

Lampiran 1 Kuisisioner

KUESIONER PENELITIAN

FAKTOR-FAKTOR PENENTU KUALITAS JASA BRI SYARIAH KC JEMBER

Kepada
Yth. Karyawan dan Nasabah BRI Syariah KC Jember
Di Tempat

Dengan Hormat,

Dalam rangka penelitian berjudul “Faktor-Faktor Penentu Kualitas Jasa BRI Syariah KC Jember” dan sebagai salah satu syarat untuk memperoleh gelar sarjana (S1) di Fakultas Ekonomi Universitas Muhammadiyah Jember, maka dengan ini saya mengharapkan bantuan saudara untuk mengisi daftar pertanyaan yang saya sertakan dibawah ini.

Agar memperoleh masukan yang berarti, saya berharap kuisisioner ini diisi sesuai dengan keadaan yang sebenarnya, semua sumber dan data yang diperoleh dijamin kerahasiaannya.

Atas perhatian dan bantuannya saya ucapkan terima kasih.

Hormat saya

Permata Putri Gordea

1610411053

A. Identitas Responden

1. Jenis Kelamin :
 - a. Laki-laki
 - b. Perempuan

2. Usia :
3. Pendidikan terakhir :
 - a. SD/SMP/SMA
 - b. Diploma
 - c. Sarjana
 - d. Pasca Sarjana

B. Petunjuk Pengisian

Berilah tanda silang (X) pada kolom yang sesuai dengan pilihan anda. Setiap responden diharapkan memilih hanya 1(satu) jawaban.

Keterangan:

1. Sangat Tidak Setuju (STS) : skor 1
2. Tidak Setuju (TS) : skor 2
3. Netral (N) : skor 3
4. Setuju (S) : skor 4
5. Sangat Setuju (SS) : skor 5



C. Daftar Pertanyaan

Daya Tanggap

No	Pernyataan	Jawaban				
		STS	TS	N	S	SS
1	Kepastian waktu penyampaian jasa diinformasikan dengan jelas kepada para nasabah BRI Syariah KC Jember.					
2	Layanan yang segera/cepat dari karyawan BRI Syariah KC Jember.					
3	Karyawan yang selalu bersedia membantu nasabah BRI Syariah KC Jember					
4	Karyawan BRI Syariah KC Jember yang tidak terlampau sibuk sehingga sanggup menanggapi permintaan nasabah dengan cepat.					

Jaminan

No	Pernyataan	Jawaban				
		STS	TS	N	S	SS
1	Karyawan BRI Syariah KC Jember yang terpercaya					
2	Perasaan aman sewaktu melakukan transaksi dengan karyawan BRI Syariah KC Jember.					
3	Karyawan selalu bersikap sopan terhadap para nasabah BRI Syariah KC Jember					
4	Karyawan yang berpengetahuan luas sehingga dapat menjawab pertanyaan nasabah BRI Syariah KC Jember					

Bukti Fisik

No	Pernyataan	Jawaban				
		STS	TS	N	S	SS
1	Peralatan di BRI Syariah KC Jember mutakhir/modern					
2	Fasilitas fisik BRI Syariah KC Jember yang berdaya tarik					
3	Karyawan BRI Syariah KC Jember yang berpenampilan menarik					
4	Fasilitas fisik yang sesuai dengan jenis jasa yang ditawarkan BRI Syariah KC Jember					

Empati

No	Pernyataan	Jawaban				
		STS	TS	N	S	SS
1	Perhatian individual dari BRI Syariah KC Jember					
2	Tidak membedakan-bedakan dalam pelayanan nasabah BRI Syariah KC Jember					
3	Karyawan yang memahami kebutuhan spesifik para nasabah BRI Syariah KC Jember					
4	Karyawan yang dapat berkomunikasi yang baik dengan nasabah BRI Syariah KC Jember					

Kehandalan

No	Pernyataan	Jawaban				
		STS	TS	N	S	SS
1	Bila menjanjikan akan melakukan sesuatu pada waktu yang telah ditentukan pasti akan direalisasikan BRI Syariah KC Jember.					
2	Jasa BRI Syariah KC Jember disampaikan secara benar semenjak kali pertama.					
3	Jasa BRI Syariah KC Jember disampaikan sesuai dengan waktu yang dijanjikan					
4	Sistem pencatatan BRI Syariah KC Jember yang akurat dan bebas kes.					

Lampiran 2. Abstrak Penelitian Terdahulu

ANALISIS FAKTOR-FAKTOR DIMENSI YANG MEMPENGARUHI PELAYANAN TERHADAP KEPUASAN NASABAH PADA PT. BRI CABANG DENPASAR (PERSERO) UNIT PEGUYANGAN

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Abstrak: Sektor perbankan memegang peranan yang sangat penting dalam ikut memajukan sektor usaha. PT. Bank Rakyat Indonesia (Persero) membentuk PT. BRI Unit (Persero) yang bercirikan sederhana fleksibel serta lokasi usahanya yang dekat dengan sentra ekonomi menyebabkan PT. BRI Unit (Persero) dapat tetap eksis dan sehat di dalam persaingan yang sangat ketat dan sampai saat ini terbukti masih kuat dan kokoh dalam menghadapi persaingan perbankan dalam era globalisasi. Tujuan dari penelitian ini adalah untuk mengetahui tingkat kepuasan nasabah atas pelayanan yang diberikan oleh karyawan PT. BRI (Persero) Unit Peguyangan dan mengetahui faktor apa yang lebih mendapat prioritas dari PT. BRI (Persero) Unit Peguyangan untuk memberikan kepuasan kepada nasabah. Teknik pengambilan sampel menggunakan Aksidental Sampling. Teknik analisis data menggunakan Importance Performance Analysis. Hasil penelitian menunjukkan faktor keandalan, daya tanggap dan jaminan merupakan faktor yang penting dalam mengetahui tingkat kepuasan nasabah dan faktor bukti langsung menjadi prioritas utama untuk memberikan kepuasan kepada nasabah.

