**Lampiran 1**

**Tabel Jumlah Responden Terhadap 5 Item soal variabel X**

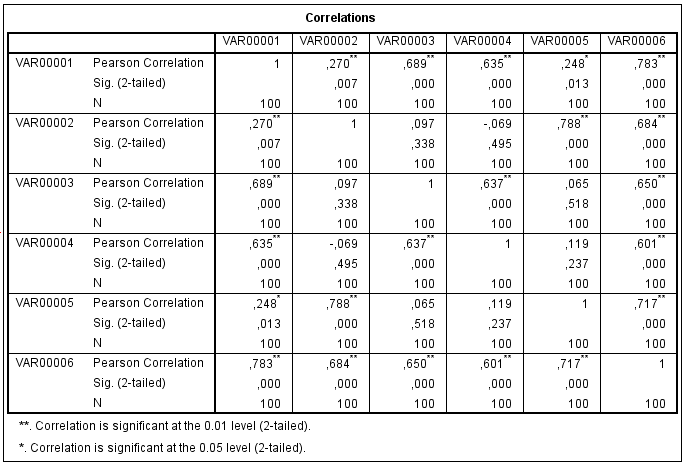
|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **SUBJEK** | **SKOR ITEM** | | | | |  | |
| **1** | **2** | **3** | **4** | **5** | | **TOTAL** |
| 1 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 2 | 5 | 5 | 5 | 4 | 5 | | 24 |
| 3 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 4 | 5 | 5 | 5 | 4 | 5 | | 24 |
| 5 | 5 | 5 | 4 | 4 | 5 | | 23 |
| 6 | 4 | 5 | 4 | 4 | 5 | | 22 |
| 7 | 5 | 5 | 5 | 4 | 5 | | 24 |
| 8 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 9 | 5 | 5 | 5 | 4 | 5 | | 24 |
| 10 | 4 | 5 | 4 | 4 | 5 | | 22 |
| 11 | 4 | 4 | 5 | 5 | 4 | | 22 |
| 12 | 5 | 5 | 4 | 4 | 4 | | 22 |
| 13 | 5 | 4 | 5 | 5 | 4 | | 23 |
| 14 | 5 | 5 | 4 | 4 | 5 | | 23 |
| 15 | 4 | 5 | 4 | 4 | 5 | | 22 |
| 16 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 17 | 5 | 5 | 5 | 5 | 5 | | 25 |
| 18 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 19 | 5 | 3 | 5 | 5 | 3 | | 21 |
| 20 | 4 | 5 | 4 | 4 | 5 | | 22 |
| 21 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 22 | 4 | 5 | 4 | 4 | 5 | | 22 |
| 23 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 24 | 4 | 4 | 4 | 5 | 4 | | 21 |
| 25 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 26 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 27 | 4 | 5 | 4 | 4 | 5 | | 22 |
| 28 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 29 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 30 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 31 | 5 | 3 | 5 | 5 | 3 | | 21 |
| 32 | 3 | 3 | 4 | 4 | 4 | | 18 |
| 33 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 34 | 5 | 5 | 4 | 4 | 4 | | 22 |
| 35 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 36 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 37 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 38 | 4 | 5 | 4 | 4 | 5 | | 22 |
| 39 | 5 | 5 | 5 | 5 | 5 | | 25 |
| 40 | 4 | 5 | 4 | 4 | 5 | | 22 |
| 41 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 42 | 4 | 5 | 4 | 4 | 5 | | 22 |
| 43 | 5 | 3 | 5 | 5 | 3 | | 21 |
| 44 | 5 | 5 | 5 | 5 | 5 | | 25 |
| 45 | 4 | 5 | 4 | 4 | 5 | | 22 |
| 46 | 5 | 5 | 5 | 5 | 5 | | 25 |
| 47 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 48 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 49 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 50 | 4 | 5 | 4 | 4 | 5 | | 22 |
| 51 | 5 | 5 | 5 | 5 | 5 | | 25 |
| 52 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 53 | 5 | 5 | 5 | 5 | 5 | | 25 |
| 54 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 55 | 5 | 3 | 5 | 5 | 3 | | 21 |
| 56 | 4 | 4 | 4 | 4 | 5 | | 21 |
| 57 | 4 | 5 | 4 | 4 | 5 | | 22 |
| 58 | 5 | 5 | 4 | 5 | 4 | | 23 |
| 59 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 60 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 61 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 62 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 63 | 5 | 5 | 5 | 5 | 5 | | 25 |
| 64 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 65 | 5 | 5 | 5 | 5 | 5 | | 25 |
| 66 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 67 | 5 | 3 | 5 | 5 | 3 | | 21 |
| 68 | 4 | 4 | 4 | 4 | 3 | | 19 |
| 69 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 70 | 4 | 4 | 4 | 4 | 3 | | 19 |
| 71 | 4 | 5 | 4 | 5 | 5 | | 23 |
| 72 | 4 | 5 | 4 | 4 | 5 | | 22 |
| 73 | 5 | 5 | 5 | 5 | 5 | | 25 |
| 74 | 4 | 5 | 4 | 4 | 5 | | 22 |
| 75 | 5 | 3 | 5 | 5 | 3 | | 21 |
| 76 | 5 | 4 | 5 | 5 | 4 | | 23 |
| 77 | 3 | 3 | 4 | 5 | 4 | | 19 |
| 78 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 79 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 80 | 5 | 3 | 5 | 5 | 3 | | 21 |
| 81 | 3 | 3 | 4 | 5 | 4 | | 19 |
| 82 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 83 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 84 | 5 | 4 | 4 | 5 | 5 | | 23 |
| 85 | 4 | 5 | 5 | 4 | 4 | | 22 |
| 86 | 4 | 5 | 4 | 4 | 4 | | 21 |
| 87 | 5 | 4 | 4 | 5 | 5 | | 23 |
| 88 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 89 | 3 | 3 | 3 | 3 | 3 | | 15 |
| 90 | 5 | 5 | 5 | 5 | 5 | | 25 |
| 91 | 5 | 5 | 4 | 5 | 5 | | 24 |
| 92 | 5 | 5 | 5 | 5 | 5 | | 25 |
| 93 | 4 | 5 | 4 | 4 | 4 | | 21 |
| 94 | 5 | 4 | 4 | 5 | 5 | | 23 |
| 95 | 4 | 5 | 4 | 4 | 4 | | 21 |
| 96 | 5 | 4 | 4 | 5 | 5 | | 23 |
| 97 | 5 | 5 | 5 | 5 | 5 | | 25 |
| 98 | 5 | 5 | 4 | 5 | 5 | | 24 |
| 99 | 5 | 4 | 4 | 5 | 5 | | 23 |
| 100 | 4 | 4 | 4 | 4 | 4 | | 20 |
| Σ |  | | | | | | 2.154 |

