# Lampiran 1

**KUISIONER**

# Identitas Peneliti

Nama : Nova Juliana Putri Perangin-angin

NPM 183114027

Program Studi : Manajemen

Fakultas : Ekonomi

Asal Perguruan Tinggi : Universitas Muslim Nusantara Al-Washliyah Medan Judul : Pengaruh Promosi Media Sosial dan Pelayanan Pesan Antar terhadap Tingkat Kepuasan Konsumen

(studi kasus Indomaret Jl. Industri No.60 Tanjung Morawa B)

Kepada Yth,

Bapak Ibu Sdr/i Responden di-

Tempat

Dengan ini saya mohon untuk kesediaan Bapak/Ibu Sdr/I untuk mengisi daftar kuesioner. Informasi yang Bapak/Ibu Sdr/I berikan hanya semata-mata untuk melengkapi data penelitian dalam rangka penyusunan skripsi ini. Untuk itu isilah kuesioner ini dengan jawaban yang sebenarnya. Besar harapan peneliti kiranya atas bantuan Bapak/Ibu Sdr/I membantu peneliti untuk pengisian kuesioner ini. Demikian hal ini peneliti sampaikan, atas perhatian dan kerjasamanya peneliti ucapkan terima kasih.

Medan, Maret 2022 Peneliti

Nova Jualiana Putri Perangin-angin NPM: 183114027

# Identitas Responden

1. Nama : .........................................................................

1. Jenis Kelamin :

Laki-laki

Perempuan

1. Usia :

<20 Tahun

20-30 tahun

>30 Tahun

# Petunjuk Pengisian

* 1. Pilihlah jawaban yang paling sesuai dengan keadaan anda
	2. Berilah tanda () pada jawaban yang anda pilih
	3. Kriteria penilaian

|  |  |  |
| --- | --- | --- |
| **No.** | **Alternatif Jawaban** | **Skor** |
| 1. | Sangat Setuju (SS) | 5 |
| 2. | Setuju (S) | 4 |
| 3. | Kurang Setuju (KS) | 3 |
| 4. | Tidak Setuju (TS | 2 |
| 5. | Sangat Tidak Setuju (STS) | 1 |

* 1. Jawablah semua jawaban yang ada tanpa ada yang terlewat.

# Daftar Kuesioner

1. **Promosi Media Sosial (X1)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **KS** | **TS** | **STS** |
| 1 | Promosi yang dilakukan oleh Indomaret pada media sosial Klikindomaret sangatmudah dicari. |  |  |  |  |  |
| 2 | Postingan gambar di media sosialKlikindomaret sangat kreatif. |  |  |  |  |  |
| 3 | Postingan gambar produk di media sosialKlikindomaret sangat menarik dan bahasa yang disampaikan mudah dipahami. |  |  |  |  |  |
| 4 | Banyak promosi yang diberikan pada media sosial KlikIndomaret membuatsaya sering berbelanja di Indomaret. |  |  |  |  |  |

# Pelayanan Pesan Antar (X2)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **KS** | **TS** | **STS** |
| 1 | Kendaraan driver dilengkapi dengan fasilitas untuk membawa barang atau produk yang dipesan sehingga pesanan sampai ke konsumen dalam keadaan yangbaik. |  |  |  |  |  |
| 2 | Driver sudah menguasai rute kota tanjungmorawa sehingga driver tidak banyak bertanya mengenai lokasi konsumen. |  |  |  |  |  |
| 3 | Driver memberikan solusi apabila terjadipermasalahan ketika konsumen memesan. |  |  |  |  |  |
| 4 | Pesanan diterima konsumen dalamkeadaan yang baik dan tidak rusak. |  |  |  |  |  |
| 5 | Driver mengantar pesanan konsumentepat waktu. |  |  |  |  |  |

1. **Kepuasan Konsumen (Y)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **KS** | **TS** | **STS** |
| 1 | Saya merasa puas dengan promosi mediasosial dan pelayanan pesan antar. |  |  |  |  |  |
| 2 | Saya puas dengan produk yang dipromosikan di media sosial dan tanggapan dari driver ketika sayamengalami masalah dalam pemesanan. |  |  |  |  |  |
| 3 | Saya beminat untuk memakai kembalijasa layanan antar dan memanfaatkan promo yang ada di media sosial. |  |  |  |  |  |
| 4 | Saya membutuhkan layanan pesan antar ketika saya tidak dapat memesan langsung dan memanfaatkan promosi di mediasosial. |  |  |  |  |  |
| 5 | Saya mendukung atas keberadaan pelayanan pesan antar Indomaret di Tanjung Morawa dan promosi di mediasosial. |  |  |  |  |  |

