



Lampiran. 1 Kuisisioner Penelitian

- A. Identitas Responden
- B. Jenis Kelamin
- C. Usia
- D. Lama Menggunakan Ruangguru
 - 6 bulan
 - 12 bulan
 - 24 bulan atau lebih

Berilah tanda (✓) pada salah satu jawaban yang sesuai dengan pendapat Anda.

Skor Keterangan

5 Sangat Setuju (SS)

4 Setuju (S)

3 Netral (N)

2 Tidak Setuju (TS)

1 Sangat Tidak Setuju (STS)

Variabel X1 : Kualitas Pelayanan

No Pernyataan

X1.1 Ruangguru menyediakan sarana pembelajaran yang memadai.

STS	TS	N	S	SS
☐	☐	☐	☐	☐

X1.2 Materi pembelajaran yang disediakan Ruangguru mudah diakses oleh siswa.

STS	TS	N	S	SS
☐	☐	☐	☐	☐

X1.3 Aplikasi Ruangguru membantu mudah digunakan ketika pembelajaran.

STS	TS	N	S	SS
☐	☐	☐	☐	☐

X1.4 Ruangguru memberikan pelayanan yang sesuai dengan kebutuhan pengguna.

STS	TS	N	S	SS
☐	☐	☐	☐	☐

X1.5 Ruangguru selalu memberikan pelayanan yang cepat kepada pengguna.

STS	TS	N	S	SS
☐	☐	☐	☐	☐

X1.6 Ruangguru memiliki tampilan aplikasi yang ramah pengguna untuk respon chatbot.

STS	TS	N	S	SS
☐	☐	☐	☐	☐

X1.7 Ruangguru memberikan informasi yang jelas dan valid.

STS	TS	N	S	SS
☐	☐	☐	☐	☐

X1.8 Layanan Ruangguru memberikan pengalaman belajar sesuai dengan paket yang dibeli.

STS	TS	N	S	SS
O	O	O	O	O

X1.9 Ruangguru mampu memberikan solusi terhadap kesulitan yang dibawa oleh siswa.

STS	TS	N	S	SS
O	O	O	O	O

X1.10 Kebutuhan khusus saya diperhatikan dengan baik oleh Ruangguru.

STS	TS	N	S	SS
O	O	O	O	O

Variabel X2 : Citra Merek

No Pernyataan

X2.1 Ruangguru merupakan platform pembelajaran yang memiliki reputasi baik.

STS	TS	N	S	SS
O	O	O	O	O

X2.2 Ruangguru dikenal luas oleh masyarakat.

STS	TS	N	S	SS
O	O	O	O	O

X2.3 Ruangguru memiliki citra positif sebagai lembaga bimbingan belajar online.

STS	TS	N	S	SS
O	O	O	O	O

X2.4 Ruangguru memiliki keunggulan dibandingkan platform pembelajaran lainnya.

STS	TS	N	S	SS
O	O	O	O	O

X2.5 Saya memiliki kesan yang baik terhadap Ruangguru.

STS	TS	N	S	SS
O	O	O	O	O

X2.6 Ruangguru merupakan merek yang mudah diingat.

STS	TS	N	S	SS
O	O	O	O	O

Variabel X3 : Kepercayaan Pelanggan

No Pernyataan

X3.1 Saya percaya terhadap kualitas layanan yang diberikan Ruangguru.

STS	TS	N	S	SS
O	O	O	O	O

X3.2 Ruangguru mampu memenuhi harapan saya dalam proses pembelajaran.

STS	TS	N	S	SS
O	O	O	O	O

X3.3 Saya merasa aman menggunakan layanan Ruangguru.

STS	TS	N	S	SS
O	O	O	O	O

X3.4 Informasi yang diberikan Ruangguru dapat dipercaya.

STS	TS	N	S	SS
O	O	O	O	O

X3.5 Ruangguru memberikan layanan sesuai dengan yang dijanjikan.

