# LAMPIRAN

**KUESIONER**

1. **Identitas Peneliti**

Nama : Ariga Ramanda

NPM : 193114119

Jenis Kelamin : Laki-Laki

Jurusan : Manajemen

Fakultas : Ekonomi

Asal Perguruan Tinggi : Universitas Muslim Nusantara Al- Washliyah Medan

Judul Penelitian : Pengaruh *Service Quality* dan *Service*

*Recovery* Terhadap Kepuasan Pelanggan pada PT Roda Asia Hanami.

Dengan ini saya mohon kesediaan Bapak/Ibu pimpinan atau manager untuk mengisi daftar kuesioner. Informasi yang anda berikan semata-mata untuk melengkapi data penelitian dalam rangka penyusunan skripsi. Untuk itu, saya mohon isilah kuesioner ini dengan jawaban yang sebenar-benarnya. Atas kesediaan Bapak/Ibu saya ucapkan terimakasih.

Medan, Mei 2023

Ariga Ramanda

1. **Identitas Responden**

Nama (Boleh Tidak Diisi) :

Jenis kelamin :

Usia :

Jabatan :

1. **Petunjuk Pengisian**
2. Pilihlah jawaban yang paling tepat menurut anda
3. Bacalah setiap pertanyaan dengan seksama
4. Isilah semua nomor dengan memilih satu antara 5 alternatif jawaban dengan memberikan tanda ✓ pada kolom yang sudah disediakan.
5. Alternatie jawaban adalah sebagai berikut :

**Keterangan Nilai**

**SS = Sangat Setuju 5**

**S = Setuju 4**

**KS = Kurang Setuju 3**

**TS = Tidak Setuju 2**

**STS = Sangat Tidak Setuju 1**

1. **Daftar Pertanyaan**
2. ***Service Quality* (X1)**

| **No** | **Item Pernyataan** | **JAWABAN** | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **SS** | **S** | **KS** | **TS** | **STS** |
| **5** | **4** | **3** | **2** | **1** |
| ***Reability* (Kehandalan)** | |  |  |  |  |  |
| 1 | Karyawan PT Roda Asia Hanami terampil dalam menjelaskan produk. |  |  |  |  |  |
| 2 | Karyawan PT Roda Asia Hanami memahami produk yang akan dibutuhkan pelanggan. |  |  |  |  |  |
| ***Responsiveness* (Daya tanggap)** | | | |  |  |  |
| 3 | Karyawan PT Roda Asia Hanami cepat dalam merespon keluhan pelanggan. |  |  |  |  |  |
| 4 | Karyawan PT Roda Asia memberikan pelayananke setiap pelanggan. |  |  |  |  |  |
| ***Assurance* (Jaminan)** | | | |  |  |  |
| 5 | PT Roda Asia Hanami memberikan jaminan kerusakan atau kehilangan ban pelanggan dalam waktu tiga bulan. |  |  |  |  |  |
| 6 | PT Roda Asia Hanami memberikan garansi produk dalam jangka waktu satu bulan. |  |  |  |  |  |
| ***Emphaty* ( Empati)** | | | |  |  |  |
| 7 | Karyawan PT Roda Asia Hanami membantu permasalahan pelanggan. |  |  |  |  |  |
| 8 | Karyawan PT Roda Asia Hanami memahami masalah pelanggan. |  |  |  |  |  |
| ***Tangible* (Bukti fisik)** | | | |  |  |  |
| 9 | PT Roda Asia Hanami memiliki fasilitas yang baik dalam pengiriman ban ke pelanggan. |  |  |  |  |  |
| 10 | PT Roda Asia Hanami memiliki mesin produksi yang harus mengikuti prosedur pemakaian seperti sesuai dengan ukuran ban. |  |  |  |  |  |

