LAMPIRAN

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- Lampiran Rekapitulasi Bimbingan Skripsi
- Lampiran Kuesioner
- Lampiran Koding Karakteristik dan Pengalaman Responden
- Lampiran Analisis Karakteristik dan Pengalaman Responden
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Khania Teressa Gunawan Putri, 2021
PENGARUH *ISLAMIC ETHICAL BEHAVIOUR* DAN *CUSTOMER SATISFACTION* TERHADAP *CUSTOMER TRUST*
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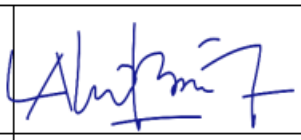
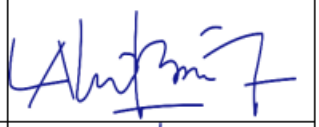
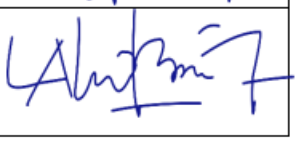
PROGRAM STUDI PENDIDIKAN BISNIS
FAKULTAS PENDIDIKAN EKONOMI DAN BISNIS
UNIVERSITAS PENDIDIKAN INDONESIA

LAMPIRAN REKAPITULASI BIMBINGAN SKRIPSI

Nama Mahasiswa : Khania Teressa Gunawan Putri
NIM : 1703902
Judul Skripsi : Pengaruh *Islamic Ethical Behaviour* dan *Customer Satisfaction* terhadap *Customer Trust* (Survei pada Santri Program Pesantren Mahasiswa *Daarut Tauhiid* di Bandung)
Dosen Pembimbing I : Dr. Lili Adi Wibowo, S.Pd., S.Sos., MM.

No	Tahapan Bimbingan	Waktu Bimbingan	Tanda Tangan
1	BAB II - Identifikasi Dimensi dan Indikator	12 Desember 2020	
2	REVISI BAB I – BAB III	15 Februari 2021	
3	BAB III - Uji Validitas dan Reliabilitas	20 Maret 2021	
4	BAB IV - Model Penelitian	25 Maret 2021	
5	BAB I - Perbaikan BAB II - Perbaikan BAB III - Perbaikan	20 April 2021	
6	BAB IV - Pengukuran Tanggapan Responden	20 Mei 2021	
7	BAB IV - Pengujian Asumsi Dasar dan *Goodness of Fit*	6 Juni 2021	

8	BAB IV - Pembahasan Hipotesis	7 Juni 2021	
9	BAB I – IV	18 Juni 2021	
10	Bimbingan Sidang	22 Juni 2021	

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Dosen Pembimbing II : Lisnawati, S.Pd., MM.

No	Tahapan Bimbingan	Waktu Bimbingan	Tanda Tangan
1	REVISI BAB I - BAB III	15 Februari 2021	
2	BAB I - Latar Belakang - Penambahan Data BAB II - Konsep Variabel X_1, X_2 dan Y BAB III - Teknik *sampling*	20 Januari 2021	
3	BAB II - Kerangka Pemikiran BAB III - Peyusunan Kuesioner	10 Februari 2021	
4	BAB IV - Pengolahan Data	16 Maret 2021	

5	BAB IV - Pengujian Model Fit	25 Maret 2021	
6	BAB I - Perbaikan BAB II - Perbaikan BAB III - Perbaikan BAB IV - Perbaikan	21 Mei 2021	
7	BAB I - Penguatan Data Objek - Tujuan dan Rumusan Penelitian BAB II - Kerangka Pemikiran BAB III - Operasional Variabel - Jenis dan Sumber Data - Gambar Kontinum	17 Juni 2021	
	BAB IV - Pembahasan Karakteristik Responden - Konsep Pembahasan Penelitian BAB V - Kesimpulan dan Rekomendasi		

LAMPIRAN KUESIONER

INSTRUMEN PENELITIAN KUESIONER (ANGKET)
PENGARUH *ISLAMIC ETHICAL BEHAVIOUR* DAN *CUSTOMER SATISFACTION* TERHADAP *CUSTOMER TRUST*
(Survei pada Santri Program Pesantren Mahasiswa *Daarut Tauhiid* Bandung)

PETUNJUK PENGISIAN:

1. Angket ini terdiri dari lima bagian yaitu: Petunjuk Pengisian, Identitas Responden, Pengalaman Responden, *Islamic Ethical Behaviour, Customer Satifaction,* dan *Customer Trust.*
2. Setiap butir pertanyaan serta alternatif jawaban mohon untuk dibaca dengan teliti dan dijawab tanpa ada yang terlewatkan.
3. Responden diharapkan tidak berpikir bagaimana sebaiknya, melainkan diisi sesuai dengan pengalaman dan kenyataan yang ada/yang dirasakan.

IDENTITAS RESPONDEN

Berilah tanda *checklist* (√) pada jawaban yang menurut Anda benar

1. Jenis Kelamin : □ Laki-laki □ Perempuan
2. Usia : □ 18 - 22 Tahun
   □ 23 - 27 Tahun
   □ 28 - 32 Tahun
3. Asal Tempat Tinggal :

□ Aceh	□ Sumatra Utara	□ Riau
□ Jambi	□ Sumatra Barat	□ Bali
□ Bengkulu	□ Kepulauan Riau	□ Kalbar
□ DKI Jakarta	□ Sumatera Selatan	□ Banten
□ Jawa Tengah	□ Jawa Timur	□ Jawa Barat
□ Kalteng	□ DI Yogyakarta	□ Kalsel
□ NTB	□ Kalimantan Utara	□ NTT
□ Gorongtalo	□ Sulawesi Utara	□ Kaltim
□ Sulsel	□ Sulawesi Tengah	□ Papua
□ Lampung	□ Sulawesi Tenggara	□ Maluku
□ Maluku Utara	□ Sulawesi Barat	□ Papua Barat
□ Bangka Belitung	□ Lainnya	

4. Status Santri : □ Alumni PPM □ Alumni PPML
   □ Keluar/Tidak Lulus /Keluar
5. Asal Kampus : □ Mahasiswa UPI □ Mahasiswa Non UPI
6. Pekerjaan Saat Ini : □ Mahasiswa □ TNI/Polri □ Wiraswasta
   □ Wirausaha □ PNS/BUMN □ Lainnya,

PENGALAMAN RESPONDEN

Berilah tanda *checklist* (√) pada jawaban yang menurut Anda benar

1. Sebutkan tujuan/alasan Anda mengikuti PPM DT:
   □ Mempelajari Agama Islam
   □ Bergabung dengan komunitas santri
   □ Mendapatkan tempat tinggal selama kuliah
   □ Mendapat rekomendasi dari keluarga/kerabat
   □ Tertarik pada harga program yang terjangkau
   □ Tertarik pada
   □ Meningkatkan produktivitas selama kuliah
   □ Mempersiapkan bekal untuk akhirat
   □ Mencari pengalaman baru
2. Berapa lama Anda mengikuti PPM DT?
   □ < 1 tahun □ 1 tahun □ < 2 tahun □ 2 tahun
3. Program Pesantren Mahasiswa apa saja yang Anda ketahui selain PPM DT?
   □ PPM Rabbani □ Miftahul Khoir □ UICCI Mahasiswa
   □ Salman ITB □Tidak Tahu □ Lainnya
4. Program pendidikan DT apa yang pernah Anda ikuti selain PPM?
   □ Baitul Quran □ SMA/K DT □ SD/SMP DT □ APW
   □ Dauroh Qolbiyyah □ SSG □ Lainnya
5. Media iklan PPM DT yang paling sering Anda lihat:
   □ Iklan MQTV □ Website DT □ Media Sosial DT
   □ Flyer/Pamflet/Brosur □ Lainnya

PENILAIAN SANTRI TERHADAP *ISLAMIC ETHICAL BEHAVIOUR* PADA PERSONEL PPM DT DI BANDUNG

***Shiddiq*/Benar**									
1	Kemampuan personel DT dalam menaati perintah-Nya dan menjauhi larangan-Nya (*Tauhiid*)								
	Sangat Tidak Sesuai	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Sesuai
2	Perilaku personal DT kepada sesame manusia (*Taqwa*)								
	Sangat Buruk								Sangat Baik
3	Sikap, perilaku dan tutur personal DT dalam memberikan pelayanan kepada santri (*Shiddiq*)								
	Sangat Tidak Jujur	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Jujur
4	Perlakuan personel DT dalam memberikan hak dan kebutuhan kepada semua santri (Keseimbangan)								
	Sangat Tidak Adil	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Adil

5	Perilaku personel DT dalam menghormati dan menghargai semua santri (Tidak Berburuk Sangka)								
	Sangat Buruk	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Baik
6	Sikap sopan santun dan keramahan yang tercermin daripe rsonel DT saat memberikan pelayanan kepada semuas antri (Rendah Hati)								
	Sangat buruk	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat baik
Amanah/Dapat Dipercaya									
7	Kemampuan personel DT dalam menepati janjinya kepada semua santri (Menepati Janji)								
	Sangat Ingkar	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Menepati Janji
8	Kemampuan personel DT dalam menjaga privasi semua santri (Dapat Dipercaya)								
	Sangat Tidak Aman	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Aman
9	Personel DT tidak pernah memberikan/menerima uang/sesuatu yang bukan haknya (Tidak Curang/Menghindari Suap)								
		1	**2**	**3**	**4**	**5**	**6**	**7**	
10	Keteguhan personel DT dalam memegang dan memelihara janjinya kepada santri (*Istiqomah*)								
	Sangat Tidak Konsisten	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Konsisten
11	Kesesuaian biaya PPM DT dengan manfaat yang didapatkan semua santri dalam jangka pendek/dunia maupun jangka panjang/akhirat. (Keuntungan dan Investasi)								
	Sangat Tidak Sesuai	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Sesuai
Tabligh/Komunikatif									
12	Kredibilitas pesan/informasi yang disampaikan oleh personel DT kepada semua santri (Komunikatif)								
	Sangat tidak Akurat	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Akurat
13	Intensitas PPM DT dalam berkolaborasi/bekerjasama dengan organisasi/ lembaga/bisnis muslim lainnya (Bisnis dengan sesama Muslim)								
	Tidak pernah	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat sering
14	Perbandingan kualitas PPM DT dengan program pesantren mahasiswa lainnya (Reputasi)								
	Sangat Tidak Unggul	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Unggul

15	Peraturan dan kebijakan PPM DT terhadap kepentingan bersama (Musyawarah)							
	Sangat Tidak Adil	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Adil
16	Personel DT mampu menyampaikan pesan kepada santri yang berhak menerimanya dengan jujur (Kejujuran)							
	Sangat Tidak Setuju	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Setuju
***Fathanah*/Cerdas dan Bijaksana**								
17	Kemampuan personel DT dalam menjalankan tugas dan kewajibannya untuk memenuhi hak dan kebutuhan semua santri (*Responsibility*)							
	Sangat Lambat	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Gesit
18	Pencatatan administrasi/transaksi/kesepakatan yang dilakukan oleh personel DT dengan semua santri (Menetapkan Manajerial yang Baik)							
	Sangat Tidak Lengkap	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Lengkap
19	Kesediaan PPM DT dalam mengembangkan minat dan bakat santri (*Free Will*)							
	Sangat terbatas	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat terbuka
20	Keadilan yang diberikan personel DT terkait pelayanan dan penerapan aturan di PPM DT kepada semua santri (Adil)							
	Sangat Tidak Adil	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Adil
21	Transparansi personel DT dalam melaporkan segala peraturan PPM, proses PPM, hingga hasil PPM kepada semua santri (Bijaksana)							
	Sangat Tertutup	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Terbuka

PENILAIAN SANTRI TERHADAP *CUSTOMER SATISFACTION* PADA KUALITAS LAYANAN PPM DT DI BANDUNG

***Tangibles* (Bukti Fisik)**								
1	Tempat pelayanan (gedung asrama dan kelas pembelajaran) PPM DT							
	Sangat Tidak Puas	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Puas
2	Fasilitas asrama PPM DT							
	Sangat Tidak Puas	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Puas
3	Kerapihan dan kebersihan di PPM DT							
	Sangat Tidak Puas	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Puas

***Empathy* (Empati)**									
4	Kesediaan personel DT dalam melayani santri pada saat sedang dibutuhkan								
	Sangat Tidak Puas	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Puas
5	Kemampuan personel DT dalam memahami hak dan kebutuhan santri								
	Sangat Tidak Puas	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Puas
6	Kepedulian personel DT dalam memberikan solusi/memecahkan setiap permasalahan dan kesulitan santri								
	Sangat Tidak Puas	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Puas
7	Ketulusan personel DT dalam melayani santri								
	Sangat Tidak Puas	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Puas
8	Keakrabanpersonel DT dalammembangunhubungan yang baikdengansantri								
	Sangat Tidak Puas	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Puas
***Responsiveness* (Daya Tanggap)**									
9	Kecekatan personel DT dalam melayani santri								
	Sangat Tidak Puas	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Puas
10	Kepekaan personel DT dalam merespon setiap kebutuhan dan keluhan santri								
	Sangat Tidak Puas	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Puas
11	Profesionalitas personel DT dalam memberikan pelayanan kepada santri								
	Sangat Tidak Puas	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Puas
12	Ketanggapan personel DT dalam menjawab pertanyaan dan memenuhikebutuhansantri								
	Sangat Tidak Puas	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Puas
***Reliability* (Keandalan)**									
13	Ketelitian dan ketepatan personel DT dalam memenuhi hak santri								
	Sangat Tidak Puas	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Puas
14	Kemampuan personel DT dalam menepati janji-janjinya kepada santri								
	Sangat Tidak Puas	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Puas
15	Kualitas pengetahuan dan wawasan personel DT dalam melayani santri								
	Sangat Tidak Puas	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Puas

Assurance (Jaminan)									
16	Kebermanfaatan yang didapatkan oleh santri setelah mengikuti PPM DT								
	Sangat Tidak Puas	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Puas
17	Kemampuan personel DT dalam menangani keluhan atau *complain* dari santri								
	Sangat Tidak Puas	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Puas
18	Kebijakan dan aturan yang diberlakukan pada PPM DT								
	Sangat Tidak Puas	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Puas
19	Kemampuan personel DT dalam menjaga dan melindungi privasi santri								
	Sangat Tidak Puas	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Puas
20	Kesesuaian proses layanan PPM DT dengan budaya atau ciri khas DT yang berlaku								
	Sangat Tidak Puas	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Puas

PENILAIAN SANTRI TERHADAP *CUSTOMER TRUST* PADA PERSONEL PPM DT DI BANDUNG

Integritas									
1	Kinerja personel DT pada proses pengelolaan dan pelayanselama PPM DT berlangsung								
	Sangat tidakdipercaya	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat dipercaya
2	Kemampuanpersonel DT dalam memberikan pelayanan sesuai dengan kebutuhan santri								
	Sangat Tidak Dapat Diandalkan	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Dapat Diandalkan
3	Peran dan wewenang personel DT dalampelaksanaan PPM DT								
	Sangat Egois	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Bijaksana
4	Kerapihan dan kelengkapan administrasi PPM DT								
		1	**2**	**3**	**4**	**5**	**6**	**7**	
5	Janji yang diberikan personel DT terkaitlayanan PPM DT kepadasantri								
	Sangat Tidak Dipercaya	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Dipercaya
6	Kejujuran personel DT dalam melakukan praktik pemasaran untuk menarik perhatian calon santri baru								
	Sangat Rendah	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Tinggi

