

DATA RESPONDEN

Lampiran 1

KUISIONER

PENGARUH KUALITAS PELAYANAN KELENGKAPAN PRODUK DAN PROMOSI TERHADAP KEPUASAN KONSUMEN DI TOKO BUKU GRAMEDIA CIPUTRA WORLD SURABAYA

Kepada Yth,

Bpk/Ibu/Saudara/i Responden

Dengan hormat.

Saya yang bertanda tangan dibawah ini adalah mahasiswa Universitas 17 Agustus 1945 Surabaya Fakultas Ekonomi Jurusan Manajemen, yang sedang mengadakan penelitian dalam pembuatan skripsi. Oleh sebab itu, saya memohon bantuan dan kerjasama Bpk/Ibu/Saudara/i Responden untuk mengisi beberapa pertanyaan kuesioner ini untuk melengkapi pengumpulan data.

Saya mengharapkan Bpk/Ibu/Saudara/i Responden untuk memberikan jawaban pada kuesioner secara jujur dan apa adanya

Demikian pernyataan ini saya buat, atas perhatian dan kerjasama Bpk/Ibu/Saudara/i, saya mengucapkan banyak terima kasih.

Hormat Kami

Imam Fadli
1211408303

Petunjuk Pengisian Kuesioner

1. Mohon dibaca dan dipahami setiap pernyataan dalam lembar angket kuesioner, serta diisi dengan teliti, lengkap, jujur dan sesuai dengan situasi yang dirasakan.
2. Beri tanda (√) pada pernyataan-pernyataan dibawah ini yang paling sesuai menurut Bpk/Ibu/Saudara/i.
3. Setiap pernyataan ada lima (5) pilihan jawaban, Bpk/Ibu/Saudara/i cukup memilih salah satu jawaban yang tersedia, dengan ketentuan sebagai berikut

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

Identitas Responden

- a. Nama : (Tidak harus di isi)
- b. Jenis Kelamin : Pria Wanita
- c. Umur : Tahun

No	Butir pertanyaan kualitas pelayanan	STS	TS	N	S
Keandalan (Reability)					
1	Karyawan Gramedia Ciputra World selalu konsisten dalam melayani anda semenjak pertama berkunjung				
2	Karyawan Gramedia Ciputra World dapat di percaya saat melayani anda				
Dayatanggap (Responsiveness)					
3	Karyawan Gramedia Ciputra World selalu siap dan tanggap dalam membantu anda berbelanja				
4	Karyawan Gramedia Ciputra World selalu menanyakan kebutuhan anda				

No	Butir pertanyaan kelengkapan produk	STS	TS	N	S
Jaminan (Assurance)					
5	Karyawan Gramedia Ciputra World melayani anda dengan sopan				
Bukti fisik (Tangible)					
6	Toko Buku Gramedia Ciputra World memiliki fasilitas yang lengkap				
7	Akses yang mudah saat berbelanja di toko buku gramedia ciputra wold				
Empati (Empaty)					
8	Karyawan Gramedia Ciputra World memberikan anda kemudahan melakukan hubungan komunikasi dalam memahami kebutuhan anda				

d. pekerjaan : Guru Karyawan PNS
 TNI/POLRI Mahasiswa

Keragaman Produk

1	Beragam macam produk yang tersedia sesuai keinginan anda				
2	Keragaman produk memudahkan anda saat berbelanja				

Variasi produk

3	Produk yang di jual sangat bervariasi				
4	Model masing-masing merek produk sangat bervariasi				

Ketersediaan produk

5	Produk yang anda cari selalu ada				
6	Tersedianya stok produk yang sejenis				

Macam-macam merek yang tersedia

7	Ada berbagai macam pilihan merk produk yang tersedia				
8	Merek produk yang di inginkan selalu ada				

No	Butir pertanyaanPromosi	STS	TS	N	S
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Promosi melalui pameran

1	Gramedia Ciputra World Sering mengadakan promosi pameran untuk menampilkan produknya				
2	Promosi pameran sangat membantu anda dalam berbelanja				

Promosi melalui potongan harga

3	Gramedia Ciputra World sering memberikan potongan harga				
4	Potongan harga yang di berikan sangat menarik perhatian anda				

Promosi hadiah pembelian produk

5	Hadiah yang di berikan sangat bermanfaat bagi anda				
6	promosi hadiah sangat menarik perhatian anda untuk berbelanja di Gramedia Ciputra World				

Promosi melalui periklanan

7	Gramedia Ciputra World selalu memberikan informasi tentang program promosinya melalui situsnya di internet dan media sosial lainnya				
8	Iklan yang di sampaikan mampu memberikan keyakinan pelanggan untuk berkunjung ke Gramedia Ciputra World				

No	Butir ertanyaan kepuasan konsumen	STS	TS	N	S
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Kecepatan

1	Saya puas dengan pelayanan yang cepat dan tepat				
2	Saya puas dengan ketanggapan karyawan dalam menyelesaikan keluhan-keluhan pelanggan				

Akurasi

3	Saya puas Karyawan memberikan layanan dengan tepat waktu				
4	Saya puas karyawan melakukan ketepatan dalam pencatatan transaksi pembelian				

Aman

5	Saya puas dengan keamanan fasilitas yang ada di Gramedia Ciputra World				
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Ramah tamah

6	Saya puas karyawan selalu memberikan senyuman,sikap ketulusan dan sopan dalam melayani pelanggan				
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Nyaman

7	Saya puas dengan kelengkapan fasilitas kebersihan dan kenyamanan yang di berikan				
8	Saya puas menerima kemudahan memperoleh panduan informasi layanan				

Lampiran 2 : Frequency Responden

Statistics

		JENISKELAMIN	USIA	PEKERJAAN
N	Valid	100	100	100
	Missing	0	0	0

JENISKELAMIN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-laki	47	47,0	47,0	47,0
	Wanita	53	53,0	53,0	100,0
	Total	100	100,0	100,0	

USIA

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	> 45 Tahun	1	1,0	1,0	1,0
	16-25 Tahun	52	52,0	52,0	53,0
	26-35 Tahun	42	42,0	42,0	95,0
	36-45 Tahun	5	5,0	5,0	100,0

	Total	100	100,0	100,0	

PEKERJAAN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Guru	12	12,0	12,0	12,0
	Karyawan	24	24,0	24,0	36,0
	Mahasiswa	40	40,0	40,0	76,0
	PNS	16	16,0	16,0	92,0
	TNI/Polisi	8	8,0	8,0	100,0
	Total	100	100,0	100,0	

Descriptive Statistics Tanggapan Responden pada Variabel Kualitas Pelayanan

	N	Minimum	Maximum	Mean	Std. Deviation
KPL.1	100	2	5	3,88	,656
KPL.2	100	3	5	3,74	,597
KPL.3	100	2	4	3,44	,671
KPL.4	100	2	5	3,62	,582
KPL.5	100	2	5	3,62	,632
KPL.6	100	2	5	3,66	,572

