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LAMPIRAN

LAMPIRAN 1
KUESIONER PENELITIAN

**PENGARUH PELAYANAN PURNA JUAL DAN CITRA MEREK
TERHADAP LOYALITAS KONSUMEN PADA PT. INFORMA BOGOR**
Digunakan dalam Rangka Penyelesaian Skripsi
Pada Program S1 Fakultas Ekonomi STIE Binaniaga Bogor

Kepada Yth:
Saudara/I Responden
Di Tempat

No. Responden:

Responden yang terhormat,

Dalam rangka penyusunan skripsi sebagai salah satu syarat untuk memperoleh gelar Sarjana Ekonomi, saya mahasiswa Program Studi Manajemen, Fakultas Ekonomi, STIE Binaniaga Bogor sedang melakukan penelitian dengan judul : Pengaruh Pelayanan Purna Jual dan Citra Merek Terhadap Loyalitas Konsumen Pada PT. Informa Bogor.

Dengan segala kerendahan hati saya mengharapkan kesediaan Anda untuk mengisi kuesioner penelitian sesuai dengan pendapat Anda pribadi. Objektivitas jawaban Anda akan diperlakukan sesuai dengan standar profesionalitas dan etika penelitian. Oleh karena itu kerahasiaan Anda akan terjaga.

Atas bantuan dan kesediaan Anda meluangkan waktu, saya mengucapkan terimakasih.

Hormat Saya

Yadi Mulyadi
NIM. S1-0215. 015

IDENTITAS RESPONDEN

1. Jenis Kelamin : a. Laki-laki
b. Perempuan
2. Usia : a. ≤ 25 Tahun
b. 26 – 40 Tahun
c. ≥ 41 Tahun
3. Berapa kali membeli furnitur Informa : a. ≤ 5 kali
b. ≥ 5 kali

PETUNJUK PENGISIAN

1. Tidak terdapat jawaban benar atau salah
2. Mohon menjawab secara jujur untuk mewakili pendapat Anda pribadi
3. Mohon menjawab semua pertanyaan yang ada di dalam kuesioner ini
4. Pilihan jawaban terdiri dari:

SSTS	= Sama Sekali Tidak Setuju	Skor 1
STS	= Sangat Tidak Setuju	Skor 2
TS	= Tidak Setuju	Skor 3
S	= Setuju	Skor 4
SS	= Sangat Setuju	Skor 5
SSS	= Sangat Setuju Sekali	Skor 6
5. Jawablah pertanyaan berikut dengan mengisi jawaban atau memberikan jawaban centang (\checkmark) pada kolom yang sudah tersedia
6. Bila Anda ingin mengganti jawaban yang sudah dipilih, maka berilah tanda = pada jawaban sebelumnya dan berilah tanda \checkmark atau X pada jawaban yang baru

SELAMAT MENGERJAKAN

No	Butir Pertanyaan	SSTS	STS	TS	S	SS	SSS
		1	2	3	4	5	6
Pelayanan Purna Jual (X1)							
1	Perusahaan Informa menanggapi klaim jika terjadi masalah dengan furnitur yang sudah saya beli						
2	Karyawan Informa membawa peralatan yang dibutuhkan untuk merakit furnitur Informa yang sudah saya beli						
3	Karyawan Informa handal dalam merakit furnitur yang sudah saya beli						
4	Karyawan Informa memperbaiki produk Informa yang sudah saya beli, jika terjadi kerusakan						
5	Informa memberikan pelayanan garansi terhadap produk furnitur yang sudah saya beli						
6	Spare <i>part</i> barang Informa mudah di temukan di toko perkakas						
Citra Merek (X2)							
7	Furnitur Informa sesuai dengan yang saya harapkan						
8	Furnitur Informa memiliki kualitas produk yang baik						
9	Walaupun ada produk yang serupa dengan Informa tapi saya tetap memilih produk Informa						
10	Furnitur Informa mempunyai <i>design</i> yang elegan						
11	Selama saya menggunakan produk Informa, sampai saat ini produk Informa masih baik						
12	Furnitur Informa sudah terkenal di Indonesia						
Loyalitas Konsumen (Y)							
13	Saya akan setia membeli produk informa untuk kebutuhan rumah, sekolah dan lain-lain						
14	Saya membeli furnitur di toko Informa yang berada didaerah Bogor						
15	Saya akan merekomendasikan furnitur Informa kepada teman atau kerabat saya						

16	Jika ada urusan yang berkaitan dengan furnitur, maka saya akan mempercayakan untuk menggunakan produk Informa						
17	Saya akan mengajak keluarga saya untuk membeli produk Informa						
18	Saya tidak akan beralih ke produk lain selain produk Informa						

TERIMAKASIH

LAMPIRAN 2

HASIL UJI VALIDITAS DAN RELIABILITAS PELAYANAN PURNA JUAL (X1)

Correlations

	Butir_1	Butir_2	Butir_3	Butir_4	Butir_5	Butir_6	TOTAL
Pearson Correlation	1	,298	,100	,442*	,099	,137	,526**
Butir_1 Sig. (2-tailed)		,110	,599	,014	,602	,470	,003
N	30	30	30	30	30	30	30
Pearson Correlation	,298	1	,359	,173	,339	,460*	,783**
Butir_2 Sig. (2-tailed)	,110		,051	,361	,067	,010	,000
N	30	30	30	30	30	30	30
Pearson Correlation	,100	,359	1	,354	,150	,089	,611**
Butir_3 Sig. (2-tailed)	,599	,051		,055	,428	,641	,000
N	30	30	30	30	30	30	30
Pearson Correlation	,442*	,173	,354	1	,190	-,026	,544**
Butir_4 Sig. (2-tailed)	,014	,361	,055		,314	,892	,002
N	30	30	30	30	30	30	30
Pearson Correlation	,099	,339	,150	,190	1	,217	,498**
Butir_5 Sig. (2-tailed)	,602	,067	,428	,314		,250	,005
N	30	30	30	30	30	30	30
Pearson Correlation	,137	,460*	,089	-,026	,217	1	,580**
Butir_6 Sig. (2-tailed)	,470	,010	,641	,892	,250		,001
N	30	30	30	30	30	30	30
Pearson Correlation	,526**	,783**	,611**	,544**	,498**	,580**	1
TOTAL							
L Sig. (2-tailed)	,003	,000	,000	,002	,005	,001	
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).

Reliability Statistics

Cronbach's Alpha	N of Items
,631	6

LAMPIRAN 3

HASIL UJI VALIDITAS DAN RELIABILITAS CITRA MEREK (X2)

Correlations

	Butir_7	Butir_8	Butir_9	Butir_10	Butir_11	Butir_12	TOTAL
Pearson Correlation	1	,248	,303	,492**	,264	,394*	,681**
Butir_7 Sig. (2-tailed)		,187	,103	,006	,159	,031	,000
N	30	30	30	30	30	30	30
Pearson Correlation	,248	1	,193	,197	,428*	,159	,540**
Butir_8 Sig. (2-tailed)	,187		,306	,296	,018	,402	,002
N	30	30	30	30	30	30	30
Pearson Correlation	,303	,193	1	,497**	,303	,135	,621**
Butir_9 Sig. (2-tailed)	,103	,306		,005	,103	,476	,000
N	30	30	30	30	30	30	30
Pearson Correlation	,492**	,197	,497**	1	,449*	,460*	,790**
Butir_10 Sig. (2-tailed)	,006	,296	,005		,013	,011	,000
N	30	30	30	30	30	30	30
Pearson Correlation	,264	,428*	,303	,449*	1	,157	,635**
Butir_11 Sig. (2-tailed)	,159	,018	,103	,013		,406	,000
N	30	30	30	30	30	30	30
Pearson Correlation	,394*	,159	,135	,460*	,157	1	,642**
Butir_12 Sig. (2-tailed)	,031	,402	,476	,011	,406		,000
N	30	30	30	30	30	30	30
Pearson Correlation	,681**	,540**	,621**	,790**	,635**	,642**	1
TOTAL Sig. (2-tailed)	,000	,002	,000	,000	,000	,000	
N	30	30	30	30	30	30	30

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

* . Correlation is significant at the 0.05 level (2-tailed).

Reliability Statistics

Cronbach's Alpha	N of Items
,718	6

LAMPIRAN 4

HASIL UJI VALIDITAS DAN RELIABILITAS LOYALITAS KONSUMEN (Y)

		Correlations						
		Butir_13	Butir_14	Butir_15	Butir_16	Butir_17	Butir_18	TOTAL
Butir_13	Pearson Correlation	1	,121	-,042	,604**	,000	,512**	,635**
	Sig. (2-tailed)		,523	,827	,000	1,000	,004	,000
	N	30	30	30	30	30	30	30
Butir_14	Pearson Correlation	,121	1	,083	,499**	,150	,163	,600**
	Sig. (2-tailed)	,523		,661	,005	,429	,391	,000
	N	30	30	30	30	30	30	30
Butir_15	Pearson Correlation	-,042	,083	1	,020	,503**	,017	,371*
	Sig. (2-tailed)	,827	,661		,917	,005	,930	,044
	N	30	30	30	30	30	30	30
Butir_16	Pearson Correlation	,604**	,499**	,020	1	,128	,347	,743**
	Sig. (2-tailed)	,000	,005	,917		,500	,060	,000
	N	30	30	30	30	30	30	30
Butir_17	Pearson Correlation	,000	,150	,503**	,128	1	,271	,536**
	Sig. (2-tailed)	1,000	,429	,005	,500		,147	,002
	N	30	30	30	30	30	30	30
Butir_18	Pearson Correlation	,512**	,163	,017	,347	,271	1	,672**
	Sig. (2-tailed)	,004	,391	,930	,060	,147		,000
	N	30	30	30	30	30	30	30
TOTAL	Pearson Correlation	,635**	,600**	,371*	,743**	,536**	,672**	1
	Sig. (2-tailed)	,000	,000	,044	,000	,002	,000	
	N	30	30	30	30	30	30	30

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

* . Correlation is significant at the 0.05 level (2-tailed).

