

# **LAMPIRAN**



## Lampiran 1

**INSTITUT INFORMATIKA DAN BISNISDARMAJAYA**

**FAKULTAS EKONOMI DAN BISNIS**

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Jalan Zainal Abidin Pagar Alam No.93 Lampung 35142

### **KUISIONER**

**PENGARUH KUALITAS PELAYANAN DAN KEMUDAHAN TERHADAP  
KEPUASAN KONSUMEN JNE BANDAR LAMPUNG**

#### **IDENTITAS PENELITI**

Nama : Tofik Hidayat  
Jurusan : Manajemen  
Alamat : Jl.raden Gunawan, Perum Taman Palem Permai 1 No6  
E-Mail : hidayattofik002@gmail.com

Bandar Lampung, Februari 2019

**Hal : Mohon Bantu Pengisian Kuesioner**

Kepada Yth.

Bapak/Ibu/Sdr.

Di Tempat

Dengan Hormat,

Berkenannya dengan penelitian yang saya lakukan dalam rangka menyelesaikan studi pada program Strata Satu (S1) Manajemen Ibi Darmajaya Bandar Lampung tentang **“PENGARUH KUALITAS PELAYANAN DAN KEMUDAHAN TERHADAP KEPUASAN KONSUMEN JNE BANDAR LAMPUNG”** maka saya mohon kesediaan Bapak/Ibu/Sdr untuk mengisi kuesioner terlampir.

Penelitian ini diharapkan dapat memberikan hasil yang bermanfaat, oleh karena itu diharapkan kesediaan Bapak/Ibu/Sdr untuk menjawab kuesioner ini dengan sejujurnya.

Perlu diberitahukan bahwa informasi yang Bapak/Ibu/Sdr berikan semata-mata untuk kepentingan penelitian ini. Untuk itu saya menjamin kerahasiaannya.

Atas perhatian, bantuan dan kerja sama yang baik dari Bapak/Ibu/Sdr, saya mengucapkan banyak terimakasih.

Hormat saya,

Peneliti

Tofik Hidayat  
PM. 1412130119

## KUESIONER PENELITIAN

Pernyataan ini berguna dalam rangka penelitian skripsi yang berjudul :  
**PENGARUH KUALITAS PELAYANAN DAN KEMUDAHAN  
TERHADAP KEPUASAN KONSUMEN JNE BANDAR LAMPUNG**

Petunjuk pengisian daftarpernyataan :

1. Jawablah pernyataan yang diajukan dibawah ini dengan benar dan jujur.
2. Pertanyaan/pernyataan harus dijawab semua jangansampaiada yang terlewatkan, agar data dapatsepenuhnya di olaholehpeneliti.
3. Berilah tanda (√) pada jawaban yang telah disediakan olehpeneliti.

### KriteriaPenilaian :

SS	: SangatSetuju	5
S	: Setuju	4
CS	: CukupSetuju	3
TS	: TidakSetuju	2
STS	: SangatTidakSetuju	1

### IDENTITAS RESPONDEN

1. Nama : .....(Dapat dikosongkan)

2. Jenis Kelamin :  Laki-laki  
 Perempuan

3. Usia :

a. 17Tahun – 23 Tahun       c. 31 Tahun – 37Tahun  
 b. 24Tahun – 30 Tahun       d. > 38 tahun

***Kualitas Pelayanan (X1)***

<b>No</b>	<b>Pernyataan</b>	<b>Jawaban</b>				
		<b>SS (5)</b>	<b>S (4)</b>	<b>CS (3)</b>	<b>TS (2)</b>	<b>STS (1)</b>
<b>1</b>	Lokasi JNE mudah ditemukan					
<b>2.</b>	JNE memiliki tempat yang nyaman					
<b>3</b>	Pengiriman paket melalui JNE selalu tepat waktu					
<b>4</b>	JNE memberikan pelayanan dengan baik sesuai keperluan					
<b>5</b>	JNE selalu menanggapi keluhan dengan baik					
<b>6</b>	JNE mampu melayani dengan cepat					
<b>7</b>	JNE selalu bersikap sopan pada setiap konsumen					
<b>8</b>	JNE memiliki kompetensi dan profesional dalam melayani konsumen					
<b>9</b>	JNE selalu mengutamakan kepentingan pelanggan					
<b>10</b>	JNE segera meminta maaf saat terjadi kesalahan					

***Kemudahan (X2)***

<b>No</b>	<b>Pernyataan</b>	<b>Jawaban</b>				
		<b>SS (5)</b>	<b>S (4)</b>	<b>CS (3)</b>	<b>TS (2)</b>	<b>STS (1)</b>
<b>1</b>	PengoperasianMYJNEmudahdipahami					
<b>2.</b>	PengoperasianMYJNEmudahdantidakmembutuhkanbanyakusaha					
<b>3</b>	Fiturdalam JD.id mudahuntukdijalankan.					
<b>4</b>	Melalui MYJNE dapatmeningkatkanpemahamanarifdan status pengirimanbarang					
<b>5</b>	Tampilan MYJNE sangat simple					
<b>6</b>	MYJNE dapatdigunakan di manapun/kapanpun					
<b>7</b>	PengoperasianMYJNEmudahdipelajari					
<b>8</b>	DenganMYJNE memungkinkanlebihcepatdalamlihat status pengirimanbarang					

