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LAMPIRAN

LAMPIRAN 1
KUESIONER PENELITIAN
PENGARUH KUALITAS PRODUK, HARGA DAN KUALITAS
PELAYANAN TERHADAP KEPUASAN KONSUMEN PAKAIAN ANAK
PADA MISHYA AMAIRA

Kepada Yth.

Konsumen Mishya Amaira

Dalam rangka menjalani pendidikan dengan bidang studi manajemen program sarjana ekonomi dan bisnis di Universitas Binaniaga Indonesia, sehubungan dengan penyusunan skripsi yang berjudul ‘‘Pengaruh kualitas produk, harga dan kualitas pelayanan terhadap kepuasan konsumen pakaian anak pada Mishya Amaira,’’ maka dengan hormat saya:

Nama : Nandaeni Hirmawan

NPM : S1-0218015

Mahasiswa Program Strata – 1 Manajemen UNIVERSITAS BINANIAGA
INDONESIA

Memohon bantuan dan kesediaan dari Bpk/Ibu/Sdr/I untuk mengisi kuesioner (daftar pernyataan) dibawah ini. Kuesioner ini nantinya akan saya pergunakan untuk keperluan ilmiah, peneliti berjanji untuk merahasiakannya semua jawaban yang diberikan oleh Bpk/Ibu/Sdr/I sehingga tidak akan berdampak negatif untuk kedepannya. Sehubungan dengan hal tersebut, maka kebenaran dan kelengkapan jawaban yang Bpk/Ibu/Sdr/I berikan akan sangat membantu bagi peneliti, dan selanjutnya akan menjadi masukan yang bermanfaat bagi hasil penelitian yang peneliti akan lakukan. Atas kerja samanya saya ucapkan terima kasih.

Hormat Saya,

Nandaeni Hirmawan

A. DATA RESPONDEN

Mohon berikan tanda centang (\checkmark) pada kolom yang tersedia dengan yang Bpk/Ibu/Sdr/i anggap sesuai dengan kondisi yang berlaku.

1. Nama :
2. Jenis Kelamin : Wanita Pria
3. Usia : 17 tahun – 25 tahun
 26 tahun – 35 tahun
 36 tahun – 45 tahun
 > 45 tahun
4. Domisili : JABODETABEK
 Diluar JABODETABEK
5. Pekerjaan : Pelajar/Mahasiswa
 Aparatur Sipil Negara (ASN)
 Pegawai BUMN
 Karyawan Swasta
 Ibu Rumah Tangga
6. Penghasilan/Bulan : Rp. 1 – 1 jt
 Rp. 2 jt – 5jt
 Rp. 6 jt – 10 jt
 Rp. > 10 jt
7. Pembelian ke- : 3 - 5 kali
 6 - 10 kali

> 10 kali

B. PETUNJUK PENGISIAN

Pilihlah jawaban dengan memberikan tanda centang (√) pada salah satu jawaban yang sesuai. Adapun makna tanda tersebut adalah sebagai berikut:

1 = Sangat Tidak Setuju (STS)

4 = Setuju (S)

2 = Tidak Setuju (TS)

5 = Sangat Setuju (SS)

3 = Netral (N)

Contoh:

No.	Pernyataan	Jawaban				
		1	2	3	4	5
1	Saya telah mengenal produk Mishya Amaira sejak lama.				√	

<u>Variabel Kepuasan Konsumen (Y)</u>						
No.	Pernyataan	Jawaban				
		STS 1	TS 2	N 3	S 4	SS 5
Kesesuaian harapan						
1.	Konsumen Mishya Amaira merasa puas karena produk yang mereka beli sesuai dengan harapan					
2.	Konsumen Mishya Amaira merasa puas karena terpenuhi ekspektasinya					
3.	Konsumen kecewa karna produk tidak sesuai					
Minat berkunjung kembali						
4.	Konsumen Mishya Amaira enggan untuk membeli kembali					
5.	Konsumen Mishya Amaira selalu membeli produk Mishya Amaira kembali					
6.	Konsumen Mishya Amaira selalu mengunjungi Mishya Amaira walaupun hanya melihat saja					
Kesediaan merekomendasikan						
7.	Konsumen Mishya Amaira merekomendasikan ke keluarga/saudara/teman					
8.	Konsumen Mishya Amaira ragu untuk merekomendasikan					
9.	Produk Mishya Amaira sangat pantas untuk direkomendasikan					
<u>Variabel Kualitas Produk (X1)</u>						
No.	Pertanyaan	Jawaban				
		STS 1	TS 2	N 3	S 4	SS 5
Bentuk (Form)						
1.	Produk Mishya Amaira sesuai dengan yang ditawarkan					
2.	Adanya ketidak sesuaian produk dengan aslinya					
3.	Mishya Amaira memiliki banyak macam produk					

Fitur (Feature)					
4.	Mishya Amaira memiliki produk <i>couple</i> untuk ibu dan anak dan produk bertemakan keluarga				
5.	Adanya produk setelan yang dapat digunakan terpisah sehingga lebih membuat produk multifungsi yang dapat dipadu-padankan dengan produk lain				
6.	Mishya Amaira tidak memiliki banyak varian produk				
Penyesuaian (Customization)					
7.	Produk langsung dapat menyerap keringat				
8.	Konsumen tidak dapat memilih produk apa yang diinginkannya				
9.	Konsumen Mishya Amaira dapat <i>custom</i> ukuran dan model				
Kualitas Kinerja (Performance Quality)					
10.	Produk-produk yang ditawarkan kurang nyaman saat digunakan				
11.	Jahitan dari produk Mishya Amaira sangat rapi dan kuat				
12.	Produk yang dijual memiliki kualitas yang awet				
Kualitas Kesesuaian (Conformance Quality)					
13.	Kualitas yang ditawarkan sesuai dengan spesifikasi yang ditampilkan di deskripsi				
14.	Kualitas produk sesuai dengan harapan konsumen				
15.	Produk tidak sesuai dengan foto-foto yang diperlihatkan di katalog				
Ketahanan (Durability)					
16.	Kualitas produk yang tersedia di Mishya Amaira lebih bagus dari pada toko pakaian anak lain				
17.	Produk yang tersedia di Mishya Amaira Sudah jelas tidak murah rusak				
18.	Kualitas produk yang tidak tahan lama				

Keandalan (<i>Reliability</i>)						
19.	Produk yang tersedia di Mishya Amaira dapat diandalkan kualitasnya					
20.	Tidak ada kecatatan pada produk yang dikeluarkan Mishya Amaira					
21.	Banyak produk <i>reject</i> yang diterima oleh konsumen					
Kemudahan Perbaikan (<i>Repairability</i>)						
22.	Produk Mishya Amaira mudah untuk diperbaiki apabila rusak					
23.	Produk Mishya Amaira tidak menyediakan aksesoris tambahan apabila aksesoris yang terdapat diproduk hilang/rusak					
24.	Kemudahan pada saat pengerjaan perbaikan					
Gaya (<i>Style</i>)						
25.	Gaya produk yang terlalu fulgar untuk anak-anak					
26.	Gaya yang kekinian					
27.	Mishya Amaira menjadi <i>brand</i> dengan kiblat model pakaian yang digemari oleh banyak anak-anak dan ibu-ibu.					
Desain (<i>Design</i>)						
28.	Produk Mishya Amaira memiliki desain yang unik dan langka					
29.	Desain yang ditawarkan selalu <i>up to date</i>					
30.	Desain yang terlalu dewasa tidak sesuai umur anak-anak					