# Lampiran 2

**TABULASI DATA PENELITIAN**

# Data Variabel Promosi Media Sosial (X1)

|  |  |  |
| --- | --- | --- |
| **No.****Responden** | **Item Pernyataan** | **Total** |
| **P1** | **P2** | **P3** | **P4** |
| 1 | 3 | 3 | 4 | 3 | 13 |
| 2 | 3 | 5 | 4 | 4 | 16 |
| 3 | 4 | 4 | 5 | 5 | 18 |
| 4 | 4 | 4 | 4 | 3 | 15 |
| 5 | 4 | 3 | 4 | 3 | 14 |
| 6 | 2 | 2 | 3 | 4 | 11 |
| 7 | 3 | 3 | 4 | 4 | 14 |
| 8 | 5 | 4 | 5 | 5 | 19 |
| 9 | 4 | 5 | 4 | 3 | 16 |
| 10 | 4 | 4 | 3 | 4 | 15 |
| 11 | 3 | 4 | 5 | 4 | 16 |
| 12 | 4 | 3 | 5 | 3 | 15 |
| 13 | 3 | 3 | 3 | 3 | 12 |
| 14 | 2 | 2 | 4 | 4 | 12 |
| 15 | 5 | 5 | 5 | 5 | 20 |
| 16 | 5 | 4 | 4 | 5 | 18 |
| 17 | 4 | 4 | 5 | 4 | 17 |
| 18 | 4 | 5 | 4 | 4 | 17 |
| 19 | 4 | 5 | 5 | 4 | 18 |
| 20 | 4 | 4 | 5 | 4 | 17 |
| 21 | 3 | 3 | 4 | 4 | 14 |
| 22 | 2 | 3 | 3 | 3 | 11 |
| 23 | 4 | 4 | 4 | 4 | 16 |
| 24 | 3 | 3 | 3 | 3 | 12 |
| 25 | 4 | 4 | 4 | 4 | 16 |
| 26 | 4 | 4 | 4 | 3 | 15 |
| 27 | 3 | 2 | 4 | 4 | 13 |
| 28 | 4 | 4 | 4 | 4 | 16 |
| 29 | 3 | 3 | 3 | 3 | 12 |
| 30 | 4 | 3 | 4 | 3 | 14 |
| 31 | 4 | 4 | 5 | 4 | 17 |
| 32 | 3 | 3 | 4 | 3 | 13 |
| 33 | 4 | 3 | 4 | 3 | 14 |
| 34 | 2 | 2 | 4 | 2 | 10 |
| 35 | 3 | 5 | 4 | 4 | 16 |
| 36 | 4 | 4 | 5 | 5 | 18 |
| 37 | 4 | 4 | 4 | 3 | 15 |
| 38 | 4 | 3 | 4 | 3 | 14 |
| 39 | 2 | 2 | 3 | 4 | 11 |
| 40 | 3 | 3 | 4 | 4 | 14 |
| 41 | 5 | 4 | 5 | 5 | 19 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 42 | 4 | 4 | 4 | 4 | 16 |
| 43 | 3 | 5 | 3 | 4 | 15 |
| 44 | 4 | 4 | 5 | 4 | 17 |
| 45 | 3 | 3 | 5 | 3 | 14 |
| 46 | 5 | 3 | 3 | 3 | 14 |
| 47 | 2 | 2 | 4 | 4 | 12 |
| 48 | 5 | 4 | 5 | 5 | 19 |
| 49 | 5 | 4 | 4 | 5 | 18 |
| 50 | 4 | 5 | 5 | 4 | 18 |
| 51 | 4 | 5 | 4 | 4 | 17 |
| 52 | 4 | 4 | 5 | 4 | 17 |
| 53 | 4 | 4 | 5 | 4 | 17 |
| 54 | 3 | 3 | 4 | 4 | 14 |
| 55 | 2 | 2 | 2 | 2 | 8 |
| 56 | 4 | 4 | 4 | 4 | 16 |
| 57 | 3 | 3 | 3 | 3 | 12 |
| 58 | 4 | 5 | 4 | 4 | 17 |
| 59 | 4 | 4 | 4 | 3 | 15 |
| 60 | 3 | 2 | 4 | 4 | 13 |
| 61 | 4 | 4 | 4 | 4 | 16 |
| 62 | 4 | 3 | 3 | 3 | 13 |
| 63 | 3 | 3 | 4 | 3 | 13 |
| 64 | 4 | 4 | 5 | 4 | 17 |
| 65 | 3 | 3 | 3 | 3 | 12 |
| 66 | 4 | 4 | 4 | 4 | 16 |
| 67 | 4 | 5 | 5 | 5 | 19 |
| 68 | 4 | 4 | 4 | 3 | 15 |
| 69 | 4 | 3 | 5 | 3 | 15 |
| 70 | 2 | 2 | 4 | 4 | 12 |
| 71 | 3 | 3 | 3 | 4 | 13 |
| 72 | 5 | 5 | 5 | 5 | 20 |
| 73 | 4 | 4 | 4 | 3 | 15 |
| 74 | 3 | 5 | 5 | 4 | 17 |
| 75 | 4 | 4 | 4 | 4 | 16 |
| 76 | 3 | 3 | 4 | 3 | 13 |
| 77 | 4 | 3 | 4 | 3 | 14 |
| 78 | 2 | 2 | 4 | 4 | 12 |
| 79 | 5 | 5 | 5 | 5 | 20 |
| 80 | 5 | 4 | 4 | 5 | 18 |
| 81 | 4 | 5 | 4 | 4 | 17 |
| 82 | 4 | 4 | 4 | 4 | 16 |
| Total | 298 | 298 | 336 | 309 | 1241 |

