

Angket Penelitian

Nama :

Jenis Kelamin :

Usia :

Pekerjaan :

Petunjuk Pengisian

Dibawah ini terdapat beberapa pernyataan. Baca dan pahami baik-baik, disini tidak ada jawaban salah atau benar, anda hanya diminta untuk mengemukakan apakah pernyataan-pernyataan tersebut sesuai dengan hati anda. Berikan jawaban anda dengan menyilang / mencontreng salah satu jawaban yang sesuai.

Keterangan :

SS : Sangat Setuju

S : Setuju

TS : Tidak Setuju

STS : Sangat Tidak Setuju

No	PERNYATAAN	SS	S	TS	STS
1.	Petugas dengan ramah meminta ma'af ketika terjadi kesalahan dalam pelayanan				
2.	Petugas bersikap sopan dan santun terhadap anda				
3.	Petugas tidak mengucapkan salam saat anda datang				
4.	Petugas membantu saat anda membutuhkan bantuan				
5.	Petugas tidak mendengarkan masukan dari anda				
6.	Petugas menawarkan bantuan saat anda baru datang				

7.	Petugas mengucapkan terimakasih setelah anda selesai melakukan transaksi di Bank Mandiri				
8.	Petugas mengucapkan salam saat anda datang				
9.	Petugas memberitahu anda jika ada undian atau promo				
10.	Teller salah menghitung jumlah uang yang anda setorkan				
11.	Teller memberikan tanda bukti transaksi pada anda				
12.	Petugas tidak memberitahukan hadiah/promo dari produk yang anda pilih				
13.	Petugas memberikan pelayanan yang buruk kepada anda				
14.	Petugas memberikan informasi yang kurang jelas kepada anda				
15.	Petugas memberikan pelayanan yang kurang menyenangkan				
16.	Petugas terlihat tenang saat bekerja				
17.	Pelayanan yang diberikan petugas membuat anda nyaman				
18.	Petugas mengenakan seragam kerja sesuai peraturan				
19.	Petugas tidak mengenakan seragam sesuai jadwal				
20.	Petugas tidak memakai seragam kerja				
21.	Keramah tamahan petugas membuat anda nyaman menjadi nasabah Bank Mandiri				
22.	Petugas selalu mengutamakan kebutuhan nasabah				
23.	Petugas tidak menginfokan bonus yang anda dapatkan				
24.	Petugas terlalu sibuk sehingga tidak menghiraukan anda saat anda bertanya				

No	PERNYATAAN	SS	S	TS	STS
1.	Bank Mandiri adalah Bank Favorit pilihan saya				
2.	Saya berpindah-pindah Bank dalam transaksi perbankan				
3.	Saya yakin produk Bank Mandiri memiliki keunggulan di bandingkan dengan Bank lain				
4.	Saya rutin bertransaksi di Bank Mandiri				
5.	Saya hanya coba-coba saja bertransaksi perbankan dengan Bank Mandiri				
6.	Saya menyarankan teman-teman untk menggunakan produk yang				

	ditawarkan Bank Mandiri				
7.	Saya menginformasikan pada teman-teman tentang keunggulan produk yang ditawarkan Bank Mandiri				
8.	Saya menyarankan teman/saudara untuk bergabung menjadi nasabah Bank Mandiri				
9.	Saya mengikuti hampir semua produk yang ditawarkan Bank Mandiri				
10.	Saya tidak tertarik saat ada penawaran produk baru				
11.	Saya hanya memilih produk-produk yang saya butuhkan saja				
12.	Ada atau tidak ada promo saya tetap memilih Bank Mandiri				
13.	Saya ragu-ragu dengan produk yang ditawarkan Bank Mandiri				
14.	Saya lebih suka bertransaksi di Bank lain daripada di Bank Mandiri				
15.	Saya baru memilih produk Bank Mandiri kalau ada promo				
16.	Saya lebih percaya dengan produk-produk yang ditawarkan oleh Bank Mandiri daripada Bank lain				

Distribusi Frekuensi Variabel pelayanan prima (X1)

