

Lampiran Uji Validitas

A. Harga

Correlations

		X21	X22	X23	X24	X25	X26	Harga
X21	Pearson Correlation	1	.652**	.630**	.286	.445*	.419*	.654**
	Sig. (2-tailed)		.000	.000	.125	.014	.021	.000
	N	30	30	30	30	30	30	30
X22	Pearson Correlation	.652**	1	.691**	.444*	.517**	.580**	.774**
	Sig. (2-tailed)	.000		.000	.014	.003	.001	.000
	N	30	30	30	30	30	30	30
X23	Pearson Correlation	.630**	.691**	1	.656**	.783**	.785**	.922**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000
	N	30	30	30	30	30	30	30
X24	Pearson Correlation	.286	.444*	.656**	1	.795**	.574**	.803**
	Sig. (2-tailed)	.125	.014	.000		.000	.001	.000
	N	30	30	30	30	30	30	30
X25	Pearson Correlation	.445*	.517**	.783**	.795**	1	.761**	.897**
	Sig. (2-tailed)	.014	.003	.000	.000		.000	.000
	N	30	30	30	30	30	30	30
X26	Pearson Correlation	.419*	.580**	.785**	.574**	.761**	1	.840**
	Sig. (2-tailed)	.021	.001	.000	.001	.000		.000
	N	30	30	30	30	30	30	30
Harga	Pearson Correlation	.654**	.774**	.922**	.803**	.897**	.840**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30

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

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

B. Kualitas Pelayanan

Correlations

		X31	X32	X33	X34	X35	X36	X37	X38	X39	X310	X311	Kualitas_Pelayanan
X31	Pearson Correlation	1	.237	.691**	.583**	.690**	.455*	.509**	.767**	.861**	.864**	1.000**	.883**
	Sig. (2-tailed)		.208	.000	.001	.000	.012	.004	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
X32	Pearson Correlation	.237	1	.323	.060	.137	.057	.044	.170	.255	.287	.237	.318
	Sig. (2-tailed)	.208		.082	.754	.471	.765	.818	.370	.173	.124	.208	.087
	N	30	30	30	30	30	30	30	30	30	30	30	30
X33	Pearson Correlation	.691**	.323	1	.500**	.719**	.415*	.518**	.631**	.691**	.659**	.691**	.779**
	Sig. (2-tailed)	.000	.082		.005	.000	.022	.003	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
X34	Pearson Correlation	.583**	.060	.500**	1	.747**	.573**	.577**	.490**	.468**	.671**	.583**	.720**
	Sig. (2-tailed)	.001	.754	.005		.000	.001	.001	.006	.009	.000	.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
X35	Pearson Correlation	.690**	.137	.719**	.747**	1	.582**	.640**	.680**	.680**	.682**	.690**	.835**
	Sig. (2-tailed)	.000	.471	.000	.000		.001	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
X36	Pearson Correlation	.455*	.057	.415*	.573**	.582**	1	.851**	.640**	.592**	.435*	.455*	.720**
	Sig. (2-tailed)	.012	.765	.022	.001	.001		.000	.000	.001	.016	.012	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
X37	Pearson Correlation	.509**	.044	.518**	.577**	.640**	.851**	1	.795**	.671**	.574**	.509**	.795**
	Sig. (2-tailed)	.004	.818	.003	.001	.000	.000		.000	.000	.001	.004	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
X38	Pearson Correlation	.767**	.170	.631**	.490**	.680**	.640**	.795**	1	.868**	.761**	.767**	.890**
	Sig. (2-tailed)	.000	.370	.000	.006	.000	.000	.000		.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
X39	Pearson Correlation	.861**	.255	.691**	.468**	.680**	.592**	.671**	.868**	1	.805**	.861**	.904**
	Sig. (2-tailed)	.000	.173	.000	.009	.000	.001	.000	.000		.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
X310	Pearson Correlation	.864**	.287	.659**	.671**	.682**	.435*	.574**	.761**	.805**	1	.864**	.877**
	Sig. (2-tailed)	.000	.124	.000	.000	.000	.016	.001	.000	.000		.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
X311	Pearson Correlation	1.000**	.237	.691**	.583**	.690**	.455*	.509**	.767**	.861**	.864**	1	.883**
	Sig. (2-tailed)	.000	.208	.000	.001	.000	.012	.004	.000	.000	.000		.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
Kualitas_Pelayanan	Pearson Correlation	.883**	.318	.779**	.720**	.835**	.720**	.795**	.890**	.904**	.877**	.883**	1
	Sig. (2-tailed)	.000	.087	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	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).

