**Lampiran 1**

**KUESIONER**

Kepada Yth

Bapak/Ibu Responden

Di

…........................

Puji syukur kita panjatkan kehadirat Tuhan YME karena atas limpahan rahmat, hidayahnya lah sehingga angket penelitian ini yang berjudul“**Pengaruh Kepercayaan dan Resiko Terhadap Keputusan Pelanggan Belanja Melalui Sistem Informasi Pengadaaan Sekolah (SIPLah) Pada Perusahaan CV.TIA Medan Sumatera Utara**”. Sehubungan dengan hal tersebut, maka mohon kesediaan Bapak/Ibu untuk mengisi angket ini walaupun disadari bahwa kesibukan selalu menyertai aktivitas dan tugas saudara/saudari. 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 Bapak/Ibu, saya ucapkan terima kasih,semoga Allah SWT meridhoi kita semua, Amin.

Medan, 2021

Peneliti

**Juli Malem Hasibuan**

NPM.173114012

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

KS = Kurang Setuju

TS = Tidak Setuju

STS = Sangat Tidak Setuju

1. Bila ada sesuatu yang kurang jelas. mohon ditanyakan pada peneliti.
2. **DAFTAR PERTANYAAN KUESIONER**
3. **Kepercayaan (X1)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | | **SS** | | **S** | | **KS** | | **TS** | | **STS** |
| **Kejujuran Penjual** | | | | | | | | | | | |
| 1 | Saya percaya terhadap CV.TIA dalam bekerjasama bertaransaksi melalui SIPLah selalu mengutamakan kejujuran. | |  | |  | |  | |  | |  |
| 2 | Saya percaya CV.TIA sebagai tempat belanja keperluan sekolah yang paling tepat, karena sangat jujur dalam menjual barang-barang yang dibutuhkan oleh sekolah | |  | |  | |  | |  | |  |
| 3 | Saya akui CV. TIA sangat dipercaya karena kejujurannnya sebagai tempat belanja keperluan sekolah melalui sistem informasi pengadaaan sekolah (SIPLah) | |  | |  | |  | |  | |  |
| 4 | Saya memilih CV. TIA karena sangat menjamin kepuasan pelanggan dalam berbelanja keperluan sekolah melalui sistem informasi pengadaaan sekolah (SIPLah) | |  | |  | |  | |  | |  |
| **Tanggung Jawab** | | | | | | | | | | | |
| 5 | Saya percaya CV.TIA bersedia bertanggung jawab penuh atas resiko apapun yang terjadi dalam bertransaski melalui SIPLah |  | |  | |  | |  | |  | |
| 6 | Saya sangat yakin bekerjasama dengan CV. TIA karena mereka sangat bertanggungjawab penuh atas kepuasan pelanggan |  | |  | |  | |  | |  | |
| 7 | Saya sangat mengakui pertanggungjawaban dari CV. TIA terhadap semua transaksi keperluan sekolah melalui SIPLah |  | |  | |  | |  | |  | |
| **Reputasi Perusahaan** | | | | | | | | | | | |
| 8 | Saya percaya CV.TIA tetap konsisten dalam kerjasama bertransaski melalui SIPLah |  | |  | |  | |  | |  | |
| 9 | Saya percaya CV. Tia sangat menjaga reputasinya di mata para pelanggan terutama dalam bertransaski melalui SIPLah |  | |  | |  | |  | |  | |
| 10 | Saya percaya bahwa CV.TIA memiliki reputasi yang baik dalam menanganani pengadaan keperluaan sekolah melalui SIPLah |  | |  | |  | |  | |  | |

**2. Resiko (X2)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **KS** | **TS** | **STS** |
| **Kualitas Produk** | | | | | | |
| 1 | Saya yakin CV.TIA bersedia menjamin kualitas barang yang bagus untuk ditransaksikan melalui SIPLah |  |  |  |  |  |
| 2 | Saya memilih berbelanja keperluan sekolah dari CV.TIA karena kualitas barangnya sudah terjamin |  |  |  |  |  |
| **Harga** | | | | | | |
| 3 | Saya yakin bahwa CV.TIA bersedia menanggung dampak kerugian atas proses transakasi melalui SIPLah |  |  |  |  |  |
| 4 | Saya sangat peraya bahwa semua harga barang dari CV.TIA sudah merupakan yang paling termurah |  |  |  |  |  |
| **Informasi Pribadi** | | | | | | |
| 5 | Saya yakin CV.TIA dalam pengelelolaan akun dapodik pada transaksi SIPLah terjamin dengan baik |  |  |  |  |  |
| 6 | Saya percaya bahwa CV. TIA telah ditunjuk oleh pemerintah sebagai tempat belanja keperluan sekolah melalui SIPLah |  |  |  |  |  |
| **Waktu** | | | | | | |
| 7 | Saya yakin CV.TIA mampu menyiapkan transportasi yang baik dan tepat waktu dalam proses transaksi melalui SIPLah |  |  |  |  |  |
| 8 | Saya memilih CV.TIA untuk belanja melalui SIPLah karena selalu tepat waktu dalam mengantar barang yang diminta |  |  |  |  |  |
| **Kenyamanan** | | | | | | |
| 9 | Saya yakin CV.TIA dalam melayani transaski melalui SIPLah menempatkan Pekerja yang tepat dan amanah |  |  |  |  |  |
| 10 | Saya memilih CV.TIA untuk untuk belanja melalui SIPLah karena sangat menjamin kenyamanan pada saat bertransaksi |  |  |  |  |  |

