

KUESIONER
PENGARUH KUALITAS PELAYANAN DAN
KEPUASAN ANGGOTA TERHADAP LOYALITAS ANGGOTA
(Studi Kasus Pada KPRI Sumber Rejeki Betro Sedati Sidoarjo)

Kepada Yth
Bapak/Ibu/Sdr/ i Anggota
KPRI Sumber Rejeki Betro Sedati Sidoarjo

Dengan Hormat,

Saya sangat berterima kasih atas kesediaan Bapak/Ibu/Sdr/i untuk meluangkan waktu, pikiran dan tenaga, untuk mengisi kuesioner berikut dengan lengkap dan teliti. Sumbangan jawaban Anda akan menjadi data penelitian saya. Penelitian ini dilakukan untuk kepentingan penyelesaian penulisan skripsi sebagai syarat kelulusan Strata Satu Fakultas Ekonomi Universitas 17 Agustus Surabaya.

Atas bantuan Bapak / Ibu / Saudara / i yang diberikan, saya ucapkan terima kasih.

Hormat Saya,

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I. Identitas Responden

1. Nama Responden : (boleh tidak diisi)
2. Usia
 - a. Kurang dari 30 tahun
 - b. Antara 30 ampai 40 tahun
 - c. Lebih dari 40 tahun
3. Jenis Kelamin
 - a. Laki-Laki
 - b. Perempuan

4. Lama menjadi anggota koperasi
 - a. Kurang dari 3 tahun
 - b. Antara 3 ampai 5 tahun
 - c. Lebih dari 5 tahun

Petunjuk pengisian:

Berilah tanda centang (√) pada pilihan jawaban yang sesuai menurut Anda:

Keterangan Jawaban:

SS = Sangat Setuju

S = Setuju

N = Netral

TS = Tidak Setuju

STS = Sangat Tidak Setuju

II. Pernyataan Tentang Variabel Penelitian

Pernyataan tentang Kualitas Layanan (X₁)

Pernyataan	SS	S	N	TS	STS
1. Pegawai KPRI cepat dalam memberikan pelayanan					
2. Pegawai KPRI tepat waktu dalam memberikan pelayanan					
3. Pegawai KPRI ramah dalam memberikan pelayanan					
4. Pegawai KPRI bersikap baik dalam menanggapi keluhan anggota					
5. Pegawai KPRI cekatan cepat dalam memberikan bantuan kepada anggota					
6. Pegawai KPRI memberikan informasi yang jelas kepada anggota					
7. Pegawai KPRI berpengetahuan dan cakap dalam menjalankan KPRI					
8. Saya merasa aman dan nyaman atas jaminan yang diberikan KPRI					
9. Pegawai KPRI sopan dalam melayani anggota					
10. Saya merasa terbantu atas perhatian individual yang diberikan oleh pegawai KPRI					

11. Saya merasa pegawai KPRI memahami kebutuhan anggotanya					
12. Pegawai KPRI berkomunikasi dengan baik kepada anggotanya					
13. Saya rasa ketersediaan fasilitas di KPRI sudah memadai					
14. Saya merasa nyaman dengan kebersihan ruangan KPRI					
15. Pegawai KPRI menurut saya selalu berpakaian rapi saat jam kerja					

Pernyataan tentang Kepuasan Anggota (X₂)

Pernyataan	SS	S	N	TS	STS
1. Saya tetap akan melakukan pinjaman di KPRI Sumber Rejeki meskipun ketetapan bunga/harga dinaikkan					
2. Saya merasa reputasi yang dimiliki KPRI Sumber Rejeki sesuai dengan pelayanan yang diberikan					
3. Menurut saya, jasa simpan pinjam yang ditawarkan KPRI Sumber Rejeki sangat baik dan memuaskan					
4. Saya rasa ketentuan-ketentuan dalam melakukan transaksi di KPRI Sumber Rejeki sudah memuaskan dan sesuai dengan layanan yang diberikan					
5. Menurut saya penyampaian informasi yang diberikan oleh pegawai KPRI sangat jelas dan baik/tepat					

Pernyataan tentang Loyalitas Anggota (Y)

Pernyataan	SS	S	N	TS	STS
1. Saya akan meminjam di KPRI secara konsisten setiap tahunnya					
2. Saya bersedia merekomendasikan jasa yang ditawarkan KPRI kepada anggota lain					
3. Saya akan melakukan pinjaman di KPRI Sumber Rejeki meskipun ada penawaran jasa yang sama di lembaga lain					

