

Lampiran 3

Hasil Uji Jenis Kelamin

Jenis Kelamin				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-laki	69	62,7	62,7
	Perempuan	41	37,3	100,0
	Total	110	100,0	100,0

Hasil Uji Usia

Usia				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	15-23Th	61	55,5	55,5
	23-30Th	26	23,6	79,1
	31-40Th	23	20,9	100,0
	Total	110	100,0	100,0

Hasil Uji Pekerjaan

Pekerjaan				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	PNS/BUMN	16	14,5	14,5
	Karyawan Swasta	26	23,6	38,2
	Pelajar/Mahasiswa	41	37,3	75,5
	Yang lain	27	24,5	100,0
	Total	110	100,0	100,0

Hasil Kuisisioner X1

X1_P1

	Frequency	Percent	Valid Percent	Cumulative Percent
Tidak Setuju	10	9,1	9,1	9,1
Netral	27	24,5	24,5	33,6
Valid Setuju	46	41,8	41,8	75,5
Sangat Setuju	27	24,5	24,5	100,0
Total	110	100,0	100,0	

X1_P2

	Frequency	Percent	Valid Percent	Cumulative Percent
Tidak Setuju	7	6,4	6,4	6,4
Netral	33	30,0	30,0	36,4
Valid Setuju	48	43,6	43,6	80,0
Sangat Setuju	22	20,0	20,0	100,0
Total	110	100,0	100,0	

X1_P3

	Frequency	Percent	Valid Percent	Cumulative Percent
Sangat Tidak Setuju	1	,9	,9	,9
Tidak Setuju	6	5,5	5,5	6,4
Valid Netral	26	23,6	23,6	30,0
Setuju	50	45,5	45,5	75,5
Sangat Setuju	27	24,5	24,5	100,0
Total	110	100,0	100,0	

X1_P4

	Frequency	Percent	Valid Percent	Cumulative Percent
Tidak Setuju	7	6,4	6,4	6,4
Netral	27	24,5	24,5	30,9
Valid Setuju	41	37,3	37,3	68,2
Sangat Setuju	35	31,8	31,8	100,0
Total	110	100,0	100,0	

X1_P5

	Frequency	Percent	Valid Percent	Cumulative Percent
Sangat Tidak Setuju	4	3,6	3,6	3,6
Tidak Setuju	13	11,8	11,8	15,5
Valid Netral	36	32,7	32,7	48,2
Setuju	38	34,5	34,5	82,7
Sangat Setuju	19	17,3	17,3	100,0
Total	110	100,0	100,0	

X1_P6

	Frequency	Percent	Valid Percent	Cumulative Percent
Tidak Setuju	11	10,0	10,0	10,0
Netral	20	18,2	18,2	28,2
Valid Setuju	37	33,6	33,6	61,8
Sangat Setuju	42	38,2	38,2	100,0
Total	110	100,0	100,0	

X1_P7

	Frequency	Percent	Valid Percent	Cumulative Percent
Sangat Tidak Setuju	6	5,5	5,5	5,5
Tidak Setuju	23	20,9	20,9	26,4
Netral	27	24,5	24,5	50,9
Setuju	30	27,3	27,3	78,2
Sangat Setuju	24	21,8	21,8	100,0
Total	110	100,0	100,0	

X1_P8

	Frequency	Percent	Valid Percent	Cumulative Percent
Tidak Setuju	16	14,5	14,5	14,5
Netral	27	24,5	24,5	39,1
Setuju	36	32,7	32,7	71,8
Sangat Setuju	31	28,2	28,2	100,0
Total	110	100,0	100,0	

X1_P9

	Frequency	Percent	Valid Percent	Cumulative Percent
Tidak Setuju	14	12,7	12,7	12,7
Netral	26	23,6	23,6	36,4
Setuju	44	40,0	40,0	76,4
Sangat Setuju	26	23,6	23,6	100,0
Total	110	100,0	100,0	

