

LAMPIRAN 1: KUESIONER PENELITIAN

PENGARUH KUALITAS PELAYANAN DAN KUALITAS PRODUK TERHADAP KEPUASAN PELANGGAN KAIN TENUN ENDEK PADA PERTENUNAN ENDEK DI KABUPATEN BULELENG

Sehubungan dengan penyusunan skripsi dengan judul yang telah disebutkan di atas, maka dengan hormat, saya:

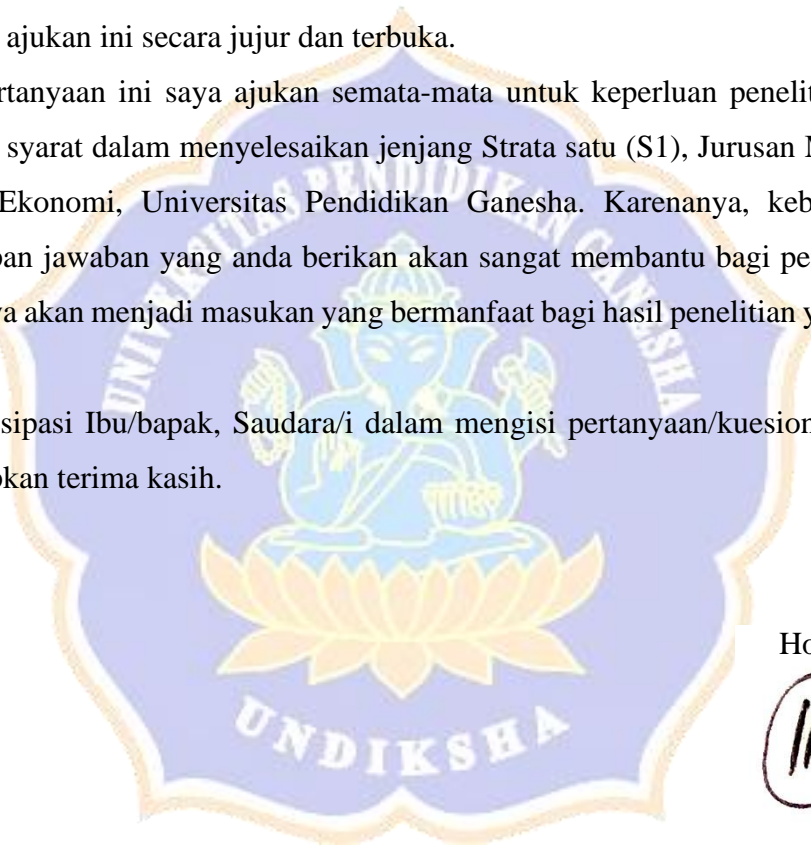
Nama : I Made Wira Cahyadi

NIM : 1717041098

Memohon kesediaan Ibu/bapak, Saudara/i untuk mengisi kuesioner (daftar pertanyaan yang saya ajukan ini secara jujur dan terbuka.

Daftar pertanyaan ini saya ajukan semata-mata untuk keperluan penelitian sebagai salah satu syarat dalam menyelesaikan jenjang Strata satu (S1), Jurusan Manajemen, Fakultas Ekonomi, Universitas Pendidikan Ganesha. Karenanya, kebenaran dan kelengkapan jawaban yang anda berikan akan sangat membantu bagi penulis, untuk selanjutnya akan menjadi masukan yang bermanfaat bagi hasil penelitian yang penulis lakukan.

Atas partisipasi Ibu/bapak, Saudara/i dalam mengisi pertanyaan/kuesioner ini, saya mengucapkan terima kasih.



Hormat Saya

A handwritten signature in black ink, appearing to read 'I Made Wira Cahyadi', with a stylized flourish at the end.

I Made Wira Cahyadi
NIM.1717041098

1. Data Responden

Nama Responden :

Beri tanda (✓) pada kolom yang telah disediakan sesuai dengan jawaban anda.

1. Jenis kelamin :

☐ Pria ☐ Wanita

2. Usia anda saat ini adalah :

☐ < 17 Tahun ☐ 40-49 Tahun
☐ 18-28 Tahun ☐ >50 Tahun
☐ 29-39 Tahun

3. Tingkat pendidikan terakhir yang anda selesaikan adalah :

☐ SMA ☐ S3
☐ Diploma ☐ Lain-lain.....
☐ S1
☐ S2

4. Jenis pekerjaan anda adalah :

☐ Pelajar/mahasiswa ☐ Wiraswasta
☐ Pegawai negeri ☐ Lain-lain
☐ Pegawai swasta / BUMN (sebutkan).....

5. Telah berapa kali anda membeli kain tenun endek :

☐ < 2 kali
☐ 3-5 kali
☐ > 5 kali

6. Tempat pembelian kain tenun endek anda adalah :

☐ Pertenunan ☐ Keduanya
 Artha Dharma
☐ Pertenunan Sari
 Artha

2. Petunjuk Pengisian

Istilah jawaban sesuai pendapat anda dengan memberi satu tanda centang (✓) pada kotak yang tersedia.

Keterangan :

- (5) SS = Sangat Setuju
(4) S = Setuju
(3) R = Ragu- Ragu
(2) TS = Tidak Setuju
(1) STS = Sangat Tidak Setuju

A. Kualitas Pelayanan

No	Pertanyaan	STS	TS	R	S	SS
	Bukti Langsung (<i>Tangible</i>)					
1	Keadaan pertenunan tempat membeli kain tenun endek anda dalam keadaan baik (representatif) dan peralatan pembuatan kain endek sangat lengkap					
	Empati (<i>Emphaty</i>)					
2	Pegawai pertenunan peduli dengan keinginan konsumen dan menjaga hubungan baik kepada konsumen					
	DayaTanggap (<i>Responsiveness</i>)					
3	Cepat dan tanggap dalam mengatasi masalah pada keluhan konsumen					
	Keandalan (<i>Reliability</i>)					
4	Keakuratan pegawai dalam melakukan pelayanan jasanya (fasif dalam motif kain)					
	Jaminan (<i>Assurance</i>)					
5	Pegawai dapat memberikan kepercayaan kepada konsumen (Ketepatan waktu, kenyamanan, keamanan, profesional)					

B. Kualitas Produk

No	Pertanyaan	STS	TS	R	S	SS
	Kinerja (<i>Performance</i>)					
6	Hasil kain tenun endek pertenunan tersebut dikerjakan sesuai ekspektasi konsumen					
	Fitur (<i>Features</i>)					
7	Teknik dan peralatan pembuatan kain tenun endek sudah baik dan lengkap					
	Keandalan (<i>Reliability</i>)					
8	Kain tenun endek dikerjakan oleh orang yang sudah mahir menenun (handmade)					
	Kesesuaian (<i>Conformance</i>)					
9	Penamaan kain sudah sesuai dengan motifnya					
	Pelayanan (<i>Serviceability</i>)					
10	Pegawai sangat ramah dan handal dalam menjelaskan motif kain beserta harganya					
	Keindahan (<i>Estetika</i>)					
11	Kain tenun endek pertenunan tersebut selalu indah dalam bentuk pola maupun warna kain					
	Citra merk (<i>Brand Image</i>)					
12	Kain endek tersebut sudah memiliki pandangan yang baik dibenak masyarakat					

C. Kepuasan Pelanggan

No	Pertanyaan	STS	TS	R	S	SS
	Pembelian Ulang (<i>Repurchase</i>)					
13	Saya akan membeli kain tenun endek ini lagi karena kualitas dan pelayanannya sangat baik					

	Menyebarkanluaskan (<i>Word of Mouth</i>)					
14	Saya akan merekomendasikan pertenenan tersebut kepada rekan-rekan saya jika ingin membeli kain tenun endek					
	Menciptakan keputusan pembelian di tempat sama					
15	Jika saya akan membeli kain tenun endek lagi, saya akan membeli di tempat yang sama, tidak akan mencoba pertenenan yang lain					
	Citra Perusahaan (<i>Store Image</i>)					
16	Pertenenan tersebut sudah sangat terkenal di pandangan masyarakat, jadi saya tidak ragu lagi membeli kain tenun endek disana					