7	Kedekatan personel DT dalam memahami dan mengenal setiap karakter dan latar belakang semua santri								
	Sangat Canggung	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Akrab
8	Keahlian personel DT dalam memenuhi dan menjawab segala kebutuhan santri								
	Sangat Buruk	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Baik
9	Perilaku personel DT dalam menghadapi dan menyikapi semua santri								
	Sangat Tidak Tulus	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Tulus
10	Empati yang diberikan personel DT kepada setiap individu santri								
	Sangat Rendah	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Baik
Reputasi									
11	Kemudahan akses informasi seputar PPM DT secara *online*								
	Sangat Sulit	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Mudah
12	Kemudahanaksesinformasiseputar PPM DT secara *offline*								
	Sangat Sulit	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Mudah
13	Konsistensi PPM DT dalam memberikan kualitas layanan terbaik kepada santri								
	Sangat Rendah	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Tinggi
14	*Track record* PPM DT dari awal didirikan hingga saat ini								
	Sangat Buruk	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Baik
15	Perilaku personel DT dalam bersosialisasi dengan santri								
	Sangat Tidak Sopan	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Sopan
16	Perilaku personel DT dalam bersosialisasi dengan pihak eksternal								
	Sangat Tidak Sopan	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Sopan
17	Jaminan keamanan dan kenyamanan layanan PPM DT								
	Sangat Tidak Dipercaya	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Dipercaya
18	Kualitas elemen fisik pada layanan PPM DT								
	Sangat Buruk	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Sangat Baik
19	Transparansi pemberlakuan kebijakan dan peraturan PPM DT								
	Sangat Tidak Adil	**1**	**2**	**3**	**4**	**5**	**6**	**7**	Adil

LAMPIRAN KODING KARAKTERISTIK DAN PENGALAMAN RESPONDEN

No	Jenis Kelamin	Usia	Asal Tempat Tinggal	Status Santri	Asal Kampus	Pekerjaan Saat Ini	Tujuan ikut PPM DT	Jangka Waktu ikut PPM DT	PPM lain yang diketahui	Program DT yang pernah diikuti	Media Iklan PPM DT yang diketahui
1	2	1	1	2	1	1	1	3	1	7	3
2	1	1	1	2	1	1	1	4	4	7	3
3	2	1	1	1	1	1	3	2	1	7	2
4	2	1	1	3	1	1	1	1	4	7	1
5	2	1	1	1	1	1	1	2	4	1	3
6	2	1	1	2	1	1	1	4	1	1	3
7	2	1	1	1	1	1	8	2	4	7	3
8	1	1	1	2	1	1	1	4	1	6	3
9	1	1	1	2	2	1	1	4	2	7	3
10	2	1	1	2	1	1	1	4	4	7	3
11	1	2	1	2	2	1	1	4	2	7	3
12	1	1	1	1	2	3	1	2	4	6	3
13	2	1	1	2	1	1	4	4	1	7	3
14	2	1	2	1	1	1	1	2	4	7	3
15	2	1	1	2	1	1	3	4	4	7	4
16	1	1	1	2	1	1	3	4	4	7	3
17	2	2	1	2	1	2	1	4	2	6	5
18	2	1	1	1	1	1	1	2	4	7	3
19	2	1	1	2	1	1	1	4	1	2	1
20	2	1	4	2	1	1	1	2	1	1	3
21	2	1	1	1	2	1	1	2	3	7	3
22	2	1	1	1	2	1	1	2	5	1	4
23	1	1	1	2	1	1	9	4	1	7	3
24	2	1	1	2	1	1	7	4	1	1	3
25	2	1	1	2	1	1	1	4	1	7	3
26	2	1	1	2	1	1	2	4	3	2	3
27	1	2	1	1	1	3	1	1	2	7	3
28	2	1	1	1	1	1	4	2	6	7	4
29	1	1	1	2	1	1	1	4	5	7	5
30	2	1	1	2	1	1	1	3	1	7	3
31	1	1	1	1	2	1	9	1	2	1	3
32	2	2	1	2	1	1	9	4	1	1	3
33	2	2	1	2	1	1	1	4	6	1	3
34	1	1	1	2	1	1	1	4	4	1	3
35	2	1	1	1	2	1	4	2	4	7	1
36	2	1	1	1	2	1	1	2	4	7	1
37	2	1	1	2	1	1	1	4	1	7	4
38	2	1	1	1	2	1	1	2	4	7	1
39	2	2	4	2	1	5	1	4	4	1	5
40	2	1	1	1	1	1	1	2	1	1	5
41	2	1	6	1	1	1	1	2	4	7	3
42	2	1	1	1	1	1	1	2	1	7	4
43	2	1	1	3	1	1	4	1	4	2	1
44	2	1	1	3	1	5	1	1	5	7	3
45	1	1	1	1	2	1	1	1	4	6	3
46	2	1	1	1	1	1	1	2	1	7	3
47	1	2	6	2	1	5	1	4	3	7	4
48	1	1	1	2	1	4	1	3	4	8	3
49	2	2	1	1	1	6	1	2	2	7	4
50	1	2	1	1	2	6	8	2	6	1	5
51	2	1	1	2	1	5	1	4	4	7	3

52	2	2	1	1	1	5	1	2	3	1	3
53	2	2	4	1	1	5	1	2	2	1	3
54	2	2	1	2	1	1	1	3	1	1	3
55	2	1	1	2	1	1	1	4	4	1	3
56	1	2	1	1	2	1	1	2	2	6	3
57	1	2	1	1	2	1	1	1	4	7	3
58	1	2	1	1	2	1	1	2	1	7	3
59	2	1	1	2	1	5	1	4	5	7	5
60	1	2	1	1	1	5	1	2	1	7	4
61	2	2	1	1	1	5	1	4	1	1	3
62	1	2	1	2	2	2	1	4	2	1	2
63	2	2	3	2	1	6	1	4	5	7	3
64	2	1	7	1	1	1	1	2	4	7	1
65	1	2	1	1	2	1	1	1	2	7	3
66	1	2	1	1	1	5	1	2	5	7	4
67	2	1	1	2	1	5	1	4	6	1	3
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71	2	2	1	1	1	5	1	2	4	1	3
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73	2	3	1	2	1	6	1	4	4	1	3
74	2	1	1	1	1	5	1	2	1	7	3
75	2	1	1	1	1	1	1	2	1	1	1
76	1	2	1	2	2	1	1	4	4	2	3
77	2	1	1	2	1	1	1	4	4	1	3
78	2	2	1	1	2	1	1	2	4	1	3
79	1	2	9	1	1	1	1	2	1	7	3
80	1	1	1	2	1	1	3	4	4	7	3
81	1	2	1	1	1	3	1	2	4	7	5
82	1	3	2	1	2	1	1	2	4	7	3
83	2	1	1	1	1	5	1	2	4	1	3
84	2	2	1	1	1	3	1	2	1	7	3
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86	1	1	1	2	1	1	1	4	4	7	3
87	2	2	1	2	1	6	1	4	6	6	5
88	2	1	1	2	1	1	1	4	4	1	4
89	2	1	1	1	1	1	1	1	4	7	3
90	2	1	1	1	1	1	1	2	1	1	3
91	1	2	1	2	1	3	1	4	4	7	4
92	2	1	1	2	1	2	1	4	4	7	3
93	2	2	5	2	1	1	1	4	4	7	3
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96	2	1	1	1	1	1	1	2	4	7	3
97	2	1	5	1	1	1	1	1	4	7	1
98	2	1	1	2	1	1	1	4	1	7	3
99	2	1	1	2	1	1	7	4	1	2	4
100	2	2	11	1	2	1	1	2	4	7	3
101	2	2	1	2	1	5	1	4	1	1	3
102	2	3	4	2	1	5	1	4	4	7	4
103	1	1	1	1	2	1	1	2	1	1	3
104	2	1	1	2	1	5	1	4	1	1	3
105	2	1	15	1	2	1	1	2	4	7	3
106	2	1	1	1	2	1	1	1	2	7	3
107	2	1	1	3	2	1	1	1	4	7	3
108	2	2	5	1	1	5	1	2	4	6	3
109	2	1	1	1	1	1	1	2	1	7	4
110	2	2	1	1	1	3	1	2	4	1	3
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112	2	1	1	2	1	1	1	4	5	8	5
113	1	1	4	2	1	1	1	3	4	7	3
114	2	1	1	1	1	1	1	4	1	1	3
115	2	1	1	2	1	3	1	4	1	7	3

116	1	1	12	1	2	1	1	1	4	6	4
117	2	1	1	1	2	1	1	2	6	8	4
118	2	1	5	1	1	1	4	2	1	7	3
119	2	1	1	1	1	1	4	2	4	7	3
120	1	1	1	2	2	2	1	4	4	7	3
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122	2	1	1	1	1	1	1	2	4	7	3
123	2	1	1	1	2	2	1	2	4	7	3
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125	2	1	1	1	1	1	1	2	1	7	3
126	1	1	1	3	2	1	1	4	5	6	3
127	2	2	1	1	2	1	1	2	4	6	3
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129	1	1	4	2	1	1	1	4	3	7	3
130	1	1	1	2	2	2	1	4	4	7	3
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133	2	1	1	1	1	1	1	2	6	1	3
134	2	1	1	2	1	1	1	4	1	1	3
135	2	1	1	2	1	1	1	4	1	7	3
136	2	1	1	2	1	3	1	4	4	1	4
137	2	1	12	1	1	1	1	2	1	7	3
138	2	2	1	2	1	6	1	4	4	1	3
139	2	2	1	1	2	6	1	2	4	6	3
140	2	2	4	2	1	1	1	4	4	7	3
141	1	1	13	1	2	1	1	2	4	5	2
142	2	1	1	1	1	1	8	2	1	7	4
143	2	1	1	2	1	1	1	4	4	7	3
144	1	1	1	1	1	1	3	1	4	5	3
145	1	1	1	1	1	1	1	2	5	7	3
146	1	2	1	2	1	5	1	4	6	7	3
147	1	2	1	1	1	1	1	2	1	6	3
148	1	1	1	1	1	1	1	2	6	6	3
149	2	1	1	2	1	6	1	4	1	7	3
150	1	1	1	1	2	1	1	2	5	7	4
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152	2	1	1	1	1	1	1	2	1	7	4
153	2	2	1	2	2	3	1	4	2	1	3
154	2	1	1	2	1	1	1	4	6	1	3
155	2	1	1	1	1	1	1	2	1	7	3
156	1	1	1	1	1	1	1	1	1	7	3
157	2	1	1	1	1	1	1	2	4	7	3
158	1	1	1	1	1	1	1	2	2	7	3
159	1	2	1	1	2	1	1	2	2	7	1
160	1	1	4	1	1	1	1	2	1	2	3
161	1	2	8	2	1	3	1	4	4	6	3
162	2	2	1	1	2	6	1	2	5	7	3
163	1	1	1	1	1	1	1	1	1	7	3
164	2	1	5	1	1	1	1	2	5	7	5
165	2	1	7	1	1	1	2	2	4	1	3
166	2	2	3	1	1	1	1	2	5	7	3
167	2	1	10	1	1	1	1	2	4	7	3
168	2	1	1	1	1	1	1	2	2	6	3
169	2	1	1	1	1	1	1	2	1	6	3
170	1	2	1	1	1	1	4	2	6	7	4
171	2	1	1	1	1	1	3	2	5	7	4
172	2	1	15	1	2	1	1	1	1	5	3
173	1	2	1	2	1	3	2	4	2	1	3
174	2	2	7	1	1	5	1	2	4	7	4
175	1	3	1	1	1	5	1	2	2	7	3
176	1	1	1	1	1	1	1	2	5	7	4
177	2	1	1	3	1	1	1	1	4	7	1
178	2	1	2	3	1	1	1	1	1	1	4
179	1	1	1	1	1	1	1	2	1	1	3

180	1	2	1	1	1	3	1	2	4	6	3
181	1	3	1	2	1	3	2	4	4	7	4
182	1	2	1	1	2	3	1	2	2	7	3
183	2	2	1	1	2	2	1	2	2	7	3
184	1	3	1	1	1	6	1	4	4	7	4
185	2	1	1	3	2	1	1	1	1	1	3
186	1	1	1	1	2	1	1	1	1	7	3
187	1	1	5	3	2	1	1	4	3	2	4
188	1	1	1	1	1	1	3	1	4	5	3
189	1	2	1	2	2	2	1	4	4	7	4
190	2	1	1	1	1	1	1	2	2	7	3
191	1	2	1	2	2	5	1	3	2	8	3
192	2	2	1	2	2	3	1	4	4	7	3
193	2	1	1	3	2	1	1	2	1	6	4
194	2	1	5	2	1	5	1	4	6	7	3
195	2	2	6	1	1	5	1	2	4	7	4
196	1	3	1	1	1	2	1	4	2	7	3
197	2	2	1	1	1	2	1	2	1	1	4
198	2	2	1	1	1	3	1	2	2	1	4
199	2	1	1	3	1	1	1	1	4	7	3
200	2	2	1	2	1	5	1	4	5	7	3

Keterangan:

Jenis Kelamin = 1. Laki-laki
2. Perempuan

Usia = 1. 18 - 22 Tahun
2. 23 - 27 Tahun
3. 28 - 32 Tahun

Asal Tempat Tinggal = 1. Jawa Barat
2. Jawa Tengah
3. Jawa Timur
4. Banten
5. DKI Jakarta
6. Sumatera Selatan
7. Sumatera Barat
8. Sumatera Utara
9. Kalimantan Timur
10. Kalimantan Barat
11. DI Yogyakarta
12. Kepulauan Riau
13. Riau
14. Sulawesi Tenggara
15. Lampung

Status Santri = 1. Alumni PPM
2. Alumni PPML
3. Tidak Lulus/Keluar Program

Asal Kampus = 1. UPI 2. Non UPI

Pekerjaan saat ini = 1. Mahasiswa
2. Wirausaha
3. Wiraswasta
4. TNI/POLRI/ASN
5. PNS/BUMN
6. Lainnya

Tujuan ikut PPM DT = 1. Mempelajari Agama Islam
2. Bergabung dalam komunitas santri
3. Mendapatkan tempat tinggal selama kuliah

4. Mendapat rekomendasi dari keluarga/kerabat
5. Tertarik pada harga program yang terjangkau
6. Tertarik pada program yang terkenal
7. Meningkatkan produktivitas selama kuliah
8. Mempersiapkan bekal untuk akhirat
9. Mencari pengalaman baru
10. Lainnya

Jangka Waktu ikut PPM DT = 1.< 1 Tahun 3. < 2 Tahun
2. 1 Tahun 4. 2 Tahun

Program DT yang diikuti = 1. PPM Rabbani 4. Salman ITB
2. Miftahul Khoir 5. Tidak Tahu
3. UICCI 6. Lainnya

Program PPM yang diketahui = 1. Baitul Quran 5. Dauroh Qolbiyyah
2. SMA/K DT 6. Santri Siap Guna
3. SD/SMP DT 7. Tidak Ada
4. Akhlaq Plus Wirausaha 8. Lainnya

Iklan PPM DT yang diketahui = 1. MQTV 4. Brosur/Flyer/Pamflet
2. Website DT 5. Lainnya
3. IG PPM DT

LAMPIRAN ANALISIS KARAKTERISTIK DAN PENGALAMAN RESPONDEN

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Usia Santri * Jenis Kelamin * Penilaian Customer Trust	200	100,0%	0	0,0%	200	100,0%

Usia Santri * Jenis Kelamin * Penilaian Customer Trust Crosstabulation

Count

Penilaian Customer Trust			Jenis Kelamin		Total
			Laki-laki	Perempuan	
Tinggi	Usia Santri	18 - 22	1	9	10
		23 - 27	5	2	7
		28 - 32	1	0	1
	Total		7	11	18
Sedang	Usia Santri	18 - 22	28	61	89
		23 - 27	14	27	41
		28 - 32	3	2	5
	Total		45	90	135
Rendah	Usia Santri	18 - 22	9	25	34
		23 - 27	7	5	12
		28 - 32	1	0	1
	Total		17	30	47
Total	Usia Santri	18 - 22	38	95	133
		23 - 27	26	34	60
		28 - 32	5	2	7
	Total		69	131	200

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Asal Tempat Tinggal * Status Santri * Penilaian Customer Trust	200	100,0%	0	0,0%	200	100,0%

