**Lampiran 1**

**KUESIONER**

1. **Identitas Penulis**

Nama : Anisa

Jenis Kelamin : Perempuan

Jurusan : Manajemen

Fakultas : Ekonomi

Asal Perguruan Tinggi : Universitas Muslim Nusantara Al-Washliyah

Medan

Judul Penelitian : Pengaruh *Relationship Qualit*y Terhadap *Customer*

*Loyality* Pada *Boutique* Susan Medan

Dengan ini saya mohon kesediaan saudara/i untuk mengisi data kuesioner. Informasi yang anda berikan hanya semata-mata untuk melengkapi data penelitian dalam rangka penyusuanan skripsi saya. Untuk itu, istilah kuesioner ini dengan jawaban yang sebenar-benarnya. Atas kesediaan saudara/i, saya ucapkan terima kasih.

Medan, Maret 2021

Penulis

Anisa

*Keterangan : berilah tanda checklist (*🗸*) pada kurung kurawa yang sesuai dengan identitas anda !*

1. **Identitas Responden :**

Nama Responden :

Umur Responden :

Jenis Kelamin : ( ) Laki-laki ( ) Wanita

1. **Petunjuk Pengisian :**
2. Pilihlah jawaban paling tepat menurut anda.
3. Bacalah setiap pertanyaan dengan sekasama.
4. Isilah semua nomor dengan alternatif pertanyaan dengan memilih satu diantara … alternatif pertanyan dengan memberikan *checklist (*) pada kolom yang sudah disediakan.
5. Alternatif jawaban adalah sebagai berikut:

**Keterangan : Nilai**

1. **SS = Sangat Setuju 5**
2. **S = Setuju 4**
3. **KS = Kurang Setuju 3**
4. **TS = Tidak Setuju 2**
5. **STS = Sangat Tidak Setuju 1**

**DAFTAR PERYATAAN**

1. **Kepercayaan (X1)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **PERNYATAAN** | **PILIH JAWABAN** | | | | |
| **SS** | **S** | **KS** | **TS** | **STS** |
| **I** | **Kehandalan** | | | | | |
| 1 | Karyawan boutique susan melaksanakan berbagai kegiatan pelayanan sesuai dengan pesanan. |  |  |  |  |  |
| 2 | Karyawan boutique susan dapat memberikan pelayanan yang sesuai dengan yang dijanjikan. |  |  |  |  |  |
| **II** | **Kejujuran** | | | | | |
| 3 | Karyawan boutique susan harus bekerja sesuai dengan keadaan yang sebenarnya, tidak menambah maupun mengurangi fakta yang ada. |  |  |  |  |  |
| **III** | **Kepedulian** |  |  |  |  |  |
| 4 | Karyawan boutique susan melayani dan menghargai sikap pelanggan tanpa membeda-bedakan. |  |  |  |  |  |
| 5 | Karyawan boutique susan memberikan perhatian secara penuh kepada pelanggan. |  |  |  |  |  |
| **IV** | **Kredibilitas** | | | | | |
| 6 | Desain dan variasi yang di inginkan oleh konsumen boutique susan selalu mempunyai daya tarik yang layak untuk disukai. |  |  |  |  |  |
| 7 | Boutique susan mempunyai keterampilan dan pengetahuan dalam hal menjahit berbagai macam varian model busana. |  |  |  |  |  |
| 8 | Produk boutique susan ini sudah terkenal lebih mendorong anda untuk melakukan pembelian dibanding dengan harga yang terjangkau setiap produk yang ada di butik ini. |  |  |  |  |  |

1. **Kepuasaan (X2)**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **PERNYATAAN** | **PILIH JAWABAN** | | | | | | |
| **SS** | **S** | **KS** | | **TS** | | **STS** |
| **I** | **Kesesuaian Harapan** | | | | | | | |
| 1 | Terpenuhinya keinginan dan harapan pelanggan saat membuat tempahan busana di Boutique Susan |  |  | |  | |  |  |
| 2 | Karyawan Boutique Susan mempunyai pengetahuan dan keterampilan yang baik dalam bekerja. |  |  | |  | |  |  |
| **II** | **Minat Kunjung Kembali** | | | | | | | |
| 3 | Saya akan berkunjung kembali ke Boutique Susan. |  |  | |  | |  |  |
| 4 | Boutique Susan memenuhi apa yang anda harapkan dibanding dengan Boutique yang lainnya. |  |  | |  | |  |  |
| 5 | Saya merasa bahwa Boutique Susan memiliki reputasi yang sangat baik. |  |  | |  | |  |  |
| **III** | **Kesediaan untuk Merekomendasikan** | | | | | | | |
| 6 | Saya bersedia merekomendasikan Boutique Susan sebagai salah satu tempat untuk membuat tempahan busana kepada kenalan saya karena pelayanan dan hasil jahitan busananya sangat memuaskan. |  |  | |  | |  |  |
| 7 | Saya bersedia merekomendasikan Boutique Susan sebagai salah satu tempat untuk membuat tempahan busana kepada kenalan saya karena fasilitas penunjang sangat memadai. |  |  | |  | |  |  |

