LAMPIRAN

LAMPIRAN 1

KUISIONER PENELITIAN

ANALISIS PENGARUH KEPERCAYAAN DAN KUALITAS PELAYANAN TERHADAP KEPUASAN KONSUMEN GO-JEK

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BANDARLAMPUNG

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KUESIONER

Pertanyaan di bawah ini dalam rangka penelitian skripsi dengan judul :

ANALISIS PENGARUH KEPERCAYAAN DAN KUALITAS PELAYANAN TERHADAP KEPUASAN KONSUMEN GO-JEK

Petunjuk pengisian :

1. Jawablah pertanyaan yang diajukan dibawah ini dengan benar dan jujur.
2. Berilah tanda (√) pada salah satu jawaban yang paling benar.
3. Pertanyaan / pernyataan harus dijawab semua

SS = Sangat Setuju **S = Setuju** **CS = CukupSetuju**

TS = Tidak Setuju **STS = Sangat Tidak Setuju**

No. Res : ☐

INDENTITAS RESPONDEN

1. NamaResponden : ……
2. Tanggal : .....
3. Usia : ☐ 17 -30 Tahun ☐ 41 – 50 Tahun
   ☐ 31 – 40 Tahun
4. Jenis Kelamin : ☐ Laki – Laki ☐ Perempuan
5. Pekerjaan : ☐ PNS/BUMN
   ☐ KaryawanSwasta
   ☐ Wiraswasta
   ☐ Pelajar
   ☐ DLL ……..

DAFTAR PERNYATAAN

Kepercayaan (X_1)

Pernyataan	Jawaban				
	SS	S	CS	TS	STS
	5	4	3	2	1
1. Go-Jek selalu konsisten dalam menjaga kepercayaan konsumennya dengan selalu melakukan inovasi terbaru.					
2. Go-Jek tetap konsisten untuk terus memberikan kemudahan bagi konsumen.					
3. Masih adanya *driver* Go-Jek yang tidak menjalankan tugas sesuai dengan SOP.					
4. Masih adanya *driver* Go-Jek yang tidak mau menerima pembayaran melalui Go-Pay.					
5. Go-Jek selalu memberikan voucher – voucher menarik bagi konsumennya.					
6. Go-Jek memberikan *service* keamanan yang baik bagi para konsumen.					
7. Kurang tanggapnya layanan *call center online* pada Go-Jek.					
8. *Server* pada Go-Jek yang sering terjadi gangguan					

Kualitas Pelayanan (X_2)

Pernyataan	Jawaban				
	SS	S	CS	TS	STS
	5	4	3	2	1
1. Disaat hujan Go-Jek tidak lagi menyediakan jas hujan.					
2. Masih terdapat nya masalah driver Go-jek yang tidak sesuai dengan peraturan yang ditetapkan oleh Go-jek					
3. Masih lambannya Go-Jek dalam melayani keluhan konsumen.					
4. Penanganan yang lamban untuk masalah aplikasi eror.					
5. Tidak adanya jaminan barang yang rusak untuk konsumen saat memesan melalui *Go-Send* dan *Go-shop.*					
6. Masih kurangnya *safety* saat perjalanan konsumen.					
7. Masih adanya *Driver* yang kurang mengerti detail alamat.					
8. Go-Jek masih belum efektif dalam menangani keluhan konsumen melalui *call center.*					
9. Masih ada *driver* yang menggunakan motor yang tidak sesuai dengan yang ada pada saat pemesanan.					
10. *Driver* masih banyak yang tidak mengenakan atribut.					

Kepuasan Konsumen (Y)

Pernyataan	Jawaban				
	SS	S	CS	TS	STS
	5	4	3	2	1
1. Pelayanan yang didapat konsumen sesuai dengan promosi yang ada.					
2. Fasilitas yang didapat konsumen sesuai dengan yang disampaikan oleh Go-Jek.					
3. Jaminan keamanan yang didapat konsumen sesuai dengan yang disampaikan oleh Go-Jek.					
4. Go-jek memberikan berbagai pilihan jasa yang digunakan untuk aktivitas keseharian (Go-Mart, Go-shop dan Go-Clean)					
5. Go-Jek memudahkan konsumen untuk memesan makanan dengan layanan Go-Food.					
6. Konsumen mendapatkan kemudahan berbelanja dengan menggunaka Go-Send.					
7. Layanan Go-Jek sangat mudah di akses oleh konsumen.					
8. Go-jek membuat konsumen tertarik untuk menggunakan berbagai pilihan jasa					
9. Gojek memberikan pelayanan yang baik untuk konsumen.					
10. Gojek memberikan kepuasan bagi konsumennya.					