DATA RESPONDEN

Resp	Usia	Jlkel	Lama	x1.1	x1.2	x1.3	x1.4	x1.5	x1.6	x1.7	x1.8	x1.9	x1.10	x1.11	x1.12	x1.13	x1.14	x1.15	X1	x2.1	x2.2	x2.3	x2.4	x2.5	X2	y.1	y.2
1	C	P	C	5	4	5	4	3	3	3	3	3	4	4	3	3	3	2	3,47	4	4	4	4	4	4,00	4	4
2	C	L	C	4	4	4	4	3	4	4	4	4	5	4	4	4	4	3	3,93	4	4	4	4	4	4,00	4	4
3	C	P	B	4	4	3	4	3	4	4	4	5	5	4	4	3	5	4	4,00	4	3	4	4	4	3,80	4	4
4	B	P	C	4	3	4	4	3	4	4	4	5	5	4	4	4	4	4	4,00	4	4	4	4	4	4,00	4	4
5	A	L	C	5	4	5	5	4	5	5	5	5	5	4	4	4	5	5	4,67	5	4	4	4	5	4,40	5	4
6	C	L	C	4	3	4	4	3	2	3	3	4	4	4	3	4	4	4	3,60	4	4	4	4	4	4,00	4	4
7	B	P	C	3	3	4	4	3	3	4	4	5	5	4	4	4	4	4	3,87	4	4	4	4	4	4,00	4	4
8	B	L	A	4	3	4	4	3	4	4	4	4	4	4	4	4	5	4	3,93	4	4	4	4	4	4,00	4	4
9	C	P	C	4	4	4	4	3	4	4	4	4	4	4	3	4	4	4	3,87	5	4	5	4	4	4,40	5	4
10	C	P	C	5	4	4	4	3	3	3	3	4	5	4	3	4	4	4	3,80	4	4	4	4	4	4,00	4	4
11	C	P	C	4	4	5	4	3	4	4	4	5	5	5	4	3	4	4	4,13	5	4	5	4	4	4,40	5	4
12	A	L	C	4	4	4	4	3	4	4	4	5	5	4	4	3	4	3	3,93	4	4	4	4	4	4,00	4	4
13	C	P	B	4	4	5	5	4	5	5	5	5	5	4	4	3	5	5	4,53	4	3	4	3	4	3,60	4	3
14	C	P	C	4	4	4	3	3	2	3	3	4	4	4	3	2	3	3	3,27	4	3	3	3	4	3,40	3	3
15	C	L	C	5	5	3	4	3	3	4	4	5	5	4	4	4	4	4	4,07	5	4	4	4	5	4,40	5	4
16	B	P	B	3	3	5	5	4	4	4	4	4	4	4	4	3	4	3	3,87	4	3	4	3	3	3,40	4	4
17	C	P	C	4	3	4	4	3	4	4	4	4	4	4	3	3	4	4	3,73	4	4	4	4	4	4,00	4	4
18	C	P	C	4	3	4	3	3	3	3	3	4	5	4	3	3	3	3	3,40	4	3	4	3	4	3,60	4	3
19	C	L	C	3	3	4	4	4	4	4	4	5	5	5	4	4	5	4	4,20	4	4	4	4	4	4,00	4	4
20	B	P	C	4	3	4	4	3	4	5	5	5	5	4	4	3	5	4	4,13	4	3	4	4	3	3,60	4	4
21	C	P	C	4	4	4	4	3	3	4	5	5	5	4	4	3	4	4	4,00	4	3	4	3	4	3,60	4	3
22	C	P	A	4	4	4	3	3	5	5	5	5	5	5	4	4	5	5	4,40	5	4	4	4	5	4,40	5	4
23	B	P	B	4	4	4	4	3	3	5	5	5	5	4	4	3	5	5	4,20	5	4	5	4	4	4,40	5	4
24	C	P	C	5	4	5	4	4	4	4	4	4	4	4	4	3	5	5	4,20	4	3	4	4	5	4,00	4	3
25	A	P	C	4	4	4	4	4	4	4	5	5	5	4	4	3	4	4	4,13	5	4	5	4	4	4,40	5	4
26	C	L	C	5	4	3	3	2	4	4	5	5	5	5	4	4	5	5	4,20	4	3	4	3	4	3,60	4	3
27	A	P	B	4	3	4	4	4	4	4	4	4	5	5	4	3	5	5	4,13	4	3	4	4	5	4,00	4	4
28	C	P	C	4	4	3	3	3	4	4	5	5	5	4	4	2	5	5	4,00	4	4	5	4	5	4,40	5	4
29	C	L	C	5	4	4	4	4	4	5	5	5	5	5	4	4	5	5	4,53	4	4	4	4	4	4,00	4	4
30	A	P	B	4	4	3	3	2	3	4	4	5	5	4	4	3	5	5	3,87	4	4	4	5	4	4,40	5	4

