

## LAMPIRAN

### Lampiran 1 Kuesioner Penelitian

#### Kuesioner Penelitian

Pengaruh *Product Knowledge* dan *Relationship Marketing* Terhadap Pertumbuhan Pelanggan *Sales Engineer Product Veichi Electric* Pada PT Sarana Tripanca Mitra Solusindo di Surabaya yang bergerak di bidang Automation dengan produk Inverter, Servo, PLC, HMI.

Kepada responden yang terhormat, Dalam rangka pengumpulan data untuk sebuah penelitian sebagai syarat menyelesaikan studi S1 Ilmu Administrasi Bisnis di FISIP UNTAG SURABAYA, saya mohon kesediaannya untuk menjawab dan mengisi beberapa pernyataan yang disediakan dari kuesioner yang diberikan di bawah ini. Atas waktu dan perhatiannya, saya ucapkan terima kasih.

#### Identitas Responden

##### Jenis Kelamin

- Pria                       Wanita

##### Usia

- < 20 Tahun                       41 – 50 Tahun  
 21 – 30 Tahun  
 31 – 40 Tahun

##### Pekerjaan

- Purchasing  
 Engineering  
 Lainnya...

Berilah tanda (√) pada setiap jawaban yang anda pilih.

Keterangan:

<b>SS</b>	: Sangat Setuju	= 5
<b>S</b>	: Setuju	= 4
<b>KS</b>	: Kurang Setuju	= 3
<b>TS</b>	: Tidak Setuju	= 2
<b>STS</b>	: Sangat Tidak Setuju	= 1

## Lampiran 2

<b>Product Knowledge</b>						
<b>NO.</b>	<b>PERNYATAAN</b>	<b>SS</b>	<b>S</b>	<b>KS</b>	<b>TS</b>	<b>STS</b>
<b>1</b>	Semua teknisi telah mengetahui Veichi merupakan brand baru yang diperuntukan pada sistem otomasi industri dan bangunan.					
<b>2</b>	Anda memiliki pengalaman mengenai bidang sistem otomasi di Industri dan Bangunan.					
<b>3</b>	Produk yang dibuat di negara China mulai menunjukkan kepercayaan pada customer bahwa produk tersebut tidak mudah mengalami kerusakan.					
<b>Relationship Marketing</b>						
<b>NO</b>	<b>PERNYATAAN</b>	<b>SS</b>	<b>S</b>	<b>KS</b>	<b>TS</b>	<b>STS</b>
<b>1</b>	Hubungan baik yang di bangun tim Sales Veichi sangat berpengaruh dalam keberhasilan omset penjualan.					
<b>2</b>	Komitmen yang di bangun tim sales veichi telah dijalin dengan baik.					
<b>3</b>	Persentasi produk Veichi yang di sampaikan sales saat berkunjung sesuai dengan isi katalog dan dipaparkan dengan jelas.					
<b>4</b>	Sales Veichi sangat cepat dalam menanggapi keluhan dari existing customer atau calon customer baru.					

Terimakasih Telah Bersedia untuk mengisi kuesioner ini.



UNIVERSITAS 17 AGUSTUS 1945 (UNTAG) SURABAYA  
**FAKULTAS ILMU SOSIAL DAN ILMU POLITIK**

Program Studi : Adm. Publik, Adm. Bisnis, Ilmu Komunikasi, Magister Adm. Publik, Doktor Ilmu Adm.  
 Gedung: F 101. Jl. Semolowaru 45 Surabaya (60118)  
 Telp. 031 5925982, 5931800 psw. 159 e-mail : fisip@untag-sby.ac.id

**LEMBAR PERINTAH REVISI**

Yang bertanda tangan dibawah ini, Dosen Penguji Skripsi dari mahasiswa :

NBI dan Nama : Showam Fil Farochan 1121800065  
 Program Studi : Administrasi Niaga

Memerintahkan untuk mengadakan Revisi Skripsi sbb :

No	Keterangan Revisi

Surabaya, 13/07/2022 14:28:49

Setuju telah direvisi,  
 Dosen Penguji,

(DRS. AGUNG PUDJIANTO, MM)

Dosen Penguji,

(DRS. AGUNG PUDJIANTO, MM)



Gedung: F 101, Jl. Semolowaru 45 Surabaya ( 60118 )  
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### LEMBAR PERINTAH REVISI

Yang bertanda tangan dibawah ini, Dosen Penguji Skripsi dari mahasiswa :

NBI dan Nama : Showam Fil Farochan 1121800065  
 Program Studi : Administrasi Niaga

Memerintahkan untuk mengadakan Revisi Skripsi sbb :

No	Keterangan Revisi
	Perbaiki Sesuai Saran

Surabaya, 13/07/2022 14:28:49

Setuju telah direvisi,  
 Dosen Penguji,

(Dra. Sri Andayani, MM)

Dosen Penguji,

(Dra. Sri Andayani, MM)



**UNIVERSITAS 17 AGUSTUS 1945 (UNTAG) SURABAYA**  
**FAKULTAS ILMU SOSIAL DAN ILMU POLITIK**

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 Gedung: F 101, Jl. Semolowaru 45 Surabaya ( 60118 )  
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**LEMBAR PERINTAH REVISI**

Yang bertanda tangan dibawah ini, Dosen Penguji Skripsi dari mahasiswa :

NBI dan Nama : Showam Fil Farochan 1121800065  
 Program Studi : Administrasi Niaga

Memerintahkan untuk mengadakan Revisi Skripsi sbb :