1. ***Service Recovery***

| **No** | **Item Pernyataan** | **JAWABAN** | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **SS** | **S** | **KS** | **TS** | **STS** |
| **5** | **4** | **3** | **2** | **1** |
| **Prosedural** | |  |  |  |  |  |
| 1 | PT Roda Asia Hanami menangani keluhanpelanggandengansegera. |  |  |  |  |  |
| 2 | Keluhandaripelanggan diprosesdengancepat. |  |  |  |  |  |
| **Interaksional** | | | |  |  |  |
| 3 | Komunikasi antara karyawan PT Roda Asia dan pelanggan terjalin baik. |  |  |  |  |  |
| 4 | KaryawanPT Roda Asia Hanami pedulikepadapelanggan. |  |  |  |  |  |
| **Distributif** | | | |  |  |  |
| 5 | PT Roda Asia Hanami memberikan diskon lebih kepada pelanggan yang berlangganan lebih dari lima tahun. |  |  |  |  |  |
| 6 | PT Roda Asia Hanami memberikan diskon sesuai jumlah pembelian. |  |  |  |  |  |

1. **Kepuasan Pelanggan**

| **No** | **Item Pernyataan** | **JAWABAN** | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **SS** | **S** | **KS** | **TS** | **STS** |
| **5** | **4** | **3** | **2** | **1** |
| **Sesuai Harapan** | | | | | | |
| 1 | Kualitas pelayanan PT Roda Asia Hanami sesuai harapan pelanggan. |  |  |  |  |  |
| 2 | Pengantaran barang tepat waktu. |  |  |  |  |  |
| **Minat Membeli Kembali** | | | | | | |
| 3 | Pelanggan kembali menggunakan jasa PT Roda Asia Hanami. |  |  |  |  |  |
| **Merekomendasikan** | | | | | | |
| 4 | Pelanggan merekomendasikan jasa PT Roda Asia Hanami kepada perusahaan lainnya. |  |  |  |  |  |

**LAMPIRAN**

**Data Tabulasi Kuesioner Uji Validitas Dan Uji Reabilitas Variabel *Service Quality* (X1)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **N0** | **X1.P1** | **X1.P2** | **X1.P3** | **X1.P4** | **X1.P5** | **X1.P6** | **X1.P7** | **X1.P8** | **X1.P9** | **X1.P10** | **TOTAL** |
| **1** | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 31 |
| **2** | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| **3** | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 46 |
| **4** | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 37 |
| **5** | 5 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 38 |
| **6** | 4 | 3 | 2 | 2 | 2 | 3 | 4 | 3 | 3 | 3 | 29 |
| **7** | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 35 |
| **8** | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 47 |
| **9** | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 40 |
| **10** | 5 | 5 | 5 | 3 | 4 | 4 | 4 | 5 | 3 | 3 | 41 |
| **11** | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 5 | 3 | 35 |
| **12** | 4 | 3 | 4 | 3 | 3 | 2 | 3 | 3 | 5 | 4 | 34 |
| **13** | 4 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| **14** | 4 | 4 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 5 | 35 |
| **15** | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 48 |
| **16** | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 44 |
| **17** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 41 |
| **18** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| **19** | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 45 |
| **20** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 42 |
| **21** | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 36 |
| **22** | 3 | 1 | 3 | 3 | 1 | 1 | 3 | 1 | 2 | 1 | 19 |
| **23** | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 37 |
| **24** | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 30 |
| **25** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| **26** | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 39 |
| **27** | 4 | 4 | 2 | 3 | 2 | 2 | 4 | 4 | 4 | 4 | 33 |
| **28** | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| **29** | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 30 |
| **30** | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 34 |