X1_P10

	Frequency	Percent	Valid Percent	Cumulative Percent
Tidak Setuju	17	15,5	15,5	15,5
Netral	32	29,1	29,1	44,5
Valid Setuju	42	38,2	38,2	82,7
Sangat Setuju	19	17,3	17,3	100,0
Total	110	100,0	100,0	

X1_P11

	Frequency	Percent	Valid Percent	Cumulative Percent
Tidak Setuju	16	14,5	14,5	14,5
Netral	38	34,5	34,5	49,1
Valid Setuju	41	37,3	37,3	86,4
Sangat Setuju	15	13,6	13,6	100,0
Total	110	100,0	100,0	

X1_P12

	Frequency	Percent	Valid Percent	Cumulative Percent
Tidak Setuju	10	9,1	9,1	9,1
Netral	38	34,5	34,5	43,6
Valid Setuju	43	39,1	39,1	82,7
Sangat Setuju	19	17,3	17,3	100,0
Total	110	100,0	100,0	

Hasil Uji kuisisioner X2

X2_P1

	Frequency	Percent	Valid Percent	Cumulative Percent
Tidak Setuju	7	6,4	6,4	6,4
Netral	18	16,4	16,4	22,7
Valid Setuju	54	49,1	49,1	71,8
Sangat Setuju	31	28,2	28,2	100,0
Total	110	100,0	100,0	

X2_P2

	Frequency	Percent	Valid Percent	Cumulative Percent
Sangat Tidak Setuju	5	4,5	4,5	4,5
Tidak Setuju	13	11,8	11,8	16,4
Valid Netral	25	22,7	22,7	39,1
Setuju	46	41,8	41,8	80,9
Sangat Setuju	21	19,1	19,1	100,0
Total	110	100,0	100,0	

X2_P3

	Frequency	Percent	Valid Percent	Cumulative Percent
Sangat Tidak Setuju	1	,9	,9	,9
Tidak Setuju	7	6,4	6,4	7,3
Valid Netral	27	24,5	24,5	31,8
Setuju	48	43,6	43,6	75,5
Sangat Setuju	27	24,5	24,5	100,0
Total	110	100,0	100,0	

X2_P4

	Frequency	Percent	Valid Percent	Cumulative Percent
Sangat Tidak Setuju	1	,9	,9	,9
Tidak Setuju	11	10,0	10,0	10,9
Netral	25	22,7	22,7	33,6
Setuju	40	36,4	36,4	70,0
Sangat Setuju	33	30,0	30,0	100,0
Total	110	100,0	100,0	

X2_P5

	Frequency	Percent	Valid Percent	Cumulative Percent
Sangat Tidak Setuju	8	7,3	7,3	7,3
Tidak Setuju	16	14,5	14,5	21,8
Netral	28	25,5	25,5	47,3
Setuju	41	37,3	37,3	84,5
Sangat Setuju	17	15,5	15,5	100,0
Total	110	100,0	100,0	

X2_P6

	Frequency	Percent	Valid Percent	Cumulative Percent
Sangat Tidak Setuju	4	3,6	3,6	3,6
Tidak Setuju	16	14,5	14,5	18,2
Netral	29	26,4	26,4	44,5
Setuju	49	44,5	44,5	89,1
Sangat Setuju	12	10,9	10,9	100,0
Total	110	100,0	100,0	

Hasil Uji Kuisioner Y

Y_P1

	Frequency	Percent	Valid Percent	Cumulative Percent
Sangat Tidak Setuju	1	,9	,9	,9
Tidak Setuju	10	9,1	9,1	10,0
Netral	26	23,6	23,6	33,6
Setuju	31	28,2	28,2	61,8
Sangat Setuju	42	38,2	38,2	100,0
Total	110	100,0	100,0	