Asal Tempat Tinggal * Status Santri * Penilaian Customer Trust Crosstabulation

Count

Penilaian Customer Trust			Status Santri			Total
			Alumni PPM	Alumni PPML	Tidak Lulus/Keluar	
Tinggi	Asal Tempat Tinggal	Jawa Barat	9	7		16
		Sumatera Barat	1	0		1
		Lampung	1	0		1
	Total		11	7		18
Sedang	Asal Tempat Tinggal	Jawa Barat	62	39	6	107
		Jawa Tengah	2	0	1	3
		Jawa Timur	1	1	0	2
		Banten	2	6	0	8
		DKI Jakarta	2	1	1	4
		Sumatera Selatan	1	1	0	2
		Sumatera Barat	1	0	0	1
		Sumatera Utara	0	1	0	1
		Kalimantan Timur	1	0	0	1
		DI Yogyakarta	1	0	0	1
		Kepulauan Riau	2	0	0	2
		Riau	1	0	0	1
		Sulawesi Tenggara	1	0	0	1
		Lampung	1	0	0	1
	Total		78	49	8	135
Rendah	Asal Tempat Tinggal	Jawa Barat	16	17	5	38
		Jawa Tengah	1	0	0	1
		Banten	2	0	0	2
		DKI Jakarta	2	1	0	3
		Sumatera Selatan	1	0	0	1
		Sumatera Barat	1	0	0	1
		Kalimantan Barat	1	0	0	1
	Total		24	18	5	47
Total	Asal Tempat Tinggal	Jawa Barat	87	63	11	161
		Jawa Tengah	3	0	1	4
		Jawa Timur	1	1	0	2
		Banten	4	6	0	10
		DKI Jakarta	4	2	1	7
		Sumatera Selatan	2	1	0	3
		Sumatera Barat	3	0	0	3
		Sumatera Utara	0	1	0	1
		Kalimantan Timur	1	0	0	1
		Kalimantan Barat	1	0	0	1
		DI Yogyakarta	1	0	0	1
		Kepulauan Riau	2	0	0	2
		Riau	1	0	0	1
		Sulawesi Tenggara	1	0	0	1
		Lampung	2	0	0	2
	Total		113	74	13	200

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Pekerjaan * Asal Kampus * Penilaian Customer Trust	200	100,0%	0	0,0%	200	100,0%

Pekerjaan * Asal Kampus * Penilaian Customer Trust Crosstabulation

Count

Penilaian Customer Trust			Asal Kampus		Total
			UPI	NON UPI	
Tinggi	Pekerjaan	Mahasiswa	5	5	10
		Wiraswasta	1	0	1
		PNS/BUMN	6	0	6
		Lainnya	1	0	1
	Total		13	5	18
Sedang	Pekerjaan	Mahasiswa	71	21	92
		Wirausaha	3	4	7
		Wiraswasta	8	3	11
		TNI/POLRI/ASN	1	0	1
		PNS/BUMN	15	1	16
		Lainnya	5	3	8
	Total		103	32	135
Rendah	Pekerjaan	Mahasiswa	25	9	34
		Wirausaha	1	2	3
		Wiraswasta	3	1	4
		PNS/BUMN	5	0	5
		Lainnya	1	0	1
	Total		35	12	47
Total	Pekerjaan	Mahasiswa	101	35	136
		Wirausaha	4	6	10
		Wiraswasta	12	4	16
		TNI/POLRI/ASN	1	0	1
		PNS/BUMN	26	1	27
		Lainnya	7	3	10
	Total		151	49	200

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Alasan Mengikuti Program * Jangka Waktu Mengikuti Program * Penilaian Customer Trust	200	100,0%	0	0,0%	200	100,0%

Alasan Mengikuti Program * Jangka Waktu Mengikuti Program * Penilaian Customer Trust Crosstabulation

Count

Penilaian Customer Trust			Jangka Waktu Mengikuti Program				Total
			< 1 tahun	1 tahun	< 2 tahun	2 tahun	
Tinggi	Alasan Mengikuti Program	Belajar Agama Islam	2	8		6	16
		Mendapatkan tempat tinggal	0	0		1	1
		Rekomendasi Keluarga/Kerabat	0	1		0	1
	Total		2	9		7	18
Sedang	Alasan Mengikuti Program	Belajar Agama Islam	13	58	5	41	117
		Bergabung dengan komunitas santri	0	0	0	1	1
		Mendapatkan tempat tinggal	2	2	0	2	6
		Rekomendasi Keluarga/Kerabat	0	4	0	1	5
		Meningkatkan produktivitas selama kuliah	0	0	0	2	2
		Mempersiapkan bekal untuk akhirat	0	3	0	0	3
		Mencari pengalaman baru	0	0	0	1	1
	Total		15	67	5	48	135
Rendah	Alasan Mengikuti Program	Belajar Agama Islam	6	17	1	15	39
		Bergabung dengan komunitas santri	0	1	0	2	3
		Rekomendasi Keluarga/Kerabat	1	2	0	0	3
		Mencari pengalaman baru	1	0	0	1	2
	Total		8	20	1	18	47
Total	Alasan Mengikuti Program	Belajar Agama Islam	21	83	6	62	172
		Bergabung dengan komunitas santri	0	1	0	3	4
		Mendapatkan tempat tinggal	2	2	0	3	7
		Rekomendasi Keluarga/Kerabat	1	7	0	1	9
		Meningkatkan produktivitas selama kuliah	0	0	0	2	2
		Mempersiapkan bekal untuk akhirat	0	3	0	0	3
		Mencari pengalaman baru	1	0	0	2	3
	Total		25	96	6	73	200

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Program DT Yang Pernah Diikuti * PPM Lain Yang Diketahui * Penilaian Customer Trust	200	100,0%	0	0,0%	200	100,0%

Program DT Yang Pernah Diikuti * PPM Lain Yang Diketahui * Penilaian Customer Trust Crosstabulation

Count

Penilaian Customer Trust			PPM Lain Yang Diketahui						Total
			PPM Rabbani	Miftahul Khoir	UICCI	Salman ITB	Tidak Tahu	Lainnya	
Tinggi	Program DT Yang Pernah Diikuti	Baitul Quran	1	0	1	2	0	1	5
		SMA/K DT	0	0	0	1	0	0	1
		Santri Siap Guna	0	0	0	0	0	1	1
		Tidak Ada	1	3	0	5	1	1	11
	Total		2	3	1	8	1	3	18
Sedang	Program DT Yang Pernah Diikuti	Baitul Quran	14	1	0	7	1	3	26
		SMA/K DT	2	0	2	0	0	0	4
		Daurah Qolbiyah	1	0	0	3	0	0	4
		Santri Siap Guna	5	3	0	6	0	1	15
		Tidak Ada	25	8	3	33	13	0	82
		Lainnya	0	1	0	2	1	0	4
	Total		47	13	5	51	15	4	135
Rendah	Program DT Yang Pernah Diikuti	Baitul Quran	4	5		5	0	1	15
		SMA/K DT	1	0		1	0	0	2
		Santri Siap Guna	0	0		2	1	0	3
		Tidak Ada	7	2		14	0	3	26
		Lainnya	0	0		0	0	1	1
	Total		12	7		22	1	5	47
Total	Program DT Yang Pernah Diikuti	Baitul Quran	19	6	1	14	1	5	46
		SMA/K DT	3	0	2	2	0	0	7
		Daurah Qolbiyah	1	0	0	3	0	0	4
		Santri Siap Guna	5	3	0	8	1	2	19
		Tidak Ada	33	13	3	52	14	4	119
		Lainnya	0	1	0	2	1	1	5
	Total		61	23	6	81	17	12	200

Penilaian Customer Trust * Media Promosi PPM DT Yang Diketahui Crosstabulation

Count

		Media Promosi PPM DT Yang Diketahui					Total
		MQTV	Website PPM DT	Instagram PPM DT	Flyer/Pamflet/ Brosur	Lainnya	
Penilaian Customer Trust	Tinggi	1	0	11	5	1	18
	Sedang	4	2	94	28	7	135
	Rendah	6	2	31	6	2	47
Total		11	4	136	39	10	200

LAMPIRAN KODING *CUSTOMER TRUST, CUSTOMER SATISFACTION* DAN *ISLAMIC ETHICAL BEHAVIOUR*

Koding Variabel *Islamic Ethical Behaviour*

Variabel	*Islamic Ethical Behaviour (X1)*																									
Indikator	*Shiddiq* / Benar							*Amanah* / Dapat Dipercaya						*Tabligh* / Komunikatif						*Fathanah* / Cerdas dan Bijaksana						Total
Responden	1	2	3	4	5	6	TOTAL	7	8	9	10	11	TOTAL	12	13	14	15	16	TOTAL	17	18	19	20	21	TOTAL	Variable
1	6	5	5	4	4	4	28	4	4	6	4	5	23	5	2	5	3	5	20	4	5	3	2	6	20	91
2	4	5	5	4	5	5	28	5	4	3	3	4	19	3	4	6	4	4	21	4	4	4	4	4	20	88
3	5	4	4	3	5	4	25	5	3	5	5	5	23	6	4	5	5	5	25	5	5	5	4	4	23	96
4	5	4	4	3	5	4	25	3	4	4	4	5	20	4	4	4	4	3	19	5	4	4	4	4	21	85
5	4	5	5	5	5	5	29	5	5	5	5	5	25	4	5	6	5	6	26	6	6	4	5	6	27	107
6	4	4	4	3	6	6	27	4	5	6	6	6	27	5	3	5	5	6	24	5	5	5	6	5	26	104
7	5	3	5	5	3	4	25	5	4	5	5	4	23	5	3	4	5	5	22	4	5	4	5	4	22	92
8	3	4	4	3	4	5	23	4	3	5	4	5	21	4	4	5	2	2	17	3	5	3	4	5	20	81
9	3	4	4	4	4	4	23	3	4	4	4	4	19	4	2	2	4	4	16	4	4	3	4	4	19	77
10	5	5	5	5	5	7	32	4	5	7	4	5	25	5	5	6	5	5	26	5	5	4	5	5	24	107
11	2	3	3	4	2	6	20	3	3	2	2	3	13	4	3	3	3	3	16	3	3	4	3	3	16	65
12	4	5	7	5	4	7	32	5	4	5	4	6	24	4	4	5	5	5	23	5	4	4	4	6	23	102
13	7	6	4	5	5	5	32	4	5	4	5	5	23	5	4	5	5	5	24	5	4	4	5	4	22	101
14	3	3	3	2	3	4	18	2	3	4	3	4	16	3	3	4	4	3	17	3	3	2	2	3	13	64
15	4	5	4	4	4	4	25	5	4	4	4	4	21	4	5	5	5	5	24	4	5	5	5	5	24	94
16	4	5	5	4	4	6	28	3	6	6	5	6	26	5	4	5	5	5	24	5	4	3	5	6	23	101
17	5	3	6	4	5	5	28	5	5	5	5	5	25	3	5	5	3	5	21	5	5	5	5	5	25	99
18	5	3	4	3	3	3	21	2	2	5	2	4	15	3	3	3	3	3	15	3	3	3	3	4	16	67
19	4	5	5	5	5	4	28	5	4	7	5	6	27	5	5	7	4	5	26	5	5	5	5	5	25	106
20	4	4	4	4	5	4	25	4	5	4	4	4	21	4	4	2	5	4	19	2	4	3	5	5	19	84
21	4	5	5	5	4	6	29	5	5	6	5	5	26	4	3	5	5	5	22	5	4	5	6	5	25	102
22	4	4	4	4	4	4	24	3	3	4	4	5	19	4	3	4	3	4	18	4	3	3	4	3	17	78
23	3	3	3	3	3	2	17	2	3	3	2	3	13	3	3	3	3	2	14	3	3	3	3	2	14	58
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25	4	4	4	4	5	4	25	3	4	3	4	3	17	2	3	4	4	3	16	4	4	3	3	2	16	74
26	5	6	6	5	6	6	34	5	6	6	5	6	28	5	5	6	5	5	26	5	5	5	5	5	25	113
27	4	4	3	3	3	3	20	3	3	4	3	4	17	3	2	3	2	4	14	3	3	4	3	3	16	67

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28	5	5	5	4	4	4	27	5	4	5	3	3	20	3	2	5	3	5	18	4	4	3	2	5	18	83
29	5	5	4	4	5	5	28	4	5	5	4	5	23	4	4	5	5	5	23	3	4	3	4	4	18	92
30	7	6	6	6	4	7	36	5	5	7	4	5	26	7	4	5	5	6	27	6	7	4	7	6	30	119
31	3	4	5	4	4	4	24	3	5	5	4	5	22	4	2	5	4	4	19	5	5	3	4	4	21	86
32	4	5	4	3	4	4	24	4	3	5	5	3	20	3	4	4	4	3	18	4	4	5	4	5	22	84
33	5	4	5	4	5	5	28	5	5	5	5	5	25	4	4	3	3	4	18	4	3	4	5	5	21	92
34	6	5	6	5	4	6	32	4	6	6	4	7	27	7	4	6	5	7	29	5	4	5	6	4	24	112
35	4	4	4	4	5	5	26	5	4	4	4	4	21	4	5	4	4	5	22	4	4	5	4	5	22	91
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39	4	4	3	4	5	4	24	3	3	4	4	4	18	4	4	5	3	4	20	4	4	3	3	4	18	80
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41	4	4	5	4	4	3	24	3	5	5	4	3	20	4	5	3	2	3	17	3	3	2	3	2	13	74
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43	3	4	4	3	3	3	20	3	3	3	3	3	15	3	2	4	3	3	15	3	3	2	3	3	14	64
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53	4	4	4	3	4	4	23	3	4	4	3	4	18	4	4	3	3	4	18	4	4	3	4	4	19	78
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57	4	4	4	3	4	4	23	3	3	4	4	4	18	3	3	4	3	4	17	3	3	3	3	3	15	73
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60	3	5	5	4	5	5	27	5	5	4	5	6	25	5	4	5	5	4	23	4	4	3	4	4	19	94
61	4	4	4	5	4	4	25	3	3	4	4	6	20	4	4	5	3	3	19	3	3	4	3	4	17	81
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63	4	5	5	4	4	4	26	4	3	5	4	5	21	5	3	4	4	5	21	4	4	4	4	3	19	87
64	4	3	4	4	5	5	25	3	4	5	5	3	20	3	4	3	4	4	18	3	3	3	3	4	16	79
65	3	4	4	4	4	4	23	3	4	4	4	4	19	3	5	3	4	4	19	4	3	3	3	4	17	78

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66	4	5	6	5	3	6	29	5	6	4	5	6	26	4	3	6	5	5	23	5	4	5	3	4	21	99
67	3	4	3	4	4	3	21	3	5	2	4	5	19	5	2	3	4	4	18	4	5	2	4	3	18	76
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72	5	3	4	4	4	5	25	3	5	5	4	5	22	4	4	5	5	4	22	4	3	5	4	3	19	88
73	4	4	5	3	5	3	24	5	4	6	5	4	24	3	5	3	4	3	18	5	4	4	5	4	22	88
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79	5	5	5	4	5	5	29	5	5	5	5	4	24	4	4	4	4	5	21	5	5	3	4	5	22	96
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81	4	5	5	4	4	5	27	3	4	5	4	3	19	5	3	3	3	4	18	4	4	4	5	6	23	87
82	6	4	5	3	4	6	28	5	3	6	5	6	25	6	4	6	4	5	25	5	6	3	4	3	21	99
83	5	3	4	5	3	5	25	4	3	5	4	5	21	5	5	3	5	4	22	4	5	3	5	5	22	90
84	3	4	3	3	4	4	21	3	3	2	3	4	15	3	2	6	3	3	17	3	3	2	3	3	14	67
85	5	3	5	4	3	3	23	4	5	5	5	5	24	4	5	3	4	5	21	4	5	4	4	3	20	88
86	4	4	5	4	4	4	25	4	4	5	4	5	22	4	2	4	4	4	18	4	4	2	4	5	19	84
87	5	5	5	4	5	5	29	4	5	5	5	4	23	3	2	3	2	4	14	5	5	3	2	5	20	86
88	4	4	4	5	4	5	26	3	4	5	4	4	20	4	4	5	4	5	22	4	4	3	4	4	19	87
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91	5	4	3	4	3	5	24	5	3	5	5	4	22	5	4	5	3	5	22	3	3	5	4	5	20	88
92	3	4	4	5	5	6	27	5	5	6	5	6	27	6	5	5	4	5	25	5	5	5	4	5	24	103
93	2	3	2	2	3	2	14	4	3	3	3	3	16	2	3	2	3	3	13	3	3	3	3	3	15	58
94	3	4	3	4	4	3	21	3	4	4	2	4	17	2	4	3	4	4	17	2	2	3	4	3	14	69
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96	3	4	4	3	4	4	22	3	4	4	4	4	19	4	2	3	3	4	16	3	3	4	3	3	16	73
97	5	5	5	5	6	6	32	6	5	6	5	6	28	5	5	6	5	5	26	6	6	5	5	5	27	113
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99	5	7	6	4	4	6	32	7	7	7	6	5	32	4	7	4	4	4	23	4	6	4	4	6	24	111
100	5	5	5	6	5	6	32	5	5	5	6	5	26	5	5	4	4	5	23	5	4	4	5	5	23	104
101	3	4	4	3	5	5	24	5	5	5	5	4	24	2	4	3	2	5	16	4	5	5	5	2	21	85
102	4	4	5	4	5	5	27	5	2	5	5	5	22	4	4	5	5	5	23	5	5	3	5	5	23	95
103	5	4	4	4	4	4	25	4	3	4	4	4	19	4	3	4	4	4	19	5	4	3	3	4	19	82

