LAMPIRAN 1:
Pengantar Kuesioner

Pengantar Kuesioner

ANALISIS KUALITAS LAYANAN JASA TERHADAP KEPUASAN KONSUMEN PADA PT. ASURANSI BANGUN ASKRIDA JEMBER

Kepada Yth.

Sdr. Konsumen PT. Asuransi Bangun Askrida Jember.

di tempat

Berkaitan dengan kegiatan penelitian yang saya lakukan dengan judul "Analisis Kualitas Pelayanan Jasa Terhadap Kepuasan Konsumen PT. Asuransi Bangun Askrida Jember" sebagai salah satu syarat untuk memperoleh gelar Sarjana Ekonomi pada Universitas Muhammadiyah Jember, maka dengan ini saya mengharapkan bantuan saudara untuk untuk mengisi daftar Pernyataan yang saya sertakan di bawah ini.

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

Atas perhatian dan bantuannya saya mengucapkan banyak terimakasih.

Eko Prastiyanto

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LAMPIRAN 2:
Petunjuk Pengisian Kuesioner Penelitian

Petunjuk Pengisian:

Berilah tanda chek list (√) pada jawaban yang dipilih.

1. Pendapat anda sangat setuju (SS)
2. Pendapat anda setuju (S)
3. Kurang setuju (KS)
4. Tidak setuju (TS)
5. Sangat tidak setuju (STS)

Identitas responden

1. Usia : .....
2. Jenis Kelamin : .....
3. Pendidikan Terakhir : .....
4. Lama Berlangganan : .....

LAMPIRAN 3:
Kuesioner Penelitian

1. *Tangibles* (bukti fisik) (X_1)

No	Pernyataan	Pilihan Jawaban				
		STS	TS	KS	S	SS
1	Pegawai PT. Asuransi Bangun Askrida Jember selalu berpenampilan rapi dan formal					
2	PT. Asuransi Bangun Askrida Jember selalu menggunakan peralatan dan perlengkapan yang modern					
3	Tata letak / *layout* kantor PT. Asuransi Bangun Askrida Jember diatur dengan baik.					

2. *Reliability* (kehandalan) (X_2)

No	Pernyataan	Pilihan Jawaban				
		STS	TS	KS	S	SS
1	PT. Asuransi Bangun Askrida Jember selalu menerima keluhan dan saran secara profesional					
2	PT. Asuransi Bangun Askrida Jember selalu memberikan solusi dalam setiap masalah					
3	PT. Asuransi Bangun Askrida Jember mampu menangani masalah dengan cepat dan tepat					

3. *Responsivness* (ketanggapan) (X_3),

No	Pernyataan	Pilihan Jawaban				
		STS	TS	KS	S	SS
1	Pegawai PT. Asuransi Bangun Askrida Jember selalu siap melayani konsumen /tertanggung					
2	PT. Asuransi Bangun Askrida Jember menangani klaim dengan cepat					
3	Konsumen/tertanggung mendapatkan informasi tentang polis asuransi secara cepat dan detail					

4. *Assurance* (jaminan) (X_4),

No	Pernyataan	Pilihan Jawaban				
		STS	TS	KS	S	SS
1	Konsumen/tertanggung merasa aman ketika melakukan penutupan polis asuransi					
2	Konsumen/tertanggung mendapatkan hak klaim sesuai kerugian yang diderita					
3	PT. Asuransi Bangun Askrida Jember bercitra baik di mata konsumen/tertanggung					

5. *Empathy* (empati) (X_5)

No	Pernyataan	Pilihan Jawaban				
		STS	TS	KS	S	SS
1	Pegawai PT. Asuransi Bangun Askrida Jember memberikan perhatian yang baik terhadap konsumen/tertanggung					
2	Konsumen/tertanggung mudah menghubungi pegawai PT. Asuransi Bangun Askrida Jember					
3	PT. Asuransi Bangun Askrida Jember mengutamakan kepentingan konsumen					

6. Kepuasan Pelanggan (Y)

No	Pernyataan	Pilihan Jawaban				
		STS	TS	KS	S	SS
1	Konsumen/tertanggung merasa puas dengan seluruh layanan yang diberikan					
2	Pelayanan yang diberikan melebihi harapan dari konsumen/tertanggung					
3	Anda merekomendasikan PT. Asuransi Bangun Askrida Jember kepada orang lain					

