

LAMPIRAN

Lampiran 1 Kuesioner

No.	Variabel	Indikator	Pernyataan	SS	S	KS	TS	STS
1.	Jaminan retur (X1)	1. Time leniency	a. Lama waktu yang diberikan untuk mengajukan retur barang diterima sudah cukup b. Saya merasa tidak terburu-buru dalam proses pengajuan retur karena batas waktu yang longgar					
		2. Monetary leniency	a. Proses retur tidak dikenakan biaya tambahan apapun b. Pengembalian dana dilakukan secara penuh 100% tanpa ada potongan					
		3. Kelonggaran upaya	a. Prosedur untuk mengajukan retur mudah diikuti b. Saya tidak perlu untuk menghubungi customer service berkali-kali untuk menyelesaikan proses retur					
		4. Kelonggaran ruang lingkup	a. Berbagai alasan retur barang dapat diterima, bukan hanya barang yang rusak saja b. Kebijakan retur ini berlaku untuk					

			semua jenis kerusakan					
		5. Kelonggaran penukaran	a. Saya memiliki fleksibilitas untuk memilih antara pengembalian dana maupun penukaran barang b. Proses penukaran barang dengan varian yang berbeda berjalan dengan lancar					
2.	<i>Online Customer Review (X2)</i>	1. Kredibilitas sumber	a. Ulasan yang detail serta tertata rapi membuat saya lebih percaya dengan si penulis ulasan b. Saya lebih mempercayai ulasan dari pembeli yang memiliki tingkat kebenaran yang lebih tinggi					
		2. Kualitas argumen	a. Ulasan yang menyebutkan kelebihan produk secara jujur terlibat lebih objektif b. Ulasan yang menjelaskan penggunaan produk dalam situasi nyata sangat membantu saya membayangkan produk tersebut.					

		3. Manfaat yang dirasakan	a. Ulasan pelanggan memberikan informasi penting yang tidak saya dapatkan dari deskripsi penjual. b. Membaca ulasan membuat saya merasa lebih percaya diri untuk melakukan pembelian.					
		4. Valensi ulasan	a. Ulasan positif secara umum lebih mempengaruhi saya untuk membeli suatu produk. b. Saya justru sangat memperhatikan ulasan negatif untuk mengetahui potensi masalah dari suatu produk.					
		5. Jumlah ulasan	a. Saya cenderung ragu-ragu untuk membeli produk yang hanya memiliki sedikit ulasan, meskipun ulasannya positif. b. Semakin banyak ulasan yang saya baca, semakin akurat persepsi yang saya dapatkan tentang produk tersebut.					

3.	<i>E-WOM</i> (X3)	1. Kredibilitas pesan	a. Saya yakin ulasan <i>Facial wash</i> You di TikTok Shop memberikan informasi yang dapat dipercaya. b. Saya merasa isi ulasan <i>Facial wash</i> You di TikTok Shop disampaikan secara jujur.					
		2. Relevansi pesan	a. Isi ulasan <i>Facial wash</i> You di TikTok Shop sesuai dengan kebutuhan perawatan wajah saya. b. Informasi dalam ulasan <i>Facial wash</i> You di TikTok Shop relevan dengan minat saya terhadap produk perawatan wajah.					
		3. Kegunaan informasi	a. Saya memperoleh pengetahuan tentang cara penggunaan <i>Facial wash</i> You melalui ulasan di TikTok Shop. b. Informasi dari ulasan <i>Facial wash</i> You di TikTok Shop memudahkan saya					

			menilai kualitas produk.					
		4. Volume/kuantitas <i>E-WOM</i>	a. Saya membaca banyak ulasan <i>Facial wash</i> You di TikTok Shop sebelum membeli produk. b. Banyaknya ulasan <i>Facial wash</i> You di TikTok Shop membuat saya lebih yakin terhadap produk tersebut					
		5. Valensi pesan	a. Ulasan positif tentang <i>Facial wash</i> You di TikTok Shop meningkatkan keyakinan saya terhadap produk. b. Saya menilai kualitas <i>Facial wash</i> You di TikTok Shop berdasarkan nada ulasan yang dibagikan konsumen.					
4.	Loyalitas pelanggan (Y)	1. Mengulang (<i>repeat</i>)	a. Saya adalah pelanggan rutin membeli produk <i>facial wash</i> Y.O.U di platform Tiktok shop b. Saya akan membeli produk <i>facial wash</i> Y.O.U di Tiktok shop secara berkala					

		2. Menyimpan (<i>Retention</i>)	a. Saya memiliki komitmen yang kuat untuk terus menggunakan produk <i>facial wash</i> Y.O.U dengan melakukan pembelian di <i>platform</i> Tiktok shop b. Saya akan tetap setia pada produk <i>facial wash</i> Y.O.U yang dibeli di <i>platform</i> tiktok shop meskipun ada pesaing yang menawarkan harga yang sedikit lebih murah					
		3. Referensi (<i>referrals</i>)	a. Saya berbicara hal-hal positif tentang produk <i>facial wash</i> Y.O.U yang dibeli lewat <i>platform</i> Tiktok shop kepada teman b. Saya tidak ragu untuk membagikan pengalaman positif saya dengan melakukan pembelian produk <i>facial wash</i> Y.O.U di <i>Platform</i> Tiktok shop					

**Lampiran 2 Jawaban Responden
Jaminan Retur X1**

No Responde n	Jaminan Retur										TOTAL X1
	X1 .1	X1 .2	X1 .3	X1 .4	X1 .5	X1 .6	X1 .7	X1 .8	X1 .9	X1. 10	
1	5	5	4	4	5	4	5	4	5	4	45
2	4	5	4	5	4	5	4	4	5	5	45
3	3	3	4	5	5	4	3	3	5	3	38
4	5	5	5	5	4	4	5	5	4	5	47
5	4	4	5	5	4	4	4	5	4	5	44
6	4	4	4	4	4	4	4	4	4	4	40
7	4	5	4	4	5	5	5	5	5	5	47
8	4	5	5	5	5	4	5	5	4	5	47
9	3	4	4	4	4	4	4	4	4	4	39
10	3	4	5	5	4	4	4	4	4	4	41
11	4	5	4	4	4	5	4	4	5	5	44
12	3	3	4	3	4	4	3	4	4	3	35
13	4	5	5	5	3	4	4	5	4	4	43
14	5	5	5	5	5	5	5	5	5	5	50
15	4	4	4	4	4	5	4	4	5	4	42
16	5	4	5	5	4	5	5	5	5	5	48
17	4	4	4	4	4	4	4	4	4	4	40
18	4	4	4	4	4	4	4	4	4	4	40
19	4	3	4	5	4	4	4	5	4	4	41
20	5	5	5	4	4	4	5	4	3	5	44
21	4	5	5	5	4	4	4	5	5	5	46
22	4	5	5	5	5	5	4	5	4	5	47
23	4	4	4	4	4	4	4	4	4	4	40
24	4	4	4	5	4	4	4	4	4	4	41
25	4	3	3	4	4	3	4	4	4	4	37
26	4	3	4	4	3	4	4	3	4	4	37
27	4	4	3	3	4	4	3	3	3	4	35
28	5	5	4	4	5	4	5	5	4	5	46

