

Kualitas Pelayanan (X1)						
no	x1.1	x1.2	x1.3	x1.4	x1.5	total
1	4	4	4	3	3	18
2	5	5	5	5	5	25
3	3	3	3	3	2	14
4	3	4	3	2	4	16
5	4	3	4	3	4	18
6	4	4	3	4	4	19
7	4	4	3	4	4	19
8	4	5	3	4	4	20
9	4	5	4	4	4	21
10	5	5	5	5	5	25
11	3	3	4	4	4	18
12	4	4	4	4	4	20
13	4	4	4	4	4	20
14	4	5	4	3	3	19
15	4	5	4	4	4	21
16	4	4	3	4	4	19
17	4	4	3	4	4	19
18	3	4	3	2	3	15
19	4	3	3	2	3	15
20	3	2	2	2	3	12
21	4	3	4	3	4	18
22	3	4	4	4	4	19
23	4	4	4	4	4	20
24	5	5	4	5	3	22
25	3	4	4	4	4	19
26	4	4	3	3	3	17
27	4	3	2	1	2	12
28	3	2	1	3	2	11
29	3	3	2	1	1	10
30	3	3	3	3	3	15
31	4	2	1	2	3	12
32	4	2	1	2	1	10
33	4	4	3	4	3	18
34	4	2	3	2	2	13
35	4	4	2	2	2	14
36	3	4	4	1	1	13
37	4	3	4	2	4	17
38	4	2	2	2	4	14
39	4	4	4	5	3	20
40	5	2	4	2	5	18
41	4	3	2	3	5	17
42	3	4	4	4	4	19

Harga (X2)				
No	x2.1	x2.2	x2.3	Total
1	4	4	4	12
2	3	3	3	9
3	3	3	3	9
4	3	4	3	10
5	4	3	4	11
6	4	4	3	11
7	4	4	3	11
8	4	3	3	10
9	4	4	4	12
10	5	3	5	13
11	3	3	4	10
12	4	4	4	12
13	4	4	4	12
14	4	3	4	11
15	4	3	4	11
16	4	3	3	10
17	4	4	3	11
18	3	3	3	9
19	4	3	3	10
20	3	2	2	7
21	4	3	4	11
22	3	4	4	11
23	4	3	4	11
24	3	3	4	10
25	3	4	4	11
26	4	4	3	11
27	4	3	2	9
28	3	2	1	6
29	3	3	2	8
30	3	3	3	9
31	4	2	1	7
32	4	2	1	7
33	4	4	3	11
34	4	2	3	9
35	4	3	2	9
36	3	2	4	9
37	4	3	4	11
38	4	2	2	8
39	4	4	4	12
40	4	2	4	10
41	4	3	2	9
42	3	4	4	11

Kepuasan Konsumen (Y)						
No	y1.1	y1.2	y1.3	y1.4	y1.5	Total
1	4	5	4	4	4	21
2	5	5	5	5	5	25
3	4	3	3	4	5	19
4	4	4	3	3	4	18
5	3	4	4	4	3	18
6	4	4	4	4	4	20
7	4	4	4	4	4	20
8	4	4	4	5	4	21
9	4	4	3	3	5	19
10	4	4	4	3	4	19
11	4	3	3	4	3	17
12	4	3	3	4	3	17
13	4	4	4	3	4	19
14	5	4	3	4	4	20
15	5	4	3	4	4	20
16	4	4	4	5	4	21
17	4	3	4	3	4	18
18	4	3	4	4	3	18
19	3	4	3	4	3	17
20	4	3	3	2	3	15
21	4	4	4	4	4	20
22	5	3	4	4	5	21
23	4	4	4	4	4	20
24	5	5	5	5	5	25
25	5	5	4	4	4	22
26	3	4	4	3	4	18
27	2	2	3	4	5	16
28	4	2	3	4	4	17
29	3	2	4	1	5	15
30	4	3	4	4	4	19
31	3	2	4	3	4	16
32	2	1	4	2	2	11
33	4	3	4	4	3	18
34	4	3	3	2	4	16
35	4	3	3	4	4	18
36	4	2	4	4	4	18
37	4	2	5	3	5	19
38	4	3	3	4	4	18
39	4	4	4	3	4	19
40	5	4	3	4	5	21
41	4	4	3	4	5	20
42	3	4	4	4	4	19

