4 | 5 | 5 | **22** |
| 65 | 4 | 4 | 4 | 5 | 5 | **22** |
| 66 | 5 | 5 | 4 | 5 | 5 | **24** |
| 67 | 5 | 5 | 4 | 4 | 4 | **22** |
| 68 | 4 | 5 | 5 | 5 | 4 | **23** |
| 69 | 5 | 5 | 4 | 4 | 4 | **22** |
| 70 | 5 | 4 | 4 | 4 | 4 | **21** |
| 71 | 5 | 5 | 4 | 4 | 5 | **23** |
| 72 | 5 | 5 | 4 | 4 | 4 | **22** |
| 73 | 4 | 4 | 4 | 5 | 5 | **22** |
| 74 | 4 | 4 | 4 | 5 | 4 | **21** |
| 75 | 5 | 4 | 4 | 5 | 4 | **22** |
| 76 | 4 | 4 | 4 | 4 | 5 | **21** |
| 77 | 4 | 4 | 5 | 4 | 5 | **22** |
| 78 | 4 | 4 | 5 | 5 | 5 | **23** |
| 79 | 5 | 5 | 4 | 4 | 4 | **22** |
| 80 | 5 | 5 | 5 | 4 | 4 | **23** |
| 81 | 4 | 4 | 4 | 5 | 5 | **22** |
| 82 | 5 | 5 | 5 | 5 | 5 | **25** |
| 83 | 4 | 5 | 5 | 4 | 4 | **22** |
| 84 | 5 | 5 | 4 | 4 | 4 | **22** |
| 85 | 4 | 4 | 5 | 4 | 4 | **21** |
| 86 | 4 | 4 | 4 | 3 | 4 | **19** |
| 87 | 5 | 4 | 4 | 5 | 5 | **23** |
| 88 | 3 | 4 | 4 | 3 | 5 | **19** |
| 89 | 4 | 4 | 5 | 5 | 5 | **23** |
| 90 | 4 | 4 | 5 | 4 | 3 | **20** |
| 91 | 4 | 5 | 4 | 4 | 5 | **22** |
| 92 | 4 | 4 | 4 | 3 | 3 | **18** |
| 93 | 4 | 5 | 5 | 5 | 5 | **24** |
| 94 | 4 | 4 | 5 | 5 | 3 | **21** |
| 95 | 4 | 5 | 5 | 5 | 5 | **24** |
| 96 | 4 | 4 | 5 | 5 | 5 | **23** |
| 97 | 4 | 4 | 5 | 5 | 5 | **23** |
| 98 | 5 | 5 | 5 | 5 | 4 | **24** |
| 99 | 5 | 5 | 4 | 4 | 4 | **22** |
| 100 | 5 | 5 | 4 | 5 | 5 | **24** |

**Penanganan Keluhan (X4)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **Data Asli Ordinal** | | | | |
| **1** | **2** | **3** | **4** | **Total X4** |
| 1 | 5 | 5 | 5 | 5 | **20** |
| 2 | 4 | 5 | 4 | 4 | **17** |
| 3 | 4 | 4 | 4 | 4 | **16** |
| 4 | 5 | 5 | 4 | 4 | **18** |
| 5 | 4 | 3 | 3 | 4 | **14** |
| 6 | 5 | 5 | 5 | 5 | **20** |
| 7 | 4 | 4 | 4 | 4 | **16** |
| 8 | 4 | 4 | 4 | 4 | **16** |
| 9 | 5 | 4 | 5 | 4 | **18** |
| 10 | 4 | 4 | 5 | 4 | **17** |
| 11 | 5 | 5 | 5 | 5 | **20** |
| 12 | 4 | 4 | 3 | 4 | **15** |
| 13 | 4 | 4 | 4 | 4 | **16** |
| 14 | 4 | 3 | 4 | 4 | **15** |
| 15 | 5 | 3 | 4 | 4 | **16** |
| 16 | 4 | 5 | 3 | 4 | **16** |
| 17 | 4 | 4 | 5 | 4 | **17** |
| 18 | 5 | 4 | 5 | 5 | **19** |
| 19 | 5 | 4 | 4 | 4 | **17** |
| 20 | 4 | 4 | 5 | 5 | **18** |
| 21 | 3 | 3 | 4 | 4 | **14** |
| 22 | 4 | 4 | 5 | 5 | **18** |
| 23 | 5 | 5 | 4 | 4 | **18** |
| 24 | 5 | 4 | 4 | 5 | **18** |
| 25 | 4 | 5 | 5 | 4 | **18** |
| 26 | 4 | 4 | 5 | 4 | **17** |
| 27 | 4 | 4 | 5 | 4 | **17** |
| 28 | 3 | 3 | 2 | 1 | **9** |
| 29 | 4 | 3 | 2 | 1 | **10** |
| 30 | 5 | 4 | 3 | 1 | **13** |
| 31 | 5 | 4 | 4 | 2 | **15** |
| 32 | 4 | 4 | 3 | 3 | **14** |
| 33 | 4 | 4 | 4 | 3 | **15** |
| 34 | 4 | 4 | 3 | 3 | **14** |
| 35 | 4 | 4 | 4 | 4 | **16** |
| 36 | 3 | 4 | 4 | 3 | **14** |
| 37 | 3 | 4 | 3 | 3 | **13** |
| 38 | 4 | 4 | 4 | 4 | **16** |
| 39 | 4 | 4 | 3 | 2 | **13** |
| 40 | 5 | 4 | 3 | 2 | **14** |
| 41 | 4 | 4 | 4 | 4 | **16** |
| 42 | 4 | 5 | 4 | 4 | **17** |
| 43 | 4 | 4 | 4 | 4 | **16** |
| 44 | 3 | 3 | 3 | 3 | **12** |
| 45 | 5 | 4 | 3 | 2 | **14** |
| 46 | 5 | 5 | 4 | 3 | **17** |
| 47 | 5 | 5 | 5 | 4 | **19** |
| 48 | 4 | 4 | 4 | 3 | **15** |
| 49 | 5 | 4 | 4 | 4 | **17** |
| 50 | 5 | 4 | 4 | 3 | **16** |
| 51 | 4 | 4 | 4 | 4 | **16** |
| 52 | 5 | 4 | 3 | 2 | **14** |
| 53 | 3 | 4 | 3 | 3 | **13** |
| 54 | 3 | 4 | 4 | 3 | **14** |
| 55 | 4 | 4 | 5 | 3 | **16** |
| 56 | 3 | 3 | 4 | 4 | **14** |
| 57 | 4 | 5 | 5 | 5 | **19** |
| 58 | 4 | 5 | 5 | 3 | **17** |
| 59 | 5 | 5 | 4 | 4 | **18** |
| 60 | 4 | 5 | 4 | 3 | **16** |
| 61 | 5 | 3 | 3 | 3 | **14** |
| 62 | 5 | 4 | 3 | 2 | **14** |
| 63 | 4 | 4 | 3 | 1 | **12** |
| 64 | 4 | 4 | 3 | 2 | **13** |
| 65 | 5 | 4 | 4 | 3 | **16** |
| 66 | 4 | 4 | 3 | 3 | **14** |
| 67 | 4 | 4 | 5 | 4 | **17** |
| 68 | 4 | 3 | 3 | 3 | **13** |
| 69 | 4 | 4 | 3 | 2 | **13** |
| 70 | 4 | 4 | 3 | 3 | **14** |
| 71 | 4 | 4 | 3 | 3 | **14** |
| 72 | 4 | 4 | 3 | 4 | **15** |
| 73 | 4 | 4 | 4 | 3 | **15** |
| 74 | 4 | 4 | 5 | 3 | **16** |
| 75 | 4 | 4 | 4 | 4 | **16** |
| 76 | 4 | 4 | 3 | 3 | **14** |
| 77 | 5 | 4 | 4 | 4 | **17** |
| 78 | 4 | 4 | 3 | 3 | **14** |
| 79 | 4 | 4 | 4 | 5 | **17** |
| 80 | 4 | 4 | 4 | 3 | **15** |
| 81 | 5 | 4 | 4 | 4 | **17** |
| 82 | 4 | 4 | 3 | 3 | **14** |
| 83 | 4 | 4 | 3 | 3 | **14** |
| 84 | 5 | 5 | 4 | 4 | **18** |
| 85 | 4 | 4 | 5 | 5 | **18** |
| 86 | 3 | 3 | 3 | 3 | **12** |
| 87 | 4 | 3 | 3 | 2 | **12** |
| 88 | 3 | 3 | 3 | 2 | **11** |
| 89 | 5 | 5 | 4 | 4 | **18** |
| 90 | 4 | 3 | 3 | 2 | **12** |
| 91 | 4 | 4 | 4 | 4 | **16** |
| 92 | 5 | 4 | 4 | 2 | **15** |
| 93 | 5 | 4 | 5 | 3 | **17** |
| 94 | 4 | 4 | 2 | 2 | **12** |
| 95 | 5 | 5 | 4 | 4 | **18** |
| 96 | 4 | 4 | 5 | 4 | **17** |
| 97 | 5 | 5 | 4 | 4 | **18** |
| 98 | 4 | 4 | 4 | 5 | **17** |
| 99 | 4 | 5 | 5 | 5 | **19** |
| 100 | 4 | 3 | 3 | 2 | **12** |

**Kepuasan Anggota (Y)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No.** | **Data Asli Ordinal** | | | |
| **1** | **2** | **3** | **Total Y** |
| 1 | 5 | 5 | 5 | **15** |
| 2 | 5 | 4 | 4 | **13** |
| 3 | 3 | 3 | 4 | **10** |
| 4 | 5 | 4 | 4 | **13** |
| 5 | 5 | 5 | 5 | **15** |
| 6 | 4 | 4 | 4 | **12** |
| 7 | 3 | 3 | 3 | **9** |
| 8 | 5 | 5 | 5 | **15** |
| 9 | 3 | 3 | 4 | **10** |
| 10 | 3 | 4 | 4 | **11** |
| 11 | 5 | 5 | 5 | **15** |
| 12 | 3 | 3 | 4 | **10** |
| 13 | 4 | 4 | 4 | **12** |
| 14 | 3 | 3 | 3 | **9** |
| 15 | 3 | 5 | 3 | **11** |
| 16 | 2 | 4 | 2 | **8** |
| 17 | 5 | 4 | 4 | **13** |
| 18 | 2 | 2 | 2 | **6** |
| 19 | 3 | 3 | 2 | **8** |
| 20 | 4 | 4 | 4 | **12** |
| 21 | 3 | 4 | 3 | **10** |
| 22 | 4 | 4 | 4 | **12** |
| 23 | 3 | 2 | 2 | **7** |
| 24 | 3 | 4 | 2 | **9** |
| 25 | 3 | 3 | 2 | **8** |
| 26 | 5 | 4 | 4 | **13** |
| 27 | 5 | 5 | 4 | **14** |
| 28 | 3 | 3 | 3 | **9** |
| 29 | 2 | 2 | 2 | **6** |
| 30 | 4 | 3 | 5 | **12** |
| 31 | 4 | 5 | 5 | **14** |
| 32 | 3 | 3 | 2 | **8** |
| 33 | 5 | 4 | 4 | **13** |
| 34 | 3 | 3 | 3 | **9** |
| 35 | 3 | 3 | 2 | **8** |
| 36 | 3 | 3 | 3 | **9** |
| 37 | 3 | 3 | 3 | **9** |
| 38 | 3 | 3 | 2 | **8** |
| 39 | 3 | 3 | 3 | **9** |
| 40 | 3 | 4 | 4 | **11** |
| 41 | 3 | 3 | 2 | **8** |
| 42 | 5 | 5 | 5 | **15** |
| 43 | 4 | 4 | 4 | **12** |
| 44 | 2 | 2 | 3 | **7** |
| 45 | 3 | 4 | 5 | **12** |
| 46 | 3 | 3 | 3 | **9** |
| 47 | 4 | 4 | 4 | **12** |
| 48 | 4 | 4 | 3 | **11** |
| 49 | 4 | 4 | 4 | **12** |
| 50 | 4 | 4 | 3 | **11** |
| 51 | 4 | 4 | 4 | **12** |
| 52 | 3 | 4 | 3 | **10** |
| 53 | 4 | 5 | 4 | **13** |
| 54 | 3 | 3 | 3 | **9** |
| 55 | 4 | 4 | 4 | **12** |
| 56 | 4 | 4 | 4 | **12** |
| 57 | 4 | 3 | 3 | **10** |
| 58 | 4 | 4 | 4 | **12** |
| 59 | 5 | 5 | 5 | **15** |
| 60 | 3 | 3 | 3 | **9** |
| 61 | 4 | 4 | 4 | **12** |
| 62 | 2 | 2 | 2 | **6** |
| 63 | 1 | 1 | 1 | **3** |
| 64 | 3 | 2 | 3 | **8** |
| 65 | 3 | 3 | 3 | **9** |
| 66 | 4 | 4 | 3 | **11** |
| 67 | 3 | 3 | 3 | **9** |
| 68 | 3 | 4 | 3 | **10** |
| 69 | 4 | 4 | 4 | **12** |
| 70 | 4 | 5 | 4 | **13** |
| 71 | 3 | 3 | 3 | **9** |
| 72 | 3 | 4 | 3 | **10** |
| 73 | 4 | 4 | 4 | **12** |
| 74 | 4 | 5 | 5 | **14** |
| 75 | 5 | 5 | 5 | **15** |
| 76 | 4 | 4 | 4 | **12** |
| 77 | 5 | 5 | 5 | **15** |
| 78 | 4 | 4 | 4 | **12** |
| 79 | 5 | 4 | 5 | **14** |
| 80 | 3 | 3 | 3 | **9** |
| 81 | 4 | 4 | 4 | **12** |
| 82 | 4 | 3 | 3 | **10** |
| 83 | 3 | 3 | 4 | **10** |
| 84 | 4 | 4 | 4 | **12** |
| 85 | 3 | 3 | 3 | **9** |
| 86 | 3 | 2 | 2 | **7** |
| 87 | 3 | 3 | 3 | **9** |
| 88 | 2 | 2 | 2 | **6** |
| 89 | 3 | 2 | 2 | **7** |
| 90 | 3 | 3 | 3 | **9** |
| 91 | 4 | 3 | 3 | **10** |
| 92 | 4 | 4 | 4 | **12** |
| 93 | 4 | 4 | 4 | **12** |
| 94 | 2 | 2 | 2 | **6** |
| 95 | 3 | 3 | 3 | **9** |
| 96 | 3 | 3 | 3 | **9** |
| 97 | 4 | 4 | 4 | **12** |
| 98 | 4 | 4 | 4 | **12** |
| 99 | 4 | 4 | 4 | **12** |
| 100 | 3 | 3 | 3 | **9** |

**Lampiran 4. Deskripsi Responden Berdasarkan Jenis Kelamin, Usia, dan Jenis Pekerjaan**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Jenis Kelamin** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Laki-laki | 56 | 56,0 | 56,0 | 56,0 |
| Perempuan | 44 | 44,0 | 44,0 | 100,0 |
| Total | 100 | 100,0 | 100,0 |  |
|  |  |  |  |  |  |
| **Usia** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 21-30 tahun | 12 | 12,0 | 12,0 | 12,0 |
| 31-40 tahun | 30 | 30,0 | 30,0 | 42,0 |
| 41-50 tahun | 39 | 39,0 | 39,0 | 81,0 |
| 51-60 tahun | 19 | 19,0 | 19,0 | 100,0 |
| Total | 100 | 100,0 | 100,0 |  |
|  |  |  |  |  |  |
| **Pekerjaan** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Wiraswasta | 67 | 67,0 | 67,0 | 67,0 |
| Ibu rumah tangga | 18 | 18,0 | 18,0 | 85,0 |
| Pegawai Swasta | 15 | 15,0 | 15,0 | 100,0 |
| Total | 100 | 100,0 | 100,0 |  |

