**Lampiran 1**

**KUESIONER PENELITIAN**

Sehubungan penyelesain tugas akhir atau skripsi yang sedang saya lakukan di Jurusan Manajemen Fakultas Ekonomi Universitas Muslim Nusantara Al-Washliyah Medan, maka saya melakukan penelitian dengan judul: ‘‘**Pengaruh Kualitas Pelayanan Terhadap Minat Beli Ulang Pada Olshop Lazada (Studi Kasus Pada Masryarakat Dusun I Desa Sukamulia Kecamatan Pagar Merbau Kabupaten Deli Serdang**)

Saya mohon kesediaan anda untuk dapat bersedia mengisi beberapa pertanyaan yang terdapat pada kuesioner ini dengan keadaan yang sesungguhnya. Atas kesediaan anda saya ucapkan Trimakasih.

1. **Keterangan Item** :

Berikanlah tanda centang (√) pada jawaban yang saudara anggap tepat pada table pertanyaan yang tersedia dibawah ini :

|  |  |
| --- | --- |
| Pertanyaan | Skor |
| SangatSetuju | 5 |
| Setuju | 4 |
| KurangSetuju | 3 |
| TidakSetuju | 2 |
| SangatTidakSetuju | 1 |

1. **Data Responden**
2. Nama :
3. Jenis Kelamin :
4. Umur :
5. Alamat :
6. No. HP :
7. **Pertanyaan Kuesioner**
8. **`Kualitas Pelayanan (X)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pertanyaan** | SS | S | KS | TS | STS | |
| 1 | 2 | 3 | | | | |
|  | **Efisiensi** |  |  |  |  |  | |
| 1 | Pelanggan (*customer*) mudah mengakses website atau aplikasi Lazada |  |  |  |  |  | |
| 2 | Pelanggan (*customer*) mudah mencari produk yang diinginkan dan informasi yang berkaitan dengan produk tersebut di Olshop Lazada |  |  |  |  |  | |
|  | **Reabilitas** |  |  |  |  |  | |
| 3 | Pelayanan Yang diberikan Olshop Lazada kepada Pelanggan (*customer*) sangat konsisten |  |  |  |  |  | |
| 4 | Seller pada Olshop Lazada memberikan pelayanan sesuai yang dijanjikan kepada Pelanggan (*customer*) |  |  |  |  |  | |
|  | ***Fulfillment*** |  |  |  |  |  | |
| 5 | Seller menjawab setiap pertayaan Pelanggan (*customer*) saat menanyakan ketersediaan stok produk |  |  |  |  |  | |
| 6 | Pengiriman produk dari Olshop Lazada sesuai dengan waktu yang dijanjikan kepada Pelanggan (*customer*) |  |  |  |  |  | |
|  | ***Responsivenes* (Ketanggapan)** |  |  |  |  |  | |
| 7 | Para Seller sigap dalam memberikan pelayanan untuk Pelanggan (*customer*)dan menjawab pertanyaan terkait produk |  |  |  |  |  | |
| 8 | Respon Seller Olshop Lazada cepat dalam hal pengembalian barang yang tidak sesuai dengan pesanan Pelanggan (*customer*) |  |  |  |  |  | |
|  | **Kontak (*contact*)** |  |  |  |  |  | |
| 9 | Seller olshop lazada memberikan jawaban dengan cepat saat Pelanggan (*customer*) menghubungi pihaknya |  |  |  |  |  | |
| 10 | Pelanggan (*customer*) berkomunikasi langsung dengan seller daan tidak melalui perantara |  |  |  |  |  | |

1. **Minat Beli Ulang (Y)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| No | Pertanyaan | SS | S | KS | TS | | STS |
| 1 | 2 | 3 | | | | | |
|  | **Minat Trnsaksional** |  |  |  | |  |  |
| 1 | Customer akan memiliki kecenderungan membeli produk di Olshop Lazada |  |  |  | |  |  |
| 2 | Saya senang membeli produk di Olshop Lazada |  |  |  | |  |  |
|  | **Minat Refrensial** |  |  |  | |  |  |
| 3 | Saya akan mencari tahu sebelum membeli produk di Olshop Lazada |  |  |  | |  |  |
| 4 | Setelah mencari tahu saya akan berfikir kembali sebelum memutuskan untuk membeli kembali |  |  |  | |  |  |
|  | **Minat Prefensial** |  |  |  | |  |  |
| 5 | Saya memutuskan membeli produk setelah membandingkan dengan produk lain |  |  |  | |  |  |
| 6 | Produk yang saya bandingkan sama bagusnya dengan yang lain |  |  |  | |  |  |
| 7 | Produk di Olshop Lazada mudah untuk di cari |  |  |  | |  |  |
|  | **Minat Eskploratif** |  |  |  | |  |  |
| 8 | Sebelum membeli produk di Olshop Lazada saya akan mencari Informasi |  |  |  | |  |  |
| 9 | Produk yang saya cari sesuai dengan keinginan saya |  |  |  | |  |  |
| 10 | Saya memutuskan membeli setelah mencari informasi yang akurat |  |  |  | |  |  |

