

DAFTAR PUSTAKA

- Assauri, Sofjan. 2013. *Manajemen Pemasaran*. Jakarta. Rajawali Pers.
- Alma, Buchari. 2014. *Manajemen Pemasaran dan Pemasaran Jasa*. Bandung. Alfabeta.
- Amilia, Suri. 2016. *Pengaruh Bauran Pemasaran terhadap Kepuasan Konsumen pada Warung Kanasha di Kota Langsa*. Jurnal Manajemen dan Keuangan, Vol. 5, No. 1, Mei 2016
- Ariyanti, Anik. 2018. *Pengaruh Bauran Pemasaran Terhadap Kepuasan Konsumen Richeese Factory Bintara Kota Bekasi*. Jurnal Pengembangan Wiraswasta, Vol. 20, No. 03 - Desember 2018
- Fitriana, Dela. 2019. *Analisis Kepuasan Konsumen Rumah Tangga Terhadap Beras Padi Asal Lampung Selatan (Beras "Palas") Di Kabupaten Lampung Selatan*. Skripsi. Universitas Lampung. Bandar Lampung.
- Ghozali, Imam. 2015. *Aplikasi Analisis Multivariate dengan Program SPSS*. Semarang: Badan Penerbit Universitas Diponegoro.
- Haryanto, Aris Tri. 2016. *Pengaruh Kepuasan Konsumen Sebagai Mediator Bauran Pemasaran Terhadap Keputusan Pembelian (Studi Pada Rumah Makan Pondok Padi Organik di Sragen)*. Journal of Economic Education, 5 (2) (2016)
- Hasan, Nur. 2019. *Pengaruh People, Process, Dan Physical Evidence Terhadap Kepuasan Konsumen (Studi Pada Konsumen Pangkas Rambut Arjuna Way Halim Bandar Lampung)*. Skripsi. Universitas Lampung. Bandar Lampung.
- Kotler, Phillip dan Kevin Lane Keller. 2016. *Manajemen Pemasaran* edisi 12 Jilid 1 & 2. Jakarta: PT. Indeks.
- Kotler dan Gary Amstrong. 2016. *Dasar-dasar Pemasaran*. Jilid 1, Edisi Kesembilan. Jakarta: Erlangga.
- Lisarini, Endah. 2014. *Pengaruh Bauran Pemasaran 7 P Terhadap Kepuasan Pelanggan Di Sweetberry Agrowisata Cipanas*. Jurnal Agrosience Volume 4 No. 2 : Juli – Desember 2014
- Pranajaya, Gde Made Oki. 2019. *Pengaruh Bauran Pemasaran dalam Bisnis Konveksi Clothing Karikatur Bali Terhadap Kepuasan dan Loyalitas Konsumen Pada PT. Eka Jaya Makmur Bali*. e-Journal Ekonomi Bisnis dan Akuntansi, 2019, Volume VI (1)
- Sugiyono. 2013. *Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta.

Sumarni, Murti dan John Soeprihanto. 2010. *Pengantar Bisnis (Dasar – dasar Ekonomi Perusahaan)*. Edisi ke 5. Yogyakarta: Liberty Yogyakarta.

Tjiptono, Fandy. 2015. *Strategi Pemasaran*. Edisi 4: Andi. Yogyakarta.

Zeithaml, V.A., M.J. Bitner, D.D. Gremler. 2013. *Services Marketing: Integrating Customer Focus Across the Firm 6 thed.* Mc.Graw-Hill.
Boston

KUISIONER

Data Pribadi

- Nama :
- Jenis Kelamin : a. Laki – laki
b. Perempuan
- Umur : (tahun)
- Lama berlangganan : a. <10 tahun
b. ≥10 tahun

PRODUK (X1)		Jawaban Pertanyaan				
No	Pernyataan	STS	TS	KS	S	SS
1.	Beras Sedap Mantap yang diproduksi oleh CV. CRM Bersaudara, Pinrang, sudah sangat terkenal.					
2.	Beras Sedap Mantap yang diproduksi oleh CV. CRM Bersaudara, Pinrang memiliki kemasan yang bagus.					
3.	Beras Sedap Mantap yang diproduksi oleh CV. CRM Bersaudara, Pinrang, memiliki warna yang baik.					
4.	Beras Sedap Mantap yang diproduksi oleh CV. CRM Bersaudara, Pinrang, memiliki rasa yang enak.					

HARGA (X2)		Jawaban Pertanyaan				
No	Pernyataan	STS	TS	KS	S	SS
1.	Beras Sedap Mantap yang diproduksi oleh CV. CRM Bersaudara, Pinrang, memiliki harga yang terjangkau.					
2.	Harga beras Sedap Mantap yang diproduksi oleh CV. CRM Bersaudara, Pinrang sesuai dengan kualitas.					
3.	CV. CRM Bersaudara, Pinrang, selalu memberikan diskon untuk jumlah pembelian tertentu.					
4.	CV. CRM Bersaudara, Pinrang, memberikan potongan harga yang bagus.					

LOKASI (X3)		Jawaban Pertanyaan				
No	Pernyataan	STS	TS	KS	S	SS
1.	CV. CRM Bersaudara, Pinrang, memiliki lokasi yang strategis					
2.	Akses menuju CV. CRM Bersaudara, Pinrang sangat mudah					
3.	CV. CRM Bersaudara, Pinrang, selalu tepat waktu mengantar pesanan					
4.	CV. CRM Bersaudara, Pinrang, selalu memastikan pesanan pelanggan sampai ke alamat yang tepat.					