Kata-kata Kunci: faktor dimensi, pelayanan, kepuasan nasabah

FAKTOR-FAKTOR PENENTU KUALITAS JASA PERBANKAN (KAJIAN DARI PERSPEKTIF GENDER DAN POSISI PEKERJAAN PADA KARYAWAN BANK SURABAYA)

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ABSTRACT

Banks need to review what kind of service quality is expected by the customers. Before determine the service quality strategy, it is necessary to synchronize the bank perception which is represented by the perception of frontline and back-office employees, and customers' to avoid gaps. The objectives of this study are such as (1) to examine the factors that determine the service quality from perspective bank employee based on their position in frontline and back-office, and (2) to verify the perceptions differences on service quality based on gender. By judgmental and purposive sampling, this research gained 100 employees of banks in Surabaya city. Data were collected by questionnaire method. By using factor analysis and independent sample test, this research found that there are seven determinants of banking service quality that are perceived by the employees and no differences in the perceptions of the determinants of service quality between frontline and back-office employees, neither on gender based.

Key words: service quality, employees, perception, gender, factor analysis, independent sample test.

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NASABAH PADA PF. BANK E4ANDIR Tbk CABANG BAHU MALL MANADO

THE ANALYSIS OF FACTORS OF THE QUALITY OF CUSTOMER SATISFACTION ON PT. BANK MANDIRI
TBK SHOULDER MALL BRANCH MANADO

"Fakultas Mordomi dan Bianis. Jwucao Mxnajomos
Uniwrsites Sam Raailangi Manado.

*betrak: Fstuat FomgiMec. Relaid's.- ponsiveor.rs. 'kss*ronm .don P f@' eangac memprngwuhi

bertransaksi. Penelitian ini bertujuan untuk mengetahui pengaruh Tangibles, Reliability, Responsiveness, Assurance, dan Empathy Perusahaan Terhadap Kepuasan Nasabah pada PT Bank Mandiri Tbk, Cabang Bahu Mall Manado, baik secara simultan ataupun secara Parsial. Sampel penelitian menggunakan rumus Slovin sebanyak 100 responden. Metode penelitian menggunakan metode asosiatif dan teknik analisis data adalah regresi linier berganda. Hasil penelitian ini menunjukkan bahwa secara simultan Tangibles, Reliability, Responsiveness, Assurance, Empathy berpengaruh signifikan terhadap kepuasan nasabah dan secara parsial hanya variabel Responsiveness yang tidak berpengaruh signifikan terhadap kepuasan nasabah. Manajanas Bazdt Mandiri

Abstract: Factors Tangibles, Reliability, Responsiveness, Assurance, and Empathy greatly affect customer

Keywords: tangibles, reliability, responsiveness, assurance, empathy customer satisfaction

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FAKTOR-FAKTOR FENENTU KUALITAS NASA FERBANKAN
DI SURABAYA JSTUDI KOMPARN61 PERGEPSI
NASABAH DAN KARYAWAN)

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ABSTRACT

The service quality is measured to evaluate the performance of bank services. In addition, SERVQUAL model is based on multi-item scale designed to measure the customer's expectations omi pe.seytias, It alba includes the. BaP thai occurs. thai ic the. Bof ber'veen cmtomer's expectation and the management's perception. These perceptions are also determined by the gender. This research aims to examine the factors which determine the quality of banking

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**FAKTOR PENENTU KUALITAS LAYANAN PERBANKAN SERTA
PENGARUHNYA TERHADAP KEPUASAN DAN LOYALITAS
NASABAH PERBANKAN DI LAMONGAN**

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ABSTRAK

Indikator perbankan tidak hanya sekedar *workefing* dan menjual produk tetapi juga **memberikan** pelayanan kepada nasabah atau dapat disebut dengan *business trust*. Hal ini berarti bank harus meyakinkan dan memberikan jaminan kepada nasabah dengan memberikan *quality service* sehingga menimbulkan kepuasan nasabah dan loyalitas nasabah. Oleh karena itu harus ditentukan faktor-faktor penentu kualitas layanan. Penelitian ini bertujuan untuk mengetahui faktor-faktor penentu kualitas layanan perbankan serta pengaruhnya terhadap kepuasan dan loyalitas nasabah di Lamongan. Data penelitian ini menggunakan kuisioner yang disebarkan kepada 107 responden menggunakan *purposive sampling* dan menggunakan analisis faktor sebagai analisis statistik. Hasil dari penelitian ini ditemukan enam faktor kualitas layanan perbankan di Lamongan, yaitu daya tanggap, aksesibilitas, keandalan, bukti fisik, jawab dan empati. Selain itu, kualitas layanan yang terbentuk dari enam faktor tersebut berpengaruh positif terhadap kepuasan nasabah dan kepuasan nasabah berpengaruh positif terhadap loyalitas nasabah perbankan di Lamongan.

