### KUALITAS PELAYANAN, DAN PENANGANAN KELUHAN TERHADAP LOYALITAS NASABAH PADA KOPERASI SIMPAN PINJAM BERKAH USAHA GROBOGAN

****

### SKRIPSI

### Diajukan Untuk Memenuhi Syarat-syarat Guna Memperoleh Gelar Sarjana Manajemen Pada Fakultas Ekonomi Program Studi Manajemen Universitas Islam Batik Surakarta

**Oleh :**

**DIEAGO ARIF SURYANTO**

**NIM : 2017020171**

**FAKULTAS EKONOMI PROGRAM STUDI MANAJEMEN UNIVERSITAS ISLAM BATIK SURAKARTA**

**2022**

# **HALAMAN PERSETUJUAN**

Yangbertanda tangan dibawah ini telah membaca skripsi dengan judul

**KUALITAS PELAYANAN, DAN PENANGANAN KELUHAN TERHADAP**

**LOYALITAS NASABAH PADA KOPERASI SIMPAN PINJAM**

**BERKAH USAHA GROBOGAN**

**Oleh :**

**Dieago Arif Suryanto**

**NIM.2017020171**

Disetujui Untuk Dipertahankan Dihadapan Panitia Penguji Ujian Skripsi

Fakultas Ekonomi Universitas Islam Batik Surakarta

Surakarta,31 Januari 2022

Pembimbing I Pembimbing II

Dr.Ec.Dra.Hj.Istiatin,SE.MM Ratna Damayanti, ST., MM.

Mengetahui

Kepala Program Studi Manajemen

**Fithri Setya Marwati,S.E.,MM**.

NIDN.0603088405

# **BAB V**

# **KESIMPULAN DAN SARAN**

## **Kesimpulan**

Berdasarkan hasil analisis data serta pembahasan mengenai hasil penelitian yang dilakukan peneliti, maka kesimpulan pada penelitian ini yaitu:

1. Kualitas pelayanan, dan penanganan keluhan secara bersama – sama atau simultan berpengaruh positif dan signifikan terhadap loyalitas Koperasi Berkah Usaha Grobogan.
2. Kualitas pelayanan berpengaruh terhadap loyalitas nasabah Koperasi Berkah Usaha Grobogan.
3. Penanganan keluhan berpengaruh terhadap loyalitas nasabah Koperasi Berkah Usaha Grobogan.
4. Sumbangan variabel kualitas pelayanan, dan penanganan keluhan terhadap loyalitas nasabah Koperasi Berkah Usaha Grobogan sebesar 51,3%. Sisanya sebesar 48,7% disumbang oleh variabel lain seperti fasilitas, kepercayaan, dan lain-lain yang tidak diteliti dalam penelitian ini.

## **Saran**

Berdasarkan hasil penelitian dan pembahasan pada bab sebelumnya yang dilakukan oleh peneliti maka Saran yang dapat disampaikan oleh peneliti adalah sebagai berikut :

1. Kualitas pelayanan, dan penanganan keluhan terhadap loyalitas nasabah berpengaruh positif dan signifikan baik secara parsial maupun simultan. Oleh karena itu, maka sangat penting untuk memperhatikan faktor-faktor yang mendukung terbentuknya kualitas pelayanan, dan penanganan keluhan yang baik agar nasabah yang loyal semakin bertambah.
2. Diharapkan penelitian selanjutnya untuk mengembangkan penelitian ini dengan menggunakan variabel bebas lainnya selain kualitas pelayanan, dan penanganan keluhan yang dapat mempengaruhi loyalitas nasabah. Mengingat masih terdapat pengaruh sebesar 48,7% di luar variabel penelitian ini.

# **Daftar Pustaka**

Artanti, Yessy. 2015. *Pengaruh Penanganan Keluhan terhadap Loyalitas Nasabah PT.Bank Muamalat Indonesia, Tbk dengan Kepuasan sebagai Variabel Perantara (Stdui Nasavah Bank Muamalat Cabang Surabaya).* Jurnal Manajemen dan Bisnis Vol.14. No.2.

Batin, M. H. (2020). Pengaruh Citra Bank, Kualitas Pelayanan, Kepercayaan Nasabah, Penanganan Keluhan, Dan Kepuasan Terhadap Loyalitas Nasabah Pada Bank Sumsel Babel kantor Capem syariah UIN Raden Fatah Palembang. *Malia: Journal Of Islamic Banking And Finance*, *3*(1), 45-58.

Cahyaningdyah, D. (2013). Jurnal Dinamika Manajemen. *Jurnal Dinamika Manajemen* [*Http://journal.unnes.ac.id/nju/index.php/jdm*](Http://journal.unnes.ac.id/nju/index.php/jdm) *ANALISIS,* 4(2), 184–191. <https://doi.org/10.1017/CBO9781107415324.004>

Diana, L. (2017). *Pengaruh Kualitas Layanan Dan Penanganan Keluhan Terhadap Kepuasan Nasabah Kredit Pt Bpr Danamitra Surya Di Surabaya* (Doctoral Dissertation, Stie Perbanas Surabaya).

Ghozali, I. (2013). *Aplikasi analisis multivariate dengan progam SPSS. Edisi ketujuh.* Semarang: Badan Penerbit Universitas Diponegoro.

Hadiyati, E. 2010. Analisis Kualitas Pelayanan dan Pengaruhnya terhadap Loyalitas Nasabah (Studi Kasus pada PT. Pos Indonesia (Persero) Kantor Pos Lawang). Jurnal Manajemen Universitas Jambi, 2(2): h; 81-90.

Hidayanti, D. N., Noviarita, H., & Anggraeni, E. (2020). Analisis Penanganan Keluhan Terhadap Loyalitas Nasabah Pada Pt. Bprs Seprovinsi Lampung. *Islamic Economics Journal*, *6*(1), 27-40.

Indriyani, S., & Mardiana, S. (2016). Pengaruh Penanganan Keluhan (Complaint Handling) Terhadap Kepercayaan Dan Komitmen Mahasiswa Pada Perguruan Tinggi Swasta Di Bandar Lampung. *Jurnal Bisnis Darmajaya*, *2*(1), 1-13.

