Tabel 1. Hasil Uji Validitas Variabel Kualitas Pelayanan (X1)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Pertanyaan** | **r-Hitung** |  | **r-Tabel** | **Nilai Sig.** | **Keterangan** |
| 1 | X1.D1.1 | 0,446 | **>** | 0,1946 | 0,000 | Valid |
| 2 | X1.D1.1 | 0,637 | **>** | 0,1946 | 0,000 | Valid |
| 3 | X1.D1.3 | 0,522 | **>** | 0,1946 | 0,000 | Valid |
| 4 | X1.D1.4 | 0,489 | **>** | 0,1946 | 0,000 | Valid |
| 5 | X1.D1.5 | 0,622 | **>** | 0,1946 | 0,000 | Valid |
| 6 | X1.D2.1 | 0,390 | **>** | 0,1946 | 0,000 | Valid |
| 7 | X1.D2.2 | 0,466 | **>** | 0,1946 | 0,000 | Valid |
| 8 | X1.D2.3 | 0,552 | **>** | 0,1946 | 0,000 | Valid |
| 9 | X1.D2.4 | 0,459 | **>** | 0,1946 | 0,000 | Valid |
| 10 | X1.D2.5 | 0,627 | **>** | 0,1946 | 0,000 | Valid |
| 11 | X1.D3.1 | 0,462 | **>** | 0,1946 | 0,000 | Valid |
| 12 | X1.D3.2 | 0,409 | **>** | 0,1946 | 0,000 | Valid |
| 13 | X1.D3.3 | 0,602 | **>** | 0,1946 | 0,000 | Valid |
| 14 | X1.D3.4 | 0,587 | **>** | 0,1946 | 0,000 | Valid |
| 15 | X1.D3.5 | 0,572 | **>** | 0,1946 | 0,000 | Valid |
| 16 | X1.D4.1 | O,458 | **>** | 0,1946 | 0,000 | Valid |
| 17 | X1.D4.2 | 0,405 | **>** | 0,1946 | 0,000 | Valid |
| 18 | X1.D4.3 | 0,479 | **>** | 0,1946 | 0,000 | Valid |
| 19 | X1.D4.4 | 0,602 | **>** | 0,1946 | 0,000 | Valid |
| 20 | X1.D4.5 | 0,584 | **>** | 0,1946 | 0,000 | Valid |
| 21 | X1.D5.1 | 0,435 | **>** | 0,1946 | 0,000 | Valid |
| 22 | X1.D5.2 | 0,507 | **>** | 0,1946 | 0,000 | Valid |
| 23 | X1.D5.3 | 0,361 | **>** | 0,1946 | 0,000 | Valid |
| 24 | X1.D5.4 | 0,631 | **>** | 0,1946 | 0,000 | Valid |
| 25 | X1.D5.5 | 0,578 | **>** | 0,1946 | 0,000 | Valid |

Tabel 1. Hasil Uji Validitas Variabel Kualitas Pelayanan (X1)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Pertanyaan** | **r-Hitung** |  | **r-Tabel** | **Nilai Sig.** | **Keterangan** |
| 1 | X1.D1.1 | 0,446 | **>** | 0,1946 | 0,000 | Valid |
| 2 | X1.D1.1 | 0,637 | **>** | 0,1946 | 0,000 | Valid |
| 3 | X1.D1.3 | 0,522 | **>** | 0,1946 | 0,000 | Valid |
| 4 | X1.D1.4 | 0,489 | **>** | 0,1946 | 0,000 | Valid |
| 5 | X1.D1.5 | 0,622 | **>** | 0,1946 | 0,000 | Valid |
| 6 | X1.D2.1 | 0,390 | **>** | 0,1946 | 0,000 | Valid |
| 7 | X1.D2.2 | 0,466 | **>** | 0,1946 | 0,000 | Valid |
| 8 | X1.D2.3 | 0,552 | **>** | 0,1946 | 0,000 | Valid |
| 9 | X1.D2.4 | 0,459 | **>** | 0,1946 | 0,000 | Valid |
| 10 | X1.D2.5 | 0,627 | **>** | 0,1946 | 0,000 | Valid |
| 11 | X1.D3.1 | 0,462 | **>** | 0,1946 | 0,000 | Valid |
| 12 | X1.D3.2 | 0,409 | **>** | 0,1946 | 0,000 | Valid |
| 13 | X1.D3.3 | 0,602 | **>** | 0,1946 | 0,000 | Valid |
| 14 | X1.D3.4 | 0,587 | **>** | 0,1946 | 0,000 | Valid |
| 15 | X1.D3.5 | 0,572 | **>** | 0,1946 | 0,000 | Valid |
| 16 | X1.D4.1 | O,458 | **>** | 0,1946 | 0,000 | Valid |
| 17 | X1.D4.2 | 0,405 | **>** | 0,1946 | 0,000 | Valid |
| 18 | X1.D4.3 | 0,479 | **>** | 0,1946 | 0,000 | Valid |
| 19 | X1.D4.4 | 0,602 | **>** | 0,1946 | 0,000 | Valid |
| 20 | X1.D4.5 | 0,584 | **>** | 0,1946 | 0,000 | Valid |
| 21 | X1.D5.1 | 0,435 | **>** | 0,1946 | 0,000 | Valid |
| 22 | X1.D5.2 | 0,507 | **>** | 0,1946 | 0,000 | Valid |
| 23 | X1.D5.3 | 0,361 | **>** | 0,1946 | 0,000 | Valid |
| 24 | X1.D5.4 | 0,631 | **>** | 0,1946 | 0,000 | Valid |
| 25 | X1.D5.5 | 0,578 | **>** | 0,1946 | 0,000 | Valid |