1. **Komitmen (X3)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **PERNYATAAN** | **PILIH JAWABAN** | | | | |
| **SS** | **S** | **KS** | **TS** | **STS** |
| **I** | **Memberikan jaminan agar sesuai dengan produk dan layanan dengan keperluan pelanggan** | | | | | |
| 1 | Boutique Susan mampu memahami sikap kebutuhan dan keinginan pelanggan. |  |  |  |  |  |
| 2 | Boutique Susan mampu memenuhi kewajiban yang harus dipenuhi kepada pelanggan. |  |  |  |  |  |
| **II** | **Menawarkan produk dan layanan berkualitas serta sanggup memenuhi kebutuhan pelanggan yang dituju** | | | | | |
| 3 | Boutique Susan menawarkan bahan (kain) yang mampu memenuhi kebeutuhan pelanggan. |  |  |  |  |  |
| 4 | Boutique Susan selalu menawarkan model desain dan bahan baru setiap saat. |  |  |  |  |  |
| 5 | Boutique Susan menawarkan bahan (kain) yang memiliki banyak variasi dan berkualitas tinggi. |  |  |  |  |  |
| **III** | **Fleksibel memberikan pelayanan kepada pelanggan** | | | | | |
| 6 | Karyawan Boutique Susan melayani pelanggan dengan teliti dan berusaha menghindari kesalahan |  |  |  |  |  |
| 7 | Karyawan Boutique Susan jujur dan dapat dipercaya dalam memberikan pelayanan kepada pelanggan. |  |  |  |  |  |
| 8 | Karyawan Boutique Susan saling menghormati dan menghargai antar sesama. |  |  |  |  |  |
| **IV** | **Mampu memenuhi janjinya kepada konsumen** | | | | | |
| 9 | Apakah Boutique Susan sangat peduli terhadap pesanan pelanggan? |  |  |  |  |  |
| 10 | Apakah karyawan Boutique Susan menunjukkan rasa hormat kepada pelanggan? |  |  |  |  |  |
| 11 | Apakah pelayanan Boutique Susan sesuai dengan harapan pelanggan? |  |  |  |  |  |

1. ***Customer Loyality* (Y)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **PERNYATAAN** | **PILIH JAWABAN** | | | | | |
| **SS** | | **S** | **KS** | **TS** | **STS** |
| **I** | **Pembelian Berulang** | | | | | | |
| 1 | Saya mau membeli (berkunjung) kembali/melakukan pembelian berulang di Boutique Susan. |  | |  |  |  |  |
| 2 | Saya cenderung ingin melakukan pembelian ulang dan membuat pesanan tempahan busana di Boutique Susan. |  | |  |  |  |  |
| **II.** | **Kebiasaan Mengkonsumsi Merek** | | | | | | |
| 3 | Saya akan selalu memakai jasa jahit di Boutique Susan meskipun ada promosi jasa butik yang lebih menjanjikan. |  | |  |  |  |  |
| 4 | Saya akan selalu menggunakan produk dan jasa jahit di Boutique Susan karena lebih unggul dari produk lain |  | |  |  |  |  |
| **III** | **Selalu Menyukai Merek** | | | | | | |
| 5 | Saya selalu membuat tempahan busana di Boutique Susan |  | |  |  |  |  |
| 6 | Saya tidak keberatan membayar lebih untuk menggunakan jasa jahit di Boutique Susan |  | |  |  |  |  |
| **IV** | **Tetap Memilih Merek** | | | | | | |
| 7 | Saya akan tetap memilih dan menggunakan jasa jahit di Boutique Susan. |  | |  |  |  |  |
| 8 | Saya cenderung memilih jasa jahit di Boutique Susan pada penggunaan jasa dimasa mendatang. |  | |  |  |  |  |
| **V** | **Memlikik Keyakinan bahwa Merek tersebut yang terbaik** | | | | | | |
| 9 | Rasa puas dan percaya akan jasa jahit di Boutique Susan membuat anda merasa tidak perlu untuk mencoba produk dan jasa jahit lain. |  | |  |  |  |  |
| 10 | Jasa jahit di Boutique Susan adalah jasa yang dapat saya percaya dan andalkan. |  | |  |  |  |  |
| **VI** | **Merekomendasikan Merek tersebut pada orang lain** | | | | |  |  |
| 11 | Saya akan merekomendasikan produk Boutique Susan kepada kerabat dekat atau teman-teman sejawat. |  | |  |  |  |  |
| 12 | Saya berharap kualitas jahitan busana Boutique Susan tersebut mendapatkan apresiasi positif dari konsumen. | |  |  |  |  |  |

