**LEMBAR KUESIONER**

* + - 1. **IDENTITAS PEMBERI KUESIONER**

Nama : Irmayanti

NPM : 173114259

Jenis Kelamin : Perempuan

Jurusan : Manajemen

Fakultas : Ekonomi

Saya adalah mahasiswa Universitas Muslim Nusantara Al Washliyah Fakultas Ekonomi Manajemen yang sedang melakukan penelitian Pengaruh Citra Merek Dan Pelayanan Terhadap Keputusan Konsumen Menggunakan Jasa PT. Pos Indonesia.

Data dan Informasi yang Bapak/ibu berikan merupakan hal yang sangat berharga, oleh karena itu partisipasi dan kesediaan Bapak/ibu dalam menjawab kuesioner ini sangat saya hargai.

Akhir kata saya ucapkan terima kasih kepada responden yang telah bersedia meluangkan waktunya untuk mengisi kuesioner ini.

Medan, April 2021

Peneliti

Irmayanti  
173114259

**II. IDENTITAS RESPONDEN**

Nama : ……………………………………..

Umur : …………… tahun

Jenis Kelamin : Laki-Laki / Perempuan

Pendidikan : ……………………………………..

**III. PETUNJUK PENGISIAN**

Pada setiap nomor pernyataan berilah tanda benar pada kolom yang tersedia sesuai dengan penilaian anda.

Keterangan jawaban:

**SS : Sangat Setuju TS : Tidak Setuju**

**S : Setuju STS : Sangat Tidak Setuju**

**KS : Kurang Setuju**

1. **Citra Merek (X1)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **KS** | **TS** | **STS** |
|  | PT. Pos Indonesia sudah di percaya banyak orang | 🗸 |  |  |  |  |
|  | PT. Pos Indonesia dapat dipercaya dan diandalkan kinerjanya | 🗸 |  |  |  |  |
|  | PT. Pos Indonesia sudah di akui pelayanan nya | 🗸 |  |  |  |  |
|  | PT. Pos Indonesia merupakan tempat jasa pengiriman barang yang telah digunakan sejak lama | 🗸 |  |  |  |  |
| 5 | PT. Pos Indonesia merupakan tempat jasa pengiriman barang yang mengutamakan keamanan dan | 🗸 |  |  |  |  |

1. **Pelayanan (X2)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **KS** | **TS** | **STS** |
|  | PT. Pos Indonesia memiliki kelengkapan sarana dan prasarana | 🗸 |  |  |  |  |
|  | Para petugas PT. Pos Indonesia peduli akan keinginan konsumen | 🗸 |  |  |  |  |
|  | Para petugas PT. Pos Indonesia melakukan Keakuratan dalam melakukan pelayanan jasanya |  | 🗸 |  |  |  |
|  | Saya senang dengan sikap pelayanan yang Cepat tanggap dalam mengatasi masalah pada keluhan konsumen |  | 🗸 |  |  |  |

1. **Keputusan Konsumen** **(Y)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **KS** | **TS** | **STS** |
| 1 | Produk paket pos mampu memenuhi kebutuhan saya | 🗸 |  |  |  |  |
| 2 | Saya mendapat kemudahan dalam pelayanan pengiriman barang | 🗸 |  |  |  |  |
| 3 | Kinerja pelayanan PT. Pos Indonesia (Persero) secara menyeluruh lebih baik dibandingkan dengan JNE danTIKI | 🗸 |  |  |  |  |
| 4 | Karyawan PT. Pos Indonesia (Persero)i memberikan informasi yang saya perlukan dengan cepat | 🗸 |  |  |  |  |
| 5 | Konsumen PT. Pos Indonesia (Persero) melakukan pengiriman kembali | 🗸 |  |  |  |  |

Lampiran 2

**Regression**

|  |  |  |
| --- | --- | --- |
| **Notes** | | |
| Output Created | | 19-AUG-2021 17:32:46 |
| Comments | |  |
| Input | Active Dataset | DataSet0 |
| Filter | <none> |
| Weight | <none> |
| Split File | <none> |
| N of Rows in Working Data File | 96 |
| Missing Value Handling | Definition of Missing | User-defined missing values are treated as missing. |
| Cases Used | Statistics are based on cases with no missing values for any variable used. |
| Syntax | | REGRESSION  /MISSING LISTWISE  /STATISTICS COEFF OUTS R ANOVA COLLIN TOL  /CRITERIA=PIN(.05) POUT(.10)  /NOORIGIN  /DEPENDENT Y  /METHOD=ENTER X1 X2. |
| Resources | Processor Time | 00:00:00.05 |
| Elapsed Time | 00:00:00.05 |
| Memory Required | 1636 bytes |
| Additional Memory Required for Residual Plots | 0 bytes |

