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LAMPIRAN



Lampiran 1**BIODATA****Identitas Diri**

Nama : Arifah Fitri Randa
 Tempat, Tanggal Lahir : Jakarta, 11 Maret 1995
 Jenis Kelamin : Perempuan
 Alamat Rumah : BTP Blok J No. 13
 Telfon Rumah/ Hp : 082293146510
 E-Mail : arifahfitriranda@gmail.com

Riwayat Pendidikan**Pendidikan Formal**

SDN 147 Kandora : 2000-2007
 SMP Pesantren Pemb. Muhammadiyah Tana Toraja : 2007-2010
 MA Pesantren Pemb. Muhammadiyah Tana Toraja : 2010-2013
 Universitas Hasanuddin : 2013-2020

Pendidikan Nonformal

Pendidikan Bela Diri Tapak Suci Putra Muhammadiyah (2010-2013)
 Pelatihan Basic Character And Study Skills (Bcss) Universitas Hasanuddin (2013)

Pengalaman Organisasi

Ketua Bidang Pengorganisasian Dan Pengkaderan IMNI PPM Tana Toraja 2017-2018
 Sekretaris Panitia Pengkaderan IMNI PPM Tana Toraja 2018

Demikian biodata diri ini saya buat dengan sebenar-benarnya dan saya bersedia mempertanggungjawabkannya dikemudian hari.

