**Lampiran 1:**

**LEMBAR KUESIONER**

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

Nama : Rodiatun

NPM : 183114006

Jenis Kelamin : Perempuan

Jurusan : Manajemen

Fakultas : Ekonomi

Saya adalah mahasiswa Universitas Muslim Nusantara Al Washliyah Fakultas Ekonomi Manajemen yang sedang melakukan penelitian Pengaruh Kualitas Pelayanan Dan Harga Tiket Terhadap Keputusaan Konsumen Pada Bus PT. Bintang Utara Medan.

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, Juli 2022

Peneliti

Rodiatun

**II. IDENTITAS RESPONDEN**

Nama : ……………………………………..

Umur : …………… tahun

Jenis Kelamin : Laki-Laki / Perempuan

Pendidikan : ……………………………………..

Jabatan : ……………………………………..

**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. **Kualitas Pelayanan (X1)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **KS** | **TS** | **STS** |
| **1** | **2** | **3** | | | | |
| ***Tangible*** | |  | | | | |
| 1. | PT. Bintang Utara Medan memberikan kualitas pelayanan yang maksimal untuk konsumen |  |  |  |  |  |
| 2. | Pelayanan yang diberikan PT. Bintang Utara Medan sangat konsisten. |  |  |  |  |  |
| 3. | PT. Bintang Utara Medan sigap dalam melakukan pelayanan untuk konsumen |  |  |  |  |  |
| 4. | PT. Bintang Utara Medan mempunyai kompetensi dalam melakukan pelayanan pada konsumen |  |  |  |  |  |
| 5. | Konsumen akan berempathy apabila pelayanan yang diberikan PT. Bintang Utara Medan sesuai keinginan pelanggan |  |  |  |  |  |

1. **Harga (X2)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **KS** | **TS** | **STS** |
| **1** | **2** | **3** | | | | |
|  | | **5** | **4** | **3** | **2** | **1** |
| 1. | Harga tiket PT. Bintang Utara Medan sesuai dengan kualitas bus yang diberikan |  |  |  |  |  |
| 2. | Konsumen tidak memiliki masalah dengan harga tiket PT. Bintang Utara Medan |  |  |  |  |  |
| 3. | Harga PT. Bintang Utara Medan pada kelas ekonomi bersaing dengan harga tiket bus di tempat lain. |  |  |  |  |  |
| 4. | Harga tiket bus PT. Bintang Utara Medan lebih murah dibandingkan tempat lain |  |  |  |  |  |
| 5. | PT. Bintang Utara Medan memberikan potongan harga tiket bus kepada konsumen khusus. |  |  |  |  |  |

1. **Keputusan Konsumen (Y)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **KS** | **TS** | **STS** |
|  | | **5** | **4** | **3** | **2** | **1** |
| 1. | Konsumen merasa puas dengan sistem yang digunakan dalam pelayanan di PT. Bintang Utara Medan |  |  |  |  |  |
| 2. | Konsumen percaya dengan kualitas layanan yang di berikan PT. Bintang Utara Medan |  |  |  |  |  |
| 3. | Konsumen merasa puas dengan pelayanan yang diberikan PT. Bintang Utara Medan |  |  |  |  |  |
| 4. | Konsumen selalu merekomendasikan PT. Bintang Utara Medan ke kerabat lainnya |  |  |  |  |  |
| 5. | Konsumen merasa mudah dalam menggunakan layanan PT. Bintang Utara Medan |  |  |  |  |  |
| 6. | Konsumen lebih mudah memperoleh informasi PT. Bintang Utara Medan |  |  |  |  |  |