**Data Tabulasi Kuesioner Uji Validitas Dan Uji Reabilitas Variabel *Service Recovery* (X2)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **NO** | **X2.P1** | **X2.P2** | **X2.P3** | **X2.P4** | **X2.P5** | **X2.P6** | **TOTAL** |
| **1** | 4 | 3 | 3 | 3 | 3 | 3 | 19 |
| **2** | 3 | 4 | 4 | 4 | 4 | 4 | 23 |
| **3** | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| **4** | 3 | 4 | 3 | 3 | 3 | 3 | 19 |
| **5** | 3 | 4 | 3 | 4 | 3 | 4 | 21 |
| **6** | 3 | 3 | 4 | 3 | 4 | 3 | 20 |
| **7** | 3 | 3 | 4 | 4 | 4 | 4 | 22 |
| **8** | 4 | 5 | 5 | 4 | 5 | 4 | 27 |
| **9** | 5 | 4 | 3 | 4 | 3 | 4 | 23 |
| **10** | 5 | 4 | 4 | 5 | 4 | 5 | 27 |
| **11** | 4 | 3 | 4 | 3 | 4 | 3 | 21 |
| **12** | 3 | 2 | 3 | 3 | 3 | 3 | 17 |
| **13** | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| **14** | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| **15** | 4 | 5 | 5 | 5 | 5 | 5 | 29 |
| **16** | 5 | 4 | 5 | 4 | 5 | 4 | 27 |
| **17** | 2 | 4 | 4 | 4 | 4 | 4 | 22 |
| **18** | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| **19** | 3 | 5 | 4 | 4 | 4 | 4 | 24 |
| **20** | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| **21** | 3 | 3 | 4 | 4 | 4 | 4 | 22 |
| **22** | 2 | 2 | 4 | 2 | 3 | 1 | 14 |
| **23** | 4 | 4 | 4 | 3 | 4 | 3 | 22 |
| **24** | 3 | 3 | 3 | 3 | 3 | 3 | 18 |
| **25** | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| **26** | 4 | 4 | 3 | 4 | 3 | 4 | 22 |
| **27** | 2 | 2 | 4 | 4 | 4 | 4 | 20 |
| **28** | 3 | 4 | 4 | 4 | 4 | 4 | 23 |
| **29** | 5 | 3 | 3 | 3 | 3 | 3 | 20 |
| **30** | 3 | 4 | 3 | 3 | 3 | 3 | 19 |

