

Lampiran 1. Kuisisioner

I. Karakteristik Responden

Mohon Bapak/Ibu/Saudara/Saudari bersedia mengisi daftar isian berikut dengan cara memberikan jawaban atau mengisi tanda rumput ($\sqrt{\quad}$) sesuai dengan keadaan yang sebenarnya.

1. Nama Responden :

2. Jenis Kelamin :

☐ Laki-laki ☐ Perempuan

3. Usia :

4. Alamat :

5. Jenis Pekerjaan :

☐ Pegawai Negri ☐ Wirawasta

☐ Karyawan Swasta ☐ Pelajar

☐ Pensiunan ☐ Ibu Rumah Tangga ☐ lain-lain.....

6. Pendidikan terakhir :

☐ SMA/SMK ☐ Diploma

☐ Sarjana ☐ Pasca Sarjana

7. Lama menjadi anggota BMT Walisongo :

☐ 6 bulan – 11 bulan ☐ 12 bulan – 17 bulan

☐ 18 bulan – 23 bulan ☐ > 23 bulan

II. Pernyataan- pernyataan di bawah ini didesain untuk mengetahui atribut atau indikator kualitas pelayanan dan loyalitas anda terhadap BMT Walisongo Papandayan. Berikanlah tanda rumpit (✓) pada jawaban yang anda pilih.

1 = Sangat Tidak Setuju

2 = Tidak Setuju

3 = Netral

4 = Setuju

5 = Sangat Setuju

No	Pernyataan	1	2	3	4	5
Bukti Fisik (<i>Tangibles</i>)						
1	Fasilitas BMT Walisongo lengkap					
2	BMT Walisongo memiliki fasilitas area parkir yang luas dan aman					
3	BMT Walisongo memiliki teknologi <i>up-to-date</i> dan Modern					
4	Pegawai dan staff BMT Walisongo mampu menggunakan teknologi dengan baik					
5	Pegawai dan staff BMT Walisongo berpenampilan rapi					
6	BMT Walisongo memiliki ruang kantor yang bersih, rapi dan nyaman					
Empati (<i>Empathy</i>)						
1	Staf BMT Walisongo sabar dalam melayani anggota					
2	Staf BMT Walisongo perhatian dalam melayani anggota					
3	Staf BMT Walisongo serius dalam menangani anggota					
4	Staf BMT Walisongo memahami kebutuhan anggota					
5	Staf BMT Walisongo segera meminta maaf saat terjadi kesalahan <i>service</i>					

6	Staf BMT Walisongo siap menerima kritik dan saran dari anggota					
Keandalan (<i>Reliability</i>)						
1	Staf BMT Walisongo memberikan pelayanan maksimal pada anggota					
2	Pegawai dan staf BMT Walisongo terampil dalam menjalankan pekerjaannya					
3	BMT Walisongo bekerja dengan tulus dalam membantu anggota					
4	BMT Walisongo memberikan layanan tepat pada waktunya					
5	Penjelasan yang diberikan oleh BMT Walisongo mudah untuk dipahami anggota					
6	BMT Walisongo secara akurat memverifikasi permintaan anggota					
Daya Tanggap (<i>Responsiveness</i>)						
1	Staf dan Pegawai BMT Walisongo memberikan penjelasan yang bijaksana					
2	BMT Walisongo menanggapi masalah anggota dengan bijaksana					
3	Staf dan Pegawai BMT Walisongo memberikan penjelasan pada anggota dengan detail					
4	Staf dan Pegawai BMT Walisongo memberikan informasi dengan lengkap					
5	BMT Walisongo memberitahu informasi terhadap keluhan anggota					
6	BMT Walisongo cepat dalam membantu permasalahan anggota					
Jaminan (<i>Assurance</i>)						
1	Produk BMT Walisongo terjamin keamanannya					
2	Staf dan Pegawai BMT Walisongo berpengalaman dalam bekerja					
3	BMT Walisongo bertanggung jawab terhadap produk dan fasilitas yang diberikan					