Lampiran 2

KUESIONER PRA-SURVEY

Responden yang terhormat,

Bersama ini saya mengharap kesediaan saudara/i untuk mengisi daftar pernyataan pra-survey Analisis Pengaruh Kepercayaan dan Kualitas Pelayanan terhadap Kepuasan Konsumen Go-Jek, atas kesediaan saudara/i menjawab pernyataan dengan sejujur dan sebaik-baiknya saya ucapkan terimakasih.

1. Kurangnya tanggapan layanan *call center online* pada Go-jek
    - Sangat Setuju (SS)
    - Tidak Setuju(TS)
    - Setuju (s)
    - Sangat Tidak Setuju (STS)
    - Cukup Setuju (CS)
2. Go-jek tetap konsisten untuk terus memberikan kemudahan bagi konsumen
    - Sangat Setuju (SS)
    - Tidak Setuju(TS)
    - Setuju (s)
    - Sangat Tidak Setuju (STS)
    - Cukup Setuju (CS)
3. Perusahaan tidak mampu memberikan pelayanan sesuai dengan yang dijanjikan
    - Sangat Setuju (SS)
    - Tidak Setuju(TS)
    - Setuju (s)
    - Sangat Tidak Setuju (STS)
    - Cukup Setuju (CS)
4. Go-jek belum efektif dalam menangani keinginan konsumen
    - Sangat Setuju (SS)
    - Tidak Setuju(TS)
    - Setuju (s)
    - Sangat Tidak Setuju (STS)
    - Cukup Setuju (CS)

Lampiran 3

Hasil Jawaban Kuesioner Responden

- Hasil jawaban Variabel Kepercayaan (X_1)

No responden	Butir Pernyataan								
	p1	p2	p3	p4	p5	p6	p7	p8	Total
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
24	3	3	4	4	3	3	3	4	27
25	3	4	3	3	4	3	4	3	27
26	4	4	4	4	4	4	4	4	32
27	3	3	4	3	3	3	3	4	26
28	4	3	3	4	5	4	3	3	29
29	4	4	4	4	5	4	4	4	33
30	5	3	3	4	5	5	3	3	31
31	5	5	3	4	4	4	3	3	31
32	3	4	4	3	3	3	3	3	26
33	2	4	5	4	3	3	4	3	28
34	3	3	3	5	3	4	3	4	28
35	2	4	3	4	3	4	4	3	27
36	3	5	5	5	3	3	4	5	33
37	2	5	4	3	4	4	3	3	28
38	1	3	4	4	3	3	4	4	26

39	2	4	3	4	3	3	3	4	26
40	3	5	4	2	4	4	4	2	28
41	3	3	4	5	4	4	3	3	29
42	1	4	3	3	2	3	3	2	21
43	1	3	4	2	3	4	4	3	24
44	3	5	3	3	3	5	4	3	29
45	4	4	5	2	2	3	3	4	27
46	2	4	4	3	4	5	5	4	31
47	3	3	4	2	4	3	4	5	28
48	4	4	5	1	2	5	4	4	29
49	2	2	4	2	3	3	4	3	23
50	4	4	5	3	4	5	4	5	34
51	4	4	3	3	2	5	3	4	28
52	4	3	3	1	1	5	3	5	25
53	5	5	4	1	2	5	4	3	29
54	5	2	3	3	4	5	5	4	31
55	5	4	4	4	3	2	4	4	30
56	4	5	4	2	3	4	3	5	30
57	5	3	3	3	4	3	3	5	29
58	4	4	4	4	4	4	3	5	32
59	2	4	3	2	2	3	4	2	22
60	3	3	4	4	3	2	4	4	27
61	4	4	3	4	4	3	5	4	31
62	4	5	3	4	3	2	4	4	29
63	3	5	4	5	4	3	3	3	30
64	4	4	4	5	4	5	4	5	35
65	4	4	3	5	2	5	5	4	32
66	5	5	5	4	2	3	3	5	32
67	4	5	4	5	3	3	5	4	33
68	4	4	4	4	1	2	3	3	25
69	3	4	4	2	2	2	3	4	24
70	4	5	4	3	4	4	3	4	31
71	4	3	3	4	3	5	2	4	28
72	4	4	3	4	3	5	4	4	31
73	5	3	4	3	4	3	4	5	31
74	4	4	5	4	4	5	5	3	34
75	5	4	4	4	4	4	3	4	32
76	4	4	3	5	2	3	4	3	28
77	3	3	3	4	4	3	3	3	26
78	5	4	4	4	1	3	4	4	29
79	3	4	5	3	4	4	4	4	31
80	4	3	3	4	3	4	4	5	30
81	3	4	3	4	2	3	3	4	26
82	4	4	3	4	3	2	4	3	27
83	5	4	3	5	4	3	2	3	29

