**Lampiran 1**

**KUESIONER PENELITIAN**

**Petunjuk Pengisian Kuesioner :**

1. Pilihlah salah satu jawaban yang tersedia pada masing-masing pernyataan.

2. Kuesioner dibawah ini memuat sejumlah pernyataan. Bapak/Ibu diminta untuk memberikan tanggapan atas pernyataan yang ada pada kuesioner ini dengan sebenar-benarnya sesuai dengan pendapat Bapak/Ibu.

3. Setelah mengisi jawaban, mohon untuk diperiksa kembali agar tidak ada jawaban yang terlewatkan.

**Identitas Responden**

Nama :

Jenis Kelamin : 1. Perempuan

2. Laki – Laki

Pekerjaan : 1. PNS

2. Pensiunan

3. Mahasiswa/Pelajar

4. Wiraswasta

5. Pegawai Swasta

6. Pedagang

7. Yang Lain :

Umur : 1. 20 – 30 Tahun

2. 31 – 40 Tahun

3. 41 – 50 Tahun

4. Diatas 50 Tahun

Pendidikan : 1. S2

2. S1

3. Diploma

4. SMA

5. SMP

6. SD

7. Yang Lain :

1. **FAKTOR – FAKTOR YANG MEMPENGARUHI KEPUASAN MUZAKKI**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **Alternatif Jawaban** | | | | |
| **SS** | **S** | **RR** | **TS** | **STS** |
| **Product (Produk)** | | | | | | |
| 1. | Kualitas jasa yang ditawarkan oleh Yayasan Rumah Bintang sesuai dengan kebutuhan muzzaki |  |  |  |  |  |
| 2. | Program – program yang dibuat oleh Yayasan Rumah Bintang sesuai dengan harapan dan keinginan muzzaki |  |  |  |  |  |
| 3. | Adanya brosur dan pamflet program Yayasan Rumah Bintang mudah dipahami muzzaki |  |  |  |  |  |
| 4. | Saya puas dengan laporan kegiatan Yayasan Rumah Bintang yang dikirimkan setiap bulan designnya sangat menarik |  |  |  |  |  |
| **Price (Harga)** | | | | | | |
| 5. | Perhitungan zakat di Yayasan Rumah Bintang sudah sesuai dengan syariat islam |  |  |  |  |  |
| 6. | Amil zakat Yayasan Rumah Bintang mampu memberikan penjelasan yang baik dalam perhitungan zakat |  |  |  |  |  |
| 7. | Saya sangat nyaman dalam pembayaran zakat di Yayasan Rumah Bintang menyesuaikan kesediaan muzakki |  |  |  |  |  |
| 8. | Persyaratan untuk menjadi orang tua asuh di Yayasan Rumah Bintang sangat mudah dipahami |  |  |  |  |  |
| **Promotion (Promosi)** | | | | | | |
| 9. | Saya selalu tertarik setiap amil zakat menawarkan Program baru Yayasan Rumah Bintang |  |  |  |  |  |
| 10. | Yayasan Rumah Bintang selalu posting kegiatan-kegiatan terkini disosial media sehingga memudahkan muzakki untuk mengetahuinya |  |  |  |  |  |
| 11. | Pamflet selalu dibuat menarik sehingga saya selalu ingin merekomendasikan kepada keluarga, teman atau orang lain untuk menyalurkan zakat di Yayasan Rumah Bintang |  |  |  |  |  |
| 12. | Hubungan antara amil zakat dan muzzaki telah terjalin kuat dan dalam jangka waktu yang lama |  |  |  |  |  |
| **Place (Tempat atau Saluran Distribusi)** | | | | | | |
| 13. | Secara keseluruhan saya menilai bahwa Yayasan Rumah Bintang memiliki citra yang positif dan baik |  |  |  |  |  |
| 14. | Adanya fasilitas layanan online sangat membantu Muzzaki untuk menyalurkan zakat ke Yayasan Rumah Bintang |  |  |  |  |  |
| 15. | Lokasi Yayasan Rumah Bintang mudah dijangkau dan strategis |  |  |  |  |  |
| 16. | Saya puas dengan pendistribusian yang dilakukan Yayasan Rumah Bintang sangat sesuai dengan syariat islam |  |  |  |  |  |