**Lampiran 5. Statistik Deskriptif**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | N | Minimum | Maximum | Mean | Std. Deviation |
| Kualitas Pelayanan (X1) | 100 | 13 | 22 | 19,84 | 1,461 |
| Kepatuhan Syariah (X2) | 100 | 18 | 25 | 21,85 | 1,553 |
| Kepercayaan (X3) | 100 | 16 | 25 | 21,70 | 1,679 |
| Penanganan Keluhan (X4) | 100 | 9 | 20 | 15,53 | 2,249 |
| Kepuasan Anggota (Y) | 100 | 3 | 15 | 10,57 | 2,500 |
| Valid N (listwise) | 100 |  |  |  |  |

**Lampiran 6. Hasil Uji Deskriptif Jawaban Responden Terhadap Variabel Kualitas Pelayanan (X1)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **KP1** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Netral | 2 | 2,0 | 2,0 | 2,0 |
| Setuju | 45 | 45,0 | 45,0 | 47,0 |
| Sangat setuju | 53 | 53,0 | 53,0 | 100,0 |
| Total | 100 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **KP2** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Tidak Setuju | 1 | 1,0 | 1,0 | 1,0 |
| Netral | 4 | 4,0 | 4,0 | 5,0 |
| Setuju | 41 | 41,0 | 41,0 | 46,0 |
| Sangat setuju | 54 | 54,0 | 54,0 | 100,0 |
| Total | 100 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **KP3** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 1 | 1,0 | 1,0 | 1,0 |
| Tidak Setuju | 1 | 1,0 | 1,0 | 2,0 |
| Netral | 3 | 3,0 | 3,0 | 5,0 |
| Setuju | 46 | 46,0 | 46,0 | 51,0 |
| Sangat setuju | 49 | 49,0 | 49,0 | 100,0 |
| Total | 100 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **KP4** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Netral | 3 | 3,0 | 3,0 | 3,0 |
| Setuju | 51 | 51,0 | 51,0 | 54,0 |
| Sangat setuju | 46 | 46,0 | 46,0 | 100,0 |
| Total | 100 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **KP5** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 1 | 1,0 | 1,0 | 1,0 |
| Tidak Setuju | 2 | 2,0 | 2,0 | 3,0 |
| Netral | 4 | 4,0 | 4,0 | 7,0 |
| Setuju | 40 | 40,0 | 40,0 | 47,0 |
| Sangat setuju | 53 | 53,0 | 53,0 | 100,0 |
| Total | 100 | 100,0 | 100,0 |  |

**Kepatuhan Syariah (X2)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **KS1** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Tidak Setuju | 1 | 1,0 | 1,0 | 1,0 |
| Netral | 7 | 7,0 | 7,0 | 8,0 |
| Setuju | 55 | 55,0 | 55,0 | 63,0 |
| Sangat Setuju | 37 | 37,0 | 37,0 | 100,0 |
| Total | 100 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **KS2** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Tidak Setuju | 1 | 1,0 | 1,0 | 1,0 |
| Netral | 6 | 6,0 | 6,0 | 7,0 |
| Setuju | 53 | 53,0 | 53,0 | 60,0 |
| Sangat Setuju | 40 | 40,0 | 40,0 | 100,0 |
| Total | 100 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **KS3** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Netral | 5 | 5,0 | 5,0 | 5,0 |
| Setuju | 52 | 52,0 | 52,0 | 57,0 |
| Sangat Setuju | 43 | 43,0 | 43,0 | 100,0 |
| Total | 100 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **KS4** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Netral | 7 | 7,0 | 7,0 | 7,0 |
| Setuju | 45 | 45,0 | 45,0 | 52,0 |
| Sangat Setuju | 48 | 48,0 | 48,0 | 100,0 |
| Total | 100 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **KS5** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Netral | 3 | 3,0 | 3,0 | 3,0 |
| Setuju | 48 | 48,0 | 48,0 | 51,0 |
| Sangat Setuju | 49 | 49,0 | 49,0 | 100,0 |
| Total | 100 | 100,0 | 100,0 |  |

**Kepercayaan (X3)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **KPC1** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Tidak Setuju | 1 | 1,0 | 1,0 | 1,0 |
| Netral | 5 | 5,0 | 5,0 | 6,0 |
| Setuju | 57 | 57,0 | 57,0 | 63,0 |
| Sangat Setuju | 37 | 37,0 | 37,0 | 100,0 |
| Total | 100 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **KPC2** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Netral | 4 | 4,0 | 4,0 | 4,0 |
| Setuju | 49 | 49,0 | 49,0 | 53,0 |
| Sangat Setuju | 47 | 47,0 | 47,0 | 100,0 |
| Total | 100 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **KPC3** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Tidak Setuju | 1 | 1,0 | 1,0 | 1,0 |
| Netral | 7 | 7,0 | 7,0 | 8,0 |
| Setuju | 59 | 59,0 | 59,0 | 67,0 |
| Sangat Setuju | 33 | 33,0 | 33,0 | 100,0 |
| Total | 100 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **KPC4** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Netral | 9 | 9,0 | 9,0 | 9,0 |
| Setuju | 48 | 48,0 | 48,0 | 57,0 |
| Sangat Setuju | 43 | 43,0 | 43,0 | 100,0 |
| Total | 100 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **KPC5** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Netral | 4 | 4,0 | 4,0 | 4,0 |
| Setuju | 53 | 53,0 | 53,0 | 57,0 |
| Sangat Setuju | 43 | 43,0 | 43,0 | 100,0 |
| Total | 100 | 100,0 | 100,0 |  |

**Penanganan Keluhan (X4)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **PK1** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Netral | 10 | 10,0 | 10,0 | 10,0 |
| Setuju | 59 | 59,0 | 59,0 | 69,0 |
| Sangat Setuju | 31 | 31,0 | 31,0 | 100,0 |
| Total | 100 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **PK2** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Netral | 15 | 15,0 | 15,0 | 15,0 |
| Setuju | 65 | 65,0 | 65,0 | 80,0 |
| Sangat Setuju | 20 | 20,0 | 20,0 | 100,0 |
| Total | 100 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **PK3** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Tidak setuju | 3 | 3,0 | 3,0 | 3,0 |
| Netral | 32 | 32,0 | 32,0 | 35,0 |
| Setuju | 43 | 43,0 | 43,0 | 78,0 |
| Sangat Setuju | 22 | 22,0 | 22,0 | 100,0 |
| Total | 100 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **PK4** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 4 | 4,0 | 4,0 | 4,0 |
| Tidak setuju | 14 | 14,0 | 14,0 | 18,0 |
| Netral | 29 | 29,0 | 29,0 | 47,0 |
| Setuju | 41 | 41,0 | 41,0 | 88,0 |
| Sangat Setuju | 12 | 12,0 | 12,0 | 100,0 |
| Total | 100 | 100,0 | 100,0 |  |

**Kepuasan Anggota (Y)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **KPS1** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 1 | 1,0 | 1,0 | 1,0 |
| Tidak Setuju | 7 | 7,0 | 7,0 | 8,0 |
| Netral | 43 | 43,0 | 43,0 | 51,0 |
| Setuju | 34 | 34,0 | 34,0 | 85,0 |
| Sangat Setuju | 15 | 15,0 | 15,0 | 100,0 |
| Total | 100 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **KPS2** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 1 | 1,0 | 1,0 | 1,0 |
| Tidak Setuju | 10 | 10,0 | 10,0 | 11,0 |
| Netral | 34 | 34,0 | 34,0 | 45,0 |
| Setuju | 41 | 41,0 | 41,0 | 86,0 |
| Sangat Setuju | 14 | 14,0 | 14,0 | 100,0 |
| Total | 100 | 100,0 | 100,0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **KPS3** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sangat Tidak Setuju | 1 | 1,0 | 1,0 | 1,0 |
| Tidak Setuju | 16 | 16,0 | 16,0 | 17,0 |
| Netral | 33 | 33,0 | 33,0 | 50,0 |
| Setuju | 37 | 37,0 | 37,0 | 87,0 |
| Sangat Setuju | 13 | 13,0 | 13,0 | 100,0 |
| Total | 100 | 100,0 | 100,0 |  |

**Lampiran 7. Hasil Uji Validitas**

**Kualitas Pelayanan (X1)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | |
|  | | KP1 | KP2 | KP3 | KP4 | KP5 | Total |
| KP1 | Pearson Correlation | 1 | .551\*\* | 0,163 | -0,099 | -0,134 | .449\*\* |
| Sig. (2-tailed) |  | 0,000 | 0,105 | 0,329 | 0,184 | 0,000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 |
| KP2 | Pearson Correlation | .551\*\* | 1 | .400\*\* | 0,068 | -0,067 | .633\*\* |
| Sig. (2-tailed) | 0,000 |  | 0,000 | 0,499 | 0,505 | 0,000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 |
| KP3 | Pearson Correlation | 0,163 | .400\*\* | 1 | .401\*\* | 0,130 | .721\*\* |
| Sig. (2-tailed) | 0,105 | 0,000 |  | 0,000 | 0,197 | 0,000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 |
| KP4 | Pearson Correlation | -0,099 | 0,068 | .401\*\* | 1 | .457\*\* | .621\*\* |
| Sig. (2-tailed) | 0,329 | 0,499 | 0,000 |  | 0,000 | 0,000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 |
| KP5 | Pearson Correlation | -0,134 | -0,067 | 0,130 | .457\*\* | 1 | .523\*\* |
| Sig. (2-tailed) | 0,184 | 0,505 | 0,197 | 0,000 |  | 0,000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 |
| Total | Pearson Correlation | .449\*\* | .633\*\* | .721\*\* | .621\*\* | .523\*\* | 1 |
| Sig. (2-tailed) | 0,000 | 0,000 | 0,000 | 0,000 | 0,000 |  |
| N | 100 | 100 | 100 | 100 | 100 | 100 |

**Kepatuhan Syariah (X2)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | |
|  | | KS1 | KS2 | KS3 | KS4 | KS5 | Total |
| KS1 | Pearson Correlation | 1 | .602\*\* | -0,072 | -0,114 | -0,110 | .543\*\* |
| Sig. (2-tailed) |  | 0,000 | 0,477 | 0,257 | 0,275 | 0,000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 |
| KS2 | Pearson Correlation | .602\*\* | 1 | -0,087 | -0,106 | -0,163 | .521\*\* |
| Sig. (2-tailed) | 0,000 |  | 0,392 | 0,295 | 0,104 | 0,000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 |
| KS3 | Pearson Correlation | -0,072 | -0,087 | 1 | 0,068 | 0,078 | .365\*\* |
| Sig. (2-tailed) | 0,477 | 0,392 |  | 0,504 | 0,439 | 0,000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 |
| KS4 | Pearson Correlation | -0,114 | -0,106 | 0,068 | 1 | .674\*\* | .578\*\* |
| Sig. (2-tailed) | 0,257 | 0,295 | 0,504 |  | 0,000 | 0,000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 |
| KS5 | Pearson Correlation | -0,110 | -0,163 | 0,078 | .674\*\* | 1 | .547\*\* |
| Sig. (2-tailed) | 0,275 | 0,104 | 0,439 | 0,000 |  | 0,000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 |
| Total | Pearson Correlation | .543\*\* | .521\*\* | .365\*\* | .578\*\* | .547\*\* | 1 |
| Sig. (2-tailed) | 0,000 | 0,000 | 0,000 | 0,000 | 0,000 |  |
| N | 100 | 100 | 100 | 100 | 100 | 100 |

**Kepercayaan (X4)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | |
|  | | KPC1 | KPC2 | KPC3 | KPC4 | KPC5 | Total |
| KPC1 | Pearson Correlation | 1 | .666\*\* | 0,074 | 0,047 | -0,108 | .600\*\* |
| Sig. (2-tailed) |  | 0,000 | 0,462 | 0,646 | 0,285 | 0,000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 |
| KPC2 | Pearson Correlation | .666\*\* | 1 | 0,076 | 0,010 | -0,024 | .608\*\* |
| Sig. (2-tailed) | 0,000 |  | 0,452 | 0,918 | 0,813 | 0,000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 |
| KPC3 | Pearson Correlation | 0,074 | 0,076 | 1 | .352\*\* | -0,096 | .525\*\* |
| Sig. (2-tailed) | 0,462 | 0,452 |  | 0,000 | 0,340 | 0,000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 |
| KPC4 | Pearson Correlation | 0,047 | 0,010 | .352\*\* | 1 | .355\*\* | .651\*\* |
| Sig. (2-tailed) | 0,646 | 0,918 | 0,000 |  | 0,000 | 0,000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 |
| KPC5 | Pearson Correlation | -0,108 | -0,024 | -0,096 | .355\*\* | 1 | .390\*\* |
| Sig. (2-tailed) | 0,285 | 0,813 | 0,340 | 0,000 |  | 0,000 |
| N | 100 | 100 | 100 | 100 | 100 | 100 |
| Total | Pearson Correlation | .600\*\* | .608\*\* | .525\*\* | .651\*\* | .390\*\* | 1 |
| Sig. (2-tailed) | 0,000 | 0,000 | 0,000 | 0,000 | 0,000 |  |
| N | 100 | 100 | 100 | 100 | 100 | 100 |

**Penanganan Keluhan (X4)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | |
|  | | PK1 | PK2 | PK3 | PK4 | Total |
| PK1 | Pearson Correlation | 1 | .419\*\* | .236\* | 0,131 | .523\*\* |
| Sig. (2-tailed) |  | 0,000 | 0,018 | 0,192 | 0,000 |
| N | 100 | 100 | 100 | 100 | 100 |
| PK2 | Pearson Correlation | .419\*\* | 1 | .443\*\* | .387\*\* | .708\*\* |
| Sig. (2-tailed) | 0,000 |  | 0,000 | 0,000 | 0,000 |
| N | 100 | 100 | 100 | 100 | 100 |
| PK3 | Pearson Correlation | .236\* | .443\*\* | 1 | .687\*\* | .844\*\* |
| Sig. (2-tailed) | 0,018 | 0,000 |  | 0,000 | 0,000 |
| N | 100 | 100 | 100 | 100 | 100 |
| PK4 | Pearson Correlation | 0,131 | .387\*\* | .687\*\* | 1 | .830\*\* |
| Sig. (2-tailed) | 0,192 | 0,000 | 0,000 |  | 0,000 |
| N | 100 | 100 | 100 | 100 | 100 |
| Total | Pearson Correlation | .523\*\* | .708\*\* | .844\*\* | .830\*\* | 1 |
| Sig. (2-tailed) | 0,000 | 0,000 | 0,000 | 0,000 |  |
| N | 100 | 100 | 100 | 100 | 100 |

**Kepuasan Anggota (Y)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | |
|  | | KPS1 | KPS2 | KPS3 | Total |
| KPS1 | Pearson Correlation | 1 | .779\*\* | .789\*\* | .924\*\* |
| Sig. (2-tailed) |  | 0,000 | 0,000 | 0,000 |
| N | 100 | 100 | 100 | 100 |
| KPS2 | Pearson Correlation | .779\*\* | 1 | .771\*\* | .919\*\* |
| Sig. (2-tailed) | 0,000 |  | 0,000 | 0,000 |
| N | 100 | 100 | 100 | 100 |
| KPS3 | Pearson Correlation | .789\*\* | .771\*\* | 1 | .928\*\* |
| Sig. (2-tailed) | 0,000 | 0,000 |  | 0,000 |
| N | 100 | 100 | 100 | 100 |
| Total | Pearson Correlation | .924\*\* | .919\*\* | .928\*\* | 1 |
| Sig. (2-tailed) | 0,000 | 0,000 | 0,000 |  |
| N | 100 | 100 | 100 | 100 |

**Lampiran 8. Hasil Uji Reliabilitas**

**Kualitas Pelayanan (X1)**

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| 0,527 | 5 |

**Kepatuhan Syariah (X2)**

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| 0,913 | 3 |

**Kepercayaan (X3)**

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| 0,444 | 5 |

**Penanganan Keluhan (X4)**

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| 0,707 | 4 |

**Kepuasan Anggota (Y)**

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| 0,913 | 3 |

**Lampiran 9. Hasil Uji Normalitas**

|  |  |  |
| --- | --- | --- |
| **One-Sample Kolmogorov-Smirnov Test** | | |
|  | | Unstandardized Residual |
| N | | 100 |
| Normal Parametersa,b | Mean | .0000000 |
| Std. Deviation | 242.58650678 |
| Most Extreme Differences | Absolute | .061 |
| Positive | .061 |
| Negative | -.046 |
| Test Statistic | | .061 |
| Asymp. Sig. (2-tailed) | | .200c,d |
| a. Test distribution is Normal. | | |
| b. Calculated from data. | | |
| c. Lilliefors Significance Correction. | | |
| d. This is a lower bound of the true significance. | | |