4	BMT Walisongo perhatian pada anggota					
5	Transaksi di BMT Walisongo dapat dipercaya					
6	Staf BMT Walisongo dapat menjawab pertanyaan anggota dengan baik					
Loyalitas						
1	Anda akan merekomendasikan BMT Walisongo kepada orang lain					
2	Anda akan mempergunakan segala layanan di BMT Walisongo					
3	Anda akan mencoba semua produk yang ditawarkan BMT WALISONGO					
4	Mempertimbangkan BMT Walisongo sebagai pilihan pertama untuk menyimpan dana yang dimiliki					
5	Anda berniat untuk terus melakukan transaksi di BMT Walisongo secara berkesinambungan					
6	Anda merasa yakin terhadap BMT Walisongo					

Regression

Descriptive Statistics

	Mean	Std. Deviation	N
Y	23,4783	3,37521	115
X1	22,6696	4,07758	115
X2	21,5391	3,66177	115
X3	22,8609	3,95565	115
X4	22,0696	3,61702	115
X5	22,8087	3,84547	115

Correlations

	Y	X1	X2	X3	X4	X5
Pearson Correlation	1,000	,839	,596	,867	,408	,847
	,839	1,000	,619	,881	,280	,887
	,596	,619	1,000	,717	,292	,661
	,867	,881	,717	1,000	,313	,897
	,408	,280	,292	,313	1,000	,300
	,847	,887	,661	,897	,300	1,000
Sig. (1-tailed)	.	,000	,000	,000	,000	,000
	,000	.	,000	,000	,001	,000
	,000	,000	.	,000	,001	,000
	,000	,000	,000	.	,000	,000
	,000	,001	,001	,000	.	,001
	,000	,000	,000	,000	,001	.
N	115	115	115	115	115	115
	115	115	115	115	115	115
	115	115	115	115	115	115
	115	115	115	115	115	115
	115	115	115	115	115	115

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	X5, X4, X2, X1, X3 ^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	,898 ^a	,807	,798	1,51631

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

b. Dependent Variable: Y

Change Statistics					Durbin-Watson
R Square Change	F Change	df1	df2	Sig. F Change	
,807	91,170	5	109	,000	1,843

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1048,084	5	209,617	91,170	,000 ^b
	Residual	250,611	109	2,299		
	Total	1298,696	114			

a. Dependent Variable: Y

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

Collinearity Diagnostics^a**Coefficients^a**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics		
	B	Std. Error	Beta			Zero-order	Partial	Part	Tolerance	VIF	
1	(Constant)	3,884	1,110		3,499	,001					
	X1	,189	,083	,228	2,270	,025	,839	,212	,096	,175	5,709
	X2	-,069	,056	-,075	-1,232	,221	,596	-,117	-,052	,477	2,096
	X3	,396	,097	,464	4,100	,000	,867	,366	,172	,138	7,240
	X4	,140	,042	,150	3,376	,001	,408	,308	,142	,891	1,122
	X5	,204	,095	,232	2,155	,033	,847	,202	,091	,153	6,557

