

**LAMPIRAN 1 : KUESIONER PENELITIAN PADA UD. VIANA
DEKORASI**



**KUESIONER PENELITIAN
UNIVERSITAS PENDIDIKAN GANESHA
FAKULTAS EKONOMI
JURUSAN MANAJEMEN**

Kepada

Yth. Bapak/Ibu, Saudara/i

Hal : Pengisian Kuesioner

Dengan Hormat,

Dalam rangka menyelesaikan studi di Universitas Pendidikan Ganesha pada Jurusan Manajemen, saya mengadakan penelitian yang berjudul **“Pengaruh Kualitas Pelayanan dan Kepercayaan Pelanggan Terhadap Kepuasan Pelanggan pada UD. Viana Dekorasi”**

Melalui surat ini, saya mohon kesediaan Bapak/Ibu, Saudara/i untuk berkenan berpartisipasi dalam penelitian ini dengan mengisi kuesioner terlampir. Data yang saya kumpulkan adalah murni untuk tujuan penelitian dan diperlakukan secara konfidensial. Atas perhatian dan kesediaan Bapak/Ibu mengisi kuesioner ini saya ucapkan terimakasih.

Singaraja, 2 Januari 2021

Peneliti

Putu Devia Demi Kartika

NIM. 1717041147

**KUESIONER KUALITAS PELAYANAN DAN KEPERCAYAAN
PELANGGAN TERHADAP KEPUASAN PELANGGAN PADA UD.
VIANA DEKORASI**

A. Identitas Responden

Nama :
 Alamat :
 Umur :
 Jenis kelamin :

B. Petunjuk Pengisian Kuesioner

- 1) Pilih salah satu jawaban yang sesuai dengan tanggapan anda.
- 2) Berilah tanda (√) pada kolom sesuai dengan pilihan anda.
- 3) Keterangan :
 - 1 = Sangat Tidak Setuju (STS)
 - 2 = Tidak Setuju (TS)
 - 3 = Netral (N)
 - 4 = Setuju (S)
 - 5 = Sangat Setuju (SS)

Kepuasan Pelanggan

No	Pertanyaan	SS	S	N	TS	STS
<i>Re-purchase</i> (pembelian ulang)						
1	Hasil sesuai dengan harapan saya sehingga saya akan menggunakan jasanya kembali.					
Citra perusahaan						
1	UD. Viana dekorasi memiliki reputasi yang baik					
2	UD. Viana Dekorasi selalu bertanggung jawab atas pelayananyang diberikan					
Word of mouth						
1	Saya menggunakan jasa UD. Viana Dekorasi karena mendapat rekomendasi dari orang terdekat					
2	Saya mendapatkan informasi mengenai					

	UD. Viana Dekorasi dari orang sekitar					
Keputusan pembelian pada perusahaan yang sama						
1	Hasil sesuai dengan harapan saya sehingga saya enggan untk berpindah ke perusahaan lain					

Kepercayaan

No	Pertanyaan	SS	S	N	TS	STS
Integritas						
1	Staff perusahaan berperilaku baik, beretika, dan jujur.					
2	Pesanan sesuai dengan permintaan pelanggan.					
Kebaikan						
1	Staff sopan dan melayani pelanggan dengan baik					
Kompetensi						
1	Staff mampu memecahkan masalah yang ada dilapangan					
2	Staff memiliki keahlian dibidang dekorasi sehingga terlihat apik dan sesuai dengan harapan					

Kualitas pelayanan

No	Pertanyaan	SS	S	N	TS	STS
<i>Tangible (berwujud)</i>						
1	Terdapat berbagai macam pilihan dekorasi yang ditawarkan.					
2	Barang yang disewakan memiliki kondisi yang bagus (layak sewa).					
3	Barang yang disewakan sesuai dengan foto katalog.					
Empati						
1	Adanya komunikasi yang baik antara penyedia jasa dan pelanggan.					
2	Penyedia jasa memahami kebutuhan pelanggan dan memberikan rekomendasi sesuai kebutuhan.					
Jaminan						
1	Staff perusahaan cekatan dalam memasang dekorasi dan tidak ada keragu-raguan.					
Daya tanggap						
1	Staff perusahaan memberikan					

	pelayanan yang cepat dan tanggap					
2	Keluhan pelanggan ditangani dengan tanggap oleh staff.					
Keandalan						
1	Pemasangan dekorasi tepat pada waktunya.					
2	Pemasangan dekorasi dilakukan dengan cepat dan akurat sesuai dengan pesanan pelanggan.					



LAMPIRAN2 : HASIL DATA ORDINAL PERNYATAAN RESPONDEN SAMPEL KECIL

NO	Kualitas Pelayanan (X1)						Kepercayaan Pelanggan (X2)				Kepuasan Pelanggan (Y)				
	X1.1	X1.2	X1.3	X1.4	X1.5	TX1	X2.1	X2.2	X2.3	TX2	Y1	Y2	Y3	Y4	TY
1	3	5	5	4	5	22	4	4	5	13	3	4	5	5	17
2	4	5	5	5	5	24	4	5	5	14	4	4	5	5	18
3	4	5	5	5	5	24	4	4	5	13	4	5	5	5	19
4	4	5	4	4	4	21	4	4	5	13	4	4	4	5	17
5	3	4	4	4	4	19	4	5	5	14	4	4	5	5	18
6	4	4	4	5	5	22	4	4	5	13	4	4	4	5	17
7	4	4	4	4	4	20	3	4	4	11	3	4	4	5	16
8	4	5	5	5	5	24	4	4	4	12	4	4	5	5	18
9	3	5	5	5	5	23	4	4	5	13	4	4	5	5	18
10	4	5	5	5	5	24	4	4	5	13	4	4	5	5	18
11	4	4	5	5	5	23	4	5	5	14	4	4	5	5	18
12	4	5	5	5	5	24	4	4	5	13	4	4	5	5	18
13	4	4	4	5	5	22	4	4	4	12	3	4	5	5	17
14	3	5	5	5	5	23	4	4	5	13	4	4	5	5	18
15	4	5	5	5	5	24	4	4	5	13	4	4	5	5	18
16	3	5	4	4	5	21	4	4	5	13	4	4	4	5	17
17	3	5	4	4	5	21	3	4	5	12	4	4	5	5	18
18	3	4	4	4	4	19	3	4	4	11	3	4	4	5	16
19	4	4	4	4	4	20	4	4	4	12	3	4	4	5	16
20	4	4	4	4	4	20	3	3	4	10	3	4	4	4	15
21	3	3	3	4	4	17	4	4	4	12	4	4	4	4	16

