

Lampiran 1 : Lembaran Kuisisioner

Bandar Lampung,. 2021

Hal : **Mohon Bantuan Pengisian Kuisisioner**

Kepada Yth, Bapak/Ibu/Saudara/Saudari

Dengan Hormat,

Sehubungan dengan penulisan skripsi dari Fakultas Ekonomi, Institut Darmajaya Bandar Lampung yang berjudul **“PENGARUH CITRA MEREK DAN PENANGANAN KELUHAN TERHADAP LOYALITAS PELANGGAN AMDK REVERSE OSMOSIS LAMBINDONG BANDAR LAMPUNG”** Saya mohon dengan hormat kesediaan Bapak/Ibu/Saudara/Saudari untuk meluangkan sedikit waktu guna mengisi beberapa pertanyaan berikut. Mengingat penelitian ini semata-mata dimaksudkan untuk kepentingan akademik, maka saya mengharapkan jawaban yang sesuai dengan pendapat anda. Sesuai dengan kode etik penelitian, saya akan menjamin kerahasiaan identitas responden dari hasil kuisisioner tersebut. Bantuan dan partisipasi anda merupakan sumbangan yang sangat berharga bagi terselenggaranya penelitian ilmiah ini. Dan untuk itu semuanya saya ucapkan terima kasih.

Hormat Saya,

Melianda KLD

Peneliti

I. PETUNJUK PENGISIAN

1. Daftar pertanyaan ini merupakan sumber data bagi penulis dalam penyusunan skripsi dan tidak berpengaruh secara langsung terhadap responden.
2. Saudara diminta untuk memberikan tanggapan atas pernyataan yang ada sesuai dengan keadaan yang sebenarnya, pendapat dan perasaan saudara, bukan berdasarkan pendapat umum atau pendapat orang lain. Jawaban yang Anda berikan semata-mata hanya untuk kepentingan akademis.
3. Berilah tanda ceklis (√) pada kolom yang sesuai dengan pilihan Anda. Setiap Responden diharapkan memilih hanya satu pertanyaan dan pertanyaan berikut memiliki lima alternatif jawaban, yaitu :

Keterangan :

SS : Sangat Setuju, apabila pernyataan yang ada benar-benar menggambarkan keadaan, pendapat dan perasaan saudara.

S : Setuju, apabila pernyataan yang ada sesuai dengan keadaan, pendapat dan perasaan saudara.

KS : Kurang Setuju, apabila pernyataan tersebut tidak sepenuhnya sesuai dengan keadaan, pendapat dan perasaan saudara.

TS : Tidak Setuju, apabila pernyataan tersebut tidak sesuai dengan keadaan, pendapat dan perasaan saudara.

STS : Sangat Tidak Setuju, apabila pernyataan tersebut benar-benar tidak menggambarkan keadaan, pendapat dan perasaan saudara.

II. Identitas Responden

Nama Responden :

Jenis Kelamin : Laki-laki Perempuan

Usia : 17-20 Tahun 41-50 Tahun

21- 30 Tahun 51-55 Tahun

31- 40 Tahun

Pendidikan : SMA D3 S1
 S2

Citra Merek (X1)

No.	PERNYATAAN	SS	S	KS	TS	STS
1	Produk air mineral Lambindong yang sudah dikenal banyak orang					
2	Produk air mineral Lambindong yang mudah diingat					
3	Produk air mineral Lambindong memberikan kesan positif kepada konsumen					
4	Produk air mineral Lambindong dikembangkan di pabrik yang berteknologi tinggi					
5	Produk air mineral Lambindong mudah diucapkan					
6	Produk air mineral Lambindong mempunyai ciri khas					

Penanganan Keluhan (X2)

No.	PERNYATAAN	SS	S	KS	TS	STS
1	Kemampuan <i>Customer Service</i> berkomunikasi dengan konsumen baik					
2	Mengetahui keinginan konsumen					
3	Pihak Lambinding cepat dalam menangani keluhan					
4	Pihak Lambinding cepat tanggap ketika pelanggan memberikan keluhan					
5	Pelayanan sesuai dengan harapan					
6	Ketepatan solusi pemecahan masalah					
7	Pelanggan mudah untuk melakukan keluhan kepada pihak lambinding					
8	Pelanggan mudah menemukan nomor untuk mengajukan keluhan					

Loyalitas Pelanggan (Y)

No.	PERNYATAAN	SS	S	KS	TS	STS
1	Bersedia menggunakan kembali produk air mineral Lambindong di waktu yang akan datang					
2	Bersedia merekomendasikan kepada teman, pasangan, keluarga, dll untuk menggunakan produk air mineral Lambindong					
3	Lambindong menjadi pilihan untuk melakukan pembelian air mineral reverse osmosis					
4	Bersedia memberikan informasi-informasi yang baik tentang Lambindong kepada orang lain					
5	Bersedia menggunakan produk air mineral Lambindong					
6	Bersedia menjadi pelanggan tetap Lambindong					