**Lampiran 2**

**Tabel Jumlah Responden Terhadap 5 Item soal variabel Y**

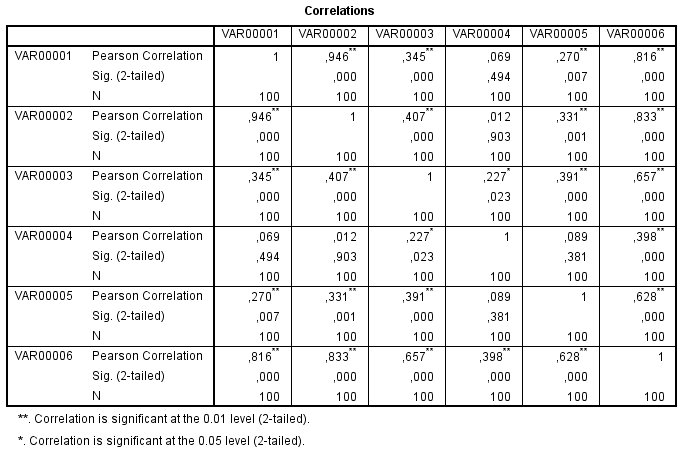
|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **SUBJEK** | **SKOR ITEM** | | | | |  | |
| **1** | **2** | **3** | **4** | **5** | | **TOTAL** |
| 1 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 2 | 5 | 5 | 5 | 5 | 5 | | 25 |
| 3 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 4 | 5 | 5 | 4 | 3 | 5 | | 22 |
| 5 | 5 | 5 | 4 | 4 | 4 | | 22 |
| 6 | 5 | 5 | 4 | 4 | 5 | | 23 |
| 7 | 3 | 3 | 4 | 5 | 5 | | 20 |
| 8 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 9 | 5 | 5 | 4 | 5 | 5 | | 24 |
| 10 | 4 | 4 | 4 | 5 | 4 | | 21 |
| 11 | 3 | 3 | 4 | 4 | 4 | | 18 |
| 12 | 5 | 5 | 4 | 4 | 4 | | 22 |
| 13 | 4 | 4 | 4 | 4 | 5 | | 21 |
| 14 | 5 | 5 | 4 | 4 | 5 | | 23 |
| 15 | 5 | 5 | 4 | 4 | 5 | | 23 |
| 16 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 17 | 4 | 4 | 4 | 5 | 5 | | 22 |
| 18 | 5 | 5 | 4 | 4 | 4 | | 22 |
| 19 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 20 | 4 | 4 | 4 | 5 | 5 | | 22 |
| 21 | 5 | 5 | 4 | 4 | 4 | | 22 |
| 22 | 5 | 5 | 4 | 4 | 4 | | 22 |
| 23 | 5 | 5 | 4 | 4 | 4 | | 22 |
| 24 | 5 | 5 | 4 | 4 | 4 | | 22 |
| 25 | 4 | 4 | 4 | 4 | 5 | | 21 |
| 26 | 5 | 5 | 4 | 4 | 4 | | 22 |
| 27 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 28 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 29 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 30 | 5 | 5 | 4 | 4 | 4 | | 22 |
| 31 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 32 | 3 | 3 | 4 | 4 | 4 | | 18 |
| 33 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 34 | 5 | 5 | 4 | 4 | 4 | | 22 |
| 35 | 5 | 5 | 4 | 4 | 4 | | 22 |
| 36 | 5 | 5 | 4 | 4 | 4 | | 22 |
| 37 | 5 | 5 | 5 | 5 | 5 | | 25 |
| 38 | 5 | 5 | 4 | 4 | 5 | | 23 |
| 39 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 40 | 4 | 4 | 4 | 4 | 3 | | 19 |
| 41 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 42 | 4 | 4 | 5 | 4 | 4 | | 21 |
| 43 | 5 | 5 | 4 | 4 | 4 | | 22 |
| 44 | 4 | 4 | 5 | 5 | 5 | | 23 |
