

LAMPIRAN I

LEMBAR KUESIONER

PENGARUH KUALITAS PELAYANAN, PERSEPSI HARGA DAN SUASANA TEMPAT TERHADAP KEPUASAN PELANGGAN DI KEDAI NOISY STREET COFFEE DEPOK

**Kepada Yth,
Bapak/Ibu/Saudara/i
Pelanggan kedai Noisy Street Coffee Depok
Ditempat**

Kepada Yth,
Saudara/I Responden.

Perkenalkan saya Adnan Rido mahasiswa Prodi Manajemen Fakultas Ekonomi dan Bisnis Universitas Nasional.

Saat ini saya sedang melakukan penelitian dan penyusunan tugas akhir yang berjudul “Pengaruh Kualitas Pelayanan, Persepsi Harga dan Suasana Tempat terhadap Kepuasan Pelanggan di kedai Noisy Street Coffee Depok” Semoga teman-teman berkenan untuk mengisi kuesioner ini dengan baik, semua data yang diberikan akan dirahasiakan dan hanya akan digunakan untuk kepentingan akademis.

Terima Kasih atas dukungan dan partisipasi teman-teman dalam pengisian kuesioner ini.



**Hormat
saya,**

A handwritten signature in black ink, appearing to be 'Adnan Rido', written over a horizontal line.

**Adnan Rido
NPM : 183112340250227**

Identitas Responden

1. Jenis Kelamin

- a. Laki-laki
- b. Perempuan

2. Usia

- a. 17-21
- b. 22-26
- c. 27-31
- d. 32-36
- e. >36

3. Pekerjaan

- a. Pelajar/Mahasiswa
- b. Karyawan Swasta
- c. Pegawai Negeri
- d. Wirausaha
- e. Lainnya

4. Pendapatan

- a. 500.000 – 3.000.000
- b. 3.000.000 – 6.000.000
- c. 6.000.000 – 9.000.000
- d. >9.000.000

Bapak/Ibu/Saudara/I sebagai pelanggan kedai Noisy Street Coffee Depok dengan segala hormat penulis mengharapkan untuk kesediaan Bapak/Ibu/Saudara/I untuk memberikan tanggapan/jawaban atau pernyataan yang tertera. Berikan jawaban dengan menandai salah satu jawaban telah disediakan di masing-masing pernyataan yang disajikan (boleh dengan tanda X atau *Checklist* dijawaban tersebut).

| Pernyataan | Bobot Skor |
|---------------------------|------------|
| Sangat Setuju (SS) | 5 |
| Setuju (S) | 4 |
| Netral (N) | 3 |
| Tidak Setuju (TS) | 2 |
| Sangat Tidak Setuju (STS) | 1 |

Kuesioner Kualitas Pelayanan (X1)

| No. | Pernyataan | STS | TS | N | S | SS |
|----------|-------------------------------------------------------------------------------------------------------------------|-----|----|---|---|----|
| A | Daya Tanggap (<i>Responsiveness</i>) | | | | | |
| 1. | Barista Noisy Street Coffee selalu melayani pesanan dengan cepat serta tepat kepada pelanggan | | | | | |
| B | Jaminan (<i>Assurance</i>) | | | | | |
| 2. | Barista Noisy Street Coffee selalu memastikan menu makanan yang saya pesan tidak perlu membuat saya menunggu lama | | | | | |
| C | Wujud Fisik (<i>Tangible</i>) | | | | | |
| 3. | Menu makanan dan minuman yang di sajikan di kedai Noisy Street Coffee mempunyai rasa yang cukup enak | | | | | |
| D | Empati (<i>Empathy</i>) | | | | | |
| 4. | Barista kedai Noisy Street Coffee sangat ramah serta mampu melayani permintaan saya dengan baik. | | | | | |
| E | Kehandalan (<i>Reliability</i>) | | | | | |
| 5. | Barista kedai Noisy Street Coffee cukup profesional dalam menyajikan berbagai minuman jenis kopi | | | | | |

Persepsi Harga

| No | Kuesioner Persepsi Harga (X2) | STS | TS | N | S | SS |
|----------|-----------------------------------------------------------------------------------------------------|-----|----|---|---|----|
| A | Kesesuaian harga dengan kualitas produk | | | | | |
| 1. | Harga menu makanan dan minuman di kedai Noisy Street Coffee sesuai dengan kualitas rasa nya | | | | | |
| B | Keterjangkauan Harga | | | | | |
| 2. | Harga minuman di kedai Noisy Street cukup terjangkau | | | | | |
| C | Kesesuaian harga dengan manfaat sebuah produk | | | | | |
| 3. | Saya dapat mencoba berbagai jenis minuman kopi di kedai Noisy Street Coffee dengan harga yang murah | | | | | |
| D | Harga sesuai dengan kemampuan atau daya saing harga | | | | | |
| 4. | Harga menu makanan dan minuman di Noisy Street Coffee sesuai dengan daya saing harga | | | | | |

Suasana Tempat (X3)

| No | Pernyataan | STS | TS | N | S | SS |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------|-----|----|---|---|----|
| A | Store Exterior (Bagian depan toko) | | | | | |
| 1. | Bagian depan kedai Noisy Street Coffee mempunyai halaman yang cukup luas dengan lambang yang cukup besar sehingga mudah dikenali pelanggan. | | | | | |
| B | General Exterior (Bagian dalam toko) | | | | | |
| 2. | Bagian dalam kedai Noisy Street Coffee mempunyai desain mural yang kekinian dengan konsep kedai outdoor | | | | | |
| C | Store Layout (Tata letak) | | | | | |
| 3. | Kedai Noisy Street Coffee mempunyai lokasi yang berada di jalan raya sehingga cukup mudah ditemukan | | | | | |
| D | Interior Display (Papan Pengumuman) | | | | | |
| 4. | Kedai Noisy Street Coffee mempunyai papan menu yang mudah di pahami oleh pelanggan sehingga pelanggan mudah memesan. | | | | | |

Kepuasan Pelanggan (Y)

| No | Pernyataan | STS | TS | N | S | SS |
|----------|------------------------------------------------------------------------------------------------------------------------------------------|-----|----|---|---|----|
| A | Re-Purchase (Beli ulang) | | | | | |
| 1 | Saya selalu repurchase minuman kopi di kedai Noisy Street Coffee | | | | | |
| B | Menciptakan Word of Mouth | | | | | |
| 2 | Noisy Street Coffee mempunyai tempat yang cukup nyaman sehingga saya selalu mengajak teman saya untuk pergi ke kedai Noisy Street Coffee | | | | | |
| C | Menciptakan Citra Merek | | | | | |
| 3 | Noisy Street Coffee mempunyai rasa kopi yang cukup enak dan beda dari merek yang lain | | | | | |

| | | | | | |
|----------|-------------------------------------------------------------------------------|--|--|--|--|
| D | Menciptakan keputusan pembelian pada perusahaan yang sama | | | | |
| 4 | Saya seringkali membeli menu makanan dan minuman di kedai Noisy Street Coffee | | | | |