data tambahan: kualitas layanan, kepuasan nasabah, loyalitas nasabah



Lampiran 3 Rekapitulasi Kuisisioner

a. Karyawan

No	Daya Tanggap					Jaminan					Bukti Fisik					Empati					Kehandalan				
	1	2	3	4	X1	1	2	3	4	X2	1	2	3	4	X3	1	2	3	4	X4	1	2	3	4	X5
1	4	4	4	4	16	4	4	4	4	16	5	4	5	4	18	4	4	4	5	17	3	4	4	4	15
2	3	3	3	3	12	3	3	3	3	12	3	3	3	3	12	3	3	3	3	12	3	4	4	3	14
3	3	4	4	5	16	3	4	4	5	16	5	4	4	4	17	3	4	4	5	16	3	4	4	4	15
4	5	4	4	5	18	5	4	4	5	18	5	4	4	5	18	4	4	4	5	17	4	4	4	4	16
5	5	5	5	5	20	5	5	5	5	20	4	4	4	4	16	3	4	4	4	15	5	5	3	4	17
6	5	5	5	5	20	5	5	5	5	20	4	4	4	4	16	4	4	4	4	16	4	4	4	4	16
7	3	3	4	3	13	3	3	4	3	13	4	3	3	4	14	3	3	3	4	13	3	4	4	3	14
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50	4	4	5	4	17	5	4	5	4	18	5	4	4	4	17	4	4	4	5	17	4	4	5	4	17



b. Nasabah

No	Daya Tanggap					Jaminan					Bukti Fisik					Empati					Kehandalan				
	1	2	3	4	X1	1	2	3	4	X2	1	2	3	4	X3	1	2	3	4	X4	1	2	3	4	X5
1	4	4	5	4	17	5	4	5	4	18	3	3	5	5	16	4	4	3	3	14	5	5	4	4	18
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28	5	5	4	4	18	5	4	4	5	18	5	5	4	4	18	4	3	3	5	15	4	4	5	5	18
29	5	5	4	4	18	3	4	4	3	14	5	5	4	4	18	4	4	4	5	17	4	4	4	5	17
30	4	5	4	5	18	5	5	4	3	17	4	5	4	5	18	4	4	4	4	16	4	5	4	4	17
31	5	4	5	4	18	4	5	4	4	17	5	4	5	4	18	4	5	4	5	18	4	5	4	4	17
32	5	4	5	5	19	5	5	5	4	19	5	4	5	5	19	4	5	5	5	19	4	5	5	4	18
33	5	5	5	4	19	3	5	5	5	18	5	5	5	4	19	4	5	5	5	19	4	5	5	5	19
34	5	4	4	5	18	4	5	5	5	19	5	4	4	5	18	4	5	5	5	19	5	4	5	5	19

35	5	5	4	4	18	4	5	5	4	18	5	5	4	4	18	5	3	5	5	18	5	4	5	4	18
36	5	5	4	5	19	4	5	5	5	19	5	5	4	5	19	5	4	3	5	17	5	5	5	5	20
37	5	4	5	4	18	4	5	5	4	18	5	4	5	4	18	4	4	3	5	16	5	5	4	5	19
38	5	5	5	5	20	4	5	5	3	17	5	5	5	5	20	4	4	4	5	17	5	4	4	4	17
39	5	4	5	5	19	4	5	4	3	16	5	4	5	5	19	5	5	5	5	20	4	5	4	4	17
40	5	5	5	5	20	4	4	4	3	15	5	5	5	5	20	4	5	4	5	18	4	4	5	5	18
41	5	4	5	5	19	4	4	4	3	15	5	4	5	5	19	4	5	4	5	18	5	5	5	5	20
42	5	5	5	4	19	4	4	4	4	16	5	5	5	4	19	5	5	4	5	19	5	4	5	5	19
43	4	4	4	4	16	4	4	5	3	16	4	4	4	4	16	4	5	4	4	17	4	4	4	5	17
44	4	5	4	5	18	4	4	5	4	17	4	5	4	5	18	5	5	4	4	18	5	5	4	5	19
45	4	5	5	5	19	4	4	3	5	16	4	5	5	5	19	4	5	5	4	18	4	5	5	5	19
46	4	4	5	4	17	5	5	3	5	18	4	4	5	4	17	5	5	5	4	19	5	5	5	5	20
47	5	4	4	4	17	5	5	3	5	18	5	4	4	4	17	4	5	4	5	18	4	4	4	5	17
48	4	4	4	5	17	3	5	4	4	16	4	4	4	5	17	5	5	4	4	18	5	4	4	5	18
49	5	4	4	5	18	3	3	4	4	14	5	4	4	5	18	4	5	4	5	18	5	4	4	5	18
50	4	4	5	4	17	5	3	3	4	15	4	4	5	4	17	4	3	5	4	16	5	5	5	4	19



Lampiran 4 Jawaban Responden

a. Karyawan

X1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	4.0	4.0	4.0
	3.00	12	24.0	24.0	28.0
	4.00	20	40.0	40.0	68.0
	5.00	16	32.0	32.0	100.0
	Total	50	100.0	100.0	

X1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	6	12.0	12.0	12.0
	4.00	27	54.0	54.0	66.0
	5.00	17	34.0	34.0	100.0
	Total	50	100.0	100.0	

X1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	2	4.0	4.0	4.0
	4.00	26	52.0	52.0	56.0
	5.00	22	44.0	44.0	100.0
	Total	50	100.0	100.0	

X1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	7	14.0	14.0	14.0
	4.00	25	50.0	50.0	64.0
	5.00	18	36.0	36.0	100.0
	Total	50	100.0	100.0	

X2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	7	14.0	14.0	14.0
	4.00	21	42.0	42.0	56.0
	5.00	22	44.0	44.0	100.0
	Total	50	100.0	100.0	

X2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	7	14.0	14.0	14.0
	4.00	27	54.0	54.0	68.0
	5.00	16	32.0	32.0	100.0
	Total	50	100.0	100.0	

