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LAMPIRAN

Lampiran 1 (Kuesioner Penelitian)

KUESIONER PENELITIAN

PENGARUH STRATEGI PEMASARAN DIGITAL TERHADAP KEPUASAN NASABAH DI PEGADAIAN SYARIAH CABANG KEPANDEAN

Assalamu'alaikum Wr. Wb

Dengan hormat,

Sehubungan dengan penelitian yang berjudul *“Pengaruh Strategi Pemasaran Digital terhadap Kepuasan Nasabah di Pegadaian Syariah Cabang Kepandean”*, saya ingin mengajak Bapak/Ibu/Saudara/i untuk berpartisipasi dalam pengisian kuesioner ini. Kuesioner ini disusun sebagai bagian dari upaya untuk memperoleh data yang akurat dalam menganalisis pengaruh strategi pemasaran digital terhadap kepuasan nasabah.

Kami sangat menghargai waktu dan perhatian yang Anda berikan. Bantuan Anda dalam mengisi kuesioner ini akan sangat berarti dan diharapkan dapat memberikan manfaat yang besar, baik bagi pengembangan penelitian ini maupun untuk kepentingan bersama. Atas kerjasama dan kesediaan Bapak/Ibu/Saudara/i, kami mengucapkan terima kasih yang sebesar-besarnya.

Wassalamu'alaikum wr.wb

Petunjuk Pengisian:

- *) Tulislah identitas Bapak/Ibu/Saudara/I pada halaman yang tersedia di bawah ini.
- *) Perhatikan pernyataan-pernyataan dalam angket, kemudian isilah jawaban sesuai dengan pendapat anda dengan cara memberi tanda (X) pada kolom yang tersedia.

Keterangan Kolom Jawaban:

STS = Sangat Tidak Setuju

SS = Sangat Setuju

TS = Tidak Setuju

S = Setuju

N = Kurang Setuju/Netral

**ITEM PERNYATAAN VARIABEL STRATEGI PEMASARAN
DIGITAL**

| No | Pernyataan | Alternatif Tanggapan | | | | |
|----|--|----------------------|---|---|----|-----|
| | | SS | S | N | TS | STS |
| 1 | Biaya transaksi melalui <i>platform</i> digital Pegadaian Syariah lebih efisien dibandingkan dengan transaksi secara langsung. | | | | | |
| 2 | Layanan digital Pegadaian Syariah mengurangi biaya dan waktu yang biasanya diperlukan dalam transaksi tradisional. | | | | | |
| 3 | Pegadaian Syariah memberikan komunikasi yang jelas melalui <i>platform</i> digital. | | | | | |
| 4 | Saya merasa mudah untuk berinteraksi dengan Pegadaian Syariah melalui media digital yang tersedia. | | | | | |
| 5 | Pegadaian Syariah sering memberikan penawaran eksklusif melalui media digital. | | | | | |
| 6 | Saya merasa tertarik dengan berbagai promosi yang disediakan Pegadaian Syariah di <i>platform</i> digital. | | | | | |
| 7 | Penawaran digital Pegadaian Syariah membuat saya lebih tertarik untuk bertransaksi. | | | | | |
| 8 | Desain tampilan situs <i>web</i> dan aplikasi Pegadaian Syariah sangat menarik dan mudah digunakan. | | | | | |

| No | Pernyataan | Alternatif Tanggapan | | | | |
|----|---|----------------------|---|---|----|-----|
| | | SS | S | N | TS | STS |
| 9 | Fitur-fitur yang ada di <i>platform</i> digital Pegadaian Syariah memberikan pengalaman yang menyenangkan saat digunakan. | | | | | |
| 10 | Navigasi pada situs dan aplikasi Pegadaian Syariah sangat mudah dipahami dan memudahkan saya dalam mencari informasi. | | | | | |

ITEM PERNYATAAN VARIABEL KEPUASAN NASABAH

| No | Pernyataan | Alternatif Tanggapan | | | | |
|----|--|----------------------|---|---|----|-----|
| | | SS | S | N | TS | STS |
| 1 | Produk yang saya terima dari Pegadaian Syariah sesuai dengan ekspektasi saya. | | | | | |
| 2 | Layanan yang diberikan Pegadaian Syariah selalu memenuhi harapan saya. | | | | | |
| 3 | Pegadaian Syariah selalu menyediakan fasilitas yang sesuai dengan yang saya butuhkan. | | | | | |
| 4 | Pegadaian Syariah selalu memenuhi harapan saya terkait produk dan layanan. | | | | | |
| 5 | Saya berniat untuk kembali menggunakan layanan Pegadaian Syariah karena puas dengan kualitas layanan yang diberikan. | | | | | |
| 6 | Berdasarkan pengalaman saya, saya akan menggunakan layanan Pegadaian Syariah lagi di masa mendatang. | | | | | |
| 7 | Layanan Pegadaian Syariah memberikan manfaat yang signifikan sehingga saya akan menggunakannya kembali. | | | | | |
| 8 | Saya akan merekomendasikan Pegadaian Syariah kepada teman atau keluarga. | | | | | |
| 9 | Saya merasa puas dengan layanan Pegadaian Syariah dan akan menceritakan pengalaman saya kepada orang lain. | | | | | |
| 10 | Saya percaya bahwa orang lain akan puas dengan layanan Pegadaian Syariah, sehingga saya akan merekomendasikan mereka untuk menggunakannya. | | | | | |

