



## Lampiran 1: Kuesioner Penelitian Bank BRI

## LEMBAR KUESIONER

“ANALISIS PERBEDAAN *BRAND EQUITY* BANK BRI DENGAN BANK JATIM PADA MASYARAKAT DESA SAHANG KECAMATAN NGEHEL”

Dengan Hormat,

Dalam rangka menyelesaikan studi di Universitas Muhammadiyah Ponorogo, maka mahasiswa diwajibkan untuk menyusun skripsi. Oleh karena itu saya mohon bantuan dan kerja sama dari Bapak/Ibu untuk mengisi kuesioner ini untuk dijadikan bahan skripsi saya. Sumber informasi dari kuesioner ini terjaga kerahasiaannya dari hasil kuesioner ini karena ini hanya kepentingan ilmiah dalam menyusun skripsi. Atas kerja sama dan bantuan Bapak/Ibu saya ucapkan terima kasih

Hormat saya,

Aulya Dyan Novitasari

### Daftar Pertanyaan Responden

Penelitian Mengenai Analisis Perbandingan Brand Equity Bank JATIM Dengan  
Bank BRI pada masyarakat Desa Sahang Kecamatan Ngebel

#### I. Identitas Responden

BANK BRI

1. Nama : .....

2. Jenis Kelamin :

- ☐ Laki-laki  
☐ Perempuan

3. Usia :

- ☐ 26 – 30 Tahun  
☐ 30 – 35 Tahun  
☐ 36 – 40 Tahun  
☐ > 40 Tahun

4. Profesi :

- ☐ PNS  
☐ Petani

5. Jenis Jasa Perbankan yang digunakan:

- ☐ Menabung  
☐ Meminjam  
☐ Menabung dan Meminjam

6. Rekening Bank yang dimiliki:

- ☐ Bank BRI  
☐ Bank JATIM



## II. Petunjuk Pengisian

Bacalah dengan teliti pertanyaan dibawah ini. Anda dapat memberikan tanda checklist (√) pada kolom yang disesuaikan dengan jawaban anda.

Keterangan:

1. STS: Sangat Tidak Setuju
2. TS : Tidak Setuju
3. KS : Kurang Setuju
4. S : Setuju
5. SS : Sangat Setuju

## III. Brand Awareness

| No | Pernyataan                                                                                      | SS | S | KS | TS | STS |
|----|-------------------------------------------------------------------------------------------------|----|---|----|----|-----|
| 1  | Kemampuan mengingat nama Bank BRI ketika mengingat tentang jasa perbankan                       |    |   |    |    |     |
| 2  | Kemampuan mengingat Bank BRI sebagai jasa perbankan dengan melihat simbol,logo pada iklan       |    |   |    |    |     |
| 3  | Kemampuan mengingat jasa yang pertama muncul dibenak saya yaitu bank BRI dibandingkan yang lain |    |   |    |    |     |

## IV. Brand Association

| No | Pernyataan                                                                           | SS | S | KS | TS | STS |
|----|--------------------------------------------------------------------------------------|----|---|----|----|-----|
| 1  | Bank BRI mempunyai keunggulan dan kemudahan dalam pelayanan meminjam maupun menabung |    |   |    |    |     |
| 2  | Bank BRI mempunyai lokasi yang sangat strategis dan mudah ditemukan                  |    |   |    |    |     |
| 3  | Bank BRI terkenal dengan bank yang mempunyai reputasi baik                           |    |   |    |    |     |

## V. Perceived Quality

| No | Pernyataan                                                                      | SS | S | KS | TS | STS |
|----|---------------------------------------------------------------------------------|----|---|----|----|-----|
| 1  | Bank BRI mempunyai karyawan yang sangat memuaskan terhadap pelayanan            |    |   |    |    |     |
| 2  | Atribut dan spesifikasi bank BRI sesuai yang dipromosikan oleh petugas bank BRI |    |   |    |    |     |
| 3  | Bank BRI mengeluarkan beraneka macam varian layanan                             |    |   |    |    |     |

## VI. Brand Loyalty

| No | Pernyataan                                                                                          | SS | S | KS | TS | STS |
|----|-----------------------------------------------------------------------------------------------------|----|---|----|----|-----|
| 1  | Saya akan terus menggunakan layanan Bank BRI untuk tiap transaksi keuangan saya                     |    |   |    |    |     |
| 2  | Saya akan merekomendasikan Bank BRI kepada teman/keluarga yang akan menggunakan jasa pelayanan bank |    |   |    |    |     |
| 3  | Saya tetap memilih Bank BRI dibanding tempat yang lain walaupun bunga tinggi                        |    |   |    |    |     |

## Lampiran 2: Kuesioner Penelitian Bank

## LEMBAR KUESIONER

“ANALISIS PERBEDAAN *BRAND EQUITY* BANK BRI DENGAN BANK JATIM PADA MASYARAKAT DESA SAHANG KECAMATAN NGEHEL”

Dengan Hormat,

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Hormat saya,

Aulya Dyan Novitasari



### Daftar Pertanyaan Responden

Penelitian Mengenai Analisis Perbandingan Brand Equity Bank JATIM Dengan  
Bank BRI pada masyarakat Desa Sahang Kecamatan Ngebel

#### I. Identitas Responden

BANK JATIM

1. Nama : .....

2. Jenis Kelamin :

- ☐ Laki-laki  
☐ Perempuan

3. Usia :

- ☐ 26 – 30 Tahun  
☐ 30 – 35 Tahun  
☐ 36 – 40 Tahun  
☐ > 40 Tahun

4. Profesi :

- ☐ PNS  
☐ Petani

7. Jenis Jasa Perbankan yang digunakan:

- ☐ Menabung  
☐ Meminjam  
☐ Menabung dan Meminjam

8. Rekening Bank yang dimiliki:

- ☐ Bank BRI  
☐ Bank JATIM



## II. Petunjuk Pengisian

Bacalah dengan teliti pertanyaan dibawah ini. Anda dapat memberikan tanda checklist(√) padakolom yang disesuaikan dengan jawaban anda.