LAMPIRAN 2: Hasil Kuesioner Untuk Uji Validitas dan Reliabilitas Variabel Kualitas Pelayanan

Data Ordinal

No.	1	2	3	4	5	Total
1	4	4	5	4	5	22
2	4	3	4	3	4	18
3	3	4	3	4	3	17
4	5	4	4	5	4	22
5	4	4	3	4	3	18
6	3	4	3	1	3	14
7	4	4	5	4	5	22
8	5	5	5	4	5	24
9	2	2	2	2	2	10
10	3	2	3	2	1	11
11	4	4	4	3	4	19
12	3	3	3	4	3	16
13	4	5	3	5	4	21
14	4	4	4	4	4	20
15	4	4	4	5	4	21
16	5	3	3	4	4	19
17	4	4	4	4	4	20
18	4	4	4	2	4	18
19	2	4	4	4	2	16
20	4	4	4	4	4	20
21	4	3	5	3	4	19
22	4	3	4	3	4	18
23	3	3	3	4	4	17
24	3	3	3	3	3	15
25	4	4	4	4	4	20
26	5	4	4	4	5	22
27	3	4	4	3	3	17
28	4	1	1	3	3	12
29	1	4	2	4	4	15
30	2	4	4	3	2	15

Data Interval

No.	1	2	3	4	5	Total
1	3.549	3.617	4.842	3.649	4.842	20.498
2	3.549	2.421	3.594	2.585	3.549	15.698
3	2.536	3.617	2.524	3.649	2.536	14.863
4	4.842	3.617	3.594	4.982	3.549	20.584
5	3.549	3.617	2.524	3.649	2.536	15.876
6	2.536	3.617	2.524	1.000	2.536	12.214
7	3.549	3.617	4.842	3.649	4.842	20.498
8	4.842	5.167	4.842	3.649	4.842	23.340
9	1.817	1.708	1.708	1.817	1.817	8.866
10	2.536	1.708	2.524	1.817	1.000	9.585
11	3.549	3.617	3.594	2.585	3.549	16.895
12	2.536	2.421	2.524	3.649	2.536	13.666
13	3.549	5.167	2.524	4.982	3.549	19.771
14	3.549	3.617	3.594	3.649	3.549	17.958
15	3.549	3.617	3.594	4.982	3.549	19.292
16	4.842	2.421	2.524	3.649	3.549	16.984
17	3.549	3.617	3.594	3.649	3.549	17.958
18	3.549	3.617	3.594	1.817	3.549	16.126
19	1.817	3.617	3.594	3.649	1.817	14.493
20	3.549	3.617	3.594	3.649	3.549	17.958
21	3.549	2.421	4.842	2.585	3.549	16.946
22	3.549	2.421	3.594	2.585	3.549	15.698
23	2.536	2.421	2.524	3.649	3.549	14.679
24	2.536	2.421	2.524	2.585	2.536	12.603
25	3.549	3.617	3.594	3.649	3.549	17.958
26	4.842	3.617	3.594	3.649	4.842	20.543
27	2.536	3.617	3.594	2.585	2.536	14.869
28	3.549	1.000	1.000	2.585	2.536	10.671
29	1.000	3.617	1.708	3.649	3.549	13.523
30	1.817	3.617	3.594	2.585	1.817	13.430

LAMPIRAN 3: Hasil Kuesioner Untuk Uji Validitas dan Reliabilitas Variabel Kualitas Produk

Data Ordinal

No.	1	2	3	4	5	6	7	Total
1	5	4	4	4	5	5	4	31
2	3	3	3	3	3	4	3	22
3	3	3	3	3	3	1	4	20
4	4	4	4	4	4	5	3	28
5	4	5	4	5	4	4	4	30
6	3	3	3	3	3	4	4	23
7	1	3	1	1	3	2	2	13
8	4	4	4	4	5	4	4	29
9	4	4	2	4	4	3	3	24
10	3	3	3	3	3	4	4	23
11	4	4	2	4	4	1	4	23
12	1	3	1	1	3	2	3	14
13	4	4	2	4	4	3	3	24
14	3	3	3	3	3	4	3	22
15	4	2	2	4	2	3	1	18
16	4	4	4	4	4	4	4	28
17	4	4	5	5	4	4	4	30
18	4	4	3	4	4	3	4	26
19	3	3	3	4	3	4	4	24
20	3	4	3	3	4	2	3	22
21	4	1	4	4	3	3	3	22
22	3	4	3	3	4	2	2	21
23	4	3	4	4	3	3	3	24
24	3	3	3	3	3	2	2	19
25	2	3	4	2	3	3	3	20
26	4	4	4	4	4	1	3	24
27	3	3	3	3	3	4	4	23
28	4	5	4	4	4	5	5	31
29	3	4	3	3	4	2	3	22
30	3	4	4	3	4	3	3	24

Data Interval

No.	1	2	3	4	5	6	7	Total
1	5.167	3.802	3.791	3.514	5.167	4.510	4.025	29.975
2	2.381	2.556	2.674	2.334	2.481	3.409	2.816	18.650
3	2.381	2.556	2.674	2.334	2.481	1.000	4.025	17.451
4	3.635	3.802	3.791	3.514	3.802	4.510	2.816	25.870
5	3.635	5.167	3.791	4.879	3.802	3.409	4.025	28.707
6	2.381	2.556	2.674	2.334	2.481	3.409	4.025	19.859
7	1.000	2.556	1.000	1.000	2.481	1.894	1.817	11.748
8	3.635	3.802	3.791	3.514	5.167	3.409	4.025	27.342
9	3.635	3.802	1.810	3.514	3.802	2.584	2.816	21.963
10	2.381	2.556	2.674	2.334	2.481	3.409	4.025	19.859
11	3.635	3.802	1.810	3.514	3.802	1.000	4.025	21.588
12	1.000	2.556	1.000	1.000	2.481	1.894	2.816	12.747
13	3.635	3.802	1.810	3.514	3.802	2.584	2.816	21.963
14	2.381	2.556	2.674	2.334	2.481	3.409	2.816	18.650
15	3.635	1.575	1.810	3.514	1.000	2.584	1.000	15.118
16	3.635	3.802	3.791	3.514	3.802	3.409	4.025	25.977
17	3.635	3.802	5.167	4.879	3.802	3.409	4.025	28.718
18	3.635	3.802	2.674	3.514	3.802	2.584	4.025	24.036
19	2.381	2.556	2.674	3.514	2.481	3.409	4.025	21.040
20	2.381	3.802	2.674	2.334	3.802	1.894	2.816	19.702
21	3.635	1.000	3.791	3.514	2.481	2.584	2.816	19.821
22	2.381	3.802	2.674	2.334	3.802	1.894	1.817	18.703
23	3.635	2.556	3.791	3.514	2.481	2.584	2.816	21.378
24	2.381	2.556	2.674	2.334	2.481	1.894	1.817	16.136
25	1.554	2.556	3.791	1.554	2.481	2.584	2.816	17.335
26	3.635	3.802	3.791	3.514	3.802	1.000	2.816	22.360
27	2.381	2.556	2.674	2.334	2.481	3.409	4.025	19.859
28	3.635	5.167	3.791	3.514	3.802	4.510	5.454	29.873
29	2.381	3.802	2.674	2.334	3.802	1.894	2.816	19.702
30	2.381	3.802	3.791	2.334	3.802	2.584	2.816	21.509

LAMPIRAN 4: Hasil Kuesioner Untuk Uji Validitas dan Reliabilitas Variabel Kepuasan Pelanggan