Lampiran 1

Variabel Penelitian

Statistics

		X1.1	X1.2	X1.3	X1.4	X1.5
N	Valid	42	42	42	42	42
	Missing	0	0	0	0	0
Mean		3.81	3.60	3.24	3.14	3.38
Std. Deviation		.594	.964	1.008	1.138	1.058

Kualitas Pelayanan (X1)

X1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	12	28.6	28.6	28.6
	4	26	61.9	61.9	90.5
	5	4	9.5	9.5	100.0
	Total	42	100.0	100.0	

X1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	7	16.7	16.7	16.7
	3	10	23.8	23.8	40.5
	4	18	42.9	42.9	83.3
	5	7	16.7	16.7	100.0
	Total	42	100.0	100.0	

X1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	7.1	7.1	7.1
	2	6	14.3	14.3	21.4
	3	13	31.0	31.0	52.4
	4	18	42.9	42.9	95.2
	5	2	4.8	4.8	100.0
	Total	42	100.0	100.0	

X1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	7.1	7.1	7.1
	2	11	26.2	26.2	33.3
	3	9	21.4	21.4	54.8
	4	15	35.7	35.7	90.5
	5	4	9.5	9.5	100.0
	Total	42	100.0	100.0	

X1.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	7.1	7.1	7.1
	2	5	11.9	11.9	19.0
	3	11	26.2	26.2	45.2
	4	19	45.2	45.2	90.5
	5	4	9.5	9.5	100.0
	Total	42	100.0	100.0	

Statistics

		X2.1	X2.2	X2.3
N	Valid	42	42	42
	Missing	0	0	0
Mean		3.57	3.31	3.38
Std. Deviation		.859	.924	.795

Harga (X2)**X2.1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	2.4	2.4	2.4
	2	1	2.4	2.4	4.8
	3	19	45.2	45.2	50.0
	4	15	35.7	35.7	85.7
	5	6	14.3	14.3	100.0
Total		42	100.0	100.0	

X2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	2.4	2.4	2.4
	2	7	16.7	16.7	19.0
	3	15	35.7	35.7	54.8
	4	16	38.1	38.1	92.9
	5	3	7.1	7.1	100.0
Total		42	100.0	100.0	

X2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	6	14.3	14.3	14.3
	3	16	38.1	38.1	52.4
	4	18	42.9	42.9	95.2
	5	2	4.8	4.8	100.0
	Total	42	100.0	100.0	

KepuasanKonsumen (Y)**Statistics**

		Y1.1	Y1.2	Y1.3	Y1.4	Y1.5
N	Valid	42	42	42	42	42
	Missing	0	0	0	0	0
Mean		3.93	3.45	3.69	3.67	4.02
Std. Deviation		.712	.942	.604	.846	.715

Y1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	4.8	4.8	4.8
	3	6	14.3	14.3	19.0
	4	27	64.3	64.3	83.3
	5	7	16.7	16.7	100.0
	Total	42	100.0	100.0	

Y1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	2.4	2.4	2.4
	2	6	14.3	14.3	16.7
	3	12	28.6	28.6	45.2
	4	19	45.2	45.2	90.5
	5	4	9.5	9.5	100.0
	Total	42	100.0	100.0	

Y1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	16	38.1	38.1	38.1
	4	23	54.8	54.8	92.9
	5	3	7.1	7.1	100.0
	Total	42	100.0	100.0	

Y1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	2.4	2.4	2.4
	2	3	7.1	7.1	9.5
	3	9	21.4	21.4	31.0
	4	25	59.5	59.5	90.5
	5	4	9.5	9.5	100.0
	Total	42	100.0	100.0	

Y1.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	2.4	2.4	2.4
	3	7	16.7	16.7	19.0
	4	24	57.1	57.1	76.2
	5	10	23.8	23.8	100.0
	Total	42	100.0	100.0	

Lampiran 2

UJI VALIDITAS

Kualitas Pelayanan (X1)