**3. Keputusan Pelanggan (Y)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **KS** | **TS** | **STS** |
| **Kemantapan Produk** | | | | | | |
| 1 | Saya yakin bertransaksi melalui SIPLah pada CV.TIA merupakan Keputusan yang tepat |  |  |  |  |  |
| 2 | Saya telah mengetahui kualitas barang yang dijual sehingga lebih memilih belanja melalui SIPLah pada CV. TIA |  |  |  |  |  |
| **Kebiasaan Dalam Membeli** | | | | | | |
| 3 | Saya sering melakukan kerjasama dalam bertransaski melalui SIPLah pada CV.TIA |  |  |  |  |  |
| 4 | Saya memiliki kebiasaan berbelanja segala keperluan sekolah melalui SIPLah pada CV. TIA |  |  |  |  |  |
| **Pengevaluasian** | | | | | | |
| 5 | Saya mengetahui bahwa barang-barang dari CV.TIA yang dipesan melalui SIPLah sangat bagus dan tidak diragukan lagi kualitasnya |  |  |  |  |  |
| 6 | Saya selalu melakukan evaluasi terhadap barang-barang yang dipesan melalui SIPLah dari CV. TIA |  |  |  |  |  |
| **Melakukan Pembelian Ulang** | | | | | | |
| 7 | Saya akan melakukan pembelian kembali pada Perusahaan CV.TIA melalui SIPLah karena mampu dan sesuai dengan kebutuhan sekolah |  |  |  |  |  |
| 8 | Saya melakukan pembelian ulang melalui SIPLah pada CV. TIA setelah percaya dengan kualitas barang-barang yang dikirim sebelumnya |  |  |  |  |  |
| **Merekomendasikan Kepada Orang Lain** | | | | | | |
| 9 | Saya akan merekomendasikan kepada sekolah lain untuk bekerjasama dengan Perusahaan CV.TIA melalui SIPLah |  |  |  |  |  |
| 10 | Saya memutuskan merekomendasikan CV. TIA sebagai tempat belanja melalui SIPLah karena bisa dipercaya dan diandalkan. |  |  |  |  |  |

**Lampiran 2**

**TABULASI DATA PENELITIAN**

**VARIABEL KEPERCAYAAN (X1)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Item Pernyataan** | | | | | | | | | | **Total** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
| 1 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 27 |
| 2 | 5 | 4 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 4 | 46 |
| 3 | 2 | 2 | 3 | 3 | 1 | 3 | 2 | 3 | 3 | 2 | 24 |
| 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 48 |
| 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 6 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 27 |
| 7 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 39 |
| 8 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 48 |
| 9 | 3 | 4 | 5 | 3 | 4 | 3 | 3 | 3 | 3 | 5 | 36 |
| 10 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 42 |
| 11 | 5 | 5 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 42 |
| 12 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 39 |
| 13 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 48 |
| 14 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 15 | 5 | 5 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 43 |
| 16 | 3 | 5 | 3 | 4 | 2 | 4 | 4 | 4 | 4 | 3 | 36 |
| 17 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 2 | 36 |
| 18 | 4 | 5 | 5 | 2 | 5 | 5 | 4 | 4 | 3 | 5 | 42 |
| 19 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 42 |
| 20 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 45 |
| 21 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 44 |
| 22 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 34 |
| 23 | 5 | 3 | 3 | 3 | 4 | 2 | 3 | 3 | 4 | 5 | 35 |
| 24 | 3 | 2 | 3 | 1 | 3 | 3 | 2 | 2 | 3 | 3 | 25 |
| 25 | 3 | 3 | 3 | 1 | 2 | 3 | 1 | 5 | 4 | 3 | 28 |
| 26 | 3 | 3 | 2 | 2 | 3 | 2 | 2 | 4 | 3 | 2 | 26 |
| 27 | 3 | 4 | 2 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 30 |
| 28 | 4 | 3 | 3 | 2 | 4 | 4 | 3 | 4 | 4 | 3 | 34 |
| 29 | 3 | 4 | 3 | 3 | 4 | 2 | 2 | 4 | 3 | 3 | 31 |
| 30 | 3 | 3 | 4 | 4 | 3 | 2 | 3 | 3 | 2 | 2 | 29 |
| 31 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 48 |
| 32 | 5 | 4 | 4 | 3 | 4 | 5 | 4 | 3 | 3 | 5 | 40 |
| 33 | 5 | 5 | 5 | 3 | 5 | 5 | 3 | 5 | 5 | 5 | 46 |
| 34 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 5 | 39 |
| 35 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 48 |
| 36 | 5 | 2 | 2 | 3 | 3 | 2 | 4 | 2 | 2 | 3 | 28 |
| 37 | 5 | 5 | 4 | 3 | 5 | 3 | 5 | 5 | 3 | 5 | 43 |
| 38 | 4 | 3 | 3 | 3 | 5 | 3 | 5 | 3 | 3 | 3 | 35 |
| 39 | 4 | 3 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 45 |
| 40 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 47 |
| 41 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 48 |
| 42 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 4 | 47 |
| 43 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 44 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 42 |
| 45 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 46 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| 47 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 48 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 49 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 44 |
| 50 | 5 | 5 | 2 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 42 |
| 51 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 52 | 5 | 5 | 3 | 5 | 5 | 5 | 4 | 4 | 3 | 5 | 44 |
| 53 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 38 |
| 54 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 45 |
| 55 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 3 | 43 |
| 56 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 37 |
| 57 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 46 |
| 58 | 4 | 4 | 5 | 5 | 1 | 4 | 5 | 4 | 4 | 5 | 41 |
| 59 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 42 |
| 60 | 3 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 44 |
| 61 | 3 | 1 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 35 |
| 62 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 5 | 41 |
| 63 | 4 | 5 | 4 | 4 | 5 | 1 | 4 | 4 | 4 | 4 | 39 |
| 64 | 4 | 5 | 5 | 5 | 3 | 5 | 3 | 5 | 4 | 5 | 44 |
| 65 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 66 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 2 | 26 |
| 67 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 46 |
| 68 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 45 |
| 69 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 28 |
| 70 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 47 |
| **Total** | **196** | **189** | **186** | **175** | **186** | **181** | **185** | **192** | **187** | **186** | **1863** |