Data Ordinal

No.	1	2	3	4	Total
1	4	5	4	4	17
2	5	4	5	5	19
3	4	4	4	2	14
4	3	4	3	3	13
5	4	4	5	4	17
6	4	3	2	3	12
7	4	3	4	4	15
8	4	3	4	2	13
9	2	1	2	3	8
10	4	4	4	5	17
11	4	4	4	4	16
12	4	4	4	4	16
13	4	3	4	4	15
14	4	5	4	3	16
15	4	4	4	4	16
16	3	3	4	3	13
17	5	5	4	5	19
18	4	4	4	4	16
19	4	4	4	4	16
20	3	3	4	2	12
21	3	4	3	3	13
22	4	4	4	4	16
23	3	2	3	1	9
24	4	4	3	3	14
25	4	4	3	3	14
26	4	4	4	4	16
27	4	3	4	4	15
28	1	2	3	3	9
29	3	2	3	4	12
30	3	4	3	3	13

Data Interval

No.	1	2	3	4	Total
1	3.572	4.982	3.330	3.739	15.623
2	5.167	3.604	4.879	4.982	18.631
3	3.572	3.604	3.330	1.817	12.322
4	2.291	3.604	2.061	2.680	10.636
5	3.572	3.604	4.879	3.739	15.794
6	3.572	2.536	1.000	2.680	9.788
7	3.572	2.536	3.330	3.739	13.177
8	3.572	2.536	3.330	1.817	11.255
9	1.575	1.000	1.000	2.680	6.255
10	3.572	3.604	3.330	4.982	15.488
11	3.572	3.604	3.330	3.739	14.245
12	3.572	3.604	3.330	3.739	14.245
13	3.572	2.536	3.330	3.739	13.177
14	3.572	4.982	3.330	2.680	14.564
15	3.572	3.604	3.330	3.739	14.245
16	2.291	2.536	3.330	2.680	10.837
17	5.167	4.982	3.330	4.982	18.461
18	3.572	3.604	3.330	3.739	14.245
19	3.572	3.604	3.330	3.739	14.245
20	2.291	2.536	3.330	1.817	9.974
21	2.291	3.604	2.061	2.680	10.636
22	3.572	3.604	3.330	3.739	14.245
23	2.291	1.817	2.061	1.000	7.169
24	3.572	3.604	2.061	2.680	11.917
25	3.572	3.604	2.061	2.680	11.917
26	3.572	3.604	3.330	3.739	14.245
27	3.572	2.536	3.330	3.739	13.177
28	1.000	1.817	2.061	2.680	7.558
29	2.291	1.817	2.061	3.739	9.908
30	2.291	3.604	2.061	2.680	10.636

LAMPIRAN 5: Hasil Kuesioner Untuk Analisis Regresi Linier Berganda Variabel Kualitas Pelayanan

Data Ordinal

No.	1	2	3	4	5	X1
1	4	4	4	5	4	21
2	4	4	3	4	4	19
3	4	4	4	4	4	20
4	4	5	4	4	5	22
5	5	5	5	4	5	24
6	5	5	5	5	4	24
7	5	5	5	4	5	24
8	4	4	4	4	4	20
9	4	5	4	5	5	23
10	4	4	5	5	5	23
11	2	2	2	2	2	10
12	5	4	3	5	5	22
13	4	4	2	5	4	19
14	4	4	4	4	3	19
15	5	4	3	5	5	22
16	4	4	4	4	4	20
17	4	4	2	4	4	18
18	5	5	4	5	4	23
19	5	4	4	4	5	22
20	2	2	2	2	2	10
21	5	2	5	5	5	22
22	4	4	2	4	4	18
23	5	4	5	5	5	24
24	5	4	4	5	4	22
25	3	5	5	5	5	23
26	4	3	4	5	5	21
27	2	2	2	2	2	10
28	2	2	2	2	2	10
29	5	1	1	1	1	9
30	5	1	1	1	1	9
31	4	5	5	5	4	23
32	2	2	2	2	2	10
33	5	5	5	4	5	24
34	5	5	4	5	5	24

No.	1	2	3	4	5	X1
35	5	2	5	5	5	22
36	5	5	4	5	4	23
37	5	5	5	4	5	24
38	5	5	5	4	4	23
39	4	5	5	5	4	23
40	4	5	5	5	5	24
41	5	5	4	5	4	23
42	5	5	5	4	5	24
43	5	1	1	1	1	9
44	4	4	5	5	5	23
45	5	5	5	5	5	25
46	2	2	2	2	2	10
47	5	5	5	4	5	24
48	4	5	4	5	5	23
49	2	2	2	2	2	10
50	5	5	5	4	5	24
51	4	4	4	4	4	20
52	4	3	3	4	4	18
53	4	4	4	4	4	20
54	5	5	4	5	5	24
55	4	4	2	4	4	18
56	5	5	5	5	4	24
57	4	3	4	5	5	21
58	2	2	2	2	2	10
59	4	4	5	5	5	23
60	4	4	4	4	4	20
61	5	4	5	5	5	24
62	4	5	2	5	5	21
63	4	4	2	4	4	18
64	1	5	5	4	3	18
65	4	5	5	5	4	23
66	5	5	4	5	5	24
67	2	2	2	2	2	10
68	5	5	4	5	4	23
69	4	4	4	4	4	20
70	4	4	4	4	4	20
71	5	1	1	1	1	9
72	4	4	3	4	4	19
73	4	4	4	4	4	20
74	4	5	4	4	5	22

No.	1	2	3	4	5	X1
75	5	5	5	4	5	24
76	5	5	5	5	4	24
77	4	5	2	5	5	21
78	4	4	4	4	4	20
79	5	5	4	5	4	23
80	3	3	2	3	2	13
81	5	5	5	4	5	24
82	5	5	5	5	5	25
83	2	2	2	1	2	9
84	5	5	4	5	4	23
85	5	5	5	5	5	25
86	5	5	4	5	5	24
87	4	4	4	5	4	21
88	5	5	4	5	5	24
89	3	4	4	4	4	19
90	5	1	1	1	1	9
91	4	5	5	5	5	24
92	2	2	2	2	2	10
93	2	2	2	2	2	10
94	5	5	5	4	5	24
95	5	1	1	1	1	9
96	5	5	5	5	5	25
97	2	2	2	2	2	10
98	5	5	5	4	5	24
99	4	5	4	5	5	23
100	2	2	2	2	2	10
101	4	5	5	5	5	24
102	2	3	2	2	2	11
103	5	5	5	4	5	24
104	5	1	1	1	1	9
105	4	5	5	5	5	24
Total						2046

Data Interval

No.	1	2	3	4	5	X1
1	3.338	2.705	2.927	3.780	2.691	15.441
2	3.338	2.705	2.442	2.592	2.691	13.768
3	3.338	2.705	2.927	2.592	2.691	14.254
4	3.338	3.823	2.927	2.592	3.856	16.536
5	4.581	3.823	4.012	2.592	3.856	18.864
6	4.581	3.823	4.012	3.780	2.691	18.887
7	4.581	3.823	4.012	2.592	3.856	18.864
8	3.338	2.705	2.927	2.592	2.691	14.254
9	3.338	3.823	2.927	3.780	3.856	17.724
10	3.338	2.705	4.012	3.780	3.856	17.691
11	2.211	1.850	1.978	1.796	1.850	9.685
12	4.581	2.705	2.442	3.780	3.856	17.364
13	3.338	2.705	1.978	3.780	2.691	14.492
14	3.338	2.705	2.927	2.592	2.196	13.759
15	4.581	2.705	2.442	3.780	3.856	17.364
16	3.338	2.705	2.927	2.592	2.691	14.254
17	3.338	2.705	1.978	2.592	2.691	13.305
18	4.581	3.823	2.927	3.780	2.691	17.802
19	4.581	2.705	2.927	2.592	3.856	16.662
20	2.211	1.850	1.978	1.796	1.850	9.685
21	4.581	1.850	4.012	3.780	3.856	18.078
22	3.338	2.705	1.978	2.592	2.691	13.305
23	4.581	2.705	4.012	3.780	3.856	18.934
24	4.581	2.705	2.927	3.780	2.691	16.685
25	2.714	3.823	4.012	3.780	3.856	18.184
26	3.338	2.242	2.927	3.780	3.856	16.143
27	2.211	1.850	1.978	1.796	1.850	9.685
28	2.211	1.850	1.978	1.796	1.850	9.685
29	4.581	1.000	1.000	1.000	1.000	8.581
30	4.581	1.000	1.000	1.000	1.000	8.581
31	3.338	3.823	4.012	3.780	2.691	17.644
32	2.211	1.850	1.978	1.796	1.850	9.685
33	4.581	3.823	4.012	2.592	3.856	18.864
34	4.581	3.823	2.927	3.780	3.856	18.967
35	4.581	1.850	4.012	3.780	3.856	18.078
36	4.581	3.823	2.927	3.780	2.691	17.802
37	4.581	3.823	4.012	2.592	3.856	18.864
38	4.581	3.823	4.012	2.592	2.691	17.699
39	3.338	3.823	4.012	3.780	2.691	17.644