Ishak, M. Z., & Azzahroh, E. P. (2017). Pengaruh Kualitas Layanan Terhadap Loyalitas Nasabah Bank Syariah Dengan Kepuasan Nasabah Sebagai Variabel Intervening. *Jebis (Jurnal Ekonomi Dan Bisnis Islam)| Journal Of Islamic Economics And Business*, *3*(1), 26-38.

Istiatin, P. S. S. S. (2018). Pengaruh kualitas pelayanan, harga dan lokasi terhadap kepuasan konsumen di Prima Boyolali. *Indonesian Economics Business And Management Research*, *1*(1), 37-41.

Kasmir, Lupiyoadi R, Hamdani A. 2012. *Manajemen Pemasaran Jasa*. Jakarta : Salemba Empat.

Kotler, P., & Keller, K. L. (2009). *Manajemen Pemasaran*. Jakarta: Erlangga.

Lebouef, Michael,1992, Memenangkan dan memelihara pelanggan, Penerjemah Rieka Harahap-Tahapary, Penerbit Pustaka Tangga, Jakarta

Love Lock Jones, Thomas O and W. Earl Sasser, Jr, 2011. Why Satisfied Customer Defect. *Jurnal Harvard Business Review, Vol. 73, No. 6*

Mardikawati, W., & Farida, N. (2013). Loyalitas Pelanggan , Melalui Kepuasan Pelanggan Pada Pelanggan Bus Efisiensi ( Studi PO Efisiensi Jurusan Yogyakarta-Cilacap ). *Jurnal Administrasi Bisnis*, *2*(1), 64–75.

Marlius, D. (2018). Loyalitas nasabah Bank Nagari syariah cabang Bukittinggi dilihat dari kualitas pelayanan. *Jurnal Pundi*, *1*(3).

Nurhayati, S. (2020). *Pengaruh penanganan keluhan dan corporate image terhadap loyalitas nasabah dengan kepuasan sebagai variabel intervening (studi pada Bank BRI syariah KCP Magelang)* (Doctoral Dissertation, IAIN Salatiga).

Offset.

Pramana, I. G. Y., & Rastini, N. M. (2016). *Pengaruh Kualitas Pelayanan Terhadap Kepercayaan Nasabah Dan Loyalitas Nasabah Bank Mandiri Cabang Veteran Denpasar Bali* (Doctoral Dissertation, Udayana University).

Rousan, Al, M. Ramzi dan Mohamed, B. 2010. Customer Loyalty and the Impacts of Service Quality: The Case of Five Star Hotels in Jordan. International Journal ofHuman and Social Sciences, 5(13): h; 886-892.

Sangadji, Etta Mamang dan Sopiah, (2013). *Perilaku Konsumen,* Yogyakarta: C.V Andi

Sangadji. 2013. *Service, Perilaku Konsumen*. Yogyakarta: Penerbit C.V Andi

Singh, H. 2006. The Importance of Customer Satisfaction in Relation to Customer Loyalty and Retention. Academy of Marketing Science, 60: h; 193-225.

Sondakh, C. (2015). Kualitas Layanan, Citra Merek Dan Pengaruhnya Terhadap Kepuasan Nasabah Dan Loyalitas Nasabah Tabungan (Studi Pada Nasabah Taplus Bni Cabang Manado). *Jurnal Riset Bisnis Dan Manajemen*, *3*(1).

Sugiyono. (2012). *Metode penelitian kuantitatif kualitatif dan R&D.* Bandung: alfabeta.

Sugiyono. (2014). *Metode penelitian pendidikan pendekatan kuantitatif, kualitatif dan R&D.* Bandung: alfabeta.

Tidtichumrernporn, T., Jansasak, S., Mujtaba, B.G., Khunsongkiet, P., Duangjai, N. dan Bhavvanantechasuon, N. 2010. Measuring the Satisfaction of Domestic and International Tourists toward Lanna Cultural Tourism Products: A Study of Progress in Chiang Mai Walking Street Activities. *Journal of Business Studies Quarterly, 1(3):* h; 31-52.

Tjiptono, Fandy. *Pemasaran Jasa*, Yogyakarta: Bayumedia Publishing, 2014.

Trisno Musanto. (2004). Faktor-Faktor Kepuasan Pelanggan Dan Loyalitas Pelanggan: Studi Kasus Pada CV. Sarana Media Advertising Surabaya. *Jurnal Manajemen Dan Kewirausahaan*, *6*, pp.123-136. [https://doi.org/10.9744/jmk.6.2.pp. 123-136](https://doi.org/10.9744/jmk.6.2.pp.%20123-136)

Widyana, S. F., & Nurjanah, M. S. (2018). Analisis penanganan keluhan pelanggan pos express pada kantor pos Cimahi. *Pro Mark*, *8*(1).

Zulkarnain, R., Taufik, H. E. R., & Ramdansyah, A. D. (2020). Pengaruh kualitas pelayanan dan kualitas produk terhadap loyalitas nasabah dengan kepuasan nasabah sebagai variabel intervening (Studi kasus pada Pt Bank syariah mu’amalah Cilegon). *Jurnal Manajemen Dan Bisnis*, *2*(01), 87-110.

# **LAMPIRAN**

**Lampiran 1**

**Kuesioner Penelitian**

Yth. Bp/Ibu/Saudara/i ...................................

Di tempat

Sehubungan dengan penelitian dan penulisan skripsi yang berjudul : “Kualitas Pelayanan, Dan Penanganan Keluhan Terhadap Loyalitas Nasabah Pada Koperasi Berkah Usaha Grobogan”

Maka saya mohon kesediaan Bapak/Ibu/Saudara/i untuk berkenan mengisi kuesioner yang telah tersedia. Dari kuesioner tersebut akan kami gunakan untuk data penelitian yang melengkapi salah satu tugas dan memenuhi syarat guna memperoleh derajat sarjana strata 1 progam studi Ekonomi Manajemen pada Fakultas Ekonomi Universitas Islam Batik Surakarta.

Mohon kiranya kuesioner tersebut diisi lengkap sesuai dengan keadaan yang sesungguhnya menurut petunjuk pengisian yang telah tersedia. Jawaban Bapak/Ibu/Saudara/i akan sangat berguna dalam penelitian yang sedang saya lakukan ini dan hasil kuesioner ini akan dirahasiakan serta hanya digunakan untuk keperluan peneliti skripsi secara akademis semata. Atau partisipasi, perhatian, dan kerjasama Bapak/Ibu/Saudara/i kami ucapkan terima kasih.