Variabel Harga (X2)						
No.	Pertanyaan	Jawaban				
		STS 1	TS 2	N 3	S 4	SS 5
Keterjangkauan harga						
1.	Harga produk yang ditawarkan Mishya Amaira bervariasi dan terjangkau oleh konsumen					
2.	Produk Mishya Amaira hanya mampu dibeli oleh para orang kaya					
3.	Harga tergolong yang murah meriah					
Potongan Harga						
4.	Mishya Amaira jarang memposting diskon di Instagram					
5.	Mishya Amaira sering memberi potongan harga di setiap <i>event</i>					
6.	Saya tertarik ketika <i>event</i> Diskon <i>Up to 60%</i>					
Daya saing harga						
7.	Harga produk yang ditawarkan Mishya Amaira mampu bersaing dengan toko lain					
8.	Harga produk yang ditawarkan di Mishya Amaira cenderung tinggi					
9.	Harga yang ditawarkan Mishya Amaira jauh lebih murah dari pada toko lain					
Kesesuaian harga dengan kualitas produk						
10.	Mishya Amaira menyediakan produk-produk dengan kualitas baik tapi harga yang murah					
11.	Harga yang ditawarkan Mishya Amaira kurang sesuai dengan kualitas produk yang ditawarkan					
12.	Harga produk sesuai dengan bahan yang digunakan					
Kesesuaian harga dengan manfaat produk						
13.	Harga yang ditawarkan di Mishya Amaira tidak sebanding dengan manfaat yang dirasakan konsumen.					
14.	Harga produk yang ada di Mishya Amaira wajar dibandingkan dengan hasil yang didapatkan oleh konsumen					

15.	Harga yang sesuai dengan manfaat yang diberikan					
Variabel Kualitas Pelayanan (X3)						
No.	Pertanyaan	Jawaban				
		STS 1	TS 2	N 3	S 4	SS 5
Bukti Fisik (Tangibels)						
1.	Web Mishya Amaira mudah diakses					
2.	Pengiriman produk sering tertunda					
3.	Pelayanan yang diberikan sebatas sampai pengorderan produk					
Empati (Empathy)						
4.	Admin Mishya Amaira selalu sopan dan baik dalam membalas chat pelanggan					
5.	Mishya Amaira jarang membalas komentar konsumen di instagram					
6.	Misya Amaira selalu memberikan <i>Give away</i> kepada konsumennya					
Ketanggapan (Responsiveness)						
7.	Admin Mishya Amaira cepat dalam membalas chat					
8.	Return dana atau produk harus memakan waktu berhari-hari					
9.	Komplain cepat ditanggapi					
Keandalan (Reliability)						
10.	Admin <i>Fast response</i> saat jam operasional					
11.	Produk selalu dikirim dihari yang sama bila pembayaran sebelum jam 4 sore					
12.	Penggantian produk yang habis tanpa ada konfirmasi ke konsumen					
Jaminan (Assurance)						
13.	Pengembalian dana dapat dilakukan jika ada kekurangan barang yang dikirim					
14.	Mishya Amaira selalu memastikan pengiriman produk sesuai dengan yang dipesan konsumen					
15.	Penggantian produk apabila barang tidak cocok					

Variabel Kepuasan Konsumen (Y)						
No.	Pertanyaan	Jawaban				
		STS 1	TS 2	N 3	S 4	SS 5
Kesesuaian harapan						
16.	Konsumen Mishya Amaira merasa puas karena produk yang mereka beli sesuai dengan harapan					
17.	Konsumen Mishya Amaira merasa puas karena terpenuhi ekspektasinya					
18.	Konsumen kecewa karna produk tidak sesuai					
Minat berkunjung kembali						
19.	Konsumen Mishya Amaira enggan untuk membeli kembali					
20.	Konsumen Mishya Amaira selalu membeli produk Mishya Amaira kembali					
21.	Konsumen Mishya Amaira selalu mengunjungi Mishya Amaira walaupun hanya melihat saja					
Kesediaan merekomendasikan						
22.	Konsumen Mishya Amaira merekomendasikan ke keluarga/saudara/teman					
23.	Konsumen Mishya Amaira ragu untuk merekomendasikan					
24.	Produk Mishya Amaira sangat pantas untuk direkomendasikan					

LAMPIRAN 2
HASIL KUESIONER
KEPUASAN KONSUMEN

NO.	KK1	KK2	KK3	KK4	KK5	KK6	KK7	KK8	KK9	TOTAL
1	4	4	2	1	4	5	4	1	4	29
2	4	5	2	2	5	5	4	5	4	36
3	5	5	1	2	4	2	4	1	4	28
4	4	4	1	1	4	1	4	1	4	24
5	4	4	1	2	1	4	4	1	4	25
6	4	4	5	2	4	5	5	4	5	38
7	4	4	1	2	1	2	1	1	4	20
8	4	2	2	1	2	2	2	1	1	17
9	4	4	1	1	5	4	4	1	5	29
10	4	4	5	2	4	5	4	2	4	34
11	5	4	4	2	4	4	4	1	2	30
12	1	4	2	1	4	5	4	1	4	26
13	4	5	4	4	2	1	4	5	4	33
14	5	5	1	2	5	4	5	1	2	30
15	4	5	1	4	4	5	4	1	5	33
16	5	5	5	2	5	4	5	4	4	39
17	4	4	5	2	2	1	5	5	5	33
18	4	5	5	1	4	4	5	2	4	34
19	4	4	4	2	5	5	4	5	1	34
20	4	5	4	2	4	4	5	5	5	38
21	4	4	5	5	4	5	5	1	4	37
22	4	5	1	3	4	5	5	5	4	36
23	1	1	5	2	1	2	2	1	2	17
24	4	4	4	4	5	2	4	5	5	37
25	4	4	1	2	5	5	2	1	4	28
26	5	5	4	2	5	1	4	5	1	32
27	2	2	1	1	5	2	2	5	1	21
28	2	1	5	4	4	2	2	5	1	26
29	4	4	1	1	5	4	4	1	1	25
30	4	4	5	1	5	4	4	5	5	37
31	2	2	4	5	1	2	2	4	2	24
32	4	1	2	5	5	1	4	2	5	29
33	5	1	5	2	5	1	1	4	2	26
34	1	2	5	1	4	5	4	2	5	29
35	2	4	5	4	2	5	4	4	1	31
36	5	4	1	1	4	2	5	1	4	27
37	4	5	1	4	4	1	4	5	2	30

38	5	5	1	1	4	2	4	5	4	31
39	5	5	1	1	4	1	5	4	5	31
40	1	5	4	4	4	2	2	5	4	31
41	5	5	2	5	4	2	2	1	5	31
42	4	1	4	2	4	5	2	5	2	29
43	5	2	5	4	5	2	5	1	4	33
44	2	5	4	5	2	5	4	5	2	34
45	4	5	1	5	4	1	4	4	1	29
46	2	4	4	5	1	5	5	1	4	31
47	1	5	2	4	4	1	2	4	5	28
48	2	5	1	5	1	4	4	5	1	28
49	4	2	4	5	1	5	2	1	4	28
50	1	4	5	2	4	1	5	1	5	28
51	4	2	1	4	5	1	4	5	2	28
52	4	1	4	5	2	1	2	4	5	28
53	4	2	5	1	1	4	5	2	2	26
54	2	5	4	4	1	4	5	1	1	27
55	5	1	4	1	4	2	4	5	5	31
56	1	4	2	5	5	2	4	2	1	26
57	5	1	5	2	4	5	5	2	5	34
58	4	1	4	2	1	5	2	1	4	24
59	5	1	5	1	5	4	1	5	1	28
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61	4	2	5	4	4	5	2	4	4	34
62	2	5	5	2	5	4	1	2	5	31
63	1	5	2	5	5	5	4	1	2	30
64	5	4	1	4	2	5	4	2	5	32
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67	5	2	5	2	5	1	5	2	4	31
68	2	5	4	2	1	4	1	5	1	25
69	4	1	5	2	5	1	4	2	5	29
70	2	4	2	4	5	1	5	4	4	31
71	1	2	5	1	5	2	5	5	5	31
72	4	4	1	2	5	4	5	1	2	28
73	4	5	2	5	4	5	1	5	2	33
74	5	4	2	1	4	2	4	2	4	28
75	5	4	1	4	1	5	4	2	1	27
76	4	1	5	2	5	1	4	4	2	28
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83	4	4	2	4	5	1	2	2	4	28
84	5	1	4	2	5	4	4	5	2	32
85	1	5	5	2	2	1	5	5	5	31

