

LAMPIRAN 1: PENGANTAR KUESIONER

KUESIONER PENELITIAN



PENGARUH KUALITAS PELAYANAN, PENANGANAN KOMPLAIN DAN CITRA TERHADAP KEPUASAN NASABAH DI PT ADIRA FINANCE TBK CABANG JEMBER

Kepada:

Yth. Nasabah di PT Adira Finance Tbk Cabang Jember

Di tempat

Dengan hormat,

Kuesioner ini ditujukan untuk karyawan guna memperoleh data yang akan dipergunakan untuk penulisan tugas akhir (skripsi) sebagai salah satu syarat untuk memperoleh gelar sarjana. Adapun judul skripsi yang saya buat yaitu "**Pengaruh Kualitas Pelayanan, Penanganan Komplain dan Citra Perusahaan terhadap Kepuasan Nasabah di PT Adira Finance Tbk Cabang Jember**". Dengan segenap kerendahan hati, ~~saya~~ memohon kesediaan Bapak/Ibu untuk bersedia meluangkan waktu mengisi kuesioner ini dengan jujur dan apa adanya.

Informasi yang Bapak/Ibu berikan hanya digunakan untuk kepentingan terbatas, dalam artian hanya diperlukan untuk penelitian ini saja. Peneliti menjamin rahasia pribadi juga jawaban Bapak/Ibu dalam memberikan kebenaran data pada peneliti.

Atas bantuan dan kerjasamanya Bapak/Ibu/Saudara saya ucapkan terimakasih.

Hormat saya,

Istiqlafin Ivoni Pramudyah

LAMPIRAN 2: PETUNJUK PENGISIAN KUESIONER PENELITIAN

1. Nama :
2. Umur :
3. Jenis kelamin :
4. Pendidikan Terakhir :
5. Pekerjaan :

Petunjuk pengisian Kuesioner :

1. Berilah tanda *check list* (✓) pada kolom yang tersedia.
2. Jawaban Bapak/Ibu akan kerahasiaannya dan tidak akan berpengaruh terhadap karir saudara Jawablah pertanyaan ini dengan jujur dan benar.
3. Bacalah terlebih dahulu pertanyaan dengan cermat sebelum anda memulai untuk menjawabnya.
4. Pilihlah salah satu jawaban yang tersedia dengan memberi tanda (✓) pada salah satu jawaban yang anda anggap paling benar.
5. Alternatif jawaban yang tersedia memiliki 5 (lima) kemungkinan dengan skala :

STS	= Sangat Tidak Setuju (1)
TS	= Tidak Sejutu (2)
KS	= Kurang Setuju (3)
S	= Setuju (4)
SS	= Sangat Setuju (5)

LAMPIRAN 3: KUESIONER PENELITIAN

1. Kualitas Pelayanan (X1)

No	Pernyataan	Pilihan Jawaban				
		STS	TS	KS	S	SS
1.	Menurut saya pegawai PT Adira Finance berpenampilan menarik menggunakan pakaian resmi					
2.	Menurut saya pegawai PT Adira Finance melakukan pengiriman dengan tepat waktu sesuai yang diharapkan konsumen					
3.	Menurut saya pegawai PT Adira Finance cepat tanggap dalam menangani keluhan dari nasabah					
4.	Menurut saya jaminan yang diberikan PT Adira Finance sudah sesuai dengan harapan					
5.	Menurut saya pegawai PT Adira Finance mempermudah nasabah dalam memilih produk dengan membawakan contoh produk					

2. Penanganan Komplain (X2)

No	Pernyataan	Pilihan Jawaban				
		STS	TS	KS	S	SS
1.	Menurut saya PT. Adira Finance Tbk Cabang Jember selalu bersikap empati kepada nasabah yang melakukan complain					
2.	Menurut saya PT. Adira Finance Tbk Cabang Jember selalu cepat dalam menangani complain					
3.	Menurut saya PT. Adira Finance Tbk Cabang Jember bersikap adil dan wajar dalam menangani complain					
4.	Menurut saya PT. Adira Finance Tbk Cabang Jember sangat mudah dalam berkomunikasi dengan nasabah					

