**Lampiran 1**

**KUESIONER**

Kepada Yth

Bapak/Ibu Responden

Assalamu’alaikum Wr. Wb.

Puji syukur kita panjatkan kehadirat Allah SWT karena atas limpahan rahmat, hidayah dan taufik-Nya lah sehingga angket penelitian ini yang berjudul

“**Pengaruh Kualitas Pelayanan dan Lokasi Terhadap Keputusan Konsumen Dalam Menggunakan Jasa Rental Komputer Pada Lahagu Group** **Di Jalan Garu II A No. 3 Kecamatan Medan Amplas**”. Sehubungan dengan hal tersebut, maka mohon kesediaan Bapak/Ibu untuk mengisi angket ini walaupun disadari bahwa kesibukan selalu menyertai aktivitas, tugas dan pekerjaan Bapak/Ibu. Dalam mengisi angket ini, mohon kesediannya untuk menjawab secara jujur dan objektif, serta tidak merasa ragu karena angket ini hanya untuk kebutuhan penelitian, yang tidak sama sekali dimaksudkan untuk memberi penilaian yang dapat merugikan akademik Bapak/Ibu.

Atas kesediaan dan kerjasama yang baik ini diucapkan banyak terima kasih, semoga Allah SWT meridhoi kita semua, Amin.

Medan, Februari 2020

Peneliti

**Semangat Juang Lahagu**

**NPM. 173114292**

1. **IDENTITAS RESPONDEN**

Nama : .........................................................................

Jenis Kelamin : .........................................................................

Umur : .........................................................................

Pendidikan : .........................................................................

1. **PETUNJUK PENGISIAN**
2. bacalah baik-baik setiap pernyataan dalam angket ini sebelum menjawabnya.
3. Berilah jawaban dengan memberi tanda (√) pada kolom yang tersedia.

SS = Sangat Setuju

S = Setuju

RR = Ragu-Ragu

TS = Tidak Setuju

STS = Sangat Tidak Setuju

1. bila ada sesuatu yang kurang jelas. mohon ditanyakan pada peneliti.

**Kualitas Pelayanan (X1)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **RR** | **TS** | **STS** |
| **Keandalan (*Reliability*)** | | | | | | |
| 1 | Karyawan Lahagu Group dalam penyampain jasa kepada pelanggan dari awal hingga akhir |  |  |  |  |  |
| 2 | Karyawan Lahagu Group sangat akurat dalam menghitung jumlah transaksi saat membayar |  |  |  |  |  |
| **Berwujud (*Tangibles*)** | | | | | | |
| 3 | Ruangan yang digunakan rental komputer Lahagu Group sangat bersih dan nyaman bagi pelanggan |  |  |  |  |  |
| 4 | Karyawan rental komputer Lahagu Group berpenampilan sopan dan rapi |  |  |  |  |  |
| **Responsivitas (*Responsiveness*)** | | | | | | |
| 5 | Karyawan Lahagu Group selalu bersedia menanggapi keluhan konsumen |  |  |  |  |  |
| 6 | Karyawan Lahagu Group memberikan pelayanan yang cepat dalam merespon permintaan konsumen |  |  |  |  |  |
| **Jaminan (*Assurance)*** | | | | | | |
| 7 | Lahagu Group memberikan perhatian secara penuh kepada Pelanggan |  |  |  |  |  |
| 8 | Pelayanan yang diberikan kepada semua pelanggan tanpa memandang Status Sosial |  |  |  |  |  |
| **Empati (*Empati*)** | | | | | | |
| 9 | Lahagu Group memberikan perhatian secara penuh kepada Pelanggan |  |  |  |  |  |
| 10 | Pelayanan yang diberikan kepada semua pelanggan tanpa memandang Status Sosial |  |  |  |  |  |

**Lokasi (X2)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **RR** | **TS** | **STS** |
| **Akses** | | | | | | |
| 1 | Lokasi menuju Lahagu Group sangat mudah dijangkau |  |  |  |  |  |
| 2 | Lahagu Group dapat dilihat dengan jelas dari tepi jalan |  |  |  |  |  |
| **Visibilitas** | | | | | | |
| 3 | Warnet Lahagu Group dapat ditemukan dengan mudah |  |  |  |  |  |
| 4 | Lokasi Lahagu Group berada dekat dengan kawasan penduduk |  |  |  |  |  |
| **Lalu Lintas** | | | | | | |
| 5 | Lokasi Lahagu Group dekat dengan kawasan kampus dan sekolah |  |  |  |  |  |
| 6 | Warnet Lahagu Group dijangkau dengan fasilitas umum |  |  |  |  |  |
| **Lingkungan** | | | | | | |
| 7 | Kondisi lingkungan Lahagu Group bersih dan nyaman |  |  |  |  |  |
| 8 | Lahagu Group berada didekat pusat keramaian |  |  |  |  |  |
| **Persaingan** | | | | | | |
| 9 | Produk mempunyai cirri khas khusus yang susah untuk ditiru pesaing. |  |  |  |  |  |
| 10 | Persaingan yang dihadapi perusahaan saya dalam kualitas dan variasi produk. |  |  |  |  |  |

**Keputusan Konsumen (Y)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **RR** | **TS** | **STS** |
| **Pengenalan Kebutuhan** | | | | | | |
| 1 | Lahagu Group dapat memenuhi kebutuhan saya dalam mengerjakan tugas |  |  |  |  |  |
| 2 | Lahagu Group menyediakan seluruh keperluan yang saya butuhkan |  |  |  |  |  |
| **Pencarian Informasi** | | | | | | |
| 3 | Saya mencari informasi tentang Lahagu Groupdari berbagai sumber |  |  |  |  |  |
| 4 | Saya mendapat informasi tentang Lahagu Group dari teman |  |  |  |  |  |
| **Evaluasi Alternatif** | | | | | | |
| 5 | Lahagu Group memiliki standar kualitas pelayanan tinggi dan memiliki tarif pemakaian jasa yang dapat dijangkau konsumen |  |  |  |  |  |
| 6 | Lahagu Group menjadi alternatif utama yang saya pilih dalam urusan menggunakan jasa rental komputer |  |  |  |  |  |
| **Keputusan Pembelian** | | | | | | |
| 7 | Saya memutuskan untuk memakai jasa rental komputer karena pelayanan dan fasilitas yang diberikan sangat baik |  |  |  |  |  |
| 8 | Saya merasa yakin dengan keputusan pemakaian jasa rental komputer Lahagu Group |  |  |  |  |  |
| **Perilaku Pasca pembelian** | | | | | | |
| 9 | Saya merasa puas dengan pelayanan dan fasilitas Jasa Rental Komputer Lahagu Group |  |  |  |  |  |
| 10 | Saya akan mempromosikan Lahagu Group kepada seluruh teman-teman saya untuk menggunakan jasa rental komputer Lahagu Group |  |  |  |  |  |

