

LAMPIRAN 1. Kuesioner Penelitian



KUESIONER

Dalam rangka meningkatkan pelayanan dan menciptakan kepuasan nasabah yang lebih baik lagi, maka kami selaku manajemen PT. Pegadaian (Persero) Kantor Cabang Serpong memohon kepada bapak/ibu sekalian untuk kiranya meluangkan waktu sejenak untuk mengisi kuesioner mengenai pelayanan di Kantor Pegadaian yang ada saat ini. Atas perhatian dan kerjasama Bapak/Ibu kami ucapkan banyak terima kasih.

❖ **Petunjuk pengisian :**

Berilah tanda silang (X) pada jawaban yang telah disediakan !

Profil Nasabah

1. Jenis kelamin anda :

Pria Wanita

2. Usia anda :

< 20 tahun 21 – 30 tahun 31 – 40 tahun > 40 tahun

3. Pendidikan anda :

SD/ sederajat SMP/ sederajat SMA/ sederajat Lainnya _____

4. Pekerjaan anda :

Pelajar/ Mahasiswa Karyawan/ ti Ibu Rumah Tangga Lainnya _____

5. Pinjaman digunakan untuk :

Usaha/ Modal kerja Biaya Pendidikan Biaya Pengobatan Lainnya _____

❖ **Petunjuk pengisian :**

Berilah tanda silang (X) pada jawaban yang paling sesuai dengan pendapat Anda !

No	PRODUK (X1)	Sangat tidak setuju	Tidak setuju	Ragu- ragu	Setuju	Sangat Setuju
		1	2	3	4	5
1	Produk yang ditawarkan Pegadaian Cabang Serpong bermacam-macam (KCA, Kreasi, Krasida, Mulia, Kucica, dll)					
2	Pegadaian Cabang Serpong menawarkan produk sesuai dengan kebutuhan nasabah					
3	Jangka waktu pinjaman Pegadaian Cabang Serpong cukup fleksibel (seperti: pinjaman dapat di ulang gadai/perpanjang sampai 4 bulan kedepan)					
4	Keamanan barang jaminan di pegadaian Cabang Serpong sudah baik					

No	HARGA (X2)	Sangat tidak setuju	Tidak setuju	Ragu-ragu	Setuju	Sangat Setuju
		1	2	3	4	5
1	Tarif sewa modal (bunga) Pegadaian Cabang Serpong bersaing dibandingkan kreditur-kreditur lain					
2	Biaya administrasi pegadaian Cabang Serpong telah sesuai dengan plafon pinjaman					
3	Nasabah pegadaian Cabang serpong mendapatkan masa tenggang (<i>grace period</i>) setelah batas jatuh tempo					
4	Taksiran barang jaminan yang diberikan di pegadaian Cabang Serpong sesuai dengan nilai barang					

No	PROMOSI (X3)	Sangat tidak setuju	Tidak setuju	Ragu-ragu	Setuju	Sangat Setuju
		1	2	3	4	5
1	Media iklan yang dilakukan Pegadaian Cabang Serpong mudah didapatkan (brosur, internet, koran, TV, dsb)					
2	Isi iklan PT. Pegadaian (persero) di berbagai media cukup informatif					
3	Pesan Iklan produk Pegadaian dalam media cetak memiliki daya tarik bagi pelanggannya					
4	Pesan Iklan produk Pegadaian dalam media elektronik memiliki daya tarik bagi pelanggannya					

No	TEMPAT (X4)	Sangat tidak setuju	Tidak setuju	Ragu-ragu	Setuju	Sangat Setuju
		1	2	3	4	5
1	Lokasi Pegadaian Cabang Serpong cukup strategis					
2	Lahan parkir Pegadaian Cabang Serpong cukup memadai					
3	Unit pelayanan Pegadaian Cabang Serpong mudah ditemukan					
4	Letak kantor Pegadaian Cabang Serpong mudah dijangkau transportasi umum maupun pribadi					

No	ORANG (X5)	Sangat tidak setuju	Tidak setuju	Ragu-ragu	Setuju	Sangat Setuju
		1	2	3	4	5
1	Pegawai Pegadaian Cabang Serpong memberikan pelayanan kepada nasabah dengan cepat					
2	Pegawai Pegadaian Cabang Serpong bersikap ramah dalam melayani nasabah					
3	Pegawai Pegadaian Cabang Serpong memberitahukan tanggal jatuh tempo					
4	Pegawai Pegadaian Cabang Serpong memberikan informasi yang jelas mengenai produk jasa gadai					

No	BUKTI FISIK (X6)	Sangat tidak setuju	Tidak setuju	Ragu-ragu	Setuju	Sangat Setuju
		1	2	3	4	5
1	Ruangan nasabah Pegadaian Cabang Serpong sudah nyaman					
2	Surat bukti kredit PT. Pegadaian cukup informatif					
3	Penampilan Pegawai Pegadaian Cabang Serpong sudah rapi					
4	Pegawai pegadaian Cabang Serpong bersikap profesional					
5	Kantor Pegadaian Cabang Serpong memiliki papan informasi					

No	PROSES (X7)	Sangat tidak setuju	Tidak setuju	Ragu-ragu	Setuju	Sangat Setuju
		1	2	3	4	5
1	Prosedur menyerahkan barang gadai cukup mudah dilakukan (dari penaksir ke kasir)					
2	Syarat gadai cukup mudah dipenuhi (hanya membawa barang jaminan dan identitas yang masih berlaku)					
3	Pembayaran yang cukup fleksibel (seperti : bisa diambil sewaktu-waktu, diperpanjang, dicicil atau ditambah Uang Pinjaman)					
4	Nasabah Pegadaian Cabang Serpong dilayani sesuai dengan waktu yang dijanjikan					

No	KEPUASAN NASABAH (Y)	Sangat tidak setuju	Tidak setuju	Ragu-ragu	Setuju	Sangat Setuju
		1	2	3	4	5
1	Saya puas terhadap Produk yang ditawarkan Pegadaian Cabang Serpong					
2	Saya puas terhadap Harga (taksiran, sewa modal, adm) yang diberikan Pegadaian Cabang Serpong					
3	Saya puas terhadap Promosi (iklan di media cetak maupun elektronik) yang diberikan Pegadaian Cabang Serpong					
4	Saya puas terhadap Tempat (lokasi, tempat parkir, jangkauan transportasi) yang ada di Pegadaian Cabang Serpong					
5	Saya puas terhadap Orang (pelayanan) yang ditawarkan Pegadaian Cabang Serpong					
6	Saya puas terhadap Bukti Fisik (ruangan, penampilan pegawai) yang ada di Pegadaian Cabang Serpong					
7	Saya puas terhadap Proses (prosedur, syarat gadai, pembayaran) yang diberikan Pegadaian Cabang Serpong					
8	Saya puas terhadap Pegadaian Cabang Serpong secara keseluruhan					