Lampiran 2 (Rekapitulasi Karakteristik Responden)

| Rekapitulasi Karakteristik Responden | | | |
|---|-------------|----------------------|-------------------|
| No | Usia | Jenis Kelamin | Pendidikan |
| 1 | 46 - 55 | L | SD |
| 2 | 46 - 55 | L | SD |
| 3 | 18 - 25 | L | SMA/K/SLTA |
| 4 | 26 - 35 | L | SMA/K/SLTA |
| 5 | 26 - 35 | P | D3/S1 |
| 6 | 26 - 35 | P | SMA/K/SLTA |
| 7 | 36 - 45 | L | SMP/SLTP |
| 8 | 36 - 45 | P | SMP/SLTP |
| 9 | 18 - 25 | L | D3/S1 |
| 10 | 18 - 25 | L | SMA/K/SLTA |
| 11 | 26 - 35 | P | SMA/K/SLTA |
| 12 | 26 - 35 | L | D3/S1 |
| 13 | 26 - 35 | L | SMA/K/SLTA |
| 14 | 46 - 55 | L | SD |
| 15 | 46 - 55 | L | SMP/SLTP |
| 16 | 46 - 55 | L | SD |
| 17 | 26 - 35 | L | D3/S1 |
| 18 | 26 - 35 | L | SMA/K/SLTA |
| 19 | 26 - 35 | L | SMA/K/SLTA |
| 20 | 26 - 35 | L | D3/S1 |
| 21 | 26 - 35 | L | SMA/K/SLTA |
| 22 | 18 - 25 | P | SMA/K/SLTA |
| 23 | 18 - 25 | P | D3/S1 |
| 24 | 18 - 25 | L | SMA/K/SLTA |
| 25 | 26 - 35 | L | SMA/K/SLTA |
| 26 | 26 - 35 | L | SMP/SLTP |
| 27 | 26 - 35 | L | D3/S1 |
| 28 | 26 - 35 | P | SMA/K/SLTA |
| 29 | 36 - 45 | L | SMP/SLTP |
| 30 | 36 - 45 | P | SD |

| Rekapitulasi Karakteristik Responden | | | |
|---|-------------|----------------------|-------------------|
| No | Usia | Jenis Kelamin | Pendidikan |
| 31 | 18 - 25 | L | SMA/K/SLTA |
| 32 | 18 - 25 | L | SMA/K/SLTA |
| 33 | 36 - 45 | P | SMA/K/SLTA |
| 34 | 36 - 45 | P | D3/S1 |
| 35 | 46 - 55 | L | SMA/K/SLTA |
| 36 | 46 - 55 | P | SD |
| 37 | 46 - 55 | L | SMA/K/SLTA |
| 38 | 46 - 55 | L | SD |
| 39 | 36 - 45 | L | SMA/K/SLTA |
| 40 | 36 - 45 | L | SMA/K/SLTA |
| 41 | 36 - 45 | L | SMA/K/SLTA |
| 42 | 46 - 55 | L | D3/S1 |
| 43 | 26 - 35 | L | SMA/K/SLTA |
| 44 | 26 - 35 | L | SMA/K/SLTA |
| 45 | 26 - 35 | L | SMA/K/SLTA |
| 46 | 46 - 55 | L | SMA/K/SLTA |
| 47 | 46 - 55 | P | SMP/SLTP |
| 48 | 46 - 55 | L | SMP/SLTP |
| 49 | 46 - 55 | L | SMP/SLTP |
| 50 | 36 - 45 | L | D3/S1 |
| 51 | 36 - 45 | L | SMP/SLTP |
| 52 | 36 - 45 | P | SMA/K/SLTA |
| 53 | 36 - 45 | L | D3/S1 |
| 54 | 46 - 55 | L | SMP/SLTP |
| 55 | 18 - 25 | P | D3/S1 |
| 56 | 18 - 25 | L | D3/S1 |
| 57 | 46 - 55 | P | SD |
| 58 | 46 - 55 | L | SMP/SLTP |
| 59 | 36 - 45 | P | D3/S1 |
| 60 | 36 - 45 | L | D3/S1 |
| 61 | 26 - 35 | L | SMA/K/SLTA |
| 62 | 26 - 35 | L | D3/S1 |

| Rekapitulasi Karakteristik Responden | | | |
|---|-------------|----------------------|-------------------|
| No | Usia | Jenis Kelamin | Pendidikan |
| 63 | 26 – 35 | L | D3/S1 |
| 64 | 26 – 35 | L | D3/S1 |
| 65 | 26 – 35 | L | SMA/K/SLTA |
| 66 | 26 – 35 | L | SMA/K/SLTA |
| 67 | 36 – 45 | L | SMA/K/SLTA |
| 68 | 36 – 45 | L | SMA/K/SLTA |
| 69 | 36 – 45 | L | SMA/K/SLTA |
| 70 | 36 – 45 | L | SMA/K/SLTA |
| 71 | 46 – 55 | L | SMP/SLTP |
| 72 | 46 - 55 | L | SMP/SLTP |
| 73 | 36 - 45 | L | SMP/SLTP |
| 74 | 36 - 45 | L | SMP/SLTP |
| 75 | 36 - 45 | L | D3/S1 |
| 76 | 46 – 55 | L | SMP/SLTP |
| 77 | 26 – 35 | P | D3/S1 |
| 78 | 36 – 45 | L | SMA/K/SLTA |
| 79 | 18 – 25 | L | SMA/K/SLTA |
| 80 | 46 – 55 | L | D3/S1 |