Hormat saya

Dieago Arif Suryanto

1. **PETUNJUK PENGISIAN**
2. Daftar pertanyaan ini merupakan sumber data bagi penulis dalam penyusunan skripsi dan tidak akan berpengaruh secara langsung terhadap anda selaku responden.
3. Bacalah dengan teliti dan pahami terlebih dahulu pertanyaan yang diajukan serta pilihan jawabannya.
4. Daftar pertanyaan ini berguna dalam upaya “Kualitas Pelayanan, dan Penanganan Keluhan Terhadap Loyalitas Nasabah pada Koperasi Berkah Usaha Grobogan”
5. Terima kasih atas bantuan anda dalam pengisian angket ini.
6. **IDENTITAS RESPONDEN**
7. Nama :
8. Alamat :
9. Usia :

20 – 25 tahun

25 - 30 tahun

lebih dari 30 tahun

1. Jenis Kelamin :

Laki-laki

Perempuan

1. Pendapatan Perbulan

Kurang dari Rp.2 juta

Antara Rp. 2 – 3 juta

Lebih dari Rp. 3 juta

1. Pekerjaan

Jawablah pertanyaan di bawah ini dengan memberikan tanda ( √ ) pada jawabanyang telah disediakan.

|  |  |  |
| --- | --- | --- |
| **STS = Sangat Tidak Setuju** | **N = Netral** | **SS = Sangat Setuju** |
| **TS = Tidak Setuju** | **S = Setuju** |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Loyalitas Pelanggan** | **1** | **2** | **3** | **4** | **5** |
| **STS** | **TS** | **N** | **S** | **SS** |
| 1 | Apakah di waktu yang akan datang akan melakukan pembelian ulang jasa yang sama? |  |  |  |  |  |
| 2 | Apakah Anda bersedia merekomendasikan kepada orang lain untuk memilih jasa KSP Berkah Usaha? |  |  |  |  |  |
| 3 | Apakah Anda bersedia tidak berpaling menggunakan jasa selain KSP Berkah Usaha? |  |  |  |  |  |
| 4 | Apakah selain menggunakan jasa di KSP Berkah Usaha anda juga menggunakan jasa KSP lain? |  |  |  |  |  |
| 5 | Saya akan memilih KSP Berkah Usaha Grobogan sebagai perioritas pertama layanan jasa saya? |  |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Kualitas Pelayanan** | **1** | **2** | **3** | **4** | **5** |
| **STS** | **TS** | **N** | **S** | **SS** |
| 1 | Apakah karyawan secara ramah dan professional dalam melayani pelanggan? |  |  |  |  |  |
| 2 | Apakah karyawan memberikan informasi yang jelas dan mudah di mengerti untuk pelanggan? |  |  |  |  |  |
| 3 | Apakah penyedia jasa memberikan dukungan dan kerjasama terhadap pengguna jasa? |  |  |  |  |  |
| 4 | Apakah karyawan memberikan respon secara tepat terhadap kebutuhan pelanggan? |  |  |  |  |  |
| 5 | Apakah pelayanan sudah sesuai dengan yang diharapankan? |  |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Penanganan Keluhan** | **1** | **2** | **3** | **4** | **5** |
| **STS** | **TS** | **N** | **S** | **SS** |
| 1 | Apakah respon dari karyawan dilakukan dengan baik apabila ada complain? |  |  |  |  |  |
| 2 | Pihak KSP Berkah Usaha Grobogan merespon dengan ramah dan sopan dalam menghadapi keluhan pelanggan? |  |  |  |  |  |
| 3 | Pihak KSP Berkah Usaha Grobogan memiliki komitmen yang tinggi untuk menyelesaikan masalah keluhan pelanggan? |  |  |  |  |  |
| 4 | Pihak perusahaan tidak membedabedakan pelanggan ketika melayani keluhan pelanggan? |  |  |  |  |  |
| 5 | Pelayanan yang diberikan oleh pihak KSP Berkah Usaha Grobogan dalam menghadapi keluhan pelanggan sesuai dengan yang diharapkan? |  |  |  |  |  |