No	Keterangan Revisi
	<p>Revisi bu Awin : Perbaiki penulisan Abstrak tanpa ada alinea (Ketkan lurus aja tanda menjorok masuk), Hal 5 tentang Manfaat di perbaiki ( yg masuk di praktis pindah ke teoritis), , hal 6 tentang Penutup itu isinya hanya Kesimpulan dan Rekomendasi saja, Perbaiki Populasinya, Perbaiki batasan sampelnya, perbaiki kesimpulan di Tabel 4.6 dan tabel 4.7 kalimat sangat setuju di perbaiki (harusnya setuju), hal 51 angka 3,90 itu setuju ( bukan kurang/cukup setuju). Cek lagi tentang kesimpulan interval rata-rata score. Hal 49, perbaiki penulisan angka (kurang 0) dan perbaiki yang angka yg 8000 sesuai anjuran.</p>

Surabaya, 13/07/2022 15:20:14

Setuju telah direvisi,  
 Dosen Punguji,

(Dra. Awin Mulyati, MM)

Dosen Punguji,

(Dra. Awin Mulyati, MM)

## HASIL UJI TURNITIN

Pengaruh Product Knowledge dan Relationship Marketing terhadap Pertumbuhan Pelanggan Sales Engineer Product Veichi Electric pada PT Sarana Tripanca Mitra Solusindo di Surabaya

## ORIGINALITY REPORT

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Tabulasi Product Knowledge (X1)

NO.	Pernyataan Variable Product Knowledge (X1)			Total Score	Rata - rata score
	X1.1	X1.2	X1.3		
1	3	4	3	10	3.33
2	4	4	4	12	4.00
3	4	4	5	13	4.33
4	4	4	4	12	4.00
5	3	3	4	10	3.00
6	3	5	3	11	3.66
7	5	5	5	15	5.00
8	4	3	3	10	3.33
9	4	4	4	12	4.00
10	4	4	4	12	4.00
11	4	4	4	12	4.00
12	4	4	4	12	4.00
13	4	4	4	12	4.00
14	5	5	4	14	4.66
15	4	5	5	14	4.66
16	4	4	4	12	4.00
17	3	5	3	11	3.66
18	4	4	4	12	4.00
19	4	4	4	12	4.00
20	5	5	3	13	4.33
21	4	4	4	12	4.00
22	4	4	4	12	4.00
23	4	4	4	12	4.00
24	4	4	4	12	4.00
25	4	4	4	12	4.00
26	5	5	3	13	4.33
27	3	5	3	11	3.66
28	3	5	3	11	3.66
29	3	5	5	13	4.33
30	4	4	4	12	4.00
31	4	4	4	12	4.00
32	4	4	4	12	4.00
33	5	5	3	13	4.33
34	3	3	5	11	3.66
35	4	4	4	12	4.00
36	3	3	3	9	3.00
37	4	4	4	12	4.00

NO.	Pernyataan Variable Product Knowledge (X1)			Total Score	Rata - rata score
	X1.1	X1.2	X1.3		
38	4	4	4	12	4.00
39	4	4	4	12	4.00
40	3	3	3	9	3.00
41	4	4	2	10	3.33
42	3	3	5	11	3.66
43	4	3	3	10	3.33
44	4	4	2	10	3.33
45	4	3	3	10	3.33
46	4	4	4	12	4.00
47	4	3	4	11	3.66
48	4	4	4	12	4.00
49	4	4	4	12	4.00
50	2	4	4	10	3.33
51	4	3	4	11	3.66
52	4	4	4	12	4.00
53	5	5	5	15	5.00
54	3	3	4	10	3.33
55	4	3	4	11	3.66
56	4	4	4	12	4.00
57	4	4	3	11	3.66
58	4	3	4	11	3.66
59	4	3	3	10	3.33
60	3	3	4	10	3.33
61	4	4	4	12	4.00
62	4	4	2	10	3.33
63	5	5	3	13	4.33
64	3	4	4	11	3.66
65	4	4	3	11	3,66
66	4	4	4	12	4.00
67	4	4	4	12	4.00
68	4	4	4	12	4.00
69	3	4	3	10	3.33
70	4	4	4	12	4.00
71	4	4	4	12	4.00
72	3	5	5	13	4.33
73	3	3	4	10	3.33
74	4	5	4	13	4.33
75	5	5	5	15	5.00



NO.	Pernyataan Variable Product Knowledge (X1)			Total Score	Rata - rata score
	X1.1	X1.2	X1.3		
76	4	3	3	10	3.33
77	3	3	4	10	3.33
78	4	4	4	12	4.00
79	4	4	4	12	4.00
80	4	4	3	11	3.66
81	4	4	4	12	4.00
82	4	4	4	12	4.00
83	4	3	3	10	3.33
84	4	4	4	12	4.00
85	3	4	4	11	3.66
86	3	3	4	10	3.33
87	3	3	4	10	3.33
88	4	4	3	11	3.66
89	5	5	5	15	5.00
90	4	4	4	12	4.00
91	3	3	3	9	3.00
92	4	4	4	12	4.00
93	3	3	3	9	3.00
94	3	4	3	10	3.33
95	3	3	3	9	3.00
96	4	3	3	10	3.33
Total	366	376	361	1103	367,66
Rata rata	3,81	3,91	3,76	11,48	3,82

Tabulasi Relationship Marketing (X2)