Reliability Statistics

Cronbach's Alpha	N of Items
,638	6

LAMPIRAN 5

HASIL OUT PUT SPSS INDIKASI AWAL

Statistics

Pernyataan ke-1

N	Valid	100
	Missing	0
Mean		4,25
Std. Error of Mean		,063
Variance		,391
Minimum		3
Maximum		6

Pernyataan ke-1

	Frequency	Percent	Valid Percent	Cumulative Percent
3	9	9,0	9,0	9,0
4	58	58,0	58,0	67,0
Valid 5	32	32,0	32,0	99,0
6	1	1,0	1,0	100,0
Total	100	100,0	100,0	

Statistics

Pernyataan ke-2

N	Valid	100
	Missing	0
Mean		4,88
Std. Error of Mean		,071
Variance		,511
Minimum		4
Maximum		6

Pernyataan ke-2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 4	32	32,0	32,0	32,0
5	48	48,0	48,0	80,0
6	20	20,0	20,0	100,0
Total	100	100,0	100,0	

Statistics

Pernyataan ke-3

N	Valid	100
	Missing	0
Mean		4,40
Std. Error of Mean		,051
Variance		,263
Minimum		4
Maximum		6

Pernyataan ke-3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 4	61	61,0	61,0	61,0
5	38	38,0	38,0	99,0
6	1	1,0	1,0	100,0
Total	100	100,0	100,0	

Statistics

Pernyataan ke-4

N	Valid	100
	Missing	0
Mean		3,92
Std. Error of Mean		,063
Variance		,398
Minimum		2
Maximum		5

Pernyataan ke-4

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	2,0	2,0	2,0
3	18	18,0	18,0	20,0
Valid 4	66	66,0	66,0	86,0
5	14	14,0	14,0	100,0
Total	100	100,0	100,0	

Statistics

Pernyataan ke-5

N	Valid	100
	Missing	0
Mean		4,24
Std. Error of Mean		,045
Variance		,204
Minimum		3
Maximum		5

Pernyataan ke-5

	Frequency	Percent	Valid Percent	Cumulative Percent
3	1	1,0	1,0	1,0
Valid 4	74	74,0	74,0	75,0
5	25	25,0	25,0	100,0
Total	100	100,0	100,0	

Statistics

Pernyataan ke-6

N	Valid	100
	Missing	0
Mean		3,52
Std. Error of Mean		,066
Variance		,434
Minimum		2
Maximum		4

Pernyataan ke-6

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	9	9,0	9,0	9,0
3	30	30,0	30,0	39,0
4	61	61,0	61,0	100,0
Total	100	100,0	100,0	

Statistics

Pernyataan ke-7

N	Valid	100
	Missing	0
Mean		4,45
Std. Error of Mean		,054
Variance		,290
Minimum		4
Maximum		6

Pernyataan ke-7

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 4	57	57,0	57,0	57,0
5	41	41,0	41,0	98,0
6	2	2,0	2,0	100,0
Total	100	100,0	100,0	

Statistics

Pernyataan ke-8

N	Valid	100
	Missing	0
Mean		4,13
Std. Error of Mean		,049
Variance		,235
Minimum		2
Maximum		5

Pernyataan ke-8

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1,0	1,0	1,0
3	3	3,0	3,0	4,0
Valid 4	78	78,0	78,0	82,0
5	18	18,0	18,0	100,0
Total	100	100,0	100,0	

Statistics

Pernyataan ke-9

N	Valid	100
	Missing	0
Mean		3,84
Std. Error of Mean		,056
Variance		,318
Minimum		2
Maximum		5

Pernyataan ke-9

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	2,0	2,0	2,0
3	19	19,0	19,0	21,0
Valid 4	72	72,0	72,0	93,0
5	7	7,0	7,0	100,0
Total	100	100,0	100,0	

Statistics

Pernyataan ke-10

N	Valid	100
	Missing	0
Mean		4,58
Std. Error of Mean		,064
Variance		,408
Minimum		3
Maximum		6

Pernyataan ke-10

	Frequency	Percent	Valid Percent	Cumulative Percent
3	1	1,0	1,0	1,0
4	47	47,0	47,0	48,0
Valid 5	45	45,0	45,0	93,0
6	7	7,0	7,0	100,0
Total	100	100,0	100,0	

Statistics

Pernyataan ke-11

N	Valid	100
	Missing	0
Mean		3,78
Std. Error of Mean		,082
Variance		,678
Minimum		2
Maximum		5

Pernyataan ke-11

	Frequency	Percent	Valid Percent	Cumulative Percent
2	11	11,0	11,0	11,0
3	14	14,0	14,0	25,0
Valid 4	61	61,0	61,0	86,0
5	14	14,0	14,0	100,0
Total	100	100,0	100,0	

Statistics

Pernyataan ke-12

N	Valid	100
	Missing	0
Mean		4,93
Std. Error of Mean		,069
Variance		,470
Minimum		4
Maximum		6

Pernyataan ke-12

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 4	27	27,0	27,0	27,0
5	53	53,0	53,0	80,0
6	20	20,0	20,0	100,0
Total	100	100,0	100,0	

Statistics

Pernyataan ke-13

N	Valid	100
	Missing	0
Mean		4,49
Std. Error of Mean		,056
Variance		,313
Minimum		4
Maximum		6

Pernyataan ke-13

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 4	54	54,0	54,0	54,0
5	43	43,0	43,0	97,0
6	3	3,0	3,0	100,0
Total	100	100,0	100,0	

Statistics

Pernyataan ke-14

N	Valid	100
	Missing	0
Mean		3,77
Std. Error of Mean		,053
Variance		,280
Minimum		3
Maximum		5

Pernyataan ke-14

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	28	28,0	28,0	28,0
4	67	67,0	67,0	95,0
5	5	5,0	5,0	100,0
Total	100	100,0	100,0	

Statistics

Pernyataan ke-15

N	Valid	100
	Missing	0
Mean		4,24
Std. Error of Mean		,043
Variance		,184
Minimum		4
Maximum		5

Pernyataan ke-15

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 4	76	76,0	76,0	76,0
5	24	24,0	24,0	100,0
Total	100	100,0	100,0	

Statistics

Pernyataan ke-16

N	Valid	100
	Missing	0
Mean		4,14
Std. Error of Mean		,077
Variance		,586
Minimum		3
Maximum		6

Pernyataan ke-16

	Frequency	Percent	Valid Percent	Cumulative Percent
3	17	17,0	17,0	17,0
4	58	58,0	58,0	75,0
Valid 5	19	19,0	19,0	94,0
6	6	6,0	6,0	100,0
Total	100	100,0	100,0	

Statistics

Pernyataan ke-17

N	Valid	100
	Missing	0
Mean		4,20
Std. Error of Mean		,040
Variance		,162
Minimum		4
Maximum		5

Pernyataan ke-17

	Frequency	Percent	Valid Percent	Cumulative Percent
4	80	80,0	80,0	80,0
Valid 5	20	20,0	20,0	100,0
Total	100	100,0	100,0	

Statistics

Pernyataan ke-18

N	Valid	100
	Missing	0
Mean		4,40
Std. Error of Mean		,051
Variance		,263
Minimum		3
Maximum		5

Pernyataan ke-18

	Frequency	Percent	Valid Percent	Cumulative Percent
3	1	1,0	1,0	1,0
Valid 4	58	58,0	58,0	59,0
5	41	41,0	41,0	100,0
Total	100	100,0	100,0	

LAMPIRAN 6
HASIL OUT PUT SPSS

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Citra Merek, Pelayanan Purna Jual ^b	.	Enter

a. Dependent Variable: Loyalitas Konsumen

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,615 ^a	,378	,365	1,525

a. Predictors: (Constant), Citra Merek, Pelayanan Purna Jual

b. Dependent Variable: Loyalitas Konsumen

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	136,790	2	68,395	29,427	,000 ^b
	Residual	225,450	97	2,324		
	Total	362,240	99			

a. Dependent Variable: Loyalitas Konsumen

b. Predictors: (Constant), Citra Merek, Pelayanan Purna Jual

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics
	B	Std. Error	Beta			Tolerance
1 (Constant)	8,117	2,263		3,587	,001	
Pelayanan Purna Jual	,352	,064	,448	5,547	,000	,985
Citra Merek	,321	,070	,369	4,576	,000	,985

a. Dependent Variable: Loyalitas Konsumen

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	22,54	27,95	25,24	1,175	100
Std. Predicted Value	-2,298	2,309	,000	1,000	100
Standard Error of Predicted Value	,155	,453	,255	,068	100
Adjusted Predicted Value	22,36	28,02	25,24	1,180	100
Residual	-3,224	4,795	,000	1,509	100
Std. Residual	-2,115	3,145	,000	,990	100
Stud. Residual	-2,151	3,191	,000	1,004	100
Deleted Residual	-3,335	4,936	,001	1,553	100
Stud. Deleted Residual	-2,193	3,356	,002	1,016	100
Mahal. Distance	,029	7,757	1,980	1,574	100
Cook's Distance	,000	,100	,010	,015	100
Centered Leverage Value	,000	,078	,020	,016	100