No.	1	2	3	4	5	X1
40	3.338	3.823	4.012	3.780	3.856	18.809
41	4.581	3.823	2.927	3.780	2.691	17.802
42	4.581	3.823	4.012	2.592	3.856	18.864
43	4.581	1.000	1.000	1.000	1.000	8.581
44	3.338	2.705	4.012	3.780	3.856	17.691
45	4.581	3.823	4.012	3.780	3.856	20.052
46	2.211	1.850	1.978	1.796	1.850	9.685
47	4.581	3.823	4.012	2.592	3.856	18.864
48	3.338	3.823	2.927	3.780	3.856	17.724
49	2.211	1.850	1.978	1.796	1.850	9.685
50	4.581	3.823	4.012	2.592	3.856	18.864
51	3.338	2.705	2.927	2.592	2.691	14.254
52	3.338	2.242	2.442	2.592	2.691	13.305
53	3.338	2.705	2.927	2.592	2.691	14.254
54	4.581	3.823	2.927	3.780	3.856	18.967
55	3.338	2.705	1.978	2.592	2.691	13.305
56	4.581	3.823	4.012	3.780	2.691	18.887
57	3.338	2.242	2.927	3.780	3.856	16.143
58	2.211	1.850	1.978	1.796	1.850	9.685
59	3.338	2.705	4.012	3.780	3.856	17.691
60	3.338	2.705	2.927	2.592	2.691	14.254
61	4.581	2.705	4.012	3.780	3.856	18.934
62	3.338	3.823	1.978	3.780	3.856	16.775
63	3.338	2.705	1.978	2.592	2.691	13.305
64	1.000	3.823	4.012	2.592	2.196	13.623
65	3.338	3.823	4.012	3.780	2.691	17.644
66	4.581	3.823	2.927	3.780	3.856	18.967
67	2.211	1.850	1.978	1.796	1.850	9.685
68	4.581	3.823	2.927	3.780	2.691	17.802
69	3.338	2.705	2.927	2.592	2.691	14.254
70	3.338	2.705	2.927	2.592	2.691	14.254
71	4.581	1.000	1.000	1.000	1.000	8.581
72	3.338	2.705	2.442	2.592	2.691	13.768
73	3.338	2.705	2.927	2.592	2.691	14.254
74	3.338	3.823	2.927	2.592	3.856	16.536
75	4.581	3.823	4.012	2.592	3.856	18.864
76	4.581	3.823	4.012	3.780	2.691	18.887
77	3.338	3.823	1.978	3.780	3.856	16.775
78	3.338	2.705	2.927	2.592	2.691	14.254
79	4.581	3.823	2.927	3.780	2.691	17.802

No.	1	2	3	4	5	X1
80	2.714	2.242	1.978	2.089	1.850	10.872
81	4.581	3.823	4.012	2.592	3.856	18.864
82	4.581	3.823	4.012	3.780	3.856	20.052
83	2.211	1.850	1.978	1.000	1.850	8.889
84	4.581	3.823	2.927	3.780	2.691	17.802
85	4.581	3.823	4.012	3.780	3.856	20.052
86	4.581	3.823	2.927	3.780	3.856	18.967
87	3.338	2.705	2.927	3.780	2.691	15.441
88	4.581	3.823	2.927	3.780	3.856	18.967
89	2.714	2.705	2.927	2.592	2.691	13.629
90	4.581	1.000	1.000	1.000	1.000	8.581
91	3.338	3.823	4.012	3.780	3.856	18.809
92	2.211	1.850	1.978	1.796	1.850	9.685
93	2.211	1.850	1.978	1.796	1.850	9.685
94	4.581	3.823	4.012	2.592	3.856	18.864
95	4.581	1.000	1.000	1.000	1.000	8.581
96	4.581	3.823	4.012	3.780	3.856	20.052
97	2.211	1.850	1.978	1.796	1.850	9.685
98	4.581	3.823	4.012	2.592	3.856	18.864
99	3.338	3.823	2.927	3.780	3.856	17.724
100	2.211	1.850	1.978	1.796	1.850	9.685
101	3.338	3.823	4.012	3.780	3.856	18.809
102	2.211	2.242	1.978	1.796	1.850	10.077
103	4.581	3.823	4.012	2.592	3.856	18.864
104	4.581	1.000	1.000	1.000	1.000	8.581
105	3.338	3.823	4.012	3.780	3.856	18.809

UNDIKSHA

LAMPIRAN 6: Hasil Kuesioner Untuk Analisis Regresi Linier Berganda Variabel Kualitas Produk

Data Ordinal

No.	1	2	3	4	5	6	7	X2
1	5	5	4	5	5	4	4	32
2	5	5	5	4	5	5	5	34
3	4	4	4	4	4	4	4	28
4	5	5	4	5	5	5	5	34
5	5	5	5	5	4	5	4	33
6	3	2	2	3	2	3	2	17
7	5	5	5	5	5	4	5	34
8	5	5	5	5	5	4	5	34
9	4	5	5	4	5	5	5	33
10	5	5	4	5	5	5	4	33
11	2	3	2	2	2	2	5	18
12	5	5	4	5	5	5	4	33
13	4	4	2	4	4	4	4	26
14	4	5	4	4	5	4	5	31
15	5	5	5	5	5	5	5	35
16	4	4	4	4	4	4	4	28
17	1	5	5	1	5	4	3	24
18	5	5	4	5	5	5	4	33
19	5	5	5	5	5	4	5	34
20	2	2	2	2	2	2	5	17
21	5	5	5	5	5	4	5	34
22	4	4	4	4	4	4	4	28
23	5	4	4	5	4	5	4	31
24	4	2	4	4	2	5	5	26
25	5	5	5	5	5	4	5	34
26	4	5	5	4	5	5	5	33
27	3	3	3	3	3	3	3	21
28	2	3	2	2	2	2	5	18
29	3	3	2	3	3	3	2	19
30	2	3	2	2	2	2	5	18
31	4	2	4	4	2	5	5	26
32	3	3	2	3	3	3	2	19
33	5	5	4	5	5	4	5	33
34	5	5	5	5	5	4	5	34
35	3	4	5	3	4	4	4	27
36	5	5	5	5	5	4	5	34
37	5	5	5	5	5	5	4	34