C. Kepuasan Pelanggan

Correlations

		Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	Y9	Y10	Y11	Kepuasan_Pelanggan
Y1	Pearson Correlation	1	.665**	.610**	.381*	.467**	.447*	.348	.551**	.574**	.448	.534**	.697**
	Sig. (2-tailed)		.000	.000	.038	.009	.013	.059	.002	.001	.013	.002	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
Y2	Pearson Correlation	.665**	1	.777**	.675**	.770**	.455*	.614**	.782**	.557**	.765**	.464**	.872**
	Sig. (2-tailed)	.000		.000	.000	.000	.012	.000	.000	.001	.000	.010	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
Y3	Pearson Correlation	.610**	.777**	1	.632**	.675**	.536**	.590**	.811**	.610**	.715**	.520**	.868**
	Sig. (2-tailed)	.000	.000		.000	.000	.002	.001	.000	.000	.000	.003	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
Y4	Pearson Correlation	.381*	.675**	.632**	1	.696**	.435*	.577**	.713**	.571**	.592**	.529**	.779**
	Sig. (2-tailed)	.038	.000	.000		.000	.016	.001	.000	.001	.001	.003	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
Y5	Pearson Correlation	.467**	.770**	.675**	.696**	1	.523**	.492**	.658**	.645**	.781**	.399*	.813**
	Sig. (2-tailed)	.009	.000	.000	.000		.003	.006	.000	.000	.000	.029	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
Y6	Pearson Correlation	.447*	.455*	.536**	.435*	.523**	1	.437*	.597**	.658**	.547**	.529**	.695**
	Sig. (2-tailed)	.013	.012	.002	.016	.003		.016	.000	.000	.002	.003	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
Y7	Pearson Correlation	.348	.614**	.590**	.577**	.492**	.437*	1	.558**	.307	.642**	.507**	.701**
	Sig. (2-tailed)	.059	.000	.001	.001	.006	.016		.001	.099	.000	.004	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
Y8	Pearson Correlation	.551**	.782**	.811**	.713**	.658**	.597**	.558**	1	.708**	.721**	.586**	.887**
	Sig. (2-tailed)	.002	.000	.000	.000	.000	.000	.001		.000	.000	.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
Y9	Pearson Correlation	.574**	.557**	.610**	.571**	.645**	.658**	.307	.708**	1	.747**	.573**	.792**
	Sig. (2-tailed)	.001	.001	.000	.001	.000	.000	.099	.000		.000	.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
Y10	Pearson Correlation	.448	.765**	.715**	.592**	.781**	.547**	.642**	.721**	.747**	1	.582**	.866**
	Sig. (2-tailed)	.013	.000	.000	.001	.000	.002	.000	.000	.000		.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
Y11	Pearson Correlation	.534**	.464**	.520**	.529**	.399*	.529**	.507**	.586**	.573**	.582**	1	.717**
	Sig. (2-tailed)	.002	.010	.003	.003	.029	.003	.004	.001	.001	.001		.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
Kepuasan_Pelanggan	Pearson Correlation	.697**	.872**	.868**	.779**	.813**	.695**	.701**	.887**	.792**	.868**	.717**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	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).

Lampiran Uji Reliabilitas

A. Harga

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.897	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X21	18.6000	19.076	.561	.902
X22	18.8667	16.602	.669	.887
X23	18.5000	15.224	.881	.854
X24	18.8333	15.109	.680	.891
X25	18.5667	14.668	.833	.861
X26	18.4667	16.533	.771	.873

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
22.3667	22.861	4.78131	6

B. Kualitas Pelayanan

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.935	11

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X31	35.5667	55.840	.853	.923
X32	36.2333	64.737	.208	.949
X33	35.8333	60.006	.741	.929
X34	35.7667	58.944	.661	.931
X35	35.7000	57.252	.798	.926
X36	35.8667	57.913	.653	.932
X37	35.7333	54.547	.731	.929
X38	35.4667	53.913	.857	.922
X39	35.5667	54.599	.877	.922
X310	35.3667	56.792	.849	.924
X311	35.5667	55.840	.853	.923

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
39.2667	68.892	8.30012	11

C. Kepuasan Pelanggan

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.939	11

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1	36.3000	55.872	.633	.938
Y2	36.1667	51.316	.834	.930
Y3	35.7667	51.013	.828	.930
Y4	36.0000	55.724	.734	.934
Y5	36.3000	54.631	.772	.933
Y6	36.2333	57.564	.643	.938
Y7	36.3667	55.482	.635	.938
Y8	35.9333	52.202	.857	.929
Y9	36.3000	54.493	.745	.934
Y10	36.2333	53.426	.836	.930
Y11	36.4000	54.593	.647	.938

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
39.8000	65.200	8.07465	11

Lampiran Uji Normalitas

One-Sample Kolmogorov-Smirnov Test

		Harga	Kualitas_Pelayanan	Kepuasan_Pelanggan
N		100	100	100
Normal Parameters ^{a,b}	Mean	23.1800	40.8400	41.1300
	Std. Deviation	4.24830	7.66037	7.08485
Most Extreme Differences	Absolute	.153	.138	.153
	Positive	.088	.081	.112
	Negative	-.153	-.138	-.153
Test Statistic		.153	.138	.153
Asymp. Sig. (2-tailed)		.096 ^c	.082 ^c	.133 ^c

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

Lampiran Uji Homogenitas

A. Harga

Test of Homogeneity of Variances

Kepuasan_Pelanggan

Levene Statistic	df1	df2	Sig.
2.427	11	81	.083

ANOVA

Kepuasan_Pelanggan

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	4141.787	18	230.099	22.523	.000
Within Groups	827.523	81	10.216		
Total	4969.310	99			

B. Kualitas Pelayanan

Test of Homogeneity of Variances

Kepuasan_Pelanggan

Levene Statistic	df1	df2	Sig.
1.790	20	72	.092

ANOVA

Kepuasan_Pelanggan

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	4235.077	27	156.855	15.381	.000
Within Groups	734.233	72	10.198		
Total	4969.310	99			

Lampiran Uji Linieritas

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Kepuasan_Pelanggan* Harga	Between Groups	(Combined)	4141.787	18	230.099	22.523	.000
		Linearity	3829.097	1	3829.097	374.802	.000
		Deviation from Linearity	312.690	17	18.394	1.800	.420
	Within Groups		827.523	81	10.216		
Total			4969.310	99			

Measures of Association

	R	R Squared	Eta	Eta Squared
Kepuasan_Pelanggan* Harga	.878	.771	.913	.833

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Kepuasan_Pelanggan* Kualitas_Pelayanan	Between Groups	(Combined)	4235.077	27	156.855	15.381	.000
		Linearity	3822.003	1	3822.003	374.791	.000
		Deviation from Linearity	413.074	26	15.887	1.558	.073
	Within Groups		734.233	72	10.198		
Total			4969.310	99			