Lampiran 3 (Rekapitulasi Data Kuesioner)

| REKAPITULASI KUESIONER | | | | | | | | | | | |
|-------------------------------|---------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|----------------|
| No | Variabel Pemasaran Digital (X) | | | | | | | | | | TOTAL_X |
| | X1 | X2 | X3 | X4 | X5 | X6 | X7 | X8 | X9 | X10 | |
| 1 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 36 |
| 2 | 5 | 5 | 4 | 3 | 5 | 5 | 3 | 5 | 5 | 4 | 44 |
| 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 42 |
| 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 33 |
| 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 38 |
| 6 | 2 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 44 |
| 7 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 31 |
| 8 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 9 | 4 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 46 |
| 10 | 3 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 36 |
| 11 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 27 |
| 12 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| 13 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 48 |
| 14 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 42 |
| 15 | 1 | 3 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 26 |
| 16 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 48 |
| 17 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| 18 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 28 |
| 19 | 4 | 4 | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 36 |
| 20 | 5 | 5 | 5 | 3 | 5 | 5 | 3 | 5 | 5 | 5 | 46 |
| 21 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 42 |
| 22 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 23 | 3 | 4 | 3 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 40 |
| 24 | 2 | 5 | 2 | 3 | 5 | 5 | 3 | 5 | 5 | 5 | 40 |
| 25 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 36 |
| 26 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 34 |
| 27 | 3 | 5 | 3 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 44 |
| 28 | 3 | 4 | 3 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 34 |
| 29 | 4 | 4 | 5 | 2 | 4 | 4 | 2 | 4 | 4 | 3 | 36 |
| 30 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 28 |
| 31 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 28 |
| 32 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 33 | 5 | 3 | 3 | 3 | 5 | 5 | 4 | 5 | 5 | 3 | 41 |
| 34 | 3 | 5 | 3 | 4 | 5 | 5 | 5 | 5 | 5 | 3 | 43 |

| REKAPITULASI KUESIONER | | | | | | | | | | | |
|------------------------|--------------------------------|----|----|----|----|----|----|----|----|-----|---------|
| No | Variabel Pemasaran Digital (X) | | | | | | | | | | TOTAL_X |
| | X1 | X2 | X3 | X4 | X5 | X6 | X7 | X8 | X9 | X10 | |
| 35 | 5 | 4 | 3 | 3 | 5 | 5 | 5 | 5 | 5 | 3 | 43 |
| 36 | 3 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 42 |
| 37 | 3 | 4 | 5 | 3 | 3 | 3 | 4 | 3 | 3 | 5 | 36 |
| 38 | 4 | 3 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 39 |
| 39 | 4 | 5 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 34 |
| 40 | 5 | 2 | 2 | 5 | 3 | 3 | 4 | 3 | 3 | 2 | 32 |
| 41 | 3 | 3 | 4 | 4 | 2 | 2 | 3 | 2 | 2 | 4 | 29 |
| 42 | 5 | 4 | 3 | 3 | 2 | 2 | 5 | 2 | 2 | 3 | 31 |
| 43 | 3 | 5 | 2 | 5 | 4 | 4 | 3 | 4 | 4 | 2 | 36 |
| 44 | 5 | 5 | 1 | 2 | 5 | 5 | 5 | 5 | 5 | 1 | 39 |
| 45 | 5 | 5 | 2 | 5 | 5 | 5 | 4 | 5 | 5 | 2 | 43 |
| 46 | 5 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 41 |
| 47 | 3 | 3 | 3 | 4 | 4 | 4 | 2 | 4 | 4 | 3 | 34 |
| 48 | 5 | 3 | 5 | 4 | 3 | 3 | 2 | 3 | 3 | 5 | 36 |
| 49 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 32 |
| 50 | 2 | 2 | 2 | 2 | 2 | 2 | 5 | 2 | 2 | 2 | 23 |
| 51 | 4 | 5 | 4 | 1 | 2 | 2 | 5 | 2 | 2 | 4 | 31 |
| 52 | 3 | 5 | 3 | 2 | 2 | 2 | 3 | 2 | 2 | 3 | 27 |
| 53 | 5 | 5 | 5 | 3 | 3 | 3 | 5 | 3 | 3 | 5 | 40 |
| 54 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 55 | 3 | 3 | 3 | 5 | 5 | 5 | 4 | 5 | 5 | 3 | 41 |
| 56 | 2 | 4 | 2 | 4 | 4 | 4 | 3 | 4 | 4 | 2 | 33 |
| 57 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 5 | 40 |
| 58 | 5 | 3 | 5 | 5 | 4 | 5 | 5 | 5 | 3 | 3 | 43 |
| 59 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 39 |
| 60 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 35 |
| 61 | 4 | 5 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 40 |
| 62 | 5 | 5 | 2 | 2 | 3 | 5 | 5 | 5 | 5 | 5 | 42 |
| 63 | 3 | 4 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 30 |
| 64 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 42 |
| 65 | 5 | 3 | 4 | 4 | 3 | 5 | 5 | 5 | 5 | 3 | 42 |
| 66 | 4 | 4 | 3 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 36 |
| 67 | 3 | 5 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 5 | 31 |
| 68 | 4 | 5 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 5 | 39 |
| 69 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 45 |
| 70 | 4 | 3 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 41 |