LAMPIRAN 2

TABULASI DATA VARIABEL KUALITAS PELAYANAN (X1) 100 RESPONDEN

| NO | KUALITAS PELAYANAN (X1) | | | | | |
|------------------|--------------------------------|-------------|-------------|-------------|-------------|-------------|
| RESPONDEN | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | T.X1 |
| 1 | 5 | 4 | 4 | 5 | 4 | 22 |
| 2 | 2 | 2 | 4 | 4 | 3 | 15 |
| 3 | 5 | 5 | 5 | 5 | 5 | 25 |
| 4 | 3 | 4 | 4 | 3 | 4 | 18 |
| 5 | 4 | 4 | 3 | 4 | 3 | 18 |
| 6 | 3 | 3 | 5 | 5 | 5 | 21 |
| 7 | 1 | 5 | 5 | 5 | 5 | 21 |
| 8 | 5 | 1 | 5 | 5 | 5 | 21 |
| 9 | 2 | 3 | 3 | 4 | 5 | 17 |
| 10 | 4 | 4 | 3 | 4 | 3 | 18 |
| 11 | 3 | 4 | 3 | 4 | 4 | 18 |
| 12 | 5 | 4 | 4 | 5 | 5 | 23 |
| 13 | 5 | 5 | 5 | 5 | 5 | 25 |
| 14 | 5 | 5 | 5 | 5 | 5 | 25 |
| 15 | 5 | 4 | 5 | 5 | 5 | 24 |
| 16 | 3 | 3 | 5 | 5 | 5 | 21 |
| 17 | 4 | 4 | 5 | 5 | 4 | 22 |
| 18 | 3 | 3 | 4 | 3 | 4 | 17 |
| 19 | 3 | 3 | 5 | 5 | 4 | 20 |
| 20 | 4 | 4 | 4 | 5 | 5 | 22 |
| 21 | 5 | 5 | 5 | 5 | 5 | 25 |
| 22 | 5 | 5 | 5 | 5 | 5 | 25 |
| 23 | 5 | 5 | 5 | 5 | 5 | 25 |
| 24 | 5 | 5 | 5 | 5 | 5 | 25 |
| 25 | 5 | 5 | 5 | 5 | 5 | 25 |
| 26 | 4 | 5 | 5 | 5 | 5 | 24 |
| 27 | 5 | 5 | 5 | 5 | 5 | 25 |
| 28 | 5 | 5 | 5 | 5 | 5 | 25 |
| 29 | 4 | 5 | 4 | 5 | 5 | 23 |
| 30 | 3 | 4 | 4 | 4 | 4 | 19 |
| 31 | 3 | 4 | 3 | 4 | 4 | 18 |
| 32 | 5 | 5 | 5 | 5 | 5 | 25 |
| 33 | 4 | 5 | 5 | 4 | 5 | 23 |
| 34 | 4 | 4 | 4 | 5 | 5 | 22 |
| 35 | 4 | 4 | 5 | 5 | 5 | 23 |
| 36 | 4 | 4 | 4 | 4 | 4 | 20 |
| 37 | 5 | 5 | 5 | 5 | 5 | 25 |

| | | | | | | |
|----|---|---|---|---|---|----|
| 38 | 4 | 4 | 4 | 4 | 4 | 20 |
| 39 | 5 | 4 | 4 | 5 | 5 | 23 |
| 40 | 3 | 4 | 5 | 5 | 5 | 22 |
| 41 | 5 | 5 | 5 | 5 | 5 | 25 |
| 42 | 3 | 4 | 3 | 4 | 4 | 18 |
| 43 | 4 | 4 | 3 | 4 | 4 | 19 |
| 44 | 4 | 5 | 4 | 4 | 4 | 21 |
| 45 | 4 | 2 | 4 | 2 | 4 | 16 |
| 46 | 5 | 3 | 5 | 5 | 5 | 23 |
| 47 | 4 | 5 | 3 | 4 | 3 | 19 |
| 48 | 3 | 5 | 4 | 4 | 4 | 20 |
| 49 | 4 | 4 | 3 | 4 | 4 | 19 |
| 50 | 4 | 4 | 4 | 4 | 4 | 20 |
| 51 | 5 | 4 | 4 | 5 | 4 | 22 |
| 52 | 3 | 4 | 3 | 4 | 3 | 17 |
| 53 | 4 | 5 | 4 | 5 | 4 | 22 |
| 54 | 4 | 4 | 4 | 4 | 4 | 20 |
| 55 | 4 | 4 | 5 | 5 | 5 | 23 |
| 56 | 5 | 5 | 5 | 5 | 5 | 25 |
| 57 | 4 | 4 | 4 | 5 | 5 | 22 |
| 58 | 5 | 5 | 5 | 5 | 5 | 25 |
| 59 | 5 | 4 | 4 | 4 | 4 | 21 |
| 60 | 5 | 5 | 5 | 5 | 5 | 25 |
| 61 | 3 | 3 | 3 | 5 | 3 | 17 |
| 62 | 5 | 5 | 5 | 5 | 5 | 25 |
| 63 | 5 | 5 | 4 | 5 | 4 | 23 |
| 64 | 4 | 4 | 5 | 5 | 5 | 23 |
| 65 | 5 | 3 | 5 | 5 | 5 | 23 |
| 66 | 5 | 5 | 4 | 5 | 4 | 23 |
| 67 | 4 | 4 | 3 | 4 | 4 | 19 |
| 68 | 5 | 4 | 4 | 5 | 5 | 23 |
| 69 | 5 | 3 | 4 | 4 | 5 | 21 |
| 70 | 5 | 5 | 5 | 5 | 5 | 25 |
| 71 | 4 | 4 | 4 | 5 | 5 | 22 |
| 72 | 5 | 4 | 5 | 5 | 4 | 23 |
| 73 | 5 | 5 | 5 | 5 | 5 | 25 |
| 74 | 5 | 5 | 4 | 4 | 4 | 22 |
| 75 | 4 | 5 | 4 | 4 | 4 | 21 |
| 76 | 4 | 4 | 4 | 4 | 4 | 20 |
| 77 | 5 | 5 | 5 | 5 | 5 | 25 |
| 78 | 5 | 5 | 5 | 5 | 5 | 25 |
| 79 | 3 | 1 | 1 | 3 | 2 | 10 |
| 80 | 5 | 5 | 4 | 4 | 4 | 22 |
| 81 | 4 | 4 | 5 | 4 | 4 | 21 |
| 82 | 5 | 5 | 5 | 5 | 5 | 25 |
| 83 | 3 | 3 | 3 | 3 | 3 | 15 |
| 84 | 5 | 3 | 4 | 5 | 5 | 22 |

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|-----|---|---|---|---|---|----|
| 85 | 5 | 4 | 5 | 5 | 4 | 23 |
| 86 | 4 | 4 | 4 | 5 | 4 | 21 |
| 87 | 4 | 4 | 3 | 4 | 3 | 18 |
| 88 | 5 | 5 | 4 | 5 | 5 | 24 |
| 89 | 5 | 5 | 4 | 4 | 3 | 21 |
| 90 | 5 | 4 | 4 | 4 | 3 | 20 |
| 91 | 5 | 5 | 3 | 4 | 4 | 21 |
| 92 | 4 | 4 | 5 | 5 | 4 | 22 |
| 93 | 1 | 5 | 3 | 2 | 3 | 14 |
| 94 | 5 | 5 | 5 | 5 | 5 | 25 |
| 95 | 3 | 4 | 4 | 5 | 5 | 21 |
| 96 | 3 | 4 | 5 | 4 | 4 | 20 |
| 97 | 4 | 4 | 4 | 4 | 4 | 20 |
| 98 | 3 | 2 | 4 | 2 | 2 | 13 |
| 99 | 3 | 4 | 3 | 4 | 4 | 18 |
| 100 | 1 | 1 | 1 | 2 | 1 | 6 |

LAMPIRAN 3
TABULASI DATA SKRIPSI PERSEPSI HARGA (X2) 100 RESPONDEN

| NO RESPONDEN | PERSEPSI HARGA (X2) | | | | T.X2 |
|-----------------|---------------------|------|------|------|------|
| | X2.1 | X2.2 | X2.3 | X2.4 | |
| 1 | 4 | 4 | 4 | 4 | 16 |
| 2 | 2 | 3 | 3 | 3 | 11 |
| 3 | 5 | 5 | 5 | 5 | 20 |
| 4 | 4 | 4 | 5 | 3 | 16 |
| 5 | 5 | 4 | 3 | 5 | 17 |
| 6 | 5 | 5 | 5 | 5 | 20 |
| 7 | 5 | 5 | 5 | 5 | 20 |
| 8 | 4 | 4 | 4 | 4 | 16 |
| 9 | 3 | 4 | 5 | 3 | 15 |
| 10 | 4 | 5 | 4 | 3 | 16 |
| 11 | 4 | 5 | 5 | 4 | 18 |
| 12 | 5 | 5 | 5 | 5 | 20 |
| 13 | 5 | 5 | 5 | 5 | 20 |
| 14 | 5 | 5 | 5 | 5 | 20 |
| 15 | 5 | 4 | 4 | 5 | 18 |
| 16 | 5 | 5 | 5 | 5 | 20 |
| 17 | 5 | 5 | 5 | 5 | 20 |
| 18 | 3 | 4 | 3 | 5 | 15 |
| 19 | 5 | 5 | 5 | 5 | 20 |
| 20 | 5 | 5 | 5 | 5 | 20 |