Makassar, 10 Agustus 2020

Arifah Fitri Randa



Lampiran 2 Input Data

| No. | Jenis Kelamin | Umur | Tegangan | Bentuk Fisik (X1) | | | | total | Keandalan (X2) | | | | |
|-----|---------------|------|----------|-------------------|-----|-----|-----|-------|----------------|----|----|----|----|
| | | | | bf1 | bf2 | bf3 | bf4 | | k1 | k2 | k3 | k4 | |
| 1 | p | 29 | 1200 | 5 | 5 | 4 | 5 | 19 | 4 | 5 | 5 | 4 | 18 |
| 2 | w | 29 | 1200 | 5 | 5 | 5 | 5 | 20 | 4 | 5 | 4 | 5 | 18 |
| 3 | w | 22 | 900 | 4 | 4 | 5 | 5 | 18 | 5 | 5 | 5 | 4 | 19 |
| 4 | w | 22 | 900 | 5 | 4 | 4 | 5 | 18 | 2 | 5 | 5 | 3 | 15 |
| 5 | p | 49 | 1200 | 4 | 5 | 5 | 4 | 18 | 4 | 5 | 4 | 5 | 18 |
| 6 | w | 21 | 900 | 2 | 3 | 5 | 4 | 14 | 2 | 1 | 4 | 5 | 12 |
| 7 | w | 21 | 1200 | 3 | 3 | 2 | 3 | 11 | 2 | 3 | 2 | 2 | 9 |
| 8 | w | 20 | 1200 | 4 | 3 | 3 | 4 | 14 | 2 | 3 | 4 | 5 | 14 |
| 9 | w | 21 | 1200 | 4 | 5 | 3 | 4 | 16 | 4 | 3 | 4 | 4 | 15 |
| 10 | p | 22 | 900 | 4 | 4 | 3 | 4 | 15 | 5 | 4 | 4 | 4 | 17 |
| 11 | w | 45 | 1200 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 3 | 15 |
| 12 | w | 27 | 1200 | 4 | 4 | 3 | 4 | 15 | 4 | 4 | 4 | 3 | 15 |
| 13 | p | 28 | 900 | 5 | 5 | 4 | 4 | 18 | 4 | 4 | 3 | 4 | 15 |
| 14 | p | 27 | 1200 | 5 | 5 | 4 | 5 | 19 | 5 | 5 | 4 | 5 | 19 |
| 15 | p | 25 | 900 | 4 | 4 | 4 | 5 | 17 | 4 | 4 | 4 | 3 | 15 |
| 16 | p | 25 | 900 | 5 | 5 | 4 | 4 | 18 | 4 | 4 | 4 | 4 | 16 |
| 17 | p | 27 | 900 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 |
| 18 | p | 25 | 900 | 3 | 3 | 3 | 4 | 13 | 4 | 4 | 3 | 5 | 16 |
| 19 | w | 20 | 1200 | 2 | 4 | 3 | 3 | 12 | 3 | 2 | 4 | 4 | 13 |
| 20 | w | 20 | 900 | 3 | 4 | 4 | 4 | 15 | 3 | 4 | 4 | 3 | 14 |
| 21 | w | 20 | 900 | 3 | 4 | 4 | 4 | 15 | 3 | 4 | 2 | 3 | 12 |
| 22 | w | 20 | 900 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 2 | 3 | 11 |
| 23 | w | 45 | 1200 | 4 | 4 | 3 | 3 | 14 | 4 | 4 | 4 | 3 | 15 |
| 24 | w | 19 | 1200 | 4 | 5 | 4 | 5 | 18 | 3 | 5 | 4 | 3 | 15 |
| 25 | p | 50 | 900 | 4 | 4 | 4 | 4 | 16 | 3 | 4 | 4 | 4 | 15 |
| 26 | p | 25 | 1200 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 3 | 15 |
| 27 | w | 20 | 900 | 4 | 4 | 4 | 4 | 16 | 3 | 4 | 4 | 4 | 15 |
| 28 | w | 23 | 1200 | 4 | 5 | 4 | 4 | 17 | 4 | 5 | 5 | 4 | 18 |
| 29 | p | 21 | 1200 | 4 | 5 | 4 | 4 | 17 | 5 | 4 | 5 | 5 | 19 |
| 30 | p | 25 | 1200 | 5 | 5 | 4 | 5 | 19 | 5 | 4 | 4 | 5 | 18 |
| 31 | p | 26 | 900 | 4 | 4 | 3 | 4 | 15 | 4 | 4 | 3 | 4 | 15 |
| 32 | p | 20 | 1200 | 3 | 4 | 2 | 4 | 13 | 5 | 5 | 4 | 4 | 18 |
| 33 | p | 52 | 1200 | 4 | 4 | 3 | 4 | 15 | 4 | 4 | 4 | 4 | 16 |
| 34 | w | 21 | 900 | 2 | 4 | 3 | 3 | 12 | 3 | 3 | 2 | 3 | 11 |
| 35 | w | 20 | 900 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 2 | 3 | 11 |
| 36 | p | 22 | 900 | 3 | 4 | 3 | 3 | 13 | 3 | 3 | 4 | 4 | 14 |
| 37 | p | 30 | 900 | 4 | 4 | 5 | 4 | 17 | 4 | 4 | 4 | 5 | 17 |
| 38 | w | 33 | 1200 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 3 | 3 | 14 |
| 39 | p | 35 | 1200 | 4 | 3 | 3 | 4 | 14 | 4 | 3 | 3 | 3 | 13 |
| 40 | w | 24 | 900 | 4 | 4 | 3 | 4 | 15 | 4 | 3 | 3 | 3 | 13 |
| 41 | w | 25 | 900 | 4 | 4 | 3 | 3 | 14 | 4 | 4 | 4 | 4 | 16 |
| 42 | p | 28 | 1200 | 4 | 4 | 3 | 3 | 14 | 4 | 3 | 3 | 3 | 13 |
| 43 | p | 35 | 1200 | 4 | 4 | 4 | 4 | 16 | 4 | 3 | 3 | 4 | 14 |
| 44 | p | 57 | 900 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 2 | 3 | 11 |
| 26 | | | 1200 | 2 | 4 | 3 | 3 | 12 | 3 | 3 | 2 | 3 | 11 |
| 29 | | | 1200 | 4 | 4 | 3 | 4 | 15 | 4 | 4 | 4 | 4 | 16 |
| 23 | | | 900 | 3 | 4 | 2 | 4 | 13 | 3 | 4 | 2 | 4 | 13 |
| 28 | | | 900 | 4 | 4 | 3 | 4 | 15 | 4 | 4 | 3 | 4 | 15 |