**Lampiran 2**

**Data Tabulasi Jawaban 60 Responden**

1. Variabel Bebas (X1) : Kepercayaan

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Jawaban Responden Kepercayaan X1 | | | | | | | | | |
| Responden | Pernyataan | | | | | | | | Total |
| X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1.6 | X1.7 | X1.8 |
| 1 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 34 |
| 2 | 4 | 3 | 5 | 3 | 3 | 5 | 4 | 1 | 28 |
| 3 | 4 | 3 | 4 | 5 | 4 | 4 | 5 | 3 | 32 |
| 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 37 |
| 5 | 5 | 5 | 5 | 4 | 4 | 3 | 3 | 4 | 33 |
| 6 | 5 | 5 | 5 | 4 | 3 | 5 | 4 | 4 | 35 |
| 7 | 5 | 4 | 5 | 5 | 3 | 5 | 5 | 4 | 36 |
| 8 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 36 |
| 9 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 36 |
| 10 | 5 | 3 | 3 | 5 | 5 | 5 | 4 | 3 | 33 |
| 11 | 5 | 5 | 5 | 4 | 4 | 3 | 3 | 4 | 33 |
| 12 | 5 | 5 | 3 | 4 | 4 | 5 | 5 | 4 | 35 |
| 13 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 34 |
| 14 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 35 |
| 15 | 5 | 4 | 5 | 4 | 3 | 5 | 4 | 4 | 34 |
| 16 | 5 | 4 | 5 | 3 | 3 | 5 | 5 | 4 | 34 |
| 17 | 4 | 3 | 5 | 3 | 3 | 5 | 4 | 4 | 31 |
| 18 | 4 | 3 | 3 | 3 | 3 | 5 | 4 | 4 | 29 |
| 19 | 5 | 5 | 4 | 4 | 4 | 3 | 5 | 4 | 34 |
| 20 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 37 |
| 21 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 37 |
| 22 | 4 | 3 | 2 | 3 | 3 | 1 | 3 | 1 | 20 |
| 23 | 4 | 3 | 4 | 5 | 4 | 4 | 4 | 3 | 31 |
| 24 | 4 | 3 | 5 | 4 | 3 | 5 | 5 | 4 | 33 |
| 25 | 4 | 3 | 5 | 4 | 3 | 5 | 4 | 4 | 32 |
| 26 | 4 | 4 | 4 | 3 | 3 | 4 | 1 | 5 | 28 |
| 27 | 3 | 3 | 5 | 4 | 4 | 5 | 5 | 3 | 32 |
| 28 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 37 |
| 29 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 37 |
| 30 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 32 |
| 31 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 36 |
| 32 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 35 |
| 33 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 34 |
| 34 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 34 |
| 35 | 4 | 3 | 5 | 3 | 3 | 5 | 4 | 1 | 28 |
| 36 | 4 | 3 | 4 | 5 | 4 | 4 | 5 | 3 | 32 |
| 37 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 37 |
| 38 | 5 | 5 | 5 | 4 | 4 | 3 | 3 | 4 | 33 |
| 39 | 5 | 5 | 5 | 4 | 3 | 5 | 4 | 4 | 35 |
| 40 | 5 | 4 | 5 | 5 | 3 | 5 | 5 | 4 | 36 |
| 41 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 36 |
| 42 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 36 |
| 43 | 5 | 3 | 3 | 5 | 5 | 5 | 4 | 3 | 33 |
| 44 | 5 | 5 | 5 | 4 | 4 | 3 | 3 | 4 | 33 |
| 45 | 5 | 5 | 3 | 4 | 4 | 5 | 5 | 4 | 35 |
| 46 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 34 |
| 47 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 35 |
| 48 | 5 | 4 | 5 | 4 | 3 | 5 | 4 | 4 | 34 |
| 49 | 5 | 4 | 5 | 3 | 3 | 5 | 5 | 4 | 34 |
| 50 | 4 | 3 | 5 | 3 | 3 | 5 | 4 | 4 | 31 |
| 51 | 4 | 3 | 3 | 3 | 3 | 5 | 4 | 4 | 29 |
| 52 | 5 | 5 | 4 | 4 | 4 | 3 | 5 | 4 | 34 |
| 53 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 37 |
| 54 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 37 |
| 55 | 4 | 3 | 2 | 3 | 3 | 1 | 3 | 1 | 20 |
| 56 | 4 | 3 | 4 | 5 | 4 | 4 | 4 | 3 | 31 |
| 57 | 4 | 3 | 5 | 4 | 3 | 5 | 5 | 4 | 33 |
| 58 | 4 | 3 | 5 | 4 | 3 | 5 | 4 | 4 | 32 |
| 59 | 4 | 4 | 4 | 3 | 3 | 4 | 1 | 5 | 28 |
| 60 | 3 | 3 | 5 | 4 | 4 | 5 | 5 | 3 | 32 |

**Sumber : Data diolah oleh peneliti 2021**

**Data Tabulasi Jawaban Responden 60 Responden**

1. Variabel Bebas (X2) : Kepuasan

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Jawaban Responden Kepercayaan X2 | | | | | | | | |
| Responden | Pernyataan | | | | | | | Total |
| X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | X2.6 | X2.7 |
| 1 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 29 |
| 2 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 33 |
| 3 | 4 | 5 | 4 | 3 | 4 | 2 | 3 | 25 |
| 4 | 5 | 4 | 4 | 3 | 4 | 5 | 4 | 29 |
| 5 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 28 |
| 6 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 32 |
| 7 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 33 |
| 8 | 5 | 3 | 4 | 4 | 4 | 5 | 5 | 30 |
| 9 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 30 |
| 10 | 5 | 5 | 5 | 3 | 5 | 5 | 4 | 32 |
| 11 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 29 |
| 12 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 30 |
| 13 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 |
| 14 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 32 |
| 15 | 5 | 4 | 4 | 3 | 4 | 5 | 3 | 28 |
| 16 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 31 |
| 17 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 |
| 18 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 |
| 19 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 23 |
| 20 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 26 |
| 21 | 5 | 4 | 4 | 3 | 4 | 5 | 3 | 28 |
| 22 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 33 |
| 23 | 4 | 5 | 4 | 3 | 4 | 2 | 3 | 25 |
| 24 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 27 |
| 25 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 27 |
| 26 | 3 | 5 | 5 | 4 | 5 | 5 | 5 | 32 |
| 27 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 27 |
| 28 | 5 | 4 | 4 | 3 | 4 | 5 | 3 | 28 |
| 29 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 27 |
| 30 | 3 | 5 | 5 | 4 | 5 | 5 | 5 | 32 |
| 31 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 34 |
| 32 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 27 |
| 33 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 28 |
| 34 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 29 |
| 35 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 33 |
| 36 | 4 | 5 | 4 | 3 | 4 | 2 | 3 | 25 |
| 37 | 5 | 4 | 4 | 3 | 4 | 5 | 4 | 29 |
| 38 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 28 |
| 39 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 32 |
| 40 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 33 |
| 41 | 5 | 3 | 4 | 4 | 4 | 5 | 5 | 30 |
| 42 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 30 |
| 43 | 5 | 5 | 5 | 3 | 5 | 5 | 4 | 32 |
| 44 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 29 |
| 45 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 30 |
| 46 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 |
| 47 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 32 |
| 48 | 5 | 4 | 4 | 3 | 4 | 5 | 3 | 28 |
| 49 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 31 |
| 50 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 |
| 51 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 |
| 52 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 23 |
| 53 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 26 |
| 54 | 5 | 4 | 4 | 3 | 4 | 5 | 3 | 28 |
| 55 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 33 |
| 56 | 4 | 5 | 4 | 3 | 4 | 2 | 3 | 25 |
| 57 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 27 |
| 58 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 27 |
| 59 | 3 | 5 | 5 | 4 | 5 | 5 | 5 | 32 |
| 60 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 27 |