**Lampiran 2: Tabulasi Penelitian**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No Responden** | **Nomor Item Peryataan** | | | | | **Total X1** |
| **1** | **2** | **3** | **4** | **5** |
| 1 | 4 | 4 | 5 | 4 | 4 | 21 |
| 2 | 4 | 4 | 5 | 4 | 4 | 21 |
| 3 | 4 | 4 | 5 | 4 | 4 | 21 |
| 4 | 4 | 4 | 5 | 4 | 4 | 21 |
| 5 | 4 | 4 | 5 | 4 | 4 | 21 |
| 6 | 4 | 4 | 4 | 4 | 4 | 20 |
| 7 | 4 | 4 | 4 | 4 | 4 | 20 |
| 8 | 4 | 4 | 4 | 4 | 4 | 20 |
| 9 | 4 | 4 | 4 | 4 | 4 | 20 |
| 10 | 4 | 4 | 4 | 4 | 4 | 20 |
| 11 | 2 | 4 | 5 | 4 | 4 | 19 |
| 12 | 2 | 4 | 5 | 4 | 4 | 19 |
| 13 | 2 | 4 | 5 | 4 | 4 | 19 |
| 14 | 2 | 4 | 5 | 4 | 4 | 19 |
| 15 | 2 | 4 | 5 | 4 | 4 | 19 |
| 16 | 4 | 4 | 5 | 4 | 2 | 19 |
| 17 | 4 | 4 | 5 | 4 | 2 | 19 |
| 18 | 4 | 4 | 4 | 4 | 3 | 19 |
| 19 | 2 | 4 | 5 | 4 | 4 | 19 |
| 20 | 2 | 4 | 5 | 4 | 4 | 19 |
| 21 | 2 | 4 | 5 | 4 | 4 | 19 |
| 22 | 2 | 4 | 5 | 4 | 4 | 19 |
| 23 | 2 | 4 | 5 | 4 | 4 | 19 |
| 24 | 4 | 4 | 5 | 4 | 2 | 19 |
| 25 | 4 | 4 | 5 | 4 | 2 | 19 |
| 26 | 4 | 4 | 4 | 2 | 4 | 18 |
| 27 | 4 | 4 | 4 | 3 | 3 | 18 |
| 28 | 4 | 4 | 4 | 3 | 3 | 18 |
| 29 | 4 | 4 | 4 | 3 | 2 | 17 |
| 30 | 4 | 4 | 4 | 3 | 2 | 17 |
| 31 | 4 | 4 | 4 | 3 | 2 | 17 |
| 32 | 4 | 4 | 4 | 3 | 2 | 17 |
| 33 | 3 | 4 | 4 | 2 | 4 | 17 |
| 34 | 3 | 4 | 4 | 2 | 4 | 17 |
| 35 | 2 | 4 | 5 | 4 | 2 | 17 |
| 36 | 2 | 4 | 5 | 4 | 2 | 17 |
| 37 | 2 | 4 | 5 | 4 | 2 | 17 |
| 38 | 4 | 4 | 2 | 4 | 3 | 17 |
| 39 | 2 | 4 | 5 | 4 | 2 | 17 |
| 40 | 2 | 4 | 5 | 4 | 2 | 17 |
| 41 | 2 | 4 | 5 | 4 | 2 | 17 |
| 42 | 4 | 3 | 2 | 3 | 4 | 16 |
| 43 | 4 | 3 | 2 | 3 | 4 | 16 |
| 44 | 4 | 3 | 2 | 3 | 4 | 16 |
| 45 | 4 | 3 | 2 | 3 | 4 | 16 |
| 46 | 2 | 3 | 3 | 4 | 4 | 16 |
| 47 | 2 | 3 | 3 | 4 | 4 | 16 |
| 48 | 4 | 4 | 2 | 2 | 4 | 16 |
| 49 | 4 | 4 | 2 | 2 | 4 | 16 |
| 50 | 4 | 4 | 2 | 2 | 4 | 16 |
| 51 | 4 | 2 | 4 | 2 | 4 | 16 |
| 52 | 4 | 4 | 4 | 2 | 2 | 16 |
| 53 | 4 | 3 | 2 | 4 | 3 | 16 |
| 54 | 4 | 3 | 2 | 4 | 3 | 16 |
| 55 | 3 | 3 | 4 | 3 | 3 | 16 |
| 56 | 3 | 3 | 4 | 3 | 3 | 16 |
| 57 | 4 | 4 | 4 | 2 | 2 | 16 |
| 58 | 4 | 3 | 2 | 4 | 3 | 16 |
| 59 | 4 | 3 | 2 | 4 | 3 | 16 |
| 60 | 2 | 3 | 3 | 4 | 4 | 16 |
| 61 | 3 | 2 | 4 | 2 | 4 | 15 |
| 62 | 3 | 2 | 4 | 2 | 4 | 15 |
| 63 | 2 | 3 | 3 | 3 | 4 | 15 |
| 64 | 2 | 3 | 4 | 3 | 3 | 15 |
| 65 | 2 | 3 | 4 | 3 | 3 | 15 |
| 66 | 3 | 2 | 4 | 3 | 3 | 15 |
| 67 | 2 | 3 | 4 | 3 | 3 | 15 |
| 68 | 3 | 2 | 4 | 3 | 3 | 15 |
| 69 | 3 | 2 | 3 | 2 | 4 | 14 |
| 70 | 2 | 3 | 3 | 2 | 4 | 14 |
| 71 | 2 | 3 | 2 | 4 | 3 | 14 |
| 72 | 2 | 3 | 2 | 4 | 3 | 14 |
| 73 | 2 | 3 | 2 | 4 | 3 | 14 |
| 74 | 2 | 3 | 2 | 4 | 3 | 14 |
| 75 | 2 | 3 | 2 | 4 | 3 | 14 |
| 76 | 2 | 3 | 2 | 4 | 3 | 14 |
| 77 | 2 | 3 | 2 | 4 | 3 | 14 |