**Lampiran 2**

**Tabulasi data 20 Responden**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| No | LOYALITAS NASABAH | | | | | | KUALITAS PELAYANAN | | | | | | PENANGANAN KELUHAN | | | | | |
| Y | | | | | | (X1) | | | | | | (X2) | | | | | |
| 1 | 2 | 3 | 4 | 5 | TOTAL | 1 | 2 | 3 | 4 | 5 | TOTAL | 1 | 2 | 3 | 4 | 5 | TOTAL |
| 1 | 5 | 5 | 5 | 5 | 4 | 24 | 4 | 4 | 4 | 5 | 5 | 22 | 4 | 3 | 3 | 3 | 3 | 16 |
| 2 | 5 | 4 | 5 | 4 | 4 | 22 | 4 | 4 | 4 | 4 | 4 | 20 | 5 | 5 | 4 | 5 | 5 | 24 |
| 3 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 5 | 21 | 4 | 4 | 5 | 5 | 5 | 23 |
| 4 | 4 | 4 | 4 | 5 | 5 | 22 | 4 | 3 | 3 | 2 | 4 | 16 | 5 | 5 | 4 | 4 | 4 | 22 |
| 5 | 5 | 5 | 4 | 5 | 5 | 24 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 4 | 20 |
| 6 | 5 | 4 | 5 | 4 | 4 | 22 | 4 | 4 | 4 | 4 | 5 | 21 | 4 | 5 | 4 | 4 | 4 | 21 |
| 7 | 5 | 5 | 4 | 4 | 4 | 22 | 5 | 4 | 5 | 5 | 4 | 23 | 5 | 4 | 5 | 5 | 5 | 24 |
| 8 | 5 | 5 | 5 | 5 | 4 | 24 | 4 | 5 | 5 | 5 | 4 | 23 | 4 | 5 | 5 | 4 | 4 | 22 |
| 9 | 4 | 4 | 4 | 5 | 5 | 22 | 5 | 4 | 4 | 5 | 4 | 22 | 4 | 4 | 4 | 5 | 5 | 22 |
| 10 | 5 | 5 | 4 | 4 | 4 | 22 | 4 | 5 | 5 | 4 | 5 | 23 | 5 | 5 | 5 | 4 | 4 | 23 |
| 11 | 5 | 5 | 5 | 4 | 4 | 23 | 4 | 4 | 3 | 3 | 3 | 17 | 4 | 4 | 3 | 3 | 3 | 17 |
| 12 | 5 | 4 | 5 | 4 | 4 | 22 | 4 | 5 | 4 | 5 | 4 | 22 | 5 | 5 | 4 | 5 | 5 | 24 |
| 13 | 4 | 3 | 3 | 4 | 4 | 18 | 5 | 4 | 5 | 5 | 5 | 24 | 4 | 4 | 5 | 5 | 5 | 23 |
| 14 | 5 | 4 | 4 | 5 | 5 | 23 | 4 | 5 | 4 | 4 | 4 | 21 | 4 | 4 | 3 | 3 | 3 | 17 |
| 15 | 3 | 3 | 3 | 3 | 4 | 16 | 3 | 4 | 3 | 3 | 4 | 17 | 4 | 4 | 3 | 3 | 3 | 17 |
| 16 | 3 | 3 | 4 | 4 | 4 | 18 | 4 | 5 | 4 | 4 | 5 | 22 | 4 | 5 | 4 | 4 | 4 | 21 |
| 17 | 4 | 3 | 3 | 5 | 3 | 17 | 5 | 4 | 5 | 5 | 4 | 23 | 5 | 4 | 5 | 5 | 5 | 24 |
| 18 | 4 | 4 | 4 | 5 | 5 | 22 | 4 | 5 | 5 | 4 | 4 | 22 | 4 | 5 | 5 | 4 | 4 | 22 |
| 19 | 5 | 5 | 5 | 4 | 5 | 24 | 5 | 4 | 4 | 5 | 4 | 22 | 4 | 4 | 4 | 5 | 5 | 22 |
| 20 | 4 | 4 | 4 | 3 | 4 | 19 | 3 | 4 | 3 | 3 | 3 | 16 | 5 | 5 | 5 | 4 | 4 | 23 |

**Lampiran 3**

**Tabel Hasil Output SPSS Versi 15**

**Uji Validitas**

1. **Variabel Loyalitas**

**Correlations**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | LN1 | LN2 | LN3 | LN4 | LN5 | LN |
| LN1 | Pearson Correlation | 1 | ,086 | ,000 | ,169 | ,792(\*\*) | ,479(\*) |
| Sig. (2-tailed) |  | ,719 | 1,000 | ,477 | ,000 | ,033 |
| N | 20 | 20 | 20 | 20 | 20 | 20 |
| LN2 | Pearson Correlation | ,086 | 1 | ,552(\*) | ,665(\*\*) | ,086 | ,752(\*\*) |
| Sig. (2-tailed) | ,719 |  | ,012 | ,001 | ,719 | ,000 |
| N | 20 | 20 | 20 | 20 | 20 | 20 |
| LN3 | Pearson Correlation | ,000 | ,552(\*) | 1 | ,912(\*\*) | ,000 | ,792(\*\*) |
| Sig. (2-tailed) | 1,000 | ,012 |  | ,000 | 1,000 | ,000 |
| N | 20 | 20 | 20 | 20 | 20 | 20 |
| LN4 | Pearson Correlation | ,169 | ,665(\*\*) | ,912(\*\*) | 1 | ,169 | ,904(\*\*) |
| Sig. (2-tailed) | ,477 | ,001 | ,000 |  | ,477 | ,000 |
| N | 20 | 20 | 20 | 20 | 20 | 20 |
| LN5 | Pearson Correlation | ,792(\*\*) | ,086 | ,000 | ,169 | 1 | ,479(\*) |
| Sig. (2-tailed) | ,000 | ,719 | 1,000 | ,477 |  | ,033 |
| N | 20 | 20 | 20 | 20 | 20 | 20 |
| LN | Pearson Correlation | ,479(\*) | ,752(\*\*) | ,792(\*\*) | ,904(\*\*) | ,479(\*) | 1 |
| Sig. (2-tailed) | ,033 | ,000 | ,000 | ,000 | ,033 |  |
| N | 20 | 20 | 20 | 20 | 20 | 20 |

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

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

1. **Variabel Kualitas Pelayanan**

**Correlations**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | KP1 | KP2 | KP3 | KP4 | KP5 | KP |
| KP1 | Pearson Correlation | 1 | -,204 | ,620(\*\*) | ,761(\*\*) | ,347 | ,699(\*\*) |
| Sig. (2-tailed) |  | ,389 | ,004 | ,000 | ,134 | ,001 |
| N | 20 | 20 | 20 | 20 | 20 | 20 |
| KP2 | Pearson Correlation | -,204 | 1 | ,355 | ,256 | ,322 | ,446(\*) |
| Sig. (2-tailed) | ,389 |  | ,125 | ,275 | ,167 | ,049 |
| N | 20 | 20 | 20 | 20 | 20 | 20 |
| KP3 | Pearson Correlation | ,620(\*\*) | ,355 | 1 | ,741(\*\*) | ,628(\*\*) | ,912(\*\*) |
| Sig. (2-tailed) | ,004 | ,125 |  | ,000 | ,003 | ,000 |
| N | 20 | 20 | 20 | 20 | 20 | 20 |
| KP4 | Pearson Correlation | ,761(\*\*) | ,256 | ,741(\*\*) | 1 | ,470(\*) | ,888(\*\*) |
| Sig. (2-tailed) | ,000 | ,275 | ,000 |  | ,036 | ,000 |
| N | 20 | 20 | 20 | 20 | 20 | 20 |
| KP5 | Pearson Correlation | ,347 | ,322 | ,628(\*\*) | ,470(\*) | 1 | ,739(\*\*) |
| Sig. (2-tailed) | ,134 | ,167 | ,003 | ,036 |  | ,000 |
| N | 20 | 20 | 20 | 20 | 20 | 20 |
| KP | Pearson Correlation | ,699(\*\*) | ,446(\*) | ,912(\*\*) | ,888(\*\*) | ,739(\*\*) | 1 |
| Sig. (2-tailed) | ,001 | ,049 | ,000 | ,000 | ,000 |  |
| N | 20 | 20 | 20 | 20 | 20 | 20 |