TERIMA KASIH

❖ LAMPIRAN 3. Uji Validitas dan Reliabilitas 30 Kuesioner

Variabel	Pernyataan	<i>Corrected Item-Total Correlation</i>	r tabel	Keterangan	Cronbach's Alpha
X1				Reliabel	0,677
	1	0,383	0,361	Valid	
	2	0,444	0,361	Valid	
	3	0,612	0,361	Valid	
	4	0,406	0,361	Valid	
X2				Reliabel	0,823
	1	0,816	0,361	Valid	
	2	0,827	0,361	Valid	
	3	0,489	0,361	Valid	
	4	0,546	0,361	Valid	
X3				Reliabel	0,977
	1	0,948	0,361	Valid	
	2	0,948	0,361	Valid	
	3	0,941	0,361	Valid	
	4	0,941	0,361	Valid	
X4				Reliabel	0,881
	1	0,751	0,361	Valid	
	2	0,790	0,361	Valid	
	3	0,703	0,361	Valid	
	4	0,771	0,361	Valid	
X5				Reliabel	0,901
	1	0,751	0,361	Valid	
	2	0,828	0,361	Valid	
	3	0,792	0,361	Valid	
	4	0,748	0,361	Valid	
X6				Reliabel	0,893
	1	0,717	0,361	Valid	
	2	0,697	0,361	Valid	
	3	0,852	0,361	Valid	
	4	0,823	0,361	Valid	
	5	0,641	0,361	Valid	
X7				Reliabel	0,846
	1	0,628	0,361	Valid	
	2	0,628	0,361	Valid	
	3	0,784	0,361	Valid	
	4	0,704	0,361	Valid	
Y				Reliabel	0,820
	1	0,512	0,361	Valid	
	2	0,496	0,361	Valid	
	3	0,738	0,361	Valid	
	4	0,493	0,361	Valid	
	5	0,594	0,361	Valid	
	6	0,749	0,361	Valid	
	7	0,668	0,361	Valid	
	8	0,408	0,361	Valid	

Sumber : Data kuesioner yang telah diolah oleh SPSS

❖ Uji Validitas dan Reliabilitas 100 Kuesioner

Variabel	Pernyataan	Corrected Item-Total Correlation	r tabel	Keterangan	Cronbach's Alpha
X1				Reliabel	0,723
	1	0,394	0,1966	Valid	
	2	0,580	0,1966	Valid	
	3	0,676	0,1966	Valid	
	4	0,472	0,1966	Valid	
X2				Reliabel	0,683
	1	0,544	0,1966	Valid	
	2	0,577	0,1966	Valid	
	3	0,412	0,1966	Valid	
	4	0,382	0,1966	Valid	
X3				Reliabel	0,925
	1	0,770	0,1966	Valid	
	2	0,842	0,1966	Valid	
	3	0,857	0,1966	Valid	
	4	0,851	0,1966	Valid	
X4				Reliabel	0,845
	1	0,736	0,1966	Valid	
	2	0,697	0,1966	Valid	
	3	0,773	0,1966	Valid	
	4	0,607	0,1966	Valid	
X5				Reliabel	0,867
	1	0,677	0,1966	Valid	
	2	0,757	0,1966	Valid	
	3	0,737	0,1966	Valid	
	4	0,703	0,1966	Valid	
X6				Reliabel	0,833
	1	0,601	0,1966	Valid	
	2	0,614	0,1966	Valid	
	3	0,742	0,1966	Valid	
	4	0,770	0,1966	Valid	
	5	0,556	0,1966	Valid	
X7				Reliabel	0,775
	1	0,568	0,1966	Valid	
	2	0,625	0,1966	Valid	
	3	0,752	0,1966	Valid	
	4	0,405	0,1966	Valid	
Y				Reliabel	0,775
	1	0,406	0,1966	Valid	
	2	0,415	0,1966	Valid	
	3	0,460	0,1966	Valid	
	4	0,407	0,1966	Valid	
	5	0,570	0,1966	Valid	
	6	0,560	0,1966	Valid	
	7	0,597	0,1966	Valid	
	8	0,483	0,1966	Valid	

Sumber : Data kuesioner yang telah diolah oleh SPSS

❖ **RELIABILITAS DAN VALIDITAS PRODUK (X1)**

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,677	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	12,93	1,168	,383	,658
X1.2	13,00	1,172	,444	,621
X1.3	12,87	,947	,612	,499
X1.4	12,90	1,128	,406	,645

❖ **RELIABILITAS DAN VALIDITAS HARGA (X2)**

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,823	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	12,50	,810	,816	,715
X2.2	12,47	,740	,827	,694
X2.3	12,37	,792	,489	,871
X2.4	12,47	,878	,546	,821

❖ **RELIABILITAS DAN VALIDITAS PROMOSI (X3)**

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,977	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X3.1	12,43	1,082	,948	,969
X3.2	12,43	1,082	,948	,969
X3.3	12,47	1,154	,941	,971
X3.4	12,47	1,154	,941	,971

❖ **RELIABILITAS DAN VALIDITAS TEMPAT (X4)**

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,881	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X4.1	12,77	1,357	,715	,859
X4.2	12,80	1,338	,790	,830
X4.3	12,83	1,454	,703	,863
X4.4	12,70	1,252	,771	,837

❖ **RELIABILITAS DAN VALIDITAS ORANG (X5)**

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,901	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X5.1	13,03	1,689	,751	,882
X5.2	12,97	1,551	,828	,854
X5.3	12,90	1,541	,792	,868
X5.4	13,00	1,655	,748	,883

❖ **RELIABILITAS DAN VALIDITAS BUKTI FISIK (X6)**

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,893	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X6.1	17,17	2,489	,717	,878
X6.2	17,00	2,207	,697	,879
X6.3	17,07	2,133	,852	,843
X6.4	17,00	2,069	,823	,849
X6.5	16,97	2,240	,641	,893

❖ **RELIABILITAS DAN VALIDITAS PROSES (X7)**

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,846	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X7.1	13,10	1,610	,628	,829
X7.2	12,93	1,444	,628	,829
X7.3	12,93	1,306	,784	,758
X7.4	12,93	1,375	,704	,795

❖ **RELIABILITAS DAN VALIDITAS KEPUASAN NASABAH (Y)**

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,820	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1	28,97	9,551	,512	,805
Y2	28,97	9,895	,496	,810
Y3	29,70	6,148	,738	,783
Y4	29,13	8,189	,493	,813
Y5	28,83	9,316	,594	,797
Y6	28,80	8,855	,749	,779
Y7	28,87	8,878	,668	,785
Y8	28,67	9,678	,408	,815

❖ **RELIABILITAS DAN VALIDITAS PRODUK (X1)**

Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded ^a	0	,0
	Total	100	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,723	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	12,17	1,880	,394	,724
X1.2	12,15	1,604	,580	,625
X1.3	12,05	1,563	,676	,577
X1.4	12,32	1,351	,472	,718

❖ **RELIABILITAS DAN VALIDITAS HARGA (X2)**

Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded ^a	0	,0
	Total	100	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,683	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	11,88	1,056	,544	,572
X2.2	11,75	1,361	,577	,553
X2.3	11,62	1,410	,412	,652
X2.4	11,87	1,678	,382	,669

❖ **RELIABILITAS DAN VALIDITAS PROMOSI (X3)**

Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded ^a	0	,0
	Total	100	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,925	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X3.1	10,63	4,357	,770	,922
X3.2	10,71	3,925	,842	,900
X3.3	10,67	4,345	,857	,894
X3.4	10,65	4,311	,851	,896

❖ **RELIABILITAS DAN VALIDITAS TEMPAT (X4)**

Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded ^a	0	,0
	Total	100	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,845	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X4.1	11,58	3,458	,736	,783
X4.2	12,03	2,656	,697	,823
X4.3	11,64	3,303	,773	,765
X4.4	11,43	3,985	,607	,838