86	1	2	1	4	2	4	1	5	1	21
87	5	1	5	5	2	1	2	5	2	28
88	4	1	4	2	4	1	5	5	2	28
89	2	4	4	2	2	1	4	1	2	22
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93	1	5	1	4	2	5	1	5	4	28
94	4	5	4	5	4	5	1	4	1	33
95	2	4	2	5	4	5	5	2	5	34
96	2	1	2	5	4	5	1	5	5	30
97	4	1	5	2	2	4	1	5	1	25
98	1	4	4	1	4	1	4	1	4	24
99	2	1	5	4	2	1	4	5	2	26
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101	5	2	1	1	5	5	2	5	4	30
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106	4	2	4	5	1	5	1	5	4	31
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110	2	4	3	5	5	2	4	2	5	32
111	5	1	5	2	5	1	4	5	1	29
112	2	5	2	5	2	5	2	4	4	31
113	4	1	4	4	3	2	4	2	5	29
114	4	2	5	1	5	1	4	4	2	28
115	5	5	2	2	4	1	5	2	1	27
116	2	4	1	5	2	4	2	4	5	29
117	5	1	4	5	1	4	1	5	4	30
118	5	2	5	2	5	2	5	2	5	33
119	4	2	2	5	2	2	4	2	5	28
120	5	1	4	4	1	2	5	5	4	31
121	5	4	1	2	3	2	2	5	4	28
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123	5	5	2	1	3	2	2	5	2	27
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KUALITAS PRODUK

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HARGA

NO.	H1	H2	H3	H4	H5	H6	H7	H8	H9	H10	H11	H12	H13	H14	H15	TOTAL
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KUALITAS PELAYANAN

NO.	KPL1	KPL2	KPL3	KPL4	KPL5	KPL6	KPL7	KPL8	KPL9	KPL 10	KPL 11	KPL12	KPL 13	KPL 14	KPL1 5	TOTAL
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238	5	4	4	5	4	5	2	2	5	1	4	4	4	4	5	58
239	2	4	4	2	5	2	4	1	1	2	4	4	2	4	4	45
240	1	4	2	3	5	3	4	1	2	4	2	4	4	2	4	45
241	5	5	5	4	5	2	4	5	4	2	4	1	4	5	2	57
242	4	5	5	2	4	2	4	4	2	4	4	5	4	2	4	55
243	4	2	3	1	4	4	2	1	5	4	2	5	2	5	4	48
244	4	4	2	5	4	4	4	1	5	4	2	5	2	5	4	55
245	4	4	4	5	5	4	4	1	4	5	2	4	4	5	4	59
246	5	4	4	2	4	2	1	3	5	5	2	5	5	2	4	53
247	5	5	4	2	5	2	4	5	4	5	2	1	2	4	5	55

248	4	4	1	2	4	5	4	1	2	2	5	5	4	2	5	50
249	5	1	3	4	5	4	2	2	4	2	4	4	2	4	4	50
250	4	5	4	2	5	2	4	5	2	5	2	5	5	4	5	59
251	2	5	4	5	2	5	2	5	5	4	5	2	5	2	5	58
252	2	2	2	4	5	2	5	1	4	5	5	4	2	2	2	47
253	5	4	2	5	1	4	4	5	4	2	5	4	5	4	5	59
254	4	4	2	5	2	4	1	5	4	5	2	1	4	2	4	49
255	2	4	5	4	2	5	2	5	1	4	5	2	5	2	5	53
256	5	2	4	5	4	2	1	5	4	5	4	5	2	5	1	54
257	5	4	2	5	2	5	4	4	1	5	5	1	5	4	2	54
258	5	5	5	2	5	5	2	5	1	5	5	5	4	4	5	63
259	2	4	1	4	5	2	5	5	1	5	2	5	4	5	2	52
260	2	5	5	1	5	4	1	5	4	2	5	4	4	5	1	53
261	5	5	4	2	2	4	1	5	2	4	4	1	2	1	4	46
262	5	2	5	1	5	4	4	1	5	2	5	2	5	5	4	55
263	4	5	4	5	2	5	4	1	4	5	4	5	5	2	4	59
264	5	5	4	2	5	5	2	1	4	2	4	1	5	1	4	50
265	4	5	4	5	5	5	4	5	5	4	5	5	4	5	2	67
266	4	4	4	1	5	4	5	4	4	5	5	4	2	4	5	60
267	1	2	4	5	5	4	1	4	1	5	1	5	1	5	4	48
268	5	4	1	2	4	2	4	1	4	1	5	4	5	1	4	47
269	5	5	2	5	4	5	4	2	5	5	4	2	5	4	5	62
270	2	5	4	4	5	2	5	2	1	5	4	5	4	2	5	55
271	5	4	5	4	4	1	4	2	4	1	4	2	5	2	4	51
272	4	2	1	4	2	5	5	5	4	5	1	4	5	5	4	56
273	2	5	5	5	4	5	5	4	2	5	3	4	2	5	4	60
274	5	2	5	4	4	5	5	4	2	5	4	5	5	4	4	63
275	5	2	5	5	2	5	4	5	2	5	5	2	4	5	2	58
276	5	5	5	4	5	1	4	5	4	5	4	2	5	4	2	60
277	5	2	1	5	5	5	2	5	5	5	2	5	4	1	5	57
278	5	4	5	2	5	4	5	4	1	5	5	2	5	4	4	60
279	4	5	1	2	4	4	2	4	4	5	5	1	2	2	5	50

280	5	5	4	1	5	2	5	2	5	5	5	2	5	4	2	57
281	5	4	5	5	2	1	4	5	4	1	4	5	1	5	4	55
282	5	2	1	1	5	4	2	5	4	2	5	1	4	1	4	46
283	5	4	4	2	5	5	2	1	5	5	4	2	5	5	2	56
284	2	1	5	4	5	4	4	4	1	4	2	5	5	4	4	54
285	1	2	5	4	5	2	5	4	3	4	2	5	4	2	4	52
286	5	4	5	5	4	4	5	4	5	5	4	5	4	5	5	69
287	4	5	5	4	4	2	4	2	5	4	2	5	5	3	4	58
288	4	2	1	4	5	4	5	5	4	2	5	5	5	4	4	59
289	2	5	5	5	4	5	5	5	5	4	5	5	4	5	4	68
290	2	5	4	4	4	5	2	1	5	4	5	2	1	4	2	50
291	2	1	1	5	4	4	1	1	5	2	2	4	5	4	5	46
292	4	2	4	5	1	5	5	4	2	4	2	5	5	5	4	57
293	5	2	5	4	5	5	2	5	4	2	4	1	4	5	1	54
294	5	1	4	5	2	5	2	4	5	4	2	5	4	4	4	56
295	5	2	5	2	5	5	1	4	5	2	5	1	5	2	4	53
296	4	2	5	5	4	1	5	5	4	1	5	5	5	4	4	59
297	5	4	5	4	4	5	4	4	1	2	4	4	5	4	1	56
298	4	1	5	5	1	5	4	2	1	2	5	2	4	2	5	48
299	5	5	5	2	5	5	2	4	4	5	2	1	5	2	4	56
300	5	5	2	4	5	1	4	5	2	3	4	1	5	2	4	52
301	1	4	5	4	4	5	2	5	5	4	5	1	4	4	5	58
302	2	2	4	5	5	4	5	4	4	5	4	5	4	4	5	62
303	5	2	1	4	2	5	2	5	5	5	2	2	1	4	2	47
304	2	5	5	4	1	4	5	4	5	4	4	2	1	5	2	53
305	1	1	5	4	5	1	5	4	4	1	2	2	5	2	4	46
306	5	5	5	4	5	5	2	5	1	2	4	2	4	4	4	57
307	2	4	4	1	2	4	5	5	4	5	4	2	1	1	5	49
308	2	5	2	5	5	5	1	2	5	5	4	1	5	1	4	52
309	1	5	5	4	4	5	4	4	5	5	4	5	4	4	5	64
310	4	5	2	5	5	4	5	4	2	1	1	4	4	5	2	53
311	2	4	4	5	2	4	2	5	4	1	4	4	4	5	2	52