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|----|---|----|------|---|---|---|---|----|---|---|---|---|----|
| 49 | w | 30 | 900 | 3 | 3 | 3 | 4 | 13 | 4 | 4 | 4 | 5 | 17 |
| 50 | p | 32 | 1200 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 |
| 51 | p | 37 | 900 | 4 | 4 | 4 | 4 | 16 | 4 | 3 | 3 | 3 | 13 |
| 52 | w | 31 | 1200 | 4 | 4 | 3 | 4 | 15 | 4 | 3 | 3 | 3 | 13 |
| 53 | p | 39 | 1200 | 5 | 5 | 4 | 5 | 19 | 4 | 4 | 4 | 4 | 16 |
| 54 | w | 46 | 900 | 4 | 4 | 3 | 4 | 15 | 4 | 4 | 4 | 3 | 15 |
| 55 | w | 54 | 900 | 5 | 5 | 4 | 5 | 19 | 5 | 4 | 5 | 4 | 18 |
| 56 | w | 35 | 900 | 4 | 5 | 4 | 4 | 17 | 5 | 4 | 4 | 5 | 18 |
| 57 | p | 37 | 900 | 4 | 5 | 4 | 4 | 17 | 4 | 5 | 4 | 5 | 18 |
| 58 | w | 33 | 900 | 4 | 4 | 4 | 4 | 16 | 3 | 4 | 4 | 4 | 15 |
| 59 | p | 31 | 1200 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 3 | 15 |
| 60 | w | 30 | 900 | 4 | 4 | 4 | 4 | 16 | 3 | 4 | 3 | 4 | 14 |
| 61 | p | 36 | 1200 | 4 | 5 | 4 | 5 | 18 | 3 | 5 | 4 | 3 | 15 |
| 62 | w | 39 | 900 | 4 | 4 | 3 | 3 | 14 | 4 | 4 | 4 | 3 | 15 |
| 63 | w | 29 | 1200 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 2 | 3 | 11 |
| 64 | p | 32 | 1200 | 3 | 4 | 4 | 4 | 15 | 3 | 4 | 2 | 3 | 12 |
| 65 | p | 33 | 900 | 2 | 4 | 4 | 4 | 14 | 3 | 4 | 4 | 3 | 14 |
| 66 | w | 54 | 900 | 2 | 4 | 3 | 3 | 12 | 3 | 2 | 4 | 4 | 13 |
| 67 | p | 50 | 900 | 4 | 4 | 5 | 5 | 18 | 4 | 5 | 4 | 4 | 17 |
| 68 | w | 49 | 900 | 3 | 3 | 3 | 3 | 12 | 3 | 4 | 3 | 3 | 13 |
| 69 | p | 47 | 1200 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 5 | 20 |
| 70 | w | 46 | 900 | 5 | 5 | 4 | 5 | 19 | 5 | 5 | 4 | 5 | 19 |
| 71 | w | 43 | 900 | 3 | 3 | 4 | 3 | 13 | 3 | 4 | 3 | 3 | 13 |
| 72 | w | 41 | 900 | 5 | 4 | 4 | 5 | 18 | 5 | 5 | 5 | 4 | 19 |
| 73 | w | 40 | 900 | 3 | 3 | 3 | 3 | 12 | 3 | 4 | 2 | 3 | 12 |
