

## **Daftar Kuisisioner**

### **Identitas Responden**

1. Nama (boleh tidak ditulis).....
2. Jenis kelamin
  - a. Laki-laki
  - b. Perempuan
3. Umur
  - a. Kurang dari 25 tahun
  - b. 25 tahun lebih
4. Tingkat pendidikan
  - a. Kurang dari SMA
  - b. SMA lebih
5. Status pernikahan
  - a. Belum menikah
  - b. Menikah
6. Tempat tinggal
  - a. Jakarta Barat
  - b. Luar Jakarta Barat

Lampiran 2

	SS	S	KS	TS	STS
1 Perbandingan suku bunga Bank DKI terhadap bank lain kompetitif	a. <input type="checkbox"/>	b. <input type="checkbox"/>	c. <input type="checkbox"/>	d. <input type="checkbox"/>	e. <input type="checkbox"/>
2 Perbandingan suku bunga kredit terhadap deposito kecil	a. <input type="checkbox"/>	b. <input type="checkbox"/>	c. <input type="checkbox"/>	d. <input type="checkbox"/>	e. <input type="checkbox"/>
3 Debitur memiliki kemampuan untuk membayar angsuran kredit sesuai dengan suku bunga yang berlaku	a. <input type="checkbox"/>	b. <input type="checkbox"/>	c. <input type="checkbox"/>	d. <input type="checkbox"/>	e. <input type="checkbox"/>
4 Suku bunga kredit sesuai dengan ketentuan pemerintah	a. <input type="checkbox"/>	b. <input type="checkbox"/>	c. <input type="checkbox"/>	d. <input type="checkbox"/>	e. <input type="checkbox"/>
5 Petugas front office memiliki kecakapan dalam menyampaikan informasi	a. <input type="checkbox"/>	b. <input type="checkbox"/>	c. <input type="checkbox"/>	d. <input type="checkbox"/>	e. <input type="checkbox"/>
6 Petugas ramah dalam menerima calon debitur	a. <input type="checkbox"/>	b. <input type="checkbox"/>	c. <input type="checkbox"/>	d. <input type="checkbox"/>	e. <input type="checkbox"/>
7 Petugas memiliki kemampuan berkomunikasi dengan calon debitur	a. <input type="checkbox"/>	b. <input type="checkbox"/>	c. <input type="checkbox"/>	d. <input type="checkbox"/>	e. <input type="checkbox"/>
8 Petugas melayani dengan sopan	a. <input type="checkbox"/>	b. <input type="checkbox"/>	c. <input type="checkbox"/>	d. <input type="checkbox"/>	e. <input type="checkbox"/>
9 Lokasi Bank DKI mudah ditemui	a. <input type="checkbox"/>	b. <input type="checkbox"/>	c. <input type="checkbox"/>	d. <input type="checkbox"/>	e. <input type="checkbox"/>
10 Kondisi kantor Bank DKI cukup baik	a. <input type="checkbox"/>	b. <input type="checkbox"/>	c. <input type="checkbox"/>	d. <input type="checkbox"/>	e. <input type="checkbox"/>
11 Transportasi menuju lokasi Bank DKI mudah	a. <input type="checkbox"/>	b. <input type="checkbox"/>	c. <input type="checkbox"/>	d. <input type="checkbox"/>	e. <input type="checkbox"/>
12 Banyak relasi yang ingin menjadi nasabah Bank DKI	a. <input type="checkbox"/>	b. <input type="checkbox"/>	c. <input type="checkbox"/>	d. <input type="checkbox"/>	e. <input type="checkbox"/>
13 Calon debitur memiliki informasi tentang KMK sebelum menggunakan fasilitas KMK	a. <input type="checkbox"/>	b. <input type="checkbox"/>	c. <input type="checkbox"/>	d. <input type="checkbox"/>	e. <input type="checkbox"/>
14 Kebutuhan dana untuk tambahan modal kerja dan investasi	a. <input type="checkbox"/>	b. <input type="checkbox"/>	c. <input type="checkbox"/>	d. <input type="checkbox"/>	e. <input type="checkbox"/>
15 Calon debitur memiliki keinginan untuk menggunakan fasilitas KMK Bank DKI dibanding bank lain	a. <input type="checkbox"/>	b. <input type="checkbox"/>	c. <input type="checkbox"/>	d. <input type="checkbox"/>	e. <input type="checkbox"/>
16 Calon debitur memiliki kesadaran bahwa pelayanan Bank DKI yang terbaik	a. <input type="checkbox"/>	b. <input type="checkbox"/>	c. <input type="checkbox"/>	d. <input type="checkbox"/>	e. <input type="checkbox"/>