**Lampiran 2**

**Tabulasi Jawaban Kuisioner Kualitas Pelayanan (X)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **X** | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **8** | **10** | **Total** |
| 1 | 2 | 5 | 4 | 5 | 5 | 3 | 3 | 3 | 2 | 5 | 37 |
| 2 | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 3 | 4 | 39 |
| 3 | 3 | 4 | 5 | 5 | 5 | 1 | 5 | 1 | 1 | 5 | 35 |
| 4 | 4 | 4 | 3 | 3 | 4 | 3 | 2 | 1 | 1 | 5 | 30 |
| 5 | 5 | 1 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 5 | 36 |
| 6 | 5 | 4 | 4 | 5 | 5 | 1 | 1 | 4 | 5 | 5 | 39 |
| 7 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 3 | 3 | 5 | 38 |
| 8 | 4 | 4 | 1 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 36 |
| 9 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 2 | 33 |
| 10 | 5 | 5 | 5 | 5 | 5 | 1 | 1 | 1 | 2 | 4 | 34 |
| 11 | 3 | 5 | 4 | 5 | 5 | 1 | 1 | 1 | 3 | 3 | 31 |
| 12 | 5 | 5 | 5 | 5 | 5 | 4 | 2 | 4 | 5 | 5 | 45 |
| 13 | 2 | 5 | 2 | 4 | 4 | 2 | 2 | 2 | 2 | 5 | 30 |
| 14 | 4 | 4 | 4 | 4 | 5 | 1 | 3 | 1 | 3 | 5 | 34 |
| 15 | 5 | 4 | 4 | 5 | 4 | 3 | 2 | 3 | 3 | 5 | 38 |
| 16 | 4 | 4 | 3 | 3 | 4 | 2 | 3 | 2 | 3 | 4 | 32 |
| 17 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 2 | 4 | 28 |
| 18 | 5 | 3 | 4 | 4 | 4 | 1 | 1 | 1 | 3 | 5 | 31 |
| 19 | 4 | 4 | 3 | 4 | 4 | 2 | 3 | 3 | 3 | 4 | 34 |
| 20 | 2 | 3 | 3 | 4 | 4 | 3 | 3 | 1 | 2 | 5 | 30 |
| 21 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 22 | 3 | 4 | 3 | 4 | 4 | 2 | 2 | 1 | 2 | 4 | 29 |
| 23 | 2 | 2 | 1 | 3 | 4 | 3 | 1 | 1 | 1 | 4 | 22 |
| 24 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 41 |
| 25 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 10 |
| 26 | 4 | 4 | 4 | 2 | 5 | 1 | 1 | 1 | 2 | 5 | 29 |
| 27 | 2 | 4 | 3 | 4 | 4 | 3 | 3 | 2 | 2 | 5 | 32 |
| 28 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 2 | 3 | 2 | 31 |
| 29 | 2 | 1 | 5 | 5 | 5 | 2 | 2 | 1 | 1 | 5 | 29 |
| 30 | 2 | 3 | 4 | 4 | 4 | 2 | 3 | 2 | 2 | 3 | 29 |
| 31 | 3 | 3 | 3 | 3 | 4 | 2 | 2 | 1 | 2 | 2 | 25 |
| 32 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 2 | 5 | 37 |
| 33 | 2 | 4 | 4 | 3 | 5 | 1 | 1 | 1 | 1 | 3 | 25 |
| 34 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 2 | 4 | 34 |
| 35 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 36 | 2 | 5 | 5 | 5 | 4 | 4 | 2 | 2 | 2 | 5 | 36 |
| 37 | 5 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 5 | 40 |
| 38 | 4 | 5 | 5 | 4 | 4 | 2 | 3 | 2 | 2 | 5 | 36 |
| 39 | 1 | 3 | 1 | 2 | 5 | 3 | 3 | 1 | 3 | 5 | 27 |
| 40 | 4 | 5 | 2 | 5 | 5 | 2 | 1 | 1 | 1 | 5 | 31 |
| 41 | 4 | 5 | 2 | 5 | 5 | 2 | 1 | 1 | 1 | 5 | 31 |
| 42 | 1 | 1 | 3 | 2 | 1 | 1 | 2 | 4 | 1 | 1 | 17 |
| 43 | 5 | 2 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 32 |
| 44 | 5 | 5 | 5 | 5 | 5 | 1 | 5 | 1 | 5 | 5 | 42 |
| 45 | 3 | 4 | 4 | 4 | 2 | 3 | 3 | 4 | 1 | 5 | 33 |
| 46 | 4 | 4 | 3 | 4 | 4 | 1 | 2 | 2 | 2 | 3 | 29 |
| 47 | 4 | 4 | 3 | 1 | 4 | 1 | 1 | 1 | 1 | 4 | 24 |
| 48 | 3 | 2 | 4 | 3 | 5 | 4 | 3 | 3 | 3 | 3 | 33 |
| 49 | 5 | 5 | 4 | 3 | 5 | 1 | 1 | 1 | 1 | 5 | 31 |
| 50 | 3 | 5 | 5 | 5 | 5 | 3 | 4 | 5 | 1 | 5 | 41 |
| 51 | 4 | 3 | 5 | 4 | 4 | 5 | 4 | 4 | 3 | 3 | 39 |
| 52 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 1 | 3 | 5 | 33 |
| 53 | 1 | 5 | 4 | 4 | 5 | 3 | 2 | 2 | 2 | 5 | 33 |
| 54 | 3 | 4 | 5 | 3 | 4 | 2 | 3 | 3 | 2 | 5 | 34 |
| 55 | 3 | 5 | 3 | 3 | 3 | 5 | 5 | 5 | 1 | 5 | 38 |
| 56 | 3 | 5 | 3 | 3 | 3 | 5 | 5 | 5 | 1 | 5 | 38 |
| 57 | 4 | 2 | 3 | 4 | 4 | 1 | 1 | 2 | 3 | 3 | 27 |
| 58 | 2 | 5 | 2 | 5 | 5 | 1 | 4 | 2 | 2 | 5 | 33 |
| 59 | 3 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 2 | 4 | 31 |
| 60 | 5 | 5 | 5 | 5 | 5 | 2 | 4 | 3 | 2 | 5 | 41 |
| 61 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 1 | 4 | 31 |
| 62 | 5 | 5 | 5 | 5 | 5 | 1 | 1 | 1 | 1 | 5 | 34 |
| 63 | 3 | 4 | 4 | 4 | 5 | 2 | 2 | 1 | 1 | 5 | 31 |
| 64 | 4 | 5 | 3 | 5 | 5 | 2 | 2 | 4 | 2 | 5 | 37 |
| 65 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 2 | 4 | 4 | 35 |
| 66 | 1 | 4 | 3 | 5 | 3 | 3 | 3 | 2 | 2 | 4 | 30 |
| 67 | 5 | 5 | 5 | 5 | 5 | 1 | 1 | 3 | 2 | 5 | 37 |
| 68 | 2 | 2 | 1 | 4 | 5 | 2 | 3 | 2 | 3 | 3 | 27 |
| 69 | 3 | 3 | 1 | 3 | 5 | 1 | 1 | 1 | 1 | 5 | 24 |
| 70 | 2 | 4 | 5 | 5 | 5 | 1 | 1 | 1 | 4 | 4 | 32 |
| 71 | 5 | 3 | 1 | 1 | 5 | 1 | 1 | 1 | 3 | 5 | 26 |
| 72 | 3 | 5 | 1 | 5 | 5 | 4 | 4 | 5 | 3 | 5 | 40 |
| 73 | 5 | 4 | 4 | 5 | 5 | 2 | 1 | 2 | 3 | 5 | 36 |
| 74 | 3 | 5 | 5 | 5 | 5 | 1 | 1 | 1 | 3 | 4 | 33 |
| 75 | 4 | 5 | 3 | 4 | 5 | 4 | 4 | 3 | 3 | 4 | 39 |
| 76 | 5 | 5 | 5 | 5 | 5 | 1 | 1 | 1 | 1 | 5 | 34 |
| 77 | 3 | 5 | 5 | 5 | 4 | 2 | 2 | 5 | 1 | 5 | 37 |
| 78 | 4 | 4 | 1 | 4 | 5 | 1 | 1 | 1 | 1 | 5 | 27 |
| 79 | 5 | 4 | 4 | 5 | 5 | 1 | 1 | 1 | 2 | 5 | 33 |
| 80 | 2 | 3 | 3 | 4 | 4 | 2 | 1 | 2 | 3 | 5 | 29 |
| 81 | 5 | 5 | 5 | 5 | 5 | 2 | 4 | 3 | 2 | 5 | 41 |
| 82 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 1 | 4 | 31 |
| 83 | 5 | 5 | 5 | 5 | 5 | 1 | 1 | 1 | 1 | 5 | 34 |
| 84 | 3 | 4 | 4 | 4 | 5 | 2 | 2 | 1 | 1 | 5 | 31 |
| 85 | 4 | 5 | 3 | 5 | 5 | 2 | 2 | 4 | 2 | 5 | 37 |
| 86 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 2 | 4 | 4 | 35 |
| 87 | 1 | 4 | 3 | 5 | 3 | 3 | 3 | 2 | 2 | 4 | 30 |
| 88 | 5 | 5 | 5 | 5 | 5 | 1 | 1 | 3 | 2 | 5 | 37 |
| 89 | 4 | 5 | 3 | 5 | 5 | 2 | 2 | 4 | 2 | 5 | 37 |
| 90 | 4 | 5 | 3 | 4 | 5 | 4 | 4 | 3 | 3 | 4 | 39 |

