

DAFTAR PUSTAKA

- Afnina, A., dan Hastuti, Y., 2018. *Pengaruh Kualitas Produk terhadap Kepuasan Pelanggan. Jurnal Samudra Ekonomi dan Bisnis.* 9(1), 21–30. <https://doi.org/10.33059/jseb.v9i1.458>.
- Arokiasamy, A. R., & Abdullah, A. G., 2013. *Service Quality and Customer Satisfaction In The Cellular Telecommunication Service Provider In Malaysia.* Journal of Art, Science, & Commerce, 2231-4172.
- Assauri, Sofjan., 2012. *Manajemen Pemasaran.* Jakarta: Rajawali, Gramedia Pustaka Utama.
- Buchory. A., 2008. *Manajemen Pemasaran dan Pemasaran Jasa.* Bandung: Penerbit Alfa Beta.
- Daryanto, dan Setyobudi, I., 2014. *Konsumen dan Pelayanan Prima.* Gava Media.
- Dwi Priyatno., 2008. *Mandiri Belajar SPSS (Untuk Analisa Data dan Uji Statistik).* Yogyakarta: Media Kom.
- Eko Wahyudi dan Imam Wibowo., 2018. *Pengaruh Kualitas Layanan Dan Kompetensi Karyawan Terhadap Kepuasan Nasabah (Studi Kasus pada PT. Bank Tabungan Negara KCP Cibubur).* Jurnal Manajemen Bisnis Krisnadwipayana. ISSN: 2338 - 4794 Vol.6. No. 2 Mei-Agustus 2018.
- Fauzi, M. R dan Mandala. K., 2019. *Pengaruh Kualitas Pelayanan, Kualitas Produk, Dan Inovasi Produk Terhadap Kepuasan Untuk Meningkatkan Loyalitas Pelanggan.* E-Jurnal Manajemen Universitas Udayana, 8(11), 6741.
- Gujarati., 2012. *Dasar-Dasar Ekonometrika.* Buku 2, Edisi 5. Jakarta: Penerbit Salemba.
- Handayani Natalia Siregar dan Arlin Ferlina Mochamad Trenggana., 2016. *Pengaruh Kualitas Pelayanan dan Kualitas Produk Terhadap Kepuasan Konsumen pada KFC Cabang Buah Batu Bandung.* e-Proceeding of Management. ISSN: 2355-9357. Vol.3, No.2 Agustus 2016.
- Hidayat, R. 2009. *Pengaruh Kualitas Layanan, Kualitas Produk dan Nilai Nasabah Terhadap Kepuasan Dan Loyalitas Nasabah Bank Mandiri.* Jurnal Manajemen dan kewirausahaan, 11(1), 59-72.
- I Made Bayu Purnama Putra dan I Gusti Ayu Wimba., 2021. *Pengaruh Store Atmosphere, Kualitas Produk dan Kualitas Pelayanan terhadap Kepuasan Konsumen Pizza Hut Cabang Gatot Subroto Denpasar.* Jurnal Manajemen, Kewirausahaan dan Pariwisata Mei 2021, Vol. 1 (No. 2): e-ISSN 2774-7085. Hal 744-756.
- Japarianto, Edwin; P. Laksmono; dan N.A. Khomariyah. 2007. *Analisa Kualitas pelayanan Sebagai Pengukur Loyalitas Pelanggan Hotel Majapahit*

- Surabaya Dengan Pemasaran Relasional Sebagai Variabel Intervening. *Jurnal Manajemen Perhotelan*, Vol. 3, No. 1, Maret 2007: 34-42.
- Johnson, M. D., Herrman A., & Huber F., 2006. *The evolution of loyalty intentions*, *Journal of marketing*, 70 (2), 122–132.
- Julius, Yosandi., 2012. *Analisis Pengaruh Kualitas Pelayanan dan Produk Terhadap Kepuasan Konsumen Berbelanja di Supermarket*. *Ekuitas (Jurnal Ekonomi dan Keuangan)*, 16(3), 294-312.
- Koestanto, T. H., 2014. *Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pelanggan pada Bank Jatim Cabang Klampis Surabaya*. *Jurnal Riset & Ilmu Manajemen* Vol.3, No. 10. , 4.
- Kotler, Philip., 2010. *Manajemen Pemasaran*. Jilid I dan II, Jakarta: PT. Indeks.
- Kotler dan Armstrong., 2012. *Prinsip-prinsip Pemasaran*. Edisi Ketiga Belas, Jilid I. Jakarta: Erlangga.
- Kotler, P., and Keller, K., 2014. *Manajemen Pemasaran*. Jilid 2. In Erlangga. Jakarta (Millenium). Erlangga.
- Krisdianti, D. L., dan Sunarti., 2019. *Pengaruh Kualitas Pelayanan terhadap Kepuasan Konsumen pada Restoran Pizza Hut Malang Town Square*. *Administrasi Bisnis*, 70(1), 36–44.
- Kusumawathi, N. W. G., Darmawan, D. P., dan Suryawardani, I. G. . O., 2019. *Pengaruh Store Atmosphere, Kualitas Produk, dan Kualitas Layanan terhadap Kepuasan Konsumen di Seniman Coffee Studio*. *Jurnal Agribisnis Dan Agrowisata (Journal of Agribusiness and Agritourism)*, 8(1), 1.
- Laksana., 2008. *Manajemen Pemasaran*. Yogyakarta: Penerbit Graha Ilmu.
- Lee, M. S., Hsiao, H. D & Yang, M. F., 2010. *The Study of The Relationships Among Experiential Marketing, Service Quality, Customer Satisfaction and Customer Loyalty*. *International Journal of Organizational Innovation*, 3 (2), 352 – 378.
- Lovelock, Christopher dan Jochen Writz., 2011. *Service Marketing*. New Jersey. USA. Pearson.
- Lupiyadi, R., 2013. *Manajemen Pemasaran*. Vol. III. Jakarta: Salemba Empat.
- Mahira, Prasetyo Hadi, dan Heni Nastiti., 2021. *Pengaruh Kualitas Produk dan Kualitas Pelayanan Terhadap Kepuasan Pelanggan Indihome*. *Jurnal Konferensi Riset Nasional Ekonomi, Manajemen, dan Akuntansi*. Volume 2, hlm.1267-1283.
- Maulidah, I., Widodo, J., & Zulianto, M., 2019. *Pengaruh Kualitas Produk Dan Kualitas Pelayanan Terhadap Kepuasan Konsumen Di Rumah Makan Ayam Goreng Nelongso Jember*. Program Studi Pendidikan Ekonomi, Fakultas

- Ni Made Arie Sulistyawati dan Ni Ketut Seminari., 2015. *Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pelanggan Restoran Indus Ubud Gianya*. E-Jurnal Manajemen Unud.
- Nina Rahmayanty., 2010. *Manajemen Pelayanan Prima*. Edisi Pertama Yogyakarta: Graha Ilmu.
- Nuri Mahdi Arsyanti dan Sri Rahayu Tri Astuti., 2016. *Analisis Pengaruh Kualitas Produk, Kualitas Layanan dan Keragaman Produk Terhadap Kepuasan Pelanggan Serta Dampaknya Terhadap Minat Beli Ulang (Studi pada Toko Online Shopastelle, Semarang)*. Diponegoro Journal Of Management. Volume 5, Nomor 2, Tahun 2016.
- Payne. A., 2009. *The Essence of Service Marketing Pemasaran Jasa*. Edisi Pertama. Yogyakarta: Penerbit Andi.
- Priansa., 2017. *Perilaku Konsumen Dalam Persaingan Bisnis Kontemporer*. Edisi 1. Alfabeta.
- Putro, S. W., 2014. *Pengaruh Kualitas Layanan Dan Kualitas Produk Terhadap Kepuasan Pelanggan Dan Loyalitas Konsumen Restoran Happy Garden Surabaya*. Jurnal Manajemen Pemasaran, 2(1), 1–9.
- Putu Buddhi Prameswara, Kadek Yota Ernanda Aryanto, dan Sariyasa., 2018. *Analisis Pengaruh Kualitas Layanan Jaringan FTTH (Fiber To The Home) 3play Indihome Terhadap Kepuasan Pelanggan Wilayah Singaraja Bali*. Jurnal Ilmu Komputer Indonesia (JIKI) Vol : 3, No. 2, Agustus 2018 ISSN (Print): 2615-2703 , ISSN (Online): 2615-2711.
- Rina Martiana dan Sheli Apriani., 2019. *Pengaruh Kualitas Produk dan Kualitas Pelayanan Terhadap Kepuasan Konsumen pada Cafe Deumdee Rongasbitung*. The Asia Pacific Journal of Management Vol. 6 No. 2, (2019).
- Riyan Indra Pramana, dan I Made Sukresna., 2016. *Analisis Pengaruh Kualitas Layanan dan Persepsi Atas Harga Terhadap Loyalitas Konsumen Melalui Kepuasan Konsumen (Studi Kasus Pada Konsumen Bus Pariwisata PO Jaya Indah Semarang)*. Journal of Management. Volume 5, Nomor 2, Tahun 2016. ISSN (Online): 2337-3792.
- Rosanna Wulandari., 2019. *Pengaruh Kualitas Produk dan Kualitas Pelayanan Terhadap Kepuasan Konsumen pada PT Smartfren Telecom Tbk Cabang Sukabumi*. Jurnal Ekonomak Vol. V No. 3 Desember 2019.
- Roselina, M. A., dan Niati, A., 2019. *Analisis Pengaruh Kualitas Produk, Kualitas Pelayanan dan Promosi Terhadap Kepuasan Konsumen Elsa Hijab Semarang*. Solusi, 17(3), 221–234.

- Rowland B. F. Pasaribu., 2010. *Metode Penelitian*. Erlangga. Jakarta.
- Sugiyono., 2016. *Metode Penelitian Kuantitatif, Kualitatif, dan Kombinasi*. Bandung: Alfabeta.
- Sulistiyawati, N., dan Seminari, N., 2015. *Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pelanggan Restoran Indus Ubud Gianyar*. E-Jurnal Manajemen Universitas Udayana, 4(8), 250437.
- Sunyoto, Danang., *Konsep Dasar Riset Pemasaran dan Perilaku Konsumen*. Penerbit CAPS (Center for Academic Publishing Service), Yogyakarta, 2012.
- Theresia Cahya Setiani., 2019. *Pengaruh Kualitas Pelayanan, Kualitas Produk dan Kualitas Promosi Terhadap Kepuasan Pelanggan pada Lembaga Pendidikan English First Surabaya*. Jurnal Ilmu dan Riset Manajemen e-ISSN: 2461-0593.
- Tjiptono, F., 2014. *Pemasaran Jasa, Prinsip, Penerapan dan Penelitian*. Cetakan I. Andi Publisher.
- Tjiptono, F. dan Gregorius. C., 2012. *Pemasaran Strategik*. Edisi 2. Yogyakarta: Andi Offset.
- Tjiptono, F., & Chandra, G., 2019. *Service, Quality & Customer Satisfaction*. Andi Offset. Yogyakarta.
- Wardatul Insyroh dan Trias Setyowati., 2018. *Determinan Kualitas Pelayanan, Harga dan Produk Terhadap Kepuasan Pelanggan Telkomsel Flash di Bondowoso*. International Journal of Social Science and Business. Volume 2, Number 3, Tahun 2018, pp. 132-140 P-ISSN: 2614-6533 E-ISSN: 2549-6409
- Wijaya Tony., 2011. *Manajemen Kualitas Jasa*. Jakarta: PT. Indeks.
- Wang, Y., Lo, H. P., & Yang, Y., 2004. *An Integrated Frame work for Service Quality, Customer Value, Satisfaction: Evidence From China's Telecommunication Industry*. Journal Information systems frontiers, 6 (4), 325–340.
- Yulianto., 2016. *Dasar-Dasar Manajemen Jasa*. Ed. 10. Jakarta: Salemba Empat.
- Zeithaml, dkk., 2013. *Services Marketing: Integrating Customer Focus Across the Firm*. 6thed. Mc. Graw Hill. Boston.

**L
A
M
P
I
R
A
N**

Lampiran 1:

KUESIONER PENELITIAN

Penelitian ini dilakukan dalam rangka penulisan tesis yang berjudul "**Analisis Pengaruh Kualitas Layanan dan Kualitas Produk Terhadap Kepuasan Pelanggan Wifild pada PT. Telkom Indonesia Regional 7**".

Dalam pengisian kuisisioner ini, dimohon kepada Bapak/Ibu/Sdr/i dapat memilih salah satu dari kategori jawaban yang telah disediakan dengan memberikan tanda cek list (√) pada jawaban yang dianggap tepat. Jawaban Bapak/Ibu/Sdr/i akan dirahasiakan.

Atas kesediaan dan bantuan dari Bapak/Ibu/Sdr/i untuk menjawab kuesioner ini penulis mengucapkan terima kasih yang sebesar-besarnya.

A. Karakteristik Responden

1. Jenis Kelamin
 - Laki-laki
 - Perempuan.

2. Usia
 - < 23Tahun
 - 23 - 30Tahun
 - 31 - 40Tahun
 - ≥ 41Tahun.

3. Pendidikan
 - SMA/Sederajat
 - S-1
 - S-2
 - S-3.

B. Variabel Penelitian

Petunjuk Pengisian

Jawablah pertanyaan di bawah ini dengan member tanda check list (√) pada jawaban yang telah tersedia sesuai dengan tanggapan anda, dengan alternatif jawaban antara lain:

Alternatif Jawaban				
Sangat Setuju (SS)	Setuju (S)	Netral (N)	Tidak Setuju (TS)	Sangat Tidak Setuju (STS)
5	4	3	2	1

1. Variabel Kualitas Layanan

NO.	Pernyataan	Alternatif Jawaban				
		SS	S	N	TS	STS
1	Kebersihan fasilitas fisik pada ruang tunggu dan tata letak ruang tunggu yang serasi.					
2	Kemampuan karyawan dalam memberikan pelayanan jasa yang baik kepada pelanggan.					
3	Kesediaan karyawan dalam membantu pelanggan dengan cepat					
4	Kesabaran para karyawan dalam menerima keluhan pelanggan.					
5	Perhatian yang tulus dari karyawan terhadap pelanggan.					