RESPONDEN	SKOR																
	JAWABAN	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
1	3	3	4	3	4	4	4	4	4	4	4	4	4	3	4	4	3
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3	2	2	3	3	4	4	4	4	3	4	3	4	4	3	3	3	3
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9	3	3	3	3	4	4	4	4	3	4	3	3	2	4	3	4	4
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18	5	3	4	1	4	4	4	4	4	4	4	4	1	4	4	4	4
19	5	3	4	4	4	4	4	4	4	4	4	3	1	4	4	4	4
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60	4	3	4	4	3	4	4	3	4	4	3	4	3	4	4	3

### Hasil SPSS

**Case Processing Summary**

		N	%
Cases	Valid	60	100.0
	Excluded <sup>a</sup>	0	.0
	Total	60	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.800	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	11.1000	2.871	.635	.741
X1.2	11.1167	3.257	.641	.740
X1.3	11.1333	3.168	.542	.786
X1.4	11.1000	3.108	.650	.733

**Case Processing Summary**

		N	%
Cases	Valid	60	100.0
	Excluded <sup>a</sup>	0	.0
	Total	60	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.640	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	9.8000	2.095	.424	.570
X2.2	10.5000	1.915	.382	.607
X2.3	10.4667	2.084	.444	.556
X2.4	9.7333	2.063	.442	.557

**Case Processing Summary**

		N	%
Cases	Valid	60	100.0
	Excluded <sup>a</sup>	0	.0
	Total	60	100.0

**Case Processing Summary**

		N	%
Cases	Valid	60	100.0
	Excluded <sup>a</sup>	0	.0
	Total	60	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.781	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	11.3333	2.226	.601	.722
X3.2	10.9500	2.252	.606	.718
X3.3	11.2667	2.572	.519	.761
X3.4	11.1000	2.532	.639	.709

**Case Processing Summary**

		N	%
Cases	Valid	60	100.0
	Excluded <sup>a</sup>	0	.0
	Total	60	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.857	4

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1.1	11.8500	3.384	.667	.833
Y1.2	12.0500	2.964	.766	.790
Y1.3	11.8167	3.440	.599	.857
Y1.4	11.6833	2.715	.787	.781

**Variables Entered/Removed**

Model	Variables Entered	Variables Removed	Method
1	X3, X2, X1 <sup>a</sup>		Enter

a. All requested variables entered.

**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.740 <sup>a</sup>	.548	.524	1.590	1.873

a. Predictors: (Constant), Lokasi, Pelayanan, Suku Bunga

b. Dependent Variable: Keputusan KMK



ANOVA<sup>b</sup>

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	171.428	3	57.143	22.614	.000 <sup>a</sup>
	Residual	141.505	56	2.527		
	Total	312.933	59			

a. Predictors: (Constant), X3, X2, X1

b. Dependent Variable: Y1

## Correlations

		Y1.1	Y1.2	Y1.3	Y1.4
X1.1	Pearson Correlation	-.161	.403	.390	.248
	Sig. (2-tailed)	.218	.001	.002	.056
	N	60	60	60	60
X1.2	Pearson Correlation	.299	.048	.010	.069
	Sig. (2-tailed)	.020	.714	.942	.599
	N	60	60	60	60
X1.3	Pearson Correlation	.326	.193	.282	.293
	Sig. (2-tailed)	.011	.139	.029	.023
	N	60	60	60	60
X1.4	Pearson Correlation	.348	.065	.000	-.070
	Sig. (2-tailed)	.006	.620	1.000	.594
	N	60	60	60	60
X2.1	Pearson Correlation	.155	.110	-.074	.429
	Sig. (2-tailed)	.236	.403	.577	.001
	N	60	60	60	60