Lampiran 2

Jawaban Responden

Jawaban Responden Citra Merek (*Brand Image*) (X1)

No	Citra Merek (<i>Brand Image</i>) (X1)						Total
	Btr 1	Btr 2	Btr 3	Btr 4	Btr 5	Btr 6	
1	5	4	5	4	3	5	26
2	4	4	5	4	5	4	26
3	3	3	5	4	5	4	24
4	4	3	5	4	3	5	24
5	5	5	4	5	5	5	29
6	4	5	4	4	5	3	25
7	4	3	3	2	5	3	20
8	5	5	5	5	4	5	29
9	5	5	5	5	4	4	28
10	5	5	5	5	3	3	26
11	4	4	4	4	4	5	25
12	5	4	3	4	5	4	25
13	3	3	3	3	4	5	21
14	4	4	4	4	5	3	24
15	3	5	5	5	4	4	26
16	3	4	4	4	4	4	23
17	5	5	4	4	4	4	26
18	4	4	2	4	3	4	21
19	4	4	4	3	4	4	23
20	4	4	4	4	4	5	25

21	3	3	4	4	4	3	21
22	4	4	4	4	4	4	24
23	4	5	5	3	5	4	26
24	4	5	5	4	3	3	24
25	2	5	5	3	4	4	23
26	4	5	5	4	5	4	27
27	4	5	5	4	3	5	26
28	4	5	5	4	4	4	26
29	4	4	4	3	4	3	22
30	4	4	3	3	3	4	21
31	4	4	4	5	5	5	27
32	4	5	5	5	3	3	25
33	4	4	4	5	4	4	25
34	4	4	4	5	5	5	27
35	4	4	3	4	5	4	24
36	5	4	4	4	5	4	26
37	5	3	4	4	5	4	25
38	4	4	4	4	5	2	23
39	4	3	4	4	5	4	24
40	5	5	5	5	5	5	30
41	4	4	4	3	5	4	24
42	4	4	3	3	5	4	23
43	4	4	3	3	4	3	21
44	4	4	5	4	5	4	26
45	4	4	3	3	4	4	22
46	5	5	4	4	4	4	26

47	4	3	3	3	4	3	20
48	3	3	3	4	4	4	21
49	3	3	4	3	3	3	19
50	5	4	4	4	2	4	23
51	3	3	3	3	4	4	20
52	4	4	5	5	5	5	28
53	3	3	4	3	4	4	21
54	3	4	4	4	4	3	22
55	4	3	3	3	4	4	21
56	4	4	2	4	4	4	22
57	3	3	4	4	3	5	22
58	5	5	5	5	4	4	28
59	3	4	5	5	4	4	25
60	5	3	5	5	3	4	25
61	5	5	5	5	5	5	30
62	4	4	5	4	4	5	26
63	4	4	5	4	4	5	26
64	4	4	5	4	4	5	26
65	4	4	5	4	4	5	26
66	4	4	5	4	4	5	26
67	5	5	5	5	5	5	30
68	4	3	5	4	3	5	24
69	3	3	5	3	3	5	22
70	3	3	4	3	3	4	20
71	5	4	5	5	4	5	28
72	3	3	4	3	3	4	20

73	4	4	4	4	4	4	24
74	3	3	4	3	3	4	20
75	3	4	4	3	4	4	22
76	4	3	3	4	3	3	20
77	4	4	2	4	4	2	20
78	3	3	4	3	3	4	20
79	5	5	5	5	5	5	30
80	4	3	5	5	4	3	24
81	4	4	5	4	4	4	25
82	2	2	5	5	2	2	18
83	4	3	5	4	4	3	23
84	4	4	5	4	4	4	25
85	4	4	5	2	4	4	23
86	3	3	5	4	3	3	21
87	4	5	5	4	4	5	27
88	4	4	5	4	4	4	25
89	4	3	5	3	4	3	22
90	4	3	5	4	4	3	23
91	4	5	5	4	5	5	28
92	5	4	3	4	4	4	24
93	4	5	3	3	4	4	23
94	4	4	5	5	4	5	27
95	2	4	5	3	3	4	21
96	4	4	5	5	3	5	26
97	4	4	4	4	5	4	25
98	4	3	5	4	4	4	24

99	4	2	4	2	3	2	17
100	4	4	3	3	3	4	21

Jawaban Responden Penanganan Keluhan Pelanggan (*Complaint Handling*) (X2)