29	5	4	5	5	5	5	5	5	5	5	49
30	5	4	5	4	4	5	4	5	5	5	46
31	3	3	3	3	3	3	3	3	3	3	30
32	5	5	4	3	4	5	4	4	4	4	42
33	5	5	4	4	4	4	3	5	4	4	42
34	4	4	3	5	5	4	5	4	5	4	43
35	4	5	5	5	4	5	4	4	5	4	45
36	5	4	4	4	5	5	3	4	5	5	44
37	5	4	5	4	5	5	5	5	5	4	47
38	4	4	4	4	4	4	4	4	4	4	40
39	3	3	3	3	4	4	4	4	4	4	36
40	5	4	5	4	4	4	4	5	5	4	44
41	5	5	5	4	3	5	5	5	3	3	43
42	4	5	4	4	4	5	4	3	5	5	43
43	5	5	4	4	5	4	4	4	4	4	43
44	3	4	4	3	3	4	5	3	4	4	37
45	4	4	4	4	4	4	5	3	4	4	40
46	5	5	5	5	5	5	5	5	5	5	50
47	4	4	4	5	4	5	5	5	5	5	46
48	4	4	4	4	4	3	3	3	4	3	36
49	4	4	4	4	4	4	4	4	4	4	40
50	4	5	4	5	4	5	5	4	5	5	46
51	5	4	5	5	4	5	5	4	5	5	47
52	5	5	5	5	5	5	5	4	5	5	49
53	3	3	3	4	4	4	4	4	4	3	36
54	4	4	4	4	4	4	4	4	4	4	40
55	3	4	4	4	4	3	4	4	4	4	38
56	4	5	4	5	3	4	5	4	5	4	43
57	4	4	5	5	5	5	5	5	5	5	48
58	5	4	5	5	5	5	5	4	5	5	48
59	4	3	4	5	3	4	3	5	5	4	40
60	4	4	4	4	4	4	4	4	4	4	40
61	4	4	4	4	4	4	4	4	4	4	40
62	4	5	4	5	5	4	4	5	5	4	45

63	5	5	5	5	5	5	5	5	5	5	50
64	4	5	5	5	5	5	4	5	5	4	47
65	4	5	5	5	5	5	5	5	5	5	49
66	5	5	5	5	5	5	5	5	5	5	50
67	4	4	5	5	5	3	5	5	4	4	44
68	5	4	4	4	5	4	5	4	3	3	41
69	5	4	5	5	5	5	5	5	5	5	49
70	3	4	5	5	4	3	3	4	5	4	40
71	4	3	5	5	3	4	5	4	3	3	39
72	4	5	3	5	3	4	4	3	5	4	40
73	4	5	3	4	5	3	4	5	4	4	41
74	3	4	4	3	5	3	3	5	4	5	39
75	5	5	5	5	4	5	5	5	4	5	48
76	4	5	5	4	3	3	5	3	5	4	41
77	4	4	5	5	5	5	4	4	4	4	44
78	4	4	4	4	4	4	4	4	4	4	40
79	4	3	5	5	4	3	4	4	4	4	40
80	3	3	3	2	4	2	5	3	3	5	33
81	4	3	3	3	3	3	3	3	3	5	33
82	5	5	5	5	5	5	5	5	5	5	50
83	4	4	4	5	4	4	4	5	4	5	43
84	5	5	5	5	5	5	5	5	5	5	50
85	3	3	1	5	3	3	4	5	3	1	31
86	4	5	4	5	3	5	5	4	5	4	44
87	4	5	4	5	5	4	5	4	4	4	44
88	5	5	4	4	5	4	5	3	4	5	44
89	4	5	4	5	4	5	4	5	3	4	43
90	4	5	3	4	4	3	5	5	5	5	43
91	4	4	5	5	4	4	4	5	5	4	44
92	4	4	4	4	4	2	4	4	4	1	35
93	5	4	5	4	4	5	4	5	5	4	45
94	4	4	5	5	4	5	4	4	4	5	44
95	5	4	5	4	4	5	4	4	4	5	44
96	5	4	4	4	5	4	4	5	5	5	45

97	4	5	5	4	5	4	4	5	4	4	44
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Online Customer Review (X2)

No Respond en	<i>Online Customer Review (X2)</i>										TOTAL X2
	X2. 1	X2. 2	X2. 3	X2. 4	X2. 5	X2. 6	X2. 7	0. 8	X2. 9	X2.1 0	
1	5	5	4	5	4	5	5	5	4	5	47
2	5	5	4	5	5	4	5	5	4	5	47
3	5	5	5	5	5	4	5	4	5	3	46
4	5	4	5	4	5	4	5	5	5	5	47
5	4	5	5	5	4	5	5	5	4	5	47
6	4	4	4	4	4	4	4	4	4	4	40
7	5	5	5	4	5	5	5	5	5	5	49
8	5	5	5	5	5	5	5	5	5	5	50
9	5	5	5	5	5	5	5	5	5	5	50
10	5	5	5	4	4	5	4	5	5	5	47
11	5	4	4	4	4	4	5	5	4	5	44
12	5	4	3	4	4	3	3	3	3	4	36
13	5	5	5	5	5	5	5	4	5	5	49
14	5	5	5	5	5	5	5	5	5	5	50
15	5	4	4	4	4	5	4	4	5	5	44
16	5	5	5	5	5	5	5	5	5	5	50
17	4	4	4	4	4	4	4	4	4	4	40
18	4	5	5	4	4	4	5	5	5	5	46
19	4	4	5	4	4	5	4	5	5	4	44
20	5	4	5	4	4	4	4	5	4	5	44
21	4	5	5	4	4	4	5	5	5	4	45
22	4	4	4	5	5	5	4	4	5	4	44
23	4	4	4	4	4	4	4	4	4	4	40
24	5	5	5	5	5	5	5	5	5	5	50
25	4	5	4	3	4	4	4	5	3	4	40
26	5	4	4	4	5	4	4	4	5	4	43