X2.2	Pearson Correlation	.155	.110	.074	.206
	Sig. (2-tailed)	1.000	1.000	1.000	.114
	N	60	60	60	60
X2.3	Pearson Correlation	.099	-.074	-.088	.424
	Sig. (2-tailed)	.450	.575	.504	.001
	N	60	60	60	60
X2.4	Pearson Correlation	-.021	.182	-.093	.098
	Sig. (2-tailed)	.873	.164	.480	.456
	N	60	60	60	60
X3.1	Pearson Correlation	.039	-.145	.141	-.231
	Sig. (2-tailed)	.768	.270	.283	.075
	N	60	60	60	60
X3.2	Pearson Correlation	-.206	.234	.057	.328
	Sig. (2-tailed)	.115	.073	.666	.011
	N	60	60	60	60
X3.3	Pearson Correlation	-.067	-.233	.119	.165
	Sig. (2-tailed)	.610	.074	.366	.206
	N	60	60	60	60
X3.4	Pearson Correlation	.385	.091	.380	.022
	Sig. (2-tailed)	.002	.488	.003	.869
	N	60	60	60	60

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

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

Coefficients<sup>a</sup>

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-1.178	2.137		-.551	.584		
	X1	.438	.096	.433	4.554	.000	.895	1.118
	X2	.446	.120	.348	3.723	.000	.924	1.083
	X3	.305	.109	.284	2.788	.007	.903	1.108

a. Dependent Variable: Y1

Collinearity Diagnostics<sup>a</sup>

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions			
				(Constant)	X1	X2	X3
1	1	3.964	1.000	.00	.00	.00	.00
	2	.016	15.822	.01	.90	.24	.04
	3	.014	17.128	.00	.05	.44	.69
	4	.007	24.175	.98	.06	.32	.28

a. Dependent Variable: Y1

**Casewise Diagnostics<sup>a</sup>**

Case Number	Std. Residual	Y1	Predicted Value	Residual
1	-.232	16.00	163.693	-.36927
2	1.160	16.00	141.560	184.403
3	-1.218	11.00	129.369	-193.689
4	.481	17.00	162.359	.76414
5	1.227	18.00	160.496	195.043
6	-.205	19.00	193.255	-.32553
7	.753	14.00	128.035	119.652
8	1.448	20.00	176.988	230.125
9	-.443	14.00	147.045	-.70454
10	-.035	16.00	160.564	-.05642
11	.367	18.00	174.170	.58300
12	-1.064	16.00	176.913	-169.128
13	1.124	18.00	162.128	178.715
14	-.237	16.00	163.767	-.37674
15	-.152	13.00	132.417	-.24166
16	.067	16.00	158.931	.10686
17	-.818	17.00	163.008	-130.083
18	-.683	12.00	130.852	-108.523
19	-.372	16.00	165.907	-.59068
20	-.642	18.00	190.208	-102.076
21	1.211	19.00	170.743	192.572
22	.431	16.00	153.141	.68591
23	1.021	18.00	163.767	162.326
24	-1.294	14.00	160.564	-205.642
25	.303	17.00	165.176	.48238
26	.146	16.00	157.672	.23280