**B. KEPUASAN MUZAKKI**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **Alternatif Jawaban** | | | | |
| **SS** | **S** | **RR** | **TS** | **STS** |
| **Harapan Konsumen** | | | | | | |
| 1. | Saya puas dengan sistem pengelolaan di Yayasan Rumah Bintang |  |  |  |  |  |
| **Jasa** | | | | | | |
| 2. | Saya merasa sangat puas dalam menggunakan jasa pelayanan dari Yayasan Rumah Bintang |  |  |  |  |  |
| **Fasilitas** | | | | | | |
| 3. | Saya puas terhadap fasilitas yang disediakan oleh Yayasan Rumah Bintang |  |  |  |  |  |
| **Peralatan** | | | | | | |
| 4. | Saya cukup puas dengan penyaluran dana kepada mustahik yang dilakukan Yayasan Rumah Bintang |  |  |  |  |  |

**Lampiran 2**

**Karakteristik Responden**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Statistics** | | | | | |
|  | | Jenis\_Kelamin | Usia | Pekerjaan | Pendidikan |
| N | Valid | 66 | 66 | 66 | 66 |
| Missing | 0 | 0 | 0 | 0 |
| Mean | | 1.7424 | 1.7273 | 1.9848 | 2.8182 |
| Std. Deviation | | .44065 | .75540 | 1.79308 | 1.06568 |
| Skewness | | -1.135 | .725 | .089 | -.332 |
| Std. Error of Skewness | | .295 | .295 | .295 | .295 |
| Kurtosis | | -.736 | -.109 | -1.585 | -.228 |
| Std. Error of Kurtosis | | .582 | .582 | .582 | .582 |
| Minimum | | 1.00 | 1.00 | .00 | .00 |
| Maximum | | 2.00 | 4.00 | 5.00 | 5.00 |

**Klasifikasi berdasarkan Jenis Kelamin**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Jenis\_Kelamin** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Laki-Laki | 17 | 25.8 | 25.8 | 25.8 |
| Perempuan | 49 | 74.2 | 74.2 | 100.0 |
| Total | 66 | 100.0 | 100.0 |  |

**Klasifikasi Pekerjaan**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pekerjaan** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | .00 | 25 | 37.9 | 37.9 | 37.9 |
| PNS | 5 | 7.6 | 7.6 | 45.5 |
| Pensiunan | 3 | 4.5 | 4.5 | 50.0 |
| Mahasiswa/Pelajar | 16 | 24.2 | 24.2 | 74.2 |
| Wiraswasta | 13 | 19.7 | 19.7 | 93.9 |
| Pegawai Swasta | 4 | 6.1 | 6.1 | 100.0 |
| Total | 66 | 100.0 | 100.0 |  |

**Klasifikasi Usia**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Usia** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 20 - 30 | 29 | 43.9 | 43.9 | 43.9 |
| 31 - 40 | 27 | 40.9 | 40.9 | 84.8 |
| 41 - 50 | 9 | 13.6 | 13.6 | 98.5 |
| Diatas 50 | 1 | 1.5 | 1.5 | 100.0 |
| Total | 66 | 100.0 | 100.0 |  |

**Klasifikasi Pendidikan**

Tabel 4.4

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pendidikan** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | .00 | 2 | 3.0 | 3.0 | 3.0 |
| S2 | 2 | 3.0 | 3.0 | 6.1 |
| S1 | 25 | 37.9 | 37.9 | 43.9 |
| Diploma | 15 | 22.7 | 22.7 | 66.7 |
| SMA | 21 | 31.8 | 31.8 | 98.5 |
| SMP | 1 | 1.5 | 1.5 | 100.0 |
| Total | 66 | 100.0 | 100.0 |  |