[DataSet0]

|  |  |  |  |
| --- | --- | --- | --- |
| **Variables Entered/Removeda** | | | |
| Model | Variables Entered | Variables Removed | Method |
| 1 | Pelayanan, Citra Merekb | . | Enter |
| a. Dependent Variable: Keputusan Konsumen | | | |
| b. All requested variables entered. | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Model Summary** | | | | |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .577a | .333 | .319 | 1.38153 |
| a. Predictors: (Constant), Pelayanan, Citra Merek | | | | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **ANOVAa** | | | | | | |
| Model | | Sum of Squares | Df | Mean Square | F | Sig. |
| 1 | Regression | 88.738 | 2 | 44.369 | 23.247 | .000b |
| Residual | 177.501 | 93 | 1.909 |  |  |
| Total | 266.240 | 95 |  |  |  |
| a. Dependent Variable: Keputusan Konsumen | | | | | | |
| b. Predictors: (Constant), Pelayanan, Citra Merek | | | | | | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
| B | Std. Error | Beta | Tolerance | VIF |
| 1 | (Constant) | 13.018 | 1.551 |  | 8.392 | .000 |  |  |
| Citra Merek | .155 | .050 | .282 | 3.092 | .003 | .863 | 1.159 |
| Pelayanan | .438 | .097 | .410 | 4.498 | .000 | .863 | 1.159 |
| a. Dependent Variable: Keputusan Konsumen | | | | | | | | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Collinearity Diagnosticsa** | | | | | | |
| Model | Dimension | Eigenvalue | Condition Index | Variance Proportions | | |
| (Constant) | Citra Merek | Pelayanan |
| 1 | 1 | 2.983 | 1.000 | .00 | .00 | .00 |
| 2 | .013 | 15.430 | .13 | .99 | .08 |
| 3 | .004 | 25.857 | .87 | .01 | .91 |
| a. Dependent Variable: Keputusan Konsumen | | | | | | |

