# Lampiran 1

**KUESIONER**

Kepada Yth Bapak/Ibu Responden di-

Tempat

Puji syukur kita panjatkan kehadirat Allah SWT karena atas limpahan rahmat, hidayah dan taufik-Nya lah sehingga angket penelitian ini yang berjudul “**Pengaruh *Service Excellent* dan I-Saku Terhadap Loyalitas Pelanggan di Indomaret Simpang Kolam Tembung”.** Sehubungan dengan hal tersebut, maka mohon ke sediaan Bapak/Ibu untuk mengisi angket ini walaupun disadari bahwa kesibukan selalu menyertai aktivitas, tugas dan pekerjaan Bapak/Ibu. Dalam mengisiang ketini, mohon kesediannya untuk menjawab secara jujur dan objektif, serta tidak merasaragu karena angket ini hanya untuk kebutuhan penelitian, yang tidak sama sekali dimaksudkan untuk member penilaian yang dapat merugikan akademik Bapak/Ibu.

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

Medan, April 2022

Peneliti

**Rully Alaina Tarigan**

NPM:183114229

# IDENTITAS RESPONDEN

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

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

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

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

# PETUNJUKPENGISIAN

* 1. Bacalah baik-baik setiap pernyataan dalam angket ini sebelum menjawabnya.
  2. Berilah jawaban dengan member tanda (√) pada kolom yang tersedia.

SS = Sangat Setuju

S =Setuju

RR =Ragu-Ragu

TS =Tidak Setuju

STS =Sangat Tidak Setuju

* 1. Bila ada sesuatu yang kurang jelas mohon ditanyakan pada peneliti.

# *Service Excellent* (X1)

| **No** | **Pernyataan** | **SS** | **S** | **RR** | **TS** | **STS** |
| --- | --- | --- | --- | --- | --- | --- |
| **Sikap** | | | | | | |
| 1 | Saya merasa senang pelayanan di Indomaret Simpan Kolam Tembung |  |  |  |  |  |
| 2 | Pelayanan di Indomaret Simpang Kolam sangat menghargai para pelanggan |  |  |  |  |  |
| **Perhatian** | | | | | | |
| 3 | Saya merasa senang jika pelayanan di Indomaret Simpang Kolam memberikan perhatian yang lebih kepada saya |  |  |  |  |  |
| 4 | Saya merasa senang karena para karyawan memberikan perhatian yang khusus kepada pelanggan |  |  |  |  |  |
| **Tindakan** | | | | | | |
| 5 | Saya merasa senang jika pihak Indomaret langsung sigap ketika para pelanggan komplain |  |  |  |  |  |
| 6 | Saya merasa senang jika pihak Indomaret bertindak kepada para pelanggan jika pelanggan melanggar aturan yang ada di Indomaret |  |  |  |  |  |
| **Kemampuan** | | | | | | |
| 7 | Para karyawan Indomaret memiliki kemampuan dalam membantu pelanggan |  |  |  |  |  |
| 8 | Setiap para karyawan memiliki *soft skill* tersendiri dalam melayani pelanggan |  |  |  |  |  |
| **Penampilan** | | | | | | |
| 9 | Saya sangat tertarik dengan penampilan dari setiap para karyawan Indomaret Simpang Kolam Tembung |  |  |  |  |  |
| 10 | Para karyawan selalu memberikan penampilan yang baik kepada setiap para pelanggan |  |  |  |  |  |
| **Tanggung Jawab** | | | | | | |
| 11 | Para karyawan selalu bertanggung jawab jika ada pelanggan yang complain |  |  |  |  |  |
| 12 | Saya sangat puas dengan rasa tanggung jawab yang dimiliki oleh setiap para karyawan Indomaret Simpang Kolam Tembung |  |  |  |  |  |

# I-Saku (X2)

| **No** | **Pernyataan** | **SS** | **S** | **RR** | **TS** | **STS** |
| --- | --- | --- | --- | --- | --- | --- |
| **Persepsi Kegunaan** | | | | | | |
| 1 | Saya sangat percaya untuk menggunakan I-Saku dalam bertansaksi |  |  |  |  |  |
| 2 | I-Saku banyak memberikan manfaat dalam melakukan transaski |  |  |  |  |  |
| **Persepsi Kemudahan** | | | | | | |
| 3 | I-Saku sangat mudah digunakan dalam melakukan transaksi |  |  |  |  |  |
| 4 | Saya sangat senang menggunakan I-Saku karena lebih mudah |  |  |  |  |  |
| **Persepsi Kerumitan** | | | | | | |
| 5 | Saya belum mampu dalam menggunakan teknologi I-Saku |  |  |  |  |  |
| 6 | Saya tidak menggunakan I-Saku dalam bertransaksi di Indomaret |  |  |  |  |  |
| **Persepsi Keamanan dan Kerahasiaan** | | | | | | |
| 7 | I-Saku sangat aman untuk digunakan oleh pelanggan dalam melakukan transaski |  |  |  |  |  |
| 8 | I-Saku sangat terjaga kerahasiaanya |  |  |  |  |  |