| 45 | 4 | 4 | 4 | 5 | 4 | | 21 |
| 46 | 5 | 5 | 4 | 5 | 4 | | 23 |
| 47 | 5 | 5 | 5 | 4 | 4 | | 23 |
| 48 | 5 | 5 | 5 | 5 | 5 | | 25 |
| 49 | 5 | 5 | 4 | 5 | 5 | | 24 |
| 50 | 5 | 5 | 5 | 5 | 4 | | 24 |
| 51 | 5 | 5 | 4 | 5 | 4 | | 23 |
| 52 | 5 | 5 | 5 | 4 | 4 | | 23 |
| 53 | 5 | 5 | 4 | 5 | 5 | | 24 |
| 54 | 5 | 5 | 4 | 4 | 4 | | 22 |
| 55 | 4 | 4 | 4 | 4 | 5 | | 21 |
| 56 | 4 | 4 | 4 | 4 | 5 | | 21 |
| 57 | 4 | 4 | 4 | 5 | 3 | | 20 |
| 58 | 5 | 5 | 4 | 5 | 4 | | 23 |
| 59 | 3 | 3 | 4 | 5 | 3 | | 18 |
| 60 | 4 | 4 | 4 | 5 | 4 | | 21 |
| 61 | 4 | 4 | 4 | 4 | 5 | | 21 |
| 62 | 4 | 4 | 4 | 4 | 5 | | 21 |
| 63 | 4 | 4 | 4 | 3 | 5 | | 20 |
| 64 | 4 | 4 | 4 | 5 | 4 | | 21 |
| 65 | 4 | 4 | 4 | 4 | 5 | | 21 |
| 66 | 4 | 4 | 4 | 5 | 5 | | 22 |
| 67 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 68 | 4 | 4 | 4 | 4 | 3 | | 19 |
| 69 | 4 | 4 | 4 | 3 | 4 | | 19 |
| 70 | 4 | 4 | 4 | 4 | 3 | | 19 |
| 71 | 5 | 5 | 4 | 4 | 5 | | 23 |
| 72 | 5 | 5 | 4 | 4 | 4 | | 22 |
| 73 | 5 | 5 | 4 | 5 | 4 | | 23 |
| 74 | 5 | 5 | 4 | 4 | 5 | | 23 |
| 75 | 5 | 5 | 4 | 4 | 5 | | 23 |
| 76 | 4 | 4 | 4 | 5 | 5 | | 22 |
| 77 | 3 | 3 | 4 | 5 | 4 | | 19 |
| 78 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 79 | 5 | 5 | 4 | 4 | 5 | | 23 |
| 80 | 4 | 4 | 4 | 4 | 5 | | 21 |
| 81 | 4 | 4 | 4 | 3 | 4 | | 19 |
| 82 | 5 | 5 | 4 | 5 | 4 | | 23 |
| 83 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 84 | 5 | 5 | 5 | 4 | 5 | | 24 |
| 85 | 5 | 4 | 4 | 5 | 4 | | 22 |
| 86 | 4 | 4 | 4 | 5 | 4 | | 21 |
| 87 | 5 | 5 | 5 | 5 | 5 | | 25 |
| 88 | 4 | 4 | 4 | 4 | 4 | | 20 |
| 89 | 4 | 3 | 3 | 4 | 3 | | 17 |
| 90 | 5 | 5 | 5 | 5 | 5 | | 25 |
| 91 | 5 | 5 | 5 | 4 | 5 | | 24 |
| 92 | 5 | 5 | 5 | 5 | 5 | | 25 |
| 93 | 5 | 4 | 4 | 5 | 4 | | 22 |
| 94 | 5 | 5 | 5 | 4 | 5 | | 24 |
| 95 | 5 | 4 | 4 | 5 | 4 | | 22 |
| 96 | 5 | 5 | 5 | 4 | 5 | | 24 |
| 97 | 5 | 5 | 5 | 5 | 5 | | 25 |
| 98 | 5 | 5 | 5 | 5 | 5 | | 25 |
| 99 | 5 | 5 | 5 | 4 | 5 | | 24 |
| 100 | 4 | 4 | 4 | 4 | 4 | | 20 |
| Σ |  | | | | | | 2.146 |

