Usia Responden

VAR00001

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	>40	5	11.1	11.1	11.1
	17-30	29	64.4	64.4	75.6
	30-40	11	24.4	24.4	100.0
	Total	45	100.0	100.0	

Jenis kelamin Responden

VAR00002

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Pria	10	22.2	22.2	22.2
	Wanita	35	77.8	77.8	100.0
	Total	45	100.0	100.0	

Pendidikan Responden

VAR00003

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	S1	22	48.9	48.9	48.9
	SMA/SEDERAJAT	23	51.1	51.1	100.0
	Total	45	100.0	100.0	

Correlations

		butir1	butir2	butir3	butir4	butir5	butir6	butir7	butir8	butir9	butir10	total
butir1	Pearson Correlation	1	.394**	.258	.299*	.131	.223	.225	.196	.516**	-.093	.548**
	Sig. (2-tailed)		.007	.087	.046	.392	.142	.138	.196	.000	.542	.000
	N	45	45	45	45	45	45	45	45	45	45	45
butir2	Pearson Correlation	.394**	1	.390**	.155	.410**	.376*	.008	.001	.355*	-.183	.514**
	Sig. (2-tailed)	.007		.008	.310	.005	.011	.958	.995	.017	.228	.000
	N	45	45	45	45	45	45	45	45	45	45	45
butir3	Pearson Correlation	.258	.390**	1	.164	.486**	.470**	.475**	.022	.179	.049	.646**
	Sig. (2-tailed)	.087	.008		.282	.001	.001	.001	.885	.240	.749	.000
	N	45	45	45	45	45	45	45	45	45	45	45
butir4	Pearson Correlation	.299*	.155	.164	1	.176	.396**	.334*	.218	.442**	.144	.596**
	Sig. (2-tailed)	.046	.310	.282		.249	.007	.025	.150	.002	.347	.000
	N	45	45	45	45	45	45	45	45	45	45	45
butir5	Pearson Correlation	.131	.410**	.486**	.176	1	.404**	.047	.108	.154	.055	.523**
	Sig. (2-tailed)	.392	.005	.001	.249		.006	.761	.479	.313	.721	.000
	N	45	45	45	45	45	45	45	45	45	45	45
butir6	Pearson Correlation	.223	.376*	.470**	.396**	.404**	1	.342*	.237	.511**	.199	.755**
	Sig. (2-tailed)	.142	.011	.001	.007	.006		.022	.117	.000	.190	.000
	N	45	45	45	45	45	45	45	45	45	45	45
butir7	Pearson Correlation	.225	.008	.475**	.334*	.047	.342*	1	.278	.343*	.016	.563**
	Sig. (2-tailed)	.138	.958	.001	.025	.761	.022		.064	.021	.915	.000
	N	45	45	45	45	45	45	45	45	45	45	45
butir8	Pearson Correlation	.196	.001	.022	.218	.108	.237	.278	1	.366*	.389**	.466**
	Sig. (2-tailed)	.196	.995	.885	.150	.479	.117	.064		.013	.008	.001
	N	45	45	45	45	45	45	45	45	45	45	45
butir9	Pearson Correlation	.516**	.355*	.179	.442**	.154	.511**	.343*	.366*	1	.185	.716**
	Sig. (2-tailed)	.000	.017	.240	.002	.313	.000	.021	.013		.224	.000
	N	45	45	45	45	45	45	45	45	45	45	45

butir10	Pearson Correlation	-.093	-.183	.049	.144	.055	.199	.016	.389**	.185	1	.295*
	Sig. (2-tailed)	.542	.228	.749	.347	.721	.190	.915	.008	.224		.049
	N	45	45	45	45	45	45	45	45	45	45	45
total	Pearson Correlation	.548**	.514**	.646**	.596**	.523**	.755**	.563**	.466**	.716**	.295*	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.001	.000	.049	
	N	45	45	45	45	45	45	45	45	45	45	45

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

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

Reliability Statistics

Cronbach's Alpha	N of Items
.767	10

Correlations

		butir1	butir2	butir3	butir4	butir5	total
butir1	Pearson Correlation	1	.381**	.208	.228	.288	.576**
	Sig. (2-tailed)		.010	.171	.132	.055	.000
	N	45	45	45	45	45	45
butir2	Pearson Correlation	.381**	1	.338*	-.069	.071	.515**
	Sig. (2-tailed)	.010		.023	.651	.642	.000
	N	45	45	45	45	45	45
butir3	Pearson Correlation	.208	.338*	1	.410**	.408**	.734**
	Sig. (2-tailed)	.171	.023		.005	.005	.000
	N	45	45	45	45	45	45
butir4	Pearson Correlation	.228	-.069	.410**	1	.885**	.735**
	Sig. (2-tailed)	.132	.651	.005		.000	.000
	N	45	45	45	45	45	45
butir5	Pearson Correlation	.288	.071	.408**	.885**	1	.793**
	Sig. (2-tailed)	.055	.642	.005	.000		.000
	N	45	45	45	45	45	45
total	Pearson Correlation	.576**	.515**	.734**	.735**	.793**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	45	45	45	45	45	45

