Lampiran - Lampiran

Lampiran 1 Koesioner Penelitian

UNIVERSITAS PENDIDIKAN GANESHA
FAKULTAS EKONOMI
JURUSAN MANAJEMEN
Jalan udayana No. 11, Singaraja, Telepon. (0362) 26830
Email : jurusanmanajemen.undiksha@gmail.com

Kepada

Yth. Bapak/Ibu, Saudara/i Konsumen

Di tempat

Hal : Pengisian Kuisioner

Dengan Hormat,

Bapak/Ibu, Saudara/ Konsumen air kemasan merek Yeh Buleleng di kota Singaraja, sehubungan dengan penelitian yang saya lakukan untuk menyelesaikan studi di Universitas Pendidikan Ganesha, saya mohon dengan hormat kesediaannya meluangkan waktu untuk mengisi kuisioner ini secara sukarela. Kuisioner ini bertujuan memperoleh data yang digunakan untuk mengetahui **"Pengaruh Kualitas Produk dan Kepuasan Pelanggan Terhadap Niat Membeli Kembali Air Kemasan Merek Yeh Buleleng Di Kota Singaraja".** Data yang diperoleh hanya akan digunakan untuk tujuan akademik dan akan dipergunakan secara konfidensial. Diharapkan agar Bapak/Ibu Saudara/ berkenan untuk menjawab seluruh pernyataan yang ada dengan jujur. Atas kerjasama dan partisipasi yang diberikan saya ucapkan terima kasih.

KUESIONER PENELITIAN

"Pengaruh Kualitas Produk dan Kepuasan Pelanggan Terhadap Niat Membeli Kembali Air Kemasan Merek Yeh Buleleng Di Kota Singaraja"

Petunjuk Pengisian

1. Pernyataan di bawah ini hanya semata-mata untuk data penelitian dalam rangka menyusun TAS (Tugas Akhir Skripsi).
2. Isilah data pribadi anda terlebih dahulu.
3. Bacalah dengan teliti setiap pernyataan dan jawablah yang paling sesuai dengan keadaan dan pendapat anda.
4. Berilah tanda centang (√) pada pilihan jawaban yang anda kehendaki pada kolom yang telah tersedia.

Keterangan

Keterangan	Arti	Angka
SS	Sangat Setuju	5
S	Setuju	4
N	Netral	3
TS	Tidak Setuju	2
STS	Sangat Tidak Setuju	1

Identitas Responden

Nama :

Jenis Kelamin :

Usia :

Pekerjaan :

Sudah pernah mengonsumsi air kemasan merek Yeh Buleleng

☐ < 5 kali dalam 1 bulan

☐ > 5 kali dalam 1 bulan

Butir Pernyataan

A. Kualitas Produk

No	Pernyataan	SS	S	N	TS	STS
1.	Air kemasan merek Yeh Buleleng memenuhi kebutuhan air higienis dalam kehidupan sehari-hari.					
2.	Air kemasan merek Yeh Buleleng memiliki daya tahan yang baik.					
3.	Air kemasan merek Yeh Buleleng memiliki/memenuhi spesifikasi standar air dalam kemasan.					
4.	Air kemasan merek Yeh Buleleng memiliki fitur design yang menarik.					
5.	Air kemasan merek Yeh buleleng memeliki rasa yang jernih serta tidak berbau.					
6.	Air kemasan merek Yeh Buleleng memiliki komposisi informasi yang lengkap serta mudah dimengerti.					

B. Kepuasan Pelanggan

No	Pernyataan	SS	S	N	TS	STS
1.	Air kemasan merek Yeh Buleleng memeiliki harga yang terjangkau.					
2.	Air kemasan merek Yeh Buleleng memiliki teknologi pembuatan air dalam kemasan yang baik.					
3.	Saya akan tetap mengonsumsi produk air kemasan merek Yeh Buleleng apabila sesuai dengan					

	harapan saya.					
4.	Saya akan merekomendasikan kepada orang lain untuk membeli produk air kemasan merek Yeh Buleleng.					
5.	Air kemasan merek Yeh Buleleng dapat dibeli ditoko manapun di seluruh wilayah singaraja sehingga memberikan kemudahan bagi pelanggan.					