84	4	3	3	4	2	5	4	5	30
85	4	3	3	5	3	2	4	3	27
86	4	4	3	4	4	5	5	4	33
87	3	3	3	3	3	3	4	4	26
88	3	4	4	4	3	3	4	3	28
89	3	3	4	5	4	4	4	4	31
90	4	3	3	5	2	2	3	4	26
91	3	4	4	3	2	2	3	3	24
92	4	4	4	4	3	3	5	3	30
93	4	4	4	4	4	4	5	3	32
94	4	3	4	3	3	3	4	3	27
95	4	3	4	4	2	3	4	3	27
96	4	5	3	5	2	3	3	3	28
97	3	4	5	4	4	4	3	4	31
98	3	4	4	3	2	5	4	3	28
99	5	3	3	3	3	2	4	4	27
100	3	2	4	4	1	3	5	4	26

- Hasil Jawaban Variabel Kualitas Pelayanan (X_2)

No responden	Butir Pernyataan										
	p1	p2	p3	p4	p5	p6	p7	p8	p9	p10	Total
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	3	3	3	3	4	3	34
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	3	3	4	4	4	4	38
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	4	4	3	5	5	5	5	42
49	5	5	5	5	4	4	4	4	3	4	43
50	4	4	4	4	5	5	5	5	5	5	46
51	5	5	5	5	4	4	4	4	3	4	43
52	4	4	4	4	3	3	5	5	4	5	41
53	4	4	4	4	3	3	4	4	4	4	38
54	5	4	4	4	4	4	4	4	5	4	42
55	4	4	4	3	4	4	5	5	4	5	42
56	2	4	4	4	5	5	4	4	4	4	40
57	4	5	4	5	4	4	4	4	4	4	42
58	4	4	4	4	5	5	5	5	4	5	45
59	3	4	4	4	5	5	5	5	4	5	44
60	5	4	5	4	5	5	5	5	5	5	48
61	5	4	5	4	5	5	5	5	4	5	47
62	4	4	4	4	4	4	4	4	4	4	40
63	5	4	5	4	4	4	4	4	4	4	42
64	3	4	4	4	4	3	3	4	4	5	38
65	4	4	4	4	3	3	3	3	4	5	37
66	5	4	4	4	4	4	4	4	5	4	42
67	4	4	4	4	5	5	5	5	5	5	46
68	2	4	2	4	4	4	5	5	5	5	40
69	4	4	4	4	4	4	4	4	4	4	40
70	4	4	4	4	4	4	4	4	5	4	41
71	3	4	3	4	4	4	4	4	5	4	39
72	5	5	5	5	4	4	4	4	4	4	44
73	5	3	5	3	5	5	5	5	4	5	45
74	5	4	5	4	4	4	4	4	4	4	42
75	3	3	3	3	4	4	4	4	5	4	37
76	4	4	4	4	5	5	5	5	5	5	46
77	4	4	4	4	4	4	4	4	5	4	41
78	4	5	4	5	4	4	5	5	5	5	46
79	4	5	4	5	5	5	4	4	4	4	44
80	4	3	4	3	4	4	4	4	4	4	38

81	4	5	5	5	5	5	5	5	4	5	48
82	5	4	5	4	5	5	4	4	4	4	44
83	4	5	4	5	4	4	4	4	4	4	42
84	3	4	5	4	4	4	5	5	4	5	43
85	4	4	4	4	4	4	4	4	4	4	40
86	3	5	5	5	4	4	4	5	5	4	44
87	3	4	4	4	4	4	3	4	5	4	39
88	3	5	5	4	4	4	4	4	4	4	41
89	4	4	4	4	4	4	5	5	4	5	43
90	2	5	2	5	4	4	4	4	4	4	38
91	4	5	4	5	4	4	4	4	4	3	41
92	4	3	4	3	4	4	4	4	4	4	38
93	5	4	5	4	5	5	5	5	4	4	46
94	4	5	4	5	5	5	4	4	4	5	45
95	4	4	4	4	4	4	4	4	4	4	40
96	4	5	4	5	4	4	4	4	5	4	43
97	5	5	5	5	4	4	4	4	4	3	43
98	3	5	3	5	5	5	4	4	4	4	42
99	4	4	4	4	4	4	4	4	4	4	40
100	4	5	4	5	5	5	3	3	4	4	42