3. Citra Perusahaan (X3)

No	Pernyataan	Pilihan Jawaban				
		STS	TS	KS	S	SS
1.	Menurut saya PT Adira Finance Tbk Cabang Jember mampu memberikan kesan yang baik di mata nasabah					
2.	Menurut saya pegawai PT Adira Finance Tbk Cabang Jember mempunyai tanggung jawab sosial yang baik					
3.	Menurut saya PT Adira Finance Tbk Cabang Jember memiliki susunan struktur organisasi yang terinci dengan baik					

4. Kepuasan Nasabah (Y)

No	Pernyataan	Pilihan Jawaban				
		STS	TS	KS	S	SS
1.	Menurut saya PT Adira Finance Tbk Cabang Jember telah memenuhi keinginan dan harapan para nasabah					
2.	Menurut saya PT Adira Finance Tbk Cabang Jember menarik perhatian nasabah untuk berkunjung kembali					
3.	Menurut saya PT Adira Finance Tbk Cabang Jember mampu membuat nasabah untuk merekomendasikan ke orang lain					

Keterangan:

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

1. Bila pendapat anda sangat setuju (SS)
2. Bila pendapat anda setuju (S)
3. Bila pendapat anda kurang setuju (KS)
4. Bila pendapat anda tidak setuju (TS)
5. Bila pendapat anda sangat tidak setuju (STS)

LAMPIRAN 4: REKAPITULASI KUESIONER

NO	Usia	Jenis Kelamin	Pendidikan Terakhir	Pekerjaan
1	e	P	C	d
2	c	P	E	c
3	d	L	C	e
4	d	L	D	d
5	b	P	C	b
6	d	P	D	a
7	b	L	E	c
8	d	P	E	c
9	b	P	C	e
10	d	P	C	d
11	e	L	E	b
12	c	P	C	b
13	c	P	C	b
14	e	P	E	a
15	e	P	C	d
16	d	P	C	d
17	d	L	B	e
18	c	L	C	d
19	c	P	E	c
20	d	P	B	b
21	d	L	C	d
22	d	P	C	a
23	c	L	C	e
24	b	P	C	d
25	b	P	D	a
26	d	P	D	a
27	e	L	B	e
28	d	P	C	d
29	e	P	E	c
30	d	P	B	a
31	d	L	C	b
32	d	L	B	e
33	b	P	C	b
34	d	P	B	e
35	c	P	E	c
36	b	L	C	b
37	b	L	A	e
38	e	L	C	b
39	d	P	C	a
40	e	L	C	b
41	d	L	E	c
42	e	P	C	d
43	d	P	C	a
44	d	P	E	a
45	e	L	B	b

SIMPAN

46	d	P	C	a
47	d	L	D	b
48	a	L	C	d
49	b	P	E	c
50	b	L	C	b
51	c	L	B	e
52	b	P	C	a
53	b	L	D	b
54	b	P	C	d
55	d	L	E	c
56	a	P	C	a
57	b	P	E	c
58	d	L	B	b
59	d	L	B	d
60	c	L	C	a
61	d	P	D	a
62	b	L	E	a
63	d	P	E	c
64	b	P	C	e
65	b	L	D	b
66	b	P	C	d
67	d	L	E	c
68	a	P	C	b
69	b	P	E	c
70	d	L	B	b
71	d	L	B	d
72	c	P	C	a
73	d	P	D	a
74	c	P	C	a
75	d	P	D	a
76	b	L	E	c
77	d	P	E	c
78	b	L	C	e
79	b	L	D	b
80	b	P	C	d
81	e	P	E	a
82	e	P	C	a
83	d	P	C	d
84	d	L	B	e
85	c	L	C	d
86	c	P	E	c
87	d	L	B	b
88	d	L	C	a
89	d	P	C	a
90	c	L	C	e

Sumber: Data primer yang diolah 2018

Identitas responden

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NO	X1.1	X1.2	X1.3	X1.4	X1.5	X1	X2.1	X2.2	X2.3	X2.4	X2	X3.1	X3.2	X3.3	X3	Y.1	Y.2	Y.3	Y
1	4	4	4	4	4	20	4	4	4	5	17	5	5	4	14	4	4	4	12
2	4	3	3	3	4	17	4	4	4	4	16	4	4	4	12	4	4	4	12
3	4	4	4	4	4	20	4	4	4	4	16	4	4	4	12	4	4	4	12
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6	4	4	4	4	4	20	4	4	4	4	16	4	4	4	12	4	4	4	12
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9	5	4	4	4	4	21	5	4	4	4	17	5	5	4	14	5	4	4	13
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11	4	4	4	3	3	18	4	4	4	5	17	4	4	4	12	4	4	4	12
12	5	5	5	4	5	24	5	5	5	5	20	5	5	5	15	5	4	5	14
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89	5	5	5	5	5	25	4	4	5	4	17	5	5	4	14	5	5	5	15
90	5	4	4	4	3	20	4	3	4	4	15	4	4	5	13	4	4	4	12