KPL.7	100	3	5	3,71	,498
KPL.8	100	2	5	3,64	,659
TOTAL	100	24	35	29,31	2,646
Valid N (listwise)	100				

Descriptive Statistics Tanggapan Responden pada Variabel Kelengkapan Produk

	N	Minimum	Maximum	Mean	Std. Deviation
KPD.1	100	2	5	3,80	,569
KPD.2	100	3	5	3,77	,633
KPD.3	100	3	5	3,64	,612
KPD.4	100	2	5	3,72	,570
KPD.5	100	3	5	3,86	,569
KPD.6	100	2	5	3,74	,505
KPD.7	100	2	5	3,66	,623
KPD.8	100	3	5	3,74	,505
TOTAL	100	24	36	29,93	2,388
Valid N (listwise)	100				

Descriptive Statistics Tanggapan Responden pada Variabel promosi

	N	Minimum	Maximum	Mean	Std. Deviation
P.1	100	3	5	3,79	,640
P.2	100	2	5	3,44	,903
P.3	100	2	5	3,93	,590
P.4	100	2	5	3,84	,721
P.5	100	2	5	3,69	,692
P.6	100	2	5	3,46	,809
P.7	100	2	5	3,55	,730
P.8	100	2	5	3,51	,959

TOTAL	100	22	40	29,21	3,511
Valid N (listwise)	100				

Descriptive Statistics Tanggapan Responden pada Variabel Kepuasan Konsumen

	N	Minimum	Maximum	Mean	Std. Deviation
KK1	100	2	5	3,84	,564
KK2	100	2	5	3,67	,587
KK3	100	2	5	3,74	,630
KK4	100	2	5	3,59	,605
KK5	100	3	5	3,73	,664
KK6	100	2	5	3,59	,698
KK7	100	2	5	3,51	,674
KK8	100	2	5	3,71	,715
TOTAL	100	23	36	29,38	2,692
Valid N (listwise)	100				

Lampiran 3 : Tabulasi Hasil Keusioner

KUALITAS PELAYANAN(X1)

NO	KPL.1	KPL.2	KPL.3	KPL.4	KPL.5	KPL.6	KPL.7	KPL.8	TOTAL
1	4	4	4	4	4	4	3	3	30
2	4	3	4	3	4	3	4	4	29
3	5	5	4	4	4	4	4	4	34
4	4	4	4	4	3	4	4	3	30
5	3	4	3	4	4	3	4	3	28
6	3	4	2	3	4	4	3	4	27
7	3	4	3	3	4	4	4	4	29
8	3	3	3	4	3	4	3	3	26
9	4	4	2	3	4	3	3	2	25
10	3	3	3	4	3	4	3	3	26
11	4	3	2	3	3	3	4	4	26
12	4	3	3	4	3	3	4	3	27

13	5	4	3	3	3	3	3	3	27
14	4	4	3	2	4	4	3	3	27
15	4	4	3	4	3	3	3	3	27
16	4	3	4	4	4	5	4	4	32
17	4	3	3	4	3	4	4	3	28
18	5	4	4	4	4	3	4	4	32
19	4	4	3	4	4	4	4	5	32
20	4	4	4	4	4	4	4	4	32
21	4	4	4	4	4	4	4	4	32
22	4	3	2	4	3	3	4	3	26
23	5	4	4	3	4	4	4	4	32
24	4	3	3	4	3	4	3	3	27
25	4	5	3	3	5	3	3	2	28
26	3	3	4	4	3	4	3	3	27
27	4	3	3	3	3	3	4	5	28
28	3	4	3	3	3	3	3	3	25
29	3	4	3	2	3	4	3	3	25
30	4	4	3	4	4	3	3	3	28
31	4	3	4	3	3	4	4	3	28
32	5	4	3	4	4	3	4	4	31
33	4	4	3	4	4	4	4	4	31
34	3	4	4	4	4	4	4	4	31
35	3	4	4	3	4	4	4	3	29
36	5	5	4	4	5	4	4	4	35
37	4	3	2	3	3	3	3	4	25
38	3	4	3	2	3	3	3	3	24
39	4	4	4	3	4	4	4	4	31
40	4	5	3	4	4	3	3	3	29
41	4	3	4	3	3	5	5	4	31
42	3	3	4	4	4	4	4	4	30
43	4	4	4	4	4	4	4	4	32
44	5	3	2	4	3	3	4	3	27
45	4	3	3	3	3	3	4	5	28
46	3	4	3	3	3	3	3	3	25
47	3	3	2	4	3	4	3	3	25
48	4	3	4	3	3	3	4	4	28

49	4	5	4	4	5	4	4	4	34
50	5	4	4	4	4	4	4	4	33
51	4	5	4	4	5	4	4	4	34
52	3	3	3	4	3	4	4	3	27
53	4	3	3	3	3	3	4	4	27
54	3	4	3	4	3	3	4	4	28
55	4	4	4	4	4	4	4	5	33
56	5	5	4	4	5	4	4	4	35
57	3	4	4	4	4	3	3	4	29
58	3	3	3	4	3	4	4	3	27
59	4	4	4	3	4	4	4	4	31
60	4	4	4	4	4	4	4	4	32
61	4	3	2	4	3	4	4	3	27
62	5	4	3	4	4	4	3	4	31
63	4	4	4	4	4	4	4	5	33
64	4	4	4	4	4	4	4	3	31
65	4	3	4	4	4	4	4	4	31
66	4	4	4	3	4	4	3	4	30
67	3	4	3	4	3	3	3	3	26
68	3	4	4	4	3	4	4	3	29
69	4	4	4	4	4	5	4	5	34
70	5	4	4	5	4	4	5	4	35
71	4	4	4	4	4	4	4	4	32
72	3	4	3	4	4	4	4	3	29
73	4	4	4	2	4	4	4	5	31
74	5	5	3	4	5	3	3	3	31
75	4	3	4	3	3	4	4	4	29
76	3	3	3	3	3	3	3	3	24
77	2	4	3	4	4	4	4	5	30
78	4	4	4	4	4	4	4	3	31
79	4	3	4	4	3	3	4	4	29
80	4	3	2	4	3	4	4	3	27
81	5	4	4	4	4	3	4	4	32
82	4	4	4	4	3	4	3	4	30
83	4	4	4	3	4	5	4	4	32
84	4	3	3	4	3	4	3	3	27

85	4	4	4	3	3	3	4	4	29
86	4	3	4	4	4	3	4	3	29
87	4	4	3	3	3	4	4	3	28
88	4	3	3	3	3	3	4	3	26
89	4	3	4	4	4	3	3	4	29
90	4	4	4	4	3	2	4	4	29
91	3	4	4	4	5	3	3	4	30
92	4	4	4	4	4	4	4	4	32
93	4	4	4	4	3	3	3	4	29
94	3	4	4	4	3	4	4	3	29
95	5	4	4	3	4	4	4	4	32
96	3	4	4	4	2	4	3	3	27
97	4	3	2	4	4	4	4	4	29
98	5	4	3	3	3	3	4	4	29
99	4	3	4	3	4	4	4	4	30
100	4	4	4	3	4	4	4	4	31

