

HASIL UJI VALIDITAS DAN RELIABILITAS

Reliability Statistics

Cronbach's Alpha	N of Items
.878	12

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
P1	45.7419	15.931	.467	.874
P2	45.6452	15.237	.623	.865
P3	45.9355	14.462	.655	.863
P4	45.8065	14.161	.793	.854
P5	46.0323	13.899	.734	.857
P6	45.8710	15.049	.716	.861
P7	45.8387	15.806	.575	.869
P8	45.7097	15.480	.495	.873
P9	45.9355	15.062	.584	.867
P10	45.8387	15.673	.617	.867
P1	46.2258	16.247	.334	.881
P2	46.1290	15.783	.350	.884

HASIL UJI REGRESI LINIER BERGANDA

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.378 ^a	.143	.076	.94050

a. Predictors: (Constant), Empati, Tangible, Ansurance, Responsiveness, Reliability

b. Dependent Variable: Kepuasan Nasabah

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	9.460	5	1.892	2.139	.072 ^a
	Residual	56.611	64	.885		
	Total	66.071	69			

a. Predictors: (Constant), Empati, Tangible, Ansurance, Responsiveness, Reliability

b. Dependent Variable: Kepuasan Nasabah

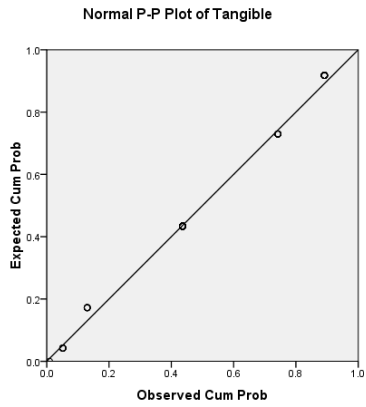
Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.977	1.053		5.675	.000
	Tangible	.209	.117	.274	1.776	.081
	Reliability	.062	.132	.084	.465	.644
	Responsiveness	.251	.148	.276	1.698	.094
	Ansurance	.013	.137	.013	.091	.927
	Empati	-.339	.138	-.454	-2.455	.017

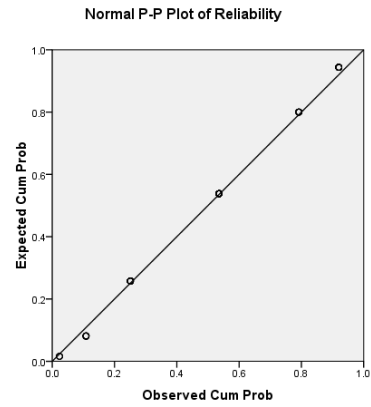
a. Dependent Variable: Kepuasan Nasabah

HASIL UJI NORMALITAS

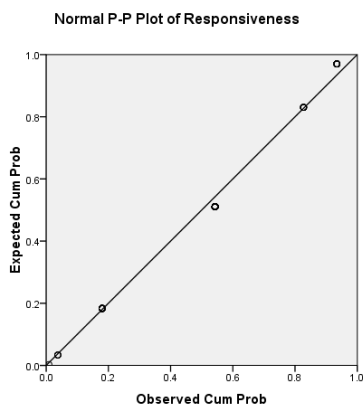
Tangible



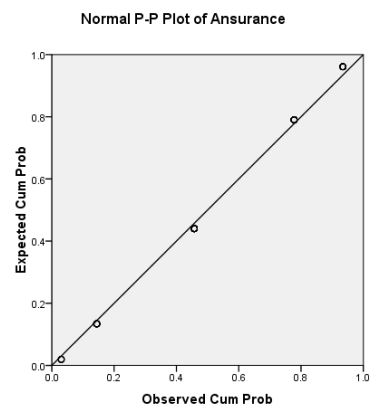
Reliability



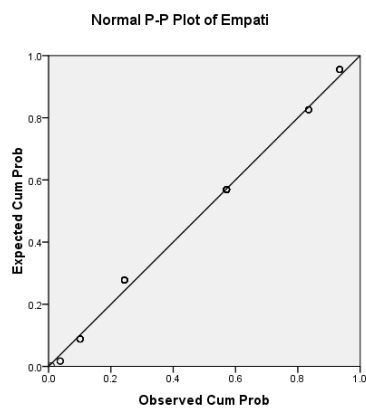
Responsiveness



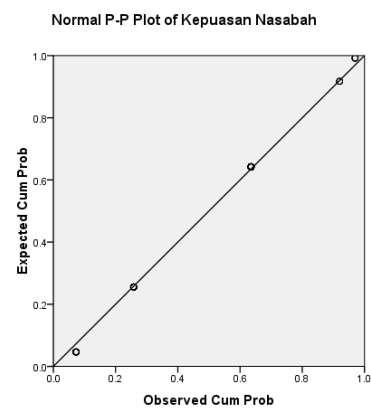
Ansurance



Empati



Kepuasan



HASIL UJI ASUMSI KLASIK

Coefficients^a

Model		Collinearity Statistics	
		Tolerance	VIF
1	Tangible	.563	1.776
	Reliability	.407	2.455
	Responsiveness	.507	1.972
	Ansurance	.623	1.605
	Empati	.392	2.550

a. Dependent Variable: Kepuasan Nasabah

Scatterplot

Dependent Variable: Kepuasan Nasabah