Item	4		3		2		1		Jumlah		Rata-rata
	f	%	f	%	f	%	f	%	Jumlah	%	
X1	102	42.50	113	47.08	24	10.00	1	0.42	240	100	3.32
X2	158	65.83	78	32.50	4	1.67	0	0.00	240	100	3.64
X3	142	59.17	90	37.50	8	3.33	0	0.00	240	100	3.56
X4	127	52.92	89	37.08	24	10.00	0	0.00	240	100	3.43
X5	177	73.75	58	24.17	5	2.08	0	0.00	240	100	3.72
X6	150	62.50	85	35.42	5	2.08	0	0.00	240	100	3.60
X7	134	55.83	92	38.33	13	5.42	1	0.42	240	100	3.50
X8	103	42.92	95	39.58	38	15.83	4	1.67	240	100	3.24
X9	70	29.17	91	37.92	68	28.33	11	4.58	240	100	2.92
X10	148	61.67	79	32.92	13	5.42	0	0.00	240	100	3.56
X11	125	52.08	101	42.08	13	5.42	1	0.42	240	100	3.46
X12	123	51.25	97	40.42	19	7.92	1	0.42	240	100	3.43
X13	149	62.08	64	26.67	23	9.58	4	1.67	240	100	3.49
X14	178	74.17	51	21.25	11	4.58	0	0.00	240	100	3.70
X15	132	55.00	86	35.83	19	7.92	3	1.25	240	100	3.45
X16	158	65.83	76	31.67	5	2.08	1	0.42	240	100	3.63
X17	103	42.92	104	43.33	30	12.50	3	1.25	240	100	3.28
X18	87	36.25	102	42.50	46	19.17	5	2.08	240	100	3.13
X19	143	59.58	84	35.00	13	5.42	0	0.00	240	100	3.54
X20	151	62.92	80	33.33	9	3.75	0	0.00	240	100	3.59
X21	164	68.33	69	28.75	7	2.92	0	0.00	240	100	3.65

X22	97	40.42	111	46.25	32	13.33	0	0.00	240	100	3.27
X23	123	51.25	96	40.00	20	8.33	1	0.42	240	100	3.42
X24	108	45.00	101	42.08	30	12.50	1	0.42	240	100	3.32
											3.45

Frekuensi Jawaban Responden

Frequency Table

X1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	102	42.5	42.5	42.5
	3.00	113	47.1	47.1	89.6
	2.00	24	10.0	10.0	99.6
	1.00	1	.4	.4	100.0
Total		240	100.0	100.0	

X2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	158	65.8	65.8	65.8
	3.00	78	32.5	32.5	98.3
	2.00	4	1.7	1.7	100.0
Total		240	100.0	100.0	

X3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	142	59.2	59.2	59.2
	3.00	90	37.5	37.5	96.7
	2.00	8	3.3	3.3	100.0
Total		240	100.0	100.0	

X4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	127	52.9	52.9	52.9
	3.00	89	37.1	37.1	90.0
	2.00	24	10.0	10.0	100.0
	Total	240	100.0	100.0	

X5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	177	73.8	73.8	73.8
	3.00	58	24.2	24.2	97.9
	2.00	5	2.1	2.1	100.0
	Total	240	100.0	100.0	

X6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	150	62.5	62.5	62.5
	3.00	85	35.4	35.4	97.9
	2.00	5	2.1	2.1	100.0
	Total	240	100.0	100.0	

X7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	134	55.8	55.8	55.8
	3.00	92	38.3	38.3	94.2
	2.00	13	5.4	5.4	99.6
	1.00	1	.4	.4	100.0
	Total	240	100.0	100.0	

X8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	103	42.9	42.9	42.9
	3.00	95	39.6	39.6	82.5
	2.00	38	15.8	15.8	98.3
	1.00	4	1.7	1.7	100.0
	Total	240	100.0	100.0	

X9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	70	29.2	29.2	29.2
	3.00	91	37.9	37.9	67.1
	2.00	68	28.3	28.3	95.4
	1.00	11	4.6	4.6	100.0
	Total	240	100.0	100.0	

X10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	148	61.7	61.7	61.7
	3.00	79	32.9	32.9	94.6
	2.00	13	5.4	5.4	100.0
	Total	240	100.0	100.0	

X11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	125	52.1	52.1	52.1
	3.00	101	42.1	42.1	94.2
	2.00	13	5.4	5.4	99.6
	1.00	1	.4	.4	100.0
	Total	240	100.0	100.0	

