

LAMPIRAN 1
Kuesioner *Pra Survey*

Kepada Yth.
Bapak/Ibu/Saudara/i
Pelanggan Indomaret Tomang
Jakarta

Bersama ini saya mengharapkan kesediaan Bapak/Ibu/Saudara/i untuk mengisi daftar pernyataan dalam *pra survey* ini dengan tujuan sebagai pendukung untuk mengetahui bagaimana pengaruh kualitas pelayanan dan *store atmosphere* terhadap loyalitas pelanggan melalui kepuasan pelanggan pada Indomaret Tomang guna mendukung data dalam penyusunan skripsi dengan judul: **“Pengaruh Kualitas Pelayanan dan *Store atmosphere*, melalui Kepuasan Pelanggan Terhadap Loyalitas Pelanggan di Indomaret Tomang”**. Atas kesediaan Bapak/Ibu/Saudara/i menjawabnya dengan sejujurnya dan sebaik-baiknya saya mengucapkan terima kasih.

Hormat Saya,

Octavilia Hadinata
2015-11-167

Nama : _____
Jenis Kelamin : _____
Usia : _____
Pekerjaan : _____
Email : _____
No. HP : _____

1. Permasalahan apa saja yang terkait dengan kualitas pelayanan yang diberikan oleh Indomaret Tomang kepada anda?

2. Masalah apa yang terjadi pada *store atmosphere* di Indomaret Tomang?

3. Permasalahan apa yang terkait dengan kepuasan pelanggan pada Indomaret Tomang?

LAMPIRAN 2
Kuesioner Penelitian

**PENGARUH KUALITAS PELAYANAN DAN *STORE ATMOSPHERE*
MELALUI KEPUASAN PELANGGAN TERHADAP LOYALITAS
PELANGGAN DI INDOMARET TOMANG**

Sehubungan dengan penyusunan skripsi dengan judul yang telah disebutkan diatas, maka dengan hormat, saya:

Nama : Octavilia Hadinata

NIM : 2015-11-167

Memohon kesediaan Bapak /Ibu/Saudara/i untuk mengisi kuesioner (daftar pertanyaan) yang saya ajukan ini secara jujur dan terbuka.

Daftar pertanyaan ini saya ajukan semata-mata muntuk keperluan penelitian, sebagai salah satu syarat dalam menyelesaikan jenjang Strata satu (S1), Jurusan Manajemen, Fakultas Ekonomi dan Bisnis, Universitas Esa Unggul, Jakarta. Karenanya, kebenaran dan kelengkapan jawaban yang anda berikan akan sangat membantu bagi penulis, untuk selanjutnya akan menjadi masukan yang bermanfaat bagi hasil penelitian yang penulis lakukan.

Atas partisipasi Ibu/Bapak/Saudara/i dalam mengisi daftar pertanyaan/ kuesioner ini, saya ucapkan terima kasih.

Hormat Saya

Octavilia Hadinata
2015-11-167

Petunjuk pengisian:

Pada pertanyaan di bawah ini, Anda dimohon untuk mengisi pertanyaan-pertanyaan tersebut dengan keadaan/kondisi yang sebenarnya. Pengisian dengan cara di silang (X).

IDENTITAS RESPONDEN

1. Jenis Kelamin : a. Pria b. Wanita
2. Usia saat ini : a. 17 thn – 30 thn c. 41 thn - 50 thn
b. 31 thn – 40 thn d. >50 thn
3. Pendidikan terakhir : a. SMP d. S1
b. SMA e. S2/S3
c. Diploma
4. Pekerjaan saat ini : a. PNS d. TNI/POLRI
b. Pegawai Swasta e. Wiraswasta
c. Mahasiswa f. Lain-lain
5. Jumlah pendapatan (Gaji / penghasilan) : a. ≤ Rp 1.000.000,-
b. Rp 1.000.001,- s/d Rp 3.000.000,-
c. Rp 3.000.001,- s/d Rp 5.000.000,-
d. ≥ Rp 5.000.001,-
6. Frekuensi pembelian dalam sebulan : a. 1 – 3 kali c. >5 kali
b. 4 – 5 kali

Petunjuk pengisian:

Silahkan Anda pilih jawaban yang menurut Anda paling sesuai dengan kondisi yang Anda alami atau rasakan, dengan cara memberikan (√) pada pilihan jawaban yang tersedia dari mulai skala 1 (Sangat Tidak Setuju) sampai 4 (Sangat Setuju). Masing-masing pilihan jawaban memiliki makna sebagai berikut:

SS	: Sangat Setuju	nilainya 4
S	: Setuju	nilainya 3
TS	: Tidak Setuju	nilainya 2
STS	: Sangat Tidak Setuju	nilainya 1

Indikator Variabel Kualitas Pelayanan

No	Pernyataan	STS	TS	S	SS
<i>Tangibles</i>					
1	Indomaret Tomang memiliki tempat nyaman				
2	Peralatan mesin / sistem yang digunakan oleh Indomaret Tomang <i>modern</i>				
3	Karyawan Indomaret Tomang berpenampilan rapih				
4	Karyawan Indomaret Tomang mampu berkomunikasi dengan baik kepada <i>customer</i>				
<i>Reability</i>					
5	Karyawan Indomaret Tomang cekatan dalam menangani kebutuhan atau pertanyaan dari <i>customer</i>				
6	Keakuratan perhitungan administrasi oleh kasir Indomaret Tomang saat saya membayar				
<i>Responsiveness</i>					
7	Saya terlalu lama mengantri saat di kasir				
8	Karyawan Indomaret Tomang mampu bekerja sesuai dengan tanggung jawab yang sudah diberikan				
<i>Competence</i>					
9	Karyawan Indomaret Tomang memiliki pengetahuan yang baik dalam melayani <i>customer</i>				
10	Karyawan terampil dalam menyusun produk untuk dipajang di rak				
<i>Courtesy</i>					
11	Karayawan Indomaret Tomang mampu melayani <i>customer</i> dengan tanggap serta ramah tanpa memandang status sosial				
12	Karyawan Indomaret Tomang selalu menyapa <i>customer</i> yang berkunjung				
<i>Creadibility</i>					
13	Karayawan Indomaret Tomang mampu melayani <i>customer</i> dengan kejujuran				
14	Indomaret Tomang memiliki kepercayaan saat melayani <i>customer</i>				
<i>Security</i>					
15	Pelayanan yang diberikan oleh Indomaret Tomang memberikan rasa yang aman				

No	Pernyataan	STS	TS	S	SS
16	Peralatan yang digunakan oleh Indomaret Tomang memberikan rasa yang aman bagi setiap <i>customer</i>				
Access					
17	Karyawan <i>outlet</i> Indomaret Tomang memberikan pelayanan yang memudahkan bagi setiap <i>customer</i>				
18	Karyawan Indomaret Tomang mampu melakukan pendekatan kepada <i>customer</i> dengan memberikan informasi produk tambahan				
Communication					
19	Karyawan <i>outlet</i> Indomaret Tomang mampu memberikan informasi kepada <i>customer</i>				
20	Karyawan Indomaret Tomang mampu mencerna setiap komplain dari setiap <i>customer</i>				
Understanding the customer					
21	Indomaret Tomang memiliki jam operasional yang sesuai dengan keinginan <i>customer</i>				

Indikator Variabel *Store atmosphere*

No	Pernyataan	STS	TS	S	SS
In-store atmosphere					
22	Pintu masuk <i>outlet</i> Indomaret Tomang memudahkan anda untuk keluar masuk <i>outlet</i> Indomaret Tomang				
23	Indomaret Tomang menciptakan nuansa yang nyaman bagi <i>customer</i> dengan suara yang bising (musik yang tidak sesuai pada tempatnya)				
24	Indomaret Tomang menjaga aromanya supaya tetap wangi				
25	Tempat belanja di Indomaret Tomang yang memiliki tempat yang nyaman				
26	Penataan produk di Indomaret Tomang mudah dilihat				
Out-store atmosphere					
27	Papan nama terlihat jelas				
28	Keamanan kendaraan saat parkir terjamin				

Indikator Variabel Kepuasan Pelanggan

No	Pernyataan	STS	TS	S	SS
29	Saya puas berbelanja di Indomaret Tomang karena memiliki tempat yang nyaman				
30	Saya puas berbelanja di Indomaret Tomang karena memiliki peralatan mesin atau sistem yang <i>modern</i>				
31	Saya puas dengan Indomaret Tomang karena memiliki karyawan yang bernampilan rapih				
32	Saya puas dengan Indomaret Tomang karena karyawannya dapat berkomunikasi dengan baik kepada <i>customer</i>				
33	Saya puas dengan Indomaret Tomang karena karyawannya cekatan dalam menangani kebutuhan atau pertanyaan dari <i>customer</i>				
34	Saya puas belanja di Indomaret Tomang karena pelayanan kasirnya tepat dalam melakukan perhitungan saat membayar				
35	Saya puas berbelanja di Indomaret Tomang karena lama mengantri saat mau membayar				
36	Saya puas berbelanja di Indomaret Tomanag karena pelayanannya sesuai dengan tanggung jawab				
37	Saya puas dengan Indomaret Tomang karena karyawannya memiliki pengetahuan yang baik dalam melayani <i>customer</i>				
38	Saya puas berbelanja di Indomaret Tomang karena karyawannya terampil dalam menyusun produk yang ingin dipajang				
39	Saya puas dengan pelayanan dari Indomaret Tomang karena karyawannya mampu melayani <i>customer</i> dengan tanggap serta ramah tanpa memandang status sosial				
40	Saya puas saat keluar masuk Indomaret Tomang karena karyawannya selalu menyapa <i>customer</i>				
41	Saya puas dengan karyawan Indomaret Tomang karena memiliki kejujuran				
42	Saya puas dengan Indomaret Tomang karena karyawannya memiliki kepercayaan saat melayani <i>customer</i>				
43	Saya puas dengan Indomaret Tomang karena memberikan pelayanan yang aman saat berbelanja				

No	Pernyataan	STS	TS	S	SS
44	Saya puas dengan Indomaret Tomang karena memberikan rasa yang aman bagi setiap <i>customer</i>				
45	Saya puas dengan karyawan Indomaret Tomang karena pelayannya memudahkan <i>customer</i>				
46	Saya puas dengan karyawan Indomaret Tomang yang memiliki kedekatan dengan <i>customer</i> dengan memberikan informasi produk tambahan				
47	Saya puas dengan karyawan Indomaret Tomang karena mampu memberikan informasi kepada <i>customer</i>				
48	Saya puas dengan karyawan Indomaret Tomang karena mampu mencerna setiap komplain dari setiap <i>customer</i>				
49	Saya puas dengan Indomaret Tomang karena memiliki jam operasional (24 jam)				
50	Saya puas belanja di Indomaret Tomang karena memiliki pintu keluar masuk yang memudahkan <i>customer</i>				
51	Saya puas belanja di Indomaret Tomang karena nuansa suara yang bising (musik tidak sesuai pada tempatnya)				
52	Saya puas dengan Indomaret Tomang karena menjaga aromanya supaya tetap wangi				
53	Saya puas belanja di Indomaret Tomang karena memiliki tempat yang nyaman				
54	Saya puas dengan penataan produk di Indomaret Tomang yang mudah dilihat				
55	Saya puas dengan Indomaret Tomang karena memiliki atau memasang papan nama yang terlihat jelas				
56	Saya merasa puas dengan Indomaret Tomang karena keamanannya saat saya memarkir kendaraan				

Indikator Variabel Loyalitas Pelanggan

No	Pernyataan	STS	TS	S	SS
57	Saya bersedia memberikan kritikan kepada Indomaret Tomang				
58	Saya bersedia memberikan evaluasi terhadap layanan dari Indomaret Tomang				

No	Pernyataan	STS	TS	S	SS
59	Saya bersedia merekomendasikan Indomaret Tomang kepada orang lain karena sering ada diskon				
60	Saya bersedia datang kembali karena karyawan Indomaret Tomang mampu menunjukkan tatak letak setiap produk				
61	Saya bersedia datang kembali karena karyawan Indomaret Tomang melayani <i>customer</i> dengan sepenuh hati				
62	Saya senang belanja di Indomaret Tomang karena memiliki keberagaman produk				
63	Indomaret Tomang mampu menciptakan rasa yang nyaman bagi setiap <i>customer</i> yang datang				
64	Karyawan Indomaret Tomang melayani dengan tanggap				

LAMPIRAN 3

Data Tabulasi Karakteristik 30 Responden

KETERANGAN		JUMLAH RESPONDEN	TOTAL
Jenis Kelamin	Pria	10	30
	Wanita	20	
Usia	17 thn - 30 thn	13	30
	31 thn - 40 thn	17	
	41 thn - 50 thn	0	
	>51 thn	0	
Pendidikan Terakhir	SMP	0	30
	SMA	16	
	Diploma	8	
	S1	5	
	S2 / S3	1	
Pekerjaan saat ini	PNS	0	30
	Pegawai swasta	19	
	Mahasiswa	10	
	TNI / POLRI	0	
	Wiraswata	1	
	Lain-lain	0	
Jumlah pendapatan	≤ Rp 1.000.000,-	0	30
	Rp 1.000.001,- s/d Rp 3.000.000,-	9	
	Rp 3.000.001,- s/d Rp 5.000.000,-	13	
	≥ Rp 5.000.001,-	8	
Frekuensi pembelian dalam sebulan	1-3 kali	13	30
	4-5 kali	15	
	>5 kali	2	

LAMPIRAN 4
 TABULASI DATA 30 RESPONDEN

No	Kualitas Pelayanan																														Total
	XI.1	XI.2	XI.3	XI.4	XI.5	XI.6	XI.7	XI.8	XI.9	XI.10	XI.11	XI.12	XI.13	XI.14	XI.15	XI.16	XI.17	XI.18	XI.19	XI.20	XI.21										
1	3	4	3	4	3	4	3	4	3	4	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	69	
2	2	3	2	3	3	3	4	2	3	4	3	3	3	4	3	3	3	4	3	3	3	3	3	3	3	3	3	3	3	64	
3	2	3	3	3	3	3	3	3	3	3	4	4	4	4	3	4	3	4	4	4	3	4	3	4	3	4	3	4	70		
4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63		
5	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	4	3	3	3	3	3	3	3	3	3	3	3	3	71		
6	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63		
7	2	3	2	3	3	2	3	2	3	2	3	3	2	3	2	3	2	3	2	3	3	3	2	3	3	3	3	3	54		
8	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63		
9	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63		
10	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63		
11	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63		
12	2	3	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	71		
13	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63		
14	2	3	2	3	3	2	3	2	3	2	3	3	2	3	2	3	3	3	3	3	3	3	3	3	3	3	3	3	56		
15	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63		
16	2	2	3	3	2	3	3	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	54		
17	2	3	2	3	2	3	3	3	2	3	2	3	2	3	2	3	4	3	3	3	3	3	3	3	3	3	3	3	57		
18	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63		
19	2	3	4	2	3	3	3	2	3	4	3	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	61		
20	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63		
21	2	3	3	2	3	2	3	3	2	3	3	3	3	3	2	3	2	4	3	2	3	2	4	3	2	3	2	3	57		
22	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63		
23	2	2	2	1	2	1	2	2	1	2	1	2	2	1	1	2	1	2	1	2	1	2	1	2	1	2	1	2	34		
24	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63		
25	2	3	4	2	3	4	3	2	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	67		
26	4	4	3	3	4	3	4	3	4	3	4	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	70		
27	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63		
28	3	3	3	2	2	2	3	3	2	3	2	3	2	3	2	3	3	3	3	3	3	3	3	3	3	3	3	3	58		
29	3	3	3	3	3	2	2	3	3	3	2	3	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	3	57		
30	4	3	4	1	2	3	4	2	4	2	3	3	3	4	2	3	3	4	2	3	3	4	2	3	3	4	3	4	64		