Sumber: Data primer yang diolah 2018

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LAMPIRAN 5: FREKUENSI PERNYATAAN RESPONDEN

1. Usia

Usia

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid a	3	3.3	3.3	3.3
b	23	25.6	25.6	28.9
c	14	15.6	15.6	44.4
d	38	42.2	42.2	86.7
e	12	13.3	13.3	100.0
Total	90	100.0	100.0	

2. Jenis Kelamin

Jenis Kelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid L	39	43.3	43.3	43.3
P	51	56.7	56.7	100.0
Total	90	100.0	100.0	

3. Pendidikan Terakhir

Pendidikan Terakhir

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	a	1	1.1	1.1	1.1
	b	14	15.6	15.6	16.7
	c	43	47.8	47.8	64.4
	d	11	12.2	12.2	76.7
	e	21	23.3	23.3	100.0
	Total	90	100.0	100.0	

4. Pekerjaan

Pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	a	23	25.6	25.6	25.6
	b	20	22.2	22.2	47.8
	c	16	17.8	17.8	65.6
	d	18	20.0	20.0	85.6
	e	13	14.4	14.4	100.0
	Total	90	100.0	100.0	

1. Kualitas Pelayanan

Statistics

	X1.1	X1.2	X1.3	X1.4	X1.5
N	Valid	90	90	90	90
	Missing	0	0	0	0
Mean		4.46	4.14	4.11	3.96
					4.24

X1.1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	49	54.4	54.4
	5	41	45.6	100.0
Total		90	100.0	100.0

X1.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	8	8.9	8.9
	4	61	67.8	67.8
	5	21	23.3	23.3
Total		90	100.0	100.0

X1.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	11	12.2	12.2
	4	58	64.4	64.4
	5	21	23.3	23.3
Total		90	100.0	100.0

X1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	22	24.4	24.4	24.4
	4	50	55.6	55.6	80.0
	5	18	20.0	20.0	100.0
	Total	90	100.0	100.0	

X1.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	11	12.2	12.2	12.2
	4	46	51.1	51.1	63.3
	5	33	36.7	36.7	100.0
	Total	90	100.0	100.0	

2. Penanganan Komplain

Statistics

		X2.1	X2.2	X2.3	X2.4
N	Valid	90	90	90	90
	Missing	0	0	0	0
Mean		4.38	4.17	4.12	4.14

X2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	56	62.2	62.2	62.2
	5	34	37.8	37.8	100.0
	Total	90	100.0	100.0	

X2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	8	8.9	8.9	8.9
	4	59	65.6	65.6	74.4
	5	23	25.6	25.6	100.0
	Total	90	100.0	100.0	

X2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.1	1.1	1.1
	3	5	5.6	5.6	6.7
	4	66	73.3	73.3	80.0
	5	18	20.0	20.0	100.0
	Total	90	100.0	100.0	

X2.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	13	14.4	14.4	14.4
	4	51	56.7	56.7	71.1
	5	26	28.9	28.9	100.0
	Total	90	100.0	100.0	

3. Citra Perusahaan

Statistics

	X3.1	X3.2	X3.3
N	Valid	90	90
	Missing	0	0
Mean		4.38	4.27
			4.22

X3.1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	2.2	2.2
	4	52	57.8	60.0
	5	36	40.0	100.0
Total		90	100.0	100.0

X3.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	3.3	3.3
	4	60	66.7	66.7
	5	27	30.0	30.0
Total		90	100.0	100.0

X3.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	4	4.4	4.4
	4	62	68.9	68.9
	5	24	26.7	26.7
Total		90	100.0	100.0

4. Kepuasan Nasabah

Statistics

	Y.1	Y.2	Y.3
N	Valid 90	90	90
	Missing 0	0	0
Mean	4.44	4.26	4.27

Y.1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	50	55.6	55.6
	5	40	44.4	100.0
Total	90	100.0	100.0	