Measures of Association

	R	R Squared	Eta	Eta Squared
Kepuasan_Pelanggan* Kualitas_Pelayanan	.877	.769	.923	.852

Lampiran Analisis Regresi Linier Berganda

Descriptive Statistics

	Mean	Std. Deviation	N
Kepuasan_Pelanggan	41.1300	7.08485	100
Harga	23.1800	4.24830	100
Kualitas_Pelayanan	40.8400	7.66037	100

Correlations

		Kepuasan_Pelanggan	Harga	Kualitas_Pelayanan
Pearson Correlation	Kepuasan_Pelanggan	1.000	.878	.877
	Harga	.878	1.000	.935
	Kualitas_Pelayanan	.877	.935	1.000
Sig. (1-tailed)	Kepuasan_Pelanggan	.	.000	.000
	Harga	.000	.	.000
	Kualitas_Pelayanan	.000	.000	.
N	Kepuasan_Pelanggan	100	100	100
	Harga	100	100	100
	Kualitas_Pelayanan	100	100	100

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Kualitas_Pelayanan, Harga ^b		Enter

a. Dependent Variable: Kepuasan_Pelanggan

b. All requested variables entered.

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3953.140	2	1976.570	188.676	.000 ^b
	Residual	1016.170	97	10.476		
	Total	4969.310	99			

a. Dependent Variable: Kepuasan_Pelanggan

b. Predictors: (Constant), Kualitas_Pelayanan, Harga

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	Harga	Kualitas_Pelayanan
1	1	2.976	1.000	.00	.00	.00
	2	.021	11.790	.99	.03	.04
	3	.002	37.444	.01	.97	.96

a. Dependent Variable: Kepuasan_Pelanggan

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.892 ^a	.796	.791	3.23666	.796	188.676	2	97	.000	2.083

a. Predictors: (Constant), Kualitas_Pelayanan, Harga

b. Dependent Variable: Kepuasan_Pelanggan

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics	
		B	Std. Error	Beta			Zero-order	Partial	Part	Tolerance	VIF
1	(Constant)	6.477	1.816		3.566	.001					
	Harga	.767	.217	.460	3.538	.001	.878	.338	.162	.125	8.006
	Kualitas_Pelayanan	.413	.120	.447	3.441	.001	.877	.330	.158	.125	8.006

a. Dependent Variable: Kepuasan_Pelanggan

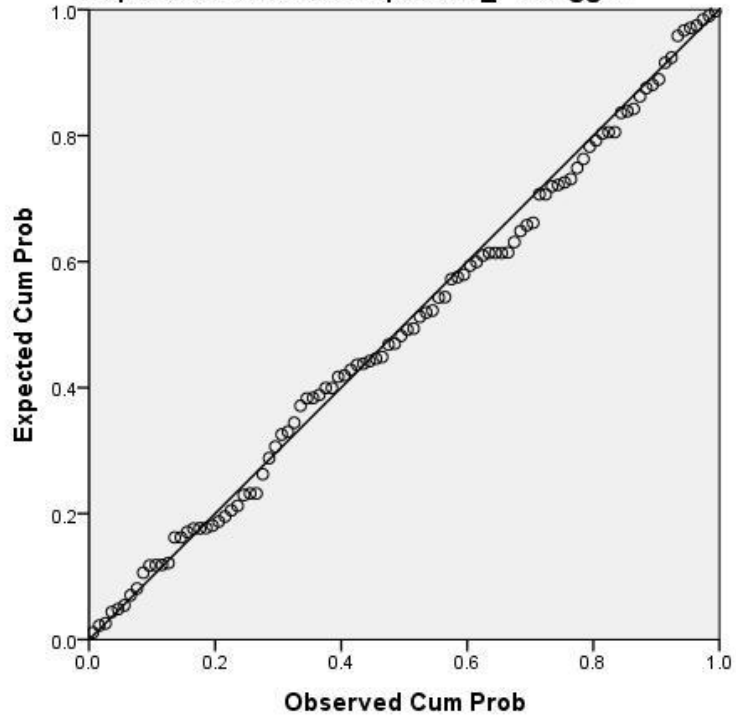
Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	16.0374	52.2120	41.1300	6.31907	100
Std. Predicted Value	-3.971	1.754	.000	1.000	100
Standard Error of Predicted Value	.329	1.355	.528	.190	100
Adjusted Predicted Value	16.8951	52.0784	41.1485	6.26801	100
Residual	-7.37145	8.96238	.00000	3.20380	100
Std. Residual	-2.277	2.769	.000	.990	100
Stud. Residual	-2.310	2.815	-.003	1.008	100
Deleted Residual	-7.58654	9.26162	-.01855	3.32164	100
Stud. Deleted Residual	-2.365	2.922	-.002	1.019	100
Mahal. Distance	.031	16.356	1.980	2.489	100
Cook's Distance	.000	.134	.013	.024	100
Centered Leverage Value	.000	.165	.020	.025	100