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104	3	2	3	3	2	2	15	3	4	4	4	3	18	4	3	2	3	3	15	2	3	4	3	2	14	62
105	4	3	3	3	5	5	23	5	2	4	4	4	19	4	3	3	3	3	16	4	4	2	4	4	18	76
106	6	5	4	5	4	4	28	5	4	5	4	5	23	5	4	5	4	5	23	6	5	4	4	5	24	98
107	6	7	5	7	5	7	37	7	6	7	5	7	32	6	7	7	6	7	33	5	7	5	5	7	29	131
108	3	5	4	5	4	5	26	3	4	5	4	5	21	5	3	5	5	5	23	4	5	4	4	4	21	91
109	4	4	3	3	3	4	21	5	3	4	6	4	22	4	5	4	3	3	19	3	4	4	3	4	18	80
110	5	4	4	4	4	5	26	4	3	5	4	5	21	5	5	3	4	4	21	4	4	3	3	4	18	86
111	4	2	5	5	2	2	20	5	5	5	5	5	25	5	5	4	5	5	24	4	5	3	5	4	21	90
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113	4	5	4	3	5	4	25	3	3	4	3	5	18	4	5	3	4	5	21	3	3	5	4	4	19	83
114	5	5	5	4	4	5	28	5	5	5	5	5	25	5	4	4	4	5	22	5	4	4	4	5	22	97
115	3	3	3	5	2	3	19	3	3	4	3	4	17	3	2	3	5	3	16	3	3	3	3	4	16	68
116	4	4	4	3	4	4	23	3	4	5	4	4	20	5	4	4	3	4	20	4	4	5	4	4	21	84
117	3	5	5	5	5	5	28	4	4	5	5	5	23	4	5	5	4	4	22	4	5	4	4	3	20	93
118	5	4	4	4	5	4	26	4	5	4	6	7	26	4	5	4	7	5	25	5	6	6	5	6	28	105
119	3	5	4	3	4	5	24	4	5	5	4	3	21	5	5	5	5	5	25	4	5	5	5	5	24	94
120	4	3	4	3	4	3	21	4	3	5	4	4	20	4	4	4	2	4	18	4	3	2	4	4	17	76
121	3	3	4	4	4	5	23	3	2	4	4	4	17	5	3	4	4	4	20	5	4	3	4	4	20	80
122	4	5	5	4	5	5	28	4	4	3	5	4	20	4	4	4	4	5	21	5	5	4	3	5	22	91
123	5	4	4	4	4	4	25	5	3	4	4	3	19	4	4	3	4	4	19	4	3	4	4	4	19	82
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127	5	5	5	3	4	4	26	3	3	4	3	5	18	5	5	5	3	3	21	4	3	5	4	4	20	85
128	3	4	3	4	3	4	21	3	3	3	4	4	17	3	4	3	3	3	16	4	4	3	3	3	17	71
129	5	5	5	7	5	5	32	4	5	6	7	5	27	4	6	5	7	4	26	5	6	5	4	6	26	111
130	5	4	4	4	5	5	27	5	5	5	4	4	23	4	5	3	4	5	21	3	4	3	4	3	17	88
131	3	3	3	3	4	6	22	3	4	6	3	3	19	3	3	5	6	3	20	3	3	4	5	3	18	79
132	4	5	4	4	3	4	24	4	4	5	4	5	22	4	4	4	4	5	21	4	4	4	3	4	19	86
133	4	4	4	5	4	4	25	5	5	4	5	5	24	5	5	4	4	5	23	5	5	4	5	5	24	96
134	6	5	6	5	4	5	31	6	6	7	6	6	31	4	5	5	5	6	25	5	4	5	7	4	25	112
135	5	5	5	5	3	5	28	3	5	5	5	4	22	4	3	2	3	5	17	5	5	3	5	5	23	90
136	6	5	4	6	5	6	32	4	6	6	5	6	27	4	5	5	5	5	24	6	6	4	5	6	27	110
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139	5	5	5	4	4	4	27	5	5	6	5	5	26	3	4	4	4	5	20	4	3	4	6	4	21	94
140	4	5	5	5	5	5	29	4	4	7	4	5	24	6	6	4	4	4	24	4	4	4	4	4	20	97
141	3	4	4	4	3	4	22	4	3	3	3	3	16	3	3	3	3	3	15	3	4	3	3	4	17	70

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142	4	4	3	5	4	5	25	3	3	4	4	5	19	4	4	5	4	5	22	4	5	4	4	4	21	87
143	5	4	5	4	6	6	30	5	4	5	5	4	23	6	5	4	5	4	24	5	4	5	4	4	22	99
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145	3	4	4	3	4	4	22	4	4	4	4	5	21	4	3	4	4	4	19	4	3	4	4	6	21	83
146	5	5	5	4	4	5	28	4	4	5	4	5	22	5	4	3	4	4	20	3	5	4	4	5	21	91
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148	5	5	4	5	5	5	29	4	5	6	5	7	27	6	6	5	5	5	27	5	5	5	5	5	25	108
149	6	4	5	4	3	4	26	3	3	4	3	5	18	4	4	4	4	4	20	4	3	4	4	4	19	83
150	5	5	4	4	5	6	29	4	5	5	4	4	22	4	4	4	5	6	23	5	5	5	5	5	25	99
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152	5	4	4	4	5	5	27	5	5	5	5	5	25	4	3	5	5	5	22	5	4	3	6	4	22	96
153	5	5	5	4	4	4	27	4	5	2	4	3	18	5	2	4	4	5	20	4	2	2	4	4	16	81
154	4	3	3	5	5	4	24	5	5	5	5	5	25	5	4	5	5	5	24	4	5	5	4	5	23	96
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158	3	3	4	3	4	5	22	4	3	4	5	6	22	6	5	4	3	4	22	4	3	5	3	5	20	86
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161	4	5	6	3	5	5	28	4	3	3	3	3	16	4	5	4	5	4	22	4	5	3	5	5	22	88
162	5	4	5	4	3	4	25	3	4	5	5	6	23	5	4	6	4	5	24	3	4	4	6	4	21	93
163	5	4	3	4	3	3	22	3	4	4	3	4	18	2	3	3	4	3	15	4	3	3	4	4	18	73
164	4	5	4	5	4	5	27	4	3	3	4	6	20	4	4	5	3	5	21	3	4	4	3	4	18	86
165	5	5	5	4	5	4	28	5	5	5	5	5	25	5	4	4	5	4	22	4	5	4	4	5	22	97
166	4	4	4	4	4	5	25	3	4	4	4	4	19	4	3	4	4	4	19	5	4	3	4	4	20	83
167	6	4	5	5	4	5	29	5	6	5	4	5	25	4	5	5	4	5	23	5	5	6	5	7	28	105
168	4	5	5	4	5	5	28	4	5	6	4	5	24	4	5	5	4	5	23	4	5	5	5	5	24	99
169	3	3	3	3	3	4	19	2	2	4	3	3	14	2	3	4	3	3	15	3	2	2	2	3	12	60
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171	4	4	3	3	3	3	20	3	4	3	4	3	17	4	4	3	3	6	20	4	5	5	4	5	23	80
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173	3	4	5	3	4	6	25	4	6	5	4	3	22	5	4	3	5	6	23	4	3	3	6	4	20	90
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175	5	4	5	3	5	4	26	5	3	5	4	5	22	6	4	5	6	5	26	3	5	4	6	5	23	97
176	4	3	4	4	3	3	21	4	4	4	2	4	18	5	3	2	4	4	18	4	3	2	4	4	17	74
177	4	4	5	3	4	5	25	3	5	4	4	5	21	4	4	5	5	5	23	3	4	4	3	3	17	86
178	2	3	3	2	3	3	16	3	3	4	3	4	17	3	1	3	3	3	13	2	3	2	2	3	12	58
179	4	4	5	5	4	4	26	4	5	5	5	3	22	4	4	5	4	4	21	4	5	3	5	4	21	90

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180	5	3	4	4	3	4	23	3	4	3	4	4	18	3	5	3	4	4	19	3	4	4	4	4	19	79
181	4	4	5	5	4	5	27	4	5	4	5	3	21	4	3	4	5	5	21	4	5	3	5	5	22	91
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183	5	5	3	6	5	4	28	3	4	6	4	4	21	4	5	5	3	4	21	6	5	5	3	5	24	94
184	3	5	5	4	5	4	26	5	5	5	5	5	25	5	2	5	5	5	22	4	5	4	4	5	22	95
185	4	4	3	4	4	5	24	4	5	5	4	5	23	5	5	4	4	4	22	4	5	3	5	5	22	91
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187	2	5	4	4	4	3	22	3	4	4	4	3	18	3	4	4	4	4	19	2	3	2	3	2	12	71
188	4	5	5	4	4	5	27	3	4	5	4	3	19	5	3	3	3	4	18	4	4	4	5	6	23	87
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190	5	3	4	5	4	5	26	5	4	5	5	4	23	5	5	4	5	4	23	5	5	4	5	5	24	96
191	3	4	3	3	4	4	21	3	3	2	3	4	15	3	2	6	3	3	17	3	3	2	3	3	14	67
192	5	5	5	4	3	4	26	4	5	5	5	5	24	5	5	4	4	5	23	5	5	4	4	3	21	94
193	4	4	5	4	4	4	25	4	4	5	4	5	22	4	2	4	4	4	18	4	4	2	4	5	19	84
194	5	5	5	4	5	5	29	4	5	5	5	4	23	3	2	3	2	4	14	5	5	3	2	5	20	86
195	4	4	4	5	4	5	26	3	4	5	4	4	20	4	4	5	4	5	22	4	4	3	4	4	19	87
196	5	6	6	4	5	4	30	5	5	6	5	4	25	3	5	6	5	4	23	5	4	3	4	4	20	98
197	5	6	7	6	6	6	36	6	7	6	5	5	29	6	6	4	5	5	26	5	5	5	5	5	25	116
198	3	5	5	5	6	5	29	5	5	5	5	4	24	5	5	6	4	5	25	5	5	4	5	5	24	102
199	5	5	4	5	5	5	29	5	5	6	5	5	26	5	5	4	6	5	25	5	5	5	4	6	25	105
200	4	4	4	6	3	5	26	3	6	5	6	3	23	3	3	5	6	3	20	5	3	4	5	4	21	90

KodingVariabel*Customer Satisfaction*

Variabel	***Customer Satisfaction* (X2)**																									
Indikator	***Tangibles* / Bukti Fisik**				***Empathy* / Empati**						***Responsiveness* / Daya Tanggap**					***Reliability* / Keandalan**				***Assurance* / Jaminan**						**Total Variabel X2**
Responden	**1**	**2**	**3**	**TOTAL**	**4**	**5**	**6**	**7**	**8**	**TOTAL**	**9**	**10**	**11**	**12**	**TOTAL**	**13**	**14**	**15**	**TOTAL**	**16**	**17**	**18**	**19**	**20**	**TOTAL**	
1	5	4	6	15	6	4	4	6	4	24	4	3	5	3	15	4	4	5	13	6	4	4	5	6	25	92
2	4	4	4	12	4	2	3	2	4	15	3	4	3	5	15	3	3	3	9	4	3	3	3	3	16	67
3	5	6	5	16	5	4	5	6	5	25	5	3	5	5	18	4	6	5	15	5	3	4	5	6	23	97
4	5	3	3	11	3	4	5	4	4	20	3	5	4	4	16	5	3	4	12	4	5	4	4	4	21	80
5	6	6	4	16	5	5	4	5	5	24	4	4	5	3	16	3	3	3	9	5	4	4	6	3	22	87

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6	4	4	5	13	4	4	3	5	4	20	3	4	5	4	16	4	3	4	11	4	3	4	3	4	18	78
7	5	5	4	14	4	5	4	4	6	23	5	4	4	4	17	4	3	5	12	6	4	5	4	5	24	90
8	5	6	5	16	4	4	5	5	5	23	4	6	5	4	19	6	4	5	15	5	5	4	6	5	25	98
9	3	3	3	9	3	2	2	3	3	13	2	2	3	3	10	3	2	2	7	4	3	2	2	4	15	54
10	4	4	3	11	4	5	5	5	5	24	5	3	4	6	18	5	4	4	13	3	4	5	4	4	20	86
11	5	3	3	11	5	5	5	5	4	24	5	5	4	4	18	4	5	5	14	5	4	4	5	5	23	90
12	4	3	4	11	4	2	3	3	4	16	3	4	3	2	12	2	2	3	7	4	2	5	4	5	20	66
13	4	4	5	13	4	5	4	5	3	21	4	4	5	4	17	5	5	4	14	4	4	3	5	4	20	85
14	3	3	4	10	4	4	4	5	5	22	5	4	4	4	17	5	4	5	14	5	5	6	5	5	26	89
15	6	3	3	12	3	3	6	5	4	21	4	5	4	5	18	4	5	6	15	4	4	5	3	3	19	85
16	4	5	5	14	4	5	4	5	4	22	6	4	4	6	20	6	5	5	16	6	6	5	5	5	27	99
17	3	3	2	8	3	3	3	4	3	16	2	3	3	3	11	3	4	3	10	4	3	3	3	3	16	61
18	3	3	4	10	5	4	3	3	3	18	3	3	4	3	13	3	5	4	12	4	3	4	3	4	18	71
19	4	3	5	12	5	4	5	4	3	21	5	5	5	5	20	4	3	5	12	5	3	5	5	5	23	88
20	6	4	4	14	6	5	4	5	5	25	4	6	4	6	20	3	4	4	11	7	5	5	6	5	28	98
21	3	3	3	9	2	3	3	3	4	15	3	2	3	3	11	3	3	4	10	4	3	3	3	4	17	62
22	4	3	5	12	5	3	3	5	3	19	3	2	4	2	11	3	3	4	10	5	3	3	4	5	20	72
23	5	4	5	14	4	5	4	5	6	24	5	5	5	5	20	4	4	5	13	4	5	4	5	6	24	95
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26	4	5	5	14	3	4	4	5	4	20	4	5	4	3	16	4	3	4	11	4	3	5	4	4	20	81
27	4	4	3	11	4	4	3	4	3	18	4	4	3	5	16	5	4	3	12	4	5	4	4	5	22	79
28	5	5	6	16	4	4	4	5	3	20	4	4	6	5	19	5	5	5	15	6	5	6	6	5	28	98
29	4	3	4	11	3	5	3	3	3	17	3	3	4	3	13	4	3	4	11	4	3	3	3	4	17	69
30	5	5	5	15	4	4	4	4	5	21	5	4	5	5	19	5	5	5	15	5	4	5	4	5	23	93
31	4	5	6	15	4	5	4	4	4	21	4	4	4	5	17	4	4	4	12	7	4	4	4	5	24	89
32	5	4	5	14	4	4	3	3	3	17	3	3	3	3	12	4	4	3	11	4	3	3	3	3	16	70
33	5	6	5	16	5	5	6	5	5	26	6	5	5	5	21	4	4	4	12	4	5	4	6	5	24	99
34	3	3	5	11	4	3	4	5	5	21	5	3	5	4	17	5	5	4	14	5	4	3	2	4	18	81
35	4	3	4	11	5	5	6	6	6	28	5	6	5	5	21	5	4	5	14	5	3	5	5	5	23	97
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37	3	3	4	10	3	3	3	4	3	16	3	4	3	4	14	3	5	4	12	5	4	3	3	3	18	70
38	5	3	4	12	5	4	5	5	4	23	5	5	4	5	19	5	4	5	14	5	5	4	4	3	21	89
39	5	4	3	12	4	4	4	5	5	22	4	4	4	5	17	4	5	4	13	4	4	3	4	4	19	83