N0.	Pernyataan Variabel Relationship Marketing (X2)				Total Score	Rata - rata score
	Y.1	Y.2	Y.3	Y.4		
1	3	3	4	4	14	3.50
2	5	5	5	5	20	5.00
3	3	3	3	3	12	3.00
4	3	3	4	4	14	3.50
5	4	3	3	3	13	3.25
6	3	3	4	4	14	3.50
7	5	5	5	5	20	5.00
8	3	3	4	4	14	3.50
9	4	4	4	4	16	4.00
10	4	4	4	4	16	4.00
11	4	4	4	4	16	4.00
12	3	3	4	4	14	3.50
13	4	4	3	3	14	3.50
14	5	5	5	5	20	5.00
15	5	5	5	5	20	5.00
16	3	4	4	4	15	3.75
17	4	4	4	4	16	4.00
18	4	4	4	4	16	4.00
19	5	5	5	3	18	4.50
20	4	4	4	4	16	4.00
21	4	4	4	4	16	4.00
22	5	4	4	4	17	4.25
23	4	4	4	4	16	4.00
24	4	4	4	5	17	4.25
25	4	4	4	4	16	4.00
26	4	4	4	5	17	4.25
27	4	4	4	2	14	3.50
28	4	4	4	4	16	4.00
29	4	4	4	5	17	4.25
30	4	4	4	4	16	4.00
31	2	2	3	3	10	2.50

32	4	4	4	4	16	4.00
33	3	5	5	5	18	4.50
34	3	3	4	4	14	3.50
35	4	4	4	4	16	4.00
36	4	4	4	5	17	4.25
37	4	4	4	4	16	4.00
38	4	4	4	4	16	4.00
39	4	4	4	4	16	4.00
40	3	3	4	5	15	3.75
41	5	3	3	3	14	3.50
42	4	4	4	4	16	4.00
43	3	3	4	4	14	3.50
44	4	4	4	5	17	4.25
45	4	3	4	4	15	3.75
46	4	4	4	3	15	3.75
47	5	4	4	4	17	4.25
48	4	4	3	3	14	3.50
49	4	4	4	4	16	4.00
50	4	4	4	5	17	4.25
51	4	4	4	4	16	4.00
52	5	4	4	4	17	4.25
53	4	4	4	3	15	3.75
54	4	4	3	2	13	3.25
55	3	3	3	5	14	3.50
56	4	4	4	4	16	4.00
57	3	3	2	5	13	3.25
58	3	3	2	3	11	2.75
59	3	3	2	3	11	2.75
60	4	4	4	4	16	4.00
61	4	4	4	4	16	4.00
62	4	4	4	4	16	4.00
63	4	3	4	4	15	3.75
64	4	4	4	4	16	4.00
65	4	4	4	5	17	4.25
66	3	2	3	3	11	2.75

67	4	4	4	4	16	4.00
68	4	4	4	4	16	4.00
69	4	3	4	4	15	3.75
70	4	4	4	4	16	4.00
71	4	4	4	4	16	4.00
72	3	4	4	4	15	3.75
73	4	4	4	5	17	4.25
74	4	4	5	5	18	4.50
75	4	4	4	4	16	4.00
76	5	4	4	4	17	4.25
77	3	3	3	5	14	3.50
78	5	4	4	4	17	4.25
79	4	4	4	4	16	4.00
80	5	3	3	3	14	3.50
81	3	4	4	4	15	3.75
82	4	4	4	4	16	4.00
83	2	3	3	3	11	2.75
84	5	3	3	3	14	3.50
85	3	3	3	3	12	3.00
86	5	3	3	3	14	3.50
87	4	4	3	2	13	3.25
88	3	3	3	5	14	3.50
89	4	4	3	2	13	3.25
90	3	3	3	3	12	3.00
91	4	3	3	4	14	3.50
92	3	4	4	3	14	3.50
93	3	3	3	3	12	3.00
94	4	4	4	3	15	3.75
95	4	4	3	2	13	3.25
96	3	3	3	3	12	3.00
Total	369	357	362	371	1459	364,75
Rata rata	3,84	3,71	3,77	3,86	15,19	3,79

## Tabulasi Pertumbuhan Pelanggan (Y) Data Internal Perusahaan

NO	Dalam Ribu Rupiah	
	Tanggal/Bulan/Tahun	Nilai Penjualan
1	26/05/2021	4,300.000
2	27/05/2021	8,400.000
3	28/05/2021	5,600.000
4	07/05/2021	7,000.000
5	08/06/2021	5,600.000
6	09/06/2021	7,900.000
7	10/06/2021	14,900.000
8	11/06/2021	7,000.000
9	21/06/2021	8,400.000
10	22/06/2021	8,900.000
11	23/06/2021	8,400.000
12	24/06/2021	9,700.000
13	25/06/2021	12,900.000
14	05/07/2021	9,700.000
15	06/07/2021	12,900.000
16	07/07/2021	3,900.000
17	08/07/2021	12,900.000
18	09/07/2021	7,000.000
19	26/07/2021	10,900.000
20	27/07/2021	8,400.000
21	28/07/2021	7,000.000
22	29/07/2021	8,400.000
23	30/07/2021	7,000.000
24	09/08/2021	10,900.000
25	10/08/2021	7,000.000
26	11/08/2021	9,300.000
27	12/08/2021	7,000.000
28	13/08/2021	12,900.000
29	23/08/2021	7,900.000
30	24/08/2021	12,000.000
31	25/08/2021	7,000.000
32	26/08/2021	9,400.000
33	27/08/2021	8,400.000
34	06/09/2021	4,300.000
35	07/09/2021	9,000.000
36	08/09/2021	6,900.000
37	09/09/2021	5,000.000
38	10/09/2021	9,700.000
39	20/09/2021	12,000.000