***Kepuasan konsumen (Y)***

No	Pernyataan	Jawaban				
		SS (5)	S (4)	CS (3)	TS (2)	STS (1)
1	Pelayanan yang diberikan JNE sesuai dengan kebutuhan.					
2.	Produk paket JNE mampu memenuhi kebutuhan					
3	Selalu menggunakan jasa pengiriman JNE					
4	Berminat melakukan pengiriman barang kembali arena produk paket yang ditawarkan JNE.					
5	Bersedia merekomendasikan jasa pengiriman JNE kepada orang lain					
6	Mengajak orang lain menggunakan jasa pengiriman JNE					

## Lampiran 2

### HasiljawabankuesionerResponden

- HasiljawabanVariabelKualitasPelayanan ( $X_1$ )

No responden	ButirPernyataan										Total
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	
1	4	4	3	3	4	3	3	4	3	2	33
2	4	4	3	4	3	3	3	3	5	4	36
3	4	3	3	3	3	4	3	3	4	3	33
4	3	3	3	3	3	5	3	3	3	3	32
5	3	4	3	3	3	3	3	3	3	2	30
6	5	5	4	5	3	4	5	4	4	5	44
7	5	5	5	4	5	5	4	5	5	4	47
8	5	5	4	5	4	4	5	3	4	5	44
9	4	4	4	4	3	4	3	3	3	3	35
10	4	5	4	5	5	5	5	4	5	5	47
11	4	4	3	3	3	3	3	3	4	3	33
12	5	5	3	4	2	3	3	4	5	3	37
13	4	4	4	4	2	2	3	4	5	2	34
14	5	3	3	4	3	2	3	3	4	3	33
15	5	3	3	5	4	3	4	4	5	3	39
16	4	3	3	3	3	3	3	3	3	3	31
17	5	4	4	4	4	3	3	2	3	2	34
18	5	4	3	5	5	4	4	4	3	4	41
19	5	5	5	5	4	4	2	4	4	3	41
20	4	3	4	4	5	5	4	4	4	5	42
21	5	5	5	5	5	5	4	3	3	4	44
22	5	4	3	3	4	4	4	4	4	3	38



23	5	5	5	5	5	5	4	4	4	2	44
24	4	4	4	4	3	4	3	4	3	3	36
25	4	3	3	4	4	4	4	4	3	4	37
26	4	5	3	4	3	2	3	5	4	4	37
27	4	4	3	4	4	4	3	4	3	4	37
28	3	4	3	4	3	4	2	3	3	3	32
29	5	4	4	4	4	4	3	5	5	4	42
30	5	4	4	4	4	4	3	5	5	4	42
31	4	4	5	5	4	4	4	4	4	4	42
32	3	4	3	4	4	4	5	5	5	5	42
33	4	4	4	4	5	5	5	5	5	5	46
34	4	5	4	5	4	4	4	4	4	4	42
35	4	4	4	4	4	4	4	4	4	4	40
36	4	4	4	4	4	4	2	2	4	2	34
37	4	4	5	5	5	5	4	4	4	4	44
38	4	5	4	5	4	4	4	4	5	4	43
39	2	4	5	4	4	4	4	4	5	4	40
40	3	4	4	4	5	3	5	5	4	3	40
41	4	5	4	5	4	4	5	5	4	5	45
42	4	4	4	4	5	5	5	5	4	5	45
43	4	4	4	4	4	4	4	4	5	4	41
44	5	4	5	4	4	4	4	4	4	4	42
45	4	4	4	4	5	3	4	4	4	4	40
46	4	4	4	4	4	4	4	4	4	4	40
47	5	4	5	4	5	5	4	4	3	4	43
48	4	3	4	1	2	3	5	5	5	5	37
49	2	5	2	5	2	4	2	4	3	4	33

<b>50</b>	4	4	4	4	5	5	5	5	5	5	<b>46</b>
<b>51</b>	5	5	2	5	4	2	2	4	2	4	<b>35</b>
<b>52</b>	4	4	4	4	3	3	2	5	4	5	<b>38</b>
<b>53</b>	4	4	4	4	5	5	4	2	4	4	<b>40</b>
<b>54</b>	5	4	2	4	4	4	4	4	5	4	<b>40</b>
<b>55</b>	4	4	4	3	2	4	5	5	4	5	<b>40</b>
<b>56</b>	2	4	4	4	5	5	4	4	2	4	<b>38</b>
<b>57</b>	4	5	4	5	4	2	4	4	4	4	<b>40</b>
<b>58</b>	4	2	4	4	5	2	5	2	4	5	<b>37</b>
<b>59</b>	3	4	4	4	5	5	2	5	4	5	<b>41</b>
<b>60</b>	2	4	2	4	2	5	5	5	5	5	<b>39</b>
<b>61</b>	2	4	5	4	2	5	5	2	4	5	<b>38</b>
<b>62</b>	2	4	2	4	4	2	4	4	4	4	<b>34</b>
<b>63</b>	5	4	5	4	4	4	4	2	4	4	<b>40</b>
<b>64</b>	3	4	4	2	4	2	3	4	4	5	<b>35</b>
<b>65</b>	4	2	4	2	3	3	5	2	4	5	<b>34</b>
<b>66</b>	5	4	2	4	2	4	4	2	5	4	<b>36</b>
<b>67</b>	3	4	3	4	5	3	2	5	5	5	<b>39</b>
<b>68</b>	2	4	2	2	4	4	2	5	5	5	<b>35</b>
<b>69</b>	4	3	4	4	4	4	3	4	4	3	<b>37</b>
<b>70</b>	3	4	3	4	3	4	3	4	5	4	<b>37</b>
<b>71</b>	3	5	3	4	4	4	4	4	5	4	<b>40</b>
<b>72</b>	5	5	5	5	4	4	4	4	4	4	<b>44</b>
<b>73</b>	5	3	5	3	5	5	5	5	4	5	<b>45</b>
<b>74</b>	5	4	3	4	4	3	4	3	3	4	<b>37</b>
<b>75</b>	3	3	3	3	4	4	4	4	5	4	<b>37</b>
<b>76</b>	4	4	4	4	5	5	5	5	5	5	<b>46</b>