X2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	2	4.0	4.0	4.0
	4.00	26	52.0	52.0	56.0
	5.00	22	44.0	44.0	100.0
	Total	50	100.0	100.0	

X2.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	6	12.0	12.0	12.0
	4.00	25	50.0	50.0	62.0
	5.00	19	38.0	38.0	100.0
	Total	50	100.0	100.0	

X3.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	3	6.0	6.0	6.0
	4.00	27	54.0	54.0	60.0
	5.00	20	40.0	40.0	100.0
	Total	50	100.0	100.0	

X3.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	10	20.0	20.0	20.0
	4.00	24	48.0	48.0	68.0
	5.00	16	32.0	32.0	100.0
	Total	50	100.0	100.0	

X3.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	5	10.0	10.0	10.0
	4.00	28	56.0	56.0	66.0
	5.00	17	34.0	34.0	100.0
	Total	50	100.0	100.0	

X3.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	4	8.0	8.0	8.0
	4.00	24	48.0	48.0	56.0
	5.00	22	44.0	44.0	100.0
	Total	50	100.0	100.0	

X4.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	5	10.0	10.0	10.0
	4.00	29	58.0	58.0	68.0
	5.00	16	32.0	32.0	100.0
	Total	50	100.0	100.0	

X4.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	2	4.0	4.0	4.0
	4.00	29	58.0	58.0	62.0
	5.00	19	38.0	38.0	100.0
	Total	50	100.0	100.0	

X4.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	2	4.0	4.0	4.0
	4.00	30	60.0	60.0	64.0
	5.00	18	36.0	36.0	100.0
	Total	50	100.0	100.0	

X4.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	3	6.0	6.0	6.0
	4.00	27	54.0	54.0	60.0
	5.00	20	40.0	40.0	100.0
	Total	50	100.0	100.0	

X5.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	4	8.0	8.0	8.0
	4.00	34	68.0	68.0	76.0
	5.00	12	24.0	24.0	100.0
	Total	50	100.0	100.0	

X5.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	24	48.0	48.0	48.0
	5.00	26	52.0	52.0	100.0
	Total	50	100.0	100.0	

X5.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	1	2.0	2.0	2.0
	4.00	29	58.0	58.0	60.0
	5.00	20	40.0	40.0	100.0
	Total	50	100.0	100.0	

X5.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	2	4.0	4.0	4.0
	4.00	27	54.0	54.0	58.0
	5.00	21	42.0	42.0	100.0
	Total	50	100.0	100.0	

b. Nasabah

X1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	2	4.0	4.0	4.0
	4.00	28	56.0	56.0	60.0
	5.00	20	40.0	40.0	100.0
	Total	50	100.0	100.0	

X1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	2	4.0	4.0	4.0
	4.00	30	60.0	60.0	64.0
	5.00	18	36.0	36.0	100.0
	Total	50	100.0	100.0	

X1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	24	48.0	48.0	48.0
	5.00	26	52.0	52.0	100.0
	Total	50	100.0	100.0	

X1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	1	2.0	2.0	2.0
	4.00	22	44.0	44.0	46.0
	5.00	27	54.0	54.0	100.0
	Total	50	100.0	100.0	

X2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	4	8.0	8.0	8.0
	4.00	28	56.0	56.0	64.0
	5.00	18	36.0	36.0	100.0
	Total	50	100.0	100.0	

X2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	3	6.0	6.0	6.0
	4.00	23	46.0	46.0	52.0
	5.00	24	48.0	48.0	100.0
	Total	50	100.0	100.0	

X2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	4	8.0	8.0	8.0
	4.00	23	46.0	46.0	54.0
	5.00	23	46.0	46.0	100.0
	Total	50	100.0	100.0	

X2.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	7	14.0	14.0	14.0
	4.00	25	50.0	50.0	64.0
	5.00	18	36.0	36.0	100.0
	Total	50	100.0	100.0	

X3.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	4	8.0	8.0	8.0
	4.00	18	36.0	36.0	44.0
	5.00	28	56.0	56.0	100.0
	Total	50	100.0	100.0	

X3.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	3	6.0	6.0	6.0
	4.00	17	34.0	34.0	40.0
	5.00	30	60.0	60.0	100.0
	Total	50	100.0	100.0	

X3.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	24	48.0	48.0	48.0
	5.00	26	52.0	52.0	100.0
	Total	50	100.0	100.0	

X3.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	2	4.0	4.0	4.0
	4.00	26	52.0	52.0	56.0
	5.00	22	44.0	44.0	100.0
	Total	50	100.0	100.0	

X4.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	4	8.0	8.0	8.0
	4.00	25	50.0	50.0	58.0
	5.00	21	42.0	42.0	100.0
	Total	50	100.0	100.0	

X4.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	9	18.0	18.0	18.0
	4.00	19	38.0	38.0	56.0
	5.00	22	44.0	44.0	100.0
	Total	50	100.0	100.0	

X4.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	6	12.0	12.0	12.0
	4.00	23	46.0	46.0	58.0
	5.00	21	42.0	42.0	100.0
	Total	50	100.0	100.0	

X4.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	4	8.0	8.0	8.0
	4.00	18	36.0	36.0	44.0
	5.00	28	56.0	56.0	100.0
	Total	50	100.0	100.0	

X5.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	22	44.0	44.0	44.0
	5.00	28	56.0	56.0	100.0
	Total	50	100.0	100.0	