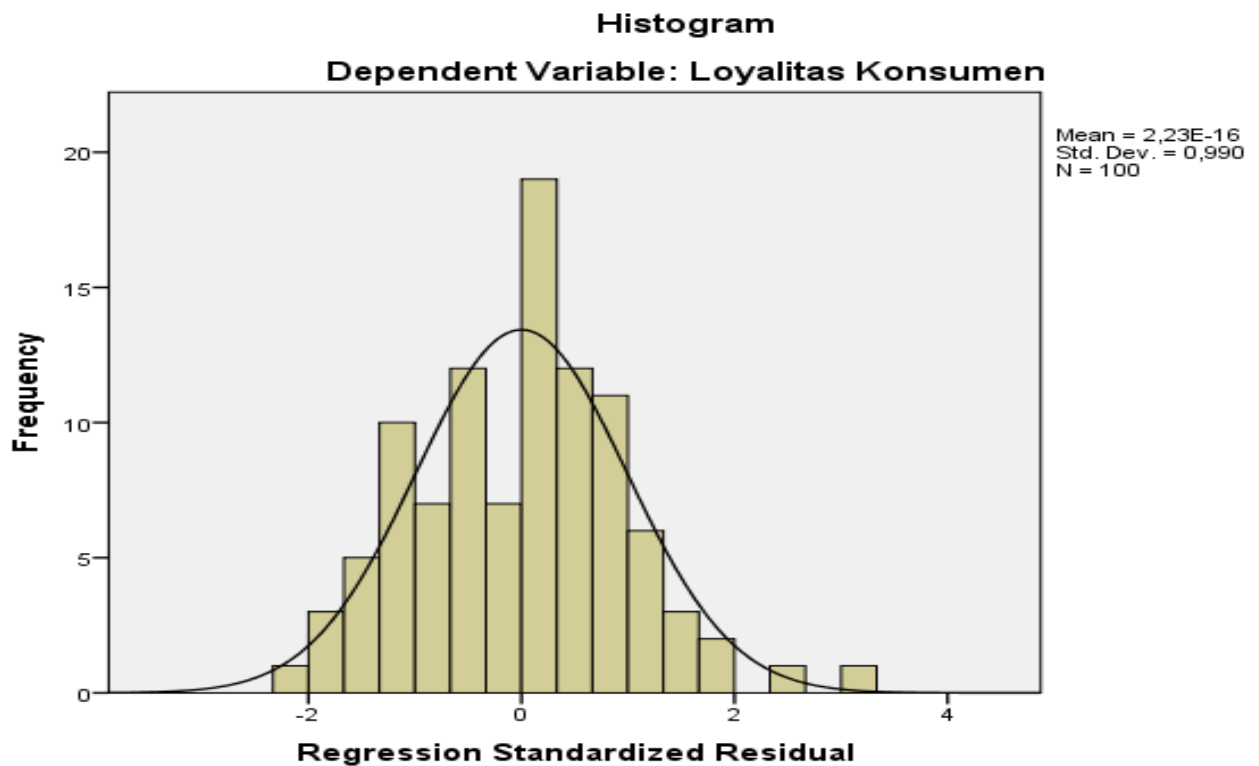
a. Dependent Variable: Loyalitas Konsumen

One-Sample Kolmogorov-Smirnov Test

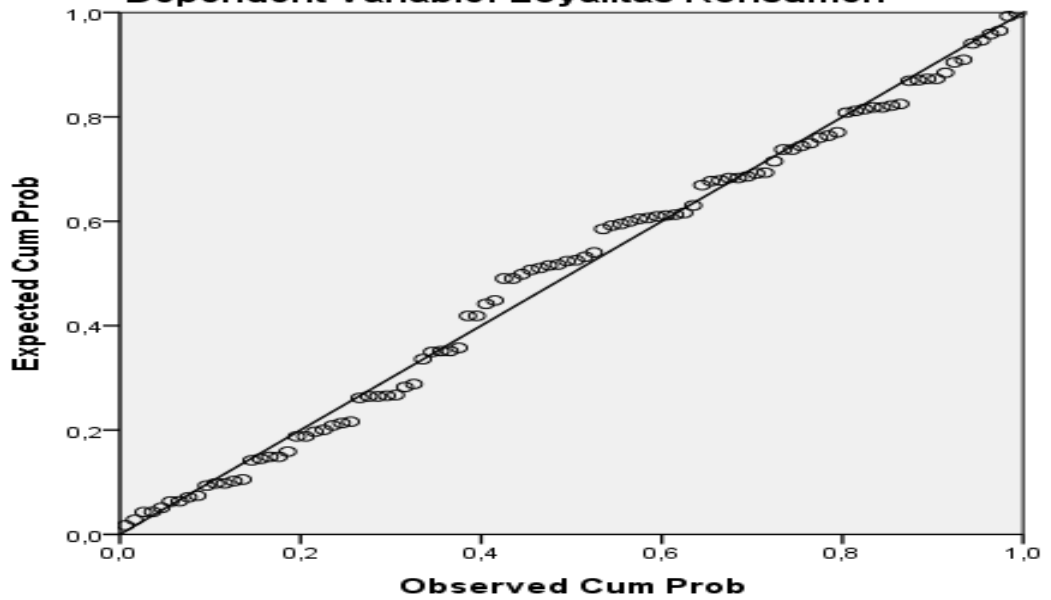
		Pelayanan Purna Jual	Citra Merek	Loyalitas Konsumen
N		100	100	100
Normal Parameters ^{a,b}	Mean	25,21	25,70	25,24
	Std. Deviation	2,430	2,204	1,913
Most Extreme Differences	Absolute	,098	,112	,110
	Positive	,098	,095	,100
	Negative	-,097	-,112	-,110
Kolmogorov-Smirnov Z		,984	1,116	1,101
Asymp. Sig. (2-tailed)		,287	,165	,177

a. Test distribution is Normal.

b. Calculated from data.

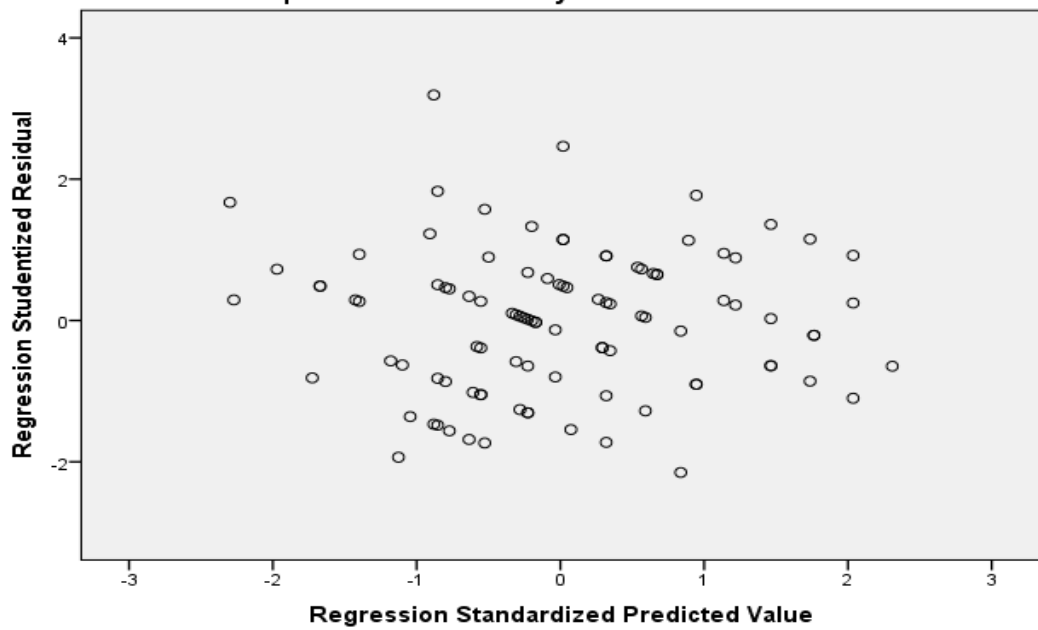


Normal P-P Plot of Regression Standardized Residual
Dependent Variable: Loyalitas Konsumen