Lampiran 3

Tabel T

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Pr** | **0.25** | **0.10** | **0.05** | **0.025** | **0.01** | **0.005** | **0.001** |
| **df** | **0.50** | **0.20** | **0.10** | **0.050** | **0.02** | **0.010** | **0.002** |
| **81** | 0.67753 | 1.29209 | 1.66388 | 1.98969 | 2.37327 | 2.63790 | 3.19392 |
| **82** | 0.67749 | 1.29196 | 1.66365 | 1.98932 | 2.37269 | 2.63712 | 3.19262 |
| **83** | 0.67746 | 1.29183 | 1.66342 | 1.98896 | 2.37212 | 2.63637 | 3.19135 |
| **84** | 0.67742 | 1.29171 | 1.66320 | 1.98861 | 2.37156 | 2.63563 | 3.19011 |
| **85** | 0.67739 | 1.29159 | 1.66298 | 1.98827 | 2.37102 | 2.63491 | 3.18890 |
| **86** | 0.67735 | 1.29147 | 1.66277 | 1.98793 | 2.37049 | 2.63421 | 3.18772 |
| **87** | 0.67732 | 1.29136 | 1.66256 | 1.98761 | 2.36998 | 2.63353 | 3.18657 |
| **88** | 0.67729 | 1.29125 | 1.66235 | 1.98729 | 2.36947 | 2.63286 | 3.18544 |
| **89** | 0.67726 | 1.29114 | 1.66216 | 1.98698 | 2.36898 | 2.63220 | 3.18434 |
| **90** | 0.67723 | 1.29103 | 1.66196 | 1.98667 | 2.36850 | 2.63157 | 3.18327 |
| **91** | 0.67720 | 1.29092 | 1.66177 | 1.98638 | 2.36803 | 2.63094 | 3.18222 |
| **92** | 0.67717 | 1.29082 | 1.66159 | 1.98609 | 2.36757 | 2.63033 | 3.18119 |
| **93** | 0.67714 | 1.29072 | 1.66140 | 1.98580 | 2.36712 | 2.62973 | 3.18019 |
| **94** | 0.67711 | 1.29062 | 1.66123 | 1.98552 | 2.36667 | 2.62915 | 3.17921 |
| **95** | 0.67708 | 1.29053 | 1.66105 | 1.98525 | 2.36624 | 2.62858 | 3.17825 |
| **96** | 0.67705 | 1.29043 | 1.66088 | 1.98498 | 2.36582 | 2.62802 | 3.17731 |
| **97** | 0.67703 | 1.29034 | 1.66071 | 1.98472 | 2.36541 | 2.62747 | 3.17639 |
| **98** | 0.67700 | 1.29025 | 1.66055 | 1.98447 | 2.36500 | 2.62693 | 3.17549 |
| **99** | 0.67698 | 1.29016 | 1.66039 | 1.98422 | 2.36461 | 2.62641 | 3.17460 |
| **100** | 0.67695 | 1.29007 | 1.66023 | 1.98397 | 2.36422 | 2.62589 | 3.17374 |
| **101** | 0.67693 | 1.28999 | 1.66008 | 1.98373 | 2.36384 | 2.62539 | 3.17289 |
| **102** | 0.67690 | 1.28991 | 1.65993 | 1.98350 | 2.36346 | 2.62489 | 3.17206 |
| **103** | 0.67688 | 1.28982 | 1.65978 | 1.98326 | 2.36310 | 2.62441 | 3.17125 |
| **104** | 0.67686 | 1.28974 | 1.65964 | 1.98304 | 2.36274 | 2.62393 | 3.17045 |
| **105** | 0.67683 | 1.28967 | 1.65950 | 1.98282 | 2.36239 | 2.62347 | 3.16967 |
| **106** | 0.67681 | 1.28959 | 1.65936 | 1.98260 | 2.36204 | 2.62301 | 3.16890 |
| **107** | 0.67679 | 1.28951 | 1.65922 | 1.98238 | 2.36170 | 2.62256 | 3.16815 |
| **108** | 0.67677 | 1.28944 | 1.65909 | 1.98217 | 2.36137 | 2.62212 | 3.16741 |
| **109** | 0.67675 | 1.28937 | 1.65895 | 1.98197 | 2.36105 | 2.62169 | 3.16669 |
| **110** | 0.67673 | 1.28930 | 1.65882 | 1.98177 | 2.36073 | 2.62126 | 3.16598 |
| **111** | 0.67671 | 1.28922 | 1.65870 | 1.98157 | 2.36041 | 2.62085 | 3.16528 |
| **112** | 0.67669 | 1.28916 | 1.65857 | 1.98137 | 2.36010 | 2.62044 | 3.16460 |
| **113** | 0.67667 | 1.28909 | 1.65845 | 1.98118 | 2.35980 | 2.62004 | 3.16392 |
| **114** | 0.67665 | 1.28902 | 1.65833 | 1.98099 | 2.35950 | 2.61964 | 3.16326 |
| **115** | 0.67663 | 1.28896 | 1.65821 | 1.98081 | 2.35921 | 2.61926 | 3.16262 |
| **116** | 0.67661 | 1.28889 | 1.65810 | 1.98063 | 2.35892 | 2.61888 | 3.16198 |
| **117** | 0.67659 | 1.28883 | 1.65798 | 1.98045 | 2.35864 | 2.61850 | 3.16135 |
| **118** | 0.67657 | 1.28877 | 1.65787 | 1.98027 | 2.35837 | 2.61814 | 3.16074 |
| **119** | 0.67656 | 1.28871 | 1.65776 | 1.98010 | 2.35809 | 2.61778 | 3.16013 |
| **120** | 0.67654 | 1.28865 | 1.65765 | 1.97993 | 2.35782 | 2.61742 | 3.15954 |

