

## SPSS Univariate Statistics

		Pertanyaan 1	Pertanyaan 2	Pertanyaan 3
N	Valid	50	50	50
	Missing	0	0	0

### Frequency Table (Bukti fisik)

#### Pertanyaan 1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	S	22	44.0	44.0	44.0
	SS	28	56.0	56.0	100.0
	Total	50	100.0	100.0	

#### Pertanyaan 2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	S	28	56.0	56.0	56.0
	SS	22	44.0	44.0	100.0
	Total	50	100.0	100.0	

#### Pertanyaan 3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CS	4	8.0	8.0	8.0
	S	15	30.0	30.0	38.0
	SS	31	62.0	62.0	100.0
	Total	50	100.0	100.0	

### Frequency Table (Kehandalan)

#### Pertanyaan 1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CS	2	4.0	4.0	4.0
	S	39	78.0	78.0	82.0
	SS	9	18.0	18.0	100.0
	Total	50	100.0	100.0	

#### Pertanyaan 2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CS	1	2.0	2.0	2.0
	S	33	66.0	66.0	68.0
	SS	16	32.0	32.0	100.0
	Total	50	100.0	100.0	

#### Pertanyaan 3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CS	2	4.0	4.0	4.0
	S	35	70.0	70.0	74.0
	SS	13	26.0	26.0	100.0
	Total	50	100.0	100.0	

### Frequency Table (Daya tanggap)

#### Pertanyaan 1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CS	16	32.0	32.0	32.0
	S	27	54.0	54.0	86.0
	SS	7	14.0	14.0	100.0
	Total	50	100.0	100.0	

#### Pertanyaan 2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CS	18	36.0	36.0	36.0
	S	28	56.0	56.0	92.0
	SS	4	8.0	8.0	100.0
	Total	50	100.0	100.0	

#### Pertanyaan 3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CS	12	24.0	24.0	24.0
	S	31	62.0	62.0	86.0
	SS	7	14.0	14.0	100.0
	Total	50	100.0	100.0	

### Frequency Table (Jaminan)

#### Pertanyaan 1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	S	32	64.0	64.0	64.0
	SS	18	36.0	36.0	100.0
	Total	50	100.0	100.0	

#### Pertanyaan 2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	S	26	52.0	52.0	52.0
	SS	24	48.0	48.0	100.0
	Total	50	100.0	100.0	

#### Pertanyaan 3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CS	1	2.0	2.0	2.0
	S	28	56.0	56.0	58.0
	SS	21	42.0	42.0	100.0
	Total	50	100.0	100.0	

### Frequency Table (Empati)

**Pertanyaan 1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	S	32	64.0	64.0	64.0
	SS	18	36.0	36.0	100.0
	Total	50	100.0	100.0	

**Pertanyaan 2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	S	26	52.0	52.0	52.0
	SS	24	48.0	48.0	100.0
	Total	50	100.0	100.0	

**Pertanyaan 3**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CS	1	2.0	2.0	2.0
	S	28	56.0	56.0	58.0
	SS	21	42.0	42.0	100.0
	Total	50	100.0	100.0	

### Frequency Table Variabel dependen (Kepuasan Nasabah)

**Pertanyaan 1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	S	32	64.0	64.0	64.0
	SS	18	36.0	36.0	100.0
	Total	50	100.0	100.0	

**Pertanyaan 2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	S	26	52.0	52.0	52.0
	SS	24	48.0	48.0	100.0
	Total	50	100.0	100.0	

**Pertanyaan 3**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CS	1	2.0	2.0	2.0
	S	28	56.0	56.0	58.0
	SS	21	42.0	42.0	100.0
	Total	50	100.0	100.0	