61	4	4	4	4	4	4	4	4	4	4	40
62	5	5	5	5	4	4	4	5	5	5	47
63	4	4	4	4	5	5	4	5	5	5	45
64	5	5	5	5	5	5	5	5	5	5	50
65	5	5	5	5	5	5	5	5	5	5	50
66	5	5	5	5	5	5	5	5	5	5	50
67	5	4	5	3	4	5	3	5	5	4	43
68	5	5	4	3	5	4	5	4	5	4	44
69	5	5	5	5	5	5	5	5	5	5	50
70	3	4	5	5	4	3	3	4	5	4	40
71	3	5	4	4	4	3	5	5	3	3	39
72	4	3	5	3	5	5	4	4	3	4	40
73	3	4	5	3	4	3	4	3	4	4	37
74	3	3	4	5	3	4	5	5	4	3	39
75	5	5	5	5	5	4	4	5	5	5	48
76	5	4	4	5	5	4	3	5	5	3	43
77	5	4	4	5	5	5	5	4	5	5	47
78	4	4	4	4	4	4	4	4	4	4	40
79	4	4	4	4	5	4	5	4	4	5	43
80	4	2	4	3	4	2	4	4	2	4	33
81	3	5	5	5	5	5	5	5	4	5	47
82	4	4	4	4	4	4	4	4	3	4	39
83	4	5	4	4	4	5	4	5	4	4	43
84	5	5	5	5	5	5	5	5	5	5	50
85	5	5	5	5	3	5	5	5	5	3	46
86	4	5	5	4	5	4	5	4	5	4	45
87	5	5	4	4	4	4	5	4	4	5	44
88	4	5	4	4	5	4	4	5	5	4	44
89	4	4	5	3	3	4	4	5	4	5	41
90	5	5	4	5	4	5	4	5	5	4	46
91	5	5	4	5	4	5	5	4	5	5	47
92	2	5	3	4	4	4	4	4	4	4	38
93	4	5	4	5	5	4	5	4	4	5	45
94	5	5	4	5	4	4	4	5	5	4	45

95	5	4	5	5	4	4	5	4	4	5	45
96	4	4	5	4	5	5	4	5	4	4	44
97	5	4	5	5	4	5	4	4	5	4	45

Electronic Word of Mouth (X3)

No Respond en	<i>Electronic Word of Mouth (X3)</i>										TOT AL X3
	X3. 1	X3. 2	X3. 3	X3. 4	X3. 5	X3. 6	X3. 7	X3. 8	X3. 9	X3.1 0	
1	5	4	5	4	5	5	4	5	5	4	46
2	5	5	5	5	5	5	5	4	5	4	48
3	5	5	4	5	5	5	4	5	5	5	48
4	5	5	5	5	5	5	4	5	5	5	49
5	5	5	5	4	4	5	5	5	5	5	48
6	4	4	4	4	4	4	4	4	4	4	40
7	5	5	5	5	4	4	5	5	5	5	48
8	5	5	4	5	4	5	4	4	5	5	46
9	4	4	4	5	5	5	5	5	5	5	47
10	5	3	4	4	4	4	5	5	4	4	42
11	4	5	5	4	5	5	5	5	4	4	46
12	3	4	3	4	4	3	3	4	3	4	35
13	3	4	4	4	4	5	4	5	5	3	41
14	5	5	5	5	5	5	5	5	5	5	50
15	4	4	4	4	5	4	5	5	5	5	45
16	5	5	5	5	5	5	5	5	5	5	50
17	4	4	4	4	4	4	4	4	4	4	40
18	4	4	5	4	4	4	4	4	4	4	41
19	5	4	4	4	5	4	4	5	5	5	45
20	5	4	4	4	5	5	4	4	4	5	44
21	4	5	5	5	4	4	5	4	4	5	45
22	5	4	4	5	5	4	4	5	5	5	46
23	4	4	4	4	4	4	4	4	4	3	39
24	5	5	5	5	5	5	4	5	5	5	49

25	4	5	3	4	5	4	4	5	3	4	41
26	4	4	4	3	4	5	4	5	5	4	42
27	4	5	5	3	4	4	4	5	5	4	43
28	4	4	4	4	4	4	4	4	4	4	40
29	4	4	5	5	5	5	5	4	4	5	46
30	5	5	5	4	4	4	5	5	5	4	46
31	3	4	4	4	4	4	4	4	4	4	39
32	3	3	4	4	5	4	4	4	4	5	40
33	5	4	5	5	5	5	4	5	5	5	48
34	4	5	4	4	5	4	5	4	4	5	44
35	5	4	4	4	4	4	4	4	5	5	43
36	5	5	4	4	4	5	5	5	3	4	44
37	5	4	5	4	5	5	5	5	5	5	48
38	4	4	4	4	4	4	4	4	4	4	40
39	4	4	4	4	4	4	4	4	4	4	40
40	5	5	5	5	5	5	5	5	5	5	50
41	5	4	3	5	5	5	5	5	5	5	47
42	5	5	4	5	4	5	5	4	5	5	47
43	5	5	5	5	5	5	5	4	4	4	47
44	4	3	4	3	4	3	4	3	4	3	35
45	5	5	5	4	4	4	4	4	4	4	43
46	4	5	4	5	5	5	5	5	5	5	48
47	4	5	5	5	5	4	4	4	5	4	45
48	4	3	4	4	4	4	4	4	4	4	39
49	4	4	4	4	4	4	4	4	4	4	40
50	4	5	5	4	5	4	5	4	4	5	45
51	4	5	4	5	5	5	4	5	5	5	47
52	4	4	4	4	5	5	4	4	5	5	44
53	4	3	3	3	5	4	3	4	3	5	37
54	4	4	5	4	5	5	5	4	5	4	45
55	4	4	4	4	4	4	4	4	4	4	40
56	4	5	4	4	5	4	5	5	4	5	45
57	4	4	4	4	4	4	4	5	5	4	42
58	5	5	5	5	4	5	5	5	4	4	47