| REKAPITULASI KUESIONER | | | | | | | | | | | |
|------------------------|--------------------------------|----|----|----|----|----|----|----|----|-----|---------|
| No | Variabel Pemasaran Digital (X) | | | | | | | | | | TOTAL_X |
| | X1 | X2 | X3 | X4 | X5 | X6 | X7 | X8 | X9 | X10 | |
| 71 | 3 | 4 | 1 | 1 | 1 | 3 | 3 | 3 | 3 | 4 | 26 |
| 72 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 47 |
| 73 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 37 |
| 74 | 3 | 5 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 5 | 31 |
| 75 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 38 |
| 76 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 4 | 46 |
| 77 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 2 | 37 |
| 78 | 3 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 1 | 26 |
| 79 | 4 | 5 | 3 | 3 | 3 | 4 | 4 | 4 | 5 | 5 | 40 |
| 80 | 5 | 4 | 2 | 2 | 2 | 5 | 5 | 5 | 3 | 4 | 37 |

| REKAPITULASI KUESIONER | | | | | | | | | | | |
|------------------------|-------------------------------|----|----|----|----|----|----|----|----|-----|---------|
| No | Variabel Kepuasan Nasabah (Y) | | | | | | | | | | TOTAL_Y |
| | Y1 | Y2 | Y3 | Y4 | Y5 | Y6 | Y7 | Y8 | Y9 | Y10 | |
| 1 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 36 |
| 2 | 5 | 5 | 5 | 5 | 4 | 5 | 3 | 3 | 5 | 4 | 44 |
| 3 | 4 | 3 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 5 | 40 |
| 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 5 | 4 | 4 | 38 |
| 5 | 3 | 5 | 4 | 4 | 3 | 5 | 4 | 4 | 3 | 3 | 38 |
| 6 | 2 | 4 | 5 | 5 | 4 | 4 | 5 | 3 | 2 | 4 | 38 |
| 7 | 2 | 3 | 3 | 3 | 5 | 3 | 3 | 2 | 2 | 5 | 31 |
| 8 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 42 |
| 9 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 3 | 4 | 4 | 44 |
| 10 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 2 | 3 | 3 | 34 |
| 11 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 1 | 2 | 2 | 24 |
| 12 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 4 | 36 |
| 13 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 47 |
| 14 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 41 |
| 15 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 1 | 3 | 25 |
| 16 | 4 | 2 | 5 | 5 | 5 | 2 | 5 | 2 | 4 | 5 | 39 |
| 17 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 5 | 3 | 4 | 37 |
| 18 | 2 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 2 | 3 | 31 |
| 19 | 4 | 5 | 4 | 4 | 4 | 5 | 2 | 3 | 4 | 4 | 39 |
| 20 | 5 | 4 | 5 | 5 | 5 | 4 | 3 | 3 | 5 | 5 | 44 |
| 21 | 4 | 2 | 4 | 4 | 4 | 2 | 5 | 2 | 4 | 4 | 35 |

| REKAPITULASI KUESIONER | | | | | | | | | | | |
|------------------------|-------------------------------|----|----|----|----|----|----|----|----|-----|---------|
| No | Variabel Kepuasan Nasabah (Y) | | | | | | | | | | TOTAL_Y |
| | Y1 | Y2 | Y3 | Y4 | Y5 | Y6 | Y7 | Y8 | Y9 | Y10 | |
| 22 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 23 | 3 | 1 | 4 | 4 | 4 | 1 | 5 | 4 | 3 | 4 | 33 |
| 24 | 2 | 2 | 5 | 5 | 5 | 2 | 3 | 4 | 2 | 5 | 35 |
| 25 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 2 | 3 | 4 | 33 |
| 26 | 4 | 5 | 3 | 3 | 3 | 5 | 4 | 1 | 4 | 3 | 35 |
| 27 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 3 | 5 | 43 |
| 28 | 3 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 3 | 4 | 34 |
| 29 | 4 | 4 | 4 | 4 | 3 | 4 | 2 | 2 | 4 | 3 | 34 |
| 30 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 28 |
| 31 | 4 | 4 | 3 | 3 | 5 | 3 | 3 | 3 | 2 | 2 | 32 |
| 32 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 41 |
| 33 | 4 | 5 | 5 | 5 | 3 | 3 | 4 | 4 | 5 | 3 | 41 |
| 34 | 4 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 3 | 4 | 44 |
| 35 | 4 | 3 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 3 | 43 |
| 36 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 3 | 5 | 42 |
| 37 | 4 | 5 | 3 | 3 | 5 | 5 | 4 | 4 | 3 | 3 | 39 |
| 38 | 4 | 5 | 4 | 4 | 5 | 4 | 3 | 3 | 4 | 5 | 41 |
| 39 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 34 |
| 40 | 4 | 4 | 3 | 3 | 3 | 2 | 4 | 4 | 5 | 5 | 37 |
| 41 | 4 | 3 | 2 | 2 | 2 | 4 | 3 | 3 | 3 | 4 | 30 |
| 42 | 4 | 1 | 2 | 2 | 2 | 4 | 5 | 5 | 5 | 3 | 33 |
| 43 | 4 | 2 | 4 | 4 | 4 | 5 | 3 | 3 | 3 | 5 | 37 |
| 44 | 4 | 3 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 2 | 43 |
| 45 | 4 | 4 | 5 | 5 | 5 | 3 | 4 | 4 | 5 | 5 | 44 |
| 46 | 4 | 2 | 4 | 4 | 4 | 2 | 3 | 3 | 5 | 5 | 36 |
| 47 | 4 | 1 | 4 | 4 | 4 | 3 | 2 | 2 | 3 | 4 | 31 |
| 48 | 4 | 2 | 3 | 3 | 3 | 5 | 2 | 2 | 5 | 4 | 33 |
| 49 | 3 | 3 | 3 | 3 | 3 | 5 | 4 | 4 | 3 | 3 | 34 |
| 50 | 2 | 4 | 2 | 2 | 3 | 3 | 5 | 3 | 2 | 2 | 28 |
| 51 | 3 | 5 | 2 | 2 | 3 | 2 | 5 | 3 | 4 | 1 | 30 |
| 52 | 5 | 5 | 2 | 2 | 5 | 5 | 3 | 5 | 3 | 2 | 37 |
| 53 | 5 | 5 | 3 | 3 | 5 | 5 | 5 | 5 | 5 | 3 | 44 |
| 54 | 3 | 5 | 4 | 4 | 4 | 3 | 4 | 2 | 4 | 4 | 37 |
| 55 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 3 | 3 | 5 | 43 |
| 56 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 2 | 4 | 35 |
| 57 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 34 |