❖ **RELIABILITAS DAN VALIDITAS ORANG (X5)**

Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded ^a	0	,0
	Total	100	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,867	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X5.1	12,49	1,182	,677	,846
X5.2	12,42	1,054	,757	,814
X5.3	12,41	1,052	,737	,822
X5.4	12,42	1,135	,703	,836

❖ **RELIABILITAS DAN VALIDITAS BUKTI FISIK (X6)**

Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded ^a	0	,0
	Total	100	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,833	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X6.1	16,44	1,865	,601	,826
X6.2	16,29	2,147	,614	,805
X6.3	16,22	2,315	,742	,785
X6.4	16,21	2,127	,770	,766
X6.5	16,16	2,257	,556	,820

❖ **RELIABILITAS DAN VALIDITAS PROSES (X7)**

Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded ^a	0	,0
	Total	100	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,775	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X7.1	12,47	1,343	,568	,727
X7.2	12,32	1,371	,625	,703
X7.3	12,39	1,109	,752	,620
X7.4	12,47	1,423	,405	,813

❖ **RELIABILITAS DAN VALIDITAS KEPUASAN NASABAH (Y)**

Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded ^a	0	,0
	Total	100	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,775	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1	28,56	7,097	,406	,763
Y2	28,75	6,856	,415	,760
Y3	29,07	5,864	,460	,762
Y4	28,74	6,437	,407	,765
Y5	28,46	6,453	,570	,737
Y6	28,48	6,252	,560	,738
Y7	28,52	6,232	,597	,730
Y8	28,39	6,826	,483	,752

❖ LAMPIRAN 4. MODEL REGRESI LINIER

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	PROSES (X7), HARGA X2), PROMOSI (X3), TEMPAT (X4), PRODUK (X1), ORANG (X5), BUKTI FISIK (X6) ^b		Enter

- a. Dependent Variable: KEPUASAN NASABAH (Y)
b. All requested variables entered.

1. Koefisien Determinasi

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,505 ^a	,255	,198	,416	2,169

- a. Predictors: (Constant), PROSES (X7), HARGA X2), PROMOSI (X3), TEMPAT (X4),
PRODUK (X1), ORANG (X5), BUKTI FISIK (X6)
b. Dependent Variable: KEPUASAN NASABAH (Y)

2. Hasil Analisis of Varian (ANOVA)

ANOVA^a

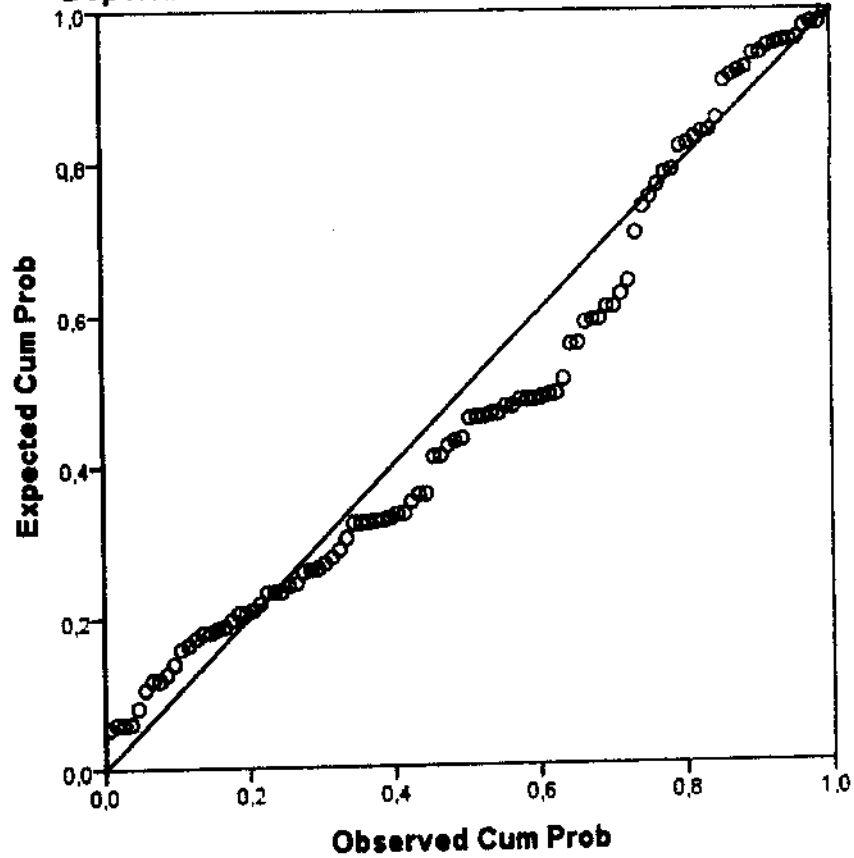
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	117,087	7	16,727	2,206	,041 ^b
	Residual	697,503	92	7,582		
	Total	814,590	99			

- a. Dependent Variable: KEPUASAN NASABAH (Y)
b. Predictors: (Constant), PROSES (X7), HARGA X2), PROMOSI (X3), TEMPAT (X4), PRODUK
(X1), ORANG (X5), BUKTI FISIK (X6)

3. Hasil Uji Normalitas

Normal P-P Plot of Regression Standardized Residual

Dependent Variable: KEPUASAN NASABAH (Y)



4. Hasil Uji Multikolinearitas

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
(Constant)	21,937	4,105		5,344	,000		
1							
PRODUK (X1)	,023	,259	,013	,088	,930	,438	2,28
HARGA (X2)	-,116	,211	-,060	-,550	,584	,779	1,28
PROMOSI (X3)	,031	,121	,030	,259	,797	,709	1,41
TEMPAT (X4)	-,034	,144	-,029	-,239	,811	,653	1,53
ORANG (X5)	,100	,325	,048	,309	,758	,385	2,59
BUKTI FISIK (X6)	-,088	,254	-,055	-,347	,729	,370	2,70
PROSES (X7)	,751	,296	,386	2,542	,013	,404	2,47

a. Dependent Variable: KEPUASAN NASABAH (Y)

5. Hasil Uji Autokorelasi

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,505 ^a	,255	,198	,416	2,169