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

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

1. **Variabel Penanganan Keluhan**

**Correlations**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | PK1 | PK2 | PK3 | PK4 | PK5 | PK |
| PK1 | Pearson Correlation | 1 | ,396 | ,364 | ,364 | ,364 | ,602(\*\*) |
| Sig. (2-tailed) |  | ,084 | ,114 | ,114 | ,114 | ,005 |
| N | 20 | 20 | 20 | 20 | 20 | 20 |
| PK2 | Pearson Correlation | ,396 | 1 | ,390 | ,160 | ,160 | ,514(\*) |
| Sig. (2-tailed) | ,084 |  | ,090 | ,499 | ,499 | ,020 |
| N | 20 | 20 | 20 | 20 | 20 | 20 |
| PK3 | Pearson Correlation | ,364 | ,390 | 1 | ,643(\*\*) | ,643(\*\*) | ,833(\*\*) |
| Sig. (2-tailed) | ,114 | ,090 |  | ,002 | ,002 | ,000 |
| N | 20 | 20 | 20 | 20 | 20 | 20 |
| PK4 | Pearson Correlation | ,364 | ,160 | ,643(\*\*) | 1 | 1,000(\*\*) | ,886(\*\*) |
| Sig. (2-tailed) | ,114 | ,499 | ,002 |  | ,000 | ,000 |
| N | 20 | 20 | 20 | 20 | 20 | 20 |
| PK5 | Pearson Correlation | ,364 | ,160 | ,643(\*\*) | 1,000(\*\*) | 1 | ,886(\*\*) |
| Sig. (2-tailed) | ,114 | ,499 | ,002 | ,000 |  | ,000 |
| N | 20 | 20 | 20 | 20 | 20 | 20 |
| PK | Pearson Correlation | ,602(\*\*) | ,514(\*) | ,833(\*\*) | ,886(\*\*) | ,886(\*\*) | 1 |
| Sig. (2-tailed) | ,005 | ,020 | ,000 | ,000 | ,000 |  |
| N | 20 | 20 | 20 | 20 | 20 | 20 |