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|----|---|---|---|---|----|
| 21 | 5 | 5 | 5 | 5 | 20 |
| 22 | 5 | 5 | 5 | 5 | 20 |
| 23 | 5 | 5 | 5 | 5 | 20 |
| 24 | 5 | 5 | 5 | 5 | 20 |
| 25 | 5 | 5 | 5 | 5 | 20 |
| 26 | 4 | 5 | 5 | 5 | 19 |
| 27 | 4 | 5 | 5 | 4 | 18 |
| 28 | 5 | 5 | 4 | 4 | 18 |
| 29 | 5 | 5 | 4 | 4 | 18 |
| 30 | 5 | 5 | 5 | 5 | 20 |
| 31 | 5 | 5 | 5 | 5 | 20 |
| 32 | 5 | 5 | 4 | 5 | 19 |
| 33 | 4 | 5 | 4 | 5 | 18 |
| 34 | 5 | 5 | 5 | 4 | 19 |
| 35 | 5 | 5 | 5 | 5 | 20 |
| 36 | 4 | 4 | 4 | 4 | 16 |
| 37 | 5 | 5 | 5 | 5 | 20 |
| 38 | 5 | 4 | 3 | 5 | 17 |
| 39 | 5 | 5 | 5 | 4 | 19 |
| 40 | 3 | 4 | 2 | 2 | 11 |
| 41 | 4 | 5 | 5 | 5 | 19 |
| 42 | 3 | 4 | 3 | 3 | 13 |
| 43 | 3 | 4 | 2 | 3 | 12 |
| 44 | 5 | 4 | 5 | 4 | 18 |
| 45 | 4 | 4 | 2 | 3 | 13 |
| 46 | 5 | 5 | 5 | 2 | 17 |
| 47 | 3 | 3 | 4 | 4 | 14 |
| 48 | 3 | 3 | 3 | 3 | 12 |
| 49 | 3 | 4 | 4 | 4 | 15 |
| 50 | 4 | 4 | 4 | 4 | 16 |
| 51 | 5 | 4 | 4 | 4 | 17 |
| 52 | 3 | 3 | 4 | 4 | 14 |
| 53 | 4 | 4 | 4 | 5 | 17 |
| 54 | 4 | 4 | 4 | 4 | 16 |
| 55 | 5 | 5 | 5 | 5 | 20 |
| 56 | 4 | 5 | 5 | 4 | 18 |
| 57 | 3 | 4 | 4 | 3 | 14 |

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| 58 | 5 | 5 | 5 | 5 | 20 |
| 59 | 5 | 4 | 4 | 4 | 17 |
| 60 | 5 | 5 | 5 | 5 | 20 |
| 61 | 5 | 5 | 5 | 5 | 20 |
| 62 | 5 | 5 | 5 | 5 | 20 |
| 63 | 4 | 4 | 4 | 5 | 17 |
| 64 | 5 | 5 | 5 | 5 | 20 |
| 65 | 5 | 5 | 5 | 5 | 20 |
| 66 | 5 | 5 | 5 | 5 | 20 |
| 67 | 3 | 3 | 3 | 4 | 13 |
| 68 | 4 | 5 | 4 | 5 | 18 |
| 69 | 4 | 3 | 3 | 4 | 14 |
| 70 | 4 | 5 | 4 | 5 | 18 |
| 71 | 4 | 5 | 5 | 5 | 19 |
| 72 | 4 | 5 | 3 | 5 | 17 |
| 73 | 4 | 4 | 4 | 3 | 15 |
| 74 | 4 | 5 | 4 | 4 | 17 |
| 75 | 4 | 4 | 4 | 4 | 16 |
| 76 | 4 | 4 | 4 | 4 | 16 |
| 77 | 5 | 5 | 5 | 5 | 20 |
| 78 | 5 | 5 | 5 | 5 | 20 |
| 79 | 2 | 5 | 4 | 1 | 12 |
| 80 | 4 | 4 | 4 | 4 | 16 |
| 81 | 5 | 4 | 4 | 4 | 17 |
| 82 | 5 | 5 | 5 | 5 | 20 |
| 83 | 3 | 3 | 3 | 3 | 12 |
| 84 | 2 | 5 | 4 | 5 | 16 |
| 85 | 5 | 5 | 5 | 5 | 20 |
| 86 | 4 | 4 | 4 | 4 | 16 |
| 87 | 5 | 5 | 5 | 5 | 20 |
| 88 | 5 | 5 | 5 | 5 | 20 |
| 89 | 3 | 4 | 5 | 4 | 16 |
| 90 | 3 | 5 | 4 | 4 | 16 |
| 91 | 5 | 5 | 5 | 4 | 19 |
| 92 | 4 | 3 | 4 | 3 | 14 |
| 93 | 2 | 4 | 2 | 4 | 12 |
| 94 | 3 | 5 | 5 | 5 | 18 |

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| 95 | 5 | 5 | 4 | 5 | 19 |
| 96 | 3 | 5 | 3 | 3 | 14 |
| 97 | 4 | 5 | 5 | 5 | 19 |
| 98 | 4 | 3 | 2 | 1 | 10 |
| 99 | 5 | 2 | 3 | 4 | 14 |
| 100 | 1 | 1 | 1 | 1 | 4 |

LAMPIRAN 4
TABULASI DATA SUASANA TEMPAT (X3) 100 RESPONDEN

| NO | SUASANA TEMPAT (X3) | | | | |
|-----------|---------------------|------|------|------|------|
| RESPONDEN | X3.1 | X3.2 | X3.3 | X3.4 | T.X3 |
| 1 | 5 | 4 | 5 | 4 | 18 |
| 2 | 2 | 4 | 4 | 3 | 13 |
| 3 | 4 | 4 | 4 | 4 | 16 |
| 4 | 4 | 2 | 4 | 3 | 13 |
| 5 | 4 | 3 | 5 | 4 | 16 |
| 6 | 3 | 5 | 5 | 5 | 18 |
| 7 | 5 | 5 | 5 | 5 | 20 |
| 8 | 3 | 4 | 4 | 4 | 15 |
| 9 | 5 | 4 | 4 | 2 | 15 |
| 10 | 4 | 3 | 4 | 3 | 14 |
| 11 | 4 | 4 | 5 | 4 | 17 |
| 12 | 2 | 4 | 2 | 4 | 12 |
| 13 | 3 | 3 | 5 | 3 | 14 |
| 14 | 1 | 5 | 5 | 5 | 16 |
| 15 | 3 | 4 | 5 | 4 | 16 |
| 16 | 5 | 5 | 5 | 5 | 20 |
| 17 | 5 | 5 | 5 | 5 | 20 |
| 18 | 5 | 5 | 4 | 3 | 17 |
| 19 | 3 | 4 | 5 | 4 | 16 |
| 20 | 4 | 4 | 5 | 4 | 17 |
| 21 | 5 | 5 | 5 | 5 | 20 |
| 22 | 5 | 5 | 5 | 4 | 19 |
| 23 | 5 | 5 | 5 | 5 | 20 |
| 24 | 5 | 5 | 5 | 5 | 20 |
| 25 | 3 | 4 | 5 | 5 | 17 |
| 26 | 3 | 2 | 2 | 3 | 10 |
| 27 | 4 | 5 | 5 | 4 | 18 |