**KELENGKAPAN
PRODUK (X2)**

NO	KPD.1	KPD.2	KPD.3	KPD.4	KPD.5	KPD.6	KPD.7	KPD.8	TOTAL
1	4	3	3	3	4	3	3	3	26
2	4	4	3	3	3	3	4	4	28
3	4	3	5	4	4	4	4	4	32
4	4	4	4	4	3	4	3	4	30
5	4	4	3	4	3	4	4	3	29
6	3	3	3	3	3	4	2	3	24
7	3	5	3	3	4	4	4	3	29
8	4	3	4	4	4	3	4	4	30
9	3	3	3	4	3	2	2	4	24
10	4	4	3	4	4	4	3	3	29
11	4	3	3	4	3	3	3	4	27
12	4	3	3	4	3	4	4	4	29
13	3	4	3	4	3	4	4	3	28
14	4	4	3	4	3	4	3	3	28
15	3	4	3	4	4	4	3	4	29

16	4	4	3	3	4	4	3	4	29
17	4	4	4	3	4	4	4	4	31
18	4	4	3	3	4	4	4	4	30
19	4	4	3	4	4	4	4	3	30
20	4	4	4	4	3	4	4	4	31
21	4	4	4	4	4	4	4	4	32
22	4	3	4	2	4	4	4	3	28
23	4	3	5	3	4	4	4	3	30
24	4	4	3	3	3	4	3	3	27
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26	4	4	3	4	4	3	4	4	30
27	4	4	3	5	5	4	5	4	34
28	4	5	4	3	3	3	4	3	29
29	2	5	5	5	5	5	4	4	35
30	4	5	4	4	4	4	4	4	33
31	4	4	4	4	5	4	4	4	33
32	4	3	3	3	3	4	3	3	26
33	4	3	3	4	3	3	4	4	28
34	3	3	3	4	3	3	3	3	25
35	3	4	3	4	4	4	4	3	29
36	4	3	3	4	3	3	3	3	26
37	4	4	4	4	4	3	3	3	29
38	4	4	4	4	4	4	4	4	32
39	5	4	4	4	4	4	4	5	34
40	4	5	4	5	5	4	4	4	35
41	5	5	3	5	5	5	4	4	36
42	4	4	4	4	4	4	2	4	30
43	3	4	5	4	4	4	4	4	32
44	3	4	4	3	4	4	3	4	29
45	4	4	4	4	4	3	3	4	30
46	4	4	4	4	4	4	4	3	31
47	3	5	3	4	4	4	3	4	30
48	3	4	3	3	5	3	3	3	27
49	4	3	4	3	4	4	3	4	29
50	4	4	4	4	4	4	4	4	32
51	5	5	3	4	4	4	5	4	34

52	4	4	4	4	4	4	4	5	33
53	4	5	3	4	5	3	4	4	32
54	3	4	4	4	4	3	5	4	31
55	3	4	4	4	4	4	4	3	30
56	4	3	4	4	4	4	4	4	31
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67	3	4	4	4	4	4	4	4	31
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71	3	3	3	4	4	4	4	3	28
72	4	4	3	3	4	4	4	4	30
73	3	3	4	4	4	4	3	4	29
74	4	3	4	4	3	3	4	4	29
75	4	4	3	3	4	3	3	3	27
76	3	3	3	3	3	3	4	3	25
77	5	3	4	4	3	4	4	4	31
78	4	4	3	4	4	4	4	4	31
79	4	5	4	4	4	3	4	4	32
80	3	3	4	3	4	4	3	4	28
81	4	4	3	3	4	4	3	4	29
82	4	4	5	4	4	4	3	3	31
83	3	3	5	3	4	4	4	4	30
84	3	4	4	3	4	3	4	3	28
85	4	3	3	3	4	4	4	4	29
86	4	4	4	3	4	4	3	4	30
87	4	3	4	4	4	4	4	4	31

88	4	3	4	4	4	3	3	4	29
89	4	4	3	3	3	3	3	3	26
90	4	5	4	4	5	4	4	4	34
91	5	4	4	4	5	4	4	3	33
92	4	4	4	4	4	4	4	4	32
93	4	3	3	3	3	4	3	4	27
94	4	3	4	4	4	4	3	4	30
95	4	4	3	4	4	4	3	4	30
96	4	3	4	4	3	4	4	4	30
97	3	3	4	4	4	4	3	4	29
98	4	3	4	4	4	4	4	4	31
99	4	4	3	4	4	4	3	4	30
100	3	4	4	3	4	3	3	4	28

PROMOSI(X3)

NO	P.1	P.2	P.3	P.4	P.5	P.6	P.7	P.8	TOTAL
1	4	4	4	4	3	4	4	4	31
2	4	3	4	4	4	4	4	4	31
3	5	4	5	5	3	3	4	5	34
4	5	5	4	4	3	3	3	5	32
5	4	4	4	4	4	3	3	4	30
6	4	2	3	4	3	3	3	3	25
7	4	3	4	4	4	3	3	3	28
8	4	3	4	4	4	3	3	4	29
9	3	2	4	4	4	3	3	4	27
10	4	3	4	4	4	3	3	3	28
11	4	4	4	4	4	3	3	4	30
12	4	3	4	4	4	4	4	3	30
13	5	2	3	3	4	3	3	4	27
14	4	3	4	4	4	4	3	3	29
15	3	4	4	4	4	3	3	4	29
16	3	5	3	4	4	4	4	5	32
17	3	4	4	5	4	2	2	4	28
18	3	4	4	4	3	4	3	3	28

19	4	3	4	4	4	4	4	2	29
20	3	3	2	3	2	3	3	3	22
21	3	4	4	2	3	4	4	5	29
22	4	3	4	3	2	2	3	3	24
23	4	3	4	4	4	4	4	3	30
24	4	3	4	4	3	4	4	2	28
25	4	3	3	3	3	3	3	3	25
26	3	3	4	4	4	3	4	3	28
27	3	4	4	5	4	3	2	4	29
28	3	3	4	4	4	4	3	3	28
29	4	3	4	3	3	3	4	5	29
30	4	3	4	4	4	3	4	3	29
31	3	3	3	4	4	4	4	3	28
32	4	4	4	3	3	4	4	3	29
33	4	4	4	3	4	4	4	4	31
34	3	2	4	4	4	3	4	2	26
35	4	3	4	3	3	4	4	2	27
36	4	5	4	4	4	3	4	5	33
37	3	3	3	4	4	4	4	3	28
38	3	4	4	3	4	3	3	4	28
39	4	3	4	2	3	4	4	2	26
40	4	4	4	3	3	3	3	4	28
41	4	4	4	4	4	4	4	4	32
42	4	3	4	4	3	4	4	3	29
43	4	4	3	3	3	4	4	3	28
44	4	2	4	4	4	3	4	3	28
45	4	3	4	3	3	4	4	4	29
46	4	4	4	4	4	3	4	3	30
47	4	2	4	4	4	3	4	2	27
48	3	3	3	4	4	4	4	2	27
49	4	5	4	3	3	4	4	5	32
50	4	5	4	3	4	4	4	5	33
51	3	5	4	5	4	4	4	5	34
52	3	2	4	3	4	2	2	2	22
53	3	2	4	4	3	2	3	2	23
54	5	3	5	5	5	5	5	2	35