PROMOSI (X4)		Jawaban Pertanyaan				
No	Pernyataan	STS	TS	KS	S	SS
1.	Saya mengetahui Beras Sedap Mantap dari aktivitas personal selling yang diproduksi oleh CV. CRM Bersaudara, Pinrang					
2.	Saya mengetahui Beras Sedap Mantap diproduksi oleh CV. CRM Bersaudara, Pinrang, dari media cetak					
3.	Saya mengetahui Beras Sedap yang diproduksi oleh CV. CRM Bersaudara, Pinrang, dari media sosial					
4.	Saya mengetahui Beras Sedap yang diproduksi oleh CV. CRM Bersaudara, Pinrang, dari brosur					

ORANG (X5)		Jawaban Pertanyaan				
No	Pernyataan	STS	TS	KS	S	SS
1.	Karyawan CV. CRM Bersaudara, Pinrang, sangat sopan					
2.	Karyawan CV. CRM Bersaudara, Pinrang, sangat ramah					
3.	Karyawan CV. CRM Bersaudara, Pinrang, berpenampilan rapi					
4.	Karyawan CV. CRM Bersaudara, Pinrang, berpenampilan bersih					

PROSES (X6)		Jawaban Pertanyaan				
No	Pernyataan	STS	TS	KS	S	SS
1.	CV. CRM Bersaudara, Pinrang, memudahkan pelanggan dalam pemesanan beras.					
2.	Pemesanan beras Sedap Mantap dapat dilakukan secara online, via whatsapp					
3.	CV. CRM Bersaudara, Pinrang, sangat memudahkan pelanggan dalam melakukan pembayaran					
4.	CV. CRM Bersaudara, Pinrang, selalu mempersiapkan sebanyak mungkin alternative pembayaran kepada seluruh pelanggannya.					

BUKTI FISIK (X7)		Jawaban Pertanyaan				
No	Pernyataan	STS	TS	KS	S	SS
1.	Lingkungan CV. CRM Bersaudara, Pinrang, sangat nyaman					
2.	Gudang penyimpanan beras CV. CRM Bersaudara, Pinrang, sangat aman dari tikus.					
3.	Lingkungan CV. CRM Bersaudara, Pinrang, sangat bersih					
4.	Gudang penyimpanan beras CV. CRM Bersaudara, Pinrang, selalu dibersihkan					

KEPUASAN PELANGGAN (Y)		Jawaban Pertanyaan				
No	Pernyataan	STS	TS	KS	S	SS
1.	Saya merasa puas mengonsumsi Beras Sedap Mantap dari aktivitas personal selling yang diproduksi oleh CV. CRM Bersaudara, Pinrang					
2.	Beras Sedap Mantap dari aktivitas personal selling yang diproduksi oleh CV. CRM Bersaudara, Pinrang, sesuai dengan harapan saya.					
3.	Saya akan tetap menjadi pelanggan Beras Sedap Mantap yang diproduksi oleh CV. CRM Bersaudara, Pinrang					
4.	Saya selalu merekomendasikan Beras Sedap Mantap dari aktivitas personal selling yang diproduksi oleh CV. CRM Bersaudara, Pinrang, kepada teman dan keluarga saya.					

TABULASI ISIAN KUESIONER

No	JK	U	LB	Product				Price				Place				Promotion				People				Proces				Physical Evidance				Keputusan Nasabah				
				1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	
1	A	b	b	3	4	3	4	4	3	4	3	3	2	1	3	5	4	4	3	5	5	5	4	4	3	3	3	4	4	5	4	3	3	3	3	
2	A	b	a	3	4	4	4	4	4	4	3	5	5	4	4	3	4	3	2	4	4	4	4	5	4	4	3	4	5	3	4	4	4	4	3	
3	B	a	a	4	3	4	3	3	3	4	4	4	3	3	4	3	2	3	4	4	5	5	4	4	3	3	4	4	4	5	4	4	3	4	3	
4	B	c	a	4	4	4	5	5	4	4	5	4	4	2	2	4	3	3	5	3	4	3	1	3	5	3	4	5	3	4	4	4	4	4	5	
5	A	b	b	2	1	3	3	3	3	2	2	2	2	2	2	5	5	5	5	2	4	4	4	3	3	3	3	5	3	3	4	2	2	2	3	
6	a	b	a	5	5	5	4	4	4	4	4	3	3	3	3	4	4	4	3	4	3	4	5	3	3	4	4	3	3	3	4	4	4	5	4	
7	a	c	b	4	4	4	5	5	4	4	5	4	4	3	4	2	2	2	3	5	2	2	3	3	3	2	3	3	2	2	3	4	5	3	4	
8	b	a	a	4	5	5	4	4	5	4	4	3	3	4	4	3	4	4	3	5	2	4	4	4	3	2	2	3	3	2	2	4	4	5	4	
9	a	b	a	4	4	3	3	4	4	4	3	4	3	4	4	3	4	5	3	3	3	4	3	5	3	3	3	3	4	2	3	4	3	4	4	
10	a	b	b	4	4	3	4	4	4	4	3	3	3	3	2	4	4	3	3	2	4	3	2	4	4	1	3	2	2	2	4	3	3	4		
11	b	b	a	3	3	4	4	4	3	3	3	4	4	4	3	4	4	4	4	3	4	4	3	4	4	5	5	4	4	3	5	4	3	3	4	
12	a	b	b	3	2	2	2	3	2	2	3	3	2	3	3	4	4	4	4	3	5	1	4	5	2	5	3	4	2	2	3	2	2	2	3	
13	a	a	b	2	2	2	3	3	3	2	3	3	2	2	3	1	1	1	2	4	3	4	4	4	4	3	3	2	3	4	2	2	3	2	2	
14	a	b	a	4	3	2	2	3	2	4	2	3	3	3	3	4	4	4	4	2	3	5	4	3	4	3	1	4	2	2	2	3	4	2	3	
15	b	b	b	1	2	2	2	2	2	2	3	1	1	1	3	4	4	3	4	3	3	3	4	3	4	3	4	4	4	3	4	2	2	2	2	
16	a	b	a	4	4	5	4	5	5	5	5	5	5	5	1	4	4	4	4	4	3	4	3	3	4	3	4	4	4	4	3	4	4	4	3	5
17	a	a	b	3	1	2	2	2	2	2	2	2	2	3	2	4	5	4	4	3	3	3	2	3	1	3	2	4	2	3	4	3	2	2	3	
18	a	a	b	4	4	4	3	4	4	4	4	4	4	3	4	1	3	1	1	3	4	4	4	3	4	4	2	1	3	3	4	3	3	4	2	
19	a	b	a	2	2	1	2	3	2	2	3	3	3	1	1	3	3	3	4	3	4	1	2	2	5	4	2	4	3	4	4	2	2	2	2	
20	a	b	b	3	4	4	4	4	4	4	4	4	2	4	2	3	2	3	5	2	2	3	1	3	3	2	2	5	5	2	2	4	4	3	4	