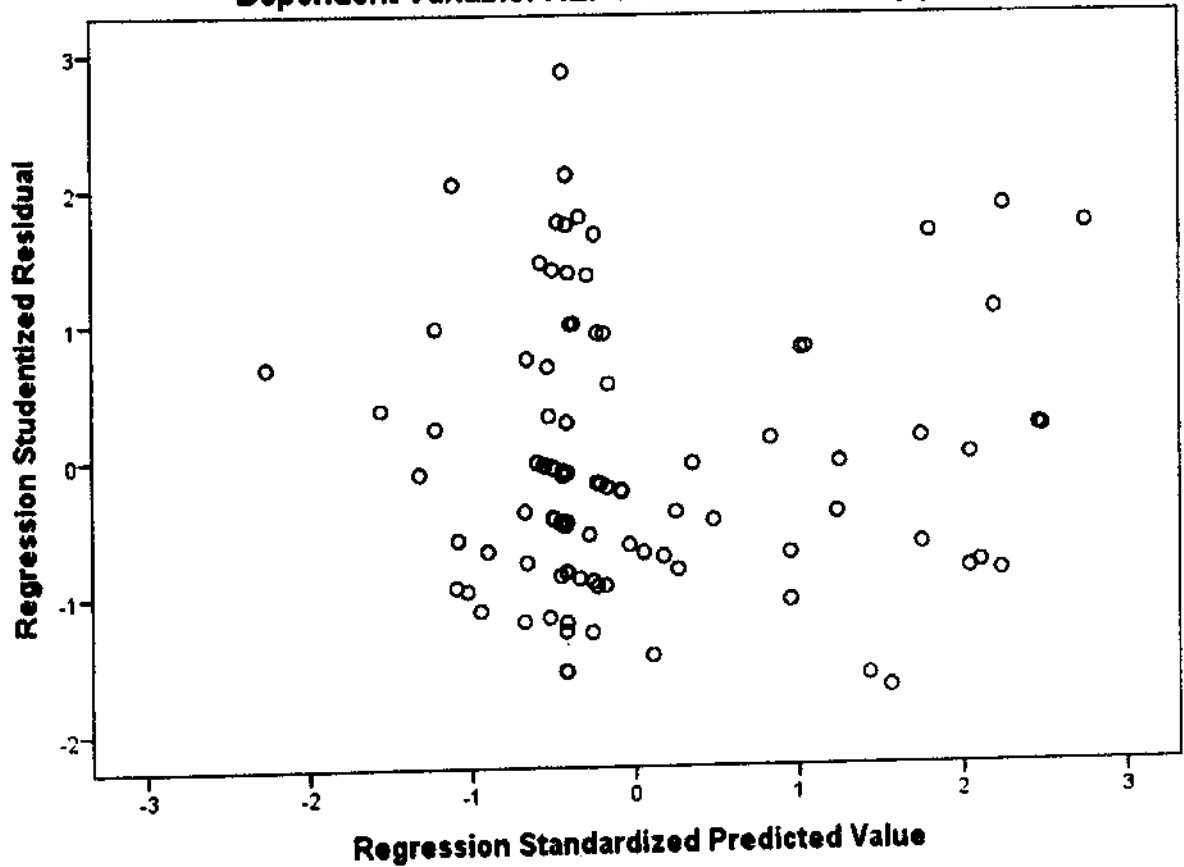
a. Predictors: (Constant), PROSES (X7), HARGA (X2), PROMOSI (X3), TEMPAT (X4), PRODUK (X1), ORANG (X5), BUKTI FISIK (X6)

b. Dependent Variable: KEPUASAN NASABAH (Y)

6. Hasil Uji Heteroskedastisitas

Scatterplot

Dependent Variable: KEPUASAN NASABAH (Y)



Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	21,937	4,105		5,344	,000
1					
PRODUK (X1)	,023	,259	,013	,088	,930
HARGA X2)	-,116	,211	-,060	-,550	,584
PROMOSI (X3)	,031	,121	,030	,259	,797
TEMPAT (X4)	-,034	,144	-,029	-,239	,811
ORANG (X5)	,100	,325	,048	,309	,758
BUKTI FISIK (X6)	-,088	,254	-,055	-,347	,729
PROSES (X7)	,751	,296	,386	2,542	,013

a. Dependent Variable: KEPUASAN NASABAH (Y)

❖ LAMPIRAN 5. HASIL UJI t

1. Koefisien Regresi Produk terhadap Kepuasan Nasabah

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	26,559	2,862		9,281	,000
1 PRODUK (X1)	,379	,175	,213	2,160	,033

a. Dependent Variable: KEPUASAN NASABAH (Y)

2. Koefisien Regresi Harga terhadap Kepuasan Nasabah

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	28,957	3,048		9,830	,000
1 HARGA (X2)	,176	,194	,091	,907	,366

a. Dependent Variable: KEPUASAN NASABAH (Y)

3. Koefisien Regresi Promosi terhadap Kepuasan Nasabah

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	30,239	1,526		19,810	,000
1 PROMOSI (X3)	,174	,105	,164	1,648	,103

a. Dependent Variable: KEPUASAN NASABAH (Y)

4. Koefisien Regresi Tempat terhadap Kepuasan Nasabah

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	30,150	1,899		15,881	,000
1 TEMPAT (X4)	,185	,121	,136	1,364	,176

a. Dependent Variable: KEPUASAN NASABAH (Y)

5. Koefisien Regresi Orang terhadap Kepuasan Nasabah

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	23,206	3,379		6,868	,000
ORANG (X5)	,573	,203	,274	2,822	,006

a. Dependent Variable: KEPUASAN NASABAH (Y)

6. Koefisien Regresi Bukti Fisik terhadap Kepuasan Nasabah

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	26,474	3,238		8,177	,000
BUKTI FISIK (X6)	,307	,159	,192	1,933	,056

a. Dependent Variable: KEPUASAN NASABAH (Y)

7. Koefisien Regresi Proses terhadap Kepuasan Nasabah

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	20,769	3,036		6,840	,000
PROSES (X7)	,722	,183	,370	3,948	,000

a. Dependent Variable: KEPUASAN NASABAH (Y)

❖ LAMPIRAN 6. HASIL UJI F

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	117,087	7	16,727	2,206	,041 ^b
Residual	697,503	92	7,582		
Total	814,590	99			

a. Dependent Variable: KEPUASAN NASABAH (Y)

b. Predictors: (Constant), PROSES (X7), HARGA (X2), PROMOSI (X3), TEMPAT (X4), PRODUK (X1), ORANG (X5), BUKTI FISIK (X6)

❖ **LAMPIRAN 7. KORELASI ANTAR VARIABEL BEBAS (X) DENGAN VARIABEL TERIKAT (Y)**

1. Hasil Korelasi Variabel Produk

Correlations			
		PRODUK (X1)	KEPUASAN NASABAH (Y)
PRODUK (X1)	Pearson Correlation	1	,213*
	Sig. (2-tailed)		,033
	N	100	100
KEPUASAN NASABAH (Y)	Pearson Correlation	,213*	1
	Sig. (2-tailed)	,033	
	N	100	100

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

2. Hasil Korelasi Variabel Harga

Correlations			
		HARGA (X2)	KEPUASAN NASABAH (Y)
HARGA (X2)	Pearson Correlation	1	,091
	Sig. (2-tailed)		,366
	N	100	100
KEPUASAN NASABAH (Y)	Pearson Correlation	,091	1
	Sig. (2-tailed)	,366	
	N	100	100

3. Hasil Korelasi Variabel Promosi

Correlations			
		PROMOSI (X3)	KEPUASAN NASABAH (Y)
PROMOSI (X3)	Pearson Correlation	1	,164
	Sig. (2-tailed)		,103
	N	100	100
KEPUASAN NASABAH (Y)	Pearson Correlation	,164	1
	Sig. (2-tailed)	,103	
	N	100	100

4. Hasil Korelasi Variabel Tempat

Correlations

		TEMPAT (X4)	KEPUASAN NASABAH (Y)
TEMPAT (X4)	Pearson Correlation	1	,136
	Sig. (2-tailed)		,176
	N	100	100
KEPUASAN NASABAH (Y)	Pearson Correlation	,136	1
	Sig. (2-tailed)	,176	
	N	100	100

5. Hasil Korelasi Variabel Orang

Correlations

		ORANG (X5)	KEPUASAN NASABAH (Y)
ORANG (X5)	Pearson Correlation	1	,274**
	Sig. (2-tailed)		,006
	N	100	100
KEPUASAN NASABAH (Y)	Pearson Correlation	,274**	1
	Sig. (2-tailed)	,006	
	N	100	100