a. Dependent Variable: Y

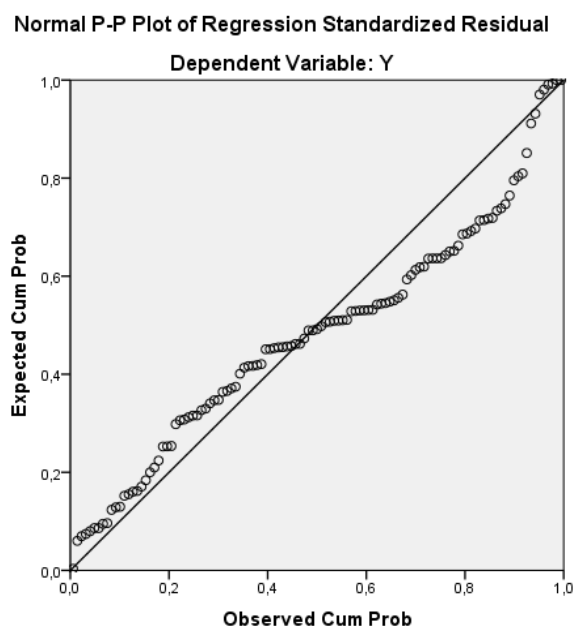
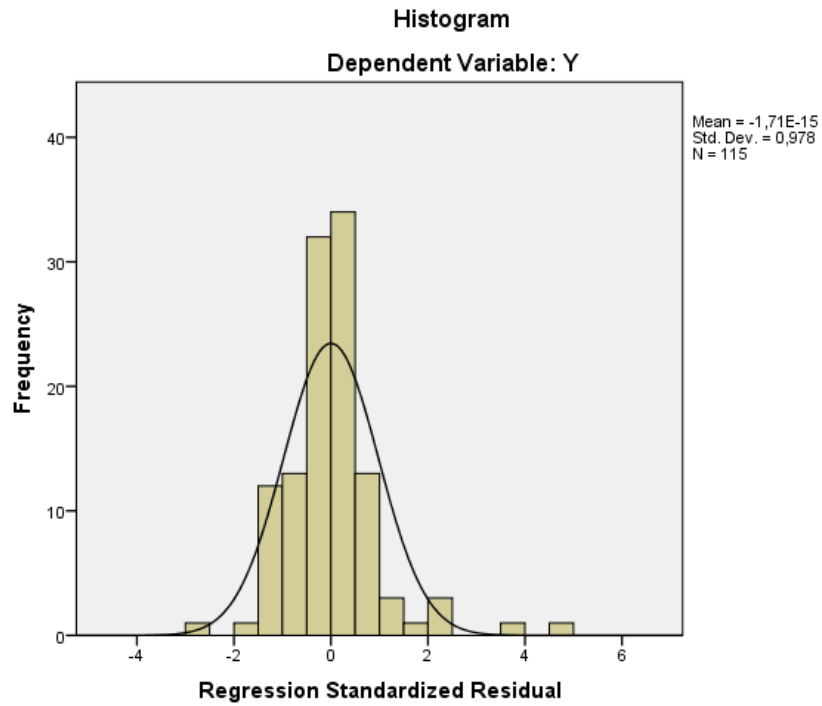
Model	Dimension	Eigenvalue	Condition Index	Variance Proportions					
				(Constant)	X1	X2	X3	X4	X5
1	1	5,938	1,000	,00	,00	,00	,00	,00	,00
	2	,031	13,743	,09	,02	,01	,01	,36	,01
	3	,013	21,206	,29	,04	,38	,01	,41	,01
	4	,011	22,817	,60	,02	,47	,00	,23	,01
	5	,003	42,066	,00	,92	,08	,19	,00	,31
	6	,003	46,293	,02	,00	,05	,79	,00	,66