21	b	b	a	4	3	3	3	3	4	4	3	4	5	4	4	4	3	3	3	3	4	1	2	5	4	4	2	3	3	2	2	4	4	3	4	
22	a	a	b	3	4	3	2	4	3	4	4	2	2	2	2	3	5	4	4	4	4	4	3	3	4	2	3	4	4	3	4	2	3	4		
23	b	b	a	3	3	4	4	3	4	4	3	3	2	2	2	4	4	4	3	3	4	3	2	3	3	4	3	2	3	2	3	3	3	3	4	
24	a	b	b	3	3	1	2	2	2	2	3	2	4	2	2	4	4	4	3	2	4	3	3	3	3	4	3	3	3	3	3	4	3	4	4	
25	a	b	a	2	1	3	1	4	2	2	2	2	2	2	2	3	4	3	3	5	4	4	4	4	4	1	3	4	3	3	4	2	2	2	2	
26	a	b	b	3	3	1	2	3	3	2	3	2	2	2	2	5	5	5	4	3	2	4	4	4	4	4	4	3	4	3	3	3	3	3	2	2
27	a	a	a	4	4	4	4	4	3	2	3	3	2	2	2	4	3	4	4	4	4	4	5	4	4	4	5	4	4	4	4	3	2	4	3	
28	b	b	b	3	3	3	2	3	3	3	3	2	1	3	1	4	4	4	4	3	2	2	3	2	4	4	2	3	4	3	2	2	3	2	3	
29	a	b	a	2	2	3	3	2	2	3	3	2	2	3	3	4	4	4	4	3	3	2	3	3	3	3	2	2	4	2	3	3	2	3	3	
30	a	b	b	5	4	4	4	5	5	4	4	3	3	3	3	3	3	3	3	2	2	2	3	2	4	4	3	3	3	3	3	4	3	3	4	
31	a	a	b	3	2	4	4	4	4	3	4	4	3	4	3	3	3	4	4	4	3	3	4	4	4	3	3	4	4	3	3	3	3	3	3	
32	b	b	b	4	4	4	5	4	5	4	4	3	5	5	4	4	4	4	3	4	4	4	4	3	3	3	4	4	4	4	4	4	4	4	4	
33	a	b	a	3	2	2	3	2	3	3	2	3	4	2	2	3	3	3	3	2	2	3	3	3	3	3	1	2	3	3	2	3	3	3	2	
34	b	b	a	3	3	2	3	4	2	3	3	3	2	2	2	3	4	4	3	3	3	3	3	4	4	4	4	4	3	3	4	2	2	2	3	
35	a	a	a	2	2	2	3	3	3	3	2	4	3	3	4	4	4	4	4	4	4	4	4	4	2	3	2	3	4	4	4	3	3	3	3	
36	b	a	a	4	3	3	4	3	3	3	4	3	3	3	3	3	3	4	3	3	2	2	3	4	4	3	3	3	3	3	4	3	3	2	3	
37	a	b	b	3	4	4	4	3	4	4	4	3	3	3	3	3	3	2	3	3	3	2	4	2	3	3	4	3	3	3	3	4	3	4	4	
38	a	b	b	2	2	3	3	3	3	2	3	3	3	1	3	3	3	3	3	3	3	4	4	4	2	3	4	3	3	3	3	3	2	3	2	2
39	a	b	b	3	3	3	3	4	4	4	4	4	5	4	4	3	4	3	4	4	4	3	3	5	3	4	3	4	4	4	4	4	4	4	4	
40	a	b	a	4	4	4	4	4	3	3	4	2	3	2	2	2	3	2	4	3	3	3	2	2	2	4	2	3	4	4	3	3	3	3	4	
41	a	a	a	3	2	2	3	4	5	4	4	4	2	3	4	4	5	3	4	4	4	3	4	4	3	3	5	4	4	4	3	3	3	4	4	
42	a	a	b	3	3	2	4	3	2	3	2	3	3	4	3	2	2	2	3	4	3	3	3	4	4	2	4	3	3	3	4	3	2	3	3	
43	b	a	a	3	4	4	4	3	3	3	2	3	3	3	2	2	4	2	2	3	2	2	3	2	3	2	1	3	3	2	4	3	3	3	3	
44	b	b	a	4	4	3	3	4	3	4	5	3	3	3	3	2	2	2	2	5	4	4	5	5	5	3	4	5	4	2	4	4	3	3	4	
45	a	b	a	3	3	3	2	2	3	3	2	2	4	2	2	2	2	2	3	4	4	4	4	4	4	3	2	4	4	4	3	3	3	2	3	3