**TABULASI DATA VARIABEL RESIKO (X2)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Item Pernyataan** | | | | | | | | | | **Total** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
| 1 | 5 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 38 |
| 2 | 2 | 2 | 2 | 3 | 3 | 2 | 2 | 1 | 2 | 2 | 21 |
| 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 27 |
| 4 | 5 | 2 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 45 |
| 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| 6 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 26 |
| 7 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 8 | 4 | 5 | 5 | 5 | 2 | 5 | 5 | 5 | 5 | 5 | 46 |
| 9 | 5 | 3 | 4 | 3 | 3 | 3 | 3 | 2 | 3 | 4 | 33 |
| 10 | 5 | 5 | 2 | 5 | 5 | 5 | 5 | 2 | 5 | 5 | 44 |
| 11 | 5 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 43 |
| 12 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 38 |
| 13 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 28 |
| 14 | 4 | 2 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 36 |
| 15 | 4 | 4 | 5 | 4 | 2 | 4 | 4 | 5 | 5 | 2 | 39 |
| 16 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 35 |
| 17 | 3 | 3 | 4 | 4 | 4 | 2 | 4 | 2 | 3 | 4 | 33 |
| 18 | 4 | 2 | 5 | 5 | 4 | 4 | 3 | 5 | 4 | 5 | 41 |
| 19 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 42 |
| 20 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 45 |
| 21 | 4 | 4 | 4 | 4 | 1 | 5 | 5 | 4 | 5 | 4 | 40 |
| 22 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 36 |
| 23 | 3 | 3 | 4 | 2 | 3 | 3 | 4 | 5 | 5 | 3 | 35 |
| 24 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 2 | 27 |
| 25 | 4 | 3 | 1 | 3 | 1 | 5 | 4 | 3 | 3 | 3 | 30 |
| 26 | 3 | 2 | 3 | 2 | 2 | 4 | 3 | 2 | 1 | 3 | 25 |
| 27 | 4 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 32 |
| 28 | 4 | 2 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 35 |
| 29 | 4 | 3 | 4 | 2 | 2 | 4 | 3 | 3 | 3 | 4 | 32 |
| 30 | 2 | 4 | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 3 | 27 |
| 31 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 48 |
| 32 | 5 | 3 | 4 | 5 | 4 | 3 | 3 | 5 | 5 | 4 | 41 |
| 33 | 5 | 3 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 46 |
| 34 | 3 | 3 | 3 | 4 | 4 | 5 | 4 | 5 | 4 | 3 | 38 |
| 35 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 47 |
| 36 | 2 | 3 | 3 | 2 | 4 | 2 | 2 | 3 | 5 | 2 | 28 |
| 37 | 5 | 3 | 5 | 3 | 5 | 5 | 3 | 5 | 5 | 5 | 44 |
| 38 | 4 | 3 | 5 | 3 | 5 | 3 | 3 | 3 | 4 | 3 | 36 |
| 39 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 44 |
| 40 | 3 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 45 |
| 41 | 2 | 4 | 3 | 5 | 4 | 3 | 4 | 3 | 3 | 3 | 34 |
| 42 | 4 | 5 | 5 | 3 | 5 | 5 | 5 | 4 | 5 | 5 | 46 |
| 43 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 31 |
| 44 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 40 |
| 45 | 5 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 40 |
| 46 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 47 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 46 |
| 48 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 49 | 5 | 2 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 43 |
| 50 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 43 |
| 51 | 5 | 4 | 3 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 37 |
| 52 | 2 | 5 | 5 | 5 | 4 | 4 | 3 | 5 | 5 | 5 | 43 |
| 53 | 5 | 2 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 37 |
| 54 | 3 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 43 |
| 55 | 2 | 4 | 4 | 4 | 4 | 5 | 2 | 3 | 5 | 4 | 37 |
| 56 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 38 |
| 57 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 2 | 5 | 44 |
| 58 | 4 | 5 | 4 | 4 | 1 | 4 | 4 | 2 | 4 | 4 | 36 |
| 59 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 43 |
| 60 | 3 | 1 | 5 | 5 | 5 | 5 | 2 | 3 | 3 | 3 | 35 |
| 61 | 4 | 4 | 2 | 4 | 1 | 4 | 4 | 4 | 3 | 4 | 34 |
| 62 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 5 | 5 | 5 | 40 |
| 63 | 2 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 40 |
| 64 | 3 | 5 | 3 | 5 | 3 | 5 | 1 | 5 | 4 | 5 | 39 |
| 65 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 66 | 2 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 24 |
| 67 | 4 | 4 | 5 | 4 | 5 | 4 | 2 | 5 | 1 | 4 | 38 |
| 68 | 4 | 5 | 5 | 2 | 4 | 4 | 4 | 5 | 4 | 5 | 42 |
| 69 | 2 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 27 |
| 70 | 4 | 5 | 4 | 2 | 4 | 4 | 5 | 5 | 5 | 5 | 43 |
| **Total** | **177** | **170** | **181** | **177** | **173** | **183** | **184** | **175** | **191** | **184** | **1795** |

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

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Item Pernyataan** | | | | | | | | | | **Total** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
| 1 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 27 |
| 2 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 48 |
| 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 27 |
| 4 | 1 | 5 | 5 | 5 | 5 | 1 | 5 | 5 | 5 | 5 | 42 |
| 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 42 |
| 6 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 44 |
| 7 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| 8 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 47 |
| 9 | 4 | 3 | 3 | 3 | 5 | 3 | 4 | 5 | 3 | 4 | 37 |
| 10 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 43 |
| 11 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 44 |
| 12 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 13 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 47 |
| 14 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 42 |
| 15 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 3 | 4 | 5 | 44 |
| 16 | 3 | 4 | 4 | 4 | 3 | 3 | 5 | 3 | 4 | 2 | 35 |
| 17 | 3 | 4 | 4 | 4 | 2 | 3 | 4 | 4 | 3 | 4 | 35 |
| 18 | 3 | 4 | 4 | 3 | 5 | 4 | 5 | 5 | 2 | 5 | 40 |
| 19 | 3 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 41 |
| 20 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 46 |
| 21 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 45 |
| 22 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 33 |
| 23 | 3 | 3 | 3 | 4 | 5 | 5 | 3 | 3 | 3 | 4 | 36 |
| 24 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | 1 | 3 | 24 |
| 25 | 1 | 1 | 5 | 4 | 3 | 3 | 3 | 3 | 1 | 2 | 26 |
| 26 | 2 | 2 | 4 | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 26 |
| 27 | 2 | 3 | 3 | 4 | 3 | 3 | 4 | 2 | 2 | 3 | 29 |
| 28 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 2 | 4 | 33 |
| 29 | 2 | 2 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 31 |
| 30 | 5 | 3 | 3 | 2 | 2 | 3 | 3 | 4 | 4 | 3 | 32 |
| 31 | 5 | 2 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 46 |
| 32 | 4 | 4 | 3 | 3 | 5 | 5 | 4 | 4 | 3 | 4 | 39 |
| 33 | 4 | 3 | 2 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 42 |
| 34 | 4 | 4 | 5 | 4 | 5 | 4 | 3 | 4 | 3 | 3 | 39 |
| 35 | 4 | 5 | 5 | 5 | 2 | 5 | 5 | 5 | 5 | 5 | 46 |
| 36 | 2 | 4 | 2 | 2 | 3 | 5 | 2 | 2 | 3 | 3 | 28 |
| 37 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 4 | 3 | 5 | 45 |
| 38 | 4 | 5 | 2 | 3 | 3 | 4 | 2 | 3 | 3 | 5 | 34 |
| 39 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 5 | 5 | 4 | 45 |
| 40 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 47 |
| 41 | 5 | 2 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 34 |
| 42 | 3 | 5 | 5 | 5 | 2 | 5 | 5 | 5 | 2 | 5 | 42 |
| 43 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 2 | 3 | 3 | 30 |
| 44 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 43 |
| 45 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 2 | 4 | 4 | 40 |
| 46 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 47 | 5 | 2 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 46 |
| 48 | 5 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 2 | 4 | 37 |
| 49 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 43 |
| 50 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 43 |
| 51 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 39 |
| 52 | 3 | 4 | 4 | 3 | 5 | 5 | 5 | 2 | 5 | 5 | 41 |
| 53 | 5 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 39 |
| 54 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 43 |
| 55 | 5 | 4 | 5 | 2 | 3 | 5 | 4 | 5 | 4 | 4 | 41 |
| 56 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 38 |
| 57 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 45 |
| 58 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 43 |
| 59 | 2 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 40 |
| 60 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 48 |
| 61 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 39 |
| 62 | 4 | 3 | 4 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 40 |
| 63 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 41 |
| 64 | 5 | 3 | 5 | 5 | 2 | 4 | 5 | 5 | 5 | 3 | 42 |
| 65 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 66 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 25 |
| 67 | 4 | 3 | 4 | 5 | 5 | 5 | 4 | 2 | 4 | 5 | 41 |
| 68 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 47 |
| 69 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 29 |
| 70 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 49 |
| **Total** | **179** | **178** | **188** | **186** | **182** | **195** | **193** | **183** | **171** | **191** | **1846** |