**Tabulasi Jawaban Kuisioner Minat Beli Ulang (Y)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Y** | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **TOTAL** |
| 1 | 3 | 2 | 5 | 5 | 3 | 3 | 4 | 4 | 4 | 5 | 38 |
| 2 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 41 |
| 3 | 1 | 1 | 5 | 4 | 3 | 4 | 5 | 4 | 4 | 4 | 35 |
| 4 | 1 | 1 | 5 | 5 | 3 | 5 | 4 | 4 | 3 | 5 | 36 |
| 5 | 4 | 4 | 5 | 5 | 4 | 3 | 5 | 3 | 1 | 5 | 39 |
| 6 | 4 | 5 | 5 | 5 | 3 | 4 | 3 | 4 | 3 | 5 | 41 |
| 7 | 3 | 3 | 5 | 4 | 3 | 4 | 5 | 4 | 4 | 4 | 39 |
| 8 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| 9 | 3 | 3 | 2 | 4 | 2 | 4 | 4 | 3 | 3 | 4 | 32 |
| 10 | 1 | 2 | 4 | 4 | 5 | 4 | 5 | 4 | 3 | 5 | 37 |
| 11 | 1 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 33 |
| 12 | 4 | 5 | 5 | 5 | 3 | 4 | 5 | 5 | 4 | 5 | 45 |
| 13 | 2 | 2 | 5 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 34 |
| 14 | 1 | 3 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 5 | 38 |
| 15 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 40 |
| 16 | 2 | 3 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 3 | 36 |
| 17 | 2 | 2 | 4 | 4 | 3 | 2 | 4 | 3 | 3 | 5 | 32 |
| 18 | 1 | 3 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 4 | 36 |
| 19 | 3 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 42 |
| 20 | 1 | 2 | 5 | 5 | 2 | 4 | 5 | 5 | 5 | 5 | 39 |
| 21 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 22 | 1 | 2 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 33 |
| 23 | 1 | 1 | 4 | 3 | 2 | 2 | 4 | 3 | 3 | 2 | 25 |
| 24 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 34 |
| 25 | 1 | 1 | 1 | 1 | 1 | 2 | 1 | 1 | 1 | 1 | 11 |
| 26 | 1 | 2 | 5 | 4 | 3 | 4 | 5 | 4 | 4 | 5 | 37 |
| 27 | 2 | 2 | 5 | 5 | 3 | 4 | 4 | 5 | 4 | 4 | 38 |
| 28 | 2 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 31 |
| 29 | 1 | 1 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 40 |
| 30 | 2 | 2 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 33 |
| 31 | 1 | 2 | 2 | 3 | 2 | 3 | 4 | 3 | 3 | 5 | 28 |
| 32 | 4 | 2 | 5 | 5 | 3 | 4 | 5 | 4 | 3 | 5 | 40 |
| 33 | 1 | 1 | 3 | 2 | 4 | 4 | 4 | 3 | 3 | 3 | 28 |
| 34 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| 35 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 36 | 2 | 2 | 5 | 5 | 3 | 4 | 5 | 4 | 4 | 5 | 39 |
| 37 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 44 |
| 38 | 2 | 2 | 5 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 37 |
| 39 | 1 | 3 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 41 |
| 40 | 1 | 1 | 5 | 5 | 3 | 4 | 3 | 3 | 4 | 5 | 34 |
| 41 | 1 | 1 | 5 | 5 | 3 | 4 | 3 | 3 | 4 | 5 | 34 |
| 42 | 4 | 1 | 1 | 1 | 2 | 2 | 2 | 1 | 2 | 2 | 18 |
| 43 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 44 | 1 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 44 |
| 45 | 4 | 1 | 5 | 5 | 4 | 4 | 4 | 2 | 5 | 5 | 39 |
| 46 | 2 | 2 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 34 |
| 47 | 1 | 1 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 32 |
| 48 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 35 |
| 49 | 1 | 1 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 35 |
| 50 | 5 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 46 |
| 51 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 33 |
| 52 | 1 | 3 | 5 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 35 |
| 53 | 2 | 2 | 5 | 1 | 3 | 5 | 5 | 5 | 5 | 5 | 38 |
| 54 | 3 | 2 | 5 | 4 | 3 | 3 | 4 | 3 | 4 | 1 | 32 |
| 55 | 5 | 1 | 5 | 2 | 5 | 5 | 5 | 5 | 4 | 5 | 42 |
| 56 | 5 | 1 | 5 | 2 | 5 | 5 | 5 | 5 | 4 | 5 | 42 |
| 57 | 2 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 35 |
| 58 | 2 | 2 | 5 | 5 | 1 | 5 | 5 | 5 | 5 | 5 | 40 |
| 59 | 2 | 2 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 35 |
| 60 | 3 | 2 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 43 |
| 61 | 2 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 33 |
| 62 | 1 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 42 |
| 63 | 1 | 1 | 5 | 4 | 3 | 4 | 5 | 4 | 4 | 5 | 36 |
| 64 | 4 | 2 | 5 | 3 | 4 | 5 | 5 | 3 | 4 | 5 | 40 |
| 65 | 2 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 37 |
| 66 | 2 | 2 | 4 | 4 | 2 | 4 | 5 | 3 | 4 | 5 | 35 |
| 67 | 3 | 2 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 44 |
| 68 | 2 | 3 | 3 | 5 | 3 | 4 | 3 | 4 | 3 | 3 | 33 |
| 69 | 1 | 1 | 5 | 1 | 3 | 5 | 5 | 5 | 5 | 5 | 36 |
| 70 | 1 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 39 |
| 71 | 1 | 3 | 5 | 3 | 4 | 5 | 5 | 4 | 5 | 5 | 40 |
| 72 | 5 | 3 | 5 | 5 | 3 | 5 | 5 | 4 | 4 | 5 | 44 |
| 73 | 2 | 3 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 42 |
| 74 | 1 | 3 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 42 |
| 75 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 39 |
| 76 | 1 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 42 |
| 77 | 5 | 1 | 5 | 4 | 3 | 5 | 5 | 4 | 5 | 5 | 42 |
| 78 | 1 | 1 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 39 |
| 79 | 1 | 2 | 5 | 5 | 4 | 5 | 3 | 4 | 3 | 5 | 37 |
| 80 | 2 | 3 | 5 | 5 | 3 | 4 | 4 | 3 | 3 | 5 | 37 |
| 81 | 3 | 2 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 43 |
| 82 | 2 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 33 |
| 83 | 1 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 42 |
| 84 | 1 | 1 | 5 | 4 | 3 | 4 | 5 | 4 | 4 | 5 | 36 |
| 85 | 4 | 2 | 5 | 3 | 4 | 5 | 5 | 3 | 4 | 5 | 40 |
| 86 | 2 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 37 |
| 87 | 2 | 2 | 4 | 4 | 2 | 4 | 5 | 3 | 4 | 5 | 35 |
| 88 | 3 | 2 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 44 |
| 89 | 4 | 2 | 5 | 3 | 4 | 5 | 5 | 3 | 4 | 5 | 40 |
| 90 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 39 |

**LAMPIRAN 3**

**KARAKTERISTIK JAWABAN KUESIONER RESPON**

**KUALITAS PELAYANAN**

**Pernyataan 1:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X.P1** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 6 | 6.7 | 6.7 | 6.7 |
| 2 | 13 | 14.4 | 14.4 | 21.1 |
| 3 | 24 | 26.7 | 26.7 | 47.8 |
| 4 | 26 | 28.9 | 28.9 | 76.7 |
| 5 | 21 | 23.3 | 23.3 | 100.0 |
| Total | 90 | 100.0 | 100.0 |  |

**Pernyataan 2:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X.P2** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 4 | 4.4 | 4.4 | 4.4 |
| 2 | 5 | 5.6 | 5.6 | 10.0 |
| 3 | 11 | 12.2 | 12.2 | 22.2 |
| 4 | 39 | 43.3 | 43.3 | 65.6 |
| 5 | 31 | 34.4 | 34.4 | 100.0 |
| Total | 90 | 100.0 | 100.0 |  |

**Pernyataan 3:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X.P3** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 9 | 10.0 | 10.0 | 10.0 |
| 2 | 4 | 4.4 | 4.4 | 14.4 |
| 3 | 27 | 30.0 | 30.0 | 44.4 |
| 4 | 30 | 33.3 | 33.3 | 77.8 |
| 5 | 20 | 22.2 | 22.2 | 100.0 |
| Total | 90 | 100.0 | 100.0 |  |

**Pernyataan 4 :**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X.P4** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 3 | 3.3 | 3.3 | 3.3 |
| 2 | 3 | 3.3 | 3.3 | 6.7 |
| 3 | 16 | 17.8 | 17.8 | 24.4 |
| 4 | 35 | 38.9 | 38.9 | 63.3 |
| 5 | 33 | 36.7 | 36.7 | 100.0 |
| Total | 90 | 100.0 | 100.0 |  |

