

**DATA MINGGUAN AUTODEBIT, CALLS, CUSTOMER & TRANSAKSI TAHUN 2002**

| No | bulan     | minggu | autodb | calls | customer | transaksi |
|----|-----------|--------|--------|-------|----------|-----------|
| 1  | Januari   | 1      | 4382   | 33577 | 14256    | 15400     |
| 2  |           | 2      | 3792   | 32980 | 14363    | 15400     |
| 3  |           | 3      | 2487   | 31805 | 14422    | 15400     |
| 4  |           | 4      | 3266   | 33522 | 14758    | 15400     |
| 5  | Februari  | 1      | 3289   | 32116 | 14583    | 11600     |
| 6  |           | 2      | 3002   | 31023 | 14558    | 11600     |
| 7  |           | 3      | 2685   | 30682 | 14548    | 11600     |
| 8  |           | 4      | 3308   | 30927 | 14615    | 11600     |
| 9  | Maret     | 1      | 3124   | 30626 | 14291    | 10120     |
| 10 |           | 2      | 2840   | 30943 | 14327    | 11205     |
| 11 |           | 3      | 3221   | 31200 | 14193    | 10541     |
| 12 |           | 4      | 4300   | 29734 | 14170    | 12076     |
| 13 | April     | 1      | 2899   | 30480 | 14337    | 10082     |
| 14 |           | 2      | 3312   | 31345 | 14665    | 11013     |
| 15 |           | 3      | 3680   | 31769 | 14713    | 10706     |
| 16 |           | 4      | 4451   | 32583 | 14619    | 12006     |
| 17 | Mei       | 1      | 4423   | 35173 | 15126    | 13033     |
| 18 |           | 2      | 4523   | 35768 | 15214    | 10882     |
| 19 |           | 3      | 4331   | 34991 | 14848    | 12884     |
| 20 |           | 4      | 3985   | 34759 | 15008    | 10804     |
| 21 | Juni      | 1      | 5102   | 31556 | 15508    | 13302     |
| 22 |           | 2      | 3458   | 30043 | 15570    | 10136     |
| 23 |           | 3      | 3105   | 30441 | 15597    | 11213     |
| 24 |           | 4      | 3208   | 28633 | 15553    | 10284     |
| 25 | Juli      | 1      | 4855   | 35488 | 16358    | 12678     |
| 26 |           | 2      | 4702   | 34898 | 16366    | 12844     |
| 27 |           | 3      | 5325   | 34575 | 16271    | 14883     |
| 28 |           | 4      | 5542   | 36088 | 15991    | 15433     |
| 29 | Agustus   | 1      | 4689   | 34303 | 14807    | 12417     |
| 30 |           | 2      | 4776   | 33455 | 15152    | 12282     |
| 31 |           | 3      | 4551   | 33108 | 15137    | 10524     |
| 32 |           | 4      | 5228   | 34418 | 15050    | 13888     |
| 33 | September | 1      | 4728   | 34191 | 15342    | 12108     |
| 34 |           | 2      | 4101   | 33999 | 14854    | 11312     |
| 35 |           | 3      | 4786   | 34342 | 15576    | 11100     |
| 36 |           | 4      | 5001   | 34230 | 15136    | 13818     |
| 37 | Oktober   | 1      | 4470   | 34625 | 15421    | 11915     |
| 38 |           | 2      | 4495   | 34576 | 15201    | 11283     |
| 39 |           | 3      | 5286   | 34501 | 15448    | 15137     |
| 40 |           | 4      | 5411   | 34602 | 15487    | 14887     |

**DATA MINGGUAN AUTODEBIT, CALLS, CUSTOMER & TRANSAKSI TAHUN 2002**

| No | Bulan    | Waktu | Autodebit | CALLS | CUSTOMER | TRANSAKSI |
|----|----------|-------|-----------|-------|----------|-----------|
| 41 | November | 1     | 5665      | 4053  | 14576    | 14132     |
| 42 |          | 2     | 5682      | 42300 | 15334    | 14240     |
| 43 |          | 3     | 5355      | 41332 | 15221    | 14175     |
| 44 |          | 4     | 4866      | 42036 | 14707    | 14175     |
| 45 | Desember | 1     | 5289      | 37105 | 14832    | 13884     |
| 46 |          | 2     | 5028      | 39132 | 15317    | 14225     |
| 47 |          | 3     | 5333      | 34564 | 15149    | 14175     |
| 48 |          | 4     | 5467      | 35935 | 15149    | 14175     |