Validitas Sistem Antrian

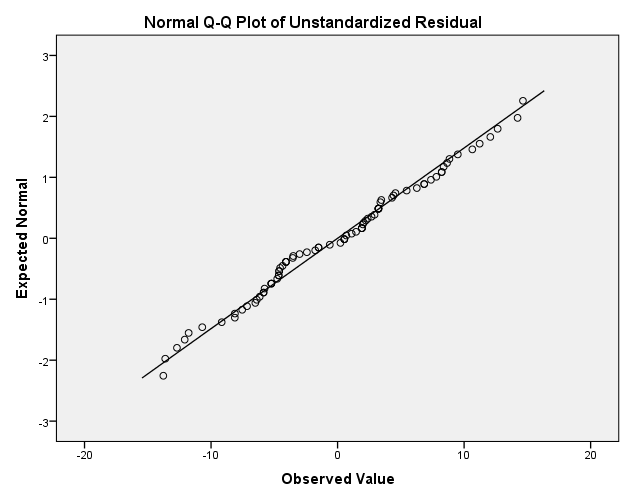


|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| 0,716 | 5 |

Validitas Kepuasan Nasabah



|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| 0,688 | 5 |
|  |  |



Normalitas

|  |  |  |
| --- | --- | --- |
| **One-Sample Kolmogorov-Smirnov Test** | | |
|  | | Unstandardized Residual |
| N | | 100 |
| Normal Parametersa,b | Mean | ,0000000 |
| Std. Deviation | ,07174530 |
| Most Extreme Differences | Absolute | ,083 |
| Positive | ,082 |
| Negative | -,083 |
| Test Statistic | | ,083 |
| Asymp. Sig. (2-tailed) | | ,083c |
| a. Test distribution is Normal. | | |
| b. Calculated from data.  c. Lilliefors Significance Correction. | | |
| Grafik Normalitas | | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | T | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | 1,491 | ,245 |  | 6,093 | ,000 |
| Sistem antrian | ,516 | ,080 | ,547 | 6,466 | ,000 |
| a. Dependent Variable: kepuasaan nasabah | | | | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Model Summaryb** | | | | |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | ,547a | ,299 | ,292 | ,07211 |
| a. Predictors: (Constant), Sistem antrian | | | | |
| b. Dependent Variable: kepuasaan nasabah | | | | |