**TOTAL TABULASI DATA PENELITIAN**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **X1** | **X2** | **Y** | **X12** | **X22** | **Y2** | **X1.Y** | **X2.Y** |
| 1 | 27 | 38 | 27 | 729 | 1444 | 729 | 729 | 1026 |
| 2 | 46 | 21 | 48 | 2116 | 441 | 2304 | 2208 | 1008 |
| 3 | 24 | 27 | 27 | 576 | 729 | 729 | 648 | 729 |
| 4 | 48 | 45 | 42 | 2304 | 2025 | 1764 | 2016 | 1890 |
| 5 | 41 | 30 | 42 | 1681 | 900 | 1764 | 1722 | 1260 |
| 6 | 27 | 26 | 44 | 729 | 676 | 1936 | 1188 | 1144 |
| 7 | 39 | 50 | 38 | 1521 | 2500 | 1444 | 1482 | 1900 |
| 8 | 48 | 46 | 47 | 2304 | 2116 | 2209 | 2256 | 2162 |
| 9 | 36 | 33 | 37 | 1296 | 1089 | 1369 | 1332 | 1221 |
| 10 | 42 | 44 | 43 | 1764 | 1936 | 1849 | 1806 | 1892 |
| 11 | 42 | 43 | 44 | 1764 | 1849 | 1936 | 1848 | 1892 |
| 12 | 39 | 38 | 40 | 1521 | 1444 | 1600 | 1560 | 1520 |
| 13 | 48 | 28 | 47 | 2304 | 784 | 2209 | 2256 | 1316 |
| 14 | 41 | 36 | 42 | 1681 | 1296 | 1764 | 1722 | 1512 |
| 15 | 43 | 39 | 44 | 1849 | 1521 | 1936 | 1892 | 1716 |
| 16 | 36 | 35 | 35 | 1296 | 1225 | 1225 | 1260 | 1225 |
| 17 | 36 | 33 | 35 | 1296 | 1089 | 1225 | 1260 | 1155 |
| 18 | 42 | 41 | 40 | 1764 | 1681 | 1600 | 1680 | 1640 |
| 19 | 42 | 42 | 41 | 1764 | 1764 | 1681 | 1722 | 1722 |
| 20 | 45 | 45 | 46 | 2025 | 2025 | 2116 | 2070 | 2070 |
| 21 | 44 | 40 | 45 | 1936 | 1600 | 2025 | 1980 | 1800 |
| 22 | 34 | 36 | 33 | 1156 | 1296 | 1089 | 1122 | 1188 |
| 23 | 35 | 35 | 36 | 1225 | 1225 | 1296 | 1260 | 1260 |
| 24 | 25 | 27 | 24 | 625 | 729 | 576 | 600 | 648 |
| 25 | 28 | 30 | 26 | 784 | 900 | 676 | 728 | 780 |
| 26 | 26 | 25 | 26 | 676 | 625 | 676 | 676 | 650 |
| 27 | 30 | 32 | 29 | 900 | 1024 | 841 | 870 | 928 |
| 28 | 34 | 35 | 33 | 1156 | 1225 | 1089 | 1122 | 1155 |
| 29 | 31 | 32 | 31 | 961 | 1024 | 961 | 961 | 992 |
| 30 | 29 | 27 | 32 | 841 | 729 | 1024 | 928 | 864 |
| 31 | 48 | 48 | 46 | 2304 | 2304 | 2116 | 2208 | 2208 |
| 32 | 40 | 41 | 39 | 1600 | 1681 | 1521 | 1560 | 1599 |
| 33 | 46 | 46 | 42 | 2116 | 2116 | 1764 | 1932 | 1932 |
| 34 | 39 | 38 | 39 | 1521 | 1444 | 1521 | 1521 | 1482 |
| 35 | 48 | 47 | 46 | 2304 | 2209 | 2116 | 2208 | 2162 |
| 36 | 28 | 28 | 28 | 784 | 784 | 784 | 784 | 784 |
| 37 | 43 | 44 | 45 | 1849 | 1936 | 2025 | 1935 | 1980 |
| 38 | 35 | 36 | 34 | 1225 | 1296 | 1156 | 1190 | 1224 |
| 39 | 45 | 44 | 45 | 2025 | 1936 | 2025 | 2025 | 1980 |
| 40 | 47 | 45 | 47 | 2209 | 2025 | 2209 | 2209 | 2115 |
| 41 | 48 | 34 | 34 | 2304 | 1156 | 1156 | 1632 | 1156 |
| 42 | 47 | 46 | 42 | 2209 | 2116 | 1764 | 1974 | 1932 |
| 43 | 30 | 31 | 30 | 900 | 961 | 900 | 900 | 930 |
| 44 | 42 | 40 | 43 | 1764 | 1600 | 1849 | 1806 | 1720 |
| 45 | 41 | 40 | 40 | 1681 | 1600 | 1600 | 1640 | 1600 |
| 46 | 38 | 41 | 39 | 1444 | 1681 | 1521 | 1482 | 1599 |
| 47 | 50 | 46 | 46 | 2500 | 2116 | 2116 | 2300 | 2116 |
| 48 | 40 | 41 | 37 | 1600 | 1681 | 1369 | 1480 | 1517 |
| 49 | 44 | 43 | 43 | 1936 | 1849 | 1849 | 1892 | 1849 |
| 50 | 42 | 43 | 43 | 1764 | 1849 | 1849 | 1806 | 1849 |
| 51 | 40 | 37 | 39 | 1600 | 1369 | 1521 | 1560 | 1443 |
| 52 | 44 | 43 | 41 | 1936 | 1849 | 1681 | 1804 | 1763 |
| 53 | 38 | 37 | 39 | 1444 | 1369 | 1521 | 1482 | 1443 |
| 54 | 45 | 43 | 43 | 2025 | 1849 | 1849 | 1935 | 1849 |
| 55 | 43 | 37 | 41 | 1849 | 1369 | 1681 | 1763 | 1517 |
| 56 | 37 | 38 | 38 | 1369 | 1444 | 1444 | 1406 | 1444 |
| 57 | 46 | 44 | 45 | 2116 | 1936 | 2025 | 2070 | 1980 |
| 58 | 41 | 36 | 43 | 1681 | 1296 | 1849 | 1763 | 1548 |
| 59 | 42 | 43 | 40 | 1764 | 1849 | 1600 | 1680 | 1720 |
| 60 | 44 | 35 | 48 | 1936 | 1225 | 2304 | 2112 | 1680 |
| 61 | 35 | 34 | 39 | 1225 | 1156 | 1521 | 1365 | 1326 |
| 62 | 41 | 40 | 40 | 1681 | 1600 | 1600 | 1640 | 1600 |
| 63 | 39 | 40 | 41 | 1521 | 1600 | 1681 | 1599 | 1640 |
| 64 | 44 | 39 | 42 | 1936 | 1521 | 1764 | 1848 | 1638 |
| 65 | 40 | 39 | 41 | 1600 | 1521 | 1681 | 1640 | 1599 |
| 66 | 26 | 24 | 25 | 676 | 576 | 625 | 650 | 600 |
| 67 | 46 | 38 | 41 | 2116 | 1444 | 1681 | 1886 | 1558 |
| 68 | 45 | 42 | 47 | 2025 | 1764 | 2209 | 2115 | 1974 |
| 69 | 28 | 27 | 29 | 784 | 729 | 841 | 812 | 783 |
| 70 | 47 | 43 | 49 | 2209 | 1849 | 2401 | 2303 | 2107 |
| **Total** | **2760** | **2640** | **2743** | **112076** | **102566** | **110331** | **110821** | **105211** |