TABULASI DATA 30 RESPONDEN

No	Store Atmosphere (X2)							Total X2
	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	
1	2	3	2	3	2	3	2	17
2	3	4	3	4	3	4	3	24
3	3	4	3	4	3	4	3	24
4	3	3	3	3	3	3	3	21
5	4	3	4	3	4	3	4	25
6	3	3	3	3	3	3	3	21
7	2	3	2	3	2	3	2	17
8	3	3	3	3	3	3	3	21
9	3	3	3	3	3	3	3	21
10	3	3	3	3	3	3	3	21
11	3	3	3	3	3	3	3	21
12	3	4	3	4	3	4	3	24
13	3	3	3	3	3	3	3	21
14	3	4	3	4	3	4	3	24
15	3	3	3	3	3	3	3	21
16	2	3	2	3	2	3	2	17
17	3	3	3	3	3	3	4	22
18	3	3	3	3	3	3	3	21
19	3	3	3	3	3	3	3	21
20	3	3	3	3	3	3	3	21
21	2	3	3	2	2	3	3	18
22	3	3	3	3	3	3	3	21
23	2	3	2	2	1	3	2	15
24	3	3	3	3	3	3	3	21
25	3	4	3	4	3	4	3	24
26	3	4	3	4	3	4	3	24
27	3	3	3	3	3	3	3	21
28	3	3	3	3	3	3	3	21
29	3	3	2	3	3	2	3	19
30	2	3	4	4	4	4	4	25

TABULASI DATA 30 RESPONDEN

No	Kepuasan Pelanggan																														Total
	Z.1	Z.2	Z.3	Z.4	Z.5	Z.6	Z.7	Z.8	Z.9	Z.10	Z.11	Z.12	Z.13	Z.14	Z.15	Z.16	Z.17	Z.18	Z.19	Z.20	Z.21	Z.22	Z.23	Z.24	Z.25	Z.26	Z.27	Z.28			
1	3	3	3	3	3	3	3	2	3	2	3	3	3	3	2	3	2	3	3	3	4	3	4	3	4	3	3	3	3	83	
2	4	3	3	3	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	95	
3	3	4	4	3	4	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	3	4	4	3	3	3	3	4	3	95	
4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
5	3	4	4	4	3	3	3	3	3	4	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	90	
6	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
7	3	3	2	2	2	2	2	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	3	2	3	2	3	2	3	68	
8	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
9	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
10	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	3	3	3	3	3	3	85	
11	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
12	3	4	3	4	3	4	4	3	3	3	3	3	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	95	
13	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
14	4	3	4	3	4	3	3	3	3	3	4	3	4	3	4	3	3	3	3	3	3	3	4	3	4	3	4	3	4	92	
15	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
16	3	3	3	3	3	3	3	4	3	3	4	3	3	3	4	4	3	3	4	4	3	4	3	3	4	3	3	3	3	92	
17	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	3	3	3	4	3	4	3	96	
18	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
19	2	3	3	3	3	3	2	3	2	3	3	3	3	3	3	2	3	2	3	3	3	3	2	3	3	2	2	3	2	75	
20	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
21	3	3	2	3	3	3	3	3	3	2	3	2	3	3	3	3	2	3	2	3	2	3	2	3	3	3	3	2	3	76	
22	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
23	2	3	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2	3	2	3	2	3	2	3	80	
24	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
25	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	98	
26	3	4	3	4	4	4	4	4	3	4	3	4	4	4	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	100	
27	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
28	3	3	3	2	3	2	3	3	3	3	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	80	
29	3	3	2	3	3	3	3	2	2	3	2	3	2	3	2	2	3	3	3	3	2	3	2	3	2	3	2	3	3	75	
30	3	3	3	3	4	4	3	3	4	3	3	4	4	3	3	3	3	3	3	3	4	4	4	4	3	3	3	4	3	93	

TABULASI DATA 30 RESPONDEN

No	Loyalitas Pelanggan (Y)								Total Y
	Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8	
1	3	3	4	3	3	4	3	4	27
2	3	4	3	4	3	4	3	4	28
3	3	3	4	3	4	3	4	3	27
4	3	3	3	3	3	3	3	3	24
5	4	3	4	3	4	3	3	3	27
6	3	3	3	3	3	3	3	3	24
7	4	3	2	3	3	2	3	3	23
8	3	3	3	3	3	3	3	3	24
9	3	3	3	3	3	3	3	3	24
10	3	3	3	3	3	3	3	3	24
11	3	3	3	3	3	3	3	3	24
12	3	4	3	4	3	3	4	3	27
13	3	3	3	3	3	3	3	3	24
14	3	2	3	3	3	2	3	2	21
15	3	3	3	3	3	3	3	3	24
16	2	3	2	3	2	3	2	3	20
17	3	3	2	3	3	3	2	3	22
18	3	3	3	3	3	3	3	3	24
19	3	2	3	2	3	2	3	2	20
20	3	3	3	3	3	3	3	3	24
21	3	2	3	3	3	2	3	2	21
22	3	3	3	3	3	3	3	3	24
23	2	3	2	3	2	3	2	3	20
24	3	3	3	3	3	3	3	3	24
25	3	4	3	4	3	4	3	4	28
26	4	3	4	3	4	3	4	3	28
27	3	3	3	3	3	3	3	3	24
28	3	3	3	3	3	3	3	3	24
29	3	3	3	3	3	2	2	3	22
30	4	2	3	3	4	4	4	3	27

LAMPIRAN 5
HASIL UJI VALIDITAS 30 RESPONDEN

Correlations

		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7
X1.1	Pearson Correlation	1	.435*	.459*	.098	.359	.166	.314
	Sig. (2-tailed)		.016	.011	.608	.051	.381	.091
	N	30	30	30	30	30	30	30
X1.2	Pearson Correlation	.435*	1	.167	.445*	.580**	.443*	.386*
	Sig. (2-tailed)	.016		.378	.014	.001	.014	.035
	N	30	30	30	30	30	30	30
X1.3	Pearson Correlation	.459*	.167	1	-.221	.245	.480**	.271
	Sig. (2-tailed)	.011	.378		.240	.192	.007	.148
	N	30	30	30	30	30	30	30
X1.4	Pearson Correlation	.098	.445*	-.221	1	.493**	.444*	.080
	Sig. (2-tailed)	.608	.014	.240		.006	.014	.673
	N	30	30	30	30	30	30	30
X1.5	Pearson Correlation	.359	.580**	.245	.493**	1	.297	.343
	Sig. (2-tailed)	.051	.001	.192	.006		.111	.063
	N	30	30	30	30	30	30	30
X1.6	Pearson Correlation	.166	.443*	.480**	.444*	.297	1	.502**
	Sig. (2-tailed)	.381	.014	.007	.014	.111		.005
	N	30	30	30	30	30	30	30
X1.7	Pearson Correlation	.314	.386*	.271	.080	.343	.502**	1
	Sig. (2-tailed)	.091	.035	.148	.673	.063	.005	
	N	30	30	30	30	30	30	30
X1.8	Pearson Correlation	.378*	.383*	.102	.637**	.207	.362*	-.059
	Sig. (2-tailed)	.039	.036	.590	.000	.271	.049	.756
	N	30	30	30	30	30	30	30

HASIL UJI VALIDITAS 30 RESPONDEN

		X1.8	X1.9	X1.10	X1.11	X1.12	X1.13	X1.14
X1.1	Pearson Correlation	.378*	.590**	-.123	.327	.035	.413*	.026
	Sig. (2-tailed)	.039	.001	.518	.078	.855	.023	.892
	N	30	30	30	30	30	30	30
X1.2	Pearson Correlation	.383*	.604**	.334	.604**	.449*	.478**	.334
	Sig. (2-tailed)	.036	.000	.071	.000	.013	.008	.071
	N	30	30	30	30	30	30	30
X1.3	Pearson Correlation	.102	.501**	.331	.400*	.155	.524**	.338
	Sig. (2-tailed)	.590	.005	.074	.029	.414	.003	.067
	N	30	30	30	30	30	30	30
X1.4	Pearson Correlation	.637**	.248	.373*	.337	.430*	.239	.122
	Sig. (2-tailed)	.000	.187	.042	.068	.018	.203	.520
	N	30	30	30	30	30	30	30
X1.5	Pearson Correlation	.207	.572**	.374*	.688**	.191	.713**	.142
	Sig. (2-tailed)	.271	.001	.042	.000	.313	.000	.454
	N	30	30	30	30	30	30	30
X1.6	Pearson Correlation	.362*	.523**	.677**	.523**	.548**	.539**	.605**
	Sig. (2-tailed)	.049	.003	.000	.003	.002	.002	.000
	N	30	30	30	30	30	30	30
X1.7	Pearson Correlation	-.059	.712**	.142	.712**	.156	.517**	.632**
	Sig. (2-tailed)	.756	.000	.454	.000	.410	.003	.000
	N	30	30	30	30	30	30	30
X1.8	Pearson Correlation	1	.093	.231	.208	.379*	.317	-.102
	Sig. (2-tailed)		.626	.220	.269	.039	.087	.590
	N	30	30	30	30	30	30	30

HASIL UJI VALIDITAS 30 RESPONDEN

		X1.15	X1.16	X1.17	X1.18	X1.19	X1.20	X1.21	KUALITAS PELAYANAN
X1.1	Pearson Correlation	.400*	-.135	.429*	-.135	-.096	.364*	.079	.417*
	Sig. (2-tailed)	.028	.478	.018	.478	.616	.048	.679	.022
	N	30	30	30	30	30	30	30	30
X1.2	Pearson Correlation	.535**	.193	.604**	.193	.224	.642**	.254	.676**
	Sig. (2-tailed)	.002	.306	.000	.306	.233	.000	.175	.000
	N	30	30	30	30	30	30	30	30
X1.3	Pearson Correlation	.445*	.271	.381*	.142	.455*	.267	.351	.529**
	Sig. (2-tailed)	.014	.148	.038	.454	.012	.154	.057	.003
	N	30	30	30	30	30	30	30	30
X1.4	Pearson Correlation	.543**	.195	.458*	-.034	.164	.516**	.070	.490**
	Sig. (2-tailed)	.002	.302	.011	.857	.386	.004	.712	.006
	N	30	30	30	30	30	30	30	30
X1.5	Pearson Correlation	.579**	.194	.389*	.045	.191	.430*	.039	.607**
	Sig. (2-tailed)	.001	.304	.034	.814	.313	.018	.837	.000
	N	30	30	30	30	30	30	30	30
X1.6	Pearson Correlation	.625**	.616**	.634**	.388*	.680**	.564**	.491**	.815**
	Sig. (2-tailed)	.000	.000	.000	.034	.000	.001	.006	.000
	N	30	30	30	30	30	30	30	30
X1.7	Pearson Correlation	.248	.552**	.389*	.701**	.329	.397*	.550**	.652**
	Sig. (2-tailed)	.186	.002	.034	.000	.076	.030	.002	.000
	N	30	30	30	30	30	30	30	30
X1.8	Pearson Correlation	.465**	.089	.309	-.059	.206	.197	.078	.403*
	Sig. (2-tailed)	.010	.640	.097	.756	.274	.297	.682	.027
	N	30	30	30	30	30	30	30	30

HASIL UJI VALIDITAS 30 RESPONDEN

		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7
X1.9	Pearson Correlation	.590**	.604**	.501**	.248	.572**	.523**	.712**
	Sig. (2-tailed)	.001	.000	.005	.187	.001	.003	.000
	N	30	30	30	30	30	30	30
X1.10	Pearson Correlation	-.123	.334	.331	.373*	.374*	.677**	.142
	Sig. (2-tailed)	.518	.071	.074	.042	.042	.000	.454
	N	30	30	30	30	30	30	30
X1.11	Pearson Correlation	.327	.604**	.400*	.337	.688**	.523**	.712**
	Sig. (2-tailed)	.078	.000	.029	.068	.000	.003	.000
	N	30	30	30	30	30	30	30
X1.12	Pearson Correlation	.035	.449*	.155	.430*	.191	.548**	.156
	Sig. (2-tailed)	.855	.013	.414	.018	.313	.002	.410
	N	30	30	30	30	30	30	30
X1.13	Pearson Correlation	.413*	.478**	.524**	.239	.713**	.539**	.517**
	Sig. (2-tailed)	.023	.008	.003	.203	.000	.002	.003
	N	30	30	30	30	30	30	30
X1.14	Pearson Correlation	.026	.334	.338	.122	.142	.605**	.632**
	Sig. (2-tailed)	.892	.071	.067	.520	.454	.000	.000
	N	30	30	30	30	30	30	30
X1.15	Pearson Correlation	.400*	.535**	.445*	.543**	.579**	.625**	.248
	Sig. (2-tailed)	.028	.002	.014	.002	.001	.000	.186
	N	30	30	30	30	30	30	30

HASIL UJI VALIDITAS 30 RESPONDEN

		X1.8	X1.9	X1.10	X1.11	X1.12	X1.13	X1.14
X1.9	Pearson Correlation	.093	1	.097	.818**	.276	.667**	.508**
	Sig. (2-tailed)	.626		.608	.000	.141	.000	.004
	N	30	30	30	30	30	30	30
X1.10	Pearson Correlation	.231	.097	1	.198	.305	.418*	.338
	Sig. (2-tailed)	.220	.608		.293	.102	.021	.067
	N	30	30	30	30	30	30	30
X1.11	Pearson Correlation	.208	.818**	.198	1	.411*	.763**	.608**
	Sig. (2-tailed)	.269	.000	.293		.024	.000	.000
	N	30	30	30	30	30	30	30
X1.12	Pearson Correlation	.379*	.276	.305	.411*	1	.295	.594**
	Sig. (2-tailed)	.039	.141	.102	.024		.113	.001
	N	30	30	30	30	30	30	30
X1.13	Pearson Correlation	.317	.667**	.418*	.763**	.295	1	.326
	Sig. (2-tailed)	.087	.000	.021	.000	.113		.079
	N	30	30	30	30	30	30	30
X1.14	Pearson Correlation	-.102	.508**	.338	.608**	.594**	.326	1
	Sig. (2-tailed)	.590	.004	.067	.000	.001	.079	
	N	30	30	30	30	30	30	30
X1.15	Pearson Correlation	.465**	.617**	.564**	.617**	.363*	.621**	.389*
	Sig. (2-tailed)	.010	.000	.001	.000	.049	.000	.034
	N	30	30	30	30	30	30	30