Tabel F

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Titik Persentase Distribusi F untuk Probabilita = 0,05** | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | |
| **df untuk**  **penyebut (N2)** | **df untuk pembilang (N1)** | | | | | | | | | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **13** | **14** | **15** |
| **91** | 3.95 | 3.10 | 2.70 | 2.47 | 2.31 | 2.20 | 2.11 | 2.04 | 1.98 | 1.94 | 1.90 | 1.86 | 1.83 | 1.80 | 1.78 |
| **92** | 3.94 | 3.10 | 2.70 | 2.47 | 2.31 | 2.20 | 2.11 | 2.04 | 1.98 | 1.94 | 1.89 | 1.86 | 1.83 | 1.80 | 1.78 |
| **93** | 3.94 | 3.09 | 2.70 | 2.47 | 2.31 | 2.20 | 2.11 | 2.04 | 1.98 | 1.93 | 1.89 | 1.86 | 1.83 | 1.80 | 1.78 |
| **94** | 3.94 | 3.09 | 2.70 | 2.47 | 2.31 | 2.20 | 2.11 | 2.04 | 1.98 | 1.93 | 1.89 | 1.86 | 1.83 | 1.80 | 1.77 |
| **95** | 3.94 | 3.09 | 2.70 | 2.47 | 2.31 | 2.20 | 2.11 | 2.04 | 1.98 | 1.93 | 1.89 | 1.86 | 1.82 | 1.80 | 1.77 |
| **96** | 3.94 | **3.09** | 2.70 | 2.47 | 2.31 | 2.19 | 2.11 | 2.04 | 1.98 | 1.93 | 1.89 | 1.85 | 1.82 | 1.80 | 1.77 |
| **97** | 3.94 | 3.09 | 2.70 | 2.47 | 2.31 | 2.19 | 2.11 | 2.04 | 1.98 | 1.93 | 1.89 | 1.85 | 1.82 | 1.80 | 1.77 |
| **98** | 3.94 | 3.09 | 2.70 | 2.46 | 2.31 | 2.19 | 2.10 | 2.03 | 1.98 | 1.93 | 1.89 | 1.85 | 1.82 | 1.79 | 1.77 |
| **99** | 3.94 | 3.09 | 2.70 | 2.46 | 2.31 | 2.19 | 2.10 | 2.03 | 1.98 | 1.93 | 1.89 | 1.85 | 1.82 | 1.79 | 1.77 |
| **100** | 3.94 | 3.09 | 2.70 | 2.46 | 2.31 | 2.19 | 2.10 | 2.03 | 1.97 | 1.93 | 1.89 | 1.85 | 1.82 | 1.79 | 1.77 |
| **101** | 3.94 | 3.09 | 2.69 | 2.46 | 2.30 | 2.19 | 2.10 | 2.03 | 1.97 | 1.93 | 1.88 | 1.85 | 1.82 | 1.79 | 1.77 |
| **102** | 3.93 | 3.09 | 2.69 | 2.46 | 2.30 | 2.19 | 2.10 | 2.03 | 1.97 | 1.92 | 1.88 | 1.85 | 1.82 | 1.79 | 1.77 |
| **103** | 3.93 | 3.08 | 2.69 | 2.46 | 2.30 | 2.19 | 2.10 | 2.03 | 1.97 | 1.92 | 1.88 | 1.85 | 1.82 | 1.79 | 1.76 |
| **104** | 3.93 | 3.08 | 2.69 | 2.46 | 2.30 | 2.19 | 2.10 | 2.03 | 1.97 | 1.92 | 1.88 | 1.85 | 1.82 | 1.79 | 1.76 |
| **105** | 3.93 | 3.08 | 2.69 | 2.46 | 2.30 | 2.19 | 2.10 | 2.03 | 1.97 | 1.92 | 1.88 | 1.85 | 1.81 | 1.79 | 1.76 |
| **106** | 3.93 | 3.08 | 2.69 | 2.46 | 2.30 | 2.19 | 2.10 | 2.03 | 1.97 | 1.92 | 1.88 | 1.84 | 1.81 | 1.79 | 1.76 |
| **107** | 3.93 | 3.08 | 2.69 | 2.46 | 2.30 | 2.18 | 2.10 | 2.03 | 1.97 | 1.92 | 1.88 | 1.84 | 1.81 | 1.79 | 1.76 |
| **108** | 3.93 | 3.08 | 2.69 | 2.46 | 2.30 | 2.18 | 2.10 | 2.03 | 1.97 | 1.92 | 1.88 | 1.84 | 1.81 | 1.78 | 1.76 |
| **109** | 3.93 | 3.08 | 2.69 | 2.45 | 2.30 | 2.18 | 2.09 | 2.02 | 1.97 | 1.92 | 1.88 | 1.84 | 1.81 | 1.78 | 1.76 |
| **110** | 3.93 | 3.08 | 2.69 | 2.45 | 2.30 | 2.18 | 2.09 | 2.02 | 1.97 | 1.92 | 1.88 | 1.84 | 1.81 | 1.78 | 1.76 |
| **111** | 3.93 | 3.08 | 2.69 | 2.45 | 2.30 | 2.18 | 2.09 | 2.02 | 1.97 | 1.92 | 1.88 | 1.84 | 1.81 | 1.78 | 1.76 |