# Loyalitas pelanggan (Y)

| **No** | **Pernyataan** | **SS** | **S** | **RR** | **TS** | **STS** |
| --- | --- | --- | --- | --- | --- | --- |
| ***Trust* (Mempercayai)** | | | | | | |
| 1 | Saya sangat percaya untuk berbelanja kembali di Indomaret Simpang Kolam Tembung |  |  |  |  |  |
| 2 | Produk yang dijual sangat terjangkau |  |  |  |  |  |
| ***Emotion commitment*(Komitmen Emosi)** | | | | | | |
| 3 | Saya selalu belanja kebutuhan di Indomaret Simpang Kolam Tembung |  |  |  |  |  |
| 4 | Saya tidak pernah belanja kebutuhan selain di Indomaret Simpang Kolam |  |  |  |  |  |
| ***Switching cost* (Biaya Peralihan)** | | | | | | |
| 5 | Biaya produk yang dijual tidak pernah mengalami perubahan harga |  |  |  |  |  |
| 6 | Saya kurang puas jika ada kenaikan harga dalam produk yang di jual |  |  |  |  |  |
| ***Word of mouth*(Dari Mulut ke Mulut)** | | | | | | |
| 7 | Saya merekomendasikan kepada orang lain untuk berbelanja di Indomaret Simpang Kolam Tembung |  |  |  |  |  |
| 8 | Saya selalu komplain kepada pihak indomaret jika ada barang yang kurang bagus |  |  |  |  |  |
| ***Cooperation*(Kerja Sama)** | | | | | | |
| 9 | Para karyawan Indomaret selalu kompak dalam melakukan pekerjaan |  |  |  |  |  |
| 10 | Kerjasama antar tim terjalin sangat baik |  |  |  |  |  |