X5.2

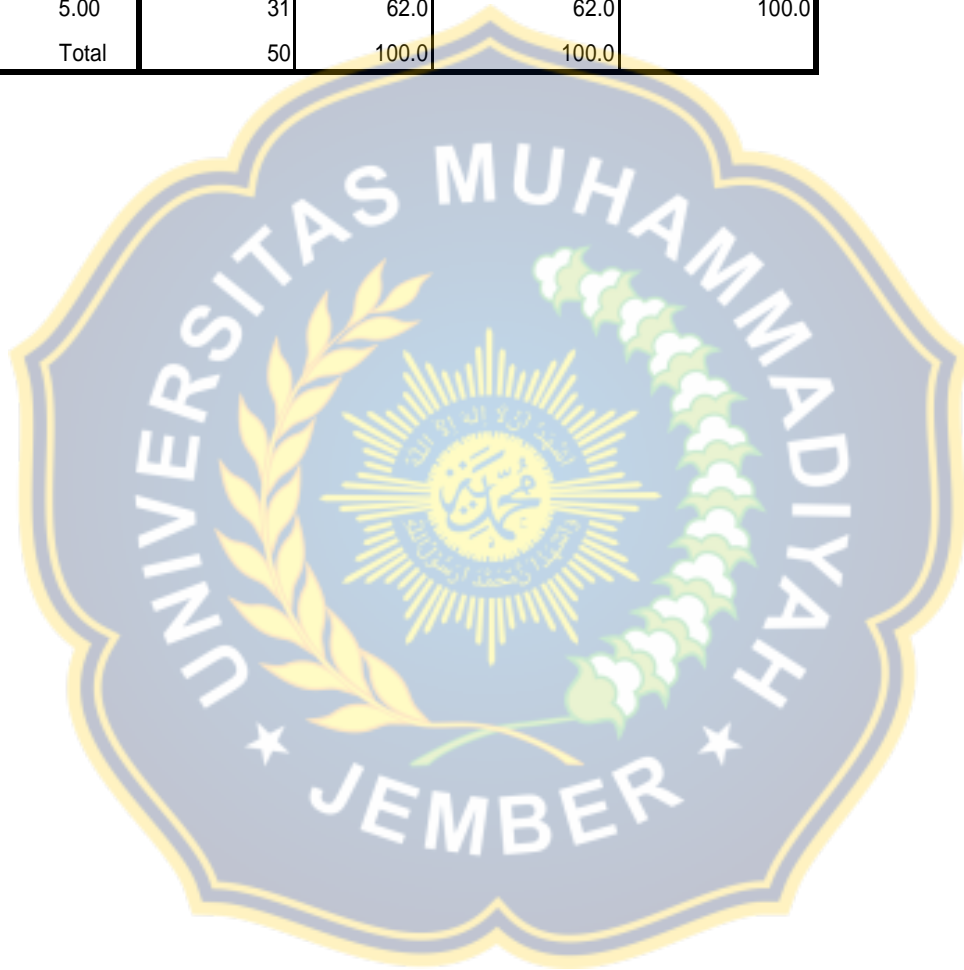
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	25	50.0	50.0	50.0
	5.00	25	50.0	50.0	100.0
	Total	50	100.0	100.0	

X5.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	22	44.0	44.0	44.0
	5.00	28	56.0	56.0	100.0
	Total	50	100.0	100.0	

X5.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	19	38.0	38.0	38.0
	5.00	31	62.0	62.0	100.0
Total		50	100.0	100.0	



Lampiran 5 Uji Instrumen

a. Uji Validitas

Karyawan

Correlations

		X1.1	X1.2	X1.3	X1.4	X1
X1.1	Pearson Correlation	1	.478**	.333*	.351*	.804**
	Sig. (2-tailed)		.000	.018	.013	.000
	N	50	50	50	50	50
X1.2	Pearson Correlation	.478**	1	.419**	.352*	.774**
	Sig. (2-tailed)	.000		.002	.012	.000
	N	50	50	50	50	50
X1.3	Pearson Correlation	.333*	.419**	1	.137	.616**
	Sig. (2-tailed)	.018	.002		.344	.000
	N	50	50	50	50	50
X1.4	Pearson Correlation	.351*	.352*	.137	1	.648**
	Sig. (2-tailed)	.013	.012	.344		.000
	N	50	50	50	50	50
X1	Pearson Correlation	.804**	.774**	.616**	.648**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	50	50	50	50	50

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

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

Correlations

		X2.1	X2.2	X2.3	X2.4	X2
X2.1	Pearson Correlation	1	.188	.354*	.482**	.740**
	Sig. (2-tailed)		.191	.012	.000	.000
	N	50	50	50	50	50
X2.2	Pearson Correlation	.188	1	.184	.356*	.620**
	Sig. (2-tailed)	.191		.201	.011	.000
	N	50	50	50	50	50
X2.3	Pearson Correlation	.354*	.184	1	.366**	.648**
	Sig. (2-tailed)	.012	.201		.009	.000
	N	50	50	50	50	50
X2.4	Pearson Correlation	.482**	.356*	.366**	1	.792**
	Sig. (2-tailed)	.000	.011	.009		.000
	N	50	50	50	50	50
X2	Pearson Correlation	.740**	.620**	.648**	.792**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	50	50	50	50	50

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

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

Correlations

		X3.1	X3.2	X3.3	X3.4	X3
X3.1	Pearson Correlation	1	-.098	.051	.212	.434**
	Sig. (2-tailed)		.499	.727	.140	.002
	N	50	50	50	50	50
X3.2	Pearson Correlation	-.098	1	.298*	.263	.640**
	Sig. (2-tailed)	.499		.035	.065	.000
	N	50	50	50	50	50
X3.3	Pearson Correlation	.051	.298*	1	.294*	.666**
	Sig. (2-tailed)	.727	.035		.038	.000
	N	50	50	50	50	50
X3.4	Pearson Correlation	.212	.263	.294*	1	.713**
	Sig. (2-tailed)	.140	.065	.038		.000
	N	50	50	50	50	50
X3	Pearson Correlation	.434**	.640**	.666**	.713**	1
	Sig. (2-tailed)	.002	.000	.000	.000	
	N	50	50	50	50	50