**Data Tabulasi Kuesioner Uji Validitas Dan Uji Reabilitas Variabel Kepuasan Pelanggan(Y)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **NO** | **Y.P1** | **Y.P2** | **Y.P3** | **Y.P4** | **TOTAL** |
| **1** | 4 | 4 | 4 | 3 | 15 |
| **2** | 4 | 4 | 3 | 4 | 15 |
| **3** | 5 | 4 | 5 | 5 | 19 |
| **4** | 4 | 4 | 3 | 4 | 15 |
| **5** | 4 | 3 | 3 | 4 | 14 |
| **6** | 3 | 3 | 3 | 3 | 12 |
| **7** | 4 | 4 | 3 | 3 | 14 |
| **8** | 5 | 5 | 4 | 5 | 19 |
| **9** | 4 | 5 | 5 | 4 | 18 |
| **10** | 3 | 3 | 5 | 4 | 15 |
| **11** | 5 | 3 | 4 | 3 | 15 |
| **12** | 5 | 4 | 3 | 2 | 14 |
| **13** | 3 | 3 | 3 | 3 | 12 |
| **14** | 4 | 5 | 4 | 4 | 17 |
| **15** | 5 | 5 | 4 | 5 | 19 |
| **16** | 4 | 5 | 5 | 4 | 18 |
| **17** | 5 | 4 | 2 | 4 | 15 |
| **18** | 4 | 4 | 4 | 4 | 16 |
| **19** | 5 | 5 | 3 | 5 | 18 |
| **20** | 5 | 5 | 5 | 4 | 19 |
| **21** | 4 | 4 | 3 | 3 | 14 |
| **22** | 3 | 4 | 3 | 4 | 14 |
| **23** | 4 | 4 | 4 | 4 | 16 |
| **24** | 3 | 3 | 3 | 3 | 12 |
| **25** | 4 | 4 | 4 | 4 | 16 |
| **26** | 4 | 4 | 4 | 4 | 16 |
| **27** | 4 | 4 | 2 | 2 | 12 |
| **28** | 4 | 4 | 3 | 4 | 15 |
| **29** | 3 | 4 | 5 | 3 | 15 |
| **30** | 4 | 4 | 3 | 4 | 15 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | |
|  | | X1.P1 | X1.P2 | X1.P3 | X1.P4 | X1.P5 | X1.P6 | X1.P7 | X1.P8 | X1.P9 | X1.P10 | X1\_TOTAL |
| X1.P1 | Pearson Correlation | 1 | ,619\*\* | ,529\*\* | ,448\* | ,427\* | ,642\*\* | ,512\*\* | ,619\*\* | ,519\*\* | ,286 | ,715\*\* |
| Sig. (2-tailed) |  | ,000 | ,003 | ,013 | ,019 | ,000 | ,004 | ,000 | ,003 | ,126 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.P2 | Pearson Correlation | ,619\*\* | 1 | ,458\* | ,406\* | ,581\*\* | ,710\*\* | ,612\*\* | 1,000\*\* | ,524\*\* | ,610\*\* | ,842\*\* |
| Sig. (2-tailed) | ,000 |  | ,011 | ,026 | ,001 | ,000 | ,000 | ,000 | ,003 | ,000 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.P3 | Pearson Correlation | ,529\*\* | ,458\* | 1 | ,758\*\* | ,678\*\* | ,575\*\* | ,352 | ,458\* | ,409\* | ,339 | ,730\*\* |
| Sig. (2-tailed) | ,003 | ,011 |  | ,000 | ,000 | ,001 | ,056 | ,011 | ,025 | ,067 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.P4 | Pearson Correlation | ,448\* | ,406\* | ,758\*\* | 1 | ,688\*\* | ,616\*\* | ,441\* | ,406\* | ,492\*\* | ,464\*\* | ,746\*\* |
| Sig. (2-tailed) | ,013 | ,026 | ,000 |  | ,000 | ,000 | ,015 | ,026 | ,006 | ,010 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.P5 | Pearson Correlation | ,427\* | ,581\*\* | ,678\*\* | ,688\*\* | 1 | ,749\*\* | ,362\* | ,581\*\* | ,587\*\* | ,527\*\* | ,810\*\* |
| Sig. (2-tailed) | ,019 | ,001 | ,000 | ,000 |  | ,000 | ,049 | ,001 | ,001 | ,003 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.P6 | Pearson Correlation | ,642\*\* | ,710\*\* | ,575\*\* | ,616\*\* | ,749\*\* | 1 | ,516\*\* | ,710\*\* | ,552\*\* | ,653\*\* | ,877\*\* |
| Sig. (2-tailed) | ,000 | ,000 | ,001 | ,000 | ,000 |  | ,003 | ,000 | ,002 | ,000 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.P7 | Pearson Correlation | ,512\*\* | ,612\*\* | ,352 | ,441\* | ,362\* | ,516\*\* | 1 | ,612\*\* | ,480\*\* | ,441\* | ,674\*\* |
| Sig. (2-tailed) | ,004 | ,000 | ,056 | ,015 | ,049 | ,003 |  | ,000 | ,007 | ,015 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.P8 | Pearson Correlation | ,619\*\* | 1,000\*\* | ,458\* | ,406\* | ,581\*\* | ,710\*\* | ,612\*\* | 1 | ,524\*\* | ,610\*\* | ,842\*\* |