a. Dependent Variable: Kepuasan_Pelanggan

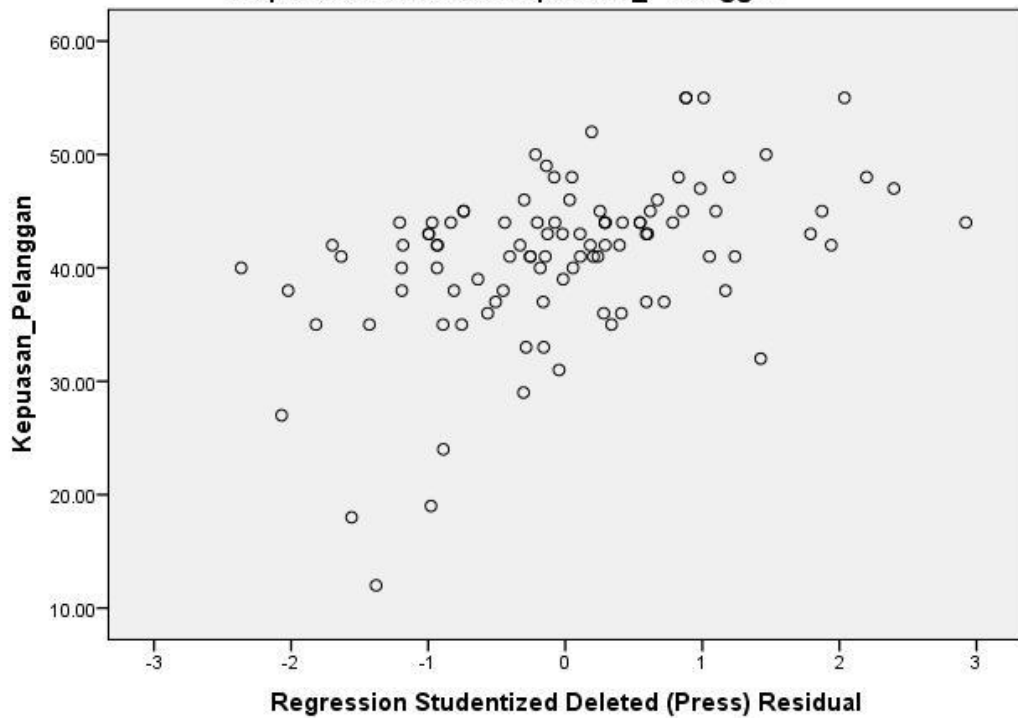
Normal P-P Plot of Regression Standardized Residual

Dependent Variable: Kepuasan_Pelanggan



Scatterplot

Dependent Variable: Kepuasan_Pelanggan





Kepada Yth.
Saudara/i
Di tempat

Dengan hormat, dengan segala kerendahan hati, dalam rangka menyelesaikan studi di Institut Informatika dan Bisnis Darmajaya, saya :

Nama : Ernovialdi Zakirman

NIM : 1312110444

Fakultas : Ekonomi

Prodi : Manajemen

Judul Skripsi : **“PENGARUH FAKTOR-FAKTOR TERHADAP KEPUASAN PELANGGAN GO-JEK DI BANDAR LAMPUNG ”**

Memberitahukan bahwa saat ini saya sedang mengadakan penelitian dan demi tercapainya tujuan penelitian ini, maka peneliti memohon kesediaan Saudara/i untuk membantu mengisi daftar pertanyaan yang telah disediakan. Mohon sekiranya Saudara/i mengisi kuisisioner ini dengan keadaan yang sebenarnya. Sebelumnya peneliti mengucapkan terima kasih atas kesediaan Saudara/i yang telah meluangkan waktu untuk mengisi kuisisioner ini.

Hormat saya,

Ernovialdi Zakirman

KUESIONER PENELITIAN

Data Responden

Nama :

Jenis Kelamin : Laki-laki (Lk) Perempuan (Pr)

Usia :

Pekerjaan : Pelajar Mahasiswa Karyawan/PNS
 Lainnya,..... (mohon diisi)

Dalam satu minggu berapa sering anda menggunakan jasa Gojek?

Kali

Jenis pembayaran yang paling sering anda gunakan

- a. Go-pay
- b. Tunai

PETUNJUK PENGISIAN KUESIONER

Responden cukup memberi tanda (√) pada pilihan yang tersedia dengan pendapat Bapak/Ibu/saudara/i. Setiap pertanyaan hanya mengharapkan satu jawaban. Setiap angka akan mewakili tingkat kesesuaian dengan pendapat bapak/Ibu/Saudara/i

Keterangan Pilihan :

SS	Sangat Setuju
S	Setuju
CS	Cukup Setuju
TS	Tidak Setuju
STS	Sangat Tidak Setuju

Harga						
No	Pertanyaan	Pilihan				
		SS	S	CS	TS	STS
1	Manfaat yang didapat dari Go-Jek sesuai dengan harga yang dibayarkan.					
2	Go-Jek lebih murah dibandingkan dengan transportasi konvensional.					
3	Saya merasa nyaman dan aman menggunakan Go-Jek walaupun saya menganggap harga/tarif Go-Jek relatif murah.					
4	Biaya yang relatif terjangkau dibandingkan kita menggunakan transportasi umum					
5	Ada pemberian diskon					
6	Saya bersedia membayar harga yang ditawarkan Go-Jek					

Kualitas Pelayanan						
No	Pertanyaan	Pilihan				
		SS	S	CS	TS	STS
1	Go-Jek memiliki kantor di daerah Bandar Lampung untuk melayani pelanggan dan mitra Go-Jek					
2	Mitra Go-Jek bersikap sopan kepada pelanggan					
3	Mitra Go-Jek cepat tanggap dalam memproses orderan pelanggan					
4	Go-Jek memberikan ganti rugi jika ada pesanan yang tidak sesuai maupun pembatalan orderan secara sepihak oleh driver/mitra					
5	Driver mengutamakan keamanan dan kenyamanan penumpang (helm, masker, jas hujan, kecepatan yang stabil dan tidak ugal-ugalan)					
6	Go-Jek memberikan kemudahan dalam menerima laporan keluhan					
7	Pelayanan yang diberikan oleh Go-Jek Bandar Lampung dapat dipercaya					
8	Driver Go-Jek Bandar Lampung menjaga dengan baik keamanan penumpang					
9	Kendaraan driver Go-Jek Bandar Lampung memiliki tampilan yang baik					
10	Driver Go-Jek Bandar Lampung berpenampilan baik					
11	Driver Gojek mudah dihubungi karena tertera nomor <i>handphone</i> para driver					