312	2	5	4	1	2	5	4	5	4	2	4	5	5	4	4	56
313	2	4	5	1	4	4	5	5	2	2	4	4	5	4	5	56
314	2	4	5	2	5	5	4	2	5	5	4	2	4	4	4	57
315	4	2	5	4	5	1	4	4	2	1	5	4	4	2	4	51
316	4	4	4	5	2	5	5	1	5	5	5	1	5	5	5	61
317	5	4	4	2	1	1	2	4	5	4	5	2	1	5	4	49
318	1	5	4	4	5	2	1	2	2	1	4	5	4	5	4	49
319	4	5	5	4	5	5	4	2	5	1	4	5	2	5	4	60
320	2	1	5	4	5	4	2	5	4	5	5	2	5	4	4	57
321	5	4	2	5	4	5	2	1	2	5	4	5	2	4	2	52
322	2	5	1	4	5	4	2	1	4	5	2	5	4	2	1	47
323	2	1	4	2	5	5	4	2	5	5	1	4	5	4	2	51
324	3	2	2	4	5	5	2	5	5	2	5	5	2	5	4	56
325	2	5	4	5	4	5	4	2	1	5	4	5	2	4	5	57
326	2	2	4	5	5	4	2	1	5	4	5	2	1	4	5	51
327	2	5	4	5	2	1	2	5	4	4	2	5	5	4	1	51
328	4	5	4	1	4	5	4	2	5	4	5	2	4	1	4	54
329	4	1	2	4	4	1	4	4	5	1	5	4	4	5	1	49
330	4	4	1	2	2	5	1	5	2	1	4	2	1	4	2	40
331	5	4	2	5	4	5	2	1	4	5	4	2	1	5	4	53
332	2	5	5	5	4	2	5	5	2	5	5	2	1	5	5	58
333	4	5	2	1	4	5	5	2	1	5	4	5	2	5	4	54
334	5	2	5	5	4	4	5	2	4	1	4	5	2	1	5	54
335	5	4	2	5	2	4	4	5	5	2	4	1	5	4	5	57
336	5	2	2	1	4	5	5	2	4	5	2	5	5	5	4	56
337	4	4	5	2	5	4	1	4	5	4	2	1	4	4	2	51
338	5	4	5	2	2	2	4	4	2	1	2	1	5	4	5	48
339	5	2	5	3	2	1	4	5	2	5	2	5	5	4	5	55
340	5	5	4	5	4	3	5	2	5	2	1	5	5	2	4	57
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342	1	2	1	5	4	4	2	4	5	3	2	1	2	5	4	45
343	5	4	1	2	1	5	2	4	5	1	4	5	1	2	4	46

344	2	5	4	2	1	4	4	5	2	4	5	1	5	4	5	53
345	4	5	2	1	4	3	5	4	5	1	5	4	2	1	4	50
346	5	5	5	2	4	5	4	1	5	4	5	2	5	4	2	58
347	5	2	5	3	5	5	2	5	1	5	5	4	5	1	5	58
348	5	1	4	5	5	1	5	4	5	4	4	2	2	1	4	52
349	2	4	5	4	5	2	5	5	5	4	5	4	5	5	4	64
350	1	4	4	1	5	5	1	4	5	4	1	5	4	5	4	53
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352	1	5	4	2	5	5	5	2	4	5	4	1	5	5	2	55
353	2	4	5	4	1	5	4	5	5	2	3	4	5	4	5	58
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355	5	4	4	1	5	4	2	4	5	5	2	5	5	1	5	57
356	4	5	5	4	4	2	1	2	4	5	2	4	4	5	4	55
357	4	4	1	2	2	4	4	4	5	4	5	1	5	2	4	51
358	5	5	4	4	1	5	4	5	3	5	1	5	1	5	4	57
359	4	4	2	1	5	4	5	4	4	2	4	5	5	4	1	54
360	2	2	5	2	5	4	4	5	2	1	1	4	5	4	4	50
361	4	4	2	5	2	5	4	5	2	5	4	2	4	4	1	53
362	5	4	5	5	2	1	5	2	5	4	2	1	4	5	1	51
363	4	4	2	4	4	5	2	1	2	1	4	1	2	2	1	39
364	4	4	2	4	4	2	4	5	1	5	5	1	2	2	1	46
365	4	2	5	4	1	4	4	1	5	5	4	1	5	4	5	54
366	5	5	2	5	4	5	4	5	2	1	4	4	5	4	4	59
367	4	5	2	1	5	5	4	2	5	4	2	5	1	5	2	52
368	5	5	2	4	4	5	2	5	2	4	4	5	5	2	2	56
369	3	4	2	5	2	5	2	4	5	1	4	5	2	5	2	51
370	4	4	4	5	2	4	3	2	4	5	2	4	5	1	4	53
371	2	2	2	4	1	4	2	5	2	5	2	5	1	5	1	43
372	5	4	1	4	5	4	2	2	1	1	4	4	4	2	4	47
373	5	4	1	4	5	1	4	4	4	2	2	1	5	4	2	48
374	5	1	4	3	5	1	5	2	4	5	5	2	1	4	5	52
375	2	1	1	5	5	5	5	5	4	5	5	4	1	4	4	56

376	5	5	4	5	5	5	5	4	4	4	4	2	1	2	4	59
377	4	5	5	3	2	5	4	1	5	2	1	2	5	2	4	50
378	5	1	4	4	5	5	4	2	5	4	5	4	1	4	4	57
379	5	2	5	5	4	2	1	5	5	4	5	4	4	2	5	58
380	4	5	4	2	2	5	4	5	2	4	4	5	5	5	4	60
381	4	5	4	5	4	5	2	5	5	2	4	5	2	5	2	59
382	4	5	5	2	5	4	4	2	5	2	5	5	2	5	4	59
383	5	4	4	2	5	4	5	4	5	2	4	5	2	5	4	60
384	5	4	1	2	5	5	2	1	5	4	1	5	2	4	5	51