Keterangan:

1. STS : Sangat Tidak Setuju
2. TS : Tidak Setuju
3. KS : Kurang Setuju
4. S : Setuju
5. SS : Sangat Setuju

## III. Brand Awareness

| No | Pernyataan                                                                                        | SS | S | KS | TS | STS |
|----|---------------------------------------------------------------------------------------------------|----|---|----|----|-----|
| 1  | Kemampuan mengingat nama Bank JATIM ketika mengingat tentang jasa perbankan                       |    |   |    |    |     |
| 2  | Kemampuan mengingat Bank JATIM sebagai jasa perbankan dengan melihat simbol,logo pada iklan       |    |   |    |    |     |
| 3  | Kemampuan mengingat jasa yang pertama muncul dibenak saya yaitu Bank JATIM dibandingkan yang lain |    |   |    |    |     |

## IV. Brand Association

| No | Pernyataan                                                                             | SS | S | KS | TS | STS |
|----|----------------------------------------------------------------------------------------|----|---|----|----|-----|
| 1  | Bank JATIM mempunyai keunggulan dan kemudahan dalam pelayanan meminjam maupun menabung |    |   |    |    |     |
| 2  | Bank JATIM mempunyai lokasi yang sangat strategis dan mudah ditemukan                  |    |   |    |    |     |
| 3  | Bank JATIM terkenal dengan bank yang mempunyai reputasi baik                           |    |   |    |    |     |



## V. Perceived Quality

| No | Pernyataan                                                                          | SS | S | KS | TS | STS |
|----|-------------------------------------------------------------------------------------|----|---|----|----|-----|
| 1  | Bank JATIM mempunyai karyawan yang sangat memuaskan terhadap pelayanan              |    |   |    |    |     |
| 2  | Atribut dan spesifikasi bank JATIM sesuai yang dipromosikan oleh petugas bank JATIM |    |   |    |    |     |
| 3  | Bank JATIM mengeluarkan beraneka macam varian layanan                               |    |   |    |    |     |

## VI. Brand Loyalty

| No | Pernyataan                                                                                            | SS | S | KS | TS | STS |
|----|-------------------------------------------------------------------------------------------------------|----|---|----|----|-----|
| 1  | Saya akan terus menggunakan layanan Bank JATIM untuk tiap transaksi keuangan saya                     |    |   |    |    |     |
| 2  | Saya akan merekomendasikan Bank JATIM kepada teman/keluarga yang akan menggunakan jasa pelayanan bank |    |   |    |    |     |
| 3  | Saya tetap memilih Bank JATIM dibanding tempat yang lain walaupun bunga tinggi                        |    |   |    |    |     |

## Lampiran 3: Jawaban Responden Bank BRI

| No | Brand awareness |      |      | Brand Association |      |      | Perceived Quality |      |      | Brand Loyalty |      |      |
|----|-----------------|------|------|-------------------|------|------|-------------------|------|------|---------------|------|------|
|    | X1.1            | X1.2 | X1.3 | X2.1              | X2.2 | X2.3 | X3.1              | X3.2 | X3.3 | X4.1          | X4.2 | X4.3 |
| 1  | 4               | 3    | 5    | 5                 | 5    | 5    | 4                 | 4    | 4    | 3             | 4    | 5    |
| 2  | 4               | 4    | 4    | 4                 | 3    | 5    | 4                 | 3    | 5    | 4             | 4    | 4    |
| 3  | 2               | 4    | 2    | 4                 | 4    | 4    | 4                 | 4    | 3    | 4             | 4    | 3    |
| 4  | 4               | 4    | 4    | 2                 | 4    | 2    | 1                 | 2    | 3    | 1             | 2    | 1    |
| 5  | 4               | 4    | 3    | 4                 | 4    | 4    | 3                 | 4    | 4    | 4             | 3    | 4    |
| 6  | 4               | 4    | 5    | 4                 | 4    | 3    | 3                 | 3    | 4    | 3             | 3    | 3    |
| 7  | 5               | 5    | 5    | 4                 | 4    | 5    | 4                 | 4    | 4    | 3             | 4    | 3    |
| 8  | 4               | 4    | 4    | 5                 | 5    | 5    | 4                 | 5    | 5    | 4             | 4    | 2    |
| 9  | 5               | 5    | 5    | 4                 | 4    | 4    | 5                 | 5    | 5    | 3             | 4    | 3    |
| 10 | 4               | 5    | 5    | 5                 | 5    | 5    | 5                 | 4    | 5    | 5             | 5    | 5    |
| 11 | 5               | 5    | 4    | 4                 | 5    | 5    | 4                 | 4    | 5    | 5             | 4    | 4    |
| 12 | 5               | 5    | 5    | 5                 | 5    | 4    | 5                 | 4    | 4    | 4             | 4    | 4    |
| 13 | 4               | 5    | 4    | 5                 | 5    | 5    | 5                 | 5    | 5    | 4             | 3    | 3    |
| 14 | 5               | 3    | 5    | 4                 | 5    | 4    | 4                 | 5    | 5    | 5             | 5    | 5    |
| 15 | 3               | 4    | 4    | 5                 | 3    | 5    | 4                 | 4    | 2    | 4             | 4    | 2    |
| 16 | 5               | 5    | 5    | 3                 | 4    | 4    | 3                 | 2    | 4    | 4             | 3    | 3    |
| 17 | 5               | 5    | 4    | 5                 | 5    | 5    | 3                 | 4    | 4    | 4             | 4    | 4    |
| 18 | 4               | 4    | 4    | 5                 | 5    | 4    | 4                 | 3    | 4    | 4             | 4    | 3    |
| 19 | 4               | 4    | 4    | 4                 | 4    | 4    | 4                 | 4    | 4    | 3             | 4    | 2    |
| 20 | 4               | 4    | 4    | 4                 | 4    | 4    | 4                 | 4    | 3    | 4             | 4    | 4    |
| 21 | 4               | 4    | 4    | 4                 | 4    | 4    | 4                 | 4    | 4    | 4             | 4    | 4    |
| 22 | 4               | 4    | 4    | 4                 | 5    | 5    | 5                 | 5    | 5    | 4             | 4    | 4    |
| 23 | 4               | 3    | 3    | 4                 | 4    | 4    | 4                 | 3    | 3    | 4             | 3    | 3    |
| 24 | 4               | 4    | 3    | 4                 | 4    | 4    | 3                 | 3    | 4    | 4             | 4    | 3    |
| 25 | 5               | 5    | 4    | 5                 | 4    | 5    | 4                 | 4    | 4    | 5             | 5    | 4    |
| 26 | 4               | 3    | 4    | 4                 | 4    | 4    | 4                 | 4    | 5    | 4             | 3    | 4    |
| 27 | 4               | 4    | 3    | 4                 | 4    | 4    | 3                 | 3    | 3    | 4             | 4    | 3    |
| 28 | 4               | 3    | 2    | 5                 | 5    | 5    | 3                 | 4    | 4    | 4             | 3    | 2    |
| 29 | 3               | 4    | 3    | 4                 | 4    | 4    | 4                 | 4    | 4    | 3             | 4    | 3    |
| 30 | 3               | 4    | 2    | 4                 | 3    | 4    | 4                 | 4    | 4    | 3             | 4    | 2    |