2. Variabel Kualitas Produk

NO.	Pernyataan	Alternatif Jawaban				
		SS	S	N	TS	STS
1	Penggunaan Wifi Id cepat, dan mudah					
2	Produk Wifi Id dapat bertahan lama dibanding provider lain.					
3	Fitur dari kotak penerima jaringan (port) sangat kuat dan menarik.					
4	Jangkauan sinyal Wifi Id yang dihasilkan lebih meluas.					
5	Ketahanan dari produk Wifi Id dapat dipertanggungjawabkan.					
6	Produk Wifi Id dapat dengan mudah dan cepat untuk diperbaiki bila terjadi kerusakan.					
7	Penggunaan produk wifi Id sangat cocok untuk jaman sekarang dan akan datang.					
8	Desain produk Wifi Id lebih baik dari yang lain.					

3. Variabel Kepuasan Pelanggan

NO.	Pernyataan	Alternatif Jawaban				
		SS	S	N	TS	STS
1	Saya selalu menggunakan produk Wifi Id					
2	Saya puas dengan produk Wifi Id yang saya gunakan.					
3	Saya senang dengan produk Wifi Id yang sy gunakan.					
4	Saya puas dengan penggunaan Wifi Id sehingga ingin merekomendasikan kepada orang lain.					

Lampiran 2:

Tabulasi Responden untuk Kualitas Layanan

No	Kode Responden	Kualitas Layanan (X_1)					Total	Jumlah Rata2
		P1	P2	P3	P4	P5		
1.	SQTMT	4	5	4	5	5	23	4.6
2.	DGAHY	4	4	5	4	3	20	4.0
3.	BFAAE	5	5	5	5	4	24	4.8
4.	NMVAD	5	4	5	5	4	23	4.6
5.	WASBV	4	4	4	4	4	20	4.0
6.	DIFDF	5	4	5	5	5	24	4.8
7.	ACVFS	5	5	5	5	4	24	4.8
8.	NGVGW	4	4	4	4	4	20	4.0
9.	XBHXX	4	4	5	4	4	21	4.2
10.	YASJD	4	5	5	5	3	22	4.4
11.	GHMDC	5	4	4	4	3	20	4.0
12.	LGGRT	4	4	3	4	4	19	3.8
13.	JZBWY	4	2	5	5	2	18	3.6
14.	INMDH	3	4	3	5	5	20	4.0
15.	QKMDI	5	4	3	4	3	19	3.8
16.	YANUJ	4	4	4	4	4	20	4.0
17.	UQXAK	5	4	4	4	4	21	4.2
18.	TIMCM	4	4	4	4	4	20	4.0
19.	UGKHD	4	4	4	4	3	19	3.8
20.	BIALF	4	4	5	5	4	22	4.4
21.	EONMR	3	3	5	5	5	21	4.2
22.	DWKAV	3	3	3	3	3	15	3.0
23.	IFFGG	4	4	4	4	3	19	3.8
24.	CBAVB	4	4	5	5	4	22	4.4
25.	NVDGB	4	4	4	4	4	20	4.0
26.	XBBCR	3	3	3	3	3	15	3.0
27.	ASNBE	4	4	5	4	4	21	4.2
28.	DMDMW	5	4	4	4	4	21	4.2
29.	LKRLS	4	4	5	5	4	22	4.4
30.	ZWMPQ	4	4	4	4	4	20	4.0
31.	IDWNA	4	4	4	4	4	20	4.0
32.	EKDWZ	5	4	5	5	3	22	4.4
33.	NYUWX	4	4	5	4	5	22	4.4
34.	RQJAC	4	4	2	5	3	18	3.6
35.	WTAKR	4	4	4	4	4	20	4.0
36.	BIFYT	4	4	4	4	4	20	4.0
37.	POAVF	4	4	4	4	4	20	4.0
38.	NLLGG	3	4	4	5	3	19	3.8
39.	XNMBH	4	4	5	4	4	21	4.2
40.	ASBBJ	4	4	4	4	4	20	4.0
41.	MDVVK	4	3	4	4	3	18	3.6
42.	ELFRL	4	4	4	4	4	20	4.0
43.	WZWCO	4	4	4	4	4	20	4.0
44.	IDAVP	5	4	4	4	4	21	4.2
45.	KDZTY	5	4	5	5	5	24	4.8
46.	NUGXD	5	4	5	4	4	22	4.4
47.	QABXR	4	4	5	4	4	21	4.2
48.	WMTMV	4	4	3	5	5	21	4.2
49.	GEHHG	4	4	5	4	4	21	4.2
50.	SQMMT	4	5	4	5	5	23	4.6
51.	DJAHY	4	4	5	4	3	20	4.0
52.	BJAAE	5	5	5	5	4	24	4.8
53.	NUVAD	5	4	5	5	4	23	4.6
54.	WUSBV	4	4	4	4	4	20	4.0

55.	DYDFD	5	4	5	5	5	24	4.8
56.	AYVFS	5	5	5	5	4	24	4.8
57.	NYVGW	4	4	4	4	4	20	4.0
58.	XYHXX	4	4	5	4	4	21	4.2
59.	YYSJD	4	5	5	5	3	22	4.4
60.	GRMDC	5	4	4	4	3	20	4.0
61.	LRGRT	4	4	3	4	4	19	3.8
62.	JRBWY	4	2	5	5	2	18	3.6
63.	IFMDH	3	4	3	5	5	20	4.0
64.	QFMDI	5	4	3	4	3	19	3.8
65.	YCNUJ	4	4	4	4	4	20	4.0
66.	UCXAK	5	4	4	4	4	21	4.2
67.	TICCM	4	4	4	4	4	20	4.0
68.	UXKHD	4	4	4	4	3	19	3.8
69.	BXALF	4	4	5	5	4	22	4.4
70.	PONMR	3	3	5	5	5	21	4.2
71.	PWKAV	3	3	3	3	3	15	3.0
72.	IPFGG	4	4	4	4	3	19	3.8
73.	PBAVB	4	4	5	5	4	22	4.4
74.	OVDGB	4	4	4	4	4	20	4.0
75.	KBBCR	3	3	3	3	3	15	3.0
76.	KSNBE	4	4	5	4	4	21	4.2
77.	KMDMW	5	4	4	4	4	21	4.2
78.	KKRLS	4	4	5	5	4	22	4.4
79.	NWMPQ	4	4	4	4	4	20	4.0
80.	INWNA	4	4	4	4	4	20	4.0
81.	ENDWZ	5	4	5	5	3	22	4.4
82.	NGUWX	4	4	5	4	5	22	4.4
83.	RRJAC	4	4	2	5	3	18	3.6
84.	WRAKR	4	4	4	4	4	20	4.0
85.	BWFYT	4	4	4	4	4	20	4.0
86.	WOAVF	4	4	4	4	4	20	4.0
87.	WLLGE	3	4	4	5	3	19	3.8
88.	XNMBE	4	4	5	4	4	21	4.2
89.	ASBBJ	4	4	4	4	4	20	4.0
90.	MDVHK	4	3	4	4	3	18	3.6
91.	ELFHL	4	4	4	4	4	20	4.0
92.	WjkCO	4	4	4	4	4	20	4.0
93.	IHAVP	5	4	4	4	4	21	4.2
94.	HDZTY	5	4	4	3	5	21	4.2
95.	LRGRE	5	4	5	5	4	23	4.6
96.	JTBWY	5	3	4	4	4	20	4.0
97.	IFYDH	5	5	5	5	4	24	4.8
98.	QFIDI	5	4	5	5	5	24	4.8
99.	YCQUJ	5	4	3	4	4	20	4.0
100.	UCWAK	5	4	4	4	4	21	4.2
101.	TICDM	4	4	5	4	5	22	4.4
102.	UXCHD	4	4	5	3	4	20	4.0
103.	BXATF	3	4	4	4	4	19	3.8
104.	PONTR	3	4	4	4	3	18	3.6
105.	PWKHV	4	5	4	3	4	20	4.0
106.	IPFGJ	4	4	5	3	3	19	3.8
107.	PBAKB	4	4	5	3	4	20	4.0
108.	OVDQB	4	3	4	4	3	18	3.6
109.	KBBAR	4	3	5	4	4	20	4.0
110.	DSNBE	4	4	5	3	4	20	4.0
111.	FMDMW	4	4	5	4	4	21	4.2
112.	GKRLS	4	4	4	5	4	21	4.2
113.	HWMPQ	4	5	5	5	4	23	4.6
114.	IMYNA	4	3	5	4	4	20	4.0

115.	WFDWZ	4	5	5	5	5	24	4.8
116.	SSUWX	5	5	5	4	5	24	4.8
117.	QXJAC	4	4	4	4	4	20	4.0
118.	ASAKR	5	4	4	4	4	21	4.2
119.	XCFYT	4	4	5	4	5	22	4.4
120.	YYAVF	4	4	5	3	4	20	4.0
121.	WUKGE	3	4	4	4	4	19	3.8
122.	XDLBE	3	4	4	4	3	18	3.6
123.	AMWBJ	4	5	4	3	4	20	4.0
124.	MQKHK	4	4	5	3	3	19	3.8
125.	ELIRL	4	4	5	3	4	20	4.0
126.	WKKLO	5	4	5	5	3	22	4.4
127.	WOWPP	4	4	5	4	5	22	4.4
128.	PDZTY	4	4	2	5	3	18	3.6
129.	TUMDH	4	4	4	4	4	20	4.0
130.	BNMDI	4	4	4	4	4	20	4.0
131.	GRNUJ	4	4	4	4	4	20	4.0
132.	DGXAK	3	4	4	5	3	19	3.8
133.	TKOCM	5	4	4	4	4	21	4.2
134.	CVKHD	4	4	4	4	4	20	4.0
135.	KOALF	4	4	3	4	3	18	3.6
136.	FGNMR	4	4	4	4	4	20	4.0
137.	WSKAV	4	4	5	3	4	20	4.0
138.	VYFGG	4	4	3	5	5	21	4.2
139.	KLAVB	4	4	5	4	4	21	4.2
140.	RRDGB	4	5	4	5	5	23	4.6
141.	GYBCR	4	4	5	4	3	20	4.0
142.	XQNBE	5	5	5	5	4	24	4.8
143.	GODMW	5	4	5	5	4	23	4.6
144.	PERLS	4	4	4	4	4	20	4.0
145.	SWMPQ	5	4	5	5	5	24	4.8
146.	PRWNA	4	4	5	4	5	22	4.4
147.	SWDWZ	4	4	5	3	4	20	4.0
148.	AZUWX	3	4	4	4	4	19	3.8
149.	OWJAC	3	4	4	4	3	18	3.6
150.	KSAKR	4	5	4	3	4	20	4.0
151.	JJFYT	4	4	5	3	3	19	3.8
152.	WWAVF	4	4	5	3	4	20	4.0
153.	SPLGG	3	4	4	4	3	18	3.6
154.	PWMBH	4	3	5	4	4	20	4.0
155.	KCBBJ	4	4	4	3	5	20	4.0
156.	TRVVK	4	4	5	3	5	21	4.2
157.	FKFRL	4	4	5	4	4	21	4.2
158.	QQWCO	4	5	4	5	5	23	4.6
159.	DKAVP	4	4	5	4	3	20	4.0
160.	YIZTY	5	5	5	4	5	24	4.8
161.	BLGXD	4	4	5	3	4	20	4.0
162.	CLBXR	4	4	3	5	5	21	4.2
163.	ZXTMV	4	4	4	4	4	20	4.0
164.	GGHHG	3	4	4	5	3	19	3.8
165.	SIMMT	4	4	5	5	4	22	4.4
166.	OPAHY	3	3	5	5	5	21	4.2
167.	AYVGW	3	3	3	3	3	15	3.0
168.	GYHXX	4	4	4	4	3	19	3.8
169.	OYSJD	4	4	5	5	4	22	4.4
170.	WRMDC	4	4	4	4	4	20	4.0
171.	ARGRT	3	3	3	3	3	15	3.0
172.	XRBWY	4	4	5	4	4	21	4.2
173.	KFMDH	5	4	4	4	4	21	4.2
174.	MIMDI	4	4	5	5	4	22	4.4