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

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

Correlations

		X4.1	X4.2	X4.3	X4.4	X4
X4.1	Pearson Correlation	1	.551**	.269	-.153	.684**
	Sig. (2-tailed)		.000	.058	.288	.000
	N	50	50	50	50	50
X4.2	Pearson Correlation	.551**	1	.369**	.075	.799**
	Sig. (2-tailed)	.000		.008	.603	.000
	N	50	50	50	50	50
X4.3	Pearson Correlation	.269	.369**	1	-.027	.633**
	Sig. (2-tailed)	.058	.008		.850	.000
	N	50	50	50	50	50
X4.4	Pearson Correlation	-.153	.075	-.027	1	.367**
	Sig. (2-tailed)	.288	.603	.850		.009
	N	50	50	50	50	50
X4	Pearson Correlation	.684**	.799**	.633**	.367**	1
	Sig. (2-tailed)	.000	.000	.000	.009	
	N	50	50	50	50	50

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

Correlations

		X5.1	X5.2	X5.3	X5.4	X5
X5.1	Pearson Correlation	1	.136	.348*	.260	.715**
	Sig. (2-tailed)		.347	.013	.068	.000
	N	50	50	50	50	50
X5.2	Pearson Correlation	.136	1	.085	.222	.565**
	Sig. (2-tailed)	.347		.555	.121	.000
	N	50	50	50	50	50
X5.3	Pearson Correlation	.348*	.085	1	-.015	.569**
	Sig. (2-tailed)	.013	.555		.918	.000
	N	50	50	50	50	50
X5.4	Pearson Correlation	.260	.222	-.015	1	.613**
	Sig. (2-tailed)	.068	.121	.918		.000
	N	50	50	50	50	50
X5	Pearson Correlation	.715**	.565**	.569**	.613**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	50	50	50	50	50

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

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

Nasabah

Correlations

		X1.1	X1.2	X1.3	X1.4	X1
X1.1	Pearson Correlation	1	.082	.190	-.091	.572**
	Sig. (2-tailed)		.573	.187	.531	.000
	N	50	50	50	50	50
X1.2	Pearson Correlation	.082	1	-.097	.183	.566**
	Sig. (2-tailed)	.573		.503	.204	.000
	N	50	50	50	50	50
X1.3	Pearson Correlation	.190	-.097	1	-.039	.470**
	Sig. (2-tailed)	.187	.503		.790	.001
	N	50	50	50	50	50
X1.4	Pearson Correlation	-.091	.183	-.039	1	.502**
	Sig. (2-tailed)	.531	.204	.790		.000
	N	50	50	50	50	50
X1	Pearson Correlation	.572**	.566**	.470**	.502**	1
	Sig. (2-tailed)	.000	.000	.001	.000	
	N	50	50	50	50	50

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

Correlations

		X2.1	X2.2	X2.3	X2.4	X2
X2.1	Pearson Correlation	1	-.049	-.017	.194	.526**
	Sig. (2-tailed)		.738	.907	.177	.000
	N	50	50	50	50	50
X2.2	Pearson Correlation	-.049	1	.159	-.031	.497**
	Sig. (2-tailed)	.738		.269	.833	.000
	N	50	50	50	50	50
X2.3	Pearson Correlation	-.017	.159	1	-.056	.515**
	Sig. (2-tailed)	.907	.269		.700	.000
	N	50	50	50	50	50
X2.4	Pearson Correlation	.194	-.031	-.056	1	.559**
	Sig. (2-tailed)	.177	.833	.700		.000
	N	50	50	50	50	50
X2	Pearson Correlation	.526**	.497**	.515**	.559**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	50	50	50	50	50

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

Correlations

		X3.1	X3.2	X3.3	X3.4	X3
X3.1	Pearson Correlation	1	.105	-.155	-.144	.530**
	Sig. (2-tailed)		.468	.282	.320	.000
	N	50	50	50	50	50
X3.2	Pearson Correlation	.105	1	.063	-.280*	.533**
	Sig. (2-tailed)	.468		.662	.049	.000
	N	50	50	50	50	50
X3.3	Pearson Correlation	-.155	.063	1	-.028	.411**
	Sig. (2-tailed)	.282	.662		.845	.003
	N	50	50	50	50	50
X3.4	Pearson Correlation	-.144	-.280*	-.028	1	.282*
	Sig. (2-tailed)	.320	.049	.845		.047
	N	50	50	50	50	50
X3	Pearson Correlation	.530**	.533**	.411**	.282*	1
	Sig. (2-tailed)	.000	.000	.003	.047	
	N	50	50	50	50	50

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

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

Correlations

		X4.1	X4.2	X4.3	X4.4	X4
X4.1	Pearson Correlation	1	-.148	-.101	.042	.308*
	Sig. (2-tailed)		.304	.485	.770	.029
	N	50	50	50	50	50
X4.2	Pearson Correlation	-.148	1	.205	.284*	.638**
	Sig. (2-tailed)	.304		.154	.045	.000
	N	50	50	50	50	50
X4.3	Pearson Correlation	-.101	.205	1	.270	.613**
	Sig. (2-tailed)	.485	.154		.058	.000
	N	50	50	50	50	50
X4.4	Pearson Correlation	.042	.284*	.270	1	.696**
	Sig. (2-tailed)	.770	.045	.058		.000
	N	50	50	50	50	50
X4	Pearson Correlation	.308*	.638**	.613**	.696**	1
	Sig. (2-tailed)	.029	.000	.000	.000	
	N	50	50	50	50	50