## Lampiran 4: Jawaban Responden Bank JATIM

| No | Brand awareness |      |      | Brand Association |      |      | Perceived Quality |      |      | Brand Loyalty |      |      |
|----|-----------------|------|------|-------------------|------|------|-------------------|------|------|---------------|------|------|
|    | X1.1            | X1.2 | X1.3 | X2.1              | X2.2 | X2.3 | X3.1              | X3.2 | X3.3 | X4.1          | X4.2 | X4.3 |
| 1  | 3               | 4    | 5    | 4                 | 4    | 4    | 5                 | 5    | 5    | 4             | 3    | 5    |
| 2  | 4               | 4    | 4    | 4                 | 3    | 5    | 4                 | 3    | 5    | 4             | 4    | 4    |
| 3  | 4               | 4    | 3    | 4                 | 4    | 3    | 4                 | 4    | 4    | 2             | 4    | 2    |
| 4  | 1               | 2    | 1    | 1                 | 2    | 3    | 2                 | 4    | 2    | 4             | 4    | 4    |
| 5  | 4               | 3    | 4    | 3                 | 4    | 4    | 4                 | 4    | 4    | 4             | 4    | 3    |
| 6  | 3               | 3    | 3    | 3                 | 3    | 4    | 4                 | 4    | 3    | 4             | 4    | 5    |
| 7  | 3               | 4    | 3    | 4                 | 4    | 4    | 4                 | 4    | 5    | 5             | 5    | 5    |
| 8  | 4               | 4    | 2    | 4                 | 5    | 5    | 5                 | 5    | 5    | 4             | 4    | 4    |
| 9  | 3               | 4    | 3    | 5                 | 5    | 5    | 4                 | 4    | 4    | 5             | 5    | 5    |
| 10 | 5               | 5    | 5    | 5                 | 4    | 5    | 5                 | 5    | 5    | 4             | 5    | 5    |
| 11 | 5               | 4    | 4    | 4                 | 4    | 5    | 4                 | 5    | 5    | 5             | 5    | 4    |
| 12 | 4               | 4    | 4    | 5                 | 4    | 4    | 5                 | 5    | 4    | 5             | 5    | 5    |
| 13 | 4               | 3    | 3    | 5                 | 5    | 5    | 5                 | 5    | 5    | 4             | 5    | 4    |
| 14 | 5               | 5    | 5    | 4                 | 5    | 5    | 4                 | 5    | 4    | 5             | 3    | 5    |
| 15 | 4               | 4    | 2    | 4                 | 4    | 2    | 5                 | 3    | 5    | 3             | 4    | 4    |
| 16 | 4               | 3    | 3    | 3                 | 2    | 4    | 3                 | 4    | 4    | 5             | 5    | 5    |
| 17 | 4               | 4    | 4    | 3                 | 4    | 4    | 5                 | 5    | 5    | 5             | 5    | 4    |
| 18 | 4               | 4    | 3    | 4                 | 3    | 4    | 5                 | 5    | 4    | 4             | 4    | 4    |
| 19 | 3               | 4    | 2    | 4                 | 4    | 4    | 4                 | 4    | 4    | 4             | 4    | 4    |
| 20 | 4               | 4    | 4    | 4                 | 4    | 4    | 4                 | 4    | 3    | 4             | 4    | 4    |
| 21 | 4               | 4    | 4    | 4                 | 4    | 4    | 4                 | 4    | 4    | 4             | 4    | 4    |
| 22 | 4               | 4    | 4    | 4                 | 5    | 5    | 5                 | 5    | 5    | 4             | 4    | 4    |
| 23 | 4               | 3    | 3    | 4                 | 4    | 4    | 4                 | 3    | 3    | 4             | 3    | 3    |
| 24 | 4               | 4    | 3    | 4                 | 4    | 4    | 3                 | 3    | 4    | 4             | 4    | 3    |
| 25 | 5               | 5    | 4    | 5                 | 4    | 5    | 4                 | 4    | 4    | 5             | 5    | 4    |
| 26 | 4               | 3    | 4    | 4                 | 4    | 4    | 4                 | 4    | 5    | 4             | 3    | 4    |
| 27 | 4               | 4    | 3    | 4                 | 4    | 4    | 3                 | 3    | 3    | 4             | 4    | 3    |
| 28 | 4               | 3    | 2    | 5                 | 5    | 5    | 3                 | 4    | 4    | 4             | 3    | 2    |
| 29 | 3               | 4    | 3    | 4                 | 4    | 4    | 4                 | 4    | 4    | 3             | 4    | 3    |
| 30 | 3               | 4    | 2    | 4                 | 3    | 4    | 4                 | 4    | 4    | 3             | 4    | 2    |