DATA FREKUENSI

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X1.1** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | KS | 3 | 5.4 | 5.4 | 5.4 |
| S | 22 | 37.5 | 37.5 | 42.9 |
| SS | 34 | 57.1 | 57.1 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X1.2** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | KS | 1 | 1.8 | 1.8 | 1.8 |
| S | 24 | 39.3 | 39.3 | 41.1 |
| SS | 34 | 58.9 | 58.9 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X1.3** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | KS | 6 | 8.9 | 8.9 | 8.9 |
| S | 13 | 23.2 | 23.2 | 32.1 |
| SS | 40 | 67.9 | 67.9 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X1.4** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | S | 22 | 35.7 | 35.7 | 35.7 |
| SS | 37 | 64.3 | 64.3 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X1.5** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | KS | 1 | 1.8 | 1.8 | 1.8 |
| S | 23 | 37.5 | 37.5 | 39.3 |
| SS | 35 | 60.7 | 60.7 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X1.6** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | KS | 1 | 1.8 | 1.8 | 1.8 |
| S | 21 | 35.7 | 35.7 | 37.5 |
| SS | 37 | 62.5 | 62.5 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X1.7** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | KS | 4 | 5.4 | 5.4 | 5.4 |
| S | 17 | 28.6 | 28.6 | 33.9 |
| SS | 38 | 66.1 | 66.1 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X1.8** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | KS | 2 | 3.6 | 3.6 | 3.6 |
| S | 17 | 28.6 | 28.6 | 32.1 |
| SS | 40 | 67.9 | 67.9 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X1.9** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | KS | 3 | 5.4 | 5.4 | 5.4 |
| S | 20 | 32.1 | 32.1 | 37.5 |
| SS | 36 | 62.5 | 62.5 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X1.10** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | KS | 1 | 1.8 | 1.8 | 1.8 |
| S | 23 | 37.5 | 37.5 | 39.3 |
| SS | 35 | 60.7 | 60.7 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X1.11** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | KS | 2 | 3.6 | 3.6 | 3.6 |
| S | 21 | 35.7 | 35.7 | 39.3 |
| SS | 36 | 60.7 | 60.7 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X1.12** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | KS | 4 | 7.1 | 7.1 | 7.1 |
| S | 21 | 33.9 | 33.9 | 41.1 |
| SS | 34 | 58.9 | 58.9 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X2.1** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | KS | 2 | 3.6 | 3.6 | 3.6 |
| S | 13 | 23.2 | 23.2 | 26.8 |
| SS | 44 | 73.2 | 73.2 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X2.2** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | KS | 2 | 3.6 | 3.6 | 3.6 |
| S | 15 | 26.8 | 26.8 | 30.4 |
| SS | 42 | 69.6 | 69.6 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X2.3** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | S | 20 | 35.7 | 35.7 | 35.7 |
| SS | 39 | 64.3 | 64.3 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X2.4** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | S | 21 | 37.5 | 37.5 | 37.5 |
| SS | 38 | 62.5 | 62.5 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X2.5** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | KS | 4 | 7.1 | 7.1 | 7.1 |
| S | 10 | 16.1 | 16.1 | 23.2 |
| SS | 45 | 76.8 | 76.8 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X2.6** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | KS | 1 | 1.8 | 1.8 | 1.8 |
| S | 11 | 19.6 | 19.6 | 21.4 |
| SS | 47 | 78.6 | 78.6 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **X2.7** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | S | 11 | 19.6 | 19.6 | 19.6 |
| SS | 48 | 80.4 | 80.4 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |
| **X2.8** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | S | 17 | 30.4 | 30.4 | 30.4 |
| SS | 42 | 69.6 | 69.6 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Y.1** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | KS | 5 | 7.1 | 7.1 | 7.1 |
| S | 29 | 48.2 | 48.2 | 55.4 |
| SS | 25 | 44.6 | 44.6 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Y.2** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | TS | 2 | 3.6 | 3.6 | 3.6 |
| KS | 1 | 1.8 | 1.8 | 5.4 |
| S | 28 | 46.4 | 46.4 | 51.8 |
| SS | 28 | 48.2 | 48.2 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Y.3** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | KS | 7 | 10.7 | 10.7 | 10.7 |
| S | 27 | 44.6 | 44.6 | 55.4 |
| SS | 25 | 44.6 | 44.6 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Y.4** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | KS | 1 | 1.8 | 1.8 | 1.8 |
| S | 31 | 50.0 | 50.0 | 51.8 |
| SS | 27 | 48.2 | 48.2 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Y.5** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | KS | 3 | 5.4 | 5.4 | 5.4 |
| S | 34 | 55.4 | 55.4 | 60.7 |
| SS | 22 | 39.3 | 39.3 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Y.6** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | KS | 2 | 1.8 | 1.8 | 1.8 |
| S | 35 | 58.9 | 58.9 | 60.7 |
| SS | 22 | 39.3 | 39.3 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Y.7** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | KS | 4 | 5.4 | 5.4 | 5.4 |
| S | 21 | 35.7 | 35.7 | 41.1 |
| SS | 34 | 58.9 | 58.9 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Y.8** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | KS | 5 | 8.9 | 8.9 | 8.9 |
| S | 27 | 44.6 | 44.6 | 53.6 |
| SS | 27 | 46.4 | 46.4 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Y.9** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | KS | 3 | 5.4 | 5.4 | 5.4 |
| S | 29 | 46.4 | 46.4 | 51.8 |
| SS | 27 | 48.2 | 48.2 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Y.10** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | KS | 5 | 8.9 | 8.9 | 8.9 |
| S | 29 | 46.4 | 46.4 | 55.4 |
| SS | 25 | 44.6 | 44.6 | 100.0 |
| Total | 59 | 100.0 | 100.0 |  |