**TABULASI DATA VALIDITAS KEPERCAYAAN (X1)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Item Pernyataan** | | | | | | | | | | **Total** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
| 1 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 48 |
| 2 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 48 |
| 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 34 |
| 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 39 |
| 6 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 46 |
| 7 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 46 |
| 8 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 38 |
| 9 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 10 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 38 |
| 11 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 5 | 4 | 4 | 41 |
| 12 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 5 | 4 | 41 |
| 13 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 48 |
| 14 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 43 |
| 15 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 39 |
| 16 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 41 |
| 17 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 32 |
| 18 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 48 |
| 19 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 3 | 4 | 41 |
| 20 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 2 | 40 |
| 21 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 4 | 4 | 39 |
| 22 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 37 |
| 23 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 39 |
| 24 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 32 |
| 25 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 43 |
| 26 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 42 |
| 27 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 35 |
| 28 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 49 |
| 29 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 32 |
| 30 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 31 |
| **∑X** | **123** | **121** | **123** | **123** | **121** | **130** | **123** | **127** | **120** | **119** | **1230** |

**TABULASI DATA VALIDITAS RESIKO (X2)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Item Pernyataan** | | | | | | | | | | **Total** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
| 1 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 29 |
| 2 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 48 |
| 3 | 2 | 3 | 1 | 5 | 4 | 3 | 3 | 3 | 3 | 4 | 31 |
| 4 | 3 | 2 | 2 | 4 | 3 | 2 | 3 | 3 | 2 | 2 | 26 |
| 5 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 2 | 2 | 30 |
| 6 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 2 | 34 |
| 7 | 4 | 2 | 2 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 31 |
| 8 | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 3 | 5 | 4 | 30 |
| 9 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 47 |
| 10 | 2 | 1 | 2 | 2 | 1 | 2 | 1 | 2 | 1 | 2 | 16 |
| 11 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 46 |
| 12 | 2 | 2 | 1 | 2 | 2 | 2 | 1 | 2 | 2 | 1 | 17 |
| 13 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 49 |
| 14 | 3 | 2 | 4 | 2 | 2 | 5 | 5 | 2 | 3 | 3 | 31 |
| 15 | 5 | 3 | 5 | 5 | 3 | 4 | 5 | 5 | 4 | 5 | 44 |
| 16 | 5 | 3 | 5 | 3 | 3 | 5 | 4 | 3 | 4 | 3 | 38 |
| 17 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 5 | 5 | 45 |
| 18 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 49 |
| 19 | 3 | 5 | 4 | 3 | 4 | 3 | 5 | 3 | 5 | 4 | 39 |
| 20 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 21 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 31 |
| 22 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 46 |
| 23 | 3 | 3 | 5 | 5 | 3 | 3 | 3 | 4 | 3 | 4 | 36 |
| 24 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 33 |
| 25 | 4 | 4 | 4 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 31 |
| 26 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 44 |
| 27 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 45 |
| 28 | 4 | 4 | 3 | 5 | 4 | 5 | 5 | 5 | 3 | 3 | 41 |
| 29 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 27 |
| 30 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 33 |
| **∑X** | **112** | **104** | **109** | **119** | **107** | **110** | **113** | **110** | **107** | **106** | **1097** |