## Lampiran 5: Output Uji Validitas dan Uji Reliabilitas Bank BRI

Uji Validitas *Brand Awareness*

## Correlations

|           |                     | Item1  | Item2  | Item3  | TotalSkor |
|-----------|---------------------|--------|--------|--------|-----------|
| Item1     | Pearson Correlation | 1      | .398*  | .646** | .844**    |
|           | Sig. (2-tailed)     |        | .029   | .000   | .000      |
|           | N                   | 30     | 30     | 30     | 30        |
| Item2     | Pearson Correlation | .398*  | 1      | .351   | .689**    |
|           | Sig. (2-tailed)     | .029   |        | .057   | .000      |
|           | N                   | 30     | 30     | 30     | 30        |
| Item3     | Pearson Correlation | .646** | .351   | 1      | .867**    |
|           | Sig. (2-tailed)     | .000   | .057   |        | .000      |
|           | N                   | 30     | 30     | 30     | 30        |
| TotalSkor | Pearson Correlation | .844** | .689** | .867** | 1         |
|           | Sig. (2-tailed)     | .000   | .000   | .000   |           |
|           | N                   | 30     | 30     | 30     | 30        |

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

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

Uji Reliabilitas *Brand Awareness*

## Case Processing Summary

|       |                       | N  | %     |
|-------|-----------------------|----|-------|
| Cases | Valid                 | 30 | 100.0 |
|       | Excluded <sup>a</sup> | 0  | .0    |
|       | Total                 | 30 | 100.0 |

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

## Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .718             | 3          |

### Uji Validitas *Brand Association*

|           |                     | Correlations |        |        |           |
|-----------|---------------------|--------------|--------|--------|-----------|
|           |                     | Item1        | Item2  | Item3  | TotalSkor |
| Item1     | Pearson Correlation | 1            | .408*  | .716** | .886**    |
|           | Sig. (2-tailed)     |              | .025   | .000   | .000      |
|           | N                   | 30           | 30     | 30     | 30        |
| Item2     | Pearson Correlation | .408*        | 1      | .276   | .682**    |
|           | Sig. (2-tailed)     | .025         |        | .139   | .000      |
|           | N                   | 30           | 30     | 30     | 30        |
| Item3     | Pearson Correlation | .716**       | .276   | 1      | .839**    |
|           | Sig. (2-tailed)     | .000         | .139   |        | .000      |
|           | N                   | 30           | 30     | 30     | 30        |
| TotalSkor | Pearson Correlation | .886**       | .682** | .839** | 1         |
|           | Sig. (2-tailed)     | .000         | .000   | .000   |           |
|           | N                   | 30           | 30     | 30     | 30        |

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

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

### Uji Reliabilitas *Brand Association*

| Case Processing Summary     |    |       |
|-----------------------------|----|-------|
|                             | N  | %     |
| Valid                       | 30 | 100.0 |
| Cases Excluded <sup>a</sup> | 0  | .0    |
| Total                       | 30 | 100.0 |

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

| Reliability Statistics |            |
|------------------------|------------|
| Cronbach's Alpha       | N of Items |
| .718                   | 3          |



### Uji Validitas *Perceived Quality*

**Correlations**

|           |                     | Item1  | Item2  | Item3  | TotalSkor |
|-----------|---------------------|--------|--------|--------|-----------|
| Item1     | Pearson Correlation | 1      | .688** | .439*  | .862**    |
|           | Sig. (2-tailed)     |        | .000   | .015   | .000      |
|           | N                   | 30     | 30     | 30     | 30        |
| Item2     | Pearson Correlation | .688** | 1      | .463*  | .865**    |
|           | Sig. (2-tailed)     | .000   |        | .010   | .000      |
|           | N                   | 30     | 30     | 30     | 30        |
| Item3     | Pearson Correlation | .439*  | .463*  | 1      | .759**    |
|           | Sig. (2-tailed)     | .015   | .010   |        | .000      |
|           | N                   | 30     | 30     | 30     | 30        |
| TotalSkor | Pearson Correlation | .862** | .865** | .759** | 1         |
|           | Sig. (2-tailed)     | .000   | .000   | .000   |           |
|           | N                   | 30     | 30     | 30     | 30        |

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

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

### Uji Reliabilitas *Perceived Quality*

**Case Processing Summary**

|                             | N  | %     |
|-----------------------------|----|-------|
| Valid                       | 30 | 100.0 |
| Cases Excluded <sup>a</sup> | 0  | .0    |
| Total                       | 30 | 100.0 |

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

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .728             | 3          |