59	5	4	4	3	5	4	3	3	4	5	40
60	4	4	4	4	4	4	4	4	4	4	40
61	4	4	4	4	4	4	4	4	4	4	40
62	5	4	5	5	5	5	5	4	5	4	47
63	4	5	5	5	4	4	5	4	4	4	44
64	5	4	4	5	5	5	5	5	5	5	48
65	5	4	5	4	5	5	5	5	5	5	48
66	5	5	5	5	5	5	5	5	5	5	50
67	5	5	4	4	5	3	3	4	5	5	43
68	5	4	4	5	3	4	3	5	5	4	42
69	5	5	5	5	5	5	5	5	5	5	50
70	5	5	4	3	4	5	3	4	4	5	42
71	4	3	5	4	5	3	4	4	4	3	39
72	4	4	4	3	5	5	4	4	3	5	41
73	5	4	3	5	3	4	5	3	4	5	41
74	4	3	5	4	4	4	5	3	5	5	42
75	4	4	4	4	5	5	5	5	5	5	46
76	3	4	4	5	5	5	4	4	4	5	43
77	4	4	4	4	5	5	5	5	5	5	46
78	4	4	4	4	4	4	4	4	4	4	40
79	4	4	4	5	5	5	5	5	5	5	47
80	4	2	3	4	2	3	4	2	4	2	30
81	5	5	5	5	5	5	5	5	4	3	47
82	5	5	5	5	5	5	5	5	5	5	50
83	4	4	5	4	5	4	4	5	5	4	44
84	5	5	5	5	5	5	5	5	5	5	50
85	3	3	3	3	3	3	3	3	3	3	30
86	4	5	4	5	4	5	4	5	4	5	45
87	5	4	4	4	5	5	5	5	5	5	47
88	4	4	3	4	5	5	4	5	4	5	43
89	3	4	4	4	5	5	4	4	4	4	41
90	4	5	4	5	4	4	5	4	4	5	44
91	4	5	4	4	5	4	5	4	5	4	44
92	4	4	4	4	4	4	5	4	4	4	41

93	5	5	4	5	4	4	5	4	5	5	46
94	5	4	4	5	5	4	5	5	4	4	45
95	5	4	5	5	4	4	5	4	4	4	44
96	5	5	5	5	5	4	5	4	4	4	46
97	5	5	4	5	4	4	5	4	5	5	46

Loyalitas Pelanggan (Y)

	Karakteristik Individu						
No Responden	Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	TOTAL Y
1	4	5	4	5	4	5	27
2	5	5	5	5	5	5	30
3	3	3	4	3	3	4	20
4	5	5	5	5	5	5	30
5	4	4	5	5	5	5	28
6	4	4	4	4	4	4	24
7	5	5	5	5	5	5	30
8	4	4	4	4	5	5	26
9	4	4	4	4	4	5	25
10	4	4	4	4	4	5	25
11	5	5	5	5	5	5	30
12	3	4	3	3	4	3	20
13	4	4	4	4	4	4	24
14	5	5	5	5	5	5	30
15	4	4	5	4	4	4	25
16	4	4	5	5	4	5	27
17	4	4	4	4	4	4	24
18	4	5	5	4	4	5	27
19	4	4	5	5	5	5	28
20	4	4	4	4	5	5	26
21	5	5	4	4	4	4	26
22	4	4	4	5	4	5	26
23	4	4	4	4	4	4	24
24	5	5	5	5	5	5	30

25	2	2	2	2	3	3	14
26	3	3	3	3	3	3	18
27	4	4	4	3	4	4	23
28	3	3	3	3	4	5	21
29	4	5	5	4	5	3	26
30	5	5	4	4	4	5	27
31	4	4	4	4	4	4	24
32	4	5	5	4	4	3	25
33	5	4	5	5	5	5	29
34	5	4	5	4	5	5	28
35	3	4	3	4	4	5	23
36	4	4	5	5	5	4	27
37	5	5	4	4	5	5	28
38	4	4	4	4	4	4	24
39	4	4	4	4	4	4	24
40	5	5	5	5	5	5	30
41	4	4	4	4	4	4	24
42	5	5	5	4	4	5	28
43	4	4	5	5	4	4	26
44	4	3	4	5	3	3	22
45	4	4	4	4	4	4	24
46	5	5	5	5	5	5	30
47	5	5	5	4	4	4	27
48	3	3	3	3	3	4	19
49	4	4	4	4	4	4	24
50	5	4	5	4	5	5	28
51	5	5	4	5	5	4	28
52	5	5	4	5	5	5	29
53	3	3	4	4	4	5	23
54	4	5	4	4	4	4	25
55	4	4	4	4	4	4	24
56	4	4	5	5	4	5	27
57	4	4	4	4	4	4	24
58	5	5	5	4	5	5	29

59	5	4	4	4	3	4	24
60	4	4	4	4	4	4	24
61	4	4	4	4	4	4	24
62	5	5	5	5	4	5	29
63	5	4	4	4	5	5	27
64	5	5	5	5	5	5	30
65	5	5	5	5	5	5	30
66	5	5	5	5	5	5	30
67	4	5	4	3	4	5	25
68	5	4	4	4	3	5	25
69	4	4	4	4	5	5	26
70	4	4	3	4	5	4	24
71	4	3	5	4	3	4	23
72	3	5	4	4	5	4	25
73	4	5	4	4	5	5	27
74	4	4	3	5	5	4	25
75	5	5	4	5	5	5	29
76	5	4	4	4	3	3	23
77	4	4	4	4	5	5	26
78	4	4	4	4	4	4	24
79	5	5	4	4	5	5	28
80	4	3	2	4	3	4	20
81	4	4	4	4	5	4	25
82	4	3	5	5	5	5	27
83	4	4	5	4	5	4	26
84	5	5	5	5	5	5	30
85	3	4	3	3	3	3	19
86	4	5	4	5	4	5	27
87	4	4	5	5	5	5	28
88	5	5	5	5	5	5	30
89	4	5	3	4	4	4	24
90	4	5	4	5	4	3	25
91	4	4	5	4	5	5	27
92	3	3	3	3	3	3	18