**Lampiran 2**

**TABULASI DATA VARIABEL KUALITAS PELAYANAN (X1)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Item Pernyataan** | | | | | | | | | | **Total** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
| 1 | 3 | 2 | 2 | 2 | 1 | 3 | 3 | 3 | 3 | 3 | 25 |
| 2 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | 3 | 22 |
| 3 | 1 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 24 |
| 4 | 3 | 3 | 2 | 1 | 2 | 3 | 3 | 2 | 3 | 3 | 25 |
| 5 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 31 |
| 6 | 1 | 2 | 1 | 1 | 1 | 2 | 1 | 2 | 2 | 1 | 14 |
| 7 | 3 | 4 | 3 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 23 |
| 8 | 3 | 3 | 4 | 3 | 2 | 4 | 2 | 2 | 3 | 3 | 29 |
| 9 | 2 | 2 | 1 | 3 | 2 | 2 | 3 | 2 | 3 | 2 | 22 |
| 10 | 4 | 4 | 3 | 3 | 1 | 3 | 3 | 3 | 2 | 2 | 28 |
| 11 | 3 | 3 | 2 | 2 | 3 | 2 | 5 | 4 | 3 | 2 | 29 |
| 12 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 47 |
| 13 | 4 | 1 | 3 | 5 | 5 | 5 | 4 | 3 | 4 | 5 | 39 |
| 14 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 3 | 3 | 5 | 44 |
| 15 | 3 | 5 | 4 | 5 | 4 | 3 | 3 | 3 | 3 | 4 | 37 |
| 16 | 4 | 5 | 5 | 1 | 4 | 5 | 5 | 4 | 5 | 5 | 43 |
| 17 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 45 |
| 18 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 26 |
| 19 | 5 | 3 | 3 | 3 | 3 | 1 | 4 | 3 | 5 | 3 | 33 |
| 20 | 4 | 5 | 5 | 4 | 5 | 3 | 5 | 5 | 5 | 5 | 46 |
| 21 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 45 |
| 22 | 3 | 3 | 4 | 3 | 3 | 5 | 5 | 4 | 4 | 5 | 39 |
| 23 | 5 | 5 | 5 | 4 | 5 | 3 | 5 | 5 | 5 | 3 | 45 |
| 24 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 33 |
| 25 | 3 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 26 |
| 26 | 3 | 1 | 2 | 2 | 2 | 3 | 2 | 3 | 2 | 2 | 22 |
| 27 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 1 | 26 |
| 28 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 27 |
| 29 | 4 | 5 | 5 | 5 | 1 | 5 | 5 | 4 | 4 | 5 | 43 |
| 30 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 27 |
| 31 | 3 | 2 | 2 | 1 | 2 | 3 | 3 | 2 | 1 | 3 | 22 |
| 32 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 46 |
| 33 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 1 | 25 |
| 34 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 49 |
| 35 | 1 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 41 |
| 36 | 4 | 4 | 4 | 1 | 5 | 4 | 4 | 4 | 5 | 4 | 39 |
| 37 | 4 | 4 | 4 | 4 | 4 | 1 | 4 | 4 | 4 | 4 | 37 |
| 38 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 46 |
| 39 | 3 | 2 | 2 | 2 | 3 | 2 | 2 | 4 | 2 | 4 | 26 |
| 40 | 3 | 5 | 4 | 3 | 3 | 4 | 3 | 3 | 1 | 2 | 31 |
| 41 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 2 | 3 | 3 | 27 |
| 42 | 2 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 26 |
| 43 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 2 | 26 |
| 44 | 3 | 2 | 2 | 4 | 1 | 2 | 2 | 3 | 3 | 3 | 25 |
| 45 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 29 |
| 46 | 1 | 3 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 25 |
| 47 | 3 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 3 | 2 | 26 |
| 48 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 25 |
| 49 | 4 | 4 | 4 | 3 | 5 | 4 | 3 | 5 | 5 | 4 | 41 |
| 50 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 51 | 2 | 2 | 2 | 1 | 2 | 3 | 2 | 2 | 2 | 1 | 19 |
| 52 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 47 |
| 53 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 27 |
| 54 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 1 | 4 | 40 |
| **Total** | **177** | **181** | **177** | **164** | **168** | **177** | **181** | **176** | **176** | **174** | 1751 |

**TABULASI DATA VARIABEL LOKASI (X2)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Item Pernyataan** | | | | | | | | | | **Total** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
| 1 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 1 | 30 |
| 2 | 2 | 3 | 5 | 5 | 5 | 3 | 5 | 4 | 2 | 5 | 39 |
| 3 | 3 | 4 | 3 | 1 | 3 | 4 | 1 | 4 | 4 | 3 | 30 |
| 4 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 27 |
| 5 | 5 | 3 | 3 | 3 | 3 | 2 | 4 | 3 | 4 | 5 | 35 |
| 6 | 1 | 2 | 3 | 2 | 2 | 3 | 3 | 2 | 3 | 3 | 24 |
| 7 | 3 | 3 | 2 | 2 | 2 | 2 | 3 | 4 | 3 | 2 | 26 |
| 8 | 3 | 4 | 2 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 30 |
| 9 | 4 | 3 | 3 | 2 | 3 | 4 | 4 | 4 | 1 | 3 | 31 |
| 10 | 3 | 4 | 3 | 3 | 2 | 2 | 4 | 4 | 3 | 3 | 31 |
| 11 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 2 | 26 |
| 12 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 47 |
| 13 | 3 | 4 | 4 | 3 | 4 | 5 | 1 | 3 | 3 | 3 | 33 |
| 14 | 5 | 1 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 43 |
| 15 | 3 | 3 | 3 | 1 | 2 | 3 | 2 | 3 | 3 | 2 | 25 |
| 16 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 48 |
| 17 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 1 | 23 |
| 18 | 5 | 5 | 4 | 3 | 5 | 3 | 5 | 5 | 3 | 5 | 43 |
| 19 | 4 | 3 | 4 | 3 | 5 | 3 | 5 | 3 | 3 | 3 | 36 |
| 20 | 4 | 4 | 4 | 4 | 4 | 4 | 1 | 4 | 4 | 4 | 37 |
| 21 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 47 |
| 22 | 3 | 3 | 5 | 4 | 4 | 5 | 3 | 3 | 4 | 3 | 37 |
| 23 | 5 | 5 | 5 | 5 | 5 | 1 | 5 | 5 | 5 | 4 | 45 |
| 24 | 3 | 2 | 3 | 1 | 2 | 3 | 3 | 2 | 2 | 3 | 24 |
| 25 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 44 |
| 26 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 47 |
| 27 | 1 | 2 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 24 |
| 28 | 2 | 3 | 3 | 3 | 3 | 1 | 2 | 2 | 2 | 3 | 24 |
| 29 | 3 | 2 | 2 | 3 | 3 | 2 | 2 | 2 | 2 | 4 | 25 |
| 30 | 2 | 3 | 3 | 3 | 3 | 5 | 3 | 3 | 2 | 3 | 30 |
| 31 | 3 | 2 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 26 |
| 32 | 2 | 3 | 3 | 2 | 1 | 2 | 3 | 3 | 2 | 1 | 22 |
| 33 | 2 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 2 | 3 | 25 |
| 34 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 2 | 25 |
| 35 | 1 | 2 | 3 | 3 | 3 | 1 | 2 | 3 | 3 | 1 | 22 |
| 36 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 37 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 25 |
| 38 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 48 |
| 39 | 3 | 2 | 1 | 1 | 2 | 3 | 3 | 2 | 3 | 3 | 23 |
| 40 | 5 | 4 | 3 | 3 | 3 | 2 | 3 | 5 | 4 | 3 | 35 |
| 41 | 2 | 1 | 5 | 4 | 4 | 4 | 4 | 5 | 3 | 5 | 37 |
| 42 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 1 | 3 | 24 |
| 43 | 4 | 5 | 4 | 5 | 3 | 2 | 4 | 5 | 4 | 5 | 41 |
| 44 | 5 | 5 | 5 | 3 | 4 | 4 | 1 | 4 | 4 | 4 | 39 |
| 45 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 34 |
| 46 | 3 | 3 | 3 | 3 | 1 | 4 | 3 | 3 | 3 | 4 | 30 |
| 47 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 37 |
| 48 | 3 | 1 | 4 | 1 | 2 | 3 | 3 | 2 | 3 | 3 | 25 |
| 49 | 4 | 4 | 3 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 40 |
| 50 | 2 | 3 | 3 | 1 | 1 | 3 | 3 | 2 | 3 | 3 | 24 |
| 51 | 3 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 26 |
| 52 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 1 | 4 | 5 | 37 |
| 53 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 2 | 25 |
| 54 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 42 |
| **Total** | **175** | **177** | **182** | **171** | **175** | **170** | **178** | **184** | **174** | **177** | **1109** |