Y.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	1.1	1.1
	4	65	72.2	72.2
	5	24	26.7	26.7
Total	90	100.0	100.0	

Y.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	1.1	1.1
	4	64	71.1	71.1
	5	25	27.8	27.8
Total	90	100.0	100.0	

LAMPIRAN 6: HASIL UJI VALIDITAS

1. Kualitas Pelayanan

		Correlations					
		X1.1	X1.2	X1.3	X1.4	X1.5	X1
X1.1	Pearson Correlation	1	.206	.207*	.296**	.067	.438**
	Sig. (2-tailed)		.051	.050	.005	.528	.000
	N	90	90	90	90	90	90
X1.2	Pearson Correlation	.206	1	.848**	.657**	.520**	.866**
	Sig. (2-tailed)	.051		.000	.000	.000	.000
	N	90	90	90	90	90	90
X1.3	Pearson Correlation	.207*	.848**	1	.725**	.508**	.886**
	Sig. (2-tailed)	.050	.000		.000	.000	.000
	N	90	90	90	90	90	90
X1.4	Pearson Correlation	.296**	.657**	.725**	1	.407**	.838**
	Sig. (2-tailed)	.005	.000	.000		.000	.000
	N	90	90	90	90	90	90
X1.5	Pearson Correlation	.067	.520**	.508**	.407**	1	.694**
	Sig. (2-tailed)	.528	.000	.000	.000		.000
	N	90	90	90	90	90	90
X1	Pearson Correlation	.438**	.866**	.886**	.838**	.694**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	90	90	90	90	90	90

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

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

2. Penanganan Komplain

Correlations

		X2.1	X2.2	X2.3	X2.4	X2
X2.1	Pearson Correlation	1	.543**	.208*	.217*	.660**
	Sig. (2-tailed)		.000	.049	.040	.000
	N	90	90	90	90	90
X2.2	Pearson Correlation	.543**	1	.376**	.302**	.774**
	Sig. (2-tailed)	.000		.000	.004	.000
	N	90	90	90	90	90
X2.3	Pearson Correlation	.208*	.376**	1	.370**	.687**
	Sig. (2-tailed)	.049	.000		.000	.000
	N	90	90	90	90	90
X2.4	Pearson Correlation	.217*	.302**	.370**	1	.707**
	Sig. (2-tailed)	.040	.004	.000		.000
	N	90	90	90	90	90
X2	Pearson Correlation	.660**	.774**	.687**	.707**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	90	90	90	90	90

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

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

3. Citra Perusahaan

Correlations

		X3.1	X3.2	X3.3	X3
X3.1	Pearson Correlation	1	.531**	.429**	.779**
	Sig. (2-tailed)		.000	.000	.000
	N	90	90	90	90
X3.2	Pearson Correlation	.531**	1	.749**	.898**
	Sig. (2-tailed)	.000		.000	.000
	N	90	90	90	90
X3.3	Pearson Correlation	.429**	.749**	1	.857**
	Sig. (2-tailed)	.000	.000		.000
	N	90	90	90	90
X3	Pearson Correlation	.779**	.898**	.857**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	90	90	90	90

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

4. Kepuasan Nasabah

Correlations

		Y.1	Y.2	Y.3	Y
Y.1	Pearson Correlation	1	.426**	.447**	.760**
	Sig. (2-tailed)		.000	.000	.000
	N	90	90	90	90
Y.2	Pearson Correlation	.426**	1	.768**	.868**
	Sig. (2-tailed)	.000		.000	.000
	N	90	90	90	90
Y.3	Pearson Correlation	.447**	.768**	1	.878**
	Sig. (2-tailed)	.000	.000		.000
	N	90	90	90	90
Y	Pearson Correlation	.760**	.868**	.878**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	90	90	90	90

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

LAMPIRAN 7: HASIL UJI RELIABILITAS

1. Kualitas Pelayanan

Reliability Statistics

Cronbach's Alpha	N of Items
.804	5

2. Penanganan Komplain

Reliability Statistics

Cronbach's Alpha	N of Items
.663	4

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3. Citra Perusahaan

Reliability Statistics

Cronbach's Alpha	N of Items
.797	3

4. Kepuasan Nasabah

Reliability Statistics

Cronbach's Alpha	N of Items
.780	3

LAMPIRAN 8: HASIL UJI UJI REGRESI, UJI ASUMSI KLASIK DAN UJI HIPOTESIS

```

REGRESSION
/MISSING LISTWISE
/STATISTICS COEFF OUTS BCOV R ANOVA COLLIN TOL
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT Y
/METHOD=ENTER X1 X2 X3
/SCATTERPLOT=(*SRESID ,*ZPRED)
/RESIDUALS HISTOGRAM(ZRESID) NORMPROB(ZRESID).