No.	1	2	3	4	5	6	7	X2
38	4	5	4	4	5	5	4	31
39	5	5	5	5	5	5	5	35
40	5	5	4	5	5	5	5	34
41	4	5	5	4	5	5	5	33
42	5	4	5	5	4	5	5	33
43	2	3	2	2	3	3	3	18
44	5	4	4	5	4	5	5	32
45	5	5	5	5	5	5	4	34
46	1	5	5	1	5	4	3	24
47	5	4	4	5	4	5	5	32
48	4	5	5	4	5	5	5	33
49	2	2	2	2	2	2	5	17
50	5	5	3	5	5	5	5	33
51	4	4	4	4	4	4	4	28
52	4	4	4	4	4	4	4	28
53	5	4	5	5	4	4	5	32
54	5	3	5	5	3	5	5	31
55	2	2	2	2	2	2	5	17
56	5	5	5	5	5	5	4	34
57	5	5	4	5	5	5	5	34
58	2	2	2	2	2	2	5	17
59	5	4	4	5	4	5	4	31
60	3	3	2	2	2	2	4	18
61	4	4	4	4	4	4	4	28
62	5	4	2	5	4	5	4	29
63	5	2	5	5	2	5	5	29
64	4	3	4	4	3	5	5	28
65	5	5	5	5	5	4	5	34
66	5	5	5	5	5	4	5	34
67	2	2	2	2	2	2	5	17
68	5	5	2	5	5	5	5	32
69	3	2	2	3	2	2	3	17
70	4	5	5	4	5	5	5	33
71	3	2	2	3	2	3	3	18
72	5	5	5	4	5	5	5	34
73	4	4	4	4	4	4	4	28
74	5	5	4	5	5	5	5	34
75	5	5	5	5	4	5	4	33
76	5	5	5	5	5	5	5	35
77	4	4	4	4	4	4	4	28

[illegible]

Data Interval

No.	1	2	3	4	5	6	7	X2
1	4.244	3.260	2.101	4.275	3.185	2.518	2.497	22.080
2	4.244	3.260	3.177	3.207	3.185	3.662	3.700	24.434
3	3.182	2.211	2.101	3.207	2.129	2.518	2.497	17.844
4	4.244	3.260	2.101	4.275	3.185	3.662	3.700	24.426
5	4.244	3.260	3.177	4.275	2.129	3.662	2.497	23.244
6	2.580	1.000	1.000	2.599	1.000	1.814	1.000	10.993
7	4.244	3.260	3.177	4.275	3.185	2.518	3.700	24.358
8	4.244	3.260	3.177	4.275	3.185	2.518	3.700	24.358
9	3.182	3.260	3.177	3.207	3.185	3.662	3.700	23.372
10	4.244	3.260	2.101	4.275	3.185	3.662	2.497	23.224
11	1.863	1.753	1.000	1.897	1.000	1.000	3.700	12.213
12	4.244	3.260	2.101	4.275	3.185	3.662	2.497	23.224
13	3.182	2.211	1.000	3.207	2.129	2.518	2.497	16.744
14	3.182	3.260	2.101	3.207	3.185	2.518	3.700	21.152
15	4.244	3.260	3.177	4.275	3.185	3.662	3.700	25.502
16	3.182	2.211	2.101	3.207	2.129	2.518	2.497	17.844
17	1.000	3.260	3.177	1.000	3.185	2.518	1.789	15.928
18	4.244	3.260	2.101	4.275	3.185	3.662	2.497	23.224
19	4.244	3.260	3.177	4.275	3.185	2.518	3.700	24.358
20	1.863	1.000	1.000	1.897	1.000	1.000	3.700	11.460
21	4.244	3.260	3.177	4.275	3.185	2.518	3.700	24.358
22	3.182	2.211	2.101	3.207	2.129	2.518	2.497	17.844
23	4.244	2.211	2.101	4.275	2.129	3.662	2.497	21.119
24	3.182	1.000	2.101	3.207	1.000	3.662	3.700	17.851
25	4.244	3.260	3.177	4.275	3.185	2.518	3.700	24.358
26	3.182	3.260	3.177	3.207	3.185	3.662	3.700	23.372
27	2.580	1.753	1.672	2.599	1.709	1.814	1.789	13.917
28	1.863	1.753	1.000	1.897	1.000	1.000	3.700	12.213
29	2.580	1.753	1.000	2.599	1.709	1.814	1.000	12.455
30	1.863	1.753	1.000	1.897	1.000	1.000	3.700	12.213
31	3.182	1.000	2.101	3.207	1.000	3.662	3.700	17.851
32	2.580	1.753	1.000	2.599	1.709	1.814	1.000	12.455
33	4.244	3.260	2.101	4.275	3.185	2.518	3.700	23.283
34	4.244	3.260	3.177	4.275	3.185	2.518	3.700	24.358
35	2.580	2.211	3.177	2.599	2.129	2.518	2.497	17.710
36	4.244	3.260	3.177	4.275	3.185	2.518	3.700	24.358
37	4.244	3.260	3.177	4.275	3.185	3.662	2.497	24.299
38	3.182	3.260	2.101	3.207	3.185	3.662	2.497	21.093
39	4.244	3.260	3.177	4.275	3.185	3.662	3.700	25.502

No.	1	2	3	4	5	6	7	X2
40	4.244	3.260	2.101	4.275	3.185	3.662	3.700	24.426
41	3.182	3.260	3.177	3.207	3.185	3.662	3.700	23.372
42	4.244	2.211	3.177	4.275	2.129	3.662	3.700	23.397
43	1.863	1.753	1.000	1.897	1.709	1.814	1.789	11.826
44	4.244	2.211	2.101	4.275	2.129	3.662	3.700	22.321
45	4.244	3.260	3.177	4.275	3.185	3.662	2.497	24.299
46	1.000	3.260	3.177	1.000	3.185	2.518	1.789	15.928
47	4.244	2.211	2.101	4.275	2.129	3.662	3.700	22.321
48	3.182	3.260	3.177	3.207	3.185	3.662	3.700	23.372
49	1.863	1.000	1.000	1.897	1.000	1.000	3.700	11.460
50	4.244	3.260	1.672	4.275	3.185	3.662	3.700	23.998
51	3.182	2.211	2.101	3.207	2.129	2.518	2.497	17.844
52	3.182	2.211	2.101	3.207	2.129	2.518	2.497	17.844
53	4.244	2.211	3.177	4.275	2.129	2.518	3.700	22.253
54	4.244	1.753	3.177	4.275	1.709	3.662	3.700	22.519
55	1.863	1.000	1.000	1.897	1.000	1.000	3.700	11.460
56	4.244	3.260	3.177	4.275	3.185	3.662	2.497	24.299
57	4.244	3.260	2.101	4.275	3.185	3.662	3.700	24.426
58	1.863	1.000	1.000	1.897	1.000	1.000	3.700	11.460
59	4.244	2.211	2.101	4.275	2.129	3.662	2.497	21.119
60	2.580	1.753	1.000	1.897	1.000	1.000	2.497	11.727
61	3.182	2.211	2.101	3.207	2.129	2.518	2.497	17.844
62	4.244	2.211	1.000	4.275	2.129	3.662	2.497	20.018
63	4.244	1.000	3.177	4.275	1.000	3.662	3.700	21.057
64	3.182	1.753	2.101	3.207	1.709	3.662	3.700	19.313
65	4.244	3.260	3.177	4.275	3.185	2.518	3.700	24.358
66	4.244	3.260	3.177	4.275	3.185	2.518	3.700	24.358
67	1.863	1.000	1.000	1.897	1.000	1.000	3.700	11.460
68	4.244	3.260	1.000	4.275	3.185	3.662	3.700	23.326
69	2.580	1.000	1.000	2.599	1.000	1.000	1.789	10.968
70	3.182	3.260	3.177	3.207	3.185	3.662	3.700	23.372
71	2.580	1.000	1.000	2.599	1.000	1.814	1.789	11.782
72	4.244	3.260	3.177	3.207	3.185	3.662	3.700	24.434
73	3.182	2.211	2.101	3.207	2.129	2.518	2.497	17.844
74	4.244	3.260	2.101	4.275	3.185	3.662	3.700	24.426
75	4.244	3.260	3.177	4.275	2.129	3.662	2.497	23.244
76	4.244	3.260	3.177	4.275	3.185	3.662	3.700	25.502
77	3.182	2.211	2.101	3.207	2.129	2.518	2.497	17.844
78	3.182	2.211	3.177	3.207	2.129	2.518	2.497	18.920
79	2.580	3.260	2.101	2.599	3.185	3.662	2.497	19.883