55	5	5	5	5	5	5	5	5	5	40
56	4	5	4	3	4	4	4	4	5	33
57	4	2	4	5	3	3	3	3	2	26
58	4	3	4	4	4	3	4	4	2	28
59	3	4	3	4	4	4	4	4	4	30
60	5	4	4	5	4	2	2	2	3	29
61	3	2	4	4	3	2	3	3	3	24
62	5	3	5	5	5	5	5	5	4	37
63	5	5	5	5	5	5	5	5	5	40
64	5	3	4	3	4	2	2	2	3	26
65	3	4	4	4	3	2	3	3	3	26
66	5	4	5	5	4	4	4	4	4	35
67	4	2	4	4	4	3	4	4	2	27
68	4	3	4	5	4	3	2	2	2	27
69	3	5	4	2	2	4	3	3	5	28
70	4	5	4	4	4	4	4	4	5	34
71	5	2	3	3	4	3	3	3	2	25
72	4	3	5	4	4	5	3	3	2	30
73	3	4	4	4	4	3	3	3	4	29
74	3	4	3	4	4	4	4	4	3	29
75	3	2	4	5	4	2	2	2	3	25
76	3	3	4	4	3	2	3	3	4	26
77	4	4	5	5	5	5	5	5	4	37
78	3	3	2	3	2	3	3	3	3	22
79	3	3	4	2	3	4	4	4	5	28
80	4	3	4	3	2	3	3	3	3	25
81	4	3	5	4	5	5	4	4	4	34
82	4	5	5	4	5	5	4	4	5	37
83	4	3	4	4	4	3	2	2	3	27
84	3	4	4	4	3	2	4	4	4	28
85	5	4	4	5	4	4	4	4	4	34
86	4	2	4	4	3	4	4	4	4	29
87	4	3	4	4	4	3	3	3	3	28
88	4	3	3	4	4	4	4	4	4	30
89	3	4	3	4	4	4	4	4	4	30
90	4	3	4	4	4	4	4	4	4	31

91	4	4	4	4	4	4	4	4	4	32
92	4	4	3	3	4	3	4	2	27	
93	4	3	4	4	3	4	3	4	29	
94	3	4	4	3	3	3	3	4	27	
95	3	5	5	4	5	4	4	4	34	
96	4	4	3	4	3	4	4	4	30	
97	3	4	4	3	4	3	2	3	26	
98	4	4	4	4	3	2	4	4	29	
99	4	4	5	4	4	4	4	4	33	
100	4	2	4	4	4	3	4	4	29	

**KEPUASAN
KONSUMEN (Y)**

NO	KK 1	KK 2	KK 3	KK 4	KK 5	KK 6	KK 7	KK 8	TOTAL KK
1	3	4	3	4	4	3	3	3	27
2	3	4	3	4	4	3	3	3	27
3	5	5	4	4	5	2	4	4	33
4	4	4	4	3	3	4	4	4	30
5	4	3	3	3	4	3	4	3	27
6	2	2	3	4	3	4	3	3	24
7	4	3	4	4	3	4	4	4	30
8	4	3	3	3	4	3	4	3	27
9	4	4	3	3	3	2	4	2	25
10	4	3	3	3	3	3	4	3	26
11	3	3	4	4	4	3	3	3	27
12	4	3	4	4	3	2	4	4	28
13	3	3	4	4	5	2	3	4	28
14	2	3	4	3	3	3	4	4	26
15	2	3	4	4	3	4	3	4	27
16	4	2	3	4	5	4	4	3	29
17	4	4	4	4	4	4	4	4	32
18	4	4	4	4	4	4	3	4	31
19	3	4	4	4	4	4	4	4	31
20	4	3	4	4	4	4	4	4	31

57	4	3	4	4	3	4	4	4	30
58	4	4	4	4	4	4	4	4	32
59	4	4	3	3	4	4	3	4	29
60	4	4	5	3	4	3	2	5	30
61	4	3	3	4	5	4	2	3	28
62	4	4	4	4	5	4	4	4	33
63	5	5	4	4	4	4	5	4	35
64	4	4	3	2	3	2	4	3	25
65	4	3	4	4	3	4	3	4	29
66	4	4	4	3	3	3	3	4	28
67	3	4	4	4	4	4	4	4	31
68	4	4	5	3	4	3	2	5	30
69	4	4	4	4	5	4	4	4	33
70	5	5	4	4	4	5	4	4	35
71	3	3	3	4	3	4	3	3	26
72	4	3	4	4	3	4	4	4	30
73	4	4	3	3	4	4	4	3	29
74	4	4	4	4	3	4	4	4	31
75	4	3	3	3	3	3	4	3	26
76	3	3	3	3	3	3	3	3	24
77	4	4	4	5	3	5	3	4	32
78	4	4	5	3	4	3	3	5	31
79	4	4	3	4	5	4	4	3	31
80	4	3	4	3	3	3	3	4	27
81	4	4	4	3	4	3	3	5	30
82	4	4	4	4	5	4	4	4	33
83	5	4	4	4	4	4	4	4	33
84	3	4	3	4	3	4	4	4	29
85	4	4	4	4	4	4	3	4	31
86	4	4	4	4	4	4	3	4	31
87	3	3	4	4	4	4	4	4	30
88	4	3	3	4	4	4	4	4	30
89	4	4	4	4	4	4	4	4	32
90	3	4	4	4	4	3	3	3	28
91	5	5	4	4	5	3	4	4	34
92	4	4	4	3	4	4	4	4	31