22	4	4	4	5	5	22	4	4	5	13	3	4	5	5	17
23	4	4	4	5	5	22	4	4	4	12	3	3	4	5	15
24	3	4	4	4	4	19	4	4	5	13	3	3	5	5	16
25	3	3	4	4	4	18	3	3	4	10	3	3	4	4	14
26	4	4	4	4	4	20	4	4	5	13	3	4	5	5	17
27	3	4	3	3	4	17	4	4	5	13	3	4	4	5	16
28	3	3	4	5	5	20	3	4	4	11	3	4	4	4	15
29	3	4	4	4	4	19	3	3	4	10	3	3	4	4	14
30	3	4	4	4	4	19	3	4	4	11	3	3	4	4	14



LAMPIRAN 3: HASIL DATA ORDINAL PERNYATAAN RESPONDEN SAMPEL BESAR

NO	Kualitas Pelayanan (X1)						Kepercayaan Pelanggan (X2)				Kepuasan Pelanggan (Y)				
	X1.1	X1.2	X1.3	X1.4	X1.5	TX1	X2.1	X2.2	X2.3	TX2	Y1	Y2	Y3	Y4	TY
1	5	5	5	5	5	25	5	5	5	15	5	5	5	5	20
2	4	5	5	5	5	24	5	5	5	15	4	5	5	5	19
3	4	5	4	5	5	23	4	5	5	14	4	4	5	5	18
4	4	4	5	5	4	22	4	5	5	14	4	5	5	5	19
5	4	4	4	4	4	20	4	5	5	14	4	4	4	5	17
6	4	4	4	5	4	21	4	5	5	14	4	4	5	5	18
7	4	5	5	5	5	24	4	4	5	13	4	4	5	5	18
8	4	5	5	5	5	24	4	5	5	14	4	5	5	5	19
9	4	4	5	5	5	23	4	4	5	13	4	4	4	5	17
10	4	4	4	5	5	22	4	4	5	13	4	4	5	5	18
11	4	4	4	4	4	20	4	4	4	12	4	4	4	5	17
12	4	4	4	5	5	22	4	4	4	12	4	4	4	5	17
13	4	4	4	4	4	20	4	4	4	12	4	4	5	5	18
14	4	4	4	5	5	22	4	4	5	13	5	5	5	5	20
15	3	4	5	5	5	22	4	4	4	12	4	4	5	5	18
16	4	4	4	4	4	20	3	4	5	12	4	4	5	5	18
17	3	5	4	4	5	21	4	4	4	12	4	5	5	5	19
18	3	5	4	4	5	21	4	4	5	13	4	5	5	5	19
19	5	4	4	4	4	21	4	4	5	13	4	4	5	4	17
20	3	4	4	4	4	19	3	4	4	11	3	4	4	4	15
21	5	5	5	4	4	23	4	4	5	13	5	5	5	4	19

22	5	4	4	4	4	21	4	4	4	12	3	5	5	4	17
23	4	4	4	4	4	20	4	4	4	12	4	4	5	5	18
24	4	5	5	5	5	24	4	5	5	14	4	5	5	5	19
25	4	4	4	4	4	20	4	4	4	12	4	4	4	4	16
26	4	5	5	5	5	24	4	5	5	14	4	4	5	5	18
27	4	4	5	5	5	23	4	4	5	13	3	4	5	5	17
28	4	4	4	5	5	22	4	4	5	13	4	4	4	5	17
29	4	4	5	5	5	23	4	4	5	13	4	4	5	5	18
30	4	5	5	5	5	24	4	5	5	14	4	4	5	5	18
31	4	4	4	5	5	22	4	4	5	13	3	4	5	5	17
32	4	4	5	5	5	23	4	4	4	12	4	4	5	5	18
33	3	5	5	5	5	23	5	5	5	15	4	5	5	5	19
34	4	5	5	5	5	24	4	4	5	13	4	4	4	5	17
35	4	4	5	5	5	23	4	5	5	14	4	4	5	5	18
36	3	4	5	5	5	22	4	4	5	13	4	4	4	5	17
37	4	4	4	4	5	21	3	4	4	11	3	4	4	5	16
38	4	4	4	5	5	22	4	5	5	14	4	4	5	5	18
39	3	4	5	5	5	22	4	4	5	13	4	4	5	5	18
40	3	5	5	5	5	23	4	4	5	13	4	4	5	5	18
41	4	4	5	5	5	23	4	4	5	13	4	4	5	5	18
42	4	4	5	5	5	23	4	4	5	13	4	4	5	5	18
43	4	4	4	4	5	21	4	4	4	12	3	4	5	5	17
44	3	4	5	5	5	22	4	4	5	13	4	4	5	5	18
45	4	5	5	5	5	24	4	5	5	14	4	4	5	5	18
46	3	5	4	5	5	22	4	4	5	13	4	4	4	5	17

47	4	5	5	5	5	24	4	5	5	14	4	4	5	5	18
48	4	4	4	4	4	20	3	4	4	11	3	4	4	5	16
49	4	4	4	4	4	20	4	4	4	12	3	4	4	5	16
50	3	3	4	4	4	18	4	4	5	13	3	4	4	4	15
51	3	3	3	4	4	17	4	4	4	12	4	4	4	4	16
52	4	4	4	5	5	22	4	4	5	13	3	4	5	5	17
53	3	3	4	4	4	18	3	4	4	11	3	3	4	5	15
54	3	4	4	4	4	19	4	4	4	12	3	3	5	5	16
55	3	4	4	3	4	18	3	4	5	12	3	3	4	4	14
56	4	4	5	5	5	23	4	4	5	13	3	4	5	5	17
57	4	4	4	4	4	20	4	4	4	12	3	4	4	5	16
58	3	4	4	4	4	19	4	4	4	12	3	4	4	4	15
59	3	3	3	4	4	17	3	4	4	11	3	3	3	5	14
60	3	3	4	4	4	18	3	4	4	11	3	3	4	5	15
61	5	5	5	5	5	25	5	5	5	15	5	5	5	5	20
62	4	5	5	5	5	24	5	5	5	15	4	5	5	5	19
63	4	4	5	5	5	23	4	5	5	14	4	4	5	5	18
64	4	5	5	5	5	24	4	5	5	14	4	5	5	5	19
65	4	4	5	5	5	23	4	5	5	14	4	4	4	5	17
66	4	4	5	5	5	23	4	5	5	14	4	4	5	5	18
67	4	4	4	5	5	22	4	4	5	13	4	4	5	5	18
68	4	5	5	5	5	24	4	5	5	14	4	5	5	5	19
69	5	5	4	5	4	23	4	4	5	13	4	4	4	5	17
70	4	4	4	4	5	21	4	4	5	13	4	4	5	5	18
71	4	5	5	5	5	24	4	5	5	14	4	5	5	5	19