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|----|---|---|---|---|----|
| 28 | 4 | 4 | 5 | 4 | 17 |
| 29 | 5 | 5 | 5 | 5 | 20 |
| 30 | 3 | 3 | 3 | 3 | 12 |
| 31 | 4 | 5 | 5 | 3 | 17 |
| 32 | 5 | 4 | 5 | 5 | 19 |
| 33 | 5 | 4 | 4 | 5 | 18 |
| 34 | 5 | 5 | 5 | 5 | 20 |
| 35 | 4 | 5 | 4 | 4 | 17 |
| 36 | 4 | 4 | 4 | 4 | 16 |
| 37 | 5 | 5 | 5 | 5 | 20 |
| 38 | 5 | 4 | 5 | 4 | 18 |
| 39 | 4 | 5 | 4 | 4 | 17 |
| 40 | 4 | 4 | 5 | 5 | 18 |
| 41 | 4 | 4 | 4 | 4 | 16 |
| 42 | 4 | 3 | 4 | 4 | 15 |
| 43 | 4 | 5 | 4 | 3 | 16 |
| 44 | 5 | 5 | 4 | 4 | 18 |
| 45 | 3 | 3 | 4 | 4 | 14 |
| 46 | 1 | 5 | 5 | 4 | 15 |
| 47 | 3 | 4 | 3 | 4 | 14 |
| 48 | 3 | 5 | 5 | 5 | 18 |
| 49 | 4 | 4 | 4 | 5 | 17 |
| 50 | 4 | 4 | 4 | 4 | 16 |
| 51 | 4 | 4 | 5 | 4 | 17 |
| 52 | 2 | 3 | 5 | 5 | 15 |
| 53 | 4 | 5 | 4 | 5 | 18 |
| 54 | 4 | 4 | 4 | 4 | 16 |
| 55 | 5 | 4 | 5 | 5 | 19 |
| 56 | 4 | 4 | 4 | 5 | 17 |
| 57 | 4 | 5 | 4 | 4 | 17 |
| 58 | 5 | 5 | 5 | 3 | 18 |
| 59 | 3 | 4 | 3 | 3 | 13 |
| 60 | 5 | 5 | 5 | 5 | 20 |
| 61 | 5 | 5 | 5 | 3 | 18 |
| 62 | 4 | 5 | 5 | 5 | 19 |
| 63 | 4 | 4 | 4 | 4 | 16 |
| 64 | 5 | 5 | 5 | 5 | 20 |
| 65 | 3 | 5 | 5 | 5 | 18 |

| | | | | | |
|-----|---|---|---|---|----|
| 66 | 2 | 1 | 4 | 4 | 11 |
| 67 | 4 | 4 | 4 | 4 | 16 |
| 68 | 4 | 5 | 4 | 5 | 18 |
| 69 | 3 | 4 | 4 | 5 | 16 |
| 70 | 4 | 4 | 4 | 4 | 16 |
| 71 | 3 | 5 | 4 | 4 | 16 |
| 72 | 5 | 4 | 5 | 5 | 19 |
| 73 | 4 | 4 | 4 | 5 | 17 |
| 74 | 5 | 4 | 5 | 4 | 18 |
| 75 | 5 | 5 | 4 | 4 | 18 |
| 76 | 4 | 4 | 4 | 4 | 16 |
| 77 | 5 | 5 | 5 | 5 | 20 |
| 78 | 5 | 5 | 5 | 5 | 20 |
| 79 | 3 | 2 | 4 | 4 | 13 |
| 80 | 5 | 4 | 4 | 4 | 17 |
| 81 | 5 | 4 | 5 | 5 | 19 |
| 82 | 5 | 5 | 5 | 5 | 20 |
| 83 | 3 | 3 | 3 | 3 | 12 |
| 84 | 5 | 5 | 5 | 2 | 17 |
| 85 | 4 | 4 | 5 | 4 | 17 |
| 86 | 5 | 5 | 5 | 4 | 19 |
| 87 | 3 | 4 | 4 | 3 | 14 |
| 88 | 5 | 5 | 5 | 5 | 20 |
| 89 | 3 | 4 | 5 | 4 | 16 |
| 90 | 5 | 5 | 5 | 3 | 18 |
| 91 | 3 | 3 | 4 | 5 | 15 |
| 92 | 3 | 4 | 3 | 4 | 14 |
| 93 | 5 | 3 | 3 | 2 | 13 |
| 94 | 5 | 3 | 5 | 5 | 18 |
| 95 | 5 | 5 | 4 | 5 | 19 |
| 96 | 3 | 4 | 2 | 3 | 12 |
| 97 | 4 | 4 | 4 | 4 | 16 |
| 98 | 4 | 3 | 2 | 1 | 10 |
| 99 | 3 | 4 | 3 | 4 | 14 |
| 100 | 1 | 1 | 1 | 1 | 4 |

LAMPIRAN 5
TABULASI DATA KEPUASAN PELANGGAN (Y) 100 RESPONDEN

| NO RESPONDEN | KEPUASAN PELANGGAN (Y) | | | | |
|-----------------|------------------------|-----|-----|-----|-----|
| | Y.1 | Y.2 | Y.3 | Y.4 | T.Y |
| 1 | 3 | 4 | 2 | 3 | 12 |
| 2 | 3 | 4 | 2 | 4 | 13 |
| 3 | 4 | 4 | 4 | 4 | 16 |
| 4 | 4 | 3 | 4 | 3 | 14 |
| 5 | 5 | 4 | 3 | 5 | 17 |
| 6 | 5 | 3 | 5 | 5 | 18 |
| 7 | 5 | 5 | 5 | 5 | 20 |
| 8 | 4 | 4 | 5 | 4 | 17 |
| 9 | 4 | 3 | 3 | 2 | 12 |
| 10 | 5 | 4 | 3 | 4 | 16 |
| 11 | 4 | 3 | 3 | 4 | 14 |
| 12 | 3 | 3 | 5 | 4 | 15 |
| 13 | 3 | 3 | 4 | 5 | 15 |
| 14 | 5 | 5 | 5 | 5 | 20 |
| 15 | 5 | 4 | 4 | 5 | 18 |
| 16 | 5 | 5 | 5 | 5 | 20 |
| 17 | 5 | 4 | 3 | 5 | 17 |
| 18 | 3 | 4 | 4 | 3 | 14 |
| 19 | 5 | 5 | 5 | 5 | 20 |
| 20 | 5 | 5 | 5 | 5 | 20 |
| 21 | 5 | 5 | 5 | 5 | 20 |
| 22 | 5 | 5 | 5 | 5 | 20 |
| 23 | 5 | 5 | 5 | 5 | 20 |
| 24 | 5 | 5 | 5 | 5 | 20 |
| 25 | 5 | 5 | 5 | 5 | 20 |
| 26 | 4 | 3 | 4 | 4 | 15 |
| 27 | 4 | 3 | 4 | 5 | 16 |
| 28 | 5 | 4 | 4 | 5 | 18 |
| 29 | 4 | 4 | 4 | 4 | 16 |
| 30 | 3 | 3 | 3 | 3 | 12 |
| 31 | 3 | 4 | 4 | 4 | 15 |
| 32 | 5 | 4 | 5 | 3 | 17 |
| 33 | 5 | 4 | 4 | 4 | 17 |
| 34 | 4 | 4 | 5 | 4 | 17 |
| 35 | 5 | 4 | 4 | 5 | 18 |
| 36 | 3 | 3 | 3 | 3 | 12 |
| 37 | 5 | 5 | 5 | 5 | 20 |
| 38 | 4 | 4 | 4 | 4 | 16 |
| 39 | 4 | 5 | 3 | 5 | 17 |
| 40 | 2 | 5 | 3 | 2 | 12 |
| 41 | 4 | 5 | 5 | 4 | 18 |
| 42 | 3 | 4 | 3 | 3 | 13 |
| 43 | 3 | 3 | 3 | 3 | 12 |
| 44 | 4 | 5 | 4 | 4 | 17 |