STS	TS	N	S	SS
O	O	O	O	O

X3.6 Saya yakin Ruangguru memiliki komitmen untuk memberikan layanan terbaik.

STS	TS	N	S	SS
O	O	O	O	O

Variabel Y : Loyalitas Pelanggan

No Pernyataan

Y1 Saya berniat untuk terus menggunakan layanan Ruangguru.

STS	TS	N	S	SS
O	O	O	O	O

Y2 Saya akan menggunakan kembali layanan Ruangguru di masa mendatang.

STS	TS	N	S	SS
O	O	O	O	O

Y3 Saya bersedia merekomendasikan Ruangguru kepada orang lain.

STS	TS	N	S	SS
O	O	O	O	O

Y4 Saya merasa Ruangguru merupakan pilihan utama dalam belajar online.

STS	TS	N	S	SS
O	O	O	O	O

Y5 Saya tidak mudah berpindah ke platform pembelajaran lain.

STS	TS	N	S	SS
O	O	O	O	O

Y6 Saya merasa puas menggunakan layanan Ruangguru.

STS	TS	N	S	SS
O	O	O	O	O

Y7 Saya bersedia menceritakan pengalaman positif menggunakan Ruangguru kepada orang lain.

STS TS N S SS
O O O O O

Y8 Saya tetap memilih Ruangguru meskipun terdapat banyak platform pembelajaran lainnya.

STS TS N S SS
O O O O O

Lampiran.2 Tabulasi data penelitian

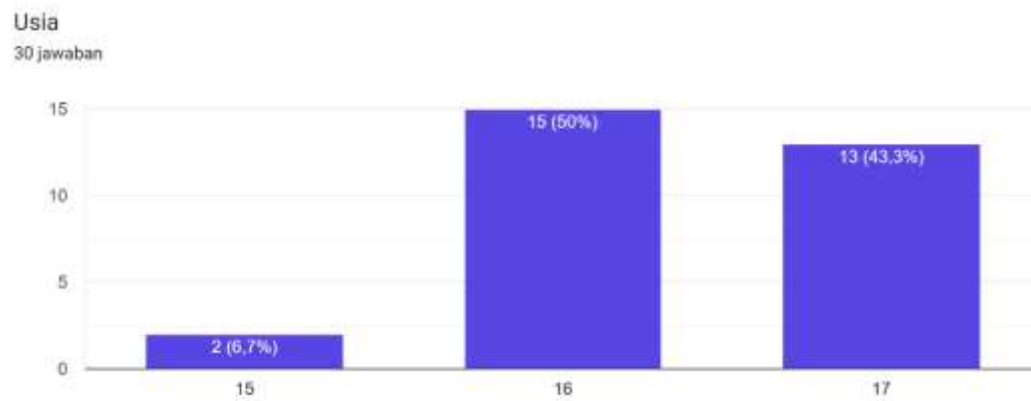
1	X1_1	X1_2	X1_3	X1_4	X1_5	X1_6	X1_7	X1_8	X1_9	X1_10
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3	5	3	4	3	5	4	4	4	3	4
4	3	4	2	3	4	4	3	4	2	4
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10	4	4	3	4	3	4	4	4	4	4
11	5	5	5	3	5	5	5	5	4	5
12	4	3	4	4	4	3	3	2	4	4
13	3	2	3	3	4	3	3	3	3	3
14	5	5	4	5	5	5	5	4	4	5
15	4	4	4	2	4	4	4	4	4	4
16	4	4	5	4	3	4	3	5	4	4
17	5	4	3	5	5	4	4	5	5	2
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25	5	5	5	5	5	5	2	5	5	5
26	4	4	3	4	4	4	4	3	4	2
27	5	4	5	5	4	2	5	4	5	5
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29	4	5	4	4	5	4	4	5	2	4
30	5	5	5	4	5	5	5	5	4	5
31	4	4	4	4	4	4	4	4	4	4

