

Lampiran 1

QUESTIONER



I. IDENTITAS RESPONDEN

1. Nomer responden :
2. Nama :
3. Umur :
4. Alamat :
5. Jenis kelamin :
 - a. Pria
 - b. Wanita
6. Penghasilan yang saudara peroleh tiap bulan
 - a. Kurang dari Rp.1000.000
 - b. Rp.1.000.000 sampai Rp.1.499.999
 - c. Rp.1.500.000 sampai Rp.1.999.999
 - d. Rp.2.000.000 sampai Rp.2.500.000
 - e. Lebih dari Rp.2.500.000

Berilah tanda silang pada jawaban yang tersedia

II. Variable harga

1. harga makanan yang sering saudara beli di rumah makan Pantes sesuai dengan kualitas yang saudara harapkan :

- a. Sangat setuju
- b. Setuju
- c. Kurang setuju
- d. Tidak setuju
- e. Sangat tidak setuju

2. Harga makanan yang saudara beli di rumah makan pantes relatif rendah dibandingkan dengan rumah makan lainnya :

- a. Sangat setuju
- b. Setuju
- c. Kurang setuju
- d. Tidak setuju
- e. Sangat tidak setuju

3. harga makanan yang saudara beli sudah sesuai dengan rasa / citarasanya:

- a. Sangat setuju
- b. Setuju
- c. Kurang setuju
- d. Tidak setuju
- e. Sangat tidak setuju

III. Variabel Produk

1. makanan pada Rumah makan Pantes sudah terjamin hygenitasnya :

- a. Sangat setuju
- b. Setuju
- c. Kurang setuju
- d. Tidak setuju
- e. Sangat tidak setuju

2. makanan pada rumah makan Pantes dapat membangkitkan selera makan / menarik :

- a. Sangat setuju
- b. Setuju
- c. Kurang setuju
- d. Tidak setuju
- e. Sangat tidak setuju

3. makanan yang terdapat dalam rumah makan Pantes sudah sangat bervariasi atau banyak jenis menu yang di tawarkan :

- a. Sangat setuju
- b. Setuju
- c. Kurang setuju
- d. Tidak setuju
- e. Sangat tidak setuju

IV. Variabel Pelayanan

1. Pada umumnya petugas rumah makan Pantes memberikan pelayanan dengan cepat :

- a. Sangat setuju
- b. Setuju
- c. Kurang setuju
- d. Tidak setuju
- e. Sangat tidak setuju

2. petugas rumah makan Pantes pada umumnya memberi pelayanan dengan ramah dan sopan :

- a. Sangat setuju
- b. Setuju
- c. Kurang setuju
- d. Tidak setuju
- e. Sangat tidak setuju

3. Jumlah petugas di rumah makan Pantes sudah cukup memadai:
 - a. Sangat setuju
 - b. Setuju
 - c. Kurang setuju
 - d. Tidak setuju
 - e. Sangat tidak setuju

V. Variabel Kepuasan Konsumen

1. Saudara akan melakukan kembali pembelian di rumah makan Pantes.
 - a. Sangat setuju
 - b. Setuju
 - c. Kurang setuju
 - d. Tidak setuju
 - e. Sangat tidak setuju
2. Saudara akan menceritakan tentang kelebihan yang dimiliki oleh rumah makan Pantes kepada relasi dan atau keluarga saudara
 - a. Sangat setuju
 - b. Setuju
 - c. Kurang setuju
 - d. Tidak setuju
 - e. Sangat tidak setuju
3. Saudara akan menyarankan kepada relasi dan atau keluarga saudara untuk makan di rumah makan Pantes
 - a. Sangat setuju
 - b. Setuju
 - c. Kurang setuju
 - d. Tidak setuju
 - e. Sangat tidak setuju

TERIMA KASIH

Lampiran 2

| No | Nama | Umur (Tahun) | K-Umur | Alamat |
|----|--------------------|--------------|------------|--|
| 1 | Yenny | 27 | 25 - 32 th | Cakrawala utara III / 19 |
| 2 | Arie widodo | 34 | 33 - 40 th | Jalan raya no 74 kendal |
| 3 | Ahmadi | 35 | 33 - 40 th | Puton Magelung RT 3 RW 3 |
| 4 | Nasidin | 22 | 16 - 24 th | Kedong Rombong RT 2 RW 7 Sarirejo Kaliwungu |
| 5 | Istikomah | 17 | 16 - 24 th | Kedungsuren RT 04 RW 02 |
| 6 | Supriyono | 19 | 16 - 24 th | Dawung sari Penggadon |
| 7 | Deasy ng | 35 | 33 - 40 th | Jalan raya no 35 Kaliwungu |
| 8 | A Dory Ina C | 27 | 25 - 32 th | Graha Mukti Semarang |
| 9 | M.Rahmi | 29 | 25 - 32 th | Jl. Dinar mas 7 / 46 Tembalang Semarang |
| 10 | Sarmin | 65 | 65 - 75 th | Lumpungsari |
| 11 | Endang Sunarni | 30 | 25 - 32 th | Mlese Cawas Klaten |
| 12 | Mick Saifuddin | 34 | 33 - 40 th | Kp Losari Krajan Kulon Kaliwungu |
| 13 | Endang NK | 30 | 25 - 32 th | Kp Jambesari Krajan Kulon Kaliwungu |
| 14 | Istianah | 17 | 16 - 24 th | Purwodadi |
| 15 | Khoridah Noor | 22 | 16 - 24 th | Kp Pungkuran RT 4 RW 3 |
| 16 | Istiroah | 23 | 16 - 24 th | Pasar Mangkang RT 2 RW 7 |
| 17 | Ida | 19 | 16 - 24 th | Kedung Jati RT 2 RW 4 |
| 18 | Siti Mujiati | 18 | 16 - 24 th | Kertosari RT 01 RW 07 |
| 19 | Siti Nawangsih | 17 | 16 - 24 th | Ngaglik RT 4 RW 9 |
| 20 | Saeroji | 34 | 33 - 40 th | RT 01 RW 11 Plantaran |
| 21 | Ira Puspita | 36 | 33 - 40 th | Jl Suprobo IJ / 20 Semarang |
| 22 | Hariyanto | 24 | 16 - 24 th | Sawah Alas RT 1 RW 1 |
| 23 | Mudjiaroh | 47 | 41 - 48 th | Kp Pesantren Kaliwungu |
| 24 | Oktavia | 20 | 16 - 24 th | Ds Sadirejo RT 01 RW 02 Brangsong Kendal |
| 25 | Yustina Herawati | 36 | 33 - 40 th | Dk Tototentrem Plantaran Kaliwungu Kendal |
| 26 | Sakfikah | 33 | 33 - 40 th | Jagalan |
| 27 | Jimmy Suharly | 23 | 16 - 24 th | Jl Tanah Mas Raya 77 Semarang |
| 28 | Wahyuni | 56 | 49 - 56 th | Jl Kramat I / 16 Jakarta |
| 29 | Mikael Jono | 75 | 65 - 75 th | Jl Slamet 15 Salatiga |
| 30 | Ny F Riniati | 52 | 49 - 56 th | Jl Raya 166 Kaliwungu Kendal |
| 31 | Agus | 37 | 33 - 40 th | Kampung Anyar Krajan Kulon Kaliwungu Kendal |
| 32 | Budi Santosa | 28 | 25 - 32 th | Jl Pokok Pondasi Blok L no 10 Ngaliyan Indah Smg |
| 33 | Rikhanah | 17 | 16 - 24 th | Ds Kedung Suren Kaliwungu |
| 34 | Nawa Wulansari | 31 | 25 - 32 th | Jl Bukit Barisan E II / 14Ngaliyan Semarang |
| 35 | Samuel Widiyatmoko | 25 | 25 - 32 th | Kp Merbotan no 12Demak |
| 36 | Erien Nanto | 27 | 25 - 32 th | Patukangan Kutoharjo Kaliwungu Kendal |
| 37 | Kristin | 38 | 33 - 40 th | Kp Lurungsari RT 3 RW 6 Kutoharjo |
| 38 | Fitria | 30 | 25 - 32 th | Petekan |
| 39 | Suparmin | 49 | 49 - 56 th | Cinde Selatan I no 194 Semarang |

| No | Nama | Umur (Tahun) | K-Umur | Alamat |
|----|-------------------|--------------|------------|--|
| 40 | Parsudi | 36 | 33 - 40 th | Klaseman |
| 41 | Siti Aminah | 18 | 16 - 24 th | Desa Kertomulyo Kendal |
| 42 | Marcus Hadiyanto | 41 | 41 - 48 th | Pucang Argo Tengah 4/25 |
| 43 | I Ketut Wiratana | 25 | 25 - 32 th | Jl Candi Mutiara Timur IV/ 1332 Semarang |
| 44 | Retno Indriwati | 53 | 49 - 56 th | Jl Raya 178 Kaliwungu |
| 45 | Agus Basari | 34 | 33 - 40 th | Jl Singa Utara No 67 Semarang |
| 46 | Muhajir | 55 | 49 - 56 th | Patukangan Kutoharjo Kaliwungu Kendal |
| 47 | Udin | 18 | 16 - 24 th | Candiroto RT 3 RW 1 |
| 48 | Haryanto | 30 | 25 - 32 th | Jl Mintojiwo RT 1 RW 7 |
| 49 | Sudaryanto | 38 | 33 - 40 th | Kp Anyar Timur RT 01/08 Kaliwungu |
| 50 | Widayaka | 30 | 25 - 32 th | RT 02/ RW 01 Klepu Pringlapus Semarang |
| 51 | Khusunul Khotimah | 23 | 16 - 24 th | JL Boja Gladaksari Kaliwungu |
| 52 | Sindu | 26 | 25 - 32 th | Kenconowungu II / 8-9 Semarang |
| 53 | Haryono | 20 | 16 - 24 th | Sakarjo Ngargosari Jalisari RT 2 RW 4 Kendal |
| 54 | Mujiono | 33 | 33 - 40 th | Lurungsari RT 03 RW VI |
| 55 | Rafi Arisandi | 16 | 16 - 24 th | KP Lurungsari RT 03 RW 06 Kaliwungu |
| 56 | Cucun | 20 | 16 - 24 th | Sarean 01/02 No 520 |
| 57 | Djumari | 39 | 33 - 40 th | Sambirejo Kaliwungu Kendal |
| 58 | Rajiman | 45 | 41 - 48 th | Sumberrejo RT 3 RW V |
| 59 | Theresia | 25 | 25 - 32 th | Jl Kranggan Dalam 136 |
| 60 | Rafi Ariyanto | 19 | 16 - 24 th | Kp Lurangsari RT 03 RW VI Kaliwungu Kendal |
| 61 | Ibnu Salim | 40 | 33 - 40 th | Boja Ngaben Desa |
| 62 | H Supardi | 52 | 49 - 56 th | Desaprata |
| 63 | Kriswati | 23 | 16 - 24 th | Kp Glodoksari |
| 64 | Widati Purnama | 32 | 25 - 32 th | Puspanjolo Dalam VIII/49 Semarang |
| 65 | Nafiah | 38 | 33 - 40 th | Kaliwungu |
| 66 | Bakoh Wijanarko | 25 | 25 - 32 th | Ketileng Indah IV/14 Semarang |
| 67 | Slamet Mulyanto | 45 | 41 - 48 th | Klipang Blok Z VI/18 Semarang |
| 68 | Sita | 26 | 25 - 32 th | Permata Puri D9/18 Semarang |
| 69 | Aan Arif Mulkani | 28 | 25 - 32 th | Klepu Semarang |
| 70 | Ninin | 27 | 25 - 32 th | Jl Hanoman Raya No 5 A Semarang |
| 71 | Sulastri | 50 | 49 - 56 th | Pecandan |
| 72 | Rahliah | 34 | 33 - 40 th | Kumpulrejo RT 2 RW 3 |
| 73 | Lazimah | 33 | 33 - 40 th | Kutoharjo |
| 74 | Rusmiati | 30 | 25 - 32 th | Perum Bronsong D 71 |
| 75 | Abdul Wachid | 25 | 25 - 32 th | Bumi Plataran Indah |
| 76 | Warsini | 40 | 33 - 40 th | Sarimulyo |
| 77 | Abdul Kholiq SH | 45 | 41 - 48 th | Jl Pancan No 13 Kaliwungu Kendal |
| 78 | Kasmani | 47 | 41 - 48 th | Ds Plataran |