Scatterplot

Dependent Variable: Loyalitas Konsumen



LAMPIRAN 7
Tabel Nilai r Product Moment

N	Taraf Signif		N	Taraf Signif		N	Taraf Signif	
	5%	10%		5%	10%		5%	10%
3	0,997	0,999	27	0,381	0,487	55	0,266	0,345
4	0,950	0,990	28	0,374	0,478	60	0,254	0,330
5	0,878	0,959	29	0,367	0,470	65	0,244	0,317
6	0,811	0,917	30	0,361	0,463	70	0,235	0,306
7	0,754	0,874	31	0,355	0,456	75	0,227	0,296
8	0,707	0,834	32	0,349	0,449	80	0,220	0,286
9	0,666	0,798	33	0,344	0,442	85	0,213	0,278
10	0,632	0,765	34	0,339	0,436	90	0,207	0,270
11	0,602	0,735	35	0,334	0,430	95	0,202	0,263
12	0,576	0,708	36	0,329	0,424	100	0,195	0,256
13	0,553	0,684	37	0,325	0,418	125	0,176	0,230
14	0,532	0,661	38	0,320	0,413	150	0,159	0,210
15	0,514	0,641	39	0,316	0,408	175	0,148	0,194
16	0,497	0,623	40	0,312	0,403	200	0,138	0,181
17	0,482	0,606	41	0,308	0,398	300	0,113	0,148
18	0,468	0,590	42	0,304	0,393	400	0,098	0,128
19	0,456	0,575	43	0,301	0,389	500	0,088	0,115
20	0,444	0,561	44	0,297	0,384	600	0,080	0,105
21	0,433	0,549	45	0,294	0,380	700	0,074	0,097
22	0,423	0,537	46	0,291	0,376	800	0,070	0,091
23	0,413	0,526	47	0,288	0,372	900	0,065	0,086
24	0,404	0,515	48	0,284	0,368	1000	0,062	0,081
25	0,396	0,505	49	0,281	0,364			
26	0,388	0,496	50	0,279	0,361			

LAMPIRAN 8
Tabel Nilai Kritis Uji Kolmogorov-Smirnov

n	$\alpha = 0,20$	$\alpha = 0,10$	$\alpha = 0,05$	$\alpha = 0,02$	$\alpha = 0,01$
1	0,900	0,950	0,975	0,990	0,995
2	0,684	0,776	0,842	0,900	0,929
3	0,565	0,636	0,708	0,785	0,829
4	0,493	0,565	0,624	0,689	0,734
5	0,447	0,509	0,563	0,627	0,669
6	0,410	0,468	0,519	0,577	0,617
7	0,381	0,436	0,483	0,538	0,576
8	0,359	0,410	0,454	0,507	0,542
9	0,339	0,387	0,430	0,480	0,513
10	0,323	0,369	0,409	0,457	0,486
11	0,308	0,352	0,391	0,437	0,468
12	0,296	0,338	0,375	0,419	0,449
13	0,285	0,325	0,361	0,404	0,432
14	0,275	0,314	0,349	0,390	0,418
15	0,266	0,304	0,338	0,377	0,404
16	0,258	0,295	0,327	0,366	0,392
17	0,250	0,286	0,318	0,355	0,381
18	0,244	0,279	0,309	0,346	0,371
19	0,237	0,271	0,301	0,337	0,361
20	0,232	0,265	0,294	0,329	0,352
21	0,226	0,259	0,287	0,321	0,344
22	0,221	0,253	0,281	0,314	0,337
23	0,216	0,247	0,275	0,307	0,330
24	0,212	0,242	0,269	0,301	0,323
25	0,208	0,238	0,264	0,295	0,317
26	0,204	0,233	0,259	0,290	0,311
27	0,200	0,229	0,254	0,284	0,305
28	0,197	0,225	0,250	0,279	0,300
29	0,193	0,221	0,246	0,275	0,295
30	0,190	0,218	0,242	0,270	0,290
35	0,177	0,202	0,224	0,251	0,269
40	0,165	0,189	0,210	0,235	0,252
45	0,156	0,179	0,198	0,222	0,238
50	0,148	0,170	0,188	0,211	0,226
55	0,142	0,162	0,180	0,201	0,216
60	0,136	0,155	0,172	0,193	0,207
65	0,131	0,149	0,166	0,185	0,199
70	0,126	0,144	0,160	0,179	0,192
75	0,122	0,139	0,154	0,173	0,185
80	0,118	0,135	0,150	0,167	0,179
85	0,114	0,131	0,145	0,162	0,174
90	0,111	0,127	0,141	0,158	0,169
95	0,108	0,124	0,137	0,154	0,165
100	0,106	0,121	0,134	0,150	0,161

Sumber : <http://Tu.LaporanPenelitian.com>

LAMPIRAN 9
DISTRIBUSI NILAI r tabel SIGNIFIKANSI 5% dan 1%

N	The Level of Significance		N	The Level of Significance	
	5%	1%		5%	1%
3	0.997	0.999	38	0.320	0.413
4	0.950	0.990	39	0.316	0.408
5	0.878	0.959	40	0.312	0.403
6	0.811	0.917	41	0.308	0.398
7	0.754	0.874	42	0.304	0.393
8	0.707	0.834	43	0.301	0.389
9	0.666	0.798	44	0.297	0.384
10	0.632	0.765	45	0.294	0.380
11	0.602	0.735	46	0.291	0.376
12	0.576	0.708	47	0.288	0.372
13	0.553	0.684	48	0.284	0.368
14	0.532	0.661	49	0.281	0.364
15	0.514	0.641	50	0.279	0.361
16	0.497	0.623	55	0.266	0.345
17	0.482	0.606	60	0.254	0.330
18	0.468	0.590	65	0.244	0.317
19	0.456	0.575	70	0.235	0.306
20	0.444	0.561	75	0.227	0.296
21	0.433	0.549	80	0.220	0.286
22	0.432	0.537	85	0.213	0.278
23	0.413	0.526	90	0.207	0.267
24	0.404	0.515	95	0.202	0.263
25	0.396	0.505	100	0.195	0.256
26	0.388	0.496	125	0.176	0.230
27	0.381	0.487	150	0.159	0.210
28	0.374	0.478	175	0.148	0.194
29	0.367	0.470	200	0.138	0.181
30	0.361	0.463	300	0.113	0.148
31	0.355	0.456	400	0.098	0.128
32	0.349	0.449	500	0.088	0.115
33	0.344	0.442	600	0.080	0.105
34	0.339	0.436	700	0.074	0.097
35	0.334	0.430	800	0.070	0.091
36	0.329	0.424	900	0.065	0.086
37	0.325	0.418	1000	0.062	0.081

LAMPIRAN 10 T
TABEL

Pr	0.25	0.10	0.05	0.025	0.01	0.005	0.001
df	0.50	0.20	0.10	0.050	0.02	0.010	0.002
1	1.00000	3.07768	6.31375	12.70620	31.82052	63.65674	318.30884
2	0.81650	1.88562	2.91999	4.30265	6.96456	9.92484	22.32712
3	0.76489	1.63774	2.35336	3.18245	4.54070	5.84091	10.21453
4	0.74070	1.53321	2.13185	2.77645	3.74695	4.60409	7.17318
5	0.72669	1.47588	2.01505	2.57058	3.36493	4.03214	5.89343
6	0.71756	1.43976	1.94318	2.44691	3.14267	3.70743	5.20763
7	0.71114	1.41492	1.89458	2.36462	2.99795	3.49948	4.78529
8	0.70639	1.39682	1.85955	2.30600	2.89646	3.35539	4.50079
9	0.70272	1.38303	1.83311	2.26216	2.82144	3.24984	4.29681
10	0.69981	1.37218	1.81246	2.22814	2.76377	3.16927	4.14370
11	0.69745	1.36343	1.79588	2.20099	2.71808	3.10581	4.02470
12	0.69548	1.35622	1.78229	2.17881	2.68100	3.05454	3.92963
13	0.69383	1.35017	1.77093	2.16037	2.65031	3.01228	3.85198
14	0.69242	1.34503	1.76131	2.14479	2.62449	2.97684	3.78739
15	0.69120	1.34061	1.75305	2.13145	2.60248	2.94671	3.73283
16	0.69013	1.33676	1.74588	2.11991	2.58349	2.92078	3.68615
17	0.68920	1.33338	1.73961	2.10982	2.56693	2.89823	3.64577
18	0.68836	1.33039	1.73406	2.10092	2.55238	2.87844	3.61048
19	0.68762	1.32773	1.72913	2.09302	2.53948	2.86093	3.57940
20	0.68695	1.32534	1.72472	2.08596	2.52798	2.84534	3.55181
21	0.68635	1.32319	1.72074	2.07961	2.51765	2.83136	3.52715
22	0.68581	1.32124	1.71714	2.07387	2.50832	2.81876	3.50499
23	0.68531	1.31946	1.71387	2.06866	2.49987	2.80734	3.48496
24	0.68485	1.31784	1.71088	2.06390	2.49216	2.79694	3.46678
25	0.68443	1.31635	1.70814	2.05954	2.48511	2.78744	3.45019
26	0.68404	1.31497	1.70562	2.05553	2.47863	2.77871	3.43500
27	0.68368	1.31370	1.70329	2.05183	2.47266	2.77068	3.42103
28	0.68335	1.31253	1.70113	2.04841	2.46714	2.76326	3.40816
29	0.68304	1.31143	1.69913	2.04523	2.46202	2.75639	3.39624
30	0.68276	1.31042	1.69726	2.04227	2.45726	2.75000	3.38518
31	0.68249	1.30946	1.69552	2.03951	2.45282	2.74404	3.37490
32	0.68223	1.30857	1.69389	2.03693	2.44868	2.73848	3.36531
33	0.68200	1.30774	1.69236	2.03452	2.44479	2.73328	3.35634
34	0.68177	1.30695	1.69092	2.03224	2.44115	2.72839	3.34793
35	0.68156	1.30621	1.68957	2.03011	2.43772	2.72381	3.34005
36	0.68137	1.30551	1.68830	2.02809	2.43449	2.71948	3.33262
37	0.68118	1.30485	1.68709	2.02619	2.43145	2.71541	3.32563