Y_P2

	Frequency	Percent	Valid Percent	Cumulative Percent
Sangat Tidak Setuju	2	1,8	1,8	1,8
Tidak Setuju	8	7,3	7,3	9,1
Netral	20	18,2	18,2	27,3
Setuju	59	53,6	53,6	80,9
Sangat Setuju	21	19,1	19,1	100,0
Total	110	100,0	100,0	

Y_P3

	Frequency	Percent	Valid Percent	Cumulative Percent
Tidak Setuju	8	7,3	7,3	7,3
Netral	16	14,5	14,5	21,8
Setuju	49	44,5	44,5	66,4
Sangat Setuju	37	33,6	33,6	100,0
Total	110	100,0	100,0	

Y_P4

	Frequency	Percent	Valid Percent	Cumulative Percent
Sangat Tidak Setuju	1	,9	,9	,9
Tidak Setuju	12	10,9	10,9	11,8
Netral	16	14,5	14,5	26,4
Setuju	50	45,5	45,5	71,8
Sangat Setuju	31	28,2	28,2	100,0
Total	110	100,0	100,0	

Y_P5

	Frequency	Percent	Valid Percent	Cumulative Percent
Sangat Tidak Setuju	1	,9	,9	,9
Tidak Setuju	7	6,4	6,4	7,3
Netral	21	19,1	19,1	26,4
Setuju	46	41,8	41,8	68,2
Sangat Setuju	35	31,8	31,8	100,0
Total	110	100,0	100,0	

Y_P6

	Frequency	Percent	Valid Percent	Cumulative Percent
Sangat Tidak Setuju	4	3,6	3,6	3,6
Tidak Setuju	11	10,0	10,0	13,6
Netral	31	28,2	28,2	41,8
Setuju	42	38,2	38,2	80,0
Sangat Setuju	22	20,0	20,0	100,0
Total	110	100,0	100,0	

Y_P7

	Frequency	Percent	Valid Percent	Cumulative Percent
Sangat Tidak Setuju	5	4,5	4,5	4,5
Tidak Setuju	13	11,8	11,8	16,4
Netral	33	30,0	30,0	46,4
Setuju	41	37,3	37,3	83,6
Sangat Setuju	18	16,4	16,4	100,0
Total	110	100,0	100,0	

Y_P8

	Frequency	Percent	Valid Percent	Cumulative Percent
Sangat Tidak Setuju	3	2,7	2,7	2,7
Tidak Setuju	12	10,9	10,9	13,6
Netral	37	33,6	33,6	47,3
Setuju	40	36,4	36,4	83,6
Sangat Setuju	18	16,4	16,4	100,0
Total	110	100,0	100,0	

Y_P9

	Frequency	Percent	Valid Percent	Cumulative Percent
Sangat Tidak Setuju	11	10,0	10,0	10,0
Tidak Setuju	13	11,8	11,8	21,8
Netral	20	18,2	18,2	40,0
Setuju	53	48,2	48,2	88,2
Sangat Setuju	13	11,8	11,8	100,0
Total	110	100,0	100,0	