72	4	5	5	5	5	24	4	5	5	14	5	5	5	5	20
73	4	4	5	5	5	23	4	4	5	13	4	4	5	5	18
74	4	5	5	5	5	24	4	5	5	14	5	5	5	5	20
75	4	4	4	5	5	22	4	4	5	13	4	4	5	5	18
76	4	4	4	4	4	20	4	4	5	13	4	4	5	5	18
77	4	5	4	4	5	22	4	4	5	13	4	5	5	5	19
78	4	5	5	5	5	24	4	5	5	14	4	5	5	5	19
79	5	4	4	5	5	23	4	4	5	13	4	4	4	5	17
80	4	4	4	4	5	21	3	4	4	11	3	4	4	4	15
81	4	4	5	5	5	23	4	4	5	13	4	5	5	5	19
82	5	5	4	4	4	22	4	4	4	12	3	4	5	5	17
83	3	5	5	5	5	23	4	5	5	14	4	4	5	5	18
84	4	5	5	5	5	24	4	5	5	14	4	5	5	5	19
85	4	4	4	5	5	22	4	4	4	12	4	4	4	4	16
86	4	4	5	5	5	23	4	4	4	12	4	4	5	5	18
87	4	4	5	5	5	23	4	4	5	13	3	4	5	5	17
88	4	4	4	5	5	22	4	4	5	13	4	4	4	5	17
89	3	4	5	5	5	22	4	5	5	14	4	4	5	5	18
90	3	5	5	5	5	23	4	4	5	13	4	4	5	5	18
91	3	5	5	4	5	22	4	4	5	13	3	4	5	5	17
92	4	5	5	5	5	24	4	5	5	14	4	4	5	5	18
93	4	5	5	5	5	24	4	4	5	13	4	5	5	5	19
94	4	5	4	4	4	21	4	4	5	13	4	4	4	5	17
95	3	4	4	4	4	19	4	5	5	14	4	4	5	5	18
96	4	4	4	5	5	22	4	4	5	13	4	4	4	5	17

97	4	4	4	4	4	20	3	4	4	11	3	4	4	5	16
98	4	5	5	5	5	24	4	4	4	12	4	4	5	5	18
99	3	5	5	5	5	23	4	4	5	13	4	4	5	5	18
100	4	5	5	5	5	24	4	4	5	13	4	4	5	5	18
101	4	4	5	5	5	23	4	5	5	14	4	4	5	5	18
102	4	5	5	5	5	24	4	4	5	13	4	4	5	5	18
103	4	4	4	5	5	22	4	4	4	12	3	4	5	5	17
104	3	5	5	5	5	23	4	4	5	13	4	4	5	5	18
105	4	5	5	5	5	24	4	4	5	13	4	4	5	5	18
106	3	5	4	4	5	21	4	4	5	13	4	4	4	5	17
107	3	5	4	4	5	21	3	4	5	12	4	4	5	5	18
108	3	4	4	4	4	19	3	4	4	11	3	4	4	5	16
109	4	4	4	4	4	20	4	4	4	12	3	4	4	5	16
110	4	4	4	4	4	20	3	3	4	10	3	4	4	4	15
111	3	3	3	4	4	17	4	4	4	12	4	4	4	4	16
112	4	4	4	5	5	22	4	4	5	13	3	4	5	5	17
113	4	4	4	5	5	22	4	4	4	12	3	3	4	5	15
114	3	4	4	4	4	19	4	4	5	13	3	3	5	5	16
115	3	3	4	4	4	18	3	3	4	10	3	3	4	4	14
116	4	4	4	4	4	20	4	4	5	13	3	4	5	5	17
117	3	4	3	3	4	17	4	4	5	13	3	4	4	5	16
118	3	3	4	5	5	20	3	4	4	11	3	4	4	4	15
119	3	4	4	4	4	19	3	3	4	10	3	3	4	4	14
120	3	4	4	4	4	19	3	4	4	11	3	3	4	4	14