| **112** | 3.93 | 3.08 | 2.69 | 2.45 | 2.30 | 2.18 | 2.09 | 2.02 | 1.96 | 1.92 | 1.88 | 1.84 | 1.81 | 1.78 | 1.76 |
| **113** | 3.93 | 3.08 | 2.68 | 2.45 | 2.29 | 2.18 | 2.09 | 2.02 | 1.96 | 1.92 | 1.87 | 1.84 | 1.81 | 1.78 | 1.76 |
| **114** | 3.92 | 3.08 | 2.68 | 2.45 | 2.29 | 2.18 | 2.09 | 2.02 | 1.96 | 1.91 | 1.87 | 1.84 | 1.81 | 1.78 | 1.75 |
| **115** | 3.92 | 3.08 | 2.68 | 2.45 | 2.29 | 2.18 | 2.09 | 2.02 | 1.96 | 1.91 | 1.87 | 1.84 | 1.81 | 1.78 | 1.75 |
| **116** | 3.92 | 3.07 | 2.68 | 2.45 | 2.29 | 2.18 | 2.09 | 2.02 | 1.96 | 1.91 | 1.87 | 1.84 | 1.81 | 1.78 | 1.75 |
| **117** | 3.92 | 3.07 | 2.68 | 2.45 | 2.29 | 2.18 | 2.09 | 2.02 | 1.96 | 1.91 | 1.87 | 1.84 | 1.80 | 1.78 | 1.75 |
| **118** | 3.92 | 3.07 | 2.68 | 2.45 | 2.29 | 2.18 | 2.09 | 2.02 | 1.96 | 1.91 | 1.87 | 1.84 | 1.80 | 1.78 | 1.75 |
| **119** | 3.92 | 3.07 | 2.68 | 2.45 | 2.29 | 2.18 | 2.09 | 2.02 | 1.96 | 1.91 | 1.87 | 1.83 | 1.80 | 1.78 | 1.75 |
| **120** | 3.92 | 3.07 | 2.68 | 2.45 | 2.29 | 2.18 | 2.09 | 2.02 | 1.96 | 1.91 | 1.87 | 1.83 | 1.80 | 1.78 | 1.75 |
| **121** | 3.92 | 3.07 | 2.68 | 2.45 | 2.29 | 2.17 | 2.09 | 2.02 | 1.96 | 1.91 | 1.87 | 1.83 | 1.80 | 1.77 | 1.75 |
| **122** | 3.92 | 3.07 | 2.68 | 2.45 | 2.29 | 2.17 | 2.09 | 2.02 | 1.96 | 1.91 | 1.87 | 1.83 | 1.80 | 1.77 | 1.75 |
| **123** | 3.92 | 3.07 | 2.68 | 2.45 | 2.29 | 2.17 | 2.08 | 2.01 | 1.96 | 1.91 | 1.87 | 1.83 | 1.80 | 1.77 | 1.75 |
| **124** | 3.92 | 3.07 | 2.68 | 2.44 | 2.29 | 2.17 | 2.08 | 2.01 | 1.96 | 1.91 | 1.87 | 1.83 | 1.80 | 1.77 | 1.75 |
| **125** | 3.92 | 3.07 | 2.68 | 2.44 | 2.29 | 2.17 | 2.08 | 2.01 | 1.96 | 1.91 | 1.87 | 1.83 | 1.80 | 1.77 | 1.75 |
| **126** | 3.92 | 3.07 | 2.68 | 2.44 | 2.29 | 2.17 | 2.08 | 2.01 | 1.95 | 1.91 | 1.87 | 1.83 | 1.80 | 1.77 | 1.75 |
| **127** | 3.92 | 3.07 | 2.68 | 2.44 | 2.29 | 2.17 | 2.08 | 2.01 | 1.95 | 1.91 | 1.86 | 1.83 | 1.80 | 1.77 | 1.75 |
| **128** | 3.92 | 3.07 | 2.68 | 2.44 | 2.29 | 2.17 | 2.08 | 2.01 | 1.95 | 1.91 | 1.86 | 1.83 | 1.80 | 1.77 | 1.75 |
| **129** | 3.91 | 3.07 | 2.67 | 2.44 | 2.28 | 2.17 | 2.08 | 2.01 | 1.95 | 1.90 | 1.86 | 1.83 | 1.80 | 1.77 | 1.74 |
| **130** | 3.91 | 3.07 | 2.67 | 2.44 | 2.28 | 2.17 | 2.08 | 2.01 | 1.95 | 1.90 | 1.86 | 1.83 | 1.80 | 1.77 | 1.74 |
| **131** | 3.91 | 3.07 | 2.67 | 2.44 | 2.28 | 2.17 | 2.08 | 2.01 | 1.95 | 1.90 | 1.86 | 1.83 | 1.80 | 1.77 | 1.74 |
| **132** | 3.91 | 3.06 | 2.67 | 2.44 | 2.28 | 2.17 | 2.08 | 2.01 | 1.95 | 1.90 | 1.86 | 1.83 | 1.79 | 1.77 | 1.74 |
| **133** | 3.91 | 3.06 | 2.67 | 2.44 | 2.28 | 2.17 | 2.08 | 2.01 | 1.95 | 1.90 | 1.86 | 1.83 | 1.79 | 1.77 | 1.74 |
| **134** | 3.91 | 3.06 | 2.67 | 2.44 | 2.28 | 2.17 | 2.08 | 2.01 | 1.95 | 1.90 | 1.86 | 1.83 | 1.79 | 1.77 | 1.74 |
| **135** | 3.91 | 3.06 | 2.67 | 2.44 | 2.28 | 2.17 | 2.08 | 2.01 | 1.95 | 1.90 | 1.86 | 1.82 | 1.79 | 1.77 | 1.74 |