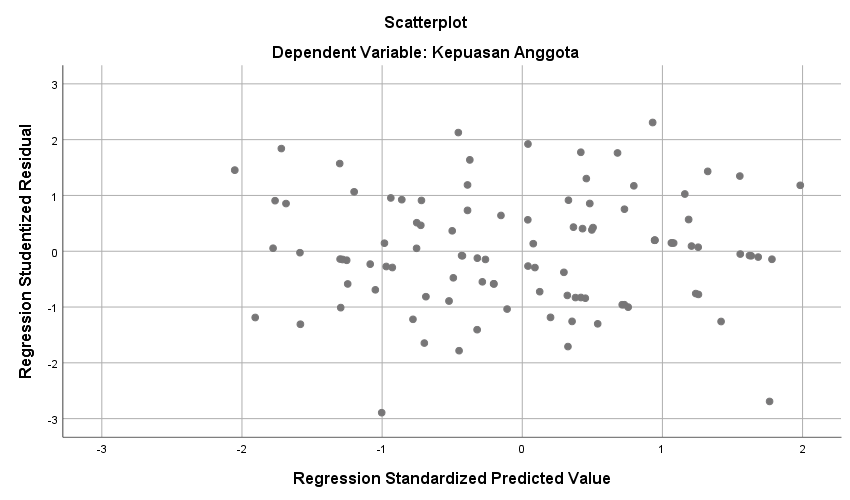
**Lampiran 10. Hasil Uji Multikolinearitas**

|  |  |  |  |
| --- | --- | --- | --- |
| **Coefficientsa** | | | |
| Model | | Collinearity Statistics | |
| Tolerance | VIF |
| 1 | Kualitas pelayanan | 0,954 | 1,048 |
| Kepercayaan | 0,889 | 1,125 |
| Penanganan Keluhan | 0,919 | 1,088 |
| Kepatuhan Syariah | 0,869 | 1,150 |

a. Dependent Variable: Kepuasan Anggota (Y)

**Lampiran 11. Hasil Uji Heteroskedastisitas**

**Uji Scatterplot**



|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | .981 | .259 |  | 3.793 | .000 |
| X1 | .000 | .000 | -.201 | -2.023 | .056 |
| X2 | .000 | .000 | -.181 | -1.732 | .087 |
| X3 | -9.510E-6 | .000 | -.016 | -.159 | .874 |
| X4 | -5.005E-5 | .000 | -.080 | -.787 | .433 |
| a. Dependent Variable: abs\_res | | | | | | |

**Lampiran 12. Hasil Transformasi *Method Of Successive Interval* (MSI)**

**Kualitas Pelayanana (X1)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Data Asli Ordinal** | | | | | |
| **1** | **2** | **3** | **4** | **5** | **Total X1** |
| 1 | 5 | 3 | 2 | 4 | 5 | **19** |
| 2 | 4 | 5 | 2 | 4 | 4 | **19** |
| 3 | 5 | 5 | 2 | 4 | 4 | **20** |
| 4 | 5 | 5 | 2 | 5 | 5 | **22** |
| 5 | 5 | 5 | 2 | 4 | 4 | **20** |
| 6 | 4 | 5 | 2 | 4 | 5 | **20** |
| 7 | 4 | 5 | 2 | 4 | 4 | **19** |
| 8 | 4 | 4 | 2 | 4 | 4 | **18** |
| 9 | 3 | 3 | 2 | 5 | 5 | **18** |
| 10 | 4 | 3 | 2 | 4 | 4 | **17** |
| 11 | 5 | 5 | 2 | 4 | 5 | **21** |
| 12 | 5 | 5 | 2 | 4 | 4 | **20** |
| 13 | 5 | 5 | 2 | 5 | 5 | **22** |
| 14 | 5 | 5 | 2 | 5 | 5 | **22** |
| 15 | 5 | 3 | 2 | 4 | 4 | **18** |
| 16 | 4 | 5 | 2 | 4 | 4 | **19** |
| 17 | 3 | 2 | 2 | 3 | 3 | **13** |
| 18 | 5 | 4 | 2 | 4 | 5 | **20** |
| 19 | 4 | 4 | 2 | 4 | 4 | **18** |
| 20 | 5 | 4 | 2 | 4 | 5 | **20** |
| 21 | 5 | 5 | 2 | 4 | 4 | **20** |
| 22 | 5 | 5 | 2 | 4 | 4 | **20** |
| 23 | 4 | 4 | 2 | 4 | 4 | **18** |
| 24 | 5 | 5 | 2 | 5 | 2 | **19** |
| 25 | 5 | 4 | 2 | 4 | 1 | **16** |
| 26 | 4 | 4 | 2 | 4 | 5 | **19** |
| 27 | 4 | 5 | 2 | 5 | 5 | **21** |
| 28 | 5 | 5 | 2 | 4 | 4 | **20** |
| 29 | 4 | 5 | 2 | 4 | 4 | **19** |
| 30 | 5 | 5 | 2 | 4 | 4 | **20** |
| 31 | 4 | 4 | 2 | 5 | 5 | **20** |
| 32 | 5 | 5 | 2 | 4 | 4 | **20** |
| 33 | 5 | 5 | 2 | 5 | 5 | **22** |
| 34 | 4 | 4 | 2 | 4 | 5 | **19** |
| 35 | 4 | 4 | 2 | 5 | 5 | **20** |
| 36 | 4 | 4 | 2 | 5 | 5 | **20** |
| 37 | 5 | 5 | 2 | 5 | 5 | **22** |
| 38 | 4 | 4 | 2 | 4 | 4 | **18** |
| 39 | 5 | 5 | 2 | 4 | 4 | **20** |
| 40 | 4 | 4 | 2 | 4 | 4 | **18** |
| 41 | 5 | 5 | 2 | 4 | 4 | **20** |
| 42 | 5 | 5 | 2 | 5 | 5 | **22** |
| 43 | 4 | 5 | 2 | 5 | 5 | **21** |
| 44 | 4 | 4 | 2 | 5 | 5 | **20** |
| 45 | 5 | 5 | 2 | 5 | 5 | **22** |
| 46 | 5 | 5 | 2 | 4 | 4 | **20** |
| 47 | 5 | 4 | 2 | 5 | 5 | **21** |
| 48 | 4 | 4 | 2 | 5 | 5 | **20** |
| 49 | 5 | 5 | 2 | 5 | 5 | **22** |
| 50 | 4 | 4 | 2 | 5 | 5 | **20** |
| 51 | 5 | 5 | 2 | 5 | 5 | **22** |
| 52 | 4 | 4 | 2 | 5 | 5 | **20** |
| 53 | 5 | 5 | 2 | 4 | 4 | **20** |
| 54 | 5 | 5 | 2 | 3 | 3 | **18** |
| 55 | 5 | 4 | 2 | 4 | 4 | **19** |
| 56 | 4 | 4 | 2 | 3 | 3 | **16** |
| 57 | 5 | 5 | 2 | 4 | 4 | **20** |
| 58 | 5 | 5 | 2 | 4 | 5 | **21** |
| 59 | 5 | 5 | 2 | 5 | 5 | **22** |
| 60 | 4 | 4 | 2 | 5 | 5 | **20** |
| 61 | 4 | 4 | 2 | 4 | 5 | **19** |
| 62 | 5 | 5 | 2 | 4 | 4 | **20** |
| 63 | 5 | 4 | 2 | 5 | 4 | **20** |
| 64 | 4 | 5 | 2 | 5 | 3 | **19** |
| 65 | 5 | 4 | 2 | 4 | 4 | **19** |
| 66 | 5 | 5 | 2 | 4 | 2 | **18** |
| 67 | 4 | 4 | 2 | 5 | 5 | **20** |
| 68 | 4 | 5 | 2 | 5 | 5 | **21** |
| 69 | 4 | 4 | 2 | 5 | 5 | **20** |
| 70 | 5 | 5 | 2 | 4 | 4 | **20** |
| 71 | 4 | 4 | 2 | 5 | 5 | **20** |
| 72 | 4 | 4 | 2 | 5 | 5 | **20** |
| 73 | 5 | 5 | 2 | 5 | 5 | **22** |
| 74 | 4 | 4 | 2 | 5 | 5 | **20** |
| 75 | 4 | 4 | 2 | 5 | 5 | **20** |
| 76 | 5 | 5 | 2 | 4 | 4 | **20** |
| 77 | 5 | 5 | 2 | 4 | 4 | **20** |
| 78 | 4 | 4 | 2 | 4 | 5 | **19** |
| 79 | 5 | 4 | 2 | 5 | 5 | **21** |
| 80 | 4 | 4 | 2 | 5 | 5 | **20** |
| 81 | 5 | 5 | 2 | 5 | 4 | **21** |
| 82 | 5 | 5 | 2 | 4 | 5 | **21** |
| 83 | 4 | 4 | 2 | 5 | 4 | **19** |
| 84 | 4 | 5 | 2 | 5 | 4 | **20** |
| 85 | 5 | 4 | 2 | 4 | 5 | **20** |
| 86 | 4 | 4 | 2 | 4 | 5 | **19** |
| 87 | 5 | 5 | 2 | 5 | 5 | **22** |
| 88 | 4 | 4 | 2 | 5 | 5 | **20** |
| 89 | 4 | 4 | 2 | 4 | 4 | **18** |
| 90 | 4 | 4 | 2 | 5 | 4 | **19** |
| 91 | 4 | 4 | 2 | 5 | 5 | **20** |
| 92 | 5 | 5 | 2 | 5 | 4 | **21** |
| 93 | 5 | 5 | 2 | 4 | 4 | **20** |
| 94 | 4 | 4 | 2 | 4 | 5 | **19** |
| 95 | 5 | 5 | 2 | 5 | 5 | **22** |
| 96 | 5 | 5 | 2 | 4 | 5 | **21** |
| 97 | 5 | 5 | 2 | 4 | 5 | **21** |
| 98 | 5 | 5 | 2 | 5 | 4 | **21** |
| 99 | 4 | 5 | 2 | 4 | 4 | **19** |
| 100 | 4 | 5 | 2 | 5 | 5 | **21** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **DASAR PERHITUNGAN MSI X1** | | | | | | |
|  |  |  |  |  |  |  |
| Jawaban | 1,000 | 2,000 | 3,000 | 4,000 | 5,000 | SUM |
| Frekuensi | 1,000 | 103,000 | 13,000 | 177,000 | 206,000 | 500,000 |
| Proporsi | 0,002 | 0,206 | 0,026 | 0,354 | 0,412 |  |
| Pro Kum | 0,002 | 0,208 | 0,234 | 0,588 | 1,000 |  |
| Z | 0,498 | 0,292 | 0,266 | -0,088 | 0,000 |  |
| Zi | -2,878 | -0,813 | -0,726 | 0,222 | **** |  |
| Densitas | 0,006 | 0,287 | 0,307 | 0,389 | 0,000 |  |
| Skala nilai | -3,170 | -1,360 | -0,769 | -0,233 | 0,945 | 4,170 |
| Transformasi | 1,000 | 2,810 | 3,401 | 3,937 | 5,115 |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Data Interval X1** | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **Total X1** | **Rata-rata** |
| 1 | 5,11 | 3,40 | 2,81 | 3,94 | 5,11 | 20,38 | 4 |
| 2 | 3,94 | 5,11 | 2,81 | 3,94 | 3,94 | 19,73 | 4 |
| 3 | 5,11 | 5,11 | 2,81 | 3,94 | 3,94 | 20,91 | 4 |
| 4 | 5,11 | 5,11 | 2,81 | 5,11 | 5,11 | 23,27 | 5 |
| 5 | 5,11 | 5,11 | 2,81 | 3,94 | 3,94 | 20,91 | 4 |
| 6 | 3,94 | 5,11 | 2,81 | 3,94 | 5,11 | 20,91 | 4 |
| 7 | 3,94 | 5,11 | 2,81 | 3,94 | 3,94 | 19,73 | 4 |
| 8 | 3,94 | 3,94 | 2,81 | 3,94 | 3,94 | 18,56 | 4 |
| 9 | 3,40 | 3,40 | 2,81 | 5,11 | 5,11 | 19,84 | 4 |
| 10 | 3,94 | 3,40 | 2,81 | 3,94 | 3,94 | 18,02 | 4 |
| 11 | 5,11 | 5,11 | 2,81 | 3,94 | 5,11 | 22,09 | 4 |
| 12 | 5,11 | 5,11 | 2,81 | 3,94 | 3,94 | 20,91 | 4 |
| 13 | 5,11 | 5,11 | 2,81 | 5,11 | 5,11 | 23,27 | 5 |
| 14 | 5,11 | 5,11 | 2,81 | 5,11 | 5,11 | 23,27 | 5 |
| 15 | 5,11 | 3,40 | 2,81 | 3,94 | 3,94 | 19,20 | 4 |
| 16 | 3,94 | 5,11 | 2,81 | 3,94 | 3,94 | 19,73 | 4 |
| 17 | 3,40 | 2,81 | 2,81 | 3,40 | 3,40 | 15,82 | 3 |
| 18 | 5,11 | 3,94 | 2,81 | 3,94 | 5,11 | 20,91 | 4 |
| 19 | 3,94 | 3,94 | 2,81 | 3,94 | 3,94 | 18,56 | 4 |
| 20 | 5,11 | 3,94 | 2,81 | 3,94 | 5,11 | 20,91 | 4 |
| 21 | 5,11 | 5,11 | 2,81 | 3,94 | 3,94 | 20,91 | 4 |
| 22 | 5,11 | 5,11 | 2,81 | 3,94 | 3,94 | 20,91 | 4 |
| 23 | 3,94 | 3,94 | 2,81 | 3,94 | 3,94 | 18,56 | 4 |
| 24 | 5,11 | 5,11 | 2,81 | 5,11 | 2,81 | 20,96 | 4 |
| 25 | 5,11 | 3,94 | 2,81 | 3,94 | 1,00 | 16,80 | 3 |
| 26 | 3,94 | 3,94 | 2,81 | 3,94 | 5,11 | 19,73 | 4 |
| 27 | 3,94 | 5,11 | 2,81 | 5,11 | 5,11 | 22,09 | 4 |
| 28 | 5,11 | 5,11 | 2,81 | 3,94 | 3,94 | 20,91 | 4 |
| 29 | 3,94 | 5,11 | 2,81 | 3,94 | 3,94 | 19,73 | 4 |
| 30 | 5,11 | 5,11 | 2,81 | 3,94 | 3,94 | 20,91 | 4 |
| 31 | 3,94 | 3,94 | 2,81 | 5,11 | 5,11 | 20,91 | 4 |
| 32 | 5,11 | 5,11 | 2,81 | 3,94 | 3,94 | 20,91 | 4 |
| 33 | 5,11 | 5,11 | 2,81 | 5,11 | 5,11 | 23,27 | 5 |
| 34 | 3,94 | 3,94 | 2,81 | 3,94 | 5,11 | 19,73 | 4 |
| 35 | 3,94 | 3,94 | 2,81 | 5,11 | 5,11 | 20,91 | 4 |
| 36 | 3,94 | 3,94 | 2,81 | 5,11 | 5,11 | 20,91 | 4 |
| 37 | 5,11 | 5,11 | 2,81 | 5,11 | 5,11 | 23,27 | 5 |
| 38 | 3,94 | 3,94 | 2,81 | 3,94 | 3,94 | 18,56 | 4 |
| 39 | 5,11 | 5,11 | 2,81 | 3,94 | 3,94 | 20,91 | 4 |
| 40 | 3,94 | 3,94 | 2,81 | 3,94 | 3,94 | 18,56 | 4 |
| 41 | 5,11 | 5,11 | 2,81 | 3,94 | 3,94 | 20,91 | 4 |
| 42 | 5,11 | 5,11 | 2,81 | 5,11 | 5,11 | 23,27 | 5 |
| 43 | 3,94 | 5,11 | 2,81 | 5,11 | 5,11 | 22,09 | 4 |
| 44 | 3,94 | 3,94 | 2,81 | 5,11 | 5,11 | 20,91 | 4 |
| 45 | 5,11 | 5,11 | 2,81 | 5,11 | 5,11 | 23,27 | 5 |
| 46 | 5,11 | 5,11 | 2,81 | 3,94 | 3,94 | 20,91 | 4 |
| 47 | 5,11 | 3,94 | 2,81 | 5,11 | 5,11 | 22,09 | 4 |
| 48 | 3,94 | 3,94 | 2,81 | 5,11 | 5,11 | 20,91 | 4 |
| 49 | 5,11 | 5,11 | 2,81 | 5,11 | 5,11 | 23,27 | 5 |
| 50 | 3,94 | 3,94 | 2,81 | 5,11 | 5,11 | 20,91 | 4 |
| 51 | 5,11 | 5,11 | 2,81 | 5,11 | 5,11 | 23,27 | 5 |
| 52 | 3,94 | 3,94 | 2,81 | 5,11 | 5,11 | 20,91 | 4 |
| 53 | 5,11 | 5,11 | 2,81 | 3,94 | 3,94 | 20,91 | 4 |
| 54 | 5,11 | 5,11 | 2,81 | 3,40 | 3,40 | 19,84 | 4 |
| 55 | 5,11 | 3,94 | 2,81 | 3,94 | 3,94 | 19,73 | 4 |
| 56 | 3,94 | 3,94 | 2,81 | 3,40 | 3,40 | 17,49 | 3 |
| 57 | 5,11 | 5,11 | 2,81 | 3,94 | 3,94 | 20,91 | 4 |
| 58 | 5,11 | 5,11 | 2,81 | 3,94 | 5,11 | 22,09 | 4 |
| 59 | 5,11 | 5,11 | 2,81 | 5,11 | 5,11 | 23,27 | 5 |
| 60 | 3,94 | 3,94 | 2,81 | 5,11 | 5,11 | 20,91 | 4 |
| 61 | 3,94 | 3,94 | 2,81 | 3,94 | 5,11 | 19,73 | 4 |
| 62 | 5,11 | 5,11 | 2,81 | 3,94 | 3,94 | 20,91 | 4 |
| 63 | 5,11 | 3,94 | 2,81 | 5,11 | 3,94 | 20,91 | 4 |
| 64 | 3,94 | 5,11 | 2,81 | 5,11 | 3,40 | 20,38 | 4 |
| 65 | 5,11 | 3,94 | 2,81 | 3,94 | 3,94 | 19,73 | 4 |
| 66 | 5,11 | 5,11 | 2,81 | 3,94 | 2,81 | 19,79 | 4 |
| 67 | 3,94 | 3,94 | 2,81 | 5,11 | 5,11 | 20,91 | 4 |
| 68 | 3,94 | 5,11 | 2,81 | 5,11 | 5,11 | 22,09 | 4 |
| 69 | 3,94 | 3,94 | 2,81 | 5,11 | 5,11 | 20,91 | 4 |
| 70 | 5,11 | 5,11 | 2,81 | 3,94 | 3,94 | 20,91 | 4 |
| 71 | 3,94 | 3,94 | 2,81 | 5,11 | 5,11 | 20,91 | 4 |
| 72 | 3,94 | 3,94 | 2,81 | 5,11 | 5,11 | 20,91 | 4 |
| 73 | 5,11 | 5,11 | 2,81 | 5,11 | 5,11 | 23,27 | 5 |
| 74 | 3,94 | 3,94 | 2,81 | 5,11 | 5,11 | 20,91 | 4 |
| 75 | 3,94 | 3,94 | 2,81 | 5,11 | 5,11 | 20,91 | 4 |
| 76 | 5,11 | 5,11 | 2,81 | 3,94 | 3,94 | 20,91 | 4 |
| 77 | 5,11 | 5,11 | 2,81 | 3,94 | 3,94 | 20,91 | 4 |
| 78 | 3,94 | 3,94 | 2,81 | 3,94 | 5,11 | 19,73 | 4 |
| 79 | 5,11 | 3,94 | 2,81 | 5,11 | 5,11 | 22,09 | 4 |
| 80 | 3,94 | 3,94 | 2,81 | 5,11 | 5,11 | 20,91 | 4 |
| 81 | 5,11 | 5,11 | 2,81 | 5,11 | 3,94 | 22,09 | 4 |
| 82 | 5,11 | 5,11 | 2,81 | 3,94 | 5,11 | 22,09 | 4 |
| 83 | 3,94 | 3,94 | 2,81 | 5,11 | 3,94 | 19,73 | 4 |
| 84 | 3,94 | 5,11 | 2,81 | 5,11 | 3,94 | 20,91 | 4 |
| 85 | 5,11 | 3,94 | 2,81 | 3,94 | 5,11 | 20,91 | 4 |
| 86 | 3,94 | 3,94 | 2,81 | 3,94 | 5,11 | 19,73 | 4 |
| 87 | 5,11 | 5,11 | 2,81 | 5,11 | 5,11 | 23,27 | 5 |
| 88 | 3,94 | 3,94 | 2,81 | 5,11 | 5,11 | 20,91 | 4 |
| 89 | 3,94 | 3,94 | 2,81 | 3,94 | 3,94 | 18,56 | 4 |
| 90 | 3,94 | 3,94 | 2,81 | 5,11 | 3,94 | 19,73 | 4 |
| 91 | 3,94 | 3,94 | 2,81 | 5,11 | 5,11 | 20,91 | 4 |
| 92 | 5,11 | 5,11 | 2,81 | 5,11 | 3,94 | 22,09 | 4 |
| 93 | 5,11 | 5,11 | 2,81 | 3,94 | 3,94 | 20,91 | 4 |
| 94 | 3,94 | 3,94 | 2,81 | 3,94 | 5,11 | 19,73 | 4 |
| 95 | 5,11 | 5,11 | 2,81 | 5,11 | 5,11 | 23,27 | 5 |
| 96 | 5,11 | 5,11 | 2,81 | 3,94 | 5,11 | 22,09 | 4 |
| 97 | 5,11 | 5,11 | 2,81 | 3,94 | 5,11 | 22,09 | 4 |
| 98 | 5,11 | 5,11 | 2,81 | 5,11 | 3,94 | 22,09 | 4 |
| 99 | 3,94 | 5,11 | 2,81 | 3,94 | 3,94 | 19,73 | 4 |
| 100 | 3,94 | 5,11 | 2,81 | 5,11 | 5,11 | 22,09 | 4 |