LAMPIRAN 4:
Rekapitulasi Jawaban Responden

Rekapitulasi Jawaban Responden

No	X1.1	X1.2	X1.3	X1	X2.1	X2.2	X2.3	X2	X3.1	X3.2	X3.3	X3	X4.1	X4.2	X4.3	X4	X5.1	X5.2	X5.3	X5	Y.1	Y.2	Y.3	Y
1	4	4	4	12	4	4	4	12	4	4	4	12	4	4	5	13	4	4	4	12	4	4	4	12
2	5	5	4	14	4	4	4	12	4	5	5	14	4	5	5	14	4	5	4	13	4	5	5	14
4	4	4	5	13	4	5	4	13	4	4	4	12	4	4	5	13	4	5	4	13	5	4	4	13
4	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
5	4	3	4	11	4	3	4	11	3	4	4	11	3	3	3	9	3	4	3	10	3	4	4	11
6	4	4	4	12	4	4	4	12	5	4	4	13	4	5	3	12	4	4	4	12	4	4	4	12
7	5	4	4	13	4	5	4	13	4	4	4	12	5	4	4	13	4	4	5	13	5	4	4	13
8	4	4	5	13	5	5	5	15	4	5	5	14	4	5	5	14	5	5	4	14	4	5	5	14
9	3	3	3	9	4	3	3	10	3	3	3	9	3	3	4	10	4	3	3	10	3	4	3	10
10	3	3	3	9	3	3	3	9	3	3	4	10	3	3	4	10	3	3	3	9	3	3	3	9
11	4	5	5	14	4	5	4	13	5	4	4	13	4	4	5	13	4	4	5	13	5	4	4	13
12	4	5	5	14	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15
13	4	5	5	14	5	5	4	14	5	5	5	15	4	5	5	14	5	4	5	14	5	5	4	14
14	4	4	4	12	4	4	5	13	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
15	4	3	3	10	4	4	4	12	4	4	4	12	4	4	4	12	4	5	3	12	4	4	4	12
16	4	5	4	13	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
17	4	4	4	12	4	4	5	13	4	4	5	13	4	4	4	12	5	4	4	13	4	4	5	13
18	4	5	4	13	4	4	5	13	4	5	5	14	4	5	4	13	4	4	4	12	5	4	4	13
19	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
20	5	4	4	13	4	4	4	12	4	4	4	12	4	4	5	13	4	4	4	12	4	4	4	12
21	5	5	5	15	5	5	4	14	5	5	5	15	4	5	5	14	5	5	4	14	5	5	4	14
22	4	5	5	14	4	5	5	14	4	4	4	12	4	5	5	14	4	5	5	14	5	5	4	14
23	4	4	4	12	4	4	4	12	4	4	4	12	4	4	3	11	4	4	4	12	4	4	4	12
24	4	5	5	14	5	5	4	14	5	5	5	15	5	5	4	14	4	5	5	14	5	5	4	14
25	4	5	5	14	5	4	5	14	5	4	4	13	5	5	4	14	4	5	4	13	5	5	4	14
26	5	5	4	14	5	5	5	15	4	5	5	14	5	5	5	15	5	5	4	14	4	5	5	14
27	5	5	4	14	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
28	4	4	5	13	4	4	5	13	4	4	4	12	4	4	5	13	5	4	4	13	4	5	4	13
29	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15
30	5	4	4	13	4	5	4	13	4	5	4	13	4	4	5	13	4	4	5	13	4	4	5	13
31	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
32	4	4	3	11	3	4	4	11	3	4	4	11	4	3	3	10	4	4	3	11	3	4	4	11
33	3	3	4	10	2	3	3	8	3	3	3	9	3	4	3	10	3	3	3	9	3	3	4	10
34	4	4	4	12	4	4	4	12	4	4	5	13	4	4	4	12	4	4	4	12	4	4	4	12
35	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
36	4	4	4	12	4	4	4	12	4	4	4	12	4	4	5	13	4	4	4	12	4	4	4	12
37	5	5	5	15	5	5	5	15	4	5	5	14	5	5	5	15	5	5	5	15	5	5	5	15
38	4	4	4	12	4	4	4	12	4	4	5	13	4	3	3	10	4	4	4	12	4	4	4	12
39	4	4	4	12	4	4	4	12	3	4	4	11	4	4	3	11	4	4	4	12	4	4	4	12
40	5	5	4	14	5	4	4	13	4	4	5	13	5	4	4	13	4	5	5	14	5	4	4	13
41	5	5	5	15	5	5	5	14	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15
42	4	4	4	12	4	4	4	12	4	4	4	12	4	4	3	11	4	4	4	12	4	4	4	12
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46	4	5	5	14	4	5	5	14	4	4	5	13	4	4	5	13	4	5	5	14	5	4	4	13
47	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15	5	5	4	14	5	5	5	15
48	4	4	4	12	4	4	4	12	5	4	4	13	4	4	5	13	4	4	4	12	5	4	4	13
49	5	4	5	14	4	4	5	13	5	4	4	13	4	4	5	13	4	4	4	12	5	4	4	13
50	4	4	4	12	4	4	4	12	3	4	4	11	4	4	4	12	4	4	4	12	4	4	4	12
51	4	5	5	14	5	5	4	14	5	4	4	13	4	4	5	13	4	4	5	13	5	4	4	13
52	4	5	5	14	5	5	5	15	5	5	4	14	4	5	5	14	5	4	4	13	5	4	5	14
53	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12	5	4	4	13	4	4	4	12
54	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15
55	4	4	4	12	4	4	4	12	4	4	5	13	4	4	4	12	4	4	4	12	4	4	4	12
56	4	4	4	12	4	5	3	12	4	4	4	12	4	4	4	12	4	4	5	13	4	4	4	12
57	5	5	4	14	5	4	5	14	5	5	4	14	5	5	5	15	5	4	4	13	4	5	5	14

Sumber; Data primer yang diolah 2018

LAMPIRAN 5:
Frekuensi Pernyataan Responden

Frekuensi Penyataan Responden

A. Bukti fisik

Statistics

		X1.1	X1.2	X1.3
N	Valid	57	57	57
	Missing	0	0	0

X1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	5.3	5.3	5.3
	4	38	66.7	66.7	71.9
	5	16	28.1	28.1	100.0
	Total	57	100.0	100.0	

X1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	5	8.8	8.8	8.8
	4	30	52.6	52.6	61.4
	5	22	38.6	38.6	100.0
	Total	57	100.0	100.0	

X1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	4	7.0	7.0	7.0
	4	34	59.6	59.6	66.7
	5	19	33.3	33.3	100.0
	Total	57	100.0	100.0	

B. Kehandalan

Statistics

		X2.1	X2.2	X2.3
N	Valid	57	57	57
	Missing	0	0	0

X2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.8	1.8	1.8
	3	2	3.5	3.5	5.3
	4	37	64.9	64.9	70.2
	5	17	29.8	29.8	100.0
	Total	57	100.0	100.0	

X2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	4	7.0	7.0	7.0
	4	33	57.9	57.9	64.9
	5	20	35.1	35.1	100.0
	Total	57	100.0	100.0	

X2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	4	7.0	7.0	7.0
	4	35	61.4	61.4	68.4
	5	18	31.6	31.6	100.0
	Total	57	100.0	100.0	

C. Daya tanggap

Statistics

		X3.1	X3.2	X3.3
N	Valid	57	57	57
	Missing	0	0	0

X3.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	7	12.3	12.3	12.3
	4	34	59.6	59.6	71.9
	5	16	28.1	28.1	100.0
	Total	57	100.0	100.0	

X3.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	5.3	5.3	5.3
	4	37	64.9	64.9	70.2
	5	17	29.8	29.8	100.0
	Total	57	100.0	100.0	

X3.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	3.5	3.5	3.5
	4	35	61.4	61.4	64.9
	5	20	35.1	35.1	100.0
	Total	57	100.0	100.0	