- Hasil Jawaban Kuesioner Kepuasan Konsumen (Y)

No responden	Butir Pernyataan										
	p1	p2	p3	p4	p5	p6	p7	p8	p9	p10	Total
1	3	4	2	3	3	4	5	3	3	4	34
2	2	3	3	2	2	3	3	2	2	3	25
3	4	3	4	4	4	3	4	4	4	3	37
4	4	4	3	3	4	4	3	3	4	4	36
5	1	3	2	3	5	3	2	3	1	3	26
6	3	3	3	3	3	3	3	3	3	3	30
7	3	2	2	3	3	2	2	3	3	2	25
8	3	3	4	3	3	3	4	3	3	3	32
9	5	3	3	2	1	3	3	2	5	3	30
10	3	5	5	3	3	5	5	3	3	5	40
11	2	5	5	3	2	5	5	3	2	5	37
12	1	2	2	4	1	2	2	4	1	2	21
13	3	4	3	4	3	4	3	4	3	4	35
14	3	2	3	3	3	2	3	3	3	2	27
15	3	3	4	4	3	3	4	4	3	3	34
16	3	2	3	4	3	2	3	4	3	2	29
17	2	3	3	2	2	3	3	2	2	3	25
18	3	4	4	4	3	4	4	4	3	4	37
19	4	4	5	4	4	4	5	4	4	4	42
20	3	3	3	3	3	3	3	3	3	3	30
21	3	2	3	3	3	2	3	3	3	2	27
22	2	2	3	1	2	2	3	1	2	2	20
23	3	3	4	4	3	3	4	4	3	3	34
24	3	4	4	3	3	4	4	3	3	4	35
25	4	3	3	3	4	3	3	3	4	3	33
26	4	4	4	4	4	4	4	4	4	4	40
27	3	4	3	3	3	4	3	3	3	4	33
28	3	3	4	4	3	3	4	4	3	3	34
29	4	4	4	4	4	4	4	4	4	4	40
30	3	3	4	5	3	3	4	5	3	3	36
31	4	4	4	4	3	2	3	2	4	4	34
32	4	4	5	5	3	3	4	4	4	3	39
33	5	5	5	5	4	4	4	4	4	3	43
34	4	4	4	4	4	4	5	5	4	4	42
35	4	4	4	4	4	4	4	4	4	3	39
36	4	4	2	2	3	4	4	4	5	3	35
37	5	5	4	4	4	3	3	4	4	2	38
38	4	4	4	4	5	4	5	5	3	3	41
39	4	4	4	4	3	5	4	3	4	3	38

40	3	3	3	3	3	3	4	4	3	5	34
41	4	4	5	5	5	4	5	4	3	5	44
42	5	5	5	5	5	5	5	4	3	2	44
43	4	4	4	4	4	4	5	4	4	4	41
44	4	4	4	4	3	5	5	5	2	2	38
45	3	3	4	4	2	5	3	4	4	3	35
46	4	4	4	4	3	5	3	4	4	2	37
47	5	5	4	4	5	3	4	5	5	3	43
48	4	3	5	5	5	3	3	4	4	4	40
49	4	4	4	4	5	5	5	5	4	4	44
50	5	5	5	5	4	3	2	4	4	3	40
51	4	4	4	4	4	3	5	5	5	2	40
52	3	3	5	5	4	5	3	4	3	2	37
53	3	3	4	4	3	3	4	4	4	3	35
54	4	4	4	4	5	3	3	5	3	4	39
55	4	4	5	5	5	3	3	4	4	3	40
56	5	5	4	4	3	3	2	2	5	4	37
57	4	4	4	4	4	4	5	4	3	4	40
58	5	5	5	5	4	4	3	4	2	3	40
59	5	5	5	5	5	4	4	3	5	4	45
60	5	5	5	5	5	4	4	5	2	3	43
61	5	5	5	5	4	5	5	5	5	4	48
62	4	4	4	4	2	2	4	4	4	3	35
63	4	4	4	4	4	5	4	5	4	3	41
64	4	3	3	4	3	4	3	3	3	4	34
65	3	3	3	3	3	4	4	4	3	3	33
66	4	4	4	4	3	3	5	5	3	3	38
67	5	5	5	5	3	3	5	4	4	2	41
68	4	4	5	5	4	2	3	2	4	3	36
69	4	4	4	4	4	5	5	4	3	3	40
70	4	4	4	4	4	3	4	4	3	5	39
71	4	4	4	4	4	4	5	3	2	5	39
72	4	4	4	4	5	4	5	5	3	2	40
73	5	5	5	5	3	4	5	5	4	4	45
74	4	4	4	4	4	5	5	5	3	2	40
75	4	4	4	4	3	3	5	3	5	3	38
76	5	5	5	5	4	4	3	4	4	2	41
77	4	4	4	4	4	5	5	4	4	3	41
78	4	4	5	5	5	5	5	4	3	4	44
79	5	5	4	4	5	4	4	4	2	4	41
80	4	4	4	4	3	4	4	4	3	3	37
81	5	5	5	5	3	4	5	4	4	2	42