175.	SSNUJ	4	4	4	4	4	20	4.0
176.	JKXAK	4	4	5	3	4	20	4.0
177.	MNCCM	5	4	5	5	3	22	4.4
178.	QWKHD	4	4	5	4	5	22	4.4
179.	DGALF	4	4	3	4	3	18	3.6
180.	KPNMR	4	4	4	4	4	20	4.0
181.	AAKAV	4	4	4	4	4	20	4.0
182.	ZXFGG	4	4	3	5	4	20	4.0
183.	BEAVB	3	4	4	5	3	19	3.8
184.	FSDGB	5	4	4	4	4	21	4.2
185.	WIBCR	4	4	4	4	4	20	4.0
186.	OONBE	4	4	3	4	3	18	3.6
187.	LSDMW	4	4	4	4	4	20	4.0
188.	MDRLS	4	4	5	3	4	20	4.0
189.	TTMPQ	4	4	3	5	5	21	4.2
190.	POWNA	4	4	5	4	4	21	4.2
191.	DWDWZ	4	5	4	5	5	23	4.6
192.	KKUWX	4	4	5	4	3	20	4.0
193.	CVJAC	5	5	5	4	5	24	4.8
194.	BDAKR	4	4	5	3	4	20	4.0
195.	KLFYT	4	4	3	5	5	21	4.2
196.	AOAVF	4	4	4	4	4	20	4.0
197.	HGLGE	3	4	4	5	3	19	3.8
198.	JHMBE	4	4	5	5	4	22	4.4
199.	BBBBJ	3	3	5	5	5	21	4.2
200.	WIVHK	3	3	3	3	3	15	3.0
201.	OKFHL	4	4	4	4	3	19	3.8
202.	QOKCO	4	4	5	5	4	22	4.4
203.	MSAVP	4	4	4	4	4	20	4.0
204.	NOZTY	3	3	3	3	3	15	3.0
205.	EOGRE	4	4	5	4	4	21	4.2
206.	VSBWY	4	4	5	4	4	21	4.2
207.	BDYDH	4	5	4	5	4	22	4.4
208.	SQTWR	4	4	3	4	3	18	3.6
209.	DGAKR	4	4	4	4	4	20	4.0
210.	BFAKL	4	4	4	4	4	20	4.0
211.	NMVSO	4	4	3	5	4	20	4.0
212.	WASDO	3	4	4	5	3	19	3.8
213.	DIFER	5	4	4	4	4	21	4.2
214.	WOVFS	4	4	4	4	4	20	4.0
215.	VNVGW	4	4	3	4	3	18	3.6
216.	XBFKX	4	4	4	4	4	20	4.0
217.	YASRD	4	4	5	3	4	20	4.0
218.	GEPDC	4	4	3	5	5	21	4.2
219.	KWORT	4	4	5	4	4	21	4.2
220.	JZAOY	4	5	4	5	5	23	4.6
221.	FVQIH	4	4	5	4	3	20	4.0
222.	ZKMDI	5	5	5	4	5	24	4.8
223.	KANUJ	4	4	5	3	4	20	4.0
224.	MQXAK	4	4	3	5	5	21	4.2
225.	XHMCM	4	4	4	5	3	20	4.0
226.	KEKHD	3	4	4	5	3	19	3.8
227.	BWKLF	4	5	4	5	4	22	4.4
228.	ELSMR	3	4	4	5	5	21	4.2
229.	UHKAV	3	3	3	3	3	15	3.0
230.	AAAGG	4	4	4	4	3	19	3.8
231.	CSIVB	4	4	5	4	5	22	4.4
232.	VNDGB	4	4	4	4	4	20	4.0
233.	DKBCR	3	3	3	3	3	15	3.0
234.	KDNBE	4	4	5	4	4	21	4.2

235.	OMDMW	4	4	5	4	4	21	4.2
236.	MORLS	4	5	4	5	4	22	4.4
237.	DKMPQ	4	4	4	4	4	20	4.0
238.	FKWNA	3	3	3	3	3	15	3.0
239.	EEDWZ	4	4	5	4	4	21	4.2
240.	NYKKX	4	4	5	4	4	21	4.2
241.	RQSIC	4	5	4	5	4	22	4.4
242.	WVDKR	4	4	3	4	5	20	4.0
243.	BIZXT	4	4	4	4	4	20	4.0
244.	PAOVF	4	4	4	5	5	22	4.4
245.	NKSGG	4	4	5	5	4	22	4.4
246.	XEIBH	3	4	4	3	4	18	3.6
247.	ISBBJ	5	4	4	4	3	20	4.0
248.	KDVVK	4	4	4	4	4	20	4.0
249.	QLFRL	4	4	3	4	5	20	4.0
250.	KZWCO	3	3	3	3	4	16	3.8
251.	WWAVP	4	4	5	4	4	21	4.2
252.	KKZTY	4	4	3	5	4	20	4.0
253.	WKGXD	4	4	3	3	4	18	3.6
254.	DIBXR	4	4	4	4	4	20	4.0
255.	WOOMV	4	4	4	4	4	20	4.0
256.	GQOHG	5	4	4	4	4	21	4.2
257.	SKSMT	5	4	5	5	5	24	4.8
258.	DLEHY	5	4	5	4	4	22	4.4
259.	BLJAE	4	4	5	4	4	21	4.2
260.	LKVAD	4	4	3	5	5	21	4.2
261.	WCCBV	4	4	5	4	4	21	4.2
262.	DYMNF	4	5	4	5	5	23	4.6
263.	AYVQA	4	4	5	4	3	20	4.0
264.	NYVKS	5	5	5	5	4	24	4.8
265.	XYHLE	5	4	5	5	4	23	4.6
266.	YYSOD	4	4	4	4	4	20	4.0
267.	OKMDC	5	4	5	5	4	23	4.6
268.	WIGRT	5	4	4	3	4	20	4.0
269.	XDBWY	5	5	5	5	4	24	4.8
270.	DKMDH	5	4	5	5	4	23	4.6
271.	GDMDI	4	4	4	4	4	20	4.0
272.	IRNUJ	5	4	5	5	5	24	4.8
273.	URWAK	5	5	5	5	4	24	4.8
274.	TISVM	4	4	4	4	4	20	4.0
275.	KJTRE	4	4	5	4	4	21	4.2
276.	ZWKAQ	4	5	5	5	3	22	4.4
277.	IDRWA	5	4	4	4	3	20	4.0
278.	EAIWZ	4	4	4	3	4	19	3.8
279.	NYKPX	4	2	5	5	2	18	3.6
280.	RQHFC	3	4	3	5	5	20	4.0
281.	WTNMR	3	4	5	4	3	19	3.8
282.	BIFXS	4	4	4	4	4	20	4.0
283.	POCSF	5	4	4	4	4	21	4.2
284.	OLLGG	4	4	4	4	4	20	4.0
285.	BNMBH	4	4	4	4	3	19	3.8
286.	DSBBJ	5	4	5	4	4	22	4.4
287.	MKOVK	4	4	5	4	4	21	4.2
288.	ELWAL	3	3	3	3	3	15	3.0
289.	WZNGO	4	4	4	4	3	19	3.8
290.	IDADY	4	4	5	4	5	22	4.4
291.	KDCWY	4	4	4	4	4	20	4.0
292.	NUIID	3	3	3	3	3	15	3.0
293.	QWDXR	4	4	5	4	4	21	4.2
294.	WKIMV	4	4	5	4	4	21	4.0

295.	GXWHG	4	3	4	3	4	18	3.6
296.	SRWAT	4	4	4	4	4	20	4.0
297.	DJGGQ	3	4	5	4	4	20	4.0
298.	BJAQW	4	4	5	4	4	21	4.2
299.	NUVSD	5	4	5	5	5	24	4.8
300.	WUSID	5	4	5	4	4	22	4.4
301.	DYFDD	4	4	5	4	4	21	4.2
302.	AYVWS	4	4	5	3	5	21	4.2
303.	NYVHG	4	4	5	4	4	21	4.2
304.	XYHIW	4	5	4	5	5	23	4.6
305.	DWSJD	4	5	4	4	3	20	4.0
306.	SWMDC	5	5	5	5	4	24	4.8
307.	TWGRT	5	4	5	5	4	23	4.6
308.	JKIWY	4	4	4	4	4	20	4.0
309.	IKODH	5	4	5	5	4	23	4.6
310.	CVMDI	5	4	4	3	4	20	4.0
311.	KUNUJ	5	5	4	5	5	24	4.8
312.	IHXAK	5	4	5	5	4	23	4.6
313.	HBCCM	4	4	4	4	4	20	4.0
314.	FWKHD	5	4	5	5	5	24	4.8
315.	KOALF	5	5	5	5	4	24	4.8
316.	PWNMR	4	4	4	5	3	20	4.0
317.	XSKAV	4	4	5	4	4	21	4.2
318.	HGFGG	4	5	5	5	3	22	4.4
319.	DWAVB	5	4	4	4	3	20	4.0
320.	TQDGB	4	4	4	3	4	19	3.8
321.	BBBCR	4	2	5	4	3	18	3.6
322.	HPNBE	3	4	3	5	5	20	4.0
323.	MJDMW	4	4	5	3	3	19	3.8
324.	SERLS	4	4	5	3	4	20	4.0
325.	HIMPQ	4	4	5	4	4	21	4.2
326.	KOWNA	5	4	5	5	5	24	4.8
327.	OKDWZ	5	5	5	5	4	24	4.8
328.	ASUWX	4	4	4	5	3	20	4.0
329.	KHFDD	4	4	5	4	4	21	4.2
330.	KGVWS	4	5	4	5	4	22	4.4
331.	DAVHG	5	4	4	4	3	20	4.0
332.	GTHIW	4	4	4	3	4	19	3.8
333.	RESJD	4	3	4	4	3	18	3.6
334.	XAMDC	3	4	3	5	5	20	4.0
335.	BAGRT	4	4	5	3	3	19	3.8
336.	UKJWY	4	4	3	5	4	20	4.0
337.	KUODH	4	4	5	4	4	21	4.2
338.	KIMDI	5	4	4	4	3	20	4.0
339.	JJNUJ	4	4	4	3	4	19	3.8
340.	DEXAK	5	4	5	4	4	22	4.4
341.	GYCCM	4	4	5	4	4	21	4.2
342.	KKKHD	3	3	3	3	3	15	3.0
343.	GHILF	4	4	4	4	3	19	3.8
344.	VDNMR	4	4	3	4	3	18	3.6
345.	NGKAV	4	5	4	5	4	22	4.4
346.	HBFGG	5	4	4	4	3	20	4.0
347.	DWAVB	3	3	3	3	3	15	3.0
348.	JIDGB	4	4	4	4	5	21	4.2
349.	BOKCR	4	4	5	4	4	21	4.2
350.	HLPBE	4	4	5	5	4	22	4.4
351.	JIKOL	4	5	4	4	3	20	4.0
352.	HAMKI	5	3	4	4	4	20	4.0

Correlations

		Correlations					
		Butir No 1	Butir No 2	Butir No 3	Butir No 4	Butir No 5	Total
Butir No 1	Pearson Correlation	1	.341**	.329**	.206**	.172**	.641**
	Sig. (2-tailed)		.000	.000	.000	.001	.000
	N	352	352	352	352	352	352
Butir No 2	Pearson Correlation	.341**	1	.173**	.313**	.320**	.644**
	Sig. (2-tailed)	.000		.001	.000	.000	.000
	N	352	352	352	352	352	352
Butir No 3	Pearson Correlation	.329**	.173**	1	.105*	.151**	.606**
	Sig. (2-tailed)	.000	.001		.049	.004	.000
	N	352	352	352	352	352	352
Butir No 4	Pearson Correlation	.206**	.313**	.105*	1	.212**	.598**
	Sig. (2-tailed)	.000	.000	.049		.000	.000
	N	352	352	352	352	352	352
Butir No 5	Pearson Correlation	.172**	.320**	.151**	.212**	1	.608**
	Sig. (2-tailed)	.001	.000	.004	.000		.000
	N	352	352	352	352	352	352
Total	Pearson Correlation	.641**	.644**	.606**	.598**	.608**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	352	352	352	352	352	352

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

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	352	100.0
	Excluded ^a	0	.0
	Total	352	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.584	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Butir No 1	16.3608	2.624	.406	.496
Butir No 2	16.4403	2.726	.449	.487
Butir No 3	16.1733	2.554	.279	.570
Butir No 4	16.2841	2.631	.304	.550
Butir No 5	16.5483	2.602	.316	.544

Lampiran 3:

Tabulasi Responden untuk Kualitas Produk

No	Kode Responden	Kualitas Produk (X ₂)								Total	Jumlah Rata2
		P1	P2	P3	P4	P5	P6	P7	P8		
1.	SQTMT	4	4	4	5	4	4	4	4	33	4.13
2.	DGAHY	4	4	4	2	4	3	5	4	30	3.75
3.	BFAAE	4	4	5	5	5	4	4	4	35	4.38
4.	NMVAD	5	5	4	3	5	5	5	3	35	4.38
5.	WASBV	4	4	4	4	4	4	4	4	32	4.00
6.	DIFDF	5	5	5	2	5	3	4	5	34	4.25
7.	ACVFS	4	4	4	2	4	5	3	4	30	3.75
8.	NGVGW	4	4	4	4	4	4	5	3	32	4.00
9.	XBHXX	3	3	5	4	5	4	4	5	33	4.13
10.	YASJD	5	5	4	4	5	4	4	4	35	4.38
11.	GHMDC	4	4	4	4	5	2	5	4	32	4.00
12.	LGGRT	4	4	4	4	4	3	3	4	30	3.75
13.	JZBWY	4	5	5	3	4	3	3	2	29	3.63
14.	INMDH	2	3	3	4	3	3	3	3	24	3.00
15.	QKMDI	3	3	4	4	4	5	4	3	30	3.75
16.	YANUJ	3	3	3	3	3	4	3	3	25	3.13
17.	UQXAK	4	4	4	4	4	4	3	5	32	4.00
18.	TIMCM	3	3	4	4	4	4	4	4	30	3.75
19.	UGKHD	3	3	3	3	4	5	3	4	28	3.50
20.	BIALF	5	4	5	4	4	4	4	4	34	4.25
21.	EONMR	2	3	4	4	5	3	3	5	29	3.63
22.	DWKAV	3	4	4	4	4	4	5	4	32	4.00
23.	IFFGG	3	3	3	3	3	4	5	3	27	3.38
24.	CBAVB	4	5	4	2	4	3	2	4	28	3.50
25.	NVDGB	4	5	4	3	4	4	5	4	33	4.13
26.	XBBCR	2	2	3	3	3	4	4	3	24	3.00
27.	ASNBE	5	5	4	4	5	4	5	4	36	4.50
28.	DMDMW	4	4	4	5	5	3	4	4	33	4.13
29.	LKRLS	5	5	4	4	5	3	4	4	34	4.25
30.	ZWMPQ	4	4	4	4	4	4	4	3	31	3.88
31.	IDWNA	4	4	4	4	4	2	3	3	28	3.50
32.	EKDWZ	5	4	4	3	5	2	4	4	31	3.88
33.	NYUWX	4	5	4	4	5	4	3	4	33	4.13
34.	RQJAC	4	5	4	2	5	4	3	5	32	4.00
35.	WTAKR	4	4	4	4	4	4	4	3	31	3.88
36.	BIFYT	4	4	4	4	4	4	3	3	30	3.75
37.	POAVF	4	4	4	4	4	4	4	4	32	4.00
38.	NLLGG	3	3	3	3	3	3	2	3	23	2.88
39.	XNMBH	5	5	3	1	4	4	4	4	30	3.75
40.	ASBBJ	4	4	4	4	4	4	4	4	32	4.00
41.	MDVVK	4	4	4	2	4	3	4	4	29	3.63
42.	ELFRL	4	4	4	3	4	4	3	4	30	3.75
43.	WZWCO	4	4	4	2	3	3	1	4	25	3.13
44.	IDAVP	4	4	4	4	3	4	4	4	31	3.88
45.	KDZTY	2	3	3	4	3	2	2	3	22	2.75
46.	NUGXD	4	5	4	2	4	4	3	4	30	3.75
47.	QABXR	5	5	4	5	4	4	2	5	34	4.25
48.	WMTMV	4	4	4	4	4	4	4	4	32	4.00
49.	GEHHG	5	4	4	1	4	3	4	4	29	3.63
50.	SQMMT	4	4	4	5	4	1	2	4	28	3.50
51.	DJAHY	4	4	4	2	4	4	2	4	28	3.50
52.	BJAAE	4	4	5	5	5	2	4	4	33	4.13
53.	NUVAD	5	5	4	3	5	3	4	3	32	4.00
54.	WUSBV	4	4	4	4	4	2	4	4	30	3.75