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

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

Correlations

		X5.1	X5.2	X5.3	X5.4	X5
X5.1	Pearson Correlation	1	.081	.188	-.030	.621**
	Sig. (2-tailed)		.578	.190	.837	.000
	N	50	50	50	50	50
X5.2	Pearson Correlation	.081	1	.081	-.288*	.444**
	Sig. (2-tailed)	.578		.578	.042	.001
	N	50	50	50	50	50
X5.3	Pearson Correlation	.188	.081	1	-.030	.621**
	Sig. (2-tailed)	.190	.578		.837	.000
	N	50	50	50	50	50
X5.4	Pearson Correlation	-.030	-.288*	-.030	1	.314*
	Sig. (2-tailed)	.837	.042	.837		.026
	N	50	50	50	50	50
X5	Pearson Correlation	.621**	.444**	.621**	.314*	1
	Sig. (2-tailed)	.000	.001	.000	.026	
	N	50	50	50	50	50

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

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

b. Uji Reliabilitas

Karyawan

X1

Reliability Statistics

Cronbach's Alpha	N of Items
.783	5

X2

Reliability Statistics

Cronbach's Alpha	N of Items
.778	5

X3

Reliability Statistics

Cronbach's Alpha	N of Items
.731	5

X4

Reliability Statistics

Cronbach's Alpha	N of Items
.733	5

X5

Reliability Statistics

Cronbach's Alpha	N of Items
.732	5

Nasabah

X1

Reliability Statistics

Cronbach's Alpha	N of Items
.658	5

X2

Reliability Statistics

Cronbach's Alpha	N of Items
.653	5

X3

Reliability Statistics

Cronbach's Alpha	N of Items
.639	5

X4

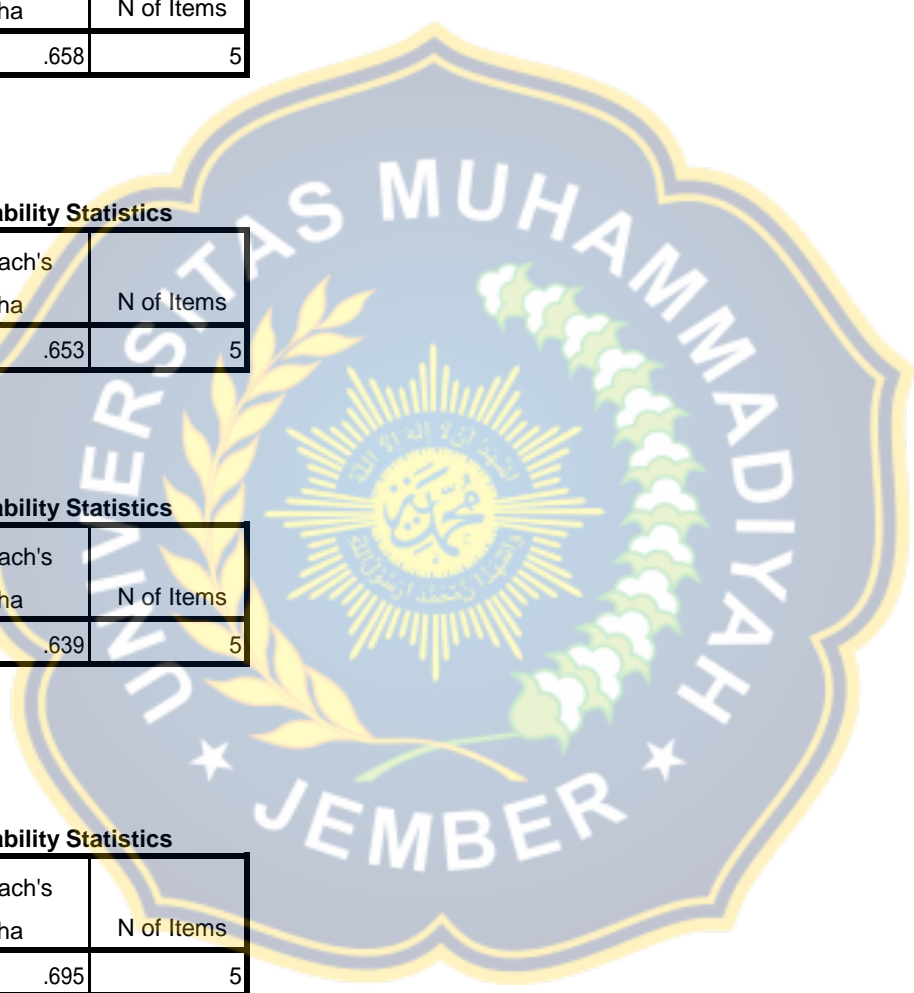
Reliability Statistics

Cronbach's Alpha	N of Items
.695	5

X5

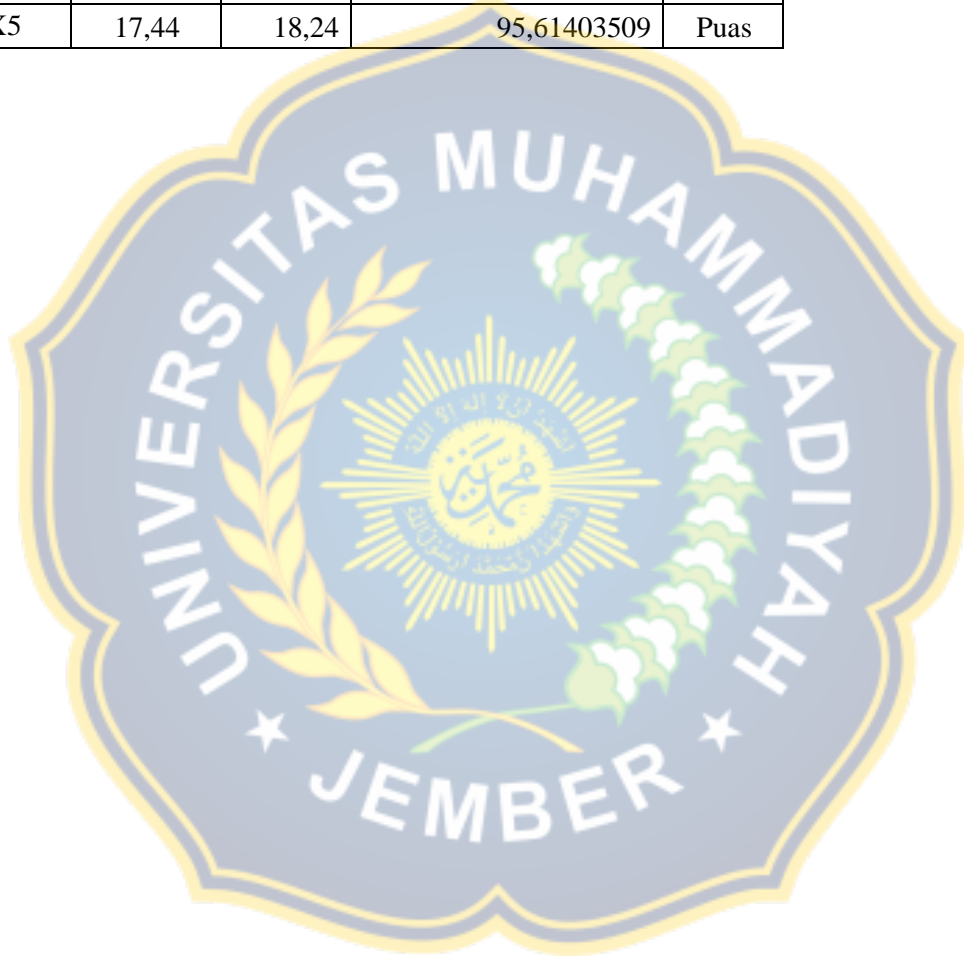
Reliability Statistics

Cronbach's Alpha	N of Items
.626	5



Lampiran 6 Uji GAP

Indikator	Karyawan	Nasabah	Tingkat Kesesuaian (%)	Kriteria
X1	16,84	17,72	95,03386005	Puas
X2	17,14	17,3	99,07514451	Puas
X3	17,06	17,94	95,09476031	Puas
X4	17,22	17,38	99,07940161	Puas
X5	17,44	18,24	95,61403509	Puas



Lampiran 7 Uji Beda (*Mann-Whitney Test*)

Mann-Whitney Test