Resp	Usia	Jhel	Lama	x1.1	x1.2	x1.3	x1.4	x1.5	x1.6	x1.7	x1.8	x1.9	x1.10	x1.11	x1.12	x1.13	x1.14	x1.15	X1	x2.1	x2.2	x2.3	x2.4	x2.5	X2	v.1	v.2	v.3	Y
31	B	P	C	4	4	4	3	4	3	4	3	4	3	4	4	3	5	4	3.80	3	2	4	3	2	2.80	4	3	3	3.33
32	B	L	C	4	4	4	3	3	4	4	4	4	3	4	4	4	5	4	3.87	4	4	4	4	4	4.00	4	4	4	4.00
33	C	P	B	3	2	3	3	3	3	3	3	3	3	3	4	3	5	5	3.40	4	3	4	4	5	4.00	4	4	4	4.00
34	C	P	C	2	1	2	2	1	1	1	3	2	1	4	3	3	4	4	2.27	4	3	4	3	4	3.60	4	3	3	3.33
35	A	L	C	4	3	4	4	3	2	3	3	4	4	4	4	3	5	4	3.60	4	3	4	3	4	3.60	4	3	4	3.67
36	B	L	C	4	4	4	5	4	4	3	3	4	5	5	4	4	5	4	4.13	5	4	4	4	4	4.20	5	4	4	4.33
37	A	P	C	4	3	4	4	3	1	4	4	3	2	4	3	3	5	5	3.47	3	3	4	3	4	3.40	3	3	4	3.33
38	B	P	A	4	3	4	2	2	2	4	4	3	4	4	4	3	5	5	3.53	4	3	4	3	4	3.60	4	3	4	3.67
39	C	P	C	4	4	3	4	4	4	4	4	4	4	5	4	4	5	5	4.13	4	3	4	4	5	4.00	4	4	4	4.00
40	A	L	C	4	4	4	5	4	3	3	4	3	3	4	4	3	5	5	3.87	4	3	5	4	4	4.00	4	4	4	4.00
41	B	P	C	4	4	4	3	2	4	4	3	3	4	4	4	3	4	4	3.60	4	3	4	3	4	3.60	4	4	3	3.67
42	B	P	C	4	3	5	4	4	5	5	4	4	4	4	4	4	4	4	4.13	4	3	4	3	4	3.60	4	3	4	3.67
43	B	L	B	4	4	4	5	4	4	4	4	5	4	4	4	3	4	3	4.00	4	3	4	3	4	3.60	4	3	4	3.67
44	C	L	C	2	2	4	3	2	2	3	3	3	2	4	3	3	4	3	2.87	4	3	4	3	3	3.40	4	3	3	3.33
45	A	L	C	4	3	4	3	2	4	4	3	4	3	4	3	3	4	4	3.47	4	3	4	3	3	3.40	4	3	3	3.33
46	B	P	B	4	3	3	4	4	5	5	5	4	4	4	4	3	4	3	3.93	4	4	4	4	4	4.00	4	4	4	4.00
47	C	P	C	4	4	3	3	3	5	3	4	3	4	4	4	3	3	3	3.53	4	4	4	3	3	3.60	4	4	3	3.67
48	C	L	C	5	5	4	3	3	5	3	4	3	4	4	4	3	4	4	3.87	3	3	4	4	3	3.40	4	3	4	3.67
49	B	L	C	4	3	4	5	4	3	3	3	3	4	4	3	4	4	4	3.67	4	4	4	4	4	4.00	4	4	4	4.00
50	B	L	C	5	4	5	4	3	3	4	3	3	4	4	4	3	4	3	3.73	4	4	4	4	4	4.00	4	4	4	4.00
51	C	P	C	5	4	5	5	4	4	4	4	4	4	3	3	2	4	4	3.93	4	4	4	4	4	4.00	4	4	4	4.00
52	A	L	A	5	4	5	4	4	4	3	4	5	4	4	4	4	5	4	4.20	4	3	4	3	4	3.60	4	3	4	3.67
53	B	P	B	5	4	4	3	3	2	3	4	3	4	4	4	3	4	3	3.53	4	3	4	4	5	4.00	4	4	4	4.00
54	B	L	C	4	4	4	4	4	3	3	4	4	3	5	4	3	4	4	3.80	4	4	4	4	4	4.00	4	4	4	4.00
55	B	L	C	4	4	3	3	3	3	4	3	3	4	4	3	3	4	4	3.47	3	3	4	4	4	3.60	4	3	4	3.67
56	C	P	C	5	5	5	4	4	5	4	4	4	4	4	3	3	5	4	4.20	4	3	4	3	5	3.80	4	3	4	3.67
57	A	L	B	3	2	2	3	3	4	4	3	3	3	4	3	4	4	3	3.20	4	3	4	3	3	3.40	4	3	3	3.33
58	B	L	C	4	3	4	3	3	2	3	3	3	4	4	4	3	4	3	3.33	4	3	4	3	4	3.60	4	4	3	3.67
59	C	P	C	4	3	4	4	4	4	4	4	3	4	4	4	4	5	4	3.93	4	4	4	4	4	4.00	4	4	4	4.00
60	C	P	B	4	3	4	4	3	3	4	3	3	3	4	4	4	5	5	3.73	4	4	4	4	4	4.00	4	4	4	4.00
61	B	P	C	4	4	4	4	4	4	3	2	5	1	4	3	3	5	5	3.60	4	4	4	4	4	4.00	4	4	4	4.00
62	B	L	C	4	3	3	3	3	5	4	3	5	4	4	4	3	5	4	3.80	4	3	4	4	5	4.00	4	4	4	4.00
63	C	L	B	3	3	3	3	3	2	3	3	4	5	4	4	3	5	4	3.47	3	3	3	3	3	3.40	3	3	4	3.33
64	C	P	C	5	4	5	5	4	4	5	4	4	5	5	4	4	5	5	4.53	4	3	4	4	5	4.00	4	4	4	4.00
65	A	P	C	4	3	3	3	2	4	4	4	3	2	4	4	4	5	4	3.53	4	3	4	4	5	4.00	4	4	4	4.00