Kepuasan Pelanggan						
No	Pertanyaan	Pilihan				
		SS	S	CS	TS	STS
1	Secara keseluruhan saya merasa puas dengan adanya Go-Jek serta pelayanannya yang diberikan kepada pelanggan					
2	Saya akan terus menggunakan Go-jek untuk membantu kegiatan sehari-hari					
3	Saya akan menyarankan kepada orang-orang yang saya kenal untuk beralih ke transportasi online (Go-Jek)					
4	Saya tidak memiliki keluhan tentang Go-Jek Bandar Lampung					
5	Saya mendapat manfaat setelah menggunakan Go-Jek Lampung					
6	Saya puas dengan respon Go-je akan penanganan keluhan yang saya sampaikan					
7	Saya tidak perlu menempuh jarak yang membutuhkan waktu lama untuk menemukan Go-Jek					
8	Waktu tunggu pemesanan sesuai harapan pelanggan					
9	Saya tidak khawatir memberikan identitas dan alamat kepada aplikasi dan driver Gojek					
10	Saya merasa senang dengan kehadiran Go-jek di Bandar Lampung					
11	Saya merasa Driver Go-Jek jujur					

Lampiran Rekapitulasi Kuisisioner

A. Harga (X1)

NO	Pertanyaan						Total
	X11	X12	X13	X14	X15	X16	
1	4	2	4	5	5	3	23
2	4	4	5	4	4	4	25
3	4	4	4	4	4	4	24
4	4	4	4	4	4	4	24
5	4	4	4	4	4	4	24
6	3	3	4	5	5	5	25
7	3	1	2	1	1	2	10
8	4	3	3	3	3	3	19
9	4	3	4	2	5	4	22
10	4	3	4	3	4	4	22
11	2	3	2	2	2	2	13
12	3	3	5	5	5	5	26
13	4	4	4	4	4	4	24
14	4	4	4	3	3	4	22
15	4	4	4	3	4	5	24
16	3	3	2	2	2	2	14
17	3	1	2	1	1	3	11
18	4	4	3	3	4	4	22
19	4	3	4	5	5	4	25
20	3	3	3	4	4	4	21
21	4	4	4	4	4	4	24
22	3	3	3	3	3	3	18
23	4	4	4	4	4	5	25
24	4	4	4	4	4	4	24
25	4	4	5	2	4	5	24
26	4	4	5	5	4	4	26
27	3	4	5	5	5	5	27
28	5	5	5	5	5	5	30
29	5	5	5	4	4	4	27
30	5	5	5	3	4	4	26
31	4	4	3	4	4	3	22
32	5	3	4	5	5	5	27
33	4	2	4	5	5	4	24
34	3	3	5	4	4	3	22
35	4	4	4	5	5	5	27

36	3	3	4	3	3	3	19
37	4	4	4	4	4	4	24
38	4	3	5	5	5	5	27
39	3	4	4	5	5	4	25
40	3	3	2	3	3	2	16
41	3	4	4	4	4	4	23
42	3	3	2	2	2	3	15
43	4	3	4	4	5	4	24
44	4	4	4	5	5	4	26
45	1	1	1	1	1	1	6
46	3	4	4	4	4	4	23
47	3	4	4	4	4	4	23
48	4	3	4	4	3	4	22
49	3	4	5	2	2	4	20
50	2	3	4	4	3	4	20
51	5	5	5	5	5	5	30
52	4	4	5	5	5	5	28
53	4	4	3	4	4	4	23
54	4	3	5	4	4	4	24
55	2	4	5	5	5	4	25
56	2	3	4	4	4	4	21
57	4	4	4	5	5	5	27
58	5	3	4	5	5	3	25
59	4	3	5	4	5	5	26
60	4	3	4	4	4	4	23
61	4	5	4	5	5	5	28
62	3	3	3	3	3	3	18
63	4	4	4	4	4	4	24
64	3	4	5	4	3	3	22
65	4	4	4	3	4	4	23
66	3	4	4	4	4	3	22
67	5	5	4	4	5	5	28
68	5	5	4	4	5	5	28
69	4	4	4	4	4	4	24
70	4	4	4	4	4	4	24
71	3	3	3	4	4	4	21
72	4	4	5	5	5	5	28
73	3	3	3	3	3	3	18
74	4	3	4	4	4	4	23
75	4	1	4	4	4	4	21
76	4	4	4	4	4	3	23

77	4	3	5	4	3	4	23
78	3	4	4	3	4	3	21
79	3	4	3	3	3	3	19
80	4	4	4	4	4	4	24
81	3	4	5	5	5	5	27
82	5	3	5	5	5	5	28
83	5	5	5	5	5	5	30
84	3	3	3	4	3	3	19
85	3	3	4	4	4	2	20
86	5	4	4	4	4	4	25
87	4	4	5	4	5	5	27
88	4	4	5	5	5	5	28
89	2	1	3	4	4	4	18
90	3	4	4	4	4	4	23
91	4	4	4	4	4	4	24
92	5	5	5	4	4	4	27
93	2	3	4	2	4	4	19
94	4	4	5	4	4	4	25
95	5	5	5	5	5	5	30
96	4	3	5	4	4	3	23
97	3	5	3	5	5	5	26
98	3	3	5	5	5	4	25
99	4	4	5	5	5	4	27
100	4	4	5	5	5	4	27
	368	357	403	392	404	394	
	3.68	3.57	4.03	3.92	4.04	3.94	