38	0.68100	1.30423	1.68595	2.02439	2.42857	2.71156	3.31903
39	0.68083	1.30364	1.68488	2.02269	2.42584	2.70791	3.31279
40	0.68067	1.30308	1.68385	2.02108	2.42326	2.70446	3.30688
41	0.68052	1.30254	1.68288	2.01954	2.42080	2.70118	3.30127
42	0.68038	1.30204	1.68195	2.01808	2.41847	2.69807	3.29595
43	0.68024	1.30155	1.68107	2.01669	2.41625	2.69510	3.29089
44	0.68011	1.30109	1.68023	2.01537	2.41413	2.69228	3.28607
45	0.67998	1.30065	1.67943	2.01410	2.41212	2.68959	3.28148
46	0.67986	1.30023	1.67866	2.01290	2.41019	2.68701	3.27710
47	0.67975	1.29982	1.67793	2.01174	2.40835	2.68456	3.27291
48	0.67964	1.29944	1.67722	2.01063	2.40658	2.68220	3.26891
49	0.67953	1.29907	1.67655	2.00958	2.40489	2.67995	3.26508
50	0.67943	1.29871	1.67591	2.00856	2.40327	2.67779	3.26141
51	0.67933	1.29837	1.67528	2.00758	2.40172	2.67572	3.25789
52	0.67924	1.29805	1.67469	2.00665	2.40022	2.67373	3.25451
53	0.67915	1.29773	1.67412	2.00575	2.39879	2.67182	3.25127
54	0.67906	1.29743	1.67356	2.00488	2.39741	2.66998	3.24815
55	0.67898	1.29713	1.67303	2.00404	2.39608	2.66822	3.24515
56	0.67890	1.29685	1.67252	2.00324	2.39480	2.66651	3.24226
57	0.67882	1.29658	1.67203	2.00247	2.39357	2.66487	3.23948
58	0.67874	1.29632	1.67155	2.00172	2.39238	2.66329	3.23680
59	0.67867	1.29607	1.67109	2.00100	2.39123	2.66176	3.23421
60	0.67860	1.29582	1.67065	2.00030	2.39012	2.66028	3.23171
61	0.67853	1.29558	1.67022	1.99962	2.38905	2.65886	3.22930
62	0.67847	1.29536	1.66980	1.99897	2.38801	2.65748	3.22696
63	0.67840	1.29513	1.66940	1.99834	2.38701	2.65615	3.22471
64	0.67834	1.29492	1.66901	1.99773	2.38604	2.65485	3.22253
65	0.67828	1.29471	1.66864	1.99714	2.38510	2.65360	3.22041
66	0.67823	1.29451	1.66827	1.99656	2.38419	2.65239	3.21837
67	0.67817	1.29432	1.66792	1.99601	2.38330	2.65122	3.21639
68	0.67811	1.29413	1.66757	1.99547	2.38245	2.65008	3.21446
69	0.67806	1.29394	1.66724	1.99495	2.38161	2.64898	3.21260
70	0.67801	1.29376	1.66691	1.99444	2.38081	2.64790	3.21079
71	0.67796	1.29359	1.66660	1.99394	2.38002	2.64686	3.20903
72	0.67791	1.29342	1.66629	1.99346	2.37926	2.64585	3.20733
73	0.67787	1.29326	1.66600	1.99300	2.37852	2.64487	3.20567
74	0.67782	1.29310	1.66571	1.99254	2.37780	2.64391	3.20406
75	0.67778	1.29294	1.66543	1.99210	2.37710	2.64298	3.20249
76	0.67773	1.29279	1.66515	1.99167	2.37642	2.64208	3.20096
77	0.67769	1.29264	1.66488	1.99125	2.37576	2.64120	3.19948
78	0.67765	1.29250	1.66462	1.99085	2.37511	2.64034	3.19804
79	0.67761	1.29236	1.66437	1.99045	2.37448	2.63950	3.19663
80	0.67757	1.29222	1.66412	1.99006	2.37387	2.63869	3.19526

81	0.67753	1.29209	1.66388	1.98969	2.37327	2.63790	3.19392
82	0.67749	1.29196	1.66365	1.98932	2.37269	2.63712	3.19262
83	0.67746	1.29183	1.66342	1.98896	2.37212	2.63637	3.19135
84	0.67742	1.29171	1.66320	1.98861	2.37156	2.63563	3.19011
85	0.67739	1.29159	1.66298	1.98827	2.37102	2.63491	3.18890
86	0.67735	1.29147	1.66277	1.98793	2.37049	2.63421	3.18772
87	0.67732	1.29136	1.66256	1.98761	2.36998	2.63353	3.18657
88	0.67729	1.29125	1.66235	1.98729	2.36947	2.63286	3.18544
89	0.67726	1.29114	1.66216	1.98698	2.36898	2.63220	3.18434
90	0.67723	1.29103	1.66196	1.98667	2.36850	2.63157	3.18327
91	0.67720	1.29092	1.66177	1.98638	2.36803	2.63094	3.18222
92	0.67717	1.29082	1.66159	1.98609	2.36757	2.63033	3.18119
93	0.67714	1.29072	1.66140	1.98580	2.36712	2.62973	3.18019
94	0.67711	1.29062	1.66123	1.98552	2.36667	2.62915	3.17921
95	0.67708	1.29053	1.66105	1.98525	2.36624	2.62858	3.17825
96	0.67705	1.29043	1.66088	1.98498	2.36582	2.62802	3.17731
97	0.67703	1.29034	1.66071	1.98472	2.36541	2.62747	3.17639
98	0.67700	1.29025	1.66055	1.98447	2.36500	2.62693	3.17549
99	0.67698	1.29016	1.66039	1.98422	2.36461	2.62641	3.17460
100	0.67695	1.29007	1.66023	1.98397	2.36422	2.62589	3.17374
101	0.67693	1.28999	1.66008	1.98373	2.36384	2.62539	3.17289
102	0.67690	1.28991	1.65993	1.98350	2.36346	2.62489	3.17206
103	0.67688	1.28982	1.65978	1.98326	2.36310	2.62441	3.17125
104	0.67686	1.28974	1.65964	1.98304	2.36274	2.62393	3.17045
105	0.67683	1.28967	1.65950	1.98282	2.36239	2.62347	3.16967
106	0.67681	1.28959	1.65936	1.98260	2.36204	2.62301	3.16890
107	0.67679	1.28951	1.65922	1.98238	2.36170	2.62256	3.16815
108	0.67677	1.28944	1.65909	1.98217	2.36137	2.62212	3.16741
109	0.67675	1.28937	1.65895	1.98197	2.36105	2.62169	3.16669
110	0.67673	1.28930	1.65882	1.98177	2.36073	2.62126	3.16598
111	0.67671	1.28922	1.65870	1.98157	2.36041	2.62085	3.16528
112	0.67669	1.28916	1.65857	1.98137	2.36010	2.62044	3.16460
113	0.67667	1.28909	1.65845	1.98118	2.35980	2.62004	3.16392
114	0.67665	1.28902	1.65833	1.98099	2.35950	2.61964	3.16326
115	0.67663	1.28896	1.65821	1.98081	2.35921	2.61926	3.16262
116	0.67661	1.28889	1.65810	1.98063	2.35892	2.61888	3.16198
117	0.67659	1.28883	1.65798	1.98045	2.35864	2.61850	3.16135
118	0.67657	1.28877	1.65787	1.98027	2.35837	2.61814	3.16074
119	0.67656	1.28871	1.65776	1.98010	2.35809	2.61778	3.16013
120	0.67654	1.28865	1.65765	1.97993	2.35782	2.61742	3.15954

Sumber : Junaidi (<http://junaidichaniago.wordpress.com>). 2010

LAMPIRAN 11
Titik Persentase Distribusi F untuk Probabilita = 0,05

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
1	161	199	216	225	230	234	237	239	241	242
2	18.51	19.00	19.16	19.25	19.30	19.33	19.35	19.37	19.38	19.40
3	10.13	9.55	9.28	9.12	9.01	8.94	8.89	8.85	8.81	8.79
4	7.71	6.94	6.59	6.39	6.26	6.16	6.09	6.04	6.00	5.96
5	6.61	5.79	5.41	5.19	5.05	4.95	4.88	4.82	4.77	4.74
6	5.99	5.14	4.76	4.53	4.39	4.28	4.21	4.15	4.10	4.06
7	5.59	4.74	4.35	4.12	3.97	3.87	3.79	3.73	3.68	3.64
8	5.32	4.46	4.07	3.84	3.69	3.58	3.50	3.44	3.39	3.35
9	5.12	4.26	3.86	3.63	3.48	3.37	3.29	3.23	3.18	3.14
10	4.96	4.10	3.71	3.48	3.33	3.22	3.14	3.07	3.02	2.98
11	4.84	3.98	3.59	3.36	3.20	3.09	3.01	2.95	2.90	2.85
12	4.75	3.89	3.49	3.26	3.11	3.00	2.91	2.85	2.80	2.75
13	4.67	3.81	3.41	3.18	3.03	2.92	2.83	2.77	2.71	2.67
14	4.60	3.74	3.34	3.11	2.96	2.85	2.76	2.70	2.65	2.60
15	4.54	3.68	3.29	3.06	2.90	2.79	2.71	2.64	2.59	2.54
16	4.49	3.63	3.24	3.01	2.85	2.74	2.66	2.59	2.54	2.49
17	4.45	3.59	3.20	2.96	2.81	2.70	2.61	2.55	2.49	2.45
18	4.41	3.55	3.16	2.93	2.77	2.66	2.58	2.51	2.46	2.41
19	4.38	3.52	3.13	2.90	2.74	2.63	2.54	2.48	2.42	2.38
20	4.35	3.49	3.10	2.87	2.71	2.60	2.51	2.45	2.39	2.35
21	4.32	3.47	3.07	2.84	2.68	2.57	2.49	2.42	2.37	2.32
22	4.30	3.44	3.05	2.82	2.66	2.55	2.46	2.40	2.34	2.30
23	4.28	3.42	3.03	2.80	2.64	2.53	2.44	2.37	2.32	2.27
24	4.26	3.40	3.01	2.78	2.62	2.51	2.42	2.36	2.30	2.25
25	4.24	3.39	2.99	2.76	2.60	2.49	2.40	2.34	2.28	2.24
26	4.23	3.37	2.98	2.74	2.59	2.47	2.39	2.32	2.27	2.22
27	4.21	3.35	2.96	2.73	2.57	2.46	2.37	2.31	2.25	2.20
28	4.20	3.34	2.95	2.71	2.56	2.45	2.36	2.29	2.24	2.19
29	4.18	3.33	2.93	2.70	2.55	2.43	2.35	2.28	2.22	2.18
30	4.17	3.32	2.92	2.69	2.53	2.42	2.33	2.27	2.21	2.16
31	4.16	3.30	2.91	2.68	2.52	2.41	2.32	2.25	2.20	2.15
32	4.15	3.29	2.90	2.67	2.51	2.40	2.31	2.24	2.19	2.14
33	4.14	3.28	2.89	2.66	2.50	2.39	2.30	2.23	2.18	2.13
34	4.13	3.28	2.88	2.65	2.49	2.38	2.29	2.23	2.17	2.12
35	4.12	3.27	2.87	2.64	2.49	2.37	2.29	2.22	2.16	2.11