No	Penanganan Keluhan (<i>Complaint Handling</i>) (X2)								Total
	Btr 1	Btr 2	Btr 3	Btr 4	Btr 5	Btr 6	Btr 7	Btr 8	
1	4	3	3	3	3	3	5	3	27
2	2	5	4	4	4	4	5	4	32
3	5	3	5	4	4	4	5	4	34
4	4	4	4	4	4	4	5	4	33
5	3	3	3	5	3	3	5	4	29
6	4	4	4	5	4	3	5	3	32
7	4	4	4	5	4	5	5	4	35
8	4	4	4	5	4	4	5	4	34
9	4	4	5	5	4	5	5	4	36
10	4	4	5	5	3	3	5	4	33
11	3	2	5	5	4	4	5	4	32
12	4	4	5	5	4	4	5	4	35
13	4	4	5	5	4	4	5	4	35
14	4	4	5	5	4	4	5	4	35
15	4	4	4	4	4	4	5	4	33
16	4	4	4	3	4	3	5	4	31
17	4	4	4	4	4	3	5	4	32
18	3	4	5	5	4	5	4	5	35
19	4	4	4	4	4	5	4	4	33
20	4	4	4	4	4	3	3	2	28
21	4	4	4	3	4	5	5	5	34
22	4	5	5	4	5	5	5	5	38

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

49	4	4	5	5	5	5	4	3	35
50	4	4	5	5	4	4	3	4	33
51	3	4	5	5	3	4	3	3	30
52	4	4	4	4	3	3	4	4	30
53	4	4	4	3	4	4	5	3	31
54	4	4	4	4	5	5	5	4	35
55	4	4	5	5	4	4	5	4	35
56	3	4	4	4	3	4	5	4	31
57	4	4	4	4	4	4	5	4	33
58	3	4	4	3	4	3	5	3	29
59	4	4	4	5	4	4	5	4	34
60	4	4	3	5	4	4	5	4	33
61	4	4	3	5	3	4	5	4	32
62	4	5	5	5	4	3	5	4	35
63	4	3	4	5	4	4	5	4	33
64	3	4	5	5	4	3	5	4	33
65	4	4	3	5	4	4	5	4	33
66	4	3	4	5	4	3	5	4	32
67	4	4	4	5	4	4	5	4	34
68	4	4	4	5	4	3	5	4	33
69	4	5	4	5	4	3	5	4	34
70	4	4	4	5	4	5	4	5	35
71	4	3	3	5	4	5	4	4	32
72	5	4	3	5	4	3	3	2	29
73	5	5	5	4	5	5	5	5	39
74	5	4	5	4	4	5	5	5	37

75	5	4	3	3	2	5	5	5	32
76	4	5	5	5	5	4	4	4	36
77	3	5	5	5	5	4	3	4	34
78	4	5	5	5	5	3	3	3	33
79	4	4	4	4	4	4	4	4	32
80	3	5	4	3	4	5	5	5	34
81	4	3	3	3	3	4	4	4	28
82	2	4	4	4	4	5	4	4	31
83	5	3	5	5	5	4	2	4	33
84	4	3	4	4	4	4	4	3	30
85	3	5	5	4	4	4	4	4	33
86	4	4	4	2	4	3	4	4	29
87	4	4	4	4	3	4	4	4	31
88	4	4	4	4	4	4	4	3	31
89	4	3	3	4	4	4	4	4	30
90	4	4	4	4	4	4	4	3	31
91	3	4	4	4	3	5	4	4	31
92	4	4	4	4	4	3	3	3	29
93	4	4	4	4	3	4	3	5	31
94	4	3	5	4	4	3	4	5	32
95	4	4	3	3	3	4	4	5	30
96	4	5	5	5	5	4	4	5	37
97	4	5	4	3	5	5	5	5	36
98	4	5	3	4	5	5	5	5	36
99	5	5	4	4	5	5	5	5	38
100	5	4	4	4	5	5	5	5	37

Jawaban Responden Loyalitas Pelanggan (*Customer Loyalty*) (Y)

No	Loyalitas Pelanggan (<i>Customer Loyalty</i>)						Total
	Btr 1	Btr 2	Btr 3	Btr 4	Btr 5	Btr 6	
1	4	2	5	5	5	4	25
2	3	4	5	5	5	5	27
3	4	4	5	5	4	4	26
4	4	4	5	5	5	4	27
5	5	4	5	5	5	4	28
6	4	4	5	5	5	5	28
7	4	2	5	5	5	4	25
8	3	4	5	5	5	5	27
9	4	4	5	5	4	4	26
10	4	4	5	5	5	4	27
11	5	4	4	4	5	5	27
12	5	4	4	3	5	5	26
13	5	4	4	4	5	4	26
14	5	4	5	5	5	5	29
15	5	4	4	4	5	4	26
16	5	4	4	4	5	5	27
17	5	4	4	3	5	5	26
18	5	4	4	4	5	4	26
19	5	4	5	5	5	5	29
20	5	4	4	4	5	4	26
21	5	4	5	5	5	4	28
22	5	4	4	3	5	4	25