| 74 | p | 44 | 900 | 4 | 4 | 5 | 5 | 18 | 5 | 5 | 5 | 5 | 20 |
| 75 | p | 47 | 1200 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 |
| 76 | p | 36 | 1200 | 4 | 3 | 3 | 3 | 13 | 3 | 4 | 3 | 4 | 14 |
| 77 | w | 35 | 900 | 3 | 3 | 3 | 4 | 13 | 4 | 4 | 3 | 3 | 14 |
| 78 | w | 27 | 1200 | 3 | 3 | 3 | 3 | 12 | 2 | 3 | 3 | 3 | 11 |
| 79 | w | 46 | 900 | 4 | 4 | 4 | 4 | 16 | 3 | 3 | 2 | 2 | 10 |
| 80 | p | 53 | 900 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 |
| 81 | p | 29 | 1200 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 |
| 82 | p | 26 | 1200 | 5 | 5 | 4 | 5 | 19 | 5 | 5 | 4 | 5 | 19 |
| 83 | p | 24 | 900 | 5 | 5 | 5 | 5 | 20 | 4 | 5 | 4 | 5 | 18 |
| 84 | w | 32 | 1200 | 4 | 5 | 4 | 5 | 18 | 4 | 4 | 4 | 4 | 16 |
| 85 | p | 37 | 900 | 4 | 5 | 4 | 5 | 18 | 5 | 5 | 4 | 5 | 19 |
| 86 | w | 35 | 900 | 4 | 4 | 3 | 4 | 15 | 4 | 3 | 4 | 4 | 15 |
| 87 | p | 36 | 900 | 4 | 4 | 4 | 3 | 15 | 4 | 3 | 4 | 4 | 15 |
| 88 | p | 33 | 1200 | 4 | 5 | 4 | 4 | 17 | 4 | 4 | 4 | 4 | 16 |
| 89 | p | 31 | 1200 | 4 | 5 | 4 | 4 | 17 | 4 | 4 | 5 | 4 | 17 |
| 90 | w | 30 | 900 | 4 | 4 | 4 | 4 | 16 | 5 | 5 | 4 | 4 | 18 |
| 91 | w | 48 | 900 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 4 | 5 | 19 |
| 92 | w | 42 | 1200 | 5 | 5 | 4 | 5 | 19 | 5 | 5 | 4 | 3 | 17 |
| 93 | p | 47 | 1200 | 5 | 5 | 4 | 4 | 18 | 4 | 4 | 5 | 5 | 18 |
| 94 | w | 48 | 900 | 5 | 5 | 5 | 4 | 19 | 3 | 3 | 2 | 2 | 10 |
| 95 | w | 40 | 1200 | 5 | 5 | 5 | 5 | 20 | 3 | 3 | 4 | 4 | 14 |
| 96 | w | 44 | 900 | 5 | 5 | 4 | 4 | 18 | 4 | 4 | 4 | 5 | 17 |
| 97 | w | 47 | 1200 | 5 | 4 | 4 | 5 | 18 | 5 | 4 | 4 | 4 | 17 |
| 98 | w | 35 | 900 | 4 | 4 | 4 | 5 | 17 | 5 | 5 | 5 | 4 | 19 |
| 99 | p | 35 | 900 | 5 | 5 | 5 | 4 | 19 | 5 | 4 | 4 | 4 | 17 |
| | | 35 | 900 | 5 | 5 | 5 | 4 | 19 | 4 | 4 | 5 | 5 | 18 |