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

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Item Pernyataan** | | | | | | | | | | **Total** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
| 1 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 48 |
| 2 | 1 | 2 | 1 | 2 | 2 | 1 | 1 | 2 | 2 | 1 | 15 |
| 3 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 27 |
| 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 47 |
| 5 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 35 |
| 6 | 3 | 3 | 3 | 3 | 5 | 4 | 3 | 2 | 2 | 3 | 31 |
| 7 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 42 |
| 8 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 9 | 2 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 34 |
| 10 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 3 | 41 |
| 11 | 2 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 41 |
| 12 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 4 | 39 |
| 13 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 37 |
| 14 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 15 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 2 | 33 |
| 16 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 44 |
| 17 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 42 |
| 18 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 35 |
| 19 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 20 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 21 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 35 |
| 22 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 5 | 5 | 36 |
| 23 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 33 |
| 24 | 5 | 2 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 25 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 45 |
| 26 | 5 | 5 | 5 | 5 | 3 | 3 | 4 | 4 | 4 | 5 | 43 |
| 27 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 39 |
| 28 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 35 |
| 29 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 36 |
| 30 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 48 |
| **∑X** | **114** | **116** | **117** | **120** | **114** | **114** | **122** | **111** | **114** | **119** | **1161** |

**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 |
| **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 |

**Lampiran 4**

**Titik Presentase Distribusi r 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**

**OUTPUT SPSS**

**Frequency Table X1**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan\_1** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 28 | 40.0 | 40.0 | 40.0 |
| 4 | 25 | 35.7 | 35.7 | 75.7 |
| 3 | 15 | 21.4 | 21.4 | 97.1 |
| 2 | 2 | 2.9 | 2.9 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan\_2** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 27 | 38.6 | 38.6 | 38.6 |
| 4 | 24 | 34.3 | 34.3 | 72.9 |
| 3 | 12 | 17.1 | 17.1 | 90.0 |
| 2 | 6 | 8.6 | 8.6 | 98.6 |
| 1 | 1 | 1.4 | 1.4 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyatan\_3** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 25 | 35.7 | 35.7 | 35.7 |
| 4 | 21 | 30.0 | 30.0 | 65.7 |
| 3 | 18 | 25.7 | 25.7 | 91.4 |
| 2 | 6 | 8.6 | 8.6 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan\_4** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 19 | 27.1 | 27.1 | 27.1 |
| 4 | 28 | 40.0 | 40.0 | 67.1 |
| 3 | 16 | 22.9 | 22.9 | 90.0 |
| 2 | 5 | 7.1 | 7.1 | 97.1 |
| 1 | 2 | 2.9 | 2.9 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan\_5** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 20 | 28.6 | 28.6 | 28.6 |
| 4 | 31 | 44.3 | 44.3 | 72.9 |
| 3 | 13 | 18.6 | 18.6 | 91.4 |
| 2 | 4 | 5.7 | 5.7 | 97.1 |
| 1 | 2 | 2.9 | 2.9 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |
| **Pernyataan\_6** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 17 | 24.3 | 24.3 | 24.3 |
| 4 | 33 | 47.1 | 47.1 | 71.4 |
| 3 | 13 | 18.6 | 18.6 | 90.0 |
| 2 | 6 | 8.6 | 8.6 | 98.6 |
| 1 | 1 | 1.4 | 1.4 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan\_7** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 18 | 25.7 | 25.7 | 25.7 |
| 4 | 32 | 45.7 | 45.7 | 71.4 |
| 3 | 14 | 20.0 | 20.0 | 91.4 |
| 2 | 5 | 7.1 | 7.1 | 98.6 |
| 1 | 1 | 1.4 | 1.4 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan\_8** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 19 | 27.1 | 27.1 | 27.1 |
| 4 | 36 | 51.4 | 51.4 | 78.6 |
| 3 | 12 | 17.1 | 17.1 | 95.7 |
| 2 | 3 | 4.3 | 4.3 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan\_9** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 18 | 25.7 | 25.7 | 25.7 |
| 4 | 32 | 45.7 | 45.7 | 71.4 |
| 3 | 17 | 24.3 | 24.3 | 95.7 |
| 2 | 3 | 4.3 | 4.3 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan\_10** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 27 | 38.6 | 38.6 | 38.6 |
| 4 | 22 | 31.4 | 31.4 | 70.0 |
| 3 | 15 | 21.4 | 21.4 | 91.4 |
| 2 | 6 | 8.6 | 8.6 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

**Frequency Table X2**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan\_1** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 18 | 25.7 | 25.7 | 25.7 |
| 4 | 22 | 31.4 | 31.4 | 57.1 |
| 3 | 17 | 24.3 | 24.3 | 81.4 |
| 2 | 12 | 17.1 | 17.1 | 98.6 |
| 1 | 1 | 1.4 | 1.4 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan\_2** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 16 | 22.9 | 22.9 | 22.9 |
| 4 | 24 | 34.3 | 34.3 | 57.1 |
| 3 | 19 | 27.1 | 27.1 | 84.3 |
| 2 | 10 | 14.3 | 14.3 | 98.6 |
| 1 | 1 | 1.4 | 1.4 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyatan\_3** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 21 | 30.0 | 30.0 | 30.0 |
| 4 | 26 | 37.1 | 37.1 | 67.1 |
| 3 | 16 | 22.9 | 22.9 | 90.0 |
| 2 | 6 | 8.6 | 8.6 | 98.6 |
| 1 | 1 | 1.4 | 1.4 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan\_4** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 15 | 21.4 | 21.4 | 21.4 |
| 4 | 30 | 42.9 | 42.9 | 64.3 |
| 3 | 16 | 22.9 | 22.9 | 87.1 |
| 2 | 8 | 11.4 | 11.4 | 98.6 |
| 1 | 1 | 1.4 | 1.4 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan\_5** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 15 | 21.4 | 21.4 | 21.4 |
| 4 | 28 | 40.0 | 40.0 | 61.4 |
| 3 | 15 | 21.4 | 21.4 | 82.9 |
| 2 | 8 | 11.4 | 11.4 | 94.3 |
| 1 | 4 | 5.7 | 5.7 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |
| **Pernyataan\_6** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 18 | 25.7 | 25.7 | 25.7 |
| 4 | 30 | 42.9 | 42.9 | 68.6 |
| 3 | 15 | 21.4 | 21.4 | 90.0 |
| 2 | 7 | 10.0 | 10.0 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan\_7** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 14 | 20.0 | 20.0 | 20.0 |
| 4 | 31 | 44.3 | 44.3 | 64.3 |
| 3 | 17 | 24.3 | 24.3 | 88.6 |
| 2 | 7 | 10.0 | 10.0 | 98.6 |
| 1 | 1 | 1.4 | 1.4 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan\_8** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 24 | 34.3 | 34.3 | 34.3 |
| 4 | 19 | 27.1 | 27.1 | 61.4 |
| 3 | 17 | 24.3 | 24.3 | 85.7 |
| 2 | 9 | 12.9 | 12.9 | 98.6 |
| 1 | 1 | 1.4 | 1.4 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan\_9** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 26 | 37.1 | 37.1 | 37.1 |
| 4 | 22 | 31.4 | 31.4 | 68.6 |
| 3 | 17 | 24.3 | 24.3 | 92.9 |
| 2 | 3 | 4.3 | 4.3 | 97.1 |
| 1 | 2 | 2.9 | 2.9 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan\_10** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 25 | 35.7 | 35.7 | 35.7 |
| 4 | 24 | 34.3 | 34.3 | 70.0 |
| 3 | 15 | 21.4 | 21.4 | 91.4 |
| 2 | 6 | 8.6 | 8.6 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