**Data Variabel Pelayanan Pesan Antar (X2)**

|  |  |  |
| --- | --- | --- |
| **No.****Responden** | **Item Pernyataan** | **Total** |
| **P1** | **P2** | **P3** | **P4** | P5 |
| 1 | 4 | 3 | 3 | 5 | 5 | 20 |
| 2 | 4 | 3 | 3 | 3 | 3 | 16 |
| 3 | 3 | 5 | 5 | 4 | 4 | 21 |
| 4 | 3 | 3 | 4 | 3 | 3 | 16 |
| 5 | 3 | 3 | 4 | 3 | 4 | 17 |
| 6 | 5 | 4 | 4 | 4 | 4 | 21 |
| 7 | 3 | 4 | 4 | 5 | 5 | 21 |
| 8 | 4 | 5 | 5 | 5 | 5 | 24 |
| 9 | 4 | 5 | 4 | 4 | 4 | 21 |
| 10 | 4 | 5 | 4 | 3 | 5 | 21 |
| 11 | 5 | 3 | 4 | 3 | 3 | 18 |
| 12 | 4 | 5 | 5 | 4 | 4 | 22 |
| 13 | 4 | 3 | 4 | 4 | 5 | 20 |
| 14 | 4 | 4 | 4 | 5 | 4 | 21 |
| 15 | 4 | 5 | 5 | 2 | 5 | 21 |
| 16 | 4 | 5 | 5 | 4 | 4 | 22 |
| 17 | 5 | 5 | 4 | 3 | 5 | 22 |
| 18 | 4 | 4 | 4 | 5 | 5 | 22 |
| 19 | 3 | 5 | 5 | 3 | 4 | 20 |
| 20 | 2 | 4 | 4 | 2 | 2 | 14 |
| 21 | 4 | 3 | 3 | 4 | 4 | 18 |
| 22 | 3 | 2 | 3 | 3 | 3 | 14 |
| 23 | 4 | 5 | 3 | 4 | 4 | 20 |
| 24 | 4 | 3 | 3 | 4 | 4 | 18 |
| 25 | 3 | 4 | 4 | 2 | 2 | 15 |
| 26 | 4 | 4 | 4 | 4 | 4 | 20 |
| 27 | 2 | 2 | 4 | 5 | 2 | 15 |
| 28 | 4 | 4 | 4 | 3 | 4 | 19 |
| 29 | 4 | 2 | 2 | 4 | 5 | 17 |
| 30 | 3 | 4 | 4 | 3 | 4 | 18 |
| 31 | 4 | 4 | 4 | 4 | 4 | 20 |
| 32 | 3 | 4 | 4 | 4 | 4 | 19 |
| 33 | 3 | 4 | 4 | 3 | 2 | 16 |
| 34 | 4 | 3 | 3 | 5 | 5 | 20 |
| 35 | 4 | 3 | 3 | 3 | 3 | 16 |
| 36 | 3 | 5 | 5 | 3 | 4 | 20 |
| 37 | 3 | 3 | 4 | 4 | 3 | 17 |
| 38 | 4 | 3 | 4 | 4 | 4 | 19 |
| 39 | 5 | 4 | 4 | 4 | 4 | 21 |
| 40 | 4 | 4 | 4 | 4 | 3 | 19 |