Tabel 2. Hasil Uji Validitas Variabel Kepercayaan (X2)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Pertanyaan** | **r-Hitung** |  | **r-Tabel** | **Nilai Sig.** | **Keterangan** |
| 1 | X2.D1.1 | 0,350 | **>** | 0,1946 | 0,000 | Valid |
| 2 | X2.D1.1 | 0,283 | **>** | 0,1946 | 0,000 | Valid |
| 3 | X2.D1.3 | 0,483 | **>** | 0,1946 | 0,000 | Valid |
| 4 | X2.D1.4 | 0,522 | **>** | 0,1946 | 0,000 | Valid |
| 5 | X2.D1.5 | 0,501 | **>** | 0,1946 | 0,000 | Valid |
| 6 | X2.D2.1 | 0,391 | **>** | 0,1946 | 0,000 | Valid |
| 7 | X2.D2.2 | 0,318 | **>** | 0,1946 | 0,000 | Valid |
| 8 | X2.D2.3 | 0,503 | **>** | 0,1946 | 0,000 | Valid |
| 9 | X2.D2.4 | 0,458 | **>** | 0,1946 | 0,000 | Valid |
| 10 | X2.D2.5 | 0,572 | **>** | 0,1946 | 0,000 | Valid |
| 11 | X2.D3.1 | 0,321 | **>** | 0,1946 | 0,000 | Valid |
| 12 | X2.D3.2 | 0,324 | **>** | 0,1946 | 0,000 | Valid |
| 13 | X2.D3.3 | 0,432 | **>** | 0,1946 | 0,000 | Valid |
| 14 | X2.D3.4 | 0,507 | **>** | 0,1946 | 0,000 | Valid |
| 15 | X2.D3.5 | 0,523 | **>** | 0,1946 | 0,000 | Valid |
| 16 | X2.D4.1 | 0,426 | **>** | 0,1946 | 0,000 | Valid |
| 17 | X2.D4.2 | 0,362 | **>** | 0,1946 | 0,000 | Valid |
| 18 | X2.D4.3 | 0,521 | **>** | 0,1946 | 0,000 | Valid |
| 19 | X2.D4.4 | 0,507 | **>** | 0,1946 | 0,000 | Valid |
| 20 | X2.D4.5 | 0,512 | **>** | 0,1946 | 0,000 | Valid |
| 21 | X2.D5.1 | 0,429 | **>** | 0,1946 | 0,000 | Valid |
| 22 | X2.D5.2 | 0,385 | **>** | 0,1946 | 0,000 | Valid |
| 23 | X2.D5.3 | 0,381 | **>** | 0,1946 | 0,000 | Valid |
| 24 | X2.D5.4 | 0,524 | **>** | 0,1946 | 0,000 | Valid |
| 25 | X2.D5.5 | 0,657 | **>** | 0,1946 | 0,000 | Valid |