55.	DYDFD	5	5	5	2	5	4	3	5	34	4.25
56.	AYVFS	4	4	4	2	4	4	2	4	28	3.50
57.	NYVGW	4	4	4	4	4	2	4	3	29	3.63
58.	XYHXX	3	3	5	4	5	2	2	5	29	3.63
59.	YYSJD	5	5	4	4	5	4	3	4	34	4.25
60.	GRMDC	4	4	4	4	5	4	2	4	31	3.88
61.	LRGRT	4	4	4	4	4	4	4	4	32	4.00
62.	JRBWY	4	5	5	3	4	3	4	2	30	3.75
63.	IFMDH	2	3	3	4	3	3	2	3	23	2.88
64.	QFMDI	3	3	4	4	4	4	3	3	28	3.50
65.	YCNUJ	3	3	3	3	3	2	2	3	22	2.75
66.	UCXAK	4	4	4	4	4	3	4	5	32	4.00
67.	TICCM	3	3	4	4	4	2	4	4	28	3.50
68.	UXKHD	3	3	3	3	4	4	2	4	26	3.25
69.	BXALF	5	4	5	4	4	4	2	4	32	4.00
70.	PONMR	2	3	4	4	5	3	4	5	30	3.75
71.	PWKAV	3	4	4	4	4	3	4	4	30	3.75
72.	IPFGG	3	3	3	3	3	2	4	3	24	3.00
73.	PBAVB	4	5	4	2	4	4	3	4	30	3.75
74.	OVDGB	4	5	4	3	4	4	3	4	31	3.88
75.	KBBCR	2	2	3	3	3	2	4	3	22	2.75
76.	KSNBE	5	5	4	4	5	2	2	4	26	3.25
77.	KMDMW	4	4	4	5	5	4	3	4	33	4.13
78.	KKRLS	5	5	4	4	5	4	2	4	33	4.13
79.	NWMPQ	4	4	4	4	4	4	4	3	31	3.88
80.	INWNA	4	4	4	4	4	3	4	3	30	3.75
81.	ENDWZ	5	4	4	3	5	3	4	4	32	4.00
82.	NGUWX	4	5	4	4	5	4	3	4	33	4.13
83.	RRJAC	4	5	4	2	5	2	3	5	30	3.75
84.	WRAKR	4	4	4	4	4	3	4	3	30	3.75
85.	BWFYT	4	4	4	4	4	2	2	3	27	3.38
86.	WOAVF	4	4	4	4	4	4	3	4	31	3.88
87.	WLLGE	3	3	3	3	3	3	2	3	23	2.88
88.	XNMBE	5	5	3	1	4	3	4	4	29	3.63
89.	ASBBJ	4	4	4	4	4	4	3	4	31	3.88
90.	MDVHK	4	4	4	2	4	2	4	4	28	3.50
91.	ELFHL	4	4	4	3	4	3	2	4	28	3.50
92.	WjkCO	4	4	4	2	3	2	3	4	26	3.25
93.	IHAVP	4	4	4	4	3	4	2	4	29	3.63
94.	HDZTY	2	3	3	4	3	3	3	3	24	3.00
95.	LRGRE	5	5	4	3	5	5	5	3	35	4.38
96.	JTBWY	4	4	4	4	4	4	4	4	32	4.00
97.	IFYDH	5	5	5	4	3	3	4	5	34	4.25
98.	QFIDI	4	4	4	2	4	5	3	4	30	3.75
99.	YCQUJ	4	4	4	4	4	4	5	3	32	4.00
100.	UCWAK	3	3	5	4	5	4	4	5	33	4.13
101.	TICDM	5	5	4	4	5	4	4	4	35	4.38
102.	UXCHD	4	4	4	4	4	3	5	4	32	4.00
103.	BXATF	4	4	3	4	4	4	3	4	30	3.75
104.	PONTR	4	5	5	3	4	3	3	2	29	3.63
105.	PWKHV	2	3	3	4	3	3	3	3	24	3.00
106.	IPFGJ	3	3	4	4	4	5	4	3	30	3.75
107.	PBAKB	4	4	4	4	4	4	4	3	31	3.88
108.	OVDQB	4	4	4	4	4	2	3	3	28	3.50
109.	KBBAR	4	4	4	3	4	3	2	4	28	3.50
110.	DSNBE	4	4	4	2	3	2	3	4	26	3.25
111.	FMDMW	4	4	4	4	3	4	2	4	29	3.63
112.	GKRLS	2	3	3	4	3	3	3	3	24	3.00
113.	HWMPQ	5	5	4	3	5	5	5	3	35	4.38
114.	IMYNA	4	4	4	4	4	4	4	4	32	4.00

115.	WFDWZ	5	5	5	4	3	3	4	5	34	4.25
116.	SSUWX	4	4	4	2	4	5	3	4	30	3.75
117.	QXJAC	4	4	4	4	4	4	5	3	32	4.00
118.	ASAKR	3	3	5	4	5	4	4	5	33	4.13
119.	XCFYT	5	5	4	4	5	4	4	4	35	4.38
120.	YYAVF	4	4	4	4	4	3	5	4	32	4.00
121.	WUKGE	4	4	3	4	4	4	3	4	30	3.75
122.	XDLBE	4	5	5	3	4	3	3	2	29	3.63
123.	AMWBJ	2	3	3	4	3	3	3	3	24	3.00
124.	MQKHK	3	3	4	4	4	5	4	3	30	3.75
125.	ELIRL	4	4	4	4	4	3	4	3	30	3.75
126.	WKKLO	5	4	4	3	5	3	4	4	32	4.00
127.	WOWPP	4	5	4	4	5	4	3	4	33	4.13
128.	PDZTY	4	5	4	2	5	2	3	5	30	3.75
129.	TUMDH	4	4	4	4	4	3	4	3	30	3.75
130.	BNMDI	4	4	4	4	4	2	2	3	27	3.38
131.	GRNUJ	4	4	4	4	4	4	3	4	31	3.88
132.	DGXAK	3	3	3	3	3	3	2	3	23	2.88
133.	TKOCM	5	5	3	1	4	3	4	4	29	3.63
134.	CVKHD	4	4	4	4	4	4	3	4	31	3.88
135.	KOALF	4	4	4	2	4	2	4	4	28	3.50
136.	FGNMR	4	4	4	3	4	3	2	4	28	3.50
137.	WSKAV	4	4	4	2	3	2	3	4	26	3.25
138.	VYFGG	4	4	4	4	3	4	2	4	29	3.63
139.	KLAVB	2	3	3	4	3	3	3	3	24	3.00
140.	RRDGB	5	5	4	3	5	5	5	3	35	4.38
141.	GYBCR	4	4	4	4	4	4	4	4	32	4.00
142.	XQNBE	5	5	5	4	3	3	4	5	34	4.25
143.	GODMW	4	4	4	2	4	5	3	4	30	3.75
144.	PERLS	4	4	4	4	4	4	5	3	32	4.00
145.	SWMPQ	3	3	5	4	5	4	4	5	33	4.13
146.	PRWNA	5	5	4	4	5	4	4	4	35	4.38
147.	SWDWZ	4	4	4	4	4	3	5	4	32	4.00
148.	AZUWX	4	4	3	4	4	3	4	4	30	3.75
149.	OWJAC	4	5	3	5	4	3	3	2	29	3.63
150.	KSAKR	2	3	3	4	3	3	3	3	24	3.00
151.	JJFYT	3	3	4	4	4	5	4	3	30	3.75
152.	WWAVF	4	4	4	4	4	4	4	3	31	3.88
153.	SPLGG	4	4	4	4	4	2	3	3	28	3.50
154.	PWMBH	4	4	4	3	2	3	4	4	28	3.50
155.	KCBBJ	4	4	4	2	3	2	3	4	26	3.25
156.	TRVVK	4	4	4	3	4	4	2	4	29	3.63
157.	FKFRL	2	3	3	4	3	3	3	3	24	3.00
158.	QQWCO	5	5	4	3	5	5	5	3	35	4.38
159.	DKAVP	4	4	4	4	4	4	4	4	32	4.00
160.	YIZTY	5	5	5	4	3	3	4	5	34	4.25
161.	BLGXD	3	3	3	3	3	4	3	3	25	3.13
162.	CLBXR	4	4	4	4	4	4	3	5	32	4.00
163.	ZXTMV	3	3	4	4	4	4	4	4	30	3.75
164.	GHHHG	3	3	3	3	4	5	3	4	28	3.50
165.	SIMMT	5	4	5	4	4	4	4	4	34	4.25
166.	OPAHY	2	3	4	4	5	3	3	5	29	3.63
167.	AYVGW	3	4	4	4	4	4	5	4	32	4.00
168.	GYHXX	3	3	3	3	3	4	5	3	27	3.38
169.	OYSJD	4	5	4	2	4	3	2	4	28	3.50
170.	WRMDC	4	5	4	3	4	4	5	4	33	4.13
171.	ARGRT	2	2	3	3	3	4	4	3	24	3.00
172.	XRBWY	5	5	4	4	5	4	5	4	36	4.50
173.	KFMDH	4	4	4	5	5	3	4	4	33	4.13
174.	MIMDI	5	5	4	4	5	3	4	4	34	4.25

175.	SSNUJ	4	4	4	4	4	4	4	3	31	3.88
176.	JKXAK	4	4	4	4	4	2	3	3	28	3.50
177.	MNCCM	5	4	4	3	5	2	4	4	31	3.88
178.	QWKHD	4	5	4	4	5	4	3	4	33	4.13
179.	DGALF	4	5	4	2	5	4	3	5	32	4.00
180.	KPNMR	4	4	4	4	4	4	4	3	31	3.88
181.	AAKAV	4	4	4	4	4	4	3	3	30	3.75
182.	ZXFGG	4	4	4	4	4	4	4	4	32	4.00
183.	BEAVB	3	3	3	3	3	3	2	3	23	2.88
184.	FSDGB	5	5	3	1	4	4	4	4	30	3.75
185.	WIBCR	4	4	4	4	4	4	4	4	32	4.00
186.	OONBE	4	4	4	2	4	3	4	4	29	3.63
187.	LSDMW	4	4	4	3	2	3	4	4	28	3.50
188.	MDRLS	4	4	4	2	3	2	3	4	26	3.25
189.	TTMPQ	4	4	4	3	4	4	2	4	29	3.63
190.	POWNA	2	3	3	4	3	3	3	3	24	3.00
191.	DWDWZ	5	5	4	3	5	5	5	3	35	4.38
192.	KKUWX	4	4	4	4	4	4	4	4	32	4.00
193.	CVJAC	5	5	5	4	3	3	4	5	34	4.25
194.	BDAKR	3	3	3	3	3	4	3	3	25	3.13
195.	KLFYT	4	4	4	4	4	4	3	5	32	4.00
196.	AOAVF	3	3	4	4	4	4	4	4	30	3.75
197.	HGLGE	3	3	3	3	4	5	3	4	28	3.50
198.	JHMBE	5	4	5	4	4	4	4	4	34	4.25
199.	BBBBJ	2	3	4	4	5	3	3	5	29	3.63
200.	WIVHK	4	4	4	4	4	3	5	4	32	4.00
201.	OKFHL	4	4	4	4	4	2	2	3	27	3.38
202.	QOkCO	4	4	4	2	4	2	4	4	28	3.50
203.	MSAVP	4	5	4	4	5	4	3	4	33	4.13
204.	NOZTY	3	2	3	4	3	3	3	3	24	3.00
205.	EOGRE	5	5	4	4	5	4	5	4	36	4.50
206.	VSBWY	4	4	4	5	5	3	4	4	33	4.13
207.	BDYDH	4	4	4	5	5	3	4	4	33	4.13
208.	SQTWR	4	4	4	4	4	4	3	5	32	4.00
209.	DGAKR	4	4	4	4	4	4	4	3	31	3.88
210.	BFAKL	4	4	4	4	4	4	3	3	30	3.75
211.	NMVSO	4	4	4	4	4	4	4	4	32	4.00
212.	WASDO	3	3	3	3	3	3	2	3	23	2.88
213.	DIFER	5	5	3	1	4	4	4	4	30	3.75
214.	WOVFS	4	4	4	4	4	4	4	4	32	4.00
215.	VNVGW	4	4	4	2	4	3	4	4	29	3.63
216.	XBFKX	4	4	4	3	4	4	3	4	30	3.75
217.	YASRD	4	4	4	2	3	3	1	4	25	3.13
218.	GEPDC	4	4	4	4	3	4	4	4	31	3.88
219.	KWORT	2	3	3	4	3	2	2	3	22	2.75
220.	JZAOY	4	5	4	2	4	4	3	4	30	3.75
221.	FVQIH	5	5	4	5	4	4	2	5	34	4.25
222.	ZKMDI	4	4	4	4	4	4	4	4	32	4.00
223.	KANUJ	5	4	4	1	4	3	4	4	29	3.63
224.	MQXAK	4	4	4	4	3	3	2	4	28	3.50
225.	XHMCM	4	4	4	2	4	4	2	4	28	3.50
226.	KEKHD	4	4	5	4	3	2	2	4	28	3.50
227.	BWKLF	5	5	4	5	4	3	3	5	34	4.25
228.	ELSMR	5	4	4	2	3	3	4	4	29	3.63
229.	UHKAV	4	4	4	4	4	3	5	4	32	4.00
230.	AAAGG	4	4	4	4	4	2	2	3	27	3.38
231.	CSIVB	4	4	4	2	4	2	4	4	28	3.50
232.	VNDGB	4	5	4	4	5	4	3	4	33	4.13
233.	DKBCR	3	2	3	4	3	3	3	3	24	3.00
234.	KDNBE	5	5	4	4	5	4	5	4	36	4.50