HASIL UJI VALIDITAS 30 RESPONDEN

		X1.15	X1.16	X1.17	X1.18	X1.19	X1.20	X1.21	KUALITAS PELAYANAN
X1.9	Pearson Correlation	.617**	.362*	.709**	.362*	.411*	.758**	.625**	.815**
	Sig. (2-tailed)	.000	.050	.000	.050	.024	.000	.000	.000
	N	30	30	30	30	30	30	30	30
X1.10	Pearson Correlation	.564**	.271	.381*	.142	.455*	.267	.011	.502**
	Sig. (2-tailed)	.001	.148	.038	.454	.012	.154	.953	.005
	N	30	30	30	30	30	30	30	30
X1.11	Pearson Correlation	.617**	.595**	.588**	.595**	.547**	.629**	.625**	.863**
	Sig. (2-tailed)	.000	.001	.001	.001	.002	.000	.000	.000
	N	30	30	30	30	30	30	30	30
X1.12	Pearson Correlation	.363*	.503**	.392*	.329	.597**	.409*	.441*	.586**
	Sig. (2-tailed)	.049	.005	.032	.076	.000	.025	.015	.001
	N	30	30	30	30	30	30	30	30
X1.13	Pearson Correlation	.621**	.394*	.470**	.394*	.581**	.372*	.507**	.781**
	Sig. (2-tailed)	.000	.031	.009	.031	.001	.043	.004	.000
	N	30	30	30	30	30	30	30	30
X1.14	Pearson Correlation	.389*	.632**	.560**	.761**	.594**	.590**	.668**	.692**
	Sig. (2-tailed)	.034	.000	.001	.000	.001	.001	.000	.000
	N	30	30	30	30	30	30	30	30
X1.15	Pearson Correlation	1	.248	.814**	.110	.523**	.752**	.278	.795**
	Sig. (2-tailed)		.186	.000	.562	.003	.000	.137	.000
	N	30	30	30	30	30	30	30	30

HASIL UJI VALIDITAS 30 RESPONDEN

		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7
X1.16	Pearson Correlation	-.135	.193	.271	.195	.194	.616**	.552**
	Sig. (2-tailed)	.478	.306	.148	.302	.304	.000	.002
	N	30	30	30	30	30	30	30
X1.17	Pearson Correlation	.429*	.604**	.381*	.458*	.389*	.634**	.389*
	Sig. (2-tailed)	.018	.000	.038	.011	.034	.000	.034
	N	30	30	30	30	30	30	30
X1.18	Pearson Correlation	-.135	.193	.142	-.034	.045	.388*	.701**
	Sig. (2-tailed)	.478	.306	.454	.857	.814	.034	.000
	N	30	30	30	30	30	30	30
X1.19	Pearson Correlation	-.096	.224	.455*	.164	.191	.680**	.329
	Sig. (2-tailed)	.616	.233	.012	.386	.313	.000	.076
	N	30	30	30	30	30	30	30
X1.20	Pearson Correlation	.364*	.642**	.267	.516**	.430*	.564**	.397*
	Sig. (2-tailed)	.048	.000	.154	.004	.018	.001	.030
	N	30	30	30	30	30	30	30
X1.21	Pearson Correlation	.079	.254	.351	.070	.039	.491**	.550**
	Sig. (2-tailed)	.679	.175	.057	.712	.837	.006	.002
	N	30	30	30	30	30	30	30
KUALITAS PELAYANA N	Pearson Correlation	.417*	.676**	.529**	.490**	.607**	.815**	.652**
	Sig. (2-tailed)	.022	.000	.003	.006	.000	.000	.000
	N	30	30	30	30	30	30	30

HASIL UJI VALIDITAS 30 RESPONDEN

		X1.8	X1.9	X1.10	X1.11	X1.12	X1.13	X1.14
X1.16	Pearson Correlation	.089	.362*	.271	.595**	.503**	.394*	.632**
	Sig. (2-tailed)	.640	.050	.148	.001	.005	.031	.000
	N	30	30	30	30	30	30	30
X1.17	Pearson Correlation	.309	.709**	.381*	.588**	.392*	.470**	.560**
	Sig. (2-tailed)	.097	.000	.038	.001	.032	.009	.001
	N	30	30	30	30	30	30	30
X1.18	Pearson Correlation	-.059	.362*	.142	.595**	.329	.394*	.761**
	Sig. (2-tailed)	.756	.050	.454	.001	.076	.031	.000
	N	30	30	30	30	30	30	30
X1.19	Pearson Correlation	.206	.411*	.455*	.547**	.597**	.581**	.594**
	Sig. (2-tailed)	.274	.024	.012	.002	.000	.001	.001
	N	30	30	30	30	30	30	30
X1.20	Pearson Correlation	.197	.758**	.267	.629**	.409*	.372*	.590**
	Sig. (2-tailed)	.297	.000	.154	.000	.025	.043	.001
	N	30	30	30	30	30	30	30
X1.21	Pearson Correlation	.078	.625**	.011	.625**	.441*	.507**	.668**
	Sig. (2-tailed)	.682	.000	.953	.000	.015	.004	.000
	N	30	30	30	30	30	30	30
KUALITAS PELAYANA N	Pearson Correlation	.403*	.815**	.502**	.863**	.586**	.781**	.692**
	Sig. (2-tailed)	.027	.000	.005	.000	.001	.000	.000
	N	30	30	30	30	30	30	30

HASIL UJI VALIDITAS 30 RESPONDEN

		X1.15	X1.16	X1.17	X1.18	X1.19	X1.20	X1.21	KUALITAS PELAYANAN
X1.16	Pearson Correlation	.248	1	.389*	.552**	.676**	.397*	.550**	.611**
	Sig. (2-tailed)	.186		.034	.002	.000	.030	.002	.000
	N	30	30	30	30	30	30	30	30
X1.17	Pearson Correlation	.814**	.389*	1	.233	.572**	.919**	.478**	.809**
	Sig. (2-tailed)	.000	.034		.215	.001	.000	.008	.000
	N	30	30	30	30	30	30	30	30
X1.18	Pearson Correlation	.110	.552**	.233	1	.503**	.231	.747**	.509**
	Sig. (2-tailed)	.562	.002	.215		.005	.219	.000	.004
	N	30	30	30	30	30	30	30	30
X1.19	Pearson Correlation	.523**	.676**	.572**	.503**	1	.409*	.669**	.693**
	Sig. (2-tailed)	.003	.000	.001	.005		.025	.000	.000
	N	30	30	30	30	30	30	30	30
X1.20	Pearson Correlation	.752**	.397*	.919**	.231	.409*	1	.493**	.772**
	Sig. (2-tailed)	.000	.030	.000	.219	.025		.006	.000
	N	30	30	30	30	30	30	30	30
X1.21	Pearson Correlation	.278	.550**	.478**	.747**	.669**	.493**	1	.640**
	Sig. (2-tailed)	.137	.002	.008	.000	.000	.006		.000
	N	30	30	30	30	30	30	30	30
KUALITAS PELAYANAN	Pearson Correlation	.795**	.611**	.809**	.509**	.693**	.772**	.640**	1
	Sig. (2-tailed)	.000	.000	.000	.004	.000	.000	.000	
	N	30	30	30	30	30	30	30	30

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

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

HASIL UJI VALIDITAS 30 RESPONDEN

Correlations

	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	TOTAL X2
X2.1								
Pearson Correlation	1	.184	.545**	.258	.698**	.000	.585**	.644**
Sig. (2-tailed)		.331	.002	.168	.000	1.000	.001	.000
N	30	30	30	30	30	30	30	30
X2.2								
Pearson Correlation	.184	1	.106	.799**	.119	.840**	.035	.580**
Sig. (2-tailed)	.331		.578	.000	.532	.000	.856	.001
N	30	30	30	30	30	30	30	30
X2.3								
Pearson Correlation	.545**	.106	1	.338	.829**	.385*	.864**	.810**
Sig. (2-tailed)	.002	.578		.068	.000	.036	.000	.000
N	30	30	30	30	30	30	30	30
X2.4								
Pearson Correlation	.258	.799**	.338	1	.531**	.805**	.287	.784**
Sig. (2-tailed)	.168	.000	.068		.003	.000	.124	.000
N	30	30	30	30	30	30	30	30
X2.5								
Pearson Correlation	.698**	.119	.829**	.531**	1	.224	.846**	.853**
Sig. (2-tailed)	.000	.532	.000	.003		.233	.000	.000
N	30	30	30	30	30	30	30	30
X2.6								
Pearson Correlation	.000	.840**	.385*	.805**	.224	1	.174	.657**
Sig. (2-tailed)	1.000	.000	.036	.003	.233		.357	.000
N	30	30	30	30	30	30	30	30
X2.7								
Pearson Correlation	.585**	.035	.864**	.287	.846**	.174	1	.759**
Sig. (2-tailed)	.001	.856	.000	.124	.000	.357		.000
N	30	30	30	30	30	30	30	30
TOTAL X2								
Pearson Correlation	.644**	.580**	.810**	.784**	.853**	.657**	.759**	1
Sig. (2-tailed)	.000	.001	.000	.000	.000	.000	.000	
N	30	30	30	30	30	30	30	30

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

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

HASIL UJI VALIDITAS 30 RESPONDEN

Correlations

	Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8	TOTAL Y
Y.1									
Pearson Correlation	1								
Sig. (2-tailed)		.146	.438*	-.028	.830**	.009	.584**	.000	.534**
N	30	30	30	30	30	30	30	30	30
Y.2									
Pearson Correlation	-.146	1							
Sig. (2-tailed)	.441		.000	.784**	-.146	.502**	.000	.773**	.531**
N	30	30	30	30	30	30	30	30	30
Y.3									
Pearson Correlation	.438*	.000	1						
Sig. (2-tailed)	.016	1.000		1.000	.236	.625**	.144	.656**	.000
N	30	30	30	30	30	30	30	30	30
Y.4									
Pearson Correlation	-.028	.784**	.000	1					
Sig. (2-tailed)	.883	.000	1.000		-.028	.521**	.180	.623**	.579**
N	30	30	30	30	30	30	30	30	30
Y.5									
Pearson Correlation	.830**	-.146	.730**	-.028	1				
Sig. (2-tailed)	.000	.441	.000	.883		.147	.730**	.000	.661**
N	30	30	30	30	30	30	30	30	30
Y.6									
Pearson Correlation	.009	.502**	.236	.521**	.147	1			
Sig. (2-tailed)	.962	.005	.209	.003	.438	.209	.236	.818**	.700**
N	30	30	30	30	30	30	30	30	30
Y.7									
Pearson Correlation	.584**	.000	.625**	.180	.730**	.236	1		
Sig. (2-tailed)	.001	1.000	.000	.342	.000	.209		.000	.683**
N	30	30	30	30	30	30	30	30	30
Y.8									
Pearson Correlation	.000	.773**	.144	.623**	.000	.818**	.000	1	
Sig. (2-tailed)	1.000	.000	.447	.000	1.000	.000	1.000		.000
N	30	30	30	30	30	30	30	30	30
TOTAL Y									
Pearson Correlation	.534**	.531**	.656**	.579**	.661**	.700**	.683**	.662**	1
Sig. (2-tailed)	.002	.003	.000	.001	.000	.000	.000	.000	.000
N	30	30	30	30	30	30	30	30	30

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

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

HASIL UJI VALIDITAS 30 RESPONDEN

		Correlations									
		Z.1	Z.2	Z.3	Z.4	Z.5	Z.6	Z.7	Z.8	Z.9	Z.10
Z.1	Pearson Correlation	1	.320	.331	.113	.395*	.395*	.320	.185	.254	.321
	Sig. (2-tailed)		.084	.074	.551	.031	.031	.084	.327	.176	.083
	N	30	30	30	30	30	30	30	30	30	30
Z.2	Pearson Correlation	.320	1	.600**	.441*	.640**	.640**	1.000**	.601**	.295	.507**
	Sig. (2-tailed)	.084		.000	.015	.000	.000	0.000	.000	.113	.004
	N	30	30	30	30	30	30	30	30	30	30
Z.3	Pearson Correlation	.331	.600**	1	-.118	.649**	.649**	.600**	.324	.324	.307
	Sig. (2-tailed)	.074	.000		.535	.000	.000	.000	.081	.081	.099
	N	30	30	30	30	30	30	30	30	30	30
Z.4	Pearson Correlation	.113	.441*	-.118	1	.029	.029	.441*	.397*	.286	.177
	Sig. (2-tailed)	.551	.015	.535		.880	.880	.015	.030	.125	.348
	N	30	30	30	30	30	30	30	30	30	30
Z.5	Pearson Correlation	.395*	.640**	.649**	.029	1	1.000**	.640**	.289	.429*	.525**
	Sig. (2-tailed)	.031	.000	.000	.880		0.000	.000	.122	.018	.003
	N	30	30	30	30	30	30	30	30	30	30
Z.6	Pearson Correlation	.395*	.640**	.649**	.029	1.000**	1	.640**	.289	.429*	.525**
	Sig. (2-tailed)	.031	.000	.000	.880	0.000		.000	.122	.018	.003
	N	30	30	30	30	30	30	30	30	30	30
Z.7	Pearson Correlation	.320	1.000**	.600**	.441*	.640**	.640**	1	.601**	.295	.507**
	Sig. (2-tailed)	.084	0.000	.000	.015	.000	.000		.000	.113	.004
	N	30	30	30	30	30	30	30	30	30	30
Z.8	Pearson Correlation	.185	.601**	.324	.397*	.289	.289	.601**	1	-.174	.526**
	Sig. (2-tailed)	.327	.000	.081	.030	.122	.122	.000		.357	.003
	N	30	30	30	30	30	30	30	30	30	30
Z.9	Pearson Correlation	.254	.295	.324	.286	.429*	.429*	.295	-.174	1	.057
	Sig. (2-tailed)	.176	.113	.081	.125	.018	.018	.113	.357		.763
	N	30	30	30	30	30	30	30	30	30	30