<b>77</b>	4	4	4	4	4	4	4	4	4	5	4	<b>41</b>
<b>78</b>	4	5	4	5	4	4	5	5	5	5	5	<b>46</b>
<b>79</b>	4	5	4	5	3	5	3	4	4	4	4	<b>41</b>
<b>80</b>	4	3	4	3	4	4	3	4	3	4	4	<b>36</b>
<b>81</b>	4	5	5	3	3	5	5	5	4	5	5	<b>44</b>
<b>82</b>	5	4	5	4	5	3	4	3	4	4	4	<b>41</b>
<b>83</b>	4	5	2	5	2	3	4	4	3	4	4	<b>36</b>
<b>84</b>	3	4	3	3	4	3	5	5	4	5	5	<b>39</b>
<b>85</b>	3	4	3	4	3	4	4	3	4	4	4	<b>36</b>
<b>86</b>	3	3	5	5	3	4	4	5	3	4	4	<b>39</b>
<b>87</b>	3	4	3	4	4	3	3	4	5	4	4	<b>37</b>
<b>88</b>	3	5	5	4	3	4	4	3	4	4	4	<b>39</b>
<b>89</b>	4	3	4	4	4	3	5	5	4	5	5	<b>41</b>
<b>90</b>	2	5	2	3	4	4	4	3	4	4	4	<b>35</b>
<b>91</b>	4	3	3	5	4	4	4	3	4	3	4	<b>37</b>
<b>92</b>	4	3	4	3	4	4	3	4	4	4	4	<b>37</b>
<b>93</b>	3	3	5	4	3	5	3	5	4	4	4	<b>39</b>
<b>94</b>	4	5	4	3	5	3	4	4	3	5	5	<b>40</b>
<b>95</b>	4	4	4	2	4	4	4	2	4	3	4	<b>35</b>
<b>96</b>	4	2	4	5	4	4	4	2	5	4	4	<b>38</b>

- Hasil Jawaban Variabel Kemudahan ( $X_2$ )

No Responden	Butir Pernyataan								Total
	P1	P2	P3	P4	P5	P6	P7	P8	
1	3	3	4	2	5	3	3	4	27
2	2	2	3	3	4	2	2	3	21
3	4	4	3	4	5	4	4	3	31
4	3	4	4	3	5	3	4	4	30
5	3	1	3	2	4	3	1	3	20
6	3	3	3	3	5	3	3	3	26
7	3	3	2	2	3	3	3	2	21
8	3	3	3	4	4	3	3	3	26
9	2	5	3	3	5	2	5	3	28
10	3	3	5	5	3	3	3	5	30
11	3	2	5	5	5	3	2	5	30
12	4	1	2	2	3	4	1	2	19
13	4	3	4	3	5	4	3	4	30
14	3	3	2	3	5	3	3	2	24
15	4	3	3	4	4	4	3	3	28
16	4	3	2	3	4	4	3	2	25
17	2	2	3	3	5	2	2	3	22
18	4	3	4	4	4	4	3	4	30
19	4	4	4	5	5	4	4	4	34
20	3	3	3	3	4	3	3	3	25
21	3	3	2	3	3	3	3	2	22
22	1	2	2	3	4	1	2	2	17
23	4	3	3	4	4	4	3	3	28

<b>24</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>27</b>
<b>25</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>27</b>
<b>26</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>32</b>
<b>27</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>26</b>
<b>28</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>29</b>
<b>29</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>33</b>
<b>30</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>31</b>
<b>31</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>32</b>
<b>32</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>36</b>
<b>33</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>37</b>
<b>34</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>34</b>
<b>35</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>33</b>
<b>36</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>37</b>
<b>37</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>33</b>
<b>38</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>32</b>
<b>39</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>34</b>
<b>40</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>34</b>
<b>41</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>34</b>
<b>42</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>38</b>
<b>43</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>36</b>
<b>44</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>36</b>
<b>45</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>35</b>
<b>46</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>34</b>
<b>47</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>34</b>
<b>48</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>36</b>
<b>49</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>36</b>
<b>50</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>34</b>