No.	1	2	3	4	5	6	7	X2
80	2.580	1.753	1.672	2.599	1.709	1.814	1.789	13.917
81	4.244	3.260	3.177	4.275	3.185	3.662	3.700	25.502
82	2.580	1.000	1.000	2.599	1.000	1.814	1.000	10.993
83	2.580	1.000	1.000	2.599	1.000	1.814	1.789	11.782
84	4.244	3.260	3.177	4.275	3.185	3.662	3.700	25.502
85	4.244	2.211	3.177	4.275	2.129	3.662	3.700	23.397
86	4.244	3.260	1.000	4.275	3.185	3.662	3.700	23.326
87	4.244	2.211	3.177	4.275	2.129	3.662	3.700	23.397
88	4.244	3.260	3.177	4.275	3.185	3.662	3.700	25.502
89	4.244	3.260	1.000	4.275	3.185	3.662	3.700	23.326
90	2.580	1.000	1.000	2.599	1.000	1.814	1.789	11.782
91	4.244	3.260	3.177	4.275	3.185	2.518	3.700	24.358
92	2.580	1.000	1.000	2.599	1.000	1.814	1.000	10.993
93	2.580	1.753	1.672	2.599	1.709	1.814	1.789	13.917
94	3.182	2.211	2.101	3.207	2.129	2.518	2.497	17.844
95	2.580	1.000	1.000	2.599	1.000	1.814	1.789	11.782
96	4.244	3.260	2.101	4.275	3.185	3.662	3.700	24.426
97	2.580	1.000	1.000	2.599	1.000	1.814	1.000	10.993
98	4.244	3.260	3.177	4.275	3.185	2.518	3.700	24.358
99	4.244	3.260	3.177	4.275	3.185	2.518	2.497	23.156
100	2.580	1.753	1.000	2.599	1.709	2.518	1.789	13.948
101	3.182	3.260	3.177	3.207	3.185	3.662	2.497	22.169
102	2.580	1.000	1.000	2.599	1.000	1.814	1.000	10.993
103	4.244	3.260	3.177	4.275	3.185	2.518	3.700	24.358
104	2.580	1.000	1.000	2.599	1.000	1.814	1.789	11.782
105	4.244	3.260	2.101	4.275	3.185	3.662	2.497	23.224

UNDIKSHA

LAMPIRAN 7: Hasil Kuesioner Untuk Analisis Regresi Linier Berganda Variabel Kepuasan Pelanggan

Data Ordinal

No.	1	2	3	4	Y
1	5	4	5	3	17
2	4	4	4	4	16
3	4	4	4	3	15
4	5	4	5	4	18
5	4	5	4	4	17
6	4	3	4	4	15
7	4	5	4	5	18
8	4	4	4	5	17
9	5	5	4	4	18
10	5	4	5	2	16
11	4	4	4	2	14
12	4	4	4	4	16
13	4	2	4	4	14
14	4	4	4	4	16
15	5	4	5	2	16
16	5	4	4	2	15
17	4	5	4	2	15
18	4	4	4	4	16
19	5	4	5	4	18
20	4	4	4	2	14
21	4	4	4	4	16
22	4	2	4	4	14
23	4	4	4	4	16
24	5	2	5	4	16
25	5	5	5	2	17
26	5	5	5	4	19
27	3	2	3	4	12
28	2	4	2	5	13
29	2	2	2	5	11
30	3	4	3	4	14
31	4	4	4	4	16
32	3	2	3	3	11
33	4	5	4	4	17
34	5	5	5	4	19
35	4	2	4	5	15
36	5	5	5	4	19
37	4	4	4	5	17

No.	1	2	3	4	Y
38	4	5	4	4	17
39	4	5	4	4	17
40	5	4	5	5	19
41	5	4	5	4	18
42	5	5	5	4	19
43	4	2	4	3	13
44	5	4	5	4	18
45	4	5	4	4	17
46	2	5	2	4	13
47	4	5	4	4	17
48	5	4	5	4	18
49	3	3	3	3	12
50	5	4	5	4	18
51	4	4	4	4	16
52	4	4	4	4	16
53	4	5	4	4	17
54	5	4	5	4	18
55	2	5	2	4	13
56	4	5	4	4	17
57	5	5	5	5	20
58	4	4	4	2	14
59	4	4	4	4	16
60	4	2	4	4	14
61	4	4	4	4	16
62	5	2	5	4	16
63	4	4	4	3	15
64	4	3	4	4	15
65	4	4	4	4	16
66	4	4	4	5	17
67	4	4	4	2	14
68	4	4	4	4	16
69	4	2	4	4	14
70	4	4	4	4	16
71	3	3	3	2	11
72	4	4	4	4	16
73	4	4	4	3	15
74	5	4	5	4	18
75	4	5	4	4	17
76	4	3	4	4	15
77	5	4	5	2	16

No.	1	2	3	4	Y
78	4	5	4	2	15
79	5	5	5	2	17
80	4	3	4	2	13
81	4	4	4	5	17
82	5	2	4	4	15
83	2	5	2	4	13
84	5	4	5	5	19
85	5	5	5	4	19
86	4	5	4	4	17
87	4	5	4	4	17
88	5	5	5	4	19
89	4	5	4	4	17
90	4	3	4	2	13
91	5	5	4	4	18
92	2	4	2	4	12
93	3	4	3	2	12
94	4	4	4	4	16
95	4	3	4	3	14
96	5	5	5	4	19
97	2	5	2	4	13
98	5	5	5	4	19
99	4	4	4	4	16
100	3	3	3	2	11
101	5	5	5	2	17
102	2	5	2	4	13
103	5	5	5	4	19
104	4	3	4	3	14
105	4	4	4	4	16
Total					1663

Data Interval

No.	1	2	3	4	Y
1	4.010	2.525	4.091	1.690	12.315
2	2.642	2.525	2.693	2.705	10.566
3	2.642	2.525	2.693	1.690	9.550
4	4.010	2.525	4.091	2.705	13.331
5	2.642	3.782	2.693	2.705	11.822
6	2.642	1.698	2.693	2.705	9.738
7	2.642	3.782	2.693	4.217	13.334
8	2.642	2.525	2.693	4.217	12.077
9	4.010	3.782	2.693	2.705	13.189
10	4.010	2.525	4.091	1.000	11.626
11	2.642	2.525	2.693	1.000	8.861
12	2.642	2.525	2.693	2.705	10.566
13	2.642	1.000	2.693	2.705	9.040
14	2.642	2.525	2.693	2.705	10.566
15	4.010	2.525	4.091	1.000	11.626
16	4.010	2.525	2.693	1.000	10.228
17	2.642	3.782	2.693	1.000	10.117
18	2.642	2.525	2.693	2.705	10.566
19	4.010	2.525	4.091	2.705	13.331
20	2.642	2.525	2.693	1.000	8.861
21	2.642	2.525	2.693	2.705	10.566
22	2.642	1.000	2.693	2.705	9.040
23	2.642	2.525	2.693	2.705	10.566
24	4.010	1.000	4.091	2.705	11.806
25	4.010	3.782	4.091	1.000	12.882
26	4.010	3.782	4.091	2.705	14.587
27	1.645	1.000	1.645	2.705	6.994
28	1.000	2.525	1.000	4.217	8.742
29	1.000	1.000	1.000	4.217	7.217
30	1.645	2.525	1.645	2.705	8.519
31	2.642	2.525	2.693	2.705	10.566
32	1.645	1.000	1.645	1.690	5.979
33	2.642	3.782	2.693	2.705	11.822
34	4.010	3.782	4.091	2.705	14.587
35	2.642	1.000	2.693	4.217	10.552
36	4.010	3.782	4.091	2.705	14.587
37	2.642	2.525	2.693	4.217	12.077
38	2.642	3.782	2.693	2.705	11.822
39	2.642	3.782	2.693	2.705	11.822