| 78 | 2 | 3 | 2 | 4 | 3 | 14 |
| 79 | 2 | 3 | 2 | 4 | 3 | 14 |
| 80 | 2 | 3 | 2 | 4 | 3 | 14 |
| 81 | 2 | 3 | 2 | 4 | 3 | 14 |
| 82 | 2 | 3 | 2 | 3 | 3 | 13 |
| 83 | 2 | 3 | 2 | 3 | 3 | 13 |
| 84 | 2 | 3 | 2 | 3 | 3 | 13 |
| 85 | 2 | 3 | 2 | 3 | 3 | 13 |
| 86 | 2 | 3 | 2 | 3 | 3 | 13 |
| 87 | 2 | 3 | 2 | 3 | 3 | 13 |
| 88 | 2 | 3 | 2 | 3 | 3 | 13 |
| 89 | 2 | 3 | 2 | 3 | 3 | 13 |
| 90 | 2 | 3 | 2 | 3 | 3 | 13 |
| 91 | 2 | 3 | 2 | 3 | 3 | 13 |
| 92 | 2 | 3 | 2 | 3 | 3 | 13 |
| 93 | 2 | 3 | 2 | 3 | 3 | 13 |
| 94 | 2 | 3 | 2 | 3 | 3 | 13 |
| 95 | 2 | 3 | 2 | 3 | 3 | 13 |
| 96 | 2 | 3 | 2 | 3 | 2 | 12 |
| 97 | 2 | 3 | 2 | 3 | 2 | 12 |
| 98 | 2 | 3 | 2 | 2 | 3 | 12 |
| 99 | 2 | 3 | 2 | 2 | 3 | 12 |
| 100 | 2 | 2 | 2 | 2 | 2 | 10 |
| **∑X1** | | | | | | **1611** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No Responden** | **Nomor Item Peryataan** | | | | | **Total X2** |
| **1** | **2** | **3** | **4** | **5** |
| 1 | 4 | 4 | 4 | 4 | 4 | 20 |
| 2 | 4 | 4 | 4 | 4 | 4 | 20 |
| 3 | 4 | 4 | 4 | 4 | 4 | 20 |
| 4 | 4 | 4 | 4 | 4 | 4 | 20 |
| 5 | 4 | 4 | 4 | 4 | 4 | 20 |
| 6 | 4 | 2 | 5 | 5 | 4 | 20 |
| 7 | 4 | 2 | 5 | 5 | 4 | 20 |
| 8 | 4 | 2 | 5 | 5 | 4 | 20 |
| 9 | 4 | 4 | 3 | 5 | 4 | 20 |
| 10 | 4 | 4 | 3 | 5 | 4 | 20 |
| 11 | 4 | 4 | 3 | 5 | 4 | 20 |
| 12 | 4 | 3 | 4 | 5 | 4 | 20 |
| 13 | 4 | 4 | 4 | 4 | 4 | 20 |
| 14 | 4 | 2 | 5 | 5 | 4 | 20 |
| 15 | 4 | 2 | 5 | 5 | 4 | 20 |
| 16 | 4 | 2 | 5 | 5 | 4 | 20 |
| 17 | 4 | 2 | 5 | 5 | 4 | 20 |
| 18 | 4 | 4 | 3 | 5 | 4 | 20 |
| 19 | 4 | 4 | 3 | 5 | 4 | 20 |
| 20 | 4 | 4 | 3 | 5 | 3 | 19 |
| 21 | 4 | 4 | 4 | 4 | 3 | 19 |
| 22 | 4 | 4 | 4 | 4 | 3 | 19 |
| 23 | 4 | 4 | 4 | 4 | 3 | 19 |
| 24 | 4 | 3 | 5 | 3 | 4 | 19 |
| 25 | 4 | 3 | 3 | 5 | 4 | 19 |
| 26 | 3 | 3 | 5 | 3 | 4 | 18 |
| 27 | 4 | 2 | 3 | 5 | 4 | 18 |
| 28 | 4 | 2 | 5 | 3 | 4 | 18 |
| 29 | 4 | 2 | 3 | 5 | 4 | 18 |
| 30 | 4 | 4 | 4 | 2 | 4 | 18 |
| 31 | 4 | 4 | 4 | 4 | 2 | 18 |
| 32 | 4 | 4 | 4 | 4 | 2 | 18 |
| 33 | 4 | 2 | 4 | 4 | 4 | 18 |
| 34 | 4 | 2 | 3 | 5 | 4 | 18 |
| 35 | 4 | 2 | 3 | 5 | 4 | 18 |
| 36 | 4 | 2 | 5 | 3 | 4 | 18 |
| 37 | 4 | 2 | 3 | 5 | 4 | 18 |
| 38 | 4 | 2 | 3 | 5 | 3 | 17 |
| 39 | 4 | 4 | 4 | 2 | 3 | 17 |
| 40 | 4 | 3 | 4 | 2 | 4 | 17 |
| 41 | 4 | 3 | 4 | 4 | 2 | 17 |
| 42 | 1 | 4 | 4 | 4 | 4 | 17 |
| 43 | 3 | 2 | 4 | 4 | 4 | 17 |
| 44 | 3 | 2 | 4 | 4 | 4 | 17 |
| 45 | 4 | 4 | 3 | 1 | 4 | 16 |
| 46 | 4 | 2 | 3 | 3 | 4 | 16 |
| 47 | 4 | 2 | 3 | 3 | 4 | 16 |
| 48 | 3 | 3 | 3 | 2 | 4 | 15 |
| 49 | 3 | 3 | 3 | 2 | 4 | 15 |
| 50 | 2 | 4 | 1 | 4 | 4 | 15 |
| 51 | 1 | 4 | 3 | 3 | 4 | 15 |
| 52 | 2 | 3 | 2 | 4 | 4 | 15 |
| 53 | 2 | 3 | 2 | 4 | 4 | 15 |
| 54 | 2 | 3 | 2 | 4 | 4 | 15 |