LAMPIRAN 4: HASIL DATA INTERVAL PERNYATAAN RESPONDEN SAMPEL KECIL

X1.1	X1.2	X1.3	X1.4	X1.5	TX1	X2.1	X2.2	X2.3	TX2	Y.1	Y.2	Y.3	Y.4	TY
1.000	3.721	4.030	2.580	2.602	13.933	2.680	2.755	2.610	8.045	1.000	2.719	2.597	2.750	9.066
2.597	3.721	4.030	4.079	2.602	17.029	2.680	4.510	2.610	9.800	2.596	2.719	2.597	2.750	10.661
2.597	3.721	4.030	4.079	2.602	17.029	2.680	2.755	2.610	8.045	2.596	4.726	2.597	2.750	12.669
2.597	3.721	2.549	2.580	1.000	12.448	2.680	2.755	2.610	8.045	2.596	2.719	1.000	2.750	9.064
1.000	2.333	2.549	2.580	1.000	9.463	2.680	4.510	2.610	9.800	2.596	2.719	2.597	2.750	10.661
2.597	2.333	2.549	4.079	2.602	14.160	2.680	2.755	2.610	8.045	2.596	2.719	1.000	2.750	9.064
2.597	2.333	2.549	2.580	1.000	11.060	1.000	2.755	1.000	4.755	1.000	2.719	1.000	2.750	7.468
2.597	3.721	4.030	4.079	2.602	17.029	2.680	2.755	1.000	6.435	2.596	2.719	2.597	2.750	10.661
1.000	3.721	4.030	4.079	2.602	15.432	2.680	2.755	2.610	8.045	2.596	2.719	2.597	2.750	10.661
2.597	3.721	4.030	4.079	2.602	17.029	2.680	2.755	2.610	8.045	2.596	2.719	2.597	2.750	10.661
2.597	2.333	4.030	4.079	2.602	15.642	2.680	4.510	2.610	9.800	2.596	2.719	2.597	2.750	10.661
2.597	3.721	4.030	4.079	2.602	17.029	2.680	2.755	2.610	8.045	2.596	2.719	2.597	2.750	10.661
2.597	2.333	2.549	4.079	2.602	14.160	2.680	2.755	1.000	6.435	1.000	2.719	2.597	2.750	9.066
1.000	3.721	4.030	4.079	2.602	15.432	2.680	2.755	2.610	8.045	2.596	2.719	2.597	2.750	10.661
2.597	3.721	4.030	4.079	2.602	17.029	2.680	2.755	2.610	8.045	2.596	2.719	2.597	2.750	10.661
1.000	3.721	2.549	2.580	2.602	12.452	2.680	2.755	2.610	8.045	2.596	2.719	1.000	2.750	9.064
1.000	3.721	2.549	2.580	2.602	12.452	1.000	2.755	2.610	6.365	2.596	2.719	2.597	2.750	10.661
1.000	2.333	2.549	2.580	1.000	9.463	1.000	2.755	1.000	4.755	1.000	2.719	1.000	2.750	7.468
2.597	2.333	2.549	2.580	1.000	11.060	2.680	2.755	1.000	6.435	1.000	2.719	1.000	2.750	7.468
2.597	2.333	2.549	2.580	1.000	11.060	1.000	1.000	1.000	3.000	1.000	2.719	1.000	1.000	5.719
1.000	1.000	1.000	2.580	1.000	6.580	2.680	2.755	1.000	6.435	2.596	2.719	1.000	1.000	7.314
2.597	2.333	2.549	4.079	2.602	14.160	2.680	2.755	2.610	8.045	1.000	2.719	2.597	2.750	9.066
2.597	2.333	2.549	4.079	2.602	14.160	2.680	2.755	1.000	6.435	1.000	1.000	1.000	2.750	5.750

1.000	2.333	2.549	2.580	1.000	9.463	2.680	2.755	2.610	8.045	1.000	1.000	2.597	2.750	7.347
1.000	1.000	2.549	2.580	1.000	8.129	1.000	1.000	1.000	3.000	1.000	1.000	1.000	1.000	4.000
2.597	2.333	2.549	2.580	1.000	11.060	2.680	2.755	2.610	8.045	1.000	2.719	2.597	2.750	9.066
1.000	2.333	1.000	1.000	1.000	6.333	2.680	2.755	2.610	8.045	1.000	2.719	1.000	2.750	7.468
1.000	1.000	2.549	4.079	2.602	11.230	1.000	2.755	1.000	4.755	1.000	2.719	1.000	1.000	5.719
1.000	2.333	2.549	2.580	1.000	9.463	1.000	1.000	1.000	3.000	1.000	1.000	1.000	1.000	4.000
1.000	2.333	2.549	2.580	1.000	9.463	1.000	2.755	1.000	4.755	1.000	1.000	1.000	1.000	4.000



LAMPIRAN 5: HASIL DATA INTERVAL PERNYATAAN RESPONDEN SAMPEL BESAR

X1.1	X1.2	X1.3	X1.4	X1.5	TX1	X2.1	X2.2	X2.3	TX2	Y.1	Y.2	Y.3	Y.4	TY
4.116	3.982	4.093	4.106	2.641	18.938	4.722	4.570	2.650	11.942	4.222	4.263	4.284	2.845	15.614
2.510	3.982	4.093	4.106	2.641	17.332	4.722	4.570	2.650	11.942	2.535	4.263	4.284	2.845	13.928
2.510	3.982	2.592	4.106	2.641	15.831	2.749	4.570	2.650	9.970	2.535	2.675	4.284	2.845	12.339
2.510	2.515	4.093	4.106	1.000	14.224	2.749	4.570	2.650	9.970	2.535	4.263	4.284	2.845	13.928
2.510	2.515	2.592	2.559	1.000	11.176	2.749	4.570	2.650	9.970	2.535	2.675	2.693	2.845	10.749
2.510	2.515	2.592	4.106	1.000	12.724	2.749	4.570	2.650	9.970	2.535	2.675	4.284	2.845	12.339
2.510	3.982	4.093	4.106	2.641	17.332	2.749	2.956	2.650	8.356	2.535	2.675	4.284	2.845	12.339
2.510	3.982	4.093	4.106	2.641	17.332	2.749	4.570	2.650	9.970	2.535	4.263	4.284	2.845	13.928
2.510	2.515	4.093	4.106	2.641	15.864	2.749	2.956	2.650	8.356	2.535	2.675	2.693	2.845	10.749
2.510	2.515	2.592	4.106	2.641	14.364	2.749	2.956	2.650	8.356	2.535	2.675	4.284	2.845	12.339
2.510	2.515	2.592	2.559	1.000	11.176	2.749	2.956	1.000	6.706	2.535	2.675	2.693	2.845	10.749
2.510	2.515	2.592	4.106	2.641	14.364	2.749	2.956	1.000	6.706	2.535	2.675	2.693	2.845	10.749
2.510	2.515	2.592	2.559	1.000	11.176	2.749	2.956	1.000	6.706	2.535	2.675	4.284	2.845	12.339
2.510	2.515	2.592	4.106	2.641	14.364	2.749	2.956	2.650	8.356	4.222	4.263	4.284	2.845	15.614
1.000	2.515	4.093	4.106	2.641	14.354	2.749	2.956	1.000	6.706	2.535	2.675	4.284	2.845	12.339
2.510	2.515	2.592	2.559	1.000	11.176	1.000	2.956	2.650	6.607	2.535	2.675	4.284	2.845	12.339
1.000	3.982	2.592	2.559	2.641	12.774	2.749	2.956	1.000	6.706	2.535	4.263	4.284	2.845	13.928
1.000	3.982	2.592	2.559	2.641	12.774	2.749	2.956	2.650	8.356	2.535	4.263	4.284	2.845	13.928
4.116	2.515	2.592	2.559	1.000	12.783	2.749	2.956	2.650	8.356	2.535	2.675	4.284	1.000	10.494
1.000	2.515	2.592	2.559	1.000	9.666	1.000	2.956	1.000	4.956	1.000	2.675	2.693	1.000	7.368
4.116	3.982	4.093	2.559	1.000	15.750	2.749	2.956	2.650	8.356	4.222	4.263	4.284	1.000	13.769
4.116	2.515	2.592	2.559	1.000	12.783	2.749	2.956	1.000	6.706	1.000	4.263	4.284	1.000	10.547
2.510	2.515	2.592	2.559	1.000	11.176	2.749	2.956	1.000	6.706	2.535	2.675	4.284	2.845	12.339