**Kepatuhan Syariah (X2)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Data Asli Ordinal** | | | | | |
| **1** | **2** | **3** | **4** | **5** | **Total X2** |
| 1 | 5 | 4 | 4 | 4 | 5 | **22** |
| 2 | 4 | 4 | 3 | 4 | 4 | **19** |
| 3 | 3 | 3 | 4 | 4 | 4 | **18** |
| 4 | 5 | 5 | 5 | 5 | 5 | **25** |
| 5 | 5 | 4 | 4 | 4 | 4 | **21** |
| 6 | 4 | 5 | 5 | 5 | 5 | **24** |
| 7 | 5 | 5 | 5 | 4 | 4 | **23** |
| 8 | 1 | 2 | 5 | 5 | 5 | **19** |
| 9 | 5 | 5 | 5 | 4 | 4 | **23** |
| 10 | 5 | 4 | 4 | 4 | 4 | **21** |
| 11 | 3 | 3 | 5 | 5 | 5 | **21** |
| 12 | 3 | 3 | 4 | 4 | 4 | **18** |
| 13 | 5 | 5 | 5 | 5 | 5 | **25** |
| 14 | 5 | 5 | 5 | 5 | 5 | **25** |
| 15 | 3 | 5 | 3 | 5 | 5 | **21** |
| 16 | 5 | 4 | 4 | 5 | 4 | **22** |
| 17 | 4 | 4 | 5 | 4 | 4 | **21** |
| 18 | 4 | 5 | 5 | 3 | 3 | **20** |
| 19 | 4 | 5 | 4 | 4 | 4 | **21** |
| 20 | 4 | 4 | 5 | 5 | 4 | **22** |
| 21 | 5 | 4 | 4 | 5 | 5 | **23** |
| 22 | 5 | 5 | 5 | 4 | 4 | **23** |
| 23 | 4 | 4 | 4 | 3 | 3 | **18** |
| 24 | 5 | 5 | 3 | 5 | 4 | **22** |
| 25 | 3 | 4 | 5 | 5 | 5 | **22** |
| 26 | 4 | 4 | 4 | 5 | 5 | **22** |
| 27 | 5 | 4 | 5 | 4 | 4 | **22** |
| 28 | 4 | 4 | 5 | 4 | 5 | **22** |
| 29 | 5 | 5 | 4 | 3 | 3 | **20** |
| 30 | 4 | 4 | 4 | 5 | 5 | **22** |
| 31 | 4 | 4 | 4 | 5 | 5 | **22** |
| 32 | 5 | 5 | 4 | 5 | 5 | **24** |
| 33 | 5 | 5 | 4 | 3 | 4 | **21** |
| 34 | 5 | 5 | 5 | 4 | 4 | **23** |
| 35 | 3 | 3 | 4 | 5 | 5 | **20** |
| 36 | 4 | 5 | 4 | 5 | 4 | **22** |
| 37 | 4 | 4 | 5 | 5 | 4 | **22** |
| 38 | 4 | 4 | 5 | 5 | 5 | **23** |
| 39 | 4 | 5 | 4 | 4 | 4 | **21** |
| 40 | 5 | 5 | 5 | 5 | 5 | **25** |
| 41 | 5 | 5 | 4 | 5 | 4 | **23** |
| 42 | 4 | 5 | 4 | 5 | 5 | **23** |
| 43 | 4 | 4 | 5 | 4 | 4 | **21** |
| 44 | 5 | 4 | 5 | 4 | 5 | **23** |
| 45 | 4 | 4 | 5 | 4 | 4 | **21** |
| 46 | 4 | 4 | 5 | 5 | 5 | **23** |
| 47 | 4 | 4 | 4 | 4 | 4 | **20** |
| 48 | 4 | 4 | 5 | 4 | 5 | **22** |
| 49 | 4 | 4 | 4 | 4 | 5 | **21** |
| 50 | 5 | 5 | 5 | 5 | 5 | **25** |
| 51 | 4 | 4 | 5 | 5 | 5 | **23** |
| 52 | 3 | 3 | 5 | 3 | 4 | **18** |
| 53 | 5 | 3 | 5 | 5 | 5 | **23** |
| 54 | 4 | 4 | 5 | 5 | 4 | **22** |
| 55 | 5 | 5 | 4 | 4 | 5 | **23** |
| 56 | 4 | 4 | 4 | 4 | 4 | **20** |
| 57 | 4 | 4 | 5 | 5 | 5 | **23** |
| 58 | 5 | 5 | 4 | 4 | 5 | **23** |
| 59 | 5 | 5 | 5 | 5 | 4 | **24** |
| 60 | 5 | 5 | 3 | 4 | 4 | **21** |
| 61 | 4 | 5 | 5 | 3 | 4 | **21** |
| 62 | 4 | 4 | 4 | 5 | 5 | **22** |
| 63 | 4 | 4 | 4 | 4 | 4 | **20** |
| 64 | 4 | 5 | 4 | 5 | 5 | **23** |
| 65 | 4 | 5 | 4 | 4 | 4 | **21** |
| 66 | 4 | 4 | 5 | 5 | 5 | **23** |
| 67 | 5 | 5 | 4 | 4 | 4 | **22** |
| 68 | 4 | 4 | 4 | 4 | 4 | **20** |
| 69 | 4 | 4 | 5 | 4 | 5 | **22** |
| 70 | 4 | 4 | 4 | 5 | 5 | **22** |
| 71 | 5 | 4 | 4 | 5 | 5 | **23** |
| 72 | 5 | 5 | 5 | 4 | 4 | **23** |
| 73 | 4 | 4 | 4 | 4 | 4 | **20** |
| 74 | 4 | 4 | 5 | 4 | 4 | **21** |
| 75 | 5 | 5 | 4 | 4 | 4 | **22** |
| 76 | 4 | 4 | 4 | 5 | 5 | **22** |
| 77 | 4 | 4 | 4 | 5 | 5 | **22** |
| 78 | 4 | 5 | 4 | 4 | 4 | **21** |
| 79 | 5 | 5 | 5 | 4 | 4 | **23** |
| 80 | 4 | 4 | 4 | 4 | 4 | **20** |
| 81 | 4 | 5 | 5 | 4 | 4 | **22** |
| 82 | 4 | 4 | 4 | 4 | 4 | **20** |
| 83 | 4 | 4 | 5 | 4 | 4 | **21** |
| 84 | 4 | 4 | 4 | 5 | 4 | **21** |
| 85 | 5 | 5 | 4 | 5 | 5 | **24** |
| 86 | 5 | 5 | 4 | 4 | 5 | **23** |
| 87 | 5 | 4 | 4 | 5 | 5 | **23** |
| 88 | 5 | 4 | 3 | 3 | 4 | **19** |
| 89 | 4 | 4 | 4 | 4 | 5 | **21** |
| 90 | 4 | 5 | 5 | 5 | 5 | **24** |
| 91 | 5 | 5 | 4 | 4 | 4 | **22** |
| 92 | 4 | 4 | 4 | 5 | 5 | **22** |
| 93 | 4 | 4 | 4 | 5 | 5 | **22** |
| 94 | 4 | 4 | 5 | 5 | 5 | **23** |
| 95 | 5 | 5 | 4 | 4 | 4 | **22** |
| 96 | 4 | 4 | 4 | 5 | 5 | **22** |
| 97 | 4 | 4 | 5 | 4 | 4 | **21** |
| 98 | 4 | 5 | 4 | 5 | 5 | **23** |
| 99 | 4 | 4 | 5 | 5 | 5 | **23** |
| 100 | 4 | 4 | 4 | 5 | 5 | **22** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **DASAR PERHITUNGAN MSI X2** | | | | | | |
|  |  |  |  |  |  |  |
| Jawaban | 1,000 | 2,000 | 3,000 | 4,000 | 5,000 | SUM |
| Frekuensi | 1,000 | 1,000 | 28,000 | 253,000 | 217,000 | 500,000 |
| Proporsi | 0,002 | 0,002 | 0,056 | 0,506 | 0,434 |  |
| Pro Kum | 0,002 | 0,004 | 0,060 | 0,566 | 1,000 |  |
| Z | 0,498 | 0,496 | 0,440 | -0,066 | 0,000 |  |
| Zi | -2,878 | -2,652 | -1,555 | 0,166 | **** |  |
| Densitas | 0,006 | 0,012 | 0,119 | 0,393 | 0,000 |  |
| Skala nilai | -3,170 | -2,753 | -1,916 | -0,542 | 0,907 | 4,170 |
| Transformasi | 1,000 | 1,417 | 2,254 | 3,628 | 5,077 |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Data Interval** | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **Total X2** | **Rata-rata** |
| 1 | 5,08 | 3,63 | 3,63 | 3,63 | 5,08 | 5,08 | 4 |
| 2 | 3,63 | 3,63 | 2,25 | 3,63 | 3,63 | 16,77 | 3 |
| 3 | 2,25 | 2,25 | 3,63 | 3,63 | 3,63 | 15,39 | 3 |
| 4 | 5,08 | 5,08 | 5,08 | 5,08 | 5,08 | 25,38 | 5 |
| 5 | 5,08 | 3,63 | 3,63 | 3,63 | 3,63 | 19,59 | 4 |
| 6 | 3,63 | 5,08 | 5,08 | 5,08 | 5,08 | 23,93 | 5 |
| 7 | 5,08 | 5,08 | 5,08 | 3,63 | 3,63 | 22,49 | 4 |
| 8 | 1,00 | 1,42 | 5,08 | 5,08 | 5,08 | 17,65 | 4 |
| 9 | 5,08 | 5,08 | 5,08 | 3,63 | 3,63 | 22,49 | 4 |
| 10 | 5,08 | 3,63 | 3,63 | 3,63 | 3,63 | 19,59 | 4 |
| 11 | 2,25 | 2,25 | 5,08 | 5,08 | 5,08 | 19,74 | 4 |
| 12 | 2,25 | 2,25 | 3,63 | 3,63 | 3,63 | 15,39 | 3 |
| 13 | 5,08 | 5,08 | 5,08 | 5,08 | 5,08 | 25,38 | 5 |
| 14 | 5,08 | 5,08 | 5,08 | 5,08 | 5,08 | 25,38 | 5 |
| 15 | 2,25 | 5,08 | 2,25 | 5,08 | 5,08 | 19,74 | 4 |
| 16 | 5,08 | 3,63 | 3,63 | 5,08 | 3,63 | 21,04 | 4 |
| 17 | 3,63 | 3,63 | 5,08 | 3,63 | 3,63 | 19,59 | 4 |
| 18 | 3,63 | 5,08 | 5,08 | 2,25 | 2,25 | 18,29 | 4 |
| 19 | 3,63 | 5,08 | 3,63 | 3,63 | 3,63 | 19,59 | 4 |
| 20 | 3,63 | 3,63 | 5,08 | 5,08 | 3,63 | 21,04 | 4 |
| 21 | 5,08 | 3,63 | 3,63 | 5,08 | 5,08 | 22,49 | 4 |
| 22 | 5,08 | 5,08 | 5,08 | 3,63 | 3,63 | 22,49 | 4 |
| 23 | 3,63 | 3,63 | 3,63 | 2,25 | 2,25 | 15,39 | 3 |
| 24 | 5,08 | 5,08 | 2,25 | 5,08 | 3,63 | 21,11 | 4 |
| 25 | 2,25 | 3,63 | 5,08 | 5,08 | 5,08 | 21,11 | 4 |
| 26 | 3,63 | 3,63 | 3,63 | 5,08 | 5,08 | 21,04 | 4 |
| 27 | 5,08 | 3,63 | 5,08 | 3,63 | 3,63 | 21,04 | 4 |
| 28 | 3,63 | 3,63 | 5,08 | 3,63 | 5,08 | 21,04 | 4 |
| 29 | 5,08 | 5,08 | 3,63 | 2,25 | 2,25 | 18,29 | 4 |
| 30 | 3,63 | 3,63 | 3,63 | 5,08 | 5,08 | 21,04 | 4 |
| 31 | 3,63 | 3,63 | 3,63 | 5,08 | 5,08 | 21,04 | 4 |
| 32 | 5,08 | 5,08 | 3,63 | 5,08 | 5,08 | 23,93 | 5 |
| 33 | 5,08 | 5,08 | 3,63 | 2,25 | 3,63 | 19,66 | 4 |
| 34 | 5,08 | 5,08 | 5,08 | 3,63 | 3,63 | 22,49 | 4 |
| 35 | 2,25 | 2,25 | 3,63 | 5,08 | 5,08 | 18,29 | 4 |
| 36 | 3,63 | 5,08 | 3,63 | 5,08 | 3,63 | 21,04 | 4 |
| 37 | 3,63 | 3,63 | 5,08 | 5,08 | 3,63 | 21,04 | 4 |
| 38 | 3,63 | 3,63 | 5,08 | 5,08 | 5,08 | 22,49 | 4 |
| 39 | 3,63 | 5,08 | 3,63 | 3,63 | 3,63 | 19,59 | 4 |
| 40 | 5,08 | 5,08 | 5,08 | 5,08 | 5,08 | 25,38 | 5 |
| 41 | 5,08 | 5,08 | 3,63 | 5,08 | 3,63 | 22,49 | 4 |
| 42 | 3,63 | 5,08 | 3,63 | 5,08 | 5,08 | 22,49 | 4 |
| 43 | 3,63 | 3,63 | 5,08 | 3,63 | 3,63 | 19,59 | 4 |
| 44 | 5,08 | 3,63 | 5,08 | 3,63 | 5,08 | 22,49 | 4 |
| 45 | 3,63 | 3,63 | 5,08 | 3,63 | 3,63 | 19,59 | 4 |
| 46 | 3,63 | 3,63 | 5,08 | 5,08 | 5,08 | 22,49 | 4 |
| 47 | 3,63 | 3,63 | 3,63 | 3,63 | 3,63 | 18,14 | 4 |
| 48 | 3,63 | 3,63 | 5,08 | 3,63 | 5,08 | 21,04 | 4 |
| 49 | 3,63 | 3,63 | 3,63 | 3,63 | 5,08 | 19,59 | 4 |
| 50 | 5,08 | 5,08 | 5,08 | 5,08 | 5,08 | 25,38 | 5 |
| 51 | 3,63 | 3,63 | 5,08 | 5,08 | 5,08 | 22,49 | 4 |
| 52 | 2,25 | 2,25 | 5,08 | 2,25 | 3,63 | 15,47 | 3 |
| 53 | 5,08 | 2,25 | 5,08 | 5,08 | 5,08 | 22,56 | 5 |
| 54 | 3,63 | 3,63 | 5,08 | 5,08 | 3,63 | 21,04 | 4 |
| 55 | 5,08 | 5,08 | 3,63 | 3,63 | 5,08 | 22,49 | 4 |
| 56 | 3,63 | 3,63 | 3,63 | 3,63 | 3,63 | 18,14 | 4 |
| 57 | 3,63 | 3,63 | 5,08 | 5,08 | 5,08 | 22,49 | 4 |
| 58 | 5,08 | 5,08 | 3,63 | 3,63 | 5,08 | 22,49 | 4 |
| 59 | 5,08 | 5,08 | 5,08 | 5,08 | 3,63 | 23,93 | 5 |
| 60 | 5,08 | 5,08 | 2,25 | 3,63 | 3,63 | 19,66 | 4 |
| 61 | 3,63 | 5,08 | 5,08 | 2,25 | 3,63 | 19,66 | 4 |
| 62 | 3,63 | 3,63 | 3,63 | 5,08 | 5,08 | 21,04 | 4 |
| 63 | 3,63 | 3,63 | 3,63 | 3,63 | 3,63 | 18,14 | 4 |
| 64 | 3,63 | 5,08 | 3,63 | 5,08 | 5,08 | 22,49 | 4 |
| 65 | 3,63 | 5,08 | 3,63 | 3,63 | 3,63 | 19,59 | 4 |
| 66 | 3,63 | 3,63 | 5,08 | 5,08 | 5,08 | 22,49 | 4 |
| 67 | 5,08 | 5,08 | 3,63 | 3,63 | 3,63 | 21,04 | 4 |
| 68 | 3,63 | 3,63 | 3,63 | 3,63 | 3,63 | 18,14 | 4 |
| 69 | 3,63 | 3,63 | 5,08 | 3,63 | 5,08 | 21,04 | 4 |
| 70 | 3,63 | 3,63 | 3,63 | 5,08 | 5,08 | 21,04 | 4 |
| 71 | 5,08 | 3,63 | 3,63 | 5,08 | 5,08 | 22,49 | 4 |
| 72 | 5,08 | 5,08 | 5,08 | 3,63 | 3,63 | 22,49 | 4 |
| 73 | 3,63 | 3,63 | 3,63 | 3,63 | 3,63 | 18,14 | 4 |
| 74 | 3,63 | 3,63 | 5,08 | 3,63 | 3,63 | 19,59 | 4 |
| 75 | 5,08 | 5,08 | 3,63 | 3,63 | 3,63 | 21,04 | 4 |
| 76 | 3,63 | 3,63 | 3,63 | 5,08 | 5,08 | 21,04 | 4 |
| 77 | 3,63 | 3,63 | 3,63 | 5,08 | 5,08 | 21,04 | 4 |
| 78 | 3,63 | 5,08 | 3,63 | 3,63 | 3,63 | 19,59 | 4 |
| 79 | 5,08 | 5,08 | 5,08 | 3,63 | 3,63 | 22,49 | 4 |
| 80 | 3,63 | 3,63 | 3,63 | 3,63 | 3,63 | 18,14 | 4 |
| 81 | 3,63 | 5,08 | 5,08 | 3,63 | 3,63 | 21,04 | 4 |
| 82 | 3,63 | 3,63 | 3,63 | 3,63 | 3,63 | 18,14 | 4 |
| 83 | 3,63 | 3,63 | 5,08 | 3,63 | 3,63 | 19,59 | 4 |
| 84 | 3,63 | 3,63 | 3,63 | 5,08 | 3,63 | 19,59 | 4 |
| 85 | 5,08 | 5,08 | 3,63 | 5,08 | 5,08 | 23,93 | 5 |
| 86 | 5,08 | 5,08 | 3,63 | 3,63 | 5,08 | 22,49 | 4 |
| 87 | 5,08 | 3,63 | 3,63 | 5,08 | 5,08 | 22,49 | 4 |
| 88 | 5,08 | 3,63 | 2,25 | 2,25 | 3,63 | 16,84 | 3 |
| 89 | 3,63 | 3,63 | 3,63 | 3,63 | 5,08 | 19,59 | 4 |
| 90 | 3,63 | 5,08 | 5,08 | 5,08 | 5,08 | 23,93 | 5 |
| 91 | 5,08 | 5,08 | 3,63 | 3,63 | 3,63 | 21,04 | 4 |
| 92 | 3,63 | 3,63 | 3,63 | 5,08 | 5,08 | 21,04 | 4 |
| 93 | 3,63 | 3,63 | 3,63 | 5,08 | 5,08 | 21,04 | 4 |
| 94 | 3,63 | 3,63 | 5,08 | 5,08 | 5,08 | 22,49 | 4 |
| 95 | 5,08 | 5,08 | 3,63 | 3,63 | 3,63 | 21,04 | 4 |
| 96 | 3,63 | 3,63 | 3,63 | 5,08 | 5,08 | 21,04 | 4 |
| 97 | 3,63 | 3,63 | 5,08 | 3,63 | 3,63 | 19,59 | 4 |
| 98 | 3,63 | 5,08 | 3,63 | 5,08 | 5,08 | 22,49 | 4 |
| 99 | 3,63 | 3,63 | 5,08 | 5,08 | 5,08 | 22,49 | 4 |
| 100 | 3,63 | 3,63 | 3,63 | 5,08 | 5,08 | 21,04 | 4 |