HASIL UJI VALIDITAS 30 RESPONDEN

	Z.11	Z.12	Z.13	Z.14	Z.15	Z.16	Z.17	Z.18	Z.19	Z.20
Z.1 Pearson Correlation	.472**	.353	.185	.129	.254	.295	.395*	.113	.254	.254
Sig. (2-tailed)	.008	.056	.327	.498	.176	.114	.031	.551	.176	.176
N	30	30	30	30	30	30	30	30	30	30
Z.2 Pearson Correlation	.350	.471**	.601**	.502**	.456*	.700**	.640**	.441*	.456*	.295
Sig. (2-tailed)	.058	.009	.000	.005	.011	.000	.000	.015	.011	.113
N	30	30	30	30	30	30	30	30	30	30
Z.3 Pearson Correlation	.229	.249	.324	-.134	.743**	.426*	.649**	-.118	.743**	.324
Sig. (2-tailed)	.223	.184	.081	.480	.000	.019	.000	.535	.000	.081
N	30	30	30	30	30	30	30	30	30	30
Z.4 Pearson Correlation	.379*	.211	.397*	.491**	-.172	.758**	.029	1.000**	-.172	.286
Sig. (2-tailed)	.039	.262	.030	.006	.364	.000	.880	0.000	.364	.125
N	30	30	30	30	30	30	30	30	30	30
Z.5 Pearson Correlation	.441*	.341	.289	.033	.672**	.441*	1.000**	.029	.672**	.429*
Sig. (2-tailed)	.015	.065	.122	.863	.000	.015	0.000	.880	.000	.018
N	30	30	30	30	30	30	30	30	30	30
Z.6 Pearson Correlation	.441*	.341	.289	.033	.672**	.441*	1.000**	.029	.672**	.429*
Sig. (2-tailed)	.015	.065	.122	.863	.000	.015	0.000	.880	.000	.018
N	30	30	30	30	30	30	30	30	30	30
Z.7 Pearson Correlation	.350	.471**	.601**	.502**	.456*	.700**	.640**	.441*	.456*	.295
Sig. (2-tailed)	.058	.009	.000	.005	.011	.000	.000	.015	.011	.113
N	30	30	30	30	30	30	30	30	30	30
Z.8 Pearson Correlation	-.122	.177	1.000**	.451*	.430*	.337	.289	.397*	.430*	-.174
Sig. (2-tailed)	.519	.349	0.000	.012	.018	.069	.122	.030	.018	.357
N	30	30	30	30	30	30	30	30	30	30
Z.9 Pearson Correlation	.612**	.177	-.174	-.050	.430*	.520**	.429*	.286	.430*	1.000**
Sig. (2-tailed)	.000	.349	.357	.793	.018	.003	.018	.125	.018	0.000
N	30	30	30	30	30	30	30	30	30	30

HASIL UJI VALIDITAS 30 RESPONDEN

	Z.21	Z.22	Z.23	Z.24	Z.25	Z.26	Z.27	Z.28	TOTALZ	
Z.1	Pearson Correlation Sig. (2-tailed) N	.113 .551 30	.472** .008 30	.395* .031 30	.320 .084 30	.113 .551 30	.185 .327 30	1.000** 0.000 30	.395* .031 30	.572** .001 30
Z.2	Pearson Correlation Sig. (2-tailed) N	.441* .015 30	.350 .058 30	.640** .000 30	1.000** 0.000 30	.441* .015 30	.601** .000 30	.320 .084 30	.640** .000 30	.855** .000 30
Z.3	Pearson Correlation Sig. (2-tailed) N	-.118 .535 30	.229 .223 30	.649** .000 30	.600** .000 30	-.118 .535 30	.324 .081 30	.331 .074 30	.649** .000 30	.587** .001 30
Z.4	Pearson Correlation Sig. (2-tailed) N	1.000** 0.000 30	.379* .039 30	.029 .880 30	.441* .015 30	1.000** 0.000 30	.397* .030 30	.113 .551 30	.029 .880 30	.535** .002 30
Z.5	Pearson Correlation Sig. (2-tailed) N	.029 .880 30	.441* .015 30	1.000** 0.000 30	.640** .000 30	.029 .880 30	.289 .122 30	.395* .031 30	1.000** 0.000 30	.749** .000 30
Z.6	Pearson Correlation Sig. (2-tailed) N	.029 .880 30	.441* .015 30	1.000** 0.000 30	.640** .000 30	.029 .880 30	.289 .122 30	.395* .031 30	1.000** 0.000 30	.749** .000 30
Z.7	Pearson Correlation Sig. (2-tailed) N	.441* .015 30	.350 .058 30	.640** .000 30	1.000** 0.000 30	.441* .015 30	.601** .000 30	.320 .084 30	.640** .000 30	.855** .000 30
Z.8	Pearson Correlation Sig. (2-tailed) N	.397* .030 30	-.122 .519 30	.289 .122 30	.601** .000 30	.397* .030 30	1.000** 0.000 30	.185 .327 30	.289 .122 30	.572** .001 30
Z.9	Pearson Correlation Sig. (2-tailed) N	.286 .125 30	.612** .000 30	.429* .018 30	.295 .113 30	.286 .125 30	-.174 .357 30	.254 .176 30	.429* .018 30	.519** .003 30

HASIL UJI VALIDITAS 30 RESPONDEN

		Z.1	Z.2	Z.3	Z.4	Z.5	Z.6	Z.7	Z.8	Z.9	Z.10
Z.10	Pearson Correlation	.321	.507**	.307	.177	.525**	.525**	.507**	.526**	.057	1
	Sig. (2-tailed)	.083	.004	.099	.348	.003	.003	.004	.003	.763	
	N	30	30	30	30	30	30	30	30	30	30
Z.11	Pearson Correlation	.472**	.350	.229	.379*	.441*	.441*	.350	-.122	.612**	.359
	Sig. (2-tailed)	.008	.058	.223	.039	.015	.015	.058	.519	.000	.052
	N	30	30	30	30	30	30	30	30	30	30
Z.12	Pearson Correlation	.353	.471**	.249	.211	.341	.341	.471**	.177	.177	.669**
	Sig. (2-tailed)	.056	.009	.184	.262	.065	.065	.009	.349	.349	.000
	N	30	30	30	30	30	30	30	30	30	30
Z.13	Pearson Correlation	.185	.601**	.324	.397*	.289	.289	.601**	1.000**	-.174	.526**
	Sig. (2-tailed)	.327	.000	.081	.030	.122	.122	.000	0.000	.357	.003
	N	30	30	30	30	30	30	30	30	30	30
Z.14	Pearson Correlation	.129	.502**	-.134	.491**	.033	.033	.502**	.451*	-.050	.294
	Sig. (2-tailed)	.498	.005	.480	.006	.863	.863	.005	.012	.793	.115
	N	30	30	30	30	30	30	30	30	30	30
Z.15	Pearson Correlation	.254	.456*	.743**	-.172	.672**	.672**	.456*	.430*	.430*	.401*
	Sig. (2-tailed)	.176	.011	.000	.364	.000	.000	.011	.018	.018	.028
	N	30	30	30	30	30	30	30	30	30	30
Z.16	Pearson Correlation	.295	.700**	.426*	.758**	.441*	.441*	.700**	.337	.520**	.359
	Sig. (2-tailed)	.114	.000	.019	.000	.015	.015	.000	.069	.003	.052
	N	30	30	30	30	30	30	30	30	30	30
Z.17	Pearson Correlation	.395*	.640**	.649**	.029	1.000**	1.000**	.640**	.289	.429*	.525**
	Sig. (2-tailed)	.031	.000	.000	.880	0.000	0.000	.000	.122	.018	.003
	N	30	30	30	30	30	30	30	30	30	30
Z.18	Pearson Correlation	.113	.441*	-.118	1.000**	.029	.029	.441*	.397*	.286	.177
	Sig. (2-tailed)	.551	.015	.535	0.000	.880	.880	.015	.030	.125	.348
	N	30	30	30	30	30	30	30	30	30	30
Z.19	Pearson Correlation	.254	.456*	.743**	-.172	.672**	.672**	.456*	.430*	.430*	.401*
	Sig. (2-tailed)	.176	.011	.000	.364	.000	.000	.011	.018	.018	.028
	N	30	30	30	30	30	30	30	30	30	30

HASIL UJI VALIDITAS 30 RESPONDEN

	Z.11	Z.12	Z.13	Z.14	Z.15	Z.16	Z.17	Z.18	Z.19	Z.20
Z.10 Pearson Correlation	.359	.669**	.526**	.294	.401*	.359	.525**	.177	.401*	.057
Sig. (2-tailed)	.052	.000	.003	.115	.028	.052	.003	.348	.028	.763
N	30	30	30	30	30	30	30	30	30	30
Z.11 Pearson Correlation	1	.481**	-.122	.108	.119	.605**	.441*	.379*	.119	.612**
Sig. (2-tailed)		.007	.519	.571	.530	.000	.015	.039	.530	.000
N	30	30	30	30	30	30	30	30	30	30
Z.12 Pearson Correlation	.481**	1	.177	.459*	.145	.481**	.341	.211	.145	.177
Sig. (2-tailed)	.007		.349	.011	.444	.007	.065	.262	.444	.349
N	30	30	30	30	30	30	30	30	30	30
Z.13 Pearson Correlation	-.122	.177	1	.451*	.430*	.337	.289	.397*	.430*	-.174
Sig. (2-tailed)	.519	.349		.012	.018	.069	.122	.030	.018	.357
N	30	30	30	30	30	30	30	30	30	30
Z.14 Pearson Correlation	.108	.459*	.451*	1	-.195	.431*	.033	.491**	-.195	-.050
Sig. (2-tailed)	.571	.011	.012		.301	.017	.863	.006	.301	.793
N	30	30	30	30	30	30	30	30	30	30
Z.15 Pearson Correlation	.119	.145	.430*	-.195	1	.209	.672**	-.172	1.000**	.430*
Sig. (2-tailed)	.530	.444	.018	.301		.268	.000	.364	0.000	.018
N	30	30	30	30	30	30	30	30	30	30
Z.16 Pearson Correlation	.605**	.481**	.337	.431*	.209	1	.441*	.758**	.209	.520**
Sig. (2-tailed)	.000	.007	.069	.017	.268		.015	.000	.268	.003
N	30	30	30	30	30	30	30	30	30	30
Z.17 Pearson Correlation	.441*	.341	.289	.033	.672**	.441*	1	.029	.672**	.429*
Sig. (2-tailed)	.015	.065	.122	.863	.000	.015		.880	.000	.018
N	30	30	30	30	30	30	30	30	30	30
Z.18 Pearson Correlation	.379*	.211	.397*	.491**	-.172	.758**	.029	1	-.172	.286
Sig. (2-tailed)	.039	.262	.030	.006	.364	.000	.880		.364	.125
N	30	30	30	30	30	30	30	30	30	30
Z.19 Pearson Correlation	.119	.145	.430*	-.195	1.000**	.209	.672**	-.172	1	.430*
Sig. (2-tailed)	.530	.444	.018	.301	0.000	.268	.000	.364		.018
N	30	30	30	30	30	30	30	30	30	30

HASIL UJI VALIDITAS 30 RESPONDEN

	Z.21	Z.22	Z.23	Z.24	Z.25	Z.26	Z.27	Z.28	TOTALZ
Z.10 Pearson Correlation	.177	.359	.525**	.507**	.177	.526**	.321	.525**	.648**
Sig. (2-tailed)	.348	.052	.003	.004	.348	.003	.083	.003	.000
N	30	30	30	30	30	30	30	30	30
Z.11 Pearson Correlation	.379*	1.000**	.441*	.350	.379*	-.122	.472**	.441*	.619**
Sig. (2-tailed)	.039	0.000	.015	.058	.039	.519	.008	.015	.000
N	30	30	30	30	30	30	30	30	30
Z.12 Pearson Correlation	.211	.481**	.341	.471**	.211	.177	.353	.341	.566**
Sig. (2-tailed)	.262	.007	.065	.009	.262	.349	.056	.065	.001
N	30	30	30	30	30	30	30	30	30
Z.13 Pearson Correlation	.397*	-.122	.289	.601**	.397*	1.000**	.185	.289	.572**
Sig. (2-tailed)	.030	.519	.122	.000	.030	0.000	.327	.122	.001
N	30	30	30	30	30	30	30	30	30
Z.14 Pearson Correlation	.491**	.108	.033	.502**	.491**	.451*	.129	.033	.401*
Sig. (2-tailed)	.006	.571	.863	.005	.006	.012	.498	.863	.028
N	30	30	30	30	30	30	30	30	30
Z.15 Pearson Correlation	-.172	.119	.672**	.456*	-.172	.430*	.254	.672**	.557**
Sig. (2-tailed)	.364	.530	.000	.011	.364	.018	.176	.000	.001
N	30	30	30	30	30	30	30	30	30
Z.16 Pearson Correlation	.758**	.605**	.441*	.700**	.758**	.337	.295	.441*	.806**
Sig. (2-tailed)	.000	.000	.015	.000	.000	.069	.114	.015	.000
N	30	30	30	30	30	30	30	30	30
Z.17 Pearson Correlation	.029	.441*	1.000**	.640**	.029	.289	.395*	1.000**	.749**
Sig. (2-tailed)	.880	.015	0.000	.000	.880	.122	.031	0.000	.000
N	30	30	30	30	30	30	30	30	30
Z.18 Pearson Correlation	1.000**	.379*	.029	.441*	1.000**	.397*	.113	.029	.535**
Sig. (2-tailed)	0.000	.039	.880	.015	0.000	.030	.551	.880	.002
N	30	30	30	30	30	30	30	30	30
Z.19 Pearson Correlation	-.172	.119	.672**	.456*	-.172	.430*	.254	.672**	.557**
Sig. (2-tailed)	.364	.530	.000	.011	.364	.018	.176	.000	.001
N	30	30	30	30	30	30	30	30	30

HASIL UJI VALIDITAS 30 RESPONDEN

		Z.1	Z.2	Z.3	Z.4	Z.5	Z.6	Z.7	Z.8	Z.9	Z.10
Z.20	Pearson Correlation	.254	.295	.324	.286	.429*	.429*	.295	-.174	1.000**	.057
	Sig. (2-tailed)	.176	.113	.081	.125	.018	.018	.113	.357	0.000	.763
	N	30	30	30	30	30	30	30	30	30	30
Z.21	Pearson Correlation	.113	.441*	-.118	1.000**	.029	.029	.441*	.397*	.286	.177
	Sig. (2-tailed)	.551	.015	.535	0.000	.880	.880	.015	.030	.125	.348
	N	30	30	30	30	30	30	30	30	30	30
Z.22	Pearson Correlation	.472**	.350	.229	.379*	.441*	.441*	.350	-.122	.612**	.359
	Sig. (2-tailed)	.008	.058	.223	.039	.015	.015	.058	.519	.000	.052
	N	30	30	30	30	30	30	30	30	30	30
Z.23	Pearson Correlation	.395*	.640**	.649**	.029	1.000**	1.000**	.640**	.289	.429*	.525**
	Sig. (2-tailed)	.031	.000	.000	.880	0.000	0.000	.000	.122	.018	.003
	N	30	30	30	30	30	30	30	30	30	30
Z.24	Pearson Correlation	.320	1.000**	.600**	.441*	.640**	.640**	1.000**	.601**	.295	.507**
	Sig. (2-tailed)	.084	0.000	.000	.015	.000	.000	0.000	.000	.113	.004
	N	30	30	30	30	30	30	30	30	30	30
Z.25	Pearson Correlation	.113	.441*	-.118	1.000**	.029	.029	.441*	.397*	.286	.177
	Sig. (2-tailed)	.551	.015	.535	0.000	.880	.880	.015	.030	.125	.348
	N	30	30	30	30	30	30	30	30	30	30
Z.26	Pearson Correlation	.185	.601**	.324	.397*	.289	.289	.601**	1.000**	-.174	.526**
	Sig. (2-tailed)	.327	.000	.081	.030	.122	.122	.000	0.000	.357	.003
	N	30	30	30	30	30	30	30	30	30	30
Z.27	Pearson Correlation	1.000**	.320	.331	.113	.395*	.395*	.320	.185	.254	.321
	Sig. (2-tailed)	0.000	.084	.074	.551	.031	.031	.084	.327	.176	.083
	N	30	30	30	30	30	30	30	30	30	30
Z.28	Pearson Correlation	.395*	.640**	.649**	.029	1.000**	1.000**	.640**	.289	.429*	.525**
	Sig. (2-tailed)	.031	.000	.000	.880	0.000	0.000	.000	.122	.018	.003
	N	30	30	30	30	30	30	30	30	30	30
TOTALZ	Pearson Correlation	.572**	.855**	.587**	.535**	.749**	.749**	.855**	.572**	.519**	.648**
	Sig. (2-tailed)	.001	.000	.001	.002	.000	.000	.000	.001	.003	.000
	N	30	30	30	30	30	30	30	30	30	30