| No | Nama | Umur (Tahun) | K-Umur | Alamat |
|----|-----------------|-----------------|------------|--------------------------------------|
| 79 | H Hasanudin | 43 | 41 - 48 th | Ds Sarirejo Kaliwungu Kendal |
| 80 | Nur Yanah | 32 | 25 - 32 th | Ds Sukomulyo Kaliwungu |
| 81 | Chrstianawati | 52 | 49 - 56 th | Jl Cakrawala Utara III / 19 Semarang |
| 82 | Meity Indarti | 48 | 41 - 48 th | Jl. Cakrawala Utara II / 18 Semarang |
| 83 | Daisy Ariyanti | 26 | 25 - 32 th | Jl Cakrawala Utara III / 18 Semarang |
| 84 | Jawaine | 49 | 49 - 56 th | Kp Gadukan Kaliwungu |
| 85 | Hendro Supeno | 50 | 49 - 56 th | Jl Raya 270 Kaliwungu |
| 86 | H Slamet Riyadi | 43 | 41 - 48 th | Sariraya Kaliwungu Kendal |
| 87 | Mucksin | 46 | 41 - 48 th | Plataran Kaliwungu |
| 88 | Muslimatun | 30 | 25 - 32 th | Kp Pesantren Krajan Kulon Kaliwungu |

| No | Jenis Kelamin | Penghasilan |
|----|---------------|-----------------------------|
| 1 | Wanita | Rp 2.000.000 - Rp 2.500.000 |
| 2 | Pria | Rp 1.000.000 - Rp 1.499.999 |
| 3 | Pria | < Rp 1.000.000 |
| 4 | Pria | < Rp 1.000.000 |
| 5 | Wanita | < Rp 1.000.000 |
| 6 | Pria | < Rp 1.000.000 |
| 7 | Wanita | < Rp 1.000.000 |
| 8 | Wanita | Rp 1.000.000 - Rp 1.499.999 |
| 9 | Pria | Rp 1.000.000 - Rp 1.499.999 |
| 10 | Pria | Rp 1.500.000 - Rp 1.999.999 |
| 11 | Wanita | < Rp 1.000.000 |
| 12 | Pria | Rp 1.000.000 - Rp 1.499.999 |
| 13 | Wanita | > 2.500.000 |
| 14 | Wanita | < Rp 1.000.000 |
| 15 | Wanita | < Rp 1.000.000 |
| 16 | Wanita | Rp 1.000.000 - Rp 1.499.999 |
| 17 | Wanita | < Rp 1.000.000 |
| 18 | Wanita | Rp 2.000.000 - Rp 2.500.000 |
| 19 | Wanita | < Rp 1.000.000 |
| 20 | Pria | < Rp 1.000.000 |
| 21 | Wanita | Rp 1.500.000 - Rp 1.999.999 |
| 22 | Pria | < Rp 1.000.000 |
| 23 | Wanita | > 2.500.000 |
| 24 | Wanita | < Rp 1.000.000 |
| 25 | Wanita | < Rp 1.000.000 |
| 26 | Wanita | < Rp 1.000.000 |
| 27 | Pria | < Rp 1.000.000 |
| 28 | Wanita | Rp 2.000.000 - Rp 2.500.000 |
| 29 | Pria | > 2.500.000 |
| 30 | Wanita | Rp 1.500.000 - Rp 1.999.999 |
| 31 | Pria | < Rp 1.000.000 |
| 32 | Pria | Rp 1.000.000 - Rp 1.499.999 |
| 33 | Wanita | < Rp 1.000.000 |
| 34 | Wanita | > 2.500.000 |
| 35 | Pria | < Rp 1.000.000 |
| 36 | Pria | < Rp 1.000.000 |
| 37 | Wanita | Rp 1.500.000 - Rp 1.999.999 |
| 38 | Wanita | Rp 2.000.000 - Rp 2.500.000 |
| 39 | Pria | > 2.500.000 |

| No | Jenis Kelamin | Penghasilan |
|----|---------------|-----------------------------|
| 40 | Pria | Rp 2.000.000 - Rp 2.500.000 |
| 41 | Wanita | < Rp 1.000.000 |
| 42 | Pria | < Rp 1.000.000 |
| 43 | Pria | Rp 1.500.000 - Rp 1.999.999 |
| 44 | Wanita | Rp 1.000.000 - Rp 1.499.999 |
| 45 | Pria | Rp 2.000.000 - Rp 2.500.000 |
| 46 | Pria | < Rp 1.000.000 |
| 47 | Pria | Rp 2.000.000 - Rp 2.500.000 |
| 48 | Pria | < Rp 1.000.000 |
| 49 | Pria | < Rp 1.000.000 |
| 50 | Pria | Rp 1.000.000 - Rp 1.499.999 |
| 51 | Wanita | Rp 1.500.000 - Rp 1.999.999 |
| 52 | Pria | Rp 2.000.000 - Rp 2.500.000 |
| 53 | Pria | < Rp 1.000.000 |
| 54 | Pria | Rp 2.000.000 - Rp 2.500.000 |
| 55 | Pria | > 2.500.000 |
| 56 | Pria | Rp 2.000.000 - Rp 2.500.000 |
| 57 | Wanita | Rp 1.000.000 - Rp 1.499.999 |
| 58 | Pria | > 2.500.000 |
| 59 | Wanita | < Rp 1.000.000 |
| 60 | Pria | Rp 1.500.000 - Rp 1.999.999 |
| 61 | Pria | > 2.500.000 |
| 62 | Pria | > 2.500.000 |
| 63 | Wanita | Rp 2.000.000 - Rp 2.500.000 |
| 64 | Wanita | Rp 2.000.000 - Rp 2.500.000 |
| 65 | Wanita | Rp 1.500.000 - Rp 1.999.999 |
| 66 | Pria | Rp 1.500.000 - Rp 1.999.999 |
| 67 | Pria | Rp 1.000.000 - Rp 1.499.999 |
| 68 | Wanita | > 2.500.000 |
| 69 | Pria | < Rp 1.000.000 |
| 70 | Wanita | Rp 2.000.000 - Rp 2.500.000 |
| 71 | Wanita | Rp 2.000.000 - Rp 2.500.000 |
| 72 | Wanita | < Rp 1.000.000 |
| 73 | Wanita | > 2.500.000 |
| 74 | Wanita | > 2.500.000 |
| 75 | Pria | < Rp 1.000.000 |
| 76 | Wanita | Rp 1.000.000 - Rp 1.499.999 |
| 77 | Pria | > 2.500.000 |
| 78 | Pria | > 2.500.000 |

| No | Jenis Kelamin | Penghasilan |
|----|---------------|-----------------------------|
| 79 | Pria | > 2.500.000 |
| 80 | Wanita | Rp 1.500.000 - Rp 1.999.999 |
| 81 | Wanita | Rp 1.500.000 - Rp 1.999.999 |
| 82 | Wanita | Rp 1.500.000 - Rp 1.999.999 |
| 83 | Wanita | > 2.500.000 |
| 84 | Pria | Rp 1.000.000 - Rp 1.499.999 |
| 85 | Pria | > 2.500.000 |
| 86 | Pria | > 2.500.000 |
| 87 | Pria | Rp 2.000.000 - Rp 2.500.000 |
| 88 | Wanita | Rp 1.000.000 - Rp 1.499.999 |