**Pernyataan 5 :**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X.P5** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 2 | 2.2 | 2.2 | 2.2 |
| 2 | 2 | 2.2 | 2.2 | 4.4 |
| 3 | 7 | 7.8 | 7.8 | 12.2 |
| 4 | 35 | 38.9 | 38.9 | 51.1 |
| 5 | 44 | 48.9 | 48.9 | 100.0 |
| Total | 90 | 100.0 | 100.0 |  |

**Pernyataan 6**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X.P6** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 27 | 30.0 | 30.0 | 30.0 |
| 2 | 26 | 28.9 | 28.9 | 58.9 |
| 3 | 23 | 25.6 | 25.6 | 84.4 |
| 4 | 11 | 12.2 | 12.2 | 96.7 |
| 5 | 3 | 3.3 | 3.3 | 100.0 |
| Total | 90 | 100.0 | 100.0 |  |

**Pernyataan 7**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X.P7** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 26 | 28.9 | 28.9 | 28.9 |
| 2 | 22 | 24.4 | 24.4 | 53.3 |
| 3 | 24 | 26.7 | 26.7 | 80.0 |
| 4 | 14 | 15.6 | 15.6 | 95.6 |
| 5 | 4 | 4.4 | 4.4 | 100.0 |
| Total | 90 | 100.0 | 100.0 |  |

**Pernyataan 8**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X.P8** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 32 | 35.6 | 35.6 | 35.6 |
| 2 | 22 | 24.4 | 24.4 | 60.0 |
| 3 | 15 | 16.7 | 16.7 | 76.7 |
| 4 | 16 | 17.8 | 17.8 | 94.4 |
| 5 | 5 | 5.6 | 5.6 | 100.0 |
| Total | 90 | 100.0 | 100.0 |  |

**Pernyataan 9**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X.P9** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 25 | 27.8 | 27.8 | 27.8 |
| 2 | 29 | 32.2 | 32.2 | 60.0 |
| 3 | 26 | 28.9 | 28.9 | 88.9 |
| 4 | 7 | 7.8 | 7.8 | 96.7 |
| 5 | 3 | 3.3 | 3.3 | 100.0 |
| Total | 90 | 100.0 | 100.0 |  |

**Pernyataan 10**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X.P10** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 2 | 2.2 | 2.2 | 2.2 |
| 2 | 3 | 3.3 | 3.3 | 5.6 |
| 3 | 10 | 11.1 | 11.1 | 16.7 |
| 4 | 23 | 25.6 | 25.6 | 42.2 |
| 5 | 52 | 57.8 | 57.8 | 100.0 |
| Total | 90 | 100.0 | 100.0 |  |

**MINAT BELI ULANG**

**Pertanyaan 1**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Y.P1** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 32 | 35.6 | 35.6 | 35.6 |
| 2 | 22 | 24.4 | 24.4 | 60.0 |
| 3 | 15 | 16.7 | 16.7 | 76.7 |
| 4 | 16 | 17.8 | 17.8 | 94.4 |
| 5 | 5 | 5.6 | 5.6 | 100.0 |
| Total | 90 | 100.0 | 100.0 |  |

**Pertanyaan 2**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Y.P2** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 25 | 27.8 | 27.8 | 27.8 |
| 2 | 29 | 32.2 | 32.2 | 60.0 |
| 3 | 26 | 28.9 | 28.9 | 88.9 |
| 4 | 7 | 7.8 | 7.8 | 96.7 |
| 5 | 3 | 3.3 | 3.3 | 100.0 |
| Total | 90 | 100.0 | 100.0 |  |

**Pertanyaan 3**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Y.P3** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 2 | 2.2 | 2.2 | 2.2 |
| 2 | 3 | 3.3 | 3.3 | 5.6 |
| 3 | 10 | 11.1 | 11.1 | 16.7 |
| 4 | 23 | 25.6 | 25.6 | 42.2 |
| 5 | 52 | 57.8 | 57.8 | 100.0 |
| Total | 90 | 100.0 | 100.0 |  |

**Pertanyaan 4**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Y.P4** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 4 | 4.4 | 4.4 | 4.4 |
| 2 | 4 | 4.4 | 4.4 | 8.9 |
| 3 | 11 | 12.2 | 12.2 | 21.1 |
| 4 | 37 | 41.1 | 41.1 | 62.2 |
| 5 | 34 | 37.8 | 37.8 | 100.0 |
| Total | 90 | 100.0 | 100.0 |  |

**Pertanyaan 5**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Y.P5** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 2 | 2.2 | 2.2 | 2.2 |
| 2 | 7 | 7.8 | 7.8 | 10.0 |
| 3 | 38 | 42.2 | 42.2 | 52.2 |
| 4 | 32 | 35.6 | 35.6 | 87.8 |
| 5 | 11 | 12.2 | 12.2 | 100.0 |
| Total | 90 | 100.0 | 100.0 |  |

**Pertanyaan 6**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Y.P6** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 4 | 4.4 | 4.4 | 4.4 |
| 3 | 12 | 13.3 | 13.3 | 17.8 |
| 4 | 47 | 52.2 | 52.2 | 70.0 |
| 5 | 27 | 30.0 | 30.0 | 100.0 |
| Total | 90 | 100.0 | 100.0 |  |

**Pertanyaan 7**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Y.P7** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 1 | 1.1 | 1.1 | 1.1 |
| 2 | 1 | 1.1 | 1.1 | 2.2 |
| 3 | 9 | 10.0 | 10.0 | 12.2 |
| 4 | 39 | 43.3 | 43.3 | 55.6 |
| 5 | 40 | 44.4 | 44.4 | 100.0 |
| Total | 90 | 100.0 | 100.0 |  |

**Pertanyaan 8**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Y.P8** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 2 | 2.2 | 2.2 | 2.2 |
| 2 | 1 | 1.1 | 1.1 | 3.3 |
| 3 | 23 | 25.6 | 25.6 | 28.9 |
| 4 | 45 | 50.0 | 50.0 | 78.9 |
| 5 | 19 | 21.1 | 21.1 | 100.0 |
| Total | 90 | 100.0 | 100.0 |  |

**Pertanyaan 9**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Y.P9** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 2 | 2.2 | 2.2 | 2.2 |
| 2 | 3 | 3.3 | 3.3 | 5.6 |
| 3 | 23 | 25.6 | 25.6 | 31.1 |
| 4 | 42 | 46.7 | 46.7 | 77.8 |
| 5 | 20 | 22.2 | 22.2 | 100.0 |
| Total | 90 | 100.0 | 100.0 |  |

**Pertanyaan 10**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Y.P10** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 2 | 2.2 | 2.2 | 2.2 |
| 2 | 2 | 2.2 | 2.2 | 4.4 |
| 3 | 6 | 6.7 | 6.7 | 11.1 |
| 4 | 28 | 31.1 | 31.1 | 42.2 |
| 5 | 52 | 57.8 | 57.8 | 100.0 |
| Total | 90 | 100.0 | 100.0 |  |