UJI VALIDITAS

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | | | |
|  | | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1.6 | X1.7 | X1.8 | X1.9 | X1.10 | X1.11 | X1.12 | *Service Excellent* (X1) |
| X1.1 | Pearson Correlation | 1 | .419\*\* | .641\*\* | .521\*\* | .789\*\* | .650\*\* | .579\*\* | .564\*\* | .576\*\* | .619\*\* | .607\*\* | .524\*\* | .841\*\* |
| Sig. (2-tailed) |  | .001 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 56 | 59 |
| X1.2 | Pearson Correlation | .419\*\* | 1 | .475\*\* | .523\*\* | .457\*\* | .359\*\* | .262 | .334\* | .495\*\* | .521\*\* | .402\*\* | .507\*\* | .640\*\* |
| Sig. (2-tailed) | .001 |  | .000 | .000 | .000 | .007 | .051 | .012 | .000 | .000 | .002 | .000 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| X1.3 | Pearson Correlation | .641\*\* | .475\*\* | 1 | .562\*\* | .656\*\* | .682\*\* | .701\*\* | .491\*\* | .517\*\* | .604\*\* | .448\*\* | .523\*\* | .823\*\* |
| Sig. (2-tailed) | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .001 | .000 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| X1.4 | Pearson Correlation | .521\*\* | .523\*\* | .562\*\* | 1 | .551\*\* | .508\*\* | .389\*\* | .262 | .529\*\* | .409\*\* | .492\*\* | .378\*\* | .677\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 |  | .000 | .000 | .003 | .051 | .000 | .002 | .000 | .004 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| X1.5 | Pearson Correlation | .789\*\* | .457\*\* | .656\*\* | .551\*\* | 1 | .709\*\* | .574\*\* | .481\*\* | .465\*\* | .679\*\* | .551\*\* | .428\*\* | .818\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .001 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| X1.6 | Pearson Correlation | .650\*\* | .359\*\* | .682\*\* | .508\*\* | .709\*\* | 1 | .543\*\* | .568\*\* | .493\*\* | .580\*\* | .520\*\* | .457\*\* | .789\*\* |
| Sig. (2-tailed) | .000 | .007 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| X1.7 | Pearson Correlation | .579\*\* | .262 | .701\*\* | .389\*\* | .574\*\* | .543\*\* | 1 | .506\*\* | .336\* | .459\*\* | .301\* | .407\*\* | .685\*\* |
| Sig. (2-tailed) | .000 | .051 | .000 | .003 | .000 | .000 |  | .000 | .011 | .000 | .024 | .002 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| X1.8 | Pearson Correlation | .564\*\* | .334\* | .491\*\* | .262 | .481\*\* | .568\*\* | .506\*\* | 1 | .517\*\* | .543\*\* | .430\*\* | .538\*\* | .701\*\* |
| Sig. (2-tailed) | .000 | .012 | .000 | .051 | .000 | .000 | .000 |  | .000 | .000 | .001 | .000 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| X1.9 | Pearson Correlation | .576\*\* | .495\*\* | .517\*\* | .529\*\* | .465\*\* | .493\*\* | .336\* | .517\*\* | 1 | .465\*\* | .520\*\* | .549\*\* | .727\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .011 | .000 |  | .000 | .000 | .000 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| X1.10 | Pearson Correlation | .619\*\* | .521\*\* | .604\*\* | .409\*\* | .679\*\* | .580\*\* | .459\*\* | .543\*\* | .465\*\* | 1 | .611\*\* | .536\*\* | .784\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .002 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| X1.11 | Pearson Correlation | .607\*\* | .402\*\* | .448\*\* | .492\*\* | .551\*\* | .520\*\* | .301\* | .430\*\* | .520\*\* | .611\*\* | 1 | .528\*\* | .716\*\* |
| Sig. (2-tailed) | .000 | .002 | .001 | .000 | .000 | .000 | .024 | .001 | .000 | .000 |  | .000 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| X1.12 | Pearson Correlation | .524\*\* | .507\*\* | .523\*\* | .378\*\* | .428\*\* | .457\*\* | .407\*\* | .538\*\* | .549\*\* | .536\*\* | .528\*\* | 1 | .722\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .004 | .001 | .000 | .002 | .000 | .000 | .000 | .000 |  | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| *Service Excellent* (X1) | Pearson Correlation | .841\*\* | .640\*\* | .823\*\* | .677\*\* | .818\*\* | .789\*\* | .685\*\* | .701\*\* | .727\*\* | .784\*\* | .716\*\* | .722\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | | | | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | | | | | | |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | |
|  | | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | X2.6 | X2.7 | X2.8 | I-Saku (X2) |
| X2.1 | Pearson Correlation | 1 | .076 | .205 | .390\*\* | .329\* | .222 | .309\* | .134 | .589\*\* |
| Sig. (2-tailed) |  | .577 | .129 | .003 | .013 | .101 | .020 | .324 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| X2.2 | Pearson Correlation | .076 | 1 | .426\*\* | .195 | -.042 | .184 | .270\* | .517\*\* | .564\*\* |
| Sig. (2-tailed) | .577 |  | .001 | .150 | .757 | .175 | .044 | .000 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| X2.3 | Pearson Correlation | .205 | .426\*\* | 1 | .192 | -.004 | .351\*\* | .476\*\* | .237 | .601\*\* |