23	5	4	4	4	5	4	26
24	4	5	2	2	5	2	20
25	4	4	4	3	5	3	23
26	3	2	4	4	5	4	22
27	5	5	4	4	5	4	27
28	5	5	3	3	5	3	24
29	5	5	4	5	5	4	28
30	4	4	4	4	5	5	26
31	3	4	4	3	5	2	21
32	3	3	4	3	5	4	22
33	4	4	4	5	5	4	26
34	5	5	4	4	5	5	28
35	4	4	4	3	5	2	22
36	4	4	4	3	5	4	24
37	2	4	4	4	4	4	22
38	3	2	3	4	3	4	19
39	5	4	5	5	4	5	28
40	4	4	4	3	4	4	23
41	3	4	3	3	3	3	19
42	4	4	5	5	4	5	27
43	3	4	4	3	4	4	22
44	3	4	1	3	3	3	17
45	4	4	4	3	4	4	23
46	3	4	4	5	5	4	25
47	4	5	4	4	4	2	23
48	4	4	3	3	3	3	20

49	3	2	5	4	4	5	23
50	4	5	3	5	4	4	25
51	4	4	4	4	4	3	23
52	3	3	4	3	3	4	20
53	4	4	3	4	3	3	21
54	3	4	4	4	4	4	23
55	4	4	4	4	4	4	24
56	4	4	2	2	4	2	18
57	2	4	4	3	3	3	19
58	4	4	4	4	5	5	26
59	3	4	4	3	5	2	21
60	3	3	4	3	5	4	22
61	4	4	4	5	5	4	26
62	5	5	4	4	5	5	28
63	4	4	4	3	5	2	22
64	4	4	4	3	5	4	24
65	2	4	4	4	4	4	22
66	3	2	3	4	3	4	19
67	5	4	5	5	4	5	28
68	4	4	4	3	4	4	23
69	3	4	3	3	3	3	19
70	4	4	5	5	4	5	27
71	3	4	4	3	4	4	22
72	3	4	1	3	3	3	17
73	4	4	4	3	4	4	23
74	3	4	4	5	5	4	25

75	4	5	4	4	4	2	23
76	4	4	3	3	3	3	20
77	3	2	5	4	4	5	23
78	4	5	3	5	4	4	25
79	4	4	4	4	4	3	23
80	3	3	4	3	3	4	20
81	4	4	3	4	3	3	21
82	3	4	4	4	4	4	23
83	4	4	4	4	4	4	24
84	4	4	2	2	4	2	18
85	2	4	4	3	3	3	19
86	3	4	4	4	4	4	23
87	4	4	4	5	4	4	25
88	4	5	5	5	2	5	26
89	4	2	4	5	4	3	22
90	4	4	4	5	2	4	23
91	5	3	3	5	3	5	24
92	4	3	3	5	3	4	22
93	4	4	4	5	4	3	24
94	4	3	3	5	3	5	23
95	4	3	3	5	3	4	22
96	4	3	4	4	4	3	22
97	5	4	5	5	5	5	29
98	5	4	4	5	5	5	28
99	3	3	2	4	5	4	21
100	5	5	5	4	5	4	28

Lampiran 3

Frekuensi Jawaban Responden

X1.1

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	3	3.0	3.0	3.0
3.00	19	19.0	19.0	22.0
Valid 4.00	59	59.0	59.0	81.0
5.00	19	19.0	19.0	100.0
Total	100	100.0	100.0	

X1.2

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	2	2.0	2.0	2.0
3.00	28	28.0	28.0	30.0
Valid 4.00	47	47.0	47.0	77.0
5.00	23	23.0	23.0	100.0
Total	100	100.0	100.0	

X1.3

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	3	3.0	3.0	3.0
3.00	16	16.0	16.0	19.0
Valid 4.00	33	33.0	33.0	52.0
5.00	48	48.0	48.0	100.0
Total	100	100.0	100.0	

X1.4

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	3	3.0	3.0	3.0
3.00	25	25.0	25.0	28.0
Valid 4.00	50	50.0	50.0	78.0
5.00	22	22.0	22.0	100.0
Total	100	100.0	100.0	

X1.5

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	2	2.0	2.0	2.0
3.00	23	23.0	23.0	25.0
Valid 4.00	49	49.0	49.0	74.0
5.00	26	26.0	26.0	100.0
Total	100	100.0	100.0	

X1.6

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	4	4.0	4.0	4.0
3.00	18	18.0	18.0	22.0
Valid 4.00	50	50.0	50.0	72.0
5.00	28	28.0	28.0	100.0
Total	100	100.0	100.0	

X2.1

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	2	2.0	2.0	2.0
3.00	17	17.0	17.0	19.0
Valid 4.00	65	65.0	65.0	84.0
5.00	16	16.0	16.0	100.0
Total	100	100.0	100.0	

X2.2

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	2	2.0	2.0	2.0
3.00	16	16.0	16.0	18.0
Valid 4.00	62	62.0	62.0	80.0
5.00	20	20.0	20.0	100.0
Total	100	100.0	100.0	