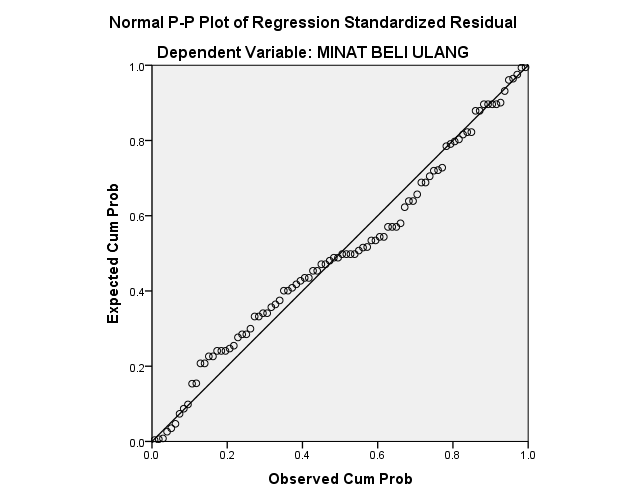
**LAMPIRAN 4 HASIL VALIDITAS VARIABEL X**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | |
|  | | X.P1 | X.P2 | X.P3 | X.P4 | X.P5 | X.P6 | X.P7 | X.P8 | X.P9 | X.P10 | TOTAL |
| X.P1 | Pearson Correlation | 1 | .678\*\* | .646\*\* | .552\*\* | .480\*\* | .524\*\* | 1.000\*\* | .552\*\* | .480\*\* | .524\*\* | .605\*\* |
| Sig. (2-tailed) |  | .000 | .000 | .002 | .007 | .003 | .000 | .002 | .007 | .003 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X.P2 | Pearson Correlation | .678\*\* | 1 | .649\*\* | .653\*\* | .441\* | .610\*\* | .678\*\* | .653\*\* | .441\* | .610\*\* | .748\*\* |
| Sig. (2-tailed) | .000 |  | .000 | .000 | .015 | .000 | .000 | .000 | .015 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X.P3 | Pearson Correlation | .646\*\* | .649\*\* | 1 | .611\*\* | .319 | .407\* | .646\*\* | .611\*\* | .319 | .407\* | .705\*\* |
| Sig. (2-tailed) | .000 | .000 |  | .000 | .086 | .026 | .000 | .000 | .086 | .026 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X.P4 | Pearson Correlation | .552\*\* | .653\*\* | .611\*\* | 1 | .516\*\* | .710\*\* | .552\*\* | 1.000\*\* | .516\*\* | .710\*\* | .738\*\* |
| Sig. (2-tailed) | .002 | .000 | .000 |  | .003 | .000 | .002 | .000 | .003 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X.P5 | Pearson Correlation | .480\*\* | .441\* | .319 | .516\*\* | 1 | .612\*\* | .480\*\* | .516\*\* | 1.000\*\* | .612\*\* | .632\*\* |
| Sig. (2-tailed) | .007 | .015 | .086 | .003 |  | .000 | .007 | .003 | .000 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X.P6 | Pearson Correlation | .524\*\* | .610\*\* | .407\* | .710\*\* | .612\*\* | 1 | .524\*\* | .710\*\* | .612\*\* | 1.000\*\* | .759\*\* |
| Sig. (2-tailed) | .003 | .000 | .026 | .000 | .000 |  | .003 | .000 | .000 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X.P7 | Pearson Correlation | 1.000\*\* | .678\*\* | .646\*\* | .552\*\* | .480\*\* | .524\*\* | 1 | .552\*\* | .480\*\* | .524\*\* | .605\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .002 | .007 | .003 |  | .002 | .007 | .003 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X.P8 | Pearson Correlation | .552\*\* | .653\*\* | .611\*\* | 1.000\*\* | .516\*\* | .710\*\* | .552\*\* | 1 | .516\*\* | .710\*\* | .738\*\* |
| Sig. (2-tailed) | .002 | .000 | .000 | .000 | .003 | .000 | .002 |  | .003 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X.P9 | Pearson Correlation | .480\*\* | .441\* | .319 | .516\*\* | 1.000\*\* | .612\*\* | .480\*\* | .516\*\* | 1 | .612\*\* | .632\*\* |
| Sig. (2-tailed) | .007 | .015 | .086 | .003 | .000 | .000 | .007 | .003 |  | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X.P10 | Pearson Correlation | .524\*\* | .610\*\* | .407\* | .710\*\* | .612\*\* | 1.000\*\* | .524\*\* | .710\*\* | .612\*\* | 1 | .759\*\* |
| Sig. (2-tailed) | .003 | .000 | .026 | .000 | .000 | .000 | .003 | .000 | .000 |  | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| TOTAL | Pearson Correlation | .605\*\* | .748\*\* | .705\*\* | .738\*\* | .632\*\* | .759\*\* | .605\*\* | .738\*\* | .632\*\* | .759\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  |
| N | 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). | | | | | | | | | | | | |

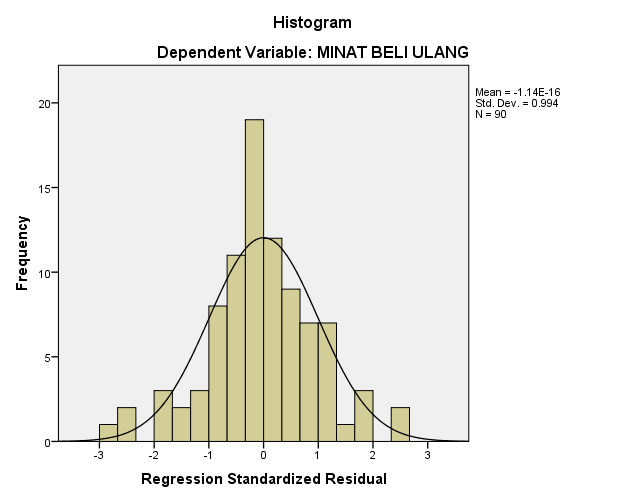
**LAMPIRAN 5 HASIL VALIDITAS VARIABEL Y**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | |
|  | | Y.P1 | Y.P2 | Y.P3 | Y.P4 | Y.P5 | Y.P6 | Y.P7 | Y.P8 | Y.P9 | Y.P10 | TOTAL |
| Y.P1 | Pearson Correlation | 1 | .649\*\* | .286 | .260 | .339 | .464\*\* | .527\*\* | .678\*\* | 1.000\*\* | .649\*\* | .681\*\* |
| Sig. (2-tailed) |  | .000 | .126 | .165 | .067 | .010 | .003 | .000 | .000 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.P2 | Pearson Correlation | .649\*\* | 1 | .176 | .247 | .370\* | .452\* | .512\*\* | .646\*\* | .649\*\* | 1.000\*\* | .676\*\* |
| Sig. (2-tailed) | .000 |  | .352 | .188 | .044 | .012 | .004 | .000 | .000 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.P3 | Pearson Correlation | .286 | .176 | 1 | .601\*\* | .529\*\* | .448\* | .427\* | .519\*\* | .286 | .176 | .627\*\* |
| Sig. (2-tailed) | .126 | .352 |  | .000 | .003 | .013 | .019 | .003 | .126 | .352 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.P4 | Pearson Correlation | .260 | .247 | .601\*\* | 1 | .612\*\* | .493\*\* | .385\* | .500\*\* | .260 | .247 | .670\*\* |
| Sig. (2-tailed) | .165 | .188 | .000 |  | .000 | .006 | .036 | .005 | .165 | .188 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.P5 | Pearson Correlation | .339 | .370\* | .529\*\* | .612\*\* | 1 | .758\*\* | .678\*\* | .409\* | .339 | .370\* | .738\*\* |
| Sig. (2-tailed) | .067 | .044 | .003 | .000 |  | .000 | .000 | .025 | .067 | .044 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.P6 | Pearson Correlation | .464\*\* | .452\* | .448\* | .493\*\* | .758\*\* | 1 | .688\*\* | .492\*\* | .464\*\* | .452\* | .719\*\* |
| Sig. (2-tailed) | .010 | .012 | .013 | .006 | .000 |  | .000 | .006 | .010 | .012 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.P7 | Pearson Correlation | .527\*\* | .512\*\* | .427\* | .385\* | .678\*\* | .688\*\* | 1 | .587\*\* | .527\*\* | .512\*\* | .758\*\* |
| Sig. (2-tailed) | .003 | .004 | .019 | .036 | .000 | .000 |  | .001 | .003 | .004 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.P8 | Pearson Correlation | .678\*\* | .646\*\* | .519\*\* | .500\*\* | .409\* | .492\*\* | .587\*\* | 1 | .678\*\* | .646\*\* | .734\*\* |
| Sig. (2-tailed) | .000 | .000 | .003 | .005 | .025 | .006 | .001 |  | .000 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.P9 | Pearson Correlation | 1.000\*\* | .649\*\* | .286 | .260 | .339 | .464\*\* | .527\*\* | .678\*\* | 1 | .649\*\* | .681\*\* |
| Sig. (2-tailed) | .000 | .000 | .126 | .165 | .067 | .010 | .003 | .000 |  | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Y.P10 | Pearson Correlation | .649\*\* | 1.000\*\* | .176 | .247 | .370\* | .452\* | .512\*\* | .646\*\* | .649\*\* | 1 | .676\*\* |
| Sig. (2-tailed) | .000 | .000 | .352 | .188 | .044 | .012 | .004 | .000 | .000 |  | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| TOTAL | Pearson Correlation | .681\*\* | .676\*\* | .627\*\* | .670\*\* | .738\*\* | .719\*\* | .758\*\* | .734\*\* | .681\*\* | .676\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  |
| N | 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 6 Gambar Normal Plot**