Validitas X1

Correlations

		X1_P	X1_P	X1_P	X1_P	X1_P	X1_P	X1_P	X1_P	X1_P	X1_P	X1_P	X1_P	Kualitas_Pel
		1	2	3	4	5	6	7	8	9	10	11	12	ayanan
X1_P 1	Pearson	1	,675*	,636*	,466*	,166	,470*	,091	,186	,292*	,100	,345*	,357*	,703**
	Correlation		*	*	*		*			*		*	*	
	Sig. (2-tailed)		,000	,000	,000	,082	,000	,344	,052	,002	,299	,000	,000	,000
	N	110	110	110	110	110	110	110	110	110	110	110	110	110
X1_P 2	Pearson	,675*	1	,518*	,416*	,217*	,387*	,053	,155	,211*	,175	,379*	,251*	,648**
	Correlation	*		*	*	*	*			*		*	*	
	Sig. (2-tailed)	,000		,000	,000	,023	,000	,586	,105	,027	,067	,000	,008	,000
	N	110	110	110	110	110	110	110	110	110	110	110	110	110
X1_P 3	Pearson	,636*	,518*	1	,394*	,183	,180	,213*	,106	,222*	,165	,219*	,239*	,601**
	Correlation	*	*		*			*		*		*	*	
	Sig. (2-tailed)	,000	,000		,000	,056	,060	,025	,270	,020	,086	,022	,012	,000
	N	110	110	110	110	110	110	110	110	110	110	110	110	110
X1_P 4	Pearson	,466*	,416*	,394*	1	-,010	,759*	-,056	,428*	,047	-,059	-,022	,114	,513**
	Correlation	*	*	*			*	*	*					
	Sig. (2-tailed)	,000	,000	,000		,919	,000	,560	,000	,626	,540	,817	,234	,000
	N	110	110	110	110	110	110	110	110	110	110	110	110	110
X1_P 5	Pearson	,166	,217*	,183	-,010	1	-,009	,309*	,139	,102	,313*	,280*	,005	,428**
	Correlation		*					*			*	*		
	Sig. (2-tailed)	,082	,023	,056	,919		,925	,001	,148	,289	,001	,003	,958	,000
	N	110	110	110	110	110	110	110	110	110	110	110	110	110
X1_P 6	Pearson	,470*	,387*	,180	,759*	-,009	1	-,109	,426*	,106	,000	,103	,021	,495**
	Correlation	*	*		*			*	*					
	Sig. (2-tailed)	,000	,000	,060	,000	,925		,258	,000	,269	1,000	,286	,825	,000
	N	110	110	110	110	110	110	110	110	110	110	110	110	110
X1_P 7	Pearson	,091	,053	,213*	-,056	,309*	-,109	1	-,030	,119	,236*	,182	,081	,354**
	Correlation			*		*	*				*			
	Sig. (2-tailed)	,344	,586	,025	,560	,001	,258		,754	,215	,013	,057	,400	,000
	N	110	110	110	110	110	110	110	110	110	110	110	110	110

X1_P 8	Pearson	,186	,155	,106	,428*	,139	,426*	-.030	1	,296*	,272*	,187*	,093	,501**
	Correlation				*		*			*	*	*		
	Sig. (2-tailed)	,052	,105	,270	,000	,148	,000	,754		,002	,004	,050	,335	,000
	N	110	110	110	110	110	110	110	110	110	110	110	110	110
X1_P 9	Pearson	,292*	,211*	,222*	,047	,102	,106	,119	,296*	1	,631*	,621*	,569*	,633**
	Correlation	*	*	*					*		*	*	*	
	Sig. (2-tailed)	,002	,027	,020	,626	,289	,269	,215	,002		,000	,000	,000	,000
	N	110	110	110	110	110	110	110	110	110	110	110	110	110
X1_P 10	Pearson	,100	,175	,165	-.059	,313*	,000	,236*	,272*	,631*	1	,792*	,213*	,588**
	Correlation					*		*	*	*		*	*	
	Sig. (2-tailed)	,299	,067	,086	,540	,001	1,000	,013	,004	,000		,000	,025	,000
	N	110	110	110	110	110	110	110	110	110	110	110	110	110
X1_P 11	Pearson	,345*	,379*	,219*	-.022	,280*	,103	,182	,187*	,621*	,792*	1	,400*	,674**
	Correlation	*	*	*		*			*	*	*		*	
	Sig. (2-tailed)	,000	,000	,022	,817	,003	,286	,057	,050	,000	,000		,000	,000
	N	110	110	110	110	110	110	110	110	110	110	110	110	110
X1_P 12	Pearson	,357*	,251*	,239*	,114	,005	,021	,081	,093	,569*	,213*	,400*	1	,489**
	Correlation	*	*	*						*	*	*		
	Sig. (2-tailed)	,000	,008	,012	,234	,958	,825	,400	,335	,000	,025	,000		,000
	N	110	110	110	110	110	110	110	110	110	110	110	110	110
Kualitas_P elayan	Pearson	,703*	,648*	,601*	,513*	,428*	,495*	,354*	,501*	,633*	,588*	,674*	,489*	1
	Correlation	*	*	*	*	*	*	*	*	*	*	*	*	
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	
	N	110	110	110	110	110	110	110	110	110	110	110	110	110