C. Niat Membeli Kembali

No	Pernyataan	SS	S	N	TS	STS
1.	Air kemasan merek Yeh Buleleng memeliki kualitas yang baik sehingga saya akan membeli kembali produk tersebut.					
2.	Saya selalu merekomendasikan air kemasan merek Yeh Buleleng kepada teman-teman saya.					
3.	Saya selalu menjadikan Yeh Buleleng produk utama yang akan saya konsumsi.					
4	Sebelum saya membeli air kemasan merek Yeh Buleleng, saya akan mencari informasi produk tersebut, sebelum saya membelinya.					

LAMPIRAN 0.2 DATA KUESIONER

No	KUALITAS PRODUK (X1)							KEPUASAN PELANGGAN (X2)						NIAT MEMBELI KEMBALI (Y)				
	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	TX1	X2.1	X2.2	X2.3	X2.4	X2.5	TX2	Y.1	Y.2	Y.3	Y.4	TY
1	4	3	2	3	3	3	18	4	2	3	4	3	16	4	4	3	4	15
2	5	4	4	5	4	5	27	5	5	4	5	4	23	5	4	5	5	19
3	3	3	2	2	3	4	17	3	2	2	3	3	13	3	2	4	3	12
4	4	5	4	4	4	4	25	5	5	4	4	4	22	5	5	4	5	19
5	4	4	5	4	4	5	26	4	4	5	4	5	22	5	5	4	5	19
6	5	4	3	4	4	3	23	5	4	3	4	5	21	4	4	5	5	18
7	3	3	2	2	3	4	17	3	2	2	3	3	13	3	2	4	3	12
8	3	4	5	3	4	4	23	3	4	5	3	5	20	3	5	4	4	16
9	4	5	4	3	5	3	24	5	3	4	5	3	20	5	4	5	4	18
10	3	3	2	2	3	4	17	3	2	2	3	3	13	3	2	4	3	12
11	4	3	5	4	4	5	25	4	5	5	4	4	22	5	4	4	5	18
12	3	5	4	4	3	4	23	5	5	5	5	4	24	5	5	5	5	20
13	4	3	4	3	3	3	20	5	5	5	5	5	25	5	5	5	5	20
14	4	3	3	4	3	4	21	4	4	4	4	4	20	4	4	4	4	16
15	3	3	2	2	3	4	17	3	2	2	3	3	13	3	2	4	3	12
16	4	4	4	4	4	4	24	4	4	4	4	4	20	4	4	4	4	16
17	5	4	3	4	5	3	24	4	5	4	4	4	21	4	5	4	4	17
18	5	4	3	4	4	3	23	4	5	5	4	4	22	4	5	5	3	17
19	5	5	4	4	4	4	26	5	4	4	5	4	22	5	4	4	5	18
20	3	2	2	3	3	2	15	3	2	2	3	3	13	3	2	2	3	10
21	3	3	2	2	3	2	15	3	2	2	3	2	12	3	3	2	2	10
22	3	2	2	2	3	2	14	3	3	2	2	2	12	3	3	3	2	11

23	3	3	4	3	3	4	20	4	4	3	3	4	18	4	3	4	3	14
24	4	3	3	3	4	3	20	4	4	4	3	3	18	4	3	3	4	14
25	3	2	3	3	3	3	17	3	2	3	2	2	12	3	2	3	2	10
26	3	2	2	3	3	2	15	3	2	2	3	3	13	3	2	3	3	11
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33	5	5	5	5	5	5	30	5	5	5	5	5	25	5	5	5	5	20
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35	4	4	4	4	4	4	24	4	4	4	4	4	20	4	4	4	4	16
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41	3	2	3	3	2	2	15	3	3	2	3	3	14	3	3	3	3	12
42	3	2	2	3	3	2	15	3	2	2	3	3	13	3	2	3	3	11
43	3	5	4	4	4	4	24	4	3	3	4	4	18	4	4	4	5	17
44	5	5	5	5	5	5	30	5	5	5	5	5	25	5	5	5	5	20
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50	2	2	2	2	2	2	12	2	2	2	2	2	10	2	2	2	2	8
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64	5	5	5	4	5	5	29	5	5	4	4	4	22	5	4	4	5	18
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66	3	3	4	3	4	4	21	4	3	4	3	4	18	4	3	3	4	14
67	4	3	2	3	3	2	17	3	4	2	4	2	15	3	2	3	4	12
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69	3	3	2	3	3	2	16	3	2	3	3	3	14	3	2	3	3	11
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74	3	2	2	3	3	2	15	3	2	2	3	3	13	3	2	3	3	11
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77	3	3	3	3	3	3	18	3	3	3	3	3	15	3	3	3	3	12
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83	5	5	5	4	4	5	28	4	4	4	4	5	21	5	5	5	5	20
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87	5	4	5	4	4	5	27	4	5	4	5	5	23	5	5	5	5	20
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90	4	4	4	4	4	4	24	4	3	4	4	4	19	4	4	4	4	16
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94	5	4	3	3	5	3	23	5	5	4	3	3	20	3	5	4	4	16
95	4	4	4	4	4	4	24	5	4	4	4	4	21	4	4	4	4	16
96	5	5	4	5	4	4	27	4	5	5	4	5	23	5	5	5	4	19
97	3	3	3	3	3	3	18	3	4	2	3	3	15	3	3	3	3	12
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99	4	5	4	3	4	3	23	5	4	3	4	3	19	4	4	5	5	18
100	5	4	4	4	4	5	26	4	4	5	5	4	22	5	5	4	4	18