Lampiran 3

STANI

| No | II1 | II2 | II3 | III1 | III2 | III3 | IV1 | IV2 | IV3 | V1 | V2 | V3 |
|----|-----|-----|-----|------|------|------|-----|-----|-----|----|----|----|
| 1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 2 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 3 | 4 | 4 |
| 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 3 | 4 | 5 | 5 |
| 5 | 4 | 3 | 3 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 3 |
| 6 | 4 | 5 | 4 | 3 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 4 |
| 7 | 3 | 3 | 4 | 3 | 3 | 3 | 5 | 4 | 4 | 4 | 3 | 3 |
| 8 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 |
| 9 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 |
| 10 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 |
| 11 | 4 | 4 | 5 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 3 |
| 12 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 |
| 13 | 4 | 4 | 3 | 1 | 4 | 5 | 3 | 3 | 3 | 3 | 3 | 3 |
| 14 | 4 | 3 | 3 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 3 |
| 15 | 5 | 4 | 5 | 4 | 3 | 5 | 4 | 4 | 3 | 4 | 4 | 4 |
| 16 | 3 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 |
| 17 | 4 | 5 | 4 | 3 | 4 | 5 | 4 | 3 | 4 | 5 | 4 | 4 |
| 18 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 |
| 19 | 5 | 4 | 4 | 4 | 5 | 5 | 3 | 3 | 4 | 4 | 4 | 4 |
| 20 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 |
| 21 | 5 | 4 | 4 | 3 | 4 | 2 | 4 | 4 | 4 | 3 | 5 | 4 |
| 22 | 3 | 3 | 3 | 3 | 4 | 5 | 3 | 3 | 3 | 3 | 3 | 3 |
| 23 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 2 |
| 24 | 2 | 3 | 3 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 |
| 25 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 2 | 3 |
| 26 | 5 | 4 | 4 | 3 | 3 | 4 | 5 | 4 | 4 | 3 | 4 | 4 |
| 27 | 3 | 3 | 4 | 4 | 5 | 5 | 3 | 4 | 3 | 5 | 4 | 4 |
| 28 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 |
| 29 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 |
| 30 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 3 | 4 |
| 31 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 |
| 32 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 |
| 33 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 |
| 34 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 2 | 4 | 4 | 2 | 4 |
| 35 | 5 | 4 | 4 | 3 | 2 | 4 | 4 | 3 | 4 | 2 | 4 | 4 |
| 36 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 4 |
| 37 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 |
| 38 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 4 | 5 | 5 |
| 39 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 3 | 5 | 4 | 3 |

STANI

| No | II1 | II2 | II3 | III1 | III2 | III3 | IV1 | IV2 | IV3 | V1 | V2 | V3 |
|----|-----|-----|-----|------|------|------|-----|-----|-----|----|----|----|
| 40 | 4 | 3 | 4 | 1 | 2 | 4 | 5 | 3 | 2 | 4 | 4 | 4 |
| 41 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 |
| 42 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 |
| 43 | 5 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 3 | 2 | 4 | 4 |
| 44 | 4 | 3 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 |
| 45 | 4 | 4 | 4 | 1 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 3 |
| 46 | 5 | 4 | 5 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 |
| 47 | 4 | 3 | 4 | 4 | 3 | 4 | 5 | 3 | 4 | 2 | 3 | 3 |
| 48 | 5 | 4 | 3 | 4 | 2 | 4 | 5 | 4 | 3 | 4 | 4 | 3 |
| 49 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 |
| 50 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 4 |
| 51 | 4 | 4 | 4 | 3 | 4 | 2 | 5 | 3 | 4 | 4 | 5 | 3 |
| 52 | 4 | 4 | 5 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 |
| 53 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 |
| 54 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 |
| 55 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 |
| 56 | 5 | 4 | 5 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 |
| 57 | 4 | 4 | 4 | 2 | 3 | 3 | 3 | 3 | 4 | 1 | 1 | 1 |
| 58 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 |
| 59 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 |
| 60 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 |
| 61 | 4 | 4 | 3 | 4 | 3 | 4 | 5 | 4 | 3 | 2 | 4 | 2 |
| 62 | 5 | 5 | 5 | 2 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 5 |
| 63 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 3 | 4 | 4 |
| 64 | 5 | 5 | 4 | 3 | 4 | 5 | 4 | 3 | 3 | 5 | 5 | 4 |
| 65 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 66 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 |
| 67 | 5 | 5 | 5 | 3 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 5 |
| 68 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 3 | 4 | 4 |
| 69 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 |
| 70 | 3 | 3 | 2 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 2 |
| 71 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 |
| 72 | 4 | 3 | 3 | 2 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 2 |
| 73 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 1 | 4 | 4 | 4 | 4 |
| 74 | 4 | 4 | 4 | 3 | 4 | 4 | 2 | 2 | 4 | 4 | 4 | 4 |
| 75 | 3 | 4 | 4 | 2 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 |
| 76 | 4 | 4 | 2 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 2 |
| 77 | 4 | 4 | 2 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 2 |
| 78 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 4 |

STANI



| No | II1 | II2 | II3 | III1 | III2 | III3 | IV1 | IV2 | IV3 | V1 | V2 | V3 |
|----|-----|-----|-----|------|------|------|-----|-----|-----|----|----|----|
| 79 | 2 | 3 | 3 | 3 | 3 | 5 | 3 | 4 | 3 | 1 | 3 | 4 |
| 80 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 2 | 4 |
| 81 | 4 | 5 | 3 | 1 | 3 | 4 | 4 | 3 | 4 | 4 | 5 | 3 |
| 82 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 |
| 83 | 3 | 3 | 3 | 1 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 3 |
| 84 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 2 |
| 85 | 3 | 4 | 4 | 1 | 5 | 4 | 4 | 2 | 3 | 4 | 4 | 1 |
| 86 | 3 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 4 | 2 | 4 | 4 |
| 87 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 3 | 5 | 4 |
| 88 | 2 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 4 | 3 |

| No | X1 | X2 | X3 | Y |
|----|----|----|----|----|
| 1 | 15 | 15 | 15 | 15 |
| 2 | 13 | 13 | 13 | 11 |
| 3 | 12 | 10 | 12 | 12 |
| 4 | 13 | 14 | 11 | 14 |
| 5 | 10 | 15 | 12 | 9 |
| 6 | 13 | 10 | 13 | 14 |
| 7 | 10 | 9 | 13 | 10 |
| 8 | 12 | 13 | 12 | 12 |
| 9 | 12 | 13 | 11 | 12 |
| 10 | 15 | 15 | 12 | 12 |
| 11 | 13 | 9 | 12 | 10 |
| 12 | 12 | 10 | 12 | 11 |
| 13 | 11 | 10 | 9 | 9 |
| 14 | 10 | 13 | 13 | 12 |
| 15 | 14 | 12 | 11 | 12 |
| 16 | 10 | 12 | 15 | 15 |
| 17 | 13 | 12 | 11 | 13 |
| 18 | 12 | 14 | 12 | 15 |
| 19 | 13 | 14 | 10 | 12 |
| 20 | 14 | 12 | 11 | 11 |
| 21 | 13 | 9 | 12 | 12 |
| 22 | 9 | 12 | 9 | 9 |
| 23 | 10 | 11 | 9 | 8 |
| 24 | 8 | 15 | 12 | 14 |
| 25 | 9 | 10 | 9 | 8 |
| 26 | 13 | 10 | 13 | 11 |
| 27 | 10 | 14 | 10 | 13 |
| 28 | 14 | 14 | 14 | 14 |
| 29 | 13 | 13 | 13 | 14 |
| 30 | 14 | 14 | 12 | 12 |
| 31 | 13 | 14 | 14 | 14 |
| 32 | 12 | 12 | 14 | 14 |
| 33 | 14 | 12 | 13 | 13 |
| 34 | 13 | 11 | 10 | 10 |
| 35 | 13 | 9 | 11 | 10 |
| 36 | 13 | 15 | 13 | 13 |
| 37 | 14 | 13 | 14 | 15 |
| 38 | 14 | 15 | 11 | 14 |
| 39 | 13 | 13 | 12 | 12 |

| No | X1 | X2 | X3 | Y |
|----|----|----|----|----|
| 40 | 11 | 7 | 10 | 12 |
| 41 | 15 | 12 | 12 | 9 |
| 42 | 9 | 10 | 11 | 12 |
| 43 | 13 | 8 | 11 | 10 |
| 44 | 11 | 15 | 12 | 11 |
| 45 | 12 | 10 | 11 | 11 |
| 46 | 14 | 11 | 10 | 10 |
| 47 | 11 | 11 | 12 | 8 |
| 48 | 12 | 10 | 12 | 11 |
| 49 | 14 | 12 | 14 | 15 |
| 50 | 11 | 12 | 13 | 11 |
| 51 | 12 | 9 | 12 | 12 |
| 52 | 13 | 10 | 10 | 12 |
| 53 | 13 | 14 | 13 | 13 |
| 54 | 13 | 12 | 14 | 14 |
| 55 | 14 | 12 | 15 | 15 |
| 56 | 14 | 10 | 10 | 10 |
| 57 | 12 | 8 | 10 | 3 |
| 58 | 12 | 10 | 9 | 11 |
| 59 | 11 | 11 | 9 | 10 |
| 60 | 11 | 10 | 10 | 10 |
| 61 | 11 | 11 | 12 | 8 |
| 62 | 15 | 10 | 13 | 12 |
| 63 | 13 | 13 | 13 | 11 |
| 64 | 14 | 12 | 10 | 14 |
| 65 | 12 | 12 | 12 | 12 |
| 66 | 13 | 14 | 14 | 13 |
| 67 | 15 | 11 | 11 | 15 |
| 68 | 12 | 13 | 14 | 11 |
| 69 | 12 | 12 | 15 | 12 |
| 70 | 8 | 9 | 11 | 8 |
| 71 | 12 | 11 | 9 | 12 |
| 72 | 10 | 10 | 11 | 10 |
| 73 | 12 | 12 | 7 | 12 |
| 74 | 12 | 11 | 8 | 12 |
| 75 | 11 | 10 | 9 | 11 |
| 76 | 10 | 10 | 12 | 10 |
| 77 | 10 | 11 | 10 | 10 |
| 78 | 11 | 10 | 9 | 11 |

| No | X1 | X2 | X3 | Y |
|----|----|----|----|----|
| 79 | 8 | 11 | 10 | 8 |
| 80 | 9 | 9 | 10 | 9 |
| 81 | 12 | 8 | 11 | 12 |
| 82 | 15 | 14 | 13 | 15 |
| 83 | 9 | 7 | 7 | 9 |
| 84 | 9 | 10 | 10 | 9 |
| 85 | 11 | 10 | 9 | 9 |
| 86 | 13 | 9 | 10 | 10 |
| 87 | 9 | 9 | 9 | 12 |
| 88 | 10 | 9 | 8 | 10 |

Lampiran 4

RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics **Harga**

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item- Total Correlation | Alpha if Item Deleted |
|-----|-------------------------------------|---|--|-----------------------------|
| II1 | 7.9886 | 1.6435 | .5219 | .6440 |
| II2 | 8.0114 | 1.7355 | .5782 | .5828 |
| II3 | 7.9773 | 1.6087 | .5132 | .6574 |