| 55 | 4 | 2 | 3 | 2 | 4 | 15 |
| 56 | 3 | 3 | 3 | 3 | 3 | 15 |
| 57 | 4 | 3 | 1 | 3 | 4 | 15 |
| 58 | 4 | 3 | 1 | 3 | 4 | 15 |
| 59 | 2 | 3 | 3 | 2 | 4 | 14 |
| 60 | 3 | 3 | 1 | 3 | 4 | 14 |
| 61 | 3 | 3 | 1 | 3 | 4 | 14 |
| 62 | 2 | 3 | 3 | 3 | 3 | 14 |
| 63 | 2 | 3 | 3 | 3 | 3 | 14 |
| 64 | 2 | 3 | 3 | 3 | 3 | 14 |
| 65 | 2 | 3 | 3 | 3 | 3 | 14 |
| 66 | 4 | 4 | 3 | 2 | 1 | 14 |
| 67 | 1 | 4 | 3 | 2 | 4 | 14 |
| 68 | 3 | 2 | 4 | 4 | 1 | 14 |
| 69 | 2 | 3 | 3 | 3 | 3 | 14 |
| 70 | 2 | 3 | 3 | 3 | 3 | 14 |
| 71 | 2 | 3 | 3 | 3 | 3 | 14 |
| 72 | 4 | 3 | 1 | 2 | 4 | 14 |
| 73 | 4 | 3 | 1 | 2 | 4 | 14 |
| 74 | 2 | 3 | 3 | 3 | 3 | 14 |
| 75 | 2 | 3 | 3 | 3 | 3 | 14 |
| 76 | 2 | 3 | 3 | 3 | 3 | 14 |
| 77 | 1 | 3 | 3 | 2 | 4 | 13 |
| 78 | 3 | 3 | 1 | 2 | 4 | 13 |
| 79 | 3 | 3 | 1 | 2 | 4 | 13 |
| 80 | 1 | 2 | 5 | 1 | 4 | 13 |
| 81 | 4 | 2 | 3 | 1 | 3 | 13 |
| 82 | 2 | 3 | 2 | 3 | 3 | 13 |
| 83 | 2 | 3 | 2 | 3 | 3 | 13 |
| 84 | 1 | 3 | 4 | 2 | 3 | 13 |
| 85 | 2 | 3 | 1 | 3 | 4 | 13 |
| 86 | 1 | 2 | 5 | 1 | 4 | 13 |
| 87 | 2 | 3 | 2 | 3 | 2 | 12 |
| 88 | 2 | 3 | 3 | 2 | 2 | 12 |
| 89 | 2 | 3 | 3 | 2 | 2 | 12 |
| 90 | 2 | 3 | 2 | 3 | 2 | 12 |
| 91 | 2 | 3 | 2 | 3 | 2 | 12 |
| 92 | 2 | 3 | 2 | 3 | 2 | 12 |
| 93 | 3 | 2 | 2 | 3 | 2 | 12 |
| 94 | 1 | 1 | 1 | 1 | 1 | 5 |
| 95 | 1 | 1 | 1 | 1 | 1 | 5 |
| 96 | 1 | 1 | 1 | 1 | 1 | 5 |
| 97 | 1 | 1 | 1 | 1 | 1 | 5 |
| 98 | 1 | 1 | 1 | 1 | 1 | 5 |
| 99 | 1 | 1 | 1 | 1 | 1 | 5 |
| 100 | 1 | 1 | 1 | 1 | 1 | 5 |
| **∑X2** | | | | | | 1543 |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **No Responden** | **Nomor Item Peryataan** | | | | | | **Total Y** |
| **1** | **2** | **3** | **4** | **5** | **6** |
| 1 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 2 | 4 | 5 | 5 | 5 | 5 | 5 | 29 |
| 3 | 4 | 3 | 5 | 5 | 5 | 5 | 27 |
| 4 | 5 | 5 | 4 | 5 | 5 | 2 | 26 |
| 5 | 5 | 5 | 4 | 4 | 3 | 5 | 26 |
| 6 | 5 | 2 | 4 | 4 | 5 | 5 | 25 |
| 7 | 4 | 5 | 4 | 4 | 4 | 4 | 25 |
| 8 | 4 | 5 | 4 | 4 | 4 | 4 | 25 |
| 9 | 4 | 5 | 4 | 4 | 4 | 4 | 25 |
| 10 | 4 | 5 | 4 | 4 | 4 | 4 | 25 |
| 11 | 4 | 5 | 4 | 4 | 4 | 4 | 25 |
| 12 | 4 | 5 | 4 | 4 | 4 | 4 | 25 |
| 13 | 4 | 5 | 4 | 4 | 4 | 4 | 25 |
| 14 | 5 | 2 | 4 | 4 | 5 | 5 | 25 |
| 15 | 5 | 2 | 4 | 4 | 5 | 5 | 25 |
| 16 | 3 | 5 | 4 | 4 | 3 | 5 | 24 |
| 17 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 18 | 5 | 2 | 5 | 4 | 5 | 2 | 23 |
| 19 | 5 | 2 | 4 | 5 | 5 | 2 | 23 |
| 20 | 5 | 5 | 4 | 5 | 2 | 2 | 23 |
| 21 | 5 | 5 | 4 | 5 | 2 | 2 | 23 |
| 22 | 5 | 5 | 4 | 5 | 2 | 2 | 23 |
| 23 | 5 | 2 | 4 | 4 | 3 | 5 | 23 |
| 24 | 4 | 3 | 4 | 4 | 4 | 4 | 23 |
| 25 | 4 | 3 | 4 | 4 | 4 | 4 | 23 |
| 26 | 4 | 3 | 4 | 4 | 4 | 4 | 23 |
| 27 | 5 | 2 | 5 | 4 | 5 | 2 | 23 |