| REKAPITULASI KUESIONER | | | | | | | | | | | |
|------------------------|-------------------------------|----|----|----|----|----|----|----|----|-----|---------|
| No | Variabel Kepuasan Nasabah (Y) | | | | | | | | | | TOTAL_Y |
| | Y1 | Y2 | Y3 | Y4 | Y5 | Y6 | Y7 | Y8 | Y9 | Y10 | |
| 58 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 36 |
| 59 | 5 | 5 | 3 | 3 | 3 | 5 | 5 | 5 | 4 | 5 | 43 |
| 60 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 2 | 4 | 35 |
| 61 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 2 | 3 | 37 |
| 62 | 3 | 4 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 31 |
| 63 | 5 | 4 | 2 | 4 | 3 | 3 | 5 | 3 | 1 | 3 | 33 |
| 64 | 5 | 5 | 3 | 5 | 4 | 4 | 4 | 4 | 2 | 4 | 40 |
| 65 | 4 | 2 | 5 | 4 | 3 | 5 | 3 | 3 | 4 | 3 | 36 |
| 66 | 5 | 3 | 3 | 5 | 3 | 5 | 4 | 4 | 3 | 4 | 39 |
| 67 | 4 | 5 | 5 | 4 | 4 | 5 | 3 | 4 | 3 | 4 | 41 |
| 68 | 4 | 5 | 3 | 5 | 5 | 4 | 3 | 5 | 4 | 5 | 43 |
| 69 | 5 | 4 | 4 | 5 | 5 | 3 | 2 | 4 | 4 | 4 | 40 |
| 70 | 5 | 5 | 5 | 4 | 4 | 4 | 2 | 5 | 5 | 5 | 44 |
| 71 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 37 |
| 72 | 3 | 5 | 5 | 5 | 2 | 3 | 5 | 5 | 5 | 5 | 43 |
| 73 | 2 | 4 | 3 | 4 | 4 | 2 | 3 | 4 | 3 | 4 | 33 |
| 74 | 2 | 3 | 4 | 3 | 4 | 2 | 2 | 3 | 4 | 3 | 30 |
| 75 | 4 | 2 | 3 | 4 | 5 | 4 | 4 | 3 | 3 | 3 | 35 |
| 76 | 5 | 3 | 4 | 5 | 4 | 5 | 5 | 2 | 4 | 2 | 39 |
| 77 | 5 | 3 | 4 | 4 | 3 | 5 | 4 | 5 | 4 | 5 | 42 |
| 78 | 4 | 4 | 5 | 3 | 2 | 4 | 3 | 5 | 5 | 5 | 40 |
| 79 | 4 | 5 | 3 | 4 | 3 | 4 | 2 | 4 | 3 | 4 | 36 |
| 80 | 3 | 5 | 5 | 5 | 5 | 3 | 5 | 4 | 5 | 4 | 44 |

Lampiran 4 (Hasil Olah Data SPSS 25)

1. Karakteristik Responden

Rentang Usia

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------------|-----------|---------|---------------|--------------------|
| Valid 18 – 25 | 11 | 13.8 | 13.8 | 13.8 |
| 26 – 35 | 25 | 31.3 | 31.3 | 45.0 |
| 36 – 45 | 23 | 28.8 | 28.8 | 73.8 |
| 46 – 55 | 21 | 26.3 | 26.3 | 100.0 |
| Total | 80 | 100.0 | 100.0 | |

Jenis Kelamin

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|---------|---------------|--------------------|
| Valid L | 63 | 78.8 | 78.8 | 78.8 |
| P | 17 | 21.3 | 21.3 | 100.0 |
| Total | 80 | 100.0 | 100.0 | |

Latar Belakang Pendidikan

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------|-----------|---------|---------------|--------------------|
| Valid D3/S1 | 21 | 26.3 | 26.3 | 26.3 |
| SD | 8 | 10.0 | 10.0 | 36.3 |
| SMA/K/SL TA | 35 | 43.8 | 43.8 | 80.0 |
| SMP/SLTP | 16 | 20.0 | 20.0 | 100.0 |
| Total | 80 | 100.0 | 100.0 | |

| | | | | | | | | | | | | |
|------------------|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Y7 | Pearson Correlation | .083 | .049 | .079 | .176 | .086 | .002 | 1 | .253* | .070 | -.089 | .332** |
| | Sig. (2-tailed) | .466 | .664 | .486 | .119 | .450 | .984 | | .024 | .536 | .433 | .003 |
| | N | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 |
| Y8 | Pearson Correlation | .290** | .194 | .080 | .079 | .109 | .143 | .253* | 1 | .228* | .188 | .518** |
| | Sig. (2-tailed) | .009 | .084 | .480 | .488 | .336 | .205 | .024 | | .042 | .096 | .000 |
| | N | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 |
| Y9 | Pearson Correlation | .421** | .119 | .368** | .195 | .057 | .060 | .070 | .228* | 1 | .223* | .544** |
| | Sig. (2-tailed) | .000 | .293 | .001 | .083 | .617 | .596 | .536 | .042 | | .047 | .000 |
| | N | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 |
| Y10 | Pearson Correlation | .175 | .030 | .439** | .417** | .240* | .007 | -.089 | .188 | .223* | 1 | .501** |
| | Sig. (2-tailed) | .122 | .792 | .000 | .000 | .032 | .951 | .433 | .096 | .047 | | .000 |
| | N | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 |
| Kepuasan Nasabah | Pearson Correlation | .595** | .451** | .625** | .655** | .492** | .419** | .332** | .518** | .544** | .501** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .003 | .000 | .000 | .000 | |
| | N | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 80 |