| Sig. (2-tailed) | .129 | .001 |  | .155 | .974 | .008 | .000 | .078 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| X2.4 | Pearson Correlation | .390\*\* | .195 | .192 | 1 | .225 | .090 | -.012 | .291\* | .523\*\* |
| Sig. (2-tailed) | .003 | .150 | .155 |  | .096 | .511 | .932 | .030 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| X2.5 | Pearson Correlation | .329\* | -.042 | -.004 | .225 | 1 | .328\* | -.026 | .120 | .460\*\* |
| Sig. (2-tailed) | .013 | .757 | .974 | .096 |  | .014 | .851 | .378 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| X2.6 | Pearson Correlation | .222 | .184 | .351\*\* | .090 | .328\* | 1 | .432\*\* | .424\*\* | .637\*\* |
| Sig. (2-tailed) | .101 | .175 | .008 | .511 | .014 |  | .001 | .001 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| X2.7 | Pearson Correlation | .309\* | .270\* | .476\*\* | -.012 | -.026 | .432\*\* | 1 | .553\*\* | .600\*\* |
| Sig. (2-tailed) | .020 | .044 | .000 | .932 | .851 | .001 |  | .000 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| X2.8 | Pearson Correlation | .134 | .517\*\* | .237 | .291\* | .120 | .424\*\* | .553\*\* | 1 | .681\*\* |
| Sig. (2-tailed) | .324 | .000 | .078 | .030 | .378 | .001 | .000 |  | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| Total\_X2 | Pearson Correlation | .589\*\* | .564\*\* | .601\*\* | .523\*\* | .460\*\* | .637\*\* | .600\*\* | .681\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | |
|  | | Y.1 | Y.2 | Y.3 | Y.4 | Y.5 | Y.6 | Y.7 | Y.8 | Y.9 | Y.10 | Loyalitas Pelanggan (Y) |
| Y.1 | Pearson Correlation | 1 | .364\*\* | .521\*\* | .341\* | .600\*\* | .566\*\* | .378\*\* | .322\* | .392\*\* | .432\*\* | .757\*\* |
| Sig. (2-tailed) |  | .006 | .000 | .010 | .000 | .000 | .004 | .015 | .003 | .001 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| Y.2 | Pearson Correlation | .364\*\* | 1 | .445\*\* | .517\*\* | .556\*\* | .381\*\* | -.034 | -.010 | .025 | .046 | .516\*\* |
| Sig. (2-tailed) | .006 |  | .001 | .000 | .000 | .004 | .806 | .942 | .857 | .738 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| Y.3 | Pearson Correlation | .521\*\* | .445\*\* | 1 | .515\*\* | .588\*\* | .616\*\* | .399\*\* | .205 | .357\*\* | .347\*\* | .771\*\* |
| Sig. (2-tailed) | .000 | .001 |  | .000 | .000 | .000 | .002 | .130 | .007 | .009 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| Y.4 | Pearson Correlation | .341\* | .517\*\* | .515\*\* | 1 | .418\*\* | .403\*\* | .116 | -.091 | .161 | .090 | .524\*\* |
| Sig. (2-tailed) | .010 | .000 | .000 |  | .001 | .002 | .393 | .504 | .235 | .510 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| Y.5 | Pearson Correlation | .600\*\* | .556\*\* | .588\*\* | .418\*\* | 1 | .530\*\* | .199 | .139 | .306\* | .350\*\* | .721\*\* |
| Sig. (2-tailed) | .000 | .000 | .000 | .001 |  | .000 | .142 | .308 | .022 | .008 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| Y.6 | Pearson Correlation | .566\*\* | .381\*\* | .616\*\* | .403\*\* | .530\*\* | 1 | .216 | .274\* | .347\*\* | .242 | .694\*\* |
| Sig. (2-tailed) | .000 | .004 | .000 | .002 | .000 |  | .110 | .041 | .009 | .072 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| Y.7 | Pearson Correlation | .378\*\* | -.034 | .399\*\* | .116 | .199 | .216 | 1 | .547\*\* | .663\*\* | .622\*\* | .636\*\* |
| Sig. (2-tailed) | .004 | .806 | .002 | .393 | .142 | .110 |  | .000 | .000 | .000 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| Y.8 | Pearson Correlation | .322\* | -.010 | .205 | -.091 | .139 | .274\* | .547\*\* | 1 | .562\*\* | .413\*\* | .526\*\* |
| Sig. (2-tailed) | .015 | .942 | .130 | .504 | .308 | .041 | .000 |  | .000 | .002 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| Y.9 | Pearson Correlation | .392\*\* | .025 | .357\*\* | .161 | .306\* | .347\*\* | .663\*\* | .562\*\* | 1 | .633\*\* | .685\*\* |
| Sig. (2-tailed) | .003 | .857 | .007 | .235 | .022 | .009 | .000 | .000 |  | .000 | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| Y.10 | Pearson Correlation | .432\*\* | .046 | .347\*\* | .090 | .350\*\* | .242 | .622\*\* | .413\*\* | .633\*\* | 1 | .650\*\* |
| Sig. (2-tailed) | .001 | .738 | .009 | .510 | .008 | .072 | .000 | .002 | .000 |  | .000 |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| Loyalitas Pelanggan (Y) | Pearson Correlation | .757\*\* | .516\*\* | .771\*\* | .524\*\* | .721\*\* | .694\*\* | .636\*\* | .526\*\* | .685\*\* | .650\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  |
| N | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 | 59 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | | | | |

UJI RELIABILITAS

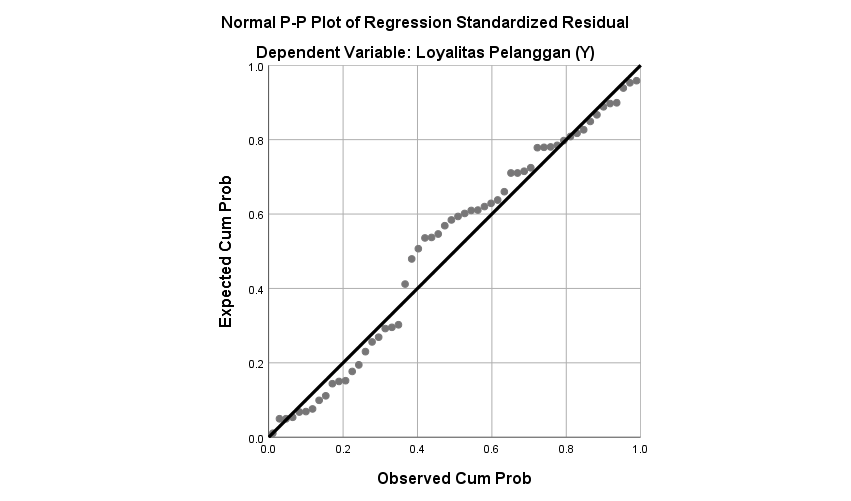
|  |  |  |
| --- | --- | --- |
| **Reliability Statistics** | | |
| Cronbach's Alpha | Cronbach's Alpha Based on Standardized Items | N of Items |
| .926 | .927 | 12 |

|  |  |  |
| --- | --- | --- |
| **Reliability Statistics** | | |
| Cronbach's Alpha | Cronbach's Alpha Based on Standardized Items | N of Items |
| .708 | .723 | 8 |

|  |  |  |
| --- | --- | --- |
| **Reliability Statistics** | | |
| Cronbach's Alpha | Cronbach's Alpha Based on Standardized Items | N of Items |
| .844 | .847 | 10 |

UJI NORMALITAS

1. GRAFIK PLOT



2. KOLMOGOROV

|  |  |  |
| --- | --- | --- |
| **One-Sample Kolmogorov-Smirnov Test** | | |
|  | | Abs\_Res |
| N | | 59 |
| Normal Parametersa,b | Mean | 2.9666 |
| Std. Deviation | 1.92062 |
| Most Extreme Differences | Absolute | .078 |
| Positive | .078 |
| Negative | -.065 |
| Test Statistic | | .078 |
| Asymp. Sig. (2-tailed) | | .200c,d |
| a. Test distribution is Normal. | | |
| b. Calculated from data. | | |
| c. Lilliefors Significance Correction. | | |
| d. This is a lower bound of the true significance. | | |

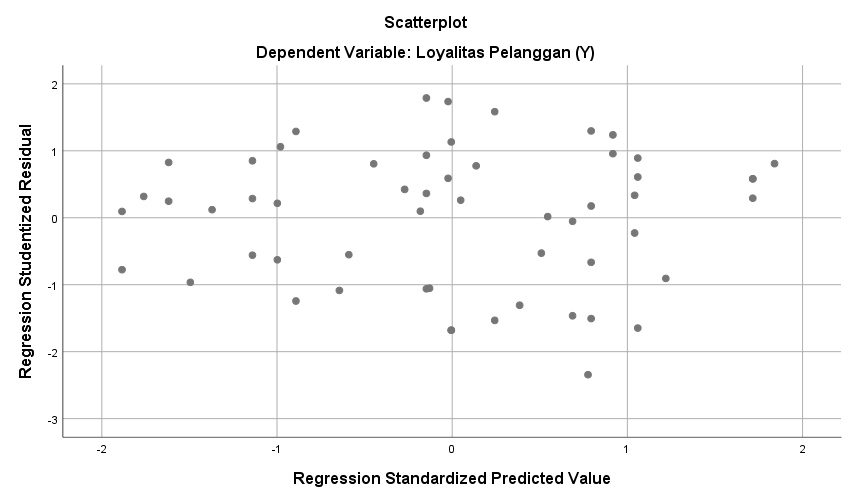
UJI MULTIKOL

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
| B | Std. Error | Beta | Tolerance | VIF |
| 1 | (Constant) | 49.556 | 11.310 |  | 4.382 | .000 |  |  |
| *Service Excellent* (X1) | .218 | .101 | .279 | 2.161 | .035 | .913 | 1.095 |
| I-Saku (X2) | -.467 | .222 | -.271 | -2.103 | .040 | .913 | 1.095 |
| a. Dependent Variable: Loyalitas Pelanggan (Y) | | | | | | | | |

UJI GLEJSER HETEROS

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | |
| B | Std. Error | Beta |
| 1 | (Constant) | -15.428 | 5.410 |  | -2.852 | .006 | |
| *Service Excellent* (X1) | .175 | .048 | .462 | 3.628 | .001 | |
| I-Saku (X2) | .233 | .106 | .280 | 2.198 | .032 | |
| a. Dependent Variable: Abs\_Res | | | | | | |

SCATTERPLOT



REGRESI BERGANDA & UJI T

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | 49.556 | 11.310 |  | 4.382 | .000 |
| *Service Excellent* (X1) | .218 | .101 | .279 | 2.161 | .035 |
| I-Saku (X2) | -.467 | .222 | -.271 | -2.103 | .040 |
| a. Dependent Variable: Loyalitas Pelanggan (Y) | | | | | | |