**Kepercayaan (X3)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Data Asli Ordinal** | | | | | |
| **1** | **2** | **3** | **4** | **5** | **Total X3** |
| 1 | 3 | 4 | 4 | 5 | 5 | **21** |
| 2 | 4 | 5 | 4 | 5 | 4 | **22** |
| 3 | 4 | 3 | 4 | 4 | 4 | **19** |
| 4 | 5 | 5 | 4 | 4 | 5 | **23** |
| 5 | 4 | 4 | 5 | 5 | 4 | **22** |
| 6 | 4 | 4 | 4 | 4 | 4 | **20** |
| 7 | 4 | 4 | 4 | 4 | 4 | **20** |
| 8 | 3 | 3 | 2 | 1 | 5 | **14** |
| 9 | 5 | 5 | 4 | 5 | 5 | **24** |
| 10 | 4 | 4 | 4 | 5 | 5 | **22** |
| 11 | 5 | 5 | 5 | 5 | 3 | **23** |
| 12 | 5 | 5 | 4 | 4 | 4 | **22** |
| 13 | 4 | 4 | 4 | 4 | 4 | **20** |
| 14 | 4 | 4 | 4 | 4 | 4 | **20** |
| 15 | 5 | 5 | 5 | 4 | 4 | **23** |
| 16 | 3 | 4 | 4 | 4 | 4 | **19** |
| 17 | 5 | 5 | 5 | 3 | 4 | **22** |
| 18 | 2 | 3 | 5 | 5 | 5 | **20** |
| 19 | 4 | 4 | 3 | 3 | 4 | **18** |
| 20 | 4 | 4 | 3 | 3 | 4 | **18** |
| 21 | 5 | 5 | 4 | 4 | 4 | **22** |
| 22 | 5 | 5 | 4 | 4 | 5 | **23** |
| 23 | 4 | 5 | 4 | 5 | 4 | **22** |
| 24 | 5 | 5 | 5 | 4 | 5 | **24** |
| 25 | 5 | 5 | 4 | 4 | 4 | **22** |
| 26 | 3 | 3 | 4 | 4 | 4 | **18** |
| 27 | 4 | 5 | 4 | 4 | 4 | **21** |
| 28 | 4 | 5 | 3 | 4 | 5 | **21** |
| 29 | 5 | 5 | 4 | 4 | 4 | **22** |
| 30 | 4 | 5 | 3 | 5 | 5 | **22** |
| 31 | 5 | 5 | 4 | 4 | 5 | **23** |
| 32 | 4 | 4 | 5 | 4 | 4 | **21** |
| 33 | 5 | 5 | 5 | 5 | 4 | **24** |
| 34 | 4 | 5 | 4 | 4 | 5 | **22** |
| 35 | 4 | 4 | 5 | 4 | 4 | **21** |
| 36 | 5 | 5 | 5 | 5 | 5 | **25** |
| 37 | 4 | 4 | 5 | 5 | 4 | **22** |
| 38 | 4 | 4 | 3 | 4 | 4 | **19** |
| 39 | 5 | 4 | 4 | 5 | 5 | **23** |
| 40 | 4 | 4 | 5 | 4 | 4 | **21** |
| 41 | 5 | 5 | 4 | 4 | 4 | **22** |
| 42 | 4 | 5 | 5 | 4 | 4 | **22** |
| 43 | 4 | 4 | 3 | 3 | 4 | **18** |
| 44 | 4 | 5 | 3 | 3 | 4 | **19** |
| 45 | 5 | 5 | 5 | 4 | 4 | **23** |
| 46 | 4 | 4 | 4 | 5 | 5 | **22** |
| 47 | 4 | 5 | 4 | 5 | 5 | **23** |
| 48 | 5 | 5 | 4 | 5 | 4 | **23** |
| 49 | 4 | 4 | 4 | 5 | 5 | **22** |
| 50 | 4 | 4 | 4 | 4 | 4 | **20** |
| 51 | 4 | 5 | 4 | 4 | 5 | **22** |
| 52 | 4 | 4 | 4 | 5 | 5 | **22** |
| 53 | 5 | 5 | 4 | 5 | 4 | **23** |
| 54 | 5 | 5 | 4 | 4 | 5 | **23** |
| 55 | 4 | 4 | 4 | 4 | 4 | **20** |
| 56 | 4 | 4 | 5 | 5 | 5 | **23** |
| 57 | 4 | 4 | 5 | 4 | 4 | **21** |
| 58 | 4 | 4 | 4 | 5 | 4 | **21** |
| 59 | 4 | 4 | 4 | 5 | 5 | **22** |
| 60 | 4 | 4 | 5 | 4 | 4 | **21** |
| 61 | 5 | 5 | 4 | 4 | 4 | **22** |
| 62 | 5 | 4 | 4 | 5 | 5 | **23** |
| 63 | 4 | 4 | 5 | 5 | 5 | **23** |
| 64 | 4 | 4 | 4 | 5 | 5 | **22** |
| 65 | 4 | 4 | 4 | 5 | 5 | **22** |
| 66 | 5 | 5 | 4 | 5 | 5 | **24** |
| 67 | 5 | 5 | 4 | 4 | 4 | **22** |
| 68 | 4 | 5 | 5 | 5 | 4 | **23** |
| 69 | 5 | 5 | 4 | 4 | 4 | **22** |
| 70 | 5 | 4 | 4 | 4 | 4 | **21** |
| 71 | 5 | 5 | 4 | 4 | 5 | **23** |
| 72 | 5 | 5 | 4 | 4 | 4 | **22** |
| 73 | 4 | 4 | 4 | 5 | 5 | **22** |
| 74 | 4 | 4 | 4 | 5 | 4 | **21** |
| 75 | 5 | 4 | 4 | 5 | 4 | **22** |
| 76 | 4 | 4 | 4 | 4 | 5 | **21** |
| 77 | 4 | 4 | 5 | 4 | 5 | **22** |
| 78 | 4 | 4 | 5 | 5 | 5 | **23** |
| 79 | 5 | 5 | 4 | 4 | 4 | **22** |
| 80 | 5 | 5 | 5 | 4 | 4 | **23** |
| 81 | 4 | 4 | 4 | 5 | 5 | **22** |
| 82 | 5 | 5 | 5 | 5 | 5 | **25** |
| 83 | 4 | 5 | 5 | 4 | 4 | **22** |
| 84 | 5 | 5 | 4 | 4 | 4 | **22** |
| 85 | 4 | 4 | 5 | 4 | 4 | **21** |
| 86 | 4 | 4 | 4 | 3 | 4 | **19** |
| 87 | 5 | 4 | 4 | 5 | 5 | **23** |
| 88 | 3 | 4 | 4 | 3 | 5 | **19** |
| 89 | 4 | 4 | 5 | 5 | 5 | **23** |
| 90 | 4 | 4 | 5 | 4 | 3 | **20** |
| 91 | 4 | 5 | 4 | 4 | 5 | **22** |
| 92 | 4 | 4 | 4 | 3 | 3 | **18** |
| 93 | 4 | 5 | 5 | 5 | 5 | **24** |
| 94 | 4 | 4 | 5 | 5 | 3 | **21** |
| 95 | 4 | 5 | 5 | 5 | 5 | **24** |
| 96 | 4 | 4 | 5 | 5 | 5 | **23** |
| 97 | 4 | 4 | 5 | 5 | 5 | **23** |
| 98 | 5 | 5 | 5 | 5 | 4 | **24** |
| 99 | 5 | 5 | 4 | 4 | 4 | **22** |
| 100 | 5 | 5 | 4 | 5 | 5 | **24** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **DASAR PERHITUNGAN MSI X3** | | | | | | |
|  |  |  |  |  |  |  |
| Jawaban | 1,000 | 2,000 | 3,000 | 4,000 | 5,000 | SUM |
| Frekuensi | 1,000 | 2,000 | 28,000 | 266,000 | 203,000 | 500,000 |
| Proporsi | 0,002 | 0,004 | 0,056 | 0,532 | 0,406 |  |
| Pro Kum | 0,002 | 0,006 | 0,062 | 0,594 | 1,000 |  |
| Z | 0,498 | 0,494 | 0,438 | -0,094 | 0,000 |  |
| Zi | -2,878 | -2,512 | -1,538 | 0,238 | **** |  |
| Densitas | 0,006 | 0,017 | 0,122 | 0,388 | 0,000 |  |
| Skala nilai | -3,170 | -2,666 | -1,879 | -0,499 | 0,955 | 4,170 |
| Transformasi | 1,000 | 1,504 | 2,291 | 3,671 | 5,125 |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Data Interval** | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **Total X3** | **Rata-rata** |
| 1 | 2,29 | 3,67 | 3,67 | 5,13 | 5,13 | 5,13 | 4 |
| 2 | 3,67 | 5,13 | 3,67 | 5,13 | 3,67 | 21,26 | 4 |
| 3 | 3,67 | 2,29 | 3,67 | 3,67 | 3,67 | 16,97 | 3 |
| 4 | 5,13 | 5,13 | 3,67 | 3,67 | 5,13 | 22,72 | 5 |
| 5 | 3,67 | 3,67 | 5,13 | 5,13 | 3,67 | 21,26 | 4 |
| 6 | 3,67 | 3,67 | 3,67 | 3,67 | 3,67 | 18,35 | 4 |
| 7 | 3,67 | 3,67 | 3,67 | 3,67 | 3,67 | 18,35 | 4 |
| 8 | 2,29 | 2,29 | 1,50 | 1,00 | 5,13 | 12,21 | 2 |
| 9 | 5,13 | 5,13 | 3,67 | 5,13 | 5,13 | 24,17 | 5 |
| 10 | 3,67 | 3,67 | 3,67 | 5,13 | 5,13 | 21,26 | 4 |
| 11 | 5,13 | 5,13 | 5,13 | 5,13 | 2,29 | 22,79 | 5 |
| 12 | 5,13 | 5,13 | 3,67 | 3,67 | 3,67 | 21,26 | 4 |
| 13 | 3,67 | 3,67 | 3,67 | 3,67 | 3,67 | 18,35 | 4 |
| 14 | 3,67 | 3,67 | 3,67 | 3,67 | 3,67 | 18,35 | 4 |
| 15 | 5,13 | 5,13 | 5,13 | 3,67 | 3,67 | 22,72 | 5 |
| 16 | 2,29 | 3,67 | 3,67 | 3,67 | 3,67 | 16,97 | 3 |
| 17 | 5,13 | 5,13 | 5,13 | 2,29 | 3,67 | 21,34 | 4 |
| 18 | 1,50 | 2,29 | 5,13 | 5,13 | 5,13 | 19,17 | 4 |
| 19 | 3,67 | 3,67 | 2,29 | 2,29 | 3,67 | 15,60 | 3 |
| 20 | 3,67 | 3,67 | 2,29 | 2,29 | 3,67 | 15,60 | 3 |
| 21 | 5,13 | 5,13 | 3,67 | 3,67 | 3,67 | 21,26 | 4 |
| 22 | 5,13 | 5,13 | 3,67 | 3,67 | 5,13 | 22,72 | 5 |
| 23 | 3,67 | 5,13 | 3,67 | 5,13 | 3,67 | 21,26 | 4 |
| 24 | 5,13 | 5,13 | 5,13 | 3,67 | 5,13 | 24,17 | 5 |
| 25 | 5,13 | 5,13 | 3,67 | 3,67 | 3,67 | 21,26 | 4 |
| 26 | 2,29 | 2,29 | 3,67 | 3,67 | 3,67 | 15,60 | 3 |
| 27 | 3,67 | 5,13 | 3,67 | 3,67 | 3,67 | 19,81 | 4 |
| 28 | 3,67 | 5,13 | 2,29 | 3,67 | 5,13 | 19,88 | 4 |
| 29 | 5,13 | 5,13 | 3,67 | 3,67 | 3,67 | 21,26 | 4 |
| 30 | 3,67 | 5,13 | 2,29 | 5,13 | 5,13 | 21,34 | 4 |
| 31 | 5,13 | 5,13 | 3,67 | 3,67 | 5,13 | 22,72 | 5 |
| 32 | 3,67 | 3,67 | 5,13 | 3,67 | 3,67 | 19,81 | 4 |
| 33 | 5,13 | 5,13 | 5,13 | 5,13 | 3,67 | 24,17 | 5 |
| 34 | 3,67 | 5,13 | 3,67 | 3,67 | 5,13 | 21,26 | 4 |
| 35 | 3,67 | 3,67 | 5,13 | 3,67 | 3,67 | 19,81 | 4 |
| 36 | 5,13 | 5,13 | 5,13 | 5,13 | 5,13 | 25,63 | 5 |
| 37 | 3,67 | 3,67 | 5,13 | 5,13 | 3,67 | 21,26 | 4 |
| 38 | 3,67 | 3,67 | 2,29 | 3,67 | 3,67 | 16,97 | 3 |
| 39 | 5,13 | 3,67 | 3,67 | 5,13 | 5,13 | 22,72 | 5 |
| 40 | 3,67 | 3,67 | 5,13 | 3,67 | 3,67 | 19,81 | 4 |
| 41 | 5,13 | 5,13 | 3,67 | 3,67 | 3,67 | 21,26 | 4 |
| 42 | 3,67 | 5,13 | 5,13 | 3,67 | 3,67 | 21,26 | 4 |
| 43 | 3,67 | 3,67 | 2,29 | 2,29 | 3,67 | 15,60 | 3 |
| 44 | 3,67 | 5,13 | 2,29 | 2,29 | 3,67 | 17,05 | 3 |
| 45 | 5,13 | 5,13 | 5,13 | 3,67 | 3,67 | 22,72 | 5 |
| 46 | 3,67 | 3,67 | 3,67 | 5,13 | 5,13 | 21,26 | 4 |
| 47 | 3,67 | 5,13 | 3,67 | 5,13 | 5,13 | 22,72 | 5 |
| 48 | 5,13 | 5,13 | 3,67 | 5,13 | 3,67 | 22,72 | 5 |
| 49 | 3,67 | 3,67 | 3,67 | 5,13 | 5,13 | 21,26 | 4 |
| 50 | 3,67 | 3,67 | 3,67 | 3,67 | 3,67 | 18,35 | 4 |
| 51 | 3,67 | 5,13 | 3,67 | 3,67 | 5,13 | 21,26 | 4 |
| 52 | 3,67 | 3,67 | 3,67 | 5,13 | 5,13 | 21,26 | 4 |
| 53 | 5,13 | 5,13 | 3,67 | 5,13 | 3,67 | 22,72 | 5 |
| 54 | 5,13 | 5,13 | 3,67 | 3,67 | 5,13 | 22,72 | 5 |
| 55 | 3,67 | 3,67 | 3,67 | 3,67 | 3,67 | 18,35 | 4 |
| 56 | 3,67 | 3,67 | 5,13 | 5,13 | 5,13 | 22,72 | 5 |
| 57 | 3,67 | 3,67 | 5,13 | 3,67 | 3,67 | 19,81 | 4 |
| 58 | 3,67 | 3,67 | 3,67 | 5,13 | 3,67 | 19,81 | 4 |
| 59 | 3,67 | 3,67 | 3,67 | 5,13 | 5,13 | 21,26 | 4 |
| 60 | 3,67 | 3,67 | 5,13 | 3,67 | 3,67 | 19,81 | 4 |
| 61 | 5,13 | 5,13 | 3,67 | 3,67 | 3,67 | 21,26 | 4 |
| 62 | 5,13 | 3,67 | 3,67 | 5,13 | 5,13 | 22,72 | 5 |
| 63 | 3,67 | 3,67 | 5,13 | 5,13 | 5,13 | 22,72 | 5 |
| 64 | 3,67 | 3,67 | 3,67 | 5,13 | 5,13 | 21,26 | 4 |
| 65 | 3,67 | 3,67 | 3,67 | 5,13 | 5,13 | 21,26 | 4 |
| 66 | 5,13 | 5,13 | 3,67 | 5,13 | 5,13 | 24,17 | 5 |
| 67 | 5,13 | 5,13 | 3,67 | 3,67 | 3,67 | 21,26 | 4 |
| 68 | 3,67 | 5,13 | 5,13 | 5,13 | 3,67 | 22,72 | 5 |
| 69 | 5,13 | 5,13 | 3,67 | 3,67 | 3,67 | 21,26 | 4 |
| 70 | 5,13 | 3,67 | 3,67 | 3,67 | 3,67 | 19,81 | 4 |
| 71 | 5,13 | 5,13 | 3,67 | 3,67 | 5,13 | 22,72 | 5 |
| 72 | 5,13 | 5,13 | 3,67 | 3,67 | 3,67 | 21,26 | 4 |
| 73 | 3,67 | 3,67 | 3,67 | 5,13 | 5,13 | 21,26 | 4 |
| 74 | 3,67 | 3,67 | 3,67 | 5,13 | 3,67 | 19,81 | 4 |
| 75 | 5,13 | 3,67 | 3,67 | 5,13 | 3,67 | 21,26 | 4 |
| 76 | 3,67 | 3,67 | 3,67 | 3,67 | 5,13 | 19,81 | 4 |
| 77 | 3,67 | 3,67 | 5,13 | 3,67 | 5,13 | 21,26 | 4 |
| 78 | 3,67 | 3,67 | 5,13 | 5,13 | 5,13 | 22,72 | 5 |
| 79 | 5,13 | 5,13 | 3,67 | 3,67 | 3,67 | 21,26 | 4 |
| 80 | 5,13 | 5,13 | 5,13 | 3,67 | 3,67 | 22,72 | 5 |
| 81 | 3,67 | 3,67 | 3,67 | 5,13 | 5,13 | 21,26 | 4 |
| 82 | 5,13 | 5,13 | 5,13 | 5,13 | 5,13 | 25,63 | 5 |
| 83 | 3,67 | 5,13 | 5,13 | 3,67 | 3,67 | 21,26 | 4 |
| 84 | 5,13 | 5,13 | 3,67 | 3,67 | 3,67 | 21,26 | 4 |
| 85 | 3,67 | 3,67 | 5,13 | 3,67 | 3,67 | 19,81 | 4 |
| 86 | 3,67 | 3,67 | 3,67 | 2,29 | 3,67 | 16,97 | 3 |
| 87 | 5,13 | 3,67 | 3,67 | 5,13 | 5,13 | 22,72 | 5 |
| 88 | 2,29 | 3,67 | 3,67 | 2,29 | 5,13 | 17,05 | 3 |
| 89 | 3,67 | 3,67 | 5,13 | 5,13 | 5,13 | 22,72 | 5 |
| 90 | 3,67 | 3,67 | 5,13 | 3,67 | 2,29 | 18,43 | 4 |
| 91 | 3,67 | 5,13 | 3,67 | 3,67 | 5,13 | 21,26 | 4 |
| 92 | 3,67 | 3,67 | 3,67 | 2,29 | 2,29 | 15,60 | 3 |
| 93 | 3,67 | 5,13 | 5,13 | 5,13 | 5,13 | 24,17 | 5 |
| 94 | 3,67 | 3,67 | 5,13 | 5,13 | 2,29 | 19,88 | 4 |
| 95 | 3,67 | 5,13 | 5,13 | 5,13 | 5,13 | 24,17 | 5 |
| 96 | 3,67 | 3,67 | 5,13 | 5,13 | 5,13 | 22,72 | 5 |
| 97 | 3,67 | 3,67 | 5,13 | 5,13 | 5,13 | 22,72 | 5 |
| 98 | 5,13 | 5,13 | 5,13 | 5,13 | 3,67 | 24,17 | 5 |
| 99 | 5,13 | 5,13 | 3,67 | 3,67 | 3,67 | 21,26 | 4 |
| 100 | 5,13 | 5,13 | 3,67 | 5,13 | 5,13 | 24,17 | 5 |