**Sumber : Data diolah oleh peneliti 2021**

**Data Tabulasi Jawaban Responden 60 Responden**

1. Variabel Bebas (X3) : Komitmen

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Jawaban Responden Kepercayaan X2 | | | | | | | | | | | | |
| Responden | Pernyataan | | | | | | | | | | | Total |
| X3.1 | X3.2 | X3.3 | X3.4 | X3.5 | X3.6 | X3.7 | X3.8 | X3.9 | X3.10 | X3.11 |
| 1 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 48 |
| 2 | 4 | 4 | 3 | 2 | 2 | 3 | 3 | 3 | 4 | 2 | 2 | 32 |
| 3 | 3 | 3 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 45 |
| 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 38 |
| 5 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 35 |
| 6 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 37 |
| 7 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 5 | 3 | 3 | 40 |
| 8 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 5 | 4 | 4 | 40 |
| 9 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 49 |
| 10 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 48 |
| 11 | 5 | 5 | 3 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 47 |
| 12 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 43 |
| 13 | 4 | 4 | 3 | 5 | 5 | 2 | 2 | 2 | 4 | 3 | 3 | 37 |
| 14 | 4 | 4 | 4 | 5 | 5 | 3 | 4 | 3 | 4 | 3 | 3 | 42 |
| 15 | 5 | 5 | 3 | 5 | 5 | 3 | 4 | 3 | 4 | 3 | 3 | 43 |
| 16 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 3 | 5 | 3 | 4 | 48 |
| 17 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 3 | 3 | 44 |
| 18 | 4 | 5 | 3 | 4 | 4 | 3 | 3 | 3 | 5 | 3 | 3 | 40 |
| 19 | 5 | 4 | 5 | 5 | 4 | 3 | 5 | 3 | 4 | 3 | 4 | 45 |
| 20 | 4 | 4 | 3 | 5 | 5 | 3 | 4 | 3 | 3 | 3 | 3 | 40 |
| 21 | 4 | 5 | 5 | 5 | 5 | 3 | 5 | 3 | 5 | 3 | 4 | 47 |
| 22 | 4 | 4 | 3 | 2 | 2 | 3 | 3 | 3 | 4 | 3 | 3 | 34 |
| 23 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 39 |
| 24 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 44 |
| 25 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 5 | 4 | 4 | 43 |
| 26 | 5 | 4 | 3 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 4 | 44 |
| 27 | 3 | 4 | 3 | 4 | 4 | 3 | 2 | 3 | 5 | 3 | 3 | 37 |
| 28 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 3 | 5 | 3 | 3 | 46 |
| 29 | 5 | 5 | 4 | 4 | 5 | 3 | 4 | 3 | 4 | 4 | 4 | 45 |
| 30 | 3 | 4 | 3 | 5 | 5 | 3 | 4 | 4 | 3 | 3 | 3 | 40 |
| 31 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 43 |
| 32 | 2 | 4 | 3 | 4 | 4 | 4 | 5 | 3 | 5 | 4 | 3 | 41 |
| 33 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 46 |
| 34 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 48 |
| 35 | 4 | 3 | 4 | 3 | 3 | 2 | 2 | 3 | 2 | 1 | 2 | 29 |
| 36 | 3 | 5 | 4 | 4 | 3 | 3 | 3 | 2 | 2 | 1 | 2 | 32 |
| 37 | 4 | 3 | 3 | 3 | 4 | 2 | 2 | 3 | 1 | 2 | 1 | 28 |
| 38 | 4 | 4 | 2 | 3 | 3 | 3 | 4 | 4 | 2 | 1 | 1 | 31 |
| 39 | 3 | 3 | 4 | 4 | 3 | 2 | 2 | 1 | 2 | 2 | 1 | 27 |
| 40 | 4 | 3 | 3 | 2 | 3 | 2 | 1 | 3 | 1 | 2 | 2 | 26 |
| 41 | 4 | 3 | 4 | 3 | 4 | 2 | 2 | 1 | 2 | 3 | 2 | 30 |
| 42 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 2 | 2 | 2 | 2 | 30 |
| 43 | 4 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 1 | 1 | 1 | 25 |
| 44 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 37 |
| 45 | 3 | 3 | 4 | 4 | 3 | 2 | 2 | 2 | 2 | 1 | 1 | 27 |
| 46 | 4 | 2 | 3 | 3 | 2 | 4 | 3 | 3 | 1 | 1 | 2 | 28 |
| 47 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 2 | 2 | 1 | 2 | 31 |
| 48 | 4 | 3 | 3 | 2 | 2 | 1 | 2 | 2 | 3 | 1 | 1 | 24 |
| 49 | 2 | 3 | 4 | 2 | 4 | 3 | 2 | 2 | 1 | 3 | 2 | 28 |
| 50 | 4 | 4 | 3 | 3 | 3 | 2 | 2 | 3 | 2 | 1 | 2 | 29 |
| 51 | 1 | 3 | 3 | 4 | 4 | 3 | 2 | 2 | 3 | 1 | 2 | 28 |
| 52 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 2 | 1 | 27 |
| 53 | 3 | 4 | 3 | 2 | 2 | 1 | 3 | 2 | 1 | 2 | 3 | 26 |
| 54 | 4 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 1 | 1 | 1 | 25 |
| 55 | 3 | 4 | 2 | 2 | 3 | 3 | 2 | 1 | 3 | 2 | 2 | 27 |
| 56 | 3 | 3 | 3 | 2 | 2 | 3 | 1 | 2 | 1 | 1 | 2 | 23 |
| 57 | 4 | 4 | 2 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 1 | 28 |
| 58 | 3 | 2 | 2 | 3 | 3 | 4 | 4 | 3 | 2 | 1 | 2 | 29 |
| 59 | 4 | 3 | 2 | 3 | 2 | 4 | 3 | 2 | 1 | 1 | 2 | 27 |
| 60 | 3 | 3 | 2 | 3 | 3 | 3 | 4 | 3 | 1 | 2 | 1 | 28 |