Reliability Coefficients

N of Cases = 88.0

N of Items = 3

Alpha = .7161

RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics **Produk**

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item- Total Correlation | Alpha if Item Deleted |
|------|-------------------------------------|---|--|-----------------------------|
| III1 | 7.9205 | 1.7062 | .4805 | .5683 |
| III2 | 7.4886 | 2.4137 | .4530 | .5814 |
| III3 | 7.3864 | 2.3318 | .4978 | .5288 |

Reliability Coefficients

N of Cases = 88.0

N of Items = 3

Alpha = .6553

RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics **Pelayanan**

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item- Total Correlation | Alpha if Item Deleted |
|-----|-------------------------------------|---|--|-----------------------------|
| IV1 | 7.4545 | 1.7680 | .5470 | .6028 |
| IV2 | 7.7500 | 1.5690 | .6050 | .5248 |
| IV3 | 7.5682 | 1.9723 | .4477 | .7184 |

Reliability Coefficients

N of Cases = 88.0

N of Items = 3

Alpha = .7123

RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics **Kepuasan Konsumen**

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item- Total Correlation | Alpha if Item Deleted |
|----|-------------------------------------|---|--|-----------------------------|
| V1 | 7.6705 | 2.4764 | .4995 | .6941 |
| V2 | 7.4773 | 2.3213 | .6148 | .5580 |
| V3 | 7.7614 | 2.3447 | .5310 | .6582 |

Reliability Coefficients

N of Cases = 88.0

N of Items = 3

Alpha = .7256

Lampiran 5

III1

| Value Label | Value | Frequency | Percent | Valid Percent | Cum Percent |
|-------------|-------|---------------|---------|---------------|-------------|
| | 5 | 23 | 26.1 | 26.1 | 26.1 |
| | 4 | 45 | 51.1 | 51.1 | 77.3 |
| | 3 | 17 | 19.3 | 19.3 | 96.6 |
| | 2 | 3 | 3.4 | 3.4 | 100.0 |
| | Total | 88 | 100.0 | 100.0 | |
| Valid cases | 88 | Missing cases | 0 | | |

II2

| Value Label | Value | Frequency | Percent | Valid Percent | Cum Percent |
|-------------|-------|---------------|---------|---------------|-------------|
| | 5 | 19 | 21.6 | 21.6 | 21.6 |
| | 4 | 49 | 55.7 | 55.7 | 77.3 |
| | 3 | 19 | 21.6 | 21.6 | 98.9 |
| | 2 | 1 | 1.1 | 1.1 | 100.0 |
| | Total | 88 | 100.0 | 100.0 | |
| Valid cases | 88 | Missing cases | 0 | | |

III3

| Value Label | Value | Frequency | Percent | Valid Percent | Cum Percent |
|-------------|-------|---------------|---------|---------------|-------------|
| | 5 | 25 | 28.4 | 28.4 | 28.4 |
| | 4 | 42 | 47.7 | 47.7 | 76.1 |
| | 3 | 18 | 20.5 | 20.5 | 96.6 |
| | 2 | 3 | 3.4 | 3.4 | 100.0 |
| | Total | 88 | 100.0 | 100.0 | |
| Valid cases | 88 | Missing cases | 0 | | |

III1

| Value Label | Value | Frequency | Percent | Valid Percent | Cum Percent |
|-------------|-------|---------------|---------|---------------|-------------|
| | 5 | 14 | 15.9 | 15.9 | 15.9 |
| | 4 | 31 | 35.2 | 35.2 | 51.1 |
| | 3 | 32 | 36.4 | 36.4 | 87.5 |
| | 2 | 5 | 5.7 | 5.7 | 93.2 |
| | 1 | 6 | 6.8 | 6.8 | 100.0 |
| | Total | 88 | 100.0 | 100.0 | |
| Valid cases | 88 | Missing cases | 0 | | |

III2

| Value Label | Value | Frequency | Percent | Valid Percent | Cum Percent |
|-------------|-------|---------------|---------|---------------|-------------|
| | 5 | 20 | 22.7 | 22.7 | 22.7 |
| | 4 | 43 | 48.9 | 48.9 | 71.6 |
| | 3 | 22 | 25.0 | 25.0 | 96.6 |
| | 2 | 3 | 3.4 | 3.4 | 100.0 |
| | Total | 88 | 100.0 | 100.0 | |
| Valid cases | 88 | Missing cases | 0 | | |

III3

| Value Label | Value | Frequency | Percent | Valid Percent | Cum Percent |
|-------------|-------|---------------|---------|---------------|-------------|
| | 5 | 24 | 27.3 | 27.3 | 27.3 |
| | 4 | 44 | 50.0 | 50.0 | 77.3 |
| | 3 | 17 | 19.3 | 19.3 | 96.6 |
| | 2 | 3 | 3.4 | 3.4 | 100.0 |
| | Total | 88 | 100.0 | 100.0 | |
| Valid cases | 88 | Missing cases | 0 | | |

IV1

| Value Label | Value | Frequency | Percent | Valid Percent | Cum Percent |
|-------------|-------|---------------|---------|---------------|-------------|
| | 5 | 20 | 22.7 | 22.7 | 22.7 |
| | 4 | 45 | 51.1 | 51.1 | 73.9 |
| | 3 | 20 | 22.7 | 22.7 | 96.6 |
| | 2 | 3 | 3.4 | 3.4 | 100.0 |
| | Total | 88 | 100.0 | 100.0 | |
| Valid cases | 88 | Missing cases | 0 | | |

IV2

| Value Label | Value | Frequency | Percent | Valid Percent | Cum Percent |
|-------------|-------|---------------|---------|---------------|-------------|
| | 5 | 11 | 12.5 | 12.5 | 12.5 |
| | 4 | 41 | 46.6 | 46.6 | 59.1 |
| | 3 | 30 | 34.1 | 34.1 | 93.2 |
| | 2 | 5 | 5.7 | 5.7 | 98.9 |
| | 1 | 1 | 1.1 | 1.1 | 100.0 |
| | Total | 88 | 100.0 | 100.0 | |
| Valid cases | 88 | Missing cases | 0 | | |

IV3

| Value Label | Value | Frequency | Percent | Valid Percent | Cum Percent |
|-------------|-------|---------------|---------|---------------|-------------|
| | 5 | 16 | 18.2 | 18.2 | 18.2 |
| | 4 | 42 | 47.7 | 47.7 | 65.9 |
| | 3 | 28 | 31.8 | 31.8 | 97.7 |
| | 2 | 2 | 2.3 | 2.3 | 100.0 |
| | Total | 88 | 100.0 | 100.0 | |
| Valid cases | 88 | Missing cases | 0 | | |

V1

| Value Label | Value | Frequency | Percent | Valid Percent | Cum Percent |
|-------------|-------|---------------|---------|---------------|-------------|
| | 5 | 17 | 19.3 | 19.3 | 19.3 |
| | 4 | 44 | 50.0 | 50.0 | 69.3 |
| | 3 | 20 | 22.7 | 22.7 | 92.0 |
| | 2 | 5 | 5.7 | 5.7 | 97.7 |
| | 1 | 2 | 2.3 | 2.3 | 100.0 |
| | Total | 88 | 100.0 | 100.0 | |
| Valid cases | 88 | Missing cases | 0 | | |

V2

| Value Label | Value | Frequency | Percent | Valid Percent | Cum Percent |
|-------------|-------|---------------|---------|---------------|-------------|
| | 5 | 26 | 29.5 | 29.5 | 29.5 |
| | 4 | 39 | 44.3 | 44.3 | 73.9 |
| | 3 | 19 | 21.6 | 21.6 | 95.5 |
| | 2 | 3 | 3.4 | 3.4 | 98.9 |
| | 1 | 1 | 1.1 | 1.1 | 100.0 |
| | Total | 88 | 100.0 | 100.0 | |
| Valid cases | 88 | Missing cases | 0 | | |

V3

| Value Label | Value | Frequency | Percent | Valid Percent | Cum Percent |
|-------------|-------|---------------|---------|---------------|-------------|
| | 5 | 15 | 17.0 | 17.0 | 17.0 |
| | 4 | 42 | 47.7 | 47.7 | 64.8 |
| | 3 | 22 | 25.0 | 25.0 | 89.8 |
| | 2 | 7 | 8.0 | 8.0 | 97.7 |
| | 1 | 2 | 2.3 | 2.3 | 100.0 |
| | Total | 88 | 100.0 | 100.0 | |
| Valid cases | 88 | Missing cases | 0 | | |

Lampiran 6



JK Jenis Kelamin by PENGH Penghasilan

Page 1 of 1

| | | PENGH | | | | | | |
|--------|--------|---------|----------|----------|----------|----------|----------|-------|
| | | Count | | | | | | |
| | | Row Pct | < Rp 1.0 | Rp 1.000 | Rp 1.500 | Rp 2.000 | > 2.500. | |
| | | Col Pct | 00.000 | .000 - R | .000 - P | .000 - P | .000 | Row |
| | | Tot Pct | 1 | 2 | 3 | 4 | 5 | Total |
| JK | Pria | 1 | 16 | 7 | 4 | 7 | 11 | 45 |
| | | | 35.6 | 15.6 | 8.9 | 15.6 | 24.4 | 51.1 |
| | | | 53.3 | 53.8 | 33.3 | 46.7 | 61.1 | |
| | | | 18.2 | 8.0 | 4.5 | 8.0 | 12.5 | |
| JK | Wanita | 2 | 14 | 6 | 8 | 8 | 7 | 43 |
| | | | 32.6 | 14.0 | 18.6 | 18.6 | 16.3 | 48.9 |
| | | | 46.7 | 46.2 | 66.7 | 53.3 | 38.9 | |
| | | | 15.9 | 6.8 | 9.1 | 9.1 | 8.0 | |
| Column | | | 30 | 13 | 12 | 15 | 18 | 88 |
| Total | | | 34.1 | 14.8 | 13.6 | 17.0 | 20.5 | 100.0 |

