Lampiran 3

umur

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	17	1	1,0	1,0	1,0
	18	5	5,0	5,0	6,0
	19	2	2,0	2,0	8,0
	20	6	6,0	6,0	14,0
	21	13	13,0	13,0	27,0
	22	30	30,0	30,0	57,0
	23	14	14,0	14,0	71,0
	24	7	7,0	7,0	78,0
	25	5	5,0	5,0	83,0
	26	9	9,0	9,0	92,0
	27	4	4,0	4,0	96,0
	32	1	1,0	1,0	97,0
	34	1	1,0	1,0	98,0
	35	2	2,0	2,0	100,0
	Total	100	100,0	100,0	

pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Ibu rumah Tangga	14	14,0	14,0	14,0
	Karyawan	15	15,0	15,0	29,0
	mahasiswi	48	48,0	48,0	77,0
	pegawai swasta	11	11,0	11,0	88,0
	pelajar	6	6,0	6,0	94,0
	PNS	6	6,0	6,0	100,0
	Total	100	100,0	100,0	

Lampiran 4

X1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	2,0	2,0	2,0
	3	34	34,0	34,0	36,0
	4	48	48,0	48,0	84,0
	5	16	16,0	16,0	100,0
	Total	100	100,0	100,0	

X1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	5	5,0	5,0	5,0
	3	31	31,0	31,0	36,0
	4	40	40,0	40,0	76,0
	5	24	24,0	24,0	100,0
	Total	100	100,0	100,0	

X1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	14	14,0	14,0	14,0
	3	36	36,0	36,0	50,0
	4	35	35,0	35,0	85,0
	5	15	15,0	15,0	100,0
	Total	100	100,0	100,0	

X1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	6	6,0	6,0	6,0
	3	39	39,0	39,0	45,0
	4	44	44,0	44,0	89,0

	5	11	11,0	11,0	100,0
	Total	100	100,0	100,0	

X1.5

		Frequency	Percent	Valid Percent	Cumulative Percent
	2	4	4,0	4,0	4,0
	3	34	34,0	34,0	38,0
Valid	4	47	47,0	47,0	85,0
	5	15	15,0	15,0	100,0
	Total	100	100,0	100,0	

X1.6

		Frequency	Percent	Valid Percent	Cumulative Percent
	2	9	9,0	9,0	9,0
	3	31	31,0	31,0	40,0
Valid	4	36	36,0	36,0	76,0
	5	24	24,0	24,0	100,0
	Total	100	100,0	100,0	

X1.7

		Frequency	Percent	Valid Percent	Cumulative Percent
	2	11	11,0	11,0	11,0
	3	34	34,0	34,0	45,0
Valid	4	37	37,0	37,0	82,0
	5	18	18,0	18,0	100,0
	Total	100	100,0	100,0	

X1.8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	5	5,0	5,0	5,0

	3	34	34,0	34,0	39,0
	4	41	41,0	41,0	80,0
	5	20	20,0	20,0	100,0
	Total	100	100,0	100,0	

X1.9

		Frequency	Percent	Valid Percent	Cumulative Percent
	2	8	8,0	8,0	8,0
	3	35	35,0	35,0	43,0
Valid	4	39	39,0	39,0	82,0
	5	18	18,0	18,0	100,0
	Total	100	100,0	100,0	

X1.10

		Frequency	Percent	Valid Percent	Cumulative Percent
	2	3	3,0	3,0	3,0
	3	40	40,0	40,0	43,0
Valid	4	45	45,0	45,0	88,0
	5	12	12,0	12,0	100,0
	Total	100	100,0	100,0	

X2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
	2	6	6,0	6,0	6,0
	3	32	32,0	32,0	38,0
Valid	4	44	44,0	44,0	82,0
	5	18	18,0	18,0	100,0
	Total	100	100,0	100,0	

X2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	10	10,0	10,0	10,0
	3	34	34,0	34,0	44,0
	4	39	39,0	39,0	83,0
	5	17	17,0	17,0	100,0
	Total	100	100,0	100,0	

X2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	6	6,0	6,0	6,0
	3	30	30,0	30,0	36,0
	4	41	41,0	41,0	77,0
	5	23	23,0	23,0	100,0
	Total	100	100,0	100,0	

X2.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	5	5,0	5,0	5,0
	3	32	32,0	32,0	37,0
	4	36	36,0	36,0	73,0
	5	27	27,0	27,0	100,0
	Total	100	100,0	100,0	

X2.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	6	6,0	6,0	6,0
	3	28	28,0	28,0	34,0
	4	39	39,0	39,0	73,0
	5	27	27,0	27,0	100,0
	Total	100	100,0	100,0	