X2.2	Pearson Correlation	,039	1	-,059	,212 [*]	,414 ^{**}	,190	,209 [*]	,032	,510 ^{**}
	Sig. (2-tailed)	,698		,557	,035	,000	,058	,037	,750	,000
	N	100	100	100	100	100	100	100	100	100
X2.3	Pearson Correlation	-,035	-,059	1	,143	,202 [*]	,152	,179	,217 [*]	,439 ^{**}
	Sig. (2-tailed)	,731	,557		,157	,044	,132	,075	,030	,000
	N	100	100	100	100	100	100	100	100	100
X2.4	Pearson Correlation	,106	,212 [*]	,143	1	,252 [*]	,201 [*]	,241 [*]	,271 ^{**}	,579 ^{**}
	Sig. (2-tailed)	,294	,035	,157		,012	,045	,016	,006	,000
	N	100	100	100	100	100	100	100	100	100
X2.5	Pearson Correlation	,037	,414 ^{**}	,202 [*]	,252 [*]	1	,329 ^{**}	,206 [*]	,188	,632 ^{**}
	Sig. (2-tailed)	,711	,000	,044	,012		,001	,039	,060	,000
	N	100	100	100	100	100	100	100	100	100
X2.6	Pearson Correlation	,099	,190	,152	,201 [*]	,329 ^{**}	1	,198 [*]	,128	,529 ^{**}
	Sig. (2-tailed)	,329	,058	,132	,045	,001		,049	,203	,000
	N	100	100	100	100	100	100	100	100	100
X2.7	Pearson Correlation	,205 [*]	,209 [*]	,179	,241 [*]	,206 [*]	,198 [*]	1	,166	,595 ^{**}
	Sig. (2-tailed)	,040	,037	,075	,016	,039	,049		,100	,000
	N	100	100	100	100	100	100	100	100	100
X2.8	Pearson Correlation	,169	,032	,217 [*]	,271 ^{**}	,188	,128	,166	1	,496 ^{**}

	Sig. (2-tailed)	,093	,750	,030	,006	,060	,203	,100		,000
	N	100	100	100	100	100	100	100	100	100
TOTAL	Pearson Correlation	,384**	,510**	,439**	,579**	,632**	,529**	,595**	,496**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	
	N	100	100	100	100	100	100	100	100	100

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

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

Promosi (X3)

Correlations

		X3.1	X3.2	X3.3	X3.4	X3.5	X3.6	X3.7	X3.8	TOTAL
X3.1	Pearson Correlation	1	,022	,335**	,211*	,216*	,227*	,250*	,045	,447**
	Sig. (2-tailed)		,831	,001	,035	,031	,023	,012	,660	,000
	N	100	100	100	100	100	100	100	100	100
X3.2	Pearson Correlation	,022	1	,191	,016	,124	,315**	,227*	,649**	,618**
	Sig. (2-tailed)	,831		,057	,873	,221	,001	,023	,000	,000
	N	100	100	100	100	100	100	100	100	100
X3.3	Pearson Correlation	,335**	,191	1	,353**	,416**	,258**	,207*	,206*	,592**
	Sig. (2-tailed)	,001	,057		,000	,000	,009	,038	,039	,000
	N	100	100	100	100	100	100	100	100	100
X3.4	Pearson Correlation	,211*	,016	,353**	1	,507**	,075	,092	-,012	,440**

	Sig. (2-tailed)	,035	,873	,000		,000	,455	,362	,903	,000
	N	100	100	100	100	100	100	100	100	100
X3.5	Pearson Correlation	,216*	,124	,416**	,507**	1	,365**	,261**	,058	,597**
	Sig. (2-tailed)	,031	,221	,000	,000		,000	,009	,566	,000
	N	100	100	100	100	100	100	100	100	100
X3.6	Pearson Correlation	,227*	,315**	,258**	,075	,365**	1	,662**	,241*	,687**
	Sig. (2-tailed)	,023	,001	,009	,455	,000		,000	,016	,000
	N	100	100	100	100	100	100	100	100	100
X3.7	Pearson Correlation	,250*	,227*	,207*	,092	,261**	,662**	1	,230*	,632**
	Sig. (2-tailed)	,012	,023	,038	,362	,009	,000		,021	,000
	N	100	100	100	100	100	100	100	100	100
X3.8	Pearson Correlation	,045	,649**	,206*	-,012	,058	,241*	,230*	1	,595**
	Sig. (2-tailed)	,660	,000	,039	,903	,566	,016	,021		,000
	N	100	100	100	100	100	100	100	100	100
TOTAL	Pearson Correlation	,447**	,618**	,592**	,440**	,597**	,687**	,632**	,595**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	
	N	100	100	100	100	100	100	100	100	100

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

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

Y8	Pearson Correlation	,134	,227*	,841**	,190	,110	,245*	-,067	1	,656**
	Sig. (2-tailed)	,182	,023	,000	,059	,276	,014	,506		,000
	N	100	100	100	100	100	100	100	100	100
TOT AL	Pearson Correlation	,473**	,508**	,565**	,562**	,481**	,573*	,360**	,656**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	
	N	100	100	100	100	100	100	100	100	100

Uji Reabilitas

Kualitas Pelayanan (X1)

Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded ^a	0	,0
	Total	100	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,656	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	25,43	5,702	,278	,644
X1.2	25,57	5,743	,317	,632
X1.3	25,87	5,084	,485	,585
X1.4	25,69	6,216	,155	,670
X1.5	25,69	5,085	,533	,573
X1.6	25,65	5,967	,254	,647
X1.7	25,60	5,838	,381	,620
X1.8	25,67	5,375	,391	,613

Kelengkapan Produk (X2)

Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded ^a	0	,0
	Total	100	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,613	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	26,13	4,983	,156	,623

X2.2	26,16	4,560	,274	,593
X2.3	26,29	4,794	,199	,614
X2.4	26,21	4,450	,385	,558
X2.5	26,07	4,308	,453	,538
X2.6	26,19	4,681	,351	,571
X2.7	26,27	4,320	,384	,557
X2.8	26,19	4,762	,311	,581

Promosi (X3)

Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded ^a	0	,0
	Total	100	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,709	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X3.1	25,42	10,731	,283	,703
X3.2	25,77	9,229	,417	,678
X3.3	25,28	10,224	,465	,673
X3.4	25,37	10,619	,253	,710
X3.5	25,52	9,909	,446	,672
X3.6	25,75	9,078	,532	,650
X3.7	25,66	9,621	,480	,664

X3.8	25,70	9,242	,372	,692
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Kepuasan Konsumen (Y)

Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded ^a	0	,0
	Total	100	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,620	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1	25,54	6,130	,287	,596
Y2	25,71	5,986	,320	,587
Y3	25,64	5,728	,373	,572
Y4	25,79	5,784	,378	,571
Y5	25,65	5,967	,259	,604
Y6	25,79	5,582	,358	,575
Y7	25,87	6,397	,116	,644
Y8	25,67	5,233	,460	,541

Lampiran 5 : Uji Regresi Linier Berganda

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	PROMOSI, KELENGKAPAN PRODUK, KUALITAS PELAYANAN ^b		Enter

a. Dependent Variable: KEPUASAN KONSUMEN

b. All requested variables entered.