Uji Validitas *Brand Quality***Correlations**

|           |                     | Item1  | Item2  | Item3  | TotalSkor |
|-----------|---------------------|--------|--------|--------|-----------|
| Item1     | Pearson Correlation | 1      | .567** | .598** | .855**    |
|           | Sig. (2-tailed)     |        | .001   | .000   | .000      |
|           | N                   | 30     | 30     | 30     | 30        |
| Item2     | Pearson Correlation | .567** | 1      | .515** | .786**    |
|           | Sig. (2-tailed)     | .001   |        | .004   | .000      |
|           | N                   | 30     | 30     | 30     | 30        |
| Item3     | Pearson Correlation | .598** | .515** | 1      | .874**    |
|           | Sig. (2-tailed)     | .000   | .004   |        | .000      |
|           | N                   | 30     | 30     | 30     | 30        |
| TotalSkor | Pearson Correlation | .855** | .786** | .874** | 1         |
|           | Sig. (2-tailed)     | .000   | .000   | .000   |           |
|           | N                   | 30     | 30     | 30     | 30        |

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

Uji Reliabilitas *Brand Loyalty***Case Processing Summary**

|       |                       | N  | %     |
|-------|-----------------------|----|-------|
| Cases | Valid                 | 30 | 100.0 |
|       | Excluded <sup>a</sup> | 0  | .0    |
|       | Total                 | 30 | 100.0 |

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

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .779             | 3          |

## Lampiran 6: Output Uji Validitas dan Uji Reliabilitas Bank JATIM

Uji Validitas *Brand Awareness*

|           |                     | Correlations |        |        |           |
|-----------|---------------------|--------------|--------|--------|-----------|
|           |                     | Item1        | Item2  | Item3  | TotalSkor |
| Item1     | Pearson Correlation | 1            | .567** | .598** | .855**    |
|           | Sig. (2-tailed)     |              | .001   | .000   | .000      |
|           | N                   | 30           | 30     | 30     | 30        |
| Item2     | Pearson Correlation | .567**       | 1      | .515** | .786**    |
|           | Sig. (2-tailed)     | .001         |        | .004   | .000      |
|           | N                   | 30           | 30     | 30     | 30        |
| Item3     | Pearson Correlation | .598**       | .515** | 1      | .874**    |
|           | Sig. (2-tailed)     | .000         | .004   |        | .000      |
|           | N                   | 30           | 30     | 30     | 30        |
| TotalSkor | Pearson Correlation | .855**       | .786** | .874** | 1         |
|           | Sig. (2-tailed)     | .000         | .000   | .000   |           |
|           | N                   | 30           | 30     | 30     | 30        |

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

Uji Reliabilitas *Brand Awareness*

| Case Processing Summary |                       |       |
|-------------------------|-----------------------|-------|
|                         |                       |       |
|                         |                       | N     |
|                         |                       | %     |
| Cases                   | Valid                 | 30    |
|                         | Excluded <sup>a</sup> | 0     |
|                         | Total                 | 30    |
|                         |                       | 100.0 |
|                         |                       | .0    |
|                         |                       | 100.0 |

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

| Reliability Statistics |            |
|------------------------|------------|
| Cronbach's Alpha       | N of Items |
| .779                   | 3          |

### Uji Validitas *Brand Association*

| Correlations |                     | Item1  | Item2  | Item3  | TotalSkor |
|--------------|---------------------|--------|--------|--------|-----------|
| Item1        | Pearson Correlation | 1      | .648** | .489** | .869**    |
|              | Sig. (2-tailed)     |        | .000   | .006   | .000      |
|              | N                   | 30     | 30     | 30     | 30        |
| Item2        | Pearson Correlation | .648** | 1      | .455*  | .852**    |
|              | Sig. (2-tailed)     | .000   |        | .012   | .000      |
|              | N                   | 30     | 30     | 30     | 30        |
| Item3        | Pearson Correlation | .489** | .455*  | 1      | .765**    |
|              | Sig. (2-tailed)     | .006   | .012   |        | .000      |
|              | N                   | 30     | 30     | 30     | 30        |
| TotalSkor    | Pearson Correlation | .869** | .852** | .765** | 1         |
|              | Sig. (2-tailed)     | .000   | .000   | .000   |           |
|              | N                   | 30     | 30     | 30     | 30        |

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

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

### Uji Reliabilitas *Brand Association*

| Case Processing Summary     |    |       |
|-----------------------------|----|-------|
|                             | N  | %     |
| Valid                       | 30 | 100.0 |
| Cases Excluded <sup>a</sup> | 0  | .0    |
| Total                       | 30 | 100.0 |

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

| Reliability Statistics |            |
|------------------------|------------|
| Cronbach's Alpha       | N of Items |
| .774                   | 3          |

### Uji Validitas *Perceived Quality*

|           |                     | Correlations |        |        |           |
|-----------|---------------------|--------------|--------|--------|-----------|
|           |                     | Item1        | Item2  | Item3  | TotalSkor |
| Item1     | Pearson Correlation | 1            | .553** | .660** | .892**    |
|           | Sig. (2-tailed)     |              | .002   | .000   | .000      |
|           | N                   | 30           | 30     | 30     | 30        |
| Item2     | Pearson Correlation | .553**       | 1      | .384*  | .761**    |
|           | Sig. (2-tailed)     | .002         |        | .036   | .000      |
|           | N                   | 30           | 30     | 30     | 30        |
| Item3     | Pearson Correlation | .660**       | .384*  | 1      | .835**    |
|           | Sig. (2-tailed)     | .000         | .036   |        | .000      |
|           | N                   | 30           | 30     | 30     | 30        |
| TotalSkor | Pearson Correlation | .892**       | .761** | .835** | 1         |
|           | Sig. (2-tailed)     | .000         | .000   | .000   |           |
|           | N                   | 30           | 30     | 30     | 30        |