X2_1	X2_2	X2_3	X2_4	X2_5	X2_6
4	2	4	5	3	4
3	4	4	2	4	4
4	3	2	4	3	3
4	4	5	4	3	5
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X3_1	X3_2	X3_3	X3_4	X3_5	X3_6
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4	5	5	4	5	4
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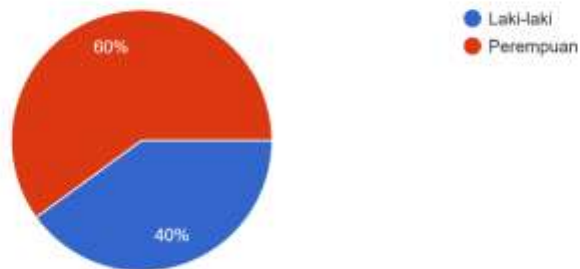


Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8
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4	4	3	4	4	4	4	3
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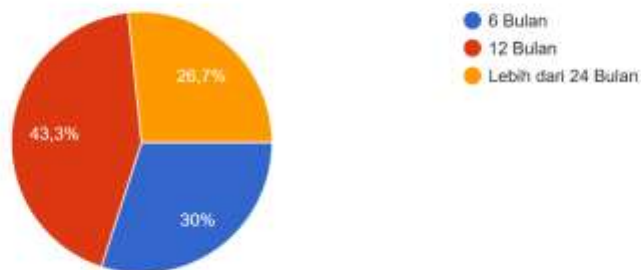
Lampiran 3. Deskripsi Karakteristik Responden



Jenis Kelamin
30 jawaban



Berapa lama kamu berlangganan Ruangguru
30 jawaban



Lampiran.4 Statistik Deskriptif

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
KualitasLayanan	30	30	48	39.37	5.530
CitraMerek	30	16	26	21.83	3.030
Kepercayaan	30	18	30	23.97	3.882
Loyalitas	30	23	39	32.43	4.946
Valid N (listwise)	30				

Uji Validitas Kualitas Layanan

		Correlations										kuantifikasi an
		x1_1	x1_2	x1_3	x1_4	x1_5	x1_6	x1_7	x1_8	x1_9	x1_10	
x1_1	Pearson Correlation	1	.535**	.581**	.599**	.410*	.469**	.649**	.552**	.825**	.556**	.928**
	Sig. (2-tailed)		.002	.001	.000	.024	.009	.000	.002	.000	.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30
x1_2	Pearson Correlation	.535**	1	.209	.273	.272	.545**	.424*	.503**	.239	.474**	.701**
	Sig. (2-tailed)	.002		.267	.144	.145	.002	.019	.005	.204	.008	.000
	N	30	30	30	30	30	30	30	30	30	30	30
x1_3	Pearson Correlation	.581**	.209	1	.193	.134	.089	.411*	.361*	.309	.506**	.617**
	Sig. (2-tailed)	.001	.267		.307	.480	.639	.024	.050	.034	.004	.000
	N	30	30	30	30	30	30	30	30	30	30	30
x1_4	Pearson Correlation	.599**	.273	.193	1	.049	.195	.224	.355	.585**	.277	.585**
	Sig. (2-tailed)	.000	.144	.307		.798	.303	.234	.054	.001	.138	.001
	N	30	30	30	30	30	30	30	30	30	30	30
x1_5	Pearson Correlation	.410*	.272	.134	.049	1	.278	.098	.380	.050	.158	.404*
	Sig. (2-tailed)	.024	.145	.480	.798		.137	.614	.050	.793	.404	.027
	N	30	30	30	30	30	30	30	30	30	30	30
x1_6	Pearson Correlation	.469**	.545**	.089	.195	.278	1	.192	.412*	.150	.474**	.578**
	Sig. (2-tailed)	.009	.002	.639	.303	.137		.310	.024	.428	.008	.001
	N	30	30	30	30	30	30	30	30	30	30	30
x1_7	Pearson Correlation	.649**	.424*	.411*	.224	.098	.192	1	.304	.353	.364*	.634**
	Sig. (2-tailed)	.000	.019	.024	.234	.614	.310		.103	.056	.048	.000
	N	30	30	30	30	30	30	30	30	30	30	30
x1_8	Pearson Correlation	.552**	.503**	.361*	.355	.380	.412*	.304	1	.224	.342	.685**
	Sig. (2-tailed)	.002	.005	.050	.054	.050	.024	.103		.234	.064	.000
	N	30	30	30	30	30	30	30	30	30	30	30
x1_9	Pearson Correlation	.825**	.239	.309	.585**	.050	.150	.353	.224	1	.285	.698**
	Sig. (2-tailed)	.000	.204	.034	.001	.793	.428	.056	.234		.127	.000
	N	30	30	30	30	30	30	30	30	30	30	30
x1_10	Pearson Correlation	.556**	.474**	.506**	.277	.158	.474**	.364*	.342	.285	1	.891**
	Sig. (2-tailed)	.001	.008	.004	.138	.404	.008	.048	.064	.127		.000
	N	30	30	30	30	30	30	30	30	30	30	30
kuantifikasi	Pearson Correlation	.928**	.701**	.617**	.585**	.404*	.578**	.634**	.685**	.698**	.691**	1
	Sig. (2-tailed)	.000	.000	.000	.001	.027	.001	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30	30	30