D. Jaminan

Statistics

		X4.1	X4.2	X4.3
N	Valid	57	57	57
	Missing	0	0	0

X4.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	4	7.0	7.0	7.0
	4	40	70.2	70.2	77.2
	5	13	22.8	22.8	100.0
	Total	57	100.0	100.0	

X4.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	6	10.5	10.5	10.5
	4	33	57.9	57.9	68.4
	5	18	31.6	31.6	100.0
	Total	57	100.0	100.0	

X4.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	9	15.8	15.8	15.8
	4	23	40.4	40.4	56.1
	5	25	43.9	43.9	100.0
	Total	57	100.0	100.0	

E. Empati

Statistics

		X5.1	X5.2	X5.3
N	Valid	57	57	57
	Missing	0	0	0

X5.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	5.3	5.3	5.3
	4	38	66.7	66.7	71.9
	5	16	28.1	28.1	100.0
	Total	57	100.0	100.0	

X5.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	5.3	5.3	5.3
	4	37	64.9	64.9	70.2
	5	17	29.8	29.8	100.0
	Total	57	100.0	100.0	

X5.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	6	10.5	10.5	10.5
	4	36	63.2	63.2	73.7
	5	15	26.3	26.3	100.0
	Total	57	100.0	100.0	

F. Kepuasan Konsumen

Statistics

		Y.1	Y.2	Y.3
N	Valid	57	57	57
	Missing	0	0	0

Y.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	5	8.8	8.8	8.8
	4	30	52.6	52.6	61.4
	5	22	38.6	38.6	100.0
	Total	57	100.0	100.0	

Y.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	3.5	3.5	3.5
	4	39	68.4	68.4	71.9
	5	16	28.1	28.1	100.0
	Total	57	100.0	100.0	

Y.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	3.5	3.5	3.5
	4	42	73.7	73.7	77.2
	5	13	22.8	22.8	100.0
	Total	57	100.0	100.0	

LAMPIRAN 6:
Hasil Uji Validitas

A. Bukti fisik

Correlations

		X1.1	X1.2	X1.3	X1
X1.1	Pearson Correlation	1	.540**	.319*	.738**
	Sig. (2-tailed)		.000	.016	.000
	N	57	57	57	57
X1.2	Pearson Correlation	.540**	1	.662**	.906**
	Sig. (2-tailed)	.000		.000	.000
	N	57	57	57	57
X1.3	Pearson Correlation	.319*	.662**	1	.814**
	Sig. (2-tailed)	.016	.000		.000
	N	57	57	57	57
X1	Pearson Correlation	.738**	.906**	.814**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	57	57	57	57

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

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

B. Kehandalan

Correlations

		X2.1	X2.2	X2.3	X2
X2.1	Pearson Correlation	1	.625**	.560**	.869**
	Sig. (2-tailed)		.000	.000	.000
	N	57	57	57	57
X2.2	Pearson Correlation	.625**	1	.477**	.834**
	Sig. (2-tailed)	.000		.000	.000
	N	57	57	57	57
X2.3	Pearson Correlation	.560**	.477**	1	.802**
	Sig. (2-tailed)	.000	.000		.000
	N	57	57	57	57
X2	Pearson Correlation	.869**	.834**	.802**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	57	57	57	57

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

C. Daya tanggap

Correlations

		X3.1	X3.2	X3.3	X3
X3.1	Pearson Correlation	1	.571**	.381**	.806**
	Sig. (2-tailed)		.000	.003	.000
	N	57	57	57	57
X3.2	Pearson Correlation	.571**	1	.644**	.883**
	Sig. (2-tailed)	.000		.000	.000
	N	57	57	57	57
X3.3	Pearson Correlation	.381**	.644**	1	.798**
	Sig. (2-tailed)	.003	.000		.000
	N	57	57	57	57
X3	Pearson Correlation	.806**	.883**	.798**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	57	57	57	57

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

D. Jaminan

Correlations

		X4.1	X4.2	X4.3	X4
X4.1	Pearson Correlation	1	.607**	.349**	.756**
	Sig. (2-tailed)		.000	.008	.000
	N	57	57	57	57
X4.2	Pearson Correlation	.607**	1	.542**	.871**
	Sig. (2-tailed)	.000		.000	.000
	N	57	57	57	57
X4.3	Pearson Correlation	.349**	.542**	1	.814**
	Sig. (2-tailed)	.008	.000		.000
	N	57	57	57	57
X4	Pearson Correlation	.756**	.871**	.814**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	57	57	57	57

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

E. Empati

Correlations

		X5.1	X5.2	X5.3	X5
X5.1	Pearson Correlation	1	.479**	.392**	.772**
	Sig. (2-tailed)		.000	.003	.000
	N	57	57	57	57
X5.2	Pearson Correlation	.479**	1	.488**	.818**
	Sig. (2-tailed)	.000		.000	.000
	N	57	57	57	57
X5.3	Pearson Correlation	.392**	.488**	1	.801**
	Sig. (2-tailed)	.003	.000		.000
	N	57	57	57	57
X5	Pearson Correlation	.772**	.818**	.801**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	57	57	57	57

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

F. Kepuasan Konsumen

Correlations

		Y.1	Y.2	Y.3	Y
Y.1	Pearson Correlation	1	.494**	.340**	.799**
	Sig. (2-tailed)		.000	.010	.000
	N	57	57	57	57
Y.2	Pearson Correlation	.494**	1	.606**	.852**
	Sig. (2-tailed)	.000		.000	.000
	N	57	57	57	57
Y.3	Pearson Correlation	.340**	.606**	1	.769**
	Sig. (2-tailed)	.010	.000		.000
	N	57	57	57	57
Y	Pearson Correlation	.799**	.852**	.769**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	57	57	57	57

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

LAMPIRAN 7:
Hasil Uji Reliabilitas

A. Bukti fisik

Case Processing Summary

		N	%
Cases	Valid	57	100.0
	Excluded[a]	0	.0
	Total	57	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.759	3

B. Kehandalan

Case Processing Summary

		N	%
Cases	Valid	57	100.0
	Excluded[a]	0	.0
	Total	57	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.789	3