| Daya Tanggap (X3) | | | | | Jaminan (X4) | | | | | Empati (X5) | | | | | Kepuasan (Y) | | | | Total |
|-------------------|-----|-----|-----|----|--------------|----|----|----|----|-------------|----|----|----|----|--------------|-----|-----|-----|-------|
| dt1 | dt2 | dt3 | dt4 | | j1 | j2 | j3 | j4 | | e1 | e2 | e3 | e4 | | kp1 | kp2 | kp3 | kp4 | |
| 5 | 4 | 5 | 5 | 19 | 5 | 4 | 5 | 5 | 19 | 4 | 5 | 5 | 5 | 19 | 5 | 5 | 5 | 5 | 20 |
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| 2 | 4 | 4 | 4 | 14 | 4 | 4 | 2 | 2 | 12 | 2 | 4 | 3 | 2 | 11 | 3 | 2 | 2 | 3 | 10 |
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| 3 | 2 | 3 | 3 | 11 | 3 | 4 | 3 | 3 | 13 | 3 | 3 | 2 | 3 | 11 | 4 | 4 | 3 | 3 | 14 |
| 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 |
| 3 | 3 | 3 | 3 | 12 | 3 | 3 | 4 | 4 | 14 | 2 | 2 | 3 | 3 | 10 | 3 | 5 | 5 | 5 | 18 |
| 4 | 5 | 4 | 4 | 17 | 4 | 5 | 4 | 4 | 17 | 4 | 5 | 4 | 5 | 18 | 5 | 5 | 4 | 5 | 19 |
| 4 | 4 | 4 | 4 | 16 | 4 | 4 | 5 | 4 | 17 | 4 | 4 | 4 | 4 | 16 | 4 | 5 | 5 | 5 | 19 |
| 4 | 4 | 4 | 4 | 16 | 4 | 5 | 5 | 5 | 19 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 5 | 4 | 17 |
| 5 | 4 | 5 | 5 | 19 | 5 | 4 | 5 | 5 | 19 | 5 | 4 | 4 | 4 | 17 | 5 | 4 | 5 | 5 | 19 |
| 4 | 4 | 4 | 3 | 15 | 4 | 4 | 5 | 4 | 17 | 3 | 4 | 3 | 3 | 13 | 5 | 5 | 5 | 5 | 20 |
| 3 | 4 | 3 | 3 | 13 | 5 | 5 | 5 | 4 | 19 | 3 | 4 | 3 | 4 | 14 | 4 | 4 | 3 | 4 | 15 |
| 4 | 5 | 5 | 5 | 19 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 5 | 5 | 4 | 18 |
| 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 4 | 19 | 5 | 5 | 5 | 5 | 20 |
| 5 | 5 | 5 | 4 | 19 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 5 | 20 | 4 | 5 | 4 | 4 | 17 |
| 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 4 | 19 | 4 | 5 | 4 | 4 | 17 | 4 | 4 | 4 | 5 | 17 |
| 3 | 2 | 3 | 5 | 13 | 4 | 3 | 2 | 3 | 12 | 3 | 5 | 5 | 5 | 18 | 3 | 3 | 3 | 3 | 12 |
| 3 | 3 | 5 | 5 | 16 | 2 | 3 | 4 | 5 | 14 | 5 | 4 | 4 | 4 | 17 | 3 | 3 | 4 | 4 | 14 |
| 3 | 5 | 5 | 5 | 18 | 2 | 3 | 4 | 5 | 14 | 5 | 5 | 5 | 4 | 19 | 3 | 3 | 2 | 2 | 10 |
| 5 | 5 | 5 | 4 | 19 | 4 | 4 | 5 | 5 | 18 | 4 | 5 | 5 | 5 | 19 | 3 | 3 | 3 | 3 | 12 |
| 5 | 5 | 5 | 5 | 20 | 2 | 3 | 2 | 4 | 11 | 5 | 5 | 4 | 5 | 19 | 3 | 2 | 5 | 5 | 15 |
| 5 | 5 | 4 | 4 | 18 | 5 | 5 | 4 | 2 | 16 | 2 | 2 | 3 | 5 | 12 | 5 | 5 | 4 | 4 | 18 |
| 3 | 2 | 3 | 3 | 11 | 5 | 5 | 4 | 4 | 18 | 5 | 5 | 5 | 5 | 20 | 3 | 5 | 3 | 4 | 15 |
| 4 | 5 | 5 | 5 | 19 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 4 | 19 | 5 | 4 | 5 | 5 | 19 |
| 4 | 2 | 3 | 3 | 12 | 2 | 3 | 3 | 5 | 13 | 5 | 4 | 5 | 5 | 19 | 5 | 5 | 4 | 4 | 18 |