| Sig. (2-tailed) | ,000 | ,000 | ,011 | ,026 | ,001 | ,000 | ,000 |  | ,003 | ,000 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.P9 | Pearson Correlation | ,519\*\* | ,524\*\* | ,409\* | ,492\*\* | ,587\*\* | ,552\*\* | ,480\*\* | ,524\*\* | 1 | ,678\*\* | ,742\*\* |
| Sig. (2-tailed) | ,003 | ,003 | ,025 | ,006 | ,001 | ,002 | ,007 | ,003 |  | ,000 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X1.P10 | Pearson Correlation | ,286 | ,610\*\* | ,339 | ,464\*\* | ,527\*\* | ,653\*\* | ,441\* | ,610\*\* | ,678\*\* | 1 | ,733\*\* |
| Sig. (2-tailed) | ,126 | ,000 | ,067 | ,010 | ,003 | ,000 | ,015 | ,000 | ,000 |  | ,000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| X1\_TOTAL | Pearson Correlation | ,715\*\* | ,842\*\* | ,730\*\* | ,746\*\* | ,810\*\* | ,877\*\* | ,674\*\* | ,842\*\* | ,742\*\* | ,733\*\* | 1 |
| Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 |  |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | | | | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | |
|  | | X2.P1 | X2.P2 | X2.P3 | X2.P4 | X2.P5 | X2.P6 | X2\_TOTAL | |
| X2.P1 | Pearson Correlation | 1 | ,438\* | ,200 | ,390\* | ,283 | ,415\* | ,620\*\* | |
| Sig. (2-tailed) |  | ,015 | ,288 | ,033 | ,129 | ,023 | ,000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| X2.P2 | Pearson Correlation | ,438\* | 1 | ,430\* | ,640\*\* | ,521\*\* | ,645\*\* | ,793\*\* | |
| Sig. (2-tailed) | ,015 |  | ,018 | ,000 | ,003 | ,000 | ,000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| X2.P3 | Pearson Correlation | ,200 | ,430\* | 1 | ,532\*\* | ,963\*\* | ,453\* | ,723\*\* | |
| Sig. (2-tailed) | ,288 | ,018 |  | ,002 | ,000 | ,012 | ,000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| X2.P4 | Pearson Correlation | ,390\* | ,640\*\* | ,532\*\* | 1 | ,644\*\* | ,979\*\* | ,883\*\* | |
| Sig. (2-tailed) | ,033 | ,000 | ,002 |  | ,000 | ,000 | ,000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| X2.P5 | Pearson Correlation | ,283 | ,521\*\* | ,963\*\* | ,644\*\* | 1 | ,612\*\* | ,823\*\* | |
| Sig. (2-tailed) | ,129 | ,003 | ,000 | ,000 |  | ,000 | ,000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| X2.P6 | Pearson Correlation | ,415\* | ,645\*\* | ,453\* | ,979\*\* | ,612\*\* | 1 | ,870\*\* | |
| Sig. (2-tailed) | ,023 | ,000 | ,012 | ,000 | ,000 |  | ,000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| X2\_TOTAL | Pearson Correlation | ,620\*\* | ,793\*\* | ,723\*\* | ,883\*\* | ,823\*\* | ,870\*\* | 1 | |
| Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 |  | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | |
|  | | Y.P1 | Y.P2 | Y.P3 | Y.P4 | Y\_TOTAL |
| Y.P1 | Pearson Correlation | 1 | ,517\*\* | ,041 | ,352 | ,629\*\* |
| Sig. (2-tailed) |  | ,003 | ,829 | ,057 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 |
| Y.P2 | Pearson Correlation | ,517\*\* | 1 | ,311 | ,477\*\* | ,782\*\* |
| Sig. (2-tailed) | ,003 |  | ,094 | ,008 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 |
| Y.P3 | Pearson Correlation | ,041 | ,311 | 1 | ,349 | ,653\*\* |
| Sig. (2-tailed) | ,829 | ,094 |  | ,059 | ,000 |
| N | 30 | 30 | 30 | 30 | 30 |
| Y.P4 | Pearson Correlation | ,352 | ,477\*\* | ,349 | 1 | ,773\*\* |
| Sig. (2-tailed) | ,057 | ,008 | ,059 |  | ,000 |
| N | 30 | 30 | 30 | 30 | 30 |
| Y\_TOTAL | Pearson Correlation | ,629\*\* | ,782\*\* | ,653\*\* | ,773\*\* | 1 |
| Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 |  |
| N | 30 | 30 | 30 | 30 | 30 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| ,924 | 10 |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| ,866 | 6 |