C. Daya tanggap

Case Processing Summary

		N	%
Cases	Valid	57	100.0
	Excluded[a]	0	.0
	Total	57	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.767	3

D. Jaminan

Case Processing Summary

		N	%
Cases	Valid	57	100.0
	Excluded[a]	0	.0
	Total	57	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.738	3

E. Empati

Case Processing Summary

		N	%
Cases	Valid	57	100.0
	Excluded[a]	0	.0
	Total	57	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.712	3

F. Kepuasan Konsumen

Case Processing Summary

		N	%
Cases	Valid	57	100.0
	Excluded[a]	0	.0
	Total	57	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.721	3

LAMPIRAN 8:
Hasil Uji Uji Regresi, Uji Asumsi Klasik Dan Uji Hipotesis

Variables Entered/Removed[a]

Model	Variables Entered	Variables Removed	Method
1	X5, X3, X4, X1, X2[b]	.	Enter

a. Dependent Variable: Y

b. All requested variables entered.

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.973[a]	.947	.942	.314

a. Predictors: (Constant), X5, X3, X4, X1, X2

b. Dependent Variable: Y

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	90.023	5	18.005	182.560	.000[b]
	Residual	5.030	51	.099		
	Total	95.053	56			

a. Dependent Variable: Y

b. Predictors: (Constant), X5, X3, X4, X1, X2

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	.737	.412		1.791	.079		
	X1	.159	.067	.175	2.391	.021	.193	5.181
	X2	.202	.080	.227	2.520	.015	.128	7.794
	X3	.163	.062	.176	2.610	.012	.228	4.391
	X4	.184	.059	.216	3.129	.003	.218	4.595
	X5	.237	.087	.242	2.711	.009	.130	7.673

a. Dependent Variable: Y

Coefficient Correlations[a]

Model			X5	X3	X4	X1	X2
1	Correlations	X5	1.000	-.130	-.190	-.246	-.529
		X3	-.130	1.000	-.201	-.211	-.240
		X4	-.190	-.201	1.000	-.252	-.173
		X1	-.246	-.211	-.252	1.000	-.180
		X2	-.529	-.240	-.173	-.180	1.000
	Covariances	X5	.008	-.001	-.001	-.001	-.004
		X3	-.001	.004	-.001	-.001	-.001
		X4	-.001	-.001	.003	-.001	-.001
		X1	-.001	-.001	-.001	.004	-.001
		X2	-.004	-.001	-.001	-.001	.006

a. Dependent Variable: Y

Collinearity Diagnostics[a]

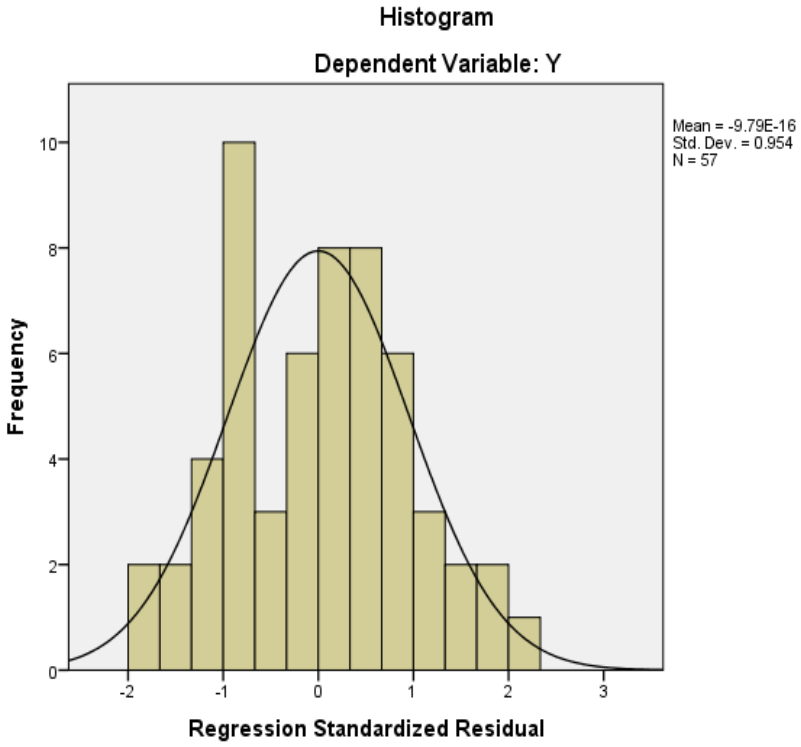
Model	Dimension	Eigenvalue	Condition Index	Variance Proportions					
				(Constant)	X1	X2	X3	X4	X5
1	1	5.983	1.000	.00	.00	.00	.00	.00	.00
	2	.009	25.518	.91	.01	.01	.01	.02	.00
	3	.002	49.515	.04	.00	.03	.28	.85	.01
	4	.002	52.553	.00	.16	.07	.70	.12	.07
	5	.002	56.475	.00	.81	.20	.01	.01	.08
	6	.001	78.273	.05	.01	.69	.01	.00	.83