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

Uji Validitas Citra Merk

		Correlations						citrakerik
		x2_1	x2_2	x2_3	x2_4	x2_5	x2_6	
x2_1	Pearson Correlation	1	.388*	.249	.745**	.342	.447*	.781**
	Sig. (2-tailed)		.034	.184	.000	.064	.013	.000
	N	30	30	30	30	30	30	30
x2_2	Pearson Correlation	.388*	1	.326	.205	.630**	.155	.708**
	Sig. (2-tailed)	.034		.079	.277	.000	.413	.000
	N	30	30	30	30	30	30	30
x2_3	Pearson Correlation	.249	.326	1	.156	.406*	.249	.619**
	Sig. (2-tailed)	.184	.079		.409	.026	.184	.000
	N	30	30	30	30	30	30	30
x2_4	Pearson Correlation	.745**	.205	.156	1	.158	.426*	.666**
	Sig. (2-tailed)	.000	.277	.409		.404	.019	.000
	N	30	30	30	30	30	30	30
x2_5	Pearson Correlation	.342	.630**	.406*	.158	1	.024	.646**
	Sig. (2-tailed)	.064	.000	.026	.404		.898	.000
	N	30	30	30	30	30	30	30
x2_6	Pearson Correlation	.447*	.155	.249	.426*	.024	1	.540**
	Sig. (2-tailed)	.013	.413	.184	.019	.898		.002
	N	30	30	30	30	30	30	30
citrakerik	Pearson Correlation	.781**	.708**	.619**	.666**	.646**	.540**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.002	
	N	30	30	30	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 Validitas Kepercayaan Pelanggan

Correlations

		Correlations						
		x3_1	x3_2	x3_3	x3_4	x3_5	x3_6	kepercayaan
x3_1	Pearson Correlation	1	.765**	.818**	.867**	.751**	.761**	.900**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30
x3_2	Pearson Correlation	.765**	1	.935**	.818**	.867**	.789**	.938**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30
x3_3	Pearson Correlation	.818**	.935**	1	.875**	.856**	.844**	.964**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000
	N	30	30	30	30	30	30	30
x3_4	Pearson Correlation	.867**	.818**	.875**	1	.803**	.738**	.924**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000
	N	30	30	30	30	30	30	30
x3_5	Pearson Correlation	.751**	.867**	.856**	.803**	1	.769**	.913**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000
	N	30	30	30	30	30	30	30
x3_6	Pearson Correlation	.761**	.789**	.844**	.738**	.769**	1	.885**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000
	N	30	30	30	30	30	30	30
kepercayaan	Pearson Correlation	.900**	.938**	.964**	.924**	.913**	.885**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30

