

DAFTAR RIWAYAT HIDUP

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Pendidikan Formal

1998-1999 : TK Setia Utama Pangkalpinang
1999-2005 : SD Robert W.M Pangkalpinang
2005-2008 : SMP Setia Utama Pangkalpinang
2008-2011 : SMK Tunas Karya Pangkalpinang
2011-2015 : Universitas Bangka Belitung (UBB)
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Demikian daftar riwayat hidup ini saya buat, apabila terdapat kekeliruan terhadap hal tersebut, saya siap mempertanggungjawabkannya.

Lampiran 4

Statistik Deskriptif

Descriptives

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
KL1	100	2	5	4,27	,664
KL2	100	3	5	4,29	,518
KL3	100	3	5	4,21	,498
KL4	100	3	5	4,25	,520
T_KL	100	12	20	17,02	1,786
Valid N (listwise)	100				

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
KN1	100	2	5	4,05	,833
KN2	100	2	5	4,29	,591
KN3	100	2	5	4,13	,812
KN4	100	2	5	4,15	,672
T_KN	100	11	20	16,62	2,201
Valid N (listwise)	100				

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
LN1	100	3	5	4,38	,546
LN2	100	3	5	4,25	,520
LN3	100	3	5	4,04	,585
LN4	100	2	5	4,17	,637
T_LN	100	13	20	16,84	1,716
Valid N (listwise)	100				

Lampiran 5

Output Validitas dan Reliabilitas

Output Validitas

Kualitas Layanan

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
KL1	12,75	1,846	,501	,254	,860
KL2	12,73	1,936	,684	,533	,756
KL3	12,81	1,974	,692	,525	,755
KL4	12,77	1,856	,752	,615	,725

Kepuasan Nasabah

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
KN1	12,57	2,207	,784	,739	,507
KN2	12,33	3,617	,390	,178	,751
KN3	12,49	2,414	,701	,708	,571
KN4	12,47	3,605	,308	,124	,791

Loyalitas Nasabah

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
LN1	12,46	1,847	,538	,304	,674
LN2	12,59	1,840	,591	,377	,648
LN3	12,80	1,939	,407	,176	,747
LN4	12,67	1,577	,602	,420	,634