**TABULASI DATA VARIABEL KEPUTUSAN KONSUMEN (Y)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Item Pernyataan** | | | | | | | | | | **Total** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
| 1 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 31 |
| 2 | 1 | 5 | 3 | 5 | 4 | 5 | 1 | 2 | 3 | 5 | 34 |
| 3 | 3 | 3 | 1 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 30 |
| 4 | 1 | 3 | 4 | 1 | 4 | 4 | 3 | 1 | 3 | 3 | 27 |
| 5 | 3 | 3 | 2 | 4 | 5 | 4 | 5 | 5 | 3 | 3 | 37 |
| 6 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 27 |
| 7 | 2 | 1 | 2 | 1 | 2 | 3 | 2 | 3 | 3 | 2 | 21 |
| 8 | 2 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 2 | 31 |
| 9 | 2 | 3 | 1 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 30 |
| 10 | 3 | 2 | 2 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 30 |
| 11 | 4 | 3 | 2 | 3 | 2 | 2 | 2 | 3 | 3 | 5 | 29 |
| 12 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 1 | 42 |
| 13 | 3 | 4 | 5 | 4 | 5 | 3 | 5 | 1 | 4 | 4 | 38 |
| 14 | 3 | 3 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 44 |
| 15 | 3 | 4 | 4 | 3 | 1 | 4 | 5 | 4 | 3 | 5 | 36 |
| 16 | 5 | 5 | 5 | 5 | 4 | 5 | 3 | 5 | 5 | 5 | 47 |
| 17 | 3 | 4 | 2 | 3 | 5 | 2 | 3 | 5 | 2 | 3 | 32 |
| 18 | 3 | 5 | 3 | 5 | 3 | 1 | 5 | 5 | 5 | 4 | 39 |
| 19 | 3 | 5 | 3 | 5 | 5 | 3 | 3 | 4 | 3 | 4 | 38 |
| 20 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 1 | 5 | 42 |
| 21 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 46 |
| 22 | 4 | 4 | 5 | 3 | 4 | 4 | 3 | 1 | 3 | 5 | 36 |
| 23 | 5 | 5 | 3 | 5 | 3 | 5 | 4 | 5 | 5 | 5 | 45 |
| 24 | 1 | 3 | 3 | 1 | 4 | 3 | 3 | 3 | 4 | 3 | 28 |
| 25 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 45 |
| 26 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 48 |
| 27 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 1 | 25 |
| 28 | 2 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 3 | 3 | 20 |
| 29 | 5 | 5 | 5 | 5 | 5 | 4 | 1 | 5 | 5 |  | 40 |
| 30 | 3 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 3 | 2 | 26 |
| 31 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 1 | 3 | 3 | 26 |
| 32 | 4 | 5 | 5 | 4 | 5 | 1 | 5 | 5 | 5 | 4 | 43 |
| 33 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 2 | 26 |
| 34 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 48 |
| 35 | 4 | 4 | 1 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 41 |
| 36 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 42 |
| 37 | 1 | 4 | 4 | 5 | 5 | 4 | 1 | 5 | 5 | 4 | 38 |
| 38 | 5 | 4 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 47 |
| 39 | 3 | 2 | 3 | 2 | 1 | 2 | 3 | 2 | 3 | 2 | 23 |
| 40 | 3 | 3 | 2 | 3 | 3 | 4 | 3 | 5 | 4 | 3 | 33 |
| 41 | 4 | 4 | 4 | 4 | 3 | 3 | 1 | 2 | 4 | 5 | 34 |
| 42 | 3 | 2 | 3 | 2 | 2 | 2 | 3 | 2 | 3 | 2 | 24 |
| 43 | 5 | 3 | 2 | 4 | 4 | 4 | 5 | 4 | 1 | 4 | 36 |
| 44 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 35 |
| 45 | 4 | 1 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 41 |
| 46 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 25 |
| 47 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 36 |
| 48 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 27 |
| 49 | 5 | 5 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 39 |
| 50 | 4 | 4 | 4 | 4 | 5 | 4 | 1 | 5 | 4 | 4 | 39 |
| 51 | 2 | 2 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 24 |
| 52 | 1 | 4 | 4 | 4 | 5 | 4 | 5 | 3 | 4 | 4 | 38 |
| 53 | 3 | 3 | 2 | 3 | 2 | 3 | 2 | 2 | 2 | 3 | 25 |
| 54 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 44 |
| **Total** | **125** | **143** | **133** | **141** | **143** | **138** | **133** | **140** | **145** | **137** | **1378** |