40	21/09/2021	5,300.000
41	22/09/2021	7,000.000
42	23/09/2021	8,400.000
43	24/09/2021	7,000.000
44	11/10/2021	8,400.000
45	12/10/2021	4,300.000
46	13/10/2021	8,400.000
47	14/10/2021	8,400.000
48	15/10/2021	4,300.000
49	25/10/2021	8,400.000
50	26/10/2021	12,000.000
51	27/10/2021	5,600.000
52	28/10/2021	12,000.000
53	29/10/2021	8,400.000
54	15/11/2021	4,300.000
55	16/11/2021	11,000.000
56	17/11/2021	7,000.000
57	18/11/2021	5,600.000
58	19/11/2021	7,000.000
59	22/11/2021	4,300.000
60	23/11/2021	12,900.000
61	24/11/2021	5,600.000
62	25/11/2021	7,000.000
63	26/11/2021	5,600.000
64	13/12/2021	7,000.000
65	14/12/2021	11,900.000
66	15/12/2021	4,300.000
67	16/12/2021	7,000.000
68	17/12/2021	8,400.000
69	21/12/2021	7,000.000
70	22/12/2021	9,300.000
71	23/12/2021	8,400.000
72	24/12/2021	4,300.000
73	07/01/2022	9,700.000
74	14/01/2022	12,000.000
75	21/01/2022	11,900.000
76	28/01/2022	8,400.000
77	04/02/2022	7,000.000
78	11/02/2022	10,900.000
79	18/02/2022	8,400.000
80	25/02/2022	7,000.000
81	04/03/2022	8,400.000

82	11/03/2022	7,900.000
83	18/03/2022	5,600.000
84	25/03/2022	8,400.000
85	01/04/2022	5,600.000
86	08/04/2022	8,400.000
87	15/04/2022	5,600.000
88	22/04/2022	12,900.000
89	29/04/2022	5,600.000
90	06/05/2022	7,000.000
91	13/05/2022	4,300.000
92	20/05/2022	8,400.000
93	27/05/2022	5,600.000
94	29/05/2022	8,400.000
95	30/05/2022	5,600.000
96	31/05/2022	4,300.000
Total		768.900.000

Uji Validitas *Product Knowledge* (X1)

**Correlations**

		X1.1	X1.2	X1.3	TOTAL
X1.1	Pearson Correlation	1	-.175	.352**	.696**
	Sig. (2-tailed)		.089	.000	.000
	N	96	96	96	96
X1.2	Pearson Correlation	-.175	1	.061	.404**
	Sig. (2-tailed)	.089		.555	.000
	N	96	96	96	96
X1.3	Pearson Correlation	.352**	.061	1	.757**
	Sig. (2-tailed)	.000	.555		.000
	N	96	96	96	96
TOTAL	Pearson Correlation	.696**	.404**	.757**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	96	96	96	96

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

Uji Validitas *Relationship Marketing* (X2)**Correlations**

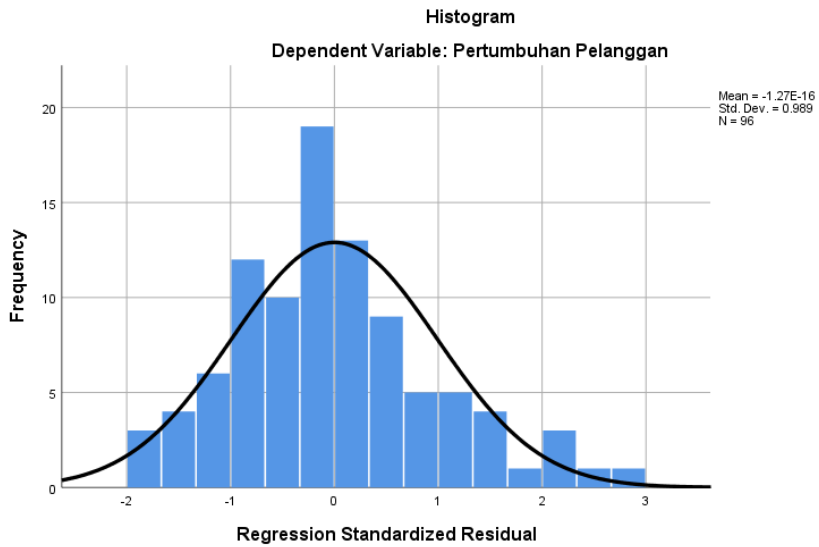
		X2.1	X2.2	X2.3	X2.4	TOTAL
X2.1	Pearson Correlation	1	.122	.026	-.054	.277**
	Sig. (2-tailed)		.236	.798	.600	.006
	N	96	96	96	96	96
X2.2	Pearson Correlation	.122	1	.416**	.558**	.784**
	Sig. (2-tailed)	.236		.000	.000	.000
	N	96	96	96	96	96
X2.3	Pearson Correlation	.026	.416**	1	.574**	.781**
	Sig. (2-tailed)	.798	.000		.000	.000
	N	96	96	96	96	96
X2.4	Pearson Correlation	-.054	.558**	.574**	1	.830**
	Sig. (2-tailed)	.600	.000	.000		.000
	N	96	96	96	96	96
TOTAL	Pearson Correlation	.277**	.784**	.781**	.830**	1
	Sig. (2-tailed)	.006	.000	.000	.000	
	N	96	96	96	96	96