2.510	3.982	4.093	4.106	2.641	17.332	2.749	4.570	2.650	9.970	2.535	4.263	4.284	2.845	13.928
2.510	2.515	2.592	2.559	1.000	11.176	2.749	2.956	1.000	6.706	2.535	2.675	2.693	1.000	8.903
2.510	3.982	4.093	4.106	2.641	17.332	2.749	4.570	2.650	9.970	2.535	2.675	4.284	2.845	12.339
2.510	2.515	4.093	4.106	2.641	15.864	2.749	2.956	2.650	8.356	1.000	2.675	4.284	2.845	10.804
2.510	2.515	2.592	4.106	2.641	14.364	2.749	2.956	2.650	8.356	2.535	2.675	2.693	2.845	10.749
2.510	2.515	4.093	4.106	2.641	15.864	2.749	2.956	2.650	8.356	2.535	2.675	4.284	2.845	12.339
2.510	3.982	4.093	4.106	2.641	17.332	2.749	4.570	2.650	9.970	2.535	2.675	4.284	2.845	12.339
2.510	2.515	2.592	4.106	2.641	14.364	2.749	2.956	2.650	8.356	1.000	2.675	4.284	2.845	10.804
2.510	2.515	4.093	4.106	2.641	15.864	2.749	2.956	1.000	6.706	2.535	2.675	4.284	2.845	12.339
1.000	3.982	4.093	4.106	2.641	15.821	4.722	4.570	2.650	11.942	2.535	4.263	4.284	2.845	13.928
2.510	3.982	4.093	4.106	2.641	17.332	2.749	2.956	2.650	8.356	2.535	2.675	2.693	2.845	10.749
2.510	2.515	4.093	4.106	2.641	15.864	2.749	4.570	2.650	9.970	2.535	2.675	4.284	2.845	12.339
1.000	2.515	4.093	4.106	2.641	14.354	2.749	2.956	2.650	8.356	2.535	2.675	2.693	2.845	10.749
2.510	2.515	2.592	2.559	2.641	12.817	1.000	2.956	1.000	4.956	1.000	2.675	2.693	2.845	9.213
2.510	2.515	2.592	4.106	2.641	14.364	2.749	4.570	2.650	9.970	2.535	2.675	4.284	2.845	12.339
1.000	2.515	4.093	4.106	2.641	14.354	2.749	2.956	2.650	8.356	2.535	2.675	4.284	2.845	12.339
1.000	3.982	4.093	4.106	2.641	15.821	2.749	2.956	2.650	8.356	2.535	2.675	4.284	2.845	12.339
2.510	2.515	4.093	4.106	2.641	15.864	2.749	2.956	2.650	8.356	2.535	2.675	4.284	2.845	12.339
2.510	2.515	4.093	4.106	2.641	15.864	2.749	2.956	2.650	8.356	2.535	2.675	4.284	2.845	12.339
2.510	2.515	2.592	2.559	2.641	12.817	2.749	2.956	1.000	6.706	1.000	2.675	4.284	2.845	10.804
1.000	2.515	4.093	4.106	2.641	14.354	2.749	2.956	2.650	8.356	2.535	2.675	4.284	2.845	12.339
2.510	3.982	4.093	4.106	2.641	17.332	2.749	4.570	2.650	9.970	2.535	2.675	4.284	2.845	12.339
1.000	3.982	2.592	4.106	2.641	14.321	2.749	2.956	2.650	8.356	2.535	2.675	2.693	2.845	10.749
2.510	3.982	4.093	4.106	2.641	17.332	2.749	4.570	2.650	9.970	2.535	2.675	4.284	2.845	12.339
2.510	2.515	2.592	2.559	1.000	11.176	1.000	2.956	1.000	4.956	1.000	2.675	2.693	2.845	9.213
2.510	2.515	2.592	2.559	1.000	11.176	2.749	2.956	1.000	6.706	1.000	2.675	2.693	2.845	9.213
1.000	1.000	2.592	2.559	1.000	8.151	2.749	2.956	2.650	8.356	1.000	2.675	2.693	1.000	7.368

1.000	1.000	1.000	2.559	1.000	6.559	2.749	2.956	1.000	6.706	2.535	2.675	2.693	1.000	8.903
2.510	2.515	2.592	4.106	2.641	14.364	2.749	2.956	2.650	8.356	1.000	2.675	4.284	2.845	10.804
1.000	1.000	2.592	2.559	1.000	8.151	1.000	2.956	1.000	4.956	1.000	1.000	2.693	2.845	7.538
1.000	2.515	2.592	2.559	1.000	9.666	2.749	2.956	1.000	6.706	1.000	1.000	4.284	2.845	9.129
1.000	2.515	2.592	1.000	1.000	8.107	1.000	2.956	2.650	6.607	1.000	1.000	2.693	1.000	5.693
2.510	2.515	4.093	4.106	2.641	15.864	2.749	2.956	2.650	8.356	1.000	2.675	4.284	2.845	10.804
2.510	2.515	2.592	2.559	1.000	11.176	2.749	2.956	1.000	6.706	1.000	2.675	2.693	2.845	9.213
1.000	2.515	2.592	2.559	1.000	9.666	2.749	2.956	1.000	6.706	1.000	2.675	2.693	1.000	7.368
1.000	1.000	1.000	2.559	1.000	6.559	1.000	2.956	1.000	4.956	1.000	1.000	1.000	2.845	5.845
1.000	1.000	2.592	2.559	1.000	8.151	1.000	2.956	1.000	4.956	1.000	1.000	2.693	2.845	7.538
4.116	3.982	4.093	4.106	2.641	18.938	4.722	4.570	2.650	11.942	4.222	4.263	4.284	2.845	15.614
2.510	3.982	4.093	4.106	2.641	17.332	4.722	4.570	2.650	11.942	2.535	4.263	4.284	2.845	13.928
2.510	2.515	4.093	4.106	2.641	15.864	2.749	4.570	2.650	9.970	2.535	2.675	4.284	2.845	12.339
2.510	3.982	4.093	4.106	2.641	17.332	2.749	4.570	2.650	9.970	2.535	4.263	4.284	2.845	13.928
2.510	2.515	4.093	4.106	2.641	15.864	2.749	4.570	2.650	9.970	2.535	2.675	2.693	2.845	10.749
2.510	2.515	4.093	4.106	2.641	15.864	2.749	4.570	2.650	9.970	2.535	2.675	4.284	2.845	12.339
2.510	2.515	2.592	4.106	2.641	14.364	2.749	2.956	2.650	8.356	2.535	2.675	4.284	2.845	12.339
2.510	3.982	4.093	4.106	2.641	17.332	2.749	4.570	2.650	9.970	2.535	4.263	4.284	2.845	13.928
4.116	3.982	2.592	4.106	1.000	15.797	2.749	2.956	2.650	8.356	2.535	2.675	2.693	2.845	10.749
2.510	2.515	2.592	2.559	2.641	12.817	2.749	2.956	2.650	8.356	2.535	2.675	4.284	2.845	12.339
2.510	3.982	4.093	4.106	2.641	17.332	2.749	4.570	2.650	9.970	2.535	4.263	4.284	2.845	13.928
2.510	3.982	4.093	4.106	2.641	17.332	2.749	4.570	2.650	9.970	4.222	4.263	4.284	2.845	15.614
2.510	2.515	4.093	4.106	2.641	15.864	2.749	2.956	2.650	8.356	2.535	2.675	4.284	2.845	12.339
2.510	3.982	4.093	4.106	2.641	17.332	2.749	4.570	2.650	9.970	4.222	4.263	4.284	2.845	15.614
2.510	2.515	2.592	4.106	2.641	14.364	2.749	2.956	2.650	8.356	2.535	2.675	4.284	2.845	12.339
2.510	2.515	2.592	2.559	1.000	11.176	2.749	2.956	2.650	8.356	2.535	2.675	4.284	2.845	12.339
2.510	3.982	2.592	2.559	2.641	14.284	2.749	2.956	2.650	8.356	2.535	4.263	4.284	2.845	13.928