X2.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	5	5,0	5,0	5,0
	3	30	30,0	30,0	35,0
	4	45	45,0	45,0	80,0
	5	20	20,0	20,0	100,0
	Total	100	100,0	100,0	

X2.7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	9	9,0	9,0	9,0
	3	27	27,0	27,0	36,0
	4	36	36,0	36,0	72,0
	5	28	28,0	28,0	100,0
	Total	100	100,0	100,0	

X2.8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	5	5,0	5,0	5,0
	3	29	29,0	29,0	34,0
	4	46	46,0	46,0	80,0
	5	20	20,0	20,0	100,0
	Total	100	100,0	100,0	

X2.9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	13	13,0	13,0	13,0
	3	16	16,0	16,0	29,0
	4	46	46,0	46,0	75,0
	5	25	25,0	25,0	100,0

	Total	100	100,0	100,0	

Y1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	7	7,0	7,0	7,0
	3	33	33,0	33,0	40,0
	4	40	40,0	40,0	80,0
	5	20	20,0	20,0	100,0
	Total	100	100,0	100,0	

Y2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	9	9,0	9,0	9,0
	3	37	37,0	37,0	46,0
	4	40	40,0	40,0	86,0
	5	14	14,0	14,0	100,0
	Total	100	100,0	100,0	

Y3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	6	6,0	6,0	6,0
	3	26	26,0	26,0	32,0
	4	47	47,0	47,0	79,0
	5	21	21,0	21,0	100,0
	Total	100	100,0	100,0	

Y4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	10	10,0	10,0	10,0
	3	35	35,0	35,0	45,0

	4	39	39,0	39,0	84,0
	5	16	16,0	16,0	100,0
	Total	100	100,0	100,0	

Y5

		Frequency	Percent	Valid Percent	Cumulative Percent
	2	11	11,0	11,0	11,0
	3	32	32,0	32,0	43,0
Valid	4	37	37,0	37,0	80,0
	5	20	20,0	20,0	100,0
	Total	100	100,0	100,0	

Y6

		Frequency	Percent	Valid Percent	Cumulative Percent
	2	5	5,0	5,0	5,0
	3	31	31,0	31,0	36,0
Valid	4	45	45,0	45,0	81,0
	5	19	19,0	19,0	100,0
	Total	100	100,0	100,0	

Y7

		Frequency	Percent	Valid Percent	Cumulative Percent
	2	5	5,0	5,0	5,0
	3	39	39,0	39,0	44,0
Valid	4	38	38,0	38,0	82,0
	5	18	18,0	18,0	100,0
	Total	100	100,0	100,0	

Y8

	Frequency	Percent	Valid Percent	Cumulative Percent

	2	4	4,0	4,0	4,0
	3	34	34,0	34,0	38,0
Valid	4	40	40,0	40,0	78,0
	5	22	22,0	22,0	100,0
	Total	100	100,0	100,0	