93	5	4	4	5	4	5	27
94	5	4	5	5	4	4	27
95	4	5	5	5	4	4	27
96	5	5	4	4	5	4	27
97	5	4	5	4	4	5	27

Lampiran 3 Uji Validitas

1. Jaminan Retur (X3)

		Correlations										
		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	TOTAL
X1.1	Pearson Correlation	1	.455**	.465**	.225*	.354**	.513**	.424**	.352**	.280**	.405**	.695**
	Sig. (2-tailed)		.000	.000	.027	.000	.000	.000	.000	.006	.000	.000
	N	97	97	97	97	97	97	97	97	97	97	80
X1.2	Pearson Correlation	.455**	1	.348**	.295**	.314**	.404**	.411**	.298**	.336**	.394**	.645**
	Sig. (2-tailed)	.000		.000	.003	.002	.000	.000	.003	.001	.000	.000
	N	97	97	97	97	97	97	97	97	97	97	80
X1.3	Pearson Correlation	.465**	.348**	1	.453**	.289**	.487**	.315**	.375**	.350**	.418**	.696**
	Sig. (2-tailed)	.000	.000		.000	.004	.000	.002	.000	.000	.000	.000
	N	97	97	97	97	97	97	97	97	97	97	80
X1.4	Pearson Correlation	.225*	.295**	.453**	1	.193	.404**	.318**	.448**	.436**	.165	.665**
	Sig. (2-tailed)	.027	.003	.000		.058	.000	.002	.000	.000	.106	.000
	N	97	97	97	97	97	97	97	97	97	97	80
X1.5	Pearson Correlation	.354**	.314**	.289**	.193	1	.277**	.250*	.370**	.322**	.360**	.543**
	Sig. (2-tailed)	.000	.002	.004	.058		.006	.013	.000	.001	.000	.000
	N	97	97	97	97	97	97	97	97	97	97	80
X1.6	Pearson Correlation	.513**	.404**	.487**	.404**	.277**	1	.313**	.314**	.462**	.467**	.721**
	Sig. (2-tailed)	.000	.000	.000	.000	.006		.002	.002	.000	.000	.000
	N	97	97	97	97	97	97	97	97	97	97	80
X1.7	Pearson Correlation	.424**	.411**	.315**	.318**	.250*	.313**	1	.234*	.219*	.325**	.587**
	Sig. (2-tailed)	.000	.000	.002	.002	.013	.002		.021	.031	.001	.000
	N	97	97	97	97	97	97	97	97	97	97	80
X1.8	Pearson Correlation	.352**	.298**	.375**	.448**	.370**	.314**	.234*	1	.270**	.247*	.677**
	Sig. (2-tailed)	.000	.003	.000	.000	.000	.002	.021		.008	.015	.000
	N	97	97	97	97	97	97	97	97	97	97	80
X1.9	Pearson Correlation	.280**	.336**	.350**	.436**	.322**	.462**	.219*	.270**	1	.401**	.612**
	Sig. (2-tailed)	.006	.001	.000	.000	.001	.000	.031	.008		.000	.000
	N	97	97	97	97	97	97	97	97	97	97	80
X1.10	Pearson Correlation	.405**	.394**	.418**	.165	.360**	.467**	.325**	.247*	.401**	1	.695**
	Sig. (2-tailed)	.000	.000	.000	.106	.000	.000	.001	.015	.000		.000
	N	97	97	97	97	97	97	97	97	97	97	80
TOTAL	Pearson Correlation	.695**	.645**	.696**	.665**	.543**	.721**	.587**	.677**	.612**	.695**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	80	80	80	80	80	80	80	80	80	80	80

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

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

2. Online Customer Review (X2)

		Correlations										
		X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2.9	X2.10	TOTAL
X2.1	Pearson Correlation	1	.304**	.314**	.269**	.348**	.441**	.271**	.256*	.466**	.351**	.643**
	Sig. (2-tailed)		.002	.002	.008	.000	.000	.007	.012	.000	.000	.000
	N	97	97	97	97	97	97	97	97	97	97	97
X2.2	Pearson Correlation	.304**	1	.292**	.352**	.386**	.364**	.472**	.318**	.465**	.204*	.653**
	Sig. (2-tailed)	.002		.004	.000	.000	.000	.000	.002	.000	.045	.000
	N	97	97	97	97	97	97	97	97	97	97	97
X2.3	Pearson Correlation	.314**	.292**	1	.250*	.250*	.409**	.344**	.455**	.470**	.289**	.628**
	Sig. (2-tailed)	.002	.004		.013	.014	.000	.001	.000	.000	.004	.000
	N	97	97	97	97	97	97	97	97	97	97	97
X2.4	Pearson Correlation	.269**	.352**	.250*	1	.208*	.418**	.295**	.253*	.428**	.244*	.589**
	Sig. (2-tailed)	.008	.000	.013		.041	.000	.003	.012	.000	.016	.000
	N	97	97	97	97	97	97	97	97	97	97	97
X2.5	Pearson Correlation	.348**	.386**	.250*	.208*	1	.330**	.384**	.193	.316**	.300**	.581**
	Sig. (2-tailed)	.000	.000	.014	.041		.001	.000	.058	.002	.003	.000
	N	97	97	97	97	97	97	97	97	97	97	97
X2.6	Pearson Correlation	.441**	.364**	.409**	.418**	.330**	1	.389**	.354**	.520**	.384**	.734**
	Sig. (2-tailed)	.000	.000	.000	.000	.001		.000	.000	.000	.000	.000
	N	97	97	97	97	97	97	97	97	97	97	97
X2.7	Pearson Correlation	.271**	.472**	.344**	.295**	.384**	.389**	1	.246*	.265**	.332**	.620**
	Sig. (2-tailed)	.007	.000	.001	.003	.000	.000		.015	.009	.001	.000
	N	97	97	97	97	97	97	97	97	97	97	97
X2.8	Pearson Correlation	.256*	.318**	.455**	.253*	.193	.354**	.246*	1	.406**	.346**	.591**
	Sig. (2-tailed)	.012	.002	.000	.012	.058	.000	.015		.000	.001	.000
	N	97	97	97	97	97	97	97	97	97	97	97
X2.9	Pearson Correlation	.466**	.465**	.470**	.428**	.316**	.520**	.265**	.406**	1	.271**	.734**
	Sig. (2-tailed)	.000	.000	.000	.000	.002	.000	.009	.000		.007	.000
	N	97	97	97	97	97	97	97	97	97	97	97
X2.10	Pearson Correlation	.351**	.204*	.289**	.244*	.300**	.384**	.332**	.346**	.271**	1	.583**
	Sig. (2-tailed)	.000	.045	.004	.016	.003	.000	.001	.001	.007		.000
	N	97	97	97	97	97	97	97	97	97	97	97
TOTAL	Pearson Correlation	.643**	.653**	.628**	.589**	.581**	.734**	.620**	.591**	.734**	.583**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	97	97	97	97	97	97	97	97	97	97	97