| 28 | 5 | 2 | 4 | 5 | 5 | 2 | 23 |
| 29 | 5 | 2 | 5 | 4 | 5 | 2 | 23 |
| 30 | 2 | 2 | 4 | 4 | 5 | 5 | 22 |
| 31 | 5 | 2 | 4 | 4 | 5 | 2 | 22 |
| 32 | 5 | 5 | 4 | 4 | 2 | 2 | 22 |
| 33 | 5 | 2 | 4 | 4 | 5 | 2 | 22 |
| 34 | 5 | 5 | 4 | 4 | 2 | 2 | 22 |
| 35 | 5 | 2 | 4 | 4 | 5 | 2 | 22 |
| 36 | 4 | 4 | 4 | 4 | 4 | 2 | 22 |
| 37 | 4 | 4 | 4 | 4 | 4 | 2 | 22 |
| 38 | 4 | 4 | 4 | 4 | 4 | 2 | 22 |
| 39 | 4 | 4 | 4 | 4 | 4 | 2 | 22 |
| 40 | 4 | 4 | 4 | 4 | 4 | 2 | 22 |
| 41 | 4 | 4 | 4 | 4 | 4 | 2 | 22 |
| 42 | 4 | 5 | 4 | 4 | 2 | 2 | 21 |
| 43 | 3 | 5 | 4 | 5 | 2 | 2 | 21 |
| 44 | 3 | 5 | 4 | 5 | 2 | 2 | 21 |
| 45 | 3 | 2 | 4 | 4 | 3 | 5 | 21 |
| 46 | 1 | 4 | 4 | 4 | 4 | 4 | 21 |
| 47 | 4 | 1 | 1 | 5 | 5 | 5 | 21 |
| 48 | 3 | 5 | 4 | 5 | 2 | 2 | 21 |
| 49 | 3 | 2 | 4 | 4 | 5 | 2 | 20 |
| 50 | 2 | 2 | 4 | 5 | 5 | 2 | 20 |
| 51 | 5 | 2 | 4 | 5 | 2 | 2 | 20 |
| 52 | 3 | 2 | 4 | 4 | 5 | 2 | 20 |
| 53 | 2 | 2 | 4 | 5 | 5 | 2 | 20 |
| 54 | 2 | 5 | 4 | 4 | 2 | 2 | 19 |
| 55 | 5 | 2 | 4 | 4 | 2 | 2 | 19 |
| 56 | 5 | 2 | 4 | 4 | 2 | 2 | 19 |
| 57 | 5 | 2 | 4 | 4 | 2 | 2 | 19 |
| 58 | 5 | 5 | 1 | 4 | 2 | 2 | 19 |
| 59 | 4 | 1 | 4 | 4 | 4 | 2 | 19 |
| 60 | 5 | 5 | 2 | 2 | 2 | 2 | 18 |
| 61 | 5 | 5 | 2 | 2 | 2 | 2 | 18 |
| 62 | 4 | 1 | 1 | 4 | 4 | 4 | 18 |
| 63 | 4 | 1 | 1 | 4 | 4 | 4 | 18 |
| 64 | 4 | 1 | 1 | 4 | 4 | 4 | 18 |
| 65 | 4 | 5 | 2 | 2 | 2 | 2 | 17 |
| 66 | 4 | 2 | 2 | 2 | 2 | 4 | 16 |
| 67 | 2 | 2 | 4 | 4 | 2 | 2 | 16 |
| 68 | 2 | 2 | 4 | 4 | 2 | 2 | 16 |
| 69 | 3 | 5 | 2 | 2 | 2 | 2 | 16 |
| 70 | 3 | 5 | 2 | 2 | 2 | 2 | 16 |
| 71 | 3 | 5 | 2 | 2 | 2 | 2 | 16 |
| 72 | 3 | 4 | 2 | 2 | 2 | 2 | 15 |
| 73 | 3 | 4 | 2 | 2 | 2 | 2 | 15 |
| 74 | 1 | 1 | 1 | 4 | 4 | 4 | 15 |
| 75 | 2 | 5 | 5 | 1 | 1 | 1 | 15 |
| 76 | 4 | 4 | 4 | 1 | 1 | 1 | 15 |
| 77 | 2 | 2 | 4 | 2 | 2 | 2 | 14 |
| 78 | 4 | 2 | 2 | 2 | 2 | 2 | 14 |
| 79 | 2 | 2 | 4 | 2 | 2 | 2 | 14 |
| 80 | 3 | 2 | 2 | 2 | 2 | 2 | 13 |
| 81 | 2 | 3 | 2 | 2 | 2 | 2 | 13 |
| 82 | 2 | 3 | 2 | 2 | 2 | 2 | 13 |
| 83 | 2 | 4 | 4 | 1 | 1 | 1 | 13 |
| 84 | 2 | 2 | 2 | 2 | 2 | 2 | 12 |
| 85 | 4 | 1 | 1 | 2 | 2 | 2 | 12 |
| 86 | 4 | 1 | 1 | 2 | 2 | 2 | 12 |
| 87 | 2 | 2 | 2 | 2 | 2 | 2 | 12 |
| 88 | 2 | 2 | 2 | 2 | 2 | 2 | 12 |
| 89 | 2 | 2 | 2 | 2 | 2 | 2 | 12 |
| 90 | 2 | 2 | 2 | 2 | 2 | 2 | 12 |
| 91 | 2 | 2 | 2 | 2 | 2 | 2 | 12 |
| 92 | 2 | 2 | 2 | 2 | 2 | 2 | 12 |
| 93 | 2 | 2 | 2 | 2 | 2 | 2 | 12 |
| 94 | 2 | 2 | 2 | 2 | 2 | 2 | 12 |
| 95 | 2 | 2 | 2 | 2 | 2 | 2 | 12 |
| 96 | 2 | 2 | 2 | 2 | 2 | 2 | 12 |
| 97 | 4 | 1 | 1 | 1 | 1 | 1 | 9 |
| 98 | 4 | 1 | 1 | 1 | 1 | 1 | 9 |
| 99 | 1 | 2 | 2 | 1 | 1 | 1 | 8 |
| 100 | 2 | 1 | 1 | 1 | 1 | 1 | 7 |
| **∑Y** | | | | | | | **1898** |