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

Uji Validitas Loyalitas Pelanggan

		Correlations								
		y1	y2	y3	y4	y5	y6	y7	y8	loyalitas
y1	Pearson Correlation	1	.813**	.685**	.872**	.685**	.786**	.868**	.813**	.957**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30
y2	Pearson Correlation	.813**	1	.549**	.674**	.620**	.841**	.803**	.748**	.887**
	Sig. (2-tailed)	.000		.002	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30
y3	Pearson Correlation	.685**	.549**	1	.552**	.449*	.553**	.702**	.690**	.755**
	Sig. (2-tailed)	.000	.002		.002	.013	.002	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30
y4	Pearson Correlation	.872**	.674**	.552**	1	.552**	.605**	.721**	.735**	.843**
	Sig. (2-tailed)	.000	.000	.002		.002	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30
y5	Pearson Correlation	.685**	.620**	.449*	.552**	1	.631**	.573**	.690**	.755**
	Sig. (2-tailed)	.000	.000	.013	.002		.000	.001	.000	.000
	N	30	30	30	30	30	30	30	30	30
y6	Pearson Correlation	.786**	.841**	.553**	.605**	.631**	1	.767**	.632**	.849**
	Sig. (2-tailed)	.000	.000	.002	.000	.000		.000	.000	.000
	N	30	30	30	30	30	30	30	30	30
y7	Pearson Correlation	.868**	.803**	.702**	.721**	.573**	.767**	1	.688**	.901**
	Sig. (2-tailed)	.000	.000	.000	.000	.001	.000		.000	.000
	N	30	30	30	30	30	30	30	30	30
y8	Pearson Correlation	.813**	.748**	.690**	.735**	.690**	.632**	.688**	1	.878**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000
	N	30	30	30	30	30	30	30	30	30
loyalitas	Pearson Correlation	.957**	.887**	.755**	.843**	.755**	.849**	.901**	.878**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30

Uji Reabilitas

Kualitas Layanan

Reliability Statistics

Cronbach's	
Alpha	N of Items
.838	10

Citra Merek

Reliability Statistics

Cronbach's	
Alpha	N of Items
.735	6

Kepercayaan Pelanggan

Reliability Statistics

Cronbach's	
Alpha	N of Items
.964	6

Loyalitas

Reliability Statistics

Cronbach's	
Alpha	N of Items
.947	8

Lampiran.6 Uji Asumsi Klasik

Uji Normalitas

Tests of Normality						
	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
Unstandardized Residual	.154	30	.067	.951	30	.183
Standardized Residual	.154	30	.067	.951	30	.183
a. Lilliefors Significance Correction						

Uji Multikolinearitas

Coefficients ^a							
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics Tolerance VIF
		B	Std. Error	Beta			
1	(Constant)	-2.582	1.028		-2.510	.019	
	X1	.551	.072	.617	7.674	.000	.115 8.676
	X2	.351	.109	.215	3.226	.003	.167 5.983
	X3	.235	.097	.185	2.437	.022	.130 7.712
a. Dependent Variable: y							

Double-click to

Uji Heteroskedasitas

Coefficients ^a						
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	1.272	.625		2.034	.052
	KualitasLayanan	-.027	.044	-.341	-.616	.543
	CitraMerek	.030	.066	.209	.456	.652
	Kepercayaan	-.015	.059	-.129	-.247	.807
a. Dependent Variable: ABS_RES						

Lampiran. 7 Analisis Regresi Linier Berganda

Coefficients ^a							
		Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics
Model		B	Std. Error	Beta	t	Sig.	Tolerance VIF
1	(Constant)	-2.582	1.028		-2.510	.019	
	KualitasLayanan	.551	.072	.617	7.674	.000	.115 8.676
	CitraMerek	.351	.109	.215	3.226	.003	.167 5.983
	Kepercayaan	.235	.097	.185	2.437	.022	.130 7.712
a. Dependent Variable: Loyalitas							