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**TABEL II**  
**NILAI-NILAI DALAM DISTRIBUSI**

| dk       | $\alpha$ untuk uji dua pihak (two tail test)  |       |       |        |        |        |
|----------|-----------------------------------------------|-------|-------|--------|--------|--------|
|          | 0,5                                           | 0,2   | 0,1   | 0,05   | 0,025  | 0,01   |
| dk       | $\alpha$ untuk uji satu pihak (one tail test) |       |       |        |        |        |
|          | 0,250                                         | 0,100 | 0,050 | 0,025  | 0,010  | 0,005  |
| 1        | 1,000                                         | 3,078 | 6,314 | 12,706 | 31,821 | 63,657 |
| 2        | 0,816                                         | 1,886 | 2,920 | 4,303  | 6,965  | 9,925  |
| 3        | 0,765                                         | 1,638 | 2,353 | 3,182  | 4,541  | 5,901  |
| 4        | 0,741                                         | 1,533 | 2,132 | 2,776  | 3,747  | 4,751  |
| 5        | 0,727                                         | 1,486 | 2,015 | 2,571  | 3,365  | 4,032  |
| 6        | 0,718                                         | 1,440 | 1,943 | 2,447  | 3,143  | 3,707  |
| 7        | 0,711                                         | 1,415 | 1,895 | 2,365  | 2,998  | 3,499  |
| 8        | 0,706                                         | 1,397 | 1,860 | 2,306  | 2,896  | 3,355  |
| 9        | 0,703                                         | 1,383 | 1,833 | 2,262  | 2,821  | 3,250  |
| 10       | 0,700                                         | 1,372 | 1,812 | 2,228  | 2,764  | 3,165  |
| 11       | 0,697                                         | 1,363 | 1,796 | 2,201  | 2,718  | 3,106  |
| 12       | 0,695                                         | 1,356 | 1,782 | 2,178  | 2,681  | 3,055  |
| 13       | 0,692                                         | 1,350 | 1,771 | 2,160  | 2,650  | 3,012  |
| 14       | 0,691                                         | 1,345 | 1,761 | 2,145  | 2,624  | 2,977  |
| 15       | 0,690                                         | 1,341 | 1,753 | 2,132  | 2,623  | 2,947  |
| 16       | 0,689                                         | 1,337 | 1,746 | 2,120  | 2,583  | 2,921  |
| 17       | 0,688                                         | 1,333 | 1,740 | 2,110  | 2,567  | 2,898  |
| 18       | 0,688                                         | 1,330 | 1,743 | 2,101  | 2,552  | 2,878  |
| 19       | 0,687                                         | 1,328 | 1,729 | 2,093  | 2,539  | 2,861  |
| 20       | 0,687                                         | 1,325 | 1,725 | 2,086  | 2,528  | 2,845  |
| 21       | 0,686                                         | 1,323 | 1,721 | 2,080  | 2,518  | 2,831  |
| 22       | 0,686                                         | 1,321 | 1,717 | 2,074  | 2,508  | 2,819  |
| 23       | 0,685                                         | 1,319 | 1,714 | 2,069  | 2,500  | 2,807  |
| 24       | 0,685                                         | 1,318 | 1,711 | 2,064  | 2,492  | 2,797  |
| 25       | 0,684                                         | 1,316 | 1,708 | 2,060  | 2,485  | 2,787  |
| 26       | 0,684                                         | 1,315 | 1,706 | 2,056  | 2,479  | 2,779  |
| 27       | 0,684                                         | 1,314 | 1,703 | 2,052  | 2,473  | 2,771  |
| 28       | 0,683                                         | 1,313 | 1,701 | 2,048  | 2,467  | 2,763  |
| 29       | 0,683                                         | 1,311 | 1,699 | 2,045  | 2,462  | 2,756  |
| 30       | 0,683                                         | 1,310 | 1,697 | 2,042  | 2,457  | 2,750  |
| 40       | 0,681                                         | 1,303 | 1,684 | 2,021  | 2,423  | 2,704  |
| 60       | 0,679                                         | 1,296 | 1,671 | 2,000  | 2,390  | 2,660  |
| 120      | 0,677                                         | 1,289 | 1,658 | 1,980  | 2,358  | 2,617  |
| $\infty$ | 0,674                                         | 1,284 | 1,645 | 1,960  | 2,326  | 2,576  |