**TOTAL TABULASI DAN DATA PENELITIAN**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **X1** | **X2** | **Y** | **X12** | **X22** | **Y2** | **X1.Y** | **X2.Y** |
| 1 | 25 | 30 | 31 | 625 | 900 | 961 | 775 | 930 |
| 2 | 22 | 39 | 34 | 484 | 1521 | 1156 | 748 | 1326 |
| 3 | 24 | 30 | 30 | 576 | 900 | 900 | 720 | 900 |
| 4 | 25 | 27 | 27 | 625 | 729 | 729 | 675 | 729 |
| 5 | 31 | 35 | 37 | 961 | 1225 | 1369 | 1147 | 1295 |
| 6 | 14 | 24 | 27 | 196 | 576 | 729 | 378 | 648 |
| 7 | 23 | 26 | 21 | 529 | 676 | 441 | 483 | 546 |
| 8 | 29 | 30 | 31 | 841 | 900 | 961 | 899 | 930 |
| 9 | 22 | 31 | 30 | 484 | 961 | 900 | 660 | 930 |
| 10 | 28 | 31 | 30 | 784 | 961 | 900 | 840 | 930 |
| 11 | 29 | 26 | 29 | 841 | 676 | 841 | 841 | 754 |
| 12 | 47 | 47 | 42 | 2209 | 2209 | 1764 | 1974 | 1974 |
| 13 | 39 | 33 | 38 | 1521 | 1089 | 1444 | 1482 | 1254 |
| 14 | 44 | 43 | 44 | 1936 | 1849 | 1936 | 1936 | 1892 |
| 15 | 37 | 25 | 36 | 1369 | 625 | 1296 | 1332 | 900 |
| 16 | 43 | 48 | 47 | 1849 | 2304 | 2209 | 2021 | 2256 |
| 17 | 45 | 23 | 32 | 2025 | 529 | 1024 | 1440 | 736 |
| 18 | 26 | 43 | 39 | 676 | 1849 | 1521 | 1014 | 1677 |
| 19 | 33 | 36 | 38 | 1089 | 1296 | 1444 | 1254 | 1368 |
| 20 | 46 | 37 | 42 | 2116 | 1369 | 1764 | 1932 | 1554 |
| 21 | 45 | 47 | 46 | 2025 | 2209 | 2116 | 2070 | 2162 |
| 22 | 39 | 37 | 36 | 1521 | 1369 | 1296 | 1404 | 1332 |
| 23 | 45 | 45 | 45 | 2025 | 2025 | 2025 | 2025 | 2025 |
| 24 | 33 | 24 | 28 | 1089 | 576 | 784 | 924 | 672 |
| 25 | 26 | 44 | 45 | 676 | 1936 | 2025 | 1170 | 1980 |
| 26 | 22 | 47 | 48 | 484 | 2209 | 2304 | 1056 | 2256 |
| 27 | 26 | 24 | 25 | 676 | 576 | 625 | 650 | 600 |
| 28 | 27 | 24 | 20 | 729 | 576 | 400 | 540 | 480 |
| 29 | 43 | 25 | 40 | 1849 | 625 | 1600 | 1720 | 1000 |
| 30 | 27 | 30 | 26 | 729 | 900 | 676 | 702 | 780 |
| 31 | 22 | 26 | 26 | 484 | 676 | 676 | 572 | 676 |
| 32 | 46 | 22 | 43 | 2116 | 484 | 1849 | 1978 | 946 |
| 33 | 25 | 25 | 26 | 625 | 625 | 676 | 650 | 650 |
| 34 | 49 | 25 | 48 | 2401 | 625 | 2304 | 2352 | 1200 |
| 35 | 41 | 22 | 41 | 1681 | 484 | 1681 | 1681 | 902 |
| 36 | 39 | 40 | 42 | 1521 | 1600 | 1764 | 1638 | 1680 |
| 37 | 37 | 25 | 38 | 1369 | 625 | 1444 | 1406 | 950 |
| 38 | 46 | 48 | 47 | 2116 | 2304 | 2209 | 2162 | 2256 |
| 39 | 26 | 23 | 23 | 676 | 529 | 529 | 598 | 529 |
| 40 | 31 | 35 | 33 | 961 | 1225 | 1089 | 1023 | 1155 |
| 41 | 27 | 37 | 34 | 729 | 1369 | 1156 | 918 | 1258 |
| 42 | 26 | 24 | 24 | 676 | 576 | 576 | 624 | 576 |
| 43 | 26 | 41 | 36 | 676 | 1681 | 1296 | 936 | 1476 |
| 44 | 25 | 39 | 35 | 625 | 1521 | 1225 | 875 | 1365 |
| 45 | 29 | 34 | 41 | 841 | 1156 | 1681 | 1189 | 1394 |
| 46 | 25 | 30 | 25 | 625 | 900 | 625 | 625 | 750 |
| 47 | 26 | 37 | 36 | 676 | 1369 | 1296 | 936 | 1332 |
| 48 | 25 | 25 | 27 | 625 | 625 | 729 | 675 | 675 |
| 49 | 41 | 40 | 39 | 1681 | 1600 | 1521 | 1599 | 1560 |
| 50 | 41 | 24 | 39 | 1681 | 576 | 1521 | 1599 | 936 |
| 51 | 19 | 26 | 24 | 361 | 676 | 576 | 456 | 624 |
| 52 | 47 | 37 | 38 | 2209 | 1369 | 1444 | 1786 | 1406 |
| 53 | 27 | 25 | 25 | 729 | 625 | 625 | 675 | 625 |
| 54 | 40 | 42 | 44 | 1600 | 1764 | 1936 | 1760 | 1848 |
| **Total** | **1577** | **1609** | **1708** | **54643** | **56119** | **62466** | **57249** | **58146** |

**TABULASI DATA DAN VALIDITAS KUALITAS PELAYANAN (X1)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Item Pernyataan** | | | | | | | | | | **Total** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
| 1 | 2 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 26 |
| 2 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 49 |
| 3 | 3 | 3 | 4 | 2 | 4 | 4 | 3 | 4 | 4 | 4 | 35 |
| 4 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 41 |
| 5 | 2 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 27 |
| 6 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 39 |
| 7 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 37 |
| 8 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 9 | 2 | 3 | 2 | 2 | 3 | 4 | 4 | 3 | 3 | 3 | 29 |
| 10 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 44 |
| 11 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 2 | 3 | 3 | 32 |
| 12 | 3 | 3 | 2 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 27 |
| 13 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 27 |
| 14 | 3 | 3 | 2 | 2 | 3 | 3 | 2 | 3 | 2 | 2 | 25 |
| 15 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 47 |
| 16 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 47 |
| 17 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 2 | 26 |
| 18 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 27 |
| 19 | 1 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 16 |
| 20 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 27 |
| 21 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 28 |
| 22 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 46 |
| 23 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 3 | 4 | 38 |
| 24 | 2 | 1 | 1 | 1 | 2 | 2 | 1 | 2 | 1 | 1 | 14 |
| 25 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 38 |
| 26 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 41 |
| 27 | 5 | 4 | 5 | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 43 |
| 28 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 40 |
| 29 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 48 |
| 30 | 2 | 3 | 3 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 29 |
| **∑X** | **96** | **107** | **99** | **95** | **108** | **106** | **102** | **107** | **103** | **109** |  |
| **∑Y** |  |  |  |  |  |  |  |  |  |  | **1032** |
| **(∑X2)** | **9216** | **11449** | **9801** | **9025** | **11664** | **11236** | **10404** | **11449** | **10609** | **11881** |  |
| **(∑Y2)** |  |  |  |  |  |  |  |  |  |  | **1065024** |
| **∑X.Y** | **3566** | **3928** | **3688** | **3552** | **3938** | **3850** | **3759** | **3924** | **3820** | **4049** |  |
| **∑X2** | **344** | **411** | **365** | **341** | **410** | **398** | **378** | **411** | **389** | **435** |  |
| **∑Y2** |  |  |  |  |  |  |  |  |  |  | **38074** |