LAMPIRAN 3

UJI VALIDITAS

KUALITAS PRODUK

		Correlations																									TOTAL_HP							
		HP1	HP2	HP3	HP4	HP5	HP6	HP7	HP8	HP9	HP10	HP11	HP12	HP13	HP14	HP15	HP16	HP17	HP18	HP19	HP20	HP21	HP22	HP23	HP24	HP25	HP26	HP27	HP28	HP29	HP30			
FP1	Pearson Correlation	1	.005	.431*	.310	.433*	-.068	.116	-.233	.268	.094	.339	.430*	-.275	.402*	.008	.014	.218	.052	.590*	.156	.022	.429*	-.032	.651*	.089	.326	.262	.422*	.311	.016	.996*		
	Sig. (2-tailed)		.30	.080	.017	.095	.012	.730	.643	.316	.152	.822	.087	.018	.141	.026	.867	.940	.247	.793	.001	.410	.008	.018	.856	.002	.642	.076	.131	.030	.094	.936	.029	
FP2	Pearson Correlation	.005	1	.036	.070	.091	.269	.065	.474**	.155	.148	-.063	.298	.222	.296	.266	.269	.044	.372*	.488*	.141	.190	.169	-.130	.329	.197*	.456*	.250	.276	.973*	.326	.962*	.621**	
	Sig. (2-tailed)	.980		.881	.712	.633	.150	.618	.000	.175	.436	.740	.116	.238	.112	.151	.738	.048	.016	.459	.185	.373	.485	.077	.322	.011	.183	.138	.043	.078	.048	.003	.030	.30
FP3	Pearson Correlation	.431*	.036	1	.382*	-.249	-.082	.295	-.029	.298	.847	.417*	.264	.481*	.253	.049	.165	.165	-.054	.408*	.312	.186	.349	-.058	.436*	.014	.205	.043	.370*	.274	.122	.380*		
	Sig. (2-tailed)	.017	.851	.001	.037	.185	.607	.314	.876	.001	.100	.007	.022	.167	.032	.177	.788	.384	.382	.778	.025	.004	.810	.008	.762	.015	.841	.276	.820	.039	.143	.521	.038	
FP4	Pearson Correlation	.310	.070	.382*	1	.334	-.088	.212	-.051	.288	.134	.077	.383*	.382	.486*	.237	.188	.281	.481**	.286	.280	.220	.207	.008	.294	.358	.262	.142	.600*	.219	.081	.446*		
	Sig. (2-tailed)	.095	.712	.037		.071	.733	.261	.791	.113	.480	.068	.037	.056	.016	.207	.403	.118	.007	.133	.243	.272	.978	.114	.058	.266	.455	.005	.264	.965	.013	.005	.30	
FP5	Pearson Correlation	.433*	.091	.249	.334	1	.144	.215	.311	.414*	.476**	.227	.109	.068	.153	.368	.071	.356	.348	.045	.184	.268	.263	.347	-.008	.270	.398*	.367*	.279	.115	.812**			
	Sig. (2-tailed)	.017	.633	.185	.071	.330	.300	.448	.255	.304	.023	.008	.227	.565	.746	.415	.841	.367	.064	.059	.812	.330	.158	.052	.160	.069	.978	.150	.034	.036	.136	.548	.004	
FP6	Pearson Correlation	.068	.269	-.082	-.065	.144	1	.177	.534**	.298	.227	.073	-.016	.162	-.055	.507**	.037	.504**	.338	-.056	.356	.174	.118	.281	-.185	.338	-.017	.218	.208	.087	.431*	.466*		
	Sig. (2-tailed)	.720	.150	.667	.733	.448		.350	.002	.108	.228	.700	.922	.424	.776	.004	.846	.004	.068	.736	.155	.356	.531	.132	.327	.067	.929	.245	.370	.649	.017	.011		
FP7	Pearson Correlation	.116	.095	.295	.212	.215	.177	1	.079	.348	.218	.164	-.389*	.431*	.255	.233	.186	.366	.277*	.159	.138	.481*	.021	.486*	.186	.305	.263	.392*	.301	.416*	.221	.211	.623**	
	Sig. (2-tailed)	.842	.618	.114	.261	.285	.330		.678	.089	.248	.387	.034	.017	.174	.215	.235	.186	.040	.401	.464	.010	.913	.007	.328	.101	.161	.032	.186	.033	.240	.284	.003	
FP8	Pearson Correlation	-.233	.474**	-.029	-.051	.161	.634**	.079	1	.220	-.074	.124	-.046	.000	.109	.406*	.317	.324	.390*	-.056	.190	.198	-.011	.360	-.047	.383*	.232	.250	.240	.142	.448*	.456*		
	Sig. (2-tailed)	.216	.008	.879	.791	.391	.002	.678		.018	.688	.513	.608	1.000	.866	.028	.088	.081	.933	.786	.313	.298	.993	.001	.007	.037	.216	.183	.261	.443	.613	.011		
FP9	Pearson Correlation	.266	.255	.298	.295	.414	.269	.348	.220	1	.182	.163	.165	.000	.060	.105	.328	.270	.376*	.105	.182	.042	.128	.313	.276	.423*	.231	.560*	.403*	.451*	.163	.593**		
	Sig. (2-tailed)	.182	.175	.151	.113	.023	.108	.058	.242		.382	.388	.384	.000	.754	.863	.079	.148	.041	.881	.336	.826	.008	.082	.149	.020	.218	.002	.627	.012	.389	.002	.020	
FP10	Pearson Correlation	.084	.148	.047	.184	.476**	.227	.219	-.074	.162	1	.228	.193	.180	.142	.008	.118	.335	.045	.044	.044	.231	.288	.129	.192	.021	.173	.133	.221	.131	.239	.398*		
	Sig. (2-tailed)	.622	.435	.807	.480	.008	.228	.248	.698	.392		.233	.307	.214	.495	.454	.966	.535	.071	.812	.816	.063	.123	.527	.311	.913	.362	.484	.240	.481	.204	.030		
FP11	Pearson Correlation	.329	-.093	.411**	.077	.227	.073	.164	.124	.163	.024	1	.387*	.074	.184	.027	.371*	.010	.731	.654**	.203	.115	.417*	-.036	.292*	.015	.208	.209	.374*	.032	.389*			
	Sig. (2-tailed)	.067	.740	.022	.688	.227	.700	.387	.515	.388	.233		.034	.036	.513	.888	.044	.957	.092	.000	.282	.648	.026	.842	.177	.847	.033	.302	.275	.041	.945	.034		
FP12	Pearson Correlation	.430*	.298	.264	.383*	.109	-.019	.389*	-.046	.165	.193	.387*	1	.649**	.757**	.179	.336	.217	.108	.529*	.308	.281	.449*	.182	.462*	.070	.484**	.417*	.462*	.107	.169	.587**		
	Sig. (2-tailed)	.018	.110	.158	.037	.685	.822	.034	.808	.384	.307	.034		.000	.000	.345	.089	.249	.572	.003	.098	.132	.013	.335	.012	.712	.007	.022	.010	.024	.373	.001		
FP13	Pearson Correlation	.275	.222	.451*	.352	.082	.182	.431*	.600	.000	.233	.385*	.649**	1	.635**	.233	.171	.185	.019	.584**	.285	.100	.406*	.050	.335	.020	.159	.307	.349	.198	.243	.499*		
	Sig. (2-tailed)	.141	.239	.012	.058	.746	.424	.017	1.000	1.000	.214	.036	.000		.000	.215	.368	.326	.923	.001	.157	.988	.028	.762	.071	.916	.402	.098	.059	.295	.188	.006		
FP14	Pearson Correlation	.402*	.296	.293	.436*	.155	-.055	.255	-.109	.068	.130	.124	.787**	.835**	1	.162	.292	.242	.187	.433*	.373	.386*	.271	.143	.260	.051	.231	.284	.497**	.415*	.130	.602**		
	Sig. (2-tailed)	.028	.112	.116	.045	.175	.174	.566	.754	.495	.174	.003	.003		.000	.104	.182	.148	.181	.181	.144	.164	.461	.165	.768	.128	.060	.414	.382	.414	.003	.048		
FP16	Pearson Correlation	.088	.269	.049	.297	.038	.607*	.233	.406*	.108	.142	-.027	.179	.231	.162	1	.163	.866*	.347	.172	.327*	.441	.088	.384	.169	.438*	.270	.444	.268	.118	.368	.884*		
	Sig. (2-tailed)	.967	.151	.798	.287	.841	.004	.215	.626	.583	.454	.888	.245	.215	.362		.587	.001	.000	.365	.042	.015	.767	.029	.373	.015	.159	.813	.156	.543	.045	.061		
FP16	Pearson Correlation	.014	.064	.165	.158	.171	.037	.266*	.317	.326	.008	.371*	.336	.171	.252	.103	1	.087	.027	.086	.000	.360	.142	.077	.060	.049	.201	.210	.438*	.389	.204	.368*		
	Sig. (2-tailed)	.840	.738	.384	.403	.387	.846	.156	.088	.878	.866	.044	.059	.365	.178	.587		.609	.887	.617	1.000	.051	.456	.687	.728	.757	.288	.266	.015	.097	.280	.645		
FP17	Pearson Correlation	.247	.30	.30	.30	.30	.30	.30	.30	.30	.30	.30	.30	.30	.30	.30	1	.087	.027	.086	.000	.360	.142	.077	.060	.049	.201	.210	.438*	.389	.204	.368*		
	Sig. (2-tailed)	.340	.840	.382	.118	.054	.004	.040	.081	.149	.535	.957	.249	.328	.197	.001		.609	.991	.609	.991	.003	.688	.030	.359	.671	.635	.244	.385	.185	.107	.032	.289	.067
FP18	Pearson Correlation	.052	.438*	-.054	.481**	.349	.338	.159	.390*	.376*	.335	-.075	.108	.019	.187	.347	.027	.629**	1	.027	.292	.065	-.239	.315	.077	.308	.114	.407*	.107	-.049	.576**	.529**		
	Sig. (2-tailed)	.783	.016	.778	.007	.059	.008	.401	.033	.041	.871	.692	.572	.923	.182	.060	.892	.003	.887	.117	.731	.203	.080	.687	.097	.548	.026	.298	.798	.001	.003	.030		
FP19	Pearson Correlation	.596**	.141	.498*	.280	.045	-.059	.139	-.056	.105	.045	.654**	.529**	.894**	.433*	.172	.095	.077	.027	1	.222	.028	.376*	-.012	.448*	.233	.337	.394*	.274	.334	.097	.456*		
	Sig. (2-tailed)	.001	.459	.025	.133	.812	.758	.481	.815	.802	.003	.001	.017	.365	.817	.688	.887	.888	.888		.336	.486	.048	.018	.216	.069	.031	.142	.072	.608	.011	.020		
FP20	Pearson Correlation	.410	.315	.084	.243	.330	.165	.019	.313	.338	.816	.282	.088	.167	.144	.842	.1000	.030	.117	.239	.000	.176	.092	.033	.343	.135	.							