Number of Missing Observations: 0

K_UMUR Kelompok Umur by PENGH Penghasilan

Page 1 of 1

| | | PENGH | | | | | | |
|--------|------------|---------|----------|----------|----------|----------|----------|-------|
| | | Count | | | | | | |
| | | Row Pct | < Rp 1.0 | Rp 1.000 | Rp 1.500 | Rp 2.000 | > 2.500. | |
| | | Col Pct | 00.000 | .000 - R | .000 - P | .000 - P | .000 | Row |
| | | Tot Pct | 1 | 2 | 3 | 4 | 5 | Total |
| K_UMUR | 16 - 24 th | 1 | 13 | 1 | 2 | 4 | 1 | 21 |
| | | | 61.9 | 4.8 | 9.5 | 19.0 | 4.8 | 23.9 |
| | | | 43.3 | 7.7 | 16.7 | 26.7 | 5.6 | |
| | | 14.8 | 1.1 | 2.3 | 4.5 | 1.1 | | |
| K_UMUR | 25 - 32 th | 2 | 7 | 5 | 3 | 5 | 5 | 25 |
| | | | 28.0 | 20.0 | 12.0 | 20.0 | 20.0 | 28.4 |
| | | | 23.3 | 38.5 | 25.0 | 33.3 | 27.9 | |
| | | 8.0 | 5.7 | 3.4 | 5.7 | 5.7 | | |
| K_UMUR | 33 - 40 th | 3 | 8 | 4 | 3 | 3 | 2 | 20 |
| | | | 40.0 | 20.0 | 15.0 | 15.0 | 10.0 | 22.7 |
| | | | 26.7 | 30.8 | 25.0 | 20.0 | 11.1 | |
| | | 9.1 | 4.5 | 3.4 | 3.4 | 2.3 | | |
| K_UMUR | 41 - 48 th | 4 | 1 | 1 | 1 | 1 | 6 | 10 |
| | | | 10.0 | 10.0 | 10.0 | 10.0 | 60.0 | 11.4 |
| | | | 3.3 | 7.7 | 8.3 | 6.7 | 33.3 | |
| | | 1.1 | 1.1 | 1.1 | 1.1 | 6.8 | | |
| K_UMUR | 49 - 56 th | 5 | 1 | 2 | 2 | 2 | 3 | 10 |
| | | | 10.0 | 20.0 | 20.0 | 20.0 | 30.0 | 11.4 |
| | | | 3.3 | 15.4 | 16.7 | 13.3 | 16.7 | |
| | | 1.1 | 2.3 | 2.3 | 2.3 | 3.4 | | |
| K_UMUR | 65 - 75 th | 7 | | | 1 | | 1 | 2 |
| | | | | | 50.0 | | 50.0 | 2.3 |
| | | | | | 8.3 | | 5.6 | |
| | | | 1.1 | | 1.1 | | | |
| Column | | | 30 | 13 | 12 | 15 | 18 | 88 |
| Total | | | 34.1 | 14.8 | 13.6 | 17.0 | 20.5 | 100.0 |

Number of Missing Observations: 0

JK Jenis Kelamin by K_UMUR Kelompok Umur

| | | K_UMUR | | | | | |
|-------------|--------|---------|---------|---------|---------|---------|-------|
| Count | | 16 - 24 | 25 - 32 | 33 - 40 | 41 - 48 | 49 - 56 | |
| Row Pct | | th | th | th | th | th | Row |
| Col Pct | | | | | | | Total |
| Tot Pct | | 1 | 2 | 3 | 4 | 5 | |
| JK | | | | | | | |
| | 1 | 9 | 11 | 10 | 8 | 5 | 45 |
| Pria | | 20.0 | 24.4 | 22.2 | 17.8 | 11.1 | 51.1 |
| | | 42.9 | 44.0 | 50.0 | 80.0 | 50.0 | |
| | | 10.2 | 12.5 | 11.4 | 9.1 | 5.7 | |
| | 2 | 12 | 14 | 10 | 2 | 5 | 43 |
| Wanita | | 27.9 | 32.6 | 23.3 | 4.7 | 11.6 | 48.9 |
| | | 57.1 | 56.0 | 50.0 | 20.0 | 50.0 | |
| | | 13.6 | 15.9 | 11.4 | 2.3 | 5.7 | |
| | Column | 21 | 25 | 20 | 10 | 10 | 88 |
| (Continued) | Total | 23.9 | 28.4 | 22.7 | 11.4 | 11.4 | 100.0 |

JK Jenis Kelamin by K_UMUR Kelompok Umur

| | | K_UMUR | | |
|---------|--------|---------|---|-------|
| Count | | 65 - 75 | | |
| Row Pct | | th | | Row |
| Col Pct | | | 7 | Total |
| Tot Pct | | | | |
| JK | | | | |
| | 1 | 2 | | 45 |
| Pria | | 4.4 | | 51.1 |
| | | 100.0 | | |
| | | 2.3 | | |
| | 2 | | | 43 |
| Wanita | | | | 48.9 |
| | | | | |
| | Column | 2 | | 88 |
| | Total | 2.3 | | 100.0 |

Number of Missing Observations: 0

Lampiran 7

* * * * MULTIPLE REGRESSION * * * *

Listwise Deletion of Missing Data

| | Mean | Std Dev | Label |
|----|--------|---------|-------------------|
| Y | 11.455 | 2.170 | Kepuasan Konsumen |
| X1 | 11.989 | 1.810 | Harga |
| X2 | 11.398 | 2.032 | Produk |
| X3 | 11.386 | 1.866 | Pelayanan |

N of Cases = 88

Correlation, 1-tailed Sig:

| | Y | X1 | X2 | X3 |
|----|--------------|--------------|--------------|--------------|
| Y | 1.000 . | .470 .000 | .516 .000 | .507 .000 |
| X1 | .470 .000 | 1.000 . | .314 .001 | .393 .000 |
| X2 | .516 .000 | .314 .001 | 1.000 . | .456 .000 |
| X3 | .507 .000 | .393 .000 | .456 .000 | 1.000 . |

* * * * M U L T I P L E R E G R E S S I O N * * * *

Equation Number 1 Dependent Variable.. Y Kepuasan Konsumen

 Descriptive Statistics are printed on Page 31

Block Number 1. Method: Enter X1 X2 X3

Variable(s) Entered on Step Number

1.. X3 Pelayanan
2.. X1 Harga
3.. X2 Produk

Multiple R .64761 ²
R Square .41940
Adjusted R Square .39867
Standard Error 1.68304

Analysis of Variance

| | DF | Sum of Squares | Mean Square |
|------------|----|----------------|-------------|
| Regression | 3 | 171.87916 | 57.29305 |
| Residual | 84 | 237.93902 | 2.83261 |

F = 20.22626 Signif F = .0000

----- Variables in the Equation -----

| Variable | B | SE B | Beta | T | Sig T |
|------------|---------|----------|---------|-------|-------|
| X1 | .323501 | .109905 | .269770 | 2.943 | .0042 |
| X2 | .335713 | .101193 | .314245 | 3.318 | .0013 |
| X3 | .299477 | .113759 | .257449 | 2.633 | .0101 |
| (Constant) | .339889 | 1.458938 | | .233 | .8164 |

End Block Number 1 All requested variables entered.

Lampiran 8

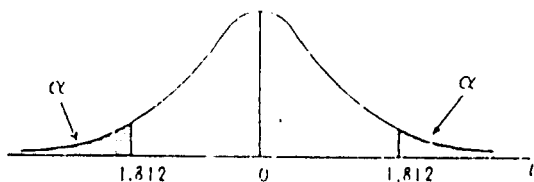
Tabel Nilai-nilai r Product Moment

| N | Tarf Signif | | N | Tarf Signif | | N | Tarf Signif | |
|----|-------------|-------|----|-------------|-------|------|-------------|-------|
| | 5% | 1% | | 5% | 1% | | 5% | 1% |
| 1 | - | - | 26 | 0.388 | 0.495 | 55 | 0.266 | 0.345 |
| 2 | - | - | 27 | 0.381 | 0.487 | 60 | 0.254 | 0.330 |
| 3 | 0.997 | 0.999 | 28 | 0.374 | 0.478 | 65 | 0.244 | 0.317 |
| 4 | 0.950 | 0.990 | 29 | 0.367 | 0.470 | 70 | 0.235 | 0.306 |
| 5 | 0.878 | 0.959 | 30 | 0.361 | 0.463 | 75 | 0.227 | 0.296 |
| 6 | 0.811 | 0.917 | 31 | 0.355 | 0.456 | 80 | 0.220 | 0.286 |
| 7 | 0.754 | 0.874 | 32 | 0.349 | 0.449 | 85 | 0.213 | 0.278 |
| 8 | 0.707 | 0.834 | 33 | 0.344 | 0.442 | 90 | 0.207 | 0.270 |
| 9 | 0.666 | 0.798 | 34 | 0.339 | 0.436 | 95 | 0.202 | 0.263 |
| 10 | 0.632 | 0.765 | 35 | 0.334 | 0.430 | 100 | 0.195 | 0.256 |
| 11 | 0.602 | 0.735 | 36 | 0.329 | 0.424 | 125 | 0.176 | 0.230 |
| 12 | 0.576 | 0.708 | 37 | 0.325 | 0.418 | 150 | 0.159 | 0.210 |
| 13 | 0.553 | 0.684 | 38 | 0.320 | 0.413 | 175 | 0.148 | 0.194 |
| 14 | 0.532 | 0.661 | 39 | 0.316 | 0.408 | 200 | 0.138 | 0.181 |
| 15 | 0.514 | 0.641 | 40 | 0.312 | 0.403 | 300 | 0.113 | 0.148 |
| 16 | 0.497 | 0.623 | 41 | 0.308 | 0.398 | 400 | 0.098 | 0.128 |
| 17 | 0.485 | 0.606 | 42 | 0.304 | 0.393 | 500 | 0.088 | 0.115 |
| 18 | 0.468 | 0.590 | 43 | 0.301 | 0.389 | 600 | 0.080 | 0.105 |
| 19 | 0.456 | 0.575 | 44 | 0.297 | 0.384 | 700 | 0.074 | 0.097 |
| 20 | 0.444 | 0.561 | 45 | 0.294 | 0.380 | 800 | 0.070 | 0.091 |
| 21 | 0.433 | 0.549 | 46 | 0.291 | 0.376 | 900 | 0.065 | 0.086 |
| 22 | 0.423 | 0.537 | 47 | 0.288 | 0.372 | 1000 | 0.062 | 0.071 |
| 23 | 0.413 | 0.526 | 48 | 0.284 | 0.368 | | | |
| 24 | 0.404 | 0.515 | 49 | 0.281 | 0.364 | | | |
| 25 | 0.396 | 0.505 | 50 | 0.279 | 0.361 | | | |