235.	OMDMW	4	4	4	5	5	3	4	4	33	4.13
236.	MORLS	4	4	4	2	4	2	4	4	28	3.50
237.	DKMPQ	4	5	4	4	5	4	3	4	33	4.13
238.	FKWNA	3	2	3	4	3	3	3	3	24	3.00
239.	EEDWZ	5	5	4	4	5	4	5	4	36	4.50
240.	NYKKX	4	4	4	5	5	3	4	4	33	4.13
241.	RQSIC	5	5	4	4	5	3	4	4	34	4.25
242.	WVDKR	4	4	4	4	4	4	4	3	31	3.88
243.	BIZXT	4	4	4	4	4	2	3	3	28	3.50
244.	PAOVF	5	4	4	3	5	2	4	4	31	3.88
245.	NKSGG	4	5	4	4	5	4	3	4	33	4.13
246.	XEIBH	4	5	4	2	5	4	3	5	32	4.00
247.	ISBBJ	4	4	4	4	4	4	4	3	31	3.88
248.	KDVVK	4	4	4	4	4	4	3	3	30	3.75
249.	QLFRL	4	4	4	4	4	4	4	4	32	4.00
250.	KZWCO	3	3	3	3	3	3	2	3	23	2.88
251.	WWAVP	5	5	3	1	4	4	4	4	30	3.75
252.	KKZTY	4	4	4	4	4	4	4	4	32	4.00
253.	WKGXD	5	4	4	2	3	3	4	4	29	3.63
254.	DIBXR	4	4	4	3	4	4	3	4	30	3.75
255.	WOOMV	4	4	4	2	3	3	1	4	25	3.13
256.	GQOHG	4	4	4	4	3	4	4	4	31	3.88
257.	SKSMT	2	3	3	4	3	2	2	3	22	2.75
258.	DLEHY	4	5	4	2	4	4	3	4	30	3.75
259.	BLJAE	5	5	4	5	4	4	2	5	34	4.25
260.	LKVAD	4	4	4	4	4	4	4	4	32	4.00
261.	WCCBV	5	4	4	1	4	3	4	4	29	3.63
262.	DYMNF	4	4	4	5	4	1	2	4	28	3.50
263.	AYVQA	4	4	4	2	4	4	2	4	28	3.50
264.	NYVKS	4	4	5	5	5	2	4	4	33	4.13
265.	XYHLE	4	4	4	4	4	4	3	5	32	4.00
266.	YYSOD	3	3	4	4	4	4	4	4	30	3.75
267.	OKMDC	4	4	4	5	4	4	4	4	33	4.13
268.	WIGRT	4	4	4	2	4	3	5	4	30	3.75
269.	XDBWY	4	4	5	5	5	4	4	4	35	4.38
270.	DKMDH	5	5	4	3	5	5	5	3	35	4.38
271.	GDMDI	4	4	4	4	4	4	4	4	32	4.00
272.	IRNUJ	5	5	5	2	5	3	4	5	34	4.25
273.	URWAK	4	4	4	2	4	5	3	4	30	3.75
274.	TISVM	4	4	4	4	4	4	5	3	32	4.00
275.	KJTRE	3	3	5	4	5	4	4	5	33	4.13
276.	ZWKAQ	5	5	4	4	5	4	4	4	35	4.38
277.	IDRWA	4	4	4	4	5	2	5	4	32	4.00
278.	EAIWZ	4	4	4	4	4	3	3	4	30	3.75
279.	NYKPX	4	5	5	3	4	3	3	2	29	3.63
280.	RQHFC	2	3	3	4	3	3	3	3	24	3.00
281.	WTNMR	3	3	4	4	4	5	4	3	30	3.75
282.	BIFXS	3	3	3	3	3	4	3	3	25	3.13
283.	POCSF	4	4	4	4	4	4	3	5	32	4.00
284.	OLLGG	3	3	4	4	4	4	4	4	30	3.75
285.	BNMBH	3	3	3	3	4	5	3	4	28	3.50
286.	DSBBJ	5	4	5	4	4	4	4	4	34	4.25
287.	MKOVK	2	3	4	4	5	3	3	5	29	3.63
288.	ELWAL	3	4	4	4	4	4	5	4	32	4.00
289.	WZNGO	3	3	3	3	3	4	5	3	27	3.38
290.	IDADY	4	5	4	2	4	3	2	4	28	3.50
291.	KDCWY	4	5	4	3	4	4	5	4	33	4.13
292.	NUIID	2	2	3	3	3	4	4	3	24	3.00
293.	QWDXR	5	5	4	4	5	4	5	4	36	4.50
294.	WKIMV	4	4	4	4	4	4	4	4	32	4.00

295.	GXWHG	5	4	4	1	4	3	4	4	29	3.63
296.	SRWAT	4	4	4	3	4	4	3	4	30	3.75
297.	DJGGQ	4	4	4	2	3	3	1	4	25	3.13
298.	BJAQW	4	4	4	4	3	4	4	4	31	3.88
299.	NUVSD	2	3	3	4	3	2	2	3	22	2.75
300.	WUSID	4	5	4	2	4	4	3	4	30	3.75
301.	DYFDD	5	5	4	5	4	4	2	5	34	4.25
302.	AYVWS	4	4	4	4	4	4	4	4	32	4.00
303.	NYVHG	5	4	4	1	4	3	4	4	29	3.63
304.	XYHIW	4	4	4	4	3	3	2	4	28	3.50
305.	DWSJD	4	4	4	2	4	4	2	4	28	3.50
306.	SWMDC	4	4	5	5	5	2	4	4	33	4.13
307.	TWGRT	4	4	4	4	4	4	3	5	32	4.00
308.	JKIWY	3	3	4	4	4	4	4	4	30	3.75
309.	IKODH	4	4	4	5	4	4	4	4	33	4.13
310.	CVMDI	4	4	4	2	4	3	5	4	30	3.75
311.	KUNUJ	4	4	5	5	5	4	4	4	35	4.38
312.	IHXAK	5	5	4	3	5	5	5	3	35	4.38
313.	HBCCM	4	4	4	4	4	4	4	4	32	4.00
314.	FWKHD	5	5	5	2	5	3	4	5	34	4.25
315.	KOALF	4	4	4	2	4	5	3	4	30	3.75
316.	PWNMR	4	4	4	4	4	4	5	3	32	4.00
317.	XSKAV	3	3	5	4	5	4	4	5	33	4.13
318.	HGFGG	5	5	4	4	5	4	4	4	35	4.38
319.	DWAVB	4	4	4	4	5	2	5	4	32	4.00
320.	TQDGB	4	4	4	4	4	3	3	4	30	3.75
321.	BBBCR	4	5	5	3	4	3	3	2	29	3.63
322.	HPNBE	2	3	3	4	3	3	3	3	24	3.00
323.	MJDMW	3	3	4	4	4	5	4	3	30	3.75
324.	SERLS	3	3	3	3	3	4	3	3	25	3.13
325.	HIMPQ	4	4	4	4	4	4	3	5	32	4.00
326.	KOWNA	5	5	5	2	5	4	3	5	34	4.25
327.	OKDWZ	4	4	4	2	4	4	2	4	28	3.50
328.	ASUWX	4	4	4	4	4	2	4	3	29	3.63
329.	KHFDD	3	3	5	4	5	2	2	5	29	3.63
330.	KGVWS	5	5	4	4	5	4	3	4	34	4.25
331.	DAVHG	4	4	4	4	5	4	2	4	31	3.88
332.	GTHIW	4	4	4	4	4	4	4	4	32	4.00
333.	RESJD	4	5	5	3	4	3	4	2	30	3.75
334.	XAMDC	2	3	3	4	3	3	2	3	23	2.88
335.	BAGRT	3	3	4	4	4	4	3	3	28	3.50
336.	UKJWY	3	3	3	3	3	2	2	3	22	2.75
337.	KUODH	4	4	4	4	4	3	4	5	32	4.00
338.	KIMDI	3	3	4	4	4	2	4	4	28	3.50
339.	JJNUJ	3	3	3	3	4	4	2	4	26	3.25
340.	DEXAK	5	4	5	4	4	4	2	4	32	4.00
341.	GYCCM	2	3	4	4	5	3	4	5	30	3.75
342.	KKKHD	3	4	4	4	4	3	4	4	30	3.75
343.	GHILF	3	3	3	3	3	2	4	3	24	3.00
344.	VDNMR	4	5	4	2	4	4	3	4	30	3.75
345.	NGKAV	4	5	4	3	4	3	3	4	30	3.75
346.	HBFGG	4	4	4	4	3	4	4	4	31	3.88
347.	DWAVB	2	3	3	4	3	2	2	3	22	2.75
348.	JIDGB	4	3	3	3	3	4	2	4	26	3.25
349.	BOKCR	4	4	4	5	4	4	4	4	33	4.13
350.	HLPBE	4	4	5	4	5	3	4	4	33	4.13
351.	JIKOL	4	4	4	4	5	4	2	4	31	3.88
352.	HAMKI	4	4	5	3	4	3	3	4	30	3.75

Correlations

		Correlations								
		Butir No 1	Butir No 2	Butir No 3	Butir No 4	Butir No 5	Butir No 6	Butir No 7	Butir No 8	Total
Butir No 1	Pearson Correlation	1	.809**	.468**	-.177**	.399**	.132*	.222**	.265**	.678**
	Sig. (2-tailed)		.000	.000	.001	.000	.014	.000	.000	.000
	N	352	352	352	352	352	352	352	352	352
Butir No 2	Pearson Correlation	.809**	1	.435**	-.165**	.449**	.115*	.145**	.225**	.647**
	Sig. (2-tailed)	.000		.000	.002	.000	.032	.007	.000	.000
	N	352	352	352	352	352	352	352	352	352
Butir No 3	Pearson Correlation	.468**	.435**	1	.135*	.460**	.016	.174**	.361**	.635**
	Sig. (2-tailed)	.000	.000		.011	.000	.771	.001	.000	.000
	N	352	352	352	352	352	352	352	352	352
Butir No 4	Pearson Correlation	-.177**	-.165**	.135*	1	.147**	.016	.092	-.029	.281**
	Sig. (2-tailed)	.001	.002	.011		.006	.768	.085	.586	.000
	N	352	352	352	352	352	352	352	352	352
Butir No 5	Pearson Correlation	.399**	.449**	.460**	.147**	1	.171**	.284**	.341**	.710**
	Sig. (2-tailed)	.000	.000	.000	.006		.001	.000	.000	.000
	N	352	352	352	352	352	352	352	352	352
Butir No 6	Pearson Correlation	.132*	.115*	.016	.016	.171**	1	.196**	.054	.430**
	Sig. (2-tailed)	.014	.032	.771	.768	.001		.000	.315	.000
	N	352	352	352	352	352	352	352	352	352
Butir No 7	Pearson Correlation	.222**	.145**	.174**	.092	.284**	.196**	1	-.023	.536**
	Sig. (2-tailed)	.000	.007	.001	.085	.000	.000		.660	.000
	N	352	352	352	352	352	352	352	352	352
Butir No 8	Pearson Correlation	.265**	.225**	.361**	-.029	.341**	.054	-.023	1	.446**
	Sig. (2-tailed)	.000	.000	.000	.586	.000	.315	.660		.000
	N	352	352	352	352	352	352	352	352	352
Total	Pearson Correlation	.678**	.647**	.635**	.281**	.710**	.430**	.536**	.446**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	
	N	352	352	352	352	352	352	352	352	352

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

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

RELIABILITY

/VARIABLES=Nomor1 Nomor2 Nomor3 Nomor4 Nomor5 Nomor6 Nomor7
 Nomor8

/SCALE('ALL VARIABLES') ALL

/MODEL=ALPHA

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	352	100.0
	Excluded ^a	0	.0
	Total	352	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.628	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Butir No 1	26.1903	7.744	.516	.537
Butir No 2	26.0710	8.135	.497	.549
Butir No 3	26.1193	8.789	.524	.563
Butir No 4	26.5767	9.857	-.003	.699
Butir No 5	26.0341	7.976	.590	.528
Butir No 6	26.5909	9.103	.182	.637
Butir No 7	26.6023	8.348	.278	.613
Butir No 8	26.2528	9.198	.263	.611

Lampiran 4:

Tabulasi Responden untuk Kepuasan Pelanggan

No	Kode Responden	Kepuasan Pelanggan (Y)				Total	Jumlah Rata2
		P1	P2	P3	P4		
1.	SQTMT	4	5	5	5	19	4.75
2.	DGAHY	4	4	4	4	16	4.00
3.	BFAAE	5	4	5	5	19	4.75
4.	NMVAD	5	5	4	5	19	4.75
5.	WASBV	3	4	5	5	17	4.25
6.	DIFDF	5	5	5	5	20	5.00
7.	ACVFS	5	5	5	5	20	5.00
8.	NGVGW	3	4	5	5	17	4.25
9.	XBHXX	4	4	5	5	18	4.50
10.	YASJD	5	4	5	5	19	4.75
11.	GHMDC	4	4	4	4	16	4.00
12.	LGGRT	3	4	5	5	17	4.25
13.	JZBWW	4	5	4	5	18	4.50
14.	INMDH	4	4	4	5	17	4.25
15.	QKMDI	5	4	4	5	18	4.50
16.	YANUJ	4	4	3	4	15	3.75
17.	UQXAK	4	5	4	4	17	4.25
18.	TIMCM	4	4	4	4	16	4.00
19.	UGKHD	4	4	4	4	16	4.00
20.	BIALF	5	2	5	5	17	4.25
21.	EONMR	4	5	4	5	18	4.50
22.	DWKAV	4	4	4	4	16	4.00
23.	IFFGG	3	5	5	5	18	4.50
24.	CBAVB	5	4	4	4	17	4.25
25.	NVDGB	4	4	4	4	16	4.00
26.	XBBCR	3	5	4	4	16	4.00
27.	ASNBE	5	4	5	4	18	4.50
28.	DMDMW	5	5	4	5	19	4.75
29.	LKRLS	5	5	5	5	20	5.00
30.	ZWMPQ	3	4	5	5	17	4.25
31.	IDWNA	4	4	5	4	17	4.25
32.	EKDWZ	5	4	5	5	19	4.75
33.	NYUWX	4	4	5	5	18	4.50
34.	RQJAC	4	4	5	5	18	4.50
35.	WTAKR	4	4	5	5	18	4.50
36.	BIFYT	3	4	5	5	17	4.25
37.	POAVF	4	4	5	5	18	4.50
38.	NLLGG	3	3	5	5	16	4.00
39.	XNMBH	5	4	4	5	18	4.50
40.	ASBBJ	5	4	4	4	17	4.25
41.	MDVVK	4	4	4	4	16	4.00
42.	ELFRL	4	4	2	4	14	3.50
43.	WZWCO	5	4	4	4	17	4.25
44.	IDAVP	4	4	4	5	17	4.25
45.	KDZTY	3	4	3	4	14	3.50
46.	NUGXD	5	4	5	4	18	4.50
47.	QABXR	5	4	4	4	17	4.25
48.	WMTMV	3	4	5	5	17	4.25
49.	GEHHG	5	4	4	5	18	4.50
50.	SQMMT	4	4	5	5	18	4.50
51.	DJAHY	4	4	4	4	16	4.00
52.	BJAAE	5	4	5	5	19	4.75
53.	NUVAD	5	5	4	5	19	4.75
54.	WUSBV	3	4	5	5	17	4.25

55.	DYFDF	5	5	5	5	20	5.00
56.	AYVFS	4	4	4	5	17	4.25
57.	NYVGW	3	4	5	5	17	4.25
58.	XYHXX	4	4	5	5	18	4.50
59.	YYSJD	5	4	5	5	19	4.75
60.	GRMDC	4	4	4	4	16	4.00
61.	LRGRT	4	4	5	4	17	4.25
62.	JRBWY	4	5	4	5	18	4.50
63.	IFMDH	3	3	4	4	14	3.50
64.	QFMDI	3	3	4	4	14	3.50
65.	YCNUJ	4	4	3	4	15	3.75
66.	UCXAK	4	5	4	4	17	4.25
67.	TICCM	4	4	4	4	16	4.00
68.	UXKHD	4	4	4	4	16	4.00
69.	BXALF	5	2	5	5	17	4.25
70.	PONMR	4	3	3	3	13	3.25
71.	PWKAV	4	4	4	4	16	4.00
72.	IPFGG	3	5	5	5	18	4.50
73.	PBAVB	5	4	4	4	17	4.25
74.	OVDGB	4	4	4	4	16	4.00
75.	KBBCR	3	3	3	3	12	3.00
76.	KSNBE	4	4	5	4	17	4.25
77.	KMDMW	5	5	4	5	19	4.75
78.	KKRLS	4	4	4	4	16	4.00
79.	NWMPQ	3	4	5	5	17	4.25
80.	INWNA	3	4	5	5	17	4.25
81.	ENDWZ	5	4	5	5	19	4.75
82.	NGUWX	4	4	5	5	18	4.50
83.	RRJAC	4	4	5	5	18	4.50
84.	WRAKR	4	4	5	5	18	4.50
85.	BWFYT	3	4	5	5	17	4.25
86.	WOAVF	4	4	5	5	18	4.50
87.	WLLGE	3	3	5	5	16	4.00
88.	XNMBE	5	4	4	5	18	4.50
89.	ASBBJ	5	4	4	4	17	4.25
90.	MDVHK	4	4	4	4	16	4.00
91.	ELFHL	4	4	2	4	14	3.50
92.	WjKCO	5	4	4	4	17	4.25
93.	IHAVP	4	4	4	5	17	4.25
94.	HDZTY	5	4	4	4	17	4.25
95.	LRGRE	5	5	4	5	19	4.75
96.	JTBWY	3	4	5	5	17	4.25
97.	IFYDH	5	5	5	5	20	5.00
98.	QFIDI	5	5	5	5	20	5.00
99.	YCQUJ	3	4	5	5	17	4.25
100.	UCWAK	4	4	5	5	18	4.50
101.	TICDM	5	4	5	5	19	4.75
102.	UXCHD	4	4	4	4	16	4.00
103.	BXATF	3	4	5	5	17	4.25
104.	PONTR	4	5	4	5	18	4.50
105.	PWKHV	4	4	4	5	17	4.25
106.	IPFGJ	5	4	4	5	18	4.50
107.	PBAKB	5	4	4	4	17	4.25
108.	OVDQB	4	4	4	4	16	4.00
109.	KBBAR	4	4	2	4	14	3.50
110.	DSNBE	5	4	4	4	17	4.25
111.	FMDMW	4	4	4	5	17	4.25
112.	GKRLS	5	4	4	4	17	4.25
113.	HWMPQ	5	5	4	5	19	4.75
114.	IMYNA	5	4	5	3	17	4.25

115.	WFDWZ	5	5	5	5	20	5.00
116.	SSUWX	5	5	5	5	20	5.00
117.	QXJAC	3	4	5	5	17	4.25
118.	ASAKR	4	4	5	5	18	4.50
119.	XCFYT	5	4	5	5	19	4.75
120.	YYAVF	4	4	4	4	16	4.00
121.	WUKGE	3	4	5	5	17	4.25
122.	XDLBE	4	5	4	5	18	4.50
123.	AMWBJ	4	4	4	5	17	4.25
124.	MQKHK	5	4	4	5	18	4.50
125.	ELIRL	5	4	4	4	17	4.25
126.	WKKLO	5	4	5	5	19	4.75
127.	WOWPP	4	4	5	5	18	4.50
128.	PDZTY	4	4	5	5	18	4.50
129.	TUMDH	4	4	5	5	18	4.50
130.	BNMDI	3	4	5	5	17	4.25
131.	GRNUJ	4	4	5	5	18	4.50
132.	DGXAK	3	3	5	5	16	4.00
133.	TKOCM	5	4	4	5	18	4.50
134.	CVKHD	5	4	4	4	17	4.25
135.	KOALF	4	4	4	4	16	4.00
136.	FGNMR	4	4	2	4	14	3.50
137.	WSKAV	5	4	4	4	17	4.25
138.	VYFGG	4	4	4	5	17	4.25
139.	KLAVB	5	4	4	4	17	4.25
140.	RRDGB	5	5	4	5	19	4.75
141.	GYBCR	4	4	5	4	17	4.25
142.	XQNBE	5	5	5	5	20	5.00
143.	GODMW	5	5	5	5	20	5.00
144.	PERLS	3	4	5	5	17	4.25
145.	SWMPQ	4	4	5	5	18	4.50
146.	PRWNA	5	4	5	5	19	4.75
147.	SWDWZ	4	4	4	4	16	4.00
148.	AZUWX	3	4	5	5	17	4.25
149.	OWJAC	4	5	4	5	18	4.50
150.	KSAKR	4	4	4	5	17	4.25
151.	JJFYT	5	4	4	5	18	4.50
152.	WWAVF	5	4	4	4	17	4.25
153.	SPLGG	4	4	4	4	16	4.00
154.	PWMBH	4	4	2	4	14	3.50
155.	KCBBJ	5	4	4	4	17	4.25
156.	TRVVK	4	4	4	5	17	4.25
157.	FKFRL	5	4	4	4	17	4.25
158.	QQWCO	5	5	4	5	19	4.75
159.	DKAVP	3	4	5	5	17	4.25
160.	YIZTY	5	5	5	5	20	5.00
161.	BLGXD	4	4	3	4	15	3.75
162.	CLBXR	4	5	4	4	17	4.25
163.	ZXTMV	4	4	4	4	16	4.00
164.	GGHHG	4	4	4	4	16	4.00
165.	SIMMT	5	2	5	5	17	4.25
166.	OPAHY	4	5	4	5	18	4.50
167.	AYVGW	4	4	4	4	16	4.00
168.	GYHXX	4	5	4	5	18	4.50
169.	OYSJD	5	4	4	4	17	4.25
170.	WRMDC	4	4	4	4	16	4.00
171.	ARGRT	3	5	4	4	16	4.00
172.	XRBMW	5	4	5	4	18	4.50
173.	KFMDH	5	5	4	5	19	4.75
174.	MIMDI	5	5	5	5	20	5.00

175.	SSNUJ	3	4	5	5	17	4.25
176.	JKXAK	3	4	5	5	17	4.25
177.	MNCCM	5	4	5	5	19	4.75
178.	QWKHD	4	4	5	5	18	4.50
179.	DGALF	4	4	5	5	18	4.50
180.	KPNMR	4	4	5	5	18	4.50
181.	AAKAV	3	4	5	5	17	4.25
182.	ZXFGG	4	4	5	5	18	4.50
183.	BEAVB	4	3	4	5	16	4.00
184.	FSDGB	5	4	4	5	18	4.50
185.	WIBCR	5	4	4	4	17	4.25
186.	OONBE	4	4	4	4	16	4.00
187.	LSDMW	4	4	2	4	14	3.50
188.	MDRLS	5	4	4	4	17	4.25
189.	TTMPQ	4	4	4	5	17	4.25
190.	POWNA	5	4	4	4	17	4.25
191.	DWDWZ	5	5	4	5	19	4.75
192.	KKUWX	5	4	3	5	17	4.25
193.	CVJAC	5	5	5	5	20	5.00
194.	BDAKR	4	4	3	4	15	3.75
195.	KLFYT	4	5	4	4	17	4.25
196.	AOAVF	4	4	4	4	16	4.00
197.	HGLGE	4	4	4	4	16	4.00
198.	JHMBE	5	4	4	4	17	4.25
199.	BBBBJ	4	5	4	5	18	4.50
200.	WIVHK	4	4	4	4	16	4.00
201.	OKFHL	4	5	4	5	18	4.50
202.	QOKCO	5	4	4	4	17	4.25
203.	MSAVP	4	4	4	4	16	4.00
204.	NOZTY	3	5	4	4	16	4.00
205.	EOGRE	5	4	5	4	18	4.50
206.	VSBBW	5	5	4	5	19	4.75
207.	BDYDH	4	4	5	5	18	4.50
208.	SQTWR	4	4	5	5	18	4.50
209.	DGAKR	4	4	5	5	18	4.50
210.	BFAKL	3	4	5	5	17	4.25
211.	NMVSO	4	4	5	5	18	4.50
212.	WASDO	3	3	5	5	16	4.00
213.	DIFER	5	4	4	5	18	4.50
214.	WOVFS	5	4	4	4	17	4.25
215.	VNVGW	4	4	4	4	16	4.00
216.	XBFKX	4	4	2	4	14	3.50
217.	YASRD	5	4	4	4	17	4.25
218.	GEPDC	4	4	4	5	17	4.25
219.	KWORT	5	4	4	4	17	4.25
220.	JZAOY	5	5	4	5	19	4.75
221.	FVQIH	3	4	5	5	17	4.25
222.	ZKMDI	5	5	5	5	20	5.00
223.	KANUJ	4	4	3	4	15	3.75
224.	MQXAK	4	5	4	4	17	4.25
225.	XHMCM	4	4	4	4	16	4.00
226.	KEKHD	4	4	4	4	16	4.00
227.	BWKLF	5	3	4	5	17	4.25
228.	ELSMR	4	5	4	5	18	4.50
229.	UHKAV	4	4	4	4	16	4.00
230.	AAAGG	3	5	5	5	18	4.50
231.	CSIVB	5	4	4	4	17	4.25
232.	VNDGB	4	4	4	4	16	4.00
233.	DKBCR	3	5	4	4	16	4.00
234.	KDNBE	5	4	5	4	18	4.50