| 41 | 3 | 5 | 5 | 3 | 3 | 19 |
| 42 | 4 | 5 | 4 | 4 | 4 | 21 |
| 43 | 3 | 5 | 4 | 3 | 3 | 18 |
| 44 | 3 | 3 | 4 | 4 | 4 | 18 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 45 | 4 | 5 | 5 | 5 | 4 | 23 |
| 46 | 4 | 3 | 4 | 3 | 3 | 17 |
| 47 | 4 | 4 | 4 | 4 | 3 | 19 |
| 48 | 2 | 5 | 5 | 3 | 3 | 18 |
| 49 | 3 | 5 | 5 | 4 | 3 | 20 |
| 50 | 5 | 5 | 4 | 4 | 4 | 22 |
| 51 | 4 | 4 | 4 | 4 | 4 | 20 |
| 52 | 3 | 5 | 5 | 5 | 5 | 23 |
| 53 | 3 | 4 | 4 | 3 | 3 | 17 |
| 54 | 3 | 3 | 3 | 3 | 3 | 15 |
| 55 | 3 | 2 | 2 | 3 | 3 | 13 |
| 56 | 2 | 5 | 3 | 4 | 4 | 18 |
| 57 | 5 | 3 | 3 | 5 | 4 | 20 |
| 58 | 5 | 4 | 4 | 4 | 5 | 22 |
| 59 | 4 | 4 | 4 | 4 | 4 | 20 |
| 60 | 4 | 2 | 4 | 4 | 4 | 18 |
| 61 | 4 | 4 | 4 | 4 | 4 | 20 |
| 62 | 4 | 2 | 2 | 4 | 4 | 16 |
| 63 | 3 | 4 | 4 | 4 | 3 | 18 |
| 64 | 2 | 4 | 4 | 2 | 2 | 14 |
| 65 | 4 | 3 | 3 | 3 | 4 | 17 |
| 66 | 3 | 3 | 3 | 3 | 3 | 15 |
| 67 | 4 | 5 | 5 | 4 | 4 | 22 |
| 68 | 4 | 3 | 4 | 4 | 4 | 19 |
| 69 | 3 | 3 | 4 | 4 | 3 | 17 |
| 70 | 4 | 4 | 4 | 4 | 4 | 20 |
| 71 | 3 | 4 | 4 | 3 | 3 | 17 |
| 72 | 3 | 5 | 5 | 3 | 3 | 19 |
| 73 | 4 | 5 | 4 | 4 | 4 | 21 |
| 74 | 3 | 5 | 4 | 4 | 4 | 20 |
| 75 | 3 | 3 | 4 | 3 | 3 | 16 |
| 76 | 2 | 5 | 5 | 2 | 2 | 16 |
| 77 | 3 | 3 | 4 | 4 | 4 | 18 |
| 78 | 4 | 4 | 4 | 5 | 4 | 21 |
| 79 | 4 | 5 | 5 | 3 | 3 | 20 |
| 80 | 4 | 5 | 5 | 4 | 3 | 21 |
| 81 | 2 | 5 | 4 | 3 | 3 | 17 |
| 82 | 3 | 4 | 4 | 4 | 3 | 18 |
| Total | 292 | 322 | 326 | 306 | 302 | 1544 |