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

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

3. Uji Reliabilitas

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .817 | 10 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .682 | 10 |

4. Uji Normalitas

One-Sample Kolmogorov-Smirnov Test

| | | Unstandardize d Residual |
|----------------------------------|----------------|-----------------------------|
| N | | 80 |
| Normal Parameters ^{a,b} | Mean | .0000000 |
| | Std. Deviation | 3.66165360 |
| Most Extreme Differences | Absolute | .079 |
| | Positive | .079 |
| | Negative | -.057 |
| Test Statistic | | .079 |
| Asymp. Sig. (2-tailed) | | .200 ^{c,d} |

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

5. Uji Heterokedastisitas

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | T | Sig. |
|-------|-------------------------------|--------------------------------|------------|------------------------------|-------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 4.192 | 1.484 | | 2.824 | .006 |
| | Strategi Pemasaran Digital | -.032 | .039 | -.091 | -.810 | .420 |

a. Dependent Variable: Abs_RES

6. Uji Hipotesis

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | T | Sig. |
|-------|----------------------------|-----------------------------|------------|---------------------------|-------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 15.641 | 2.642 | | 5.920 | .000 |
| | Strategi Pemasaran Digital | .577 | .070 | .681 | 8.222 | .000 |

a. Dependent Variable: Kepuasan Nasabah

7. Uji Koefisien Determinasi

Model Summary

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1 | .681 ^a | .464 | .457 | 3.685 |

a. Predictors: (Constant), Strategi Pemasaran Digital

8. Uji Linear Sederhana

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | T | Sig. |
|-------|----------------------------|-----------------------------|------------|---------------------------|-------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 15.641 | 2.642 | | 5.920 | .000 |
| | Strategi Pemasaran Digital | .577 | .070 | .681 | 8.222 | .000 |

a. Dependent Variable: Kepuasan Nasabah

Lampiran 5 (Tabel r Statistik)