27	1.091	16.00	142.664	173.364
28	-1.028	14.00	156.338	-163.379
29	-1.258	16.00	179.961	-199.606
30	-.403	15.00	156.413	-.64125
31	1.512	18.00	155.958	240.416
32	2.481	20.00	160.564	394.358
33	-.081	18.00	181.295	-.12947
34	-.652	16.00	170.363	-103.633
35	1.328	14.00	118.892	211.084
36	-1.960	10.00	131.157	-311.571
37	-.991	17.00	185.751	-157.511
38	-.316	16.00	165.027	-.50269
39	-.280	14.00	144.452	-.44519
40	1.409	18.00	157.597	224.027
41	.853	18.00	166.436	135.644
42	1.148	18.00	161.749	182.510
43	.226	16.00	156.413	.35875
44	-1.834	13.00	159.155	-291.554
45	.181	15.00	147.120	.28799
46	.579	17.00	160.794	.92056
47	-.612	17.00	179.730	-.97304
48	-.681	16.00	170.817	-108.174
49	.033	17.00	169.483	.05167
50	-.165	18.00	182.629	-.26288
51	-.157	13.00	132.491	-.24912
52	-.402	12.00	126.396	-.63958
53	-1.107	14.00	157.597	-175.973
54	.000	14.00	139.995	.00046
55	-.026	16.00	160.415	-.04149
56	.799	17.00	157.292	127.075
57	1.400	18.00	157.747	222.534
58	-.327	17.00	175.199	-.51992
59	-2.659	9.00	132.261	-422.611
60	-.448	14.00	147.120	-.71201

a. Dependent Variable: Y1

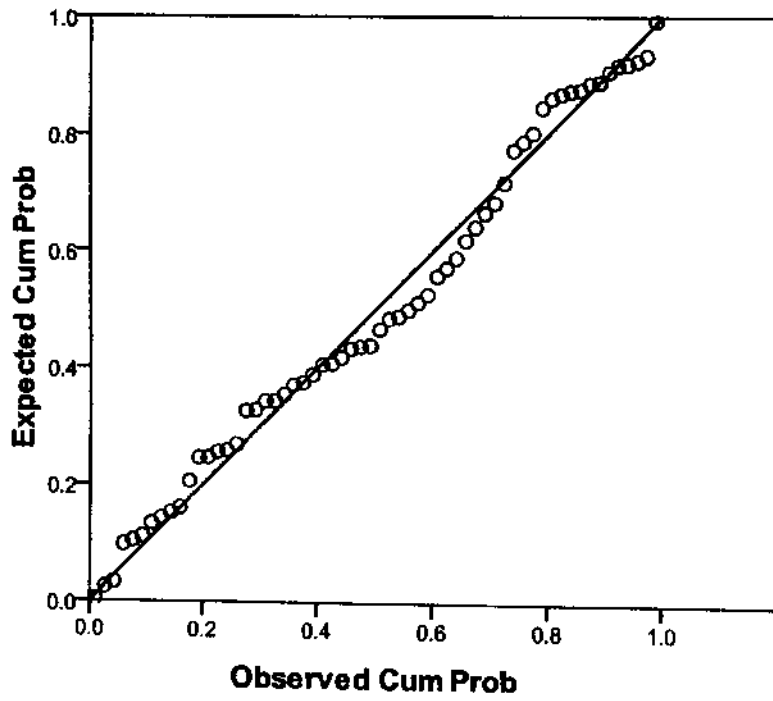
**Residuals Statistics<sup>a</sup>**

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	11.8892	19.3255	15.8667	1.70457	60
Std. Predicted Value	-2.333	2.029	.000	1.000	60
Standard Error of Predicted Value	.216	.715	.396	.110	60
Adjusted Predicted Value	11.5838	19.3576	15.8724	1.71623	60
Residual	-4.22611	3.94358	.00000	1.54867	60
Std. Residual	-2.659	2.481	.000	.974	60
Stud. Residual	-2.789	2.659	-.002	1.015	60
Deleted Residual	-4.65191	4.53130	-.00574	1.68272	60
Stud. Deleted Residual	-2.979	2.819	-.002	1.038	60
Mahal. Distance	.107	10.958	2.950	2.251	60
Cook's Distance	.000	.263	.022	.045	60
Centered Leverage Value	.002	.186	.050	.038	60