Lampiran 9

LAMPIRAN 10: TABEL UJI t

TABEL VI Titik persentasi distribusi t



Bagi d.f. = 10

$P(t > 1,812) = 0,05$

$P(t < -1,812) = 0,05$

| d.f. \ α | .25 | .20 | .15 | .10 | .05 | .025 | .01 | .005 | .0005 |
|----------|-------|-------|-------|-------|-------|--------|--------|--------|---------|
| 1 | 1,000 | 1,376 | 1,963 | 3,078 | 6,314 | 12,706 | 31,821 | 63,657 | 636,619 |
| 2 | .816 | 1,061 | 1,386 | 1,886 | 2,920 | 4,303 | 6,965 | 9,925 | 31,598 |
| 3 | .765 | .978 | 1,250 | 1,638 | 2,353 | 3,182 | 4,541 | 5,841 | 12,941 |
| 4 | .741 | .941 | 1,190 | 1,533 | 2,132 | 2,776 | 3,747 | 4,604 | 8,610 |
| 5 | .727 | .920 | 1,156 | 1,476 | 2,015 | 2,571 | 3,365 | 4,032 | 6,859 |
| 6 | .718 | .906 | 1,134 | 1,440 | 1,943 | 2,447 | 3,143 | 3,707 | 5,959 |
| 7 | .711 | .896 | 1,119 | 1,415 | 1,895 | 2,365 | 2,998 | 3,499 | 5,405 |
| 8 | .706 | .889 | 1,108 | 1,397 | 1,860 | 2,306 | 2,896 | 3,355 | 5,041 |
| 9 | .703 | .885 | 1,100 | 1,383 | 1,835 | 2,262 | 2,821 | 3,250 | 4,781 |
| 10 | .700 | .879 | 1,093 | 1,372 | 1,812 | 2,228 | 2,764 | 3,169 | 4,587 |
| 11 | .697 | .876 | 1,088 | 1,363 | 1,796 | 2,201 | 2,718 | 3,106 | 4,437 |
| 12 | .695 | .873 | 1,083 | 1,356 | 1,782 | 2,179 | 2,681 | 3,055 | 4,318 |
| 13 | .694 | .870 | 1,079 | 1,350 | 1,771 | 2,160 | 2,650 | 3,012 | 4,221 |
| 14 | .692 | .868 | 1,076 | 1,345 | 1,761 | 2,145 | 2,624 | 2,977 | 4,140 |
| 15 | .691 | .866 | 1,074 | 1,341 | 1,753 | 2,131 | 2,602 | 2,947 | 4,073 |
| 16 | .690 | .865 | 1,071 | 1,337 | 1,746 | 2,120 | 2,583 | 2,921 | 4,015 |
| 17 | .689 | .863 | 1,069 | 1,333 | 1,740 | 2,110 | 2,567 | 2,898 | 3,965 |
| 18 | .688 | .862 | 1,067 | 1,330 | 1,734 | 2,101 | 2,552 | 2,878 | 3,922 |
| 19 | .688 | .861 | 1,066 | 1,328 | 1,729 | 2,093 | 2,539 | 2,861 | 3,883 |
| 20 | .687 | .860 | 1,064 | 1,325 | 1,725 | 2,086 | 2,523 | 2,845 | 3,850 |
| 21 | .686 | .859 | 1,063 | 1,323 | 1,721 | 2,080 | 2,518 | 2,831 | 3,819 |
| 22 | .686 | .858 | 1,061 | 1,321 | 1,717 | 2,074 | 2,508 | 2,819 | 3,792 |
| 23 | .685 | .858 | 1,060 | 1,319 | 1,714 | 2,069 | 2,500 | 2,807 | 3,767 |
| 24 | .685 | .857 | 1,059 | 1,318 | 1,711 | 2,064 | 2,492 | 2,797 | 3,745 |
| 25 | .684 | .856 | 1,058 | 1,316 | 1,708 | 2,060 | 2,485 | 2,787 | 3,722 |
| 26 | .684 | .856 | 1,058 | 1,315 | 1,706 | 2,056 | 2,479 | 2,779 | 3,707 |
| 27 | .684 | .855 | 1,057 | 1,314 | 1,703 | 2,052 | 2,473 | 2,771 | 3,690 |
| 28 | .683 | .855 | 1,056 | 1,313 | 1,701 | 2,018 | 2,467 | 2,763 | 3,674 |
| 29 | .683 | .854 | 1,055 | 1,311 | 1,699 | 2,045 | 2,462 | 2,756 | 3,658 |
| 30 | .683 | .854 | 1,055 | 1,310 | 1,697 | 2,042 | 2,457 | 2,750 | 3,646 |
| 40 | .681 | .851 | 1,050 | 1,303 | 1,684 | 2,021 | 2,423 | 2,704 | 3,551 |
| 60 | .679 | .843 | 1,046 | 1,296 | 1,671 | 2,000 | 2,390 | 2,660 | 3,460 |
| 120 | .677 | .845 | 1,041 | 1,289 | 1,658 | 1,980 | 2,358 | 2,617 | 3,373 |
| ∞ | .674 | .842 | 1,036 | 1,282 | 1,645 | 1,960 | 2,326 | 2,576 | 3,291 |

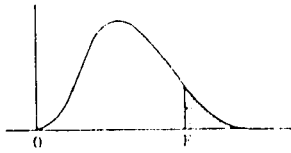
Sumber: Fisher and Yates: *Statistical Tables for Biological Agricultural and Medical Research*, Tabel III. Izin Penerbit: Oliver and Boyd, Ltd, Edinburg, England.

Lampiran 10

LAMPIRAN 11 : TABEL UJI F

TABEL XII Distribusi F

Cetak biasa = 5%
Cetak kursif = 1%



| Derajat bebas bagi pembagi (v_2) | Derajat bebas bagi pembilang (v_1) | | | | | | | | | | | | | | | | | | | | | | | |
|--------------------------------------|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 14 | 16 | 20 | 24 | 30 | 40 | 50 | 75 | 100 | 200 | 500 | ∞ |
| 1 | 161 4052 | 200 4999 | 216 5403 | 225 5625 | 230 5764 | 234 5859 | 237 5928 | 239 5981 | 241 6022 | 242 6056 | 243 6082 | 244 6106 | 245 6142 | 246 6169 | 248 6208 | 249 6234 | 250 6258 | 251 6286 | 252 6302 | 255 6323 | 253 6334 | 254 6352 | 254 6361 | 254 6366 |
| 2 | 18.51 98.49 | 19.00 99.01 | 19.16 99.17 | 19.25 99.25 | 19.30 99.30 | 19.33 99.33 | 19.36 99.34 | 19.37 99.35 | 19.38 99.38 | 19.39 99.40 | 19.40 99.41 | 19.41 99.42 | 19.42 99.43 | 19.43 99.44 | 19.44 99.45 | 19.45 99.46 | 19.47 99.47 | 19.47 99.48 | 19.48 99.48 | 19.49 99.49 | 19.49 99.49 | 19.49 99.49 | 19.50 99.50 | 19.50 99.50 |
| 3 | 10.13 34.12 | 9.55 30.81 | 9.28 29.46 | 9.12 28.71 | 9.01 28.24 | 8.94 27.91 | 8.88 27.67 | 8.84 27.47 | 8.81 27.34 | 8.78 27.23 | 8.76 27.13 | 8.74 27.05 | 8.71 26.92 | 8.69 26.83 | 8.66 26.69 | 8.64 26.60 | 8.62 26.50 | 8.60 26.41 | 8.58 26.30 | 8.57 26.27 | 8.56 26.23 | 8.54 26.18 | 8.54 26.14 | 8.53 26.12 |
| 4 | 7.71 21.20 | 6.94 18.00 | 6.59 16.69 | 6.39 15.95 | 6.26 15.52 | 6.16 15.21 | 6.09 14.95 | 6.04 14.66 | 6.00 14.54 | 5.96 14.45 | 5.95 14.45 | 5.91 14.27 | 5.87 14.24 | 5.84 14.15 | 5.80 14.02 | 5.77 13.93 | 5.74 13.83 | 5.71 13.74 | 5.70 13.69 | 5.66 13.61 | 5.66 13.57 | 5.65 13.52 | 5.64 13.48 | 5.63 13.46 |
| 5 | 6.61 16.26 | 5.79 13.27 | 5.41 12.06 | 5.19 11.39 | 5.05 10.97 | 4.95 10.67 | 4.88 10.45 | 4.82 10.27 | 4.78 10.15 | 4.74 10.05 | 4.70 9.96 | 4.68 9.89 | 4.64 9.77 | 4.60 9.63 | 4.56 9.65 | 4.53 9.47 | 4.50 9.38 | 4.46 9.29 | 4.44 9.24 | 4.42 9.17 | 4.40 9.13 | 4.38 9.07 | 4.37 9.04 | 4.36 9.02 |
| 6 | 5.99 13.74 | 5.14 10.92 | 4.76 9.73 | 4.53 9.16 | 4.39 8.75 | 4.28 8.47 | 4.21 8.26 | 4.15 8.10 | 4.10 7.98 | 4.06 7.87 | 4.03 7.79 | 4.00 7.72 | 3.96 7.60 | 3.92 7.52 | 3.87 7.39 | 3.84 7.31 | 3.81 7.23 | 3.77 7.14 | 3.75 7.09 | 3.72 7.02 | 3.71 6.99 | 3.69 6.94 | 3.68 6.90 | 3.67 6.88 |
| 7 | 5.59 12.23 | 4.74 9.55 | 4.35 8.45 | 4.12 7.65 | 3.97 7.46 | 3.87 7.19 | 3.79 7.00 | 3.73 6.84 | 3.68 6.71 | 3.65 6.62 | 3.60 6.54 | 3.57 6.47 | 3.52 6.35 | 3.49 6.27 | 3.44 6.15 | 3.41 6.07 | 3.38 5.98 | 3.34 5.90 | 3.32 5.85 | 3.29 5.78 | 3.28 5.75 | 3.25 5.70 | 3.24 5.67 | 3.23 5.65 |
| 8 | 5.32 11.26 | 4.46 8.65 | 4.07 7.59 | 3.84 7.01 | 3.69 6.63 | 3.58 6.37 | 3.50 6.19 | 3.44 6.03 | 3.39 5.91 | 3.34 5.82 | 3.31 5.74 | 3.28 5.67 | 3.23 5.56 | 3.20 5.48 | 3.15 5.38 | 3.12 5.28 | 3.08 5.20 | 3.05 5.11 | 3.03 5.06 | 3.00 5.00 | 2.98 4.96 | 2.96 4.91 | 2.94 4.88 | 2.93 4.86 |
| 9 | 5.12 10.56 | 4.26 8.02 | 3.86 6.99 | 3.63 6.42 | 3.48 6.06 | 3.37 5.80 | 3.29 5.62 | 3.23 5.47 | 3.18 5.35 | 3.15 5.26 | 3.10 5.18 | 3.07 5.11 | 3.02 5.00 | 2.98 4.92 | 2.95 4.80 | 2.90 4.73 | 2.86 4.64 | 2.82 4.56 | 2.80 4.51 | 2.77 4.45 | 2.76 4.41 | 2.73 4.36 | 2.72 4.33 | 2.71 4.31 |
| 10 | 4.96 10.04 | 4.10 7.56 | 3.71 6.55 | 3.48 6.06 | 3.33 5.69 | 3.22 5.39 | 3.14 5.21 | 3.07 5.06 | 3.02 4.95 | 2.97 4.85 | 2.91 4.78 | 2.91 4.71 | 2.86 4.60 | 2.82 4.52 | 2.77 4.41 | 2.74 4.33 | 2.70 4.25 | 2.67 4.17 | 2.64 4.12 | 2.61 4.05 | 2.59 4.01 | 2.56 3.96 | 2.55 3.93 | 2.54 3.91 |