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

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

**Lampiran 4**

**Tabulasi 100 Responden**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| No | LOYALITAS NASABAH | | | | | | KUALITAS PELAYANAN | | | | | | PENANGANAN KELUHAN | | | | | |
| Y | | | | | | (X1) | | | | | | (X2) | | | | | |
| 1 | 2 | 3 | 4 | 5 | TOTAL | 1 | 2 | 3 | 4 | 5 | TOTAL | 1 | 2 | 3 | 4 | 5 | TOTAL |
| 1 | 4 | 3 | 3 | 3 | 4 | 17 | 4 | 3 | 3 | 3 | 3 | 16 | 4 | 3 | 3 | 3 | 3 | 16 |
| 2 | 5 | 4 | 5 | 5 | 5 | 24 | 4 | 5 | 4 | 5 | 4 | 22 | 5 | 5 | 4 | 5 | 5 | 24 |
| 3 | 4 | 5 | 4 | 4 | 5 | 22 | 5 | 4 | 5 | 5 | 5 | 24 | 4 | 4 | 5 | 5 | 5 | 23 |
| 4 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 5 | 4 | 4 | 4 | 21 | 5 | 5 | 4 | 4 | 4 | 22 |
| 5 | 5 | 4 | 4 | 4 | 5 | 22 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 4 | 20 |
| 6 | 4 | 5 | 5 | 5 | 4 | 23 | 4 | 4 | 4 | 4 | 5 | 21 | 4 | 5 | 4 | 4 | 4 | 21 |
| 7 | 4 | 5 | 5 | 5 | 4 | 23 | 5 | 4 | 5 | 5 | 4 | 23 | 5 | 4 | 5 | 5 | 5 | 24 |
| 8 | 5 | 5 | 4 | 4 | 4 | 22 | 4 | 5 | 5 | 5 | 4 | 23 | 4 | 5 | 5 | 4 | 4 | 22 |
| 9 | 4 | 4 | 5 | 5 | 4 | 22 | 5 | 4 | 4 | 5 | 4 | 22 | 4 | 4 | 4 | 5 | 5 | 22 |
| 10 | 5 | 5 | 4 | 5 | 5 | 24 | 4 | 5 | 5 | 4 | 5 | 23 | 5 | 5 | 5 | 4 | 4 | 23 |
| 11 | 4 | 3 | 3 | 3 | 4 | 17 | 4 | 4 | 3 | 3 | 3 | 17 | 4 | 4 | 3 | 3 | 3 | 17 |
| 12 | 5 | 4 | 5 | 5 | 5 | 24 | 4 | 5 | 4 | 5 | 4 | 22 | 5 | 5 | 4 | 5 | 5 | 24 |
| 13 | 4 | 5 | 5 | 5 | 4 | 23 | 5 | 4 | 5 | 5 | 5 | 24 | 4 | 4 | 5 | 5 | 5 | 23 |
| 14 | 5 | 4 | 4 | 4 | 5 | 22 | 4 | 5 | 4 | 4 | 4 | 21 | 4 | 4 | 3 | 3 | 3 | 17 |
| 15 | 4 | 3 | 3 | 3 | 4 | 17 | 3 | 4 | 3 | 3 | 4 | 17 | 4 | 4 | 3 | 3 | 3 | 17 |
| 16 | 5 | 4 | 4 | 4 | 5 | 22 | 4 | 5 | 4 | 4 | 5 | 22 | 4 | 5 | 4 | 4 | 4 | 21 |
| 17 | 4 | 5 | 5 | 5 | 4 | 23 | 5 | 4 | 5 | 5 | 4 | 23 | 5 | 4 | 5 | 5 | 5 | 24 |
| 18 | 4 | 5 | 4 | 4 | 4 | 21 | 4 | 5 | 5 | 4 | 4 | 22 | 4 | 5 | 5 | 4 | 4 | 22 |
| 19 | 4 | 4 | 5 | 5 | 4 | 22 | 5 | 4 | 4 | 5 | 4 | 22 | 4 | 4 | 4 | 5 | 5 | 22 |
| 20 | 5 | 5 | 4 | 5 | 5 | 24 | 3 | 4 | 3 | 3 | 3 | 16 | 5 | 5 | 5 | 4 | 4 | 23 |
| 21 | 4 | 3 | 3 | 3 | 4 | 17 | 5 | 5 | 5 | 4 | 4 | 23 | 3 | 4 | 3 | 3 | 3 | 16 |
| 22 | 5 | 4 | 5 | 5 | 5 | 24 | 4 | 5 | 4 | 5 | 4 | 22 | 5 | 5 | 4 | 5 | 5 | 24 |
| 23 | 4 | 5 | 5 | 5 | 4 | 23 | 5 | 4 | 5 | 5 | 5 | 24 | 4 | 4 | 5 | 5 | 5 | 23 |
| 24 | 5 | 4 | 4 | 4 | 5 | 22 | 4 | 5 | 4 | 4 | 4 | 21 | 5 | 5 | 4 | 4 | 4 | 22 |
| 25 | 4 | 3 | 3 | 3 | 4 | 17 | 3 | 4 | 3 | 3 | 4 | 17 | 4 | 4 | 3 | 3 | 3 | 17 |
| 26 | 5 | 4 | 4 | 4 | 5 | 22 | 4 | 3 | 4 | 4 | 5 | 20 | 4 | 5 | 4 | 4 | 4 | 21 |
| 27 | 4 | 5 | 5 | 5 | 4 | 23 | 5 | 4 | 5 | 5 | 4 | 23 | 5 | 4 | 5 | 5 | 5 | 24 |
| 28 | 5 | 5 | 4 | 4 | 4 | 22 | 5 | 4 | 4 | 5 | 4 | 22 | 4 | 4 | 4 | 5 | 5 | 22 |
| 29 | 4 | 4 | 5 | 5 | 4 | 22 | 5 | 4 | 4 | 5 | 4 | 22 | 4 | 4 | 4 | 5 | 5 | 22 |
| 30 | 5 | 5 | 4 | 5 | 5 | 24 | 4 | 5 | 5 | 4 | 5 | 23 | 5 | 5 | 5 | 4 | 4 | 23 |
| 31 | 4 | 3 | 3 | 3 | 4 | 17 | 4 | 4 | 3 | 3 | 3 | 17 | 4 | 4 | 3 | 3 | 3 | 17 |
| 32 | 5 | 4 | 5 | 5 | 5 | 24 | 4 | 5 | 4 | 5 | 4 | 22 | 5 | 5 | 4 | 5 | 5 | 24 |
| 33 | 4 | 5 | 5 | 5 | 4 | 23 | 5 | 4 | 5 | 5 | 5 | 24 | 4 | 4 | 5 | 5 | 5 | 23 |
| 34 | 5 | 4 | 4 | 4 | 5 | 22 | 4 | 5 | 4 | 4 | 4 | 21 | 5 | 5 | 4 | 4 | 4 | 22 |
| 35 | 4 | 3 | 3 | 3 | 4 | 17 | 3 | 4 | 3 | 3 | 4 | 17 | 4 | 4 | 3 | 3 | 3 | 17 |
| 36 | 4 | 4 | 4 | 4 | 5 | 21 | 4 | 5 | 4 | 4 | 5 | 22 | 4 | 5 | 4 | 4 | 4 | 21 |
| 37 | 4 | 5 | 5 | 5 | 4 | 23 | 5 | 4 | 5 | 5 | 4 | 23 | 5 | 4 | 4 | 5 | 5 | 23 |
| 38 | 5 | 5 | 4 | 4 | 4 | 22 | 4 | 5 | 5 | 4 | 4 | 22 | 4 | 5 | 4 | 4 | 4 | 21 |
| 39 | 4 | 4 | 5 | 5 | 4 | 22 | 5 | 4 | 4 | 5 | 4 | 22 | 4 | 4 | 4 | 5 | 5 | 22 |
| 40 | 5 | 5 | 4 | 5 | 5 | 24 | 4 | 5 | 5 | 4 | 5 | 23 | 5 | 5 | 5 | 4 | 4 | 23 |
| 41 | 4 | 3 | 3 | 3 | 4 | 17 | 4 | 4 | 3 | 3 | 3 | 17 | 4 | 4 | 3 | 3 | 3 | 17 |
| 42 | 5 | 4 | 5 | 5 | 5 | 24 | 4 | 5 | 4 | 5 | 4 | 22 | 5 | 5 | 4 | 5 | 5 | 24 |
| 43 | 4 | 5 | 5 | 5 | 4 | 23 | 5 | 4 | 5 | 5 | 5 | 24 | 4 | 4 | 5 | 5 | 5 | 23 |
| 44 | 4 | 4 | 4 | 4 | 5 | 21 | 4 | 5 | 4 | 4 | 4 | 21 | 5 | 5 | 4 | 4 | 4 | 22 |
| 45 | 4 | 3 | 3 | 3 | 4 | 17 | 3 | 4 | 3 | 3 | 4 | 17 | 4 | 4 | 3 | 3 | 3 | 17 |
| 46 | 5 | 4 | 4 | 4 | 5 | 22 | 4 | 5 | 4 | 5 | 5 | 23 | 4 | 5 | 4 | 4 | 4 | 21 |
| 47 | 4 | 5 | 5 | 5 | 4 | 23 | 5 | 4 | 5 | 5 | 4 | 23 | 5 | 4 | 5 | 5 | 5 | 24 |
| 48 | 5 | 5 | 4 | 4 | 4 | 22 | 4 | 5 | 5 | 4 | 4 | 22 | 4 | 5 | 5 | 4 | 4 | 22 |