Model Summary^b

Analisis Korelasi

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	R Square Change	Change Statistics			Sig. F Change
						F Change	df1	df2	
1	,612 ^a	,374	,355	2,163	,374	19,140	3	96	,000

a. Predictors: (Constant), PROMOSI, KELENGKAPAN PRODUK, KUALITAS PELAYANAN

b. Dependent Variable: KEPUASAN KONSUMEN

Hasil Analisis Koefisien Determinasi (*R Square*)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,612 ^a	,374	,355	2,163

Hasil Uji Model Regresi (Uji F)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	268,559	3	89,520	19,140	,000 ^b
	Residual	449,001	96	4,677		
	Total	717,560	99			

a. Dependent Variable: KEPUASAN KONSUMEN

b. Predictors: (Constant), PROMOSI, KELENGKAPAN PRODUK, KUALITAS PELAYANAN

Hasil Uji Model Regresi (Uji t)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5,718	3,399		1,682	,096
	KUALITAS PELAYANAN	,419	,091	,412	4,613	,000
	KELENGKAPAN PRODUK	,215	,093	,191	2,302	,024
	PROMOSI	,170	,068	,221	2,495	,014

a. Dependent Variable: KEPUASAN KONSUMEN

Descriptive Statistics			
	Mean	Std. Deviation	N
Kualitas pelayanan	29,31	2,646	100
Kelengkapan produk	29,93	2,388	100
Promosi	29,21	3,511	100
Kepuasan konsumen	29,38	2,692	100

Table r

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
1	0.9877	0.9969	0.9995	0.9999	1.0000
2	0.9000	0.9500	0.9800	0.9900	0.9990
3	0.8054	0.8783	0.9343	0.9587	0.9911
4	0.7293	0.8114	0.8822	0.9172	0.9741
5	0.6694	0.7545	0.8329	0.8745	0.9509
6	0.6215	0.7067	0.7887	0.8343	0.9249
7	0.5822	0.6664	0.7498	0.7977	0.8983
8	0.5494	0.6319	0.7155	0.7646	0.8721
9	0.5214	0.6021	0.6851	0.7348	0.8470
10	0.4973	0.5760	0.6581	0.7079	0.8233
11	0.4762	0.5529	0.6339	0.6835	0.8010
12	0.4575	0.5324	0.6120	0.6614	0.7800
13	0.4409	0.5140	0.5923	0.6411	0.7604
14	0.4259	0.4973	0.5742	0.6226	0.7419
15	0.4124	0.4821	0.5577	0.6055	0.7247
16	0.4000	0.4683	0.5425	0.5897	0.7084
17	0.3887	0.4555	0.5285	0.5751	0.6932
18	0.3783	0.4438	0.5155	0.5614	0.6788

19	0.3687	0.4329	0.5034	0.5487	0.6652
20	0.3598	0.4227	0.4921	0.5368	0.6524
21	0.3515	0.4132	0.4815	0.5256	0.6402
22	0.3438	0.4044	0.4716	0.5151	0.6287
23	0.3365	0.3961	0.4622	0.5052	0.6178
24	0.3297	0.3882	0.4534	0.4958	0.6074
25	0.3233	0.3809	0.4451	0.4869	0.5974
26	0.3172	0.3739	0.4372	0.4785	0.5880
27	0.3115	0.3673	0.4297	0.4705	0.5790
28	0.3061	0.3610	0.4226	0.4629	0.5703
29	0.3009	0.3550	0.4158	0.4556	0.5620
30	0.2960	0.3494	0.4093	0.4487	0.5541
31	0.2913	0.3440	0.4032	0.4421	0.5465
32	0.2869	0.3388	0.3972	0.4357	0.5392
33	0.2826	0.3338	0.3916	0.4296	0.5322
34	0.2785	0.3291	0.3862	0.4238	0.5254
35	0.2746	0.3246	0.3810	0.4182	0.5189
36	0.2709	0.3202	0.3760	0.4128	0.5126
37	0.2673	0.3160	0.3712	0.4076	0.5066
38	0.2638	0.3120	0.3665	0.4026	0.5007
39	0.2605	0.3081	0.3621	0.3978	0.4950
40	0.2573	0.3044	0.3578	0.3932	0.4896
41	0.2542	0.3008	0.3536	0.3887	0.4843
42	0.2512	0.2973	0.3496	0.3843	0.4791
43	0.2483	0.2940	0.3457	0.3801	0.4742
44	0.2455	0.2907	0.3420	0.3761	0.4694
45	0.2429	0.2876	0.3384	0.3721	0.4647
46	0.2403	0.2845	0.3348	0.3683	0.4601
47	0.2377	0.2816	0.3314	0.3646	0.4557
48	0.2353	0.2787	0.3281	0.3610	0.4514
49	0.2329	0.2759	0.3249	0.3575	0.4473
50	0.2306	0.2732	0.3218	0.3542	0.4432

df =	Tingkat signifikansi untuk uji satu arah				
	0.05	0.025	0.01	0.005	0.0005

(N-2)	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

Tabel T

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
1		1.00000	3.07768	6.31375	12.70620	31.82052	63.65674	318.30884
2		0.81650	1.88562	2.91999	4.30265	6.96456	9.92484	22.32712
3		0.76489	1.63774	2.35336	3.18245	4.54070	5.84091	10.21453
4		0.74070	1.53321	2.13185	2.77645	3.74695	4.60409	7.17318
5		0.72669	1.47588	2.01505	2.57058	3.36493	4.03214	5.89343
6		0.71756	1.43976	1.94318	2.44691	3.14267	3.70743	5.20763
7		0.71114	1.41492	1.89458	2.36462	2.99795	3.49948	4.78529
8		0.70639	1.39682	1.85955	2.30600	2.89646	3.35539	4.50079
9		0.70272	1.38303	1.83311	2.26216	2.82144	3.24984	4.29681
10		0.69981	1.37218	1.81246	2.22814	2.76377	3.16927	4.14370
11		0.69745	1.36343	1.79588	2.20099	2.71808	3.10581	4.02470
12		0.69548	1.35622	1.78229	2.17881	2.68100	3.05454	3.92963
13		0.69383	1.35017	1.77093	2.16037	2.65031	3.01228	3.85198
14		0.69242	1.34503	1.76131	2.14479	2.62449	2.97684	3.78739
15		0.69120	1.34061	1.75305	2.13145	2.60248	2.94671	3.73283
16		0.69013	1.33676	1.74588	2.11991	2.58349	2.92078	3.68615
17		0.68920	1.33338	1.73961	2.10982	2.56693	2.89823	3.64577