| Tabel r untuk df = 1 - 50 | | | | | Tabel r untuk df = 51 - 100 | | | | | |
|---------------------------|--|--------|--------|--------|-----------------------------|--|--------|--------|--------|--------|
| df = (N-2) | Tingkat signifikansi untuk uji satu arah | | | | df = (N-2) | Tingkat signifikansi untuk uji satu arah | | | | |
| | 0.05 | 0.025 | 0.01 | 0.005 | | 0.05 | 0.025 | 0.01 | 0.005 | 0.0005 |
| | Tingkat signifikansi untuk uji dua arah | | | | | Tingkat signifikansi untuk uji dua arah | | | | |
| | 0.1 | 0.05 | 0.02 | 0.01 | | 0.1 | 0.05 | 0.02 | 0.01 | 0.001 |
| 1 | 0.9877 | 0.9969 | 0.9995 | 0.9999 | 51 | 0.2284 | 0.2706 | 0.3188 | 0.3509 | 0.4393 |
| 2 | 0.9000 | 0.9500 | 0.9800 | 0.9900 | 52 | 0.2262 | 0.2681 | 0.3158 | 0.3477 | 0.4354 |
| 3 | 0.8054 | 0.8783 | 0.9343 | 0.9587 | 53 | 0.2241 | 0.2656 | 0.3129 | 0.3445 | 0.4317 |
| 4 | 0.7293 | 0.8114 | 0.8822 | 0.9172 | 54 | 0.2221 | 0.2632 | 0.3102 | 0.3415 | 0.4280 |
| 5 | 0.6694 | 0.7545 | 0.8329 | 0.8745 | 55 | 0.2201 | 0.2609 | 0.3074 | 0.3385 | 0.4244 |
| 6 | 0.6215 | 0.7067 | 0.7887 | 0.8343 | 56 | 0.2181 | 0.2586 | 0.3048 | 0.3357 | 0.4210 |
| 7 | 0.5822 | 0.6664 | 0.7498 | 0.7977 | 57 | 0.2162 | 0.2564 | 0.3022 | 0.3328 | 0.4176 |
| 8 | 0.5494 | 0.6319 | 0.7155 | 0.7646 | 58 | 0.2144 | 0.2542 | 0.2997 | 0.3301 | 0.4143 |
| 9 | 0.5214 | 0.6021 | 0.6851 | 0.7348 | 59 | 0.2126 | 0.2521 | 0.2972 | 0.3274 | 0.4110 |
| 10 | 0.4973 | 0.5760 | 0.6581 | 0.7079 | 60 | 0.2108 | 0.2500 | 0.2948 | 0.3248 | 0.4079 |
| 11 | 0.4762 | 0.5529 | 0.6339 | 0.6835 | 61 | 0.2091 | 0.2480 | 0.2925 | 0.3223 | 0.4048 |
| 12 | 0.4575 | 0.5324 | 0.6120 | 0.6614 | 62 | 0.2075 | 0.2461 | 0.2902 | 0.3198 | 0.4018 |
| 13 | 0.4409 | 0.5140 | 0.5923 | 0.6411 | 63 | 0.2058 | 0.2441 | 0.2880 | 0.3173 | 0.3988 |
| 14 | 0.4259 | 0.4973 | 0.5742 | 0.6226 | 64 | 0.2042 | 0.2423 | 0.2858 | 0.3150 | 0.3959 |
| 15 | 0.4124 | 0.4821 | 0.5577 | 0.6055 | 65 | 0.2027 | 0.2404 | 0.2837 | 0.3126 | 0.3931 |
| 16 | 0.4000 | 0.4683 | 0.5425 | 0.5897 | 66 | 0.2012 | 0.2387 | 0.2816 | 0.3104 | 0.3903 |
| 17 | 0.3887 | 0.4555 | 0.5285 | 0.5751 | 67 | 0.1997 | 0.2369 | 0.2796 | 0.3081 | 0.3876 |
| 18 | 0.3783 | 0.4438 | 0.5155 | 0.5614 | 68 | 0.1982 | 0.2352 | 0.2776 | 0.3060 | 0.3850 |
| 19 | 0.3687 | 0.4329 | 0.5034 | 0.5487 | 69 | 0.1968 | 0.2335 | 0.2756 | 0.3038 | 0.3823 |
| 20 | 0.3598 | 0.4227 | 0.4921 | 0.5368 | 70 | 0.1954 | 0.2319 | 0.2737 | 0.3017 | 0.3798 |
| 21 | 0.3515 | 0.4132 | 0.4815 | 0.5256 | 71 | 0.1940 | 0.2303 | 0.2718 | 0.2997 | 0.3773 |
| 22 | 0.3438 | 0.4044 | 0.4716 | 0.5151 | 72 | 0.1927 | 0.2287 | 0.2700 | 0.2977 | 0.3748 |
| 23 | 0.3365 | 0.3961 | 0.4622 | 0.5052 | 73 | 0.1914 | 0.2272 | 0.2682 | 0.2957 | 0.3724 |
| 24 | 0.3297 | 0.3882 | 0.4534 | 0.4958 | 74 | 0.1901 | 0.2257 | 0.2664 | 0.2938 | 0.3701 |
| 25 | 0.3233 | 0.3809 | 0.4451 | 0.4869 | 75 | 0.1888 | 0.2242 | 0.2647 | 0.2919 | 0.3678 |
| 26 | 0.3172 | 0.3739 | 0.4372 | 0.4785 | 76 | 0.1876 | 0.2227 | 0.2630 | 0.2900 | 0.3655 |
| 27 | 0.3115 | 0.3673 | 0.4297 | 0.4705 | 77 | 0.1864 | 0.2213 | 0.2613 | 0.2882 | 0.3633 |
| 28 | 0.3061 | 0.3610 | 0.4226 | 0.4629 | 78 | 0.1852 | 0.2199 | 0.2597 | 0.2864 | 0.3611 |
| 29 | 0.3009 | 0.3550 | 0.4158 | 0.4556 | 79 | 0.1841 | 0.2185 | 0.2581 | 0.2847 | 0.3589 |
| 30 | 0.2960 | 0.3494 | 0.4093 | 0.4487 | 80 | 0.1829 | 0.2172 | 0.2565 | 0.2830 | 0.3568 |
| 31 | 0.2913 | 0.3440 | 0.4032 | 0.4421 | 81 | 0.1818 | 0.2159 | 0.2550 | 0.2813 | 0.3547 |
| 32 | 0.2869 | 0.3388 | 0.3972 | 0.4357 | 82 | 0.1807 | 0.2146 | 0.2535 | 0.2796 | 0.3527 |
| 33 | 0.2826 | 0.3338 | 0.3916 | 0.4296 | 83 | 0.1796 | 0.2133 | 0.2520 | 0.2780 | 0.3507 |
| 34 | 0.2785 | 0.3291 | 0.3862 | 0.4238 | 84 | 0.1786 | 0.2120 | 0.2505 | 0.2764 | 0.3487 |
| 35 | 0.2746 | 0.3246 | 0.3810 | 0.4182 | 85 | 0.1775 | 0.2108 | 0.2491 | 0.2748 | 0.3468 |
| 36 | 0.2709 | 0.3202 | 0.3760 | 0.4128 | 86 | 0.1765 | 0.2096 | 0.2477 | 0.2732 | 0.3449 |
| 37 | 0.2673 | 0.3160 | 0.3712 | 0.4076 | 87 | 0.1755 | 0.2084 | 0.2463 | 0.2717 | 0.3430 |
| 38 | 0.2638 | 0.3120 | 0.3665 | 0.4026 | 88 | 0.1745 | 0.2072 | 0.2449 | 0.2702 | 0.3412 |
| 39 | 0.2605 | 0.3081 | 0.3621 | 0.3978 | 89 | 0.1735 | 0.2061 | 0.2435 | 0.2687 | 0.3393 |
| 40 | 0.2573 | 0.3044 | 0.3578 | 0.3932 | 90 | 0.1726 | 0.2050 | 0.2422 | 0.2673 | 0.3375 |
| 41 | 0.2542 | 0.3008 | 0.3536 | 0.3887 | | | | | | 0.4843 |
| 42 | 0.2512 | 0.2973 | 0.3496 | 0.3843 | | | | | | 0.4791 |
| 43 | 0.2483 | 0.2940 | 0.3457 | 0.3801 | | | | | | 0.4742 |
| 44 | 0.2455 | 0.2907 | 0.3420 | 0.3761 | | | | | | 0.4694 |
| 45 | 0.2429 | 0.2876 | 0.3384 | 0.3721 | | | | | | 0.4647 |
| 46 | 0.2403 | 0.2845 | 0.3348 | 0.3683 | | | | | | 0.4601 |
| 47 | 0.2377 | 0.2816 | 0.3314 | 0.3646 | | | | | | 0.4557 |
| 48 | 0.2353 | 0.2787 | 0.3281 | 0.3610 | | | | | | 0.4514 |
| 49 | 0.2329 | 0.2759 | 0.3249 | 0.3575 | | | | | | 0.4473 |
| 50 | 0.2306 | 0.2732 | 0.3218 | 0.3542 | | | | | | 0.4432 |