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40	3	3	4	10	3	3	3	4	3	16	5	3	4	4	16	5	5	5	15	5	3	4	3	4	19	76
41	4	4	5	13	4	3	4	5	5	21	4	4	5	4	17	4	4	4	12	5	4	4	4	5	22	85
42	3	3	4	10	3	4	3	5	5	20	4	4	4	5	17	5	5	3	13	4	3	3	5	4	19	79
43	4	4	5	13	4	3	4	5	4	20	4	4	4	4	16	4	5	4	13	4	4	4	4	6	22	84
44	5	6	4	15	6	5	4	6	5	26	5	5	5	3	18	3	5	5	13	5	3	3	5	5	21	93
45	3	3	4	10	5	4	3	3	4	19	5	4	3	4	16	4	3	4	11	3	4	4	3	4	18	74
46	3	4	5	12	4	3	4	5	5	21	4	5	4	5	18	6	5	3	14	4	5	6	4	5	24	89
47	4	5	3	12	3	4	5	5	6	23	3	4	6	5	18	5	6	5	16	4	5	5	5	4	23	92
48	4	4	5	13	4	4	4	6	5	23	4	4	5	4	17	4	4	5	13	5	4	4	4	5	22	88
49	3	2	5	10	5	4	5	4	5	23	2	3	5	5	15	5	5	4	14	4	5	5	5	5	24	86
50	4	4	5	13	5	4	4	4	6	23	6	5	4	5	20	4	4	5	13	4	4	4	4	5	21	90
51	4	4	4	12	3	3	3	3	4	16	3	2	2	2	9	2	3	3	8	5	3	3	3	4	18	63
52	5	5	5	15	4	4	4	5	5	22	4	3	3	5	15	4	5	4	13	5	4	4	5	5	23	88
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58	5	5	5	15	5	4	5	4	4	22	3	3	4	4	14	4	4	5	13	5	4	5	5	5	24	88
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60	5	5	5	15	3	4	4	5	5	21	4	6	5	4	19	5	4	4	13	4	4	3	4	5	20	88
61	7	5	6	18	5	4	4	7	5	25	4	4	5	4	17	5	7	4	16	5	4	4	6	5	24	100
62	5	5	6	16	4	4	4	4	5	21	4	4	5	4	17	4	4	4	12	5	4	5	5	5	24	90
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64	4	5	4	13	4	5	4	5	5	23	4	4	5	4	17	5	4	5	14	5	4	5	4	4	22	89
65	4	4	5	13	4	4	4	6	6	24	6	5	6	4	21	4	5	5	14	5	4	4	6	4	23	95
66	6	5	6	17	5	5	5	4	5	24	5	4	4	3	16	3	5	4	12	6	5	5	4	5	25	94
67	5	3	3	11	4	6	5	5	4	24	5	5	4	5	19	3	5	5	13	5	4	4	5	6	24	91
68	4	3	5	12	4	3	3	4	5	19	4	4	5	4	17	4	4	4	12	4	4	5	4	3	20	80
69	4	3	4	11	2	4	3	4	4	17	3	2	3	4	12	3	3	4	10	4	3	3	4	3	17	67
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71	4	4	4	12	5	5	5	5	4	24	5	3	5	4	17	4	4	3	11	5	4	3	3	4	19	83
72	3	4	4	11	3	2	2	3	4	14	2	4	3	4	13	2	2	4	8	2	4	2	4	4	16	62

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73	3	2	4	9	5	2	2	5	3	17	5	2	4	3	14	3	4	3	10	5	3	4	3	5	20	70
74	3	3	3	9	2	3	3	4	3	15	3	3	4	3	13	3	3	3	9	3	2	4	4	4	17	63
75	4	5	5	14	4	4	4	5	3	20	4	5	3	4	16	3	4	6	13	5	4	4	4	5	22	85
76	2	3	3	8	4	3	4	4	5	20	5	5	2	3	15	4	5	5	14	5	4	5	4	3	21	78
77	5	7	6	18	6	4	6	6	7	29	6	4	5	5	20	6	4	6	16	7	5	6	5	4	27	110
78	5	5	6	16	6	7	6	7	4	30	6	6	4	5	21	5	6	6	17	7	4	5	6	6	28	112
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87	6	6	6	18	5	4	3	6	4	22	3	5	5	3	16	5	6	3	14	6	4	5	3	4	22	92
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93	4	4	3	11	4	5	5	4	4	22	5	3	4	5	17	3	4	5	12	4	3	4	3	5	19	81
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106	3	4	3	10	4	4	4	6	4	22	5	4	4	4	17	4	4	4	12	5	4	4	4	4	21	82
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113	4	3	4	11	4	4	4	5	4	21	4	3	4	4	15	4	4	5	13	4	4	5	4	4	21	81
114	5	5	5	15	6	4	6	6	6	28	6	5	6	5	22	5	6	7	18	6	5	6	7	6	30	113
115	4	4	5	13	5	6	5	4	6	26	4	4	4	6	18	7	5	6	18	4	4	4	6	4	22	97
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121	6	4	6	16	4	4	4	4	6	22	6	5	6	5	22	6	5	5	16	6	7	4	6	6	29	105
122	5	5	6	16	5	5	5	5	5	25	4	4	4	3	15	4	3	4	11	5	3	5	5	4	22	89
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126	3	3	4	10	5	3	5	5	4	22	5	5	5	6	21	5	4	5	14	5	5	6	5	5	26	93
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129	4	4	4	12	4	4	4	5	5	22	4	4	5	5	18	4	5	4	13	5	4	4	5	4	22	87
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131	5	4	3	12	5	4	4	3	3	19	5	3	4	4	16	3	3	4	10	3	4	4	3	3	17	74
132	4	4	5	13	4	3	3	5	4	19	5	3	4	5	17	4	5	4	13	5	4	5	4	4	22	84
133	3	3	3	9	4	5	4	3	2	18	2	2	3	3	10	3	3	2	8	4	4	4	4	3	19	64
134	4	4	4	12	4	5	4	5	5	23	4	4	5	5	18	4	5	4	13	5	4	5	5	5	24	90
135	5	5	5	15	4	4	4	4	4	20	4	4	4	4	16	4	4	4	12	6	5	4	4	4	23	86
136	4	3	4	11	4	4	4	3	5	20	4	5	4	4	17	4	4	3	11	3	4	4	4	4	19	78
137	5	2	5	12	4	3	5	5	5	22	4	4	5	4	17	4	3	5	12	5	5	2	5	4	21	84
138	4	5	6	15	5	5	4	5	4	23	5	5	4	5	19	5	5	4	14	5	5	4	5	5	24	95
139	4	4	2	10	3	4	5	5	5	22	3	2	3	3	11	3	4	5	12	3	4	5	4	4	20	75

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140	5	5	5	15	5	6	5	6	6	28	5	5	5	7	22	5	5	6	16	7	5	6	5	5	28	109
141	3	4	3	10	3	4	4	4	5	20	4	3	6	5	18	4	4	4	12	3	6	4	4	4	21	81
142	3	3	4	10	4	4	3	4	5	20	4	3	4	4	15	3	4	4	11	5	4	5	4	5	23	79
143	4	4	5	13	5	6	5	6	3	25	6	4	4	3	17	3	4	3	10	5	4	4	4	4	21	86
144	5	3	5	13	5	5	4	5	5	24	5	4	5	5	19	4	5	4	13	5	3	5	5	5	23	92
145	5	5	6	16	4	4	4	4	4	20	4	4	4	4	16	4	4	4	12	6	4	4	4	4	22	86
146	3	3	4	10	4	3	5	5	5	22	5	5	6	5	21	5	5	5	15	4	5	5	4	3	21	89
147	5	4	5	14	5	5	4	5	5	24	5	4	5	5	19	5	4	5	14	5	4	5	5	5	24	95
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154	5	4	4	13	5	4	5	6	6	26	4	5	4	4	17	4	5	4	13	5	5	5	5	5	25	94
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157	2	3	3	8	3	3	2	3	3	14	4	3	3	3	13	2	3	4	9	4	3	4	3	4	18	62
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162	4	5	5	14	3	4	4	5	5	21	4	4	4	4	16	5	5	4	14	5	4	3	4	4	20	85
163	3	4	4	11	2	3	3	4	4	16	3	3	3	3	12	4	4	3	11	4	3	2	3	4	16	66
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172	3	4	4	11	2	3	3	4	4	16	3	3	3	3	12	4	4	3	11	4	3	2	3	4	16	66

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173	4	4	4	12	4	3	3	5	3	18	4	4	4	4	16	4	4	5	13	5	4	3	4	4	20	79
174	3	3	3	9	2	3	3	4	3	15	3	3	4	3	13	3	3	3	9	3	2	4	4	4	17	63
175	2	3	2	7	3	3	2	3	2	13	4	2	3	4	13	2	3	4	9	4	3	4	3	4	18	60
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188	4	4	3	11	4	2	3	2	4	15	3	4	3	5	15	3	2	3	8	4	3	3	2	3	15	64
189	5	6	5	16	5	4	5	6	5	25	5	3	5	5	18	4	6	5	15	5	3	4	5	6	23	97
190	5	3	3	11	3	4	5	4	4	20	3	5	4	4	16	5	3	4	12	4	5	4	4	4	21	80
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193	3	3	3	9	3	2	2	3	3	13	2	2	3	3	10	3	2	2	7	4	3	2	2	4	15	54
194	4	4	3	11	4	5	5	4	5	23	5	3	4	6	18	5	4	4	13	3	4	5	4	3	19	84
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196	4	3	4	11	4	2	3	3	4	16	3	4	3	2	12	2	2	3	7	4	2	5	4	5	20	66
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199	6	3	3	12	3	3	6	5	4	21	4	5	4	5	18	4	5	6	15	4	4	5	3	3	19	85
200	5	4	3	12	5	4	4	3	3	19	5	3	4	4	16	3	3	4	10	3	4	4	3	3	17	74

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KodingVariabel*Customer Trust*

Variabel	*Customer Trust* (Y)																					
Indikator	*Integrity* / Integritas											*Reputation* / Reputasi										Total
Responden	1	2	3	4	5	6	7	8	9	10	TOTAL	11	12	13	14	15	16	17	18	19	TOTAL	Variabel Y
1	5	4	5	6	4	5	3	4	4	4	44	3	3	6	4	5	5	6	5	5	42	86
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161	5	5	4	5	6	5	4	5	4	5	48	6	4	5	4	5	6	4	5	4	43	**91**
162	5	4	5	4	5	4	3	5	5	4	44	4	5	4	5	4	5	5	4	5	41	**85**
163	4	3	4	3	4	3	4	3	3	5	36	3	4	3	4	3	4	5	6	4	36	**72**
164	5	4	5	4	3	5	4	5	4	5	44	6	3	5	5	4	5	4	5	3	40	**84**
165	3	3	4	4	3	4	3	4	3	4	35	4	3	4	3	4	3	3	4	3	31	**66**
166	6	5	5	6	4	5	6	5	4	6	52	6	4	5	5	5	4	4	5	5	43	**95**
167	4	3	3	4	4	4	4	3	3	4	36	3	4	4	5	4	4	3	5	4	36	**72**

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168	5	6	5	6	5	5	5	5	4	5	51	4	5	5	6	5	6	5	4	5	45	**96**
169	5	5	4	6	4	5	6	5	5	5	50	5	4	6	4	4	4	7	5	6	45	**95**
170	6	4	5	4	5	4	5	5	6	6	50	6	5	5	5	5	7	5	6	5	49	**99**
171	4	4	5	5	5	4	5	4	4	4	44	4	5	4	4	5	4	4	4	4	38	**82**
172	5	5	5	4	5	5	5	5	5	5	49	4	4	5	3	5	5	5	5	5	41	**90**
173	6	3	3	6	3	4	4	3	4	4	40	3	4	4	4	5	5	4	4	4	37	**77**
174	4	4	4	5	5	5	3	5	3	4	42	4	2	5	5	5	5	4	4	4	38	**80**
175	6	5	7	6	4	5	7	6	5	6	57	7	5	6	6	4	5	5	6	4	48	**105**
176	5	3	5	4	5	4	6	5	6	4	47	6	5	5	4	6	4	5	4	5	44	**91**
177	3	4	3	4	3	4	3	4	3	4	35	5	3	4	4	3	4	4	3	4	34	**69**
178	5	3	4	5	4	5	3	3	5	5	42	3	5	5	6	4	5	5	4	5	42	**84**
179	4	3	4	4	3	4	3	4	3	3	35	4	4	3	3	3	4	3	4	2	30	**65**
180	5	4	5	5	4	5	4	5	3	4	44	5	4	5	4	5	5	6	5	3	42	**86**
181	3	2	3	4	3	4	2	4	2	3	30	3	2	5	5	4	3	4	3	4	33	**63**
182	4	3	4	3	4	5	3	3	4	5	38	4	5	4	5	5	4	5	5	3	40	**78**
183	4	5	5	5	5	4	4	3	3	5	43	5	4	5	5	4	5	4	4	5	41	**84**
184	5	5	4	4	5	5	3	5	5	5	46	5	5	5	4	5	5	5	3	4	41	**87**
185	3	4	3	3	4	3	4	3	4	4	35	5	3	4	3	3	4	3	5	3	33	**68**
186	4	3	4	4	3	5	5	4	3	3	38	5	5	5	5	5	5	4	3	5	42	**80**
187	5	6	4	5	6	5	4	7	4	4	50	5	4	6	4	5	4	7	4	5	44	**94**
188	5	4	4	5	5	3	2	4	3	4	39	5	5	5	5	3	5	5	3	5	41	**80**
189	3	5	4	4	3	4	5	4	3	5	40	5	4	5	5	5	5	5	5	4	43	**83**
190	5	4	5	5	4	5	3	6	4	3	44	3	6	4	5	4	3	4	3	5	37	**81**
191	4	5	4	4	5	4	5	4	4	5	44	4	5	4	5	5	6	5	4	4	42	**86**
192	4	5	4	5	4	5	4	5	5	5	46	5	4	5	6	6	5	4	5	5	45	**91**
193	3	4	5	5	5	4	5	4	5	4	44	5	5	5	4	5	5	6	5	5	45	**89**
194	4	4	3	4	2	3	3	3	4	3	33	3	4	3	3	4	3	3	2	3	28	**61**
195	6	3	4	5	3	4	5	4	5	4	43	4	5	5	4	3	4	5	3	4	37	**80**
196	4	5	5	4	4	6	4	5	4	5	46	5	4	6	5	5	5	4	4	5	43	**89**
197	5	4	5	5	5	4	5	4	5	5	47	5	3	5	5	5	4	5	4	5	41	**88**
198	4	5	6	5	4	6	4	5	4	5	48	4	4	6	6	6	5	4	5	4	44	**92**
199	5	4	4	3	4	3	4	3	5	4	39	4	3	4	3	4	3	5	4	3	33	**72**
200	4	3	5	3	6	3	5	5	4	5	43	5	3	6	5	3	5	4	5	4	40	**83**