<b>51</b>	4	4	5	5	5	5	3	4	<b>35</b>
<b>52</b>	4	5	3	5	5	5	4	5	<b>36</b>
<b>53</b>	5	5	4	5	2	5	4	5	<b>35</b>
<b>54</b>	5	5	3	4	4	5	5	4	<b>35</b>
<b>55</b>	5	4	4	4	4	5	4	4	<b>34</b>
<b>56</b>	4	5	4	4	5	4	3	5	<b>34</b>
<b>57</b>	5	4	4	4	4	3	3	5	<b>32</b>
<b>58</b>	4	4	4	4	4	4	3	5	<b>32</b>
<b>59</b>	5	4	3	4	4	3	4	5	<b>32</b>
<b>60</b>	3	5	4	4	3	4	4	4	<b>31</b>
<b>61</b>	4	4	3	4	4	5	5	4	<b>33</b>
<b>62</b>	4	5	3	4	3	2	4	4	<b>29</b>
<b>63</b>	3	5	4	5	4	3	3	5	<b>32</b>
<b>64</b>	4	4	4	5	4	5	4	5	<b>35</b>
<b>65</b>	4	4	3	5	5	5	5	4	<b>35</b>
<b>66</b>	5	5	5	4	5	3	3	5	<b>35</b>
<b>67</b>	4	5	4	5	3	3	5	4	<b>33</b>
<b>68</b>	4	4	4	4	5	4	3	5	<b>33</b>
<b>69</b>	3	4	4	4	4	5	3	4	<b>31</b>
<b>70</b>	4	5	4	3	4	4	3	4	<b>31</b>
<b>71</b>	4	3	3	4	3	5	4	4	<b>30</b>
<b>72</b>	4	4	3	4	3	5	4	4	<b>31</b>
<b>73</b>	5	3	4	3	4	3	4	5	<b>31</b>
<b>74</b>	4	4	5	4	4	5	5	5	<b>36</b>
<b>75</b>	5	4	4	4	4	4	3	4	<b>32</b>
<b>76</b>	4	4	3	5	5	3	4	5	<b>33</b>
<b>77</b>	3	3	3	4	4	3	3	5	<b>28</b>

<b>78</b>	5	4	4	4	4	3	4	4	<b>32</b>
<b>79</b>	3	4	5	3	4	4	4	4	<b>31</b>
<b>80</b>	4	3	3	4	3	4	4	5	<b>30</b>
<b>81</b>	3	4	3	4	4	3	3	4	<b>28</b>
<b>82</b>	4	4	3	4	3	2	4	5	<b>29</b>
<b>83</b>	5	4	3	5	4	3	4	5	<b>33</b>
<b>84</b>	4	3	3	4	4	5	4	5	<b>32</b>
<b>85</b>	4	3	3	5	3	2	4	3	<b>27</b>
<b>86</b>	4	4	3	4	4	5	5	4	<b>33</b>
<b>87</b>	3	4	3	4	4	3	4	4	<b>29</b>
<b>88</b>	3	4	4	4	3	3	4	5	<b>30</b>
<b>89</b>	3	3	4	5	4	4	4	4	<b>31</b>
<b>90</b>	4	3	3	5	5	5	3	4	<b>32</b>
<b>91</b>	3	4	4	3	2	2	3	5	<b>26</b>
<b>92</b>	4	4	4	4	3	3	5	5	<b>32</b>
<b>93</b>	4	4	4	4	4	4	5	5	<b>34</b>
<b>94</b>	4	3	4	3	3	3	4	5	<b>29</b>
<b>95</b>	4	3	4	4	2	3	4	5	<b>29</b>
<b>96</b>	4	5	3	5	4	3	3	5	<b>32</b>

- Hasil Jawaban Kuesioner Kepuasan Konsumen (Y)

No Responden	Butir Pernyataan						Hasil
	P1	P2	P3	P4	P5	P6	
1	3	4	3	4	4	4	22
2	5	5	5	5	4	4	28
3	2	4	2	4	5	5	22
4	5	5	5	5	4	4	28
5	3	3	3	3	3	3	18
6	4	4	4	4	4	4	24
7	3	5	3	5	5	5	26
8	3	4	3	4	4	4	22
9	2	2	2	2	3	3	14
10	5	4	5	4	5	5	28
11	3	4	3	4	4	4	22
12	4	3	4	3	4	4	22
13	4	5	4	5	5	5	28
14	4	5	4	5	4	4	26
15	5	5	5	5	5	5	30
16	3	3	3	3	4	4	20
17	4	4	4	4	4	4	24
18	5	4	5	4	5	5	28
19	5	4	5	4	4	4	26
20	4	4	4	4	4	4	24
21	4	4	4	4	5	5	26
22	4	4	4	4	5	5	26
23	4	5	4	5	4	4	26



<b>24</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>22</b>
<b>25</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>24</b>
<b>26</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>24</b>
<b>27</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>22</b>
<b>28</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>27</b>
<b>29</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>24</b>
<b>30</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>22</b>
<b>31</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>22</b>
<b>32</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>23</b>
<b>33</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>23</b>
<b>34</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>24</b>
<b>35</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>20</b>
<b>36</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>20</b>
<b>37</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>20</b>
<b>38</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>20</b>
<b>39</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>21</b>
<b>40</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>21</b>
<b>41</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>22</b>
<b>42</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>23</b>
<b>43</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>20</b>
<b>44</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>21</b>
<b>45</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>20</b>
<b>46</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>20</b>
<b>47</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>21</b>
<b>48</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>20</b>
<b>49</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>22</b>
<b>50</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>20</b>