X2.3

	Frequency	Percent	Valid Percent	Cumulative Percent
3.00	16	16.0	16.0	16.0
4.00	50	50.0	50.0	66.0
5.00	34	34.0	34.0	100.0
Total	100	100.0	100.0	

X2.4

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	2	2.0	2.0	2.0
3.00	14	14.0	14.0	16.0
4.00	42	42.0	42.0	58.0
5.00	42	42.0	42.0	100.0
Total	100	100.0	100.0	

X2.5

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	2	2.0	2.0	2.0
3.00	18	18.0	18.0	20.0
4.00	61	61.0	61.0	81.0
5.00	19	19.0	19.0	100.0
Total	100	100.0	100.0	

X2.6

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	1	1.0	1.0	1.0
3.00	22	22.0	22.0	23.0
Valid 4.00	53	53.0	53.0	76.0
5.00	24	24.0	24.0	100.0
Total	100	100.0	100.0	

X2.7

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	2	2.0	2.0	2.0
3.00	12	12.0	12.0	14.0
Valid 4.00	35	35.0	35.0	49.0
5.00	51	51.0	51.0	100.0
Total	100	100.0	100.0	

X2.8

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	2	2.0	2.0	2.0
3.00	17	17.0	17.0	19.0
Valid 4.00	57	57.0	57.0	76.0
5.00	24	24.0	24.0	100.0
Total	100	100.0	100.0	

Y1.1

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	4	4.0	4.0	4.0
3.00	25	25.0	25.0	29.0
Valid 4.00	46	46.0	46.0	75.0
5.00	25	25.0	25.0	100.0
Total	100	100.0	100.0	

Y1.2

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	8	8.0	8.0	8.0
3.00	10	10.0	10.0	18.0
Valid 4.00	70	70.0	70.0	88.0
5.00	12	12.0	12.0	100.0
Total	100	100.0	100.0	

Y1.3

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	2	2.0	2.0	2.0
2.00	4	4.0	4.0	6.0
3.00	15	15.0	15.0	21.0
Valid 4.00	57	57.0	57.0	78.0
5.00	22	22.0	22.0	100.0
Total	100	100.0	100.0	

Y1.4

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	3	3.0	3.0	3.0
3.00	29	29.0	29.0	32.0
Valid 4.00	33	33.0	33.0	65.0
5.00	35	35.0	35.0	100.0
Total	100	100.0	100.0	

Y1.5

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	2	2.0	2.0	2.0
3.00	18	18.0	18.0	20.0
Valid 4.00	33	33.0	33.0	53.0
5.00	47	47.0	47.0	100.0
Total	100	100.0	100.0	

Y1.6

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	9	9.0	9.0	9.0
3.00	17	17.0	17.0	26.0
Valid 4.00	50	50.0	50.0	76.0
5.00	24	24.0	24.0	100.0
Total	100	100.0	100.0	

Lampiran 4
Output SPSS
Uji Validitas X1

Correlations

		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	SUMX 1
X1.1	Pearson Correlation	1	.157	.158	.104	-.208	.049	.379*
	Sig. (2-tailed)		.408	.403	.583	.270	.796	.039
	N	30	30	30	30	30	30	30
X1.2	Pearson Correlation	.157	1	.192	.284	.174	.014	.523**
	Sig. (2-tailed)	.408		.310	.129	.358	.941	.003
	N	30	30	30	30	30	30	30
X1.3	Pearson Correlation	.158	.192	1	.572**	-.005	.291	.682**
	Sig. (2-tailed)	.403	.310		.001	.979	.119	.000
	N	30	30	30	30	30	30	30
X1.4	Pearson Correlation	.104	.284	.572**	1	.230	.481**	.805**
	Sig. (2-tailed)	.583	.129	.001		.222	.007	.000
	N	30	30	30	30	30	30	30
X1.5	Pearson Correlation	-.208	.174	-.005	.230	1	.078	.385*
	Sig. (2-tailed)	.270	.358	.979	.222		.680	.036
	N	30	30	30	30	30	30	30
X1.6	Pearson Correlation	.049	.014	.291	.481**	.078	1	.561**

	Pearson Correlation	.221	.043	.271	1	.215	.260	.710**	.156	.617**
X2.4	Sig. (2-tailed)	.240	.823	.148		.253	.165	.000	.410	.000
	N	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.222	.429*	.059	.215	1	-.046	.447*	.105	.514**
X2.5	Sig. (2-tailed)	.239	.018	.756	.253		.807	.013	.581	.004
	N	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.297	.283	.327	.260	-.046	1	.449*	.399*	.633**
X2.6	Sig. (2-tailed)	.111	.129	.078	.165	.807		.013	.029	.000
	N	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.494**	.386*	.279	.710**	.447*	.449*	1	.272	.869**
X2.7	Sig. (2-tailed)	.006	.035	.136	.000	.013	.013		.146	.000
	N	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.252	-.012	.296	.156	.105	.399*	.272	1	.484**
X2.8	Sig. (2-tailed)	.179	.951	.113	.410	.581	.029	.146		.007
	N	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.624**	.485**	.450*	.617**	.514**	.633**	.869**	.484**	1
SUM X2	Sig. (2-tailed)	.000	.007	.013	.000	.004	.000	.000	.007	
	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).