**Penannganan Keluhan (X4)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **Data Asli Ordinal** | | | | |
| **1** | **2** | **3** | **4** | **Total X4** |
| 1 | 5 | 5 | 5 | 5 | **20** |
| 2 | 4 | 5 | 4 | 4 | **17** |
| 3 | 4 | 4 | 4 | 4 | **16** |
| 4 | 5 | 5 | 4 | 4 | **18** |
| 5 | 4 | 3 | 3 | 4 | **14** |
| 6 | 5 | 5 | 5 | 5 | **20** |
| 7 | 4 | 4 | 4 | 4 | **16** |
| 8 | 4 | 4 | 4 | 4 | **16** |
| 9 | 5 | 4 | 5 | 4 | **18** |
| 10 | 4 | 4 | 5 | 4 | **17** |
| 11 | 5 | 5 | 5 | 5 | **20** |
| 12 | 4 | 4 | 3 | 4 | **15** |
| 13 | 4 | 4 | 4 | 4 | **16** |
| 14 | 4 | 3 | 4 | 4 | **15** |
| 15 | 5 | 3 | 4 | 4 | **16** |
| 16 | 4 | 5 | 3 | 4 | **16** |
| 17 | 4 | 4 | 5 | 4 | **17** |
| 18 | 5 | 4 | 5 | 5 | **19** |
| 19 | 5 | 4 | 4 | 4 | **17** |
| 20 | 4 | 4 | 5 | 5 | **18** |
| 21 | 3 | 3 | 4 | 4 | **14** |
| 22 | 4 | 4 | 5 | 5 | **18** |
| 23 | 5 | 5 | 4 | 4 | **18** |
| 24 | 5 | 4 | 4 | 5 | **18** |
| 25 | 4 | 5 | 5 | 4 | **18** |
| 26 | 4 | 4 | 5 | 4 | **17** |
| 27 | 4 | 4 | 5 | 4 | **17** |
| 28 | 3 | 3 | 2 | 1 | **9** |
| 29 | 4 | 3 | 2 | 1 | **10** |
| 30 | 5 | 4 | 3 | 1 | **13** |
| 31 | 5 | 4 | 4 | 2 | **15** |
| 32 | 4 | 4 | 3 | 3 | **14** |
| 33 | 4 | 4 | 4 | 3 | **15** |
| 34 | 4 | 4 | 3 | 3 | **14** |
| 35 | 4 | 4 | 4 | 4 | **16** |
| 36 | 3 | 4 | 4 | 3 | **14** |
| 37 | 3 | 4 | 3 | 3 | **13** |
| 38 | 4 | 4 | 4 | 4 | **16** |
| 39 | 4 | 4 | 3 | 2 | **13** |
| 40 | 5 | 4 | 3 | 2 | **14** |
| 41 | 4 | 4 | 4 | 4 | **16** |
| 42 | 4 | 5 | 4 | 4 | **17** |
| 43 | 4 | 4 | 4 | 4 | **16** |
| 44 | 3 | 3 | 3 | 3 | **12** |
| 45 | 5 | 4 | 3 | 2 | **14** |
| 46 | 5 | 5 | 4 | 3 | **17** |
| 47 | 5 | 5 | 5 | 4 | **19** |
| 48 | 4 | 4 | 4 | 3 | **15** |
| 49 | 5 | 4 | 4 | 4 | **17** |
| 50 | 5 | 4 | 4 | 3 | **16** |
| 51 | 4 | 4 | 4 | 4 | **16** |
| 52 | 5 | 4 | 3 | 2 | **14** |
| 53 | 3 | 4 | 3 | 3 | **13** |
| 54 | 3 | 4 | 4 | 3 | **14** |
| 55 | 4 | 4 | 5 | 3 | **16** |
| 56 | 3 | 3 | 4 | 4 | **14** |
| 57 | 4 | 5 | 5 | 5 | **19** |
| 58 | 4 | 5 | 5 | 3 | **17** |
| 59 | 5 | 5 | 4 | 4 | **18** |
| 60 | 4 | 5 | 4 | 3 | **16** |
| 61 | 5 | 3 | 3 | 3 | **14** |
| 62 | 5 | 4 | 3 | 2 | **14** |
| 63 | 4 | 4 | 3 | 1 | **12** |
| 64 | 4 | 4 | 3 | 2 | **13** |
| 65 | 5 | 4 | 4 | 3 | **16** |
| 66 | 4 | 4 | 3 | 3 | **14** |
| 67 | 4 | 4 | 5 | 4 | **17** |
| 68 | 4 | 3 | 3 | 3 | **13** |
| 69 | 4 | 4 | 3 | 2 | **13** |
| 70 | 4 | 4 | 3 | 3 | **14** |
| 71 | 4 | 4 | 3 | 3 | **14** |
| 72 | 4 | 4 | 3 | 4 | **15** |
| 73 | 4 | 4 | 4 | 3 | **15** |
| 74 | 4 | 4 | 5 | 3 | **16** |
| 75 | 4 | 4 | 4 | 4 | **16** |
| 76 | 4 | 4 | 3 | 3 | **14** |
| 77 | 5 | 4 | 4 | 4 | **17** |
| 78 | 4 | 4 | 3 | 3 | **14** |
| 79 | 4 | 4 | 4 | 5 | **17** |
| 80 | 4 | 4 | 4 | 3 | **15** |
| 81 | 5 | 4 | 4 | 4 | **17** |
| 82 | 4 | 4 | 3 | 3 | **14** |
| 83 | 4 | 4 | 3 | 3 | **14** |
| 84 | 5 | 5 | 4 | 4 | **18** |
| 85 | 4 | 4 | 5 | 5 | **18** |
| 86 | 3 | 3 | 3 | 3 | **12** |
| 87 | 4 | 3 | 3 | 2 | **12** |
| 88 | 3 | 3 | 3 | 2 | **11** |
| 89 | 5 | 5 | 4 | 4 | **18** |
| 90 | 4 | 3 | 3 | 2 | **12** |
| 91 | 4 | 4 | 4 | 4 | **16** |
| 92 | 5 | 4 | 4 | 2 | **15** |
| 93 | 5 | 4 | 5 | 3 | **17** |
| 94 | 4 | 4 | 2 | 2 | **12** |
| 95 | 5 | 5 | 4 | 4 | **18** |
| 96 | 4 | 4 | 5 | 4 | **17** |
| 97 | 5 | 5 | 4 | 4 | **18** |
| 98 | 4 | 4 | 4 | 5 | **17** |
| 99 | 4 | 5 | 5 | 5 | **19** |
| 100 | 4 | 3 | 3 | 2 | **12** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **DASAR PERHITUNGAN MSI X4** | | | | | | |
|  |  |  |  |  |  |  |
| Jawaban | 1,000 | 2,000 | 3,000 | 4,000 | 5,000 | SUM |
| Frekuensi | 4,000 | 17,000 | 86,000 | 208,000 | 85,000 | 400,000 |
| Proporsi | 0,010 | 0,043 | 0,215 | 0,520 | 0,213 |  |
| Pro Kum | 0,010 | 0,053 | 0,268 | 0,788 | 1,000 |  |
| Z | 0,490 | 0,448 | 0,233 | -0,288 | 0,000 |  |
| Zi | -2,326 | -1,621 | -0,620 | 0,798 | **** |  |
| Densitas | 0,027 | 0,107 | 0,329 | 0,290 | 0,000 |  |
| Skala nilai | -2,665 | -1,896 | -1,032 | 0,075 | 1,366 | 3,665 |
| Transformasi | 1,000 | 1,770 | 2,633 | 3,740 | 5,031 |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Data Interval X4** | | | | | |
| **1** | **2** | **3** | **4** | **Total X4** | **Rata-rata** |
| 1 | 5,03 | 5,03 | 5,03 | 5,03 | 5,03 | 5 |
| 2 | 3,74 | 5,03 | 3,74 | 3,74 | 16,25 | 4 |
| 3 | 3,74 | 3,74 | 3,74 | 3,74 | 14,96 | 4 |
| 4 | 5,03 | 5,03 | 3,74 | 3,74 | 17,54 | 4 |
| 5 | 3,74 | 2,63 | 2,63 | 3,74 | 12,75 | 3 |
| 6 | 5,03 | 5,03 | 5,03 | 5,03 | 20,12 | 5 |
| 7 | 3,74 | 3,74 | 3,74 | 3,74 | 14,96 | 4 |
| 8 | 3,74 | 3,74 | 3,74 | 3,74 | 14,96 | 4 |
| 9 | 5,03 | 3,74 | 5,03 | 3,74 | 17,54 | 4 |
| 10 | 3,74 | 3,74 | 5,03 | 3,74 | 16,25 | 4 |
| 11 | 5,03 | 5,03 | 5,03 | 5,03 | 20,12 | 5 |
| 12 | 3,74 | 3,74 | 2,63 | 3,74 | 13,85 | 3 |
| 13 | 3,74 | 3,74 | 3,74 | 3,74 | 14,96 | 4 |
| 14 | 3,74 | 2,63 | 3,74 | 3,74 | 13,85 | 3 |
| 15 | 5,03 | 2,63 | 3,74 | 3,74 | 15,14 | 4 |
| 16 | 3,74 | 5,03 | 2,63 | 3,74 | 15,14 | 4 |
| 17 | 3,74 | 3,74 | 5,03 | 3,74 | 16,25 | 4 |
| 18 | 5,03 | 3,74 | 5,03 | 5,03 | 18,83 | 5 |
| 19 | 5,03 | 3,74 | 3,74 | 3,74 | 16,25 | 4 |
| 20 | 3,74 | 3,74 | 5,03 | 5,03 | 17,54 | 4 |
| 21 | 2,63 | 2,63 | 3,74 | 3,74 | 12,75 | 3 |
| 22 | 3,74 | 3,74 | 5,03 | 5,03 | 17,54 | 4 |
| 23 | 5,03 | 5,03 | 3,74 | 3,74 | 17,54 | 4 |
| 24 | 5,03 | 3,74 | 3,74 | 5,03 | 17,54 | 4 |
| 25 | 3,74 | 5,03 | 5,03 | 3,74 | 17,54 | 4 |
| 26 | 3,74 | 3,74 | 5,03 | 3,74 | 16,25 | 4 |
| 27 | 3,74 | 3,74 | 5,03 | 3,74 | 16,25 | 4 |
| 28 | 2,63 | 2,63 | 1,77 | 1,00 | 8,04 | 2 |
| 29 | 3,74 | 2,63 | 1,77 | 1,00 | 9,14 | 2 |
| 30 | 5,03 | 3,74 | 2,63 | 1,00 | 12,40 | 3 |
| 31 | 5,03 | 3,74 | 3,74 | 1,77 | 14,28 | 4 |
| 32 | 3,74 | 3,74 | 2,63 | 2,63 | 12,75 | 3 |
| 33 | 3,74 | 3,74 | 3,74 | 2,63 | 13,85 | 3 |
| 34 | 3,74 | 3,74 | 2,63 | 2,63 | 12,75 | 3 |
| 35 | 3,74 | 3,74 | 3,74 | 3,74 | 14,96 | 4 |
| 36 | 2,63 | 3,74 | 3,74 | 2,63 | 12,75 | 3 |
| 37 | 2,63 | 3,74 | 2,63 | 2,63 | 11,64 | 3 |
| 38 | 3,74 | 3,74 | 3,74 | 3,74 | 14,96 | 4 |
| 39 | 3,74 | 3,74 | 2,63 | 1,77 | 11,88 | 3 |
| 40 | 5,03 | 3,74 | 2,63 | 1,77 | 13,17 | 3 |
| 41 | 3,74 | 3,74 | 3,74 | 3,74 | 14,96 | 4 |
| 42 | 3,74 | 5,03 | 3,74 | 3,74 | 16,25 | 4 |
| 43 | 3,74 | 3,74 | 3,74 | 3,74 | 14,96 | 4 |
| 44 | 2,63 | 2,63 | 2,63 | 2,63 | 10,53 | 3 |
| 45 | 5,03 | 3,74 | 2,63 | 1,77 | 13,17 | 3 |
| 46 | 5,03 | 5,03 | 3,74 | 2,63 | 16,43 | 4 |
| 47 | 5,03 | 5,03 | 5,03 | 3,74 | 18,83 | 5 |
| 48 | 3,74 | 3,74 | 3,74 | 2,63 | 13,85 | 3 |
| 49 | 5,03 | 3,74 | 3,74 | 3,74 | 16,25 | 4 |
| 50 | 5,03 | 3,74 | 3,74 | 2,63 | 15,14 | 4 |
| 51 | 3,74 | 3,74 | 3,74 | 3,74 | 14,96 | 4 |
| 52 | 5,03 | 3,74 | 2,63 | 1,77 | 13,17 | 3 |
| 53 | 2,63 | 3,74 | 2,63 | 2,63 | 11,64 | 3 |
| 54 | 2,63 | 3,74 | 3,74 | 2,63 | 12,75 | 3 |
| 55 | 3,74 | 3,74 | 5,03 | 2,63 | 15,14 | 4 |
| 56 | 2,63 | 2,63 | 3,74 | 3,74 | 12,75 | 3 |
| 57 | 3,74 | 5,03 | 5,03 | 5,03 | 18,83 | 5 |
| 58 | 3,74 | 5,03 | 5,03 | 2,63 | 16,43 | 4 |
| 59 | 5,03 | 5,03 | 3,74 | 3,74 | 17,54 | 4 |
| 60 | 3,74 | 5,03 | 3,74 | 2,63 | 15,14 | 4 |
| 61 | 5,03 | 2,63 | 2,63 | 2,63 | 12,93 | 3 |
| 62 | 5,03 | 3,74 | 2,63 | 1,77 | 13,17 | 3 |
| 63 | 3,74 | 3,74 | 2,63 | 1,00 | 11,11 | 3 |
| 64 | 3,74 | 3,74 | 2,63 | 1,77 | 11,88 | 3 |
| 65 | 5,03 | 3,74 | 3,74 | 2,63 | 15,14 | 4 |
| 66 | 3,74 | 3,74 | 2,63 | 2,63 | 12,75 | 3 |
| 67 | 3,74 | 3,74 | 5,03 | 3,74 | 16,25 | 4 |
| 68 | 3,74 | 2,63 | 2,63 | 2,63 | 11,64 | 3 |
| 69 | 3,74 | 3,74 | 2,63 | 1,77 | 11,88 | 3 |
| 70 | 3,74 | 3,74 | 2,63 | 2,63 | 12,75 | 3 |
| 71 | 3,74 | 3,74 | 2,63 | 2,63 | 12,75 | 3 |
| 72 | 3,74 | 3,74 | 2,63 | 3,74 | 13,85 | 3 |
| 73 | 3,74 | 3,74 | 3,74 | 2,63 | 13,85 | 3 |
| 74 | 3,74 | 3,74 | 5,03 | 2,63 | 15,14 | 4 |
| 75 | 3,74 | 3,74 | 3,74 | 3,74 | 14,96 | 4 |
| 76 | 3,74 | 3,74 | 2,63 | 2,63 | 12,75 | 3 |
| 77 | 5,03 | 3,74 | 3,74 | 3,74 | 16,25 | 4 |
| 78 | 3,74 | 3,74 | 2,63 | 2,63 | 12,75 | 3 |
| 79 | 3,74 | 3,74 | 3,74 | 5,03 | 16,25 | 4 |
| 80 | 3,74 | 3,74 | 3,74 | 2,63 | 13,85 | 3 |
| 81 | 5,03 | 3,74 | 3,74 | 3,74 | 16,25 | 4 |
| 82 | 3,74 | 3,74 | 2,63 | 2,63 | 12,75 | 3 |
| 83 | 3,74 | 3,74 | 2,63 | 2,63 | 12,75 | 3 |
| 84 | 5,03 | 5,03 | 3,74 | 3,74 | 17,54 | 4 |
| 85 | 3,74 | 3,74 | 5,03 | 5,03 | 17,54 | 4 |
| 86 | 2,63 | 2,63 | 2,63 | 2,63 | 10,53 | 3 |
| 87 | 3,74 | 2,63 | 2,63 | 1,77 | 10,78 | 3 |
| 88 | 2,63 | 2,63 | 2,63 | 1,77 | 9,67 | 2 |
| 89 | 5,03 | 5,03 | 3,74 | 3,74 | 17,54 | 4 |
| 90 | 3,74 | 2,63 | 2,63 | 1,77 | 10,78 | 3 |
| 91 | 3,74 | 3,74 | 3,74 | 3,74 | 14,96 | 4 |
| 92 | 5,03 | 3,74 | 3,74 | 1,77 | 14,28 | 4 |
| 93 | 5,03 | 3,74 | 5,03 | 2,63 | 16,43 | 4 |
| 94 | 3,74 | 3,74 | 1,77 | 1,77 | 11,02 | 3 |
| 95 | 5,03 | 5,03 | 3,74 | 3,74 | 17,54 | 4 |
| 96 | 3,74 | 3,74 | 5,03 | 3,74 | 16,25 | 4 |
| 97 | 5,03 | 5,03 | 3,74 | 3,74 | 17,54 | 4 |
| 98 | 3,74 | 3,74 | 3,74 | 5,03 | 16,25 | 4 |
| 99 | 3,74 | 5,03 | 5,03 | 5,03 | 18,83 | 5 |
| 100 | 3,74 | 2,63 | 2,63 | 1,77 | 10,78 | 3 |