**Frequency Table Y**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan\_1** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 26 | 37.1 | 37.1 | 37.1 |
| 4 | 17 | 24.3 | 24.3 | 61.4 |
| 3 | 16 | 22.9 | 22.9 | 84.3 |
| 2 | 9 | 12.9 | 12.9 | 97.1 |
| 1 | 2 | 2.9 | 2.9 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan\_2** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 14 | 20.0 | 20.0 | 20.0 |
| 4 | 33 | 47.1 | 47.1 | 67.1 |
| 3 | 14 | 20.0 | 20.0 | 87.1 |
| 2 | 8 | 11.4 | 11.4 | 98.6 |
| 1 | 1 | 1.4 | 1.4 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyatan\_3** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 19 | 27.1 | 27.1 | 27.1 |
| 4 | 35 | 50.0 | 50.0 | 77.1 |
| 3 | 11 | 15.7 | 15.7 | 92.9 |
| 2 | 5 | 7.1 | 7.1 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan\_4** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 18 | 25.7 | 25.7 | 25.7 |
| 4 | 32 | 45.7 | 45.7 | 71.4 |
| 3 | 15 | 21.4 | 21.4 | 92.9 |
| 2 | 5 | 7.1 | 7.1 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan\_5** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 26 | 37.1 | 37.1 | 37.1 |
| 4 | 21 | 30.0 | 30.0 | 67.1 |
| 3 | 14 | 20.0 | 20.0 | 87.1 |
| 2 | 9 | 12.9 | 12.9 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |
| **Pernyataan\_6** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 29 | 41.4 | 41.4 | 41.4 |
| 4 | 24 | 34.3 | 34.3 | 75.7 |
| 3 | 15 | 21.4 | 21.4 | 97.1 |
| 2 | 1 | 1.4 | 1.4 | 98.6 |
| 1 | 1 | 1.4 | 1.4 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan\_7** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 28 | 40.0 | 40.0 | 40.0 |
| 4 | 25 | 35.7 | 35.7 | 75.7 |
| 3 | 13 | 18.6 | 18.6 | 94.3 |
| 2 | 4 | 5.7 | 5.7 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan\_8** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 21 | 30.0 | 30.0 | 30.0 |
| 4 | 25 | 35.7 | 35.7 | 65.7 |
| 3 | 16 | 22.9 | 22.9 | 88.6 |
| 2 | 8 | 11.4 | 11.4 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan\_9** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 17 | 24.3 | 24.3 | 24.3 |
| 4 | 28 | 40.0 | 40.0 | 64.3 |
| 3 | 15 | 21.4 | 21.4 | 85.7 |
| 2 | 8 | 11.4 | 11.4 | 97.1 |
| 1 | 2 | 2.9 | 2.9 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

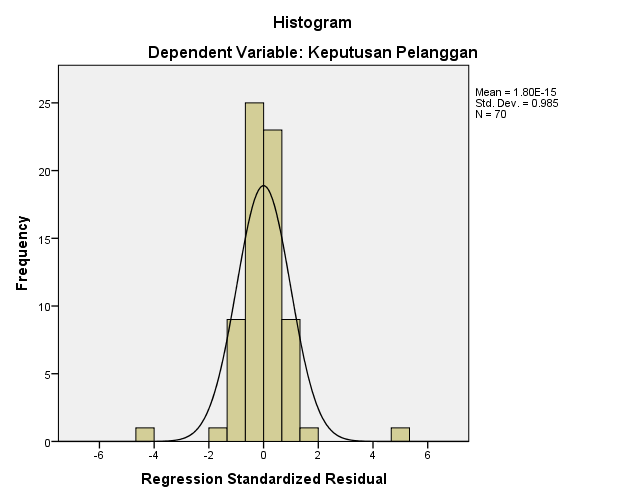
|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pernyataan\_10** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 5 | 23 | 32.9 | 32.9 | 32.9 |
| 4 | 33 | 47.1 | 47.1 | 80.0 |
| 3 | 11 | 15.7 | 15.7 | 95.7 |
| 2 | 3 | 4.3 | 4.3 | 100.0 |
| Total | 70 | 100.0 | 100.0 |  |

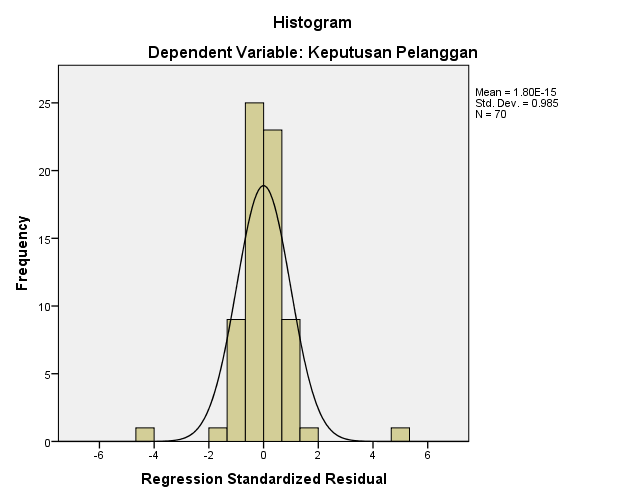
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Model Summaryb** | | | | |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .878a | .770 | .763 | 3.125 |
| a. Predictors: (Constant), Resiko, Kepercayaan | | | | |
| b. Dependent Variable: Keputusan Pelanggan | | | | |