# Regression

## Descriptive Statistics

| Variable | Mean     | Std. Deviation | N  |
|----------|----------|----------------|----|
| AUTODBT  | 33917,71 | 1673,395       | 48 |
| CALLS    | 33917,71 | 1673,395       | 48 |
| CUSTOMER | 15056,71 | 557,486        | 48 |
| TRX      | 11718,46 | 1673,395       | 48 |

## Correlations

|                     |          | AUTODBT | CALLS | CUSTOMER | TRX   |
|---------------------|----------|---------|-------|----------|-------|
| Pearson Correlation | AUTODBT  | 1,000   | ,741  | ,566     | ,692  |
|                     | CALLS    | ,741    | 1,000 | ,348     | ,406  |
|                     | CUSTOMER | ,566    | ,348  | 1,000    | ,275  |
|                     | TRX      | ,692    | ,406  | ,275     | 1,000 |
| Sig. (1-tailed)     | AUTODBT  |         | ,000  | ,000     | ,000  |
|                     | CALLS    | ,000    |       | ,008     | ,002  |
|                     | CUSTOMER | ,000    | ,008  |          | ,029  |
|                     | TRX      | ,000    | ,002  | ,029     |       |
| N                   | AUTODBT  | 48      | 48    | 48       | 48    |
|                     | CALLS    | 48      | 48    | 48       | 48    |
|                     | CUSTOMER | 48      | 48    | 48       | 48    |
|                     | TRX      | 48      | 48    | 48       | 48    |

## Variables Entered/Removed<sup>b</sup>

| Model | Variables Entered          | Variables Removed | Method |
|-------|----------------------------|-------------------|--------|
| 1     | TRX,<br>CUSTOMER,<br>CALLS |                   | Enter  |

a. All requested variables entered.

b. Dependent Variable: AUTODBT

## Model Summary

| Model | R                 | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1     | ,896 <sup>a</sup> | ,802     | ,789              | 423,061                    |

## Model Summary

| Model | R Square Change | F Change | df1 | df2 | Sig. F Change |
|-------|-----------------|----------|-----|-----|---------------|
| 1     | ,802            | 14,72    | 3   | 44  | ,000          |

a. Predictors: (Constant), TRX, CUSTOMER, CALLS

ANOVA<sup>b</sup>

| Model        | Sum of Squares | df | Mean Square | F      | Sig.              |
|--------------|----------------|----|-------------|--------|-------------------|
| 1 Regression | 6160000        | 3  | 2053333,333 | 68,472 | ,000 <sup>a</sup> |
| Residual     | 7878079,6      | 44 | 179047,264  |        |                   |
| Total        | 8494080        | 47 |             |        |                   |