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



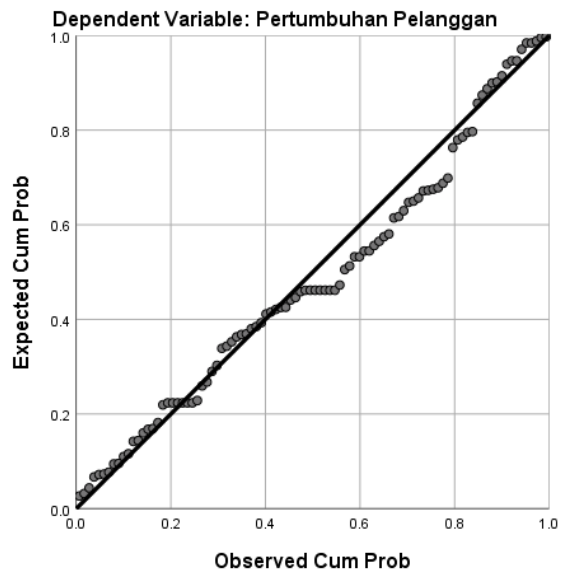
## Hasil Uji Asumsi Klasik

## Hasil Uji Normalitas Model Hitogram



## Hasil Uji Normalitas Data

## Normal P-P Plot of Regression Standardized Residual



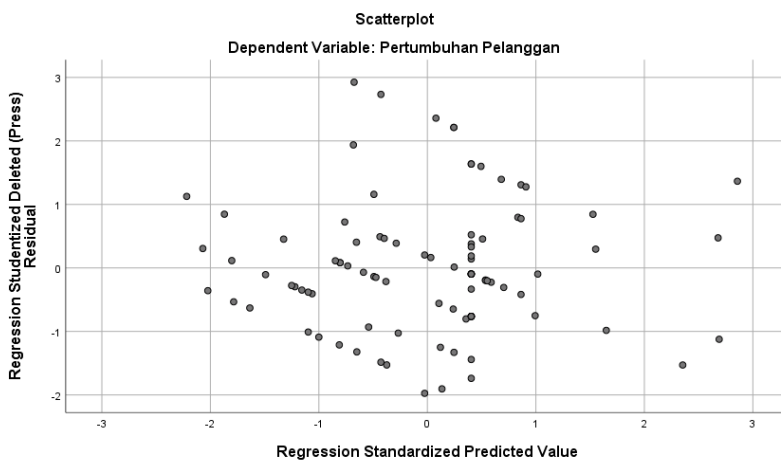
### Hasil Uji Multikolonieritas

#### Coefficients<sup>a</sup>

Model		Collinearity Statistics	
		Tolerance	VIF
1	Product Knowledge	.857	1.166
	Relationship Marketing	.857	1.166

a. Dependent Variable: Pertumbuhan Pelanggan

### Hasil Uji Heteroskedastisitas



### Hasil Uji Analisis Regresi Linier Berganda

#### Coefficients<sup>a</sup>

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	42.092	1288.028		.033	.974
	Product Knowledge	.171	.125	.126	1.374	.173
	Relationship Marketing	.488	.087	.516	5.638	.000

a. Dependent Variable: Pertumbuhan Pelanggan

**Hasil Uji Uji Determinasi (R<sup>2</sup>)****Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.576 <sup>a</sup>	.331	.317	2107.33442

a. Predictors: (Constant), Relationship Marketing, Product Knowledge

b. Dependent Variable: Pertumbuhan Pelanggan

**Hasil Uji T Parsial (Uji T)****Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	42.092	1288.028		.033	.974
	Product Knowledge	.171	.125	.126	1.374	.173
	Relationship Marketing	.488	.087	.516	5.638	.000

a. Dependent Variable: Pertumbuhan Pelanggan

**Hasil Uji Simultan (Uji F)****ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	204741737.153	2	102370868.576	23.052	.000 <sup>b</sup>
	Residual	412999825.347	93	4440858.337		
	Total	617741562.500	95			

a. Dependent Variable: Pertumbuhan Pelanggan

b. Predictors: (Constant), Relationship Marketing, Product Knowledge

<b><i>Product Knowledge</i></b>			
<b>Successive Interval</b>			
<b>X1.1</b>	<b>X1.2</b>	<b>X1.3</b>	<b>TOTAL</b>
2,486	2,362	2,244	7,091
3,909	2,362	3,549	9,820
3,909	2,362	4,988	11,259
3,909	2,362	3,549	9,820
2,486	1,000	3,549	7,035
2,486	3,713	2,244	8,443
5,437	3,713	4,988	14,138
3,909	1,000	2,244	9,820
3,909	2,362	3,549	9,820
3,909	2,362	3,549	9,820
3,909	2,362	3,549	9,820
3,909	2,362	3,549	9,820
3,909	2,362	3,549	9,820
3,909	2,362	3,549	9,820
3,909	2,362	3,549	9,820
5,437	3,713	3,549	12,699
3,909	3,713	4,988	12,610
3,909	2,362	3,549	8,443
2,486	3,713	2,244	9,820
3,909	2,362	3,549	9,820
3,909	2,362	3,549	9,820
3,909	2,362	3,549	9,820
5,437	3,713	2,244	11,394
3,909	2,362	3,549	9,820
3,909	2,362	3,549	9,820
3,909	2,362	3,549	9,820
3,909	2,362	3,549	9,820
3,909	2,362	3,549	9,820
3,909	2,362	3,549	9,820
5,437	3,713	2,244	11,394
2,486	3,713	2,244	8,443
2,486	3,713	2,244	8,443
2,486	3,713	4,988	11,187
3,909	2,362	3,549	9,820

3,909	2,362	3,549	9,820
3,909	2,362	3,549	9,820
5,437	3,713	2,244	11,394
2,486	1,000	4,988	8,474
3,909	2,362	3,549	9,820
2,486	1,000	2,244	5,729
3,909	2,362	3,549	9,820
3,909	2,362	3,549	9,820
3,909	2,362	3,549	9,820
2,486	1,000	2,244	5,729
3,909	2,362	1,000	7,271
2,486	1,000	4,988	8,474
3,909	1,000	2,244	7,153
3,909	2,362	1,000	7,271
3,909	1,000	2,244	7,153
3,909	2,362	3,549	9,820
3,909	1,000	3,549	8,458
3,909	2,362	3,549	9,820
3,909	2,362	3,549	9,820
1,000	2,362	3,549	6,911
3,909	1,000	3,549	8,458
3,909	2,362	3,549	9,820
5,437	3,713	4,988	14,138
2,486	1,000	3,549	7,035
3,909	1,000	3,549	8,458
3,909	2,362	3,549	9,820
3,909	2,362	2,244	8,515
3,909	1,000	3,549	8,458
3,909	1,000	2,244	7,153
2,486	1,000	3,549	7,035
3,909	2,362	3,549	9,820
3,909	2,362	1,000	7,271
5,437	3,713	2,244	11,394
2,486	2,362	3,549	8,397
3,909	2,362	2,244	8,515
3,909	2,362	3,549	9,820