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

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

Validitas X2

Correlations

	X2_P1	X2_P2	X2_P3	X2_P4	X2_P5	X2_P6	Kepercayaan
Pearson							
X2_P Correlation	1	,312**	,604**	,283**	,427**	,302**	,679**
1 Sig. (2-tailed)		,001	,000	,003	,000	,001	,000
N	110	110	110	110	110	110	110
Pearson							
X2_P Correlation	,312**	1	,563**	,370**	,405**	,251**	,711**
2 Sig. (2-tailed)	,001		,000	,000	,000	,008	,000
N	110	110	110	110	110	110	110
Pearson							
X2_P Correlation	,604**	,563**	1	,413**	,365**	,263**	,755**
3 Sig. (2-tailed)	,000	,000		,000	,000	,006	,000
N	110	110	110	110	110	110	110
Pearson							
X2_P Correlation	,283**	,370**	,413**	1	,273**	,209*	,614**
4 Sig. (2-tailed)	,003	,000	,000		,004	,028	,000
N	110	110	110	110	110	110	110
Pearson							
X2_P Correlation	,427**	,405**	,365**	,273**	1	,554**	,750**
5 Sig. (2-tailed)	,000	,000	,000	,004		,000	,000
N	110	110	110	110	110	110	110
Pearson							
X2_P Correlation	,302**	,251**	,263**	,209*	,554**	1	,631**
6 Sig. (2-tailed)	,001	,008	,006	,028	,000		,000
N	110	110	110	110	110	110	110
Pearson							
Kepe rcaya an	,679**	,711**	,755**	,614**	,750**	,631**	1
Correlation							
1 Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	
N	110	110	110	110	110	110	110

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

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

Correlations

	Y_P1	Y_P2	Y_P3	Y_P4	Y_P5	Y_P6	Y_P7	Y_P8	Y_P9	Loyalitas_Ko nsumen	
Y_P1	Pearson Correlation	1	,652**	,667**	,578**	,469**	-,015	,156	,006	,245**	,687**
	Sig. (2-tailed)		,000	,000	,000	,000	,877	,103	,948	,010	,000
	N	110	110	110	110	110	110	110	110	110	110
Y_P2	Pearson Correlation	,652**	1	,489**	,632**	,605**	,058	,287**	,137	,271**	,751**
	Sig. (2-tailed)	,000		,000	,000	,000	,550	,002	,155	,004	,000
	N	110	110	110	110	110	110	110	110	110	110
Y_P3	Pearson Correlation	,667**	,489**	1	,477**	,587**	,010	,264**	-,028	,127	,646**
	Sig. (2-tailed)	,000	,000		,000	,000	,921	,005	,772	,188	,000
	N	110	110	110	110	110	110	110	110	110	110
Y_P4	Pearson Correlation	,578**	,632**	,477**	1	,744**	-,043	,198*	,061	,195*	,697**
	Sig. (2-tailed)	,000	,000	,000		,000	,656	,039	,528	,041	,000
	N	110	110	110	110	110	110	110	110	110	110
Y_P5	Pearson Correlation	,469**	,605**	,587**	,744**	1	-,098	,204*	,056	,088	,653**
	Sig. (2-tailed)	,000	,000	,000	,000		,309	,033	,558	,360	,000
	N	110	110	110	110	110	110	110	110	110	110
Y_P6	Pearson Correlation	-,015	,058	,010	-,043	-,098	1	,671**	,241*	,349**	,432**
	Sig. (2-tailed)	,877	,550	,921	,656	,309		,000	,011	,000	,000
	N	110	110	110	110	110	110	110	110	110	110
Y_P7	Pearson Correlation	,156	,287**	,264**	,198*	,204*	,671**	1	,192*	,315**	,628**
	Sig. (2-tailed)	,103	,002	,005	,039	,033	,000		,045	,001	,000
	N	110	110	110	110	110	110	110	110	110	110
Y_P8	Pearson Correlation	,006	,137	-,028	,061	,056	,241*	,192*	1	,144	,343**
	Sig. (2-tailed)	,948	,155	,772	,528	,558	,011	,045		,133	,000
	N	110	110	110	110	110	110	110	110	110	110
Y_P9	Pearson Correlation	,245**	,271**	,127	,195*	,088	,349**	,315**	,144	1	,541**
	Sig. (2-tailed)	,010	,004	,188	,041	,360	,000	,001	,133		,000