# Data Variabel Kepuasan Konsumen (Y)

|  |  |  |
| --- | --- | --- |
| **No.****Responden** | **Item Pernyataan** | **Total** |
| **P1** | **P2** | **P3** | **P4** | **P5** |
| 1 | 4 | 5 | 4 | 4 | 4 | 21 |
| 2 | 4 | 3 | 4 | 3 | 2 | 16 |
| 3 | 5 | 4 | 5 | 5 | 5 | 24 |
| 4 | 4 | 3 | 4 | 4 | 3 | 18 |
| 5 | 4 | 4 | 4 | 3 | 4 | 19 |
| 6 | 3 | 2 | 3 | 4 | 3 | 15 |
| 7 | 4 | 3 | 4 | 3 | 4 | 18 |
| 8 | 5 | 4 | 5 | 4 | 4 | 22 |
| 9 | 4 | 5 | 4 | 5 | 5 | 23 |
| 10 | 3 | 4 | 3 | 5 | 5 | 20 |
| 11 | 5 | 3 | 5 | 4 | 4 | 21 |
| 12 | 5 | 3 | 5 | 3 | 5 | 21 |
| 13 | 3 | 5 | 3 | 4 | 3 | 18 |
| 14 | 4 | 2 | 4 | 4 | 4 | 18 |
| 15 | 5 | 3 | 5 | 4 | 5 | 22 |
| 16 | 4 | 4 | 4 | 5 | 4 | 21 |
| 17 | 5 | 4 | 5 | 2 | 5 | 21 |
| 18 | 4 | 4 | 4 | 4 | 4 | 20 |
| 19 | 5 | 4 | 5 | 3 | 5 | 22 |
| 20 | 5 | 5 | 5 | 5 | 5 | 25 |
| 21 | 4 | 3 | 4 | 3 | 4 | 18 |
| 22 | 3 | 3 | 2 | 2 | 3 | 13 |
| 23 | 4 | 5 | 4 | 4 | 4 | 21 |
| 24 | 3 | 3 | 3 | 3 | 3 | 15 |
| 25 | 4 | 4 | 4 | 4 | 4 | 20 |
| 26 | 4 | 4 | 4 | 4 | 4 | 20 |
| 27 | 4 | 3 | 4 | 2 | 2 | 15 |
| 28 | 4 | 4 | 4 | 3 | 4 | 19 |
| 29 | 3 | 3 | 3 | 5 | 5 | 19 |
| 30 | 4 | 4 | 4 | 3 | 4 | 19 |
| 31 | 5 | 4 | 5 | 4 | 5 | 23 |
| 32 | 4 | 3 | 4 | 3 | 4 | 18 |
| 33 | 4 | 4 | 4 | 4 | 4 | 20 |
| 34 | 4 | 2 | 4 | 4 | 4 | 18 |
| 35 | 4 | 3 | 4 | 3 | 2 | 16 |
| 36 | 5 | 4 | 5 | 5 | 5 | 24 |
| 37 | 4 | 4 | 4 | 3 | 3 | 18 |
| 38 | 4 | 3 | 4 | 4 | 4 | 19 |
| 39 | 3 | 5 | 3 | 3 | 3 | 17 |
| 40 | 4 | 3 | 4 | 4 | 4 | 19 |
| 41 | 5 | 4 | 5 | 4 | 4 | 22 |
| 42 | 4 | 5 | 4 | 5 | 5 | 23 |
| 43 | 3 | 4 | 3 | 5 | 5 | 20 |
| 44 | 5 | 3 | 5 | 4 | 4 | 21 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 45 | 5 | 3 | 5 | 4 | 5 | 22 |
| 46 | 3 | 5 | 3 | 3 | 3 | 17 |
| 47 | 4 | 2 | 4 | 4 | 4 | 18 |
| 48 | 5 | 3 | 5 | 4 | 5 | 22 |
| 49 | 4 | 4 | 4 | 5 | 4 | 21 |
| 50 | 5 | 4 | 5 | 2 | 5 | 21 |
| 51 | 4 | 4 | 4 | 4 | 4 | 20 |
| 52 | 5 | 4 | 5 | 3 | 5 | 22 |
| 53 | 5 | 5 | 5 | 5 | 5 | 25 |
| 54 | 4 | 3 | 4 | 3 | 4 | 18 |
| 55 | 2 | 2 | 2 | 2 | 2 | 10 |
| 56 | 4 | 5 | 4 | 4 | 4 | 21 |
| 57 | 3 | 3 | 3 | 3 | 3 | 15 |
| 58 | 4 | 4 | 4 | 4 | 4 | 20 |
| 59 | 4 | 4 | 4 | 4 | 4 | 20 |
| 60 | 4 | 3 | 4 | 2 | 2 | 15 |
| 61 | 4 | 4 | 4 | 3 | 4 | 19 |
| 62 | 3 | 3 | 3 | 5 | 5 | 19 |
| 63 | 4 | 4 | 4 | 3 | 4 | 19 |
| 64 | 5 | 4 | 5 | 4 | 5 | 23 |
| 65 | 3 | 5 | 4 | 4 | 4 | 20 |
| 66 | 4 | 3 | 4 | 3 | 2 | 16 |
| 67 | 5 | 4 | 5 | 5 | 5 | 24 |
| 68 | 4 | 3 | 4 | 4 | 3 | 18 |
| 69 | 5 | 3 | 4 | 3 | 4 | 19 |
| 70 | 4 | 5 | 3 | 4 | 3 | 19 |
| 71 | 3 | 3 | 4 | 3 | 4 | 17 |
| 72 | 5 | 4 | 5 | 4 | 4 | 22 |
| 73 | 4 | 5 | 4 | 5 | 5 | 23 |
| 74 | 5 | 4 | 3 | 5 | 5 | 22 |
| 75 | 4 | 3 | 5 | 4 | 4 | 20 |
| 76 | 4 | 4 | 5 | 3 | 5 | 21 |
| 77 | 4 | 5 | 3 | 4 | 3 | 19 |
| 78 | 4 | 2 | 4 | 4 | 4 | 18 |
| 79 | 5 | 3 | 5 | 4 | 5 | 22 |
| 80 | 4 | 4 | 4 | 5 | 4 | 21 |
| 81 | 4 | 4 | 5 | 2 | 5 | 20 |
| 82 | 4 | 4 | 4 | 4 | 4 | 20 |
| Total | 336 | 302 | 335 | 307 | 330 | 1610 |