UJI F

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **ANOVAa** | | | | | | |
| Model | | Sum of Squares | df | Mean Square | F | Sig. |
| 1 | Regression | 169.274 | 2 | 84.637 | 6.448 | .003b |
| Residual | 695.709 | 56 | 13.127 |  |  |
| Total | 864.982 | 58 |  |  |  |
| a. Dependent Variable: Loyalitas Pelanggan (Y) | | | | | | |
| b. Predictors: (Constant), I-Saku (X2), *Service Excellent* (X1) | | | | | | |

KOEFISIEN DETER

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Model Summaryb** | | | | |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .442a | .196 | .165 | 3.623 |
| a. Predictors: (Constant), I-Saku (X2), *Service Excellent* (X1) | | | | |
| b. Dependent Variable: Loyalitas Pelanggan (Y) | | | | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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** |
| **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 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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** |
| **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 |
| **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 |



**Tabel r untuk df = 1-50**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **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 |
| **31** | 0.2913 | 0.3440 | 0.4032 | 0.4421 | 0.5465 |
| **32** | 0.2869 | 0.3388 | 0.3972 | 0.4357 | 0.5392 |
| **33** | 0.2826 | 0.3338 | 0.3916 | 0.4296 | 0.5322 |
| **34** | 0.2785 | 0.3291 | 0.3862 | 0.4238 | 0.5254 |
| **35** | 0.2746 | 0.3246 | 0.3810 | 0.4182 | 0.5189 |
| **36** | 0.2709 | 0.3202 | 0.3760 | 0.4128 | 0.5126 |
| **37** | 0.2673 | 0.3160 | 0.3712 | 0.4076 | 0.5066 |
| **38** | 0.2638 | 0.3120 | 0.3665 | 0.4026 | 0.5007 |
| **39** | 0.2605 | 0.3081 | 0.3621 | 0.3978 | 0.4950 |
| **40** | 0.2573 | 0.3044 | 0.3578 | 0.3932 | 0.4896 |
| **41** | 0.2542 | 0.3008 | 0.3536 | 0.3887 | 0.4843 |
| **42** | 0.2512 | 0.2973 | 0.3496 | 0.3843 | 0.4791 |
| **43** | 0.2483 | 0.2940 | 0.3457 | 0.3801 | 0.4742 |
| **44** | 0.2455 | 0.2907 | 0.3420 | 0.3761 | 0.4694 |
| **45** | 0.2429 | 0.2876 | 0.3384 | 0.3721 | 0.4647 |
| **46** | 0.2403 | 0.2845 | 0.3348 | 0.3683 | 0.4601 |
| **47** | 0.2377 | 0.2816 | 0.3314 | 0.3646 | 0.4557 |
| **48** | 0.2353 | 0.2787 | 0.3281 | 0.3610 | 0.4514 |
| **49** | 0.2329 | 0.2759 | 0.3249 | 0.3575 | 0.4473 |
| **50** | 0.2306 | 0.2732 | 0.3218 | 0.3542 | 0.4432 |



**Tabel r untuk df = 51-100**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **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 |

**Titik Persentase Distribusi t (df = 1 – 40)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **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 |

Catatan: Probabilita yang lebih kecil yang ditunjukkan pada judul tiap kolom adalah luas daerah dalam satu ujung, sedangkan probabilitas yang lebih besar adalah luas daerah dalam kedua ujung

**Titik Persentase Distribusi t (df = 41 – 80)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **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** |
| **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 |

Catatan: Probabilita yang lebih kecil yang ditunjukkan pada judul tiap kolom adalah luas daerah dalam satu ujung, sedangkan probabilitas yang lebih besar adalah luas daerah dalam kedua ujung