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| 45 | 2 | 4 | 3 | 3 | 12 |
| 46 | 5 | 3 | 5 | 5 | 18 |
| 47 | 3 | 5 | 4 | 3 | 15 |
| 48 | 2 | 3 | 3 | 3 | 11 |
| 49 | 4 | 4 | 5 | 4 | 17 |
| 50 | 4 | 4 | 4 | 4 | 16 |
| 51 | 5 | 5 | 4 | 4 | 18 |
| 52 | 3 | 2 | 3 | 2 | 10 |
| 53 | 4 | 4 | 4 | 3 | 15 |
| 54 | 4 | 4 | 4 | 3 | 15 |
| 55 | 5 | 4 | 5 | 5 | 19 |
| 56 | 4 | 4 | 4 | 5 | 17 |
| 57 | 4 | 4 | 5 | 4 | 17 |
| 58 | 5 | 5 | 3 | 5 | 18 |
| 59 | 4 | 3 | 4 | 4 | 15 |
| 60 | 5 | 5 | 5 | 5 | 20 |
| 61 | 5 | 3 | 3 | 5 | 16 |
| 62 | 5 | 5 | 5 | 5 | 20 |
| 63 | 3 | 4 | 4 | 3 | 14 |
| 64 | 4 | 4 | 4 | 4 | 16 |
| 65 | 5 | 5 | 5 | 5 | 20 |
| 66 | 4 | 5 | 5 | 4 | 18 |
| 67 | 3 | 4 | 4 | 3 | 14 |
| 68 | 4 | 4 | 4 | 5 | 17 |
| 69 | 3 | 3 | 3 | 3 | 12 |
| 70 | 5 | 5 | 5 | 5 | 20 |
| 71 | 3 | 4 | 3 | 4 | 14 |
| 72 | 5 | 4 | 4 | 5 | 18 |
| 73 | 3 | 4 | 5 | 5 | 17 |
| 74 | 5 | 5 | 4 | 4 | 18 |
| 75 | 4 | 5 | 4 | 4 | 17 |
| 76 | 4 | 4 | 4 | 4 | 16 |
| 77 | 5 | 5 | 5 | 5 | 20 |
| 78 | 5 | 5 | 5 | 5 | 20 |
| 79 | 4 | 4 | 3 | 4 | 15 |
| 80 | 5 | 4 | 4 | 4 | 17 |
| 81 | 5 | 4 | 5 | 4 | 18 |
| 82 | 5 | 5 | 5 | 5 | 20 |
| 83 | 3 | 3 | 3 | 3 | 12 |
| 84 | 4 | 4 | 1 | 2 | 11 |
| 85 | 5 | 4 | 4 | 4 | 17 |
| 86 | 3 | 4 | 4 | 3 | 14 |
| 87 | 2 | 3 | 3 | 2 | 10 |
| 88 | 4 | 5 | 4 | 4 | 17 |
| 89 | 3 | 4 | 5 | 4 | 16 |
| 90 | 2 | 3 | 4 | 3 | 12 |
| 91 | 5 | 4 | 4 | 5 | 18 |

| | | | | | |
|-----|---|---|---|---|----|
| 92 | 4 | 3 | 4 | 3 | 14 |
| 93 | 4 | 2 | 4 | 3 | 13 |
| 94 | 4 | 5 | 5 | 5 | 19 |
| 95 | 4 | 3 | 5 | 5 | 17 |
| 96 | 3 | 5 | 3 | 3 | 14 |
| 97 | 4 | 4 | 4 | 4 | 16 |
| 98 | 5 | 1 | 4 | 3 | 13 |
| 99 | 5 | 3 | 4 | 4 | 16 |
| 100 | 1 | 2 | 1 | 1 | 5 |

LAMPIRAN 6
Karakteristik Berdasarkan Jenis Kelamin

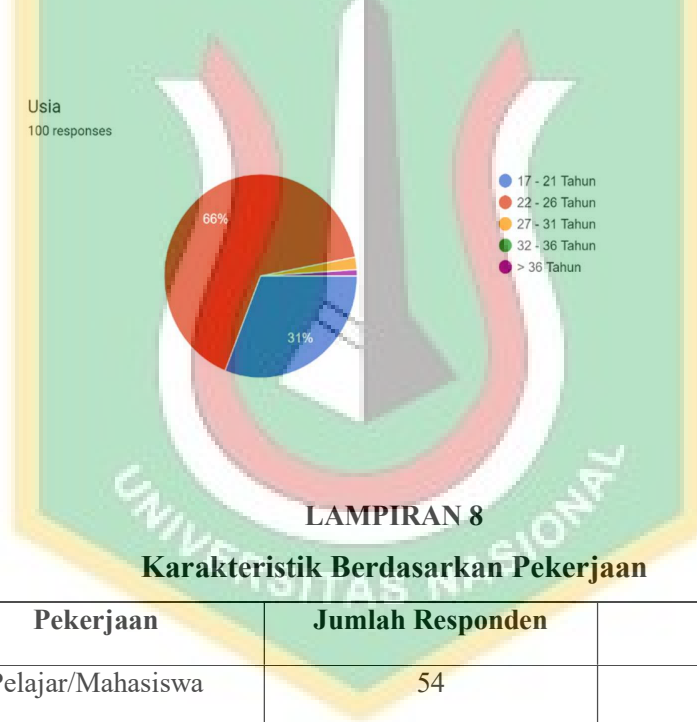
| Jenis Kelamin | Jumlah Responden | Persentase |
|---------------|------------------|-------------|
| Laki-laki | 56 | 56% |
| Perempuan | 44 | 44% |
| Total | 100 | 100% |



LAMPIRAN 7

| Karakteristik Berdasarkan Usia | Jumlah Responden | Persentase |
|--------------------------------|------------------|-------------|
| 17-21 | 31 | 31% |
| 22-26 | 66 | 66% |
| 27-31 | 2 | 2% |
| 32-36 | 0 | 0% |
| >36 | 1 | 1% |
| Total | 100 | 100% |

Karakteristik Berdasarkan Usia

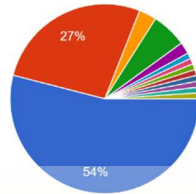


LAMPIRAN 8

Karakteristik Berdasarkan Pekerjaan

| Pekerjaan | Jumlah Responden | Persentase |
|-------------------|------------------|-------------|
| Pelajar/Mahasiswa | 54 | 54% |
| Karyawan Swasta | 27 | 27% |
| Pegawai Negeri | 3 | 3% |
| Wirausaha | 6 | 6% |
| Lainnya | 10 | 10% |
| Total | 100 | 100% |

Pekerjaan
100 responses



- Mahasiswa / Pelajar
- Karyawan Swasta
- Pegawai Negeri
- Wirausaha
- Freelance
- Gamers
- Operator Forklift
- Pengedar kebaikan

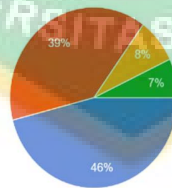
▲ 1/2 ▼

LAMPIRAN 9

Karakteristik Berdasarkan Pendapatan

| Pendapatan | Jumlah Responden | Persentase |
|------------------------|------------------|-------------|
| 500.000 – 3.000.000 | 46 | 46% |
| 3.000.0000 – 6.000.000 | 39 | 39% |
| 6.000.000 – 9.000.000 | 8 | 8% |
| >9.000.000 | 7 | 7% |
| Total | 100 | 100% |

Pendapatan per.bulan
100 responses



- Rp. 500.000 - Rp. 3.000.000 / bulan
- Rp. 3.000.000 - Rp. 6.000.000 / bulan
- Rp. 6.000.000 - Rp. 9.000.000 / bulan
- > Rp. 9.000.000 / bulan

LAMPIRAN 10
OUTPUT UJI INSTRUMEN

Uji Instrumen

a. Uji Validitas

Kualitas Pelayanan (X1)

Descriptive Statistics

| | N | Minimum | Maximum | Mean | Std. Deviation |
|--------------------|-----|---------|---------|-------|----------------|
| X1.1 | 100 | 3 | 5 | 4,23 | ,617 |
| X1.2 | 100 | 3 | 5 | 4,15 | ,687 |
| X1.3 | 100 | 2 | 5 | 3,94 | ,679 |
| X1.4 | 100 | 2 | 5 | 3,78 | ,705 |
| X1.5 | 100 | 2 | 5 | 3,89 | ,709 |
| T.X1 | 100 | 14 | 25 | 19,99 | 2,472 |
| Valid N (listwise) | 100 | | | | |

Persepsi Harga (X2)

Descriptive Statistics

| | N | Minimum | Maximum | Mean | Std. Deviation |
|--------------------|-----|---------|---------|-------|----------------|
| X2.1 | 100 | 2 | 5 | 3,76 | ,944 |
| X2.2 | 100 | 2 | 5 | 3,69 | ,940 |
| X2.3 | 100 | 2 | 5 | 3,72 | ,889 |
| X2.4 | 100 | 1 | 5 | 3,61 | 1,118 |
| T.X2 | 100 | 2 | 20 | 14,72 | 3,435 |
| Valid N (listwise) | 100 | | | | |

Suasana Pelanggan (X3)