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Uji ValiditasVariabel*Islamic Ethical Behaviour*

Correlations

		S1	S2	S3	S4	S5	S6	A7	A8	A9	A10	A11	T12	T13	T14	T15	T16	F17	F18	F19	F20	F21	TOTAL
S1	Pearson Correlation	1	,530**	,432**	,404*	,301	,280	,371*	,350*	,475**	,265	,348*	,494**	,154	,358*	,265	,529**	,388*	,331	,180	,328	,311	,552**
	Sig. (2-tailed)		,001	,010	,016	,079	,103	,028	,039	,004	,124	,040	,003	,377	,035	,124	,001	,021	,052	,300	,054	,069	,001
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
S2	Pearson Correlation	,530**	1	,492**	,586**	,444**	,502**	,503**	,536**	,491**	,366*	,418*	,436**	,307	,607**	,470**	,540**	,517**	,445**	,269	,407*	,536**	,701**
	Sig. (2-tailed)	,001		,003	,000	,008	,002	,002	,001	,003	,031	,012	,009	,073	,000	,004	,001	,001	,007	,118	,015	,001	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
S3	Pearson Correlation	,432**	,492**	1	,707**	,345*	,564**	,619**	,607**	,613**	,412*	,605**	,425*	,342*	,537**	,380*	,618**	,655**	,521**	,336*	,488**	,648**	,766**
	Sig. (2-tailed)	,010	,003		,000	,042	,000	,000	,000	,000	,014	,000	,011	,044	,001	,024	,000	,000	,001	,048	,003	,000	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
S4	Pearson Correlation	,404*	,586**	,707**	1	,239	,520**	,573**	,623**	,440**	,342*	,395*	,536**	,361*	,395*	,517**	,652**	,585**	,525**	,349*	,613**	,445**	,726**
	Sig. (2-tailed)	,016	,000	,000		,167	,001	,000	,000	,008	,044	,019	,001	,033	,019	,001	,000	,000	,001	,040	,000	,007	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
S5	Pearson Correlation	,301	,444**	,345*	,239	1	,256	,490**	,570**	,330	,670**	,451**	,201	,541**	,400*	,432**	,408*	,453**	,419*	,403*	,440**	,367*	,609**
	Sig. (2-tailed)	,079	,008	,042	,167		,138	,003	,000	,053	,000	,007	,247	,001	,017	,009	,015	,006	,012	,016	,008	,030	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
S6	Pearson Correlation	,280	,502**	,564**	,520**	,256	1	,439**	,547**	,438**	,310	,518**	,467**	,332	,495**	,437**	,505**	,483**	,346*	,276	,541**	,503**	,669**
	Sig. (2-tailed)	,103	,002	,000	,001	,138		,008	,001	,009	,070	,001	,005	,051	,002	,009	,002	,003	,042	,108	,001	,002	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
A7	Pearson Correlation	,371*	,503**	,619**	,573**	,490**	,439**	1	,411*	,400*	,550**	,295	,346*	,503**	,516**	,366*	,617**	,464**	,572**	,630**	,500**	,634**	,724**
	Sig. (2-tailed)	,028	,002	,000	,000	,003	,008		,014	,017	,001	,086	,042	,002	,002	,030	,000	,005	,000	,000	,002	,000	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
A8	Pearson Correlation	,350*	,536**	,607**	,623**	,570**	,547**	,411*	1	,484**	,581**	,610**	,488**	,370*	,395*	,612**	,681**	,554**	,435**	,287	,666**	,477**	,761**
	Sig. (2-tailed)	,039	,001	,000	,000	,000	,001	,014		,003	,000	,000	,003	,029	,019	,000	,000	,001	,009	,094	,000	,004	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
A9	Pearson Correlation	,475**	,491**	,613**	,440**	,330	,438**	,400*	,484**	1	,537**	,675**	,615**	,255	,562**	,356*	,603**	,567**	,587**	,296	,525**	,674**	,747**
	Sig. (2-tailed)	,004	,003	,000	,008	,053	,009	,017	,003		,001	,000	,000	,140	,000	,036	,000	,000	,000	,084	,001	,000	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
A10	Pearson Correlation	,265	,366*	,412*	,342*	,670**	,310	,550**	,581**	,537**	1	,562**	,420*	,408*	,359*	,524**	,541**	,610**	,523**	,528**	,645**	,520**	,715**
	Sig. (2-tailed)	,124	,031	,014	,044	,000	,070	,001	,000	,001		,000	,012	,015	,034	,001	,001	,000	,001	,001	,000	,001	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
A11	Pearson Correlation	,348*	,418*	,605**	,395*	,451**	,518**	,295	,610**	,675**	,562**	1	,677**	,363*	,562**	,409*	,621**	,592**	,364*	,331	,586**	,483**	,741**
	Sig. (2-tailed)	,040	,012	,000	,019	,007	,001	,086	,000	,000	,000		,000	,032	,000	,015	,000	,000	,032	,052	,000	,003	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
T12	Pearson Correlation	,494**	,436**	,425*	,536**	,201	,467**	,346*	,488**	,615**	,420*	,677**	1	,273	,369*	,530**	,673**	,537**	,546**	,378*	,632**	,419*	,715**
	Sig. (2-tailed)	,003	,009	,011	,001	,247	,005	,042	,003	,000	,012	,000		,112	,029	,001	,000	,001	,001	,025	,000	,012	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
T13	Pearson Correlation	,154	,307	,342*	,361*	,541**	,332	,503**	,370*	,255	,408*	,363*	,273	1	,404*	,438**	,303	,369*	,388*	,570**	,532**	,417*	,576**
	Sig. (2-tailed)	,377	,073	,044	,033	,001	,051	,002	,029	,140	,015	,032	,112		,016	,008	,077	,029	,021	,000	,001	,013	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35

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T14	Pearson Correlation	,358*	,607**	,537**	,395*	,400*	,495**	,516**	,395*	,562**	,359*	,562**	,369*	,404*	1	,333	,530**	,611**	,534**	,345*	,316	,397*	,682**
	Sig. (2-tailed)	,035	,000	,001	,019	,017	,002	,002	,019	,000	,034	,000	,029	,016		,051	,001	,000	,001	,042	,065	,018	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
T15	Pearson Correlation	,265	,470**	,380*	,517**	,432**	,437**	,366*	,612**	,356*	,524**	,409*	,530**	,438**	,333	1	,621**	,513**	,457**	,356*	,619**	,348*	,671**
	Sig. (2-tailed)	,124	,004	,024	,001	,009	,009	,030	,000	,036	,001	,015	,001	,008	,051		,000	,002	,006	,036	,000	,040	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
T16	Pearson Correlation	,529**	,540**	,618**	,652**	,408*	,505**	,617**	,681**	,603**	,541**	,621**	,673**	,303	,530**	,621**	1	,653**	,547**	,501**	,605**	,557**	,834**
	Sig. (2-tailed)	,001	,001	,000	,000	,015	,002	,000	,000	,000	,001	,000	,000	,077	,001	,000		,000	,001	,002	,000	,001	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
F17	Pearson Correlation	,388*	,517**	,655**	,585**	,453**	,483**	,464**	,554**	,567**	,610**	,592**	,537**	,369*	,611**	,513**	,653**	1	,650**	,516**	,590**	,490**	,794**
	Sig. (2-tailed)	,021	,001	,000	,000	,006	,003	,005	,001	,000	,000	,000	,001	,029	,000	,002	,000		,000	,002	,000	,003	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
F18	Pearson Correlation	,331	,445**	,521**	,525**	,419*	,346*	,572**	,435**	,587**	,523**	,364*	,546**	,388*	,534**	,457**	,547**	,650**	1	,353*	,543**	,608**	,720**
	Sig. (2-tailed)	,052	,007	,001	,001	,012	,042	,000	,009	,000	,001	,032	,001	,021	,001	,006	,001	,000		,037	,001	,000	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
F19	Pearson Correlation	,180	,269	,336*	,349*	,403*	,276	,630**	,287	,296	,528**	,331	,378*	,570**	,345*	,356*	,501**	,516**	,353*	1	,587**	,322	,588**
	Sig. (2-tailed)	,300	,118	,048	,040	,016	,108	,000	,094	,084	,001	,052	,025	,000	,042	,036	,002	,002	,037		,000	,059	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
F20	Pearson Correlation	,328	,407*	,488**	,613**	,440**	,541**	,500**	,666**	,525**	,645**	,586**	,632**	,532**	,316	,619**	,605**	,590**	,543**	,587**	1	,455**	,785**
	Sig. (2-tailed)	,054	,015	,003	,000	,008	,001	,002	,000	,001	,000	,000	,000	,001	,065	,000	,000	,000	,001	,000		,006	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
F21	Pearson Correlation	,311	,536**	,648**	,445**	,367*	,503**	,634**	,477**	,674**	,520**	,483**	,419*	,417*	,397*	,348*	,557**	,490**	,608**	,322	,455**	1	,719**
	Sig. (2-tailed)	,069	,001	,000	,007	,030	,002	,000	,004	,000	,001	,003	,012	,013	,018	,040	,001	,003	,000	,059	,006		,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
TOTAL	Pearson Correlation	,552**	,701**	,766**	,726**	,609**	,669**	,724**	,761**	,747**	,715**	,741**	,715**	,576**	,682**	,671**	,834**	,794**	,720**	,588**	,785**	,719**	1
	Sig. (2-tailed)	,001	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35

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

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

Uji ValiditasVariabel*Customer Satisfaction*

Correlations

		TA1	TA2	TA3	E4	E5	E6	E7	E8	RS9	RS10	RS11	RS12	RL13	RL14	RL15	AS16	AS17	AS18	AS19	AS20	TOTAL
TA1	Pearson Correlation	1	,471**	,160	,355*	,440**	,494**	,377*	,319	,260	,536**	,424*	,285	,122	,242	,369*	,304	,349*	,331	,568**	,102	,586**
	Sig. (2-tailed)		,004	,359	,037	,008	,003	,025	,062	,132	,001	,011	,097	,486	,162	,029	,076	,040	,052	,000	,561	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
TA2	Pearson Correlation	,471**	1	,489**	,231	,374*	,258	,321	,356*	,417*	,237	,399*	,318	,276	,240	,130	,309	,376*	,210	,552**	,235	,566**
	Sig. (2-tailed)	,004		,003	,182	,027	,135	,060	,036	,013	,170	,018	,063	,109	,164	,456	,071	,026	,227	,001	,175	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
TA3	Pearson Correlation	,160	,489**	1	,401*	,231	,100	,311	,054	,357*	,082	,580**	,103	,246	,216	,320	,484**	,148	,190	,350*	,474**	,483**
	Sig. (2-tailed)	,359	,003		,017	,182	,568	,069	,760	,035	,640	,000	,557	,154	,212	,061	,003	,395	,275	,039	,004	,003
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
E4	Pearson Correlation	,355*	,231	,401*	1	,326	,264	,461**	,231	,389*	,250	,389*	,206	-,053	,262	,197	,482**	,133	,224	,568**	,480**	,523**
	Sig. (2-tailed)	,037	,182	,017		,056	,125	,005	,183	,021	,147	,021	,235	,762	,128	,257	,003	,447	,195	,000	,004	,001
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
E5	Pearson Correlation	,440**	,374*	,231	,326	1	,497**	,462**	,293	,570**	,437**	,546**	,399*	,462**	,384*	,442**	,324	,473**	,382*	,574**	,280	,694**
	Sig. (2-tailed)	,008	,027	,182	,056		,002	,005	,087	,000	,009	,001	,017	,005	,023	,008	,057	,004	,024	,000	,104	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35

E5	Pearson Correlation	,440**	,374*	,231	,326	1	,497**	,462**	,293	,570**	,437**	,546**	,399*	,462**	,384*	,442**	,324	,473**	,382*	,574**	,280	,694**
	Sig. (2-tailed)	,008	,027	,182	,056		,002	,005	,087	,000	,009	,001	,017	,005	,023	,008	,057	,004	,024	,000	,104	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
E6	Pearson Correlation	,494**	,258	,100	,264	,497**	1	,606**	,452**	,685**	,652**	,563**	,513**	,467**	,439**	,690**	,145	,365*	,514**	,531**	,243	,741**
	Sig. (2-tailed)	,003	,135	,568	,125	,002		,000	,006	,000	,000	,000	,002	,005	,008	,000	,404	,031	,002	,001	,160	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
E7	Pearson Correlation	,377*	,321	,311	,461**	,462**	,606**	1	,446**	,560**	,360*	,654**	,314	,461**	,483**	,568**	,334*	,400*	,391*	,595**	,448**	,739**
	Sig. (2-tailed)	,025	,060	,069	,005	,005	,000		,007	,000	,034	,000	,066	,005	,003	,000	,050	,017	,020	,000	,007	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
E8	Pearson Correlation	,319	,356*	,054	,231	,293	,452**	,446**	1	,558**	,422*	,279	,383*	,214	,107	,351*	,203	,287	,330	,351*	,324	,544**
	Sig. (2-tailed)	,062	,036	,760	,183	,087	,006	,007		,000	,012	,105	,023	,216	,539	,039	,243	,095	,053	,039	,057	,001
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
RS9	Pearson Correlation	,260	,417*	,357*	,389*	,570**	,685**	,560**	,558**	1	,422*	,514**	,631**	,546**	,487**	,638**	,327	,543**	,560**	,541**	,538**	,821**
	Sig. (2-tailed)	,132	,013	,035	,021	,000	,000	,000	,000		,011	,002	,000	,001	,003	,000	,055	,001	,000	,001	,001	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
RS10	Pearson Correlation	,536**	,237	,082	,250	,437**	,652**	,360*	,422*	,422*	1	,378*	,478**	,349*	,143	,433**	,234	,416*	,540**	,595**	,191	,644**
	Sig. (2-tailed)	,001	,170	,640	,147	,009	,000	,034	,012	,011		,025	,004	,040	,414	,009	,175	,013	,001	,000	,272	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
RS11	Pearson Correlation	,424*	,399*	,580**	,389*	,546**	,563**	,654**	,279	,514**	,378*	1	,281	,472**	,462**	,613**	,327	,316	,404*	,562**	,367*	,736**
	Sig. (2-tailed)	,011	,018	,000	,021	,001	,000	,000	,105	,002	,025		,102	,004	,005	,000	,055	,064	,016	,000	,030	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
RS12	Pearson Correlation	,285	,318	,103	,206	,399*	,513**	,314	,383*	,631**	,478**	,281	1	,513**	,469**	,407*	,269	,585**	,438**	,361*	,258	,646**
	Sig. (2-tailed)	,097	,063	,557	,235	,017	,002	,066	,023	,000	,004	,102		,002	,005	,015	,118	,000	,009	,033	,135	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
RL13	Pearson Correlation	,122	,276	,246	-,053	,462**	,467**	,461**	,214	,546**	,349*	,472**	,513**	1	,509**	,507**	,141	,642**	,341*	,307	,224	,603**
	Sig. (2-tailed)	,486	,109	,154	,762	,005	,005	,005	,216	,001	,040	,004	,002		,002	,002	,418	,000	,045	,073	,196	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
RL14	Pearson Correlation	,242	,240	,216	,262	,384*	,439**	,483**	,107	,487**	,143	,462**	,469**	,509**	1	,553**	,239	,392*	,244	,263	,198	,566**
	Sig. (2-tailed)	,162	,164	,212	,128	,023	,008	,003	,539	,003	,414	,005	,005	,002		,001	,167	,020	,159	,127	,255	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
RL15	Pearson Correlation	,369*	,130	,320	,197	,442**	,690**	,568**	,351*	,638**	,433**	,613**	,407*	,507**	,553**	1	,372*	,373*	,619**	,417*	,476**	,730**
	Sig. (2-tailed)	,029	,456	,061	,257	,008	,000	,000	,039	,000	,009	,000	,015	,002	,001		,028	,027	,000	,013	,004	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
AS16	Pearson Correlation	,304	,309	,484**	,482**	,324	,145	,334*	,203	,327	,234	,327	,269	,141	,239	,372*	1	,368*	,357*	,454**	,479**	,550**
	Sig. (2-tailed)	,076	,071	,003	,003	,057	,404	,050	,243	,055	,175	,055	,118	,418	,167	,028		,030	,035	,006	,004	,001
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
AS17	Pearson Correlation	,349*	,376*	,148	,133	,473**	,365*	,400*	,287	,543**	,416*	,316	,585**	,642**	,392*	,373*	,368*	1	,367*	,542**	,319	,656**
	Sig. (2-tailed)	,040	,026	,395	,447	,004	,031	,017	,095	,001	,013	,064	,000	,000	,020	,027	,030		,030	,001	,062	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
AS18	Pearson Correlation	,331	,210	,190	,224	,382*	,514**	,391*	,330	,560**	,540**	,404*	,438**	,341*	,244	,619**	,357*	,367*	1	,531**	,364*	,650**
	Sig. (2-tailed)	,052	,227	,275	,195	,024	,002	,020	,053	,000	,001	,016	,009	,045	,159	,000	,035	,030		,001	,031	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
AS19	Pearson Correlation	,568**	,552**	,350*	,568**	,574**	,531**	,595**	,351*	,541**	,595**	,562**	,361*	,307	,263	,417*	,454**	,542**	,531**	1	,518**	,796**
	Sig. (2-tailed)	,000	,001	,039	,000	,000	,001	,000	,039	,001	,000	,000	,033	,073	,127	,013	,006	,001	,001		,001	,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
AS20	Pearson Correlation	,102	,235	,474**	,480**	,280	,243	,448**	,324	,538**	,191	,367*	,258	,224	,198	,476**	,479**	,319	,364*	,518**	1	,576**
	Sig. (2-tailed)	,561	,175	,004	,004	,104	,160	,007	,057	,001	,272	,030	,135	,196	,255	,004	,004	,062	,031	,001		,000
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
TOTAL	Pearson Correlation	,586**	,566**	,483**	,523**	,694**	,741**	,739**	,544**	,821**	,644**	,736**	,646**	,603**	,566**	,730**	,550**	,656**	,650**	,796**	,576**	1
	Sig. (2-tailed)	,000	,000	,003	,001	,000	,000	,000	,001	,000	,000	,000	,000	,000	,000	,000	,001	,000	,000	,000	,000	
	N	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35