Tabel R

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **df = (N-2)** | **Tingkat signifikansi untuk uji satu arah** | | | | |
| **0.05** | **0.025** | **0.01** | **0.005** | **0.0005** |
| **Tingkat signifikansi untuk uji dua arah** | | | | |
| **0.1** | **0.05** | **0.02** | **0.01** | **0.001** |
| **51** | 0.2284 | 0.2706 | 0.3188 | 0.3509 | 0.4393 |
| **52** | 0.2262 | 0.2681 | 0.3158 | 0.3477 | 0.4354 |
| **53** | 0.2241 | 0.2656 | 0.3129 | 0.3445 | 0.4317 |
| **54** | 0.2221 | 0.2632 | 0.3102 | 0.3415 | 0.4280 |
| **55** | 0.2201 | 0.2609 | 0.3074 | 0.3385 | 0.4244 |
| **56** | 0.2181 | 0.2586 | 0.3048 | 0.3357 | 0.4210 |
| **57** | 0.2162 | 0.2564 | 0.3022 | 0.3328 | 0.4176 |
| **58** | 0.2144 | 0.2542 | 0.2997 | 0.3301 | 0.4143 |
| **59** | 0.2126 | 0.2521 | 0.2972 | 0.3274 | 0.4110 |
| **60** | 0.2108 | 0.2500 | 0.2948 | 0.3248 | 0.4079 |
| **61** | 0.2091 | 0.2480 | 0.2925 | 0.3223 | 0.4048 |
| **62** | 0.2075 | 0.2461 | 0.2902 | 0.3198 | 0.4018 |
| **63** | 0.2058 | 0.2441 | 0.2880 | 0.3173 | 0.3988 |
| **64** | 0.2042 | 0.2423 | 0.2858 | 0.3150 | 0.3959 |
| **65** | 0.2027 | 0.2404 | 0.2837 | 0.3126 | 0.3931 |
| **66** | 0.2012 | 0.2387 | 0.2816 | 0.3104 | 0.3903 |
| **67** | 0.1997 | 0.2369 | 0.2796 | 0.3081 | 0.3876 |
| **68** | 0.1982 | 0.2352 | 0.2776 | 0.3060 | 0.3850 |
| **69** | 0.1968 | 0.2335 | 0.2756 | 0.3038 | 0.3823 |
| **70** | 0.1954 | 0.2319 | 0.2737 | 0.3017 | 0.3798 |
| **71** | 0.1940 | 0.2303 | 0.2718 | 0.2997 | 0.3773 |
| **72** | 0.1927 | 0.2287 | 0.2700 | 0.2977 | 0.3748 |
| **73** | 0.1914 | 0.2272 | 0.2682 | 0.2957 | 0.3724 |
| **74** | 0.1901 | 0.2257 | 0.2664 | 0.2938 | 0.3701 |
| **75** | 0.1888 | 0.2242 | 0.2647 | 0.2919 | 0.3678 |
| **76** | 0.1876 | 0.2227 | 0.2630 | 0.2900 | 0.3655 |
| **77** | 0.1864 | 0.2213 | 0.2613 | 0.2882 | 0.3633 |
| **78** | 0.1852 | 0.2199 | 0.2597 | 0.2864 | 0.3611 |
| **79** | 0.1841 | 0.2185 | 0.2581 | 0.2847 | 0.3589 |
| **80** | 0.1829 | 0.2172 | 0.2565 | 0.2830 | 0.3568 |
| **81** | 0.1818 | 0.2159 | 0.2550 | 0.2813 | 0.3547 |
| **82** | 0.1807 | 0.2146 | 0.2535 | 0.2796 | 0.3527 |