```

Regression

		Notes
Output Created		20-AUG-2018 01:16:39
Comments		
Input	Active Dataset Filter Weight Split File N of Rows in Working Data File Definition of Missing Cases Used	DataSet1 <none> <none> <none>
Missing Value Handling		90 User-defined missing values are treated as missing. Statistics are based on cases with no missing values for any variable used.
Syntax	<pre> REGRESSION /MISSING LISTWISE /STATISTICS COEFF OUTS BCOV R ANOVA COLLIN TOL /CRITERIA=PIN(.05) POUT(.10) /NOORIGIN /DEPENDENT Y /METHOD=ENTER X1 X2 X3 /SCATTERPLOT=(*SRESID ,*ZPRED) /RESIDUALS HISTOGRAM(ZRESID) NORMPROB(ZRESID). </pre>	REGRESSION /MISSING LISTWISE /STATISTICS COEFF OUTS BCOV R ANOVA COLLIN TOL /CRITERIA=PIN(.05) POUT(.10) /NOORIGIN /DEPENDENT Y /METHOD=ENTER X1 X2 X3 /SCATTERPLOT=(*SRESID ,*ZPRED) /RESIDUALS HISTOGRAM(ZRESID) NORMPROB(ZRESID).
Resources	Processor Time Elapsed Time Memory Required Additional Memory Required for Residual Plots	00:00:00.66 00:00:01.16 2356 bytes 896 bytes

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	X3, X2, X1 ^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	.802 ^a	.644	.631	.725

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

b. Dependent Variable: Y

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	81.698	3	27.233	51.812	.000 ^b
	Residual	45.202	86	.526		
	Total	126.900	89			

a. Dependent Variable: Y

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

Coefficients^a

Model	Unstandardized Coefficients		Beta	t	Sig.	Collinearity Statistics	
	B	Std. Error				Tolerance	VIF
1	(Constant)	1.558	.958		1.625	.108	
	X1	.228	.045	.427	5.041	.000	.576
	X2	.178	.059	.237	3.043	.003	.685
	X3	.283	.069	.312	4.096	.000	.713

a. Dependent Variable: Y

Coefficient Correlations^a

Model		X3	X2	X1	
1	Correlations	X3	1.000	-.119	-.413
		X2	-.119	1.000	-.451
		X1	-.413	-.451	1.000
	Covariances	X3	.005	.000	-.001
		X2	.000	.003	-.001
		X1	-.001	-.001	.002

a. Dependent Variable: Y

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions			
				(Constant)	X1	X2	X3
1	1	3.985	1.000	.00	.00	.00	.00
	2	.006	25.646	.05	.00	.33	.74
	3	.006	26.685	.50	.61	.01	.03
	4	.004	32.957	.44	.39	.66	.23