Tabel Nilai-nilai Distribusi t

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Pr** | **0.25** | **0.10** | **0.05** | **0.025** | **0.01** | **0.005** | **0.001** |
| **Df** | **0.50** | **0.20** | **0.10** | **0.050** | **0.02** | **0.010** | **0.002** |
| **1** | 1.00000 | 3.07768 | 6.31375 | 12.70620 | 31.82052 | 63.65674 | 318.30884 |
| **2** | 0.81650 | 1.88562 | 2.91999 | 4.30265 | 6.96456 | 9.92484 | 22.32712 |
| **3** | 0.76489 | 1.63774 | 2.35336 | 3.18245 | 4.54070 | 5.84091 | 10.21453 |
| **4** | 0.74070 | 1.53321 | 2.13185 | 2.77645 | 3.74695 | 4.60409 | 7.17318 |
| **5** | 0.72669 | 1.47588 | 2.01505 | 2.57058 | 3.36493 | 4.03214 | 5.89343 |
| **6** | 0.71756 | 1.43976 | 1.94318 | 2.44691 | 3.14267 | 3.70743 | 5.20763 |
| **7** | 0.71114 | 1.41492 | 1.89458 | 2.36462 | 2.99795 | 3.49948 | 4.78529 |
| **8** | 0.70639 | 1.39682 | 1.85955 | 2.30600 | 2.89646 | 3.35539 | 4.50079 |
| **9** | 0.70272 | 1.38303 | 1.83311 | 2.26216 | 2.82144 | 3.24984 | 4.29681 |
| **10** | 0.69981 | 1.37218 | 1.81246 | 2.22814 | 2.76377 | 3.16927 | 4.14370 |
| **11** | 0.69745 | 1.36343 | 1.79588 | 2.20099 | 2.71808 | 3.10581 | 4.02470 |
| **12** | 0.69548 | 1.35622 | 1.78229 | 2.17881 | 2.68100 | 3.05454 | 3.92963 |
| **13** | 0.69383 | 1.35017 | 1.77093 | 2.16037 | 2.65031 | 3.01228 | 3.85198 |
| **14** | 0.69242 | 1.34503 | 1.76131 | 2.14479 | 2.62449 | 2.97684 | 3.78739 |
| **15** | 0.69120 | 1.34061 | 1.75305 | 2.13145 | 2.60248 | 2.94671 | 3.73283 |
| **16** | 0.69013 | 1.33676 | 1.74588 | 2.11991 | 2.58349 | 2.92078 | 3.68615 |
| **17** | 0.68920 | 1.33338 | 1.73961 | 2.10982 | 2.56693 | 2.89823 | 3.64577 |
| **18** | 0.68836 | 1.33039 | 1.73406 | 2.10092 | 2.55238 | 2.87844 | 3.61048 |
| **19** | 0.68762 | 1.32773 | 1.72913 | 2.09302 | 2.53948 | 2.86093 | 3.57940 |
| **20** | 0.68695 | 1.32534 | 1.72472 | 2.08596 | 2.52798 | 2.84534 | 3.55181 |
| **21** | 0.68635 | 1.32319 | 1.72074 | 2.07961 | 2.51765 | 2.83136 | 3.52715 |
| **22** | 0.68581 | 1.32124 | 1.71714 | 2.07387 | 2.50832 | 2.81876 | 3.50499 |
| **23** | 0.68531 | 1.31946 | 1.71387 | 2.06866 | 2.49987 | 2.80734 | 3.48496 |
| **24** | 0.68485 | 1.31784 | 1.71088 | 2.06390 | 2.49216 | 2.79694 | 3.46678 |
| **25** | 0.68443 | 1.31635 | 1.70814 | 2.05954 | 2.48511 | 2.78744 | 3.45019 |
| **26** | 0.68404 | 1.31497 | 1.70562 | 2.05553 | 2.47863 | 2.77871 | 3.43500 |
| **27** | 0.68368 | 1.31370 | 1.70329 | 2.05183 | 2.47266 | 2.77068 | 3.42103 |
| **28** | 0.68335 | 1.31253 | 1.70113 | 2.04841 | 2.46714 | 2.76326 | 3.40816 |
| **29** | 0.68304 | 1.31143 | 1.69913 | 2.04523 | 2.46202 | 2.75639 | 3.39624 |
| **30** | 0.68276 | 1.31042 | 1.69726 | 2.04227 | 2.45726 | 2.75000 | 3.38518 |
| **31** | 0.68249 | 1.30946 | 1.69552 | 2.03951 | 2.45282 | 2.74404 | 3.37490 |
| **32** | 0.68223 | 1.30857 | 1.69389 | 2.03693 | 2.44868 | 2.73848 | 3.36531 |