82	5	5	4	4	4	4	5	5	3	2	41
83	4	4	4	4	5	3	4	4	3	3	38
84	4	4	5	5	4	5	4	3	4	4	42
85	4	4	4	4	4	4	4	4	2	3	37
86	4	4	4	5	5	4	4	3	3	4	40
87	4	4	3	4	3	3	3	3	3	4	34
88	4	4	4	4	3	3	4	3	2	3	34
89	4	4	5	5	4	4	4	4	3	4	41
90	4	4	4	4	5	2	3	2	5	3	36
91	4	4	4	4	5	3	4	4	4	3	39
92	4	4	4	4	3	4	4	4	4	4	39
93	5	5	5	5	4	4	5	5	4	4	46
94	5	5	4	4	5	4	4	4	3	3	41
95	4	4	4	4	4	4	4	4	3	4	39
96	4	4	4	4	5	3	3	4	3	3	37
97	5	5	4	4	4	4	5	5	3	2	41
98	4	4	4	4	5	3	4	4	3	3	38
99	4	4	5	5	4	5	4	3	4	4	42
100	4	4	4	4	4	4	4	4	2	3	37

Lampiran 4

1. **Deskripsi Karakteristik Responden**
   a) **Berdasarkan Usia**

Usia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	17-30 tahun	68	68,0	68,0	68,0
	31-40 tahun	23	23,0	23,0	91,0
	41-50 tahun	9	9,0	9,0	100,0
	Total	100	100,0	100,0	

   b) **Berdasarkan Jenis Kelamin**

Jenis_Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Pria	12	12,0	12,0	12,0
	Wanita	88	88,0	88,0	100,0
	Total	100	100,0	100,0	

   c) **Berdasarkan Pekerjaan**

Pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	PNS/BUMN	17	17,0	17,0	17,0
	KaryawanSwasta	11	11,0	11,0	28,0
	Wiraswasta	14	14,0	14,0	42,0
	Pelajar	41	41,0	41,0	83,0
	Dll	17	17,0	17,0	100,0
	Total	100	100,0	100,0	

Lampiran 5

2. Deskripsi Hasil Jawaban Responden

a) Variabel Kepercayaan (X1)

P1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	7	7,0	7,0	7,0
	3	17	17,0	17,0	24,0
	4	54	54,0	54,0	78,0
	5	22	22,0	22,0	100,0
	Total	100	100,0	100,0	

P2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1,0	1,0	1,0
	3	11	11,0	11,0	12,0
	4	61	61,0	61,0	73,0
	5	27	27,0	27,0	100,0
	Total	100	100,0	100,0	

P3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	5	5,0	5,0	5,0
	3	11	11,0	11,0	16,0
	4	58	58,0	58,0	74,0
	5	26	26,0	26,0	100,0
	Total	100	100,0	100,0	

P4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1,0	1,0	1,0
	3	11	11,0	11,0	12,0
	4	60	60,0	60,0	72,0
	5	28	28,0	28,0	100,0
	Total	100	100,0	100,0	

P5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	8	8,0	8,0	8,0
	4	65	65,0	65,0	73,0
	5	27	27,0	27,0	100,0
	Total	100	100,0	100,0	

P6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	10	10,0	10,0	10,0
	4	64	64,0	64,0	74,0
	5	26	26,0	26,0	100,0
	Total	100	100,0	100,0	

P7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	7	7,0	7,0	7,0
	3	17	17,0	17,0	24,0
	4	54	54,0	54,0	78,0
	5	22	22,0	22,0	100,0
	Total	100	100,0	100,0	