****

**LAMPIRAN 7 Gambar Histogram**

****

**LAMPIRAN 8 HASIL REGRESI SEDERHANA**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | T | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | 11.517 | 2.184 |  | 5.273 | .000 |
| KUALITAS PELAYANAN | .770 | .065 | .782 | 11.787 | .000 |
| a. Dependent Variable: MINAT BELI ULANG | | | | | | |

**LAMPIRAN 9 HASIL UJI PARSIAL (t)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | T | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | 11.517 | 2.184 |  | 5.273 | .000 |
| KUALITAS PELAYANAN | .770 | .065 | .782 | 11.787 | .000 |
| a. Dependent Variable: MINAT BELI ULANG | | | | | | |

**LAMPIRAN 10 KOEFISIEN DETERMINASI (R2)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Model Summaryb** | | | | |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .782a | .612 | .608 | 3.404 |
| a. Predictors: (Constant), KUALITAS PELAYANAN | | | | |
| b. Dependent Variable: MINAT BELI ULANG | | | | |

**LAMPIRAN 11 Tabel t Persentase Distribusi**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **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** |
| **1** | 1.00000 | 3.07768 | 6.31375 | 12.70620 | 31.82052 | 63.65674 | 318.30884 |
| **2** | 0.81650 | 1.88562 | 2.91999 | 4.30265 | 6.96456 | 9.92484 | 22.32712 |
| **3** | 0.76489 | 1.63774 | 2.35336 | 3.18245 | 4.54070 | 5.84091 | 10.21453 |
| **4** | 0.74070 | 1.53321 | 2.13185 | 2.77645 | 3.74695 | 4.60409 | 7.17318 |
| **5** | 0.72669 | 1.47588 | 2.01505 | 2.57058 | 3.36493 | 4.03214 | 5.89343 |
| **6** | 0.71756 | 1.43976 | 1.94318 | 2.44691 | 3.14267 | 3.70743 | 5.20763 |
| **7** | 0.71114 | 1.41492 | 1.89458 | 2.36462 | 2.99795 | 3.49948 | 4.78529 |
| **8** | 0.70639 | 1.39682 | 1.85955 | 2.30600 | 2.89646 | 3.35539 | 4.50079 |
| **9** | 0.70272 | 1.38303 | 1.83311 | 2.26216 | 2.82144 | 3.24984 | 4.29681 |
| **10** | 0.69981 | 1.37218 | 1.81246 | 2.22814 | 2.76377 | 3.16927 | 4.14370 |
| **11** | 0.69745 | 1.36343 | 1.79588 | 2.20099 | 2.71808 | 3.10581 | 4.02470 |
| **12** | 0.69548 | 1.35622 | 1.78229 | 2.17881 | 2.68100 | 3.05454 | 3.92963 |
| **13** | 0.69383 | 1.35017 | 1.77093 | 2.16037 | 2.65031 | 3.01228 | 3.85198 |
| **14** | 0.69242 | 1.34503 | 1.76131 | 2.14479 | 2.62449 | 2.97684 | 3.78739 |
| **15** | 0.69120 | 1.34061 | 1.75305 | 2.13145 | 2.60248 | 2.94671 | 3.73283 |
| **16** | 0.69013 | 1.33676 | 1.74588 | 2.11991 | 2.58349 | 2.92078 | 3.68615 |
| **17** | 0.68920 | 1.33338 | 1.73961 | 2.10982 | 2.56693 | 2.89823 | 3.64577 |
| **18** | 0.68836 | 1.33039 | 1.73406 | 2.10092 | 2.55238 | 2.87844 | 3.61048 |
| **19** | 0.68762 | 1.32773 | 1.72913 | 2.09302 | 2.53948 | 2.86093 | 3.57940 |
| **20** | 0.68695 | 1.32534 | 1.72472 | 2.08596 | 2.52798 | 2.84534 | 3.55181 |
| **21** | 0.68635 | 1.32319 | 1.72074 | 2.07961 | 2.51765 | 2.83136 | 3.52715 |
| **22** | 0.68581 | 1.32124 | 1.71714 | 2.07387 | 2.50832 | 2.81876 | 3.50499 |
| **23** | 0.68531 | 1.31946 | 1.71387 | 2.06866 | 2.49987 | 2.80734 | 3.48496 |
| **24** | 0.68485 | 1.31784 | 1.71088 | 2.06390 | 2.49216 | 2.79694 | 3.46678 |
| **25** | 0.68443 | 1.31635 | 1.70814 | 2.05954 | 2.48511 | 2.78744 | 3.45019 |
| **26** | 0.68404 | 1.31497 | 1.70562 | 2.05553 | 2.47863 | 2.77871 | 3.43500 |
| **27** | 0.68368 | 1.31370 | 1.70329 | 2.05183 | 2.47266 | 2.77068 | 3.42103 |
| **28** | 0.68335 | 1.31253 | 1.70113 | 2.04841 | 2.46714 | 2.76326 | 3.40816 |
| **29** | 0.68304 | 1.31143 | 1.69913 | 2.04523 | 2.46202 | 2.75639 | 3.39624 |
| **30** | 0.68276 | 1.31042 | 1.69726 | 2.04227 | 2.45726 | 2.75000 | 3.38518 |
| **31** | 0.68249 | 1.30946 | 1.69552 | 2.03951 | 2.45282 | 2.74404 | 3.37490 |
| **32** | 0.68223 | 1.30857 | 1.69389 | 2.03693 | 2.44868 | 2.73848 | 3.36531 |
| **33** | 0.68200 | 1.30774 | 1.69236 | 2.03452 | 2.44479 | 2.73328 | 3.35634 |
| **34** | 0.68177 | 1.30695 | 1.69092 | 2.03224 | 2.44115 | 2.72839 | 3.34793 |
| **35** | 0.68156 | 1.30621 | 1.68957 | 2.03011 | 2.43772 | 2.72381 | 3.34005 |
| **36** | 0.68137 | 1.30551 | 1.68830 | 2.02809 | 2.43449 | 2.71948 | 3.33262 |
| **37** | 0.68118 | 1.30485 | 1.68709 | 2.02619 | 2.43145 | 2.71541 | 3.32563 |
| **38** | 0.68100 | 1.30423 | 1.68595 | 2.02439 | 2.42857 | 2.71156 | 3.31903 |
| **39** | 0.68083 | 1.30364 | 1.68488 | 2.02269 | 2.42584 | 2.70791 | 3.31279 |
| **40** | 0.68067 | 1.30308 | 1.68385 | 2.02108 | 2.42326 | 2.70446 | 3.30688 |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **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** |
| **41** | 0.68052 | 1.30254 | 1.68288 | 2.01954 | 2.42080 | 2.70118 | 3.30127 |
| **42** | 0.68038 | 1.30204 | 1.68195 | 2.01808 | 2.41847 | 2.69807 | 3.29595 |
| **43** | 0.68024 | 1.30155 | 1.68107 | 2.01669 | 2.41625 | 2.69510 | 3.29089 |
| **44** | 0.68011 | 1.30109 | 1.68023 | 2.01537 | 2.41413 | 2.69228 | 3.28607 |
| **45** | 0.67998 | 1.30065 | 1.67943 | 2.01410 | 2.41212 | 2.68959 | 3.28148 |
| **46** | 0.67986 | 1.30023 | 1.67866 | 2.01290 | 2.41019 | 2.68701 | 3.27710 |
| **47** | 0.67975 | 1.29982 | 1.67793 | 2.01174 | 2.40835 | 2.68456 | 3.27291 |
| **48** | 0.67964 | 1.29944 | 1.67722 | 2.01063 | 2.40658 | 2.68220 | 3.26891 |
| **49** | 0.67953 | 1.29907 | 1.67655 | 2.00958 | 2.40489 | 2.67995 | 3.26508 |
| **50** | 0.67943 | 1.29871 | 1.67591 | 2.00856 | 2.40327 | 2.67779 | 3.26141 |
| **51** | 0.67933 | 1.29837 | 1.67528 | 2.00758 | 2.40172 | 2.67572 | 3.25789 |
| **52** | 0.67924 | 1.29805 | 1.67469 | 2.00665 | 2.40022 | 2.67373 | 3.25451 |
| **53** | 0.67915 | 1.29773 | 1.67412 | 2.00575 | 2.39879 | 2.67182 | 3.25127 |
| **54** | 0.67906 | 1.29743 | 1.67356 | 2.00488 | 2.39741 | 2.66998 | 3.24815 |
| **55** | 0.67898 | 1.29713 | 1.67303 | 2.00404 | 2.39608 | 2.66822 | 3.24515 |
| **56** | 0.67890 | 1.29685 | 1.67252 | 2.00324 | 2.39480 | 2.66651 | 3.24226 |
| **57** | 0.67882 | 1.29658 | 1.67203 | 2.00247 | 2.39357 | 2.66487 | 3.23948 |
| **58** | 0.67874 | 1.29632 | 1.67155 | 2.00172 | 2.39238 | 2.66329 | 3.23680 |
| **59** | 0.67867 | 1.29607 | 1.67109 | 2.00100 | 2.39123 | 2.66176 | 3.23421 |
| **60** | 0.67860 | 1.29582 | 1.67065 | 2.00030 | 2.39012 | 2.66028 | 3.23171 |
| **61** | 0.67853 | 1.29558 | 1.67022 | 1.99962 | 2.38905 | 2.65886 | 3.22930 |
| **62** | 0.67847 | 1.29536 | 1.66980 | 1.99897 | 2.38801 | 2.65748 | 3.22696 |
| **63** | 0.67840 | 1.29513 | 1.66940 | 1.99834 | 2.38701 | 2.65615 | 3.22471 |
| **64** | 0.67834 | 1.29492 | 1.66901 | 1.99773 | 2.38604 | 2.65485 | 3.22253 |
| **65** | 0.67828 | 1.29471 | 1.66864 | 1.99714 | 2.38510 | 2.65360 | 3.22041 |
| **66** | 0.67823 | 1.29451 | 1.66827 | 1.99656 | 2.38419 | 2.65239 | 3.21837 |
| **67** | 0.67817 | 1.29432 | 1.66792 | 1.99601 | 2.38330 | 2.65122 | 3.21639 |
| **68** | 0.67811 | 1.29413 | 1.66757 | 1.99547 | 2.38245 | 2.65008 | 3.21446 |
| **69** | 0.67806 | 1.29394 | 1.66724 | 1.99495 | 2.38161 | 2.64898 | 3.21260 |
| **70** | 0.67801 | 1.29376 | 1.66691 | 1.99444 | 2.38081 | 2.64790 | 3.21079 |
| **71** | 0.67796 | 1.29359 | 1.66660 | 1.99394 | 2.38002 | 2.64686 | 3.20903 |
| **72** | 0.67791 | 1.29342 | 1.66629 | 1.99346 | 2.37926 | 2.64585 | 3.20733 |
| **73** | 0.67787 | 1.29326 | 1.66600 | 1.99300 | 2.37852 | 2.64487 | 3.20567 |
| **74** | 0.67782 | 1.29310 | 1.66571 | 1.99254 | 2.37780 | 2.64391 | 3.20406 |
| **75** | 0.67778 | 1.29294 | 1.66543 | 1.99210 | 2.37710 | 2.64298 | 3.20249 |
| **76** | 0.67773 | 1.29279 | 1.66515 | 1.99167 | 2.37642 | 2.64208 | 3.20096 |
| **77** | 0.67769 | 1.29264 | 1.66488 | 1.99125 | 2.37576 | 2.64120 | 3.19948 |
| **78** | 0.67765 | 1.29250 | 1.66462 | 1.99085 | 2.37511 | 2.64034 | 3.19804 |
| **79** | 0.67761 | 1.29236 | 1.66437 | 1.99045 | 2.37448 | 2.63950 | 3.19663 |
| **80** | 0.67757 | 1.29222 | 1.66412 | 1.99006 | 2.37387 | 2.63869 | 3.19526 |