**Lampiran 3**

# HASIL UJI SPSS

**Validitas dan Reliabilitas Promosi Media Sosial (X1) Correlations**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | P1 | P2 | P3 | P4 | Total |
| Pearson CorrelationP1 Sig. (2-tailed)NPearsonP2 Correlation Sig. (2-tailed)NPearsonP3 Correlation Sig. (2-tailed)NPearsonP4 Correlation Sig. (2-tailed)NPearson CorrelationTotal Sig. (2-tailed)N | 1 | .564\*\* | .349 | .462\* | .783\*\* |
|  | .001 | .058 | .010 | .000 |
| 30 | 30 | 30 | 30 | 30 |
| .564\*\* | 1 | .482\*\* | .440\* | .792\*\* |
| .001 |  | .007 | .015 | .000 |
| 30 | 30 | 30 | 30 | 30 |
| .349 | .482\*\* | 1 | .532\*\* | .761\*\* |
| .058 | .007 |  | .002 | .000 |
| 30 | 30 | 30 | 30 | 30 |
| .462\* | .440\* | .532\*\* | 1 | .770\*\* |
| .010 | .015 | .002 |  | .000 |
| 30 | 30 | 30 | 30 | 30 |
| .783\*\* | .792\*\* | .761\*\* | .770\*\* | 1 |
| .000 | .000 | .000 | .000 |  |
| 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'sAlpha | N ofItems |
| .776 | 4 |

**Validitas dan Reliabilitas Pelayanan Pesan Antar (X2) Correlations**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | P1 | P2 | P3 | P4 | P5 | Total |
| Pearson CorrelationP1 Sig. (2-tailed)NPearsonP2 Correlation Sig. (2-tailed)NPearsonP3 Correlation Sig. (2-tailed)NPearsonP4 Correlation Sig. (2-tailed)NPearsonP5 Correlation Sig. (2-tailed)NPearson CorrelationTotal Sig. (2-tailed)N | 1 | .484\*\* | .330 | .458\* | .573\*\* | .717\*\* |
|  | .007 | .074 | .011 | .001 | .000 |
| 30 | 30 | 30 | 30 | 30 | 30 |
| .484\*\* | 1 | .490\*\* | .724\*\* | .751\*\* | .853\*\* |
| .007 |  | .006 | .000 | .000 | .000 |
| 30 | 30 | 30 | 30 | 30 | 30 |
| .330 | .490\*\* | 1 | .558\*\* | .562\*\* | .723\*\* |
| .074 | .006 |  | .001 | .001 | .000 |
| 30 | 30 | 30 | 30 | 30 | 30 |
| .458\* | .724\*\* | .558\*\* | 1 | .713\*\* | .851\*\* |
| .011 | .000 | .001 |  | .000 | .000 |
| 30 | 30 | 30 | 30 | 30 | 30 |
| .573\*\* | .751\*\* | .562\*\* | .713\*\* | 1 | .891\*\* |
| .001 | .000 | .001 | .000 |  | .000 |
| 30 | 30 | 30 | 30 | 30 | 30 |
| .717\*\* | .853\*\* | .723\*\* | .851\*\* | .891\*\* | 1 |
| .000 | .000 | .000 | .000 | .000 |  |
| 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'sAlpha | N ofItems |
| .864 | 5 |