P8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1,0	1,0	1,0
	3	11	11,0	11,0	12,0
	4	61	61,0	61,0	73,0
	5	27	27,0	27,0	100,0
	Total	100	100,0	100,0	

b) Variabel Kualitas Pelayanan (X2)

Q1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	6	6,0	6,0	6,0
	3	18	18,0	18,0	24,0
	4	53	53,0	53,0	77,0
	5	23	23,0	23,0	100,0
	Total	100	100,0	100,0	

Q2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1,0	1,0	1,0
	3	10	10,0	10,0	11,0
	4	61	61,0	61,0	72,0
	5	28	28,0	28,0	100,0
	Total	100	100,0	100,0	

Q3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	4	4,0	4,0	4,0
	3	12	12,0	12,0	16,0
	4	57	57,0	57,0	73,0
	5	27	27,0	27,0	100,0
	Total	100	100,0	100,0	

Q4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1,0	1,0	1,0
	3	10	10,0	10,0	11,0
	4	60	60,0	60,0	71,0
	5	29	29,0	29,0	100,0
	Total	100	100,0	100,0	

Q5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	8	8,0	8,0	8,0
	4	63	63,0	63,0	71,0
	5	29	29,0	29,0	100,0
	Total	100	100,0	100,0	

Q6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	10	10,0	10,0	10,0
	4	62	62,0	62,0	72,0
	5	28	28,0	28,0	100,0
	Total	100	100,0	100,0	

Q7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	2,0	2,0	2,0
	3	10	10,0	10,0	12,0
	4	65	65,0	65,0	77,0
	5	23	23,0	23,0	100,0
	Total	100	100,0	100,0	

Q8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	2,0	2,0	2,0
	3	7	7,0	7,0	9,0
	4	67	67,0	67,0	76,0
	5	24	24,0	24,0	100,0
	Total	100	100,0	100,0	

Q9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1,0	1,0	1,0
	3	5	5,0	5,0	6,0
	4	66	66,0	66,0	72,0
	5	28	28,0	28,0	100,0
	Total	100	100,0	100,0	

Q10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	2,0	2,0	2,0
	3	6	6,0	6,0	8,0
	4	65	65,0	65,0	73,0
	5	27	27,0	27,0	100,0
	Total	100	100,0	100,0	

c) Kepuasan Konsumen (Y)

R1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	8	8,0	8,0	8,0
	4	64	64,0	64,0	72,0
	5	28	28,0	28,0	100,0
	Total	100	100,0	100,0	

R2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	10	10,0	10,0	10,0
	4	63	63,0	63,0	73,0
	5	27	27,0	27,0	100,0
	Total	100	100,0	100,0	

R3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	2,0	2,0	2,0
	3	9	9,0	9,0	11,0
	4	65	65,0	65,0	76,0
	5	24	24,0	24,0	100,0
	Total	100	100,0	100,0	

R4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	2,0	2,0	2,0
	3	6	6,0	6,0	8,0
	4	67	67,0	67,0	75,0
	5	25	25,0	25,0	100,0
	Total	100	100,0	100,0	

R5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	2,0	2,0	2,0
	3	30	30,0	30,0	32,0
	4	39	39,0	39,0	71,0
	5	29	29,0	29,0	100,0
	Total	100	100,0	100,0	

R6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	6	6,0	6,0	6,0
	3	29	29,0	29,0	35,0
	4	43	43,0	43,0	78,0
	5	22	22,0	22,0	100,0
	Total	100	100,0	100,0	

R7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	2,0	2,0	2,0
	3	19	19,0	19,0	21,0
	4	42	42,0	42,0	63,0
	5	37	37,0	37,0	100,0
	Total	100	100,0	100,0	

R8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	5	5,0	5,0	5,0
	3	19	19,0	19,0	24,0
	4	54	54,0	54,0	78,0
	5	22	22,0	22,0	100,0
	Total	100	100,0	100,0	

R9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2,0	2,0	2,0
	2	11	11,0	11,0	13,0
	3	35	35,0	35,0	48,0
	4	37	37,0	37,0	85,0
	5	15	15,0	15,0	100,0
	Total	100	100,0	100,0	

R10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	19	19,0	19,0	19,0
	3	44	44,0	44,0	63,0
	4	31	31,0	31,0	94,0
	5	6	6,0	6,0	100,0
	Total	100	100,0	100,0	