Ranks

	Kode	N	Mean Rank	Sum of Ranks
X1	1.00	50	44.09	2204.50
	2.00	50	56.91	2845.50
	Total	100		
X2	1.00	50	49.61	2480.50
	2.00	50	51.39	2569.50
	Total	100		
X3	1.00	50	41.98	2099.00
	2.00	50	59.02	2951.00
	Total	100		
X4	1.00	50	48.85	2442.50
	2.00	50	52.15	2607.50
	Total	100		
X5	1.00	50	41.91	2095.50
	2.00	50	59.09	2954.50
	Total	100		

Test Statistics^a

	X1	X2	X3	X4	X5
Mann-Whitney U	929.500	1205.500	824.000	1167.500	820.500
Wilcoxon W	2204.500	2480.500	2099.000	2442.500	2095.500
Z	-2.255	-.313	-3.035	-.587	-3.064
Asymp. Sig. (2-tailed)	.024	.754	.002	.557	.002

a. Grouping Variable: Kode

Lampiran 8. Dokumentasi Penelitian



Lampiran 9. Surat Izin Penelitian

**UNIVERSITAS MUHAMMADIYAH JEMBER**
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CAPS No.: UMA/201-CC/001

بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ

Nomor : 0399/AU/FE/F/2020
Lampiran : -
Perihal : **Ijin Penelitian**
Kepada : Yth. Bapak/Ibu Pimpinan BRI Syariah KC Jember
Di
Tempat

Jember, 12 Syakban 1441H
06 April 2020 M

Assalamu'alaikum Wr. Wb.

Dengan hormat, dalam rangka penyelesaian tugas akhir mahasiswa Fakultas Ekonomi Universitas Muhammadiyah Jember, makadengan ini Pimpinan Fakultas Ekonomi Universitas Muhammadiyah Jember mengajukan permohonan kepada Bapak/Ibu agar mahasiswa tersebut dibawah ini diberikan ijin untuk melaksanakan penelitian pada :

Instansi Tujuan : BRI Syariah KC Jember
Nama Mahasiswa : Permata Putri G
NIM : 1610411053
Jurusan / Prodi : Manajemen
Alamat : Jl. Trunojoyo, Kauman, Kepatihan, Kec. Kaliwates
081233781597
Judul Penelitian : Faktor-Faktor Penentu Kualitas Jasa Perbankan BRI Syariah KC Jember (Studi Komparasi Persepsi Nasabah dan Kinerja Persusahaan)

Demikian atas bantuan dan kerjassama yang baik kami sampaikan terima kasih.

Wassalamu'alaikum Wr. Wb.

Dekan,


Dr. Arik Susbiyani, M. Si
NPK. 01 09 289