**Kepuasan Anggota (Y)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No.** | **Data Asli Ordinal** | | | |
| **1** | **2** | **3** | **Total Y** |
| 1 | 5 | 5 | 5 | **15** |
| 2 | 5 | 4 | 4 | **13** |
| 3 | 3 | 3 | 4 | **10** |
| 4 | 5 | 4 | 4 | **13** |
| 5 | 5 | 5 | 5 | **15** |
| 6 | 4 | 4 | 4 | **12** |
| 7 | 3 | 3 | 3 | **9** |
| 8 | 5 | 5 | 5 | **15** |
| 9 | 3 | 3 | 4 | **10** |
| 10 | 3 | 4 | 4 | **11** |
| 11 | 5 | 5 | 5 | **15** |
| 12 | 3 | 3 | 4 | **10** |
| 13 | 4 | 4 | 4 | **12** |
| 14 | 3 | 3 | 3 | **9** |
| 15 | 3 | 5 | 3 | **11** |
| 16 | 2 | 4 | 2 | **8** |
| 17 | 5 | 4 | 4 | **13** |
| 18 | 2 | 2 | 2 | **6** |
| 19 | 3 | 3 | 2 | **8** |
| 20 | 4 | 4 | 4 | **12** |
| 21 | 3 | 4 | 3 | **10** |
| 22 | 4 | 4 | 4 | **12** |
| 23 | 3 | 2 | 2 | **7** |
| 24 | 3 | 4 | 2 | **9** |
| 25 | 3 | 3 | 2 | **8** |
| 26 | 5 | 4 | 4 | **13** |
| 27 | 5 | 5 | 4 | **14** |
| 28 | 3 | 3 | 3 | **9** |
| 29 | 2 | 2 | 2 | **6** |
| 30 | 4 | 3 | 5 | **12** |
| 31 | 4 | 5 | 5 | **14** |
| 32 | 3 | 3 | 2 | **8** |
| 33 | 5 | 4 | 4 | **13** |
| 34 | 3 | 3 | 3 | **9** |
| 35 | 3 | 3 | 2 | **8** |
| 36 | 3 | 3 | 3 | **9** |
| 37 | 3 | 3 | 3 | **9** |
| 38 | 3 | 3 | 2 | **8** |
| 39 | 3 | 3 | 3 | **9** |
| 40 | 3 | 4 | 4 | **11** |
| 41 | 3 | 3 | 2 | **8** |
| 42 | 5 | 5 | 5 | **15** |
| 43 | 4 | 4 | 4 | **12** |
| 44 | 2 | 2 | 3 | **7** |
| 45 | 3 | 4 | 5 | **12** |
| 46 | 3 | 3 | 3 | **9** |
| 47 | 4 | 4 | 4 | **12** |
| 48 | 4 | 4 | 3 | **11** |
| 49 | 4 | 4 | 4 | **12** |
| 50 | 4 | 4 | 3 | **11** |
| 51 | 4 | 4 | 4 | **12** |
| 52 | 3 | 4 | 3 | **10** |
| 53 | 4 | 5 | 4 | **13** |
| 54 | 3 | 3 | 3 | **9** |
| 55 | 4 | 4 | 4 | **12** |
| 56 | 4 | 4 | 4 | **12** |
| 57 | 4 | 3 | 3 | **10** |
| 58 | 4 | 4 | 4 | **12** |
| 59 | 5 | 5 | 5 | **15** |
| 60 | 3 | 3 | 3 | **9** |
| 61 | 4 | 4 | 4 | **12** |
| 62 | 2 | 2 | 2 | **6** |
| 63 | 1 | 1 | 1 | **3** |
| 64 | 3 | 2 | 3 | **8** |
| 65 | 3 | 3 | 3 | **9** |
| 66 | 4 | 4 | 3 | **11** |
| 67 | 3 | 3 | 3 | **9** |
| 68 | 3 | 4 | 3 | **10** |
| 69 | 4 | 4 | 4 | **12** |
| 70 | 4 | 5 | 4 | **13** |
| 71 | 3 | 3 | 3 | **9** |
| 72 | 3 | 4 | 3 | **10** |
| 73 | 4 | 4 | 4 | **12** |
| 74 | 4 | 5 | 5 | **14** |
| 75 | 5 | 5 | 5 | **15** |
| 76 | 4 | 4 | 4 | **12** |
| 77 | 5 | 5 | 5 | **15** |
| 78 | 4 | 4 | 4 | **12** |
| 79 | 5 | 4 | 5 | **14** |
| 80 | 3 | 3 | 3 | **9** |
| 81 | 4 | 4 | 4 | **12** |
| 82 | 4 | 3 | 3 | **10** |
| 83 | 3 | 3 | 4 | **10** |
| 84 | 4 | 4 | 4 | **12** |
| 85 | 3 | 3 | 3 | **9** |
| 86 | 3 | 2 | 2 | **7** |
| 87 | 3 | 3 | 3 | **9** |
| 88 | 2 | 2 | 2 | **6** |
| 89 | 3 | 2 | 2 | **7** |
| 90 | 3 | 3 | 3 | **9** |
| 91 | 4 | 3 | 3 | **10** |
| 92 | 4 | 4 | 4 | **12** |
| 93 | 4 | 4 | 4 | **12** |
| 94 | 2 | 2 | 2 | **6** |
| 95 | 3 | 3 | 3 | **9** |
| 96 | 3 | 3 | 3 | **9** |
| 97 | 4 | 4 | 4 | **12** |
| 98 | 4 | 4 | 4 | **12** |
| 99 | 4 | 4 | 4 | **12** |
| 100 | 3 | 3 | 3 | **9** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **DASAR PERHITUNGAN MSI Y** | | | | | | |
|  |  |  |  |  |  |  |
| Jawaban | 1,000 | 2,000 | 3,000 | 4,000 | 5,000 | SUM |
| Frekuensi | 3,000 | 33,000 | 110,000 | 112,000 | 42,000 | 300,000 |
| Proporsi | 0,010 | 0,110 | 0,367 | 0,373 | 0,140 |  |
| Pro Kum | 0,010 | 0,120 | 0,487 | 0,860 | 1,000 |  |
| Z | 0,490 | 0,380 | 0,013 | -0,360 | 0,000 |  |
| Zi | -2,326 | -1,175 | -0,033 | 1,080 | **** |  |
| Densitas | 0,027 | 0,200 | 0,399 | 0,223 | 0,000 |  |
| Skala nilai | -2,665 | -1,576 | -0,542 | 0,472 | 1,590 | 3,665 |
| Transformasi | 1,000 | 2,089 | 3,123 | 4,137 | 5,255 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **Data Interval** | | | | |
| **1** | **2** | **3** | **Total Y** | **Rata-rata** |
| 1 | 5,26 | 5,26 | 5,26 | 15,77 | 5 |
| 2 | 5,26 | 4,14 | 4,14 | 13,53 | 5 |
| 3 | 3,12 | 3,12 | 4,14 | 10,38 | 3 |
| 4 | 5,26 | 4,14 | 4,14 | 13,53 | 5 |
| 5 | 5,26 | 5,26 | 5,26 | 15,77 | 5 |
| 6 | 4,14 | 4,14 | 4,14 | 12,41 | 4 |
| 7 | 3,12 | 3,12 | 3,12 | 9,37 | 3 |
| 8 | 5,26 | 5,26 | 5,26 | 15,77 | 5 |
| 9 | 3,12 | 3,12 | 4,14 | 10,38 | 3 |
| 10 | 3,12 | 4,14 | 4,14 | 11,40 | 4 |
| 11 | 5,26 | 5,26 | 5,26 | 15,77 | 5 |
| 12 | 3,12 | 3,12 | 4,14 | 10,38 | 3 |
| 13 | 4,14 | 4,14 | 4,14 | 12,41 | 4 |
| 14 | 3,12 | 3,12 | 3,12 | 9,37 | 3 |
| 15 | 3,12 | 5,26 | 3,12 | 11,50 | 4 |
| 16 | 2,09 | 4,14 | 2,09 | 8,31 | 3 |
| 17 | 5,26 | 4,14 | 4,14 | 13,53 | 5 |
| 18 | 2,09 | 2,09 | 2,09 | 6,27 | 2 |
| 19 | 3,12 | 3,12 | 2,09 | 8,34 | 3 |
| 20 | 4,14 | 4,14 | 4,14 | 12,41 | 4 |
| 21 | 3,12 | 4,14 | 3,12 | 10,38 | 3 |
| 22 | 4,14 | 4,14 | 4,14 | 12,41 | 4 |
| 23 | 3,12 | 2,09 | 2,09 | 7,30 | 2 |
| 24 | 3,12 | 4,14 | 2,09 | 9,35 | 3 |
| 25 | 3,12 | 3,12 | 2,09 | 8,34 | 3 |
| 26 | 5,26 | 4,14 | 4,14 | 13,53 | 5 |
| 27 | 5,26 | 5,26 | 4,14 | 14,65 | 5 |
| 28 | 3,12 | 3,12 | 3,12 | 9,37 | 3 |
| 29 | 2,09 | 2,09 | 2,09 | 6,27 | 2 |
| 30 | 4,14 | 3,12 | 5,26 | 12,52 | 4 |
| 31 | 4,14 | 5,26 | 5,26 | 14,65 | 5 |
| 32 | 3,12 | 3,12 | 2,09 | 8,34 | 3 |
| 33 | 5,26 | 4,14 | 4,14 | 13,53 | 5 |
| 34 | 3,12 | 3,12 | 3,12 | 9,37 | 3 |
| 35 | 3,12 | 3,12 | 2,09 | 8,34 | 3 |
| 36 | 3,12 | 3,12 | 3,12 | 9,37 | 3 |
| 37 | 3,12 | 3,12 | 3,12 | 9,37 | 3 |
| 38 | 3,12 | 3,12 | 2,09 | 8,34 | 3 |
| 39 | 3,12 | 3,12 | 3,12 | 9,37 | 3 |
| 40 | 3,12 | 4,14 | 4,14 | 11,40 | 4 |
| 41 | 3,12 | 3,12 | 2,09 | 8,34 | 3 |
| 42 | 5,26 | 5,26 | 5,26 | 15,77 | 5 |
| 43 | 4,14 | 4,14 | 4,14 | 12,41 | 4 |
| 44 | 2,09 | 2,09 | 3,12 | 7,30 | 2 |
| 45 | 3,12 | 4,14 | 5,26 | 12,52 | 4 |
| 46 | 3,12 | 3,12 | 3,12 | 9,37 | 3 |
| 47 | 4,14 | 4,14 | 4,14 | 12,41 | 4 |
| 48 | 4,14 | 4,14 | 3,12 | 11,40 | 4 |
| 49 | 4,14 | 4,14 | 4,14 | 12,41 | 4 |
| 50 | 4,14 | 4,14 | 3,12 | 11,40 | 4 |
| 51 | 4,14 | 4,14 | 4,14 | 12,41 | 4 |
| 52 | 3,12 | 4,14 | 3,12 | 10,38 | 3 |
| 53 | 4,14 | 5,26 | 4,14 | 13,53 | 5 |
| 54 | 3,12 | 3,12 | 3,12 | 9,37 | 3 |
| 55 | 4,14 | 4,14 | 4,14 | 12,41 | 4 |
| 56 | 4,14 | 4,14 | 4,14 | 12,41 | 4 |
| 57 | 4,14 | 3,12 | 3,12 | 10,38 | 3 |
| 58 | 4,14 | 4,14 | 4,14 | 12,41 | 4 |
| 59 | 5,26 | 5,26 | 5,26 | 15,77 | 5 |
| 60 | 3,12 | 3,12 | 3,12 | 9,37 | 3 |
| 61 | 4,14 | 4,14 | 4,14 | 12,41 | 4 |
| 62 | 2,09 | 2,09 | 2,09 | 6,27 | 2 |
| 63 | 1,00 | 1,00 | 1,00 | 3,00 | 1 |
| 64 | 3,12 | 2,09 | 3,12 | 8,34 | 3 |
| 65 | 3,12 | 3,12 | 3,12 | 9,37 | 3 |
| 66 | 4,14 | 4,14 | 3,12 | 11,40 | 4 |
| 67 | 3,12 | 3,12 | 3,12 | 9,37 | 3 |
| 68 | 3,12 | 4,14 | 3,12 | 10,38 | 3 |
| 69 | 4,14 | 4,14 | 4,14 | 12,41 | 4 |
| 70 | 4,14 | 5,26 | 4,14 | 13,53 | 5 |
| 71 | 3,12 | 3,12 | 3,12 | 9,37 | 3 |
| 72 | 3,12 | 4,14 | 3,12 | 10,38 | 3 |
| 73 | 4,14 | 4,14 | 4,14 | 12,41 | 4 |
| 74 | 4,14 | 5,26 | 5,26 | 14,65 | 5 |
| 75 | 5,26 | 5,26 | 5,26 | 15,77 | 5 |
| 76 | 4,14 | 4,14 | 4,14 | 12,41 | 4 |
| 77 | 5,26 | 5,26 | 5,26 | 15,77 | 5 |
| 78 | 4,14 | 4,14 | 4,14 | 12,41 | 4 |
| 79 | 5,26 | 4,14 | 5,26 | 14,65 | 5 |
| 80 | 3,12 | 3,12 | 3,12 | 9,37 | 3 |
| 81 | 4,14 | 4,14 | 4,14 | 12,41 | 4 |
| 82 | 4,14 | 3,12 | 3,12 | 10,38 | 3 |
| 83 | 3,12 | 3,12 | 4,14 | 10,38 | 3 |
| 84 | 4,14 | 4,14 | 4,14 | 12,41 | 4 |
| 85 | 3,12 | 3,12 | 3,12 | 9,37 | 3 |
| 86 | 3,12 | 2,09 | 2,09 | 7,30 | 2 |
| 87 | 3,12 | 3,12 | 3,12 | 9,37 | 3 |
| 88 | 2,09 | 2,09 | 2,09 | 6,27 | 2 |
| 89 | 3,12 | 2,09 | 2,09 | 7,30 | 2 |
| 90 | 3,12 | 3,12 | 3,12 | 9,37 | 3 |
| 91 | 4,14 | 3,12 | 3,12 | 10,38 | 3 |
| 92 | 4,14 | 4,14 | 4,14 | 12,41 | 4 |
| 93 | 4,14 | 4,14 | 4,14 | 12,41 | 4 |
| 94 | 2,09 | 2,09 | 2,09 | 6,27 | 2 |
| 95 | 3,12 | 3,12 | 3,12 | 9,37 | 3 |
| 96 | 3,12 | 3,12 | 3,12 | 9,37 | 3 |
| 97 | 4,14 | 4,14 | 4,14 | 12,41 | 4 |
| 98 | 4,14 | 4,14 | 4,14 | 12,41 | 4 |
| 99 | 4,14 | 4,14 | 4,14 | 12,41 | 4 |
| 100 | 3,12 | 3,12 | 3,12 | 9,37 | 3 |