**Lampiran 3: Hasil Output SPSS**

REGRESSION

/DESCRIPTIVES MEAN STDDEV CORR SIG N

/MISSING LISTWISE

/STATISTICS COEFF OUTS CI(95) BCOV R ANOVA COLLIN TOL CHANGE ZPP

/CRITERIA=PIN(.05) POUT(.10)

/NOORIGIN

/DEPENDENT VAR00003

/METHOD=ENTER VAR00001 VAR00002

/SCATTERPLOT=(\*ZRESID ,\*ZPRED)

/RESIDUALS DURBIN HISTOGRAM(ZRESID) NORMPROB(ZRESID)

/CASEWISE PLOT(ZRESID) OUTLIERS(3).

**Regression**

|  |  |  |
| --- | --- | --- |
| **Notes** | | |
| Output Created | | 10-NOV-2022 14:21:44 |
| Comments | |  |
| Input | Active Dataset | DataSet0 |
| Filter | <none> |
| Weight | <none> |
| Split File | <none> |
| N of Rows in Working Data File | 100 |
| 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  /DESCRIPTIVES MEAN STDDEV CORR SIG N  /MISSING LISTWISE  /STATISTICS COEFF OUTS CI(95) BCOV R ANOVA COLLIN TOL CHANGE ZPP  /CRITERIA=PIN(.05) POUT(.10)  /NOORIGIN  /DEPENDENT VAR00003  /METHOD=ENTER VAR00001 VAR00002  /SCATTERPLOT=(\*ZRESID ,\*ZPRED)  /RESIDUALS DURBIN HISTOGRAM(ZRESID) NORMPROB(ZRESID)  /CASEWISE PLOT(ZRESID) OUTLIERS(3). |
| Resources | Processor Time | 00:00:03.45 |
| Elapsed Time | 00:00:05.81 |
| Memory Required | 1644 bytes |
| Additional Memory Required for Residual Plots | 904 bytes |

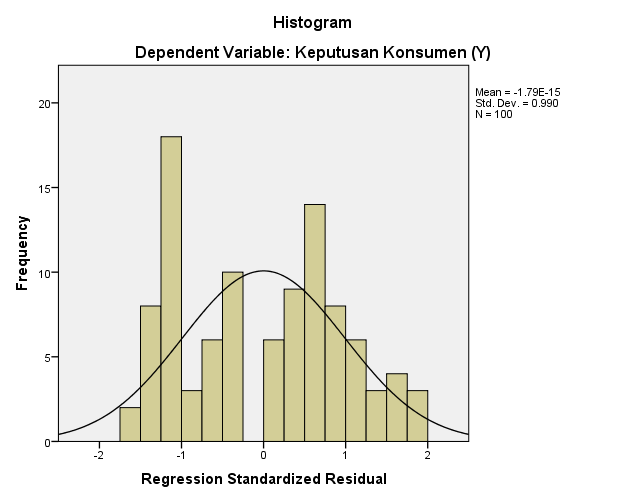
[DataSet0]

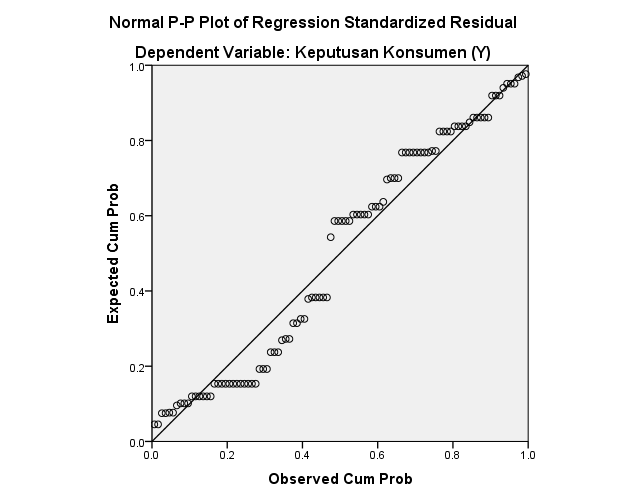
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Model Summaryb** | | | | |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|
| 1 | .972a | .945 | .944 | 1.215 |
| a. Predictors: (Constant), Harga Tiket (X2), Kualitas Layanan (X1) | | | | |
| b. Dependent Variable: Keputusan Konsumen (Y) | | | | |

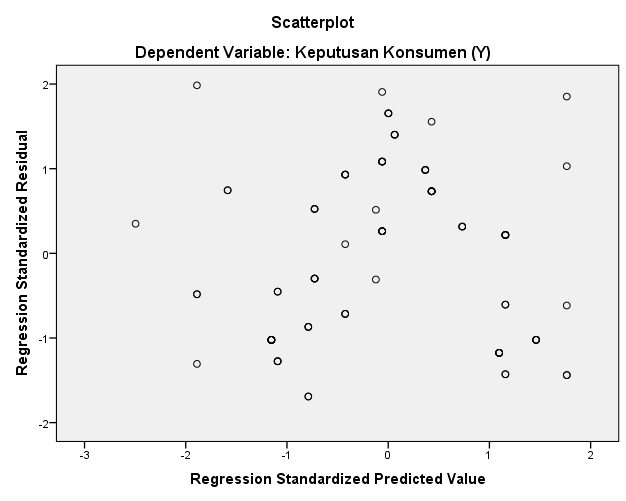
|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **ANOVAa** | | | | | | |
| Model | | Sum of Squares | df | Mean Square | F | Sig. |
| 1 | Regression | 2446.658 | 2 | 1223.329 | 828.061 | .000b |
| Residual | 143.302 | 97 | 1.477 |  |  |
| Total | 2589.960 | 99 |  |  |  |
| a. Dependent Variable: Keputusan Konsumen (Y) | | | | | | |
| b. Predictors: (Constant), Harga Tiket (X2), Kualitas Layanan (X1) | | | | | | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
| B | Std. Error | Beta | Tolerance | VIF |
| 1 | (Constant) | -10.023 | .925 |  | -10.835 | .000 |  |  |
| Kualitas Layanan (X1) | 1.506 | .112 | .754 | 13.434 | .000 | .181 | 5.530 |
| Harga Tiket (X2) | .307 | .073 | .235 | 4.177 | .000 | .181 | 5.530 |
| a. Dependent Variable: Keputusan Konsumen (Y) | | | | | | | | |