| **33** | 0.68200 | 1.30774 | 1.69236 | 2.03452 | 2.44479 | 2.73328 | 3.35634 |
| **34** | 0.68177 | 1.30695 | 1.69092 | 2.03224 | 2.44115 | 2.72839 | 3.34793 |
| **35** | 0.68156 | 1.30621 | 1.68957 | 2.03011 | 2.43772 | 2.72381 | 3.34005 |
| **36** | 0.68137 | 1.30551 | 1.68830 | 2.02809 | 2.43449 | 2.71948 | 3.33262 |
| **37** | 0.68118 | 1.30485 | 1.68709 | 2.02619 | 2.43145 | 2.71541 | 3.32563 |
| **38** | 0.68100 | 1.30423 | 1.68595 | 2.02439 | 2.42857 | 2.71156 | 3.31903 |
| **39** | 0.68083 | 1.30364 | 1.68488 | 2.02269 | 2.42584 | 2.70791 | 3.31279 |
| **40** | 0.68067 | 1.30308 | 1.68385 | 2.02108 | 2.42326 | 2.70446 | 3.30688 |
| **41** | 0.68052 | 1.30254 | 1.68288 | 2.01954 | 2.42080 | 2.70118 | 3.30127 |
| **42** | 0.68038 | 1.30204 | 1.68195 | 2.01808 | 2.41847 | 2.69807 | 3.29595 |
| **43** | 0.68024 | 1.30155 | 1.68107 | 2.01669 | 2.41625 | 2.69510 | 3.29089 |
| **44** | 0.68011 | 1.30109 | 1.68023 | 2.01537 | 2.41413 | 2.69228 | 3.28607 |
| **45** | 0.67998 | 1.30065 | 1.67943 | 2.01410 | 2.41212 | 2.68959 | 3.28148 |
| **46** | 0.67986 | 1.30023 | 1.67866 | 2.01290 | 2.41019 | 2.68701 | 3.27710 |
| **47** | 0.67975 | 1.29982 | 1.67793 | 2.01174 | 2.40835 | 2.68456 | 3.27291 |
| **48** | 0.67964 | 1.29944 | 1.67722 | 2.01063 | 2.40658 | 2.68220 | 3.26891 |
| **49** | 0.67953 | 1.29907 | 1.67655 | 2.00958 | 2.40489 | 2.67995 | 3.26508 |
| **50** | 0.67943 | 1.29871 | 1.67591 | 2.00856 | 2.40327 | 2.67779 | 3.26141 |
| **51** | 0.67933 | 1.29837 | 1.67528 | 2.00758 | 2.40172 | 2.67572 | 3.25789 |
| **52** | 0.67924 | 1.29805 | 1.67469 | 2.00665 | 2.40022 | 2.67373 | 3.25451 |
| **53** | 0.67915 | 1.29773 | 1.67412 | 2.00575 | 2.39879 | 2.67182 | 3.25127 |
| **54** | 0.67906 | 1.29743 | 1.67356 | 2.00488 | 2.39741 | 2.66998 | 3.24815 |
| **55** | 0.67898 | 1.29713 | 1.67303 | 2.00404 | 2.39608 | 2.66822 | 3.24515 |
| **56** | 0.67890 | 1.29685 | 1.67252 | 2.00324 | 2.39480 | 2.66651 | 3.24226 |
| **57** | 0.67882 | 1.29658 | 1.67203 | 2.00247 | 2.39357 | 2.66487 | 3.23948 |
| **58** | 0.67874 | 1.29632 | 1.67155 | 2.00172 | 2.39238 | 2.66329 | 3.23680 |
| **59** | 0.67867 | 1.29607 | 1.67109 | 2.00100 | 2.39123 | 2.66176 | 3.23421 |
| **60** | 0.67860 | 1.29582 | 1.67065 | 2.00030 | 2.39012 | 2.66028 | 3.23171 |
| **61** | 0.67853 | 1.29558 | 1.67022 | 1.99962 | 2.38905 | 2.65886 | 3.22930 |
| **62** | 0.67847 | 1.29536 | 1.66980 | 1.99897 | 2.38801 | 2.65748 | 3.22696 |
| **63** | 0.67840 | 1.29513 | 1.66940 | 1.99834 | 2.38701 | 2.65615 | 3.22471 |
| **64** | 0.67834 | 1.29492 | 1.66901 | 1.99773 | 2.38604 | 2.65485 | 3.22253 |
| **65** | 0.67828 | 1.29471 | 1.66864 | 1.99714 | 2.38510 | 2.65360 | 3.22041 |
| **66** | 0.67823 | 1.29451 | 1.66827 | 1.99656 | 2.38419 | 2.65239 | 3.21837 |
| **67** | 0.67817 | 1.29432 | 1.66792 | 1.99601 | 2.38330 | 2.65122 | 3.21639 |