Descriptive Statistics

| | N | Minimum | Maximum | Mean | Std. Deviation |
|--------------------|-----|---------|---------|-------|----------------|
| X3.1 | 100 | 3 | 5 | 4,16 | ,647 |
| X3.2 | 100 | 2 | 5 | 4,01 | ,674 |
| X3.3 | 100 | 1 | 5 | 3,90 | ,772 |
| X3.4 | 100 | 2 | 5 | 4,05 | ,796 |
| T.X3 | 100 | 12 | 20 | 16,12 | 2,194 |
| Valid N (listwise) | 100 | | | | |

b. Uji Reliabilitas

Kualitas Produk (X1)

| Reliability Statistics | |
|-------------------------------|------------|
| Cronbach's Alpha | N of Items |
| ,777 | 5 |

Persepsi Harga (X2)

| Reliability Statistics | |
|-------------------------------|------------|
| Cronbach's Alpha | N of Items |
| ,854 | 4 |

Suasana Tempat (X3)

| Reliability Statistics | |
|-------------------------------|------------|
| Cronbach's Alpha | N of Items |
| ,751 | 4 |

Keputusan Pembelian (Y)

| Reliability Statistics | |
|-------------------------------|------------|
| Cronbach's Alpha | N of Items |
| ,773 | 4 |

**LAMPIRAN 11
OUTPUT UJI ASUMSI KLASIK**

Uji Asumsi Klasik

a. Uji Normalitas

| One-Sample Kolmogorov-Smirnov Test | | |
|------------------------------------|----------------|-------------------------|
| | | Unstandardized Residual |
| N | | 100 |
| Normal Parameters ^{a,b} | Mean | ,0000000 |
| | Std. Deviation | 1,95864402 |
| Most Extreme Differences | Absolute | ,077 |
| | Positive | ,069 |
| | Negative | -,077 |
| Test Statistic | | ,077 |
| Asymp. Sig. (2-tailed) | | ,158 ^c |

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

b. Uji Multikoleniaritas

| Coefficients ^a | | | | | | | | |
|---------------------------|------------|-----------------------------|------------|---------------------------|-------|------|-------------------------|-------|
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
| | | B | Std. Error | Beta | | | Tolerance | VIF |
| 1 | (Constant) | 6,842 | 1,785 | | 3,833 | ,000 | | |
| | X1 | ,246 | ,105 | ,273 | 2,338 | ,021 | ,589 | 1,697 |
| | X2 | ,054 | ,065 | ,083 | ,825 | ,411 | ,793 | 1,261 |
| | X3 | ,231 | ,108 | ,227 | 2,132 | ,036 | ,709 | 1,411 |

a. Dependent Variable: Y

c. Uji Heteroskedastisitas

| Coefficients ^a | | | | | | |
|---------------------------|------------|-----------------------------|------------|---------------------------|-------|------|
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 3,164 | 1,214 | | 2,607 | ,011 |

| | | | | | | |
|--------------------------------|--------------------|-------|------|-------|--------|------|
| | Kualitas Pelayanan | -,073 | ,072 | -,134 | -1,022 | ,309 |
| | Persepsi Harga | -,008 | ,044 | -,021 | -,186 | ,853 |
| | Suasana Tempat | -,010 | ,074 | -,017 | -,139 | ,889 |
| a. Dependent Variable: ABS_RES | | | | | | |

d. Uji Autokorelasi

| Model Summary ^b | | | | | |
|----------------------------|-------------------|----------|-------------------|----------------------------|---------------|
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate | Durbin-Watson |
| 1 | ,478 ^a | ,228 | ,204 | 1,98901 | 2,239 |

a. Predictors: (Constant), X3, X2, X1

b. Dependent Variable: Y

LAMPIRAN 12 OUTPUT ANALISIS INFERENSIAL Analisis Inferensial a. Analisis Regresi Linier Berganda

| Coefficients ^a | | | | | | |
|---------------------------|--------------------|-----------------------------|------------|---------------------------|-------|------|
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 6,842 | 1,785 | | 3,833 | ,000 |
| | Kualitas Pelayanan | ,246 | ,105 | ,273 | 2,338 | ,021 |
| | Persepsi Harga | ,054 | ,065 | ,083 | ,825 | ,411 |
| | Suasana Tempat | ,231 | ,108 | ,227 | 2,132 | ,036 |

a. Dependent Variable: Kepuasan Pelanggan

LAMPIRAN 13 OUTPUT UJI KELAYAKAN MODEL

Uji Kelayakan Model

a. Uji F

| ANOVA ^a | | | | | | |
|--------------------|------------|----------------|----|-------------|-------|-------------------|
| Model | | Sum of Squares | df | Mean Square | F | Sig. |
| 1 | Regression | 112,368 | 3 | 37,456 | 9,468 | ,000 ^b |
| | Residual | 379,792 | 96 | 3,956 | | |
| | Total | 492,160 | 99 | | | |

a. Dependent Variable: Kepuasan Pelanggan

b. Predictors: (Constant), Suasana Tempat , Persepsi Harga, Kualitas Pelayanan

b. Koefisien Determinasi

| Model Summary ^b | | | | |
|----------------------------|-------------------|----------|-------------------|----------------------------|
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | ,478 ^a | ,228 | ,204 | 1,98901 |

a. Predictors: (Constant), Suasana Tempat , Persepsi Harga, Kualitas Pelayanan

b. Dependent Variable: Kepuasan Pelanggan

**LAMPIRAN 14
OUTPUT UJI HIPOTESIS**

Uji Hipotesis

a. Uji t

| Coefficients ^a | | | | | | |
|---------------------------|--------------------|-----------------------------|------------|---------------------------|-------|------|
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 6,842 | 1,785 | | 3,833 | ,000 |
| | Kualitas Pelayanan | ,246 | ,105 | ,273 | 2,338 | ,021 |
| | Persepsi Harga | ,054 | ,065 | ,083 | ,825 | ,411 |
| | Suasana Tempat | ,231 | ,108 | ,227 | 2,132 | ,036 |