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

6. Hasil Korelasi Variabel Bukti Fisik

Correlations

		BUKTI FISIK (X6)	KEPUASAN NASABAH (Y)
BUKTI FISIK (X6)	Pearson Correlation	1	,192
	Sig. (2-tailed)		,056
	N	100	100
KEPUASAN NASABAH (Y)	Pearson Correlation	,192	1
	Sig. (2-tailed)	,056	
	N	100	100

7. Hasil Korelasi Variabel Proses

Correlations

		PROSES (X7)	KEPUASAN NASABAH (Y)
PROSES (X7)	Pearson Correlation	1	,370**
	Sig. (2-tailed)		,000
	N	100	100
KEPUASAN NASABAH (Y)	Pearson Correlation	,370**	1
	Sig. (2-tailed)	,000	
	N	100	100

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

❖ **LAMPIRAN 8. KORELASI ANTAR DIMENSI VARIABEL BEBAS (X) DENGAN VARIABEL TERIKAT (Y)**

Correlations

		AtributProduk	KepuasanNasabah
AtributProduk	Pearson Correlation	1	,213*
	Sig. (2-tailed)		,033
	N	100	100
KepuasanNasabah	Pearson Correlation	,213*	1
	Sig. (2-tailed)	,033	
	N	100	100

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

Correlations

		TarifSewaModalDanAdministrasi	KesesuaianDenganKualitasProduk	KepuasanNasabah
TarifSewaModalDanAdministrasi	Pearson Correlation	1	,484**	,099
	Sig. (2-tailed)		,000	,326
	N	100	100	100
KesesuaianDenganKualitasProduk	Pearson Correlation	,484**	1	,052
	Sig. (2-tailed)	,000		,611
	N	100	100	100
KepuasanNasabah	Pearson Correlation	,099	,052	1
	Sig. (2-tailed)	,326	,611	
	N	100	100	100

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

Correlations

		Iklan	KepuasanNasabah
Iklan	Pearson Correlation	1	,164
	Sig. (2-tailed)		,103
	N	100	100
KepuasanNasabah	Pearson Correlation	,164	1
	Sig. (2-tailed)	,103	
	N	100	100

Correlations

		Lokasi	SaluranDistribusi	KepuasanNasabah
Lokasi	Pearson Correlation	1	,793**	,130
	Sig. (2-tailed)		,000	,196
	N	100	100	100
SaluranDistribusi	Pearson Correlation	,793**	1	,128
	Sig. (2-tailed)	,000		,205
	N	100	100	100
KepuasanNasabah	Pearson Correlation	,130	,128	1
	Sig. (2-tailed)	,196	,205	
	N	100	100	100

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

Correlations

		ProfesionalismePegawai	KomunikasiPegawai	KepuasanNasabah
ProfesionalismePegawai	Pearson Correlation	1	,652**	,318**
	Sig. (2-tailed)		,000	,001
	N	100	100	100
KomunikasiPegawai	Pearson Correlation	,652**	1	,182
	Sig. (2-tailed)	,000		,070
	N	100	100	100
KepuasanNasabah	Pearson Correlation	,318**	,182	1
	Sig. (2-tailed)	,001	,070	
	N	100	100	100

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

Correlations

		PenampitanFasilitasFisik	PenampitanPegawai	KepuasanNasabah
PenampitanFasilitasFisik	Pearson Correlation	1	,674**	,171
	Sig. (2-tailed)		,000	,088
	N	100	100	100
PenampitanPegawai	Pearson Correlation	,674**	1	,179
	Sig. (2-tailed)	,000		,075
	N	100	100	100
KepuasanNasabah	Pearson Correlation	,171	,179	1
	Sig. (2-tailed)	,088	,075	
	N	100	100	100

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

Correlations

		Prosedur	Standarisasi	KepuasanNasabah
Prosedur	Pearson Correlation	1	,519**	,352**
	Sig. (2-tailed)		,000	,000
	N	100	100	100
Standarisasi	Pearson Correlation	,519**	1	,297**
	Sig. (2-tailed)	,000		,003
	N	100	100	100
KepuasanNasabah	Pearson Correlation	,352**	,297**	1
	Sig. (2-tailed)	,000	,003	
	N	100	100	100

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

❖ LAMPIRAN 9. FREKUENSI JAWABAN NASABAH

1. Variabel Produk

X1.1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Ragu-Ragu	8	8,0	8,0	8,0
Valid Setuju	78	78,0	78,0	86,0
Valid SangatSetuju	14	14,0	14,0	100,0
Total	100	100,0	100,0	

X1.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TidakSetuju	1	1,0	1,0	1,0
Valid Ragu-Ragu	6	6,0	6,0	7,0
Valid Setuju	77	77,0	77,0	84,0
Valid SangatSetuju	16	16,0	16,0	100,0
Total	100	100,0	100,0	

X1.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Ragu-Ragu	4	4,0	4,0	4,0
Valid Setuju	74	74,0	74,0	78,0
Valid SangatSetuju	22	22,0	22,0	100,0
Total	100	100,0	100,0	

X1.4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid SangatTidakSetuju	2	2,0	2,0	2,0
Valid TidakSetuju	2	2,0	2,0	4,0
Valid Ragu-Ragu	11	11,0	11,0	15,0
Valid Setuju	73	73,0	73,0	88,0
Valid SangatSetuju	12	12,0	12,0	100,0
Total	100	100,0	100,0	

2. Variabel Harga

X2.1

	Frequency	Percent	Valid Percent	Cumulative Percent
SangatTidakSetuju	1	1,0	1,0	1,0
TidakSetuju	3	3,0	3,0	4,0
Ragu-Ragu	21	21,0	21,0	25,0
Valid Setuju	69	69,0	69,0	94,0
SangatSetuju	6	6,0	6,0	100,0
Total	100	100,0	100,0	

X2.2

	Frequency	Percent	Valid Percent	Cumulative Percent
TidakSetuju	1	1,0	1,0	1,0
Ragu-Ragu	14	14,0	14,0	15,0
Valid Setuju	80	80,0	80,0	95,0
SangatSetuju	5	5,0	5,0	100,0
Total	100	100,0	100,0	

X2.3

	Frequency	Percent	Valid Percent	Cumulative Percent
TidakSetuju	1	1,0	1,0	1,0
Ragu-Ragu	10	10,0	10,0	11,0
Valid Setuju	75	75,0	75,0	86,0
SangatSetuju	14	14,0	14,0	100,0
Total	100	100,0	100,0	

X2.4

	Frequency	Percent	Valid Percent	Cumulative Percent
Ragu-Ragu	9	9,0	9,0	9,0
Valid Setuju	85	85,0	85,0	94,0
SangatSetuju	6	6,0	6,0	100,0
Total	100	100,0	100,0	

3. Variabel Promosi

X3.1

	Frequency	Percent	Valid Percent	Cumulative Percent
SangatTidakSetuju	1	1,0	1,0	1,0
TidakSetuju	7	7,0	7,0	8,0
Ragu-Ragu	30	30,0	30,0	38,0
Valid Setuju	56	56,0	56,0	94,0
SangatSetuju	6	6,0	6,0	100,0
Total	100	100,0	100,0	

X3.2

	Frequency	Percent	Valid Percent	Cumulative Percent
SangatTidakSetuju	2	2,0	2,0	2,0
TidakSetuju	10	10,0	10,0	12,0
Ragu-Ragu	28	28,0	28,0	40,0
Valid Setuju	55	55,0	55,0	95,0
SangatSetuju	5	5,0	5,0	100,0
Total	100	100,0	100,0	