Resp	Usta	Jhel	Lama	x1.1	x1.2	x1.3	x1.4	x1.5	x1.6	x1.7	x1.8	x1.9	x1.10	x1.11	x1.12	x1.13	x1.14	x1.15	X1	x2.1	x2.2	x2.3	x2.4	x2.5	X2	y.1	y.2	y.3	Y
66	B	L	C	4	4	4	4	3	3	4	5	4	3	4	4	3	5	4	3,87	4	3	4	4	5	4,00	4	4	4	4,00
67	A	L	C	5	4	5	4	4	4	3	3	3	4	4	4	3	5	4	3,93	4	3	4	3	4	3,60	4	3	4	3,67
68	B	P	A	4	4	4	4	4	4	3	5	5	4	5	4	3	5	4	4,13	4	3	4	4	5	4,00	4	4	4	4,00
69	C	L	C	4	4	4	4	3	5	5	4	5	3	4	3	2	4	3	3,80	5	4	4	4	5	4,40	5	4	4	4,33
70	A	L	C	4	4	4	4	3	4	5	2	3	3	4	4	3	5	4	3,73	3	3	4	3	5	3,60	4	3	4	3,67
71	B	P	C	4	4	4	5	4	4	5	5	5	5	5	4	4	5	5	4,53	4	4	4	4	4	4,00	4	4	4	4,00
72	B	P	C	3	2	4	3	2	3	4	3	5	2	4	4	3	5	4	3,40	4	3	4	3	4	3,60	4	4	3	3,67
73	B	L	B	5	4	5	5	4	4	4	5	4	4	4	4	3	4	3	4,13	4	4	4	4	4	4,00	4	4	4	4,00
74	C	P	C	5	4	4	4	3	5	5	4	3	4	4	4	3	3	3	3,87	4	3	4	4	3	3,60	4	3	4	3,67
75	A	L	C	5	4	3	3	3	5	4	4	3	5	3	3	2	4	3	3,60	4	4	4	4	4	4,00	4	4	4	4,00
76	B	P	B	3	3	3	3	2	4	4	4	4	4	4	3	3	4	3	3,47	3	2	3	3	2	2,60	3	3	3	3,00
77	C	P	C	4	4	5	4	4	4	4	4	3	5	4	3	4	5	4	4,07	4	4	4	4	4	4,00	4	4	4	4,00
78	C	L	C	5	4	5	5	4	3	3	5	4	4	4	3	3	4	4	4,00	4	3	4	3	5	3,80	4	3	4	3,67
79	B	P	C	4	4	5	4	4	3	4	3	3	4	4	4	4	4	4	3,87	4	3	4	3	4	3,60	4	4	3	3,67
80	B	P	C	4	4	5	5	4	4	3	5	5	5	4	4	4	4	4	4,27	4	4	4	4	4	4,00	4	4	4	4,00
81	C	P	C	5	4	3	3	2	3	3	3	3	4	4	3	2	3	2	3,13	4	4	4	3	4	3,80	4	3	4	3,67
82	A	L	B	3	3	5	4	4	4	4	4	5	5	4	3	4	3	3	3,93	4	4	4	4	4	4,00	4	4	4	4,00
83	C	P	C	4	3	3	3	4	3	5	5	5	5	4	4	4	5	4	4,20	4	3	4	3	4	3,60	4	3	4	3,67
84	C	L	C	4	3	5	4	4	4	4	5	5	5	4	4	4	4	4	4,20	5	4	5	4	4	4,40	5	4	4	4,33
85	A	P	B	3	3	3	4	3	4	4	4	5	5	5	4	4	5	5	4,07	5	4	4	4	5	4,40	5	4	4	4,33
86	B	P	C	4	4	4	4	3	4	4	4	5	5	4	3	3	5	4	4,00	4	4	4	4	4	4,00	4	4	4	4,00
87	B	L	C	5	5	5	4	4	4	4	4	4	5	4	4	4	4	4	4,27	4	4	4	4	4	4,00	4	4	4	4,00
88	C	L	B	4	4	5	5	4	4	4	4	5	5	5	4	4	5	4	4,40	4	4	4	4	4	4,00	4	4	4	4,00
89	C	P	C	4	4	5	4	4	4	5	5	5	5	5	4	4	4	4	4,40	5	4	5	4	4	4,40	5	4	4	4,33
90	A	P	C	4	4	5	4	3	4	4	4	4	5	4	3	3	4	4	3,93	4	4	4	4	4	4,00	4	4	4	4,00
91	B	L	C	4	4	4	4	3	4	4	4	5	5	4	4	3	4	4	4,00	5	4	5	4	4	4,40	4	4	3	3,67
92	A	P	C	4	4	5	4	3	4	4	4	5	5	4	4	3	4	3	4,00	4	4	4	3	4	3,80	4	4	3	3,67
93	B	L	A	5	4	5	5	4	5	5	5	5	5	4	4	3	5	5	4,60	4	3	4	4	4	4,00	3	3	3	3,00
94	C	L	C	4	4	4	3	3	2	3	3	4	4	3	3	3	3	3	3,27	4	3	3	3	4	3,40	2	2	2	2,00
95	A	P	C	4	4	5	4	3	3	4	4	5	5	4	4	4	4	4	4,07	5	4	4	4	5	4,40	4	4	4	4,00
96	B	L	C	4	3	3	3	4	3	4	4	4	4	4	4	3	4	3	3,67	4	3	3	3	3	3,20	4	4	4	4,00
97	B	P	C	4	3	3	3	3	2	4	4	4	4	4	4	3	4	4	3,60	4	4	4	4	4	4,00	4	3	3	3,33
98	B	P	B	4	3	3	3	2	3	3	3	4	5	4	3	2	3	3	3,20	4	4	4	3	4	3,80	4	3	3	3,33
99	C	L	C	3	3	5	4	4	4	4	4	4	5	5	4	4	5	5	4,27	4	4	4	4	4	4,00	4	3	3	3,33
100	A	L	C	4	3	4	4	4	4	5	5	5	5	4	3	4	5	4	4,20	4	3	4	3	3	3,40	4	4	4	4,00