a. Dependent Variable: Kepuasan Pelanggan

LAMPIRAN 15
DAFTAR TABEL

1) R Tabel

Tabel r untuk df = 51 - 100

| df = (N-2) | Tingkat signifikansi untuk uji satu arah | | | | |
|------------|------------------------------------------|--------|--------|--------|--------|
| | 0.05 | 0.025 | 0.01 | 0.005 | 0.0005 |
| | Tingkat signifikansi untuk uji dua arah | | | | |
| | 0.1 | 0.05 | 0.02 | 0.01 | 0.001 |
| 51 | 0.2284 | 0.2706 | 0.3188 | 0.3509 | 0.4393 |
| 52 | 0.2262 | 0.2681 | 0.3158 | 0.3477 | 0.4354 |
| 53 | 0.2241 | 0.2656 | 0.3129 | 0.3445 | 0.4317 |
| 54 | 0.2221 | 0.2632 | 0.3102 | 0.3415 | 0.4280 |
| 55 | 0.2201 | 0.2609 | 0.3074 | 0.3385 | 0.4244 |
| 56 | 0.2181 | 0.2586 | 0.3048 | 0.3357 | 0.4210 |
| 57 | 0.2162 | 0.2564 | 0.3022 | 0.3328 | 0.4176 |
| 58 | 0.2144 | 0.2542 | 0.2997 | 0.3301 | 0.4143 |
| 59 | 0.2126 | 0.2521 | 0.2972 | 0.3274 | 0.4110 |
| 60 | 0.2108 | 0.2500 | 0.2948 | 0.3248 | 0.4079 |
| 61 | 0.2091 | 0.2480 | 0.2925 | 0.3223 | 0.4048 |
| 62 | 0.2075 | 0.2461 | 0.2902 | 0.3198 | 0.4018 |
| 63 | 0.2058 | 0.2441 | 0.2880 | 0.3173 | 0.3988 |
| 64 | 0.2042 | 0.2423 | 0.2858 | 0.3150 | 0.3959 |
| 65 | 0.2027 | 0.2404 | 0.2837 | 0.3126 | 0.3931 |
| 66 | 0.2012 | 0.2387 | 0.2816 | 0.3104 | 0.3903 |
| 67 | 0.1997 | 0.2369 | 0.2796 | 0.3081 | 0.3876 |
| 68 | 0.1982 | 0.2352 | 0.2776 | 0.3060 | 0.3850 |
| 69 | 0.1968 | 0.2335 | 0.2756 | 0.3038 | 0.3823 |
| 70 | 0.1954 | 0.2319 | 0.2737 | 0.3017 | 0.3798 |
| 71 | 0.1940 | 0.2303 | 0.2718 | 0.2997 | 0.3773 |
| 72 | 0.1927 | 0.2287 | 0.2700 | 0.2977 | 0.3748 |
| 73 | 0.1914 | 0.2272 | 0.2682 | 0.2957 | 0.3724 |
| 74 | 0.1901 | 0.2257 | 0.2664 | 0.2938 | 0.3701 |
| 75 | 0.1888 | 0.2242 | 0.2647 | 0.2919 | 0.3678 |
| 76 | 0.1876 | 0.2227 | 0.2630 | 0.2900 | 0.3655 |
| 77 | 0.1864 | 0.2213 | 0.2613 | 0.2882 | 0.3633 |
| 78 | 0.1852 | 0.2199 | 0.2597 | 0.2864 | 0.3611 |
| 79 | 0.1841 | 0.2185 | 0.2581 | 0.2847 | 0.3589 |
| 80 | 0.1829 | 0.2172 | 0.2565 | 0.2830 | 0.3568 |
| 81 | 0.1818 | 0.2159 | 0.2550 | 0.2813 | 0.3547 |
| 82 | 0.1807 | 0.2146 | 0.2535 | 0.2796 | 0.3527 |
| 83 | 0.1796 | 0.2133 | 0.2520 | 0.2780 | 0.3507 |
| 84 | 0.1786 | 0.2120 | 0.2505 | 0.2764 | 0.3487 |
| 85 | 0.1775 | 0.2108 | 0.2491 | 0.2748 | 0.3468 |
| 86 | 0.1765 | 0.2096 | 0.2477 | 0.2732 | 0.3449 |
| 87 | 0.1755 | 0.2084 | 0.2463 | 0.2717 | 0.3430 |
| 88 | 0.1745 | 0.2072 | 0.2449 | 0.2702 | 0.3412 |
| 89 | 0.1735 | 0.2061 | 0.2435 | 0.2687 | 0.3393 |
| 90 | 0.1726 | 0.2050 | 0.2422 | 0.2673 | 0.3375 |
| 91 | 0.1716 | 0.2039 | 0.2409 | 0.2659 | 0.3358 |
| 92 | 0.1707 | 0.2028 | 0.2396 | 0.2645 | 0.3341 |
| 93 | 0.1698 | 0.2017 | 0.2384 | 0.2631 | 0.3323 |
| 94 | 0.1689 | 0.2006 | 0.2371 | 0.2617 | 0.3307 |
| 95 | 0.1680 | 0.1996 | 0.2359 | 0.2604 | 0.3290 |
| 96 | 0.1671 | 0.1986 | 0.2347 | 0.2591 | 0.3274 |
| 97 | 0.1663 | 0.1975 | 0.2335 | 0.2578 | 0.3258 |
| 98 | 0.1654 | 0.1966 | 0.2324 | 0.2565 | 0.3242 |
| 99 | 0.1646 | 0.1956 | 0.2312 | 0.2552 | 0.3226 |
| 100 | 0.1638 | 0.1946 | 0.2301 | 0.2540 | 0.3211 |