No.	1	2	3	4	Y
40	4.010	2.525	4.091	4.217	14.843
41	4.010	2.525	4.091	2.705	13.331
42	4.010	3.782	4.091	2.705	14.587
43	2.642	1.000	2.693	1.690	8.025
44	4.010	2.525	4.091	2.705	13.331
45	2.642	3.782	2.693	2.705	11.822
46	1.000	3.782	1.000	2.705	8.487
47	2.642	3.782	2.693	2.705	11.822
48	4.010	2.525	4.091	2.705	13.331
49	1.645	1.698	1.645	1.690	6.677
50	4.010	2.525	4.091	2.705	13.331
51	2.642	2.525	2.693	2.705	10.566
52	2.642	2.525	2.693	2.705	10.566
53	2.642	3.782	2.693	2.705	11.822
54	4.010	2.525	4.091	2.705	13.331
55	1.000	3.782	1.000	2.705	8.487
56	2.642	3.782	2.693	2.705	11.822
57	4.010	3.782	4.091	4.217	16.099
58	2.642	2.525	2.693	1.000	8.861
59	2.642	2.525	2.693	2.705	10.566
60	2.642	1.000	2.693	2.705	9.040
61	2.642	2.525	2.693	2.705	10.566
62	4.010	1.000	4.091	2.705	11.806
63	2.642	2.525	2.693	1.690	9.550
64	2.642	1.698	2.693	2.705	9.738
65	2.642	2.525	2.693	2.705	10.566
66	2.642	2.525	2.693	4.217	12.077
67	2.642	2.525	2.693	1.000	8.861
68	2.642	2.525	2.693	2.705	10.566
69	2.642	1.000	2.693	2.705	9.040
70	2.642	2.525	2.693	2.705	10.566
71	1.645	1.698	1.645	1.000	5.987
72	2.642	2.525	2.693	2.705	10.566
73	2.642	2.525	2.693	1.690	9.550
74	4.010	2.525	4.091	2.705	13.331
75	2.642	3.782	2.693	2.705	11.822
76	2.642	1.698	2.693	2.705	9.738
77	4.010	2.525	4.091	1.000	11.626
78	2.642	3.782	2.693	1.000	10.117
79	4.010	3.782	4.091	1.000	12.882

No.	1	2	3	4	Y
80	2.642	1.698	2.693	1.000	8.033
81	2.642	2.525	2.693	4.217	12.077
82	4.010	1.000	2.693	2.705	10.408
83	1.000	3.782	1.000	2.705	8.487
84	4.010	2.525	4.091	4.217	14.843
85	4.010	3.782	4.091	2.705	14.587
86	2.642	3.782	2.693	2.705	11.822
87	2.642	3.782	2.693	2.705	11.822
88	4.010	3.782	4.091	2.705	14.587
89	2.642	3.782	2.693	2.705	11.822
90	2.642	1.698	2.693	1.000	8.033
91	4.010	3.782	2.693	2.705	13.189
92	1.000	2.525	1.000	2.705	7.230
93	1.645	2.525	1.645	1.000	6.814
94	2.642	2.525	2.693	2.705	10.566
95	2.642	1.698	2.693	1.690	8.723
96	4.010	3.782	4.091	2.705	14.587
97	1.000	3.782	1.000	2.705	8.487
98	4.010	3.782	4.091	2.705	14.587
99	2.642	2.525	2.693	2.705	10.566
100	1.645	1.698	1.645	1.000	5.987
101	4.010	3.782	4.091	1.000	12.882
102	1.000	3.782	1.000	2.705	8.487
103	4.010	3.782	4.091	2.705	14.587
104	2.642	1.698	2.693	1.690	8.723
105	2.642	2.525	2.693	2.705	10.566

LAMPIRAN 8: Tabulasi Data Analisis Regresi Linier Berganda

No.	X ₁	X ₂	Y
1	15.441	22.080	12.315
2	13.768	24.434	10.566
3	14.254	17.844	9.550
4	16.536	24.426	13.331
5	18.864	23.244	11.822
6	18.887	10.993	9.738
7	18.864	24.358	13.334
8	14.254	24.358	12.077
9	17.724	23.372	13.189
10	17.691	23.224	11.626
11	9.685	12.213	8.861
12	17.364	23.224	10.566
13	14.492	16.744	9.040
14	13.759	21.152	10.566
15	17.364	25.502	11.626
16	14.254	17.844	10.228
17	13.305	15.928	10.117
18	17.802	23.224	10.566
19	16.662	24.358	13.331
20	9.685	11.460	8.861
21	18.078	24.358	10.566
22	13.305	17.844	9.040
23	18.934	21.119	10.566
24	16.685	17.851	11.806
25	18.184	24.358	12.882
26	16.143	23.372	14.587
27	9.685	13.917	6.994
28	9.685	12.213	8.742
29	8.581	12.455	7.217
30	8.581	12.213	8.519
31	17.644	17.851	10.566
32	9.685	12.455	5.979
33	18.864	23.283	11.822
34	18.967	24.358	14.587
35	18.078	17.710	10.552
36	17.802	24.358	14.587
37	18.864	24.299	12.077
38	17.699	21.093	11.822
39	17.644	25.502	11.822
40	18.809	24.426	14.843
41	17.802	23.372	13.331
42	18.864	23.397	14.587

No.	X ₁	X ₂	Y
43	8.581	11.826	8.025
44	17.691	22.321	13.331
45	20.052	24.299	11.822
46	9.685	15.928	8.487
47	18.864	22.321	11.822
48	17.724	23.372	13.331
49	9.685	11.460	6.677
50	18.864	23.998	13.331
51	14.254	17.844	10.566
52	13.305	17.844	10.566
53	14.254	22.253	11.822
54	18.967	22.519	13.331
55	13.305	11.460	8.487
56	18.887	24.299	11.822
57	16.143	24.426	16.099
58	9.685	11.460	8.861
59	17.691	21.119	10.566
60	14.254	11.727	9.040
61	18.934	17.844	10.566
62	16.775	20.018	11.806
63	13.305	21.057	9.550
64	13.623	19.313	9.738
65	17.644	24.358	10.566
66	18.967	24.358	12.077
67	9.685	11.460	8.861
68	17.802	23.326	10.566
69	14.254	10.968	9.040
70	14.254	23.372	10.566
71	8.581	11.782	5.987
72	13.768	24.434	10.566
73	14.254	17.844	9.550
74	16.536	24.426	13.331
75	18.864	23.244	11.822
76	18.887	25.502	9.738
77	16.775	17.844	11.626
78	14.254	18.920	10.117
79	17.802	19.883	12.882
80	10.872	13.917	8.033
81	18.864	25.502	12.077
82	20.052	10.993	10.408
83	8.889	11.782	8.487
84	17.802	25.502	14.843
85	20.052	23.397	14.587
86	18.967	23.326	11.822

No.	X ₁	X ₂	Y
87	15.441	23.397	11.822
88	18.967	25.502	14.587
89	13.629	23.326	11.822
90	8.581	11.782	8.033
91	18.809	24.358	13.189
92	9.685	10.993	7.230
93	9.685	13.917	6.814
94	18.864	17.844	10.566
95	8.581	11.782	8.723
96	20.052	24.426	14.587
97	9.685	10.993	8.487
98	18.864	24.358	14.587
99	17.724	23.156	10.566
100	9.685	13.948	5.987
101	18.809	22.169	12.882
102	10.077	10.993	8.487
103	18.864	24.358	14.587
104	8.581	11.782	8.723
105	18.809	23.224	10.566

LAMPIRAN 9 : HASIL *OUTPUT* SPSS

1. Output SPSS Uji Validitas dan Reliabilitas Kuesioner Kualitas Pelayanan

Output SPSS Uji Validitas Kuesioner Kualitas Pelayanan

		Correlations					
		Item1	Item2	Item3	Item4	Item5	Total
Item1	Pearson Correlation	1	.220	.428*	.357	.645**	.724**
	Sig. (2-tailed)		.243	.018	.053	.000	.000
	N	30	30	30	30	30	30
Item2	Pearson Correlation	.220	1	.475**	.475**	.454*	.709**
	Sig. (2-tailed)	.243		.008	.008	.012	.000
	N	30	30	30	30	30	30
Item3	Pearson Correlation	.428*	.475**	1	.181	.583**	.726**
	Sig. (2-tailed)	.018	.008		.338	.001	.000
	N	30	30	30	30	30	30
Item4	Pearson Correlation	.357	.475**	.181	1	.440*	.667**
	Sig. (2-tailed)	.053	.008	.338		.015	.000
	N	30	30	30	30	30	30

Item5	Pearson Correlation	.645**	.454*	.583**	.440*	1	.851**
	Sig. (2-tailed)	.000	.012	.001	.015		.000
	N	30	30	30	30	30	30
Total	Pearson Correlation	.724**	.709**	.726**	.667**	.851**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	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).