Frequency

Usia

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid < 30 th	21	21,0	21,0	21,0
30-40 th	37	37,0	37,0	58,0
> 40 th	42	42,0	42,0	100,0
Total	100	100,0	100,0	

Jenis Kelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Laki-Laki	43	43,0	43,0	43,0
Perempuan	57	57,0	57,0	100,0
Total	100	100,0	100,0	

Lama Menjadi Anggota

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid < 3 th	6	6,0	6,0	6,0
3-5 th	19	19,0	19,0	25,0
> 5 th	75	75,0	75,0	100,0
Total	100	100,0	100,0	

Frequencies

x1.1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	2	2,0	2,0	2,0
N	11	11,0	11,0	13,0
S	65	65,0	65,0	78,0
SS	22	22,0	22,0	100,0
Total	100	100,0	100,0	

x1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	1	1,0	1,0	1,0
	TS	4	4,0	4,0	5,0
	N	33	33,0	33,0	38,0
	S	58	58,0	58,0	96,0
	SS	4	4,0	4,0	100,0
	Total	100	100,0	100,0	

x1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	2	2,0	2,0	2,0
	N	21	21,0	21,0	23,0
	S	49	49,0	49,0	72,0
	SS	28	28,0	28,0	100,0
	Total	100	100,0	100,0	

x1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	2	2,0	2,0	2,0
	N	26	26,0	26,0	28,0
	S	57	57,0	57,0	85,0
	SS	15	15,0	15,0	100,0
	Total	100	100,0	100,0	

x1.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	1	1,0	1,0	1,0
	TS	11	11,0	11,0	12,0
	N	50	50,0	50,0	62,0
	S	38	38,0	38,0	100,0
	Total	100	100,0	100,0	

x1.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	2	2,0	2,0	2,0
	TS	9	9,0	9,0	11,0
	N	23	23,0	23,0	34,0
	S	52	52,0	52,0	86,0
	SS	14	14,0	14,0	100,0
	Total	100	100,0	100,0	

x1.7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	1	1,0	1,0	1,0
	N	26	26,0	26,0	27,0
	S	56	56,0	56,0	83,0
	SS	17	17,0	17,0	100,0
	Total	100	100,0	100,0	

x1.8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	2	2,0	2,0	2,0
	N	27	27,0	27,0	29,0
	S	49	49,0	49,0	78,0
	SS	22	22,0	22,0	100,0
	Total	100	100,0	100,0	

x1.9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	1	1,0	1,0	1,0
	N	24	24,0	24,0	25,0
	S	35	35,0	35,0	60,0
	SS	40	40,0	40,0	100,0
	Total	100	100,0	100,0	

x1.10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	2	2,0	2,0	2,0
	TS	4	4,0	4,0	6,0
	N	12	12,0	12,0	18,0
	S	37	37,0	37,0	55,0
	SS	45	45,0	45,0	100,0
	Total	100	100,0	100,0	

x1.11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	3	3,0	3,0	3,0
	S	80	80,0	80,0	83,0
	SS	17	17,0	17,0	100,0
	Total	100	100,0	100,0	

x1.12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	29	29,0	29,0	29,0
	S	71	71,0	71,0	100,0
	Total	100	100,0	100,0	

x1.13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	7	7,0	7,0	7,0
	N	56	56,0	56,0	63,0
	S	37	37,0	37,0	100,0
	Total	100	100,0	100,0	

x1.14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	8	8,0	8,0	8,0
	S	45	45,0	45,0	53,0
	SS	47	47,0	47,0	100,0
	Total	100	100,0	100,0	

x1.15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	2	2,0	2,0	2,0
	N	23	23,0	23,0	25,0
	S	52	52,0	52,0	77,0
	SS	23	23,0	23,0	100,0
	Total	100	100,0	100,0	

x2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	7	7,0	7,0	7,0
	S	79	79,0	79,0	86,0
	SS	14	14,0	14,0	100,0
	Total	100	100,0	100,0	

x2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	2	2,0	2,0	2,0
	N	46	46,0	46,0	48,0
	S	52	52,0	52,0	100,0
	Total	100	100,0	100,0	