**TABULASI DATA VALIDITAS LOKASI (X2)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Item Pernyataan** | | | | | | | | | | **Total** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
| 1 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 27 |
| 2 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 27 |
| 3 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 47 |
| 4 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 2 | 3 | 2 | 26 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 49 |
| 6 | 3 | 4 | 3 | 2 | 4 | 2 | 4 | 3 | 3 | 3 | 31 |
| 7 | 3 | 4 | 3 | 3 | 4 | 2 | 3 | 4 | 3 | 3 | 32 |
| 8 | 3 | 3 | 5 | 4 | 3 | 2 | 3 | 3 | 3 | 2 | 31 |
| 9 | 2 | 3 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 3 | 26 |
| 10 | 3 | 3 | 4 | 3 | 4 | 5 | 5 | 4 | 3 | 3 | 37 |
| 11 | 3 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 46 |
| 12 | 4 | 5 | 5 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 38 |
| 13 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 28 |
| 14 | 3 | 2 | 3 | 3 | 3 | 2 | 5 | 2 | 2 | 5 | 30 |
| 15 | 5 | 5 | 4 | 5 | 5 | 3 | 5 | 5 | 3 | 4 | 44 |
| 16 | 4 | 3 | 4 | 3 | 5 | 3 | 4 | 3 | 3 | 5 | 37 |
| 17 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 1 | 2 | 2 | 17 |
| 18 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 48 |
| 19 | 2 | 3 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 25 |
| 20 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 2 | 26 |
| 21 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 31 |
| 22 | 3 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 2 | 23 |
| 23 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 31 |
| 24 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 34 |
| 25 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 31 |
| 26 | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 2 | 25 |
| 27 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 28 |
| 28 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 47 |
| 29 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 32 |
| 30 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 27 |
| **∑X** | **93** | **102** | **103** | **93** | **102** | **93** | **107** | **94** | **95** | **99** |  |
| **∑Y** |  |  |  |  |  |  |  |  |  |  | **981** |
| **(∑X2)** | **8649** | **10404** | **10609** | **8649** | **10404** | **8649** | **11449** | **8836** | **9025** | **9801** |  |
| **(∑Y2)** |  |  |  |  |  |  |  |  |  |  | **962361** |
| **∑X.Y** | **3231** | **3561** | **3580** | **3229** | **3553** | **3248** | **3702** | **3280** | **3279** | **3454** |  |
| **∑X2** | **315** | **380** | **383** | **315** | **378** | **321** | **409** | **326** | **323** | **361** |  |
| **∑Y2** |  |  |  |  |  |  |  |  |  |  | **34117** |

**TABULASI DATA VALIDITAS KEPUTUSAN KONSUMEN (Y)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Item Pernyataan** | | | | | | | | | | **Total** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
| 1 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 26 |
| 2 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 2 | 3 | 24 |
| 3 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 47 |
| 4 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 27 |
| 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 47 |
| 6 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 27 |
| 7 | 3 | 3 | 2 | 3 | 4 | 3 | 2 | 2 | 3 | 2 | 27 |
| 8 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 9 | 4 | 3 | 3 | 2 | 4 | 4 | 3 | 3 | 3 | 4 | 33 |
| 10 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 41 |
| 11 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 44 |
| 12 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 39 |
| 13 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 27 |
| 14 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 15 | 3 | 3 | 2 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 32 |
| 16 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 45 |
| 17 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 43 |
| 18 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 35 |
| 19 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 47 |
| 20 | 2 | 3 | 3 | 5 | 3 | 3 | 2 | 2 | 3 | 3 | 29 |
| 21 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 34 |
| 22 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 5 | 4 | 34 |
| 23 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 33 |
| 24 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 45 |
| 25 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 27 |
| 26 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 34 |
| 27 | 3 | 3 | 4 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 29 |
| 28 | 2 | 1 | 2 | 2 | 2 | 1 | 2 | 2 | 1 | 1 | 16 |
| 29 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 47 |
| 30 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 28 |
| **∑X** | **100** | **107** | **106** | **100** | **111** | **108** | **107** | **96** | **109** | **112** |  |
| **∑Y** |  |  |  |  |  |  |  |  |  |  | **1056** |
| **(∑X2)** | **10000** | **11449** | **11236** | **10000** | **12321** | **11664** | **11449** | **9216** | **11881** | **12544** |  |
| **(∑Y2)** |  |  |  |  |  |  |  |  |  |  | **1115136** |
| **∑X.Y** | **3738** | **3987** | **3959** | **3744** | **4093** | **4013** | **3988** | **3595** | **4072** | **4219** |  |
| **∑X2** | **362** | **407** | **406** | **368** | **431** | **414** | **409** | **334** | **429** | **458** |  |
| **∑Y2** |  |  |  |  |  |  |  |  |  |  | **39408** |

**Lampiran 3**

**Titik Presentase Distribusi 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** |
| **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 |
| **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 |