Uji Validitas Y

Correlations

	Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1.6	SUMY	
Y1.1	Pearson Correlation	1	.254	.444*	.161	.123	.191	.624**
	Sig. (2-tailed)		.175	.014	.396	.517	.311	.000
	N	30	30	30	30	30	30	30
Y1.2	Pearson Correlation	.254	1	.155	.193	.265	-.081	.534**
	Sig. (2-tailed)	.175		.414	.307	.156	.672	.002
	N	30	30	30	30	30	30	30
Y1.3	Pearson Correlation	.444*	.155	1	.202	.132	.107	.595**
	Sig. (2-tailed)	.014	.414		.285	.485	.573	.001
	N	30	30	30	30	30	30	30
Y1.4	Pearson Correlation	.161	.193	.202	1	.547**	.506**	.694**
	Sig. (2-tailed)	.396	.307	.285		.002	.004	.000
	N	30	30	30	30	30	30	30
Y1.5	Pearson Correlation	.123	.265	.132	.547**	1	.400*	.636**
	Sig. (2-tailed)	.517	.156	.485	.002		.028	.000
	N	30	30	30	30	30	30	30
Y1.6	Pearson Correlation	.191	-.081	.107	.506**	.400*	1	.537**
	Sig. (2-tailed)	.311	.672	.573	.004	.028		.002
	N	30	30	30	30	30	30	30
SUM Y	Pearson Correlation	.624**	.534**	.595**	.694**	.636**	.537**	1

Sig. (2-tailed)	.000	.002	.001	.000	.000	.002	
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).

Uji Reabilitas

X1

Reliability Statistics

Cronbach's Alpha	N of Items
.553	6

Uji Reabilitas

X2

Reliability Statistics

Cronbach's Alpha	N of Items
.725	8

Uji Reabilitas

Y

Reliability Statistics

Cronbach's Alpha	N of Items
.640	6

Uji Normalitas

One-Sample Kolmogorov-Smirnov Test

		SUMX1	SUMX2	SUMY
N		100	100	100
Normal Parameters ^{a,b}	Mean	24.0300	32.7200	23.8500
	Std. Deviation	2.83362	2.51894	2.99958
	Absolute	.094	.094	.123
Most Extreme Differences	Positive	.088	.086	.102
	Negative	-.094	-.094	-.123
Kolmogorov-Smirnov Z		.939	.943	1.232
Asymp. Sig. (2-tailed)		.341	.337	.096

a. Test distribution is Normal.

b. Calculated from data.

Uji Linearitas X1

ANOVA Table

		Sum of Squares	df	Mean Square	F	Sig.
(Combined)		82.687	13	6.361	.677	.780
SUMY * SUMX1	Between Groups	27.723	1	27.723	2.950	.089
	Deviation from Linearity	54.964	12	4.580	.487	.917
Within Groups		808.063	86	9.396		
Total		890.750	99			

Uji Linearitas X2

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
(Combined)			114.459	12	9.538	1.069	.396
SUMY * SUMX2	Between Groups	Linearity	33.379	1	33.379	3.741	.056
		Deviation from Linearity	81.081	11	7.371	.826	.614
	Within Groups		776.291	87	8.923		
Total			890.750	99			

Uji Muktikolinearitas

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	8.236	5.113		1.611	.110	
	SUMX1	.248	.105	.234	2.349	.021	.946
	SUMX2	.295	.119	.248	2.489	.015	.946

a. Dependent Variable: SUMY

Uji Regresi Linear Berganda

Model		Unstandardized Coefficients		Standardized Coefficients
		B	Std. Error	Beta
1	(Constant)	8.236	5.113	
	SUMX1	.248	.105	.234
	SUMX2	.295	.119	.248