X12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	123	51.3	51.3	51.3
	3.00	97	40.4	40.4	91.7
	2.00	19	7.9	7.9	99.6
	1.00	1	.4	.4	100.0
	Total	240	100.0	100.0	

X13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	149	62.1	62.1	62.1
	3.00	64	26.7	26.7	88.8
	2.00	23	9.6	9.6	98.3
	1.00	4	1.7	1.7	100.0
	Total	240	100.0	100.0	

X14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	178	74.2	74.2	74.2
	3.00	51	21.3	21.3	95.4
	2.00	11	4.6	4.6	100.0
	Total	240	100.0	100.0	

X15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	132	55.0	55.0	55.0
	3.00	86	35.8	35.8	90.8
	2.00	19	7.9	7.9	98.8
	1.00	3	1.3	1.3	100.0
	Total	240	100.0	100.0	

X16

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	158	65.8	65.8	65.8
	3.00	76	31.7	31.7	97.5
	2.00	5	2.1	2.1	99.6
	1.00	1	.4	.4	100.0
	Total	240	100.0	100.0	

X17

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	103	42.9	42.9	42.9
	3.00	104	43.3	43.3	86.3
	2.00	30	12.5	12.5	98.8
	1.00	3	1.3	1.3	100.0
	Total	240	100.0	100.0	

X18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	87	36.3	36.3	36.3
	3.00	102	42.5	42.5	78.8
	2.00	46	19.2	19.2	97.9
	1.00	5	2.1	2.1	100.0
	Total	240	100.0	100.0	

X19

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	143	59.6	59.6	59.6
	3.00	84	35.0	35.0	94.6
	2.00	13	5.4	5.4	100.0
	Total	240	100.0	100.0	

X20

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	151	62.9	62.9	62.9
	3.00	80	33.3	33.3	96.3
	2.00	9	3.8	3.8	100.0
	Total	240	100.0	100.0	

X21

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	164	68.3	68.3	68.3
	3.00	69	28.8	28.8	97.1
	2.00	7	2.9	2.9	100.0
	Total	240	100.0	100.0	

X22

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	97	40.4	40.4	40.4
	3.00	111	46.3	46.3	86.7
	2.00	32	13.3	13.3	100.0
	Total	240	100.0	100.0	

X23

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	123	51.3	51.3	51.3
	3.00	96	40.0	40.0	91.3
	2.00	20	8.3	8.3	99.6
	1.00	1	.4	.4	100.0
	Total	240	100.0	100.0	

X24

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	108	45.0	45.0	45.0
	3.00	101	42.1	42.1	87.1
	2.00	30	12.5	12.5	99.6
	1.00	1	.4	.4	100.0
	Total	240	100.0	100.0	

Y1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	146	60.8	60.8	60.8
	3.00	87	36.3	36.3	97.1
	2.00	6	2.5	2.5	99.6
	1.00	1	.4	.4	100.0
	Total	240	100.0	100.0	

Y2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	165	68.8	68.8	68.8
	3.00	69	28.8	28.8	97.5
	2.00	5	2.1	2.1	99.6
	1.00	1	.4	.4	100.0
	Total	240	100.0	100.0	

Y3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	137	57.1	57.1	57.1
	3.00	95	39.6	39.6	96.7
	2.00	7	2.9	2.9	99.6
	1.00	1	.4	.4	100.0
	Total	240	100.0	100.0	

Y4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	115	47.9	47.9	47.9
	3.00	111	46.3	46.3	94.2
	2.00	14	5.8	5.8	100.0
	1.00				
	Total	240	100.0	100.0	

Y5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	114	47.5	47.5	47.5
	3.00	112	46.7	46.7	94.2
	2.00	13	5.4	5.4	99.6
	1.00	1	.4	.4	100.0
	Total	240	100.0	100.0	

Y6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	109	45.4	45.4	45.4
	3.00	108	45.0	45.0	90.4
	2.00	22	9.2	9.2	99.6
	1.00	1	.4	.4	100.0
	Total	240	100.0	100.0	