235.	OMDMW	5	5	4	5	19	4.75
236.	MORLS	5	4	4	4	17	4.25
237.	DKMPQ	4	4	4	4	16	4.00
238.	FKWNA	3	5	4	4	16	4.00
239.	EEDWZ	5	4	5	4	18	4.50
240.	NYKKX	5	5	4	5	19	4.75
241.	RQSIC	5	5	5	5	20	5.00
242.	WVDKR	3	4	5	5	17	4.25
243.	BIZXT	4	4	4	5	17	4.25
244.	PAOVF	5	4	5	5	19	4.75
245.	NKSGG	4	4	5	5	18	4.50
246.	XEIBH	4	4	5	5	18	4.50
247.	ISBBJ	4	4	5	5	18	4.50
248.	KDVVK	3	4	5	5	17	4.25
249.	QLFRL	4	4	5	5	18	4.50
250.	KZWCO	3	3	5	5	16	4.00
251.	WWAVP	5	4	4	5	18	4.50
252.	KKZTY	5	4	4	4	17	4.25
253.	WKGXD	4	4	4	4	16	4.00
254.	DIBXR	4	4	2	4	14	3.50
255.	WOOMV	5	4	4	4	17	4.25
256.	GQOHG	4	4	4	5	17	4.25
257.	SKSMT	3	4	3	4	14	3.50
258.	DLEHY	5	4	5	4	18	4.50
259.	BLJAE	5	4	4	4	17	4.25
260.	LKVAD	3	4	5	5	17	4.25
261.	WCCBV	5	4	4	5	18	4.50
262.	DYMNF	4	4	5	5	18	4.50
263.	AYVQA	4	4	4	4	16	4.00
264.	NYVKS	5	4	5	5	19	4.75
265.	XYHLE	5	5	4	5	19	4.75
266.	YYSOD	3	4	5	5	17	4.25
267.	OKMDC	4	5	5	5	19	4.75
268.	WIGRT	4	4	4	4	16	4.00
269.	XDBWY	5	4	5	5	19	4.75
270.	DKMDH	5	5	4	5	19	4.75
271.	GDMDI	3	4	5	5	17	4.25
272.	IRNUJ	5	5	5	5	20	5.00
273.	URWAK	5	5	5	5	20	5.00
274.	TISVM	3	4	5	5	17	4.25
275.	KJTRE	4	4	5	5	18	4.50
276.	ZWKAQ	5	4	5	5	19	4.75
277.	IDRWA	4	4	4	4	16	4.00
278.	EAIWZ	3	4	5	5	17	4.25
279.	NYKPX	4	5	4	5	18	4.50
280.	RQHFC	4	4	4	5	17	4.25
281.	WTNMR	5	4	4	5	18	4.50
282.	BIFXS	4	4	3	4	15	3.75
283.	POCSF	4	5	4	4	17	4.25
284.	OLLGG	4	4	4	4	16	4.00
285.	BNMBH	4	4	4	4	16	4.00
286.	DSBBJ	5	2	5	5	17	4.25
287.	MKOVK	4	5	4	5	18	4.50
288.	ELWAL	4	4	4	4	16	4.00
289.	WZNGO	3	5	5	5	18	4.50
290.	IDADY	5	4	4	4	17	4.25
291.	KDCWY	4	4	4	4	16	4.00
292.	NUIID	3	5	4	4	16	4.00
293.	QWDXR	5	4	5	4	18	4.50
294.	WKIMV	5	4	4	4	17	4.25

295.	GXWHG	4	4	4	4	16	4.00
296.	SRWAT	4	4	2	4	14	3.50
297.	DJGGQ	5	4	4	4	17	4.25
298.	BJAQW	4	4	4	5	17	4.25
299.	NUVSD	4	4	2	4	14	3.50
300.	WUSID	5	4	5	4	18	4.50
301.	DYFDD	5	4	4	4	17	4.25
302.	AYVWS	5	4	3	5	17	4.25
303.	NYVHG	5	4	4	5	18	4.50
304.	XYHIW	4	4	5	5	18	4.50
305.	DWSJD	4	4	4	4	16	4.00
306.	SWMDC	5	4	5	5	19	4.75
307.	TWGRT	5	5	4	5	19	4.75
308.	KIWIY	4	4	5	4	17	4.25
309.	IKODH	4	5	5	5	19	4.75
310.	CVMDI	4	4	4	4	16	4.00
311.	KUNUJ	5	4	5	5	19	4.75
312.	IHXAK	5	5	4	5	19	4.75
313.	HBCCM	3	4	5	5	17	4.25
314.	FWKHD	5	5	5	5	20	5.00
315.	KOALF	5	5	5	5	20	5.00
316.	PWNMR	3	4	5	5	17	4.25
317.	XSKAV	4	4	5	5	18	4.50
318.	HGFGG	5	4	5	5	19	4.75
319.	DWAVB	4	4	4	4	16	4.00
320.	TQDGB	3	4	5	5	17	4.25
321.	BBBCR	4	5	4	5	18	4.50
322.	HPNBE	4	4	4	5	17	4.25
323.	MJDMW	5	4	4	5	18	4.50
324.	SERLS	4	4	3	4	15	3.75
325.	HIMPQ	5	4	3	5	17	4.25
326.	KOWNA	5	5	5	5	20	5.00
327.	OKDWZ	5	4	4	4	17	4.25
328.	ASUWX	3	4	5	5	17	4.25
329.	KHFDD	5	4	4	5	18	4.50
330.	KGVWS	4	5	5	5	19	4.75
331.	DAVHG	4	4	4	4	16	4.00
332.	GTHIW	3	4	5	5	17	4.25
333.	RESJD	4	4	5	5	18	4.50
334.	XAMDC	3	3	4	4	14	3.50
335.	BAGRT	3	4	3	4	14	3.50
336.	UKJWY	4	5	4	4	17	4.25
337.	KUODH	4	4	4	4	16	4.00
338.	KIMDI	4	4	4	4	16	4.00
339.	JJNUJ	5	2	5	5	17	4.25
340.	DEXAK	4	5	4	5	18	4.50
341.	GYCCM	4	4	4	4	16	4.00
342.	KKKHD	5	4	4	5	18	4.50
343.	GHILF	5	4	4	4	17	4.25
344.	VDNMR	4	5	4	3	16	4.00
345.	NGKAV	4	4	4	4	16	4.00
346.	HBFGG	4	4	4	4	16	4.00
347.	DWAVB	3	3	3	3	12	3.00
348.	JIDGB	4	4	5	4	17	4.25
349.	BOKCR	5	5	4	5	19	4.75
350.	HLPBE	4	4	3	5	16	4.00
351.	JIKOL	4	4	4	5	17	4.25
352.	HAMKI	4	4	4	5	17	4.25

Correlations

		Correlations				
		Butir No 1	Butir No 2	Butir No 3	Butir No 4	Total
Butir No 1	Pearson Correlation	1	.130*	-.073	-.016	.505**
	Sig. (2-tailed)		.015	.172	.759	.000
	N	352	352	352	352	352
Butir No 2	Pearson Correlation	.130*	1	-.001	.173**	.504**
	Sig. (2-tailed)	.015		.987	.001	.000
	N	352	352	352	352	352
Butir No 3	Pearson Correlation	-.073	-.001	1	.514**	.639**
	Sig. (2-tailed)	.172	.987		.000	.000
	N	352	352	352	352	352
Butir No 4	Pearson Correlation	-.016	.173**	.514**	1	.675**
	Sig. (2-tailed)	.759	.001	.000		.000
	N	352	352	352	352	352
Total	Pearson Correlation	.505**	.504**	.639**	.675**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	352	352	352	352	352

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

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	352	100.0
	Excluded ^a	0	.0
	Total	352	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.318	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Butir No 1	13.0199	1.512	.008	.466
Butir No 2	13.0710	1.548	.146	.280
Butir No 3	12.9176	1.250	.194	.220
Butir No 4	12.6563	1.297	.384	.030

Lampiran 5:

Tabulasi Nilai Variabel

No. Res	Kualitas Layanan (X_1)	Kualitas Produk (X_2)	Kepuasan Pelanggan (Y)
1.	4.6	4.13	4.75
2.	4.0	3.75	4.00
3.	4.8	4.38	4.75
4.	4.6	4.38	4.75
5.	4.0	4.00	4.25
6.	4.8	4.25	5.00
7.	4.8	3.75	5.00
8.	4.0	4.00	4.25
9.	4.2	4.13	4.50
10.	4.4	4.38	4.75
11.	4.0	4.00	4.00
12.	3.8	3.75	4.25
13.	3.6	3.63	4.50
14.	4.0	3.00	4.25
15.	3.8	3.75	4.50
16.	4.0	3.13	3.75
17.	4.2	4.00	4.25
18.	4.0	3.75	4.00
19.	3.8	3.50	4.00
20.	4.4	4.25	4.25
21.	4.2	3.63	4.50
22.	3.0	4.00	4.00
23.	3.8	3.38	4.50
24.	4.4	3.50	4.25
25.	4.0	4.13	4.00
26.	3.0	3.00	4.00
27.	4.2	4.50	4.50
28.	4.2	4.13	4.75
29.	4.4	4.25	5.00
30.	4.0	3.88	4.25
31.	4.0	3.50	4.25
32.	4.4	3.88	4.75
33.	4.4	4.13	4.50
34.	3.6	4.00	4.50
35.	4.0	3.88	4.50
36.	4.0	3.75	4.25
37.	4.0	4.00	4.50
38.	3.8	2.88	4.00
39.	4.2	3.75	4.50
40.	4.0	4.00	4.25
41.	3.6	3.63	4.00
42.	4.0	3.75	3.50
43.	4.0	3.13	4.25
44.	4.2	3.88	4.25
45.	4.8	2.75	3.50
46.	4.4	3.75	4.50
47.	4.2	4.25	4.25
48.	4.2	4.00	4.25
49.	4.2	3.63	4.50
50.	4.6	3.50	4.50
51.	4.0	3.50	4.00
52.	4.8	4.13	4.75
53.	4.6	4.00	4.75

54.	4.0	3.75	4.25
55.	4.8	4.25	5.00
56.	4.8	3.50	4.25
57.	4.0	3.63	4.25
58.	4.2	3.63	4.50
59.	4.4	4.25	4.75
60.	4.0	3.88	4.00
61.	3.8	4.00	4.25
62.	3.6	3.75	4.50
63.	4.0	2.88	3.50
64.	3.8	3.50	3.50
65.	4.0	2.75	3.75
66.	4.2	4.00	4.25
67.	4.0	3.50	4.00
68.	3.8	3.25	4.00
69.	4.4	4.00	4.25
70.	4.2	3.75	3.25
71.	3.0	3.75	4.00
72.	3.8	3.00	4.50
73.	4.4	3.75	4.25
74.	4.0	3.88	4.00
75.	3.0	2.75	3.00
76.	4.2	3.25	4.25
77.	4.2	4.13	4.75
78.	4.4	4.13	4.00
79.	4.0	3.88	4.25
80.	4.0	3.75	4.25
81.	4.4	4.00	4.75
82.	4.4	4.13	4.50
83.	3.6	3.75	4.50
84.	4.0	3.75	4.50
85.	4.0	3.38	4.25
86.	4.0	3.88	4.50
87.	3.8	2.88	4.00
88.	4.2	3.63	4.50
89.	4.0	3.88	4.25
90.	3.6	3.50	4.00
91.	4.0	3.50	3.50
92.	4.0	3.25	4.25
93.	4.2	3.63	4.25
94.	4.2	3.00	4.25
95.	4.6	4.38	4.75
96.	4.0	4.00	4.25
97.	4.8	4.25	5.00
98.	4.8	3.75	5.00
99.	4.0	4.00	4.25
100.	4.2	4.13	4.50
101.	4.4	4.38	4.75
102.	4.0	4.00	4.00
103.	3.8	3.75	4.25
104.	3.6	3.63	4.50
105.	4.0	3.00	4.25
106.	3.8	3.75	4.50
107.	4.0	3.88	4.25
108.	3.6	3.50	4.00
109.	4.0	3.50	3.50
110.	4.0	3.25	4.25
111.	4.2	3.63	4.25
112.	4.2	3.00	4.25
113.	4.6	4.38	4.75

114.	4.0	4.00	4.25
115.	4.8	4.25	5.00
116.	4.8	3.75	5.00
117.	4.0	4.00	4.25
118.	4.2	4.13	4.50
119.	4.4	4.38	4.75
120.	4.0	4.00	4.00
121.	3.8	3.75	4.25
122.	3.6	3.63	4.50
123.	4.0	3.00	4.25
124.	3.8	3.75	4.50
125.	4.0	3.75	4.25
126.	4.4	4.00	4.75
127.	4.4	4.13	4.50
128.	3.6	3.75	4.50
129.	4.0	3.75	4.50
130.	4.0	3.38	4.25
131.	4.0	3.88	4.50
132.	3.8	2.88	4.00
133.	4.2	3.63	4.50
134.	4.0	3.88	4.25
135.	3.6	3.50	4.00
136.	4.0	3.50	3.50
137.	4.0	3.25	4.25
138.	4.2	3.63	4.25
139.	4.2	3.00	4.25
140.	4.6	4.38	4.75
141.	4.0	4.00	4.25
142.	4.8	4.25	5.00
143.	4.8	3.75	5.00
144.	4.0	4.00	4.25
145.	4.2	4.13	4.50
146.	4.4	4.38	4.75
147.	4.0	4.00	4.00
148.	3.8	3.75	4.25
149.	3.6	3.63	4.50
150.	4.0	3.00	4.25
151.	3.8	3.75	4.50
152.	4.0	3.88	4.25
153.	3.6	3.50	4.00
154.	4.0	3.50	3.50
155.	4.0	3.25	4.25
156.	4.2	3.63	4.25
157.	4.2	3.00	4.25
158.	4.6	4.38	4.75
159.	4.0	4.00	4.25
160.	4.8	4.25	5.00
161.	4.0	3.13	3.75
162.	4.2	4.00	4.25
163.	4.0	3.75	4.00
164.	3.8	3.50	4.00
165.	4.4	4.25	4.25
166.	4.2	3.63	4.50
167.	3.0	4.00	4.00
168.	3.8	3.38	4.50
169.	4.4	3.50	4.25
170.	4.0	4.13	4.00
171.	3.0	3.00	4.00
172.	4.2	4.50	4.50
173.	4.2	4.13	4.75