46	a	b	b	4	4	3	4	4	4	4	4	3	5	5	4	2	2	2	2	4	3	3	3	2	3	3	3	3	3	2	2	4	4	3	4
47	b	b	a	4	3	3	3	3	3	4	4	4	3	4	4	2	2	2	3	3	3	2	3	3	3	2	3	5	4	3	2	3	3	3	3
48	b	b	b	3	2	2	3	2	3	3	2	3	3	1	3	3	3	2	2	5	4	5	3	3	4	4	2	4	4	2	3	3	3	3	3
49	a	b	b	5	4	4	5	5	5	4	5	5	5	4	5	3	3	3	3	4	3	4	3	3	4	4	3	4	3	3	2	5	4	3	4
50	a	b	a	4	4	4	4	4	4	4	4	3	3	4	4	3	3	3	4	4	4	3	4	4	4	4	2	4	4	4	3	4	4	3	5
51	b	c	b	4	3	3	3	3	3	3	2	3	4	3	3	3	4	3	3	3	3	1	3	3	4	3	4	2	2	3	2	3	3	3	3
52	a	b	a	3	3	2	3	3	3	4	3	3	3	3	2	3	2	3	3	4	4	4	3	4	5	4	4	3	3	3	3	5	4	3	4
53	a	b	b	5	4	5	3	2	3	3	3	4	4	2	2	3	4	3	2	4	4	4	4	5	4	4	4	4	4	2	4	4	4	4	4
54	a	b	b	4	3	4	3	4	3	3	3	4	4	3	3	3	4	2	2	5	4	5	4	4	2	2	3	4	5	2	3	4	3	4	4
55	a	b	b	4	4	3	4	4	4	3	4	4	4	2	2	2	2	2	3	3	2	2	3	3	3	4	3	4	4	3	3	4	4	4	3
56	a	c	a	3	3	1	3	3	3	3	3	4	3	4	4	2	3	3	3	3	4	4	3	4	3	3	2	3	4	3	2	2	2	4	2
57	a	b	b	3	4	4	4	4	4	4	3	4	5	4	4	2	2	2	2	3	3	2	3	3	3	2	3	2	2	2	2	4	3	3	4
58	b	b	b	4	4	4	4	5	3	4	5	4	4	4	4	3	3	3	3	4	4	4	4	4	2	3	4	3	3	3	3	4	4	4	4
59	a	b	b	5	4	5	4	4	5	4	4	2	2	3	3	3	2	2	3	3	4	3	4	2	2	1	3	3	2	3	3	4	5	4	4
60	b	b	b	3	2	2	3	4	3	3	3	3	4	3	4	2	2	3	3	4	4	3	4	4	3	3	3	3	4	4	2	4	4	4	4
61	a	b	a	3	4	4	3	3	4	3	4	3	3	2	3	4	4	4	3	4	4	3	4	4	4	3	3	3	3	4	3	3	4	5	5
62	a	b	b	3	3	2	3	3	3	3	3	3	2	3	2	4	3	3	5	4	4	4	4	3	3	3	4	3	3	3	3	2	2	3	3
63	b	b	b	4	4	4	4	3	4	3	4	2	3	4	4	3	3	3	3	4	4	3	3	3	3	4	5	3	3	4	3	3	3	3	3
64	a	b	b	3	4	3	4	3	3	3	2	2	1	3	2	4	5	3	4	2	4	2	2	3	3	3	4	3	4	4	3	3	2	3	4
65	b	b	b	4	4	3	4	4	4	3	4	3	3	3	3	4	4	4	4	3	4	5	3	3	4	3	3	4	4	3	5	3	4	4	4
66	b	b	b	4	4	3	4	3	4	4	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4	3	3	3	3	3	4	3
67	b	b	b	4	4	4	4	3	3	3	3	3	3	4	4	3	3	3	4	4	3	4	4	5	4	4	4	5	4	4	4	3	3	3	4
68	b	b	a	4	4	3	3	4	3	4	3	4	5	3	3	5	4	5	5	3	3	2	2	4	3	2	2	3	3	3	4	3	4	3	3
69	a	b	b	2	4	2	2	3	3	3	3	3	3	4	3	4	4	4	4	4	4	4	4	4	3	2	3	4	3	3	3	3	4	4	3
70	a	b	a	3	4	5	3	4	3	4	3	4	3	3	4	4	3	3	3	4	4	3	3	4	4	3	4	4	3	4	4	4	4	3	4

71	a	b	b	3	3	3	3	2	3	3	3	3	4	4	3	4	4	5	4	5	5	4	5	5	5	5	5	4	4	5	5	4	3	3	3	
72	a	b	a	4	3	4	4	3	4	4	5	4	4	4	4	5	5	4	5	3	3	3	3	3	3	4	4	3	4	4	4	4	5	4	4	5
73	a	b	b	3	3	2	2	2	3	4	4	3	2	2	3	3	5	3	5	4	4	3	4	3	4	4	4	4	4	5	3	3	3	3	2	
74	b	b	a	4	4	4	4	4	3	4	4	3	2	3	3	4	4	4	4	3	4	4	4	3	5	4	3	4	4	4	4	4	3	3	4	
75	b	b	b	4	4	3	3	3	3	4	4	4	3	4	3	4	4	4	4	3	4	3	3	4	4	4	5	4	3	4	5	4	3	4	5	
76	b	b	a	5	5	4	5	5	5	5	5	5	5	5	5	3	4	3	4	4	3	4	3	5	5	5	5	5	5	5	5	4	4	4	5	5
77	b	b	b	3	3	3	3	4	3	3	3	3	4	4	3	4	5	4	4	4	4	4	4	4	5	5	3	5	5	3	4	3	4	4	4	
78	a	b	b	4	4	3	4	5	3	4	3	4	4	4	4	5	3	4	3	3	3	2	3	4	2	3	3	3	3	3	3	3	4	4	5	4
79	a	b	a	3	4	4	4	3	4	3	3	5	4	3	3	4	4	4	5	3	4	4	4	4	3	4	4	3	4	3	3	4	4	4	4	
80	b	c	b	3	4	3	3	4	4	4	4	4	4	4	4	4	4	4	5	3	4	4	4	4	5	5	5	4	4	4	3	4	3	4	4	
81	a	b	a	4	3	4	3	5	5	4	5	5	5	5	5	4	4	4	5	3	2	3	3	2	4	3	2	3	2	3	3	5	5	5	4	
82	a	b	b	4	4	4	4	4	4	4	4	4	5	5	3	3	5	4	5	5	4	5	4	4	4	4	5	5	5	4	5	5	3	4		
83	a	b	b	3	3	2	3	4	3	4	4	2	3	3	3	5	5	5	5	3	3	3	3	2	2	1	2	3	2	2	3	3	3	3	3	
84	a	b	b	3	4	4	4	4	5	4	4	3	4	4	4	4	4	3	4	3	3	4	4	3	3	3	3	3	3	3	3	3	4	3	3	
85	a	c	a	3	4	4	4	4	4	4	4	5	5	5	5	5	4	3	4	4	3	4	3	5	4	3	4	5	4	5	5	4	4	4	3	
86	a	b	b	3	2	3	3	2	3	3	2	4	3	2	4	5	4	4	5	2	3	3	2	3	4	3	3	3	3	3	3	3	3	2	3	3
87	b	b	b	4	5	4	5	4	4	4	4	4	4	4	4	3	4	3	3	3	4	4	4	4	4	3	3	3	3	4	4	4	5	5	5	4
88	a	b	b	3	3	3	3	2	3	3	2	2	1	2	1	4	4	4	4	4	3	4	3	3	4	4	3	4	3	3	3	3	3	2	2	3
89	b	b	b	3	3	4	4	2	3	3	3	3	3	3	3	4	4	3	4	4	4	4	4	5	3	3	4	5	5	5	4	3	3	3	3	
90	a	b	a	4	3	4	3	5	4	4	5	4	3	4	3	4	5	4	5	4	3	4	3	3	3	3	3	5	4	4	4	5	4	5	5	
91	a	b	b	2	3	3	2	3	3	3	3	4	3	3	3	3	4	3	4	2	2	3	2	4	4	3	3	4	3	4	3	3	3	3	3	
92	b	b	b	3	4	4	4	4	4	4	4	4	3	3	4	4	5	5	5	3	3	4	4	3	3	3	3	3	3	4	3	3	3	4	4	4
93	a	b	b	4	3	4	3	3	2	2	3	4	4	3	3	3	3	4	3	3	3	2	3	2	4	3	3	3	2	2	3	4	3	3	3	
94	b	b	b	4	4	4	4	4	4	5	5	3	3	4	4	4	4	4	5	3	4	4	4	3	4	3	3	3	3	3	3	5	5	5	4	
95	b	b	b	4	3	4	3	3	4	3	3	3	3	3	3	4	3	5	3	4	4	4	3	4	4	3	5	4	5	5	5	5	4	4	4	