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| ,657 | 4 |

**Data Tabulasi Kuesioner Variabel *Service Quality* (X1)**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **NO** | **X1.P1** | **X1.P2** | **X1.P3** | **X1.P4** | **X1.P5** | **X1.P6** | **X1.P7** | **X1.P8** | **X1.P9** | **X1.P10** | **Total** |
| **1** | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 33 |
| **2** | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 2 | 32 |
| **3** | 4 | 3 | 4 | 2 | 4 | 3 | 4 | 3 | 3 | 4 | 34 |
| **4** | 4 | 3 | 4 | 3 | 2 | 4 | 2 | 4 | 4 | 4 | 34 |
| **5** | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 2 | 35 |
| **6** | 4 | 4 | 3 | 4 | 3 | 2 | 4 | 3 | 4 | 4 | 35 |
| **7** | 3 | 3 | 2 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 33 |
| **8** | 2 | 4 | 4 | 5 | 3 | 2 | 4 | 4 | 2 | 4 | 34 |
| **9** | 3 | 5 | 4 | 4 | 2 | 2 | 4 | 4 | 2 | 4 | 34 |
| **10** | 4 | 4 | 4 | 2 | 2 | 3 | 2 | 4 | 4 | 3 | 32 |
| **11** | 3 | 2 | 4 | 3 | 3 | 5 | 4 | 3 | 3 | 4 | 34 |
| **12** | 5 | 4 | 4 | 2 | 5 | 4 | 4 | 4 | 3 | 4 | 39 |
| **13** | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 40 |
| **14** | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 3 | 5 | 4 | 41 |
| **15** | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 39 |
| **16** | 4 | 4 | 4 | 5 | 3 | 5 | 4 | 4 | 4 | 4 | 41 |
| **17** | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 5 | 41 |
| **18** | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 3 | 41 |
| **19** | 4 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| **20** | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 3 | 5 | 40 |
| **21** | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 42 |
| **22** | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 2 | 5 | 4 | 40 |
| **23** | 4 | 4 | 5 | 3 | 5 | 4 | 5 | 4 | 4 | 4 | 42 |
| **24** | 5 | 4 | 4 | 4 | 2 | 5 | 4 | 4 | 3 | 5 | 40 |
| **25** | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 5 | 2 | 4 | 39 |
| **26** | 4 | 5 | 3 | 4 | 5 | 4 | 4 | 4 | 5 | 3 | 41 |
| **27** | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 41 |
| **28** | 4 | 4 | 5 | 4 | 3 | 5 | 4 | 4 | 3 | 5 | 41 |
| **29** | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 41 |
| **30** | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 40 |
| **31** | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 41 |
| **32** | 4 | 4 | 4 | 5 | 4 | 3 | 5 | 4 | 4 | 4 | 41 |
| **33** | 4 | 4 | 5 | 4 | 4 | 4 | 2 | 3 | 5 | 4 | 39 |
| **34** | 5 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 41 |
| **35** | 4 | 4 | 5 | 4 | 4 | 4 | 2 | 5 | 3 | 5 | 40 |
| **36** | 4 | 4 | 4 | 4 | 4 | 2 | 5 | 5 | 5 | 4 | 41 |

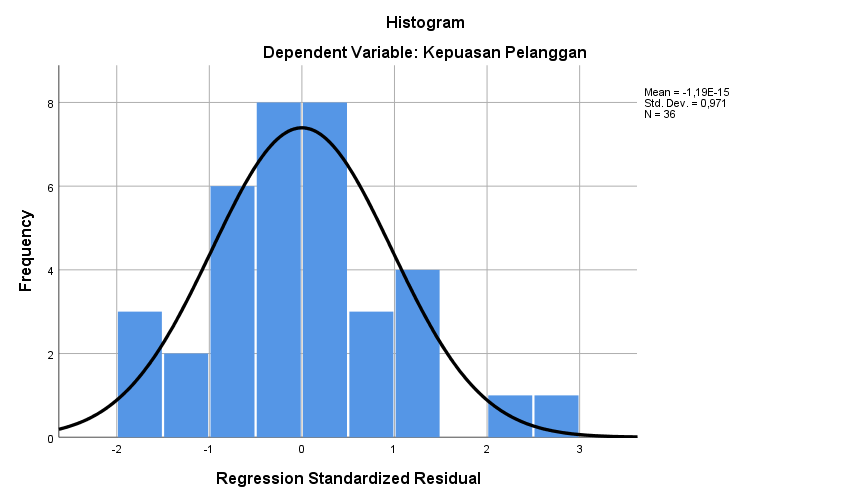
**Data Tabulasi Kuesioner Variabel *Service Recovery* (X2)**