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

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

HASIL UJI VALIDITAS 30 RESPONDEN

		Z.11	Z.12	Z.13	Z.14	Z.15	Z.16	Z.17	Z.18	Z.19	Z.20
Z.20	Pearson Correlation	.612**	.177	-.174	-.050	.430*	.520*	.429*	.286	.430*	1
	Sig. (2-tailed)	.000	.349	.357	.793	.018	.003	.018	.125	.018	
	N	30	30	30	30	30	30	30	30	30	30
Z.21	Pearson Correlation	.379*	.211	.397*	.491*	-.172	.758*	.029	1.000*	-.172	.286
	Sig. (2-tailed)	.039	.262	.030	.006	.364	.000	.880	0.000	.364	.125
	N	30	30	30	30	30	30	30	30	30	30
Z.22	Pearson Correlation	1.000*	.481*	-.122	.108	.119	.605*	.441*	.379*	.119	.612*
	Sig. (2-tailed)	0.000	.007	.519	.571	.530	.000	.015	.039	.530	.000
	N	30	30	30	30	30	30	30	30	30	30
Z.23	Pearson Correlation	.441*	.341	.289	.033	.672*	.441*	1.000*	.029	.672*	.429*
	Sig. (2-tailed)	.015	.065	.122	.863	.000	.015	0.000	.880	.000	.018
	N	30	30	30	30	30	30	30	30	30	30
Z.24	Pearson Correlation	.350	.471*	.601**	.502*	.456*	.700*	.640**	.441*	.456*	.295
	Sig. (2-tailed)	.058	.009	.000	.005	.011	.000	.000	.015	.011	.113
	N	30	30	30	30	30	30	30	30	30	30
Z.25	Pearson Correlation	.379*	.211	.397*	.491*	-.172	.758*	.029	1.000*	-.172	.286
	Sig. (2-tailed)	.039	.262	.030	.006	.364	.000	.880	0.000	.364	.125
	N	30	30	30	30	30	30	30	30	30	30
Z.26	Pearson Correlation	-.122	.177	1.000*	.451*	.430*	.337	.289	.397*	.430*	-.174
	Sig. (2-tailed)	.519	.349	0.000	.012	.018	.069	.122	.030	.018	.357
	N	30	30	30	30	30	30	30	30	30	30
Z.27	Pearson Correlation	.472**	.353	.185	.129	.254	.295	.395*	.113	.254	.254
	Sig. (2-tailed)	.008	.056	.327	.498	.176	.114	.031	.551	.176	.176
	N	30	30	30	30	30	30	30	30	30	30
Z.28	Pearson Correlation	.441*	.341	.289	.033	.672*	.441*	1.000*	.029	.672*	.429*
	Sig. (2-tailed)	.015	.065	.122	.863	.000	.015	0.000	.880	.000	.018
	N	30	30	30	30	30	30	30	30	30	30
TOTAL Z	Pearson Correlation	.619**	.566*	.572**	.401*	.557*	.806*	.749**	.535**	.557*	.519*
	Sig. (2-tailed)	.000	.001	.001	.028	.001	.000	.000	.002	.001	.003
	N	30	30	30	30	30	30	30	30	30	30

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

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

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		Z.21	Z.22	Z.23	Z.24	Z.25	Z.26	Z.27	Z.28	TOTALZ
Z.20	Pearson Correlation	.286	.612**	.429*	.295	.286	-.174	.254	.429*	.519**
	Sig. (2-tailed)	.125	.000	.018	.113	.125	.357	.176	.018	.003
	N	30	30	30	30	30	30	30	30	30
Z.21	Pearson Correlation	1	.379*	.029	.441*	1.000**	.397*	.113	.029	.535**
	Sig. (2-tailed)		.039	.880	.015	0.000	.030	.551	.880	.002
	N	30	30	30	30	30	30	30	30	30
Z.22	Pearson Correlation	.379*	1	.441*	.350	.379*	-.122	.472**	.441*	.619**
	Sig. (2-tailed)	.039		.015	.058	.039	.519	.008	.015	.000
	N	30	30	30	30	30	30	30	30	30
Z.23	Pearson Correlation	.029	.441*	1	.640**	.029	.289	.395*	1.000**	.749**
	Sig. (2-tailed)	.880	.015		.000	.880	.122	.031	0.000	.000
	N	30	30	30	30	30	30	30	30	30
Z.24	Pearson Correlation	.441*	.350	.640**	1	.441*	.601**	.320	.640**	.855**
	Sig. (2-tailed)	.015	.058	.000		.015	.000	.084	.000	.000
	N	30	30	30	30	30	30	30	30	30
Z.25	Pearson Correlation	1.000**	.379*	.029	.441*	1	.397*	.113	.029	.535**
	Sig. (2-tailed)	0.000	.039	.880	.015		.030	.551	.880	.002
	N	30	30	30	30	30	30	30	30	30
Z.26	Pearson Correlation	.397*	-.122	.289	.601**	.397*	1	.185	.289	.572**
	Sig. (2-tailed)	.030	.519	.122	.000	.030		.327	.122	.001
	N	30	30	30	30	30	30	30	30	30
Z.27	Pearson Correlation	.113	.472**	.395*	.320	.113	.185	1	.395*	.572**
	Sig. (2-tailed)	.551	.008	.031	.084	.551	.327		.031	.001
	N	30	30	30	30	30	30	30	30	30
Z.28	Pearson Correlation	.029	.441*	1.000**	.640**	.029	.289	.395*	1	.749**
	Sig. (2-tailed)	.880	.015	0.000	.000	.880	.122	.031		.000
	N	30	30	30	30	30	30	30	30	30
TOTALZ	Pearson Correlation	.535**	.619**	.749**	.855**	.535**	.572**	.572**	.749**	1
	Sig. (2-tailed)	.002	.000	.000	.000	.002	.001	.001	.000	
	N	30	30	30	30	30	30	30	30	30

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

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

HASIL UJI VALIDITAS 30 RESPONDEN

Correlations

	Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8	TOTALY
Y.1									
Pearson Correlation	1								.534**
Sig. (2-tailed)		.146	.438*	-.028	.830**	.009	.584**	.000	
N	30	.441	.016	.883	.000	.962	.001	1.000	.002
Y.2									
Pearson Correlation	-.146	1							.531**
Sig. (2-tailed)			1.000	.000	.441	.005	1.000	.000	.003
N	30	.30	.30	.30	.30	.30	.30	.30	.30
Y.3									
Pearson Correlation	.438*	.000	1	.000	.730**	.236	.625**	.144	.656**
Sig. (2-tailed)		1.000		1.000	.000	.209	.000	.447	.000
N	30	.30	.30	.30	.30	.30	.30	.30	.30
Y.4									
Pearson Correlation	-.028	.784**	.000	1	-.028	.521**	.180	.623**	.579**
Sig. (2-tailed)			1.000		.883	.003	.342	.000	.001
N	30	.30	.30	.30	.30	.30	.30	.30	.30
Y.5									
Pearson Correlation	.830**	-.146	.730**	-.028	1	.147	.730**	.000	.661**
Sig. (2-tailed)		.441	.000	.883		.438	.000	1.000	.000
N	30	.30	.30	.30	.30	.30	.30	.30	.30
Y.6									
Pearson Correlation	.009	.502**	.236	.521**	.147	1	.236	.818**	.700**
Sig. (2-tailed)		.005	.209	.003	.438		.209	.000	.000
N	30	.30	.30	.30	.30	.30	.30	.30	.30
Y.7									
Pearson Correlation	.584**	.000	.625**	.180	.730**	.236	1	.000	.683**
Sig. (2-tailed)		1.000	.000	.342	.000	.209		1.000	.000
N	30	.30	.30	.30	.30	.30	.30	.30	.30
Y.8									
Pearson Correlation	.000	.773**	.144	.623**	.000	.818**	.000	1	.662**
Sig. (2-tailed)		.000	.447	.000	1.000	.000	1.000		.000
N	30	.30	.30	.30	.30	.30	.30	.30	.30
TOTALY									
Pearson Correlation	.534**	.531**	.656**	.579**	.661**	.700**	.683**	.662**	1
Sig. (2-tailed)		.003	.000	.001	.000	.000	.000	.000	
N	30	.30	.30	.30	.30	.30	.30	.30	.30

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

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

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HASIL UJI VALIDITAS 30 RESPONDEN

Correlations

		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7
X1.1	Pearson Correlation	1	.435*	.459*	.098	.359	.166	.314
	Sig. (2-tailed)		.016	.011	.608	.051	.381	.091
	N	30	30	30	30	30	30	30
X1.2	Pearson Correlation	.435*	1	.167	.445*	.580**	.443*	.386*
	Sig. (2-tailed)	.016		.378	.014	.001	.014	.035
	N	30	30	30	30	30	30	30
X1.3	Pearson Correlation	.459*	.167	1	-.221	.245	.480**	.271
	Sig. (2-tailed)	.011	.378		.240	.192	.007	.148
	N	30	30	30	30	30	30	30
X1.4	Pearson Correlation	.098	.445*	-.221	1	.493**	.444*	.080
	Sig. (2-tailed)	.608	.014	.240		.006	.014	.673
	N	30	30	30	30	30	30	30
X1.5	Pearson Correlation	.359	.580**	.245	.493**	1	.297	.343
	Sig. (2-tailed)	.051	.001	.192	.006		.111	.063
	N	30	30	30	30	30	30	30
X1.6	Pearson Correlation	.166	.443*	.480**	.444*	.297	1	.502**
	Sig. (2-tailed)	.381	.014	.007	.014	.111		.005
	N	30	30	30	30	30	30	30
X1.7	Pearson Correlation	.314	.386*	.271	.080	.343	.502**	1
	Sig. (2-tailed)	.091	.035	.148	.673	.063	.005	
	N	30	30	30	30	30	30	30
X1.8	Pearson Correlation	.378*	.383*	.102	.637**	.207	.362*	-.059
	Sig. (2-tailed)	.039	.036	.590	.000	.271	.049	.756
	N	30	30	30	30	30	30	30

HASIL UJI VALIDITAS 30 RESPONDEN

		X1.8	X1.9	X1.10	X1.11	X1.12	X1.13	X1.14
X1.1	Pearson Correlation	.378*	.590**	-.123	.327	.035	.413*	.026
	Sig. (2-tailed)	.039	.001	.518	.078	.855	.023	.892
	N	30	30	30	30	30	30	30
X1.2	Pearson Correlation	.383*	.604**	.334	.604**	.449*	.478**	.334
	Sig. (2-tailed)	.036	.000	.071	.000	.013	.008	.071
	N	30	30	30	30	30	30	30
X1.3	Pearson Correlation	.102	.501**	.331	.400*	.155	.524**	.338
	Sig. (2-tailed)	.590	.005	.074	.029	.414	.003	.067
	N	30	30	30	30	30	30	30
X1.4	Pearson Correlation	.637**	.248	.373*	.337	.430*	.239	.122
	Sig. (2-tailed)	.000	.187	.042	.068	.018	.203	.520
	N	30	30	30	30	30	30	30
X1.5	Pearson Correlation	.207	.572**	.374*	.688**	.191	.713**	.142
	Sig. (2-tailed)	.271	.001	.042	.000	.313	.000	.454
	N	30	30	30	30	30	30	30
X1.6	Pearson Correlation	.362*	.523**	.677**	.523**	.548**	.539**	.605**
	Sig. (2-tailed)	.049	.003	.000	.003	.002	.002	.000
	N	30	30	30	30	30	30	30
X1.7	Pearson Correlation	-.059	.712**	.142	.712**	.156	.517**	.632**
	Sig. (2-tailed)	.756	.000	.454	.000	.410	.003	.000
	N	30	30	30	30	30	30	30
X1.8	Pearson Correlation	1	.093	.231	.208	.379*	.317	-.102
	Sig. (2-tailed)		.626	.220	.269	.039	.087	.590
	N	30	30	30	30	30	30	30

HASIL UJI VALIDITAS 30 RESPONDEN

		X1.15	X1.16	X1.17	X1.18	X1.19	X1.20	X1.21	KUALITAS PELAYANAN
X1.1	Pearson Correlation	.400*	-.135	.429*	-.135	-.096	.364*	.079	.417*
	Sig. (2-tailed)	.028	.478	.018	.478	.616	.048	.679	.022
	N	30	30	30	30	30	30	30	30
X1.2	Pearson Correlation	.535**	.193	.604**	.193	.224	.642**	.254	.676**
	Sig. (2-tailed)	.002	.306	.000	.306	.233	.000	.175	.000
	N	30	30	30	30	30	30	30	30
X1.3	Pearson Correlation	.445*	.271	.381*	.142	.455*	.267	.351	.529**
	Sig. (2-tailed)	.014	.148	.038	.454	.012	.154	.057	.003
	N	30	30	30	30	30	30	30	30
X1.4	Pearson Correlation	.543**	.195	.458*	-.034	.164	.516**	.070	.490**
	Sig. (2-tailed)	.002	.302	.011	.857	.386	.004	.712	.006
	N	30	30	30	30	30	30	30	30
X1.5	Pearson Correlation	.579**	.194	.389*	.045	.191	.430*	.039	.607**
	Sig. (2-tailed)	.001	.304	.034	.814	.313	.018	.837	.000
	N	30	30	30	30	30	30	30	30
X1.6	Pearson Correlation	.625**	.616**	.634**	.388*	.680**	.564**	.491**	.815**
	Sig. (2-tailed)	.000	.000	.000	.034	.000	.001	.006	.000
	N	30	30	30	30	30	30	30	30
X1.7	Pearson Correlation	.248	.552**	.389*	.701**	.329	.397*	.550**	.652**
	Sig. (2-tailed)	.186	.002	.034	.000	.076	.030	.002	.000
	N	30	30	30	30	30	30	30	30
X1.8	Pearson Correlation	.465**	.089	.309	-.059	.206	.197	.078	.403*
	Sig. (2-tailed)	.010	.640	.097	.756	.274	.297	.682	.027
	N	30	30	30	30	30	30	30	30