Keterangan:

- JK: Jenis Kelamin
 a. Laki -laki
 b. Perempuan
- U: Umur
 a. 22 – 31 tahun
 b. 32 – 41 tahun
 c. 42 – 51 tahun
- LB: Lama Berlangganan
 a. <10 tahun
 b. ≥10 tahun

Correlations

		X11	X12	X13	X14	Produk
X11	Pearson Correlation	1	.614**	.536**	.523**	.796**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	95	95	95	95	95
X12	Pearson Correlation	.614**	1	.574**	.614**	.848**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	95	95	95	95	95
X13	Pearson Correlation	.536**	.574**	1	.599**	.835**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	95	95	95	95	95

	Pearson Correlation	.523**	.614**	.599**	1	.825**
X14	Sig. (2-tailed)	.000	.000	.000		.000
	N	95	95	95	95	95
	Pearson Correlation	.796**	.848**	.835**	.825**	1
Produk	Sig. (2-tailed)	.000	.000	.000	.000	
	N	95	95	95	95	95

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

Correlations

		X21	X22	X23	X24	Harga
X21	Pearson Correlation	1	.558**	.552**	.631**	.823**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	95	95	95	95	95
X22	Pearson Correlation	.558**	1	.648**	.618**	.840**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	95	95	95	95	95
X23	Pearson Correlation	.552**	.648**	1	.621**	.829**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	95	95	95	95	95
X24	Pearson Correlation	.631**	.618**	.621**	1	.862**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	95	95	95	95	95
Harga	Pearson Correlation	.823**	.840**	.829**	.862**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	95	95	95	95	95

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

Correlatio

		X31	X32	X33	X34	Lokasi
X31	Pearson Correlation	1	.656**	.488**	.590**	.815**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	95	95	95	95	95
X32	Pearson Correlation	.656**	1	.525**	.567**	.838**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	95	95	95	95	95
X33	Pearson Correlation	.488**	.525**	1	.674**	.814**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	95	95	95	95	95
X34	Pearson Correlation	.590**	.567**	.674**	1	.848**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	95	95	95	95	95
Lokasi	Pearson Correlation	.815**	.838**	.814**	.848**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	95	95	95	95	95

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

Correlations

		X41	X42	X43	X44	Promosi
X41	Pearson Correlation	1	.615**	.715**	.604**	.876**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	95	95	95	95	95
X42	Pearson Correlation	.615**	1	.662**	.481**	.816**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	95	95	95	95	95
X43	Pearson Correlation	.715**	.662**	1	.589**	.880**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	95	95	95	95	95
X44	Pearson Correlation	.604**	.481**	.589**	1	.795**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	95	95	95	95	95
Promosi	Pearson Correlation	.876**	.816**	.880**	.795**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	95	95	95	95	95

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

Correlatio

		X51	X52	X53	X54	Orang
X51	Pearson Correlation	1	.314**	.373**	.460**	.712**
	Sig. (2-tailed)		.002	.000	.000	.000
	N	95	95	95	95	95
X52	Pearson Correlation	.314**	1	.328**	.405**	.680**
	Sig. (2-tailed)	.002		.001	.000	.000
	N	95	95	95	95	95
X53	Pearson Correlation	.373**	.328**	1	.483**	.768**
	Sig. (2-tailed)	.000	.001		.000	.000
	N	95	95	95	95	95
X54	Pearson Correlation	.460**	.405**	.483**	1	.791**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	95	95	95	95	95
Orang	Pearson Correlation	.712**	.680**	.768**	.791**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	95	95	95	95	95

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

Correlations

		X61	X62	X63	X64	Proses
X61	Pearson Correlation	1	.152	.162	.393**	.634**
	Sig. (2-tailed)		.142	.118	.000	.000
	N	95	95	95	95	95
X62	Pearson Correlation	.152	1	.422**	.271**	.658**
	Sig. (2-tailed)	.142		.000	.008	.000
	N	95	95	95	95	95
X63	Pearson Correlation	.162	.422**	1	.271**	.685**
	Sig. (2-tailed)	.118	.000		.008	.000
	N	95	95	95	95	95
X64	Pearson Correlation	.393**	.271**	.271**	1	.732**
	Sig. (2-tailed)	.000	.008	.008		.000
	N	95	95	95	95	95
Proses	Pearson Correlation	.634**	.658**	.685**	.732**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	95	95	95	95	95