**Lampiran 3**

**Uji Validitas dan Reabilitas**

|  |  |  |  |
| --- | --- | --- | --- |
| **Case Processing Summary** | | | |
|  | | N | % |
| Cases | Valid | 18 | 100.0 |
| Excludeda | 0 | .0 |
| Total | 18 | 100.0 |
| a. Listwise deletion based on all variables in the procedure. | | | |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .864 | 4 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item-Total Statistics** | | | | |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| X1.1 | 12.72 | 1.271 | .658 | .848 |
| X1.2 | 12.61 | .958 | .906 | .737 |
| X1.3 | 12.78 | 1.477 | .516 | .896 |
| X1.4 | 12.56 | .967 | .822 | .780 |

Hasil Uji Validitas Instrumen

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variabel** | **Item Pertanyaan** | **r hitung** | **r tabel** | **Kesimpulan** |
| **Faktor – Faktor Kepuasan (X)** | Pertanyaan 1 | 0,706 | 0,315 | Valid |
| Pertanyaan 2 | 0,722 | 0,315 | Valid |
| Pertanyaan 3 | 0,496 | 0,315 | Valid |
| Pertanyaan 4 | 0,591 | 0,315 | Valid |
| Pertanyaan 5 | 0,711 | 0,315 | Valid |
| Pertanyaan 6 | 0,803 | 0,315 | Valid |
| Pertanyaan 7 | 0,724 | 0,315 | Valid |
| Pertanyaan 8 | 0,786 | 0,315 | Valid |
| Pertanyaan 9 | 0,530 | 0,315 | Valid |
| Pertanyaan 10 | 0,785 | 0,315 | Valid |
| Pertanyaan 11 | 0,783 | 0,315 | Valid |
| Pertanyaan 12 | 0.774 | 0,315 | Valid |
| Pertanyaan 13 | 0,714 | 0,315 | Valid |
| Pertanyaan 14 | 0.586 | 0,315 | Valid |
| Pertanyaan 15 | 0.614 | 0,315 | Valid |
| Pertanyaan 16 | 0.761 | 0,315 | Valid |
| **Kepuasan Muzakki** | Pertanyaan 17 | 0,827 | 0,315 | Valid |
| Pertanyaan 18 | 0,840 | 0,315 | Valid |
| Pertanyaan 19 | 0,801 | 0,315 | Valid |
| Pertanyaan 20 | 0,763 | 0,315 | Valid |

Hasil Uji Reabilitas Instrumen

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Variabel** | **Indikator** | **Reliabelitas coefficient** | **Cronbach Alpha** | **Keterangan** |
| X1 | Produck | Pertanyaan 1 | 0,897 | Reliabel |
| Pertanyaan 2 | 0,892 | Reliabel |
| Pertanyaan 3 | 0,901 | Reliabel |
| Pertanyaan 4 | 0,894 | Reliabel |
| X2 | Price | Pertanyaan 5 | 0,890 | Reliabel |
| Pertanyaan 6 | 0,890 | Reliabel |
| Pertanyaan 7 | 0,893 | Reliabel |
| Pertanyaan 8 | 0,892 | Reliabel |
| X3 | Promotion | Pertanyaan 9 | 0,895 | Reliabel |
| Pertanyaan 10 | 0,893 | Reliabel |
| Pertanyaan 11 | 0,891 | Reliabel |
| Pertanyaan 12 | 0,891 | Reliabel |
| X4 | Place | Pertanyaan 13 | 0,889 | Reliabel |
| Pertanyaan 14 | 0,896 | Reliabel |
| Pertanyaan 15 | 0,894 | Reliabel |
| Pertanyaan 16 | 0,888 | Reliabel |
| Kepuasan Muzakki | Kepuasan | Pertanyaan 17 | 0,889 | Reliabel |
| Pertanyaan 18 | 0,888 | Reliabel |
| Pertanyaan 19 | 0,891 | Reliabel |
| Pertanyaan 20 | 0,892 | Reliabel |