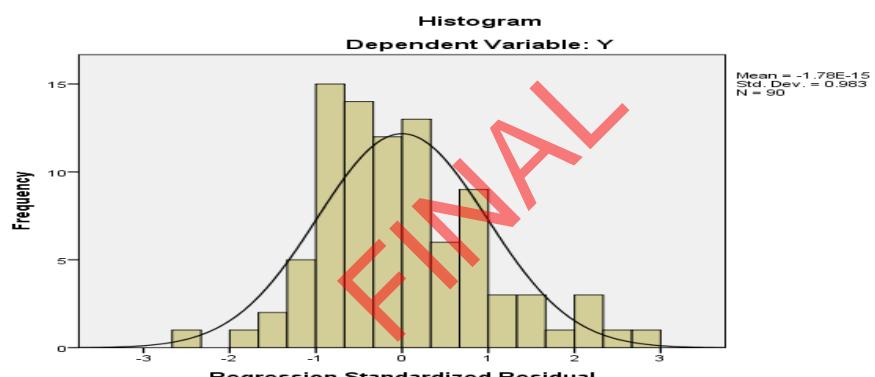
a. Dependent Variable: Y

Residuals Statistics^a

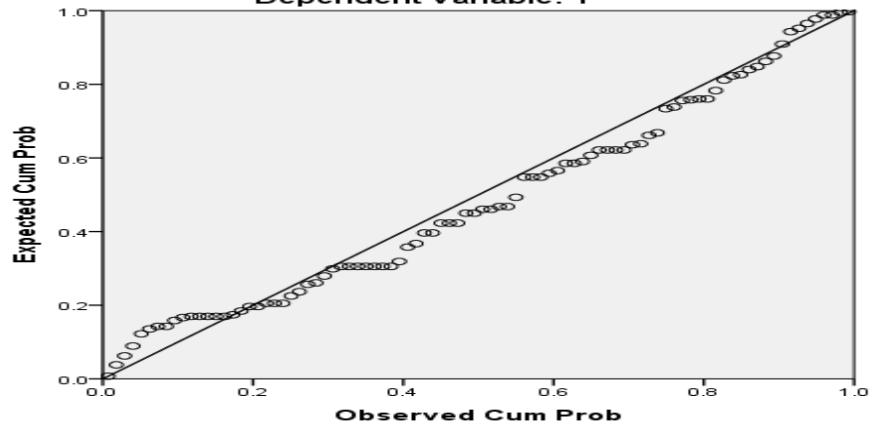
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	11.28	15.07	12.97	.958	90
Std. Predicted Value	-1.762	2.197	.000	1.000	90
Standard Error of Predicted Value	.077	.342	.144	.052	90
Adjusted Predicted Value	11.22	15.08	12.96	.954	90
Residual	-1.771	2.010	.000	.713	90
Std. Residual	-2.442	2.773	.000	.983	90
Stud. Residual	-2.770	2.902	.004	1.020	90
Deleted Residual	-2.277	2.202	.005	.769	90
Stud. Deleted Residual	-2.886	3.037	.008	1.038	90
Mahal. Distance	.022	18.811	2.967	3.258	90
Cook's Distance	.000	.549	.021	.067	90
Centered Leverage Value	.000	.211	.033	.037	90

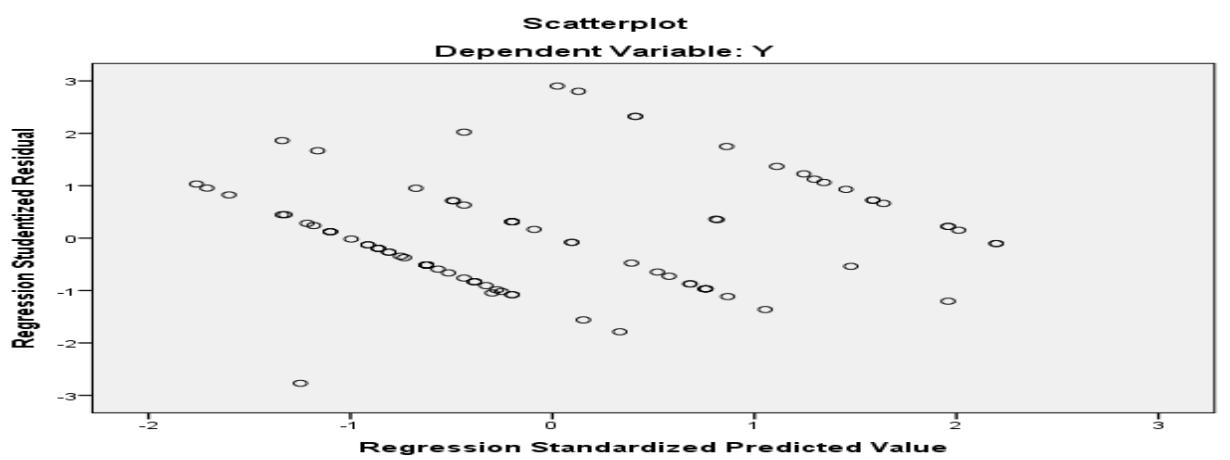
a. Dependent Variable: Y

Charts



Normal P-P Plot of Regression Standardized Residual
Dependent Variable: Y





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**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	0.2018
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 2016

Tabel Distribusi F

DF 2	DF 1									
	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