x2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	5	5,0	5,0	5,0
	S	85	85,0	85,0	90,0
	SS	10	10,0	10,0	100,0
	Total	100	100,0	100,0	

x2.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	35	35,0	35,0	35,0
	S	65	65,0	65,0	100,0
	Total	100	100,0	100,0	

x2.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	2	2,0	2,0	2,0
	N	10	10,0	10,0	12,0
	S	66	66,0	66,0	78,0
	SS	22	22,0	22,0	100,0
	Total	100	100,0	100,0	

y.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	1	1,0	1,0	1,0
	N	5	5,0	5,0	6,0
	S	80	80,0	80,0	86,0
	SS	14	14,0	14,0	100,0
	Total	100	100,0	100,0	

y.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	1	1,0	1,0	1,0
	N	32	32,0	32,0	33,0
	S	67	67,0	67,0	100,0
	Total	100	100,0	100,0	

y.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	1	1,0	1,0	1,0
	N	19	19,0	19,0	20,0
	S	80	80,0	80,0	100,0
	Total	100	100,0	100,0	

Reliability

***** Method 1 (space saver) will be used for this analysis
R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
X1.1	54,0200	31,3329	,3071	,8325
X1.2	54,4900	30,3130	,4215	,8263
X1.3	54,0600	29,9560	,4109	,8272
X1.4	54,2400	29,0327	,5991	,8155
X1.5	54,8400	28,9842	,6061	,8151
X1.6	54,4200	28,4279	,4904	,8227
X1.7	54,2100	29,0767	,5649	,8173
X1.8	54,1800	28,5733	,5960	,8149
X1.9	53,9500	28,6338	,5309	,8192
X1.10	53,9000	28,0707	,5010	,8223
X1.11	53,9500	32,0278	,3583	,8302
X1.12	54,3800	31,4905	,4382	,8269
X1.13	54,7900	31,3191	,3409	,8305
X1.14	53,7000	31,1212	,3419	,8306
X1.15	54,1300	30,3971	,3690	,8298

Reliability Coefficients

N of Cases = 100,0

N of Items = 15

Alpha = ,8340

Reliability

***** Method 1 (space saver) will be used for this analysis
R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
X2.1	15,2800	2,0824	,5696	,6487
X2.2	15,8500	1,8864	,5775	,6381
X2.3	15,3000	2,3535	,4520	,6946
X2.4	15,7000	2,0101	,5871	,6391
X2.5	15,2700	2,0577	,3221	,7638

Reliability Coefficients

N of Cases = 100,0 N of Items = 5
Alpha = ,7248

Reliability

***** Method 1 (space saver) will be used for this analysis
R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
Y.1	7,4500	,5732	,5274	,4835
Y.2	7,8600	,5661	,4929	,5332
Y.3	7,7300	,7041	,3981	,6530

Reliability Coefficients

N of Cases = 100,0 N of Items = 3
Alpha = ,6595

Regression

Variables Entered/Removed^d

Model	Variables Entered	Variables Removed	Method
1	X2, X1 ^a	.	Enter

a. All requested variables entered.

b. Dependent Variable: Y

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,757 ^a	,574	,565	,23864

a. Predictors: (Constant), X2, X1

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	7,431	2	3,716	65,245	,000 ^a
	Residual	5,524	97	,057		
	Total	12,955	99			

a. Predictors: (Constant), X2, X1

b. Dependent Variable: Y

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	,552	,302		1,825	,071
	X1	,145	,068	,155	2,129	,036
	X2	,705	,076	,679	9,304	,000

a. Dependent Variable: Y

Tabel F (0,05)

df2	df1				
	1	2	3	4	5
1	161,448	199,500	215,707	224,583	230,162
2	18,513	19,000	19,164	19,247	19,296
3	10,128	9,552	9,277	9,117	9,013
4	7,709	6,944	6,591	6,388	6,256
5	6,608	5,786	5,409	5,192	5,050
6	5,987	5,143	4,757	4,534	4,387
7	5,591	4,737	4,347	4,120	3,972
8	5,318	4,459	4,066	3,838	3,687
9	5,117	4,256	3,863	3,633	3,482
10	4,965	4,103	3,708	3,478	3,326
11	4,844	3,982	3,587	3,357	3,204
12	4,747	3,885	3,490	3,259	3,106
13	4,667	3,806	3,411	3,179	3,025
14	4,600	3,739	3,344	3,112	2,958
15	4,543	3,682	3,287	3,056	2,901
16	4,494	3,634	3,239	3,007	2,852
17	4,451	3,592	3,197	2,965	2,810
18	4,414	3,555	3,160	2,928	2,773
19	4,381	3,522	3,127	2,895	2,740
20	4,351	3,493	3,098	2,866	2,711
21	4,325	3,467	3,072	2,840	2,685
22	4,301	3,443	3,049	2,817	2,661
23	4,279	3,422	3,028	2,796	2,640
24	4,260	3,403	3,009	2,776	2,621
25	4,242	3,385	2,991	2,759	2,603
26	4,225	3,369	2,975	2,743	2,587
27	4,210	3,354	2,960	2,728	2,572
28	4,196	3,340	2,947	2,714	2,558
29	4,183	3,328	2,934	2,701	2,545
30	4,171	3,316	2,922	2,690	2,534
31	4,160	3,305	2,911	2,679	2,523
32	4,149	3,295	2,901	2,668	2,512
33	4,139	3,285	2,892	2,659	2,503
34	4,130	3,276	2,883	2,650	2,494
35	4,121	3,267	2,874	2,641	2,485
36	4,113	3,259	2,866	2,634	2,477
37	4,105	3,252	2,859	2,626	2,470
38	4,098	3,245	2,852	2,619	2,463
39	4,091	3,238	2,845	2,612	2,456
40	4,085	3,232	2,839	2,606	2,449
41	4,079	3,226	2,833	2,600	2,443
42	4,073	3,220	2,827	2,594	2,438
43	4,067	3,214	2,822	2,589	2,432
44	4,062	3,209	2,816	2,584	2,427
45	4,057	3,204	2,812	2,579	2,422
46	4,052	3,200	2,807	2,574	2,417
47	4,047	3,195	2,802	2,570	2,413
48	4,043	3,191	2,798	2,565	2,409
49	4,038	3,187	2,794	2,561	2,404
50	4,034	3,183	2,790	2,557	2,400