3,909	2,362	3,549	9,820
3,909	2,362	3,549	9,820
2,486	2,362	2,244	7,091
3,909	2,362	3,549	9,820
3,909	2,362	3,549	9,820
2,486	3,713	4,988	11,187
2,486	1,000	3,549	7,035
3,909	3,713	3,549	11,171
5,437	3,713	4,988	14,138
3,909	1,000	2,244	7,153
2,486	1,000	3,549	7,035
3,909	2,362	3,549	9,820
3,909	2,362	3,549	9,820
3,909	2,362	2,244	8,515
3,909	2,362	3,549	9,820
3,909	2,362	3,549	9,820
3,909	1,000	2,244	7,153
3,909	2,362	3,549	9,820
2,486	2,362	3,549	8,397
2,486	1,000	3,549	7,035
2,486	1,000	3,549	7,035
3,909	2,362	2,244	8,515
5,437	3,713	4,988	14,138
3,909	2,362	3,549	9,820
2,486	1,000	2,244	5,729
3,909	2,362	3,549	9,820
2,486	1,000	2,244	5,729
2,486	2,362	2,244	7,091
2,486	1,000	2,244	5,729
3,909	1,000	2,244	7,153

<i>Relationship Marketing</i>				
Successive Interval				
Y.1	Y.2	Y.3	Y.4	TOTAL
2,303	2,384	3,546	3,159	11,391
4,975	5,374	5,152	4,451	19,952
2,303	2,384	2,164	2,038	8,889
2,303	2,384	3,546	3,159	11,391
3,595	2,384	2,164	2,038	10,181
2,303	2,384	3,546	3,159	11,391
4,975	5,374	5,152	4,451	19,952
2,303	2,384	3,546	3,159	11,587
3,595	3,790	3,546	3,159	17,539
3,595	3,790	3,546	3,159	14,090
3,595	3,790	3,546	3,159	14,090
2,303	2,384	3,546	3,159	11,391
3,595	3,790	2,164	2,038	11,391
4,975	5,374	5,152	4,451	19,952
4,975	5,374	5,152	4,451	19,952
2,303	3,790	3,546	3,159	14,090
3,595	3,790	3,546	3,159	15,382
3,595	3,790	3,546	3,159	14,090
4,975	5,374	5,152	2,038	14,090
3,595	3,790	3,546	3,159	14,090
3,595	3,790	3,546	3,159	14,090
4,975	3,790	3,546	3,159	15,470
3,595	3,790	3,546	3,159	14,090
3,595	3,790	3,546	4,451	12,798
3,595	3,790	3,546	3,159	14,090
3,595	3,790	3,546	4,451	15,382
3,595	3,790	3,546	1,000	11,931
3,595	3,790	3,546	3,159	14,090
3,595	3,790	3,546	4,451	15,382
3,595	3,790	3,546	3,159	14,090
1,000	1,000	2,164	2,038	6,202
3,595	3,790	3,546	3,159	14,090

2,303	5,374	5,152	4,451	17,280
2,303	2,384	3,546	3,159	11,391
3,595	3,790	3,546	3,159	14,090
3,595	3,790	3,546	4,451	15,382
3,595	3,790	3,546	3,159	14,090
3,595	3,790	3,546	3,159	14,090
3,595	3,790	3,546	3,159	14,090
2,303	2,384	3,546	4,451	12,683
4,975	2,384	2,164	2,038	11,561
3,595	3,790	3,546	3,159	14,090
2,303	2,384	3,546	3,159	11,391
3,595	3,790	3,546	4,451	15,382
3,595	2,384	3,546	3,159	12,684
3,595	3,790	3,546	2,038	12,969
4,975	3,790	3,546	3,159	15,470
3,595	3,790	2,164	2,038	11,587
3,595	3,790	3,546	3,159	14,090
3,595	3,790	3,546	4,451	15,382
3,595	3,790	3,546	3,159	14,090
4,975	3,790	3,546	3,159	15,470
3,595	3,790	3,546	2,038	12,969
3,595	3,790	2,164	1,000	10,549
2,303	2,384	2,164	4,451	11,301
3,595	3,790	3,546	3,159	14,090
2,303	2,384	1,000	4,451	10,138
2,303	2,384	1,000	2,038	7,725
2,303	2,384	1,000	2,038	7,725
3,595	3,790	3,546	3,159	14,090
3,595	3,790	3,546	3,159	14,090
3,595	3,790	3,546	3,159	14,090
3,595	2,384	3,546	3,159	12,684
3,595	3,790	3,546	3,159	14,090
3,595	3,790	3,546	4,451	15,382
2,303	1,000	2,164	2,038	7,505
3,595	3,790	3,546	3,159	14,090
3,595	3,790	3,546	3,159	14,090