18	0.68836	1.33039	1.73406	2.10092	2.55238	2.87844	3.61048
19	0.68762	1.32773	1.72913	2.09302	2.53948	2.86093	3.57940
20	0.68695	1.32534	1.72472	2.08596	2.52798	2.84534	3.55181
21	0.68635	1.32319	1.72074	2.07961	2.51765	2.83136	3.52715
22	0.68581	1.32124	1.71714	2.07387	2.50832	2.81876	3.50499
23	0.68531	1.31946	1.71387	2.06866	2.49987	2.80734	3.48496
24	0.68485	1.31784	1.71088	2.06390	2.49216	2.79694	3.46678
25	0.68443	1.31635	1.70814	2.05954	2.48511	2.78744	3.45019
26	0.68404	1.31497	1.70562	2.05553	2.47863	2.77871	3.43500
27	0.68368	1.31370	1.70329	2.05183	2.47266	2.77068	3.42103
28	0.68335	1.31253	1.70113	2.04841	2.46714	2.76326	3.40816
29	0.68304	1.31143	1.69913	2.04523	2.46202	2.75639	3.39624
30	0.68276	1.31042	1.69726	2.04227	2.45726	2.75000	3.38518
31	0.68249	1.30946	1.69552	2.03951	2.45282	2.74404	3.37490
32	0.68223	1.30857	1.69389	2.03693	2.44868	2.73848	3.36531
33	0.68200	1.30774	1.69236	2.03452	2.44479	2.73328	3.35634
34	0.68177	1.30695	1.69092	2.03224	2.44115	2.72839	3.34793
35	0.68156	1.30621	1.68957	2.03011	2.43772	2.72381	3.34005
36	0.68137	1.30551	1.68830	2.02809	2.43449	2.71948	3.33262
37	0.68118	1.30485	1.68709	2.02619	2.43145	2.71541	3.32563
38	0.68100	1.30423	1.68595	2.02439	2.42857	2.71156	3.31903
39	0.68083	1.30364	1.68488	2.02269	2.42584	2.70791	3.31279
40	0.68067	1.30308	1.68385	2.02108	2.42326	2.70446	3.30688
Pr	0.25	0.10	0.05	0.025	0.01	0.005	0.001
Df	0.50	0.20	0.10	0.050	0.02	0.010	0.002
41	0.68052	1.30254	1.68288	2.01954	2.42080	2.70118	3.30127
42	0.68038	1.30204	1.68195	2.01808	2.41847	2.69807	3.29595
43	0.68024	1.30155	1.68107	2.01669	2.41625	2.69510	3.29089
44	0.68011	1.30109	1.68023	2.01537	2.41413	2.69228	3.28607
45	0.67998	1.30065	1.67943	2.01410	2.41212	2.68959	3.28148
46	0.67986	1.30023	1.67866	2.01290	2.41019	2.68701	3.27710
47	0.67975	1.29982	1.67793	2.01174	2.40835	2.68456	3.27291
48	0.67964	1.29944	1.67722	2.01063	2.40658	2.68220	3.26891
49	0.67953	1.29907	1.67655	2.00958	2.40489	2.67995	3.26508
50	0.67943	1.29871	1.67591	2.00856	2.40327	2.67779	3.26141
51	0.67933	1.29837	1.67528	2.00758	2.40172	2.67572	3.25789
52	0.67924	1.29805	1.67469	2.00665	2.40022	2.67373	3.25451
53	0.67915	1.29773	1.67412	2.00575	2.39879	2.67182	3.25127
54	0.67906	1.29743	1.67356	2.00488	2.39741	2.66998	3.24815
55	0.67898	1.29713	1.67303	2.00404	2.39608	2.66822	3.24515
56	0.67890	1.29685	1.67252	2.00324	2.39480	2.66651	3.24226
57	0.67882	1.29658	1.67203	2.00247	2.39357	2.66487	3.23948
58	0.67874	1.29632	1.67155	2.00172	2.39238	2.66329	3.23680
59	0.67867	1.29607	1.67109	2.00100	2.39123	2.66176	3.23421
60	0.67860	1.29582	1.67065	2.00030	2.39012	2.66028	3.23171

61	0.67853	1.29558	1.67022	1.99962	2.38905	2.65886	3.22930
62	0.67847	1.29536	1.66980	1.99897	2.38801	2.65748	3.22696
63	0.67840	1.29513	1.66940	1.99834	2.38701	2.65615	3.22471
64	0.67834	1.29492	1.66901	1.99773	2.38604	2.65485	3.22253
65	0.67828	1.29471	1.66864	1.99714	2.38510	2.65360	3.22041
66	0.67823	1.29451	1.66827	1.99656	2.38419	2.65239	3.21837
67	0.67817	1.29432	1.66792	1.99601	2.38330	2.65122	3.21639
68	0.67811	1.29413	1.66757	1.99547	2.38245	2.65008	3.21446
69	0.67806	1.29394	1.66724	1.99495	2.38161	2.64898	3.21260
70	0.67801	1.29376	1.66691	1.99444	2.38081	2.64790	3.21079
71	0.67796	1.29359	1.66660	1.99394	2.38002	2.64686	3.20903
72	0.67791	1.29342	1.66629	1.99346	2.37926	2.64585	3.20733
73	0.67787	1.29326	1.66600	1.99300	2.37852	2.64487	3.20567
74	0.67782	1.29310	1.66571	1.99254	2.37780	2.64391	3.20406
75	0.67778	1.29294	1.66543	1.99210	2.37710	2.64298	3.20249
76	0.67773	1.29279	1.66515	1.99167	2.37642	2.64208	3.20096
77	0.67769	1.29264	1.66488	1.99125	2.37576	2.64120	3.19948
78	0.67765	1.29250	1.66462	1.99085	2.37511	2.64034	3.19804
79	0.67761	1.29236	1.66437	1.99045	2.37448	2.63950	3.19663
80	0.67757	1.29222	1.66412	1.99006	2.37387	2.63869	3.19526
Pr	0.25	0.10	0.05	0.025	0.01	0.005	0.001
Df	0.50	0.20	0.10	0.050	0.02	0.010	0.002
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