| 49 | 4 | 4 | 3 | 3 | 4 | 18 | 2 | 4 | 4 | 3 | 4 | 17 | 4 | 4 | 4 | 3 | 3 | 18 |
| 50 | 5 | 5 | 4 | 5 | 5 | 24 | 4 | 5 | 5 | 4 | 5 | 23 | 5 | 5 | 5 | 4 | 4 | 23 |
| 51 | 5 | 5 | 4 | 4 | 4 | 22 | 5 | 5 | 4 | 4 | 4 | 22 | 5 | 5 | 4 | 4 | 4 | 22 |
| 52 | 4 | 4 | 5 | 5 | 5 | 23 | 5 | 5 | 4 | 3 | 4 | 21 | 5 | 4 | 4 | 4 | 4 | 21 |
| 53 | 4 | 4 | 5 | 5 | 5 | 23 | 4 | 4 | 4 | 4 | 5 | 21 | 5 | 4 | 4 | 5 | 5 | 23 |
| 54 | 5 | 5 | 4 | 3 | 3 | 20 | 4 | 5 | 5 | 3 | 4 | 21 | 5 | 4 | 5 | 5 | 5 | 24 |
| 55 | 4 | 4 | 4 | 4 | 5 | 21 | 4 | 5 | 4 | 4 | 5 | 22 | 5 | 5 | 4 | 4 | 5 | 23 |
| 56 | 5 | 4 | 4 | 3 | 5 | 21 | 4 | 5 | 5 | 3 | 5 | 22 | 5 | 5 | 5 | 4 | 5 | 24 |
| 57 | 5 | 5 | 5 | 4 | 4 | 23 | 4 | 4 | 4 | 4 | 4 | 20 | 5 | 5 | 5 | 5 | 5 | 25 |
| 58 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 5 | 25 |
| 59 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 5 | 25 | 4 | 4 | 4 | 4 | 4 | 20 |
| 60 | 4 | 4 | 5 | 5 | 5 | 23 | 4 | 5 | 5 | 5 | 5 | 24 | 4 | 4 | 4 | 4 | 4 | 20 |
| 61 | 5 | 5 | 5 | 4 | 4 | 23 | 5 | 4 | 5 | 4 | 5 | 23 | 5 | 5 | 4 | 5 | 4 | 23 |
| 62 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 4 | 5 | 5 | 24 |
| 63 | 4 | 4 | 4 | 3 | 3 | 18 | 5 | 4 | 5 | 5 | 4 | 23 | 5 | 4 | 5 | 5 | 5 | 24 |
| 64 | 4 | 4 | 4 | 5 | 5 | 22 | 4 | 4 | 4 | 4 | 4 | 20 | 5 | 5 | 5 | 5 | 5 | 25 |
| 65 | 5 | 5 | 4 | 4 | 4 | 22 | 5 | 5 | 4 | 4 | 4 | 22 | 5 | 5 | 5 | 5 | 5 | 25 |
| 66 | 5 | 5 | 4 | 3 | 3 | 20 | 5 | 5 | 5 | 5 | 5 | 25 | 4 | 4 | 4 | 4 | 4 | 20 |
| 67 | 4 | 4 | 4 | 5 | 3 | 20 | 4 | 4 | 4 | 5 | 4 | 21 | 5 | 5 | 4 | 4 | 4 | 22 |
| 68 | 4 | 4 | 4 | 4 | 4 | 20 | 5 | 4 | 4 | 5 | 4 | 22 | 4 | 4 | 4 | 4 | 4 | 20 |
| 69 | 5 | 4 | 4 | 4 | 4 | 21 | 4 | 5 | 5 | 4 | 4 | 22 | 5 | 5 | 4 | 4 | 4 | 22 |
| 70 | 4 | 4 | 4 | 3 | 4 | 19 | 4 | 5 | 4 | 5 | 4 | 22 | 5 | 4 | 3 | 4 | 4 | 20 |
| 71 | 5 | 5 | 5 | 4 | 4 | 23 | 5 | 5 | 4 | 4 | 4 | 22 | 5 | 5 | 4 | 4 | 4 | 22 |
| 72 | 5 | 5 | 5 | 3 | 4 | 22 | 4 | 4 | 4 | 4 | 4 | 20 | 5 | 5 | 3 | 5 | 5 | 23 |
| 73 | 5 | 5 | 5 | 4 | 4 | 23 | 5 | 4 | 3 | 5 | 5 | 22 | 5 | 5 | 5 | 4 | 4 | 23 |
| 74 | 5 | 5 | 5 | 3 | 3 | 21 | 4 | 4 | 4 | 4 | 4 | 20 | 5 | 5 | 5 | 5 | 5 | 25 |
| 75 | 5 | 5 | 4 | 4 | 4 | 22 | 4 | 4 | 4 | 4 | 5 | 21 | 4 | 4 | 3 | 5 | 5 | 21 |
| 76 | 4 | 4 | 3 | 4 | 4 | 19 | 5 | 5 | 3 | 5 | 5 | 23 | 5 | 5 | 3 | 4 | 4 | 21 |
| 77 | 5 | 5 | 4 | 4 | 4 | 22 | 4 | 3 | 5 | 4 | 4 | 20 | 5 | 5 | 3 | 5 | 5 | 23 |
| 78 | 5 | 5 | 4 | 4 | 4 | 22 | 4 | 4 | 5 | 5 | 4 | 22 | 5 | 4 | 4 | 4 | 4 | 21 |
| 79 | 5 | 5 | 4 | 4 | 4 | 22 | 4 | 4 | 5 | 5 | 5 | 23 | 5 | 5 | 4 | 4 | 5 | 23 |
| 80 | 5 | 4 | 4 | 4 | 5 | 22 | 4 | 4 | 4 | 5 | 4 | 21 | 4 | 4 | 5 | 5 | 5 | 23 |
| 81 | 5 | 5 | 4 | 4 | 4 | 22 | 4 | 4 | 4 | 5 | 5 | 22 | 4 | 4 | 3 | 4 | 4 | 19 |
| 82 | 5 | 4 | 4 | 4 | 4 | 21 | 5 | 5 | 5 | 4 | 4 | 23 | 5 | 4 | 4 | 5 | 5 | 23 |
| 83 | 5 | 5 | 4 | 4 | 4 | 22 | 5 | 5 | 4 | 4 | 5 | 23 | 4 | 4 | 4 | 5 | 5 | 22 |
| 84 | 5 | 5 | 4 | 5 | 5 | 24 | 5 | 4 | 4 | 5 | 5 | 23 | 4 | 4 | 4 | 5 | 4 | 21 |
| 85 | 4 | 4 | 4 | 4 | 4 | 20 | 5 | 5 | 4 | 5 | 5 | 24 | 4 | 5 | 4 | 5 | 5 | 23 |
| 86 | 5 | 5 | 4 | 4 | 4 | 22 | 5 | 5 | 5 | 4 | 4 | 23 | 4 | 4 | 4 | 5 | 5 | 22 |
| 87 | 5 | 5 | 4 | 3 | 4 | 21 | 5 | 5 | 4 | 4 | 4 | 22 | 5 | 5 | 5 | 5 | 5 | 25 |
| 88 | 5 | 5 | 3 | 4 | 4 | 21 | 5 | 5 | 4 | 4 | 5 | 23 | 5 | 5 | 4 | 4 | 5 | 23 |
| 89 | 5 | 5 | 5 | 5 | 4 | 24 | 5 | 4 | 4 | 4 | 4 | 21 | 5 | 5 | 5 | 5 | 5 | 25 |
| 90 | 5 | 5 | 5 | 5 | 4 | 24 | 5 | 5 | 5 | 5 | 5 | 25 | 4 | 4 | 4 | 4 | 4 | 20 |
| 91 | 5 | 5 | 5 | 5 | 5 | 25 | 4 | 4 | 4 | 4 | 4 | 20 | 5 | 4 | 4 | 4 | 5 | 22 |
| 92 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 4 | 4 | 5 | 23 | 4 | 5 | 5 | 4 | 4 | 22 |
| 93 | 4 | 4 | 4 | 4 | 5 | 21 | 5 | 5 | 5 | 5 | 5 | 25 | 4 | 4 | 4 | 4 | 4 | 20 |
| 94 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 4 | 4 | 5 | 23 | 5 | 5 | 4 | 4 | 5 | 23 |
| 95 | 4 | 4 | 4 | 4 | 4 | 20 | 5 | 5 | 5 | 5 | 5 | 25 | 4 | 4 | 4 | 4 | 4 | 20 |
| 96 | 5 | 5 | 5 | 5 | 4 | 24 | 5 | 5 | 5 | 5 | 5 | 25 | 4 | 5 | 5 | 5 | 5 | 24 |
| 97 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 4 | 4 | 23 | 5 | 5 | 5 | 5 | 5 | 25 |
| 98 | 5 | 5 | 5 | 5 | 5 | 25 | 4 | 4 | 5 | 5 | 5 | 23 | 4 | 4 | 4 | 5 | 5 | 22 |
| 99 | 5 | 5 | 4 | 4 | 5 | 23 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 4 | 4 | 23 |
| 100 | 5 | 5 | 4 | 4 | 4 | 22 | 5 | 5 | 4 | 5 | 5 | 24 | 4 | 4 | 4 | 4 | 4 | 20 |