Lampiran 6 (t Tabel Statistik)

| df=(n-k) | $\alpha = 0.05$ | $\alpha = 0.025$ | 42 | 1,682 | 2,018 | 85 | 1,663 | 1,988 |
|----------|-----------------|------------------|----------|-----------------|------------------|----|-------|-------|
| 1 | 6,314 | 12,706 | 43 | 1,681 | 2,017 | 86 | 1,663 | 1,988 |
| 2 | 2,920 | 4,303 | 44 | 1,680 | 2,015 | 87 | 1,663 | 1,988 |
| 3 | 2,353 | 3,182 | 45 | 1,679 | 2,014 | 88 | 1,662 | 1,987 |
| 4 | 2,132 | 2,776 | 46 | 1,679 | 2,013 | 89 | 1,662 | 1,987 |
| 5 | 2,015 | 2,571 | 47 | 1,678 | 2,012 | 90 | 1,662 | 1,987 |
| 6 | 1,943 | 2,447 | 48 | 1,677 | 2,011 | 91 | 1,662 | 1,986 |
| 7 | 1,895 | 2,365 | 49 | 1,677 | 2,010 | 92 | 1,662 | 1,986 |
| 8 | 1,860 | 2,306 | df=(n-k) | $\alpha = 0.05$ | $\alpha = 0.025$ | 93 | 1,661 | 1,986 |
| 9 | 1,833 | 2,262 | 51 | 1,675 | 2,008 | 94 | 1,661 | 1,986 |
| 10 | 1,812 | 2,228 | 52 | 1,675 | 2,007 | 95 | 1,661 | 1,985 |
| 11 | 1,796 | 2,201 | 53 | 1,674 | 2,006 | 96 | 1,661 | 1,985 |
| 12 | 1,782 | 2,179 | 54 | 1,674 | 2,005 | 97 | 1,661 | 1,985 |
| 13 | 1,771 | 2,160 | 55 | 1,673 | 2,004 | 98 | 1,661 | 1,984 |
| 14 | 1,761 | 2,145 | 56 | 1,673 | 2,003 | 99 | 1,660 | 1,984 |
| 15 | 1,753 | 2,131 | 57 | 1,672 | 2,002 | | | |
| 16 | 1,746 | 2,120 | 58 | 1,672 | 2,002 | | | |
| 17 | 1,740 | 2,110 | 59 | 1,671 | 2,001 | | | |
| 18 | 1,734 | 2,101 | 60 | 1,671 | 2,000 | | | |
| 19 | 1,729 | 2,093 | 61 | 1,670 | 2,000 | | | |
| 20 | 1,725 | 2,086 | 62 | 1,670 | 1,999 | | | |
| 21 | 1,721 | 2,080 | 63 | 1,669 | 1,998 | | | |
| 22 | 1,717 | 2,074 | 64 | 1,669 | 1,998 | | | |
| 23 | 1,714 | 2,069 | 65 | 1,669 | 1,997 | | | |
| 24 | 1,711 | 2,064 | 66 | 1,668 | 1,997 | | | |
| 25 | 1,708 | 2,060 | 67 | 1,668 | 1,996 | | | |
| 26 | 1,706 | 2,056 | 68 | 1,668 | 1,995 | | | |
| 27 | 1,703 | 2,052 | 69 | 1,667 | 1,995 | | | |
| 28 | 1,701 | 2,048 | 70 | 1,667 | 1,994 | | | |
| 29 | 1,699 | 2,045 | 71 | 1,667 | 1,994 | | | |
| 30 | 1,697 | 2,042 | 72 | 1,666 | 1,993 | | | |
| 31 | 1,696 | 2,040 | 73 | 1,666 | 1,993 | | | |
| 32 | 1,694 | 2,037 | 74 | 1,666 | 1,993 | | | |
| 33 | 1,692 | 2,035 | 75 | 1,665 | 1,992 | | | |
| 34 | 1,691 | 2,032 | 76 | 1,665 | 1,992 | | | |
| 35 | 1,690 | 2,030 | 77 | 1,665 | 1,991 | | | |
| 36 | 1,688 | 2,028 | 78 | 1,665 | 1,991 | | | |
| 37 | 1,687 | 2,026 | 79 | 1,664 | 1,990 | | | |
| 38 | 1,686 | 2,024 | 80 | 1,664 | 1,990 | | | |
| 39 | 1,685 | 2,023 | 81 | 1,664 | 1,990 | | | |
| 40 | 1,684 | 2,021 | 82 | 1,664 | 1,989 | | | |
| 41 | 1,683 | 2,020 | 83 | 1,663 | 1,989 | | | |
| | | | 84 | 1,663 | 1,989 | | | |

Lampiran 6 (Dokumentasi)