Tabel F

Titik Persentase Distribusi F untuk Probabilita = 0,05

df untuk penyebut (N2)	df untuk pembilang (N1)														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
46	4.05	3.20	2.81	2.57	2.42	2.30	2.22	2.15	2.09	2.04	2.00	1.97	1.94	1.91	1.89
47	4.05	3.20	2.80	2.57	2.41	2.30	2.21	2.14	2.09	2.04	2.00	1.96	1.93	1.91	1.88
48	4.04	3.19	2.80	2.57	2.41	2.29	2.21	2.14	2.08	2.03	1.99	1.96	1.93	1.90	1.88
49	4.04	3.19	2.79	2.56	2.40	2.29	2.20	2.13	2.08	2.03	1.99	1.96	1.93	1.90	1.88
50	4.03	3.18	2.79	2.56	2.40	2.29	2.20	2.13	2.07	2.03	1.99	1.95	1.92	1.89	1.87
51	4.03	3.18	2.79	2.55	2.40	2.28	2.20	2.13	2.07	2.02	1.98	1.95	1.92	1.89	1.87
52	4.03	3.18	2.78	2.55	2.39	2.28	2.19	2.12	2.07	2.02	1.98	1.94	1.91	1.89	1.86
53	4.02	3.17	2.78	2.55	2.39	2.28	2.19	2.12	2.06	2.01	1.97	1.94	1.91	1.88	1.86
54	4.02	3.17	2.78	2.54	2.39	2.27	2.18	2.12	2.06	2.01	1.97	1.94	1.91	1.88	1.86
55	4.02	3.16	2.77	2.54	2.38	2.27	2.18	2.11	2.06	2.01	1.97	1.93	1.90	1.88	1.85
56	4.01	3.16	2.77	2.54	2.38	2.27	2.18	2.11	2.05	2.00	1.96	1.93	1.90	1.87	1.85
57	4.01	3.16	2.77	2.53	2.38	2.26	2.18	2.11	2.05	2.00	1.96	1.93	1.90	1.87	1.85
58	4.01	3.16	2.76	2.53	2.37	2.26	2.17	2.10	2.05	2.00	1.96	1.92	1.89	1.87	1.84
59	4.00	3.15	2.76	2.53	2.37	2.26	2.17	2.10	2.04	2.00	1.96	1.92	1.89	1.86	1.84
60	4.00	3.15	2.76	2.53	2.37	2.25	2.17	2.10	2.04	1.99	1.95	1.92	1.89	1.86	1.84
61	4.00	3.15	2.76	2.52	2.37	2.25	2.16	2.09	2.04	1.99	1.95	1.91	1.88	1.86	1.83
62	4.00	3.15	2.75	2.52	2.36	2.25	2.16	2.09	2.03	1.99	1.95	1.91	1.88	1.85	1.83
63	3.99	3.14	2.75	2.52	2.36	2.25	2.16	2.09	2.03	1.98	1.94	1.91	1.88	1.85	1.83
64	3.99	3.14	2.75	2.52	2.36	2.24	2.16	2.09	2.03	1.98	1.94	1.91	1.88	1.85	1.83
65	3.99	3.14	2.75	2.51	2.36	2.24	2.15	2.08	2.03	1.98	1.94	1.90	1.87	1.85	1.82

66	3.99	3.14	2.74	2.51	2.35	2.24	2.15	2.08	2.03	1.98	1.94	1.90	1.87	1.84	1.82
67	3.98	3.13	2.74	2.51	2.35	2.24	2.15	2.08	2.02	1.98	1.93	1.90	1.87	1.84	1.82
68	3.98	3.13	2.74	2.51	2.35	2.24	2.15	2.08	2.02	1.97	1.93	1.90	1.87	1.84	1.82
69	3.98	3.13	2.74	2.50	2.35	2.23	2.15	2.08	2.02	1.97	1.93	1.90	1.86	1.84	1.81
70	3.98	3.13	2.74	2.50	2.35	2.23	2.14	2.07	2.02	1.97	1.93	1.89	1.86	1.84	1.81
71	3.98	3.13	2.73	2.50	2.34	2.23	2.14	2.07	2.01	1.97	1.93	1.89	1.86	1.83	1.81
72	3.97	3.12	2.73	2.50	2.34	2.23	2.14	2.07	2.01	1.96	1.92	1.89	1.86	1.83	1.81
73	3.97	3.12	2.73	2.50	2.34	2.23	2.14	2.07	2.01	1.96	1.92	1.89	1.86	1.83	1.81
74	3.97	3.12	2.73	2.50	2.34	2.22	2.14	2.07	2.01	1.96	1.92	1.89	1.85	1.83	1.80
75	3.97	3.12	2.73	2.49	2.34	2.22	2.13	2.06	2.01	1.96	1.92	1.88	1.85	1.83	1.80
76	3.97	3.12	2.72	2.49	2.33	2.22	2.13	2.06	2.01	1.96	1.92	1.88	1.85	1.82	1.80
77	3.97	3.12	2.72	2.49	2.33	2.22	2.13	2.06	2.00	1.96	1.92	1.88	1.85	1.82	1.80
78	3.96	3.11	2.72	2.49	2.33	2.22	2.13	2.06	2.00	1.95	1.91	1.88	1.85	1.82	1.80
79	3.96	3.11	2.72	2.49	2.33	2.22	2.13	2.06	2.00	1.95	1.91	1.88	1.85	1.82	1.79
80	3.96	3.11	2.72	2.49	2.33	2.21	2.13	2.06	2.00	1.95	1.91	1.88	1.84	1.82	1.79
81	3.96	3.11	2.72	2.48	2.33	2.21	2.12	2.05	2.00	1.95	1.91	1.87	1.84	1.82	1.79
82	3.96	3.11	2.72	2.48	2.33	2.21	2.12	2.05	2.00	1.95	1.91	1.87	1.84	1.81	1.79
83	3.96	3.11	2.71	2.48	2.32	2.21	2.12	2.05	1.99	1.95	1.91	1.87	1.84	1.81	1.79
84	3.95	3.11	2.71	2.48	2.32	2.21	2.12	2.05	1.99	1.95	1.90	1.87	1.84	1.81	1.79
85	3.95	3.10	2.71	2.48	2.32	2.21	2.12	2.05	1.99	1.94	1.90	1.87	1.84	1.81	1.79
86	3.95	3.10	2.71	2.48	2.32	2.21	2.12	2.05	1.99	1.94	1.90	1.87	1.84	1.81	1.78
87	3.95	3.10	2.71	2.48	2.32	2.20	2.12	2.05	1.99	1.94	1.90	1.87	1.83	1.81	1.78
88	3.95	3.10	2.71	2.48	2.32	2.20	2.12	2.05	1.99	1.94	1.90	1.86	1.83	1.81	1.78
89	3.95	3.10	2.71	2.47	2.32	2.20	2.11	2.04	1.99	1.94	1.90	1.86	1.83	1.80	1.78
90	3.95	3.10	2.71	2.47	2.32	2.20	2.11	2.04	1.99	1.94	1.90	1.86	1.83	1.80	1.78

Titik Persentase Distribusi F untuk Probabilita = 0,05

df untuk penyebut (N2)	df untuk pembilang (N1)														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
91	3.95	3.10	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.94	1.90	1.86	1.83	1.80	1.78
92	3.94	3.10	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.94	1.89	1.86	1.83	1.80	1.78
93	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93	1.89	1.86	1.83	1.80	1.78
94	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93	1.89	1.86	1.83	1.80	1.77
95	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93	1.89	1.86	1.82	1.80	1.77
96	3.94	3.09	2.70	2.47	2.31	2.19	2.11	2.04	1.98	1.93	1.89	1.85	1.82	1.80	1.77
97	3.94	3.09	2.70	2.47	2.31	2.19	2.11	2.04	1.98	1.93	1.89	1.85	1.82	1.80	1.77
98	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.98	1.93	1.89	1.85	1.82	1.79	1.77
99	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.98	1.93	1.89	1.85	1.82	1.79	1.77
100	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.97	1.93	1.89	1.85	1.82	1.79	1.77
101	3.94	3.09	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.93	1.88	1.85	1.82	1.79	1.77
102	3.93	3.09	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.82	1.79	1.77