**Validitas dan Reliabilitas Kepuasan Konsumen (Y) Correlations**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | P1 | P2 | P3 | P4 | P5 | Total |
| PearsonCorrelationP1 Sig. (2-tailed)NPearsonP2 Correlation Sig. (2-tailed)NPearsonP3 Correlation Sig. (2-tailed)NPearsonP4 Correlation Sig. (2-tailed)NPearsonP5 Correlation Sig. (2-tailed)NPearson CorrelationTotal Sig. (2-tailed)N | 1 | .643\*\* | .649\*\* | .611\*\* | .548\*\* | .878\*\* |
|  | .000 | .000 | .000 | .002 | .000 |
| 30 | 30 | 30 | 30 | 30 | 30 |
| .643\*\* | 1 | .270 | .581\*\* | .594\*\* | .772\*\* |
| .000 |  | .148 | .001 | .001 | .000 |
| 30 | 30 | 30 | 30 | 30 | 30 |
| .649\*\* | .270 | 1 | .551\*\* | .311 | .715\*\* |
| .000 | .148 |  | .002 | .095 | .000 |
| 30 | 30 | 30 | 30 | 30 | 30 |
| .611\*\* | .581\*\* | .551\*\* | 1 | .553\*\* | .832\*\* |
| .000 | .001 | .002 |  | .002 | .000 |
| 30 | 30 | 30 | 30 | 30 | 30 |
| .548\*\* | .594\*\* | .311 | .553\*\* | 1 | .755\*\* |
| .002 | .001 | .095 | .002 |  | .000 |
| 30 | 30 | 30 | 30 | 30 | 30 |
| .878\*\* | .772\*\* | .715\*\* | .832\*\* | .755\*\* | 1 |
| .000 | .000 | .000 | .000 | .000 |  |
| 30 | 30 | 30 | 30 | 30 | 30 |

\*\*. Correlation is significant at the 0.01 level (2-tailed).

# Reliability Statistics

|  |  |
| --- | --- |
| Cronbach'sAlpha | N ofItems |
| .850 | 5 |

**Lampiran 4**

# 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** |
| **1** | 0.9877 | 0.9969 | 0.9995 | 0.9999 | 1.0000 |
| **2** | 0.9000 | 0.9500 | 0.9800 | 0.9900 | 0.9990 |
| **3** | 0.8054 | 0.8783 | 0.9343 | 0.9587 | 0.9911 |
| **4** | 0.7293 | 0.8114 | 0.8822 | 0.9172 | 0.9741 |
| **5** | 0.6694 | 0.7545 | 0.8329 | 0.8745 | 0.9509 |
| **6** | 0.6215 | 0.7067 | 0.7887 | 0.8343 | 0.9249 |
| **7** | 0.5822 | 0.6664 | 0.7498 | 0.7977 | 0.8983 |
| **8** | 0.5494 | 0.6319 | 0.7155 | 0.7646 | 0.8721 |
| **9** | 0.5214 | 0.6021 | 0.6851 | 0.7348 | 0.8470 |
| **10** | 0.4973 | 0.5760 | 0.6581 | 0.7079 | 0.8233 |
| **11** | 0.4762 | 0.5529 | 0.6339 | 0.6835 | 0.8010 |
| **12** | 0.4575 | 0.5324 | 0.6120 | 0.6614 | 0.7800 |
| **13** | 0.4409 | 0.5140 | 0.5923 | 0.6411 | 0.7604 |
| **14** | 0.4259 | 0.4973 | 0.5742 | 0.6226 | 0.7419 |
| **15** | 0.4124 | 0.4821 | 0.5577 | 0.6055 | 0.7247 |
| **16** | 0.4000 | 0.4683 | 0.5425 | 0.5897 | 0.7084 |
| **17** | 0.3887 | 0.4555 | 0.5285 | 0.5751 | 0.6932 |
| **18** | 0.3783 | 0.4438 | 0.5155 | 0.5614 | 0.6788 |
| **19** | 0.3687 | 0.4329 | 0.5034 | 0.5487 | 0.6652 |
| **20** | 0.3598 | 0.4227 | 0.4921 | 0.5368 | 0.6524 |
| **21** | 0.3515 | 0.4132 | 0.4815 | 0.5256 | 0.6402 |
| **22** | 0.3438 | 0.4044 | 0.4716 | 0.5151 | 0.6287 |
| **23** | 0.3365 | 0.3961 | 0.4622 | 0.5052 | 0.6178 |
| **24** | 0.3297 | 0.3882 | 0.4534 | 0.4958 | 0.6074 |
| **25** | 0.3233 | 0.3809 | 0.4451 | 0.4869 | 0.5974 |
| **26** | 0.3172 | 0.3739 | 0.4372 | 0.4785 | 0.5880 |
| **27** | 0.3115 | **0.3673** | 0.4297 | 0.4705 | 0.5790 |
| **28** | 0.3061 | 0.3610 | 0.4226 | 0.4629 | 0.5703 |
| **29** | 0.3009 | 0.3550 | 0.4158 | 0.4556 | 0.5620 |
| **30** | 0.2960 | 0.3494 | 0.4093 | 0.4487 | 0.5541 |