Lampiran 5

Correlations

		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	Kualitas Produk
X1.1	Pearson Correlation	1	,423*	,532**	,651**	,605**	,255	,619**	,422*	,352	,615**	,781**
	Sig. (2-tailed)		,020	,002	,000	,000	,173	,000	,020	,056	,000	,000
	N	30	30	30	30	30	30	30	30	30	30	30
X1.2	Pearson Correlation	,423*	1	,485**	,631**	,497**	,061	,513**	,434*	,257	,363*	,682**
	Sig. (2-tailed)	,020		,007	,000	,005	,750	,004	,017	,170	,049	,000
	N	30	30	30	30	30	30	30	30	30	30	30
X1.3	Pearson Correlation	,532**	,485**	1	,567**	,516**	,177	,918**	,297	,483**	,519**	,813**
	Sig. (2-tailed)	,002	,007		,001	,004	,350	,000	,111	,007	,003	,000
	N	30	30	30	30	30	30	30	30	30	30	30
X1.4	Pearson Correlation	,651**	,631**	,567**	1	,598**	,281	,560**	,374*	,201	,396*	,761**
	Sig. (2-tailed)	,000	,000	,001		,000	,133	,001	,042	,288	,030	,000
	N	30	30	30	30	30	30	30	30	30	30	30
X1.5	Pearson Correlation	,605**	,497**	,516**	,598**	1	,260	,574**	,493**	,272	,382*	,747**
	Sig. (2-tailed)	,000	,005	,004	,000		,166	,001	,006	,146	,037	,000
	N	30	30	30	30	30	30	30	30	30	30	30
X1.6	Pearson Correlation	,255	,061	,177	,281	,260	1	,228	,096	,113	,030	,377*
	Sig. (2-tailed)	,173	,750	,350	,133	,166		,225	,613	,553	,876	,040
	N	30	30	30	30	30	30	30	30	30	30	30
X1.7	Pearson Correlation	,619**	,513**	,918**	,560**	,574**	,228	1	,429*	,433*	,417*	,843**
	Sig. (2-tailed)	,000	,004	,000	,001	,001	,225		,018	,017	,022	,000
	N	30	30	30	30	30	30	30	30	30	30	30
X1.8	Pearson Correlation	,422*	,434*	,297	,374*	,493**	,096	,429*	1	,545**	,314	,632**
	Sig. (2-tailed)	,020	,017	,111	,042	,006	,613	,018		,002	,091	,000
	N	30	30	30	30	30	30	30	30	30	30	30
X1.9	Pearson Correlation	,352	,257	,483**	,201	,272	,113	,433*	,545**	1	,460*	,600**
	Sig. (2-tailed)	,056	,170	,007	,288	,146	,553	,017	,002		,010	,000
	N	30	30	30	30	30	30	30	30	30	30	30
X1.10	Pearson Correlation	,615**	,363*	,519**	,396*	,382*	,030	,417*	,314	,460*	1	,634**
	Sig. (2-tailed)	,000	,049	,003	,030	,037	,876	,022	,091	,010		,000
	N	30	30	30	30	30	30	30	30	30	30	30
Kualitas Produk	Pearson Correlation	,781**	,682**	,813**	,761**	,747**	,377*	,843**	,632**	,600**	,634**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,040	,000	,000	,000	,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).

Correlations

		X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2.9	Kualitas Pelayanan
X2.1	Pearson Correlation	1	,459*	,881**	,641**	,229	,159	,387*	,740**	,122	,766**
	Sig. (2-tailed)		,011	,000	,000	,223	,400	,035	,000	,520	,000
	N	30	30	30	30	30	30	30	30	30	30
X2.2	Pearson Correlation	,459*	1	,466**	,825**	,306	,132	,398*	,565**	,109	,708**
	Sig. (2-tailed)	,011		,009	,000	,100	,486	,029	,001	,568	,000
	N	30	30	30	30	30	30	30	30	30	30
X2.3	Pearson Correlation	,881**	,466**	1	,628**	,209	,107	,403*	,714**	,226	,769**
	Sig. (2-tailed)	,000	,009		,000	,267	,574	,027	,000	,231	,000
	N	30	30	30	30	30	30	30	30	30	30
X2.4	Pearson Correlation	,641**	,825**	,628**	1	,361*	,300	,409*	,598**	,166	,817**
	Sig. (2-tailed)	,000	,000	,000		,050	,107	,025	,000	,381	,000
	N	30	30	30	30	30	30	30	30	30	30
X2.5	Pearson Correlation	,229	,306	,209	,361*	1	,246	,040	,421*	,069	,476**
	Sig. (2-tailed)	,223	,100	,267	,050		,189	,833	,021	,718	,008
	N	30	30	30	30	30	30	30	30	30	30
X2.6	Pearson Correlation	,159	,132	,107	,300	,246	1	,261	,305	,337	,475**
	Sig. (2-tailed)	,400	,486	,574	,107	,189		,164	,102	,069	,008
	N	30	30	30	30	30	30	30	30	30	30
X2.7	Pearson Correlation	,387*	,398*	,403*	,409*	,040	,261	1	,327	,674**	,669**
	Sig. (2-tailed)	,035	,029	,027	,025	,833	,164		,078	,000	,000
	N	30	30	30	30	30	30	30	30	30	30
X2.8	Pearson Correlation	,740**	,565**	,714**	,598**	,421*	,305	,327	1	,146	,799**
	Sig. (2-tailed)	,000	,001	,000	,000	,021	,102	,078		,442	,000
	N	30	30	30	30	30	30	30	30	30	30
X2.9	Pearson Correlation	,122	,109	,226	,166	,069	,337	,674**	,146	1	,496**
	Sig. (2-tailed)	,520	,568	,231	,381	,718	,069	,000	,442		,005
	N	30	30	30	30	30	30	30	30	30	30
Kualitas Pelayanan	Pearson Correlation	,766**	,708**	,769**	,817**	,476**	,475**	,669**	,799**	,496**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,008	,008	,000	,000	,005	
	N	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).