Uji T

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	8.236	5.113		1.611	.110
	SUMX1	.248	.105	.234	2.349	.021
	SUMX2	.295	.119	.248	2.489	.015

a. Dependent Variable: SUMY

Uji F

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	79.527	2	39.764	4.755	.011 ^b
	Residual	811.223	97	8.363		
	Total	890.750	99			

a. Dependent Variable: SUMY

b. Predictors: (Constant), SUMX2, SUMX1

R TABEL

df = (N-2)	Tingkat signifikansi untuk uji satu arah				
	0.05	0.025	0.01	0.005	0.0005
	Tingkat signifikansi untuk uji dua arah				
	0.1	0.05	0.02	0.01	0.001
1	0.9877	0.9969	0.9995	0.9999	1.0000
2	0.9000	0.9500	0.9800	0.9900	0.9990
3	0.8054	0.8783	0.9343	0.9587	0.9911
4	0.7293	0.8114	0.8822	0.9172	0.9741
5	0.6694	0.7545	0.8329	0.8745	0.9509
6	0.6215	0.7067	0.7887	0.8343	0.9249
7	0.5822	0.6664	0.7498	0.7977	0.8983
8	0.5494	0.6319	0.7155	0.7646	0.8721
9	0.5214	0.6021	0.6851	0.7348	0.8470
10	0.4973	0.5760	0.6581	0.7079	0.8233
11	0.4762	0.5529	0.6339	0.6835	0.8010
12	0.4575	0.5324	0.6120	0.6614	0.7800
13	0.4409	0.5140	0.5923	0.6411	0.7604
14	0.4259	0.4973	0.5742	0.6226	0.7419
15	0.4124	0.4821	0.5577	0.6055	0.7247
16	0.4000	0.4683	0.5425	0.5897	0.7084
17	0.3887	0.4555	0.5285	0.5751	0.6932
18	0.3783	0.4438	0.5155	0.5614	0.6788
19	0.3687	0.4329	0.5034	0.5487	0.6652
20	0.3598	0.4227	0.4921	0.5368	0.6524
21	0.3515	0.4132	0.4815	0.5256	0.6402

22	0.3438	0.4044	0.4716	0.5151	0.6287
23	0.3365	0.3961	0.4622	0.5052	0.6178
24	0.3297	0.3882	0.4534	0.4958	0.6074
25	0.3233	0.3809	0.4451	0.4869	0.5974
26	0.3172	0.3739	0.4372	0.4785	0.5880
27	0.3115	0.3673	0.4297	0.4705	0.5790
28	0.3061	0.3610	0.4226	0.4629	0.5703
29	0.3009	0.3550	0.4158	0.4556	0.5620
30	0.2960	0.3494	0.4093	0.4487	0.5541
31	0.2913	0.3440	0.4032	0.4421	0.5465
32	0.2869	0.3388	0.3972	0.4357	0.5392
33	0.2826	0.3338	0.3916	0.4296	0.5322
34	0.2785	0.3291	0.3862	0.4238	0.5254
35	0.2746	0.3246	0.3810	0.4182	0.5189
36	0.2709	0.3202	0.3760	0.4128	0.5126
37	0.2673	0.3160	0.3712	0.4076	0.5066
38	0.2638	0.3120	0.3665	0.4026	0.5007

F TABEL

df untuk penyebut (N2)	df untuk pembilang (N1)														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
91	3.95	3.10	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.94	1.90	1.86	1.83	1.80	1.78
92	3.94	3.10	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.94	1.89	1.86	1.83	1.80	1.78

93	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93	1.89	1.86	1.83	1.80	1.78
94	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93	1.89	1.86	1.83	1.80	1.77
95	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93	1.89	1.86	1.82	1.80	1.77
96	3.94	3.09	2.70	2.47	2.31	2.19	2.11	2.04	1.98	1.93	1.89	1.85	1.82	1.80	1.77
97	3.94	3.09	2.70	2.47	2.31	2.19	2.11	2.04	1.98	1.93	1.89	1.85	1.82	1.80	1.77
98	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.98	1.93	1.89	1.85	1.82	1.79	1.77
99	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.98	1.93	1.89	1.85	1.82	1.79	1.77
100	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.97	1.93	1.89	1.85	1.82	1.79	1.77
101	3.94	3.09	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.93	1.88	1.85	1.82	1.79	1.77
102	3.93	3.09	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.82	1.79	1.77
103	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.82	1.79	1.76
104	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.82	1.79	1.76
105	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.81	1.79	1.76
106	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.84	1.81	1.79	1.76
107	3.93	3.08	2.69	2.46	2.30	2.18	2.10	2.03	1.97	1.92	1.88	1.84	1.81	1.79	1.76
108	3.93	3.08	2.69	2.46	2.30	2.18	2.10	2.03	1.97	1.92	1.88	1.84	1.81	1.78	1.76
109	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92	1.88	1.84	1.81	1.78	1.76
110	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92	1.88	1.84	1.81	1.78	1.76
111	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92	1.88	1.84	1.81	1.78	1.76
112	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.96	1.92	1.88	1.84	1.81	1.78	1.76
113	3.93	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.92	1.87	1.84	1.81	1.78	1.76
114	3.92	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.81	1.78	1.75
115	3.92	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.81	1.78	1.75
116	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.81	1.78	1.75
117	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.80	1.78	1.75
118	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.80	1.78	1.75