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

Correlatio

		X71	X72	X73	X74	Bukti Fisik
X71	Pearson Correlation	1	.449**	.358**	.435**	.754**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	95	95	95	95	95
X72	Pearson Correlation	.449**	1	.428**	.297**	.723**
	Sig. (2-tailed)	.000		.000	.004	.000
	N	95	95	95	95	95
X73	Pearson Correlation	.358**	.428**	1	.454**	.763**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	95	95	95	95	95
X74	Pearson Correlation	.435**	.297**	.454**	1	.732**
	Sig. (2-tailed)	.000	.004	.000		.000
	N	95	95	95	95	95
Bukti Fisik	Pearson Correlation	.754**	.723**	.763**	.732**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	95	95	95	95	95

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

Correlations

		Y1	Y2	Y3	Y4
Y1	Pearson Correlation	1	.676**	.585**	.685**
	Sig. (2-tailed)		.000	.000	.000
	N	95	95	95	95
Y2	Pearson Correlation	.676**	1	.559**	.524**
	Sig. (2-tailed)	.000		.000	.000
	N	95	95	95	95
Y3	Pearson Correlation	.585**	.559**	1	.540**
	Sig. (2-tailed)	.000	.000		.000
	N	95	95	95	95
Y4	Pearson Correlation	.685**	.524**	.540**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	95	95	95	95
Kepuasan Pelanggan	Pearson Correlation	.882**	.829**	.808**	.819**
	Sig. (2-tailed)	.000	.000	.000	.000
	N	95	95	95	95

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

RELIABILITY

```
/VARIABLES=X11 X12 X13 X14  
/SCALE('ALL VARIABLES') ALL  
/MODEL=ALPHA.
```

Reliability

[DataSet0]

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	95	100.0
	Excluded ^a	0	.0
	Total	95	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.843	4

RELIABILITY

```
/VARIABLES=X21 X22 X23 X24  
/SCALE('ALL VARIABLES') ALL  
/MODEL=ALPHA.
```

Reliability

[DataSet0]

Scale: ALL VARIABLES

Case Processing Summary

		N	%
	Valid	95	100.0
Cases	Excluded ^a	0	.0
	Total	95	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.858	4

RELIABILITY

/VARIABLES=X31 X32 X33 X34

Reliability

[DataSet0]

Scale: ALL VARIABLES

Case Processing Summary

		N	%
	Valid	95	100.0
Cases	Excluded ^a	0	.0
	Total	95	100.0

a. Listwise

deletion based on
all variables in the
procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.846	4

RELIABILITY

/VARIABLES=X41 X42 X43 X44

Reliability

[DataSet0]

Scale: ALL VARIABLES

Case Processing Summary

		N	%
	Valid	95	100.0
Cases	Excluded ^a	0	.0
	Total	95	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.863	4

RELIABILITY

/VARIABLES=X51 X52 X53 X54

Reliability

[DataSet0]

Scale: ALL VARIABLES

Case Processing Summary

		N	%
	Valid	95	100.0
Cases	Excluded ^a	0	.0
	Total	95	100.0

a. Listwise

deletion based on
all variables in the
procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.720	4

RELIABILITY

/VARIABLES=X61 X62 X63 X64

Reliability

[DataSet0]

Scale: ALL VARIABLES

Case Processing Summary

		N	%
	Valid	95	100.0
Cases	Excluded ^a	0	.0
	Total	95	100.0

a. Listwise

deletion based on
all variables in the
procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.607	4

RELIABILITY

/VARIABLES=X71 X72 X73 X74

Reliability

[DataSet0]

Scale: ALL VARIABLES

Case Processing Summary

		N	%
	Valid	95	100.0
Cases	Excluded ^a	0	.0
	Total	95	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.730	4

RELIABILITY

/VARIABLES=Y1 Y2 Y3 Y4

Reliability

[DataSet0]

Scale: ALL VARIABLES

Case Processing Summary

		N	%
	Valid	95	100.0
Cases	Excluded ^a	0	.0
	Total	95	100.0

a. Listwise

deletion based on
all variables in the
procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.854	4

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Bukti Fisik, Harga, Promosi, Orang, Proses, Lokasi, Produk ^b		Enter

a. Dependent Variable: Kepuasan Pelanggan

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.822 ^a	.675	.649	.40827

a. Predictors: (Constant), Bukti Fisik, Harga, Promosi, Orang, Proses, Lokasi, Produk

b. Dependent Variable: Kepuasan Pelanggan

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	30.146	7	4.307	25.836	.000 ^b
	Residual	14.502	87	.167		
	Total	44.647	94			

a. Dependent Variable: Kepuasan Pelanggan

b. Predictors: (Constant), Bukti Fisik, Harga, Promosi, Orang, Proses, Lokasi, Produk