X3.3

	Frequency	Percent	Valid Percent	Cumulative Percent
TidakSetuju	7	7,0	7,0	7,0
Ragu-Ragu	36	36,0	36,0	43,0
Valid Setuju	52	52,0	52,0	95,0
SangatSetuju	5	5,0	5,0	100,0
Total	100	100,0	100,0	

X3.4

	Frequency	Percent	Valid Percent	Cumulative Percent
TidakSetuju	8	8,0	8,0	8,0
Ragu-Ragu	32	32,0	32,0	40,0
Valid Setuju	55	55,0	55,0	95,0
SangatSetuju	5	5,0	5,0	100,0
Total	100	100,0	100,0	

4. Variabel Tempat

X4.1

	Frequency	Percent	Valid Percent	Cumulative Percent
TidakSetuju	4	4,0	4,0	4,0
Ragu-Ragu	10	10,0	10,0	14,0
Valid Setuju	70	70,0	70,0	84,0
SangatSetuju	16	16,0	16,0	100,0
Total	100	100,0	100,0	

X4.2

	Frequency	Percent	Valid Percent	Cumulative Percent
SangatTidakSetuju	3	3,0	3,0	3,0
TidakSetuju	10	10,0	10,0	13,0
Ragu-Ragu	30	30,0	30,0	43,0
Valid Setuju	45	45,0	45,0	88,0
SangatSetuju	12	12,0	12,0	100,0
Total	100	100,0	100,0	

X4.3

	Frequency	Percent	Valid Percent	Cumulative Percent
TidakSetuju	5	5,0	5,0	5,0
Ragu-Ragu	12	12,0	12,0	17,0
Valid Setuju	69	69,0	69,0	86,0
SangatSetuju	14	14,0	14,0	100,0
Total	100	100,0	100,0	

X4.4

	Frequency	Percent	Valid Percent	Cumulative Percent
TidakSetuju	2	2,0	2,0	2,0
Ragu-Ragu	4	4,0	4,0	6,0
Valid Setuju	73	73,0	73,0	79,0
SangatSetuju	21	21,0	21,0	100,0
Total	100	100,0	100,0	

5. Variabel Orang

X5.1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Ragu-Ragu	3	3,0	3,0	3,0
Valid Setuju	85	85,0	85,0	88,0
Valid SangatSetuju	12	12,0	12,0	100,0
Total	100	100,0	100,0	

X5.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Ragu-Ragu	2	2,0	2,0	2,0
Valid Setuju	80	80,0	80,0	82,0
Valid SangatSetuju	18	18,0	18,0	100,0
Total	100	100,0	100,0	

X5.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Ragu-Ragu	2	2,0	2,0	2,0
Valid Setuju	79	79,0	79,0	81,0
Valid SangatSetuju	19	19,0	19,0	100,0
Total	100	100,0	100,0	

X5.4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Ragu-Ragu	1	1,0	1,0	1,0
Valid Setuju	82	82,0	82,0	83,0
Valid SangatSetuju	17	17,0	17,0	100,0
Total	100	100,0	100,0	

6. Variabel Bukti Fisik

X6.1

	Frequency	Percent	Valid Percent	Cumulative Percent
SangatTidakSetuju	1	1,0	1,0	1,0
TidakSetuju	1	1,0	1,0	2,0
Ragu-Ragu	15	15,0	15,0	17,0
Setuju	74	74,0	74,0	91,0
SangatSetuju	9	9,0	9,0	100,0
Total	100	100,0	100,0	

X6.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Ragu-Ragu	9	9,0	9,0	9,0
Setuju	78	78,0	78,0	87,0
SangatSetuju	13	13,0	13,0	100,0
Total	100	100,0	100,0	

X6.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Ragu-Ragu	1	1,0	1,0	1,0
Setuju	87	87,0	87,0	88,0
SangatSetuju	12	12,0	12,0	100,0
Total	100	100,0	100,0	

X6.4

	Frequency	Percent	Valid Percent	Cumulative Percent
Ragu-Ragu	3	3,0	3,0	3,0
Setuju	82	82,0	82,0	85,0
SangatSetuju	15	15,0	15,0	100,0
Total	100	100,0	100,0	

X6.5

	Frequency	Percent	Valid Percent	Cumulative Percent
Ragu-Ragu	3	3,0	3,0	3,0
Setuju	77	77,0	77,0	80,0
SangatSetuju	20	20,0	20,0	100,0
Total	100	100,0	100,0	

7. Variabel Proses

X7.1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Ragu-Ragu	7	7,0	7,0	7,0
Setuju	78	78,0	78,0	85,0
SangatSetuju	15	15,0	15,0	100,0
Total	100	100,0	100,0	

X7.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Setuju	77	77,0	77,0	77,0
SangatSetuju	23	23,0	23,0	100,0
Total	100	100,0	100,0	

X7.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TidakSetuju	1	1,0	1,0	1,0
Ragu-Ragu	3	3,0	3,0	4,0
Setuju	75	75,0	75,0	79,0
SangatSetuju	21	21,0	21,0	100,0
Total	100	100,0	100,0	

X7.4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TidakSetuju	1	1,0	1,0	1,0
Ragu-Ragu	6	6,0	6,0	7,0
Setuju	77	77,0	77,0	84,0
SangatSetuju	16	16,0	16,0	100,0
Total	100	100,0	100,0	

8. Variabel Kepuasan Nasabah

Y1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Ragu-Ragu	3	3,0	3,0	3,0
Valid Setuju	79	79,0	79,0	82,0
Valid SangatSetuju	18	18,0	18,0	100,0
Total	100	100,0	100,0	

Y2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TidakSetuju	1	1,0	1,0	1,0
Valid Ragu-Ragu	12	12,0	12,0	13,0
Valid Setuju	77	77,0	77,0	90,0
Valid SangatSetuju	10	10,0	10,0	100,0
Total	100	100,0	100,0	

Y3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid SangatTidakSetuju	1	1,0	1,0	1,0
Valid TidakSetuju	5	5,0	5,0	6,0
Valid Ragu-Ragu	34	34,0	34,0	40,0
Valid Setuju	49	49,0	49,0	89,0
Valid SangatSetuju	11	11,0	11,0	100,0
Total	100	100,0	100,0	

Y4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TidakSetuju	1	1,0	1,0	1,0
Valid Ragu-Ragu	20	20,0	20,0	21,0
Valid Setuju	60	60,0	60,0	81,0
Valid SangatSetuju	19	19,0	19,0	100,0
Total	100	100,0	100,0	

Y5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Ragu-Ragu	4	4,0	4,0	4,0
Valid Setuju	67	67,0	67,0	71,0
Valid SangatSetuju	29	29,0	29,0	100,0
Total	100	100,0	100,0	

Y6

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TidakSetuju	1	1,0	1,0	1,0
Valid Ragu-Ragu	5	5,0	5,0	6,0
Valid Setuju	64	64,0	64,0	70,0
Valid SangatSetuju	30	30,0	30,0	100,0
Total	100	100,0	100,0	

Y7

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Ragu-Ragu	8	8,0	8,0	8,0
Valid Setuju	65	65,0	65,0	73,0
Valid SangatSetuju	27	27,0	27,0	100,0
Total	100	100,0	100,0	

Y8

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Setuju	68	68,0	68,0	68,0
Valid SangatSetuju	32	32,0	32,0	100,0
Total	100	100,0	100,0	