HASIL UJI VALIDITAS 30 RESPONDEN

		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7
X1.9	Pearson Correlation	.590**	.604**	.501**	.248	.572**	.523**	.712**
	Sig. (2-tailed)	.001	.000	.005	.187	.001	.003	.000
	N	30	30	30	30	30	30	30
X1.10	Pearson Correlation	-.123	.334	.331	.373*	.374*	.677**	.142
	Sig. (2-tailed)	.518	.071	.074	.042	.042	.000	.454
	N	30	30	30	30	30	30	30
X1.11	Pearson Correlation	.327	.604**	.400*	.337	.688**	.523**	.712**
	Sig. (2-tailed)	.078	.000	.029	.068	.000	.003	.000
	N	30	30	30	30	30	30	30
X1.12	Pearson Correlation	.035	.449*	.155	.430*	.191	.548**	.156
	Sig. (2-tailed)	.855	.013	.414	.018	.313	.002	.410
	N	30	30	30	30	30	30	30
X1.13	Pearson Correlation	.413*	.478**	.524**	.239	.713**	.539**	.517**
	Sig. (2-tailed)	.023	.008	.003	.203	.000	.002	.003
	N	30	30	30	30	30	30	30
X1.14	Pearson Correlation	.026	.334	.338	.122	.142	.605**	.632**
	Sig. (2-tailed)	.892	.071	.067	.520	.454	.000	.000
	N	30	30	30	30	30	30	30
X1.15	Pearson Correlation	.400*	.535**	.445*	.543**	.579**	.625**	.248
	Sig. (2-tailed)	.028	.002	.014	.002	.001	.000	.186
	N	30	30	30	30	30	30	30

HASIL UJI VALIDITAS 30 RESPONDEN

		X1.8	X1.9	X1.10	X1.11	X1.12	X1.13	X1.14
X1.9	Pearson Correlation	.093	1	.097	.818**	.276	.667**	.508**
	Sig. (2-tailed)	.626		.608	.000	.141	.000	.004
	N	30	30	30	30	30	30	30
X1.10	Pearson Correlation	.231	.097	1	.198	.305	.418*	.338
	Sig. (2-tailed)	.220	.608		.293	.102	.021	.067
	N	30	30	30	30	30	30	30
X1.11	Pearson Correlation	.208	.818**	.198	1	.411*	.763**	.608**
	Sig. (2-tailed)	.269	.000	.293		.024	.000	.000
	N	30	30	30	30	30	30	30
X1.12	Pearson Correlation	.379*	.276	.305	.411*	1	.295	.594**
	Sig. (2-tailed)	.039	.141	.102	.024		.113	.001
	N	30	30	30	30	30	30	30
X1.13	Pearson Correlation	.317	.667**	.418*	.763**	.295	1	.326
	Sig. (2-tailed)	.087	.000	.021	.000	.113		.079
	N	30	30	30	30	30	30	30
X1.14	Pearson Correlation	-.102	.508**	.338	.608**	.594**	.326	1
	Sig. (2-tailed)	.590	.004	.067	.000	.001	.079	
	N	30	30	30	30	30	30	30
X1.15	Pearson Correlation	.465**	.617**	.564**	.617**	.363*	.621**	.389*
	Sig. (2-tailed)	.010	.000	.001	.000	.049	.000	.034
	N	30	30	30	30	30	30	30

HASIL UJI VALIDITAS 30 RESPONDEN

		X1.15	X1.16	X1.17	X1.18	X1.19	X1.20	X1.21	KUALITAS PELAYANAN
X1.9	Pearson Correlation	.617**	.362*	.709**	.362*	.411*	.758**	.625**	.815**
	Sig. (2-tailed)	.000	.050	.000	.050	.024	.000	.000	.000
	N	30	30	30	30	30	30	30	30
X1.10	Pearson Correlation	.564**	.271	.381*	.142	.455*	.267	.011	.502**
	Sig. (2-tailed)	.001	.148	.038	.454	.012	.154	.953	.005
	N	30	30	30	30	30	30	30	30
X1.11	Pearson Correlation	.617**	.595**	.588**	.595**	.547**	.629**	.625**	.863**
	Sig. (2-tailed)	.000	.001	.001	.001	.002	.000	.000	.000
	N	30	30	30	30	30	30	30	30
X1.12	Pearson Correlation	.363*	.503**	.392*	.329	.597**	.409*	.441*	.586**
	Sig. (2-tailed)	.049	.005	.032	.076	.000	.025	.015	.001
	N	30	30	30	30	30	30	30	30
X1.13	Pearson Correlation	.621**	.394*	.470**	.394*	.581**	.372*	.507**	.781**
	Sig. (2-tailed)	.000	.031	.009	.031	.001	.043	.004	.000
	N	30	30	30	30	30	30	30	30
X1.14	Pearson Correlation	.389*	.632**	.560**	.761**	.594**	.590**	.668**	.692**
	Sig. (2-tailed)	.034	.000	.001	.000	.001	.001	.000	.000
	N	30	30	30	30	30	30	30	30
X1.15	Pearson Correlation	1	.248	.814**	.110	.523**	.752**	.278	.795**
	Sig. (2-tailed)		.186	.000	.562	.003	.000	.137	.000
	N	30	30	30	30	30	30	30	30

HASIL UJI VALIDITAS 30 RESPONDEN

		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7
X1.16	Pearson Correlation	-.135	.193	.271	.195	.194	.616**	.552**
	Sig. (2-tailed)	.478	.306	.148	.302	.304	.000	.002
	N	30	30	30	30	30	30	30
X1.17	Pearson Correlation	.429*	.604**	.381*	.458*	.389*	.634**	.389*
	Sig. (2-tailed)	.018	.000	.038	.011	.034	.000	.034
	N	30	30	30	30	30	30	30
X1.18	Pearson Correlation	-.135	.193	.142	-.034	.045	.388*	.701**
	Sig. (2-tailed)	.478	.306	.454	.857	.814	.034	.000
	N	30	30	30	30	30	30	30
X1.19	Pearson Correlation	-.096	.224	.455*	.164	.191	.680**	.329
	Sig. (2-tailed)	.616	.233	.012	.386	.313	.000	.076
	N	30	30	30	30	30	30	30
X1.20	Pearson Correlation	.364*	.642**	.267	.516**	.430*	.564**	.397*
	Sig. (2-tailed)	.048	.000	.154	.004	.018	.001	.030
	N	30	30	30	30	30	30	30
X1.21	Pearson Correlation	.079	.254	.351	.070	.039	.491**	.550**
	Sig. (2-tailed)	.679	.175	.057	.712	.837	.006	.002
	N	30	30	30	30	30	30	30
KUALITAS PELAYANA N	Pearson Correlation	.417*	.676**	.529**	.490**	.607**	.815**	.652**
	Sig. (2-tailed)	.022	.000	.003	.006	.000	.000	.000
	N	30	30	30	30	30	30	30

HASIL UJI VALIDITAS 30 RESPONDEN

		X1.8	X1.9	X1.10	X1.11	X1.12	X1.13	X1.14
X1.16	Pearson Correlation	.089	.362*	.271	.595**	.503**	.394*	.632**
	Sig. (2-tailed)	.640	.050	.148	.001	.005	.031	.000
	N	30	30	30	30	30	30	30
X1.17	Pearson Correlation	.309	.709**	.381*	.588**	.392*	.470**	.560**
	Sig. (2-tailed)	.097	.000	.038	.001	.032	.009	.001
	N	30	30	30	30	30	30	30
X1.18	Pearson Correlation	-.059	.362*	.142	.595**	.329	.394*	.761**
	Sig. (2-tailed)	.756	.050	.454	.001	.076	.031	.000
	N	30	30	30	30	30	30	30
X1.19	Pearson Correlation	.206	.411*	.455*	.547**	.597**	.581**	.594**
	Sig. (2-tailed)	.274	.024	.012	.002	.000	.001	.001
	N	30	30	30	30	30	30	30
X1.20	Pearson Correlation	.197	.758**	.267	.629**	.409*	.372*	.590**
	Sig. (2-tailed)	.297	.000	.154	.000	.025	.043	.001
	N	30	30	30	30	30	30	30
X1.21	Pearson Correlation	.078	.625**	.011	.625**	.441*	.507**	.668**
	Sig. (2-tailed)	.682	.000	.953	.000	.015	.004	.000
	N	30	30	30	30	30	30	30
KUALITAS PELAYANA N	Pearson Correlation	.403*	.815**	.502**	.863**	.586**	.781**	.692**
	Sig. (2-tailed)	.027	.000	.005	.000	.001	.000	.000
	N	30	30	30	30	30	30	30

HASIL UJI VALIDITAS 30 RESPONDEN

		X1.15	X1.16	X1.17	X1.18	X1.19	X1.20	X1.21	KUALITAS PELAYANAN
X1.16	Pearson Correlation	.248	1	.389*	.552**	.676**	.397*	.550**	.611**
	Sig. (2-tailed)	.186		.034	.002	.000	.030	.002	.000
	N	30	30	30	30	30	30	30	30
X1.17	Pearson Correlation	.814**	.389*	1	.233	.572**	.919**	.478**	.809**
	Sig. (2-tailed)	.000	.034		.215	.001	.000	.008	.000
	N	30	30	30	30	30	30	30	30
X1.18	Pearson Correlation	.110	.552**	.233	1	.503**	.231	.747**	.509**
	Sig. (2-tailed)	.562	.002	.215		.005	.219	.000	.004
	N	30	30	30	30	30	30	30	30
X1.19	Pearson Correlation	.523**	.676**	.572**	.503**	1	.409*	.669**	.693**
	Sig. (2-tailed)	.003	.000	.001	.005		.025	.000	.000
	N	30	30	30	30	30	30	30	30
X1.20	Pearson Correlation	.752**	.397*	.919**	.231	.409*	1	.493**	.772**
	Sig. (2-tailed)	.000	.030	.000	.219	.025		.006	.000
	N	30	30	30	30	30	30	30	30
X1.21	Pearson Correlation	.278	.550**	.478**	.747**	.669**	.493**	1	.640**
	Sig. (2-tailed)	.137	.002	.008	.000	.000	.006		.000
	N	30	30	30	30	30	30	30	30
KUALITAS PELAYANAN	Pearson Correlation	.795**	.611**	.809**	.509**	.693**	.772**	.640**	1
	Sig. (2-tailed)	.000	.000	.000	.004	.000	.000	.000	
	N	30	30	30	30	30	30	30	30

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

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

HASIL UJI VALIDITAS 30 RESPONDEN

Correlations

	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	TOTAL X2
X2.1								
Pearson Correlation	1	.184	.545**	.258	.698**	.000	.585**	.644**
Sig. (2-tailed)		.331	.002	.168	.000	1.000	.001	.000
N	30	30	30	30	30	30	30	30
X2.2								
Pearson Correlation	.184	1	.106	.799**	.119	.840**	.035	.580**
Sig. (2-tailed)	.331		.578	.000	.532	.000	.856	.001
N	30	30	30	30	30	30	30	30
X2.3								
Pearson Correlation	.545**	.106	1	.338	.829**	.385*	.864**	.810**
Sig. (2-tailed)	.002	.578		.068	.000	.036	.000	.000
N	30	30	30	30	30	30	30	30
X2.4								
Pearson Correlation	.258	.799**	.338	1	.531**	.805**	.287	.784**
Sig. (2-tailed)	.168	.000	.068		.003	.000	.124	.000
N	30	30	30	30	30	30	30	30
X2.5								
Pearson Correlation	.698**	.119	.829**	.531**	1	.224	.846**	.853**
Sig. (2-tailed)	.000	.532	.000	.003		.233	.000	.000
N	30	30	30	30	30	30	30	30
X2.6								
Pearson Correlation	.000	.840**	.385*	.805**	.224	1	.174	.657**
Sig. (2-tailed)	1.000	.000	.036	.003	.233		.357	.000
N	30	30	30	30	30	30	30	30
X2.7								
Pearson Correlation	.585**	.035	.864**	.287	.846**	.174	1	.759**
Sig. (2-tailed)	.001	.856	.000	.124	.000	.357		.000
N	30	30	30	30	30	30	30	30
TOTAL X2								
Pearson Correlation	.644**	.580**	.810**	.784**	.853**	.657**	.759**	1
Sig. (2-tailed)	.000	.001	.000	.000	.000	.000	.000	
N	30	30	30	30	30	30	30	30

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

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

HASIL UJI VALIDITAS 30 RESPONDEN

Correlations

	Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8	TOTAL Y
Y.1									
Pearson Correlation	1								
Sig. (2-tailed)									
N	30								
Y.2									
Pearson Correlation	-.146	1							
Sig. (2-tailed)	.441								
N	30	30							
Y.3									
Pearson Correlation	.438*	.000	1						
Sig. (2-tailed)	.016	1.000							
N	30	30	30						
Y.4									
Pearson Correlation	-.028	.784**	.000	1					
Sig. (2-tailed)	.883	.000	1.000						
N	30	30	30	30					
Y.5									
Pearson Correlation	.830**	-.146	.730**	-.028	1				
Sig. (2-tailed)	.000	.441	.000	.883					
N	30	30	30	30	30				
Y.6									
Pearson Correlation	.009	.502**	.236	.521**	.147	1			
Sig. (2-tailed)	.962	.005	.209	.003	.438				
N	30	30	30	30	30	30			
Y.7									
Pearson Correlation	.584**	.000	.625**	.180	.730**	.236	1		
Sig. (2-tailed)	.001	1.000	.000	.342	.000	.209			
N	30	30	30	30	30	30	30		
Y.8									
Pearson Correlation	.000	.773**	.144	.623**	.000	.818**	.000	1	
Sig. (2-tailed)	1.000	.000	.447	.000	1.000	.000	1.000		
N	30	30	30	30	30	30	30	30	
TOTAL Y									
Pearson Correlation	.534**	.531**	.656**	.579**	.661**	.700**	.683**	.662**	1
Sig. (2-tailed)	.002	.003	.000	.001	.000	.000	.000	.000	
N	30	30	30	30	30	30	30	30	30