36	4.11	3.26	2.87	2.63	2.48	2.36	2.28	2.21	2.15	2.11
37	4.11	3.25	2.86	2.63	2.47	2.36	2.27	2.20	2.14	2.10
38	4.10	3.24	2.85	2.62	2.46	2.35	2.26	2.19	2.14	2.09
39	4.09	3.24	2.85	2.61	2.46	2.34	2.26	2.19	2.13	2.08
40	4.08	3.23	2.84	2.61	2.45	2.34	2.25	2.18	2.12	2.08
41	4.08	3.23	2.83	2.60	2.44	2.33	2.24	2.17	2.12	2.07
42	4.07	3.22	2.83	2.59	2.44	2.32	2.24	2.17	2.11	2.06
43	4.07	3.21	2.82	2.59	2.43	2.32	2.23	2.16	2.11	2.06
44	4.06	3.21	2.82	2.58	2.43	2.31	2.23	2.16	2.10	2.05
45	4.06	3.20	2.81	2.58	2.42	2.31	2.22	2.15	2.10	2.05
46	4.05	3.20	2.81	2.57	2.42	2.30	2.22	2.15	2.09	2.04
47	4.05	3.20	2.80	2.57	2.41	2.30	2.21	2.14	2.09	2.04
48	4.04	3.19	2.80	2.57	2.41	2.29	2.21	2.14	2.08	2.03
49	4.04	3.19	2.79	2.56	2.40	2.29	2.20	2.13	2.08	2.03
50	4.03	3.18	2.79	2.56	2.40	2.29	2.20	2.13	2.07	2.03
51	4.03	3.18	2.79	2.55	2.40	2.28	2.20	2.13	2.07	2.02
52	4.03	3.18	2.78	2.55	2.39	2.28	2.19	2.12	2.07	2.02
53	4.02	3.17	2.78	2.55	2.39	2.28	2.19	2.12	2.06	2.01
54	4.02	3.17	2.78	2.54	2.39	2.27	2.18	2.12	2.06	2.01
55	4.02	3.16	2.77	2.54	2.38	2.27	2.18	2.11	2.06	2.01
56	4.01	3.16	2.77	2.54	2.38	2.27	2.18	2.11	2.05	2.00
57	4.01	3.16	2.77	2.53	2.38	2.26	2.18	2.11	2.05	2.00
58	4.01	3.16	2.76	2.53	2.37	2.26	2.17	2.10	2.05	2.00
59	4.00	3.15	2.76	2.53	2.37	2.26	2.17	2.10	2.04	2.00
60	4.00	3.15	2.76	2.53	2.37	2.25	2.17	2.10	2.04	1.99
61	4.00	3.15	2.76	2.52	2.37	2.25	2.16	2.09	2.04	1.99
62	4.00	3.15	2.75	2.52	2.36	2.25	2.16	2.09	2.03	1.99
63	3.99	3.14	2.75	2.52	2.36	2.25	2.16	2.09	2.03	1.98
64	3.99	3.14	2.75	2.52	2.36	2.24	2.16	2.09	2.03	1.98
65	3.99	3.14	2.75	2.51	2.36	2.24	2.15	2.08	2.03	1.98
66	3.99	3.14	2.74	2.51	2.35	2.24	2.15	2.08	2.03	1.98
67	3.98	3.13	2.74	2.51	2.35	2.24	2.15	2.08	2.02	1.98
68	3.98	3.13	2.74	2.51	2.35	2.24	2.15	2.08	2.02	1.97
69	3.98	3.13	2.74	2.50	2.35	2.23	2.15	2.08	2.02	1.97
70	3.98	3.13	2.74	2.50	2.35	2.23	2.14	2.07	2.02	1.97
71	3.98	3.13	2.73	2.50	2.34	2.23	2.14	2.07	2.01	1.97
72	3.97	3.12	2.73	2.50	2.34	2.23	2.14	2.07	2.01	1.96
73	3.97	3.12	2.73	2.50	2.34	2.23	2.14	2.07	2.01	1.96
74	3.97	3.12	2.73	2.50	2.34	2.22	2.14	2.07	2.01	1.96
75	3.97	3.12	2.73	2.49	2.34	2.22	2.13	2.06	2.01	1.96
76	3.97	3.12	2.72	2.49	2.33	2.22	2.13	2.06	2.01	1.96
77	3.97	3.12	2.72	2.49	2.33	2.22	2.13	2.06	2.00	1.96

78	3.96	3.11	2.72	2.49	2.33	2.22	2.13	2.06	2.00	1.95
79	3.96	3.11	2.72	2.49	2.33	2.22	2.13	2.06	2.00	1.95
80	3.96	3.11	2.72	2.49	2.33	2.21	2.13	2.06	2.00	1.95
81	3.96	3.11	2.72	2.48	2.33	2.21	2.12	2.05	2.00	1.95
82	3.96	3.11	2.72	2.48	2.33	2.21	2.12	2.05	2.00	1.95
83	3.96	3.11	2.71	2.48	2.32	2.21	2.12	2.05	1.99	1.95
84	3.95	3.11	2.71	2.48	2.32	2.21	2.12	2.05	1.99	1.95
85	3.95	3.10	2.71	2.48	2.32	2.21	2.12	2.05	1.99	1.94
86	3.95	3.10	2.71	2.48	2.32	2.21	2.12	2.05	1.99	1.94
87	3.95	3.10	2.71	2.48	2.32	2.20	2.12	2.05	1.99	1.94
88	3.95	3.10	2.71	2.48	2.32	2.20	2.12	2.05	1.99	1.94
89	3.95	3.10	2.71	2.47	2.32	2.20	2.11	2.04	1.99	1.94
90	3.95	3.10	2.71	2.47	2.32	2.20	2.11	2.04	1.99	1.94
91	3.95	3.10	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.94
92	3.94	3.10	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.94
93	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93
94	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93
95	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93
96	3.94	3.09	2.70	2.47	2.31	2.19	2.11	2.04	1.98	1.93
97	3.94	3.09	2.70	2.47	2.31	2.19	2.11	2.04	1.98	1.93
98	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.98	1.93
99	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.98	1.93
100	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.97	1.93
101	3.94	3.09	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.93
102	3.93	3.09	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92
103	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92
104	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92
105	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92
106	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92
107	3.93	3.08	2.69	2.46	2.30	2.18	2.10	2.03	1.97	1.92
108	3.93	3.08	2.69	2.46	2.30	2.18	2.10	2.03	1.97	1.92
109	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92
110	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92
111	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92
112	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.96	1.92
113	3.93	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.92
114	3.92	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91
115	3.92	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91
116	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91
117	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91
118	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91
119	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91
120	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91
121	3.92	3.07	2.68	2.45	2.29	2.17	2.09	2.02	1.96	1.91
122	3.92	3.07	2.68	2.45	2.29	2.17	2.09	2.02	1.96	1.91
123	3.92	3.07	2.68	2.45	2.29	2.17	2.08	2.01	1.96	1.91
124	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.96	1.91
125	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.96	1.91
126	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.95	1.91
127	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.95	1.91
128	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.95	1.91

129	3.91	3.07	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90
130	3.91	3.07	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90
131	3.91	3.07	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90
132	3.91	3.06	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90
133	3.91	3.06	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90
134	3.91	3.06	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90
135	3.91	3.06	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90