| **68** | 0.67811 | 1.29413 | 1.66757 | 1.99547 | 2.38245 | 2.65008 | 3.21446 |
| **69** | 0.67806 | 1.29394 | 1.66724 | 1.99495 | 2.38161 | 2.64898 | 3.21260 |
| **70** | 0.67801 | 1.29376 | 1.66691 | 1.99444 | 2.38081 | 2.64790 | 3.21079 |
| **71** | 0.67796 | 1.29359 | 1.66660 | 1.99394 | 2.38002 | 2.64686 | 3.20903 |
| **72** | 0.67791 | 1.29342 | 1.66629 | 1.99346 | 2.37926 | 2.64585 | 3.20733 |
| **73** | 0.67787 | 1.29326 | 1.66600 | 1.99300 | 2.37852 | 2.64487 | 3.20567 |
| **74** | 0.67782 | 1.29310 | 1.66571 | 1.99254 | 2.37780 | 2.64391 | 3.20406 |
| **75** | 0.67778 | 1.29294 | 1.66543 | 1.99210 | 2.37710 | 2.64298 | 3.20249 |
| **76** | 0.67773 | 1.29279 | 1.66515 | 1.99167 | 2.37642 | 2.64208 | 3.20096 |
| **77** | 0.67769 | 1.29264 | 1.66488 | 1.99125 | 2.37576 | 2.64120 | 3.19948 |
| **78** | 0.67765 | 1.29250 | 1.66462 | 1.99085 | 2.37511 | 2.64034 | 3.19804 |
| **79** | 0.67761 | 1.29236 | 1.66437 | 1.99045 | 2.37448 | 2.63950 | 3.19663 |
| **80** | 0.67757 | 1.29222 | 1.66412 | 1.99006 | 2.37387 | 2.63869 | 3.19526 |
| **81** | 0.67753 | 1.29209 | 1.66388 | 1.98969 | 2.37327 | 2.63790 | 3.19392 |
| **82** | 0.67749 | 1.29196 | 1.66365 | 1.98932 | 2.37269 | 2.63712 | 3.19262 |
| **83** | 0.67746 | 1.29183 | 1.66342 | 1.98896 | 2.37212 | 2.63637 | 3.19135 |
| **84** | 0.67742 | 1.29171 | 1.66320 | 1.98861 | 2.37156 | 2.63563 | 3.19011 |
| **85** | 0.67739 | 1.29159 | 1.66298 | 1.98827 | 2.37102 | 2.63491 | 3.18890 |
| **86** | 0.67735 | 1.29147 | 1.66277 | 1.98793 | 2.37049 | 2.63421 | 3.18772 |
| **87** | 0.67732 | 1.29136 | 1.66256 | 1.98761 | 2.36998 | 2.63353 | 3.18657 |
| **88** | 0.67729 | 1.29125 | 1.66235 | 1.98729 | 2.36947 | 2.63286 | 3.18544 |
| **89** | 0.67726 | 1.29114 | 1.66216 | 1.98698 | 2.36898 | 2.63220 | 3.18434 |
| **90** | 0.67723 | 1.29103 | 1.66196 | 1.98667 | 2.36850 | 2.63157 | 3.18327 |
| **91** | 0.67720 | 1.29092 | 1.66177 | 1.98638 | 2.36803 | 2.63094 | 3.18222 |
| **92** | 0.67717 | 1.29082 | 1.66159 | 1.98609 | 2.36757 | 2.63033 | 3.18119 |
| **93** | 0.67714 | 1.29072 | 1.66140 | 1.98580 | 2.36712 | 2.62973 | 3.18019 |
| **94** | 0.67711 | 1.29062 | 1.66123 | 1.98552 | 2.36667 | 2.62915 | 3.17921 |
| **95** | 0.67708 | 1.29053 | 1.66105 | 1.98525 | 2.36624 | 2.62858 | 3.17825 |
| **96** | 0.67705 | 1.29043 | 1.66088 | 1.98498 | 2.36582 | 2.62802 | 3.17731 |
| **97** | 0.67703 | 1.29034 | 1.66071 | 1.98472 | 2.36541 | 2.62747 | 3.17639 |
| **98** | 0.67700 | 1.29025 | 1.66055 | 1.98447 | 2.36500 | 2.62693 | 3.17549 |
| **99** | 0.67698 | 1.29016 | 1.66039 | 1.98422 | 2.36461 | 2.62641 | 3.17460 |
| **100** | 0.67695 | 1.29007 | 1.66023 | 1.98397 | 2.36422 | 2.62589 | 3.17374 |
| **120** | 0.67654 | 1.28865 | 1.65765 | 1.97993 | 2.35782 | 2.61742 | 3.15954 |
| **∞** |  |  |  |  |  |  |  |