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **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 |

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **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** |
| **121** | 0.67652 | 1.28859 | 1.65754 | 1.97976 | 2.35756 | 2.61707 | 3.15895 |
| **122** | 0.67651 | 1.28853 | 1.65744 | 1.97960 | 2.35730 | 2.61673 | 3.15838 |
| **123** | 0.67649 | 1.28847 | 1.65734 | 1.97944 | 2.35705 | 2.61639 | 3.15781 |
| **124** | 0.67647 | 1.28842 | 1.65723 | 1.97928 | 2.35680 | 2.61606 | 3.15726 |
| **125** | 0.67646 | 1.28836 | 1.65714 | 1.97912 | 2.35655 | 2.61573 | 3.15671 |
| **126** | 0.67644 | 1.28831 | 1.65704 | 1.97897 | 2.35631 | 2.61541 | 3.15617 |
| **127** | 0.67643 | 1.28825 | 1.65694 | 1.97882 | 2.35607 | 2.61510 | 3.15565 |
| **128** | 0.67641 | 1.28820 | 1.65685 | 1.97867 | 2.35583 | 2.61478 | 3.15512 |
| **129** | 0.67640 | 1.28815 | 1.65675 | 1.97852 | 2.35560 | 2.61448 | 3.15461 |
| **130** | 0.67638 | 1.28810 | 1.65666 | 1.97838 | 2.35537 | 2.61418 | 3.15411 |
| **131** | 0.67637 | 1.28805 | 1.65657 | 1.97824 | 2.35515 | 2.61388 | 3.15361 |
| **132** | 0.67635 | 1.28800 | 1.65648 | 1.97810 | 2.35493 | 2.61359 | 3.15312 |
| **133** | 0.67634 | 1.28795 | 1.65639 | 1.97796 | 2.35471 | 2.61330 | 3.15264 |
| **134** | 0.67633 | 1.28790 | 1.65630 | 1.97783 | 2.35450 | 2.61302 | 3.15217 |
| **135** | 0.67631 | 1.28785 | 1.65622 | 1.97769 | 2.35429 | 2.61274 | 3.15170 |
| **136** | 0.67630 | 1.28781 | 1.65613 | 1.97756 | 2.35408 | 2.61246 | 3.15124 |
| **137** | 0.67628 | 1.28776 | 1.65605 | 1.97743 | 2.35387 | 2.61219 | 3.15079 |
| **138** | 0.67627 | 1.28772 | 1.65597 | 1.97730 | 2.35367 | 2.61193 | 3.15034 |
| **139** | 0.67626 | 1.28767 | 1.65589 | 1.97718 | 2.35347 | 2.61166 | 3.14990 |
| **140** | 0.67625 | 1.28763 | 1.65581 | 1.97705 | 2.35328 | 2.61140 | 3.14947 |
| **141** | 0.67623 | 1.28758 | 1.65573 | 1.97693 | 2.35309 | 2.61115 | 3.14904 |
| **142** | 0.67622 | 1.28754 | 1.65566 | 1.97681 | 2.35289 | 2.61090 | 3.14862 |
| **143** | 0.67621 | 1.28750 | 1.65558 | 1.97669 | 2.35271 | 2.61065 | 3.14820 |
| **144** | 0.67620 | 1.28746 | 1.65550 | 1.97658 | 2.35252 | 2.61040 | 3.14779 |
| **145** | 0.67619 | 1.28742 | 1.65543 | 1.97646 | 2.35234 | 2.61016 | 3.14739 |
| **146** | 0.67617 | 1.28738 | 1.65536 | 1.97635 | 2.35216 | 2.60992 | 3.14699 |
| **147** | 0.67616 | 1.28734 | 1.65529 | 1.97623 | 2.35198 | 2.60969 | 3.14660 |
| **148** | 0.67615 | 1.28730 | 1.65521 | 1.97612 | 2.35181 | 2.60946 | 3.14621 |
| **149** | 0.67614 | 1.28726 | 1.65514 | 1.97601 | 2.35163 | 2.60923 | 3.14583 |
| **150** | 0.67613 | 1.28722 | 1.65508 | 1.97591 | 2.35146 | 2.60900 | 3.14545 |
| **151** | 0.67612 | 1.28718 | 1.65501 | 1.97580 | 2.35130 | 2.60878 | 3.14508 |
| **152** | 0.67611 | 1.28715 | 1.65494 | 1.97569 | 2.35113 | 2.60856 | 3.14471 |
| **153** | 0.67610 | 1.28711 | 1.65487 | 1.97559 | 2.35097 | 2.60834 | 3.14435 |
| **154** | 0.67609 | 1.28707 | 1.65481 | 1.97549 | 2.35081 | 2.60813 | 3.14400 |
| **155** | 0.67608 | 1.28704 | 1.65474 | 1.97539 | 2.35065 | 2.60792 | 3.14364 |
| **156** | 0.67607 | 1.28700 | 1.65468 | 1.97529 | 2.35049 | 2.60771 | 3.14330 |
| **157** | 0.67606 | 1.28697 | 1.65462 | 1.97519 | 2.35033 | 2.60751 | 3.14295 |
| **158** | 0.67605 | 1.28693 | 1.65455 | 1.97509 | 2.35018 | 2.60730 | 3.14261 |
| **159** | 0.67604 | 1.28690 | 1.65449 | 1.97500 | 2.35003 | 2.60710 | 3.14228 |
| **160** | 0.67603 | 1.28687 | 1.65443 | 1.97490 | 2.34988 | 2.60691 | 3.14195 |