**Lampiran 4**

**Titik Presentase Distribusi F Tabel**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **df untuk** |  |  |  |  |  |  | **df untuk pembilang (N1)** | | |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **penyebut** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **(N2)** | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **13** | **14** | **15** |
| **1** | 161 | 199 | 216 | 225 | 230 | 234 | 237 | 239 | 241 | 242 | 243 | 244 | 245 | 245 | 246 |
| **2** | 18.51 | 19.00 | 19.16 | 19.25 | 19.30 | 19.33 | 19.35 | 19.37 | 19.38 | 19.40 | 19.40 | 19.41 | 19.42 | 19.42 | 19.43 |
| **3** | 10.13 | 9.55 | 9.28 | 9.12 | 9.01 | 8.94 | 8.89 | 8.85 | 8.81 | 8.79 | 8.76 | 8.74 | 8.73 | 8.71 | 8.70 |
| **4** | 7.71 | 6.94 | 6.59 | 6.39 | 6.26 | 6.16 | 6.09 | 6.04 | 6.00 | 5.96 | 5.94 | 5.91 | 5.89 | 5.87 | 5.86 |
| **5** | 6.61 | 5.79 | 5.41 | 5.19 | 5.05 | 4.95 | 4.88 | 4.82 | 4.77 | 4.74 | 4.70 | 4.68 | 4.66 | 4.64 | 4.62 |
| **6** | 5.99 | 5.14 | 4.76 | 4.53 | 4.39 | 4.28 | 4.21 | 4.15 | 4.10 | 4.06 | 4.03 | 4.00 | 3.98 | 3.96 | 3.94 |
| **7** | 5.59 | 4.74 | 4.35 | 4.12 | 3.97 | 3.87 | 3.79 | 3.73 | 3.68 | 3.64 | 3.60 | 3.57 | 3.55 | 3.53 | 3.51 |
| **8** | 5.32 | 4.46 | 4.07 | 3.84 | 3.69 | 3.58 | 3.50 | 3.44 | 3.39 | 3.35 | 3.31 | 3.28 | 3.26 | 3.24 | 3.22 |
| **9** | 5.12 | 4.26 | 3.86 | 3.63 | 3.48 | 3.37 | 3.29 | 3.23 | 3.18 | 3.14 | 3.10 | 3.07 | 3.05 | 3.03 | 3.01 |
| **10** | 4.96 | 4.10 | 3.71 | 3.48 | 3.33 | 3.22 | 3.14 | 3.07 | 3.02 | 2.98 | 2.94 | 2.91 | 2.89 | 2.86 | 2.85 |
| **11** | 4.84 | 3.98 | 3.59 | 3.36 | 3.20 | 3.09 | 3.01 | 2.95 | 2.90 | 2.85 | 2.82 | 2.79 | 2.76 | 2.74 | 2.72 |
| **12** | 4.75 | 3.89 | 3.49 | 3.26 | 3.11 | 3.00 | 2.91 | 2.85 | 2.80 | 2.75 | 2.72 | 2.69 | 2.66 | 2.64 | 2.62 |
| **13** | 4.67 | 3.81 | 3.41 | 3.18 | 3.03 | 2.92 | 2.83 | 2.77 | 2.71 | 2.67 | 2.63 | 2.60 | 2.58 | 2.55 | 2.53 |
| **14** | 4.60 | 3.74 | 3.34 | 3.11 | 2.96 | 2.85 | 2.76 | 2.70 | 2.65 | 2.60 | 2.57 | 2.53 | 2.51 | 2.48 | 2.46 |
| **15** | 4.54 | 3.68 | 3.29 | 3.06 | 2.90 | 2.79 | 2.71 | 2.64 | 2.59 | 2.54 | 2.51 | 2.48 | 2.45 | 2.42 | 2.40 |
| **16** | 4.49 | 3.63 | 3.24 | 3.01 | 2.85 | 2.74 | 2.66 | 2.59 | 2.54 | 2.49 | 2.46 | 2.42 | 2.40 | 2.37 | 2.35 |
| **17** | 4.45 | 3.59 | 3.20 | 2.96 | 2.81 | 2.70 | 2.61 | 2.55 | 2.49 | 2.45 | 2.41 | 2.38 | 2.35 | 2.33 | 2.31 |
| **18** | 4.41 | 3.55 | 3.16 | 2.93 | 2.77 | 2.66 | 2.58 | 2.51 | 2.46 | 2.41 | 2.37 | 2.34 | 2.31 | 2.29 | 2.27 |
| **19** | 4.38 | 3.52 | 3.13 | 2.90 | 2.74 | 2.63 | 2.54 | 2.48 | 2.42 | 2.38 | 2.34 | 2.31 | 2.28 | 2.26 | 2.23 |
| **20** | 4.35 | 3.49 | 3.10 | 2.87 | 2.71 | 2.60 | 2.51 | 2.45 | 2.39 | 2.35 | 2.31 | 2.28 | 2.25 | 2.22 | 2.20 |
| **21** | 4.32 | 3.47 | 3.07 | 2.84 | 2.68 | 2.57 | 2.49 | 2.42 | 2.37 | 2.32 | 2.28 | 2.25 | 2.22 | 2.20 | 2.18 |
| **22** | 4.30 | 3.44 | 3.05 | 2.82 | 2.66 | 2.55 | 2.46 | 2.40 | 2.34 | 2.30 | 2.26 | 2.23 | 2.20 | 2.17 | 2.15 |
| **23** | 4.28 | 3.42 | 3.03 | 2.80 | 2.64 | 2.53 | 2.44 | 2.37 | 2.32 | 2.27 | 2.24 | 2.20 | 2.18 | 2.15 | 2.13 |
| **24** | 4.26 | 3.40 | 3.01 | 2.78 | 2.62 | 2.51 | 2.42 | 2.36 | 2.30 | 2.25 | 2.22 | 2.18 | 2.15 | 2.13 | 2.11 |
| **25** | 4.24 | 3.39 | 2.99 | 2.76 | 2.60 | 2.49 | 2.40 | 2.34 | 2.28 | 2.24 | 2.20 | 2.16 | 2.14 | 2.11 | 2.09 |
| **26** | 4.23 | 3.37 | 2.98 | 2.74 | 2.59 | 2.47 | 2.39 | 2.32 | 2.27 | 2.22 | 2.18 | 2.15 | 2.12 | 2.09 | 2.07 |
| **27** | 4.21 | 3.35 | 2.96 | 2.73 | 2.57 | 2.46 | 2.37 | 2.31 | 2.25 | 2.20 | 2.17 | 2.13 | 2.10 | 2.08 | 2.06 |
| **28** | 4.20 | 3.34 | 2.95 | 2.71 | 2.56 | 2.45 | 2.36 | 2.29 | 2.24 | 2.19 | 2.15 | 2.12 | 2.09 | 2.06 | 2.04 |
| **29** | 4.18 | 3.33 | 2.93 | 2.70 | 2.55 | 2.43 | 2.35 | 2.28 | 2.22 | 2.18 | 2.14 | 2.10 | 2.08 | 2.05 | 2.03 |
| **30** | 4.17 | 3.32 | 2.92 | 2.69 | 2.53 | 2.42 | 2.33 | 2.27 | 2.21 | 2.16 | 2.13 | 2.09 | 2.06 | 2.04 | 2.01 |
| **31** | 4.16 | 3.30 | 2.91 | 2.68 | 2.52 | 2.41 | 2.32 | 2.25 | 2.20 | 2.15 | 2.11 | 2.08 | 2.05 | 2.03 | 2.00 |
| **32** | 4.15 | 3.29 | 2.90 | 2.67 | 2.51 | 2.40 | 2.31 | 2.24 | 2.19 | 2.14 | 2.10 | 2.07 | 2.04 | 2.01 | 1.99 |
| **33** | 4.14 | 3.28 | 2.89 | 2.66 | 2.50 | 2.39 | 2.30 | 2.23 | 2.18 | 2.13 | 2.09 | 2.06 | 2.03 | 2.00 | 1.98 |
| **34** | 4.13 | 3.28 | 2.88 | 2.65 | 2.49 | 2.38 | 2.29 | 2.23 | 2.17 | 2.12 | 2.08 | 2.05 | 2.02 | 1.99 | 1.97 |
| **35** | 4.12 | 3.27 | 2.87 | 2.64 | 2.49 | 2.37 | 2.29 | 2.22 | 2.16 | 2.11 | 2.07 | 2.04 | 2.01 | 1.99 | 1.96 |
| **36** | 4.11 | 3.26 | 2.87 | 2.63 | 2.48 | 2.36 | 2.28 | 2.21 | 2.15 | 2.11 | 2.07 | 2.03 | 2.00 | 1.98 | 1.95 |
| **37** | 4.11 | 3.25 | 2.86 | 2.63 | 2.47 | 2.36 | 2.27 | 2.20 | 2.14 | 2.10 | 2.06 | 2.02 | 2.00 | 1.97 | 1.95 |
| **38** | 4.10 | 3.24 | 2.85 | 2.62 | 2.46 | 2.35 | 2.26 | 2.19 | 2.14 | 2.09 | 2.05 | 2.02 | 1.99 | 1.96 | 1.94 |