**LAMPIRAN 1**

**KUESIONER**

**** Kuesioner Penelitian

Responden Yth,

Saya adalah mahasiswa Universitas Muslim Nusantara Al-Washliyah (UMN) Sumatera Utara Falkutas Ekonomi semester akhir. Saya sedang melakukan penelitian yang berjudul “**Pengaruh Sistem Antrian Teller Terhadap Kepuasan Nasabah Pada Bank Sumut Kantor Cabang Pembantu Perbaungan** “. Salah satu bagian penting dalam penelitian ini adalah pengumpulan data melalui kuesioner yang di isi oleh nasabah Bank Sumut Capem Perbaungan.

Bersamaan dengan kuesioner ini, saya mohon untuk ketersediaan anda memberikan tanggapan menurut pendapat masing-masing, dengan cara memberikan tanda silang pada jawaban yang telah tersedia pada pertanyaan yang telah disajikan. **Jawaban anda akan diperlakukan dengan sangat rahasia**. Saya mengucapkan terima kasih atas waktu da kesempatan anda untuk mengisi kuesioner ini.

Hormat Saya,

Tiya Dwi Ariska  
 163114200

**Karakteristik Responden**

Berikan tanda silang (X) pada jawaban disamping kanan pertanyaan yang sesuai dengan jawaban anda. Adapun penjelasan mengenai jawaban tersebut sebagai berikut:

1. Jenis Kelamin :
2. Laki – laki
3. Perempuan
4. Usia :
5. Kurang dari ≤ 25 Tahun : ………. Tahun
6. Antara 26-30 Tahun : ………. Tahun
7. Antara 31-35 Tahun : ………. Tahun
8. Antara 36-40 Tahun : ………. Tahun
9. Diatas ≥ 40 Tahun : ………. Tahun
10. Pendidikan terakhir :
11. SMA atau sederajat
12. D3
13. S1
14. Lain-lain

**Petunjuk Pengisian**

Berikan tanda silang (√) pada jawaban disamping kanan pertanyaan yang sesuai dengan jawaban anda. Adapun penjelasan mengenai jawaban tersebut sebagai berikut :

SS : Sangat Setuju

S : Setuju

KS : Kurang Setuju

TS : Tidak Setuju

STS : Sangat Tidak Setuju

1. Pertanyaan yang berhubungan dengan Antrian

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No. | Pertanyaan | Jawaban | | | | |
| SS | S | KS | TS | STS |
| Pola Kedangan | | | | | | |
| 1. | Saya percaya jika Pola kedatangan nasabah yang tidak menentu, membuat pegawai harus selalu sigap dalam memberikan pelayanan. |  |  |  |  |  |
| Perilaku Konsumen | | | | | | |
| 2. | Saya yakin jika perilaku konsumen harus ditanggapin dengan baik oleh Bank Sumut Capem Perbaungan. |  |  |  |  |  |
| Aturan Antrian | | | | | | |
| 3. | Saya percaya sistem antrian yang diterapkan pihak Bank Sumut sudah efektif dalam memberikan pelayanan kepada nasabah. |  |  |  |  |  |
| Sistem Pelayanan | | | | | | |
| 4. | Saya setuju jika sistem pelayanan yang diterapkan oleh Bank Sumut Capem Perbaungan, Sudah bagus dan efektif dalam melayanin nasabah. |  |  |  |  |  |
| Tertib | | | | | | |
| 5. | Saya yakin jika nasabah yang datang untuk melakukan transaksi akan tertib dalam mendapatkan pelayaan dari Bank Sumut Capem Perbaungan. |  |  |  |  |  |

2. Pertanyaan yang berhubungan dengan Kepuasan Nasabah

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No. | Pertanyaan | Jawaban | | | | |
| SS | S | KS | TS | STS |
| Keandalan (*Reliability*) | | | | | | |
| 1. | Saya setuju jika Bank Sumut Capem Perbaungan selalu memenuhi pelayanan yang dijanjikan dan memberikan perhatian terhadap masalah nasabah. |  |  |  |  |  |
| Daya Tanggap (*Responsiveness*) | | | | | | |
| 2. | Saya percaya bahwa pihak Bank Sumut Capem Perbaungan selalu menjelaskan secara detail produk yang diminati nasabah dan bersedia membantu nasabah. |  |  |  |  |  |
| Administrasi Jaminan (*Assurance*) | | | | | | |
| 3. | Saya setuju jika Bank Sumut Capem Perbaungan memberikan jaminan kenyamana kepada nasabah, agar nasabah merasa aman melakukan transaksi dengan bank. |  |  |  |  |  |
| Empati (*Empathy*) | | | | | | |
| 4. | Saya percaya bahwaBank Sumut Capem Perbaungan selalu memberikan informasi terbaru tentang produk dan pelayanan |  |  |  |  |  |
| Bukti Fisik (*Tangibles*) | | | | | | |
| 5. | Saya yakin bahwa jenis formulir tersedia dan nasabah tidak mengalami kesulitan mengisinya, serta setiap transaksi pihak Bank Sumut Capem Perbaungan selalu memberikan tanda terima atau tanda bukti transaksi yang dilakukan. |  |  |  |  |  |