Correlations

		x1.1	x1.2	x1.3	x1.4	x1.5	totalx1
x1.1	Pearson Correlation	1	.245	.281	.330 ⁺	.390 ⁺	.520 ^{**}
	Sig. (2-tailed)		.117	.071	.033	.011	.000
	N	42	42	42	42	42	42
x1.2	Pearson Correlation	.245	1	.629 ^{**}	.632 ^{**}	.322 ⁺	.767 ^{**}
	Sig. (2-tailed)	.117		.000	.000	.037	.000
	N	42	42	42	42	42	42
x1.3	Pearson Correlation	.281	.629 ^{**}	1	.565 ^{**}	.531 ^{**}	.817 ^{**}
	Sig. (2-tailed)	.071	.000		.000	.000	.000
	N	42	42	42	42	42	42
x1.4	Pearson Correlation	.330 ⁺	.632 ^{**}	.565 ^{**}	1	.581 ^{**}	.856 ^{**}
	Sig. (2-tailed)	.033	.000	.000		.000	.000
	N	42	42	42	42	42	42
x1.5	Pearson Correlation	.390 ⁺	.322 ⁺	.531 ^{**}	.581 ^{**}	1	.765 ^{**}
	Sig. (2-tailed)	.011	.037	.000	.000		.000
	N	42	42	42	42	42	42
totalx1	Pearson Correlation	.520 ^{**}	.767 ^{**}	.817 ^{**}	.856 ^{**}	.765 ^{**}	1

Sig. (2-tailed)	.000	.000	.000	.000	.000	
N	42	42	42	42	42	42

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

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

Uji Validitas

Harga (X2)

Correlations

		x2.1	x2.2	x2.3	totalx2
x2.1	Pearson Correlation	1	.171	.352*	.669**
	Sig. (2-tailed)		.278	.022	.000
	N	42	42	42	42
x2.2	Pearson Correlation	.171	1	.533**	.771**
	Sig. (2-tailed)	.278		.000	.000
	N	42	42	42	42
x2.3	Pearson Correlation	.352*	.533**	1	.820**
	Sig. (2-tailed)	.022	.000		.000
	N	42	42	42	42
totalx2	Pearson Correlation	.669**	.771**	.820**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	42	42	42	42

Correlations

		x2.1	x2.2	x2.3	totalx2
x2.1	Pearson Correlation	1	.171	.352 [*]	.669 ^{**}
	Sig. (2-tailed)		.278	.022	.000
	N	42	42	42	42
x2.2	Pearson Correlation	.171	1	.533 ^{**}	.771 ^{**}
	Sig. (2-tailed)	.278		.000	.000
	N	42	42	42	42
x2.3	Pearson Correlation	.352 [*]	.533 ^{**}	1	.820 ^{**}
	Sig. (2-tailed)	.022	.000		.000
	N	42	42	42	42
totalx2	Pearson Correlation	.669 ^{**}	.771 ^{**}	.820 ^{**}	1
	Sig. (2-tailed)	.000	.000	.000	
	N	42	42	42	42

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

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

Uji Validitas

Kepuasan Konsumen (Y)

Correlations

		Y3.1	Y3.2	Y3.3	Y3.4	Y3.5	totalY
Y3.1	Pearson Correlation	1	.522**	.061	.405**	.339*	.734**
	Sig. (2-tailed)		.000	.702	.008	.028	.000
	N	42	42	42	42	42	42
Y3.2	Pearson Correlation	.522**	1	.166	.469**	.201	.786**
	Sig. (2-tailed)	.000		.293	.002	.202	.000
	N	42	42	42	42	42	42
Y3.3	Pearson Correlation	.061	.166	1	.127	.130	.404**
	Sig. (2-tailed)	.702	.293		.422	.411	.008
	N	42	42	42	42	42	42
Y3.4	Pearson Correlation	.405**	.469**	.127	1	.134	.703**
	Sig. (2-tailed)	.008	.002	.422		.396	.000
	N	42	42	42	42	42	42
Y3.5	Pearson Correlation	.339*	.201	.130	.134	1	.538**
	Sig. (2-tailed)	.028	.202	.411	.396		.000
	N	42	42	42	42	42	42
totalY	Pearson Correlation	.734**	.786**	.404**	.703**	.538**	1
	Sig. (2-tailed)	.000	.000	.008	.000	.000	
	N	42	42	42	42	42	42