| **39** | 4.09 | 3.24 | 2.85 | 2.61 | 2.46 | 2.34 | 2.26 | 2.19 | 2.13 | 2.08 | 2.04 | 2.01 | 1.98 | 1.95 | 1.93 |
| **40** | 4.08 | 3.23 | 2.84 | 2.61 | 2.45 | 2.34 | 2.25 | 2.18 | 2.12 | 2.08 | 2.04 | 2.00 | 1.97 | 1.95 | 1.92 |
| **41** | 4.08 | 3.23 | 2.83 | 2.60 | 2.44 | 2.33 | 2.24 | 2.17 | 2.12 | 2.07 | 2.03 | 2.00 | 1.97 | 1.94 | 1.92 |
| **42** | 4.07 | 3.22 | 2.83 | 2.59 | 2.44 | 2.32 | 2.24 | 2.17 | 2.11 | 2.06 | 2.03 | 1.99 | 1.96 | 1.94 | 1.91 |
| **43** | 4.07 | 3.21 | 2.82 | 2.59 | 2.43 | 2.32 | 2.23 | 2.16 | 2.11 | 2.06 | 2.02 | 1.99 | 1.96 | 1.93 | 1.91 |
| **44** | 4.06 | 3.21 | 2.82 | 2.58 | 2.43 | 2.31 | 2.23 | 2.16 | 2.10 | 2.05 | 2.01 | 1.98 | 1.95 | 1.92 | 1.90 |
| **45** | 4.06 | 3.20 | 2.81 | 2.58 | 2.42 | 2.31 | 2.22 | 2.15 | 2.10 | 2.05 | 2.01 | 1.97 | 1.94 | 1.92 | 1.89 |
| **46** | 4.05 | 3.20 | 2.81 | 2.57 | 2.42 | 2.30 | 2.22 | 2.15 | 2.09 | 2.04 | 2.00 | 1.97 | 1.94 | 1.91 | 1.89 |
| **47** | 4.05 | 3.20 | 2.80 | 2.57 | 2.41 | 2.30 | 2.21 | 2.14 | 2.09 | 2.04 | 2.00 | 1.96 | 1.93 | 1.91 | 1.88 |
| **48** | 4.04 | 3.19 | 2.80 | 2.57 | 2.41 | 2.29 | 2.21 | 2.14 | 2.08 | 2.03 | 1.99 | 1.96 | 1.93 | 1.90 | 1.88 |
| **49** | 4.04 | 3.19 | 2.79 | 2.56 | 2.40 | 2.29 | 2.20 | 2.13 | 2.08 | 2.03 | 1.99 | 1.96 | 1.93 | 1.90 | 1.88 |
| **50** | 4.03 | 3.18 | 2.79 | 2.56 | 2.40 | 2.29 | 2.20 | 2.13 | 2.07 | 2.03 | 1.99 | 1.95 | 1.92 | 1.89 | 1.87 |
| **51** | 4.03 | 3.18 | **2.79** | 2.55 | 2.40 | 2.28 | 2.20 | 2.13 | 2.07 | 2.02 | 1.98 | 1.95 | 1.92 | 1.89 | 1.87 |
| **52** | 4.03 | 3.18 | 2.78 | 2.55 | 2.39 | 2.28 | 2.19 | 2.12 | 2.07 | 2.02 | 1.98 | 1.94 | 1.91 | 1.89 | 1.86 |
| **53** | 4.02 | 3.17 | 2.78 | 2.55 | 2.39 | 2.28 | 2.19 | 2.12 | 2.06 | 2.01 | 1.97 | 1.94 | 1.91 | 1.88 | 1.86 |
| **54** | 4.02 | 3.17 | 2.78 | 2.54 | 2.39 | 2.27 | 2.18 | 2.12 | 2.06 | 2.01 | 1.97 | 1.94 | 1.91 | 1.88 | 1.86 |
| **55** | 4.02 | 3.16 | 2.77 | 2.54 | 2.38 | 2.27 | 2.18 | 2.11 | 2.06 | 2.01 | 1.97 | 1.93 | 1.90 | 1.88 | 1.85 |
| **56** | 4.01 | 3.16 | 2.77 | 2.54 | 2.38 | 2.27 | 2.18 | 2.11 | 2.05 | 2.00 | 1.96 | 1.93 | 1.90 | 1.87 | 1.85 |
| **57** | 4.01 | 3.16 | 2.77 | 2.53 | 2.38 | 2.26 | 2.18 | 2.11 | 2.05 | 2.00 | 1.96 | 1.93 | 1.90 | 1.87 | 1.85 |
| **58** | 4.01 | 3.16 | 2.76 | 2.53 | 2.37 | 2.26 | 2.17 | 2.10 | 2.05 | 2.00 | 1.96 | 1.92 | 1.89 | 1.87 | 1.84 |
| **59** | 4.00 | 3.15 | 2.76 | 2.53 | 2.37 | 2.26 | 2.17 | 2.10 | 2.04 | 2.00 | 1.96 | 1.92 | 1.89 | 1.86 | 1.84 |
| **60** | 4.00 | 3.15 | 2.76 | 2.53 | 2.37 | 2.25 | 2.17 | 2.10 | 2.04 | 1.99 | 1.95 | 1.92 | 1.89 | 1.86 | 1.84 |
| **61** | 4.00 | 3.15 | 2.76 | 2.52 | 2.37 | 2.25 | 2.16 | 2.09 | 2.04 | 1.99 | 1.95 | 1.91 | 1.88 | 1.86 | 1.83 |
| **62** | 4.00 | 3.15 | 2.75 | 2.52 | 2.36 | 2.25 | 2.16 | 2.09 | 2.03 | 1.99 | 1.95 | 1.91 | 1.88 | 1.85 | 1.83 |
| **63** | 3.99 | 3.14 | 2.75 | 2.52 | 2.36 | 2.25 | 2.16 | 2.09 | 2.03 | 1.98 | 1.94 | 1.91 | 1.88 | 1.85 | 1.83 |
| **64** | 3.99 | 3.14 | 2.75 | 2.52 | 2.36 | 2.24 | 2.16 | 2.09 | 2.03 | 1.98 | 1.94 | 1.91 | 1.88 | 1.85 | 1.83 |
| **65** | 3.99 | 3.14 | 2.75 | 2.51 | 2.36 | 2.24 | 2.15 | 2.08 | 2.03 | 1.98 | 1.94 | 1.90 | 1.87 | 1.85 | 1.82 |
| **66** | 3.99 | 3.14 | 2.74 | 2.51 | 2.35 | 2.24 | 2.15 | 2.08 | 2.03 | 1.98 | 1.94 | 1.90 | 1.87 | 1.84 | 1.82 |
| **67** | 3.98 | 3.13 | 2.74 | 2.51 | 2.35 | 2.24 | 2.15 | 2.08 | 2.02 | 1.98 | 1.93 | 1.90 | 1.87 | 1.84 | 1.82 |
| **68** | 3.98 | 3.13 | 2.74 | 2.51 | 2.35 | 2.24 | 2.15 | 2.08 | 2.02 | 1.97 | 1.93 | 1.90 | 1.87 | 1.84 | 1.82 |
| **69** | 3.98 | 3.13 | 2.74 | 2.50 | 2.35 | 2.23 | 2.15 | 2.08 | 2.02 | 1.97 | 1.93 | 1.90 | 1.86 | 1.84 | 1.81 |
| **70** | 3.98 | 3.13 | 2.74 | 2.50 | 2.35 | 2.23 | 2.14 | 2.07 | 2.02 | 1.97 | 1.93 | 1.89 | 1.86 | 1.84 | 1.81 |
| **71** | 3.98 | 3.13 | 2.73 | 2.50 | 2.34 | 2.23 | 2.14 | 2.07 | 2.01 | 1.97 | 1.93 | 1.89 | 1.86 | 1.83 | 1.81 |
| **72** | 3.97 | 3.12 | 2.73 | 2.50 | 2.34 | 2.23 | 2.14 | 2.07 | 2.01 | 1.96 | 1.92 | 1.89 | 1.86 | 1.83 | 1.81 |
| **73** | 3.97 | 3.12 | 2.73 | 2.50 | 2.34 | 2.23 | 2.14 | 2.07 | 2.01 | 1.96 | 1.92 | 1.89 | 1.86 | 1.83 | 1.81 |
| **74** | 3.97 | 3.12 | 2.73 | 2.50 | 2.34 | 2.22 | 2.14 | 2.07 | 2.01 | 1.96 | 1.92 | 1.89 | 1.85 | 1.83 | 1.80 |
| **75** | 3.97 | 3.12 | 2.73 | 2.49 | 2.34 | 2.22 | 2.13 | 2.06 | 2.01 | 1.96 | 1.92 | 1.88 | 1.85 | 1.83 | 1.80 |
| **76** | 3.97 | 3.12 | 2.72 | 2.49 | 2.33 | 2.22 | 2.13 | 2.06 | 2.01 | 1.96 | 1.92 | 1.88 | 1.85 | 1.82 | 1.80 |
| **77** | 3.97 | 3.12 | 2.72 | 2.49 | 2.33 | 2.22 | 2.13 | 2.06 | 2.00 | 1.96 | 1.92 | 1.88 | 1.85 | 1.82 | 1.80 |
| **78** | 3.96 | 3.11 | 2.72 | 2.49 | 2.33 | 2.22 | 2.13 | 2.06 | 2.00 | 1.95 | 1.91 | 1.88 | 1.85 | 1.82 | 1.80 |
| **79** | 3.96 | 3.11 | 2.72 | 2.49 | 2.33 | 2.22 | 2.13 | 2.06 | 2.00 | 1.95 | 1.91 | 1.88 | 1.85 | 1.82 | 1.79 |
| **80** | 3.96 | 3.11 | 2.72 | 2.49 | 2.33 | 2.21 | 2.13 | 2.06 | 2.00 | 1.95 | 1.91 | 1.88 | 1.84 | 1.82 | 1.79 |