HARGA

		Correlations															
		H1	H2	H3	H4	H5	H6	H7	H8	H9	H10	H11	H12	H13	H14	H15	TOTAL_H
H1	Pearson Correlation	1	.179	.409*	.123	.407*	.290	.353	-.019	.334	.372*	.209	.275	.506**	-.011	.675**	.645**
	Sig. (2-tailed)		.344	.025	.519	.026	.120	.056	.922	.071	.043	.268	.141	.004	.953	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
H2	Pearson Correlation	.179	1	.214	.174	.155	-.069	.000	.334	.348	.106	.233	-.188	.354	.024	.100	.413*
	Sig. (2-tailed)	.344		.257	.358	.413	.717	1.000	.071	.060	.578	.215	.321	.055	.900	.598	.023
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
H3	Pearson Correlation	.409*	.214	1	-.076	.111	.334	.184	-.057	.277	.568**	.273	.313	.299	-.089	.315	.561**
	Sig. (2-tailed)	.025	.257		.690	.560	.072	.331	.764	.139	.001	.145	.092	.108	.641	.090	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
H4	Pearson Correlation	.123	.174	-.076	1	.059	.047	-.119	.200	.274	.036	.368*	-.058	.388*	.309	.153	.396*
	Sig. (2-tailed)	.519	.358	.690		.756	.804	.532	.289	.143	.850	.045	.762	.034	.097	.419	.030
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
H5	Pearson Correlation	.407*	.155	.111	.059	1	.175	.161	.159	.293	-.066	.041	.165	.281	.053	.313	.410*
	Sig. (2-tailed)	.026	.413	.560	.756		.355	.397	.402	.116	.729	.829	.383	.133	.780	.093	.025
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
H6	Pearson Correlation	.290	-.069	.334	.047	.175	1	.236	-.126	.435*	.369*	.034	.201	.375*	.313	.177	.503**
	Sig. (2-tailed)	.120	.717	.072	.804	.355		.210	.506	.016	.045	.857	.288	.041	.092	.349	.005
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
H7	Pearson Correlation	.353	.000	.184	-.119	.161	.236	1	.365*	.188	.536**	.020	.018	.221	.095	.062	.455*
	Sig. (2-tailed)	.056	1.000	.331	.532	.397	.210		.048	.320	.002	.916	.926	.241	.619	.746	.012
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
H8	Pearson Correlation	-.019	.334	-.057	.200	.159	-.126	.365*	1	-.017	.150	.029	.100	.158	.275	-.006	.376*
	Sig. (2-tailed)	.922	.071	.764	.289	.402	.506	.048		.927	.428	.879	.600	.406	.141	.973	.040
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
H9	Pearson Correlation	.334	.348	.277	.274	.293	.435*	.188	-.017	1	.097	.378*	.018	.636**	.394*	.192	.634**
	Sig. (2-tailed)	.071	.060	.139	.143	.116	.016	.320	.927		.609	.040	.927	.000	.031	.311	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
H10	Pearson Correlation	.372*	.106	.568**	.036	-.066	.369*	.536**	.150	.097	1	.070	.231	.157	.073	.225	.570**
	Sig. (2-tailed)	.043	.578	.001	.850	.729	.045	.002	.428	.609		.714	.218	.409	.703	.231	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
H11	Pearson Correlation	.209	.233	.273	.368*	.041	.034	.020	.029	.378*	.070	1	-.113	.218	.216	.044	.423*
	Sig. (2-tailed)	.268	.215	.145	.045	.829	.857	.916	.879	.040	.714		.551	.248	.252	.819	.020
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
H12	Pearson Correlation	.275	-.188	.313	-.058	.165	.201	.018	.100	.018	.231	-.113	1	.279	.218	.177	.368*
	Sig. (2-tailed)	.141	.321	.092	.762	.383	.288	.926	.600	.927	.218	.551		.135	.248	.349	.045
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
H13	Pearson Correlation	.506**	.354	.299	.388*	.281	.375*	.221	.158	.636**	.157	.218	.279	1	.243	.440*	.723**
	Sig. (2-tailed)	.004	.055	.108	.034	.133	.041	.241	.406	.000	.409	.248	.135		.196	.015	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
H14	Pearson Correlation	-.011	.024	-.089	.309	.053	.313	.095	.275	.394*	.073	.216	.218	.243	1	.069	.434*
	Sig. (2-tailed)	.953	.900	.641	.097	.780	.092	.619	.141	.031	.703	.252	.248	.196		.718	.017
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
H15	Pearson Correlation	.675**	.100	.315	.153	.313	.177	.062	-.006	.192	.225	.044	.177	.440*	.069	1	.469**
	Sig. (2-tailed)	.000	.598	.090	.419	.093	.349	.746	.973	.311	.231	.819	.349	.015	.718		.009
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
TOTAL_H	Pearson Correlation	.645**	.413*	.561**	.396*	.410*	.503**	.455*	.376*	.634**	.570**	.423*	.368*	.723**	.434*	.469**	1
	Sig. (2-tailed)	.000	.023	.001	.030	.025	.005	.012	.040	.000	.001	.020	.045	.000	.017	.009	
	N	30	30	30	30	30	30	30	30	30	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).