Coefficients^a

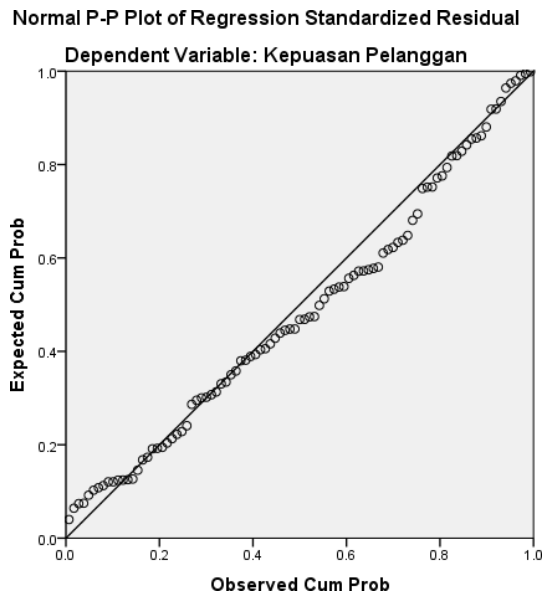
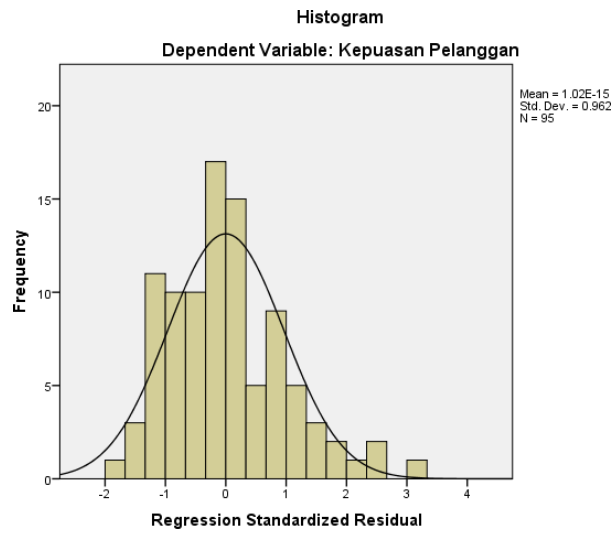
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations	
	B	Std. Error	Beta			Zero-order	
1	(Constant)	-.177	.389		-.453	.651	
	Produk	.362	.088	.378	4.126	.000	.711
	Harga	.279	.101	.283	2.768	.007	.738
	Lokasi	.245	.071	.282	3.434	.001	.638
	Promosi	.121	.058	.138	2.088	.040	.066
	Orang	.096	.078	.086	1.226	.223	.128
	Proses	-.070	.090	-.061	-.777	.439	.127
	Bukti Fisik	.033	.092	.029	.356	.723	.169

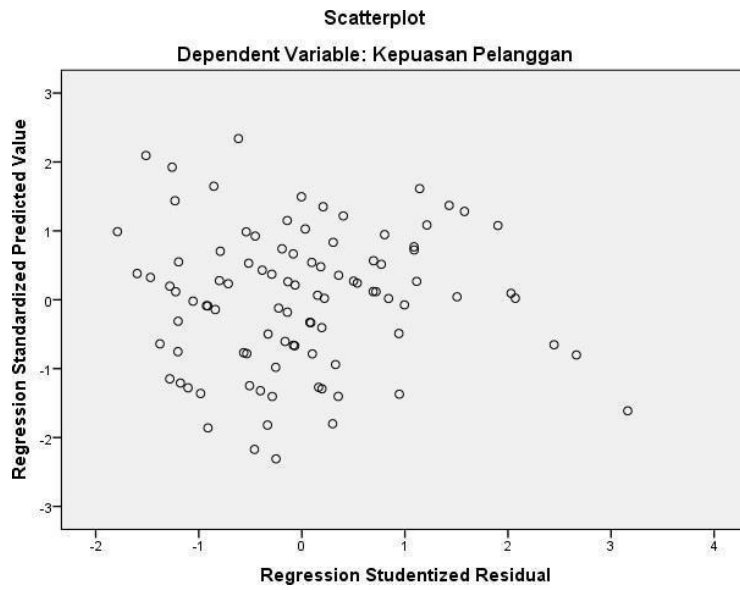
Coefficients^a

Model	Correlations		Collinearity Statistics		
	Partial	Part	Tolerance	VIF	
1	(Constant)				
	Produk	.405	.252	.445	2.249
	Harga	.284	.169	.357	2.804
	Lokasi	.346	.210	.554	1.807
	Promosi	.218	.128	.856	1.168
	Orang	.130	.075	.757	1.321
	Proses	-.083	-.047	.606	1.650
	Bukti Fisik	.038	.022	.544	1.837

a. Dependent Variable: Kepuasan Pelanggan

Charts





Frequencies Frequency Table

Jenis_Kelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Laki - Laki	62	65.3	65.3	65.3
Valid Perempuan	33	34.7	34.7	100.0
Total	95	100.0	100.0	

Umur

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 22 - 31 tahun	13	13.7	13.7	13.7
Valid 32 - 41 tahun	76	80.0	80.0	93.7
Valid 42 - 51 tahun	6	6.3	6.3	100.0
Total	95	100.0	100.0	

Lama_Berlangganan

	Frequency	Percent	Valid Percent	Cumulative Percent
<10 tahun	38	40.0	40.0	40.0
Valid ≥10 tahun	57	60.0	60.0	100.0
Total	95	100.0	100.0	

X11

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	1	1.1	1.1	1.1
2.00	9	9.5	9.5	10.5
Valid 3.00	41	43.2	43.2	53.7
4.00	38	40.0	40.0	93.7
5.00	6	6.3	6.3	100.0
Total	95	100.0	100.0	

X12

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	3	3.2	3.2	3.2
2.00	13	13.7	13.7	16.8
Valid 3.00	31	32.6	32.6	49.5
4.00	44	46.3	46.3	95.8
5.00	4	4.2	4.2	100.0
Total	95	100.0	100.0	

X1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	4	4.2	4.2	4.2
2.00	17	17.9	17.9	22.1
3.00	30	31.6	31.6	53.7
4.00	38	40.0	40.0	93.7
5.00	6	6.3	6.3	100.0
Total	95	100.0	100.0	

X14

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	1	1.1	1.1	1.1
2.00	13	13.7	13.7	14.7
3.00	37	38.9	38.9	53.7
4.00	38	40.0	40.0	93.7
5.00	6	6.3	6.3	100.0
Total	95	100.0	100.0	

X21

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	13	13.7	13.7	13.7
3.00	33	34.7	34.7	48.4
4.00	39	41.1	41.1	89.5
5.00	10	10.5	10.5	100.0
Total	95	100.0	100.0	

X2

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	11	11.6	11.6	11.6
3.00	43	45.3	45.3	56.8
Valid 4.00	31	32.6	32.6	89.5
5.00	10	10.5	10.5	100.0
Total	95	100.0	100.0	

X23

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	12	12.6	12.6	12.6
3.00	34	35.8	35.8	48.4
Valid 4.00	46	48.4	48.4	96.8
5.00	3	3.2	3.2	100.0
Total	95	100.0	100.0	

X24

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	14	14.7	14.7	14.7
3.00	37	38.9	38.9	53.7
Valid 4.00	33	34.7	34.7	88.4
5.00	11	11.6	11.6	100.0
Total	95	100.0	100.0	