Lampiran 6

3. **Hasil Uji Validitas**

   a) **Variabel Kepercayaan (X1)**

Correlations

		P1	P2	P3	P4	P5	P6	P7	P8	Total_X1
P1	Pearson Correlation	1	,525**	,476**	,500**	,278	,211	,180	,164	,642**
	Sig. (2-tailed)		,003	,008	,005	,137	,262	,340	,385	,000
	N	30	30	30	30	30	30	30	30	30
P2	Pearson Correlation	,525**	1	,452*	,279	,469**	,225	,253	,443*	,697**
	Sig. (2-tailed)	,003		,012	,136	,009	,232	,178	,014	,000
	N	30	30	30	30	30	30	30	30	30
P3	Pearson Correlation	,476**	,452*	1	,659**	,521**	,256	-,033	,377*	,738**
	Sig. (2-tailed)	,008	,012		,000	,003	,172	,863	,040	,000
	N	30	30	30	30	30	30	30	30	30
P4	Pearson Correlation	,500**	,279	,659**	1	,416*	,125	-,112	,416*	,667**
	Sig. (2-tailed)	,005	,136	,000		,022	,511	,555	,022	,000
	N	30	30	30	30	30	30	30	30	30
P5	Pearson Correlation	,278	,469**	,521**	,416*	1	,209	,235	,612**	,735**
	Sig. (2-tailed)	,137	,009	,003	,022		,268	,212	,000	,000
	N	30	30	30	30	30	30	30	30	30
P6	Pearson Correlation	,211	,225	,256	,125	,209	1	,449*	,312	,523**
	Sig. (2-tailed)	,262	,232	,172	,511	,268		,013	,093	,003
	N	30	30	30	30	30	30	30	30	30
P7	Pearson Correlation	,180	,253	-,033	-,112	,235	,449*	1	,234	,407*
	Sig. (2-tailed)	,340	,178	,863	,555	,212	,013		,214	,026
	N	30	30	30	30	30	30	30	30	30
P8	Pearson Correlation	,164	,443*	,377*	,416*	,612**	,312	,234	1	,711**
	Sig. (2-tailed)	,385	,014	,040	,022	,000	,093	,214		,000
	N	30	30	30	30	30	30	30	30	30
Total_X1	Pearson Correlation	,642**	,697**	,738**	,667**	,735**	,523**	,407*	,711**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,003	,026	,000	
	N	30	30	30	30	30	30	30	30	30

b) Variabel Kualitas Pelayanan (X2)

Correlations

		Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Total_X2
Q1	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
Q2	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
Q3	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
Q4	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
Q5	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
Q6	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
Q7	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
Q8	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
Q9	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
Q10	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_X2	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

c) Variabel Kepuasan Konsumen (Y)

Correlations

		R1	R2	R3	R4	R5	R6	R7	R8	R9	R10	Total_Y
R1	Pearson Correlation	1	,231	,324	,191	,273	,231	,322	,191	1,000**	,231	,601**
	Sig. (2-tailed)		,220	,081	,311	,145	,220	,083	,311	,000	,220	,000
	N	30	30	30	30	30	30	30	30	30	30	30
R2	Pearson Correlation	,231	1	,573**	,152	,231	1,000**	,677**	,152	,231	1,000**	,785**
	Sig. (2-tailed)	,220		,001	,422	,220	,000	,000	,422	,220	,000	,000
	N	30	30	30	30	30	30	30	30	30	30	30
R3	Pearson Correlation	,324	,573**	1	,331	,139	,573**	,796**	,331	,324	,573**	,741**
	Sig. (2-tailed)	,081	,001		,074	,464	,001	,000	,074	,081	,001	,000
	N	30	30	30	30	30	30	30	30	30	30	30
R4	Pearson Correlation	,191	,152	,331	1	,383*	,152	,290	1,000**	,191	,152	,566**
	Sig. (2-tailed)	,311	,422	,074		,037	,422	,120	,000	,311	,422	,001
	N	30	30	30	30	30	30	30	30	30	30	30
R5	Pearson Correlation	,273	,231	,139	,383*	1	,231	,138	,383*	,273	,231	,490**
	Sig. (2-tailed)	,145	,220	,464	,037		,220	,467	,037	,145	,220	,006
	N	30	30	30	30	30	30	30	30	30	30	30
R6	Pearson Correlation	,231	1,000**	,573**	,152	,231	1	,677**	,152	,231	1,000**	,785**
	Sig. (2-tailed)	,220	,000	,001	,422	,220		,000	,422	,220	,000	,000
	N	30	30	30	30	30	30	30	30	30	30	30
R7	Pearson Correlation	,322	,677**	,796**	,290	,138	,677**	1	,290	,322	,677**	,775**
	Sig. (2-tailed)	,083	,000	,000	,120	,467	,000		,120	,083	,000	,000
	N	30	30	30	30	30	30	30	30	30	30	30
R8	Pearson Correlation	,191	,152	,331	1,000**	,383*	,152	,290	1	,191	,152	,566**
	Sig. (2-tailed)	,311	,422	,074	,000	,037	,422	,120		,311	,422	,001
	N	30	30	30	30	30	30	30	30	30	30	30
R9	Pearson Correlation	1,000**	,231	,324	,191	,273	,231	,322	,191	1	,231	,601**
	Sig. (2-tailed)	,000	,220	,081	,311	,145	,220	,083	,311		,220	,000
	N	30	30	30	30	30	30	30	30	30	30	30
R10	Pearson Correlation	,231	1,000**	,573**	,152	,231	1,000**	,677**	,152	,231	1	,785**
	Sig. (2-tailed)	,220	,000	,001	,422	,220	,000	,000	,422	,220		,000
	N	30	30	30	30	30	30	30	30	30	30	30