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

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

### Uji Reliabilitas *Perceived Quality*

| Case Processing Summary     |    |       |
|-----------------------------|----|-------|
|                             | N  | %     |
| Valid                       | 30 | 100.0 |
| Cases Excluded <sup>a</sup> | 0  | .0    |
| Total                       | 30 | 100.0 |

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

| Reliability Statistics |            |
|------------------------|------------|
| Cronbach's Alpha       | N of Items |
| .774                   | 3          |

### Uji Validitas *Brand Loyalty*

| Correlations |                     | Item1  | Item2  | Item3  | TotalSkor |
|--------------|---------------------|--------|--------|--------|-----------|
| Item1        | Pearson Correlation | 1      | .398*  | .646** | .844**    |
|              | Sig. (2-tailed)     |        | .029   | .000   | .000      |
|              | N                   | 30     | 30     | 30     | 30        |
| Item2        | Pearson Correlation | .398*  | 1      | .351   | .689**    |
|              | Sig. (2-tailed)     | .029   |        | .057   | .000      |
|              | N                   | 30     | 30     | 30     | 30        |
| Item3        | Pearson Correlation | .646** | .351   | 1      | .867**    |
|              | Sig. (2-tailed)     | .000   | .057   |        | .000      |
|              | N                   | 30     | 30     | 30     | 30        |
| TotalSkor    | Pearson Correlation | .844** | .689** | .867** | 1         |
|              | Sig. (2-tailed)     | .000   | .000   | .000   |           |
|              | N                   | 30     | 30     | 30     | 30        |

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

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

### Uji Reliabilitas *Brand Quality*

| Case Processing Summary     |    |       |
|-----------------------------|----|-------|
|                             | N  | %     |
| Valid                       | 30 | 100.0 |
| Cases Excluded <sup>a</sup> | 0  | .0    |
| Total                       | 30 | 100.0 |

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

| Reliability Statistics |            |
|------------------------|------------|
| Cronbach's Alpha       | N of Items |
| .718                   | 3          |



## Lampiran 7: Output Uji Normalitas

## Uji Normalitas Bank BRI

One-Sample Kolmogorov-Smirnov Test

|                                  |                | totalx1 | totalx2 | totalx3 | totalx4 |
|----------------------------------|----------------|---------|---------|---------|---------|
| N                                |                | 30      | 30      | 30      | 30      |
| Normal Parameters <sup>a,b</sup> | Mean           | 12.13   | 12.80   | 11.73   | 10.90   |
|                                  | Std. Deviation | 1.871   | 1.627   | 1.999   | 2.074   |
|                                  | Absolute       | .162    | .222    | .147    | .165    |
| Most Extreme Differences         | Positive       | .162    | .222    | .147    | .165    |
|                                  | Negative       | -.138   | -.178   | -.124   | -.165   |
| Kolmogorov-Smirnov Z             |                | .886    | 1.215   | .805    | .906    |
| Asymp. Sig. (2-tailed)           |                | .412    | .104    | .536    | .384    |

a. Test distribution is Normal.

b. Calculated from data.

## Uji Normalitas Bank JATIM

One-Sample Kolmogorov-Smirnov Test

|                                  |                | totalx1 | totalx2 | totalx3 | totalx4 |
|----------------------------------|----------------|---------|---------|---------|---------|
| N                                |                | 30      | 30      | 30      | 30      |
| Normal Parameters <sup>a,b</sup> | Mean           | 10.90   | 12.10   | 12.43   | 12.13   |
|                                  | Std. Deviation | 2.074   | 1.918   | 1.870   | 1.871   |
|                                  | Absolute       | .165    | .187    | .158    | .162    |
| Most Extreme Differences         | Positive       | .165    | .187    | .158    | .162    |
|                                  | Negative       | -.165   | -.179   | -.142   | -.138   |
| Kolmogorov-Smirnov Z             |                | .906    | 1.027   | .867    | .886    |
| Asymp. Sig. (2-tailed)           |                | .384    | .242    | .440    | .412    |

a. Test distribution is Normal.

b. Calculated from data.

## Lampiran 8 Output SPSS Uji Beda

Uji Beda *Brand Awareness*

## Group Statistics

|                  | Bank       | N  | Mean  | Std. Deviation | Std. Error Mean |
|------------------|------------|----|-------|----------------|-----------------|
| <i>Brand</i>     | Bank BRI   | 30 | 12.13 | 1.871          | .342            |
| <i>Awareness</i> | Bank JATIM | 30 | 10.90 | 2.074          | .379            |

## Independent Samples Test

|                        |                             | Levene's Test for Equality of Variances |      | t-test for Equality of Means |        |                 |                 |                       |                                           |       |
|------------------------|-----------------------------|-----------------------------------------|------|------------------------------|--------|-----------------|-----------------|-----------------------|-------------------------------------------|-------|
|                        |                             | F                                       | Sig. | T                            | Df     | Sig. (2-tailed) | Mean Difference | Std. Error Difference | 95% Confidence Interval of the Difference |       |
|                        |                             |                                         |      |                              |        |                 |                 |                       | Lower                                     | Upper |
| <i>Brand Awareness</i> | Equal variances assumed     | .001                                    | .974 | 2.419                        | 58     | .019            | 1.233           | .510                  | .213                                      | 2.254 |
|                        | Equal variances not assumed |                                         |      | 2.419                        | 57.394 | .019            | 1.233           | .510                  | .212                                      | 2.254 |