**Sumber : Data diolah oleh peneliti 2021**

**Data Tabulasi Jawaban Responden 60 Responden**

1. Variabel Terikat (Y)

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Jawaban Responden Kepercayaan X2 | | | | | | | | | | | | | |
| Responden | Pernyataan | | | | | | | | | | | | Total |
| Y.1 | Y.2 | Y.3 | Y.4 | Y.5 | Y.6 | Y.7 | Y.8 | Y.9 | Y.10 | Y.11 | Y.12 |
| 1 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 50 |
| 2 | 4 | 4 | 2 | 2 | 3 | 3 | 3 | 4 | 2 | 4 | 5 | 4 | 40 |
| 3 | 3 | 3 | 2 | 3 | 2 | 1 | 2 | 3 | 3 | 4 | 4 | 4 | 34 |
| 4 | 5 | 5 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 54 |
| 5 | 5 | 5 | 3 | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 5 | 5 | 51 |
| 6 | 5 | 5 | 3 | 4 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 54 |
| 7 | 4 | 5 | 4 | 4 | 5 | 3 | 5 | 5 | 4 | 5 | 5 | 5 | 54 |
| 8 | 4 | 4 | 3 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 5 | 5 | 49 |
| 9 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 5 | 5 | 49 |
| 10 | 5 | 5 | 5 | 4 | 5 | 1 | 4 | 5 | 4 | 4 | 5 | 5 | 52 |
| 11 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 58 |
| 12 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 5 | 5 | 49 |
| 13 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 48 |
| 14 | 5 | 5 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 50 |
| 15 | 5 | 5 | 2 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 48 |
| 16 | 5 | 5 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 49 |
| 17 | 4 | 4 | 3 | 3 | 5 | 3 | 4 | 5 | 4 | 4 | 5 | 5 | 49 |
| 18 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 5 | 4 | 4 | 5 | 5 | 48 |
| 19 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 48 |
| 20 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 48 |
| 21 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 47 |
| 22 | 4 | 4 | 2 | 2 | 3 | 3 | 3 | 4 | 2 | 4 | 5 | 4 | 40 |
| 23 | 3 | 3 | 2 | 3 | 2 | 1 | 2 | 3 | 3 | 4 | 4 | 4 | 34 |
| 24 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 48 |
| 25 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 48 |
| 26 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 5 | 44 |
| 27 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 5 | 5 | 46 |
| 28 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 47 |
| 29 | 4 | 4 | 2 | 3 | 4 | 2 | 4 | 4 | 4 | 4 | 5 | 5 | 45 |
| 30 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 5 | 44 |
| 31 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 49 |
| 32 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 48 |
| 33 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 48 |
| 34 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 50 |
| 35 | 4 | 4 | 2 | 2 | 3 | 3 | 3 | 4 | 2 | 4 | 5 | 4 | 40 |
| 36 | 3 | 3 | 2 | 3 | 2 | 1 | 2 | 3 | 3 | 4 | 4 | 4 | 34 |
| 37 | 5 | 5 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 54 |
| 38 | 5 | 5 | 3 | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 5 | 5 | 51 |
| 39 | 5 | 5 | 3 | 4 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 54 |
| 40 | 4 | 5 | 4 | 4 | 5 | 3 | 5 | 5 | 4 | 5 | 5 | 5 | 54 |
| 41 | 4 | 4 | 3 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 5 | 5 | 49 |
| 42 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 5 | 5 | 49 |
| 43 | 5 | 5 | 5 | 4 | 5 | 1 | 4 | 5 | 4 | 4 | 5 | 5 | 52 |
| 44 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 58 |
| 45 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 5 | 5 | 49 |
| 46 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 48 |
| 47 | 5 | 5 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 50 |
| 48 | 5 | 5 | 2 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 48 |
| 49 | 5 | 5 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 49 |
| 50 | 4 | 4 | 3 | 3 | 5 | 3 | 4 | 5 | 4 | 4 | 5 | 5 | 49 |
| 51 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 5 | 4 | 4 | 5 | 5 | 48 |
| 52 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 48 |
| 53 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 48 |
| 54 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 47 |
| 55 | 4 | 4 | 2 | 2 | 3 | 3 | 3 | 4 | 2 | 4 | 5 | 4 | 40 |
| 56 | 3 | 3 | 2 | 3 | 2 | 1 | 2 | 3 | 3 | 4 | 4 | 4 | 34 |
| 57 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 48 |
| 58 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 48 |
| 59 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 5 | 44 |
| 60 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 48 |