**Lampiran 3**

**Uji Asumsi Klasik**

**Uji Normalitas**

|  |  |  |
| --- | --- | --- |
| **One-Sample Kolmogorov-Smirnov Test** | | |
|  | | Unstandardized Residual |
| N | | 66 |
| Normal Parametersa,b | Mean | 0E-7 |
| Std. Deviation | 1.03843610 |
| Most Extreme Differences | Absolute | .207 |
| Positive | .207 |
| Negative | -.079 |
| Kolmogorov-Smirnov Z | | 1.682 |
| Asymp. Sig. (2-tailed) | | .007 |
| a. Test distribution is Normal. | | |
| b. Calculated from data. | | |

**Uji Multikolinearitas**

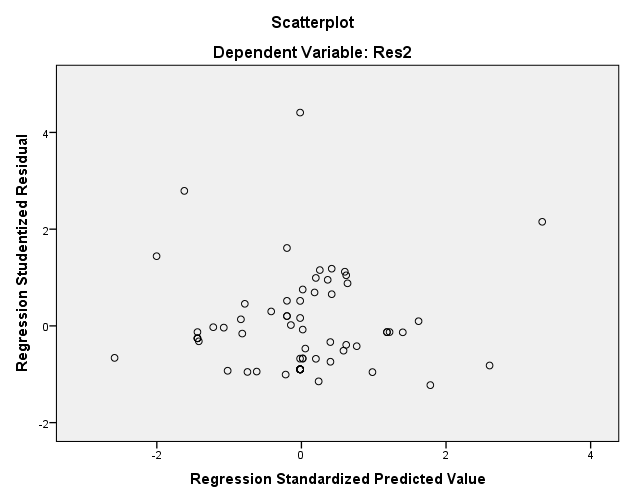
**Coefficientsa**

|  |  |  |  |
| --- | --- | --- | --- |
| Model | | Collinearity Statistics | |
| Tolerance | VIF |
| 1 | (Constant) |  |  |
| Product | .652 | 1.533 |
| Price | .438 | 2.283 |
| Promotion | .475 | 2.106 |
| Place | .276 | 3.621 |

a. Dependent Variable: Kepuasan

**Uji Heteroskedastisitas**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Residuals Statisticsa** | | | | | |
|  | Minimum | Maximum | Mean | Std. Deviation | N |
| Predicted Value | .5300 | 1.0592 | .7612 | .08945 | 66 |
| Std. Predicted Value | -2.585 | 3.330 | .000 | 1.000 | 66 |
| Standard Error of Predicted Value | .093 | .398 | .185 | .068 | 66 |
| Adjusted Predicted Value | .4354 | 1.0757 | .7583 | .11080 | 66 |
| Residual | -.81720 | 3.11560 | .00000 | .69421 | 66 |
| Std. Residual | -1.140 | 4.348 | .000 | .969 | 66 |
| Stud. Residual | -1.224 | 4.410 | .002 | 1.009 | 66 |
| Deleted Residual | -.94237 | 3.20603 | .00292 | .75703 | 66 |
| Stud. Deleted Residual | -1.229 | 5.300 | .020 | 1.083 | 66 |
| Mahal. Distance | .100 | 19.039 | 3.939 | 3.705 | 66 |
| Cook's Distance | .000 | .412 | .019 | .054 | 66 |
| Centered Leverage Value | .002 | .293 | .061 | .057 | 66 |
| a. Dependent Variable: Res2 | | | | | |



**Lampiran 4**

**Analisis Data**

**Koefisien Determinasi**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Model Summaryb** | | | | |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .692a | .479 | .445 | 1.072 |
| a. Predictors: (Constant), Place, Product, Promotion, Price | | | | |
| b. Dependent Variable: Kepuasan | | | | |

**Analisis Regresi**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | .324 | 2.298 |  | .141 | .888 |
| Product | .326 | .148 | .251 | 2.198 | .032 |
| Price | .153 | .148 | .144 | 1.030 | .307 |
| Promotion | .178 | .157 | .152 | 1.134 | .261 |
| Place | .330 | .209 | .278 | 1.580 | .119 |