Tabel r untuk df = 1 - 50

df = (N-2)	Tingkat signifikansi untuk uji satu arah				
	0.05	0.025	0.01	0.005	0.0005
	Tingkat signifikansi untuk uji dua arah				
	0.1	0.05	0.02	0.01	0.001
1	0.9877	0.9969	0.9995	0.9999	1.0000
2	0.9000	0.9500	0.9800	0.9900	0.9990
3	0.8054	0.8783	0.9343	0.9587	0.9911
4	0.7293	0.8114	0.8822	0.9172	0.9741
5	0.6694	0.7545	0.8329	0.8745	0.9509
6	0.6215	0.7067	0.7887	0.8343	0.9249
7	0.5822	0.6664	0.7498	0.7977	0.8983
8	0.5494	0.6319	0.7155	0.7646	0.8721
9	0.5214	0.6021	0.6851	0.7348	0.8470
10	0.4973	0.5760	0.6581	0.7079	0.8233
11	0.4762	0.5529	0.6339	0.6835	0.8010
12	0.4575	0.5324	0.6120	0.6614	0.7800
13	0.4409	0.5140	0.5923	0.6411	0.7604
14	0.4259	0.4973	0.5742	0.6226	0.7419
15	0.4124	0.4821	0.5577	0.6055	0.7247
16	0.4000	0.4683	0.5425	0.5897	0.7084
17	0.3887	0.4555	0.5285	0.5751	0.6932
18	0.3783	0.4438	0.5155	0.5614	0.6788
19	0.3687	0.4329	0.5034	0.5487	0.6652
20	0.3598	0.4227	0.4921	0.5368	0.6524
21	0.3515	0.4132	0.4815	0.5256	0.6402
22	0.3438	0.4044	0.4716	0.5151	0.6287
23	0.3365	0.3961	0.4622	0.5052	0.6178
24	0.3297	0.3882	0.4534	0.4958	0.6074
25	0.3233	0.3809	0.4451	0.4869	0.5974
26	0.3172	0.3739	0.4372	0.4785	0.5880
27	0.3115	0.3673	0.4297	0.4705	0.5790
28	0.3061	0.3610	0.4226	0.4629	0.5703
29	0.3009	0.3550	0.4158	0.4556	0.5620
30	0.2960	0.3494	0.4093	0.4487	0.5541
31	0.2913	0.3440	0.4032	0.4421	0.5465
32	0.2869	0.3388	0.3972	0.4357	0.5392
33	0.2826	0.3338	0.3916	0.4296	0.5322
34	0.2785	0.3291	0.3862	0.4238	0.5254
35	0.2746	0.3246	0.3810	0.4182	0.5189
36	0.2709	0.3202	0.3760	0.4128	0.5126
37	0.2673	0.3160	0.3712	0.4076	0.5066
38	0.2638	0.3120	0.3665	0.4026	0.5007
39	0.2605	0.3081	0.3621	0.3978	0.4950
40	0.2573	0.3044	0.3578	0.3932	0.4896
41	0.2542	0.3008	0.3536	0.3887	0.4843
42	0.2512	0.2973	0.3496	0.3843	0.4791
43	0.2483	0.2940	0.3457	0.3801	0.4742
44	0.2455	0.2907	0.3420	0.3761	0.4694
45	0.2429	0.2876	0.3384	0.3721	0.4647
46	0.2403	0.2845	0.3348	0.3683	0.4601
47	0.2377	0.2816	0.3314	0.3646	0.4557
48	0.2353	0.2787	0.3281	0.3610	0.4514
49	0.2329	0.2759	0.3249	0.3575	0.4473
50	0.2306	0.2732	0.3218	0.3542	0.4432

Tabel r untuk df = 51 - 100

df = (N-2)	Tingkat signifikansi untuk uji satu arah				
	0.05	0.025	0.01	0.005	0.0005
	Tingkat signifikansi untuk uji dua arah				
	0.1	0.05	0.02	0.01	0.001
51	0.2284	0.2706	0.3188	0.3509	0.4393
52	0.2262	0.2681	0.3158	0.3477	0.4354
53	0.2241	0.2656	0.3129	0.3445	0.4317
54	0.2221	0.2632	0.3102	0.3415	0.4280
55	0.2201	0.2609	0.3074	0.3385	0.4244
56	0.2181	0.2586	0.3048	0.3357	0.4210
57	0.2162	0.2564	0.3022	0.3328	0.4176
58	0.2144	0.2542	0.2997	0.3301	0.4143
59	0.2126	0.2521	0.2972	0.3274	0.4110
60	0.2108	0.2500	0.2948	0.3248	0.4079
61	0.2091	0.2480	0.2925	0.3223	0.4048
62	0.2075	0.2461	0.2902	0.3198	0.4018
63	0.2058	0.2441	0.2880	0.3173	0.3988
64	0.2042	0.2423	0.2858	0.3150	0.3959
65	0.2027	0.2404	0.2837	0.3126	0.3931
66	0.2012	0.2387	0.2816	0.3104	0.3903
67	0.1997	0.2369	0.2796	0.3081	0.3876
68	0.1982	0.2352	0.2776	0.3060	0.3850
69	0.1968	0.2335	0.2756	0.3038	0.3823
70	0.1954	0.2319	0.2737	0.3017	0.3798
71	0.1940	0.2303	0.2718	0.2997	0.3773
72	0.1927	0.2287	0.2700	0.2977	0.3748
73	0.1914	0.2272	0.2682	0.2957	0.3724
74	0.1901	0.2257	0.2664	0.2938	0.3701
75	0.1888	0.2242	0.2647	0.2919	0.3678
76	0.1876	0.2227	0.2630	0.2900	0.3655
77	0.1864	0.2213	0.2613	0.2882	0.3633
78	0.1852	0.2199	0.2597	0.2864	0.3611
79	0.1841	0.2185	0.2581	0.2847	0.3589
80	0.1829	0.2172	0.2565	0.2830	0.3568
81	0.1818	0.2159	0.2550	0.2813	0.3547
82	0.1807	0.2146	0.2535	0.2796	0.3527
83	0.1796	0.2133	0.2520	0.2780	0.3507
84	0.1786	0.2120	0.2505	0.2764	0.3487
85	0.1775	0.2108	0.2491	0.2748	0.3468
86	0.1765	0.2096	0.2477	0.2732	0.3449
87	0.1755	0.2084	0.2463	0.2717	0.3430
88	0.1745	0.2072	0.2449	0.2702	0.3412
89	0.1735	0.2061	0.2435	0.2687	0.3393
90	0.1726	0.2050	0.2422	0.2673	0.3375
91	0.1716	0.2039	0.2409	0.2659	0.3358
92	0.1707	0.2028	0.2396	0.2645	0.3341
93	0.1698	0.2017	0.2384	0.2631	0.3323
94	0.1689	0.2006	0.2371	0.2617	0.3307
95	0.1680	0.1996	0.2359	0.2604	0.3290
96	0.1671	0.1986	0.2347	0.2591	0.3274
97	0.1663	0.1975	0.2335	0.2578	0.3258
98	0.1654	0.1966	0.2324	0.2565	0.3242
99	0.1646	0.1956	0.2312	0.2552	0.3226
100	0.1638	0.1946	0.2301	0.2540	0.3211