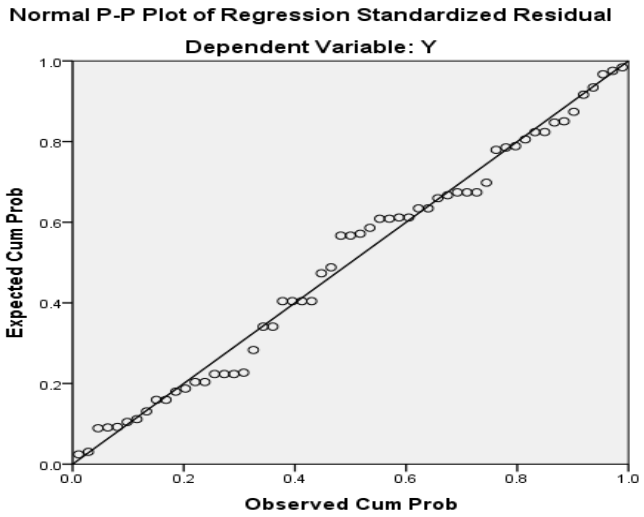
a. Dependent Variable: Y

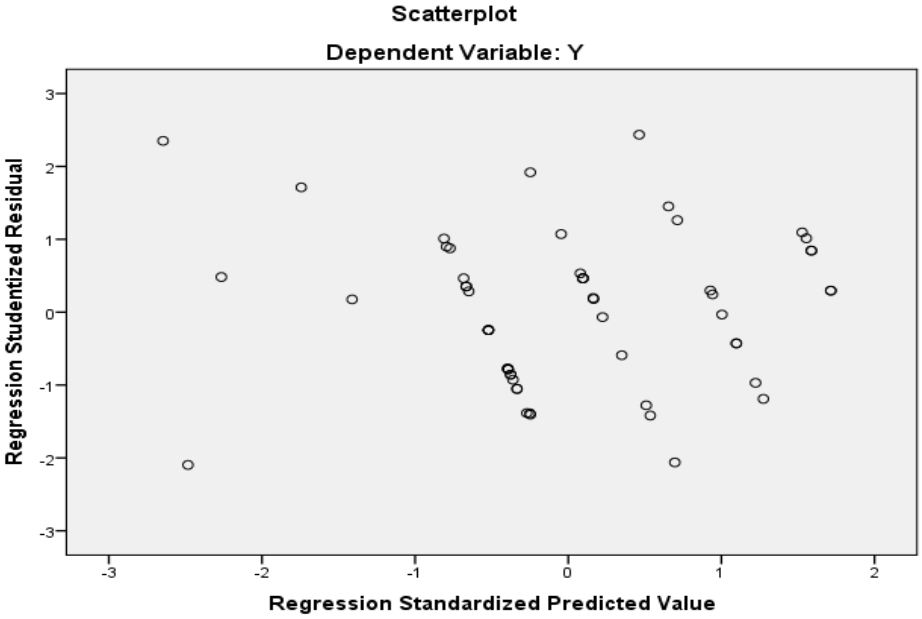
Residuals Statistics[a]

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	9.38	14.91	12.74	1.268	57
Std. Predicted Value	-2.646	1.715	.000	1.000	57
Standard Error of Predicted Value	.044	.172	.098	.029	57
Adjusted Predicted Value	9.12	14.90	12.73	1.277	57
Residual	-.619	.676	.000	.300	57
Std. Residual	-1.972	2.151	.000	.954	57
Stud. Residual	-2.096	2.435	.013	1.033	57
Deleted Residual	-.737	.882	.009	.352	57
Stud. Deleted Residual	-2.171	2.565	.015	1.052	57
Mahal. Distance	.137	15.782	4.912	3.479	57
Cook's Distance	.000	.394	.032	.068	57
Centered Leverage Value	.002	.282	.088	.062	57

a. Dependent Variable: Y




Normal P-P Plot of Regression Standardized Residual
Dependent Variable: Y
Expected Cum Prob
Observed Cum Prob
0.0
0.2
0.4
0.6
0.8
1.0


Scatterplot
Dependent Variable: Y
Regression Studentized Residual
Regression Standardized Predicted Value
-3
-2
-1
0
1
2
3

LAMPIRAN 9:
Tabel r *Product Moment*, Tabel Distribusi F, dan Tabel Distribusi t

Tabel r product Moment (Sig = 0,05)

df	r	df	r	df	r	df	r
1	0.9969	26	0.3739	51	0.2706	76	0.2227
2	0.9500	27	0.3673	52	0.2681	77	0.2213
3	0.8783	28	0.3610	53	0.2656	78	0.2199
4	0.8114	29	0.3550	54	0.2632	79	0.2165
5	0.7545	30	0.3494	55	0.2609	80	0.2162
6	0.7067	31	0.3440	56	0.2586	81	0.2159
7	0.6664	32	0.3388	57	0.2564	82	0.2146
8	0.6319	33	0.3388	58	0.2542	83	0.2133
9	0.6021	34	0.3291	59	0.2521	84	0.2120
10	0.5760	35	0.3246	60	0.2500	85	0.2108
11	0.5529	36	0.3202	61	0.2480	86	0.2096
12	0.5324	37	0.3160	62	0.2461	87	0.2084
13	0.5140	38	0.3120	63	0.2441	88	0.2072
14	0.4973	39	0.3081	64	0.2423	89	0.2061
15	0.4821	40	0.3044	65	0.2404	90	0.2050
16	0.4683	41	0.3008	66	0.2387	91	0.2039
17	0.4555	42	0.2973	67	0.2369	92	0.2028
18	0.4438	43	0.2940	68	0.2352	93	0.2017
19	0.4329	44	0.2907	69	0.2335	94	0.2006
20	0.4227	45	0.2876	70	0.2319	95	0.1996
21	0.4132	46	0.2845	71	0.2303	96	0.1986
22	0.4044	47	0.2816	72	0.2287	97	0.1975
23	0.3961	48	0.2787	73	0.2272	98	0.1966
24	0.3882	49	0.2759	74	0.2257	99	0.1956
25	0.3809	50	0.2732	75	0.2242	100	0.1946