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

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

Reliability Statistics

Cronbach's Alpha	N of Items
.694	5

No. Responden	usia	Jenis Kelamin	Pendidikan	Kualitas Pelayan Informasi										
				P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	Total
1	17-30	Wanita	SMA/SEDERAJAT	4	4	4	3	4	3	3	2	2	3	32
2	17-30	Wanita	SMA/SEDERAJAT	5	4	4	5	5	3	5	4	3	3	41
3	17-30	Wanita	S1	5	5	5	4	4	4	5	4	4	4	44
4	17-30	Wanita	SMA/SEDERAJAT	5	5	5	3	4	4	4	5	4	4	43
5	17-30	Wanita	SMA/SEDERAJAT	4	5	4	3	5	4	4	4	3	2	38
6	30-40	Wanita	S1	4	5	5	4	5	5	5	4	5	3	45
7	17-30	Wanita	SMA/SEDERAJAT	4	3	3	3	3	3	3	4	4	4	34
8	17-30	Pria	S1	4	4	3	4	3	3	4	5	3	4	37
9	>40	Wanita	S1	4	4	5	4	4	4	5	4	3	2	39
10	17-30	Wanita	SMA/SEDERAJAT	4	4	3	4	3	3	4	5	3	4	37
11	17-30	Wanita	S1	5	5	5	5	5	5	4	4	4	3	45
12	30-40	Wanita	S1	5	4	3	5	4	4	5	5	5	4	44
13	17-30	Wanita	S1	3	3	4	4	4	5	5	5	3	4	40
14	17-30	Pria	SMA/SEDERAJAT	4	3	3	2	4	2	4	5	2	3	32
15	17-30	Wanita	S1	4	4	5	5	5	5	4	4	4	4	44
16	17-30	Pria	S1	5	3	4	4	4	5	5	5	5	4	44
17	17-30	Wanita	SMA/SEDERAJAT	5	4	3	5	4	4	5	5	5	3	43
18	30-40	Wanita	SMA/SEDERAJAT	4	2	4	4	3	2	5	4	2	3	33
19	30-40	Wanita	SMA/SEDERAJAT	3	4	3	5	3	3	4	4	3	2	34
20	17-30	Wanita	S1	4	4	3	4	5	4	2	5	3	4	38
21	30-40	Wanita	S1	4	5	5	5	5	4	5	5	5	4	47
22	17-30	Pria	SMA/SEDERAJAT	4	4	4	3	4	3	3	4	4	3	36
23	17-30	Wanita	S1	4	4	3	5	5	4	3	5	4	5	42
24	17-30	Wanita	SMA/SEDERAJAT	3	3	2	4	4	3	3	4	3	3	32
25	30-40	Pria	SMA/SEDERAJAT	5	4	3	5	4	4	5	5	5	4	44

26	>40	Wanita	SMA/SEDERAJAT	3	4	3	4	4	4	4	5	5	5	41
27	17-30	Wanita	S1	3	3	2	4	3	5	4	4	3	4	35
28	17-30	Pria	SMA/SEDERAJAT	5	3	4	4	4	5	5	5	5	4	44
29	30-40	Wanita	SMA/SEDERAJAT	5	4	3	5	4	4	5	5	5	3	43
30	>40	Wanita	SMA/SEDERAJAT	4	3	4	4	3	4	5	4	4	4	39
31	17-30	Wanita	SMA/SEDERAJAT	3	4	3	5	3	3	4	4	3	4	36
32	17-30	Pria	S1	3	3	4	4	4	5	5	5	3	5	41
33	17-30	Pria	SMA/SEDERAJAT	4	4	3	2	3	3	3	4	3	4	33
34	17-30	Wanita	SMA/SEDERAJAT	3	3	2	3	4	2	3	3	3	4	30
35	17-30	Wanita	S1	3	4	5	2	5	3	5	5	3	4	39
36	30-40	Wanita	SMA/SEDERAJAT	5	5	5	5	5	5	4	4	4	4	46
37	>40	Wanita	S1	3	4	5	4	5	5	5	4	3	5	43
38	30-40	Wanita	S1	3	4	5	4	4	5	4	4	4	3	40
39	30-40	Wanita	SMA/SEDERAJAT	3	3	2	3	3	3	4	4	3	3	31
40	17-30	Wanita	S1	4	4	3	4	3	3	4	5	4	4	38
41	>40	Wanita	S1	3	3	2	3	4	2	3	3	3	3	29
42	17-30	Pria	S1	3	2	5	5	5	3	5	5	3	5	41
43	17-30	Pria	S1	4	5	4	4	5	5	5	4	4	3	43
44	17-30	Wanita	S1	3	4	3	3	5	4	4	5	3	3	37
45	30-40	Wanita	SMA/SEDERAJAT	4	4	3	4	5	4	2	5	3	4	38
Total														1755