3,595	2,384	3,546	3,159	12,684
3,595	3,790	3,546	3,159	14,090
3,595	3,790	3,546	3,159	14,090
2,303	3,790	3,546	3,159	12,798
3,595	3,790	3,546	4,451	15,382
3,595	3,790	5,152	4,451	16,989
3,595	3,790	3,546	3,159	14,090
4,975	3,790	3,546	3,159	15,470
2,303	2,384	2,164	4,451	11,301
4,975	3,790	3,546	3,159	15,470
3,595	3,790	3,546	3,159	14,090
4,975	2,384	2,164	2,038	11,561
2,303	3,790	3,546	3,159	12,798
3,595	3,790	3,546	3,159	14,090
1,000	2,384	2,164	2,038	7,586
4,975	2,384	2,164	2,038	11,561
2,303	2,384	2,164	2,038	8,889
4,975	2,384	2,164	2,038	11,561
3,595	3,790	2,164	1,000	10,549
2,303	2,384	2,164	4,451	11,301
3,595	3,790	2,164	1,000	10,549
2,303	2,384	2,164	2,038	8,889
3,595	2,384	2,164	3,159	11,302
2,303	3,790	3,546	2,038	11,677
2,303	2,384	2,164	2,038	8,889
3,595	3,790	3,546	2,038	12,969
3,595	3,790	2,164	1,000	10,549
2,303	2,384	2,164	2,038	8,889

<b>Pertumbuhan Pelanggan</b>	
<b>Transaksi</b>	
Tanggal/Bulan/Tahun	Dalam Ribuan Rupiah
26/05/2021	4300
27/05/2021	8400
28/05/2021	5600
07/05/2021	7000
08/06/2021	5600
09/06/2021	7900
10/06/2021	14900
11/06/2021	12900
21/06/2021	10900
22/06/2021	8900
23/06/2021	8400
24/06/2021	9700
25/06/2021	7000
05/07/2021	9700
06/07/2021	12900
07/07/2021	12900
08/07/2021	10900
09/07/2021	7000
26/07/2021	8400
27/07/2021	8400
28/07/2021	7000
29/07/2021	8400
30/07/2021	7000
09/08/2021	3900
10/08/2021	7000
11/08/2021	9300
12/08/2021	7000
13/08/2021	12900
23/08/2021	7900
24/08/2021	12000
25/08/2021	7000

26/08/2021	9400
27/08/2021	8400
06/09/2021	4300
07/09/2021	9000
08/09/2021	6900
09/09/2021	5000
10/09/2021	9700
20/09/2021	12000
21/09/2021	5300
22/09/2021	7000
23/09/2021	8400
24/09/2021	7000
11/10/2021	8400
12/10/2021	4300
13/10/2021	8400
14/10/2021	8400
15/10/2021	4300
25/10/2021	8400
26/10/2021	12000
27/10/2021	5600
28/10/2021	12000
29/10/2021	8400
15/11/2021	4300
16/11/2021	11000
17/11/2021	7000
18/11/2021	5600
19/11/2021	7000
22/11/2021	4300
23/11/2021	12900
24/11/2021	5600
25/11/2021	7000
26/11/2021	5600
13/12/2021	7000
14/12/2021	11900
15/12/2021	4300
16/12/2021	7000

17/12/2021	8400
21/12/2021	7000
22/12/2021	9300
23/12/2021	8400
24/12/2021	4300
07/01/2022	9700
14/01/2022	12000
21/01/2022	11900
28/01/2022	8400
04/02/2022	7000
11/02/2022	10900
18/02/2022	8400
25/02/2022	7000
04/03/2022	8400
11/03/2022	7900
18/03/2022	5600
25/03/2022	8400
01/04/2022	5600
08/04/2022	8400
15/04/2022	5600
22/04/2022	12900
29/04/2022	5600
06/05/2022	7000
13/05/2022	4300
20/05/2022	8400
27/05/2022	5600
29/05/2022	8400
30/05/2022	5600
31/05/2022	4300

NO	LADDER	TYPE	PRICE
1	26/05/2021	Inverter AC300-T/S2	Rp4.300,000
2	27/05/2021	HMI VI10-102D-13	Rp8.400,000
3	28/05/2021	Inverter AC300-T/S2	Rp5.600,000
4	07/05/2021	HMI VI10-102D-13	Rp7.000,000
5	08/06/2021	Inverter AC300-T/S2	Rp5.600,000
6	09/06/2021	HMI VI10-102D-13	Rp7.900,000
7	10/06/2021	Servo SD700-7R6A-PA Drive	Rp14.900,000
8	11/06/2021	Servo SD700-7R6A-PA Drive	Rp12.900,000
9	21/06/2021	Servo SD700-7R6A-PA Drive	Rp10.900,000
10	22/06/2021	Inverter AC300-T/S2	Rp8.900,000
11	23/06/2021	Inverter AC300-T/S2	Rp8.400,000
12	24/06/2021	HMI VI10-102D-13	Rp9.700,000
13	25/06/2021	HMI VI10-102D-13	Rp7.000,000
14	05/07/2021	HMI VI10-102D-13	Rp9.700,000
15	06/07/2021	Servo SD700-7R6A-PA Drive	Rp12.900,000
16	07/07/2021	Servo SD700-7R6A-PA Drive	Rp12.900,000
17	08/07/2021	Servo SD700-7R6A-PA Drive	Rp10.900,000
18	09/07/2021	Inverter AC300-T/S2	Rp7.000,000
19	26/07/2021	Inverter AC300-T/S2	Rp8.400,000
20	27/07/2021	HMI VI10-102D-13	Rp8.400,000
21	28/07/2021	Inverter AC300-T/S2	Rp7.000,000
22	29/07/2021	Inverter AC300-T/S2	Rp8.400,000
23	30/07/2021	HMI VI10-102D-13	Rp7.000,000