Sumber: Data primer yang diolah 2018

Tabel Distribusi F										
	DF 1									
DF 2	1	2	3	4	5	6	7	8	9	10
1	161.4476	199.5000	215.7073	224.5833	230.1619	233.986	236.7684	238.8827	240.5433	241.8818
2	18.5128	19.0000	19.1643	19.2468	19.2964	19.3295	19.3532	19.371	19.3848	19.3959
3	10.1280	9.5521	9.2766	9.1172	9.0135	8.9406	8.8867	8.8452	8.8123	8.7855
4	7.7086	6.9443	6.5914	6.3882	6.2561	6.1631	6.0942	6.041	5.9988	5.9644
5	6.6079	5.7861	5.4095	5.1922	5.0503	4.9503	4.8759	4.8183	4.7725	4.7351
6	5.9874	5.1433	4.7571	4.5337	4.3874	4.2839	4.2067	4.1468	4.099	4.06
7	5.5914	4.7374	4.3468	4.1203	3.9715	3.866	3.787	3.7257	3.6767	3.6365
8	5.3177	4.4590	4.0662	3.8379	3.6875	3.5806	3.5005	3.4381	3.3881	3.3472
9	5.1174	4.2565	3.8625	3.6331	3.4817	3.3738	3.2927	3.2296	3.1789	3.1373
10	4.9646	4.1028	3.7083	3.4780	3.3258	3.2172	3.1355	3.0717	3.0204	2.9782
11	4.8443	3.9823	3.5874	3.3567	3.2039	3.0946	3.0123	2.948	2.8962	2.8536
12	4.7472	3.8853	3.4903	3.2592	3.1059	2.9961	2.9134	2.8486	2.7964	2.7534
13	4.6672	3.8056	3.4105	3.1791	3.0254	2.9153	2.8321	2.7669	2.7144	2.671
14	4.6001	3.7389	3.3439	3.1122	2.9582	2.8477	2.7642	2.6987	2.6458	2.6022
15	4.5431	3.6823	3.2874	3.0556	2.9013	2.7905	2.7066	2.6408	2.5876	2.5437
16	4.4940	3.6337	3.2389	3.0069	2.8524	2.7413	2.6572	2.5911	2.5377	2.4935
17	4.4513	3.5915	3.1968	2.9647	2.8100	2.6987	2.6143	2.548	2.4943	2.4499
18	4.4139	3.5546	3.1599	2.9277	2.7729	2.6613	2.5767	2.5102	2.4563	2.4117
19	4.3807	3.5219	3.1274	2.8951	2.7401	2.6283	2.5435	2.4768	2.4227	2.3779
20	4.3512	3.4928	3.0984	2.8661	2.7109	2.599	2.514	2.4471	2.3928	2.3479
21	4.3248	3.4668	3.0725	2.8401	2.6848	2.5727	2.4876	2.4205	2.366	2.321
22	4.3009	3.4434	3.0491	2.8167	2.6613	2.5491	2.4638	2.3965	2.3419	2.2967
23	4.2793	3.4221	3.0280	2.7955	2.6400	2.5277	2.4422	2.3748	2.3201	2.2747
24	4.2597	3.4028	3.0088	2.7763	2.6207	2.5082	2.4226	2.3551	2.3002	2.2547
25	4.2417	3.3852	2.9912	2.7587	2.6030	2.4904	2.4047	2.3371	2.2821	2.2365
26	4.2252	3.3690	2.9752	2.7426	2.5868	2.4741	2.3883	2.3205	2.2655	2.2197

27	4.2100	3.3541	2.9604	2.7278	2.5719	2.4591	2.3732	2.3053	2.2501	2.2043
28	4.1960	3.3404	2.9467	2.7141	2.5581	2.4453	2.3593	2.2913	2.236	2.19
29	4.1830	3.3277	2.9340	2.7014	2.5454	2.4324	2.3463	2.2783	2.2229	2.1768
30	4.1709	3.3158	2.9223	2.6896	2.5336	2.4205	2.3343	2.2662	2.2107	2.1646
31	4.1596	3.3048	2.9113	2.6787	2.5225	2.4094	2.3232	2.2549	2.1994	2.1532
32	4.1491	3.2945	2.9011	2.6684	2.5123	2.3991	2.3127	2.2444	2.1888	2.1425
33	4.1393	3.2849	2.8916	2.6589	2.5026	2.3894	2.303	2.2346	2.1789	2.1325
34	4.1300	3.2759	2.8826	2.6499	2.4936	2.3803	2.2938	2.2253	2.1696	2.1231
35	4.1213	3.2674	2.8742	2.6415	2.4851	2.3718	2.2852	2.2167	2.1608	2.1143
36	4.1132	3.2594	2.8663	2.6335	2.4772	2.3638	2.2771	2.2085	2.1526	2.1061
37	4.1055	3.2519	2.8588	2.6261	2.4696	2.3562	2.2695	2.2008	2.1449	2.0982
38	4.0982	3.2448	2.8517	2.6190	2.4625	2.349	2.2623	2.1936	2.1375	2.0909
39	4.0913	3.2381	2.8451	2.6123	2.4558	2.3423	2.2555	2.1867	2.1306	2.0839
40	4.0847	3.2317	2.8387	2.6060	2.4495	2.3359	2.249	2.1802	2.124	2.0772
41	4.0785	3.2257	2.8327	2.6000	2.4434	2.3298	2.2429	2.174	2.1178	2.071
42	4.0727	3.2199	2.8270	2.5943	2.4377	2.324	2.2371	2.1681	2.1119	2.065
43	4.0670	3.2145	2.8216	2.5888	2.4322	2.3185	2.2315	2.1625	2.1062	2.0593
44	4.0617	3.2093	2.8165	2.5837	2.4270	2.3133	2.2263	2.1572	2.1009	2.0539
45	4.0566	3.2043	2.8115	2.5787	2.4221	2.3083	2.2212	2.1521	2.0958	2.0487
46	4.0517	3.1996	2.8068	2.5740	2.4174	2.3035	2.2164	2.1473	2.0909	2.0438
47	4.0471	3.1951	2.8024	2.5695	2.4128	2.299	2.2118	2.1427	2.0862	2.0391
48	4.0427	3.1907	2.7981	2.5652	2.4085	2.2946	2.2074	2.1382	2.0817	2.0346
49	4.0384	3.1866	2.7939	2.5611	2.4044	2.2904	2.2032	2.134	2.0775	2.0303
50	4.0343	3.1826	2.7900	2.5572	2.4004	2.2864	2.1992	2.1299	2.0734	2.0261
51	4.0304	3.1788	2.7862	2.5534	2.3966	2.2826	2.1953	2.126	2.0694	2.0222
52	4.0266	3.1751	2.7826	2.5498	2.3930	2.2789	2.1916	2.1223	2.0656	2.0184
53	4.0230	3.1716	2.7791	2.5463	2.3894	2.2754	2.1881	2.1187	2.062	2.0147
54	4.0195	3.1682	2.7758	2.5429	2.3861	2.272	2.1846	2.1152	2.0585	2.0112
55	4.0162	3.1650	2.7725	2.5397	2.3828	2.2687	2.1813	2.1119	2.0552	2.0078
56	4.0130	3.1619	2.7694	2.5366	2.3797	2.2656	2.1782	2.1087	2.0519	2.0045