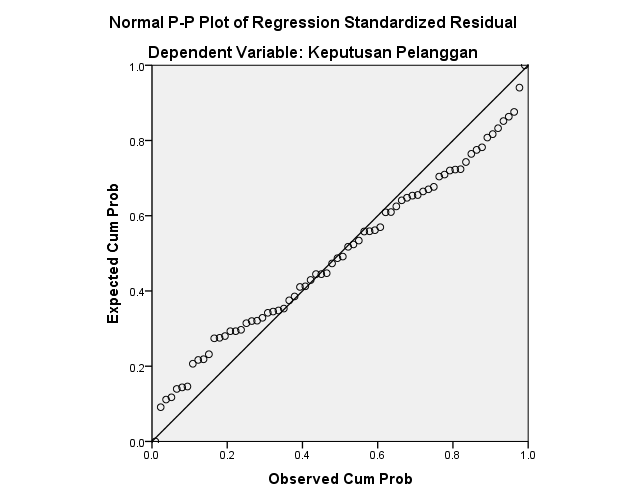
|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **ANOVAa** | | | | | | |
| Model | | Sum of Squares | df | Mean Square | F | Sig. |
| 1 | Regression | 2190.479 | 2 | 1095.239 | 112.185 | .000b |
| Residual | 654.107 | 67 | 9.763 |  |  |
| Total | 2844.586 | 69 |  |  |  |
| a. Dependent Variable: Keputusan Pelanggan | | | | | | |
| b. Predictors: (Constant), Resiko, Kepercayaan | | | | | | |

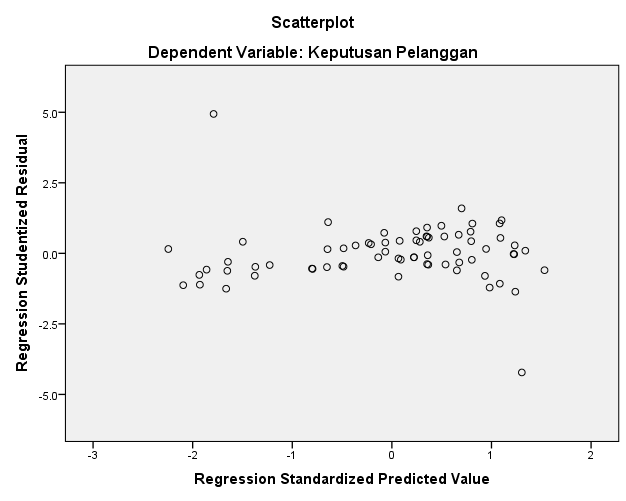
|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics |
| B | Std. Error | Beta | Tolerance |
| 1 | (Constant) | 7.209 | 2.363 |  | 3.050 | .003 |  |
| Kepercayaan | .843 | .077 | .901 | 10.887 | .000 | .501 |
| Resiko | -.033 | .081 | -.034 | -.413 | .681 | .501 |

|  |  |  |
| --- | --- | --- |
| **Coefficientsa** | | |
| Model | | Collinearity Statistics |
| VIF |
| 1 | (Constant) |  |
| Kepercayaan | 1.997 |
| Resiko | 1.997 |
| a. Dependent Variable: Keputusan Pelanggan | | |

****







|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Correlations** | | | | |
|  | | Kepercayaan | Resiko | Keputusan Pelanggan |
| Kepercayaan | Pearson Correlation | 1 | .707\*\* | .877\*\* |
| Sig. (2-tailed) |  | .000 | .000 |
| N | 70 | 70 | 70 |
| Resiko | Pearson Correlation | .707\*\* | 1 | .603\*\* |
| Sig. (2-tailed) | .000 |  | .000 |
| N | 70 | 70 | 70 |
| Keputusan Pelanggan | Pearson Correlation | .877\*\* | .603\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 |  |
| N | 70 | 70 | 70 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | |

|  |  |  |
| --- | --- | --- |
| **One-Sample Kolmogorov-Smirnov Test** | | |
|  | | Unstandardized Residual |
| N | | 70 |
| Normal Parametersa,b | Mean | .0000000 |
| Std. Deviation | 3.07893004 |
| Most Extreme Differences | Absolute | .114 |
| Positive | .102 |
| Negative | -.114 |
| Kolmogorov-Smirnov Z | | .953 |
| Asymp. Sig. (2-tailed) | | .323 |
| a. Test distribution is Normal. | | |
| b. Calculated from data. | | |

**Validitas dan Reliabilitas X1**

|  |  |  |  |
| --- | --- | --- | --- |
| **Correlations** | | | |
|  | | Total\_Item |
| Pernyataan\_1 | Pearson Correlation | .829\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_2 | Pearson Correlation | .746\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_3 | Pearson Correlation | .819 |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_4 | Pearson Correlation | .909\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_5 | Pearson Correlation | .753\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_6 | Pearson Correlation | .791\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_7 | Pearson Correlation | .861\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_8 | Pearson Correlation | .829\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_9 | Pearson Correlation | .791\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_10 | Pearson Correlation | .768\*\* |
| 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). | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .938 | 10 |

**Validitas dan Reliabilitas X2**

|  |  |  |  |
| --- | --- | --- | --- |
| **Correlations** | | | |
|  | | Total\_Item |
| Pernyataan\_1 | Pearson Correlation | .832\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_2 | Pearson Correlation | .829\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_3 | Pearson Correlation | .781 |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_4 | Pearson Correlation | .813\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_5 | Pearson Correlation | .841\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_6 | Pearson Correlation | .821\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_7 | Pearson Correlation | .872\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_8 | Pearson Correlation | .799\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_9 | Pearson Correlation | .834\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_10 | Pearson Correlation | .832\*\* |
| 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). | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .947 | 10 |

**Validitas dan Reliabilitas Y**

|  |  |  |  |
| --- | --- | --- | --- |
| **Correlations** | | | |
|  | | Total\_Item |
| Pernyataan\_1 | Pearson Correlation | .816\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_2 | Pearson Correlation | .751\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_3 | Pearson Correlation | .883 |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_4 | Pearson Correlation | .871\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_5 | Pearson Correlation | .724\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_6 | Pearson Correlation | .812\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_7 | Pearson Correlation | .869\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_8 | Pearson Correlation | .788\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_9 | Pearson Correlation | .749\*\* |
| Sig. (2-tailed) | .000 |
| N | 30 |
| Pernyataan\_10 | Pearson Correlation | .827\*\* |
| 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). | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .939 | 10 |