LAMPIRAN OUTPUT SPSS

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.893	.896	6

Item Statistics

	Mean	Std. Deviation	N
X1.1	3.9200	.80000	100
X1.2	3.8000	.96400	100
X1.3	3.6000	1.08246	100
X1.4	3.6900	.84918	100
X1.5	3.7400	.74698	100
X1.6	3.6800	1.03358	100

Inter-Item Correlation Matrix

	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6
X1.1	1.000	.555	.429	.617	.759	.384
X1.2	.555	1.000	.668	.639	.628	.624
X1.3	.429	.668	1.000	.633	.532	.814
X1.4	.617	.639	.633	1.000	.540	.530
X1.5	.759	.628	.532	.540	1.000	.480
X1.6	.384	.624	.814	.530	.480	1.000

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X1.1	18.5100	15.242	.637	.648	.885
X1.2	18.6300	13.488	.769	.598	.865
X1.3	18.8300	12.708	.775	.736	.865
X1.4	18.7400	14.477	.722	.576	.873
X1.5	18.6900	15.206	.704	.654	.878
X1.6	18.7500	13.422	.710	.676	.876

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
22.4300	19.864	4.45688	6

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.897	.900	5

Item Statistics

	Mean	Std. Deviation	N
X2.1	3.8900	.77714	100
X2.2	3.6700	1.04500	100
X2.3	3.5200	1.08693	100
X2.4	3.7000	.90453	100
X2.5	3.6500	.89188	100

Inter-Item Correlation Matrix

	X2.1	X2.2	X2.3	X2.4	X2.5
X2.1	1.000	.639	.654	.628	.585
X2.2	.639	1.000	.686	.653	.579
X2.3	.654	.686	1.000	.674	.690
X2.4	.628	.653	.674	1.000	.645
X2.5	.585	.579	.690	.645	1.000

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X2.1	14.5400	11.463	.729	.534	.881
X2.2	14.7600	9.901	.747	.569	.876
X2.3	14.9100	9.396	.799	.642	.864
X2.4	14.7300	10.603	.761	.580	.871
X2.5	14.7800	10.840	.727	.547	.879

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
18.4300	15.904	3.98800	5

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.856	.859	4

Item Statistics

	Mean	Std. Deviation	N
Y.1	4.0700	.81965	100
Y.2	3.8200	.99879	100
Y.3	3.8900	.89775	100
Y.4	3.9200	.92856	100

Inter-Item Correlation Matrix

	Y.1	Y.2	Y.3	Y.4
Y.1	1.000	.645	.615	.698
Y.2	.645	1.000	.507	.616
Y.3	.615	.507	1.000	.547
Y.4	.698	.616	.547	1.000

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Y.1	11.6300	5.629	.777	.608	.790
Y.2	11.8800	5.218	.681	.478	.827
Y.3	11.8100	5.792	.631	.415	.844
Y.4	11.7800	5.345	.726	.546	.805