57	4.0099	3.1588	2.7664	2.5336	2.3767	2.2625	2.1751	2.1056	2.0488	2.0014
58	4.0069	3.1559	2.7636	2.5307	2.3738	2.2596	2.1721	2.1026	2.0458	1.9983
59	4.0040	3.1531	2.7608	2.5279	2.3710	2.2568	2.1693	2.0997	2.0429	1.9954
60	4.0012	3.1504	2.7581	2.5252	2.3683	2.2541	2.1665	2.097	2.0401	1.9926
61	3.9985	3.1478	2.7555	2.5226	2.3657	2.2514	2.1639	2.0943	2.0374	1.9899
62	3.9959	3.1453	2.7530	2.5201	2.3631	2.2489	2.1613	2.0917	2.0348	1.9872
63	3.9934	3.1428	2.7505	2.5177	2.3607	2.2464	2.1588	2.0892	2.0322	1.9847
64	3.9909	3.1404	2.7482	2.5153	2.3583	2.244	2.1564	2.0868	2.0298	1.9822
65	3.9886	3.1381	2.7459	2.5130	2.3560	2.2417	2.1541	2.0844	2.0274	1.9798
66	3.9863	3.1359	2.7437	2.5108	2.3538	2.2395	2.1518	2.0821	2.0251	1.9775
67	3.9840	3.1338	2.7416	2.5087	2.3517	2.2373	2.1497	2.0799	2.0229	1.9752
68	3.9819	3.1317	2.7395	2.5066	2.3496	2.2352	2.1475	2.0778	2.0207	1.973
69	3.9798	3.1296	2.7375	2.5046	2.3475	2.2332	2.1455	2.0757	2.0186	1.9709
70	3.9778	3.1277	2.7355	2.5027	2.3456	2.2312	2.1435	2.0737	2.0166	1.9689
71	3.9758	3.1258	2.7336	2.5008	2.3437	2.2293	2.1415	2.0717	2.0146	1.9669
72	3.9739	3.1239	2.7318	2.4989	2.3418	2.2274	2.1397	2.0698	2.0127	1.9649
73	3.9720	3.1221	2.7300	2.4971	2.3400	2.2256	2.1378	2.068	2.0108	1.9631
74	3.9702	3.1203	2.7283	2.4954	2.3383	2.2238	2.136	2.0662	2.009	1.9612
75	3.9685	3.1186	2.7266	2.4937	2.3366	2.2221	2.1343	2.0644	2.0073	1.9594
76	3.9668	3.1170	2.7249	2.4920	2.3349	2.2204	2.1326	2.0627	2.0055	1.9577
77	3.9651	3.1154	2.7233	2.4904	2.3333	2.2188	2.131	2.0611	2.0039	1.956
78	3.9635	3.1138	2.7218	2.4889	2.3317	2.2172	2.1294	2.0595	2.0022	1.9544
79	3.9619	3.1123	2.7203	2.4874	2.3302	2.2157	2.1278	2.0579	2.0007	1.9528
80	3.9604	3.1108	2.7188	2.4859	2.3287	2.2142	2.1263	2.0564	1.9991	1.9512
81	3.9589	3.1093	2.7173	2.4844	2.3273	2.2127	2.1248	2.0549	1.9976	1.9497
82	3.9574	3.1079	2.7159	2.4830	2.3259	2.2113	2.1234	2.0534	1.9961	1.9482
83	3.9560	3.1065	2.7146	2.4817	2.3245	2.2099	2.122	2.052	1.9947	1.9468
84	3.9546	3.1052	2.7132	2.4803	2.3231	2.2086	2.1206	2.0506	1.9933	1.9454
85	3.9532	3.1038	2.7119	2.4790	2.3218	2.2072	2.1193	2.0493	1.9919	1.944
86	3.9519	3.1026	2.7106	2.4777	2.3205	2.2059	2.118	2.048	1.9906	1.9426

87	**3.9506**	**3.1013**	**2.7094**	**2.4765**	**2.3193**	**2.2047**	**2.1167**	**2.0467**	**1.9893**	**1.9413**
88	**3.9493**	**3.1001**	**2.7082**	**2.4753**	**2.3181**	**2.2034**	**2.1155**	**2.0454**	**1.988**	**1.94**
89	**3.9481**	**3.0989**	**2.7070**	**2.4741**	**2.3169**	**2.2022**	**2.1143**	**2.0442**	**1.9868**	**1.9388**
90	**3.9469**	**3.0977**	**2.7058**	**2.4729**	**2.3157**	**2.2011**	**2.1131**	**2.043**	**1.9856**	**1.9376**
91	**3.9457**	**3.0966**	**2.7047**	**2.4718**	**2.3145**	**2.1999**	**2.1119**	**2.0418**	**1.9844**	**1.9364**
92	**3.9445**	**3.0954**	**2.7036**	**2.4707**	**2.3134**	**2.1988**	**2.1108**	**2.0407**	**1.9833**	**1.9352**
93	**3.9434**	**3.0943**	**2.7025**	**2.4696**	**2.3123**	**2.1977**	**2.1097**	**2.0395**	**1.9821**	**1.9341**
94	**3.9423**	**3.0933**	**2.7014**	**2.4685**	**2.3113**	**2.1966**	**2.1086**	**2.0384**	**1.981**	**1.9329**
95	**3.9412**	**3.0922**	**2.7004**	**2.4675**	**2.3102**	**2.1955**	**2.1075**	**2.0374**	**1.9799**	**1.9318**
96	**3.9402**	**3.0912**	**2.6994**	**2.4665**	**2.3092**	**2.1945**	**2.1065**	**2.0363**	**1.9789**	**1.9308**
97	**3.9391**	**3.0902**	**2.6984**	**2.4655**	**2.3082**	**2.1935**	**2.1054**	**2.0353**	**1.9778**	**1.9297**
98	**3.9381**	**3.0892**	**2.6974**	**2.4645**	**2.3072**	**2.1925**	**2.1044**	**2.0343**	**1.9768**	**1.9287**
99	**3.9371**	**3.0882**	**2.6965**	**2.4636**	**2.3063**	**2.1915**	**2.1035**	**2.0333**	**1.9758**	**1.9277**
100	**3.9361**	**3.0873**	**2.6955**	**2.4626**	**2.3053**	**2.1906**	**2.1025**	**2.0323**	**1.9748**	**1.9267**