**Lampiran 5**

**Tabel Output SPSS Versi 15**

**Uji Realibilitas**

1. **Variabel Kualitas Pelayanan**

**Case Processing Summary**

|  |  |  |  |
| --- | --- | --- | --- |
|  | | N | % |
| Cases | Valid | 100 | 100,0 |
| Excluded(a) | 0 | ,0 |
| Total | 100 | 100,0 |

a Listwise deletion based on all variables in the procedure.

**Reliability Statistics**

|  |  |
| --- | --- |
| Cronbach's Alpha | N of Items |
| ,713 | 5 |

1. **Variabel Penanganan Keluhan**

**Case Processing Summary**

|  |  |  |  |
| --- | --- | --- | --- |
|  | | N | % |
| Cases | Valid | 100 | 100,0 |
| Excluded(a) | 0 | ,0 |
| Total | 100 | 100,0 |

a Listwise deletion based on all variables in the procedure.

**Reliability Statistics**

|  |  |
| --- | --- |
| Cronbach's Alpha | N of Items |
| ,712 | 5 |

**Lampiran 6**

**Uji Asumsi Klasik**

1. **Uji Normalitas**

**One-Sample Kolmogorov-Smirnov Test**

|  |  |  |
| --- | --- | --- |
|  | | Unstandardized Residual |
| N | | 100 |
| Normal Parameters(a,b) | Mean | ,0000000 |
| Std. Deviation | 1,48293072 |
| Most Extreme Differences | Absolute | ,076 |
| Positive | ,067 |
| Negative | -,076 |
| Kolmogorov-Smirnov Z | | ,762 |
| Asymp. Sig. (2-tailed) | | ,606 |

a Test distribution is Normal.

b Calculated from data.

1. **Uji Heterokedastisitas**

**Coefficients(a)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Model |  | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta | B | Std. Error |
| 1 | (Constant) | 3,977 | 1,765 |  | 2,253 | ,026 |
| KP | ,318 | ,079 | ,316 | 4,003 | ,000 |
| PK | ,500 | ,076 | ,521 | 6,601 | ,000 |

a Dependent Variable: ABSRES

1. **Uji Multikolinearitas**

**Coefficients(a)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Model |  | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | | Collinearity Statistics | | |
| B | Std. Error | Beta | Tolerance | | VIF | | B | Std. Error |
| 1 | (Constant) | 3,714 | 1,797 |  | 2,067 | ,041 | |  | |  |
| KP | ,324 | ,080 | ,319 | 4,056 | ,000 | | ,797 | | 1,255 |
| PK | ,505 | ,076 | ,521 | 6,636 | ,000 | | ,797 | | 1,255 |

a Dependent Variable: LN

**Lampiran 7**

**Uji Hipotesa**

1. **Uji Regresi Linear Berganda**

| Model | | Unstandardized Coefficients | |
| --- | --- | --- | --- |
| B | Std. Error |
| 1 | (Constant) | 3,714 | 1.797 |
| KP | .324 | .080 |
| PK | .505 | .076 |

1. **Uji F**

**ANOVA(b)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Model |  | Sum of Squares | df | Mean Square | F | Sig. |
| 1 | Regression | 239,610 | 2 | 119,805 | 53,203 | ,000(a) |
| Residual | 218,430 | 97 | 2,252 |  |  |
| Total | 458,040 | 99 |  |  |  |

a Predictors: (Constant), PK, KP

b Dependent Variable: LN

1. **Uji Parsial (Uji T)**

**Coefficients(a)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Model |  | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta | B | Std. Error |
| 1 | (Constant) | 3,714 | 1,797 |  | 2,067 | ,041 |
| KP | ,324 | ,080 | ,319 | 4,056 | ,000 |
| PK | ,505 | ,076 | ,521 | 6,636 | ,000 |

a Dependent Variable: LN

1. **Uji Determinasi (R2)**

**Model Summary**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | ,723(a) | ,523 | ,513 | 1,501 |

a Predictors: (Constant), PK, KP