<b>51</b>	5	3	3	5	4	4	<b>24</b>
<b>52</b>	4	2	4	2	5	3	<b>20</b>
<b>53</b>	2	3	5	4	3	3	<b>20</b>
<b>54</b>	5	2	4	2	4	4	<b>21</b>
<b>55</b>	2	3	4	2	4	4	<b>19</b>
<b>56</b>	2	4	3	3	5	5	<b>22</b>
<b>57</b>	4	2	4	5	4	2	<b>21</b>
<b>58</b>	4	2	4	3	5	5	<b>23</b>
<b>59</b>	3	2	4	4	5	5	<b>23</b>
<b>60</b>	5	4	3	4	3	5	<b>24</b>
<b>61</b>	5	2	5	2	5	5	<b>24</b>
<b>62</b>	5	5	2	3	1	4	<b>20</b>
<b>63</b>	5	4	5	2	3	4	<b>23</b>
<b>64</b>	3	2	3	4	5	3	<b>20</b>
<b>65</b>	4	3	4	3	3	3	<b>20</b>
<b>66</b>	5	2	3	4	3	4	<b>21</b>
<b>67</b>	4	3	2	3	5	5	<b>22</b>
<b>68</b>	2	4	2	5	3	4	<b>20</b>
<b>69</b>	4	3	4	2	4	4	<b>21</b>
<b>70</b>	4	3	4	2	5	2	<b>20</b>
<b>71</b>	3	2	3	4	4	4	<b>20</b>
<b>72</b>	5	3	3	5	4	2	<b>22</b>
<b>73</b>	5	3	2	3	5	5	<b>23</b>
<b>74</b>	5	3	5	3	3	4	<b>23</b>
<b>75</b>	3	3	3	3	4	4	<b>20</b>
<b>76</b>	4	2	4	4	5	5	<b>24</b>
<b>77</b>	4	3	3	3	4	4	<b>21</b>

<b>78</b>	4	2	4	5	4	4	<b>23</b>
<b>79</b>	3	5	3	2	5	5	<b>23</b>
<b>80</b>	4	3	4	3	4	2	<b>20</b>
<b>81</b>	4	5	3	2	4	5	<b>23</b>
<b>82</b>	5	2	5	4	3	5	<b>24</b>
<b>83</b>	3	5	2	5	3	4	<b>22</b>
<b>84</b>	3	3	5	5	4	4	<b>24</b>
<b>85</b>	4	3	4	3	5	5	<b>24</b>
<b>86</b>	5	3	3	5	4	4	<b>24</b>
<b>87</b>	5	3	5	4	2	4	<b>23</b>
<b>88</b>	4	3	3	5	2	5	<b>22</b>
<b>89</b>	4	3	4	5	3	4	<b>23</b>
<b>90</b>	3	5	3	5	2	4	<b>22</b>
<b>91</b>	4	5	3	3	4	4	<b>23</b>
<b>92</b>	4	3	4	3	4	4	<b>22</b>
<b>93</b>	5	3	5	3	4	3	<b>23</b>
<b>94</b>	4	3	2	1	5	5	<b>20</b>
<b>95</b>	4	3	4	3	3	3	<b>20</b>
<b>96</b>	4	5	3	5	2	4	<b>23</b>

### Lampiran3

#### Hasilujifrekuensi karakteristik responden

##### 1. Karakteristik berdasarkan Jenis Kelamin Responden

jenis\_kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki - Laki	64	64.0	66.7	66.7
	Perempuan	32	32.0	33.3	100.0
	Total	96	96.0	100.0	
Missing	System	4	4.0		
Total		100	100.0		

##### 2. Karakteristik berdasarkan Usia Responden

usia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	17 - 23 tahun	37	37.0	38.5	38.5
	24 - 30 tahun	39	39.0	40.6	79.2
	31 - 37 tahun	10	10.0	10.4	89.6
	> 38 tahun	10	10.0	10.4	100.0
	Total	96	96.0	100.0	
Missing	System	4	4.0		
Total		100	100.0		

## Lampiran4

### HasilUjifrekuensiJawabanResponden

#### 1. VariabelKualitasPelayanan (X<sub>1</sub>)

##### P1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	8	8.0	8.3	8.3
	3	17	17.0	17.7	26.0
	4	47	47.0	49.0	75.0
	5	24	24.0	25.0	100.0
	Total	96	96.0	100.0	
Missing	System	4	4.0		
Total		100	100.0		

##### P2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	3	3.0	3.1	3.1
	3	17	17.0	17.7	20.8
	4	52	52.0	54.2	75.0
	5	24	24.0	25.0	100.0
	Total	96	96.0	100.0	
Missing	System	4	4.0		
Total		100	100.0		

##### P3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	9	9.0	9.4	9.4
	3	26	26.0	27.1	36.5
	4	43	43.0	44.8	81.3
	5	18	18.0	18.8	100.0
	Total	96	96.0	100.0	
Missing	System	4	4.0		
Total		100	100.0		

**P4**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	2	4	4.0	4.2	5.2
	3	16	16.0	16.7	21.9
	4	52	52.0	54.2	76.0
	5	23	23.0	24.0	100.0
	Total	96	96.0	100.0	
Missing	System	4	4.0		
Total		100	100.0		