Sumber : Junaidi (<http://junaidichaniago.wordpress.com>). 2010

LAMPIRAN 12
JUMLAH TOTAL DATA PERVARIABEL

No.	X1	X2	Y
1	26	25	26
2	27	27	28
3	25	28	26
4	26	24	25
5	28	22	25
6	26	29	28
7	25	26	27
8	21	22	23
9	28	25	27
10	28	28	27
11	24	25	23
12	21	28	25
13	27	24	23
14	25	27	25
15	24	23	23
16	21	30	26
17	25	25	25
18	23	28	24
19	25	23	25
20	29	28	27
21	23	23	25
22	26	27	26
23	27	23	27
24	25	27	25
25	22	24	24
26	23	26	24
27	29	25	29
28	26	23	26
29	21	28	22
30	20	23	25
31	26	24	24
32	26	22	22
33	22	27	23
34	25	26	27
35	24	27	26
36	23	24	21
37	26	26	27

No.	X1	X2	Y
51	26	24	23
52	29	25	25
53	25	26	26
54	23	25	23
55	28	28	26
56	26	21	22
57	21	26	23
58	29	29	26
59	25	24	27
60	23	28	25
61	26	24	23
62	29	26	28
63	23	22	24
64	22	26	22
65	29	24	27
66	23	27	25
67	23	25	22
68	29	29	29
69	25	29	23
70	22	26	29
71	23	25	25
72	29	30	27
73	24	26	23
74	28	29	29
75	26	26	24
76	26	22	25
77	22	28	25
78	29	24	27
79	26	26	26
80	25	24	22
81	24	29	27
82	26	24	26
83	27	23	25
84	29	26	27
85	27	25	26
86	28	22	25
87	23	25	27

38	29	28	27
39	24	26	25
40	23	22	24
41	24	25	23
42	21	27	26
43	25	26	29
44	22	22	24
45	26	26	27
46	23	23	24
47	25	28	27
48	24	25	25
49	21	24	22
50	25	29	26

88	24	28	26
89	26	26	23
90	28	28	29
91	23	27	24
92	29	29	28
93	24	25	24
94	28	29	26
95	26	27	24
96	29	25	25
97	25	23	23
98	28	28	26
99	27	25	25
100	26	29	27

LAMPIRAN 13
TABULASI DATA 30 RESPONDEN
UNTUK UJI VALIDITAS DAN RELIABILITAS

Validitas dan Reliabilitas Pelayanan Purna Jual (X1)							
NO.	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	TOTAL
1	4	5	5	4	5	3	26
2	5	6	6	4	4	4	29
3	4	5	5	5	4	3	26
4	4	6	6	4	5	4	29
5	5	5	6	5	5	4	30
6	4	4	5	4	4	3	24
7	4	4	5	4	4	2	23
8	4	5	5	4	4	3	25
9	4	4	5	4	4	2	23
10	4	4	4	4	4	4	24
11	4	4	5	4	4	4	25
12	4	4	4	4	4	3	23
13	3	5	4	2	4	4	22
14	5	6	4	4	5	4	28
15	4	5	4	4	4	3	24
16	4	5	5	5	4	3	26
17	5	5	4	4	4	2	24
18	4	4	4	4	4	4	24
19	4	6	5	4	4	4	27
20	4	5	4	4	4	4	25
21	4	5	4	4	5	3	25
22	5	6	5	5	4	4	29
23	5	6	4	4	4	4	27
24	4	5	4	4	4	4	25
25	4	6	5	5	5	4	29
26	4	5	4	4	5	4	26
27	4	4	4	4	4	2	22
28	5	4	4	4	4	4	25
29	4	6	6	4	4	4	28
30	4	5	5	4	4	3	25

LAMPIRAN 14
TABULASI DATA 30 RESPONDEN
UNTUK UJI VALIDITAS DAN RELIABILITAS

Validitas dan Reliabilitas Citra Merek (X2)							
NO.	X2.7	X2.8	X2.9	X2.10	X2.11	X2.12	TOTAL
1	5	4	4	5	4	6	28
2	4	3	3	4	4	4	22
3	5	5	4	5	3	5	27
4	5	5	4	5	5	5	29
5	5	4	4	5	4	6	28
6	4	4	4	5	4	4	25
7	4	4	3	5	4	5	25
8	5	4	4	5	4	4	26
9	5	4	5	5	4	5	28
10	5	4	5	6	4	5	29
11	5	4	5	5	4	4	27
12	4	4	4	5	5	4	26
13	5	4	2	4	4	4	23
14	4	5	4	4	4	4	25
15	4	4	4	5	4	5	26
16	5	4	4	5	4	5	27
17	6	4	4	5	4	6	29
18	5	5	4	6	5	6	31
19	5	4	4	5	4	6	28
20	4	4	4	4	4	5	25
21	5	5	4	6	5	6	31
22	5	4	4	5	4	4	26
23	4	3	3	5	3	5	23
24	5	5	3	5	4	5	27
25	5	4	4	5	4	6	28
26	4	4	4	5	4	6	27
27	4	4	3	4	3	5	23
28	5	5	4	5	5	6	30
29	4	4	3	4	3	5	23
30	4	5	4	4	4	4	25

LAMPIRAN 15
TABULASI DATA 30 RESPONDEN
UNTUK UJI VALIDITAS DAN RELIABILITAS

Validitas dan Reliabilitas Loyalitas Konsumen (Y)							
NO.	Y.13	Y.14	Y.15	Y.16	Y.17	Y.18	TOTAL
1	4	4	5	4	4	3	24
2	4	4	4	4	3	4	23
3	5	5	4	5	4	4	27
4	4	4	5	4	5	4	26
5	4	3	4	4	3	3	21
6	4	5	4	4	4	5	26
7	4	3	4	3	4	3	21
8	4	4	4	4	5	4	25
9	5	4	5	4	5	5	28
10	3	5	4	3	4	3	22
11	5	4	4	5	4	5	27
12	5	3	4	4	4	4	24
13	4	3	4	4	4	5	24
14	5	4	4	4	5	4	26
15	5	4	5	4	5	6	29
16	4	5	4	4	4	4	25
17	5	4	4	4	4	4	25
18	4	4	4	4	4	4	24
19	4	4	5	4	5	4	26
20	6	5	4	5	4	5	29
21	4	5	5	5	5	4	28
22	5	4	5	5	5	4	28
23	4	2	4	3	4	4	21
24	4	4	5	4	5	4	26
25	4	4	5	4	5	4	26
26	6	5	4	5	4	5	29
27	4	5	4	5	5	4	27
28	5	4	5	4	4	4	26
29	4	4	4	4	5	5	26
30	4	5	5	4	4	4	26

LAMPIRAN 16
JAWABAN 100 RESPONDEN DATA PENELITIAN
PELAYANAN PURNA JUAL (X1)

Variabel Pelayanan Purna Jual (X1)							
NO.	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	TOTAL
1	4	5	5	4	4	4	26
2	4	6	5	4	4	4	27
3	5	5	4	4	4	3	25
4	5	5	5	4	4	3	26
5	5	5	6	5	4	3	28
6	4	6	4	4	4	4	26
7	4	5	4	4	4	4	25
8	4	4	4	3	4	2	21
9	4	6	5	5	4	4	28
10	5	6	5	4	4	4	28
11	4	5	4	4	4	3	24
12	4	4	4	3	4	2	21
13	4	6	5	4	4	4	27
14	4	5	4	4	4	4	25
15	4	5	4	4	4	3	24
16	3	4	4	3	4	3	21
17	4	5	4	4	4	4	25
18	4	4	4	4	4	3	23
19	4	5	5	4	4	3	25
20	5	5	5	5	5	4	29
21	4	5	4	4	4	2	23
22	4	5	5	4	4	4	26
23	4	6	4	4	5	4	27
24	4	4	4	5	5	3	25
25	4	5	4	2	4	3	22
26	4	4	4	3	4	4	23
27	5	5	5	5	5	4	29
28	4	5	4	4	5	4	26
29	4	4	4	3	4	2	21
30	3	4	4	2	4	3	20
31	4	5	4	4	5	4	26
32	5	5	5	4	4	3	26
33	3	4	4	3	4	4	22
34	4	5	4	4	4	4	25

35	4	5	4	4	4	3	24
36	4	5	4	3	4	3	23
37	4	4	5	4	5	4	26
38	5	6	5	4	5	4	29
39	4	4	4	4	4	4	24
40	4	4	4	4	4	3	23
41	4	4	4	4	4	4	24
42	3	4	4	3	4	3	21
43	4	5	4	4	4	4	25
44	5	4	4	3	4	2	22
45	4	5	4	4	5	4	26
46	4	5	4	3	4	3	23
47	4	4	5	4	4	4	25
48	4	6	4	4	4	2	24
49	3	4	4	3	4	3	21
50	4	4	5	4	4	4	25
51	4	5	4	4	5	4	26
52	5	5	5	5	5	4	29
53	5	5	4	4	4	3	25
54	4	4	4	3	4	4	23
55	5	6	4	4	5	4	28
56	4	5	5	4	5	3	26
57	4	4	4	3	4	2	21
58	5	5	5	5	5	4	29
59	4	5	4	4	4	4	25
60	4	4	4	4	4	3	23
61	4	5	5	4	4	4	26
62	5	6	5	4	5	4	29
63	4	5	4	4	4	2	23
64	3	4	4	3	4	4	22
65	5	6	5	5	4	4	29
66	4	4	4	4	3	4	23
67	4	4	4	3	4	4	23
68	5	6	5	5	4	4	29
69	4	5	5	4	4	3	25
70	3	4	4	4	4	3	22
71	3	5	4	3	4	4	23
72	5	6	5	5	5	3	29
73	4	4	4	4	4	4	24
74	5	5	4	5	5	4	28
75	5	5	4	4	4	4	26