2.510	3.982	4.093	4.106	2.641	17.332	2.749	4.570	2.650	9.970	2.535	4.263	4.284	2.845	13.928
4.116	2.515	2.592	4.106	2.641	15.971	2.749	2.956	2.650	8.356	2.535	2.675	2.693	2.845	10.749
2.510	2.515	2.592	2.559	2.641	12.817	1.000	2.956	1.000	4.956	1.000	2.675	2.693	1.000	7.368
2.510	2.515	4.093	4.106	2.641	15.864	2.749	2.956	2.650	8.356	2.535	4.263	4.284	2.845	13.928
4.116	3.982	2.592	2.559	1.000	14.250	2.749	2.956	1.000	6.706	1.000	2.675	4.284	2.845	10.804
1.000	3.982	4.093	4.106	2.641	15.821	2.749	4.570	2.650	9.970	2.535	2.675	4.284	2.845	12.339
2.510	3.982	4.093	4.106	2.641	17.332	2.749	4.570	2.650	9.970	2.535	4.263	4.284	2.845	13.928
2.510	2.515	2.592	4.106	2.641	14.364	2.749	2.956	1.000	6.706	2.535	2.675	2.693	1.000	8.903
2.510	2.515	4.093	4.106	2.641	15.864	2.749	2.956	1.000	6.706	2.535	2.675	4.284	2.845	12.339
2.510	2.515	4.093	4.106	2.641	15.864	2.749	2.956	2.650	8.356	1.000	2.675	4.284	2.845	10.804
2.510	2.515	2.592	4.106	2.641	14.364	2.749	2.956	2.650	8.356	2.535	2.675	2.693	2.845	10.749
1.000	2.515	4.093	4.106	2.641	14.354	2.749	4.570	2.650	9.970	2.535	2.675	4.284	2.845	12.339
1.000	3.982	4.093	4.106	2.641	15.821	2.749	2.956	2.650	8.356	2.535	2.675	4.284	2.845	12.339
1.000	3.982	4.093	2.559	2.641	14.274	2.749	2.956	2.650	8.356	1.000	2.675	4.284	2.845	10.804
2.510	3.982	4.093	4.106	2.641	17.332	2.749	4.570	2.650	9.970	2.535	2.675	4.284	2.845	12.339
2.510	3.982	4.093	4.106	2.641	17.332	2.749	2.956	2.650	8.356	2.535	4.263	4.284	2.845	13.928
2.510	3.982	2.592	2.559	1.000	12.644	2.749	2.956	2.650	8.356	2.535	2.675	2.693	2.845	10.749
1.000	2.515	2.592	2.559	1.000	9.666	2.749	4.570	2.650	9.970	2.535	2.675	4.284	2.845	12.339
2.510	2.515	2.592	4.106	2.641	14.364	2.749	2.956	2.650	8.356	2.535	2.675	2.693	2.845	10.749
2.510	2.515	2.592	2.559	1.000	11.176	1.000	2.956	1.000	4.956	1.000	2.675	2.693	2.845	9.213
2.510	3.982	4.093	4.106	2.641	17.332	2.749	2.956	1.000	6.706	2.535	2.675	4.284	2.845	12.339
1.000	3.982	4.093	4.106	2.641	15.821	2.749	2.956	2.650	8.356	2.535	2.675	4.284	2.845	12.339
2.510	3.982	4.093	4.106	2.641	17.332	2.749	2.956	2.650	8.356	2.535	2.675	4.284	2.845	12.339
2.510	2.515	4.093	4.106	2.641	15.864	2.749	4.570	2.650	9.970	2.535	2.675	4.284	2.845	12.339
2.510	3.982	4.093	4.106	2.641	17.332	2.749	2.956	2.650	8.356	2.535	2.675	4.284	2.845	12.339
2.510	2.515	2.592	4.106	2.641	14.364	2.749	2.956	1.000	6.706	1.000	2.675	4.284	2.845	10.804
1.000	3.982	4.093	4.106	2.641	15.821	2.749	2.956	2.650	8.356	2.535	2.675	4.284	2.845	12.339