24	09/08/2021	Inverter AC300-T/S2	Rp3.900,000
25	10/08/2021	Inverter AC300-T/S2	Rp7.000,000
26	11/08/2021	HMI VI10-102D-13	Rp9.300,000
27	12/08/2021	HMI VI10-102D-13	Rp7.000,000
28	13/08/2021	Servo SD700-7R6A-PA Drive	Rp12.900,000
29	23/08/2021	HMI VI10-102D-13	Rp7.900,000
30	24/08/2021	Servo SD700-7R6A-PA Drive	Rp12.000,000
31	25/08/2021	Servo SD700-3R3A-PA Drive	Rp7.000,000
32	26/08/2021	Servo SD700-7R6A-PA Drive	Rp9.400,000
33	27/08/2021	Servo SD700-7R6A-PA Drive	Rp8.400,000
34	06/09/2021	HMI VI10-102D-13	Rp4.300,000
35	07/09/2021	Servo SD700-7R6A-PA Drive	Rp9.000,000
36	08/09/2021	Inverter AC300-T/S2	Rp6.900,000
37	09/09/2021	Inverter AC300-T/S2	Rp5.000,000
38	10/09/2021	Servo SD700-7R6A-PA Drive	Rp9.700,000
39	20/09/2021	Servo SD700-7R6A-PA Drive	Rp12.000,000
40	21/09/2021	Inverter AC300-T/S2	Rp5.300,000
41	22/09/2021	Inverter AC300-T/S2	Rp7.000,000
42	23/09/2021	Servo SD700-7R6A-PA Drive	Rp8.400,000
43	24/09/2021	Inverter AC300-T/S2	Rp7.000,000
44	11/10/2021	Servo SD700-7R6A-PA Drive	Rp8.400,000
45	12/10/2021	Inverter AC300-T/S2	Rp4.300,000
46	13/10/2021	Servo SD700-7R6A-PA Drive	Rp8.400,000
47	14/10/2021	Servo SD700-7R6A-PA Drive	Rp8.400,000
48	15/10/2021	Inverter AC300-T/S2	Rp4.300,000

49	25/10/2021	Servo SD700-7R6A-PA Drive	Rp8.400,000
50	26/10/2021	Servo SD700-7R6A-PA Drive	Rp12.000,000
51	27/10/2021	Inverter AC300-T/S2	Rp5.600,000
52	28/10/2021	Servo SD700-7R6A-PA Drive	Rp12.000,000
53	29/10/2021	Inverter AC300-T/S2	Rp8.400,000
54	15/11/2021	Inverter AC300-T/S2	Rp4.300,000
55	16/11/2021	Servo SD700-7R6A-PA Drive	Rp11.000,000
56	17/11/2021	Inverter AC300-T/S2	Rp7.000,000
57	18/11/2021	HMI VI10-102D-13	Rp5.600,000
58	19/11/2021	Inverter AC300-T/S2	Rp7.000,000
59	22/11/2021	Inverter AC300-T/S2	Rp4.300,000
60	23/11/2021	Servo SD700-7R6A-PA Drive	Rp12.900,000
61	24/11/2021	HMI VI10-102D-13	Rp5.600,000
62	25/11/2021	Inverter AC300-T/S2	Rp7.000,000
63	26/11/2021	Inverter AC300-T/S2	Rp5.600,000
64	13/12/2021	Inverter AC300-T/S2	Rp7.000,000
65	14/12/2021	Servo SD700-7R6A-PA Drive	Rp11.900,000
66	15/12/2021	Inverter AC300-T/S2	Rp4.300,000
67	16/12/2021	Inverter AC300-T/S2	Rp7.000,000
68	17/12/2021	Inverter AC300-T/S2	Rp8.400,000
69	21/12/2021	Inverter AC300-T/S2	Rp7.000,000
70	22/12/2021	Servo SD700-7R6A-PA Drive	Rp9.300,000
71	23/12/2021	Servo SD700-7R6A-PA Drive	Rp8.400,000
72	24/12/2021	Inverter AC300-T/S2	Rp4.300,000
73	07/01/2022	Servo SD700-7R6A-PA Drive	Rp9.700,000

74	14/01/2022	Servo SD700-7R6A-PA Drive	Rp12.000,000
75	21/01/2022	Servo SD700-7R6A-PA Drive	Rp11.900,000
76	28/01/2022	Servo SD700-7R6A-PA Drive	Rp8.400,000
77	04/02/2022	Inverter AC300-T/S2	Rp7.000,000
78	11/02/2022	Servo SD700-7R6A-PA Drive	Rp10.900,000
79	18/02/2022	Inverter AC300-T/S2	Rp8.400,000
80	25/02/2022	Inverter AC300-T/S2	Rp7.000,000
81	04/03/2022	HMI VI10-102D-13	Rp8.400,000
82	11/03/2022	Inverter AC300-T/S2	Rp7.900,000
83	18/03/2022	Inverter AC300-T/S2	Rp5.600,000
84	25/03/2022	Servo SD700-7R6A-PA Drive	Rp8.400,000
85	01/04/2022	Inverter AC300-T/S2	Rp5.600,000
86	08/04/2022	Inverter AC300-T/S2	Rp8.400,000
87	15/04/2022	HMI VI10-102D-13	Rp5.600,000
88	22/04/2022	Servo SD700-7R6A-PA Drive	Rp12.900,000
89	29/04/2022	Inverter AC300-T/S2	Rp5.600,000
90	06/05/2022	Inverter AC300-T/S2	Rp7.000,000
91	13/05/2022	HMI VI10-102D-13	Rp4.300,000
92	20/05/2022	Servo SD700-7R6A-PA Drive	Rp8.400,000
93	27/05/2022	Inverter AC300-T/S2	Rp5.600,000
94	29/05/2022	Inverter AC300-T/S2	Rp8.400,000
95	30/05/2022	HMI VI10-102D-13	Rp5.600,000
96	31/05/2022	Inverter AC300-T/S2	Rp4.300,000
			Rp7,689,000,000