2) Tabel Durbin Watson

Tabel Durbin-Watson (DW), $\alpha = 5\%$

| n | k=1 | | k=2 | | k=3 | | k=4 | | k=5 | |
|-----|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | dL | dU | dL | dU | dL | dU | dL | dU | dL | dU |
| 71 | 1.5865 | 1.6435 | 1.5577 | 1.6733 | 1.5284 | 1.7041 | 1.4987 | 1.7358 | 1.4685 | 1.7685 |
| 72 | 1.5895 | 1.6457 | 1.5611 | 1.6751 | 1.5323 | 1.7054 | 1.5029 | 1.7366 | 1.4732 | 1.7688 |
| 73 | 1.5924 | 1.6479 | 1.5645 | 1.6768 | 1.5360 | 1.7067 | 1.5071 | 1.7375 | 1.4778 | 1.7691 |
| 74 | 1.5953 | 1.6500 | 1.5677 | 1.6785 | 1.5397 | 1.7079 | 1.5112 | 1.7383 | 1.4822 | 1.7694 |
| 75 | 1.5981 | 1.6521 | 1.5709 | 1.6802 | 1.5432 | 1.7092 | 1.5151 | 1.7390 | 1.4866 | 1.7698 |
| 76 | 1.6009 | 1.6541 | 1.5740 | 1.6819 | 1.5467 | 1.7104 | 1.5190 | 1.7399 | 1.4909 | 1.7701 |
| 77 | 1.6036 | 1.6561 | 1.5771 | 1.6835 | 1.5502 | 1.7117 | 1.5228 | 1.7407 | 1.4950 | 1.7704 |
| 78 | 1.6063 | 1.6581 | 1.5801 | 1.6851 | 1.5535 | 1.7129 | 1.5265 | 1.7415 | 1.4991 | 1.7708 |
| 79 | 1.6089 | 1.6601 | 1.5830 | 1.6867 | 1.5568 | 1.7141 | 1.5302 | 1.7423 | 1.5031 | 1.7712 |
| 80 | 1.6114 | 1.6620 | 1.5859 | 1.6882 | 1.5600 | 1.7153 | 1.5337 | 1.7430 | 1.5070 | 1.7716 |
| 81 | 1.6139 | 1.6639 | 1.5888 | 1.6898 | 1.5632 | 1.7164 | 1.5372 | 1.7438 | 1.5109 | 1.7720 |
| 82 | 1.6164 | 1.6657 | 1.5915 | 1.6913 | 1.5663 | 1.7176 | 1.5406 | 1.7446 | 1.5146 | 1.7724 |
| 83 | 1.6188 | 1.6675 | 1.5942 | 1.6928 | 1.5693 | 1.7187 | 1.5440 | 1.7454 | 1.5183 | 1.7728 |
| 84 | 1.6212 | 1.6693 | 1.5969 | 1.6942 | 1.5723 | 1.7199 | 1.5472 | 1.7462 | 1.5219 | 1.7732 |
| 85 | 1.6235 | 1.6711 | 1.5995 | 1.6957 | 1.5752 | 1.7210 | 1.5505 | 1.7470 | 1.5254 | 1.7736 |
| 86 | 1.6258 | 1.6728 | 1.6021 | 1.6971 | 1.5780 | 1.7221 | 1.5536 | 1.7478 | 1.5289 | 1.7740 |
| 87 | 1.6280 | 1.6745 | 1.6046 | 1.6985 | 1.5808 | 1.7232 | 1.5567 | 1.7485 | 1.5322 | 1.7745 |
| 88 | 1.6302 | 1.6762 | 1.6071 | 1.6999 | 1.5836 | 1.7243 | 1.5597 | 1.7493 | 1.5356 | 1.7749 |
| 89 | 1.6324 | 1.6778 | 1.6095 | 1.7013 | 1.5863 | 1.7254 | 1.5627 | 1.7501 | 1.5388 | 1.7754 |
| 90 | 1.6345 | 1.6794 | 1.6119 | 1.7026 | 1.5889 | 1.7264 | 1.5656 | 1.7508 | 1.5420 | 1.7758 |
| 91 | 1.6366 | 1.6810 | 1.6143 | 1.7040 | 1.5915 | 1.7275 | 1.5685 | 1.7516 | 1.5452 | 1.7763 |
| 92 | 1.6387 | 1.6826 | 1.6166 | 1.7053 | 1.5941 | 1.7285 | 1.5713 | 1.7523 | 1.5482 | 1.7767 |
| 93 | 1.6407 | 1.6841 | 1.6188 | 1.7066 | 1.5966 | 1.7295 | 1.5741 | 1.7531 | 1.5513 | 1.7772 |
| 94 | 1.6427 | 1.6857 | 1.6211 | 1.7078 | 1.5991 | 1.7306 | 1.5768 | 1.7538 | 1.5542 | 1.7776 |
| 95 | 1.6447 | 1.6872 | 1.6233 | 1.7091 | 1.6015 | 1.7316 | 1.5795 | 1.7546 | 1.5572 | 1.7781 |
| 96 | 1.6466 | 1.6887 | 1.6254 | 1.7103 | 1.6039 | 1.7326 | 1.5821 | 1.7553 | 1.5600 | 1.7785 |
| 97 | 1.6485 | 1.6901 | 1.6275 | 1.7116 | 1.6063 | 1.7335 | 1.5847 | 1.7560 | 1.5628 | 1.7790 |
| 98 | 1.6504 | 1.6916 | 1.6296 | 1.7128 | 1.6086 | 1.7345 | 1.5872 | 1.7567 | 1.5656 | 1.7795 |
| 99 | 1.6522 | 1.6930 | 1.6317 | 1.7140 | 1.6108 | 1.7355 | 1.5897 | 1.7575 | 1.5683 | 1.7799 |
| 100 | 1.6540 | 1.6944 | 1.6337 | 1.7152 | 1.6131 | 1.7364 | 1.5922 | 1.7582 | 1.5710 | 1.7804 |
| 101 | 1.6558 | 1.6958 | 1.6357 | 1.7163 | 1.6153 | 1.7374 | 1.5946 | 1.7589 | 1.5736 | 1.7809 |
| 102 | 1.6576 | 1.6971 | 1.6376 | 1.7175 | 1.6174 | 1.7383 | 1.5969 | 1.7596 | 1.5762 | 1.7813 |
| 103 | 1.6593 | 1.6985 | 1.6396 | 1.7186 | 1.6196 | 1.7392 | 1.5993 | 1.7603 | 1.5788 | 1.7818 |
| 104 | 1.6610 | 1.6998 | 1.6415 | 1.7198 | 1.6217 | 1.7402 | 1.6016 | 1.7610 | 1.5813 | 1.7823 |
| 105 | 1.6627 | 1.7011 | 1.6433 | 1.7209 | 1.6237 | 1.7411 | 1.6038 | 1.7617 | 1.5837 | 1.7827 |
| 106 | 1.6644 | 1.7024 | 1.6452 | 1.7220 | 1.6258 | 1.7420 | 1.6061 | 1.7624 | 1.5861 | 1.7832 |
| 107 | 1.6660 | 1.7037 | 1.6470 | 1.7231 | 1.6277 | 1.7428 | 1.6083 | 1.7631 | 1.5885 | 1.7837 |
| 108 | 1.6676 | 1.7050 | 1.6488 | 1.7241 | 1.6297 | 1.7437 | 1.6104 | 1.7637 | 1.5909 | 1.7841 |
| 109 | 1.6692 | 1.7062 | 1.6505 | 1.7252 | 1.6317 | 1.7446 | 1.6125 | 1.7644 | 1.5932 | 1.7846 |
| 110 | 1.6708 | 1.7074 | 1.6523 | 1.7262 | 1.6336 | 1.7455 | 1.6146 | 1.7651 | 1.5955 | 1.7851 |
| 111 | 1.6723 | 1.7086 | 1.6540 | 1.7273 | 1.6355 | 1.7463 | 1.6167 | 1.7657 | 1.5977 | 1.7855 |
| 112 | 1.6738 | 1.7098 | 1.6557 | 1.7283 | 1.6373 | 1.7472 | 1.6187 | 1.7664 | 1.5999 | 1.7860 |
| 113 | 1.6753 | 1.7110 | 1.6574 | 1.7293 | 1.6391 | 1.7480 | 1.6207 | 1.7670 | 1.6021 | 1.7864 |
| 114 | 1.6768 | 1.7122 | 1.6590 | 1.7303 | 1.6410 | 1.7488 | 1.6227 | 1.7677 | 1.6042 | 1.7869 |
| 115 | 1.6783 | 1.7133 | 1.6606 | 1.7313 | 1.6427 | 1.7496 | 1.6246 | 1.7683 | 1.6063 | 1.7874 |
| 116 | 1.6797 | 1.7145 | 1.6622 | 1.7323 | 1.6445 | 1.7504 | 1.6265 | 1.7690 | 1.6084 | 1.7878 |
| 117 | 1.6812 | 1.7156 | 1.6638 | 1.7332 | 1.6462 | 1.7512 | 1.6284 | 1.7696 | 1.6105 | 1.7883 |
| 118 | 1.6826 | 1.7167 | 1.6653 | 1.7342 | 1.6479 | 1.7520 | 1.6303 | 1.7702 | 1.6125 | 1.7887 |
| 119 | 1.6839 | 1.7178 | 1.6669 | 1.7352 | 1.6496 | 1.7528 | 1.6321 | 1.7709 | 1.6145 | 1.7892 |
| 120 | 1.6853 | 1.7189 | 1.6684 | 1.7361 | 1.6513 | 1.7536 | 1.6339 | 1.7715 | 1.6164 | 1.7896 |
| 121 | 1.6867 | 1.7200 | 1.6699 | 1.7370 | 1.6529 | 1.7544 | 1.6357 | 1.7721 | 1.6184 | 1.7901 |
| 122 | 1.6880 | 1.7210 | 1.6714 | 1.7379 | 1.6545 | 1.7552 | 1.6375 | 1.7727 | 1.6203 | 1.7905 |
| 123 | 1.6893 | 1.7221 | 1.6728 | 1.7388 | 1.6561 | 1.7559 | 1.6392 | 1.7733 | 1.6222 | 1.7910 |
| 124 | 1.6906 | 1.7231 | 1.6743 | 1.7397 | 1.6577 | 1.7567 | 1.6409 | 1.7739 | 1.6240 | 1.7914 |
| 125 | 1.6919 | 1.7241 | 1.6757 | 1.7406 | 1.6592 | 1.7574 | 1.6426 | 1.7745 | 1.6258 | 1.7919 |
| 126 | 1.6932 | 1.7252 | 1.6771 | 1.7415 | 1.6608 | 1.7582 | 1.6443 | 1.7751 | 1.6276 | 1.7923 |
| 127 | 1.6944 | 1.7261 | 1.6785 | 1.7424 | 1.6623 | 1.7589 | 1.6460 | 1.7757 | 1.6294 | 1.7928 |
| 128 | 1.6957 | 1.7271 | 1.6798 | 1.7432 | 1.6638 | 1.7596 | 1.6476 | 1.7763 | 1.6312 | 1.7932 |
| 129 | 1.6969 | 1.7281 | 1.6812 | 1.7441 | 1.6653 | 1.7603 | 1.6492 | 1.7769 | 1.6329 | 1.7937 |
| 130 | 1.6981 | 1.7291 | 1.6825 | 1.7449 | 1.6667 | 1.7610 | 1.6508 | 1.7774 | 1.6346 | 1.7941 |
| 131 | 1.6993 | 1.7301 | 1.6838 | 1.7458 | 1.6682 | 1.7617 | 1.6523 | 1.7780 | 1.6363 | 1.7945 |
| 132 | 1.7005 | 1.7310 | 1.6851 | 1.7466 | 1.6696 | 1.7624 | 1.6539 | 1.7786 | 1.6380 | 1.7950 |
| 133 | 1.7017 | 1.7319 | 1.6864 | 1.7474 | 1.6710 | 1.7631 | 1.6554 | 1.7791 | 1.6397 | 1.7954 |
| 134 | 1.7028 | 1.7329 | 1.6877 | 1.7482 | 1.6724 | 1.7638 | 1.6569 | 1.7797 | 1.6413 | 1.7958 |
| 135 | 1.7040 | 1.7338 | 1.6889 | 1.7490 | 1.6738 | 1.7645 | 1.6584 | 1.7802 | 1.6429 | 1.7962 |
| 136 | 1.7051 | 1.7347 | 1.6902 | 1.7498 | 1.6751 | 1.7652 | 1.6599 | 1.7808 | 1.6445 | 1.7967 |

3) Daftar t tabel

Titik Persentase Distribusi t (df = 81 –120)

| df \ Pr | 0.25 | 0.10 | 0.05 | 0.025 | 0.01 | 0.005 | 0.001 |
|---------|---------|---------|---------|---------|---------|---------|---------|
| | 0.50 | 0.20 | 0.10 | 0.050 | 0.02 | 0.010 | 0.002 |
| 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 |

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