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

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

3. Electronic Word of Mouth (X3)

Correlations												
		X3.1	X3.2	X3.3	X3.4	X3.5	X3.6	X3.7	X3.8	X3.9	X.10	TOTAL
X3.1	Pearson Correlation	1	.392**	.366**	.398**	.156	.308**	.316**	.303**	.412**	.320**	.615**
	Sig. (2-tailed)		.000	.000	.000	.128	.002	.002	.003	.000	.001	.000
	N	97	97	97	97	97	97	97	97	97	97	97
X3.2	Pearson Correlation	.392**	1	.417**	.453**	.283**	.385**	.340**	.422**	.256*	.371**	.676**
	Sig. (2-tailed)	.000		.000	.000	.005	.000	.001	.000	.011	.000	.000
	N	97	97	97	97	97	97	97	97	97	97	97
X3.3	Pearson Correlation	.366**	.417**	1	.321**	.309**	.302**	.421**	.268**	.387**	.067	.593**
	Sig. (2-tailed)	.000	.000		.001	.002	.003	.000	.008	.000	.516	.000
	N	97	97	97	97	97	97	97	97	97	97	97
X3.4	Pearson Correlation	.398**	.453**	.321**	1	.194	.361**	.502**	.300**	.386**	.298**	.653**
	Sig. (2-tailed)	.000	.000	.001		.056	.000	.000	.003	.000	.003	.000
	N	97	97	97	97	97	97	97	97	97	97	97
X3.5	Pearson Correlation	.156	.283**	.309**	.194	1	.495**	.250*	.483**	.284**	.480**	.609**
	Sig. (2-tailed)	.128	.005	.002	.056		.000	.014	.000	.005	.000	.000
	N	97	97	97	97	97	97	97	97	97	97	97
X3.6	Pearson Correlation	.308**	.385**	.302**	.361**	.495**	1	.382**	.558**	.397**	.460**	.718**
	Sig. (2-tailed)	.002	.000	.003	.000	.000		.000	.000	.000	.000	.000
	N	97	97	97	97	97	97	97	97	97	97	97
X3.7	Pearson Correlation	.316**	.340**	.421**	.502**	.250*	.382**	1	.296**	.319**	.234*	.627**
	Sig. (2-tailed)	.002	.001	.000	.000	.014	.000		.003	.001	.021	.000
	N	97	97	97	97	97	97	97	97	97	97	97
X3.8	Pearson Correlation	.303**	.422**	.268**	.300**	.483**	.558**	.296**	1	.442**	.349**	.686**
	Sig. (2-tailed)	.003	.000	.008	.003	.000	.000	.003		.000	.000	.000
	N	97	97	97	97	97	97	97	97	97	97	97
X3.9	Pearson Correlation	.412**	.256*	.387**	.386**	.284**	.397**	.319**	.442**	1	.371**	.656**
	Sig. (2-tailed)	.000	.011	.000	.000	.005	.000	.001	.000		.000	.000
	N	97	97	97	97	97	97	97	97	97	97	97
X.10	Pearson Correlation	.320**	.371**	.067	.298**	.480**	.460**	.234*	.349**	.371**	1	.618**
	Sig. (2-tailed)	.001	.000	.516	.003	.000	.000	.021	.000	.000		.000
	N	97	97	97	97	97	97	97	97	97	97	97
TOTAL	Pearson Correlation	.615**	.676**	.593**	.653**	.609**	.718**	.627**	.686**	.656**	.618**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	97	97	97	97	97	97	97	97	97	97	97

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

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

4. Loyalitas Pelanggan (Y)

		Correlations						
		Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	TOTAL
Y.1	Pearson Correlation	1	.687**	.595**	.601**	.454**	.447**	.816**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000
	N	80	80	80	80	80	80	80
Y.2	Pearson Correlation	.687**	1	.559**	.505**	.606**	.404**	.812**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000
	N	80	80	80	80	80	80	80
Y.3	Pearson Correlation	.595**	.559**	1	.607**	.441**	.385**	.778**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000
	N	80	80	80	80	80	80	80
Y.4	Pearson Correlation	.601**	.505**	.607**	1	.520**	.434**	.787**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000
	N	80	80	80	80	80	80	80
Y.5	Pearson Correlation	.454**	.606**	.441**	.520**	1	.541**	.766**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000
	N	80	80	80	80	80	80	80
Y.6	Pearson Correlation	.447**	.404**	.385**	.434**	.541**	1	.686**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000
	N	80	80	80	80	80	80	80
TOTAL	Pearson Correlation	.816**	.812**	.778**	.787**	.766**	.686**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	80	80	80	80	80	80	80

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

Lampiran 4 Uji Reliabilitas

1. Jaminan retur (X1)

Reliability Statistics

Cronbach's Alpha	N of Items
.844	10

2. *Online Customer Review (X2)*

Reliability Statistics

Cronbach's Alpha	N of Items
.837	10

3. *Electronic Word of Mouth (X3)*

Reliability Statistics

Cronbach's Alpha	N of Items
.844	10

4. Loyalitas Pelanggan

Reliability Statistics

Cronbach's Alpha	N of Items
.866	6

Lampiran 5 Uji Normalitas

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		97
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	.81541458
Most Extreme Differences	Absolute	.071
	Positive	.050
	Negative	-.071
Test Statistic		.071
Asymp. Sig. (2-tailed)		.200 ^{c,d}