2.510	3.982	4.093	4.106	2.641	17.332	2.749	2.956	2.650	8.356	2.535	2.675	4.284	2.845	12.339
1.000	3.982	2.592	2.559	2.641	12.774	2.749	2.956	2.650	8.356	2.535	2.675	2.693	2.845	10.749
1.000	3.982	2.592	2.559	2.641	12.774	1.000	2.956	2.650	6.607	2.535	2.675	4.284	2.845	12.339
1.000	2.515	2.592	2.559	1.000	9.666	1.000	2.956	1.000	4.956	1.000	2.675	2.693	2.845	9.213
2.510	2.515	2.592	2.559	1.000	11.176	2.749	2.956	1.000	6.706	1.000	2.675	2.693	2.845	9.213
2.510	2.515	2.592	2.559	1.000	11.176	1.000	1.000	1.000	3.000	1.000	2.675	2.693	1.000	7.368
1.000	1.000	1.000	2.559	1.000	6.559	2.749	2.956	1.000	6.706	2.535	2.675	2.693	1.000	8.903
2.510	2.515	2.592	4.106	2.641	14.364	2.749	2.956	2.650	8.356	1.000	2.675	4.284	2.845	10.804
2.510	2.515	2.592	4.106	2.641	14.364	2.749	2.956	1.000	6.706	1.000	1.000	2.693	2.845	7.538
1.000	2.515	2.592	2.559	1.000	9.666	2.749	2.956	2.650	8.356	1.000	1.000	4.284	2.845	9.129
1.000	1.000	2.592	2.559	1.000	8.151	1.000	1.000	1.000	3.000	1.000	1.000	2.693	1.000	5.693
2.510	2.515	2.592	2.559	1.000	11.176	2.749	2.956	2.650	8.356	1.000	2.675	4.284	2.845	10.804
1.000	2.515	1.000	1.000	1.000	6.515	2.749	2.956	2.650	8.356	1.000	2.675	2.693	2.845	9.213
1.000	1.000	2.592	4.106	2.641	11.339	1.000	2.956	1.000	4.956	1.000	2.675	2.693	1.000	7.368
1.000	2.515	2.592	2.559	1.000	9.666	1.000	1.000	1.000	3.000	1.000	1.000	2.693	1.000	5.693
1.000	2.515	2.592	2.559	1.000	9.666	1.000	2.956	1.000	4.956	1.000	1.000	2.693	1.000	5.693



LAMPIRAN 6 : REKAPITULASI KARAKTERISTIK RESPONDEN**JENIS KELAMIN**

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	61	50.8	50.8	50.8
Valid 2.00	59	49.2	49.2	100.0
Total	120	100.0	100.0	

USIA

	Frequency	Percent	Valid Percent	Cumulative Percent
.00	34	28.3	28.3	28.3
Valid 1.00	83	69.2	69.2	97.5
2.00	3	2.5	2.5	100.0
Total	120	100.0	100.0	



**LAMPIRAN 7 :HASIL UJI VALIDITAS DAN RELIABILITAS SAMPEL
KECIL**

Hasil Uji Validitas Variabel Kualitas Pelayanan (X1)

Correlations

		X1.1	X1.2	X1.3	X1.4	X1.5	X1
X1.1	Pearson Correlation	1	.230	.318	.486**	.261	.576**
	Sig. (2-tailed)		.222	.086	.006	.164	.001
	N	30	30	30	30	30	30
X1.2	Pearson Correlation	.230	1	.690**	.289	.515**	.734**
	Sig. (2-tailed)	.222		.000	.122	.004	.000
	N	30	30	30	30	30	30
X1.3	Pearson Correlation	.318	.690**	1	.680**	.641**	.877**
	Sig. (2-tailed)	.086	.000		.000	.000	.000
	N	30	30	30	30	30	30
X1.4	Pearson Correlation	.486**	.289	.680**	1	.799**	.830**
	Sig. (2-tailed)	.006	.122	.000		.000	.000
	N	30	30	30	30	30	30
X1.5	Pearson Correlation	.261	.515**	.641**	.799**	1	.829**
	Sig. (2-tailed)	.164	.004	.000	.000		.000
	N	30	30	30	30	30	30
X1	Pearson Correlation	.576**	.734**	.877**	.830**	.829**	1
	Sig. (2-tailed)	.001	.000	.000	.000	.000	
	N	30	30	30	30	30	30

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

Hasil Uji Validitas Variabel Kepercayaan Pelanggan (X2)

Correlations

		X2.1	X2.2	X2.3	X2
X2.1	Pearson Correlation	1	.506**	.585**	.841**
	Sig. (2-tailed)		.004	.001	.000
	N	30	30	30	30
X2.2	Pearson Correlation	.506**	1	.456*	.788**
	Sig. (2-tailed)	.004		.011	.000
	N	30	30	30	30
X2.3	Pearson Correlation	.585**	.456*	1	.839**
	Sig. (2-tailed)	.001	.011		.000
	N	30	30	30	30
X2	Pearson Correlation	.841**	.788**	.839**	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).



Hasil Uji Validitas Variabel Kepuasan Pelanggan (Y)

Correlations

		Y1	Y2	Y3	Y4	Y
Y1	Pearson Correlation	1	.469**	.401*	.333	.754**
	Sig. (2-tailed)		.009	.028	.072	.000
	N	30	30	30	30	30
Y2	Pearson Correlation	.469**	1	.334	.429*	.730**
	Sig. (2-tailed)	.009		.071	.018	.000
	N	30	30	30	30	30
Y3	Pearson Correlation	.401*	.334	1	.535**	.771**
	Sig. (2-tailed)	.028	.071		.002	.000
	N	30	30	30	30	30
Y4	Pearson Correlation	.333	.429*	.535**	1	.742**
	Sig. (2-tailed)	.072	.018	.002		.000
	N	30	30	30	30	30
Y	Pearson Correlation	.754**	.730**	.771**	.742**	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).