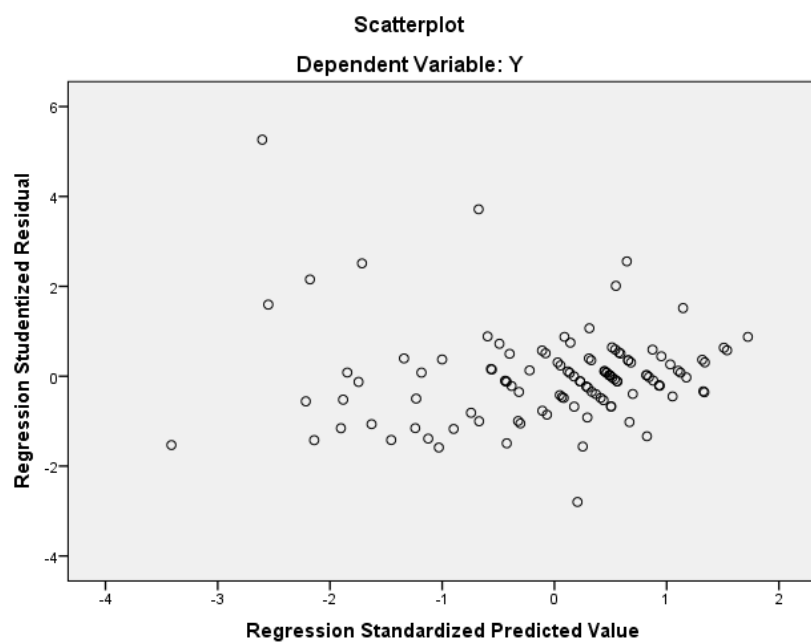
a. Dependent Variable: Y

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	13,1314	28,7033	23,4783	3,03212	115
Std. Predicted Value	-3,412	1,723	,000	1,000	115
Standard Error of Predicted Value	,166	,690	,325	,122	115
Adjusted Predicted Value	13,5271	28,6434	23,4652	3,03616	115
Residual	-4,10119	7,41511	,00000	1,48268	115
Std. Residual	-2,705	4,890	,000	,978	115
Stud. Residual	-2,799	5,263	,004	1,023	115
Deleted Residual	-4,39284	8,58856	,01305	1,62644	115
Stud. Deleted Residual	-2,892	6,066	,014	1,076	115
Mahal. Distance	,381	22,600	4,957	4,731	115
Cook's Distance	,000	,731	,017	,072	115
Centered Leverage Value	,003	,198	,043	,042	115

a. Dependent Variable: Y





Uji Reabilitas

Tangibles (X1)

Case Processing Summary

	N	%
Valid	115	100,0
Cases Excluded ^a	0	,0
Total	115	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,799	6

Empathy (X2)

Case Processing Summary

	N	%
Valid	115	100,0
Cases Excluded ^a	0	,0
Total	115	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,759	6

Reliability (X3)

Case Processing Summary

		N	%
Cases	Valid	115	100,0
	Excluded ^a	0	,0
	Total	115	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,781	6

Responsive (X4)

Case Processing Summary

		N	%
Cases	Valid	115	100,0
	Excluded ^a	0	,0
	Total	115	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,689	6

Assurance (X5)**Case Processing Summary**

		N	%
Cases	Valid	115	100,0
	Excluded ^a	0	,0
	Total	115	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,686	6

Loyalitas (Y)**Case Processing Summary**

		N	%
Cases	Valid	115	100,0
	Excluded ^a	0	,0
	Total	115	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,720	6

Uji Validitas

Tangibles (X1)

		Correlations						
		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	Tangibles
X1.1	Pearson Correlation	1	,318**	,209*	,228*	,181	,381**	,530**
	Sig. (2-tailed)		,001	,025	,014	,052	,000	,000
	N	115	115	115	115	115	115	115
X1.2	Pearson Correlation	,318**	1	,450**	,385**	,438**	,457**	,726**
	Sig. (2-tailed)	,001		,000	,000	,000	,000	,000
	N	115	115	115	115	115	115	115
X1.3	Pearson Correlation	,209*	,450**	1	,530**	,362**	,512**	,722**
	Sig. (2-tailed)	,025	,000		,000	,000	,000	,000
	N	115	115	115	115	115	115	115
X1.4	Pearson Correlation	,228*	,385**	,530**	1	,483**	,461**	,739**
	Sig. (2-tailed)	,014	,000	,000		,000	,000	,000
	N	115	115	115	115	115	115	115
X1.5	Pearson Correlation	,181	,438**	,362**	,483**	1	,541**	,721**
	Sig. (2-tailed)	,052	,000	,000	,000		,000	,000
	N	115	115	115	115	115	115	115
X1.6	Pearson Correlation	,381**	,457**	,512**	,461**	,541**	1	,788**
	Sig. (2-tailed)	,000	,000	,000	,000	,000		,000
	N	115	115	115	115	115	115	115
Tangibles	Pearson Correlation	,530**	,726**	,722**	,739**	,721**	,788**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	
	N	115	115	115	115	115	115	115