Y7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	150	62.5	62.5	62.5
	3.00	78	32.5	32.5	95.0
	2.00	11	4.6	4.6	99.6
	1.00	1	.4	.4	100.0
	Total	240	100.0	100.0	

Y8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	65	27.1	27.1	27.1
	3.00	135	56.3	56.3	83.3
	2.00	38	15.8	15.8	99.2
	1.00	2	.8	.8	100.0
	Total	240	100.0	100.0	

Y9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	128	53.3	53.3	53.3
	3.00	100	41.7	41.7	95.0
	2.00	12	5.0	5.0	100.0
	Total	240	100.0	100.0	

Y10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	80	33.3	33.3	33.3
	3.00	116	48.3	48.3	81.7
	2.00	41	17.1	17.1	98.8
	1.00	3	1.3	1.3	100.0
	Total	240	100.0	100.0	

Y11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	144	60.0	60.0	60.0
	3.00	87	36.3	36.3	96.3
	2.00	8	3.3	3.3	99.6
	1.00	1	.4	.4	100.0
	Total	240	100.0	100.0	

Y12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	147	61.3	61.3	61.3
	3.00	86	35.8	35.8	97.1
	2.00	7	2.9	2.9	100.0
	Total	240	100.0	100.0	

Y13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	133	55.4	55.4	55.4
	3.00	94	39.2	39.2	94.6
	2.00	13	5.4	5.4	100.0
	Total	240	100.0	100.0	

Y14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	115	47.9	47.9	47.9
	3.00	109	45.4	45.4	93.3
	2.00	16	6.7	6.7	100.0
	Total	240	100.0	100.0	

Y15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	120	50.0	50.0	50.0
	3.00	109	45.4	45.4	95.4
	2.00	11	4.6	4.6	100.0
	Total	240	100.0	100.0	

Y16

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	95	39.6	39.6	39.6
	3.00	123	51.3	51.3	90.8
	2.00	22	9.2	9.2	100.0
	Total	240	100.0	100.0	

Uji Validitas dan Reliabilitas

Correlations

Correlations		X
X1	Pearson Correlation Sig. (2-tailed) N	.513** .000 240
X2	Pearson Correlation Sig. (2-tailed) N	.780** .000 240
X3	Pearson Correlation Sig. (2-tailed) N	.662** .000 240
X4	Pearson Correlation Sig. (2-tailed) N	.764** .000 240
X5	Pearson Correlation Sig. (2-tailed) N	.731** .000 240
X6	Pearson Correlation Sig. (2-tailed) N	.700** .000 240
X7	Pearson Correlation Sig. (2-tailed) N	.786** .000 240
X8	Pearson Correlation Sig. (2-tailed) N	.559** .000 240
X9	Pearson Correlation Sig. (2-tailed) N	.366** .000 240
X10	Pearson Correlation Sig. (2-tailed) N	.724** .000 240
X11	Pearson Correlation Sig. (2-tailed) N	.651** .000 240
X12	Pearson Correlation Sig. (2-tailed) N	.641** .000 240
X13	Pearson Correlation Sig. (2-tailed) N	.531** .000 240
X14	Pearson Correlation Sig. (2-tailed) N	.714** .000 240
X15	Pearson Correlation Sig. (2-tailed) N	.719** .000 240
X16	Pearson Correlation Sig. (2-tailed) N	.657** .000 240
X17	Pearson Correlation Sig. (2-tailed) N	.651** .000 240
X18	Pearson Correlation Sig. (2-tailed) N	.548** .000 240
X19	Pearson Correlation Sig. (2-tailed) N	.746** .000 240
X20	Pearson Correlation Sig. (2-tailed) N	.755** .000 240
X21	Pearson Correlation Sig. (2-tailed) N	.762** .000 240
X22	Pearson Correlation Sig. (2-tailed) N	.643** .000 240
X23	Pearson Correlation Sig. (2-tailed) N	.689** .000 240
X24	Pearson Correlation Sig. (2-tailed) N	.661** .000 240

** . Correlation is significant at the 0.01 level

Reliability

Case Processing Summary

		N	%
Cases	Valid	240	100.0
	Excluded ^a	0	.0
	Total	240	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.940	24