X3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	1	1.1	1.1	1.1
2.00	15	15.8	15.8	16.8
3.00	39	41.1	41.1	57.9
4.00	32	33.7	33.7	91.6
5.00	8	8.4	8.4	100.0
Total	95	100.0	100.0	

X32

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	4	4.2	4.2	4.2
2.00	18	18.9	18.9	23.2
3.00	38	40.0	40.0	63.2
4.00	22	23.2	23.2	86.3
5.00	13	13.7	13.7	100.0
Total	95	100.0	100.0	

X33

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	5	5.3	5.3	5.3
2.00	19	20.0	20.0	25.3
3.00	37	38.9	38.9	64.2
4.00	27	28.4	28.4	92.6
5.00	7	7.4	7.4	100.0
Total	95	100.0	100.0	

X3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	3	3.2	3.2	3.2
2.00	19	20.0	20.0	23.2
3.00	39	41.1	41.1	64.2
4.00	29	30.5	30.5	94.7
5.00	5	5.3	5.3	100.0
Total	95	100.0	100.0	

X41

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	3	3.2	3.2	3.2
2.00	14	14.7	14.7	17.9
3.00	33	34.7	34.7	52.6
4.00	35	36.8	36.8	89.5
5.00	10	10.5	10.5	100.0
Total	95	100.0	100.0	

X42

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	1	1.1	1.1	1.1
2.00	12	12.6	12.6	13.7
3.00	25	26.3	26.3	40.0
4.00	45	47.4	47.4	87.4
5.00	12	12.6	12.6	100.0
Total	95	100.0	100.0	

X4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	2	2.1	2.1	2.1
2.00	15	15.8	15.8	17.9
3.00	34	35.8	35.8	53.7
4.00	36	37.9	37.9	91.6
5.00	8	8.4	8.4	100.0
Total	95	100.0	100.0	

X44

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	1	1.1	1.1	1.1
2.00	9	9.5	9.5	10.5
3.00	34	35.8	35.8	46.3
4.00	34	35.8	35.8	82.1
5.00	17	17.9	17.9	100.0
Total	95	100.0	100.0	

X51

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	9	9.5	9.5	9.5
3.00	45	47.4	47.4	56.8
4.00	33	34.7	34.7	91.6
5.00	8	8.4	8.4	100.0
Total	95	100.0	100.0	

X5

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	13	13.7	13.7	13.7
3.00	32	33.7	33.7	47.4
Valid 4.00	45	47.4	47.4	94.7
5.00	5	5.3	5.3	100.0
Total	95	100.0	100.0	

X53

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	4	4.2	4.2	4.2
2.00	14	14.7	14.7	18.9
Valid 3.00	28	29.5	29.5	48.4
4.00	43	45.3	45.3	93.7
5.00	6	6.3	6.3	100.0
Total	95	100.0	100.0	

X54

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	2	2.1	2.1	2.1
2.00	9	9.5	9.5	11.6
Valid 3.00	37	38.9	38.9	50.5
4.00	42	44.2	44.2	94.7
5.00	5	5.3	5.3	100.0
Total	95	100.0	100.0	

X6

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	13	13.7	13.7	13.7
3.00	37	38.9	38.9	52.6
Valid 4.00	33	34.7	34.7	87.4
5.00	12	12.6	12.6	100.0
Total	95	100.0	100.0	

X62

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	1	1.1	1.1	1.1
2.00	8	8.4	8.4	9.5
Valid 3.00	37	38.9	38.9	48.4
4.00	41	43.2	43.2	91.6
5.00	8	8.4	8.4	100.0
Total	95	100.0	100.0	

X63

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	3	3.2	3.2	3.2
2.00	11	11.6	11.6	14.7
Valid 3.00	40	42.1	42.1	56.8
4.00	33	34.7	34.7	91.6
5.00	8	8.4	8.4	100.0
Total	95	100.0	100.0	

X6

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	4	4.2	4.2	4.2
2.00	17	17.9	17.9	22.1
3.00	41	43.2	43.2	65.3
4.00	26	27.4	27.4	92.6
5.00	7	7.4	7.4	100.0
Total	95	100.0	100.0	

X71

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	1	1.1	1.1	1.1
2.00	6	6.3	6.3	7.4
3.00	40	42.1	42.1	49.5
4.00	35	36.8	36.8	86.3
5.00	13	13.7	13.7	100.0
Total	95	100.0	100.0	

X72

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00	11	11.6	11.6	11.6
3.00	36	37.9	37.9	49.5
4.00	41	43.2	43.2	92.6
5.00	7	7.4	7.4	100.0
Total	95	100.0	100.0	

X7

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	19	20.0	20.0	20.0
3.00	43	45.3	45.3	65.3
Valid 4.00	24	25.3	25.3	90.5
5.00	9	9.5	9.5	100.0
Total	95	100.0	100.0	

X74

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	15	15.8	15.8	15.8
3.00	41	43.2	43.2	58.9
Valid 4.00	33	34.7	34.7	93.7
5.00	6	6.3	6.3	100.0
Total	95	100.0	100.0	

Y1

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	11	11.6	11.6	11.6
3.00	37	38.9	38.9	50.5
Valid 4.00	38	40.0	40.0	90.5
5.00	9	9.5	9.5	100.0
Total	95	100.0	100.0	

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	17	17.9	17.9	17.9
3.00	39	41.1	41.1	58.9
Valid 4.00	33	34.7	34.7	93.7
5.00	6	6.3	6.3	100.0
Total	95	100.0	100.0	

Y
3

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	14	14.7	14.7	14.7
3.00	43	45.3	45.3	60.0
Valid 4.00	29	30.5	30.5	90.5
5.00	9	9.5	9.5	100.0
Total	95	100.0	100.0	

Y
4

	Frequency	Percent	Valid Percent	Cumulative Percent
2.00	10	10.5	10.5	10.5
3.00	35	36.8	36.8	47.4
Valid 4.00	42	44.2	44.2	91.6
5.00	8	8.4	8.4	100.0
Total	95	100.0	100.0	

DOKUMENTASI