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **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** |
| **161** | 0.67602 | 1.28683 | 1.65437 | 1.97481 | 2.34973 | 2.60671 | 3.14162 |
| **162** | 0.67601 | 1.28680 | 1.65431 | 1.97472 | 2.34959 | 2.60652 | 3.14130 |
| **163** | 0.67600 | 1.28677 | 1.65426 | 1.97462 | 2.34944 | 2.60633 | 3.14098 |
| **164** | 0.67599 | 1.28673 | 1.65420 | 1.97453 | 2.34930 | 2.60614 | 3.14067 |
| **165** | 0.67598 | 1.28670 | 1.65414 | 1.97445 | 2.34916 | 2.60595 | 3.14036 |
| **166** | 0.67597 | 1.28667 | 1.65408 | 1.97436 | 2.34902 | 2.60577 | 3.14005 |
| **167** | 0.67596 | 1.28664 | 1.65403 | 1.97427 | 2.34888 | 2.60559 | 3.13975 |
| **168** | 0.67595 | 1.28661 | 1.65397 | 1.97419 | 2.34875 | 2.60541 | 3.13945 |
| **169** | 0.67594 | 1.28658 | 1.65392 | 1.97410 | 2.34862 | 2.60523 | 3.13915 |
| **170** | 0.67594 | 1.28655 | 1.65387 | 1.97402 | 2.34848 | 2.60506 | 3.13886 |
| **171** | 0.67593 | 1.28652 | 1.65381 | 1.97393 | 2.34835 | 2.60489 | 3.13857 |
| **172** | 0.67592 | 1.28649 | 1.65376 | 1.97385 | 2.34822 | 2.60471 | 3.13829 |
| **173** | 0.67591 | 1.28646 | 1.65371 | 1.97377 | 2.34810 | 2.60455 | 3.13801 |
| **174** | 0.67590 | 1.28644 | 1.65366 | 1.97369 | 2.34797 | 2.60438 | 3.13773 |
| **175** | 0.67589 | 1.28641 | 1.65361 | 1.97361 | 2.34784 | 2.60421 | 3.13745 |
| **176** | 0.67589 | 1.28638 | 1.65356 | 1.97353 | 2.34772 | 2.60405 | 3.13718 |
| **177** | 0.67588 | 1.28635 | 1.65351 | 1.97346 | 2.34760 | 2.60389 | 3.13691 |
| **178** | 0.67587 | 1.28633 | 1.65346 | 1.97338 | 2.34748 | 2.60373 | 3.13665 |
| **179** | 0.67586 | 1.28630 | 1.65341 | 1.97331 | 2.34736 | 2.60357 | 3.13638 |
| **180** | 0.67586 | 1.28627 | 1.65336 | 1.97323 | 2.34724 | 2.60342 | 3.13612 |
| **181** | 0.67585 | 1.28625 | 1.65332 | 1.97316 | 2.34713 | 2.60326 | 3.13587 |
| **182** | 0.67584 | 1.28622 | 1.65327 | 1.97308 | 2.34701 | 2.60311 | 3.13561 |
| **183** | 0.67583 | 1.28619 | 1.65322 | 1.97301 | 2.34690 | 2.60296 | 3.13536 |
| **184** | 0.67583 | 1.28617 | 1.65318 | 1.97294 | 2.34678 | 2.60281 | 3.13511 |
| **185** | 0.67582 | 1.28614 | 1.65313 | 1.97287 | 2.34667 | 2.60267 | 3.13487 |
| **186** | 0.67581 | 1.28612 | 1.65309 | 1.97280 | 2.34656 | 2.60252 | 3.13463 |
| **187** | 0.67580 | 1.28610 | 1.65304 | 1.97273 | 2.34645 | 2.60238 | 3.13438 |
| **188** | 0.67580 | 1.28607 | 1.65300 | 1.97266 | 2.34635 | 2.60223 | 3.13415 |
| **189** | 0.67579 | 1.28605 | 1.65296 | 1.97260 | 2.34624 | 2.60209 | 3.13391 |
| **190** | 0.67578 | 1.28602 | 1.65291 | 1.97253 | 2.34613 | 2.60195 | 3.13368 |
| **191** | 0.67578 | 1.28600 | 1.65287 | 1.97246 | 2.34603 | 2.60181 | 3.13345 |
| **192** | 0.67577 | 1.28598 | 1.65283 | 1.97240 | 2.34593 | 2.60168 | 3.13322 |
| **193** | 0.67576 | 1.28595 | 1.65279 | 1.97233 | 2.34582 | 2.60154 | 3.13299 |
| **194** | 0.67576 | 1.28593 | 1.65275 | 1.97227 | 2.34572 | 2.60141 | 3.13277 |
| **195** | 0.67575 | 1.28591 | 1.65271 | 1.97220 | 2.34562 | 2.60128 | 3.13255 |
| **196** | 0.67574 | 1.28589 | 1.65267 | 1.97214 | 2.34552 | 2.60115 | 3.13233 |
| **197** | 0.67574 | 1.28586 | 1.65263 | 1.97208 | 2.34543 | 2.60102 | 3.13212 |
| **198** | 0.67573 | 1.28584 | 1.65259 | 1.97202 | 2.34533 | 2.60089 | 3.13190 |
| **199** | 0.67572 | 1.28582 | 1.65255 | 1.97196 | 2.34523 | 2.60076 | 3.13169 |
| **200** | 0.67572 | 1.28580 | 1.65251 | 1.97190 | 2.34514 | 2.60063 | 3.13148 |