a. Dependent Variable: Y1

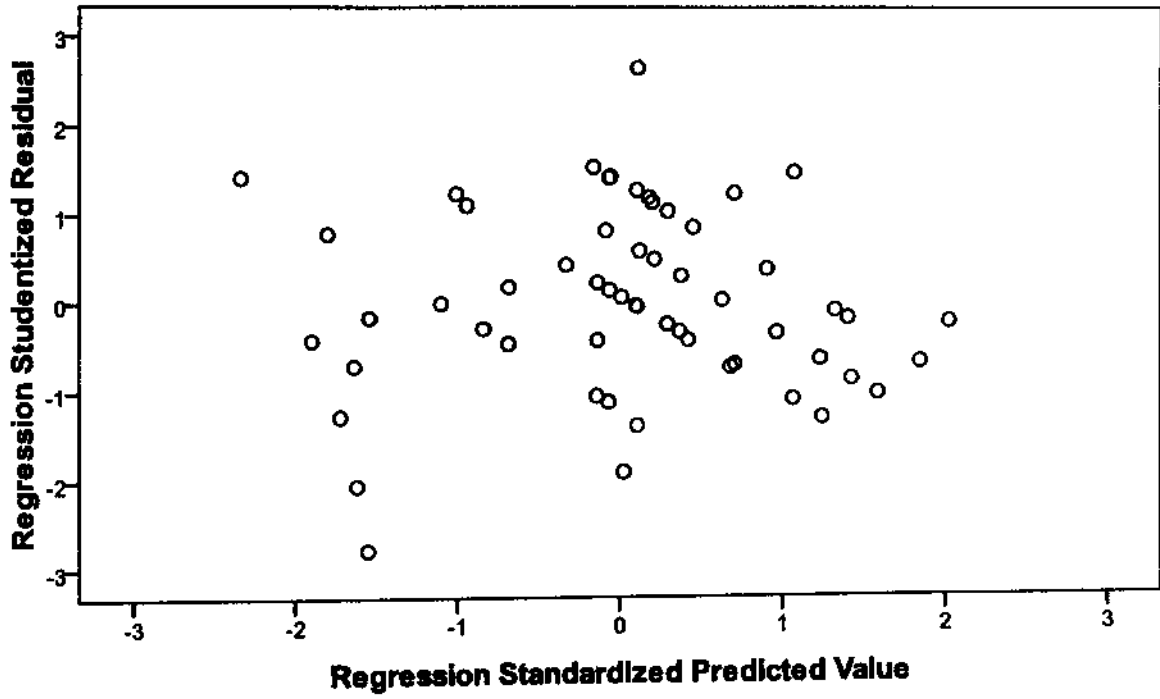
**Normal P-P Plot of Regression Standardized Residual**

**Dependent Variable: Y1**



# Scatterplot

Dependent Variable: Y1





**Correlations**

		Suku Bunga	Pelayanan	Lokasi	Keputusan KMK
Suku Bunga	Pearson Correlation	1	.230	.272*	.584**
	Sig. (2-tailed)		.077	.035	.000
	N	60	60	60	60
Pelayanan	Pearson Correlation	.230	1	.210	.503**
	Sig. (2-tailed)	.077		.107	.000
	N	60	60	60	60
Lokasi	Pearson Correlation	.272*	.210	1	.455**
	Sig. (2-tailed)	.035	.107		.000
	N	60	60	60	60
Keputusan KMK	Pearson Correlation	.584**	.503**	.455**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	60	60	60	60

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

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

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation	Skewness		Kurtosis	
	Statistic	Statistic	Statistic	Statistic	Statistic	Statistic	Std. Error	Statistic	Std. Error
	Standardized Residual	60	-2.65857	2.48084	.0000000	.97424460	-.063	.309	.213
Valid N (listwise)	60								