Total_Y	Pearson Correlation	,601**	,785**	,741**	,566**	,490**	,785**	,775**	,566**	,601**	,785**	1
	Sig. (2-tailed)	,000	,000	,000	,001	,006	,000	,000	,001	,000	,000	
	N	30	30	30	30	30	30	30	30	30	30	30

4. Hasil Uji Reliabilitas

a) Variabel Kepercayaan (X1)

Reliability Statistics

Cronbach's Alpha	N of Items
,795	8

b) Variabel Kualitas Pelayanan (X2)

Reliability Statistics

Cronbach's Alpha	N of Items
,824	10

c) Variabel Kepuasan Konsumen (Y)

Reliability Statistics

Cronbach's Alpha	N of Items
,863	10

Lampiran 7

Hasil Uji Analisis Data

5. Hasil Uji Normalitas

One-Sample Kolmogorov-Smirnov Test

		Total_X1	Total_X2	Total_Y
N		100	100	100
Normal Parameters[a,b]	Mean	28.03	40.69	37.24
	Std. Deviation	3.503	4.104	5.296
Most Extreme Differences	Absolute	.101	.135	.132
	Positive	.058	.068	.079
	Negative	-.101	-.135	-.132
Kolmogorov-Smirnov Z		1.011	1.352	1.319
Asymp. Sig. (2-tailed)		.258	.052	.062

6.Hasil Uji Linieritas

a). Kepercayaan (X_1) terhadap Kepuasan Konsumen (Y)

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Total_Y * Total_X1	Between Groups	(Combined)	1188.139	17	69.891	3.609	.000
		Linearity	691.055	1	691.055	35.682	.000
		Deviation from Linearity	497.085	16	31.068	1.604	.086
	Within Groups		1588.101	82	19.367		
	Total		2776.240	99			

b). Kualitas Pelayanan (X_2) terhadap Kepuasan Konsumen (Y)

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Total_Y *Total_X2	Between Groups	(Combined)	1252.144	18	69.564	3.697	.000
		Linearity	874.367	1	874.367	46.469	.000
		Deviation from Linearity	377.777	17	22.222	1.181	.299
	Within Groups		1524.096	81	18.816		
	Total		2776.240	99			

7.Hasil Uji Multikolinieritas

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-7.277	4.583		-1.588	.116		
	Total_X1	.649	.110	.429	5.894	.000	.981	1.020
	Total_X2	.647	.094	.502	6.887	.000	.981	1.020

a. Dependen Variabel Total_Y

Lampiran 8

Hasil Uji Regresi Linier Berganda Uji t dan Uji F

8.Hasil Uji T dan F

a) Tabel Koefesien

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.704[a]	.496	.485	3.800

a). Predictors : (Constant), Total_X2, Total_X1

b). Dependen Variabel : Total_Y

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-7.277	4.583		-1.588	.116		
	Total_X1	.649	.110	.429	5.894	.000	.981	1.020
	Total_X2	.647	.094	.502	6.887	.000	.981	1.020

a. Dependent Variable: Total_Y

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1375.830	2	687.915	47.649	.000[b]
	Residual	1400.410	97	14.437		
	Total	2776.240	99			

a. Dependent Variable: Total_Y

b. Predictors: (Constant), Total_X2, Total_X1