Distribusi F (lanjutan)

| Derajat bebas bagi pembagi (v_2) | Derajat bebas bagi pembilang (v_1) | | | | | | | | | | | | | | | | | | | | | | | |
|--------------------------------------|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 14 | 16 | 20 | 24 | 30 | 40 | 50 | 75 | 100 | 200 | 500 | ∞ |
| 11 | 4.84 9.65 | 3.98 7.20 | 3.59 6.22 | 3.36 5.67 | 3.20 5.32 | 3.09 5.07 | 3.01 4.88 | 2.95 4.74 | 2.90 4.63 | 2.86 4.54 | 2.82 4.46 | 2.79 4.40 | 2.74 4.29 | 2.70 4.21 | 2.65 4.10 | 2.61 4.02 | 2.57 3.94 | 2.53 3.86 | 2.50 3.80 | 2.47 3.74 | 2.45 3.70 | 2.42 3.66 | 2.41 3.62 | 2.40 3.60 |
| 12 | 4.75 9.33 | 3.88 6.93 | 3.49 5.55 | 3.26 5.41 | 3.11 5.06 | 3.00 4.82 | 2.92 4.65 | 2.85 4.50 | 2.80 4.39 | 2.76 4.30 | 2.72 4.22 | 2.69 4.16 | 2.64 4.05 | 2.60 3.98 | 2.54 3.86 | 2.50 3.78 | 2.46 3.70 | 2.42 3.61 | 2.40 3.56 | 2.36 3.49 | 2.35 3.46 | 2.32 3.41 | 2.31 3.39 | 2.30 3.36 |
| 13 | 4.67 9.07 | 3.80 6.70 | 3.41 5.74 | 3.18 5.20 | 3.02 4.86 | 2.92 4.62 | 2.84 4.44 | 2.77 4.10 | 2.72 4.10 | 2.67 4.10 | 2.63 4.02 | 2.60 3.96 | 2.55 3.85 | 2.51 3.78 | 2.46 3.67 | 2.42 3.59 | 2.38 3.51 | 2.34 3.42 | 2.32 3.37 | 2.28 3.30 | 2.26 3.27 | 2.22 3.21 | 2.21 3.18 | 2.20 3.16 |
| 14 | 4.60 8.86 | 3.74 6.51 | 3.34 5.56 | 3.11 5.03 | 2.96 4.69 | 2.85 4.46 | 2.77 4.28 | 2.70 4.14 | 2.65 4.03 | 2.60 3.94 | 2.56 3.86 | 2.53 3.80 | 2.48 3.70 | 2.44 3.62 | 2.39 3.51 | 2.35 3.43 | 2.31 3.34 | 2.27 3.26 | 2.24 3.21 | 2.21 3.14 | 2.19 3.11 | 2.16 3.06 | 2.14 3.02 | 2.13 3.00 |
| 15 | 4.54 8.68 | 3.68 6.36 | 3.29 5.42 | 3.06 4.89 | 2.90 4.56 | 2.79 4.32 | 2.70 4.14 | 2.64 4.00 | 2.59 3.89 | 2.55 3.80 | 2.51 3.73 | 2.48 3.67 | 2.43 3.56 | 2.39 3.48 | 2.35 3.36 | 2.29 3.29 | 2.25 3.20 | 2.21 3.12 | 2.18 3.07 | 2.15 3.00 | 2.12 2.97 | 2.10 2.92 | 2.08 2.89 | 2.07 2.87 |
| 16 | 4.49 8.53 | 3.65 6.23 | 3.24 5.29 | 3.01 4.77 | 2.85 4.44 | 2.74 4.20 | 2.66 4.03 | 2.59 3.89 | 2.54 3.78 | 2.49 3.69 | 2.45 3.61 | 2.42 3.55 | 2.37 3.45 | 2.33 3.37 | 2.28 3.25 | 2.24 3.18 | 2.20 3.10 | 2.16 3.01 | 2.13 2.96 | 2.09 2.89 | 2.07 2.85 | 2.04 2.80 | 2.02 2.77 | 2.01 2.76 |
| 17 | 4.45 8.40 | 3.59 6.11 | 3.20 5.18 | 2.96 4.70 | 2.81 4.37 | 2.70 4.10 | 2.62 3.93 | 2.55 3.79 | 2.50 3.66 | 2.45 3.59 | 2.41 3.52 | 2.38 3.45 | 2.33 3.35 | 2.29 3.27 | 2.25 3.16 | 2.21 3.09 | 2.15 3.00 | 2.11 2.91 | 2.08 2.86 | 2.04 2.79 | 2.02 2.76 | 1.99 2.70 | 1.97 2.67 | 1.96 2.65 |
| 18 | 4.41 8.28 | 3.55 6.01 | 3.16 5.09 | 2.93 4.53 | 2.77 4.25 | 2.66 4.01 | 2.58 3.85 | 2.51 3.71 | 2.46 3.60 | 2.41 3.51 | 2.37 3.44 | 2.34 3.37 | 2.29 3.27 | 2.25 3.19 | 2.19 3.07 | 2.15 3.00 | 2.11 2.91 | 2.07 2.83 | 2.04 2.78 | 2.00 2.71 | 1.98 2.68 | 1.95 2.62 | 1.93 2.59 | 1.92 2.57 |
| 19 | 4.38 8.18 | 3.52 5.93 | 3.13 5.01 | 2.90 4.50 | 2.74 4.17 | 2.63 3.94 | 2.55 3.77 | 2.48 3.63 | 2.43 3.52 | 2.38 3.46 | 2.34 3.36 | 2.30 3.31 | 2.26 3.19 | 2.21 3.12 | 2.15 3.00 | 2.11 2.92 | 2.07 2.84 | 2.02 2.76 | 2.00 2.63 | 1.96 2.56 | 1.94 2.53 | 1.91 2.47 | 1.89 2.44 | 1.88 2.42 |
| 20 | 4.35 8.10 | 3.49 5.85 | 3.10 4.94 | 2.87 4.43 | 2.71 4.10 | 2.60 3.87 | 2.52 3.71 | 2.45 3.56 | 2.40 3.45 | 2.35 3.37 | 2.31 3.30 | 2.28 3.23 | 2.23 3.13 | 2.18 3.05 | 2.12 2.94 | 2.08 2.86 | 2.04 2.77 | 1.99 2.69 | 1.96 2.63 | 1.92 2.56 | 1.90 2.53 | 1.87 2.47 | 1.84 2.44 | 1.84 2.42 |
| 21 | 4.32 8.02 | 3.47 5.78 | 3.07 4.87 | 2.84 4.34 | 2.68 4.04 | 2.57 3.81 | 2.49 3.65 | 2.42 3.40 | 2.37 3.30 | 2.32 3.24 | 2.28 3.17 | 2.25 3.12 | 2.20 3.07 | 2.15 2.99 | 2.09 2.88 | 2.05 2.80 | 2.00 2.72 | 1.96 2.65 | 1.93 2.58 | 1.89 2.51 | 1.87 2.47 | 1.84 2.42 | 1.82 2.38 | 1.81 2.36 |
| 22 | 4.30 7.94 | 3.44 5.72 | 3.05 4.82 | 2.82 4.31 | 2.66 3.99 | 2.55 3.76 | 2.47 3.59 | 2.40 3.45 | 2.35 3.35 | 2.30 3.26 | 2.26 3.18 | 2.23 3.12 | 2.18 3.02 | 2.14 2.94 | 2.07 2.83 | 2.03 2.75 | 1.98 2.67 | 1.93 2.58 | 1.91 2.53 | 1.87 2.46 | 1.84 2.42 | 1.81 2.37 | 1.80 2.33 | 1.78 2.31 |
| 23 | 4.28 7.88 | 3.42 5.66 | 3.03 4.76 | 2.80 4.26 | 2.64 3.94 | 2.53 3.71 | 2.45 3.54 | 2.38 3.41 | 2.32 3.30 | 2.28 3.21 | 2.24 3.14 | 2.20 3.07 | 2.14 2.97 | 2.10 2.89 | 2.04 2.78 | 2.00 2.70 | 1.96 2.62 | 1.91 2.53 | 1.88 2.48 | 1.84 2.41 | 1.82 2.37 | 1.79 2.32 | 1.77 2.28 | 1.76 2.26 |
| 24 | 4.26 7.82 | 3.40 5.61 | 3.01 4.72 | 2.78 4.22 | 2.62 3.90 | 2.51 3.67 | 2.43 3.50 | 2.36 3.36 | 2.30 3.25 | 2.26 3.17 | 2.22 3.11 | 2.18 3.09 | 2.14 3.03 | 2.09 2.91 | 2.02 2.85 | 1.98 2.74 | 1.94 2.66 | 1.89 2.58 | 1.86 2.49 | 1.82 2.44 | 1.80 2.33 | 1.76 2.27 | 1.74 2.23 | 1.73 2.21 |