KUALITAS PELAYANAN

		Correlations															
		KPL1	KPL2	KPL3	KPL4	KPL5	KPL6	KPL7	KPL8	KPL9	KPL10	KPL11	KPL12	KPL13	KPL14	KPL15	TOTAL_KPL
KPL1	Pearson Correlation	1	.181	.173	.340	.205	.423*	.358	.028	.408*	.370*	.210	.051	.074	-.190	.048	.369*
	Sig. (2-tailed)		.338	.360	.066	.278	.020	.052	.883	.025	.044	.266	.788	.697	.316	.802	.045
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KPL2	Pearson Correlation	.181	1	.235	.187	.042	.206	.216	.132	.226	.372*	.331	.444*	.081	.461*	.140	.527**
	Sig. (2-tailed)			.212	.323	.826	.275	.253	.488	.229	.043	.074	.014	.669	.010	.461	.003
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KPL3	Pearson Correlation	.173	.235	1	.177	.357	.325	.031	.339	.387*	.178	.207	.195	.337	.016	.034	.482**
	Sig. (2-tailed)				.349	.053	.080	.871	.067	.034	.346	.274	.302	.068	.931	.857	.007
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KPL4	Pearson Correlation	.340	.187	.177	1	.334	.485**	.605**	.107	.677**	.507**	.539**	.382*	.153	-.047	.349	.624**
	Sig. (2-tailed)					.071	.007	.000	.573	.000	.004	.002	.037	.419	.806	.059	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KPL5	Pearson Correlation	.205	.042	.357	.334	1	.507**	.156	.284	.447*	.412*	.383*	.251	.202	.167	.262	.580**
	Sig. (2-tailed)				.071		.004	.409	.128	.013	.024	.037	.180	.285	.379	.161	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KPL6	Pearson Correlation	.423*	.206	.325	.485**	.507**	1	.665**	.283	.552**	.611**	.599**	.209	.256	.148	.396*	.743**
	Sig. (2-tailed)				.007	.004		.000	.129	.002	.000	.000	.268	.173	.434	.030	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KPL7	Pearson Correlation	.358	.216	.031	.605**	.156	.665**	1	.191	.445*	.465**	.395*	.366*	-.022	.102	.298	.558**
	Sig. (2-tailed)				.000	.409	.000		.312	.014	.010	.031	.047	.909	.591	.110	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KPL8	Pearson Correlation	.028	.132	.339	.107	.284	.283	.191	1	.279	.229	.206	.272	.230	.202	.365*	.509**
	Sig. (2-tailed)				.573	.128	.129	.312		.136	.223	.276	.146	.221	.285	.048	.004
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KPL9	Pearson Correlation	.408*	.226	.387*	.677**	.447*	.552**	.445*	.279	1	.411*	.581**	.441*	.227	-.099	.346	.702**
	Sig. (2-tailed)				.000	.013	.002	.014	.136		.024	.001	.015	.227	.603	.061	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KPL10	Pearson Correlation	.370*	.372*	.178	.507**	.412*	.611**	.465**	.229	.411*	1	.640**	.288	.222	.284	.447*	.728**
	Sig. (2-tailed)				.004	.024	.000	.010	.223	.024		.000	.123	.238	.128	.013	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KPL11	Pearson Correlation	.210	.331	.207	.539**	.383*	.599**	.395*	.206	.581**	.640**	1	.227	.522**	.454*	.396*	.767**
	Sig. (2-tailed)				.002	.037	.000	.031	.276	.001	.000		.228	.003	.012	.030	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KPL12	Pearson Correlation	.051	.444*	.195	.382*	.251	.209	.366*	.272	.441*	.288	.227	1	-.005	.145	.424*	.566**
	Sig. (2-tailed)				.037	.180	.268	.047	.146	.015	.123	.228		.980	.446	.020	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KPL13	Pearson Correlation	.074	.081	.337	.153	.202	.256	-.022	.230	.227	.222	.522**	-.005	1	.230	.208	.439*
	Sig. (2-tailed)				.419	.285	.173	.909	.221	.227	.238	.003	.980		.221	.269	.015
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KPL14	Pearson Correlation	-.190	.461*	.016	-.047	.167	.148	.102	.202	-.099	.284	.454*	.145	.230	1	.286	.416*
	Sig. (2-tailed)				.806	.379	.434	.591	.285	.603	.128	.012	.446	.221		.125	.022
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KPL15	Pearson Correlation	.048	.140	.034	.349	.262	.396**	.298	.365*	.346	.447*	.396**	.424*	.208	.286	1	.598**
	Sig. (2-tailed)				.059	.161	.030	.110	.048	.061	.013	.030	.020	.269	.125		.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
TOTAL_KPL	Pearson Correlation	.369*	.527**	.482**	.624**	.580**	.743**	.558**	.509**	.702**	.728**	.767**	.566**	.439*	.416*	.598**	1
	Sig. (2-tailed)				.000	.001	.000	.001	.004	.000	.000	.000	.001	.015	.022	.000	
	N	30	30	30	30	30	30	30	30	30	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).

KEPUASAN KONSUMEN

Correlations

		KK1	KK2	KK3	KK4	KK5	KK6	KK7	KK8	KK9	TOTAL_KK
KK1	Pearson Correlation	1	.698**	-.064	.046	.242	.075	.459*	-.006	.187	.467**
	Sig. (2-tailed)		.000	.737	.808	.198	.694	.011	.975	.323	.009
	N	30	30	30	30	30	30	30	30	30	30
KK2	Pearson Correlation	.698**	1	-.141	.057	.308	.309	.693**	.065	.502**	.658**
	Sig. (2-tailed)	.000		.458	.766	.098	.097	.000	.734	.005	.000
	N	30	30	30	30	30	30	30	30	30	30
KK3	Pearson Correlation	-.064	-.141	1	.272	-.034	-.066	.257	.446*	.051	.461*
	Sig. (2-tailed)	.737	.458		.146	.858	.729	.170	.014	.788	.010
	N	30	30	30	30	30	30	30	30	30	30
KK4	Pearson Correlation	.046	.057	.272	1	-.087	-.029	.099	.228	.143	.362*
	Sig. (2-tailed)	.808	.766	.146		.648	.878	.603	.226	.451	.049
	N	30	30	30	30	30	30	30	30	30	30
KK5	Pearson Correlation	.242	.308	-.034	-.087	1	.384*	.339	.248	-.058	.489**
	Sig. (2-tailed)	.198	.098	.858	.648		.036	.067	.187	.759	.006
	N	30	30	30	30	30	30	30	30	30	30
KK6	Pearson Correlation	.075	.309	-.066	-.029	.384*	1	.356	-.195	.247	.423*
	Sig. (2-tailed)	.694	.097	.729	.878	.036		.053	.301	.188	.020
	N	30	30	30	30	30	30	30	30	30	30
KK7	Pearson Correlation	.459*	.693**	.257	.099	.339	.356	1	.189	.421*	.774**
	Sig. (2-tailed)	.011	.000	.170	.603	.067	.053		.318	.020	.000
	N	30	30	30	30	30	30	30	30	30	30
KK8	Pearson Correlation	-.006	.065	.446*	.228	.248	-.195	.189	1	.006	.517**
	Sig. (2-tailed)	.975	.734	.014	.226	.187	.301	.318		.976	.003
	N	30	30	30	30	30	30	30	30	30	30
KK9	Pearson Correlation	.187	.502**	.051	.143	-.058	.247	.421*	.006	1	.516**
	Sig. (2-tailed)	.323	.005	.788	.451	.759	.188	.020	.976		.004
	N	30	30	30	30	30	30	30	30	30	30
TOTAL_KK	Pearson Correlation	.467**	.658**	.461*	.362*	.489**	.423*	.774**	.517**	.516**	1
	Sig. (2-tailed)	.009	.000	.010	.049	.006	.020	.000	.003	.004	
	N	30	30	30	30	30	30	30	30	30	30

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

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

LAMPIRAN 4
UJI REABILITAS
REALIBITAS KUALITAS PRODUK (X1)

Reliability Statistics

Cronbach's Alpha	N of Items
.892	30

REALIBITAS HARGA (X2)

Reliability Statistics

Cronbach's Alpha	N of Items
.754	15

REALIBITAS KUALITAS PELAYANAN (X3)

Reliability Statistics

Cronbach's Alpha	N of Items
.845	15

REALIBITAS KEPUASAN KONSUMEN (Y)

Reliability Statistics

Cronbach's Alpha	N of Items
.626	9

LAMPIRAN 5
HASIL UJI NORMALITAS

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		384
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	3.33316792
Most Extreme Differences	Absolute	.030
	Positive	.026
	Negative	-.030
Test Statistic		.030
Asymp. Sig. (2-tailed)		.200 ^{c,d}

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

LAMPIRAN 6
HASIL UJI MULTIKOLINEARITAS

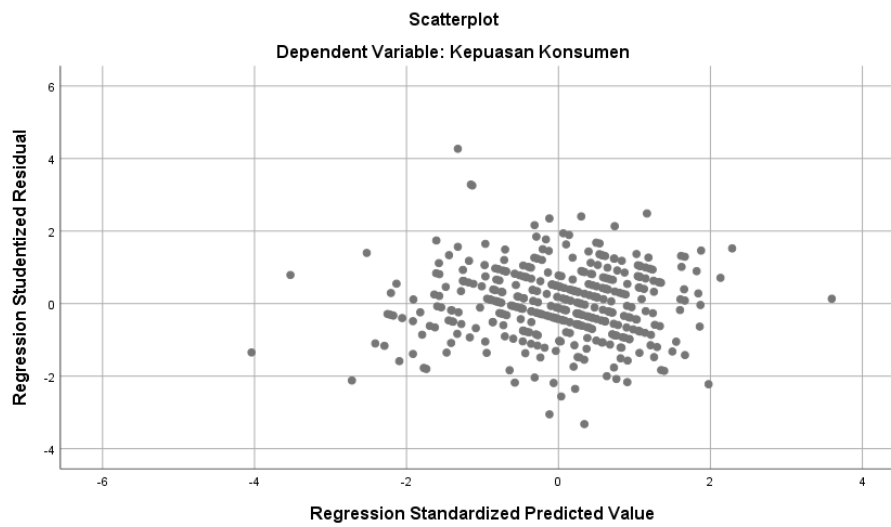
Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	10.950	1.627		6.728	.000		
	Kualitas Produk	.119	.020	.351	6.038	.000	.574	1.742
	Harga	.076	.032	.254	4.859	.000	.591	1.693
	Kualitas Pelayanan	.122	.033	.213	3.674	.000	.579	1.728

a. Dependent Variable: Kepuasan Konsumen

LAMPIRAN 7

HASIL UJI HETEROSKEDASTISITAS



LAMPIRAN 8

HASIL UJI LINEARITAS

KUALITAS PRODUK

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Kepuasan Konsumen * Kualitas Produk	Between Groups	(Combined)	2116.312	55	38.478	3.457	.000
		Linearity	1333.686	1	1333.686	119.821	.000
		Deviation from Linearity	782.626	54	14.493	1.302	.087
	Within Groups		3650.852	328	11.131		
Total			5767.164	383			