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

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

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Uji ValiditasVariabel*Customer Trust*

Correlations

		I1	I2	I3	I4	I5	I6	I7	I8	I9	I10	R11	R12	R13	R14	R15	R16	R17	R18	R19	TOTAL
I1	Pearson Correlation	1	,451**	,511**	,459**	,318**	,424**	,329**	,436**	,372**	,394**	,376**	,289**	,393**	,326**	,361**	,361**	,404**	,390**	,352**	,635**
	Sig. (2-tailed)		,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
I2	Pearson Correlation	,451**	1	,489**	,406**	,450**	,450**	,389**	,555**	,409**	,443**	,376**	,238**	,467**	,295**	,488**	,496**	,436**	,366**	,434**	,688**
	Sig. (2-tailed)	,000		,000	,000	,000	,000	,000	,000	,000	,000	,000	,001	,000	,000	,000	,000	,000	,000	,000	,000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
I3	Pearson Correlation	,511**	,489**	1	,450**	,428**	,350**	,398**	,415**	,387**	,456**	,376**	,266**	,440**	,397**	,411**	,467**	,341**	,432**	,424**	,673**
	Sig. (2-tailed)	,000	,000		,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
I4	Pearson Correlation	,459**	,406**	,450**	1	,363**	,501**	,288**	,348**	,377**	,341**	,363**	,318**	,345**	,307**	,324**	,449**	,337**	,328**	,385**	,612**
	Sig. (2-tailed)	,000	,000	,000		,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
I5	Pearson Correlation	,318**	,450**	,428**	,363**	1	,420**	,323**	,471**	,446**	,449**	,277**	,267**	,498**	,383**	,325**	,457**	,406**	,329**	,488**	,645**
	Sig. (2-tailed)	,000	,000	,000	,000		,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
I6	Pearson Correlation	,424**	,450**	,350**	,501**	,420**	1	,277**	,497**	,341**	,297**	,358**	,363**	,447**	,372**	,365**	,408**	,413**	,402**	,428**	,646**
	Sig. (2-tailed)	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
I7	Pearson Correlation	,329**	,389**	,398**	,288**	,323**	,277**	1	,418**	,419**	,515**	,311**	,267**	,389**	,306**	,422**	,293**	,331**	,337**	,377**	,605**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
I8	Pearson Correlation	,436**	,555**	,415**	,348**	,471**	,497**	,418**	1	,432**	,504**	,395**	,375**	,529**	,405**	,470**	,474**	,528**	,447**	,477**	,735**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
I9	Pearson Correlation	,372**	,409**	,387**	,377**	,446**	,341**	,419**	,432**	1	,501**	,270**	,364**	,381**	,397**	,451**	,383**	,394**	,312**	,338**	,642**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
I10	Pearson Correlation	,394**	,443**	,456**	,341**	,449**	,297**	,515**	,504**	,501**	1	,352**	,333**	,540**	,402**	,533**	,434**	,359**	,426**	,406**	,701**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
R11	Pearson Correlation	,376**	,376**	,376**	,363**	,277**	,358**	,311**	,395**	,270**	,352**	1	,372**	,391**	,360**	,306**	,430**	,349**	,376**	,362**	,601**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
R12	Pearson Correlation	,289**	,238**	,266**	,318**	,267**	,363**	,267**	,375**	,364**	,333**	,372**	1	,332**	,312**	,329**	,355**	,304**	,344**	,231**	,545**
	Sig. (2-tailed)	,000	,001	,000	,000	,000	,000	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000	,000	,001	,000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
R13	Pearson Correlation	,393**	,467**	,440**	,345**	,498**	,447**	,389**	,529**	,381**	,540**	,391**	,332**	1	,510**	,391**	,484**	,568**	,434**	,517**	,723**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000	,000	,000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
R14	Pearson Correlation	,326**	,295**	,397**	,307**	,383**	,372**	,306**	,405**	,397**	,402**	,360**	,312**	,510**	1	,480**	,484**	,468**	,420**	,464**	,649**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000	,000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200

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R15	Pearson Correlation	,361**	,488**	,411**	,324**	,325**	,365**	,422**	,470**	,451**	,533**	,306**	,329**	,391**	,480**	1	,547**	,417**	,356**	,397**	,674**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
R16	Pearson Correlation	,361**	,496**	,467**	,449**	,457**	,408**	,293**	,474**	,383**	,434**	,430**	,355**	,484**	,484**	,547**	1	,406**	,508**	,471**	,709**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000		,000	,000	,000	,000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
R17	Pearson Correlation	,404**	,436**	,341**	,337**	,406**	,413**	,331**	,528**	,394**	,359**	,349**	,304**	,568**	,468**	,417**	,406**	1	,400**	,506**	,669**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000		,000	,000	,000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
R18	Pearson Correlation	,390**	,366**	,432**	,328**	,329**	,402**	,337**	,447**	,312**	,426**	,376**	,344**	,434**	,420**	,356**	,508**	,400**	1	,432**	,639**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000		,000	,000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
R19	Pearson Correlation	,352**	,434**	,424**	,385**	,488**	,428**	,377**	,477**	,338**	,406**	,362**	,231**	,517**	,464**	,397**	,471**	,506**	,432**	1	,677**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,001	,000	,000	,000	,000	,000	,000		,000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
TOTAL	Pearson Correlation	,635**	,688**	,673**	,612**	,645**	,646**	,605**	,735**	,642**	,701**	,601**	,545**	,723**	,649**	,674**	,709**	,669**	,639**	,677**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200

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

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Uji ReliabilitasVariabel*Islamic Ethical Behaviour*

Case Processing Summary

		N	%
Cases	Valid	35	100,0
	Excluded[a]	0	,0
	Total	35	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,948	21

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
S1	85,9143	212,257	,498	,949
S2	85,8857	211,751	,669	,946
S3	85,7143	208,445	,739	,945
S4	86,2000	211,165	,697	,946
S5	85,9429	213,820	,569	,947
S6	85,5714	206,605	,621	,947
A7	86,2571	208,667	,690	,946
A8	86,0286	207,499	,731	,945
A9	85,4286	204,370	,710	,945
A10	86,1429	209,655	,682	,946
A11	85,6000	208,188	,709	,945
T12	86,0571	206,879	,676	,946
T13	86,5714	213,252	,530	,948
T14	85,7714	206,299	,636	,947
T15	86,1429	210,950	,634	,947
T16	85,8286	201,970	,809	,944
F17	86,0000	207,647	,769	,945
F18	85,9714	210,264	,689	,946
F19	86,3429	214,585	,548	,948
F20	85,9714	202,970	,753	,945
F21	85,8000	207,518	,682	,946

Uji ReliabilitasValiditas*Customer Satisfaction*

Case Processing Summary

		N	%
Cases	Valid	35	100,0
	Excluded[a]	0	,0
	Total	35	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,925	20

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
TA1	79,3143	142,928	,535	,923
TA2	79,6857	141,928	,506	,924
TA3	79,3714	144,417	,419	,925
E4	79,5714	144,840	,470	,924
E5	79,5714	139,193	,649	,920
E6	79,6286	137,946	,702	,919
E7	79,2571	138,314	,700	,919
E8	79,5714	143,252	,487	,924
RS9	79,6286	135,417	,792	,917
RS10	79,6857	139,163	,588	,922
RS11	79,4000	140,365	,702	,920
RS12	79,5714	139,193	,591	,922
RL13	79,5714	142,252	,552	,923
RL14	79,7714	142,887	,511	,923
RL15	79,4571	140,197	,695	,920
AS16	78,9714	143,558	,495	,924
AS17	79,8286	141,323	,611	,921
AS18	79,5143	140,845	,602	,921
AS19	79,4571	134,079	,758	,918
AS20	79,2000	143,871	,528	,923

Uji ReliabilitasVariabel*Customer Trust*

Case Processing Summary

		N	%
Cases	Valid	35	100,0
	Excluded[a]	0	,0
	Total	35	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,925	19

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
I1	81,9700	125,105	,584	,921
I2	82,1950	124,339	,645	,920
I3	82,1150	124,555	,628	,920
I4	82,0400	126,039	,561	,922
I5	82,1900	125,019	,596	,921
I6	82,0950	125,071	,598	,921
I7	82,6050	123,175	,538	,923
I8	82,2200	122,765	,695	,919
I9	82,3100	124,607	,591	,921
I10	82,1950	122,600	,654	,920
R11	81,9200	123,963	,538	,923
R12	82,3100	125,069	,474	,924
R13	82,0350	123,742	,684	,919
R14	81,9400	124,187	,597	,921
R15	82,0350	123,702	,625	,920
R16	81,9550	124,144	,669	,920
R17	82,0450	123,993	,621	,921
R18	82,1450	126,165	,594	,921
R19	82,1900	124,024	,631	,920

LAMPIRAN R TABEL

Distribusir$_{tabel}$Signifikansi 5%atau 0,05 dengan uji duaarah35 Responden

df = (N-2)	Tingkat signifikansi untuk uji dua arah				
	0.1	**0.05**	**0.02**	**0.01**	**0.001**
1	0.9877	0.9969	0.9995	0.9999	1.0000
2	0.9000	0.9500	0.9800	0.9900	0.9990
3	0.8054	0.8783	0.9343	0.9587	0.9911
4	0.7293	0.8114	0.8822	0.9172	0.9741
5	0.6694	0.7545	0.8329	0.8745	0.9509
6	0.6215	0.7067	0.7887	0.8343	0.9249
7	0.5822	0.6664	0.7498	0.7977	0.8983
8	0.5494	0.6319	0.7155	0.7646	0.8721
9	0.5214	0.6021	0.6851	0.7348	0.8470
10	0.4973	0.5760	0.6581	0.7079	0.8233
11	0.4762	0.5529	0.6339	0.6835	0.8010
12	0.4575	0.5324	0.6120	0.6614	0.7800
13	0.4409	0.5140	0.5923	0.6411	0.7604
14	0.4259	0.4973	0.5742	0.6226	0.7419
15	0.4124	0.4821	0.5577	0.6055	0.7247
16	0.4000	0.4683	0.5425	0.5897	0.7084
17	0.3887	0.4555	0.5285	0.5751	0.6932
18	0.3783	0.4438	0.5155	0.5614	0.6788
19	0.3687	0.4329	0.5034	0.5487	0.6652
20	0.3598	0.4227	0.4921	0.5368	0.6524
21	0.3515	0.4132	0.4815	0.5256	0.6402
22	0.3438	0.4044	0.4716	0.5151	0.6287
23	0.3365	0.3961	0.4622	0.5052	0.6178
24	0.3297	0.3882	0.4534	0.4958	0.6074
25	0.3233	0.3809	0.4451	0.4869	0.5974
26	0.3172	0.3739	0.4372	0.4785	0.5880
27	0.3115	0.3673	0.4297	0.4705	0.5790
28	0.3061	0.3610	0.4226	0.4629	0.5703
29	0.3009	0.3550	0.4158	0.4556	0.5620
30	0.2960	0.3494	0.4093	0.4487	0.5541
31	0.2913	0.3440	0.4032	0.4421	0.5465
32	0.2869	0.3388	0.3972	0.4357	0.5392
33	0.2826	0.3338	0.3916	0.4296	0.5322
34	0.2785	0.3291	0.3862	0.4238	0.5254
35	0.2746	0.3246	0.3810	0.4182	0.5189

LAMPIRAN HASIL PENGUJIAN DESKRIPTIF

Hasil PengujianDeskriptif*Islamic Ethical Behaviour*

No	Dimensi	Skor	Pertanyaan	Rata-rata Skor	%
1	*Shiddiq*	5146	6	857.67	25.39
2	*Amanah*	4341	5	868.20	25.70
3	*Tabligh*	4149	5	829.80	24.56
4	*Fathanah*	4114	5	822.80	24.35
		17750	**21**	**3378.47**	**100**

Hasil PengujianDeskriptif*Customer Satisfaction*

No	Dimensi	Skor	Pertanyaan	Rata-rata Skor	%
1	*Tangible*	2490	3	830.00	19.91
2	*Emphaty*	4208	5	841.60	20.18
3	*Responsiveness*	3280	4	820.00	19.67
4	*Reliability*	2475	3	825.00	19.79
5	*Assurance*	4266	5	853.20	20.46
		16719	**20**	**4169.80**	**100**

Hasil PengujianDeskriptif*Customer Trust*

No	Dimensi	Skor	Pertanyaan	Rata-rata Skor	%
1	*Integrity*	8887	10	888.70	49.26
2	*Reputation*	8239	9	915.44	50.74
		17126	**19**	**1804.14**	**100**

LAMPIRAN HASIL PENGUJIAN VERIFIKATIF

Hasil PengujianAsumsi Dasar SEM

1. Jumlah Sampel

Notes for Group (Group number 1)

The model is recursive.
Sample size = 200

2. Normalitas Data

Assessment of normality (Group number 1)

Variable	min	max	skew	c.r.	kurtosis	c.r.
R	23,000	58,000	-,298	-1,723	,317	,916
I	29,000	61,000	-,178	-1,028	-,263	-,759
TA	7,000	18,000	,148	,856	-,490	-1,416
E	10,000	31,000	-,096	-,552	-,040	-,115
RS	9,000	23,000	-,250	-1,441	-,452	-1,304
RL	7,000	18,000	-,198	-1,145	-,277	-,799
AS	11,000	30,000	,076	,441	-,361	-1,043
F	12,000	30,000	-,110	-,633	-,281	-,812
T	13,000	33,000	,084	,487	-,132	-,382
A	13,000	32,000	,038	,220	-,108	-,313
S	14,000	37,000	-,030	-,174	,480	1,384
Multivariate					5,332	2,229

3. Outlier Data

Observations farthest from the centroid (Mahalanobis distance) (Group number 1)