df2	df1				
	1	2	3	4	5
51	4,030	3,179	2,786	2,553	2,397
52	4,027	3,175	2,783	2,550	2,393
53	4,023	3,172	2,779	2,546	2,389
54	4,020	3,168	2,776	2,543	2,386
55	4,016	3,165	2,773	2,540	2,383
56	4,013	3,162	2,769	2,537	2,380
57	4,010	3,159	2,766	2,534	2,377
58	4,007	3,156	2,764	2,531	2,374
59	4,004	3,153	2,761	2,528	2,371
60	4,001	3,150	2,758	2,525	2,368
61	3,998	3,148	2,755	2,523	2,366
62	3,996	3,145	2,753	2,520	2,363
63	3,993	3,143	2,751	2,518	2,361
64	3,991	3,140	2,748	2,515	2,358
65	3,989	3,138	2,746	2,513	2,356
66	3,986	3,136	2,744	2,511	2,354
67	3,984	3,134	2,742	2,509	2,352
68	3,982	3,132	2,740	2,507	2,350
69	3,980	3,130	2,737	2,505	2,348
70	3,978	3,128	2,736	2,503	2,346
71	3,976	3,126	2,734	2,501	2,344
72	3,974	3,124	2,732	2,499	2,342
73	3,972	3,122	2,730	2,497	2,340
74	3,970	3,120	2,728	2,495	2,338
75	3,968	3,119	2,727	2,494	2,337
76	3,967	3,117	2,725	2,492	2,335
77	3,965	3,115	2,723	2,490	2,333
78	3,963	3,114	2,722	2,489	2,332
79	3,962	3,112	2,720	2,487	2,330
80	3,960	3,111	2,719	2,486	2,329
81	3,959	3,109	2,717	2,484	2,327
82	3,957	3,108	2,716	2,483	2,326
83	3,956	3,107	2,715	2,482	2,324
84	3,955	3,105	2,713	2,480	2,323
85	3,953	3,104	2,712	2,479	2,322
86	3,952	3,103	2,711	2,478	2,321
87	3,951	3,101	2,709	2,476	2,319
88	3,949	3,100	2,708	2,475	2,318
89	3,948	3,099	2,707	2,474	2,317
90	3,947	3,098	2,706	2,473	2,316
91	3,946	3,097	2,705	2,472	2,315
92	3,945	3,095	2,704	2,471	2,313
93	3,943	3,094	2,703	2,470	2,312
94	3,942	3,093	2,701	2,469	2,311
95	3,941	3,092	2,700	2,467	2,310
96	3,940	3,091	2,699	2,466	2,309
97	3,939	3,090	2,698	2,465	2,308
98	3,938	3,089	2,697	2,465	2,307
99	3,937	3,088	2,696	2,464	2,306
100	3,936	3,087	2,696	2,463	2,305