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
15.7000	9.323	3.05340	4

Correlations

Correlations

		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	TX1
X1.1	Pearson Correlation	1	.555**	.429**	.617**	.759**	.384**	.738**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100
X1.2	Pearson Correlation	.555**	1	.668**	.639**	.628**	.624**	.850**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100
X1.3	Pearson Correlation	.429**	.668**	1	.633**	.532**	.814**	.863**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100	100
X1.4	Pearson Correlation	.617**	.639**	.633**	1	.540**	.530**	.807**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100	100
X1.5	Pearson Correlation	.759**	.628**	.532**	.540**	1	.480**	.783**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000

	N	100	100	100	100	100	100	100
	Pearson Correlation	.384**	.624**	.814**	.530**	.480**	1	.815**
X1.6	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100	100
	Pearson Correlation	.738**	.850**	.863**	.807**	.783**	.815**	1
TX1	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100

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

Correlations

Correlations

		X2.1	X2.2	X2.3	X2.4	X2.5	TX2
	Pearson Correlation	1	.639**	.654**	.628**	.585**	.814**
X2.1	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100
	Pearson Correlation	.639**	1	.686**	.653**	.579**	.851**
X2.2	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100
	Pearson Correlation	.654**	.686**	1	.674**	.690**	.887**
X2.3	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100
	Pearson Correlation	.628**	.653**	.674**	1	.645**	.848**
X2.4	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100
	Pearson Correlation	.585**	.579**	.690**	.645**	1	.824**
X2.5	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100
	Pearson Correlation	.814**	.851**	.887**	.848**	.824**	1
TX2	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100

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

Correlations

Correlations

		Y.1	Y.2	Y.3	Y.4	TY
Y.1	Pearson Correlation	1	.645**	.615**	.698**	.872**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
Y.2	Pearson Correlation	.645**	1	.507**	.616**	.837**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
Y.3	Pearson Correlation	.615**	.507**	1	.547**	.791**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
Y.4	Pearson Correlation	.698**	.616**	.547**	1	.854**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
TY	Pearson Correlation	.872**	.837**	.791**	.854**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

Regression

Descriptive Statistics

	Mean	Std. Deviation	N
TY	15.7000	3.05340	100
TX1	22.4300	4.45688	100
TX2	18.4300	3.98800	100

Correlations

		TY	TX1	TX2
Pearson Correlation	TY	1.000	.914	.938
	TX1	.914	1.000	.891
	TX2	.938	.891	1.000
Sig. (1-tailed)	TY	.	.000	.000
	TX1	.000	.	.000
	TX2	.000	.000	.
N	TY	100	100	100
	TX1	100	100	100
	TX2	100	100	100

Variables Entered/Removed[a]

Model	Variables Entered	Variables Removed	Method
1	TX2, TX1[b]	.	Enter

a. Dependent Variable: TY

b. All requested variables entered.

Model Summary[b]

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	.954[a]	.909	.908	.92810	.909	487.270	2	97	.000

a. Predictors: (Constant), TX2, TX1

b. Dependent Variable: TY

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	839.446	2	419.723	487.270	.000[b]
	Residual	83.554	97	.861		
	Total	923.000	99			

a. Dependent Variable: TY

b. Predictors: (Constant), TX2, TX1

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics	
		B	Std. Error	Beta			Zero-order	Partial	Part	Tolerance	VIF
1	(Constant)	1.407	.479		2.934	.004					
	TX1	.259	.046	.378	5.616	.000	.914	.495	.172	.206	4.844
	TX2	.461	.051	.602	8.949	.000	.938	.672	.273	.206	4.844

a. Dependent Variable: TY

Coefficient Correlations[a]

Model			TX2	TX1
1	Correlations	TX2	1.000	-.891
		TX1	-.891	1.000
	Covariances	TX2	.003	-.002
		TX1	-.002	.002

a. Dependent Variable: TY

Collinearity Diagnostics[a]

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	TX1	TX2
1	1	2.969	1.000	.00	.00	.00
	2	.026	10.642	.95	.03	.08
	3	.004	25.923	.05	.96	.92