Lampiran 3 Hasil Uji Validitas Dan Relibititas

| Item-Total Statistics | | | | |
|-----------------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| bf1 | 12.13 | 2.809 | .628 | .744 |
| bf2 | 11.87 | 3.085 | .654 | .727 |
| bf3 | 12.27 | 3.444 | .484 | .807 |
| bf4 | 11.93 | 3.237 | .709 | .710 |

| Item-Total Statistics | | | | |
|-----------------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| k1 | 11.73 | 3.237 | .547 | .459 |
| k2 | 11.43 | 3.702 | .375 | .594 |
| k3 | 11.50 | 3.776 | .475 | .526 |
| k4 | 11.53 | 4.189 | .277 | .656 |

| Item-Total Statistics | | | | |
|-----------------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| dt1 | 11.47 | 3.637 | .593 | .765 |
| dt2 | 11.33 | 3.816 | .510 | .807 |
| dt3 | 11.57 | 3.771 | .658 | .735 |
| dt4 | 11.63 | 3.551 | .725 | .701 |

| Item-Total Statistics | | | | |
|-----------------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| j1 | 11.00 | 6.759 | .573 | .775 |
| j2 | 11.07 | 6.340 | .578 | .770 |
| j3 | 11.33 | 5.333 | .601 | .769 |
| j4 | 11.10 | 5.403 | .743 | .686 |

| Item-Total Statistics | | | | |
|-----------------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| e1 | 11.13 | 6.395 | .718 | .846 |
| e2 | 10.77 | 5.564 | .831 | .797 |
| e3 | 11.07 | 5.306 | .758 | .826 |
| e4 | 11.03 | 5.757 | .638 | .877 |

| Item-Total Statistics | | | | |
|-----------------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| kp1 | 12.03 | 4.861 | .792 | .749 |
| kp2 | 11.87 | 6.120 | .551 | .851 |
| | 12.37 | 4.861 | .642 | .827 |
| | 11.93 | 5.375 | .767 | .768 |



| Reliability Statistics | |
|-------------------------------|------------|
| Cronbach's Alpha | N of Items |
| .798 | 4 |

| Reliability Statistics | |
|-------------------------------|------------|
| Cronbach's Alpha | N of Items |
| .634 | 4 |

| Reliability Statistics | |
|-------------------------------|------------|
| Cronbach's Alpha | N of Items |
| .802 | 4 |

| Reliability Statistics | |
|-------------------------------|------------|
| Cronbach's Alpha | N of Items |
| .802 | 4 |

| Reliability Statistics | |
|-------------------------------|------------|
| Cronbach's Alpha | N of Items |
| .873 | 4 |



Lampiran 4. Hasil Uji Analisis Deskriptif

| bf1 | | | | | |
|-------|-------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 6 | 6.0 | 6.0 | 6.0 |
| | 3 | 20 | 20.0 | 20.0 | 26.0 |
| | 4 | 51 | 51.0 | 51.0 | 77.0 |
| | 5 | 23 | 23.0 | 23.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

| bf2 | | | | | |
|-------|-------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3 | 18 | 18.0 | 18.0 | 18.0 |
| | 4 | 50 | 50.0 | 50.0 | 68.0 |
| | 5 | 32 | 32.0 | 32.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

| bf3 | | | | | |
|-------|-------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 3 | 3.0 | 3.0 | 3.0 |
| | 3 | 35 | 35.0 | 35.0 | 38.0 |
| | 4 | 48 | 48.0 | 48.0 | 86.0 |
| | 5 | 14 | 14.0 | 14.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

| bf4 | | | | | |
|-------|-------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3 | 22 | 22.0 | 22.0 | 22.0 |
| | 4 | 53 | 53.0 | 53.0 | 75.0 |
| | 5 | 25 | 25.0 | 25.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

| k1 | | | | | |
|-------|-------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 5 | 5.0 | 5.0 | 5.0 |
| | 3 | 29 | 29.0 | 29.0 | 34.0 |
| | 4 | 46 | 46.0 | 46.0 | 80.0 |
| | 5 | 20 | 20.0 | 20.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

| k2 | | | | | |
|-------|-------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 1 | 1.0 | 1.0 | 1.0 |
| | 2 | 2 | 2.0 | 2.0 | 3.0 |
| | 3 | 24 | 24.0 | 24.0 | 27.0 |
| | 4 | 50 | 50.0 | 50.0 | 77.0 |
| | 5 | 23 | 23.0 | 23.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |



| k3 | | | | | |
|-----------|-------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 13 | 13.0 | 13.0 | 13.0 |
| | 3 | 19 | 19.0 | 19.0 | 32.0 |
| | 4 | 55 | 55.0 | 55.0 | 87.0 |
| | 5 | 13 | 13.0 | 13.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

| k4 | | | | | |
|-----------|-------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 3 | 3.0 | 3.0 | 3.0 |
| | 3 | 35 | 35.0 | 35.0 | 38.0 |
| | 4 | 40 | 40.0 | 40.0 | 78.0 |
| | 5 | 22 | 22.0 | 22.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

| dt1 | | | | | |
|------------|-------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 3 | 3.0 | 3.0 | 3.0 |
| | 3 | 36 | 36.0 | 36.0 | 39.0 |
| | 4 | 44 | 44.0 | 44.0 | 83.0 |
| | 5 | 17 | 17.0 | 17.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

| dt2 | | | | | |
|------------|-------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 9 | 9.0 | 9.0 | 9.0 |
| | 3 | 15 | 15.0 | 15.0 | 24.0 |
| | 4 | 54 | 54.0 | 54.0 | 78.0 |
| | 5 | 22 | 22.0 | 22.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

| dt3 | | | | | |
|------------|-------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3 | 39 | 39.0 | 39.0 | 39.0 |
| | 4 | 41 | 41.0 | 41.0 | 80.0 |
| | 5 | 20 | 20.0 | 20.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

| dt4 | | | | | |
|------------|-------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 1 | 1.0 | 1.0 | 1.0 |
| | 3 | 39 | 39.0 | 39.0 | 40.0 |
| | 4 | 41 | 41.0 | 41.0 | 81.0 |
| | 5 | 19 | 19.0 | 19.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |



| dt4 | | | | | |
|------------|-------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 1 | 1.0 | 1.0 | 1.0 |
| | 3 | 39 | 39.0 | 39.0 | 40.0 |
| | 4 | 41 | 41.0 | 41.0 | 81.0 |
| | 5 | 19 | 19.0 | 19.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

| j1 | | | | | |
|-----------|--------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 8 | 8.0 | 8.1 | 8.1 |
| | 3 | 19 | 19.0 | 19.2 | 27.3 |
| | 4 | 53 | 53.0 | 53.5 | 80.8 |
| | 5 | 19 | 19.0 | 19.2 | 100.0 |
| | Total | 99 | 99.0 | 100.0 | |
| Missing | System | 1 | 1.0 | | |
| Total | | 100 | 100.0 | | |

| j2 | | | | | |
|-----------|-------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 3 | 3.0 | 3.0 | 3.0 |
| | 3 | 27 | 27.0 | 27.0 | 30.0 |
| | 4 | 48 | 48.0 | 48.0 | 78.0 |
| | 5 | 22 | 22.0 | 22.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

| j3 | | | | | |
|-----------|-------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 3 | 3.0 | 3.0 | 3.0 |
| | 2 | 13 | 13.0 | 13.0 | 16.0 |
| | 3 | 26 | 26.0 | 26.0 | 42.0 |
| | 4 | 32 | 32.0 | 32.0 | 74.0 |
| | 5 | 26 | 26.0 | 26.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

| j4 | | | | | |
|-----------|-------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 2 | 2.0 | 2.0 | 2.0 |
| | 2 | 4 | 4.0 | 4.0 | 6.0 |
| | 3 | 20 | 20.0 | 20.0 | 26.0 |
| | 4 | 53 | 53.0 | 53.0 | 79.0 |
| | 5 | 21 | 21.0 | 21.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |



| e1 | | | | | |
|-----------|-------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 8 | 8.0 | 8.0 | 8.0 |
| | 3 | 36 | 36.0 | 36.0 | 44.0 |
| | 4 | 41 | 41.0 | 41.0 | 85.0 |
| | 5 | 15 | 15.0 | 15.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