B. Kualitas Pelayanan

NO	Pertanyaan											Total
	X31	X32	X33	X34	X35	X36	X37	X38	X39	X310	X311	
1	3	3	4	2	3	4	5	5	4	3	3	39
2	4	4	4	4	4	4	4	4	4	4	4	44
3	4	1	4	4	4	4	4	4	4	4	4	41
4	4	1	4	4	4	4	4	4	4	4	4	41
5	4	4	4	4	4	4	4	4	3	4	4	43
6	5	3	4	4	4	4	5	5	5	5	5	49
7	2	3	2	1	1	2	1	1	2	2	2	19
8	3	3	3	3	3	3	3	3	3	3	3	33
9	5	3	3	2	3	2	2	5	5	4	5	39
10	3	4	3	3	3	4	3	4	3	4	3	37
11	2	3	3	2	3	2	2	2	2	2	2	25
12	5	3	3	4	4	5	5	5	5	5	5	49
13	4	4	4	4	4	4	4	4	4	4	4	44
14	4	3	3	4	4	3	3	3	3	4	4	38
15	5	5	5	3	4	3	3	4	5	5	5	47
16	2	2	2	3	3	3	2	2	2	2	2	25
17	2	2	2	3	1	1	1	1	1	3	2	19
18	3	3	3	3	4	2	3	4	3	4	3	35
19	4	2	3	4	3	5	5	5	4	4	4	43
20	3	3	3	3	3	3	4	4	4	4	3	37
21	4	1	4	4	5	4	4	4	4	4	4	42
22	3	3	3	3	3	3	3	3	3	3	3	33
23	4	4	4	4	4	4	4	4	5	5	4	46
24	3	3	3	4	4	4	4	4	4	4	3	40
25	5	3	4	4	4	2	2	4	4	5	5	42
26	4	3	3	4	4	4	5	4	4	4	4	43
27	4	3	4	4	4	3	5	5	4	5	4	45
28	5	4	4	5	5	5	5	5	5	5	5	53
29	4	4	4	4	4	4	4	4	4	4	4	44
30	4	4	4	5	4	3	3	4	4	4	4	43
31	4	4	4	4	4	4	4	4	4	3	4	43
32	5	3	4	4	5	5	5	5	4	5	5	50
33	3	3	4	2	4	3	5	5	2	4	3	38
34	3	3	4	2	3	2	4	4	3	3	3	34
35	3	3	4	4	4	2	5	5	5	5	3	43
36	3	3	3	3	3	4	3	3	3	3	3	34
37	3	3	3	3	4	3	4	4	4	4	3	38

38	5	3	3	5	4	2	5	5	4	5	5	46
39	4	4	4	3	4	3	5	5	4	4	4	44
40	2	4	3	3	2	3	3	3	3	2	2	30
41	4	3	4	4	4	3	4	4	4	4	4	42
42	3	3	3	2	3	3	2	2	2	3	3	29
43	3	3	4	4	4	3	4	5	4	4	3	41
44	4	4	4	4	4	4	5	5	4	4	4	46
45	1	1	1	2	1	1	1	1	1	1	1	12
46	4	3	3	4	4	3	4	4	4	4	4	41
47	4	3	3	3	4	3	4	4	4	4	4	40
48	4	4	1	4	4	1	4	3	1	4	4	34
49	3	2	3	5	4	2	2	2	2	4	3	32
50	4	2	3	4	4	2	4	3	4	4	4	38
51	5	5	5	5	5	5	5	5	5	5	5	55
52	5	5	5	5	5	5	5	5	5	5	5	55
53	4	4	4	4	5	3	4	4	4	4	4	44
54	4	4	4	4	4	4	4	4	4	4	4	44
55	4	3	4	4	5	1	5	5	5	4	4	44
56	4	4	4	4	3	4	4	4	4	4	4	43
57	5	4	4	4	4	4	5	5	5	5	5	50
58	3	3	3	2	3	3	5	5	3	3	3	36
59	4	4	4	3	3	4	4	5	5	5	4	45
60	4	3	3	4	4	3	4	4	4	4	4	41
61	5	2	3	5	5	2	5	5	5	5	5	47
62	3	3	3	3	3	2	3	3	3	3	3	32
63	4	4	4	4	4	4	4	4	4	4	4	44
64	3	4	5	3	4	4	4	3	3	3	3	39
65	3	3	3	4	5	4	3	4	5	4	3	41
66	3	3	4	4	4	3	4	4	3	3	3	38
67	4	4	4	4	4	4	4	5	5	5	4	47
68	4	4	4	4	4	4	4	5	5	5	4	47
69	4	4	4	4	4	4	4	4	4	4	4	44
70	4	4	4	4	4	4	4	4	3	4	4	43
71	4	4	4	4	4	4	4	4	4	4	4	44
72	4	5	5	5	5	4	5	5	5	5	4	52
73	3	3	3	3	3	3	3	3	3	3	3	33
74	4	2	4	4	4	4	4	4	4	4	4	42
75	4	4	4	2	3	4	4	4	4	4	4	41
76	4	1	4	4	4	3	4	4	3	3	4	38
77	4	3	4	3	4	4	4	3	4	4	4	41
78	3	3	3	3	4	3	3	4	3	3	3	35

79	3	3	3	3	3	3	3	3	3	3	3	33
80	4	4	4	4	4	4	4	4	4	4	4	44
81	5	4	4	5	5	5	5	5	4	5	5	52
82	5	3	4	5	4	1	5	5	5	5	5	47
83	5	4	5	5	5	5	5	5	5	5	5	54
84	3	3	3	3	3	3	4	3	3	3	3	34
85	2	3	3	4	4	3	4	4	3	2	2	34
86	3	3	4	4	4	4	4	4	5	4	3	42
87	5	4	5	5	4	4	4	5	5	5	5	51
88	4	4	4	4	4	3	5	5	4	5	4	46
89	2	3	3	2	2	2	4	4	4	4	2	32
90	4	3	3	4	4	4	4	4	4	4	4	42
91	4	3	3	4	4	4	4	4	4	4	4	42
92	4	4	4	4	4	4	4	4	4	4	4	44
93	3	2	1	4	3	2	2	4	4	4	3	32
94	4	3	4	4	4	3	4	4	4	4	4	42
95	5	5	5	5	5	5	5	5	5	5	5	55
96	2	2	4	3	2	3	4	4	4	3	2	33
97	5	3	4	5	5	3	5	5	5	5	5	50
98	4	3	4	4	4	4	5	5	4	4	4	45
99	4	4	4	4	4	3	5	5	5	4	4	46
100	4	4	4	4	4	3	5	5	5	4	4	46
	373	325	359	369	378	333	392	404	384	394	373	
	3.73	3.25	3.59	3.69	3.78	3.33	3.92	4.04	3.84	3.94	3.73	