Uji Beda *Brand Association*

Group Statistics

|                    | Bank       | N  | Mean  | Std. Deviation | Std. Error Mean |
|--------------------|------------|----|-------|----------------|-----------------|
| <i>Brand</i>       | Bank BRI   | 30 | 12.80 | 1.627          | .297            |
| <i>Association</i> | Bank JATIM | 30 | 12.10 | 1.918          | .350            |

Independent Samples Test

|                          |                             | Levene's Test for Equality of Variances |      | t-test for Equality of Means |        |                 |                 |                       |                                           |       |
|--------------------------|-----------------------------|-----------------------------------------|------|------------------------------|--------|-----------------|-----------------|-----------------------|-------------------------------------------|-------|
|                          |                             | F                                       | Sig. | T                            | df     | Sig. (2-tailed) | Mean Difference | Std. Error Difference | 95% Confidence Interval of the Difference |       |
|                          |                             |                                         |      |                              |        |                 |                 |                       | Lower                                     | Upper |
| <i>Brand Association</i> | Equal variances assumed     | .002                                    | .965 | 1.524                        | 58     | .133            | .700            | .459                  | -.219                                     | 1.619 |
|                          | Equal variances not assumed |                                         |      | 1.524                        | 56.500 | .133            | .700            | .459                  | -.220                                     | 1.620 |



Uji Beda *Perceived Quality*

Group Statistics

|                          | Bank       | N  | Mean  | Std. Deviation | Std. Error Mean |
|--------------------------|------------|----|-------|----------------|-----------------|
| <i>Perceived Quality</i> | Bank BRI   | 30 | 11.73 | 1.999          | .365            |
|                          | Bank JATIM | 30 | 12.43 | 1.870          | .341            |

Independent Samples Test

|                          |                             | Levene's Test for Equality of Variances |      | t-test for Equality of Means |        |                 |                 |                       |                                           |       |
|--------------------------|-----------------------------|-----------------------------------------|------|------------------------------|--------|-----------------|-----------------|-----------------------|-------------------------------------------|-------|
|                          |                             | F                                       | Sig. | T                            | Df     | Sig. (2-tailed) | Mean Difference | Std. Error Difference | 95% Confidence Interval of the Difference |       |
|                          |                             |                                         |      |                              |        |                 |                 |                       | Lower                                     | Upper |
| <i>Perceived Quality</i> | Equal variances assumed     | .001                                    | .971 | -1.401                       | 58     | .167            | -.700           | .500                  | -1.700                                    | .300  |
|                          | Equal variances not assumed |                                         |      | -1.401                       | 57.743 | .167            | -.700           | .500                  | -1.700                                    | .300  |

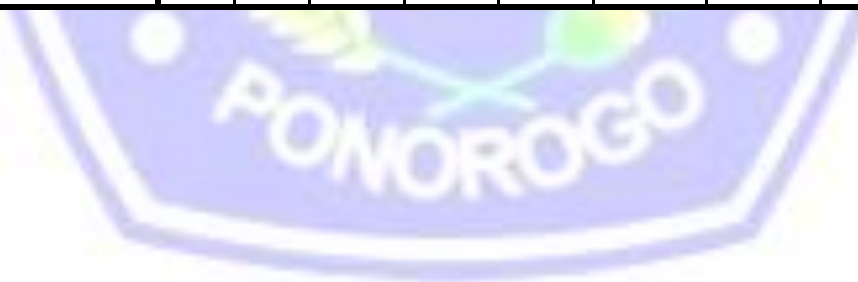
Uji Beda *Brand Loyalty*

Group Statistics

|                      | Bank       | N  | Mean  | Std. Deviation | Std. Error Mean |
|----------------------|------------|----|-------|----------------|-----------------|
| <i>Brand Loyalty</i> | Bank BRI   | 30 | 10.90 | 2.074          | .379            |
|                      | Bank JATIM | 30 | 12.13 | 1.871          | .342            |

Independent Samples Test

|                      |                             | Levene's Test for Equality of Variances |      | t-test for Equality of Means              |        |      |        |                 |                 |                       |
|----------------------|-----------------------------|-----------------------------------------|------|-------------------------------------------|--------|------|--------|-----------------|-----------------|-----------------------|
|                      |                             |                                         |      | F                                         | Sig.   | T    | Df     | Sig. (2-tailed) | Mean Difference | Std. Error Difference |
|                      |                             |                                         |      | 95% Confidence Interval of the Difference |        |      |        |                 |                 |                       |
| <i>Brand Loyalty</i> | Equal variances assumed     | .001                                    | .974 | -2.419                                    | 58     | .019 | -1.233 | .510            | -2.254          | -.213                 |
|                      | Equal variances not assumed |                                         |      | -2.419                                    | 57.394 | .019 | -1.233 | .510            | -2.254          | -.212                 |