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

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

HASIL UJI VALIDITAS 30 RESPONDEN

		Correlations									
		Z.1	Z.2	Z.3	Z.4	Z.5	Z.6	Z.7	Z.8	Z.9	Z.10
Z.1	Pearson Correlation	1	.320	.331	.113	.395*	.395*	.320	.185	.254	.321
	Sig. (2-tailed)		.084	.074	.551	.031	.031	.084	.327	.176	.083
	N	30	30	30	30	30	30	30	30	30	30
Z.2	Pearson Correlation	.320	1	.600**	.441*	.640**	.640**	1.000**	.601**	.295	.507**
	Sig. (2-tailed)	.084		.000	.015	.000	.000	0.000	.000	.113	.004
	N	30	30	30	30	30	30	30	30	30	30
Z.3	Pearson Correlation	.331	.600**	1	-.118	.649**	.649**	.600**	.324	.324	.307
	Sig. (2-tailed)	.074	.000		.535	.000	.000	.000	.081	.081	.099
	N	30	30	30	30	30	30	30	30	30	30
Z.4	Pearson Correlation	.113	.441*	-.118	1	.029	.029	.441*	.397*	.286	.177
	Sig. (2-tailed)	.551	.015	.535		.880	.880	.015	.030	.125	.348
	N	30	30	30	30	30	30	30	30	30	30
Z.5	Pearson Correlation	.395*	.640**	.649**	.029	1	1.000**	.640**	.289	.429*	.525**
	Sig. (2-tailed)	.031	.000	.000	.880		0.000	.000	.122	.018	.003
	N	30	30	30	30	30	30	30	30	30	30
Z.6	Pearson Correlation	.395*	.640**	.649**	.029	1.000**	1	.640**	.289	.429*	.525**
	Sig. (2-tailed)	.031	.000	.000	.880	0.000		.000	.122	.018	.003
	N	30	30	30	30	30	30	30	30	30	30
Z.7	Pearson Correlation	.320	1.000**	.600**	.441*	.640**	.640**	1	.601**	.295	.507**
	Sig. (2-tailed)	.084	0.000	.000	.015	.000	.000		.000	.113	.004
	N	30	30	30	30	30	30	30	30	30	30
Z.8	Pearson Correlation	.185	.601**	.324	.397*	.289	.289	.601**	1	-.174	.526**
	Sig. (2-tailed)	.327	.000	.081	.030	.122	.122	.000		.357	.003
	N	30	30	30	30	30	30	30	30	30	30
Z.9	Pearson Correlation	.254	.295	.324	.286	.429*	.429*	.295	-.174	1	.057
	Sig. (2-tailed)	.176	.113	.081	.125	.018	.018	.113	.357		.763
	N	30	30	30	30	30	30	30	30	30	30

HASIL UJI VALIDITAS 30 RESPONDEN

	Z.11	Z.12	Z.13	Z.14	Z.15	Z.16	Z.17	Z.18	Z.19	Z.20
Z.1 Pearson Correlation	.472**	.353	.185	.129	.254	.295	.395*	.113	.254	.254
Sig. (2-tailed)	.008	.056	.327	.498	.176	.114	.031	.551	.176	.176
N	30	30	30	30	30	30	30	30	30	30
Z.2 Pearson Correlation	.350	.471**	.601**	.502**	.456*	.700**	.640**	.441*	.456*	.295
Sig. (2-tailed)	.058	.009	.000	.005	.011	.000	.000	.015	.011	.113
N	30	30	30	30	30	30	30	30	30	30
Z.3 Pearson Correlation	.229	.249	.324	-.134	.743**	.426*	.649**	-.118	.743**	.324
Sig. (2-tailed)	.223	.184	.081	.480	.000	.019	.000	.535	.000	.081
N	30	30	30	30	30	30	30	30	30	30
Z.4 Pearson Correlation	.379*	.211	.397*	.491**	-.172	.758**	.029	1.000**	-.172	.286
Sig. (2-tailed)	.039	.262	.030	.006	.364	.000	.880	0.000	.364	.125
N	30	30	30	30	30	30	30	30	30	30
Z.5 Pearson Correlation	.441*	.341	.289	.033	.672**	.441*	1.000**	.029	.672**	.429*
Sig. (2-tailed)	.015	.065	.122	.863	.000	.015	0.000	.880	.000	.018
N	30	30	30	30	30	30	30	30	30	30
Z.6 Pearson Correlation	.441*	.341	.289	.033	.672**	.441*	1.000**	.029	.672**	.429*
Sig. (2-tailed)	.015	.065	.122	.863	.000	.015	0.000	.880	.000	.018
N	30	30	30	30	30	30	30	30	30	30
Z.7 Pearson Correlation	.350	.471**	.601**	.502**	.456*	.700**	.640**	.441*	.456*	.295
Sig. (2-tailed)	.058	.009	.000	.005	.011	.000	.000	.015	.011	.113
N	30	30	30	30	30	30	30	30	30	30
Z.8 Pearson Correlation	-.122	.177	1.000**	.451*	.430*	.337	.289	.397*	.430*	-.174
Sig. (2-tailed)	.519	.349	0.000	.012	.018	.069	.122	.030	.018	.357
N	30	30	30	30	30	30	30	30	30	30
Z.9 Pearson Correlation	.612**	.177	-.174	-.050	.430*	.520**	.429*	.286	.430*	1.000**
Sig. (2-tailed)	.000	.349	.357	.793	.018	.003	.018	.125	.018	0.000
N	30	30	30	30	30	30	30	30	30	30

HASIL UJI VALIDITAS 30 RESPONDEN

	Z.21	Z.22	Z.23	Z.24	Z.25	Z.26	Z.27	Z.28	TOTALZ	
Z.1	Pearson Correlation Sig. (2-tailed) N	.113 .551 30	.472** .008 30	.395* .031 30	.320 .084 30	.113 .551 30	.185 .327 30	1.000** 0.000 30	.395* .031 30	.572** .001 30
Z.2	Pearson Correlation Sig. (2-tailed) N	.441* .015 30	.350 .058 30	.640** .000 30	1.000** 0.000 30	.441* .015 30	.601** .000 30	.320 .084 30	.640** .000 30	.855** .000 30
Z.3	Pearson Correlation Sig. (2-tailed) N	-.118 .535 30	.229 .223 30	.649** .000 30	.600** .000 30	-.118 .535 30	.324 .081 30	.331 .074 30	.649** .000 30	.587** .001 30
Z.4	Pearson Correlation Sig. (2-tailed) N	1.000** 0.000 30	.379* .039 30	.029 .880 30	.441* .015 30	1.000** 0.000 30	.397* .030 30	.113 .551 30	.029 .880 30	.535** .002 30
Z.5	Pearson Correlation Sig. (2-tailed) N	.029 .880 30	.441* .015 30	1.000** 0.000 30	.640** .000 30	.029 .880 30	.289 .122 30	.395* .031 30	1.000** 0.000 30	.749** .000 30
Z.6	Pearson Correlation Sig. (2-tailed) N	.029 .880 30	.441* .015 30	1.000** 0.000 30	.640** .000 30	.029 .880 30	.289 .122 30	.395* .031 30	1.000** 0.000 30	.749** .000 30
Z.7	Pearson Correlation Sig. (2-tailed) N	.441* .015 30	.350 .058 30	.640** .000 30	1.000** 0.000 30	.441* .015 30	.601** .000 30	.320 .084 30	.640** .000 30	.855** .000 30
Z.8	Pearson Correlation Sig. (2-tailed) N	.397* .030 30	-.122 .519 30	.289 .122 30	.601** .000 30	.397* .030 30	1.000** 0.000 30	.185 .327 30	.289 .122 30	.572** .001 30
Z.9	Pearson Correlation Sig. (2-tailed) N	.286 .125 30	.612** .000 30	.429* .018 30	.295 .113 30	.286 .125 30	-.174 .357 30	.254 .176 30	.429* .018 30	.519** .003 30

HASIL UJI VALIDITAS 30 RESPONDEN

		Z.1	Z.2	Z.3	Z.4	Z.5	Z.6	Z.7	Z.8	Z.9	Z.10
Z.10	Pearson Correlation	.321	.507**	.307	.177	.525**	.525**	.507**	.526**	.057	1
	Sig. (2-tailed)	.083	.004	.099	.348	.003	.003	.004	.003	.763	
	N	30	30	30	30	30	30	30	30	30	30
Z.11	Pearson Correlation	.472**	.350	.229	.379*	.441*	.441*	.350	-.122	.612**	.359
	Sig. (2-tailed)	.008	.058	.223	.039	.015	.015	.058	.519	.000	.052
	N	30	30	30	30	30	30	30	30	30	30
Z.12	Pearson Correlation	.353	.471**	.249	.211	.341	.341	.471**	.177	.177	.669**
	Sig. (2-tailed)	.056	.009	.184	.262	.065	.065	.009	.349	.349	.000
	N	30	30	30	30	30	30	30	30	30	30
Z.13	Pearson Correlation	.185	.601**	.324	.397*	.289	.289	.601**	1.000**	-.174	.526**
	Sig. (2-tailed)	.327	.000	.081	.030	.122	.122	.000	0.000	.357	.003
	N	30	30	30	30	30	30	30	30	30	30
Z.14	Pearson Correlation	.129	.502**	-.134	.491**	.033	.033	.502**	.451*	-.050	.294
	Sig. (2-tailed)	.498	.005	.480	.006	.863	.863	.005	.012	.793	.115
	N	30	30	30	30	30	30	30	30	30	30
Z.15	Pearson Correlation	.254	.456*	.743**	-.172	.672**	.672**	.456*	.430*	.430*	.401*
	Sig. (2-tailed)	.176	.011	.000	.364	.000	.000	.011	.018	.018	.028
	N	30	30	30	30	30	30	30	30	30	30
Z.16	Pearson Correlation	.295	.700**	.426*	.758**	.441*	.441*	.700**	.337	.520**	.359
	Sig. (2-tailed)	.114	.000	.019	.000	.015	.015	.000	.069	.003	.052
	N	30	30	30	30	30	30	30	30	30	30
Z.17	Pearson Correlation	.395*	.640**	.649**	.029	1.000**	1.000**	.640**	.289	.429*	.525**
	Sig. (2-tailed)	.031	.000	.000	.880	0.000	0.000	.000	.122	.018	.003
	N	30	30	30	30	30	30	30	30	30	30
Z.18	Pearson Correlation	.113	.441*	-.118	1.000**	.029	.029	.441*	.397*	.286	.177
	Sig. (2-tailed)	.551	.015	.535	0.000	.880	.880	.015	.030	.125	.348
	N	30	30	30	30	30	30	30	30	30	30
Z.19	Pearson Correlation	.254	.456*	.743**	-.172	.672**	.672**	.456*	.430*	.430*	.401*
	Sig. (2-tailed)	.176	.011	.000	.364	.000	.000	.011	.018	.018	.028
	N	30	30	30	30	30	30	30	30	30	30

HASIL UJI VALIDITAS 30 RESPONDEN

	Z.11	Z.12	Z.13	Z.14	Z.15	Z.16	Z.17	Z.18	Z.19	Z.20
Z.10 Pearson Correlation	.359	.669**	.526**	.294	.401*	.359	.525**	.177	.401*	.057
Sig. (2-tailed)	.052	.000	.003	.115	.028	.052	.003	.348	.028	.763
N	30	30	30	30	30	30	30	30	30	30
Z.11 Pearson Correlation	1	.481**	-.122	.108	.119	.605**	.441*	.379*	.119	.612**
Sig. (2-tailed)		.007	.519	.571	.530	.000	.015	.039	.530	.000
N	30	30	30	30	30	30	30	30	30	30
Z.12 Pearson Correlation	.481**	1	.177	.459*	.145	.481**	.341	.211	.145	.177
Sig. (2-tailed)	.007		.349	.011	.444	.007	.065	.262	.444	.349
N	30	30	30	30	30	30	30	30	30	30
Z.13 Pearson Correlation	-.122	.177	1	.451*	.430*	.337	.289	.397*	.430*	-.174
Sig. (2-tailed)	.519	.349		.012	.018	.069	.122	.030	.018	.357
N	30	30	30	30	30	30	30	30	30	30
Z.14 Pearson Correlation	.108	.459*	.451*	1	-.195	.431*	.033	.491**	-.195	-.050
Sig. (2-tailed)	.571	.011	.012		.301	.017	.863	.006	.301	.793
N	30	30	30	30	30	30	30	30	30	30
Z.15 Pearson Correlation	.119	.145	.430*	-.195	1	.209	.672**	-.172	1.000**	.430*
Sig. (2-tailed)	.530	.444	.018	.301		.268	.000	.364	0.000	.018
N	30	30	30	30	30	30	30	30	30	30
Z.16 Pearson Correlation	.605**	.481**	.337	.431*	.209	1	.441*	.758**	.209	.520**
Sig. (2-tailed)	.000	.007	.069	.017	.268		.015	.000	.268	.003
N	30	30	30	30	30	30	30	30	30	30
Z.17 Pearson Correlation	.441*	.341	.289	.033	.672**	.441*	1	.029	.672**	.429*
Sig. (2-tailed)	.015	.065	.122	.863	.000	.015		.880	.000	.018
N	30	30	30	30	30	30	30	30	30	30
Z.18 Pearson Correlation	.379*	.211	.397*	.491**	-.172	.758**	.029	1	-.172	.286
Sig. (2-tailed)	.039	.262	.030	.006	.364	.000	.880		.364	.125
N	30	30	30	30	30	30	30	30	30	30
Z.19 Pearson Correlation	.119	.145	.430*	-.195	1.000**	.209	.672**	-.172	1	.430*
Sig. (2-tailed)	.530	.444	.018	.301	0.000	.268	.000	.364		.018
N	30	30	30	30	30	30	30	30	30	30

HASIL UJI VALIDITAS 30 RESPONDEN

	Z.21	Z.22	Z.23	Z.24	Z.25	Z.26	Z.27	Z.28	TOTALZ
Z.10 Pearson Correlation	.177	.359	.525**	.507**	.177	.526**	.321	.525**	.648**
Sig. (2-tailed)	.348	.052	.003	.004	.348	.003	.083	.003	.000
N	30	30	30	30	30	30	30	30	30
Z.11 Pearson Correlation	.379*	1.000**	.441*	.350	.379*	-.122	.472**	.441*	.619**
Sig. (2-tailed)	.039	0.000	.015	.058	.039	.519	.008	.015	.000
N	30	30	30	30	30	30	30	30	30
Z.12 Pearson Correlation	.211	.481**	.341	.471**	.211	.177	.353	.341	.566**
Sig. (2-tailed)	.262	.007	.065	.009	.262	.349	.056	.065	.001
N	30	30	30	30	30	30	30	30	30
Z.13 Pearson Correlation	.397*	-.122	.289	.601**	.397*	1.000**	.185	.289	.572**
Sig. (2-tailed)	.030	.519	.122	.000	.030	0.000	.327	.122	.001
N	30	30	30	30	30	30	30	30	30
Z.14 Pearson Correlation	.491**	.108	.033	.502**	.491**	.451*	.129	.033	.401*
Sig. (2-tailed)	.006	.571	.863	.005	.006	.012	.498	.863	.028
N	30	30	30	30	30	30	30	30	30
Z.15 Pearson Correlation	-.172	.119	.672**	.456*	-.172	.430*	.254	.672**	.557**
Sig. (2-tailed)	.364	.530	.000	.011	.364	.018	.176	.000	.001
N	30	30	30	30	30	30	30	30	30
Z.16 Pearson Correlation	.758**	.605**	.441*	.700**	.758**	.337	.295	.441*	.806**
Sig. (2-tailed)	.000	.000	.015	.000	.000	.069	.114	.015	.000
N	30	30	30	30	30	30	30	30	30
Z.17 Pearson Correlation	.029	.441*	1.000**	.640**	.029	.289	.395*	1.000**	.749**
Sig. (2-tailed)	.880	.015	0.000	.000	.880	.122	.031	0.000	.000
N	30	30	30	30	30	30	30	30	30
Z.18 Pearson Correlation	1.000**	.379*	.029	.441*	1.000**	.397*	.113	.029	.535**
Sig. (2-tailed)	0.000	.039	.880	.015	0.000	.030	.551	.880	.002
N	30	30	30	30	30	30	30	30	30
Z.19 Pearson Correlation	-.172	.119	.672**	.456*	-.172	.430*	.254	.672**	.557**
Sig. (2-tailed)	.364	.530	.000	.011	.364	.018	.176	.000	.001
N	30	30	30	30	30	30	30	30	30