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

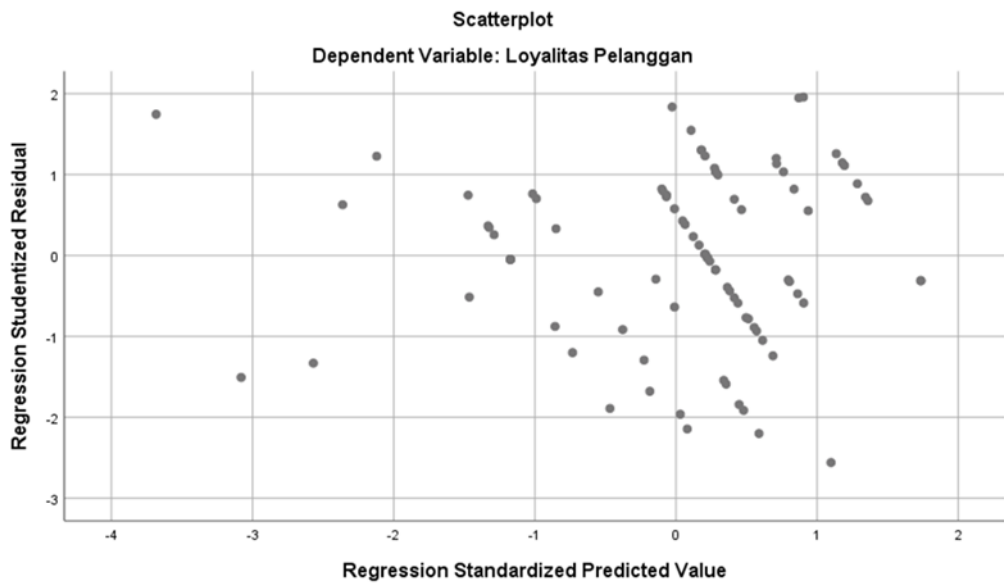
d. This is a lower bound of the true significance.

Lampiran 6 Uji Multikolinearitas

Coefficients ^a								
Model	Unstandardized Coefficients			Standardized Coefficients Beta	t	Sig.	Collinearity Statistics	
	B	Std. Error					Tolerance	VIF
1	(Constant)	-.810	1.135		-.714	.477		
	Jaminan retur	.160	.035	.268	4.530	.000	.389	2.570
	OCR	.124	.035	.191	3.498	.001	.459	2.178
	EWOM	.338	.041	.558	8.153	.000	.291	3.431

a. Dependent Variable: Loyalitas Pelanggan

Lampiran 7 Uji Heteroskedastisitas



Lampiran 8 Regresi Linier Berganda

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.810	1.135		-.714	.477
	Jaminan retur	.160	.035	.268	4.530	.000
	OCR	.124	.035	.191	3.498	.001
	EWOM	.338	.041	.558	8.153	.000

a. Dependent Variable: Loyalitas Pelanggan

Lampiran 9 Koefisien Determinasi (R^2)

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.934 ^a	.873	.869	.828

a. Predictors: (Constant), EWOM, OCR, Jaminan retur

b. Dependent Variable: Loyalitas Pelanggan

Lampiran 10 Uji t

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.810	1.135		-.714	.477
	Jaminan retur	.160	.035	.268	4.530	.000
	OCR	.124	.035	.191	3.498	.001
	EWOM	.338	.041	.558	8.153	.000

a. Dependent Variable: Loyalitas Pelanggan

Lampiran 11 Uji F

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	438.211	3	146.070	212.822	.000 ^b
	Residual	63.830	93	.686		
	Total	502.041	96			