Correlations

Correlations

		Y
Y1	Pearson Correlation	.710**
	Sig. (2-tailed)	.000
	N	240
Y2	Pearson Correlation	.715**
	Sig. (2-tailed)	.000
	N	240
Y3	Pearson Correlation	.728**
	Sig. (2-tailed)	.000
	N	240
Y4	Pearson Correlation	.677**
	Sig. (2-tailed)	.000
	N	240
Y5	Pearson Correlation	.675**
	Sig. (2-tailed)	.000
	N	240
Y6	Pearson Correlation	.679**
	Sig. (2-tailed)	.000
	N	240
Y7	Pearson Correlation	.409**
	Sig. (2-tailed)	.000
	N	240
Y8	Pearson Correlation	.484**
	Sig. (2-tailed)	.000
	N	240
Y9	Pearson Correlation	.376**
	Sig. (2-tailed)	.000
	N	240
Y10	Pearson Correlation	.362**
	Sig. (2-tailed)	.000
	N	240
Y11	Pearson Correlation	.714**
	Sig. (2-tailed)	.000
	N	240
Y12	Pearson Correlation	.712**
	Sig. (2-tailed)	.000
	N	240
Y13	Pearson Correlation	.671**
	Sig. (2-tailed)	.000
	N	240
Y14	Pearson Correlation	.728**
	Sig. (2-tailed)	.000
	N	240
Y15	Pearson Correlation	.691**
	Sig. (2-tailed)	.000
	N	240
Y16	Pearson Correlation	.550**
	Sig. (2-tailed)	.000
	N	240

** . Correlation is significant at the 0.01 level

Reliability

Case Processing Summary

		N	%
Cases	Valid	240	100.0
	Excluded ^a	0	.0
	Total	240	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.887	16

Korelasi Product Moment

Correlations

Correlations

		X	Y
X	Pearson Correlation	1	.635**
	Sig. (2-tailed)		.000
	N	240	240
Y	Pearson Correlation	.635**	1
	Sig. (2-tailed)	.000	
	N	240	240

** . Correlation is significant at the 0.01 level

Uji Validitas Variabel

No.	Indikator	Koefisien Validitas	r tabel	Sig.	Keterangan
1	X1	0.513	0.195	0.000	Valid
2	X2	0.780	0.195	0.000	Valid
3	X3	0.662	0.195	0.000	Valid
4	X4	0.764	0.195	0.000	Valid
5	X5	0.731	0.195	0.000	Valid
6	X6	0.700	0.195	0.000	Valid
7	X7	0.786	0.195	0.000	Valid
8	X8	0.559	0.195	0.000	Valid
9	X9	0.366	0.195	0.000	Valid
10	X10	0.724	0.195	0.000	Valid
11	X11	0.651	0.195	0.000	Valid
12	X12	0.641	0.195	0.000	Valid
13	X13	0.531	0.195	0.000	Valid
14	X14	0.714	0.195	0.000	Valid
15	X15	0.719	0.195	0.000	Valid

16	X16	0.657	0.195	0.000	Valid
17	X17	0.651	0.195	0.000	Valid
18	X18	0.548	0.195	0.000	Valid
19	X19	0.746	0.195	0.000	Valid
20	X20	0.755	0.195	0.000	Valid
21	X21	0.762	0.195	0.000	Valid
22	X22	0.643	0.195	0.000	Valid
23	X23	0.689	0.195	0.000	Valid
24	X24	0.661	0.195	0.000	Valid
25	Y1	0.710	0.195	0.000	Valid
26	Y2	0.715	0.195	0.000	Valid
27	Y3	0.728	0.195	0.000	Valid
28	Y4	0.677	0.195	0.000	Valid
29	Y5	0.675	0.195	0.000	Valid
30	Y6	0.679	0.195	0.000	Valid
31	Y7	0.409	0.195	0.000	Valid
32	Y8	0.484	0.195	0.000	Valid
33	Y9	0.376	0.195	0.000	Valid
34	Y10	0.362	0.195	0.000	Valid
35	Y11	0.714	0.195	0.000	Valid
36	Y12	0.712	0.195	0.000	Valid
37	Y13	0.671	0.195	0.000	Valid
38	Y14	0.728	0.195	0.000	Valid
39	Y15	0.691	0.195	0.000	Valid
40	Y16	0.550	0.195	0.000	Valid