**P5**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	9	9.0	9.4	9.4
	3	21	21.0	21.9	31.3
	4	44	44.0	45.8	77.1
	5	22	22.0	22.9	100.0
		Total	96	96.0	100.0
Missing	System	4	4.0		
Total		100	100.0		

**P6**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	8	8.0	8.3	8.3
	3	21	21.0	21.9	30.2
	4	46	46.0	47.9	78.1
	5	21	21.0	21.9	100.0
		Total	96	96.0	100.0
Missing	System	4	4.0		
Total		100	100.0		

**P7**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	9	9.0	9.4	9.4
	3	25	25.0	26.0	35.4
	4	41	41.0	42.7	78.1
	5	21	21.0	21.9	100.0
	Total	96	96.0	100.0	
Missing	System	4	4.0		
Total		100	100.0		

**P8**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	10	10.0	10.4	10.4
	3	17	17.0	17.7	28.1
	4	44	44.0	45.8	74.0
	5	25	25.0	26.0	100.0
	Total	96	96.0	100.0	
Missing	System	4	4.0		
Total		100	100.0		

**P9**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	2.0	2.1	2.1
	3	19	19.0	19.8	21.9
	4	47	47.0	49.0	70.8
	5	28	28.0	29.2	100.0
	Total	96	96.0	100.0	
Missing	System	4	4.0		
Total		100	100.0		

**P10**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	6	6.0	6.3	6.3
	3	16	16.0	16.7	22.9
	4	47	47.0	49.0	71.9
	5	27	27.0	28.1	100.0
	Total	96	96.0	100.0	
Missing	System	4	4.0		
Total		100	100.0		

**2. VariabelKemudahan(X<sub>2</sub>)****Q1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	2	3	3.0	3.1	4.2
	3	25	25.0	26.0	30.2
	4	47	47.0	49.0	79.2
	5	20	20.0	20.8	100.0
	Total	96	96.0	100.0	
Missing	System	4	4.0		
Total		100	100.0		



**Q2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2.0	2.1	2.1
	2	4	4.0	4.2	6.3
	3	28	28.0	29.2	35.4
	4	44	44.0	45.8	81.3
	5	18	18.0	18.8	100.0
	Total	96	96.0	100.0	
Missing	System	4	4.0		
Total		100	100.0		

**Q3**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	6	6.0	6.3	6.3
	3	35	35.0	36.5	42.7
	4	43	43.0	44.8	87.5
	5	12	12.0	12.5	100.0
	Total	96	96.0	100.0	
Missing	System	4	4.0		
Total		100	100.0		

**Q4**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	4	4.0	4.2	4.2
	3	20	20.0	20.8	25.0
	4	47	47.0	49.0	74.0
	5	25	25.0	26.0	100.0
	Total	96	96.0	100.0	
Missing	System	4	4.0		
Total		100	100.0		

**Q5**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	3	3.0	3.1	3.1
	3	20	20.0	20.8	24.0
	4	43	43.0	44.8	68.8
	5	30	30.0	31.3	100.0
	Total	96	96.0	100.0	
Missing	System	4	4.0		
Total		100	100.0		

**Q6**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	2	7	7.0	7.3	8.3
	3	31	31.0	32.3	40.6
	4	32	32.0	33.3	74.0
	5	25	25.0	26.0	100.0
	Total	96	96.0	100.0	
Missing	System	4	4.0		
Total		100	100.0		

**Q7**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2.0	2.1	2.1
	2	4	4.0	4.2	6.3
	3	33	33.0	34.4	40.6
	4	42	42.0	43.8	84.4
	5	15	15.0	15.6	100.0
	Total	96	96.0	100.0	
Missing	System	4	4.0		
Total		100	100.0		

**Q8**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	6	6.0	6.3	6.3
	3	15	15.0	15.6	21.9
	4	36	36.0	37.5	59.4
	5	39	39.0	40.6	100.0
	Total	96	96.0	100.0	
Missing	System	4	4.0		
Total		100	100.0		

**3. VariabelKepuasanKonsumen (Y)****R1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	6	6.0	6.3	6.3
	3	23	23.0	24.0	30.2
	4	42	42.0	43.8	74.0
	5	25	25.0	26.0	100.0
	Total	96	96.0	100.0	
Missing	System	4	4.0		
Total		100	100.0		

**R2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	22	22.0	22.9	22.9
	3	30	30.0	31.3	54.2
	4	27	27.0	28.1	82.3
	5	17	17.0	17.7	100.0
	Total	96	96.0	100.0	
Missing	System	4	4.0		
Total		100	100.0		

**R3**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	15	15.0	15.6	15.6
	3	28	28.0	29.2	44.8
	4	37	37.0	38.5	83.3
	5	16	16.0	16.7	100.0
	Total	96	96.0	100.0	
Missing	System	4	4.0		
Total		100	100.0		

**R4**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	2	12	12.0	12.5	13.5
	3	26	26.0	27.1	40.6
	4	32	32.0	33.3	74.0
	5	25	25.0	26.0	100.0
Total		96	96.0	100.0	
Missing	System	4	4.0		
Total		100	100.0		

**R5**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	2	10	10.0	10.4	11.5
	3	17	17.0	17.7	29.2
	4	42	42.0	43.8	72.9
	5	26	26.0	27.1	100.0
Total		96	96.0	100.0	
Missing	System	4	4.0		
Total		100	100.0		