a. Dependent Variable: Loyalitas Pelanggan

b. Predictors: (Constant), EWOM, OCR, Jaminan retur

Lampiran 12 r tabel dan t tabel

DF atau DK	Tabel Distribusi Student t						Tabel Uji Korelasi Pearson Product Moment					
	uji satu sisi (one tailed)						uji satu sisi (one tailed)					
	0,25	0,1	0,05	0,025	0,01	0,005	0,25	0,1	0,05	0,025	0,01	0,005
	Uji dua sisi (two tailed)						Uji dua sisi (two tailed)					
	0,5	0,2	0,1	0,05	0,02	0,01	0,5	0,2	0,1	0,05	0,02	0,01
53	0,679	1,298	1,674	2,006	2,399	2,672	0,093	0,175	0,224	0,266	0,313	0,345
54	0,679	1,297	1,674	2,005	2,397	2,670	0,092	0,174	0,222	0,263	0,310	0,341
55	0,679	1,297	1,673	2,004	2,396	2,668	0,091	0,172	0,220	0,261	0,307	0,339
56	0,679	1,297	1,673	2,003	2,395	2,667	0,090	0,171	0,218	0,259	0,305	0,336
57	0,679	1,297	1,672	2,002	2,394	2,665	0,090	0,169	0,216	0,256	0,302	0,333
58	0,679	1,296	1,672	2,002	2,392	2,663	0,089	0,168	0,214	0,254	0,300	0,330
59	0,679	1,296	1,671	2,001	2,391	2,662	0,088	0,166	0,213	0,252	0,297	0,327
60	0,679	1,296	1,671	2,000	2,390	2,660	0,087	0,165	0,211	0,250	0,295	0,325
61	0,679	1,296	1,670	2,000	2,389	2,659	0,087	0,164	0,209	0,248	0,293	0,322
62	0,678	1,295	1,670	1,999	2,388	2,657	0,086	0,162	0,207	0,246	0,290	0,320
63	0,678	1,295	1,669	1,998	2,387	2,656	0,085	0,161	0,206	0,244	0,288	0,317
64	0,678	1,295	1,669	1,998	2,386	2,655	0,084	0,160	0,204	0,242	0,286	0,315
65	0,678	1,295	1,669	1,997	2,385	2,654	0,084	0,159	0,203	0,240	0,284	0,313
66	0,678	1,295	1,668	1,997	2,384	2,652	0,083	0,157	0,201	0,239	0,282	0,310
67	0,678	1,294	1,668	1,996	2,383	2,651	0,083	0,156	0,200	0,237	0,280	0,308
68	0,678	1,294	1,668	1,995	2,382	2,650	0,082	0,155	0,198	0,235	0,278	0,306
69	0,678	1,294	1,667	1,995	2,382	2,649	0,081	0,154	0,197	0,234	0,276	0,304
70	0,678	1,294	1,667	1,994	2,381	2,648	0,081	0,153	0,195	0,232	0,274	0,302
71	0,678	1,294	1,667	1,994	2,380	2,647	0,080	0,152	0,194	0,230	0,272	0,300
72	0,678	1,293	1,666	1,993	2,379	2,646	0,080	0,151	0,193	0,229	0,270	0,298
73	0,678	1,293	1,666	1,993	2,379	2,645	0,079	0,150	0,191	0,227	0,268	0,296
74	0,678	1,293	1,666	1,993	2,378	2,644	0,079	0,149	0,190	0,226	0,266	0,294
75	0,678	1,293	1,665	1,992	2,377	2,643	0,078	0,148	0,189	0,224	0,265	0,292
76	0,678	1,293	1,665	1,992	2,376	2,642	0,078	0,147	0,188	0,223	0,263	0,290
77	0,678	1,293	1,665	1,991	2,376	2,641	0,077	0,146	0,186	0,221	0,261	0,288
78	0,678	1,292	1,665	1,991	2,375	2,640	0,077	0,145	0,185	0,220	0,260	0,286
79	0,678	1,292	1,664	1,990	2,374	2,640	0,076	0,144	0,184	0,219	0,258	0,285
80	0,678	1,292	1,664	1,990	2,374	2,639	0,076	0,143	0,183	0,217	0,257	0,283
81	0,678	1,292	1,664	1,990	2,373	2,638	0,075	0,142	0,182	0,216	0,255	0,281
82	0,677	1,292	1,664	1,989	2,373	2,637	0,075	0,141	0,181	0,215	0,253	0,280
83	0,677	1,292	1,663	1,989	2,372	2,636	0,074	0,140	0,180	0,213	0,252	0,278
84	0,677	1,292	1,663	1,989	2,372	2,636	0,074	0,140	0,179	0,212	0,251	0,276
85	0,677	1,292	1,663	1,988	2,371	2,635	0,073	0,139	0,178	0,211	0,249	0,275
86	0,677	1,291	1,663	1,988	2,370	2,634	0,073	0,138	0,176	0,210	0,248	0,273
87	0,677	1,291	1,663	1,988	2,370	2,634	0,072	0,137	0,175	0,208	0,246	0,272
88	0,677	1,291	1,662	1,987	2,369	2,633	0,072	0,136	0,174	0,207	0,245	0,270
89	0,677	1,291	1,662	1,987	2,369	2,632	0,072	0,136	0,174	0,206	0,244	0,269
90	0,677	1,291	1,662	1,987	2,368	2,632	0,071	0,135	0,173	0,205	0,242	0,267
91	0,677	1,291	1,662	1,986	2,368	2,631	0,071	0,134	0,172	0,204	0,241	0,266
92	0,677	1,291	1,662	1,986	2,368	2,630	0,070	0,133	0,171	0,203	0,240	0,264
93	0,677	1,291	1,661	1,986	2,367	2,630	0,070	0,133	0,170	0,202	0,238	0,263
94	0,677	1,291	1,661	1,986	2,367	2,629	0,070	0,132	0,169	0,201	0,237	0,262
95	0,677	1,291	1,661	1,985	2,366	2,629	0,069	0,131	0,168	0,200	0,236	0,260
96	0,677	1,290	1,661	1,985	2,366	2,628	0,069	0,131	0,167	0,199	0,235	0,259
97	0,677	1,290	1,661	1,985	2,365	2,627	0,069	0,130	0,166	0,198	0,234	0,258
98	0,677	1,290	1,661	1,984	2,365	2,627	0,068	0,129	0,165	0,197	0,232	0,256
99	0,677	1,290	1,660	1,984	2,365	2,626	0,068	0,129	0,165	0,196	0,231	0,255
100	0,677	1,290	1,660	1,984	2,364	2,626	0,068	0,128	0,164	0,195	0,230	0,254
101	0,677	1,290	1,660	1,984	2,364	2,625	0,067	0,127	0,163	0,194	0,229	0,253
102	0,677	1,290	1,660	1,983	2,363	2,625	0,067	0,127	0,162	0,193	0,228	0,252
103	0,677	1,290	1,660	1,983	2,363	2,624	0,067	0,126	0,161	0,192	0,227	0,250
104	0,677	1,290	1,660	1,983	2,363	2,624	0,066	0,125	0,161	0,191	0,226	0,249

Lampiran 13 F tabel

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
103	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.82	1.79	1.76
104	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.82	1.79	1.76
105	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.81	1.79	1.76
106	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.84	1.81	1.79	1.76
107	3.93	3.08	2.69	2.46	2.30	2.18	2.10	2.03	1.97	1.92	1.88	1.84	1.81	1.79	1.76
108	3.93	3.08	2.69	2.46	2.30	2.18	2.10	2.03	1.97	1.92	1.88	1.84	1.81	1.78	1.76
109	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92	1.88	1.84	1.81	1.78	1.76
110	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92	1.88	1.84	1.81	1.78	1.76
111	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92	1.88	1.84	1.81	1.78	1.76
112	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.96	1.92	1.88	1.84	1.81	1.78	1.76
113	3.93	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.92	1.87	1.84	1.81	1.78	1.76
114	3.92	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.81	1.78	1.75
115	3.92	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.81	1.78	1.75
116	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.81	1.78	1.75
117	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.80	1.78	1.75
118	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.80	1.78	1.75
119	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.78	1.75
120	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.78	1.75
121	3.92	3.07	2.68	2.45	2.29	2.17	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.77	1.75
122	3.92	3.07	2.68	2.45	2.29	2.17	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.77	1.75
123	3.92	3.07	2.68	2.45	2.29	2.17	2.08	2.01	1.96	1.91	1.87	1.83	1.80	1.77	1.75
124	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.96	1.91	1.87	1.83	1.80	1.77	1.75
125	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.96	1.91	1.87	1.83	1.80	1.77	1.75
126	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.95	1.91	1.87	1.83	1.80	1.77	1.75
127	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.95	1.91	1.86	1.83	1.80	1.77	1.75
128	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.95	1.91	1.86	1.83	1.80	1.77	1.75
129	3.91	3.07	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.80	1.77	1.74
130	3.91	3.07	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.80	1.77	1.74
131	3.91	3.07	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.80	1.77	1.74
132	3.91	3.06	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.79	1.77	1.74
133	3.91	3.06	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.79	1.77	1.74
134	3.91	3.06	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.79	1.77	1.74
135	3.91	3.06	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.82	1.79	1.77	1.74

Lampiran 14 Kartu Bimbingan


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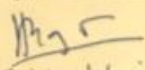
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 Nama Pembimbing : Dr. Estik Hari Prastiwi, SE., MM
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