**Sumber : Data diolah oleh peneliti 2021**

**Lampiran 3**

**Tabel Uji Valid Kepercayaan Menggunakan SPSS Versi 20**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | |
|  | | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1.6 | X1.7 | X1.8 | Total\_X1 |
| X1.1 | Pearson Correlation | 1 | ,647\*\* | ,120 | ,237 | ,224 | ,044 | ,232 | ,320 | ,539\*\* |
| Sig. (2-tailed) |  | ,000 | ,505 | ,184 | ,209 | ,806 | ,195 | ,070 | ,001 |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 |
| X1.2 | Pearson Correlation | ,647\*\* | 1 | ,314 | ,068 | ,314 | -,023 | ,113 | ,495\*\* | ,575\*\* |
| Sig. (2-tailed) | ,000 |  | ,075 | ,707 | ,075 | ,898 | ,530 | ,003 | ,000 |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 |
| X1.3 | Pearson Correlation | ,120 | ,314 | 1 | ,104 | -,041 | ,486\*\* | ,281 | ,388\* | ,642\*\* |
| Sig. (2-tailed) | ,505 | ,075 |  | ,565 | ,823 | ,004 | ,114 | ,026 | ,000 |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 |
| X1.4 | Pearson Correlation | ,237 | ,068 | ,104 | 1 | ,574\*\* | ,150 | ,366\* | ,115 | ,495\*\* |
| Sig. (2-tailed) | ,184 | ,707 | ,565 |  | ,000 | ,404 | ,036 | ,524 | ,003 |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 |
| X1.5 | Pearson Correlation | ,224 | ,314 | -,041 | ,574\*\* | 1 | ,030 | ,259 | ,094 | ,432\* |
| Sig. (2-tailed) | ,209 | ,075 | ,823 | ,000 |  | ,870 | ,145 | ,604 | ,012 |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 |
| X1.6 | Pearson Correlation | ,044 | -,023 | ,486\*\* | ,150 | ,030 | 1 | ,397\* | ,384\* | ,643\*\* |
| Sig. (2-tailed) | ,806 | ,898 | ,004 | ,404 | ,870 |  | ,022 | ,027 | ,000 |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 |
| X1.7 | Pearson Correlation | ,232 | ,113 | ,281 | ,366\* | ,259 | ,397\* | 1 | ,031 | ,584\*\* |
| Sig. (2-tailed) | ,195 | ,530 | ,114 | ,036 | ,145 | ,022 |  | ,864 | ,000 |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 |
| X1.8 | Pearson Correlation | ,320 | ,495\*\* | ,388\* | ,115 | ,094 | ,384\* | ,031 | 1 | ,620\*\* |
| Sig. (2-tailed) | ,070 | ,003 | ,026 | ,524 | ,604 | ,027 | ,864 |  | ,000 |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 |
| Total\_X1 | Pearson Correlation | ,539\*\* | ,575\*\* | ,642\*\* | ,495\*\* | ,432\* | ,643\*\* | ,584\*\* | ,620\*\* | 1 |
| Sig. (2-tailed) | ,001 | ,000 | ,000 | ,003 | ,012 | ,000 | ,000 | ,000 |  |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed).  **Sumber : Data diolah oleh peneliti** | | | | | | | | | | | |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | |
|  | | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | X2.6 | X2.7 | Total\_X2 |
| X2.1 | Pearson Correlation | 1 | -,096 | -,146 | ,113 | -,222 | ,361\* | ,000 | ,431\* |
| Sig. (2-tailed) |  | ,594 | ,418 | ,532 | ,215 | ,039 | 1,000 | ,012 |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 |
| X2.2 | Pearson Correlation | -,096 | 1 | ,571\*\* | ,356\* | ,513\*\* | ,013 | ,308 | ,368\* |
| Sig. (2-tailed) | ,594 |  | ,001 | ,042 | ,002 | ,945 | ,081 | ,035 |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 |
| X2.3 | Pearson Correlation | -,146 | ,571\*\* | 1 | ,305 | ,919\*\* | ,347\* | ,500\*\* | ,544\*\* |
| Sig. (2-tailed) | ,418 | ,001 |  | ,084 | ,000 | ,048 | ,003 | ,001 |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 |
| X2.4 | Pearson Correlation | ,113 | ,356\* | ,305 | 1 | ,283 | ,368\* | ,677\*\* | ,690\*\* |
| Sig. (2-tailed) | ,532 | ,042 | ,084 |  | ,110 | ,035 | ,000 | ,000 |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 |
| X2.5 | Pearson Correlation | -,222 | ,513\*\* | ,919\*\* | ,283 | 1 | ,314 | ,532\*\* | ,526\*\* |
| Sig. (2-tailed) | ,215 | ,002 | ,000 | ,110 |  | ,075 | ,001 | ,002 |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 |
| X2.6 | Pearson Correlation | ,361\* | ,013 | ,347\* | ,368\* | ,314 | 1 | ,502\*\* | ,768\*\* |
| Sig. (2-tailed) | ,039 | ,945 | ,048 | ,035 | ,075 |  | ,003 | ,000 |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 |
| X2.7 | Pearson Correlation | ,000 | ,308 | ,500\*\* | ,677\*\* | ,532\*\* | ,502\*\* | 1 | ,790\*\* |
| Sig. (2-tailed) | 1,000 | ,081 | ,003 | ,000 | ,001 | ,003 |  | ,000 |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 |
| Total\_X2 | Pearson Correlation | ,431\* | ,368\* | ,544\*\* | ,690\*\* | ,526\*\* | ,768\*\* | ,790\*\* | 1 |
| Sig. (2-tailed) | ,012 | ,035 | ,001 | ,000 | ,002 | ,000 | ,000 |  |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | | |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | | |

**Tabel Uji Valid Kepuasan Menggunakan SPSS Versi 20**

**Sumber : Data diolah oleh peneliti**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Tabel Uji Valid Komitmen Menggunakan SPSS Versi 20**  **Correlations** | | | | | | | | | |
|  | | X3.1 | X3.2 | X3.3 | X3.4 | X3.5 | X3.6 | X3.7 | X3.8 | | X3.9 | X3.10 | X3.11 | Total\_X3 |
| X3.1 | Pearson Correlation | 1 | ,667\*\* | ,325 | ,247 | ,148 | ,184 | ,228 | ,184 | | -,083 | ,120 | ,408\* | ,390\* |
| Sig. (2-tailed) |  | ,000 | ,065 | ,165 | ,411 | ,304 | ,202 | ,304 | | ,647 | ,505 | ,018 | ,025 |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | | 33 | 33 | 33 | 33 |
| X3.2 | Pearson Correlation | ,667\*\* | 1 | ,145 | ,331 | ,261 | ,214 | ,332 | ,026 | | ,218 | ,096 | ,191 | ,589\*\* |
| Sig. (2-tailed) | ,000 |  | ,421 | ,060 | ,142 | ,231 | ,059 | ,887 | | ,224 | ,595 | ,288 | ,000 |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | | 33 | 33 | 33 | 33 |
| X3.3 | Pearson Correlation | ,325 | ,145 | 1 | ,229 | ,197 | ,269 | ,420\* | ,190 | | ,210 | ,298 | ,546\*\* | ,382\* |
| Sig. (2-tailed) | ,065 | ,421 |  | ,199 | ,272 | ,130 | ,015 | ,288 | | ,240 | ,092 | ,001 | ,028 |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | | 33 | 33 | 33 | 33 |
| X3.4 | Pearson Correlation | ,247 | ,331 | ,229 | 1 | ,878\*\* | ,086 | ,415\* | ,086 | | -,042 | ,029 | ,244 | ,413\* |
| Sig. (2-tailed) | ,165 | ,060 | ,199 |  | ,000 | ,633 | ,016 | ,633 | | ,816 | ,874 | ,171 | ,017 |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | | 33 | 33 | 33 | 33 |
| X3.5 | Pearson Correlation | ,148 | ,261 | ,197 | ,878\*\* | 1 | ,066 | ,344\* | ,066 | | -,003 | ,132 | ,284 | ,390\* |
| Sig. (2-tailed) | ,411 | ,142 | ,272 | ,000 |  | ,713 | ,050 | ,713 | | ,987 | ,463 | ,109 | ,025 |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | | 33 | 33 | 33 | 33 |
| X3.6 | Pearson Correlation | ,184 | ,214 | ,269 | ,086 | ,066 | 1 | ,545\*\* | ,666\*\* | | ,247 | ,457\*\* | ,367\* | ,475\*\* |
| Sig. (2-tailed) | ,304 | ,231 | ,130 | ,633 | ,713 |  | ,001 | ,000 | | ,166 | ,007 | ,036 | ,005 |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | | 33 | 33 | 33 | 33 |
| X3.7 | Pearson Correlation | ,228 | ,332 | ,420\* | ,415\* | ,344\* | ,545\*\* | 1 | ,406\* | | ,173 | ,213 | ,364\* | ,436\* |
| Sig. (2-tailed) | ,202 | ,059 | ,015 | ,016 | ,050 | ,001 |  | ,019 | | ,335 | ,233 | ,037 | ,011 |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | | 33 | 33 | 33 | 33 |
| X3.8 | Pearson Correlation | ,184 | ,026 | ,190 | ,086 | ,066 | ,666\*\* | ,406\* | 1 | | -,107 | ,457\*\* | ,463\*\* | ,475\*\* |
| Sig. (2-tailed) | ,304 | ,887 | ,288 | ,633 | ,713 | ,000 | ,019 |  | | ,552 | ,007 | ,007 | ,005 |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | | 33 | 33 | 33 | 33 |
| X3.9 | Pearson Correlation | -,083 | ,218 | ,210 | -,042 | -,003 | ,247 | ,173 | -,107 | | 1 | ,176 | ,147 | ,435\* |
| Sig. (2-tailed) | ,647 | ,224 | ,240 | ,816 | ,987 | ,166 | ,335 | ,552 | |  | ,328 | ,415 | ,011 |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | | 33 | 33 | 33 | 33 |
| X3.10 | Pearson Correlation | ,120 | ,096 | ,298 | ,029 | ,132 | ,457\*\* | ,213 | ,457\*\* | | ,176 | 1 | ,806\*\* | ,477\*\* |
| Sig. (2-tailed) | ,505 | ,595 | ,092 | ,874 | ,463 | ,007 | ,233 | ,007 | | ,328 |  | ,000 | ,005 |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | | 33 | 33 | 33 | 33 |
| X3.11 | Pearson Correlation | ,408\* | ,191 | ,546\*\* | ,244 | ,284 | ,367\* | ,364\* | ,463\*\* | | ,147 | ,806\*\* | 1 | ,530\*\* |
| Sig. (2-tailed) | ,018 | ,288 | ,001 | ,171 | ,109 | ,036 | ,037 | ,007 | | ,415 | ,000 |  | ,002 |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | | 33 | 33 | 33 | 33 |
| Total\_X3 | Pearson Correlation | ,390\* | ,589\*\* | ,382\* | ,413\* | ,390\* | ,475\*\* | ,436\* | ,475\*\* | | ,435\* | ,477\*\* | ,530\*\* | 1 |
| Sig. (2-tailed) | ,025 | ,000 | ,028 | ,017 | ,025 | ,005 | ,011 | ,005 | | ,011 | ,005 | ,002 |  |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | | 33 | 33 | 33 | 33 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | |
| \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | |

**Sumber : Data diolah oleh peneliti**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Tabel Uji Valid *Customer Loyality* Menggunakan SPSS Versi 20**  **Correlations** | | | | | | | | | | | | | | |
|  | | Y.1 | Y.2 | Y.3 | Y.4 | Y.5 | Y.6 | Y.7 | Y.8 | Y.9 | Y.10 | Y.11 | Y.12 | Total\_Y | |
| Y.1 | Pearson Correlation | 1 | ,831\*\* | ,248 | ,477\*\* | ,572\*\* | ,372\* | ,572\*\* | ,551\*\* | ,534\*\* | ,289 | ,316 | ,473\*\* | ,737\*\* | |
| Sig. (2-tailed) |  | ,000 | ,164 | ,005 | ,001 | ,033 | ,001 | ,001 | ,001 | ,103 | ,073 | ,005 | ,000 | |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | |
| Y.2 | Pearson Correlation | ,831\*\* | 1 | ,332 | ,396\* | ,687\*\* | ,377\* | ,550\*\* | ,551\*\* | ,585\*\* | ,365\* | ,388\* | ,393\* | ,769\*\* | |
| Sig. (2-tailed) | ,000 |  | ,059 | ,022 | ,000 | ,030 | ,001 | ,001 | ,000 | ,037 | ,026 | ,024 | ,000 | |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | |
| Y.3 | Pearson Correlation | ,248 | ,332 | 1 | ,440\* | ,603\*\* | ,242 | ,501\*\* | ,400\* | ,336 | ,130 | ,279 | ,396\* | ,619\*\* | |
| Sig. (2-tailed) | ,164 | ,059 |  | ,010 | ,000 | ,176 | ,003 | ,021 | ,056 | ,471 | ,116 | ,022 | ,000 | |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | |
|  | Pearson Correlation | ,477\*\* | ,396\* | ,440\* | 1 | ,390\* | ,343 | ,540\*\* | ,310 | ,620\*\* | ,306 | -,082 | ,450\*\* | ,653\*\* | |
| Sig. (2-tailed) | ,005 | ,022 | ,010 |  | ,025 | ,051 | ,001 | ,079 | ,000 | ,083 | ,652 | ,009 | ,000 | |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | |
| Y.5 | Pearson Correlation | ,572\*\* | ,687\*\* | ,603\*\* | ,390\* | 1 | ,412\* | ,801\*\* | ,742\*\* | ,654\*\* | ,313 | ,604\*\* | ,665\*\* | ,887\*\* | |
| Sig. (2-tailed) | ,001 | ,000 | ,000 | ,025 |  | ,017 | ,000 | ,000 | ,000 | ,077 | ,000 | ,000 | ,000 | |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | |
| Y.6 | Pearson Correlation | ,372\* | ,377\* | ,242 | ,343 | ,412\* | 1 | ,579\*\* | ,290 | ,333 | ,281 | ,271 | ,302 | ,591\*\* | |
| Sig. (2-tailed) | ,033 | ,030 | ,176 | ,051 | ,017 |  | ,000 | ,101 | ,058 | ,113 | ,127 | ,087 | ,000 | |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | |
| Y.7 | Pearson Correlation | ,572\*\* | ,550\*\* | ,501\*\* | ,540\*\* | ,801\*\* | ,579\*\* | 1 | ,662\*\* | ,653\*\* | ,408\* | ,441\* | ,742\*\* | ,889\*\* | |
| Sig. (2-tailed) | ,001 | ,001 | ,003 | ,001 | ,000 | ,000 |  | ,000 | ,000 | ,019 | ,010 | ,000 | ,000 | |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | |
| Y.8 | Pearson Correlation | ,551\*\* | ,551\*\* | ,400\* | ,310 | ,742\*\* | ,290 | ,662\*\* | 1 | ,448\*\* | ,289 | ,467\*\* | ,473\*\* | ,725\*\* | |
| Sig. (2-tailed) | ,001 | ,001 | ,021 | ,079 | ,000 | ,101 | ,000 |  | ,009 | ,103 | ,006 | ,005 | ,000 | |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | |
| Y.9 | Pearson Correlation | ,534\*\* | ,585\*\* | ,336 | ,620\*\* | ,654\*\* | ,333 | ,653\*\* | ,448\*\* | 1 | ,490\*\* | ,313 | ,609\*\* | ,786\*\* | |
| Sig. (2-tailed) | ,001 | ,000 | ,056 | ,000 | ,000 | ,058 | ,000 | ,009 |  | ,004 | ,077 | ,000 | ,000 | |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | |
| Y.10 | Pearson Correlation | ,289 | ,365\* | ,130 | ,306 | ,313 | ,281 | ,408\* | ,289 | ,490\*\* | 1 | ,222 | ,199 | ,485\*\* | |
| Sig. (2-tailed) | ,103 | ,037 | ,471 | ,083 | ,077 | ,113 | ,019 | ,103 | ,004 |  | ,214 | ,266 | ,004 | |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | |
| Y.11 | Pearson Correlation | ,316 | ,388\* | ,279 | -,082 | ,604\*\* | ,271 | ,441\* | ,467\*\* | ,313 | ,222 | 1 | ,239 | ,499\*\* | |
| Sig. (2-tailed) | ,073 | ,026 | ,116 | ,652 | ,000 | ,127 | ,010 | ,006 | ,077 | ,214 |  | ,180 | ,003 | |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | |
| Y.12 | Pearson Correlation | ,473\*\* | ,393\* | ,396\* | ,450\*\* | ,665\*\* | ,302 | ,742\*\* | ,473\*\* | ,609\*\* | ,199 | ,239 | 1 | ,698\*\* | |
| Sig. (2-tailed) | ,005 | ,024 | ,022 | ,009 | ,000 | ,087 | ,000 | ,005 | ,000 | ,266 | ,180 |  | ,000 | |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | |
| Total\_Y | Pearson Correlation | ,737\*\* | ,769\*\* | ,619\*\* | ,653\*\* | ,887\*\* | ,591\*\* | ,889\*\* | ,725\*\* | ,786\*\* | ,485\*\* | ,499\*\* | ,698\*\* | 1 | |
| Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,004 | ,003 | ,000 |  | |
| N | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | 33 | |
| \*\*. Correlation is significant at the 0.01 level (2-tailed).  \*. Correlation is significant at the 0.05 level (2-tailed).  **Sumber : Data diolah oleh peneliti** | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | |

**Lampiran 4**

**Distribusi Nilai Rtabel**

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

**Lampiran 5**

**Distribusi Ttabel**

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

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

**Lampiran 6**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| df untuk  penyebut (N2) | **Distribusi Nilai F tabel**  **df untukpembilang(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 |