Correlations

		Y3.1	Y3.2	Y3.3	Y3.4	Y3.5	totalY
Y3.1	Pearson Correlation	1	.522**	.061	.405**	.339*	.734**
	Sig. (2-tailed)		.000	.702	.008	.028	.000
	N	42	42	42	42	42	42
Y3.2	Pearson Correlation	.522**	1	.166	.469**	.201	.786**
	Sig. (2-tailed)	.000		.293	.002	.202	.000
	N	42	42	42	42	42	42
Y3.3	Pearson Correlation	.061	.166	1	.127	.130	.404**
	Sig. (2-tailed)	.702	.293		.422	.411	.008
	N	42	42	42	42	42	42
Y3.4	Pearson Correlation	.405**	.469**	.127	1	.134	.703**
	Sig. (2-tailed)	.008	.002	.422		.396	.000
	N	42	42	42	42	42	42
Y3.5	Pearson Correlation	.339*	.201	.130	.134	1	.538**
	Sig. (2-tailed)	.028	.202	.411	.396		.000
	N	42	42	42	42	42	42
totalY	Pearson Correlation	.734**	.786**	.404**	.703**	.538**	1
	Sig. (2-tailed)	.000	.000	.008	.000	.000	
	N	42	42	42	42	42	42

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

Correlations

		Y3.1	Y3.2	Y3.3	Y3.4	Y3.5	totalY
Y3.1	Pearson Correlation	1	.522**	.061	.405**	.339*	.734**
	Sig. (2-tailed)		.000	.702	.008	.028	.000
	N	42	42	42	42	42	42
Y3.2	Pearson Correlation	.522**	1	.166	.469**	.201	.786**
	Sig. (2-tailed)	.000		.293	.002	.202	.000
	N	42	42	42	42	42	42
Y3.3	Pearson Correlation	.061	.166	1	.127	.130	.404**
	Sig. (2-tailed)	.702	.293		.422	.411	.008
	N	42	42	42	42	42	42
Y3.4	Pearson Correlation	.405**	.469**	.127	1	.134	.703**
	Sig. (2-tailed)	.008	.002	.422		.396	.000
	N	42	42	42	42	42	42
Y3.5	Pearson Correlation	.339*	.201	.130	.134	1	.538**
	Sig. (2-tailed)	.028	.202	.411	.396		.000
	N	42	42	42	42	42	42
totalY	Pearson Correlation	.734**	.786**	.404**	.703**	.538**	1
	Sig. (2-tailed)	.000	.000	.008	.000	.000	
	N	42	42	42	42	42	42

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

Lampiran 3

RELIABILITAS

Kualitas Pelayanan (X1)

Case Processing Summary

		N	%
Cases	Valid	42	100.0
	Excluded ^a	0	.0
	Total	42	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.794	6

Harga (X2)

Case Processing Summary

		N	%
Cases	Valid	42	100.0
	Excluded ^a	0	.0
	Total	42	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.803	4

Kepuasan Konsumen (Y)

Case Processing Summary

		N	%
Cases	Valid	42	100.0
	Excluded ^a	0	.0
	Total	42	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.755	6

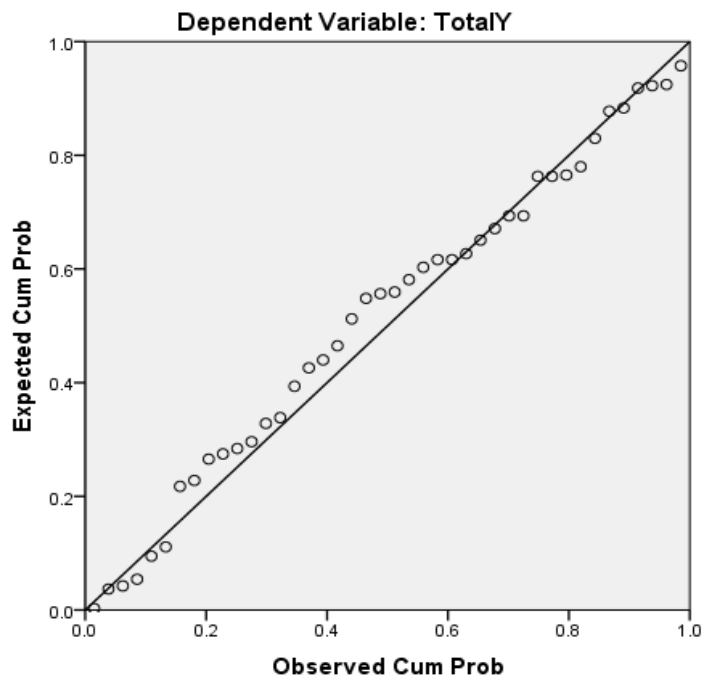
Lampiran 4

UjiNormalitas

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		42
Normal Parameters ^a	Mean	.0000000
	Std. Deviation	1.42352770
Most Extreme Differences	Absolute	.097
	Positive	.048
	Negative	-.097
Kolmogorov-Smirnov Z		.630
Asymp. Sig. (2-tailed)		.823
a. Test distribution is Normal.		