HARGA

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Kepuasan Konsumen * Harga	Between Groups	(Combined)	1175.773	34	34.582	2.629	.000
		Linearity	582.780	1	582.780	44.298	.000
		Deviation from Linearity	592.993	33	17.969	1.366	.091
	Within Groups	4591.391	349	13.156			
	Total	5767.164	383				

KUALITAS PELAYANAN

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Kepuasan Konsumen * Kualitas Pelayanan	Between Groups	(Combined)	1659.034	40	41.476	3.463	.000
		Linearity	1032.964	1	1032.964	86.245	.000
		Deviation from Linearity	626.070	39	16.053	1.340	.091
	Within Groups	4108.130	343	11.977			
	Total	5767.164	383				

LAMPIRAN 9

HASIL UJI REGRESI LINEAR BERGANDA

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	10.950	1.627		6.728	.000
	Kualitas Produk	.119	.020	.351	6.038	.000
	Harga	.076	.032	.254	4.859	.000
	Kualitas Pelayanan	.122	.033	.213	3.674	.000

a. Dependent Variable: Kepuasan Konsumen

LAMPIRAN 10**HASIL UJI T****Coefficients^a**

Model		Unstandardized Coefficients		Standardized	t	Sig.
		B	Std. Error	Coefficients Beta		
1	(Constant)	10.950	1.627		6.728	.000
	Kualitas Produk	.119	.020	.351	6.038	.000
	Harga	.076	.032	.254	4.859	.000
	Kualitas Pelayanan	.122	.033	.213	3.674	.000

a. *Dependent Variable:* Kepuasan Konsumen

LAMPIRAN 11**HASIL UJI F****ANOVA^a**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1512.031	3	504.010	45.010	.000 ^b
	Residual	4255.133	380	11.198		
	Total	5767.164	383			

a. *Dependent Variable:* Kepuasan Konsumen

b. *Predictors:* (Constant), Kualitas Pelayanan, Harga, Kualitas Produk

LAMPIRAN 12**HASIL UJI KOEFISIEN DETERMINASI****Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.512 ^a	.262	.256	3.346

a. *Predictors:* (Constant), Kualitas Pelayanan, Harga, Kualitas Produk

LAMPIRAN 13
HASIL UJI KOEFISIEN DETERMINASI

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.512 ^a	.262	.256	3.346

a. Predictors: (Constant), Kualitas Pelayanan, Harga, Kualitas Produk

LAMPIRAN 14

R TABEL

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

N	The Level of Significance		N	The Level of Significance	
	5%	1%		5%	1%
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 15

TABEL UJI T

Tabel distribusi T (df = 364 – 390)

DF atau DK	uji satu sisi (one tailed)					
	0,25	0,1	0,05	0,025	0,01	0,005
	Uji dua sisi (two tailed)					
	0,5	0,2	0,1	0,05	0,02	0,01
364	0,675	1,284	1,649	1,967	2,337	2,589
365	0,675	1,284	1,649	1,966	2,337	2,589
366	0,675	1,284	1,649	1,966	2,337	2,589
367	0,675	1,284	1,649	1,966	2,337	2,589
368	0,675	1,284	1,649	1,966	2,337	2,589
369	0,675	1,284	1,649	1,966	2,336	2,589
370	0,675	1,284	1,649	1,966	2,336	2,589
371	0,675	1,284	1,649	1,966	2,336	2,589
372	0,675	1,284	1,649	1,966	2,336	2,589
373	0,675	1,284	1,649	1,966	2,336	2,589
374	0,675	1,284	1,649	1,966	2,336	2,589
375	0,675	1,284	1,649	1,966	2,336	2,589
376	0,675	1,284	1,649	1,966	2,336	2,589
377	0,675	1,284	1,649	1,966	2,336	2,589
378	0,675	1,284	1,649	1,966	2,336	2,589
379	0,675	1,284	1,649	1,966	2,336	2,589
380	0,675	1,284	1,649	1,966	2,336	2,589
381	0,675	1,284	1,649	1,966	2,336	2,589
382	0,675	1,284	1,649	1,966	2,336	2,589
383	0,675	1,284	1,649	1,966	2,336	2,589
384	0,675	1,284	1,649	1,966	2,336	2,589
385	0,675	1,284	1,649	1,966	2,336	2,589
386	0,675	1,284	1,649	1,966	2,336	2,589
387	0,675	1,284	1,649	1,966	2,336	2,589
388	0,675	1,284	1,649	1,966	2,336	2,589
389	0,675	1,284	1,649	1,966	2,336	2,589
390	0,675	1,284	1,649	1,966	2,336	2,588

LAMPIRAN 16

TABEL UJI F

Nilai Probabilitas $\alpha = 0,05$

df untuk penyebut (N2)	df untuk pembilang (N1)				
	1	2	3	4	5
370	3,866714	3,020118895	2,629032947	2,396068596	2,238381977
371	3,866645597	3,020052808	2,628967559	2,396003172	2,238316161
372	3,866577563	3,019987078	2,628902526	2,395938101	2,2382507
373	3,866509895	3,019921703	2,628837843	2,395873382	2,238185592
374	3,866442592	3,019856679	2,628773508	2,39580901	2,238120834
375	3,866375648	3,019792004	2,628709517	2,395744984	2,238056424
376	3,866309063	3,019727674	2,628645869	2,3956813	2,237992358
377	3,866242833	3,019663688	2,628582561	2,395617956	2,237928634
378	3,866176954	3,019600042	2,628519589	2,395554949	2,237865248
379	3,866111425	3,019536734	2,628456952	2,395492276	2,237802199
380	3,866046243	3,01947376	2,628394646	2,395429935	2,237739484
381	3,865981404	3,019411119	2,628332669	2,395367923	2,2376771
382	3,865916906	3,019348808	2,628271018	2,395306237	2,237615044
383	3,865852747	3,019286823	2,628209691	2,395244875	2,237553314
384	3,865788923	3,019225163	2,628148684	2,395183835	2,237491907
385	3,865725433	3,019163826	2,628087997	2,395123113	2,237430821
386	3,865662273	3,019102807	2,628027626	2,395062708	2,237370053
387	3,865599441	3,019042106	2,627967568	2,395002616	2,237309601
388	3,865536934	3,018981719	2,627907821	2,394942836	2,237249462
389	3,86547475	3,018921644	2,627848384	2,394883365	2,237189634
390	3,865412887	3,018861879	2,627789253	2,394824201	2,237130114
391	3,865351341	3,018802421	2,627730425	2,394765341	2,237070901
392	3,865290111	3,018743268	2,6276719	2,394706782	2,237011991
393	3,865229194	3,018684417	2,627613674	2,394648524	2,236953382
394	3,865168588	3,018625867	2,627555745	2,394590562	2,236895073
395	3,86510829	3,018567615	2,627498111	2,394532896	2,23683706
396	3,865048297	3,018509658	2,62744077	2,394475522	2,236779342
397	3,864988609	3,018451995	2,627383719	2,394418439	2,236721916
398	3,864929221	3,018394623	2,627326956	2,394361645	2,23666478
399	3,864870133	3,018337541	2,627270479	2,394305136	2,236607932
400	3,864811341	3,018280744	2,627214286	2,394248912	2,23655137