76	4	4	5	4	5	4	26
77	3	4	4	3	4	4	22
78	5	6	5	4	5	4	29
79	4	5	5	5	4	3	26
80	5	5	5	4	4	2	25
81	4	4	4	4	4	4	24
82	5	5	5	4	4	3	26
83	5	6	4	4	4	4	27
84	6	5	5	4	5	4	29
85	4	5	5	4	5	4	27
86	5	6	4	4	5	4	28
87	4	4	4	4	4	3	23
88	4	4	4	4	4	4	24
89	5	5	4	5	4	3	26
90	5	6	5	4	4	4	28
91	4	4	4	3	4	4	23
92	5	6	5	4	5	4	29
93	4	5	4	4	4	3	24
94	5	5	5	5	4	4	28
95	5	5	4	4	4	4	26
96	5	6	5	4	5	4	29
97	4	5	5	4	4	3	25
98	5	6	4	4	5	4	28
99	5	5	5	4	4	4	27
100	4	5	5	4	4	4	26

LAMPIRAN 17
JAWABAN 100 RESPONDEN DATA PENELITIAN
CITRA MEREK (X2)

Citra Merek (X2)							
NO.	X2.7	X2.8	X2.9	X2.10	X2.11	X2.12	TOTAL
1	4	4	3	5	4	5	25
2	5	4	3	5	4	6	27
3	5	5	4	5	4	5	28
4	4	4	4	4	4	4	24
5	4	4	3	4	3	4	22
6	5	5	4	5	5	5	29
7	5	4	4	4	4	5	26
8	4	4	2	4	4	4	22
9	4	4	4	4	4	5	25
10	5	5	4	4	5	5	28
11	4	4	3	5	4	5	25
12	6	5	4	4	4	5	28
13	4	4	4	4	4	4	24
14	5	4	5	4	4	5	27
15	4	4	3	4	4	4	23
16	5	5	4	5	5	6	30
17	5	4	4	4	4	4	25
18	5	4	4	5	4	6	28
19	4	4	4	4	3	4	23
20	5	4	5	4	5	5	28
21	4	4	4	4	3	4	23
22	5	4	4	5	4	5	27
23	4	4	4	5	2	4	23
24	5	5	5	4	3	5	27
25	4	4	4	5	3	4	24
26	4	4	4	5	4	5	26
27	4	4	3	5	4	5	25
28	5	4	4	4	2	4	23
29	5	4	4	5	4	6	28
30	4	4	4	4	3	4	23
31	4	4	4	5	2	5	24
32	4	4	3	4	3	4	22
33	4	4	4	6	4	5	27
34	4	4	4	5	4	5	26

35	5	4	4	5	4	5	27
36	4	4	3	4	4	5	24
37	5	4	4	4	4	5	26
38	4	4	5	5	4	6	28
39	5	4	4	4	5	5	26
40	4	4	3	4	2	5	22
41	4	4	4	5	4	4	25
42	4	4	4	5	4	6	27
43	5	4	5	4	4	4	26
44	4	3	2	5	3	5	22
45	4	4	4	5	3	6	26
46	4	4	3	4	4	4	23
47	5	4	4	5	5	5	28
48	4	4	4	4	4	5	25
49	5	4	3	5	2	5	24
50	5	4	5	5	4	6	29
51	4	4	4	4	4	4	24
52	4	4	3	5	4	5	25
53	4	5	4	5	4	4	26
54	4	4	3	6	4	4	25
55	5	4	4	6	4	5	28
56	4	2	4	4	2	5	21
57	4	4	4	5	3	6	26
58	5	4	4	6	4	6	29
59	4	4	4	5	3	4	24
60	6	4	4	5	4	5	28
61	4	4	3	4	4	5	24
62	4	4	3	5	5	5	26
63	4	4	4	4	2	4	22
64	4	4	4	5	4	5	26
65	5	4	3	4	4	4	24
66	4	5	4	4	5	5	27
67	4	4	4	5	3	5	25
68	5	5	4	4	5	6	29
69	5	4	4	6	4	6	29
70	4	4	4	4	5	5	26
71	4	5	4	4	4	4	25
72	5	5	4	5	5	6	30
73	5	4	4	4	4	5	26
74	5	5	4	4	5	6	29
75	4	4	4	5	4	5	26

76	4	4	4	4	2	4	22
77	5	4	4	5	5	5	28
78	4	4	4	4	4	4	24
79	4	5	4	4	4	5	26
80	4	4	4	5	2	5	24
81	5	5	4	6	4	5	29
82	4	4	4	4	3	5	24
83	4	4	4	3	4	4	23
84	5	4	4	4	4	5	26
85	4	4	4	4	4	5	25
86	4	3	3	4	2	6	22
87	4	4	4	4	4	5	25
88	5	4	4	5	4	6	28
89	5	4	4	4	4	5	26
90	5	5	4	5	4	5	28
91	5	4	4	5	4	5	27
92	5	5	4	4	5	6	29
93	4	4	4	4	4	5	25
94	5	4	5	5	4	6	29
95	4	5	4	5	4	5	27
96	5	4	3	5	3	5	25
97	4	3	3	5	2	6	23
98	5	4	4	5	4	6	28
99	4	4	4	5	4	4	25
100	5	5	4	6	4	5	29

LAMPIRAN 18
JAWABAN 100 RESPONDEN DATA PENELITIAN
LOYALITAS KONSUMEN (Y)

Loyalitas Konsumen (Y)							
NO.	Y.13	Y.14	Y.15	Y.16	Y.17	Y.18	TOTAL
1	4	5	4	5	4	4	26
2	5	4	5	5	5	4	28
3	5	4	4	5	4	4	26
4	4	4	4	4	5	4	25
5	4	4	5	4	4	4	25
6	5	4	5	6	4	4	28
7	5	4	4	4	5	5	27
8	4	3	4	4	4	4	23
9	5	4	4	5	4	5	27
10	5	4	4	5	4	5	27
11	4	3	4	4	4	4	23
12	4	4	4	4	4	5	25
13	4	3	4	4	4	4	23
14	4	4	4	5	4	4	25
15	4	3	4	4	4	4	23
16	5	5	4	4	4	4	26
17	5	3	4	4	4	5	25
18	4	3	4	5	4	4	24
19	5	4	4	4	4	4	25
20	5	4	4	5	4	5	27
21	4	4	4	4	4	5	25
22	4	4	5	4	4	5	26
23	5	4	4	4	5	5	27
24	5	3	4	4	4	5	25
25	4	4	4	4	4	4	24
26	4	3	5	3	5	4	24
27	6	4	5	5	4	5	29
28	5	4	4	4	4	5	26
29	4	3	4	3	4	4	22
30	4	4	5	4	4	4	25
31	4	4	4	3	5	4	24
32	4	3	4	3	4	4	22
33	5	3	4	3	4	4	23
34	5	4	4	4	5	5	27

35	5	4	4	4	4	5	26
36	4	3	4	3	4	3	21
37	5	4	4	5	4	5	27
38	4	4	5	5	4	5	27
39	5	4	4	4	4	4	25
40	4	4	4	4	4	4	24
41	5	3	4	3	4	4	23
42	4	4	5	4	4	5	26
43	5	4	5	6	4	5	29
44	4	4	4	4	4	4	24
45	4	4	5	5	4	5	27
46	4	4	4	3	5	4	24
47	5	4	4	5	4	5	27
48	4	4	5	4	4	4	25
49	4	3	4	3	4	4	22
50	4	4	5	4	4	5	26
51	4	3	4	4	4	4	23
52	4	4	4	5	4	4	25
53	6	4	4	3	4	5	26
54	4	3	4	4	4	4	23
55	5	4	4	4	5	4	26
56	4	3	4	3	4	4	22
57	5	3	4	3	4	4	23
58	4	4	5	4	4	5	26
59	5	4	4	4	5	5	27
60	4	4	5	4	4	4	25
61	4	3	4	4	4	4	23
62	5	4	5	6	4	4	28
63	4	4	4	4	4	4	24
64	4	3	4	3	4	4	22
65	5	4	4	5	4	5	27
66	5	4	4	4	4	4	25
67	4	3	4	3	4	4	22
68	5	4	5	6	4	5	29
69	4	4	4	3	4	4	23
70	5	4	5	6	4	5	29
71	6	4	5	4	4	5	28
72	4	4	4	4	4	4	24
73	4	4	4	3	4	4	23
74	5	4	5	6	4	5	29
75	4	3	4	4	4	5	24

76	4	4	4	4	5	4	25
77	5	4	4	4	4	4	25
78	5	5	4	4	4	5	27
79	5	4	4	4	5	4	26
80	4	3	4	3	4	4	22
81	4	4	5	5	4	5	27
82	5	3	4	5	4	5	26
83	4	4	4	4	5	4	25
84	5	5	4	4	4	5	27
85	5	3	4	5	4	5	26
86	4	4	5	4	4	4	25
87	5	4	4	4	5	5	27
88	5	4	4	4	5	4	26
89	4	3	4	4	4	4	23
90	5	4	5	5	5	5	29
91	4	4	4	4	4	4	24
92	5	5	4	4	5	5	28
93	5	3	4	4	4	4	24
94	5	4	4	4	4	5	26
95	4	4	4	4	4	4	24
96	4	4	4	4	4	5	25
97	4	3	4	4	4	4	23
98	5	4	4	4	5	4	26
99	4	4	4	4	5	4	25
100	4	4	5	4	5	5	27