Correlations

		Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	Kepuasan Konsumen
Y1	Pearson Correlation	1	-,031	,115	,279	,429*	,220	,167	,097	,454*
	Sig. (2-tailed)		,869	,546	,136	,018	,242	,377	,611	,012
	N	30	30	30	30	30	30	30	30	30
Y2	Pearson Correlation	-,031	1	,554**	,434*	,124	,598**	,401*	,318	,665**
	Sig. (2-tailed)	,869		,001	,016	,515	,000	,028	,087	,000
	N	30	30	30	30	30	30	30	30	30
Y3	Pearson Correlation	,115	,554**	1	,714**	,194	,421*	,443*	,647**	,779**
	Sig. (2-tailed)	,546	,001		,000	,305	,021	,014	,000	,000
	N	30	30	30	30	30	30	30	30	30
Y4	Pearson Correlation	,279	,434*	,714**	1	,198	,407*	,414*	,316	,713**
	Sig. (2-tailed)	,136	,016	,000		,293	,025	,023	,089	,000
	N	30	30	30	30	30	30	30	30	30
Y5	Pearson Correlation	,429*	,124	,194	,198	1	,195	,441*	,259	,577**
	Sig. (2-tailed)	,018	,515	,305	,293		,303	,015	,167	,001
	N	30	30	30	30	30	30	30	30	30
Y6	Pearson Correlation	,220	,598**	,421*	,407*	,195	1	,455*	,169	,672**
	Sig. (2-tailed)	,242	,000	,021	,025	,303		,012	,373	,000
	N	30	30	30	30	30	30	30	30	30
Y7	Pearson Correlation	,167	,401*	,443*	,414*	,441*	,455*	1	,269	,688**
	Sig. (2-tailed)	,377	,028	,014	,023	,015	,012		,151	,000
	N	30	30	30	30	30	30	30	30	30
Y8	Pearson Correlation	,097	,318	,647**	,316	,259	,169	,269	1	,594**
	Sig. (2-tailed)	,611	,087	,000	,089	,167	,373	,151		,001
	N	30	30	30	30	30	30	30	30	30
Kepuasan Konsumen	Pearson Correlation	,454*	,665**	,779**	,713**	,577**	,672**	,688**	,594**	1
	Sig. (2-tailed)	,012	,000	,000	,000	,001	,000	,000	,001	
	N	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).

Lampiran 6

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
,872	10

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
,839	9

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
,788	8

Lampiran 7

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Predicted Value
N		100
Normal Parameters[a,b]	Mean	29.870
	Std. Deviation	.435.6900000
Most Extreme Differences	Absolute	1.80675504
	Positive	.087
	Negative	
Kolmogorov-Smirnov Z		.087
Asymp. Sig. (2-tailed)		-.065

a.Test distribution is Normal

b. Calculated from data

Lampiran 8

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
Kualitas Produk	1,833	13	84	,051
Kualitas Pelayanan	,874	13	84	,583

Lampiran 9

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Kepuasan Konsumen * Kualitas Produk	Between Groups	(Combined)	466,467	20	23,323	2,073	,012
		Linearity	316,427	1	316,427	28,121	,000
		Deviation from Linearity	150,040	19	7,897	,702	,806
	Within Groups		888,923	79	11,252		
	Total		1355,390	99			

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Kepuasan Konsumen * Kualitas Pelayanan	Between Groups	(Combined)	306,628	20	15,331	1,155	,315
		Linearity	92,830	1	92,830	6,993	,010
		Deviation from Linearity	213,798	19	11,253	,848	,645
	Within Groups		1048,762	79	13,275		
	Total		1355,390	99			

Lampiran 10

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,488[a]	,238	,223	3,262

a. Predictors: (Constant), Kualitas Pelayanan, Kualitas Produk

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	15,139	2,874		5,267	,000
	Kualitas Produk	,339	,073	,452	4,653	,000
	Kualitas Pelayanan	,060	,075	,077	,796	,428

a. Dependent Variable: Kepuasan Konsumen

Lampiran 11

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	16,300	2,473		6,592	,000
	Kualitas Produk	,363	,066	,483	5,463	,000

a. Dependent Variable: Kepuasan Konsumen

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	22,798	2,592		8,794	,000
	Kualitas Pelayanan	,202	,075	,262	2,684	,009

a. Dependent Variable: Kepuasan Konsumen

Lampiran 12

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	323,172	2	161,586	15,185	,000[b]
	Residual	1032,218	97	10,641		
	Total	1355,390	99			

a. Dependent Variable: Kepuasan Konsumen

b. Predictors: (Constant), Kualitas Pelayanan, Kualitas Produk