R6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	4	4.0	4.2	4.2
	3	15	15.0	15.6	19.8
	4	50	50.0	52.1	71.9
	5	27	27.0	28.1	100.0
	Total	96	96.0	100.0	
Missing	System	4	4.0		
Total		100	100.0		

Lampiran5

HasilUjiPersyaratanInstrumen

1.HasilUjiValiditas

- VariabelKualitasPelayanan (X<sub>1</sub>)

Correlations

		P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	TOTAL_X1
P1	Pearson Correlation	1	.367	.456	.548**	.389	.053	.375	.296	.407	.199	.624*
	Sig. (2-tailed)		.046	.011	.002	.034	.781	.041	.113	.026	.291	.000
	N	30	30	30	30	30	30	30	30	30	30	30
P2	Pearson Correlation	.367	1	.567**	.515**	.193	.182	.254	.286	.243	.210	.587**
	Sig. (2-tailed)	.046		.001	.004	.306	.337	.175	.125	.196	.265	.001
	N	30	30	30	30	30	30	30	30	30	30	30
P3	Pearson Correlation	.456	.567**	1	.557**	.485**	.515**	.235	.216	.198	.143	.683**
	Sig. (2-tailed)	.011	.001		.001	.007	.004	.211	.252	.295	.451	.000
	N	30	30	30	30	30	30	30	30	30	30	30
P4	Pearson Correlation	.548**	.515**	.557**	1	.452	.279	.474**	.211	.242	.443*	.739**
	Sig. (2-tailed)	.002	.004	.001		.012	.136	.008	.262	.197	.014	.000
	N	30	30	30	30	30	30	30	30	30	30	30
P5	Pearson Correlation	.389	.193	.485**	.452	1	.659**	.506**	.260	-.016	.377	.704**
	Sig. (2-tailed)	.034	.306	.007	.012		.000	.004	.165	.934	.040	.000
	N	30	30	30	30	30	30	30	30	30	30	30
P6	Pearson Correlation	.053	.182	.515**	.279	.659**	1	.405*	.132	-.096	.416	.597**
	Sig. (2-tailed)	.781	.337	.004	.136	.000		.027	.487	.614	.022	.001
	N	30	30	30	30	30	30	30	30	30	30	30
P7	Pearson Correlation	.375	.254	.235	.474**	.506**	.405*	1	.155	.197	.586**	.679**
	Sig. (2-tailed)	.041	.175	.211	.008	.004	.027		.413	.297	.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30
P8	Pearson Correlation	.296	.286	.216	.211	.260	.132	.155	1	.494**	.326	.534**
	Sig. (2-tailed)	.113	.125	.252	.262	.165	.487	.413		.006	.079	.002
	N	30	30	30	30	30	30	30	30	30	30	30
P9	Pearson Correlation	.407	.243	.198	.242	-.016	-.096	.197	.494**	1	.253	.454
	Sig. (2-tailed)	.026	.196	.295	.197	.934	.614	.297	.006		.178	.012
	N	30	30	30	30	30	30	30	30	30	30	30
P10	Pearson Correlation	.199	.210	.143	.443*	.377	.416	.586**	.326	.253	1	.658**
	Sig. (2-tailed)	.291	.265	.451	.014	.040	.022	.001	.079	.178		.000
	N	30	30	30	30	30	30	30	30	30	30	30
TOTAL_X1	Pearson Correlation	.624*	.587**	.683**	.739**	.704**	.597**	.679**	.534**	.454	.658**	1
	Sig. (2-tailed)	.000	.001	.000	.000	.000	.001	.000	.002	.012	.000	
	N	30	30	30	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).

- VariabelKemudahan (X<sub>2</sub>)

Correlations

		Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	TOTAL_x2
Q1	Pearson Correlation	1	.191	.152	.331	.115	1.000**	.191	.152	.605**
	Sig. (2-tailed)		.311	.422	.074	.546	.000	.311	.422	.000
	N	30	30	30	30	30	30	30	30	30
Q2	Pearson Correlation	.191	1	.231	.324	.307	.191	1.000**	.231	.685**
	Sig. (2-tailed)	.311		.220	.081	.099	.311	.000	.220	.000
	N	30	30	30	30	30	30	30	30	30
Q3	Pearson Correlation	.152	.231	1	.573**	.175	.152	.231	1.000**	.691**
	Sig. (2-tailed)	.422	.220		.001	.356	.422	.220	.000	.000
	N	30	30	30	30	30	30	30	30	30
Q4	Pearson Correlation	.331	.324	.573**	1	.167	.331	.324	.573**	.711**
	Sig. (2-tailed)	.074	.081	.001		.378	.074	.081	.001	.000
	N	30	30	30	30	30	30	30	30	30
Q5	Pearson Correlation	.115	.307	.175	.167	1	.115	.307	.175	.448*
	Sig. (2-tailed)	.546	.099	.356	.378		.546	.099	.356	.013
	N	30	30	30	30	30	30	30	30	30
Q6	Pearson Correlation	1.000**	.191	.152	.331	.115	1	.191	.152	.605**
	Sig. (2-tailed)	.000	.311	.422	.074	.546		.311	.422	.000
	N	30	30	30	30	30	30	30	30	30
Q7	Pearson Correlation	.191	1.000**	.231	.324	.307	.191	1	.231	.685**
	Sig. (2-tailed)	.311	.000	.220	.081	.099	.311		.220	.000
	N	30	30	30	30	30	30	30	30	30
Q8	Pearson Correlation	.152	.231	1.000**	.573**	.175	.152	.231	1	.691**
	Sig. (2-tailed)	.422	.220	.000	.001	.356	.422	.220		.000
	N	30	30	30	30	30	30	30	30	30
TOTAL_x2	Pearson Correlation	.605**	.685**	.691**	.711**	.448*	.605**	.685**	.691**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.013	.000	.000	.000	
	N	30	30	30	30	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).