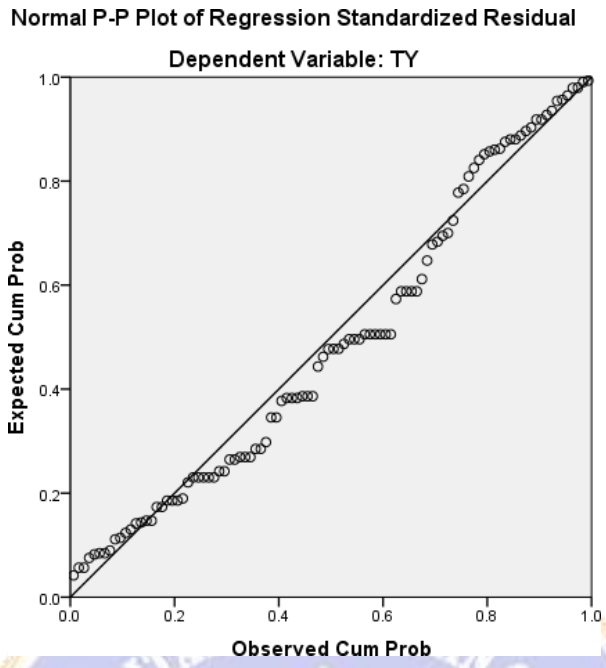
a. Dependent Variable: TY

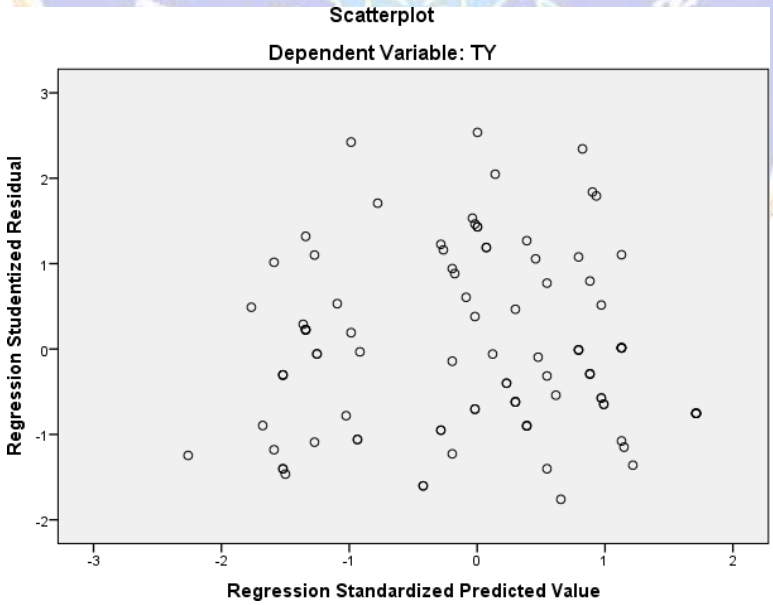
Residuals Statistics[a]

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	9.1180	20.6852	15.7000	2.91192	100
Std. Predicted Value	-2.260	1.712	.000	1.000	100
Standard Error of Predicted Value	.094	.451	.153	.048	100
Adjusted Predicted Value	9.1962	20.7138	15.6932	2.90759	100
Residual	-1.60559	2.29391	.00000	.91868	100
Std. Residual	-1.730	2.472	.000	.990	100
Stud. Residual	-1.760	2.537	.003	1.012	100
Deleted Residual	-1.66183	2.48822	.00680	.96262	100
Stud. Deleted Residual	-1.780	2.612	.006	1.021	100
Mahal. Distance	.020	22.339	1.980	2.510	100
Cook's Distance	.000	.565	.017	.059	100
Centered Leverage Value	.000	.226	.020	.025	100

a. Dependent Variable: TY

Charts


Normal P-P Plot of Regression Standardized Residual
Dependent Variable: TY
Expected Cum Prob
Observed Cum Prob
0.0
0.2
0.4
0.6
0.8
1.0


Scatterplot
Dependent Variable: TY
Regression Studentized Residual
Regression Standardized Predicted Value
3
2
1
0
-1
-2
-3

Uji Normalitas dengan Kolmogorov Smirnov

NPar Tests

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		100
Normal Parameters[a,b]	Mean	0E-7
	Std. Deviation	.91868132
Most Extreme Differences	Absolute	.115
	Positive	.115
	Negative	-.064
Kolmogorov-Smirnov Z		1.147
Asymp. Sig. (2-tailed)		.144

a. Test distribution is Normal.

b. Calculated from data.

Uji Heteroskedastisitas dengan Metode Glejser

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.921	.276		3.341	.001
	TX1	.014	.026	.120	.540	.590
	TX2	-.027	.030	-.202	-.910	.365

a. Dependent Variable: Abs_Res