**Lampiran 5**

**HASIL UJI SPSS**

**Validitas dan Reliabilitas Kualitas Pelayanan (X1)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Correlations** | | | |
|  | | Total\_Item |
| Pernyataan\_1 | Pearson Correlation | .857\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_2 | Pearson Correlation | .899\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_3 | Pearson Correlation | .900 |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_4 | Pearson Correlation | .883\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_5 | Pearson Correlation | .954\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_6 | Pearson Correlation | .829\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_7 | Pearson Correlation | .883\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_8 | Pearson Correlation | .885\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_9 | Pearson Correlation | .918\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_10 | Pearson Correlation | .946\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Total\_Item | Pearson Correlation | 1\*\* |
| Sig. (2-tailed) |  |
| N | 30 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .971 | 10 |

**Validitas dan Reliabilitas Lokasi (X2)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Correlations** | | | |
|  | | Total\_Item |
| Pernyataan\_1 | Pearson Correlation | .814\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_2 | Pearson Correlation | .867\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_3 | Pearson Correlation | .866 |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_4 | Pearson Correlation | .805\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_5 | Pearson Correlation | .863\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_6 | Pearson Correlation | .801\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_7 | Pearson Correlation | .860\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_8 | Pearson Correlation | .814\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_9 | Pearson Correlation | .812\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_10 | Pearson Correlation | .820\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Total\_Item | Pearson Correlation | 1\*\* |
| Sig. (2-tailed) |  |
| N | 30 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .950 | 10 |

**Validitas dan Reliabilitas Keputusan Konsumen (Y)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Correlations** | | | |
|  | | Total\_Item |
| Pernyataan\_1 | Pearson Correlation | .861\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_2 | Pearson Correlation | .926\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_3 | Pearson Correlation | .859 |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_4 | Pearson Correlation | .804\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_5 | Pearson Correlation | .872\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_6 | Pearson Correlation | .890\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_7 | Pearson Correlation | .896\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_8 | Pearson Correlation | .881\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_9 | Pearson Correlation | .866\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_10 | Pearson Correlation | .926\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Total\_Item | Pearson Correlation | 1\*\* |
| Sig. (2-tailed) |  |
| N | 30 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .966 | 10 |