a. Predictors: (Constant), TRX, CUSTOMER, CALLS

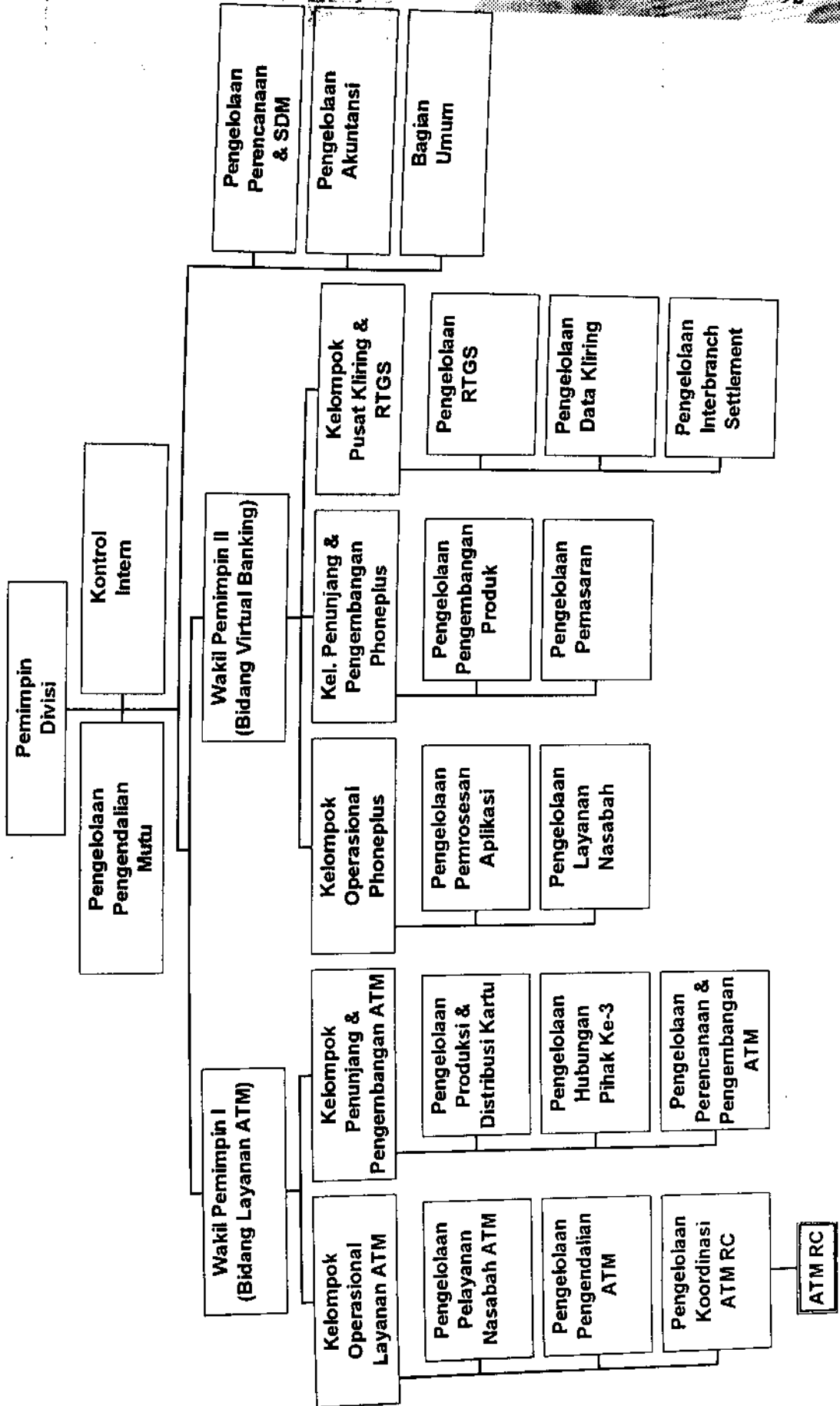
b. Dependent Variable: AUTODBT

Coefficients<sup>a</sup>

| Model        | Unstandardized Coefficients |            | Standardized Coefficients | t      | Sig. |
|--------------|-----------------------------|------------|---------------------------|--------|------|
|              | B                           | Std. Error | Beta                      |        |      |
| 1 (Constant) | -10095,524                  | 1670,602   |                           | -6,043 | ,000 |
| CALLS        | ,135                        | ,022       | ,470                      | 6,170  | ,000 |
| CUSTOMER     | ,472                        | ,120       | ,286                      | 3,950  | ,000 |
| TRX          | ,232                        | ,041       | ,422                      | 5,680  | ,000 |

a. Dependent Variable: AUTODBT

# DIVISI OPERASIONAL



PT. BANK NEGARA INDONESIA (PERSERO) Tbk.  
DIVISI OPERASIONAL

**SKEMA ORGANISASI PENGELOLAAN LAYANAN**