- **VariabelKepuasanKonsumen(Y)**

**Correlations**

		R1	R2	R3	R4	R5	R6	TOTAL_Y
R1	Pearson Correlation	1	.413*	.914**	.413*	.294	.230	.777**
	Sig. (2-tailed)		.023	.000	.023	.115	.221	.000
	N	30	30	30	30	30	30	30
R2	Pearson Correlation	.413*	1	.318	1.000**	.502**	.444*	.810**
	Sig. (2-tailed)	.023		.087	.000	.005	.014	.000
	N	30	30	30	30	30	30	30
R3	Pearson Correlation	.914**	.318	1	.318	.194	.255	.721**
	Sig. (2-tailed)	.000	.087		.087	.305	.173	.000
	N	30	30	30	30	30	30	30
R4	Pearson Correlation	.413*	1.000**	.318	1	.502**	.444*	.810**
	Sig. (2-tailed)	.023	.000	.087		.005	.014	.000
	N	30	30	30	30	30	30	30
R5	Pearson Correlation	.294	.502**	.194	.502**	1	.954**	.701**
	Sig. (2-tailed)	.115	.005	.305	.005		.000	.000
	N	30	30	30	30	30	30	30
R6	Pearson Correlation	.230	.444*	.255	.444*	.954**	1	.674**
	Sig. (2-tailed)	.221	.014	.173	.014	.000		.000
	N	30	30	30	30	30	30	30
TOTAL_Y	Pearson Correlation	.777**	.810**	.721**	.810**	.701**	.674**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	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).

## 2. Hasil Uji Reliabilitas

- **VariabelKualitasPelayanan (X<sub>1</sub>)**

**Reliability Statistics**

Cronbach's Alpha	N of Items
.754	11

- **VariabelKemudahan (X<sub>2</sub>)**

**Reliability Statistics**

Cronbach's Alpha	N of Items
.759	9

- VariabelKepuasanKonsumen (Y)

### Reliability Statistics

Cronbach's Alpha	N of Items
.787	7

## Lampiran6

### HasilUjiAnalisi Data

#### 1. HasilUjiMultikolinieritas

##### Coefficients<sup>a</sup>

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	23.688	2.766		8.563	.000		
	TOTAL_X1	.126	.062	.198	2.010	.047	.969	1.032
	TOTAL_x2	-.198	.058	-.336	-3.417	.001	.969	1.032

a. Dependent Variable: TOTAL\_Y

#### 2. HasilUjiHeteroskadastisitas

##### Coefficients<sup>a</sup>

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	23.688	2.766		8.563	.000
	TOTAL_X1	.126	.062	.198	2.010	.047
	TOTAL_x2	-.198	.058	-.336	-3.417	.001

a. Dependent Variable: TOTAL\_Y



### 3. Hasil Uji Autokorelasi

**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.359 <sup>a</sup>	.129	.110	2.383	2.028

a. Predictors: (Constant), TOTAL\_x2, TOTAL\_X1

b. Dependent Variable: TOTAL\_Y

### 4. Hasil Uji Linieritas

**ANOVA Table**

			Sum of Squares	df	Mean Square	F	Sig.
TOTAL_X1 * TOTAL_Y	Between Groups	(Combined)	293.518	11	26.683	1.857	.057
		Linearity	28.907	1	28.907	2.011	.160
		Deviation from Linearity	264.611	10	26.461	1.841	.066
Within Groups			1207.221	84	14.372		
Total			1500.740	95			

**ANOVA Table**

			Sum of Squares	df	Mean Square	F	Sig.
TOTAL_Y * TOTAL_x2	Between Groups	(Combined)	172.175	19	9.062	1.588	.081
		Linearity	54.995	1	54.995	9.636	.003
		Deviation from Linearity	117.180	18	6.510	1.141	.332
Within Groups			433.731	76	5.707		
Total			605.906	95			

## Lampiran7

### Hasil Uji Regresi Linier Berganda Uji t dan Uji F

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.359 <sup>a</sup>	.129	.110	2.383

a. Predictors: (Constant), TOTAL\_x2, TOTAL\_X1

**Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	23.688	2.766		8.563	.000		
	TOTAL_X1	.126	.062	.198	2.010	.047	.969	1.032
	TOTAL_x2	-.198	.058	-.336	-3.417	.001	.969	1.032

a. Dependent Variable: TOTAL\_Y

**ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	77.941	2	38.970	6.865	.002 <sup>b</sup>
	Residual	527.965	93	5.677		
	Total	605.906	95			

a. Dependent Variable: TOTAL\_Y

b. Predictors: (Constant), TOTAL\_x2, TOTAL\_X1