Hasil Uji Reliabilitas Variabel Kualitas Pelayanan (X1)

Reliability Statistics

Cronbach's Alpha	N of Items
.826	5

Item Statistics

	Mean	Std. Deviation	N
X1.1	3.5333	.50742	30
X1.2	4.3000	.65126	30
X1.3	4.2667	.58329	30
X1.4	4.4333	.56832	30
X1.5	4.5667	.50401	30

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	17.5667	3.702	.386	.850
X1.2	16.8000	3.062	.539	.822
X1.3	16.8333	2.833	.784	.741
X1.4	16.6667	2.989	.714	.764
X1.5	16.5333	3.154	.729	.765

Hasil Uji Reliabilitas Variabel Kepercayaan Pelanggan (X2)

Reliability Statistics

Cronbach's Alpha	N of Items
.760	3

Item Statistics

	Mean	Std. Deviation	N
X2.1	3.7333	.44978	30
X2.2	4.0000	.45486	30
X2.3	4.6000	.49827	30

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	8.6000	.662	.641	.625
X2.2	8.3333	.713	.539	.735
X2.3	7.7333	.616	.600	.672

Hasil Uji Reliabilitas Variabel Keputusan Pembelian (Y)**Reliability Statistics**

Cronbach's Alpha	N of Items
.736	4

Item Statistics

	Mean	Std. Deviation	N
Y1	3.5000	.50855	30
Y2	3.8667	.43417	30
Y3	4.5333	.50742	30
Y4	4.8000	.40684	30

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1	13.2000	1.131	.510	.689
Y2	12.8333	1.247	.522	.680
Y3	12.1667	1.109	.538	.672
Y4	11.9000	1.266	.558	.665

**LAMPIRAN8 :HASIL UJI VALIDITAS DAN RELIABILITAS SAMPEL
BESAR**

Hasil Uji Validitas Variabel Kualitas Pelayanan (X1)

Correlations

		X1.1	X1.2	X1.3	X1.4	X1.5	X1
X1.1	Pearson Correlation	1	.229*	.174	.264**	.103	.500**
	Sig. (2-tailed)		.012	.057	.004	.261	.000
	N	120	120	120	120	120	120
X1.2	Pearson Correlation	.229*	1	.541*	.328**	.439**	.714**
	Sig. (2-tailed)	.012		.000	.000	.000	.000
	N	120	120	120	120	120	120
X1.3	Pearson Correlation	.174	.541**	1	.669**	.593**	.822**
	Sig. (2-tailed)	.057	.000		.000	.000	.000
	N	120	120	120	120	120	120
X1.4	Pearson Correlation	.264**	.328**	.669*	1	.762**	.818**
	Sig. (2-tailed)	.004	.000	.000		.000	.000
	N	120	120	120	120	120	120
X1.5	Pearson Correlation	.103	.439**	.593*	.762**	1	.777**
	Sig. (2-tailed)	.261	.000	.000	.000		.000
	N	120	120	120	120	120	120
X1	Pearson Correlation	.500**	.714**	.822*	.818**	.777**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	120	120	120	120	120	120

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

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

Hasil Uji Validitas Variabel Kepercayaan Pelanggan (X2)

Correlations

		X2.1	X2.2	X2.3	X2
X2.1	Pearson Correlation	1	.452**	.446**	.776**
	Sig. (2-tailed)		.000	.000	.000
	N	120	120	120	120
X2.2	Pearson Correlation	.452**	1	.446**	.810**
	Sig. (2-tailed)	.000		.000	.000
	N	120	120	120	120
X2.3	Pearson Correlation	.446**	.446**	1	.797**
	Sig. (2-tailed)	.000	.000		.000
	N	120	120	120	120
X2	Pearson Correlation	.776**	.810**	.797**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	120	120	120	120

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



Hasil Uji Validitas Variabel Kepuasan Pelanggan (Y)

		Correlations				
		Y1	Y2	Y3	Y4	Y
Y1	Pearson Correlation	1	.553**	.393**	.256**	.790**
	Sig. (2-tailed)		.000	.000	.005	.000
	N	120	120	120	120	120
Y2	Pearson Correlation	.553**	1	.445**	.179	.782**
	Sig. (2-tailed)	.000		.000	.051	.000
	N	120	120	120	120	120
Y3	Pearson Correlation	.393**	.445**	1	.389**	.766**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	120	120	120	120	120
Y4	Pearson Correlation	.256**	.179	.389**	1	.552**
	Sig. (2-tailed)	.005	.051	.000		.000
	N	120	120	120	120	120
Y	Pearson Correlation	.790**	.782**	.766**	.552**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	120	120	120	120	120

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

Hasil Uji Reliabilitas Variabel Kualitas Pelayanan (X1)

Reliability Statistics

Cronbach's Alpha	N of Items
.770	5

Item Statistics

	Mean	Std. Deviation	N
X1.1	3.7750	.55704	120
X1.2	4.2917	.58548	120
X1.3	4.4250	.56005	120
X1.4	4.6000	.52501	120
X1.5	4.6750	.47034	120

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	17.9917	3.034	.241	.826
X1.2	17.4750	2.520	.510	.740
X1.3	17.3417	2.328	.684	.675
X1.4	17.1667	2.409	.691	.676
X1.5	17.0917	2.605	.648	.697

Hasil Uji Reliabilitas Variabel Kepercayaan Pelanggan (X2)

Reliability Statistics

Cronbach's Alpha	N of Items
.707	3

Item Statistics

	Mean	Std. Deviation	N
X2.1	3.9000	.41808	120
X2.2	4.2417	.48500	120
X2.3	4.6917	.46374	120

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	8.9333	.651	.528	.617
X2.2	8.5917	.563	.527	.615
X2.3	8.1417	.593	.523	.618

Hasil Uji Reliabilitas Variabel Kepuasan Pelanggan (Y)**Reliability Statistics**

Cronbach's Alpha	N of Items
.706	4

Item Statistics

	Mean	Std. Deviation	N
Y1	3.7500	.53844	120
Y2	4.1083	.51524	120
Y3	4.6500	.49620	120
Y4	4.8583	.35017	120

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1	13.6167	1.062	.553	.604
Y2	13.2583	1.101	.554	.602
Y3	12.7167	1.146	.539	.613
Y4	12.5083	1.546	.340	.722

Lampiran 9: Hasil Uji Analisis Jalur

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.670 ^a	.450	.445	.81008	.450	96.358	1	118	.000

a. Predictors: (Constant), X1

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations		
		B	Std. Error	Beta			Zero-order	Partial	Part
1	(Constant)	4.705	.831		5.660	.000			
	X1	.373	.038	.670	9.816	.000	.670	.670	.670

a. Dependent Variable: X2

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.825 ^a	.680	.675	.79968	.680	124.354	2	117	.000

a. Predictors: (Constant), X2, X1

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	159.046	2	79.523	124.354	.000 ^b
	Residual	74.820	117	.639		
	Total	233.867	119			

a. Dependent Variable: Y

b. Predictors: (Constant), X2, X1

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations		
	B	Std. Error	Beta			Zero-order	Partial	Partial
1 (Constant)	2.839	.925		3.068	.003			
X1	.316	.051	.440	6.248	.000	.750	.500	.327
X2	.596	.091	.462	6.554	.000	.757	.518	.343

a. Dependent Variable: Y