174.	4.4	4.25	5.00
175.	4.0	3.88	4.25
176.	4.0	3.50	4.25
177.	4.4	3.88	4.75
178.	4.4	4.13	4.50
179.	3.6	4.00	4.50
180.	4.0	3.88	4.50
181.	4.0	3.75	4.25
182.	4.0	4.00	4.50
183.	3.8	2.88	4.00
184.	4.2	3.75	4.50
185.	4.0	4.00	4.25
186.	3.6	3.63	4.00
187.	4.0	3.50	3.50
188.	4.0	3.25	4.25
189.	4.2	3.63	4.25
190.	4.2	3.00	4.25
191.	4.6	4.38	4.75
192.	4.0	4.00	4.25
193.	4.8	4.25	5.00
194.	4.0	3.13	3.75
195.	4.2	4.00	4.25
196.	4.0	3.75	4.00
197.	3.8	3.50	4.00
198.	4.4	4.25	4.25
199.	4.2	3.63	4.50
200.	3.0	4.00	4.00
201.	3.8	3.38	4.50
202.	4.4	3.50	4.25
203.	4.0	4.13	4.00
204.	3.0	3.00	4.00
205.	4.2	4.50	4.50
206.	4.2	4.13	4.75
207.	4.4	4.13	4.50
208.	3.6	4.00	4.50
209.	4.0	3.88	4.50
210.	4.0	3.75	4.25
211.	4.0	4.00	4.50
212.	3.8	2.88	4.00
213.	4.2	3.75	4.50
214.	4.0	4.00	4.25
215.	3.6	3.63	4.00
216.	4.0	3.50	3.50
217.	4.0	3.25	4.25
218.	4.2	3.63	4.25
219.	4.2	3.00	4.25
220.	4.6	4.38	4.75
221.	4.0	4.00	4.25
222.	4.8	4.25	5.00
223.	4.0	3.13	3.75
224.	4.2	4.00	4.25
225.	4.0	3.75	4.00
226.	3.8	3.50	4.00
227.	4.4	4.25	4.25
228.	4.2	3.63	4.50
229.	3.0	4.00	4.00
230.	3.8	3.38	4.50
231.	4.4	3.50	4.25
232.	4.0	4.13	4.00
233.	3.0	3.00	4.00

234.	4.2	4.50	4.50
235.	4.2	4.13	4.75
236.	4.4	3.50	4.25
237.	4.0	4.13	4.00
238.	3.0	3.00	4.00
239.	4.2	4.50	4.50
240.	4.2	4.13	4.75
241.	4.4	4.25	5.00
242.	4.0	3.88	4.25
243.	4.0	3.50	4.25
244.	4.4	3.88	4.75
245.	4.4	4.13	4.50
246.	3.6	4.00	4.50
247.	4.0	3.88	4.50
248.	4.0	3.75	4.25
249.	4.0	4.00	4.50
250.	3.8	2.88	4.00
251.	4.2	3.75	4.50
252.	4.0	4.00	4.25
253.	3.6	3.63	4.00
254.	4.0	3.75	3.50
255.	4.0	3.13	4.25
256.	4.2	3.88	4.25
257.	4.8	2.75	3.50
258.	4.4	3.75	4.50
259.	4.2	4.25	4.25
260.	4.2	4.00	4.25
261.	4.2	3.63	4.50
262.	4.6	3.50	4.50
263.	4.0	3.50	4.00
264.	4.8	4.13	4.75
265.	4.6	4.00	4.75
266.	4.0	3.75	4.25
267.	4.6	4.13	4.75
268.	4.0	3.75	4.00
269.	4.8	4.38	4.75
270.	4.6	4.38	4.75
271.	4.0	4.00	4.25
272.	4.8	4.25	5.00
273.	4.8	3.75	5.00
274.	4.0	4.00	4.25
275.	4.2	4.13	4.50
276.	4.4	4.38	4.75
277.	4.0	4.00	4.00
278.	3.8	3.75	4.25
279.	3.6	3.63	4.50
280.	4.0	3.00	4.25
281.	3.8	3.75	4.50
282.	4.0	3.13	3.75
283.	4.2	4.00	4.25
284.	4.0	3.75	4.00
285.	3.8	3.50	4.00
286.	4.4	4.25	4.25
287.	4.2	3.63	4.50
288.	3.0	4.00	4.00
289.	3.8	3.38	4.50
290.	4.4	3.50	4.25
291.	4.0	4.13	4.00
292.	3.0	3.00	4.00
293.	4.2	4.50	4.50

294.	4.0	4.00	4.25
295.	3.6	3.63	4.00
296.	4.0	3.75	3.50
297.	4.0	3.13	4.25
298.	4.2	3.88	4.25
299.	4.8	2.75	3.50
300.	4.4	3.75	4.50
301.	4.2	4.25	4.25
302.	4.2	4.00	4.25
303.	4.2	3.63	4.50
304.	4.6	3.50	4.50
305.	4.0	3.50	4.00
306.	4.8	4.13	4.75
307.	4.6	4.00	4.75
308.	4.0	3.75	4.25
309.	4.6	4.13	4.75
310.	4.0	3.75	4.00
311.	4.8	4.38	4.75
312.	4.6	4.38	4.75
313.	4.0	4.00	4.25
314.	4.8	4.25	5.00
315.	4.8	3.75	5.00
316.	4.0	4.00	4.25
317.	4.2	4.13	4.50
318.	4.4	4.38	4.75
319.	4.0	4.00	4.00
320.	3.8	3.75	4.25
321.	3.6	3.63	4.50
322.	4.0	3.00	4.25
323.	3.8	3.75	4.50
324.	4.0	3.13	3.75
325.	4.2	4.00	4.25
326.	4.8	4.25	5.00
327.	4.8	3.50	4.25
328.	4.0	3.63	4.25
329.	4.2	3.63	4.50
330.	4.4	4.25	4.75
331.	4.0	3.88	4.00
332.	3.8	4.00	4.25
333.	3.6	3.75	4.50
334.	4.0	2.88	3.50
335.	3.8	3.50	3.50
336.	4.0	2.75	3.75
337.	4.2	4.00	4.25
338.	4.0	3.50	4.00
339.	3.8	3.25	4.00
340.	4.4	4.00	4.25
341.	4.2	3.75	3.25
342.	3.0	3.75	4.00
343.	3.8	3.00	4.50
344.	3.6	3.75	4.50
345.	4.4	3.75	4.25
346.	4.0	3.88	4.00
347.	3.0	2.75	3.00
348.	4.2	3.25	4.25
349.	4.2	4.13	4.75
350.	4.4	4.13	4.00
351.	4.0	3.88	4.25
352.	4.0	3.75	4.25

Lampiran 6:

OUTPUT REGRESSION

```
REGRESSION
  /DESCRIPTIVES MEAN STDDEV CORR SIG N
  /MISSING LISTWISE
  /STATISTICS COEFF OUTS R ANOVA COLLIN TOL
  /CRITERIA=PIN(.05) POUT(.10)
  /NOORIGIN
  /DEPENDENT Y
  /METHOD=ENTER X1 X2
  /PARTIALPLOT ALL
  /SCATTERPLOT=(*SRESID ,*ZPRED)
  /RESIDUALS DURBIN HISTOGRAM(ZRESID) NORMPROB(ZRESID) .
```

Descriptive Statistics

	Mean	Std. Deviation	N
KepuasanPelanggan	4.3026	.36114	352
KualitasLayanan	4.0903	.38210	352
KualitasProduk	3.7600	.41096	352

Correlations

		KepuasanPelanggan	KualitasLayanan	KualitasProduk
Pearson Correlation	KepuasanPelanggan	1.000	.525	.546
	KualitasLayanan	.525	1.000	.394
	KualitasProduk	.546	.394	1.000
Sig. (1-tailed)	KepuasanPelanggan	.	.000	.000
	KualitasLayanan	.000	.	.000
	KualitasProduk	.000	.000	.
N	KepuasanPelanggan	352	352	352
	KualitasLayanan	352	352	352
	KualitasProduk	352	352	352

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	KualitasProduk, KualitasLayana n ^b	.	Enter

a. Dependent Variable: KepuasanPelanggan

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.642 ^a	.412	.409	.27768	1.946

a. Predictors: (Constant), KualitasProduk, KualitasLayanan

b. Dependent Variable: KepuasanPelanggan

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	18.868	2	9.434	122.353	.000 ^b
	Residual	26.910	349	.077		
	Total	45.778	351			

a. Dependent Variable: KepuasanPelanggan

b. Predictors: (Constant), KualitasProduk, KualitasLayanan

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	1.557	.178		8.739	.000		
	KualitasLayanan	.347	.042	.367	8.214	.000	.845	1.183
	KualitasProduk	.353	.039	.402	9.004	.000	.845	1.183

a. Dependent Variable: KepuasanPelanggan

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	KualitasLayanan	KualitasProduk
1	1	2.989	1.000	.00	.00	.00
	2	.007	21.177	.13	.24	.99
	3	.004	26.343	.87	.76	.01

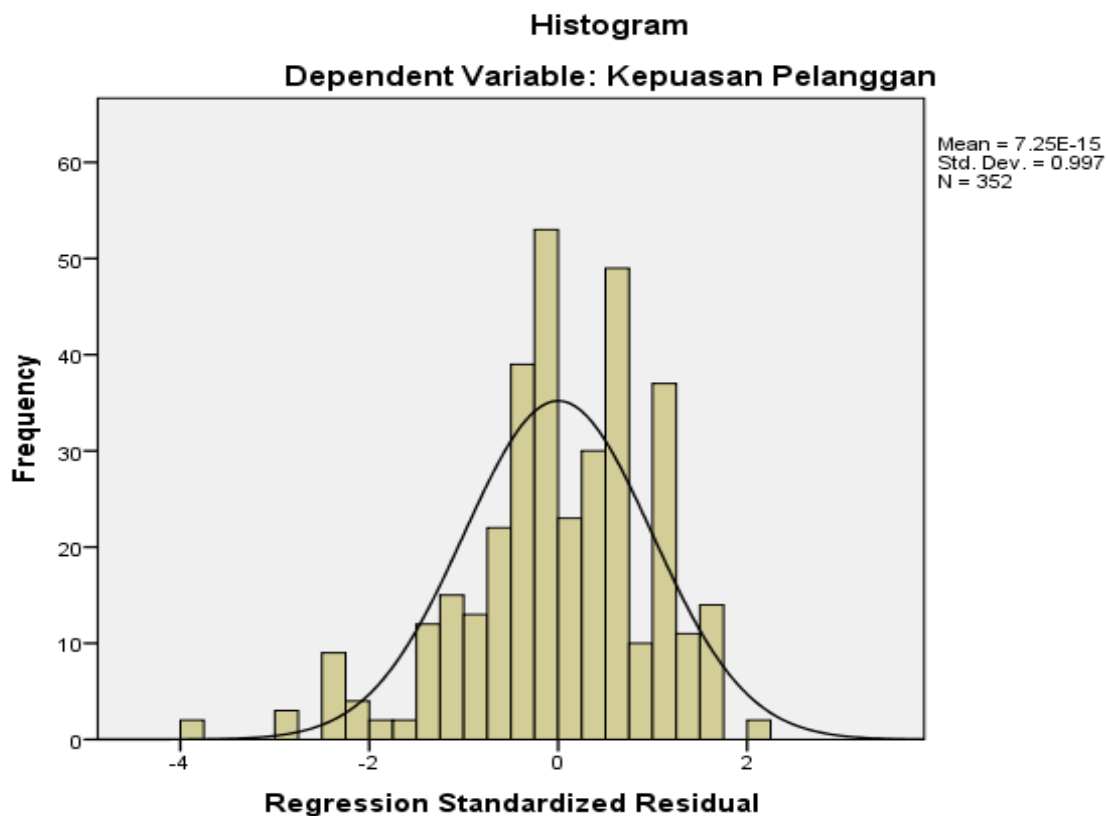
a. Dependent Variable: KepuasanPelanggan

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	3.5678	4.7675	4.3026	.23185	352
Std. Predicted Value	-3.169	2.006	.000	1.000	352
Standard Error of Predicted Value	.015	.060	.024	.009	352
Adjusted Predicted Value	3.5866	4.7678	4.3025	.23177	352
Residual	-1.08702	.56656	.00000	.27689	352
Std. Residual	-3.915	2.040	.000	.997	352
Stud. Residual	-3.921	2.053	.000	1.002	352
Deleted Residual	-1.09045	.57378	.00010	.27973	352
Stud. Deleted Residual	-4.004	2.063	-.001	1.007	352
Mahal. Distance	.061	15.485	1.994	2.556	352
Cook's Distance	.000	.107	.003	.011	352
Centered Leverage Value	.000	.044	.006	.007	352

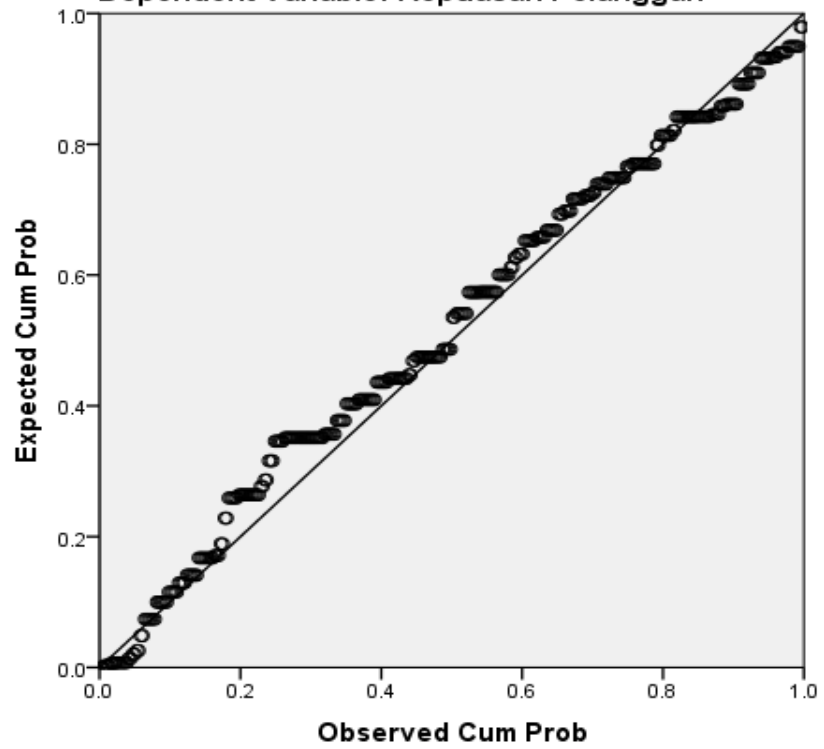
a. Dependent Variable: KepuasanPelanggan

Charts



Normal P-P Plot of Regression Standardized Residual

Dependent Variable: Kepuasan Pelanggan



Scatterplot

Dependent Variable: Kepuasan Pelanggan