Durbin-Watson Significance Tables

n	k*=11		k*=12		k*=13		k*=14		k*=15		k*=16		k*=17		k*=18		k*=19		k*=20	
	dL	dU	dL	dU	dL	dU	dL	dU	dL	dU	dL	dU	dL	dU	dL	dU	dL	dU	dL	dU
16	0.098	3.503	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
17	0.138	3.378	0.087	3.557	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
18	0.177	3.265	0.123	3.441	0.078	3.603	---	---	---	---	---	---	---	---	---	---	---	---	---	---
19	0.220	3.159	0.160	3.335	0.111	3.496	0.070	3.642	---	---	---	---	---	---	---	---	---	---	---	---
20	0.263	3.063	0.200	3.234	0.145	3.395	0.100	3.542	0.063	3.676	---	---	---	---	---	---	---	---	---	---
21	0.307	2.976	0.240	3.141	0.182	3.300	0.132	3.448	0.091	3.583	0.058	3.705	---	---	---	---	---	---	---	---
22	0.349	2.897	0.281	3.057	0.220	3.211	0.166	3.358	0.120	3.495	0.083	3.619	0.052	3.731	---	---	---	---	---	---
23	0.391	2.826	0.322	2.979	0.259	3.128	0.202	3.272	0.153	3.409	0.110	3.535	0.076	3.650	0.048	3.753	---	---	---	---
24	0.431	2.761	0.362	2.908	0.297	3.053	0.239	3.193	0.186	3.327	0.141	3.454	0.101	3.572	0.070	3.678	0.044	3.773	---	---
25	0.470	2.702	0.400	2.844	0.335	2.983	0.275	3.119	0.221	3.251	0.172	3.376	0.130	3.494	0.094	3.604	0.065	3.702	0.041	3.790
26	0.508	2.649	0.438	2.784	0.373	2.919	0.312	3.051	0.256	3.179	0.205	3.303	0.160	3.420	0.120	3.531	0.087	3.632	0.060	3.724
27	0.544	2.600	0.475	2.730	0.409	2.859	0.348	2.987	0.291	3.112	0.238	3.233	0.191	3.349	0.149	3.460	0.112	3.563	0.081	3.658
28	0.578	2.555	0.510	2.680	0.445	2.805	0.383	2.928	0.325	3.050	0.271	3.168	0.222	3.283	0.178	3.392	0.138	3.495	0.104	3.592
29	0.612	2.515	0.544	2.634	0.479	2.755	0.418	2.874	0.359	2.992	0.305	3.107	0.254	3.219	0.208	3.327	0.166	3.431	0.129	3.528
30	0.643	2.477	0.577	2.592	0.512	2.708	0.451	2.823	0.392	2.937	0.337	3.050	0.286	3.160	0.238	3.266	0.195	3.368	0.156	3.465
31	0.674	2.443	0.608	2.553	0.545	2.665	0.484	2.776	0.425	2.887	0.370	2.996	0.317	3.103	0.269	3.208	0.224	3.309	0.183	3.406
32	0.703	2.411	0.638	2.517	0.576	2.625	0.515	2.733	0.457	2.840	0.401	2.946	0.349	3.050	0.299	3.153	0.253	3.252	0.211	3.348
33	0.731	2.382	0.668	2.484	0.606	2.588	0.546	2.692	0.488	2.796	0.432	2.899	0.379	3.000	0.329	3.100	0.283	3.198	0.239	3.293
34	0.758	2.355	0.695	2.454	0.634	2.554	0.575	2.654	0.518	2.754	0.462	2.854	0.409	2.954	0.359	3.051	0.312	3.147	0.267	3.240
35	0.783	2.330	0.722	2.425	0.662	2.521	0.604	2.619	0.547	2.716	0.492	2.813	0.439	2.910	0.388	3.005	0.340	3.099	0.295	3.190
36	0.808	2.306	0.748	2.398	0.689	2.492	0.631	2.586	0.575	2.680	0.520	2.774	0.467	2.868	0.417	2.961	0.369	3.053	0.323	3.142
37	0.831	2.285	0.772	2.374	0.714	2.464	0.657	2.555	0.602	2.646	0.548	2.738	0.495	2.829	0.445	2.920	0.397	3.009	0.351	3.097
38	0.854	2.265	0.796	2.351	0.739	2.438	0.683	2.526	0.628	2.614	0.575	2.703	0.522	2.792	0.472	2.880	0.424	2.968	0.378	3.054
39	0.875	2.246	0.819	2.329	0.763	2.413	0.707	2.499	0.653	2.585	0.600	2.671	0.549	2.757	0.499	2.843	0.451	2.929	0.404	3.013
40	0.896	2.228	0.840	2.309	0.785	2.391	0.731	2.473	0.678	2.557	0.626	2.641	0.575	2.724	0.525	2.808	0.477	2.829	0.430	2.974
45	0.988	2.156	0.938	2.225	0.887	2.296	0.838	2.367	0.788	2.439	0.740	2.512	0.692	2.586	0.644	2.659	0.598	2.733	0.553	2.807
50	1.064	2.103	1.019	2.163	0.973	2.225	0.927	2.287	0.882	2.350	0.836	2.414	0.792	2.479	0.747	2.544	0.703	2.610	0.660	2.675
55	1.129	2.062	1.087	2.116	1.045	2.170	1.003	2.225	0.961	2.281	0.919	2.338	0.877	2.396	0.836	2.454	0.795	2.512	0.754	2.571
60	1.184	2.031	1.145	2.079	1.106	2.127	1.068	2.177	1.029	2.227	0.990	2.278	0.951	2.330	0.913	2.382	0.874	2.434	0.836	2.487
65	1.231	2.006	1.195	2.049	1.160	2.093	1.124	2.138	1.088	2.183	1.052	2.229	1.016	2.276	0.980	2.323	0.944	2.371	0.908	2.419
70	1.272	1.987	1.239	2.026	1.206	2.066	1.172	2.106	1.139	2.148	1.105	2.189	1.072	2.232	1.038	2.275	1.005	2.318	0.971	2.362
75	1.308	1.970	1.277	2.006	1.247	2.043	1.215	2.080	1.184	2.118	1.153	2.156	1.121	2.195	1.090	2.235	1.058	2.275	1.027	2.315
80	1.340	1.957	1.311	1.991	1.283	2.024	1.253	2.059	1.224	2.093	1.195	2.129	1.165	2.165	1.136	2.201	1.106	2.238	1.076	2.275
85	1.369	1.946	1.342	1.977	1.315	2.009	1.287	2.040	1.260	2.073	1.232	2.105	1.205	2.139	1.177	2.172	1.149	2.206	1.121	2.241
90	1.395	1.937	1.369	1.966	1.344	1.995	1.318	2.025	1.292	2.055	1.266	2.085	1.240	2.116	1.213	2.148	1.187	2.179	1.160	2.211
95	1.418	1.930	1.394	1.956	1.370	1.984	1.345	2.012	1.321	2.040	1.296	2.068	1.271	2.097	1.247	2.126	1.222	2.156	1.197	2.186
100	1.439	1.923	1.416	1.948	1.393	1.974	1.371	2.000	1.347	2.026	1.324	2.053	1.301	2.080	1.277	2.108	1.253	2.135	1.229	2.164
150	1.579	1.892	1.564	1.908	1.550	1.924	1.535	1.940	1.519	1.956	1.504	1.972	1.489	1.989	1.474	2.006	1.458	2.023	1.443	2.040
200	1.654	1.885	1.643	1.896	1.632	1.908	1.621	1.919	1.610	1.931	1.599	1.943	1.588	1.955	1.576	1.967	1.565	1.979	1.554	1.991

K is the number of regressors excluding the intercept