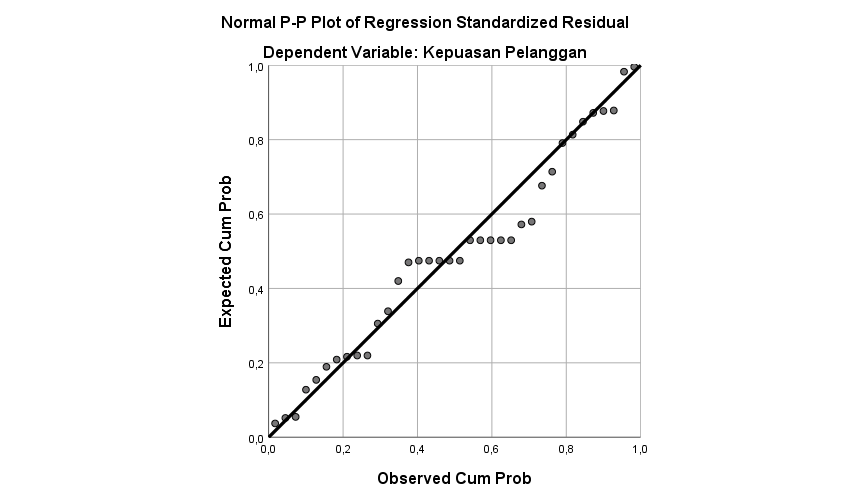
|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **NO** | **X2.P1** | **X2.P2** | **X2.P3** | **X2.P4** | **X2.P5** | **X2.P6** | **Total** |
| **1** | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| **2** | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| **3** | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| **4** | 4 | 5 | 5 | 5 | 5 | 4 | 28 |
| **5** | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| **6** | 4 | 5 | 4 | 4 | 4 | 3 | 24 |
| **7** | 4 | 4 | 4 | 5 | 3 | 4 | 24 |
| **8** | 4 | 4 | 3 | 5 | 4 | 5 | 25 |
| **9** | 4 | 5 | 4 | 4 | 4 | 5 | 26 |
| **10** | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| **11** | 4 | 3 | 5 | 4 | 5 | 3 | 24 |
| **12** | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| **13** | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| **14** | 4 | 2 | 5 | 3 | 5 | 3 | 22 |
| **15** | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| **16** | 4 | 3 | 5 | 4 | 4 | 4 | 24 |
| **17** | 4 | 4 | 4 | 4 | 2 | 5 | 23 |
| **18** | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| **19** | 4 | 5 | 4 | 4 | 5 | 2 | 24 |
| **20** | 4 | 4 | 5 | 4 | 4 | 4 | 25 |
| **21** | 3 | 4 | 4 | 4 | 4 | 5 | 24 |
| **22** | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| **23** | 4 | 5 | 4 | 2 | 5 | 5 | 25 |
| **24** | 4 | 4 | 5 | 4 | 4 | 4 | 25 |
| **25** | 4 | 4 | 4 | 5 | 5 | 3 | 25 |
| **26** | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| **27** | 4 | 4 | 4 | 4 | 4 | 5 | 25 |
| **28** | 2 | 4 | 4 | 5 | 5 | 4 | 24 |
| **29** | 4 | 4 | 4 | 4 | 4 | 5 | 25 |
| **30** | 4 | 4 | 4 | 4 | 5 | 4 | 25 |
| **31** | 5 | 4 | 4 | 5 | 4 | 5 | 27 |
| **32** | 4 | 5 | 4 | 4 | 4 | 4 | 25 |
| **33** | 4 | 5 | 4 | 5 | 5 | 4 | 27 |
| **34** | 4 | 4 | 4 | 4 | 4 | 5 | 25 |
| **35** | 4 | 4 | 4 | 4 | 4 | 5 | 25 |
| **36** | 3 | 5 | 4 | 4 | 5 | 4 | 25 |