Uji F

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	695.643	3	231.881	439.303	.000 ^b
	Residual	13.724	26	.528		
	Total	709.367	29			
a. Dependent Variable: Loyalitas						
b. Predictors: (Constant), Kepercayaan, CitraMerek, KualitasLayanan						

Koodisien Determinasi

Model Summary^b

Model	R	R Square	Adjusted Square	R Std. Error of the Estimate	Durbin-Watson
1	.938 ^a	.879	.865	1.574	2.249

a. Predictors: (Constant), Kepercayaan, CitraMerek, KualitasLayanan

b. Dependent Variable: Loyalitas

Lampiran 8. R Tabel

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	0.9899	0.9991	0.9999	1.0000
2	0.9900	0.9930	0.9980	0.9990	0.9999
3	0.9934	0.9973	0.9993	0.9997	0.9999
4	0.9961	0.9984	0.9995	0.9998	0.9999
5	0.9980	0.9990	0.9997	0.9999	0.9999
6	0.9990	0.9995	0.9998	0.9999	0.9999
7	0.9995	0.9997	0.9999	0.9999	0.9999
8	0.9997	0.9998	0.9999	0.9999	0.9999
9	0.9998	0.9999	0.9999	0.9999	0.9999
10	0.9999	0.9999	0.9999	0.9999	0.9999
11	0.9999	0.9999	0.9999	0.9999	0.9999
12	0.9999	0.9999	0.9999	0.9999	0.9999
13	0.9999	0.9999	0.9999	0.9999	0.9999
14	0.9999	0.9999	0.9999	0.9999	0.9999
15	0.9999	0.9999	0.9999	0.9999	0.9999
16	0.9999	0.9999	0.9999	0.9999	0.9999
17	0.9999	0.9999	0.9999	0.9999	0.9999
18	0.9999	0.9999	0.9999	0.9999	0.9999
19	0.9999	0.9999	0.9999	0.9999	0.9999
20	0.9999	0.9999	0.9999	0.9999	0.9999
21	0.9999	0.9999	0.9999	0.9999	0.9999
22	0.9999	0.9999	0.9999	0.9999	0.9999
23	0.9999	0.9999	0.9999	0.9999	0.9999
24	0.9999	0.9999	0.9999	0.9999	0.9999
25	0.9999	0.9999	0.9999	0.9999	0.9999
26	0.9999	0.9999	0.9999	0.9999	0.9999
27	0.9999	0.9999	0.9999	0.9999	0.9999
28	0.9999	0.9999	0.9999	0.9999	0.9999
29	0.9999	0.9999	0.9999	0.9999	0.9999
30	0.9999	0.9999	0.9999	0.9999	0.9999
31	0.9999	0.9999	0.9999	0.9999	0.9999
32	0.9999	0.9999	0.9999	0.9999	0.9999
33	0.9999	0.9999	0.9999	0.9999	0.9999
34	0.9999	0.9999	0.9999	0.9999	0.9999
35	0.9999	0.9999	0.9999	0.9999	0.9999
36	0.9999	0.9999	0.9999	0.9999	0.9999
37	0.9999	0.9999	0.9999	0.9999	0.9999
38	0.9999	0.9999	0.9999	0.9999	0.9999
39	0.9999	0.9999	0.9999	0.9999	0.9999
40	0.9999	0.9999	0.9999	0.9999	0.9999
41	0.9999	0.9999	0.9999	0.9999	0.9999
42	0.9999	0.9999	0.9999	0.9999	0.9999
43	0.9999	0.9999	0.9999	0.9999	0.9999
44	0.9999	0.9999	0.9999	0.9999	0.9999
45	0.9999	0.9999	0.9999	0.9999	0.9999
46	0.9999	0.9999	0.9999	0.9999	0.9999
47	0.9999	0.9999	0.9999	0.9999	0.9999
48	0.9999	0.9999	0.9999	0.9999	0.9999
49	0.9999	0.9999	0.9999	0.9999	0.9999
50	0.9999	0.9999	0.9999	0.9999	0.9999



Lampiran 9. Dokumentasi