## Lampiran 9 Tabel T

Tabel Statistik t

| Tingkat Signifikansi |         |         |         |        |
|----------------------|---------|---------|---------|--------|
| DF                   | 0.005   | 0.01    | 0.025   | 0.05   |
| 1                    | -63.657 | -25.452 | -12.706 | -6.314 |
| 2                    | -9.925  | -6.205  | -4.303  | -2.920 |
| 3                    | -5.841  | -4.177  | -3.182  | -2.353 |
| 4                    | -4.604  | -3.495  | -2.776  | -2.132 |
| 5                    | -4.032  | -3.163  | -2.571  | -2.015 |
| 6                    | -3.707  | -2.969  | -2.447  | -1.943 |
| 7                    | -3.499  | -2.841  | -2.365  | -1.895 |
| 8                    | -3.355  | -2.752  | -2.306  | -1.860 |
| 9                    | -3.250  | -2.685  | -2.262  | -1.833 |
| 10                   | -3.169  | -2.634  | -2.228  | -1.812 |
| 11                   | -3.106  | -2.593  | -2.201  | -1.796 |
| 12                   | -3.055  | -2.560  | -2.179  | -1.782 |
| 13                   | -3.012  | -2.533  | -2.160  | -1.771 |
| 14                   | -2.977  | -2.510  | -2.145  | -1.761 |
| 15                   | -2.947  | -2.490  | -2.131  | -1.753 |
| 16                   | -2.921  | -2.473  | -2.120  | -1.746 |
| 17                   | -2.898  | -2.458  | -2.110  | -1.740 |
| 18                   | -2.878  | -2.445  | -2.101  | -1.734 |
| 19                   | -2.861  | -2.433  | -2.093  | -1.729 |
| 20                   | -2.845  | -2.423  | -2.086  | -1.725 |
| 21                   | -2.831  | -2.414  | -2.080  | -1.721 |
| 22                   | -2.819  | -2.405  | -2.074  | -1.717 |
| 23                   | -2.807  | -2.398  | -2.069  | -1.714 |
| 24                   | -2.797  | -2.391  | -2.064  | -1.711 |
| 25                   | -2.787  | -2.385  | -2.060  | -1.708 |
| 26                   | -2.779  | -2.379  | -2.056  | -1.706 |
| 27                   | -2.771  | -2.373  | -2.052  | -1.703 |
| 28                   | -2.763  | -2.368  | -2.048  | -1.701 |
| 29                   | -2.756  | -2.364  | -2.045  | -1.699 |
| 30                   | -2.750  | -2.360  | -2.042  | -1.697 |
| 31                   | -2.744  | -2.356  | -2.040  | -1.696 |

|    |        |        |        |        |
|----|--------|--------|--------|--------|
| 32 | -2.738 | -2.352 | -2.037 | -1.694 |
| 33 | -2.733 | -2.348 | -2.035 | -1.692 |
| 34 | -2.728 | -2.345 | -2.032 | -1.691 |
| 35 | -2.724 | -2.342 | -2.030 | -1.690 |
| 36 | -2.719 | -2.339 | -2.028 | -1.688 |
| 37 | -2.715 | -2.336 | -2.026 | -1.687 |
| 38 | -2.712 | -2.334 | -2.024 | -1.686 |
| 39 | -2.708 | -2.331 | -2.023 | -1.685 |
| 40 | -2.704 | -2.329 | -2.021 | -1.684 |





## Lampiran 10 Tabel R

Tabel Statistik r

| df =(N-2)                               | Tingkat signifikansi untuk uji satu arah |        |        |        |        |
|-----------------------------------------|------------------------------------------|--------|--------|--------|--------|
|                                         | 0.05                                     | 0.025  | 0.01   | 0.005  | 0.0005 |
| 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 |
| 36 | 0.2709 | 0.3202 | 0.3760 | 0.4128 | 0.5126 |
| 37 | 0.2673 | 0.3160 | 0.3712 | 0.4076 | 0.5066 |
| 38 | 0.2638 | 0.3120 | 0.3665 | 0.4026 | 0.5007 |
| 39 | 0.2605 | 0.3081 | 0.3621 | 0.3978 | 0.4950 |
| 40 | 0.2573 | 0.3044 | 0.3578 | 0.3932 | 0.4896 |



**UNIVERSITAS MUHAMMADIYAH PONOROGO**  
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**PONOROGO - 63471**

**BERITA ACARA BIMBINGAN SKRIPSI**

1. Nama Mahasiswa : **AULYA DYAN NOVITA SARI**
2. NIM : **13413182**
3. Jurusan : **Manajemen**
4. Bidang : **Pemasaran**
5. Alamat : **Ds. Sahang Kec. Ngebel Kab. Ponorogo**
6. Judul Skripsi : **Analisis Perbedaan *Brand equity* Bank JATIM dan Bank BRI pada Masyarakat Desa Sahang Kecamatan Ngebel**
- Masa Pembimbingan : **September 2016 s/d Agustus 2017**
8. Tanggal Mengajukan Skripsi :
9. Konsultasi :

| Tanggal Disetujui | BAB                         | Paraf Pembimbing |
|-------------------|-----------------------------|------------------|
| 15/11 - 16        | Usulan Judul                | el.              |
| 25/11 - 16        | Acc Judul                   | el.              |
| 9/1 - 17          | Proposal / Revisi           | el.              |
| 1/9 - 17          | Revisi Proposal             | el.              |
| 16/2 - 17         | Acc Proposal                | el.              |
|                   | Proposal                    |                  |
|                   | Proposal ACC                |                  |
| 30/5 - 17         | Revisi Bab 1 s/d 3 + Angket | el.              |
| 12/6 - 17         | Acc 1 s/d 3                 | el.              |
|                   | Acc Bab 1 - 3               |                  |
|                   | Revisi Bab 4 & 5            | el.              |
|                   | Acc Bab 4 & 5               | el.              |
|                   | Bab 1 - 5                   |                  |
|                   | Bab 1 - 5 Acc               |                  |

10. Tanggal Selesai Penulisan Skripsi : \_\_\_\_\_
11. Keterangan Bimbingan Telah selesai : \_\_\_\_\_
12. Telah Di Evaluasi/Di Uji Dengan Nilai : \_\_\_\_\_ (angka)  
 \_\_\_\_\_ (huruf)

Pembimbing,

**HADI SUMARSONO, SE, M.Si**  
 NIK. 19760508 200501 11

Ponorogo, 11 Nopember 2016  
  
**TITI RABINL, SE, MM**  
 NIP. 19630505 199003 2 003