	N	110	110	110	110	110	110	110	110	110	110
Loyalit	Pearson										
as_Kon	Correlation	,687**	,751**	,646**	,697**	,653**	,432**	,628**	,343**	,541**	1
sumen	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	
	N	110	110	110	110	110	110	110	110	110	110

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

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

Reliabilitas

X1

Reliability Statistics

Cronbach's Alpha	N of Items
,782	12

X2

Reliability Statistics

Cronbach's Alpha	N of Items
,777	6

Y

Reliability Statistics

Cronbach's Alpha	N of Items
,768	9

Linieritas

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
		(Combined)	1341,160	22	60,962	1,816	,027
Kualitas_Pelayanan	Between Groups	Linearity	451,182	1	451,182	13,441	,000
Loyalitas_Konsumen	Between Groups	Deviation from Linearity	889,978	21	42,380	1,263	,224
	Within Groups		2920,331	87	33,567		
	Total		4261,491	109			
		(Combined)	1295,947	22	58,907	9,548	,000
Kepercayaan	Between Groups	Linearity	1149,755	1	1149,755	186,362	,000
Loyalitas_Konsumen	Between Groups	Deviation from Linearity	146,193	21	6,962	1,128	,336
	Within Groups		536,744	87	6,169		
	Total		1832,691	109			

Multikolinieritas

Coefficients^a

Model	Collinearity Statistics	
	Tolerance	VIF
(Constant)		
1 Kualitas_Pelayanan	1,000	1,000
Kepercayaan	1,000	1,000

REGRESI LINIER BERGANDA DAN HASIL UJI HIPOTESIS (T-F)

Uji T (X1)

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
		(Constant)	21,422	3,462		
1	Kualitas_Pelayanan	,275	,077	,325	3,576	,001

a. Dependent Variable: Loyalitas_Konsumen

Hasil Uji Model Summary

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,792 ^a	,627	,624	3,246

a. Predictors: (Constant), Kepercayaan

X2

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	11,077	1,705		6,497	,000
	Kepercayaan	1,022	,076	,792	13,484	,000

a. Dependent Variable: Loyalitas_Konsumen

Uji F

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1915,963	2	957,981	90,082	,000 ^b
	Residual	1137,901	107	10,635		
	Total	3053,864	109			

a. Dependent Variable: Loyalitas_Konsumen

b. Predictors: (Constant), Kepercayaan, Kualitas_Pelayanan

Uji Normalitas

One-Sample Kolmogorov-Smirnov Test

		Kualitas_Pelayan	Kepercayaan	Loyalitas_Konsumen
N		110	110	110
Normal Parameters ^{a,b}	Mean	44,51	22,11	33,68
	Std. Deviation	6,253	4,100	5,293
	Absolute	,078	,112	,094
Most Extreme Differences	Positive	,078	,052	,049
	Negative	-,051	-,112	-,094
Kolmogorov-Smirnov Z		,816	1,170	,988
Asymp. Sig. (2-tailed)		,518	,129	,283

a. Test distribution is Normal.

b. Calculated from data.