Output Reliabilitas

Kualitas Layanan

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,820	,834	4

Kepuasan Nasabah

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,740	,724	4

Loyalitas Nasabah

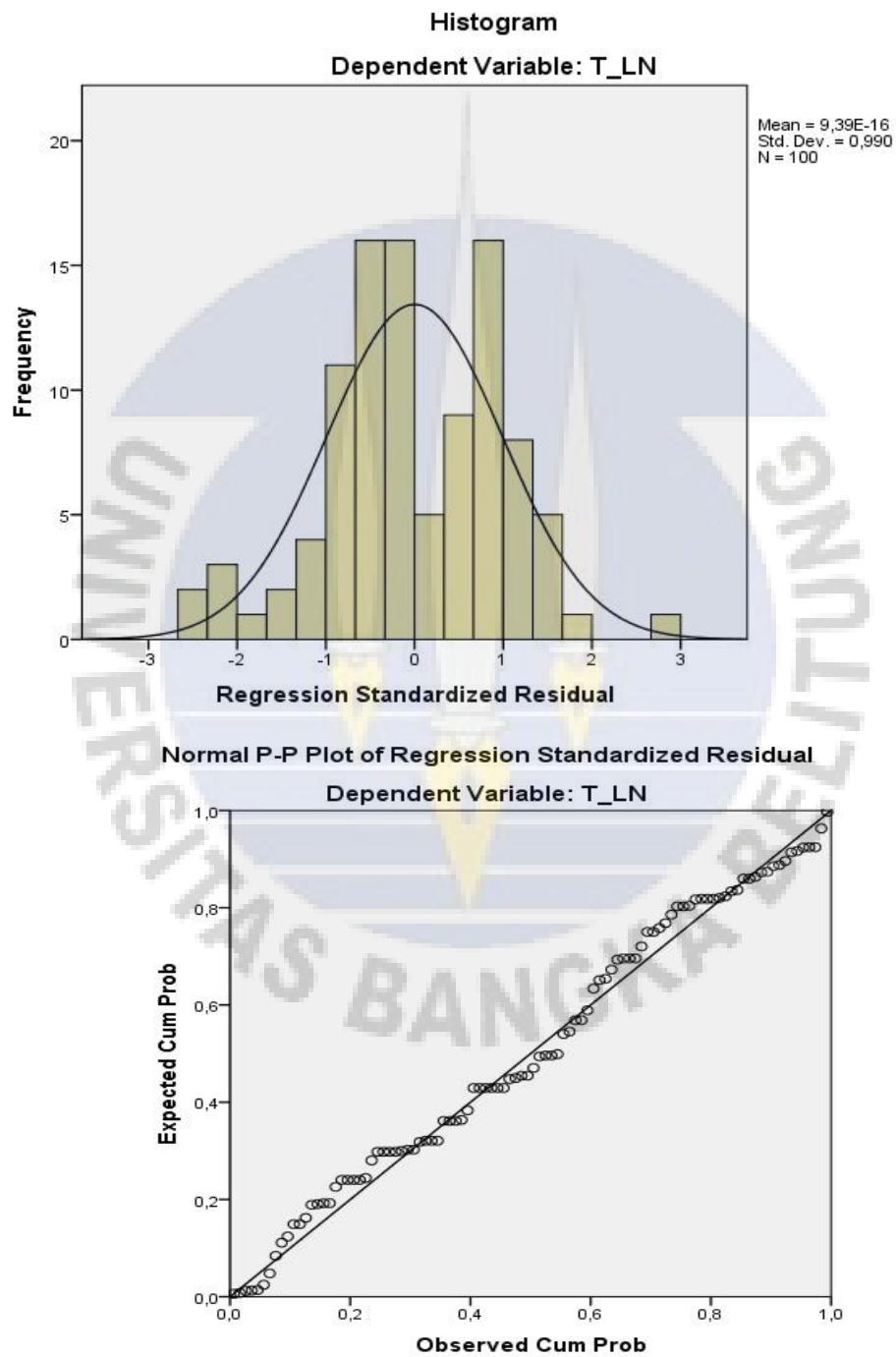
Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,737	,740	4

Lampiran 6

Hasil Uji Asumsi Klasik

Uji Normalitas



Uji One Sample Kolmogorov-Smirnov

		Unstandardized Residual
N		100
Normal Parameters ^{a,b}	Mean	0E-7
	Std. Deviation	1,43306391
	Absolute	,065
Most Extreme Differences	Positive	,053
	Negative	-,065
Kolmogorov-Smirnov Z		,652
Asymp. Sig. (2-tailed)		,789

a. Test distribution is Normal.

b. Calculated from data.

Uji Multikolonieritas

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	5,536	1,749		3,165	,002		
	T_KL	,416	,081	,433	5,101	,000	,999	1,001
	T_KN	,254	,066	,326	3,847	,000	,999	1,001

a. Dependent Variable: T_LN

Lampiran 7

Regresi Berganda

Model	Variables Entered	Variables Removed	Method
1	T_KN, T_KL ^b	.	Enter

a. Dependent Variable: T_LN

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,550 ^a	,302	,288	1,448

a. Predictors: (Constant), T_KN, T_KL

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	88,126	2	44,063	21,022	,000 ^b
	Residual	203,314	97	2,096		
	Total	291,440	99			

a. Dependent Variable: T_LN

b. Predictors: (Constant), T_KN, T_KL

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5,536	1,749		3,165	,002
	T_KL	,416	,081	,433	5,101	,000
	T_KN	,254	,066	,326	3,847	,000

a. Dependent Variable: T_LN