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

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

Empathy (X2)

		Correlations						
		X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	Empathy
X2.1	Pearson Correlation	1	,476**	,535**	,466**	,285**	,382**	,791**
	Sig. (2-tailed)		,000	,000	,000	,002	,000	,000
	N	115	115	115	115	115	115	115
X2.2	Pearson Correlation	,476**	1	,372**	,238*	,184*	,275**	,651**
	Sig. (2-tailed)	,000		,000	,010	,050	,003	,000
	N	115	115	115	115	115	115	115
X2.3	Pearson Correlation	,535**	,372**	1	,450**	,262**	,392**	,734**
	Sig. (2-tailed)	,000	,000		,000	,005	,000	,000
	N	115	115	115	115	115	115	115
X2.4	Pearson Correlation	,466**	,238*	,450**	1	,341**	,341**	,691**
	Sig. (2-tailed)	,000	,010	,000		,000	,000	,000
	N	115	115	115	115	115	115	115
X2.5	Pearson Correlation	,285**	,184*	,262**	,341**	1	,183	,549**
	Sig. (2-tailed)	,002	,050	,005	,000		,051	,000
	N	115	115	115	115	115	115	115
X2.6	Pearson Correlation	,382**	,275**	,392**	,341**	,183	1	,627**
	Sig. (2-tailed)	,000	,003	,000	,000	,051		,000
	N	115	115	115	115	115	115	115
Empathy	Pearson Correlation	,791**	,651**	,734**	,691**	,549**	,627**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	
	N	115	115	115	115	115	115	115

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

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

Reliability (X3)

		Correlations						
		X3.1	X3.2	X3.3	X3.4	X3.5	X3.6	Reliability
X3.1	Pearson Correlation	1	,294**	,204*	,060	,234*	,287**	,473**
	Sig. (2-tailed)		,001	,029	,521	,012	,002	,000
	N	115	115	115	115	115	115	115
X3.2	Pearson Correlation	,294**	1	,333**	,261**	,381**	,292**	,626**
	Sig. (2-tailed)	,001		,000	,005	,000	,002	,000
	N	115	115	115	115	115	115	115
X3.3	Pearson Correlation	,204*	,333**	1	,502**	,471**	,497**	,732**
	Sig. (2-tailed)	,029	,000		,000	,000	,000	,000
	N	115	115	115	115	115	115	115
X3.4	Pearson Correlation	,060	,261**	,502**	1	,505**	,553**	,711**
	Sig. (2-tailed)	,521	,005	,000		,000	,000	,000
	N	115	115	115	115	115	115	115
X3.5	Pearson Correlation	,234*	,381**	,471**	,505**	1	,630**	,789**
	Sig. (2-tailed)	,012	,000	,000	,000		,000	,000
	N	115	115	115	115	115	115	115
X3.6	Pearson Correlation	,287**	,292**	,497**	,553**	,630**	1	,790**
	Sig. (2-tailed)	,002	,002	,000	,000	,000		,000
	N	115	115	115	115	115	115	115
Reliability	Pearson Correlation	,473**	,626**	,732**	,711**	,789**	,790**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	
	N	115	115	115	115	115	115	115

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

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

Responsive (X4)