**Lampiran 13. Regresi Linear Berganda**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | 274,274 | 396,606 |  | 0,692 | 0,491 | |
| Kualitas pelayanan | 0,441 | 0,173 | 0,248 | 2,553 | 0,012 | |
| Kepatuhan Syariah | -0,101 | 0,098 | -0,105 | -1,030 | 0,306 | |
| Kepercayaan | -0,146 | 0,092 | -0,161 | -1,597 | 0,114 | |
| Penanganan Keluhan | 0,289 | 0,097 | 0,293 | 2,961 | 0,004 | |

a. Dependent Variable: Kepuasan Anggota

**Lampiran 14. Hasil Uji Koefisien Determinasi R2**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Model Summaryb** | | | | |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .377a | 0,142 | 0,106 | 247,641 |

a. Predictors: (Constant), Penanganan Keluhan, Kualitas pelayanan, Kepercayaan, Kepatuhan Syariah

b. Dependent Variable: Kepuasan Anggota

**Lampiran 15. Hasil Uji t**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | 274,274 | 396,606 |  | 0,692 | 0,491 | |
| Kualitas pelayanan | 0,441 | 0,173 | 0,248 | 2,553 | 0,012 | |
| Kepatuhan Syariah | -0,101 | 0,098 | -0,105 | -1,030 | 0,306 | |
| Kepercayaan | -0,146 | 0,092 | -0,161 | -1,597 | 0,114 | |
| Penanganan Keluhan | 0,289 | 0,097 | 0,293 | 2,961 | 0,004 | |

a. Dependent Variable: Kepuasan Anggota