Distribusi F (lanjutan)

| Derajat bebas bagi pembagi (v_2) | Derajat bebas bagi pembilang (v_1) | | | | | | | | | | | | | | | | | | | | | | | | |
|--------------------------------------|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 14 | 16 | 20 | 24 | 30 | 40 | 50 | 75 | 100 | 200 | 500 | ∞ | |
| 25 | 4,24 7,77 | 3,38 5,57 | 2,90 4,68 | 2,76 4,18 | 2,60 3,86 | 2,49 3,63 | 2,41 3,46 | 2,34 3,32 | 2,28 3,21 | 2,24 3,13 | 2,20 3,05 | 2,16 2,99 | 2,11 2,89 | 2,06 2,81 | 2,00 2,70 | 1,96 2,62 | 1,92 2,54 | 1,87 2,45 | 1,84 2,40 | 1,80 2,32 | 1,77 2,29 | 1,74 2,23 | 1,72 2,19 | 1,71 2,17 | 1,71 2,17 |
| 26 | 4,22 7,72 | 3,37 5,53 | 2,89 4,64 | 2,74 4,14 | 2,59 3,82 | 2,47 3,59 | 2,39 3,42 | 2,32 3,29 | 2,27 3,17 | 2,22 3,09 | 2,18 3,02 | 2,15 2,96 | 2,10 2,86 | 2,05 2,77 | 1,99 2,66 | 1,95 2,58 | 1,90 2,50 | 1,85 2,41 | 1,82 2,36 | 1,78 2,28 | 1,76 2,25 | 1,72 2,19 | 1,70 2,13 | 1,69 2,13 | 1,69 2,13 |
| 27 | 4,21 7,68 | 3,36 5,49 | 2,88 4,60 | 2,73 4,11 | 2,57 3,79 | 2,45 3,56 | 2,37 3,39 | 2,30 3,26 | 2,25 3,14 | 2,20 3,06 | 2,16 2,98 | 2,13 2,93 | 2,08 2,83 | 2,03 2,74 | 1,97 2,63 | 1,93 2,53 | 1,88 2,47 | 1,84 2,38 | 1,80 2,33 | 1,76 2,23 | 1,74 2,21 | 1,71 2,16 | 1,70 2,12 | 1,69 2,12 | 1,69 2,12 |
| 28 | 4,20 7,64 | 3,34 5,47 | 2,85 4,57 | 2,71 4,07 | 2,56 3,76 | 2,44 3,53 | 2,36 3,36 | 2,29 3,23 | 2,24 3,11 | 2,19 3,03 | 2,15 2,95 | 2,12 2,90 | 2,06 2,80 | 2,02 2,71 | 1,96 2,60 | 1,91 2,52 | 1,87 2,44 | 1,81 2,35 | 1,78 2,30 | 1,75 2,22 | 1,72 2,18 | 1,69 2,13 | 1,67 2,09 | 1,67 2,09 | 1,65 2,06 |
| 29 | 4,18 7,60 | 3,33 5,42 | 2,85 4,54 | 2,70 4,04 | 2,54 3,73 | 2,43 3,50 | 2,35 3,33 | 2,28 3,20 | 2,22 3,08 | 2,18 3,00 | 2,14 2,92 | 2,10 2,87 | 2,07 2,77 | 2,00 2,68 | 1,94 2,57 | 1,90 2,49 | 1,85 2,41 | 1,80 2,32 | 1,77 2,27 | 1,73 2,19 | 1,71 2,15 | 1,68 2,10 | 1,65 2,06 | 1,65 2,06 | 1,64 2,03 |
| 30 | 4,17 7,56 | 3,32 5,39 | 2,82 4,51 | 2,69 4,02 | 2,53 3,70 | 2,42 3,47 | 2,34 3,30 | 2,27 3,17 | 2,21 3,06 | 2,16 2,98 | 2,12 2,90 | 2,09 2,84 | 2,04 2,74 | 1,99 2,66 | 1,93 2,55 | 1,89 2,47 | 1,84 2,38 | 1,79 2,29 | 1,76 2,24 | 1,72 2,16 | 1,69 2,13 | 1,66 2,07 | 1,64 2,03 | 1,64 2,03 | 1,62 2,01 |
| 32 | 4,15 7,50 | 3,30 5,34 | 2,80 4,46 | 2,67 3,97 | 2,51 3,66 | 2,40 3,42 | 2,32 3,25 | 2,25 3,12 | 2,19 3,01 | 2,14 2,94 | 2,10 2,86 | 2,07 2,80 | 2,02 2,70 | 1,97 2,62 | 1,91 2,51 | 1,86 2,42 | 1,82 2,34 | 1,76 2,25 | 1,74 2,20 | 1,71 2,12 | 1,68 2,08 | 1,64 2,02 | 1,61 1,98 | 1,61 1,98 | 1,59 1,96 |
| 34 | 4,13 7,44 | 3,28 5,29 | 2,88 4,42 | 2,65 3,93 | 2,49 3,61 | 2,38 3,38 | 2,30 3,21 | 2,23 3,07 | 2,17 2,97 | 2,12 2,89 | 2,08 2,82 | 2,05 2,76 | 2,00 2,66 | 1,95 2,58 | 1,89 2,47 | 1,84 2,38 | 1,80 2,30 | 1,74 2,21 | 1,71 2,15 | 1,67 2,08 | 1,64 2,04 | 1,61 1,98 | 1,59 1,94 | 1,57 1,94 | 1,57 1,94 |
| 36 | 4,11 7,39 | 3,26 5,25 | 2,86 4,38 | 2,63 3,89 | 2,48 3,58 | 2,36 3,35 | 2,29 3,18 | 2,21 3,04 | 2,15 2,94 | 2,10 2,86 | 2,06 2,78 | 2,03 2,72 | 1,99 2,62 | 1,93 2,54 | 1,87 2,43 | 1,82 2,35 | 1,78 2,26 | 1,72 2,17 | 1,69 2,12 | 1,65 2,04 | 1,62 2,00 | 1,59 1,94 | 1,56 1,90 | 1,56 1,90 | 1,55 1,87 |
| 38 | 4,10 7,35 | 3,25 5,21 | 2,85 4,34 | 2,62 3,86 | 2,46 3,54 | 2,35 3,32 | 2,26 3,15 | 2,19 3,02 | 2,14 2,91 | 2,09 2,82 | 2,05 2,75 | 2,02 2,69 | 1,96 2,59 | 1,92 2,51 | 1,85 2,40 | 1,80 2,32 | 1,76 2,22 | 1,71 2,14 | 1,67 2,08 | 1,63 2,00 | 1,60 1,97 | 1,57 1,90 | 1,54 1,86 | 1,54 1,86 | 1,53 1,84 |
| 40 | 4,08 7,31 | 3,23 5,18 | 2,84 4,31 | 2,61 3,83 | 2,45 3,51 | 2,34 3,29 | 2,25 3,12 | 2,18 2,97 | 2,12 2,88 | 2,07 2,80 | 2,04 2,73 | 2,00 2,66 | 1,95 2,56 | 1,90 2,49 | 1,84 2,37 | 1,79 2,29 | 1,74 2,20 | 1,69 2,11 | 1,66 2,05 | 1,61 1,97 | 1,59 1,94 | 1,55 1,88 | 1,53 1,84 | 1,53 1,84 | 1,51 1,81 |
| 42 | 4,07 7,27 | 3,22 5,15 | 2,88 4,29 | 2,59 3,80 | 2,44 3,49 | 2,32 3,26 | 2,24 3,10 | 2,17 2,96 | 2,11 2,86 | 2,06 2,77 | 2,02 2,70 | 1,99 2,64 | 1,94 2,54 | 1,89 2,46 | 1,82 2,35 | 1,78 2,20 | 1,73 2,17 | 1,68 2,08 | 1,64 2,02 | 1,60 1,94 | 1,57 1,91 | 1,54 1,85 | 1,51 1,80 | 1,51 1,80 | 1,49 1,78 |
| 44 | 4,06 7,24 | 3,21 5,12 | 2,82 4,26 | 2,58 3,78 | 2,43 3,46 | 2,31 3,24 | 2,23 3,07 | 2,16 2,94 | 2,10 2,84 | 2,05 2,75 | 2,01 2,68 | 1,98 2,62 | 1,92 2,52 | 1,88 2,44 | 1,81 2,32 | 1,76 2,24 | 1,72 2,15 | 1,66 2,06 | 1,63 2,00 | 1,58 1,92 | 1,56 1,86 | 1,52 1,82 | 1,50 1,78 | 1,50 1,78 | 1,48 1,75 |
| 46 | 4,05 7,22 | 3,20 5,10 | 2,81 4,24 | 2,57 3,76 | 2,42 3,44 | 2,30 3,22 | 2,22 3,05 | 2,14 2,92 | 2,09 2,82 | 2,04 2,73 | 2,00 2,66 | 1,97 2,60 | 1,91 2,50 | 1,87 2,42 | 1,80 2,30 | 1,75 2,22 | 1,71 2,13 | 1,65 2,04 | 1,62 1,98 | 1,57 1,90 | 1,54 1,86 | 1,51 1,80 | 1,48 1,76 | 1,48 1,76 | 1,46 1,72 |
| ∞ | 3,84 6,64 | 2,99 4,60 | 2,60 3,78 | 2,37 3,32 | 2,21 3,02 | 2,09 2,80 | 2,01 2,64 | 1,94 2,51 | 1,88 2,41 | 1,85 2,32 | 1,79 2,24 | 1,75 2,18 | 1,69 2,07 | 1,64 1,99 | 1,57 1,87 | 1,52 1,79 | 1,46 1,69 | 1,40 1,59 | 1,35 1,52 | 1,28 1,41 | 1,24 1,36 | 1,17 1,25 | 1,11 1,15 | 1,11 1,15 | 1,00 1,00 |

Sumber: George W. Snedecor: *Statistical Methods*, 5 th edition, 1956. Penerbit: Iowa State University Press.

Lampiran 11



Perhitungan Umur

$$\begin{aligned} \text{Interval} &= 1 + 3,322 \log 88 \\ &= 1 + 3,322 \times 1,94 \\ &= 7,44 \text{ Dibulatkan menjadi } 7 \\ &= \frac{75 - 16}{7} \\ &= \frac{59}{7} \\ &= 8,428 \text{ Dibulatkan menjadi } 8 \end{aligned}$$

Kelompok Umur

16 – 24

25 – 32

33 – 40

41 – 48

49 – 56

57 – 64

65 – 75