Normal P-P Plot of Regression Standardized Residual



Lampiran 5

UjiMultikonieritas

Coefficients^a

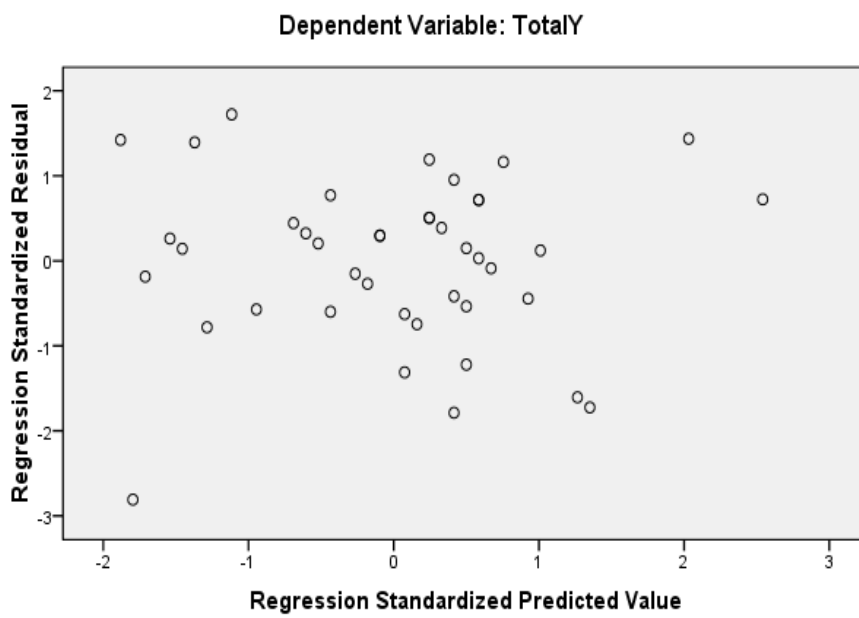
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics		
	B	Std. Error	Beta			Tolerance	VIF	
1	(Constant)	7.467	1.302		5.736	.000		
	Totalx1	.347	.078	.510	4.453	.000	.641	1.561
	Totalx2	.520	.147	.406	3.543	.001	.641	1.561

a. Dependent Variable: TotalY

Lampiran 6

Uji Heterokedastisitas

Scatterplot



Lampiran 7
Analisis Regresi Linier Berganda

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Harga (X2), Kualitas Pelayanan (X1) ^a		Enter

a. All requested variables entered.

b. Dependent Variable: Kepuasan
Konsumen (Y)

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.787 ^a	.619	.600	1.574

a. Predictors: (Constant), Harga (X2), Kualitas Pelayanan (X1)

b. Dependent Variable: Kepuasan Konsumen (Y)

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	157.000	2	78.500	31.686	.000 ^a
	Residual	96.619	39	2.477		
	Total	253.619	41			

a. Predictors: (Constant), Harga (X2), Kualitas Pelayanan (X1)

b. Dependent Variable: Kepuasan Konsumen (Y)

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
	B	Std. Error	Beta			
1	(Constant)	12.383	1.577		7.853	.000
	Kualitas Pelayanan (X1)	.707	.108	1.040	6.551	.000
	Harga (X2)	-.575	.249	-.366	-2.309	.026

a. Dependent Variable: Kepuasan Konsumen (Y)

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	14.86	24.89	18.76	1.957	42
Residual	-4.431	2.805	.000	1.535	42
Std. Predicted Value	-1.996	3.133	.000	1.000	42
Std. Residual	-2.815	1.782	.000	.975	42

a. Dependent Variable: Kepuasan Konsumen (Y)