119	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.78	1.75
120	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.78	1.75
121	3.92	3.07	2.68	2.45	2.29	2.17	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.77	1.75
122	3.92	3.07	2.68	2.45	2.29	2.17	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.77	1.75
123	3.92	3.07	2.68	2.45	2.29	2.17	2.08	2.01	1.96	1.91	1.87	1.83	1.80	1.77	1.75
124	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.96	1.91	1.87	1.83	1.80	1.77	1.75
125	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.96	1.91	1.87	1.83	1.80	1.77	1.75
126	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.95	1.91	1.87	1.83	1.80	1.77	1.75
127	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.95	1.91	1.86	1.83	1.80	1.77	1.75
128	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.95	1.91	1.86	1.83	1.80	1.77	1.75
129	3.91	3.07	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.80	1.77	1.74
130	3.91	3.07	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.80	1.77	1.74
131	3.91	3.07	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.80	1.77	1.74
132	3.91	3.06	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.79	1.77	1.74
133	3.91	3.06	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.79	1.77	1.74
134	3.91	3.06	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.79	1.77	1.74
135	3.91	3.06	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.82	1.79	1.77	1.74

T TABEL

Pr	0.25	0.10	0.05	0.025	0.01	0.005	0.001
df	0.50	0.20	0.10	0.050	0.02	0.010	0.002

81	0.67753	1.29209	1.66388	1.98969	2.37327	2.63790	3.19392
82	0.67749	1.29196	1.66365	1.98932	2.37269	2.63712	3.19262
83	0.67746	1.29183	1.66342	1.98896	2.37212	2.63637	3.19135
84	0.67742	1.29171	1.66320	1.98861	2.37156	2.63563	3.19011
85	0.67739	1.29159	1.66298	1.98827	2.37102	2.63491	3.18890
86	0.67735	1.29147	1.66277	1.98793	2.37049	2.63421	3.18772
87	0.67732	1.29136	1.66256	1.98761	2.36998	2.63353	3.18657
88	0.67729	1.29125	1.66235	1.98729	2.36947	2.63286	3.18544
89	0.67726	1.29114	1.66216	1.98698	2.36898	2.63220	3.18434
90	0.67723	1.29103	1.66196	1.98667	2.36850	2.63157	3.18327
91	0.67720	1.29092	1.66177	1.98638	2.36803	2.63094	3.18222
92	0.67717	1.29082	1.66159	1.98609	2.36757	2.63033	3.18119
93	0.67714	1.29072	1.66140	1.98580	2.36712	2.62973	3.18019
94	0.67711	1.29062	1.66123	1.98552	2.36667	2.62915	3.17921
95	0.67708	1.29053	1.66105	1.98525	2.36624	2.62858	3.17825
96	0.67705	1.29043	1.66088	1.98498	2.36582	2.62802	3.17731
97	0.67703	1.29034	1.66071	1.98472	2.36541	2.62747	3.17639
98	0.67700	1.29025	1.66055	1.98447	2.36500	2.62693	3.17549
99	0.67698	1.29016	1.66039	1.98422	2.36461	2.62641	3.17460
100	0.67695	1.29007	1.66023	1.98397	2.36422	2.62589	3.17374
101	0.67693	1.28999	1.66008	1.98373	2.36384	2.62539	3.17289
102	0.67690	1.28991	1.65993	1.98350	2.36346	2.62489	3.17206
103	0.67688	1.28982	1.65978	1.98326	2.36310	2.62441	3.17125
104	0.67686	1.28974	1.65964	1.98304	2.36274	2.62393	3.17045
105	0.67683	1.28967	1.65950	1.98282	2.36239	2.62347	3.16967
106	0.67681	1.28959	1.65936	1.98260	2.36204	2.62301	3.16890

107	0.67679	1.28951	1.65922	1.98238	2.36170	2.62256	3.16815
108	0.67677	1.28944	1.65909	1.98217	2.36137	2.62212	3.16741
109	0.67675	1.28937	1.65895	1.98197	2.36105	2.62169	3.16669
110	0.67673	1.28930	1.65882	1.98177	2.36073	2.62126	3.16598
111	0.67671	1.28922	1.65870	1.98157	2.36041	2.62085	3.16528
112	0.67669	1.28916	1.65857	1.98137	2.36010	2.62044	3.16460
113	0.67667	1.28909	1.65845	1.98118	2.35980	2.62004	3.16392
114	0.67665	1.28902	1.65833	1.98099	2.35950	2.61964	3.16326
115	0.67663	1.28896	1.65821	1.98081	2.35921	2.61926	3.16262
116	0.67661	1.28889	1.65810	1.98063	2.35892	2.61888	3.16198
117	0.67659	1.28883	1.65798	1.98045	2.35864	2.61850	3.16135
118	0.67657	1.28877	1.65787	1.98027	2.35837	2.61814	3.16074
119	0.67656	1.28871	1.65776	1.98010	2.35809	2.61778	3.16013
120	0.67654	1.28865	1.65765	1.97993	2.35782	2.61742	3.15954