Output SPSS Uji Reliabilitas Kuesioner Kualitas Pelayanan

Reliability Statistics

Cronbach's	
Alpha	N of Items
.788	5

2. Output SPSS Uji Validitas dan Reliabilitas Kuesioner Kualitas Produk

Output SPSS Uji Validitas Kuesioner Kualitas Produk

Correlations

		Item1	Item2	Item3	Item4	Item5	Item6	Item7	Total
Item1	Pearson Correlation	1	.385*	.482**	.855**	.530**	.359	.316	.783**
	Sig. (2-tailed)		.036	.007	.000	.003	.051	.089	.000
	N	30	30	30	30	30	30	30	30
Item2	Pearson Correlation	.385*	1	.303	.431*	.798**	.194	.445*	.706**
	Sig. (2-tailed)	.036		.104	.018	.000	.306	.014	.000
	N	30	30	30	30	30	30	30	30
Item3	Pearson Correlation	.482**	.303	1	.554**	.396*	.439*	.394*	.716**
	Sig. (2-tailed)	.007	.104		.001	.030	.015	.031	.000
	N	30	30	30	30	30	30	30	30
Item4	Pearson Correlation	.855**	.431*	.554**	1	.410*	.337	.372*	.790**
	Sig. (2-tailed)	.000	.018	.001		.025	.069	.043	.000
	N	30	30	30	30	30	30	30	30
Item5	Pearson Correlation	.530**	.798**	.396*	.410*	1	.193	.405*	.741**
	Sig. (2-tailed)	.003	.000	.030	.025		.306	.026	.000
	N	30	30	30	30	30	30	30	30

Item6	Pearson Correlation	.359	.194	.439*	.337	.193	1	.433*	.597**
	Sig. (2-tailed)	.051	.306	.015	.069	.306		.017	.000
	N	30	30	30	30	30	30	30	30
Item7	Pearson Correlation	.316	.445*	.394*	.372*	.405*	.433*	1	.674**
	Sig. (2-tailed)	.089	.014	.031	.043	.026	.017		.000
	N	30	30	30	30	30	30	30	30
Total	Pearson Correlation	.783**	.706**	.716**	.790**	.741**	.597**	.674**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	
	N	30	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).

Output SPSS Uji Reliabilitas Kuesioner Kualitas Produk

Reliability Statistics	
Cronbach's	
Alpha	N of Items
.840	7

3. Output SPSS Uji Validitas dan Reliabilitas Kuesioner Kepuasan Pelanggan

Output SPSS Uji Validitas Kuesioner Kepuasan Pelanggan

		Correlations				
		Item1	Item2	Item3	Item4	Total
Item1	Pearson Correlation	1	.625**	.609**	.595**	.878**
	Sig. (2-tailed)		.000	.000	.001	.000
	N	30	30	30	30	30
Item2	Pearson Correlation	.625**	1	.440*	.396*	.768**
	Sig. (2-tailed)	.000		.015	.030	.000
	N	30	30	30	30	30
Item3	Pearson Correlation	.609**	.440*	1	.491**	.787**
	Sig. (2-tailed)	.000	.015		.006	.000
	N	30	30	30	30	30
Item4	Pearson Correlation	.595**	.396*	.491**	1	.778**
	Sig. (2-tailed)	.001	.030	.006		.000
	N	30	30	30	30	30

Total	Pearson Correlation	.878**	.768**	.787**	.778**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	30	30	30	30	30

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

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

Output SPSS Uji Reliabilitas Kuesioner Kepuasan Pelanggan

Reliability Statistics

Cronbach's	
Alpha	N of Items
.815	4

4. Output SPSS Uji Asumsi Klasik

Hasil Uji Normalitas

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		105
Normal	Mean	.0000000
Parameters ^{a,b}	Std. Deviation	1.23306320
Most Extreme	Absolute	.080
Differences	Positive	.080
	Negative	-.070
Test Statistic		.080
Asymp. Sig. (2-tailed)		.093 ^c

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

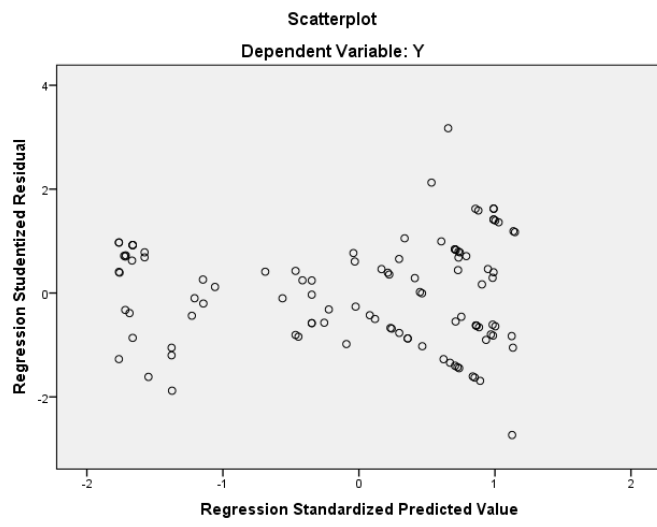
Hasil Uji Multikolinieritas

Coefficients^a

		Collinearity Statistics	
Model		Tolerance	VIF
1	X1	.391	2.559
	X2	.391	2.559

a. Dependent Variable: Y

Hasil Uji Heteroskedastisitas



Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	R Square Change	Change Statistics			Sig. F Change
						F Change	df1	df2	
1	.842 ^a	.709	.703	1.245093	.709	124.371	2	102	.000

a. Predictors: (Constant), X2, X1

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	385.613	2	192.806	124.371	.000 ^b
	Residual	158.126	102	1.550		
	Total	543.739	104			

a. Dependent Variable: Y

b. Predictors: (Constant), X2, X1

Coefficients ^a								
		Unstandardized Coefficients		Standardized Coefficients	Correlations			
Model		B	Std. Error	Beta	t	Sig.	Zero-order	Partial
1	(Constant)	2.824	.535		5.280	.000		

a. Dependent Variable: Y



RIWAYAT HIDUP



I Made Wira Cahyadi, salah satu mahasiswa jurusan Manajemen Universitas Pendidikan Ganesha yang sedang menyelesaikan studi sarjana (S1). Penulis lahir di Kupang Nusa Tenggara Timur pada tanggal 12 Juni 1999. Penulis memiliki saudara laki-laki yang bernama I Gede Satria Perdana. Penulis lahir dari pasangan suami istri Bapak I Wayan Gede Astina dan Ibu Ni Ketut Juni Karyawati.

Kini penulis beralamat di Jl. Bedahulu XXV/26, Kecamatan Denpasar Utara, Kota Denpasar, Provinsi Bali. Penulis menyelesaikan pendidikan dasar di SD Negeri 3 Banjar Jawa dan lulus pada tahun 2011. Kemudian penulis melanjutkan di SMP Negeri 1 Singaraja dan lulus pada tahun 2014. Pada tahun 2017, penulis lulus dari SMA Negeri 4 Singaraja jurusan IPA dan melanjutkan ke jurusan Manajemen di Universitas Pendidikan Ganesha.