**Daftar Tabulasi Data Kuesioner Variabel Kepuasan Pelanggan (Y)**

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

**Hasil Uji Normalitas**

****

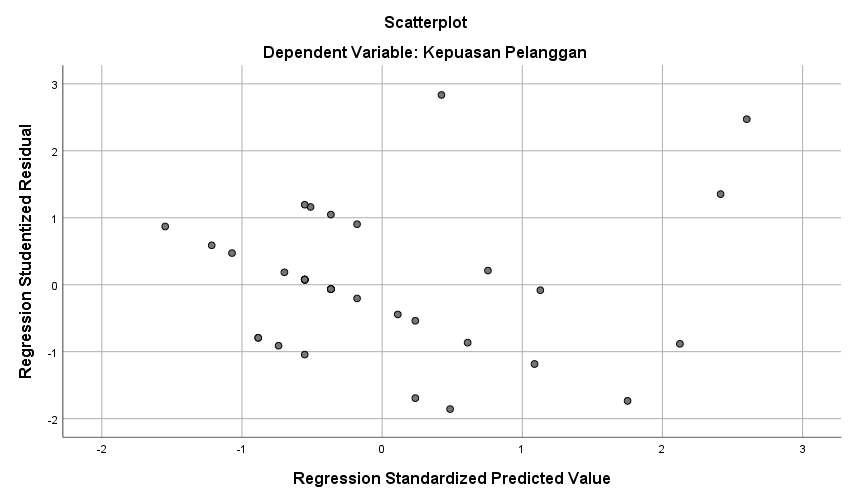
****

|  |  |  |
| --- | --- | --- |
| **One-Sample Kolmogorov-Smirnov Test** | | |
|  | | Unstandardized Residual |
| N | | 36 |
| Normal Parametersa,b | Mean | ,0000000 |
| Std. Deviation | ,88869769 |
| Most Extreme Differences | Absolute | ,140 |
| Positive | ,140 |
| Negative | -,108 |
| Test Statistic | | ,140 |
| Asymp. Sig. (2-tailed) | | ,071c |
| a. Test distribution is Normal. | | |
| b. Calculated from data. | | |
| c. Lilliefors Significance Correction. | | |

**Hasil Uji Multikolinearitas**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | |
|  | | | | |
| Model | | Collinearity Statistics | |
| Tolerance | VIF |
| 1 | (Constant) |  |  |
| Service Quality | ,801 | 1,249 |
| Service Recovery | ,801 | 1,249 |
| a. Dependent Variable: Kepuasan Pelanggan | | | | |

**Hasil Uji Hetereskoedastisitas**

****

**Hasil Uji Regresi Linier Berganda**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | T | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | 15,500 | 3,932 |  | 3,942 | ,000 |
| Service Quality | ,126 | ,052 | ,376 | 2,428 | ,000 |
| Service Recovery | ,224 | ,104 | ,336 | 2,168 | ,000 |
| a. Dependent Variable: Kepuasan Pelanggan | | | | | | | |

**Hasil Uji Parsial (Uji T)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | T | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | 15,500 | 3,932 |  | 3,942 | ,000 |
| Service Quality | ,126 | ,052 | ,376 | 2,428 | ,000 |
| Service Recovery | ,224 | ,104 | ,336 | 2,168 | ,000 |
| a. Dependent Variable: Kepuasan Pelanggan | | | | | | | |

**Hasil Uji Signifikan Simultan (Uji F)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **ANOVAa** | | | | | | |
| Model | | Sum of Squares | Df | Mean Square | F | Sig. |
| 1 | Regression | 15,996 | 2 | 7,998 | 9,548 | ,001b |
| Residual | 27,642 | 33 | ,838 |  |  |
| Total | 43,639 | 35 |  |  |  |
| a. Dependent Variable: Kepuasan Pelanggan | | | | | | |
| b. Predictors: (Constant), Service Recovery, Service Quality | | | | | | |

**Hasil Uji Koefisien Determinasi (R2)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Model Summaryb** | | | | |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | ,605a | ,367 | ,328 | ,91523 |
| a. Predictors: (Constant), Service Recovery, Service Quality | | | | |
| b. Dependent Variable: Kepuasan Pelanggan | | | | |

**Tabel r untuk df =1 - 30**

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

**Titik Persentase Distribusi t (df = 1 – 36)**

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

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

**Titik Persentase Distribusi F Untuk Probabilitas = 0,05**