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | ***Service Excellent* (X1)** | | | | | | | | | | | | **Total X1** |
| **x1.1** | **x1.2** | **x1.3** | **x1.4** | **x1.5** | **x1.6** | **x1.7** | **x1.8** | **x1.9** | **x1.10** | **x1.11** | **x1.12** |
| 1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 |
| 2 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 59 |
| 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 59 |
| 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 59 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 58 |
| 6 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 59 |
| 7 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 58 |
| 8 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 57 |
| 9 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 56 |
| 10 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 |
| 11 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 45 |
| 12 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 49 |
| 13 | 3 | 5 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 48 |
| 14 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 58 |
| 15 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 55 |
| 16 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 55 |
| 17 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 53 |
| 18 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
| 19 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
| 20 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 45 |
| 21 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 46 |
| 22 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 3 | 5 | 50 |
| 23 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 45 |
| 24 | 4 | 5 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 47 |
| 25 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 51 |
| 26 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 51 |
| 27 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 52 |
| 28 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 3 | 4 | 50 |
| 29 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 3 | 5 | 4 | 3 | 51 |
| 30 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 45 |
| 31 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 58 |
| 32 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 53 |
| 33 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 |
| 34 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 58 |
| 35 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 59 |
| 36 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 58 |
| 37 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 59 |
| 38 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 59 |
| 39 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 58 |
| 40 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 |
| 41 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 57 |
| 42 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 |
| 43 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 |
| 44 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 59 |
| 45 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 58 |
| 46 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 59 |
| 47 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 55 |
| 48 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 |
| 49 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 |
| 50 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 58 |
| 51 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 59 |
| 52 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 58 |
| 53 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 |
| 54 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 46 |
| 55 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 58 |
| 56 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 55 |
| 57 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 46 |
| 58 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 58 |
| 59 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 55 |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **I-Saku (X2)** | | | | | | | | **Total X2** |
| **x2.1** | **x2.2** | **x2.3** | **x2.4** | **x2.5** | **x2.6** | **x2.7** | **x2.8** |
| 1 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 33 |
| 2 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 40 |
| 3 | 5 | 3 | 5 | 4 | 5 | 5 | 5 | 4 | 36 |
| 4 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 33 |
| 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 35 |
| 6 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 40 |
| 7 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 36 |
| 8 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 39 |
| 9 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 36 |
| 10 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 38 |
| 11 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 39 |
| 12 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 37 |
| 13 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 38 |
| 14 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 36 |
| 15 | 3 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 33 |
| 16 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 35 |
| 17 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 40 |
| 18 | 5 | 5 | 5 | 4 | 3 | 5 | 5 | 4 | 36 |
| 19 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 35 |
| 20 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 40 |
| 21 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 39 |
| 22 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 39 |
| 23 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 40 |
| 24 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 39 |
| 25 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 40 |
| 26 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 40 |
| 27 | 5 | 5 | 4 | 5 | 4 | 3 | 5 | 5 | 36 |
| 28 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 39 |
| 29 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 40 |
| 30 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 39 |
| 31 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 40 |
| 32 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 40 |
| 33 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 40 |
| 34 | 5 | 3 | 5 | 4 | 5 | 5 | 5 | 4 | 36 |
| 35 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 33 |
| 36 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 35 |
| 37 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 40 |
| 38 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 36 |
| 39 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 39 |
| 40 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 36 |
| 41 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 38 |
| 42 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 39 |
| 43 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 37 |
| 44 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 38 |
| 45 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 36 |
| 46 | 3 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 33 |
| 47 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 35 |
| 48 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 40 |
| 49 | 5 | 5 | 5 | 4 | 3 | 5 | 5 | 4 | 36 |
| 50 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 35 |
| 51 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 40 |
| 52 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 39 |
| 53 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 39 |
| 54 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 40 |
| 55 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 39 |
| 56 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 40 |
| 57 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 40 |
| 58 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 39 |
| 59 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 40 |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Loyalitas Pelanggan (Y)** | | | | | | | | | | **Total Y** |
| **y.1** | **y.2** | **y.3** | **y.4** | **y.5** | **y.6** | **y.7** | **y.8** | **y.9** | **y.10** |
| 1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 2 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 45 |
| 3 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 49 |
| 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 49 |
| 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 48 |
| 6 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 47 |
| 7 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 46 |
| 8 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 40 |
| 9 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 45 |
| 10 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 43 |
| 11 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 3 | 4 | 4 | 44 |
| 12 | 4 | 5 | 4 | 5 | 4 | 5 | 3 | 4 | 4 | 3 | 41 |
| 13 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 46 |
| 14 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 5 | 43 |
| 15 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 43 |
| 16 | 4 | 2 | 3 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 40 |
| 17 | 4 | 2 | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 4 | 38 |
| 18 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 46 |
| 19 | 4 | 5 | 5 | 5 | 5 | 5 | 3 | 4 | 4 | 4 | 44 |
| 20 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 38 |
| 21 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 38 |
| 22 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 43 |
| 23 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 41 |
| 24 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 42 |
| 25 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 26 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 45 |
| 27 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 45 |
| 28 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 29 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 43 |
| 30 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 42 |
| 31 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 45 |
| 32 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 47 |
| 33 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 34 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 35 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 49 |
| 36 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 49 |
| 37 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 38 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 39 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 48 |
| 40 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 47 |
| 41 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 47 |
| 42 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 43 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 37 |
| 44 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 40 |
| 45 | 3 | 5 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 40 |
| 46 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 48 |
| 47 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 45 |
| 48 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 46 |
| 49 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 45 |
| 50 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 51 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 52 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 38 |
| 53 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 3 | 39 |
| 54 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 42 |
| 55 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 38 |
| 56 | 4 | 5 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 39 |
| 57 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 42 |
| 58 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 38 |
| 59 | 4 | 5 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 39 |