TABEL INDUK LOYALITAS

No. Responden	Usia	jenis kelamin	pendidikan	loyalitas					
				P1	P2	P3	P4	P5	Total
1	17-30	Wanita	SMA/SEDERAJAT	5	5	4	4	5	23
2	17-30	Wanita	SMA/SEDERAJAT	5	5	5	5	5	25
3	17-30	Wanita	S1	5	5	3	2	2	17
4	17-30	Wanita	SMA/SEDERAJAT	5	5	4	4	4	22
5	17-30	Wanita	SMA/SEDERAJAT	4	4	5	4	3	20
6	30-40	Wanita	S1	4	4	4	4	4	20
7	17-30	Wanita	SMA/SEDERAJAT	4	4	5	4	4	21
8	17-30	Pria	S1	5	5	3	2	2	17
9	>40	Wanita	S1	4	3	3	2	3	15
10	17-30	Wanita	SMA/SEDERAJAT	5	3	3	4	4	19
11	17-30	Wanita	S1	4	4	3	5	5	21
12	30-40	Wanita	S1	3	3	3	2	2	13
13	17-30	Wanita	S1	5	4	3	3	3	18
14	17-30	Pria	SMA/SEDERAJAT	5	4	5	5	5	24
15	17-30	Wanita	S1	3	4	5	4	4	20
16	17-30	Pria	S1	5	5	4	4	4	22
17	17-30	Wanita	SMA/SEDERAJAT	4	5	5	3	2	19
18	30-40	Wanita	SMA/SEDERAJAT	3	4	4	3	3	17
19	30-40	Wanita	SMA/SEDERAJAT	5	5	5	5	5	25
20	17-30	Wanita	S1	3	3	3	3	2	14
21	30-40	Wanita	S1	5	4	3	4	4	20
22	17-30	Pria	SMA/SEDERAJAT	4	4	4	4	4	20
23	17-30	Wanita	S1	4	3	3	4	4	18
24	17-30	Wanita	SMA/SEDERAJAT	3	4	2	2	2	13
25	30-40	Pria	SMA/SEDERAJAT	5	5	2	3	3	18

26	>40	Wanita	SMA/SEDERAJAT	5	3	3	4	4	19
27	17-30	Wanita	S1	3	2	2	5	4	16
28	17-30	Pria	SMA/SEDERAJAT	4	5	3	4	4	20
29	30-40	Wanita	SMA/SEDERAJAT	4	2	4	5	4	19
30	>40	Wanita	SMA/SEDERAJAT	5	3	2	5	5	20
31	17-30	Wanita	SMA/SEDERAJAT	3	2	2	4	4	15
32	17-30	Pria	S1	4	5	4	5	5	23
33	17-30	Pria	SMA/SEDERAJAT	4	2	3	4	3	16
34	17-30	Wanita	SMA/SEDERAJAT	5	5	5	4	4	23
35	17-30	Wanita	S1	3	5	4	3	4	19
36	30-40	Wanita	SMA/SEDERAJAT	5	5	5	5	5	25
37	>40	Wanita	S1	4	3	5	5	5	22
38	30-40	Wanita	S1	4	5	2	4	4	19
39	30-40	Wanita	SMA/SEDERAJAT	5	5	5	4	4	23
40	17-30	Wanita	S1	5	3	5	5	5	23
41	>40	Wanita	S1	5	5	4	5	4	23
42	17-30	Pria	S1	4	5	5	5	5	24
43	17-30	Pria	S1	5	4	5	4	4	22
44	17-30	Wanita	S1	4	3	5	5	5	22
45	30-40	Wanita	SMA/SEDERAJAT	4	5	5	5	5	24
Total									898