| **83** | 0.1796 | 0.2133 | 0.2520 | 0.2780 | 0.3507 |
| **84** | 0.1786 | 0.2120 | 0.2505 | 0.2764 | 0.3487 |
| **85** | 0.1775 | 0.2108 | 0.2491 | 0.2748 | 0.3468 |
| **86** | 0.1765 | 0.2096 | 0.2477 | 0.2732 | 0.3449 |
| **87** | 0.1755 | 0.2084 | 0.2463 | 0.2717 | 0.3430 |
| **88** | 0.1745 | 0.2072 | 0.2449 | 0.2702 | 0.3412 |
| **89** | 0.1735 | 0.2061 | 0.2435 | 0.2687 | 0.3393 |
| **90** | 0.1726 | 0.2050 | 0.2422 | 0.2673 | 0.3375 |
| **91** | 0.1716 | 0.2039 | 0.2409 | 0.2659 | 0.3358 |
| **92** | 0.1707 | 0.2028 | 0.2396 | 0.2645 | 0.3341 |
| **93** | 0.1698 | 0.2017 | 0.2384 | 0.2631 | 0.3323 |
| **94** | 0.1689 | 0.2006 | 0.2371 | 0.2617 | 0.3307 |
| **95** | 0.1680 | 0.1996 | 0.2359 | 0.2604 | 0.3290 |
| **96** | 0.1671 | 0.1986 | 0.2347 | 0.2591 | 0.3274 |
| **97** | 0.1663 | 0.1975 | 0.2335 | 0.2578 | 0.3258 |
| **98** | 0.1654 | 0.1966 | 0.2324 | 0.2565 | 0.3242 |
| **99** | 0.1646 | 0.1956 | 0.2312 | 0.2552 | 0.3226 |
| **100** | 0.1638 | 0.1946 | 0.2301 | 0.2540 | 0.3211 |

**Catatan Revisi Skripsi**

Tanggal 21 juli 2021

1. Menambahan definisi identifikasi masalah
2. Kuesioner disesuaikan dengan indikator { 1 indikator minimal 2 pertanyaan)
3. Identifikasi masalah disesuaikan dengan fenomena masalah di perusahaan
4. Merevisi kerangka konseptual

Tanggal 22 juli 2021

1. Menambahkan tabulasi data untuk uji validitas,realibilitas dan regresinya dalam bentuk excel

Tanggal 14 agustus 2021

1. Di kerangka konseptual sesuaikan dengan indikator ditiap variabel

2. Memberi definisi indifikasih masalah dan mengubah isi indentifikasih masalah

3. Latar belakang masalah sesuaikan dengan indikator ( fenomena masalah )

4. kuesioner sesuaikan dengan indikator ( 1 indikator minimal 2 pertanyaan )

Tanggal 25 agustus 2021

1. Latar belakang masalah disesuaikan dengan indicator ( fenomena masalah )
2. Mengisi kuesioner
3. Merapikan halaman
4. Table pangsa pasar

Tanggal 3 september 2021

1. Di abstrak dimasukkan hasil uji regresi
2. Pangsa pasar kalau ada ditahun 2020
3. Jika alpa 10% maka semuanya harus 10%
4. Batasan masalah harus dibatasi