C. Kepuasan Pelanggan

No	Pertanyaan											Total
	Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	Y9	Y10	Y11	
1	4	5	4	4	3	3	5	4	2	3	4	41
2	4	4	5	4	4	4	4	5	4	4	4	46
3	3	3	4	4	3	4	4	4	4	4	4	41
4	3	3	4	4	3	4	4	4	4	4	4	41
5	4	4	4	4	4	4	3	4	4	4	4	43
6	4	4	5	5	5	3	4	4	4	4	4	46
7	1	1	1	3	2	3	2	2	1	1	2	19
8	4	3	4	4	3	3	3	3	3	3	3	36
9	3	4	5	4	3	3	5	4	2	3	2	38
10	4	3	4	3	3	3	3	4	3	3	4	37
11	2	2	2	2	3	2	2	2	2	3	2	24
12	3	4	5	5	3	3	3	5	4	4	5	44
13	4	4	4	4	4	4	4	4	4	4	4	44
14	5	5	5	4	4	4	3	4	4	4	3	45
15	3	3	4	3	3	4	4	4	3	4	3	38
16	3	3	3	3	3	3	3	2	3	3	3	32
17	3	1	1	2	1	2	1	2	3	1	1	18
18	3	4	4	3	4	3	3	3	3	4	2	36
19	5	3	5	3	3	5	3	4	4	3	5	43
20	3	3	4	3	3	4	3	3	3	3	3	35
21	3	4	4	4	4	4	5	4	4	5	4	45
22	3	3	4	4	3	3	3	3	3	3	3	35
23	4	4	3	5	4	4	4	4	4	4	4	44
24	3	4	4	4	4	4	3	4	4	4	4	42
25	4	5	5	4	4	4	3	5	4	4	2	44
26	4	5	4	4	4	4	3	5	4	4	4	45

27	3	4	5	4	4	3	3	5	4	4	3	42
28	5	5	5	4	4	4	5	5	5	5	5	52
29	5	5	5	5	5	4	4	5	4	4	4	50
30	3	4	5	5	5	5	4	5	5	4	3	48
31	4	4	4	4	4	4	4	3	4	4	4	43
32	3	3	5	4	5	5	5	4	4	5	5	48
33	3	4	4	4	3	4	3	4	2	4	3	38
34	5	4	5	5	3	4	5	5	2	3	2	43
35	4	4	4	4	4	4	4	4	4	4	2	42
36	4	3	3	3	3	4	3	4	3	3	4	37
37	3	4	4	4	4	4	3	4	3	4	3	40
38	4	4	5	3	3	3	3	5	5	4	2	41
39	4	4	5	3	3	4	3	4	3	4	3	40
40	3	3	3	3	3	3	3	2	3	2	3	31
41	4	4	4	4	3	3	4	4	4	4	3	41
42	3	3	2	3	3	2	3	2	2	3	3	29
43	3	3	3	4	3	4	3	4	4	4	3	38
44	4	4	4	4	4	4	4	4	4	4	4	44
45	1	1	1	1	1	1	1	1	2	1	1	12
46	3	4	4	4	4	4	4	4	4	4	3	42
47	4	4	4	3	4	4	4	4	3	4	3	41
48	3	3	5	4	1	1	5	4	4	4	1	35
49	4	5	5	4	4	3	3	5	5	4	2	44
50	3	4	4	3	3	3	3	4	4	4	2	37
51	5	5	5	5	5	5	5	5	5	5	5	55
52	3	4	5	5	5	4	4	5	5	5	5	50
53	4	4	4	4	4	3	3	3	4	5	3	41

81	5	5	5	5	5	5	5	5	5	5	5	55
82	3	3	5	3	3	3	5	5	5	4	1	40
83	5	5	5	5	5	5	5	5	5	5	5	55
84	4	4	4	3	3	3	3	3	3	3	3	36
85	4	4	5	5	3	3	3	4	4	4	3	42
86	4	4	5	4	4	4	4	4	4	4	4	45
87	4	4	4	5	4	4	5	5	5	4	4	48
88	4	5	5	4	4	4	4	5	4	4	3	46
89	3	2	4	2	1	4	2	3	2	2	2	27
90	4	5	5	4	5	3	3	4	4	4	4	45
91	4	4	5	4	4	4	3	4	4	4	4	44
92	5	5	5	4	4	4	4	5	4	4	4	48
93	3	4	5	3	3	4	3	4	4	3	2	38
94	4	4	4	3	3	3	3	5	4	4	3	40
95	5	5	5	5	5	5	5	5	5	5	5	55
96	3	4	4	4	5	5	3	5	3	2	3	41
97	3	4	5	3	5	3	5	3	5	5	3	44
98	4	4	5	3	3	4	4	5	4	4	4	44
99	3	4	5	3	4	4	4	5	4	4	3	43
100	3	4	5	3	4	4	4	5	4	4	3	43
	363	383	425	374	360	366	359	403	369	378	333	
	3.63	3.83	4.25	3.74	3.6	3.66	3.59	4.03	3.69	3.78	3.33	