Tabel t

df	0,025	0,05	0,1	df	0,025	0,05	0,1
1	25,452	12,706	6,314	51	2,310	2,008	1,675
2	6,205	4,303	2,920	52	2,308	2,007	1,675
3	4,177	3,182	2,353	53	2,307	2,006	1,674
4	3,495	2,776	2,132	54	2,306	2,005	1,674
5	3,163	2,571	2,015	55	2,304	2,004	1,673
6	2,969	2,447	1,943	56	2,303	2,003	1,673
7	2,841	2,365	1,895	57	2,302	2,002	1,672
8	2,752	2,306	1,860	58	2,301	2,002	1,672
9	2,685	2,262	1,833	59	2,300	2,001	1,671
10	2,634	2,228	1,812	60	2,299	2,000	1,671
11	2,593	2,201	1,796	61	2,298	2,000	1,670
12	2,560	2,179	1,782	62	2,297	1,999	1,670
13	2,533	2,160	1,771	63	2,296	1,998	1,669
14	2,510	2,145	1,761	64	2,295	1,998	1,669
15	2,490	2,131	1,753	65	2,295	1,997	1,669
16	2,473	2,120	1,746	66	2,294	1,997	1,668
17	2,458	2,110	1,740	67	2,293	1,996	1,668
18	2,445	2,101	1,734	68	2,292	1,995	1,668
19	2,433	2,093	1,729	69	2,291	1,995	1,667
20	2,423	2,086	1,725	70	2,291	1,994	1,667
21	2,414	2,080	1,721	71	2,290	1,994	1,667
22	2,405	2,074	1,717	72	2,289	1,993	1,666
23	2,398	2,069	1,714	73	2,289	1,993	1,666
24	2,391	2,064	1,711	74	2,288	1,993	1,666
25	2,385	2,060	1,708	75	2,287	1,992	1,665
26	2,379	2,056	1,706	76	2,287	1,992	1,665
27	2,373	2,052	1,703	77	2,286	1,991	1,665
28	2,368	2,048	1,701	78	2,285	1,991	1,665
29	2,364	2,045	1,699	79	2,285	1,990	1,664
30	2,360	2,042	1,697	80	2,284	1,990	1,664
31	2,356	2,040	1,696	81	2,284	1,990	1,664
32	2,352	2,037	1,694	82	2,283	1,989	1,664
33	2,348	2,035	1,692	83	2,283	1,989	1,663
34	2,345	2,032	1,691	84	2,282	1,989	1,663
35	2,342	2,030	1,690	85	2,282	1,988	1,663
36	2,339	2,028	1,688	86	2,281	1,988	1,663
37	2,336	2,026	1,687	87	2,281	1,988	1,663
38	2,334	2,024	1,686	88	2,280	1,987	1,662
39	2,331	2,023	1,685	89	2,280	1,987	1,662
40	2,329	2,021	1,684	90	2,280	1,987	1,662
41	2,327	2,020	1,683	91	2,279	1,986	1,662
42	2,325	2,018	1,682	92	2,279	1,986	1,662
43	2,323	2,017	1,681	93	2,278	1,986	1,661
44	2,321	2,015	1,680	94	2,278	1,986	1,661
45	2,319	2,014	1,679	95	2,277	1,985	1,661
46	2,317	2,013	1,679	96	2,277	1,985	1,661
47	2,315	2,012	1,678	97	2,277	1,985	1,661
48	2,314	2,011	1,677	98	2,276	1,984	1,661
49	2,312	2,010	1,677	99	2,276	1,984	1,660
50	2,311	2,009	1,676	100	2,276	1,984	1,660



KOPERASI PEGAWAI REPUBLIK INDONESIA (KPRI)
“SUMBER REJEKI”
KECAMATAN SEDATI KABUPATEN SIDOARJO

Nomor : 001/SR/VI/2016
Lampiran : -
Perihal : Balasan ijin untuk mengadakan penelitian

Kepada,
Yth. Dekan Fakultas Ekonomi UNTAG Surabaya
Dr. Sigit Sardjono, M.Ec

Dengan Hormat,

Yang bertanda tangan dibawah ini :

Nama : Jeni Tri Sulisjayanti, S.Pd. MM.
Jabatan : Ketua KPRI Sumber Rejeki Betro Sedati Sidoarjo

Menerangkan bahwa,

Nama : Ahmad Nazal Haqqul Qodari
N.P.M : 211207540
Fakultas : Ekonomi / Manajemen
Alamat : Jalan KH. Abu Sufyan Barat Rt 03 Rtw 01 Desa Kalanganyar Kecamatan
Sedati Sidoarjo

Telah kami setuju untuk melakukan penelitian pada koperasi KPRI Sumber Rejeki Betro Sedati Sidoarjo sebagai syarat penyusunan skripsi dengan judul :

“ PENGARUH KUALITAS LAYANAN DAN KEPUASAN ANGGOTA TERHADAP LOYALITAS ANGGOTA (Studi Kasus pada KPRI Sumber Rejeki Betro Sedati Sidoarjo) ”

Demikian surat ini kami sampaikan, dan atas kerjasamanya kami mengucapkan terima kasih.

Sidoarjo, 25 juli 2016
Ketua KPRI Sumber Rejeki

Jeni Tri Sulisjayanti, S.Pd. MM.



KOPERASI PEGAWAI REPUBLIK INDONESIA (KPRI)
“SUMBER REJEKI”
KECAMATAN SEDATI KABUPATEN SIDOARJO

FORMULIR PERMOHONAN

Yang bertanda tangan dibawah ini :

Nama :
NIP :
Tempat / Tgl. Lahir :
Jabatan :
Tempat Tugas :

Dengan ini mengajukan permohonan pinjaman kepada koperasi “SUMBER REJEKI” sebagai berikut.

Nominal permohonan : Rp
Jangka waktu :
Untuk keperluan :

Sedati,

Mengetahui

Kepala UPT

SDN.

Pemohon

(.....)

(.....)

LEMBAR PERSETUJUAN

Menyetujui permohonan pinjaman tersebut diatas

1. Nominal : Rp.
2. Jangka Waktu :
3. Angsuran Pokok :
4. Jasa Perbulan :
5. Angsuran Perbulan : Rp.

Sedati,

(.....)