Observation number	Mahalanobis d-squared	p1	p2
178	26,923	,005	,612
87	25,509	,008	,454
194	25,166	,009	,249
151	23,661	,014	,318
36	23,470	,015	,189
84	22,723	,019	,193
111	22,439	,021	,135
30	20,955	,034	,366

Observation number	Mahalanobis d-squared	p1	p2
49	20,278	,042	,455
33	19,998	,045	,422
161	19,829	,048	,359
125	19,601	,051	,327
105	19,265	,056	,342
43	19,166	,058	,276
121	19,033	,061	,232
139	18,989	,061	,168
101	18,559	,069	,229
40	18,352	,074	,223
28	18,185	,077	,208
154	18,070	,080	,178
62	18,068	,080	,123
175	17,978	,082	,099
92	17,691	,089	,124
45	17,468	,095	,137
59	17,255	,101	,151
80	17,147	,104	,135
107	16,986	,108	,136
81	16,623	,120	,214
99	16,581	,121	,173
97	16,581	,121	,126
123	16,570	,121	,091
51	16,523	,123	,071
188	16,476	,124	,055
82	16,471	,125	,037
115	16,380	,128	,032
5	16,340	,129	,024
186	16,173	,135	,028
170	16,122	,137	,022
98	16,103	,137	,015
171	15,712	,152	,041
44	15,578	,158	,044
104	15,533	,159	,035
122	15,227	,172	,069
14	15,108	,178	,073
77	15,096	,178	,054
130	15,042	,181	,045
191	14,920	,186	,049

Observation number	Mahalanobis d-squared	p1	p2
86	14,606	,201	,102
187	14,546	,204	,092
12	14,543	,204	,068
195	14,390	,212	,084
89	14,216	,221	,110
93	14,059	,230	,136
34	13,896	,239	,170
177	13,769	,246	,192
15	13,630	,254	,222
76	13,619	,255	,184
20	13,560	,258	,172
65	13,480	,263	,172
150	13,427	,266	,159
128	13,203	,280	,240
196	13,076	,288	,273
60	13,073	,289	,226
155	13,044	,290	,199
11	13,030	,291	,166
109	12,899	,300	,197
17	12,868	,302	,174
94	12,802	,306	,170
133	12,727	,312	,172
47	12,405	,334	,340
157	12,234	,346	,424
35	12,232	,346	,369
32	12,206	,348	,335
71	12,015	,363	,439
118	12,011	,363	,385
146	11,930	,369	,399
2	11,895	,372	,373
78	11,881	,373	,330
52	11,870	,374	,288
182	11,817	,378	,279
134	11,764	,382	,270
102	11,748	,383	,236
149	11,747	,383	,195
153	11,614	,393	,241
61	11,368	,413	,390
66	10,990	,444	,681

Observation number	Mahalanobis d-squared	p1	p2
198	10,873	,454	,729
189	10,856	,455	,693
119	10,851	,456	,646
144	10,844	,456	,599
197	10,711	,468	,667
42	10,703	,468	,621
165	10,569	,480	,690
126	10,507	,485	,694
143	10,436	,492	,706
135	10,393	,495	,694
183	10,375	,497	,659
167	10,353	,499	,627
73	10,317	,502	,607
184	10,312	,503	,557

4. Multikolinearitas

Sample Covariances (Group number 1)

	R	I	TA	E	RS	RL	AS	F	T	A	S
R	34,507										
I	29,805	40,026									
TA	,432	,199	5,687								
E	2,252	3,093	5,342	13,538							
RS	,627	-,029	3,495	8,189	8,340						
RL	,827	,692	2,711	6,120	5,210	5,844					
AS	2,421	1,701	4,476	9,472	7,488	6,086	12,691				
F	-2,011	,562	,493	,082	,047	,311	-,003	13,405			
T	-1,080	1,366	,065	-,070	-,068	,436	-,011	9,730	12,350		
A	-,542	1,603	,513	,232	-,037	,616	-,023	10,318	9,635	13,358	
S	-2,882	-1,078	,846	,076	,078	,601	,239	10,559	10,196	11,255	16,067

Condition number = 42,233

Eigenvalues

68,041 45,071 34,158 7,308 4,321 3,923 3,269 3,058 2,774 2,280 1,611

Determinant of sample covariance matrix = 1321790941,394

Hasil Pengujian SEM

1. Spesifikasi dan Identifikasi

Notes for Model (Default model)

Computation of degrees of freedom (Default model)

Number of distinct sample moments:	66
Number of distinct parameters to be estimated:	24
Degrees of freedom (66 - 24):	42

Result (Default model)

Minimum was achieved
Chi-square = 141,572
Degrees of freedom = 42
Probability level = ,000

2. Estimasi

Maximum Likelihood Estimates

Regression Weights: (Group number 1 - Default model)

			Estimate	S.E.	C.R.	P	Label
CT	<---	IEB	-1,650	,220	-7,503	***	par_1
CT	<---	CS	,441	,114	3,856	***	par_2
S	<---	IEB	1,000				
A	<---	IEB	,886	,070	12,738	***	par_4
T	<---	IEB	,826	,059	13,940	***	par_5
F	<---	IEB	,995	,073	13,652	***	par_6
AS	<---	CS	1,000				
RL	<---	CS	,640	,031	20,621	***	par_7
RS	<---	CS	,833	,036	23,065	***	par_8
E	<---	CS	1,030	,045	22,757	***	par_9
TA	<---	CS	,475	,032	14,813	***	par_10
I	<---	CT	1,000				
R	<---	CT	1,176	,107	10,950	***	par_11

Standardized Regression Weights: (Group number 1 - Default model)

			Estimate
CT	<---	IEB	-,049

			Estimate
CT	<---	CS	,091
S	<---	IEB	,848
A	<---	IEB	,890
T	<---	IEB	,855
F	<---	IEB	,867
AS	<---	CS	,837
RL	<---	CS	,822
RS	<---	CS	,881
E	<---	CS	,871
TA	<---	CS	,622
I	<---	CT	,861
R	<---	CT	,932

Covariances: (Group number 1 - Default model)

			Estimate	S.E.	C.R.	P	Label
IEB	<-->	CS	1,560	,623	2,504	,012	par_3

Correlations: (Group number 1 - Default model)

			Estimate
IEB	<-->	CS	,199

Variances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
IEB	11,562	1,589	7,278	***	par_11
CS	8,887	1,250	7,110	***	par_12
e12	29,573	3,357	8,809	***	par_13
e1	4,505	,581	7,756	***	par_14
e2	2,768	,418	6,624	***	par_15
e3	3,323	,438	7,587	***	par_16
e4	3,338	,455	7,337	***	par_17
e5	3,804	,484	7,859	***	par_18
e6	1,896	,235	8,070	***	par_19
e7	1,872	,273	6,860	***	par_20
e8	3,273	,463	7,063	***	par_21
e9	3,489	,372	9,385	***	par_22
e10	10,430	1,905	5,476	***	par_23
e11	4,493	1,654	2,716	,007	par_24

Squared Multiple Correlations: (Group number 1 - Default model)

	Estimate
CT	,011
R	,869
I	,741
TA	,387
E	,758
RS	,776
RL	,676
AS	,700
F	,751
T	,731
A	,793
S	,720

Matrices (Group number 1 - Default model)

Implied (for all variables) Covariances (Group number 1 - Default model)

	CS	IEB	CT	R	I	TA	E	RS	RL	AS	F	T	A	S
CS	8,887													
IEB	,227	11,562												
CT	1,470	-,878	29,888											
R	1,470	-,878	29,888	34,381										
I	1,470	-,878	29,888	29,888	40,318									
TA	4,420	,113	,731	,731	,731	5,687								
E	9,551	,244	1,580	1,580	1,580	4,750	13,538							
RS	7,581	,193	1,254	1,254	1,254	3,771	8,148	8,340						
RL	5,923	,151	,980	,980	,980	2,946	6,366	5,053	5,844					
AS	8,887	,227	1,470	1,470	1,470	4,420	9,551	7,581	5,923	12,691				
F	,211	10,788	-,819	-,819	-,819	,105	,227	,180	,141	,211	13,405			
T	,200	10,216	-,775	-,775	-,775	,100	,215	,171	,133	,200	9,533	12,350		
A	,217	11,065	-,840	-,840	-,840	,108	,233	,185	,145	,217	10,325	9,778	13,358	
S	,227	11,562	-,878	-,878	-,878	,113	,244	,193	,151	,227	10,788	10,216	11,065	16,067

Implied (for all variables) Correlations (Group number 1 - Default model)

	CS	IEB	CT	R	I	TA	E	RS	RL	AS	F	T	A	S
CS	1,000													
IEB	,022	1,000												
CT	,090	-,047	1,000											
R	,084	-,044	,932	1,000										
I	,078	-,041	,861	,803	1,000									
TA	,622	,014	,056	,052	,048	1,000								
E	,871	,019	,079	,073	,068	,541	1,000							

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	CS	IEB	CT	R	I	TA	E	RS	RL	AS	F	T	A	S
RS	,881	,020	,079	,074	,068	,547	,767	1,000						
RL	,822	,018	,074	,069	,064	,511	,716	,724	1,000					
AS	,837	,019	,075	,070	,065	,520	,729	,737	,688	1,000				
F	,019	,867	-,041	-,038	-,035	,012	,017	,017	,016	,016	1,000			
T	,019	,855	-,040	-,038	-,035	,012	,017	,017	,016	,016	,741	1,000		
A	,020	,890	-,042	-,039	-,036	,012	,017	,018	,016	,017	,772	,761	1,000	
S	,019	,848	-,040	-,037	-,034	,012	,017	,017	,016	,016	,735	,725	,755	1,000

Implied Covariances (Group number 1 - Default model)

	R	I	TA	E	RS	RL	AS	F	T	A	S
R	34,381										
I	29,888	40,318									
TA	,731	,731	5,687								
E	1,580	1,580	4,750	13,538							
RS	1,254	1,254	3,771	8,148	8,340						
RL	,980	,980	2,946	6,366	5,053	5,844					
AS	1,470	1,470	4,420	9,551	7,581	5,923	12,691				
F	-,819	-,819	,105	,227	,180	,141	,211	13,405			
T	-,775	-,775	,100	,215	,171	,133	,200	9,533	12,350		
A	-,840	-,840	,108	,233	,185	,145	,217	10,325	9,778	13,358	
S	-,878	-,878	,113	,244	,193	,151	,227	10,788	10,216	11,065	16,067

Implied Correlations (Group number 1 - Default model)

	R	I	TA	E	RS	RL	AS	F	T	A	S
R	1,000										
I	,803	1,000									

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	R	I	TA	E	RS	RL	AS	F	T	A	S
TA	,052	,048	1,000								
E	,073	,068	,541	1,000							
RS	,074	,068	,547	,767	1,000						
RL	,069	,064	,511	,716	,724	1,000					
AS	,070	,065	,520	,729	,737	,688	1,000				
F	-,038	-,035	,012	,017	,017	,016	,016	1,000			
T	-,038	-,035	,012	,017	,017	,016	,016	,741	1,000		
A	-,039	-,036	,012	,017	,018	,016	,017	,772	,761	1,000	
S	-,037	-,034	,012	,017	,017	,016	,016	,735	,725	,755	1,000

Residual Covariances (Group number 1 - Default model)

	R	I	TA	E	RS	RL	AS	F	T	A	S
R	,126										
I	-,083	-,292									
TA	-,299	-,532	,000								
E	,672	1,512	,592	,000							
RS	-,627	-1,283	-,276	,041	,000						
RL	-,153	-,288	-,235	-,246	,157	,000					
AS	,950	,231	,056	-,079	-,093	,163	,000				
F	-1,192	1,381	,388	-,145	-,133	,170	-,215	,000			
T	-,305	2,141	-,035	-,285	-,239	,302	-,211	,197	,000		
A	,297	2,443	,405	-,001	-,222	,471	-,240	-,007	-,143	,000	
S	-2,005	-,200	,734	-,168	-,115	,450	,013	-,230	-,020	,190	,000

Standardized Residual Covariances (Group number 1 - Default model)

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	R	I	TA	E	RS	RL	AS	F	T	A	S
R	,037										
I	-,025	-,072									
TA	-,301	-,495	,000								
E	,438	,911	,836	,000							
RS	-,521	-,985	-,495	,043	,000						
RL	-,152	-,264	-,511	-,317	,257	,000					
AS	,640	,144	,083	-,069	-,103	,220	,000				
F	-,783	,837	,627	-,152	-,178	,271	-,232	,000			
T	-,209	1,353	-,059	-,311	-,332	,502	-,238	,174	,000		
A	,196	1,484	,655	-,001	-,297	,752	-,259	-,006	-,125	,000	
S	-1,202	-,111	1,083	-,160	-,140	,655	,012	-,178	-,016	,146	,000

Factor Score Weights (Group number 1 - Default model)

	R	I	TA	E	RS	RL	AS	F	T	A	S
CS	,003	,001	,100	,231	,320	,247	,185	,000	,000	,001	,000
IEB	-,001	-,001	,000	,001	,001	,001	,000	,246	,234	,305	,195
CT	,632	,272	,002	,004	,005	,004	,003	-,002	-,002	-,002	-,001

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3. Uji Kecocokan Model

Model Fit Summary

CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	24	53,362	42	,000	1,271
Saturated model	66	,000	0		
Independence model	11	1488,093	55	,000	27,056

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	,640	,956	,930	,608
Saturated model	,000	1,000		
Independence model	5,442	,395	,274	,329

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	,964	,953	,992	,990	,992
Saturated model	1,000		1,000		1,000
Independence model	,000	,000	,000	,000	,000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	,764	,736	,758
Saturated model	,000	,000	,000
Independence model	1,000	,000	,000

NCP

Model	NCP	LO 90	HI 90
Default model	11,362	,000	34,232

Model	NCP	LO 90	HI 90
Saturated model	,000	,000	,000
Independence model	1433,093	1311,016	1562,552

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	,268	,057	,000	,172
Saturated model	,000	,000	,000	,000
Independence model	7,478	7,201	6,588	7,852

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	,037	,000	,064	,761
Independence model	,362	,346	,378	,000

AIC

Model	AIC	BCC	BIC	CAIC
Default model	101,362	104,442	180,522	204,522
Saturated model	132,000	140,471	349,689	415,689
Independence model	1510,093	1511,505	1546,374	1557,374

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	,509	,452	,624	,525
Saturated model	,663	,663	,663	,706
Independence model	7,588	6,975	8,239	7,596

HOELTER

Model	HOELTER .05	HOELTER .01
Default model	217	247

Model	HOELTER .05	HOELTER .01
Independence model	10	12

Execution time summary

Minimization: ,016
Miscellaneous: ,593
Bootstrap: ,000
Total: ,609

4. Uji Construct Reliability dan Variance Extract *Islamic Ethical Behaviour*, *Customer Satisfaction* dan *Customer Trust*

No	Variabel	Dimensi	Standard Loading (Loading Factor) SRW	Standard Loading2	Measuremen Error (1-Std Loading2)	CR	VE
1	Islamic Ethical Behaviour	**S**	0.826	0.682	0.318	0.921	0.746
		A	0.884	0.781	0.219		
		T	0.873	0.762	0.238		
		F	0.870	0.757	0.243		
		Std.Load	**3.453**	**2.983**	**1.017**		
		Std.Load2	**11.923**				
			12.940	*4.000*			
2	Customer Satisfaction	**TA**	0.622	0.387	0.613	0.905	0.659
		E	0.870	0.757	0.243		
		RS	0.882	0.778	0.222		
		RL	0.822	0.676	0.324		
		A	0.836	0.699	0.301		
		Std.Load	**4.032**	**3.296**	**1.704**		
		Std.Load2	**16.257**				
			17.961	*5.000*			
3	Customer Trust	**I**	0.863	0.745	0.255	0.891	0.804
		R	0.929	0.863	0.137		
		Std.Load	**1.792**	**1.608**	**0.392**		
		Std.Load2	**3.211**				
			3.603	*2.000*			