Lampiran F hitung ($\alpha=0.05$)

ddf \ndf	1	2	3	4	5
81	3.96	3.11	2.72	2.48	2.33
82	3.96	3.11	2.72	2.48	2.33
83	3.96	3.11	2.71	2.48	2.32
84	3.95	3.11	2.71	2.48	2.32
85	3.95	3.10	2.71	2.48	2.32
86	3.95	3.10	2.71	2.48	2.32
87	3.95	3.10	2.71	2.48	2.32
88	3.95	3.10	2.71	2.48	2.32
89	3.95	3.10	2.71	2.47	2.32
90	3.95	3.10	2.71	2.47	2.32
91	3.95	3.10	2.70	2.47	2.31
92	3.94	3.10	2.70	2.47	2.31
93	3.94	3.09	2.70	2.47	2.31
94	3.94	3.09	2.70	2.47	2.31
95	3.94	3.09	2.70	2.47	2.31
96	3.94	3.09	2.70	2.47	2.31
97	3.94	3.09	2.70	2.47	2.31
98	3.94	3.09	2.70	2.46	2.31
99	3.94	3.09	2.70	2.46	2.31
100	3.94	3.09	2.70	2.46	2.31

Lampiran 13 R tabel

Interval Kepercayaan			Interval Kepercayaan			Interval Kepercayaan		
n	95%	99%	n	95%	99%	n	95%	99%
3	0,997	0,999	26	0,388	0,496	55	0,266	0,345
4	0,950	0,990	27	0,381	0,487	60	0,254	0,330
5	0,878	0,959	28	0,374	0,478	65	0,244	0,317
6	0,811	0,917	29	0,367	0,470	70	0,235	0,306
7	0,754	0,874	30	0,361	0,463	75	0,227	0,296
8	0,707	0,874	31	0,355	0,456	80	0,220	0,286
9	0,666	0,798	32	0,349	0,449	85	0,213	0,278
10	0,632	0,765	33	0,344	0,442	90	0,207	0,270
11	0,602	0,735	34	0,339	0,436	95	0,202	0,263
12	0,576	0,708	35	0,334	0,430	100	0,195	0,256
13	0,553	0,684	36	0,329	0,424	125	0,176	0,230
14	0,532	0,661	37	0,325	0,418	150	0,157	0,210
15	0,514	0,641	38	0,320	0,413	175	0,148	0,194
16	0,497	0,623	39	0,316	0,408	200	0,138	0,181
17	0,482	0,606	40	0,312	0,403	300	0,113	0,148
18	0,468	0,590	41	0,308	0,396	400	0,098	0,128
19	0,456	0,575	42	0,304	0,393	500	0,088	0,115
20	0,444	0,561	43	0,301	0,389	600	0,080	0,105
21	0,433	0,549	44	0,297	0,384	700	0,074	0,097
22	0,423	0,537	45	0,294	0,380	800	0,070	0,091
23	0,413	0,526	46	0,291	0,276	900	0,065	0,086
24	0,404	0,515	47	0,288	0,372	000	0,062	0,081
25	0,396	0,505	48	0,284	0,368			
			49	0,281	0,364			
			50	0,297	0,361			

Lampiran T tabel

df	t.100	t.050	t.025	t.010	t.005
1	3.078	6.314	12.706	31.821	63.657
2	1.886	2.920	4.303	6.965	9.925
3	1.638	2.353	3.182	4.541	5.841
4	1.533	2.132	2.776	3.747	4.604
5	1.476	2.015	2.571	3.365	4.032
6	1.44	1.943	2.447	3.143	3.707
7	1.415	1.895	2.365	2.998	3.499
8	1.397	1.860	2.306	2.896	3.355
9	1.383	1.833	2.262	2.821	2.250
10	1.372	1.812	2.228	2.764	3.169
11	1.363	1.796	2.201	2.718	3.106
12	1.356	1.782	2.179	2.681	3.055
13	1.35	1.771	2.160	2.65	3.012
14	1.345	1.761	2.145	2.624	2.977
15	1.341	1.753	2.131	2.602	2.947
16	1.337	1.746	2.12	2.583	2.921
17	1.333	1.74	2.11	2.567	2.898
18	1.33	1.734	2.101	2.552	2.878
19	1.328	1.729	2.093	2.539	2.861
20	1.325	1.725	2.086	2.528	2.845
21	1.323	1.721	2.08	2.518	2.831
22	1.321	1.717	2.074	2.508	2.819
23	1.319	1.714	2.069	2.500	2.807
24	1.318	1.711	2.064	2.492	2.797
25	1.316	1.708	2.06	2.485	2.787
26	1.315	1.706	2.056	2.479	2.779
27	1.314	1.703	2.052	2.473	2.771
28	1.313	1.701	2.048	2.467	2.763
29	1.311	1.699	2.045	2.462	2.756
30	1.310	1.697	2.042	2.457	2.75
35	1.306	1.69	2.030	2.438	2.724
40	1.303	1.684	2.021	2.423	2.705
45	1.301	1.679	2.014	2.412	2.690
50	1.299	1.676	2.009	2.403	2.678
60	1.296	1.671	2.000	2.390	2.66
70	1.294	1.667	1.994	2.381	2.648
80	1.292	1.664	1.990	2.374	2.639
90	1.291	1.662	1.987	2.369	2.632
100	1.290	1.660	1.984	2.364	2.626
120	1.289	1.658	1.980	2.358	2.617
140	1.288	1.656	1.977	2.353	2.611
160	1.287	1.654	1.975	2.350	2.607
180	1.286	1.653	1.973	2.347	2.603
200	1.286	1.653	1.972	2.345	2.601
∞	1.282	1.645	1.960	2.326	2.576