Tabel 3. Hasil Uji Validitas Variabel Kepuasan Muzakki (Y)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Pertanyaan** | **r-Hitung** |  | **r-Tabel** | **Nilai Sig.** | **Keterangan** |
| 1 | Y.D1.1 | 0,484 | **>** | 0,1946 | 0,000 | Valid |
| 2 | Y.D1.1 | 0,429 | **>** | 0,1946 | 0,000 | Valid |
| 3 | Y.D1.3 | 0,539 | **>** | 0,1946 | 0,000 | Valid |
| 4 | Y.D1.4 | 0,636 | **>** | 0,1946 | 0,000 | Valid |
| 5 | Y.D1.5 | 0,473 | **>** | 0,1946 | 0,000 | Valid |
| 6 | Y.D2.1 | 0,542 | **>** | 0,1946 | 0,000 | Valid |
| 7 | Y.D2.2 | 0,443 | **>** | 0,1946 | 0,000 | Valid |
| 8 | Y.D2.3 | 0,422 | **>** | 0,1946 | 0,000 | Valid |
| 9 | Y.D2.4 | 0,537 | **>** | 0,1946 | 0,000 | Valid |
| 10 | Y.D2.5 | 0,627 | **>** | 0,1946 | 0,000 | Valid |
| 11 | Y.D3.1 | 0,506 | **>** | 0,1946 | 0,000 | Valid |
| 12 | Y.D3.2 | 0,530 | **>** | 0,1946 | 0,000 | Valid |
| 13 | Y.D3.3 | 0,509 | **>** | 0,1946 | 0,000 | Valid |
| 14 | Y.D3.4 | 0,583 | **>** | 0,1946 | 0,000 | Valid |
| 15 | Y.D3.5 | 0,622 | **>** | 0,1946 | 0,000 | Valid |
| 16 | Y.D4.1 | 0,311 | **>** | 0,1946 | 0,000 | Valid |
| 17 | Y.D4.2 | 0,430 | **>** | 0,1946 | 0,000 | Valid |
| 18 | Y.D4.3 | 0,474 | **>** | 0,1946 | 0,000 | Valid |
| 19 | Y.D4.4 | 0,556 | **>** | 0,1946 | 0,000 | Valid |
| 20 | Y.D4.5 | 0,606 | **>** | 0,1946 | 0,000 | Valid |
| 21 | Y.D5.1 | 0,501 | **>** | 0,1946 | 0,000 | Valid |
| 22 | Y.D5.2 | 0,463 | **>** | 0,1946 | 0,000 | Valid |
| 23 | Y.D5.3 | 0,524 | **>** | 0,1946 | 0,000 | Valid |
| 24 | Y.D5.4 | 0,574 | **>** | 0,1946 | 0,000 | Valid |
| 25 | Y.D5.5 | 5,28 | **>** | 0,1946 | 0,000 | Valid |

Tabel 4. Hasil Uji Reliabilitas

|  |  |  |
| --- | --- | --- |
| **Variabel** | ***Cronbach Alpha*** | **Keterangan** |
| Kulitas Pelayanan (X1) | 0,886 | Reliabel |
| Kepercayaan (X2) | 0,839 | Reliabel |
| Kepuasan Muzakki (Y) | 0,885 | Reliabel |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | 4.988 | 5.100 |  | .978 | .331 |
| Kualitas Pelayan (X1) | .718 | .068 | .722 | 10.617 | .000 |
| Kepercayaan (X2) | .210 | .066 | .217 | 3.188 | .002 |
| a. Dependent Variable: Kepuasan Muzakki (Y) | | | | | | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **ANOVAa** | | | | | | |
| Model | | Sum of Squares | df | Mean Square | F | Sig. |
| 1 | Regression | 9521.501 | 2 | 4760.750 | 194.373 | .000b |
| Residual | 2375.809 | 97 | 24.493 |  |  |
| Total | 11897.310 | 99 |  |  |  |
| a. Dependent Variable: Kepuasan Muzakki (Y) | | | | | | |
| b. Predictors: (Constant), Kepercayaan (X2), Kualitas Pelayanan (X1) | | | | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Model Summary** | | | | |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .895a | .800 | .796 | 4.94903 |
| a. Predictors: (Constant), Kepercayaan (X2)L, Kualitas Pelayanan (X1) | | | | |