| e2 | | | | | |
|-----------|-------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 7 | 7.0 | 7.0 | 7.0 |
| | 3 | 18 | 18.0 | 18.0 | 25.0 |
| | 4 | 52 | 52.0 | 52.0 | 77.0 |
| | 5 | 23 | 23.0 | 23.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

| e3 | | | | | |
|-----------|-------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 7 | 7.0 | 7.0 | 7.0 |
| | 3 | 36 | 36.0 | 36.0 | 43.0 |
| | 4 | 38 | 38.0 | 38.0 | 81.0 |
| | 5 | 19 | 19.0 | 19.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

| e4 | | | | | |
|-----------|-------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 2 | 2.0 | 2.0 | 2.0 |
| | 2 | 7 | 7.0 | 7.0 | 9.0 |
| | 3 | 25 | 25.0 | 25.0 | 34.0 |
| | 4 | 49 | 49.0 | 49.0 | 83.0 |
| | 5 | 17 | 17.0 | 17.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

| kp1 | | | | | |
|------------|-------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 4 | 4.0 | 4.0 | 4.0 |
| | 3 | 27 | 27.0 | 27.0 | 31.0 |
| | 4 | 38 | 38.0 | 38.0 | 69.0 |
| | 5 | 31 | 31.0 | 31.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |



| kp2 | | | | | |
|------------|-------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 3 | 3.0 | 3.0 | 3.0 |
| | 3 | 22 | 22.0 | 22.0 | 25.0 |
| | 4 | 35 | 35.0 | 35.0 | 60.0 |
| | 5 | 40 | 40.0 | 40.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

| kp3 | | | | | |
|------------|-------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 1 | 1.0 | 1.0 | 1.0 |
| | 2 | 8 | 8.0 | 8.0 | 9.0 |
| | 3 | 23 | 23.0 | 23.0 | 32.0 |
| | 4 | 45 | 45.0 | 45.0 | 77.0 |
| | 5 | 23 | 23.0 | 23.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

| kp4 | | | | | |
|------------|-------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 3 | 3.0 | 3.0 | 3.0 |
| | 3 | 21 | 21.0 | 21.0 | 24.0 |
| | 4 | 42 | 42.0 | 42.0 | 66.0 |
| | 5 | 34 | 34.0 | 34.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |



Lampiran 5 Hasil Uji Parsial, Uji Simultan, Ketepatan Model

| Coefficients ^a | | | | | | |
|---------------------------|-------------------|-----------------------------|------------|---------------------------|--------|------|
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 3.569 | 1.592 | | 2.242 | .027 |
| | Bentuk Fisik (X1) | .150 | .140 | .127 | 1.071 | .287 |
| | Keandalan (X2) | .367 | .135 | .327 | 2.715 | .008 |
| | Daya Tanggap (X3) | .029 | .124 | .025 | .234 | .815 |
| | Jaminan (X4) | .453 | .113 | .437 | 4.000 | .000 |
| | Empati (X5) | -.193 | .120 | -.189 | -1.609 | .111 |

a. Dependent Variable: Kepuasan (Y)

| ANOVA ^a | | | | | | |
|--------------------|------------|----------------|----|-------------|--------|-------------------|
| Model | | Sum of Squares | Df | Mean Square | F | Sig. |
| 1 | Regression | 370.908 | 5 | 74.182 | 15.395 | .000 ^b |
| | Residual | 452.932 | 94 | 4.818 | | |
| | Total | 823.840 | 99 | | | |

a. Dependent Variable: Kepuasan (Y)
 b. Predictors: (Constant), Bentuk Fisik (X1), Keandalan (X2), Daya Tanggap (X3), Jaminan (X4), Empati (X5)

| Model Summary | | | | |
|---------------|-------------------|----------|-------------------|----------------------------|
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .671 ^a | .450 | .421 | 2.195 |

a. Predictors: (Constant), Bentuk Fisik (X1), Keandalan (X2), Daya Tanggap (X3), Jaminan (X4), Empati (X5)