**Lampiran 5**

# Titik Persentase Distribusi t (df=1–102)

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 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 |
| 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 |

**Lampiran 6**

# Titik Persentase Distribusi F untuk α = 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** |
| 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 |

|  |  |
| --- | --- |
| **df untuk penyebut****(N2)** | **df untuk pembilang (N1)** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **13** | **14** | **15** |
| 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 |
| 81 | 3.96 | 3.11 | 2.72 | 2.48 | 2.33 | 2.21 | 2.12 | 2.05 | 2.00 | 1.95 | 1.91 | 1.87 | 1.84 | 1.82 | 1.79 |
| 82 | 3.96 | **3.11** | 2.72 | 2.48 | 2.33 | 2.21 | 2.12 | 2.05 | 2.00 | 1.95 | 1.91 | 1.87 | 1.84 | 1.81 | 1.79 |
| 83 | 3.96 | 3.11 | 2.71 | 2.48 | 2.32 | 2.21 | 2.12 | 2.05 | 1.99 | 1.95 | 1.91 | 1.87 | 1.84 | 1.81 | 1.79 |
| 84 | 3.95 | 3.11 | 2.71 | 2.48 | 2.32 | 2.21 | 2.12 | 2.05 | 1.99 | 1.95 | 1.90 | 1.87 | 1.84 | 1.81 | 1.79 |
| 85 | 3.95 | 3.10 | 2.71 | 2.48 | 2.32 | 2.21 | 2.12 | 2.05 | 1.99 | 1.94 | 1.90 | 1.87 | 1.84 | 1.81 | 1.79 |
| 86 | 3.95 | 3.10 | 2.71 | 2.48 | 2.32 | 2.21 | 2.12 | 2.05 | 1.99 | 1.94 | 1.90 | 1.87 | 1.84 | 1.81 | 1.78 |
| 87 | 3.95 | 3.10 | 2.71 | 2.48 | 2.32 | 2.20 | 2.12 | 2.05 | 1.99 | 1.94 | 1.90 | 1.87 | 1.83 | 1.81 | 1.78 |
| 88 | 3.95 | 3.10 | 2.71 | 2.48 | 2.32 | 2.20 | 2.12 | 2.05 | 1.99 | 1.94 | 1.90 | 1.86 | 1.83 | 1.81 | 1.78 |
| 89 | 3.95 | 3.10 | 2.71 | 2.47 | 2.32 | 2.20 | 2.11 | 2.04 | 1.99 | 1.94 | 1.90 | 1.86 | 1.83 | 1.80 | 1.78 |
| 90 | 3.95 | 3.10 | 2.71 | 2.47 | 2.32 | 2.20 | 2.11 | 2.04 | 1.99 | 1.94 | 1.90 | 1.86 | 1.83 | 1.80 | 1.78 |
| 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 |