**Charts**







**Lampiran 4: Hasil Uji Validitas Dan Uji Reliabilitas**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | |
|  | | VAR00001 | VAR00002 | VAR00003 | VAR00004 | VAR00005 | Kualitas Layanan (X1) |
| VAR00001 | Pearson Correlation | 1 | .790\*\* | .885\*\* | .855\*\* | .755\*\* | .805\*\* |
| Sig. (2-tailed) |  | .000 | .000 | .000 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| VAR00002 | Pearson Correlation | .790\*\* | 1 | .866\*\* | .833\*\* | .840\*\* | .864\*\* |
| Sig. (2-tailed) | .000 |  | .000 | .000 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| VAR00003 | Pearson Correlation | .885\*\* | .866\*\* | 1 | .940\*\* | .900\*\* | .884\*\* |
| Sig. (2-tailed) | .000 | .000 |  | .000 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| VAR00004 | Pearson Correlation | .855\*\* | .833\*\* | .940\*\* | 1 | .779\*\* | .860\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 |  | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| VAR00005 | Pearson Correlation | .755\*\* | .840\*\* | .900\*\* | .779\*\* | 1 | .752\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 |  | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| Kualitas Layanan (X1) | Pearson Correlation | .805\*\* | .864\*\* | .884\*\* | .860\*\* | .752\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 |  |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .957 | 5 |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | |
|  | | VAR00001 | VAR00002 | VAR00003 | VAR00004 | VAR00005 | Harga Tiket (X2) |
| VAR00001 | Pearson Correlation | 1 | .245 | .241 | .557\*\* | .473\*\* | .375 |
| Sig. (2-tailed) |  | .192 | .199 | .001 | .008 | .053 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| VAR00002 | Pearson Correlation | .245 | 1 | .867\*\* | .852\*\* | .518\*\* | .874\*\* |
| Sig. (2-tailed) | .192 |  | .000 | .000 | .003 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| VAR00003 | Pearson Correlation | .241 | .867\*\* | 1 | .765\*\* | .510\*\* | .798\*\* |
| Sig. (2-tailed) | .199 | .000 |  | .000 | .004 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| VAR00004 | Pearson Correlation | .557\*\* | .852\*\* | .765\*\* | 1 | .809\*\* | .896\*\* |
| Sig. (2-tailed) | .001 | .000 | .000 |  | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| VAR00005 | Pearson Correlation | .473\*\* | .518\*\* | .510\*\* | .809\*\* | 1 | .754\*\* |
| Sig. (2-tailed) | .008 | .003 | .004 | .000 |  | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| Harga Tiket (X2) | Pearson Correlation | .357 | .874\*\* | .798\*\* | .896\*\* | .754\*\* | 1 |
| Sig. (2-tailed) | .053 | .000 | .000 | .000 | .000 |  |
| N | 30 | 30 | 30 | 30 | 30 | 30 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | |

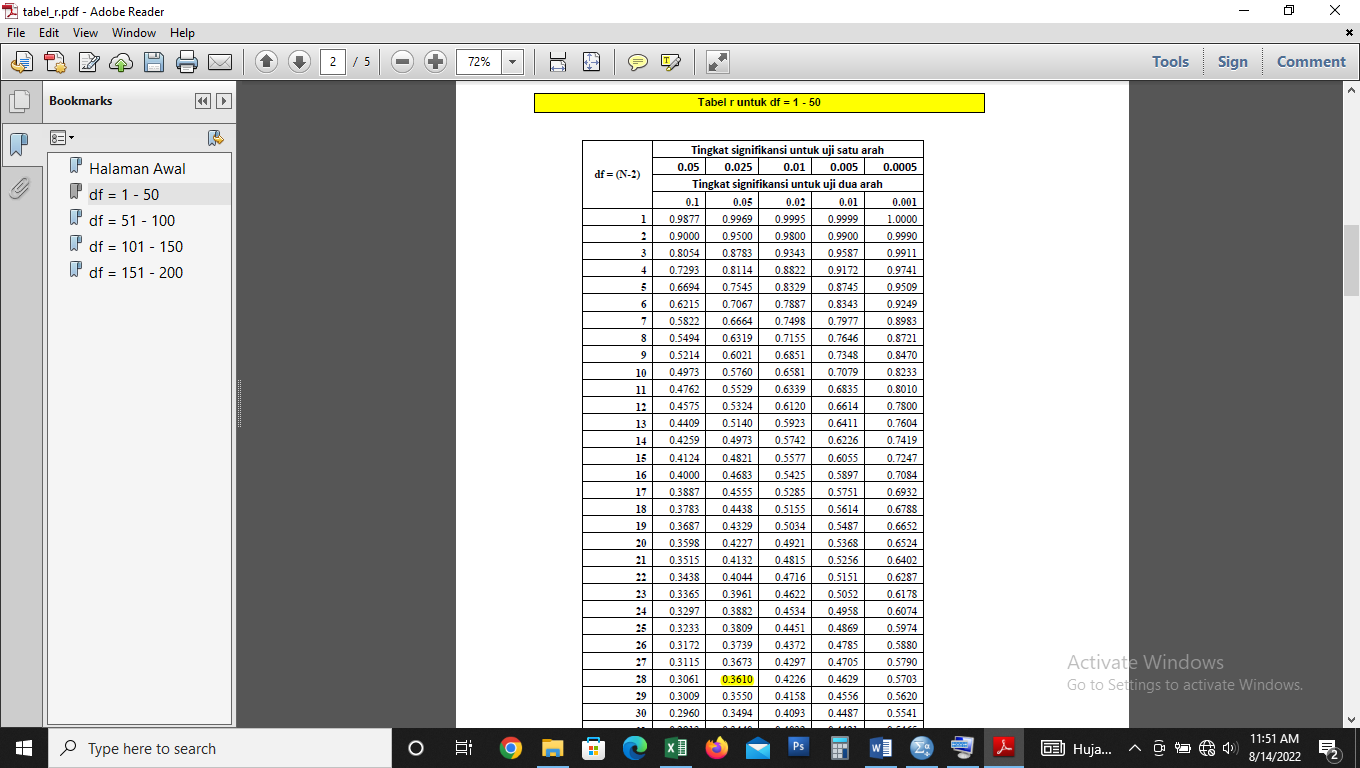
|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .855 | 5 |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | |
|  | | VAR00001 | VAR00002 | VAR00003 | VAR00004 | VAR00005 | VAR00006 | Keputusan Konsumen (Y) |
| VAR00001 | Pearson Correlation | 1 | .841\*\* | .421\* | .552\*\* | .852\*\* | .744\*\* | .712\*\* |
| Sig. (2-tailed) |  | .000 | .020 | .002 | .000 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| VAR00002 | Pearson Correlation | .841\*\* | 1 | .474\*\* | .621\*\* | .819\*\* | .877\*\* | .772\*\* |
| Sig. (2-tailed) | .000 |  | .008 | .000 | .000 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| VAR00003 | Pearson Correlation | .421\* | .474\*\* | 1 | .764\*\* | .453\* | .524\*\* | .749\*\* |
| Sig. (2-tailed) | .020 | .008 |  | .000 | .012 | .003 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| VAR00004 | Pearson Correlation | .552\*\* | .621\*\* | .764\*\* | 1 | .593\*\* | .686\*\* | .718\*\* |
| Sig. (2-tailed) | .002 | .000 | .000 |  | .001 | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| VAR00005 | Pearson Correlation | .852\*\* | .819\*\* | .453\* | .593\*\* | 1 | .837\*\* | .679\*\* |
| Sig. (2-tailed) | .000 | .000 | .012 | .001 |  | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| VAR00006 | Pearson Correlation | .744\*\* | .877\*\* | .524\*\* | .686\*\* | .837\*\* | 1 | .715\*\* |
| Sig. (2-tailed) | .000 | .000 | .003 | .000 | .000 |  | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| Keputusan Konsumen (Y) | Pearson Correlation | .712\*\* | .772\*\* | .749\*\* | .718\*\* | .679\*\* | .715\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 |  |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | |

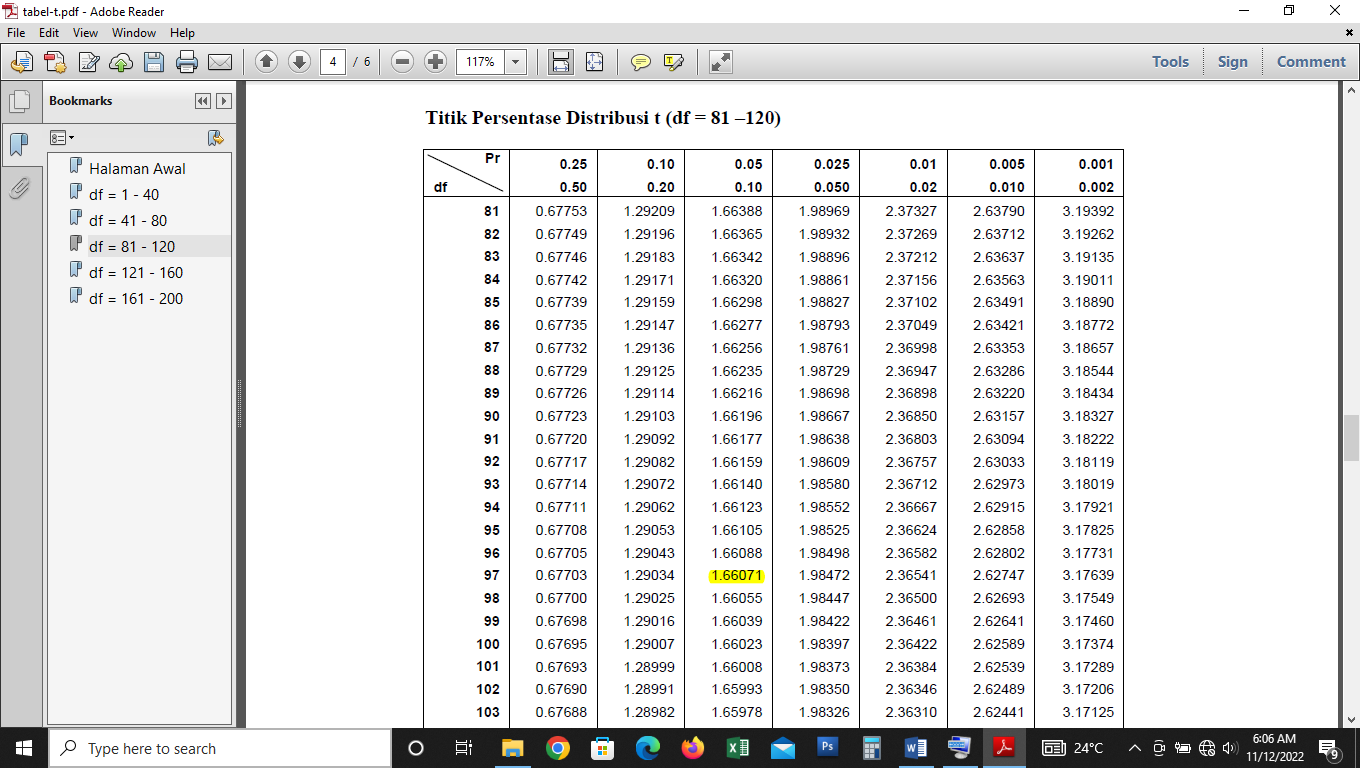
|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .900 | 6 |

**Lampiran 5: R Tabel, T Tabel Dan F Tabel**

R Tabel



**T Tabel**



* + - 1. F Tabel