Hasil Test Kualitas Pelayan Informasi (n): 10

No	No Item Pernyataan										∑
Responden	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**K**
1	4	4	4	4	4	3	3	3	2	4	35
2	2	2	3	3	3	4	3	3	3	3	29
3	5	3	4	4	4	4	4	4	4	4	40
4	3	3	4	4	3	4	4	3	5	4	37
5	2	3	3	3	3	3	4	4	3	4	32
6	5	4	5	4	4	5	4	4	4	5	44
7	2	3	3	3	3	3	2	3	2	3	27
8	3	3	3	3	3	4	3	3	3	3	31
9	3	4	4	3	4	2	2	3	3	3	31
10	3	3	3	4	4	4	2	3	4	3	33
TOTAL											339

Hasil Retest Kualitas Pelayan Informasi (n): 10

No	No Item Pernyataan										∑
Responden	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**K**
1	4	4	4	4	4	3	3	3	2	4	35
2	2	2	3	3	3	4	3	3	3	3	29
3	5	3	4	3	4	4	2	3	4	4	36
4	3	3	4	4	3	4	4	3	5	4	37
5	2	3	3	3	3	3	4	4	3	4	32
6	4	4	4	3	4	4	3	4	3	5	38
7	4	3	3	3	4	3	3	3	2	3	31
8	3	3	3	3	3	4	3	3	3	3	31
9	3	4	3	3	3	2	2	3	3	3	29
10	3	3	3	4	3	4	2	3	4	3	32
TOTAL											330

Hasil Kualitas pealayan informasi

X	X1	X^2	$X1^2$	X x X1
35	35	1225	1225	1225
29	29	841	841	841
40	36	1600	1296	1440
37	37	1369	1369	1369
32	32	1024	1024	1024
44	38	1936	1444	1672
27	31	729	961	837
31	31	961	961	961
31	29	961	841	899
33	32	1089	1024	1056
339	330	11735	10986	11324
$\sum X$ 114921	$\sum X_1$ 108900	$\sum X^2$ 11735	$\sum X_1^2$ 10986	$\sum XX_1$ 11324

Hasil Test Loyalitas (n): 10

No	No Item Pernyataan					∑
Responden	**1**	**2**	**3**	**4**	**5**	**K**
1	4	4	4	4	3	18
2	3	3	3	4	3	16
3	4	4	4	4	4	20
4	4	4	3	4	4	19
5	3	3	3	3	4	16
6	5	4	4	5	4	22
7	3	3	3	3	2	14
8	3	3	3	4	2	16
9	4	3	4	2	2	15
10	3	4	4	4	3	18
TOTAL						174

Hasil Retest Loyalitas (n): 10

No Responden	No Item Pernyataan					∑ K
	1	2	3	4	5	
1	4	4	3	3	3	17
2	3	3	4	3	3	16
3	3	4	4	2	3	16
4	4	3	4	4	4	18
5	3	3	3	4	4	17
6	3	4	4	3	4	18
7	3	4	2	3	3	15
8	3	3	4	3	3	16
9	3	3	2	2	3	13
10	4	3	4	2	3	16
TOTAL						162

Hasil Loyalitas

X	X1	X^2	$X1^2$	X x X1
18	17	234	289	306
16	16	256	256	256
20	16	400	256	320
19	18	361	324	342
16	17	256	289	272
22	18	484	324	396
14	15	196	225	210
16	16	256	256	256
15	13	225	169	195
18	16	324	256	288
$\sum X$ 174	$\sum X_1$ 162	$\sum X^2$ 3082	$\sum X_1^2$ 2644	$\sum XX_1$ 2841

Correlations

		var_x	var_y
var_x	Pearson Correlation	1	-.022
	Sig. (2-tailed)		.886
	N	45	45
var_y	Pearson Correlation	-.022	1
	Sig. (2-tailed)	.886	
	N	45	45

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.022[a]	.000	-.023	3.270

a. Predictors: (Constant), var_x

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	20.537	4.050		5.071	.000
	var_x	-.015	.103	-.022	-.145	.886

a. Dependent Variable: var_y

Rincian waktu membagikan kuisioner

Tanggal	Jam	Jumlah
Senin, 3 Juli 2017	17.00 – 18.00	8 orang
Selasa, 4 Juli 2017	17.00 – 18.00	7 orang
Rabu, 5 Juli 2017	15.00 – 16.00	7 orang
Kamis, 6 Juli 2017	15.00 – 16.00	6 orang
Jumat, 7 Juli 2017	13.00 – 14.00	5 orang
Sabtu, 8 Juli 2017	17.00 – 18.00	6 orang
Minggu,9 Juli 2017	17.00 – 18.00	6 orang