		Correlations						
		X4.1	X4.2	X4.3	X4.4	X4.5	X4.6	Responsive
X4.1	Pearson Correlation	1	,246**	,282**	,215*	,301**	,332**	,634**
	Sig. (2-tailed)		,008	,002	,021	,001	,000	,000
	N	115	115	115	115	115	115	115
X4.2	Pearson Correlation	,246**	1	,390**	,327**	,295**	,141	,662**
	Sig. (2-tailed)	,008		,000	,000	,001	,132	,000
	N	115	115	115	115	115	115	115
X4.3	Pearson Correlation	,282**	,390**	1	,336**	,248**	,324**	,665**
	Sig. (2-tailed)	,002	,000		,000	,007	,000	,000
	N	115	115	115	115	115	115	115
X4.4	Pearson Correlation	,215*	,327**	,336**	1	,223*	,090	,609**
	Sig. (2-tailed)	,021	,000	,000		,017	,338	,000
	N	115	115	115	115	115	115	115
X4.5	Pearson Correlation	,301**	,295**	,248**	,223*	1	,404**	,633**
	Sig. (2-tailed)	,001	,001	,007	,017		,000	,000
	N	115	115	115	115	115	115	115
X4.6	Pearson Correlation	,332**	,141	,324**	,090	,404**	1	,561**
	Sig. (2-tailed)	,000	,132	,000	,338	,000		,000
	N	115	115	115	115	115	115	115
Responsive	Pearson Correlation	,634**	,662**	,665**	,609**	,633**	,561**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	
	N	115	115	115	115	115	115	115

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

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

Assurance (X5)

		Correlations						
		X5.1	X5.2	X5.3	X5.4	X5.5	X5.6	Assurance
X5.1	Pearson Correlation	1	,385**	,263**	,264**	,357**	,165	,663**
	Sig. (2-tailed)		,000	,005	,004	,000	,079	,000
	N	115	115	115	115	115	115	115
X5.2	Pearson Correlation	,385**	1	,239*	,430**	,376**	,211*	,728**
	Sig. (2-tailed)	,000		,010	,000	,000	,024	,000
	N	115	115	115	115	115	115	115
X5.3	Pearson Correlation	,263**	,239*	1	,130	,167	,364**	,569**
	Sig. (2-tailed)	,005	,010		,167	,074	,000	,000
	N	115	115	115	115	115	115	115
X5.4	Pearson Correlation	,264**	,430**	,130	1	,354**	,199*	,634**
	Sig. (2-tailed)	,004	,000	,167		,000	,033	,000
	N	115	115	115	115	115	115	115
X5.5	Pearson Correlation	,357**	,376**	,167	,354**	1	,059	,610**
	Sig. (2-tailed)	,000	,000	,074	,000		,532	,000
	N	115	115	115	115	115	115	115
X5.6	Pearson Correlation	,165	,211*	,364**	,199*	,059	1	,526**
	Sig. (2-tailed)	,079	,024	,000	,033	,532		,000
	N	115	115	115	115	115	115	115
Assurance	Pearson Correlation	,663**	,728**	,569**	,634**	,610**	,526**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	
	N	115	115	115	115	115	115	115

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

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

Loyalitas (Y)

		Correlations						
		Y1	Y2	Y3	Y4	Y5	Y6	Loyalitas
Y1	Pearson Correlation	1	,112	,148	-,043	,186*	,273**	,402**
	Sig. (2-tailed)		,234	,113	,650	,047	,003	,000
	N	115	115	115	115	115	115	115
Y2	Pearson Correlation	,112	1	,317**	,254**	,293**	,176	,555**
	Sig. (2-tailed)	,234		,001	,006	,001	,060	,000
	N	115	115	115	115	115	115	115
Y3	Pearson Correlation	,148	,317**	1	,361**	,458**	,489**	,731**
	Sig. (2-tailed)	,113	,001		,000	,000	,000	,000
	N	115	115	115	115	115	115	115
Y4	Pearson Correlation	-,043	,254**	,361**	1	,363**	,531**	,661**
	Sig. (2-tailed)	,650	,006	,000		,000	,000	,000
	N	115	115	115	115	115	115	115
Y5	Pearson Correlation	,186*	,293**	,458**	,363**	1	,437**	,716**
	Sig. (2-tailed)	,047	,001	,000	,000		,000	,000
	N	115	115	115	115	115	115	115
Y6	Pearson Correlation	,273**	,176	,489**	,531**	,437**	1	,768**
	Sig. (2-tailed)	,003	,060	,000	,000	,000		,000
	N	115	115	115	115	115	115	115
Loyalitas	Pearson Correlation	,402**	,555**	,731**	,661**	,716**	,768**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	
	N	115	115	115	115	115	115	115

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

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