Sumber: Data primer yang diolah 2018

Tabel Distribusi t

Df	0,1	0,05	0,025
1	3.0777	6.3138	12.7062
2	1.8856	2.9200	4.3027
3	1.6377	2.3534	3.1824
4	1.5332	2.1318	2.7764
5	1.4759	2.0150	2.5706
6	1.4398	1.9432	2.4469
7	1.4149	1.8946	2.3646
8	1.3968	1.8595	2.3060
9	1.3830	1.8331	2.2622
10	1.3722	1.8125	2.2281
11	1.3634	1.7959	2.2010
12	1.3562	1.7823	2.1788
13	1.3502	1.7709	2.1604
14	1.3450	1.7613	2.1448
15	1.3406	1.7531	2.1314
16	1.3368	1.7459	2.1199
17	1.3334	1.7396	2.1098
18	1.3304	1.7341	2.1009
19	1.3277	1.7291	2.0930
20	1.3253	1.7247	2.0860
21	1.3232	1.7207	2.0796
22	1.3212	1.7171	2.0739
23	1.3195	1.7139	2.0687
24	1.3178	1.7109	2.0639
25	1.3163	1.7081	2.0595
26	1.3150	1.7056	2.0555
27	1.3137	1.7033	2.0518
28	1.3125	1.7011	2.0484
29	1.3114	1.6991	2.0452
30	1.3104	1.6973	2.0423
31	1.3095	1.6955	2.0395
32	1.3086	1.6939	2.0369
33	1.3077	1.6924	2.0345
34	1.3070	1.6909	2.0322
35	1.3062	1.6896	2.0301
36	1.3055	1.6883	2.0281
37	1.3049	1.6871	2.0262
38	1.3042	1.6860	2.0244
39	1.3036	1.6849	2.0227
40	1.3031	1.6839	2.0211
41	1.3025	1.6829	2.0195
42	1.3020	1.6820	2.0181
43	1.3016	1.6811	2.0167
44	1.3011	1.6802	2.0154
45	1.3006	1.6794	2.0141

46	1.3002	1.6787	2.0129
47	1.2998	1.6779	2.0117
48	1.2994	1.6772	2.0106
49	1.2991	1.6766	2.0096
50	1.2987	1.6759	2.0086
51	1.2984	1.6753	2.0076
52	1.2980	1.6747	2.0066
53	1.2977	1.6741	2.0057
54	1.2974	1.6736	2.0049
55	1.2971	1.6730	2.0040
56	1.2969	1.6725	2.0032
57	1.2966	1.6720	2.0025
58	1.2963	1.6716	2.0017
59	1.2961	1.6711	2.0010
60	1.2958	1.6706	2.0003
61	1.2956	1.6702	1.9996
62	1.2954	1.6698	1.9990
63	1.2951	1.6694	1.9983
64	1.2949	1.6690	1.9977
65	1.2947	1.6686	1.9971
66	1.2945	1.6683	1.9966
67	1.2943	1.6679	1.9960
68	1.2941	1.6676	1.9955
69	1.2939	1.6672	1.9949
70	1.2938	1.6669	1.9944
71	1.2936	1.6666	1.9939
72	1.2934	1.6663	1.9935
73	1.2933	1.6660	1.9930
74	1.2931	1.6657	1.9925
75	1.2929	1.6654	1.9921
76	1.2928	1.6652	1.9917
77	1.2926	1.6649	1.9913
78	1.2925	1.6646	1.9908
79	1.2924	1.6644	1.9905
80	1.2922	1.6641	1.9901
81	1.2921	1.6639	1.9897
82	1.2920	1.6636	1.9893
83	1.2918	1.6634	1.9890
84	1.2917	1.6632	1.9886
85	1.2916	1.6630	1.9883
86	1.2915	1.6628	1.9879
87	1.2914	1.6626	1.9876
88	1.2912	1.6624	1.9873
89	1.2911	1.6622	1.987
90	1.291	1.662	1.9867
91	1.2909	1.6618	1.9864
92	1.2908	1.6616	1.9861
93	1.2907	1.6614	1.9858

94	**1.2906**	**1.6612**	**1.9855**
95	**1.2905**	**1.6611**	**1.9853**
96	**1.2904**	**1.6609**	**1.985**
97	**1.2903**	**1.6607**	**1.9847**
98	**1.2902**	**1.6606**	**1.9845**
99	**1.2902**	**1.6604**	**1.9842**
100	**1.2901**	**1.6602**	**1.984**

Sumber: Data primer yang diolah 2018

LAMPIRAN 10:
Dokumentasi Penelitian


ASKRIDA
PERASAN JEMBER
B 1649 POS

LAMPIRAN 11:
Surat Pernyataan Penelitian

SURAT PERNYATAAN

Menyatakan bahwa mahasiswa yang berketerangan di bawah ini telah melakukan serangkaian penelitian yang meliputi: observasi, wawancara dan kuesioner sebagai bahan penyusunan skripsi di PT. Asuransi Bangun Askrida Jember. Berikut ini adalah identitas mahasiswa yang bersangkutan:

Nama : Eko Prastiyanto

NIM : 1310412017

Jurusan : Manajemen Fakultas Ekonomi Universitas Muhammadiyah Jember

Pelaksanaan : Juni 2017 – Januari 2018

Demikian surat pernyataan ini kami buat dengan sebenar-benarnya tanpa maksud lain apapun. Atas perhatiannya, kami ucapkan banyak terima kasih.

Jember, 12 Februari 2018

PT. Asuransi Bangun Askrida Jember

Dra. Nuriyanti Prihatini, M.Pd
Kepala Pemasar Jember