HASIL UJI VALIDITAS 30 RESPONDEN

		Z.1	Z.2	Z.3	Z.4	Z.5	Z.6	Z.7	Z.8	Z.9	Z.10
Z.20	Pearson Correlation	.254	.295	.324	.286	.429*	.429*	.295	-.174	1.000**	.057
	Sig. (2-tailed)	.176	.113	.081	.125	.018	.018	.113	.357	0.000	.763
	N	30	30	30	30	30	30	30	30	30	30
Z.21	Pearson Correlation	.113	.441*	-.118	1.000**	.029	.029	.441*	.397*	.286	.177
	Sig. (2-tailed)	.551	.015	.535	0.000	.880	.880	.015	.030	.125	.348
	N	30	30	30	30	30	30	30	30	30	30
Z.22	Pearson Correlation	.472**	.350	.229	.379*	.441*	.441*	.350	-.122	.612**	.359
	Sig. (2-tailed)	.008	.058	.223	.039	.015	.015	.058	.519	.000	.052
	N	30	30	30	30	30	30	30	30	30	30
Z.23	Pearson Correlation	.395*	.640**	.649**	.029	1.000**	1.000**	.640**	.289	.429*	.525**
	Sig. (2-tailed)	.031	.000	.000	.880	0.000	0.000	.000	.122	.018	.003
	N	30	30	30	30	30	30	30	30	30	30
Z.24	Pearson Correlation	.320	1.000**	.600**	.441*	.640**	.640**	1.000**	.601**	.295	.507**
	Sig. (2-tailed)	.084	0.000	.000	.015	.000	.000	0.000	.000	.113	.004
	N	30	30	30	30	30	30	30	30	30	30
Z.25	Pearson Correlation	.113	.441*	-.118	1.000**	.029	.029	.441*	.397*	.286	.177
	Sig. (2-tailed)	.551	.015	.535	0.000	.880	.880	.015	.030	.125	.348
	N	30	30	30	30	30	30	30	30	30	30
Z.26	Pearson Correlation	.185	.601**	.324	.397*	.289	.289	.601**	1.000**	-.174	.526**
	Sig. (2-tailed)	.327	.000	.081	.030	.122	.122	.000	0.000	.357	.003
	N	30	30	30	30	30	30	30	30	30	30
Z.27	Pearson Correlation	1.000**	.320	.331	.113	.395*	.395*	.320	.185	.254	.321
	Sig. (2-tailed)	0.000	.084	.074	.551	.031	.031	.084	.327	.176	.083
	N	30	30	30	30	30	30	30	30	30	30
Z.28	Pearson Correlation	.395*	.640**	.649**	.029	1.000**	1.000**	.640**	.289	.429*	.525**
	Sig. (2-tailed)	.031	.000	.000	.880	0.000	0.000	.000	.122	.018	.003
	N	30	30	30	30	30	30	30	30	30	30
TOTALZ	Pearson Correlation	.572**	.855**	.587**	.535**	.749**	.749**	.855**	.572**	.519**	.648**
	Sig. (2-tailed)	.001	.000	.001	.002	.000	.000	.000	.001	.003	.000
	N	30	30	30	30	30	30	30	30	30	30

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

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

HASIL UJI VALIDITAS 30 RESPONDEN

		Z.11	Z.12	Z.13	Z.14	Z.15	Z.16	Z.17	Z.18	Z.19	Z.20
Z.20	Pearson Correlation	.612**	.177	-.174	-.050	.430*	.520*	.429*	.286	.430*	1
	Sig. (2-tailed)	.000	.349	.357	.793	.018	.003	.018	.125	.018	
	N	30	30	30	30	30	30	30	30	30	30
Z.21	Pearson Correlation	.379*	.211	.397*	.491*	-.172	.758*	.029	1.000*	-.172	.286
	Sig. (2-tailed)	.039	.262	.030	.006	.364	.000	.880	0.000	.364	.125
	N	30	30	30	30	30	30	30	30	30	30
Z.22	Pearson Correlation	1.000*	.481*	-.122	.108	.119	.605*	.441*	.379*	.119	.612*
	Sig. (2-tailed)	0.000	.007	.519	.571	.530	.000	.015	.039	.530	.000
	N	30	30	30	30	30	30	30	30	30	30
Z.23	Pearson Correlation	.441*	.341	.289	.033	.672*	.441*	1.000*	.029	.672*	.429*
	Sig. (2-tailed)	.015	.065	.122	.863	.000	.015	0.000	.880	.000	.018
	N	30	30	30	30	30	30	30	30	30	30
Z.24	Pearson Correlation	.350	.471*	.601**	.502*	.456*	.700*	.640**	.441*	.456*	.295
	Sig. (2-tailed)	.058	.009	.000	.005	.011	.000	.000	.015	.011	.113
	N	30	30	30	30	30	30	30	30	30	30
Z.25	Pearson Correlation	.379*	.211	.397*	.491*	-.172	.758*	.029	1.000*	-.172	.286
	Sig. (2-tailed)	.039	.262	.030	.006	.364	.000	.880	0.000	.364	.125
	N	30	30	30	30	30	30	30	30	30	30
Z.26	Pearson Correlation	-.122	.177	1.000*	.451*	.430*	.337	.289	.397*	.430*	-.174
	Sig. (2-tailed)	.519	.349	0.000	.012	.018	.069	.122	.030	.018	.357
	N	30	30	30	30	30	30	30	30	30	30
Z.27	Pearson Correlation	.472**	.353	.185	.129	.254	.295	.395*	.113	.254	.254
	Sig. (2-tailed)	.008	.056	.327	.498	.176	.114	.031	.551	.176	.176
	N	30	30	30	30	30	30	30	30	30	30
Z.28	Pearson Correlation	.441*	.341	.289	.033	.672*	.441*	1.000*	.029	.672*	.429*
	Sig. (2-tailed)	.015	.065	.122	.863	.000	.015	0.000	.880	.000	.018
	N	30	30	30	30	30	30	30	30	30	30
TOTAL Z	Pearson Correlation	.619**	.566*	.572**	.401*	.557*	.806*	.749**	.535**	.557*	.519*
	Sig. (2-tailed)	.000	.001	.001	.028	.001	.000	.000	.002	.001	.003
	N	30	30	30	30	30	30	30	30	30	30

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

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

HASIL UJI VALIDITAS 30 RESPONDEN

		Z.21	Z.22	Z.23	Z.24	Z.25	Z.26	Z.27	Z.28	TOTALZ
Z.20	Pearson Correlation	.286	.612**	.429*	.295	.286	-.174	.254	.429*	.519**
	Sig. (2-tailed)	.125	.000	.018	.113	.125	.357	.176	.018	.003
	N	30	30	30	30	30	30	30	30	30
Z.21	Pearson Correlation	1	.379*	.029	.441*	1.000**	.397*	.113	.029	.535**
	Sig. (2-tailed)		.039	.880	.015	0.000	.030	.551	.880	.002
	N	30	30	30	30	30	30	30	30	30
Z.22	Pearson Correlation	.379*	1	.441*	.350	.379*	-.122	.472**	.441*	.619**
	Sig. (2-tailed)	.039		.015	.058	.039	.519	.008	.015	.000
	N	30	30	30	30	30	30	30	30	30
Z.23	Pearson Correlation	.029	.441*	1	.640**	.029	.289	.395*	1.000**	.749**
	Sig. (2-tailed)	.880	.015		.000	.880	.122	.031	0.000	.000
	N	30	30	30	30	30	30	30	30	30
Z.24	Pearson Correlation	.441*	.350	.640**	1	.441*	.601**	.320	.640**	.855**
	Sig. (2-tailed)	.015	.058	.000		.015	.000	.084	.000	.000
	N	30	30	30	30	30	30	30	30	30
Z.25	Pearson Correlation	1.000**	.379*	.029	.441*	1	.397*	.113	.029	.535**
	Sig. (2-tailed)	0.000	.039	.880	.015		.030	.551	.880	.002
	N	30	30	30	30	30	30	30	30	30
Z.26	Pearson Correlation	.397*	-.122	.289	.601**	.397*	1	.185	.289	.572**
	Sig. (2-tailed)	.030	.519	.122	.000	.030		.327	.122	.001
	N	30	30	30	30	30	30	30	30	30
Z.27	Pearson Correlation	.113	.472**	.395*	.320	.113	.185	1	.395*	.572**
	Sig. (2-tailed)	.551	.008	.031	.084	.551	.327		.031	.001
	N	30	30	30	30	30	30	30	30	30
Z.28	Pearson Correlation	.029	.441*	1.000**	.640**	.029	.289	.395*	1	.749**
	Sig. (2-tailed)	.880	.015	0.000	.000	.880	.122	.031		.000
	N	30	30	30	30	30	30	30	30	30
TOTALZ	Pearson Correlation	.535**	.619**	.749**	.855**	.535**	.572**	.572**	.749**	1
	Sig. (2-tailed)	.002	.000	.000	.000	.002	.001	.001	.000	
	N	30	30	30	30	30	30	30	30	30

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

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

HASIL UJI VALIDITAS 30 RESPONDEN

Correlations

	Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8	TOTALY
Y.1									
Pearson Correlation	1								.534**
Sig. (2-tailed)		.146	.438*	-.028	.830**	.009	.584**	.000	
N	30	.441	.016	.883	.000	.962	.001	1.000	.002
Y.2									
Pearson Correlation	-.146	1		.784**	-.146	.502**	.000	.773**	.531**
Sig. (2-tailed)	.441		1.000	.000	.441	.005	1.000	.000	.003
N	30	.30	.30	.30	.30	.30	.30	.30	.30
Y.3									
Pearson Correlation	.438*	.000	1	.000	.730**	.236	.625**	.144	.656**
Sig. (2-tailed)	.016	1.000		1.000	.000	.209	.000	.447	.000
N	30	.30	.30	.30	.30	.30	.30	.30	.30
Y.4									
Pearson Correlation	-.028	.784**	.000	1	-.028	.521**	.180	.623**	.579**
Sig. (2-tailed)	.883	.000	1.000		.883	.003	.342	.000	.001
N	30	.30	.30	.30	.30	.30	.30	.30	.30
Y.5									
Pearson Correlation	.830**	-.146	.730**	-.028	1	.147	.730**	.000	.661**
Sig. (2-tailed)	.000	.441	.000	.883		.438	.000	1.000	.000
N	30	.30	.30	.30	.30	.30	.30	.30	.30
Y.6									
Pearson Correlation	.009	.502**	.236	.521**	.147	1	.236	.818**	.700**
Sig. (2-tailed)	.962	.005	.209	.003	.438		.209	.000	.000
N	30	.30	.30	.30	.30	.30	.30	.30	.30
Y.7									
Pearson Correlation	.584**	.000	.625**	.180	.730**	.236	1	.000	.683**
Sig. (2-tailed)	.001	1.000	.000	.342	.000	.209		1.000	.000
N	30	.30	.30	.30	.30	.30	.30	.30	.30
Y.8									
Pearson Correlation	.000	.773**	.144	.623**	.000	.818**	.000	1	.662**
Sig. (2-tailed)	1.000	.000	.447	.000	1.000	.000	1.000		.000
N	30	.30	.30	.30	.30	.30	.30	.30	.30
TOTALY									
Pearson Correlation	.534**	.531**	.656**	.579**	.661**	.700**	.683**	.662**	1
Sig. (2-tailed)	.002	.003	.000	.001	.000	.000	.000	.000	.000
N	30	.30	.30	.30	.30	.30	.30	.30	.30

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

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

LAMPIRAN 6
DATA TABULASI KARATERISTIK 320 RESPONDEN

KETERANGAN		JUMLAH RESPONDEN	TOTAL
Jenis Kelamin	Pria	140	320
	Wanita	180	
Usia	17 thn - 30 thn	170	320
	31 thn - 40 thn	120	
	41 thn - 50 thn	19	
	>51 thn	11	
Pendidikan Terakhir	SMP	5	320
	SMA	129	
	Diploma	99	
	S1	71	
	S2 / S3	16	
Pekerjaan saat ini	PNS	13	319
	Pegawai swasta	154	
	Mahasiswa	101	
	TNI / POLRI	8	
	Wiraswata	43	
	Lain-lain	0	
Jumlah pendapatan	≤ Rp 1.000.000,-	9	320
	Rp 1.000.001,- s/d Rp 3.000.000,-	99	
	Rp 3.000.001,- s/d Rp 5.000.000,-	117	
	≥ Rp 5.000.001,-	95	
Frekuensi pembelian dalam sebulan	1-3 kali	95	320
	4-5 kali	109	
	>5 kali	116	

LAMPIRAN 7
 TABULASI DATA 320 RESPONDEN

No	Kualitas Pelayanan																				Total		
	XI.1	XI.2	XI.3	XI.4	XI.5	XI.6	XI.7	XI.8	XI.9	XI.10	XI.11	XI.12	XI.13	XI.14	XI.15	XI.16	XI.17	XI.18	XI.19	XI.20		XI.21	
1	3	4	3	4	3	4	3	4	3	4	3	4	3	3	3	3	3	3	3	3	3	3	69
2	2	3	2	3	3	3	4	2	3	4	3	3	3	4	3	3	3	4	3	3	3	3	64
3	2	3	3	3	3	3	3	3	3	3	4	4	4	4	3	4	3	4	4	3	4	3	70
4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
5	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	4	3	3	3	3	3	3	71
6	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
7	2	3	2	3	3	2	3	2	3	2	3	3	2	3	2	3	2	3	2	3	3	3	54
8	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
9	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
10	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
11	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
12	2	3	3	3	3	4	4	3	4	3	4	3	4	3	3	4	3	4	4	3	4	3	71
13	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
14	2	3	2	3	3	2	3	2	3	2	3	3	2	3	2	3	3	3	3	3	3	3	56
15	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
16	2	2	3	3	2	3	3	3	2	3	2	3	2	3	2	3	2	3	3	3	2	3	54
17	2	3	2	3	2	3	3	3	2	3	2	3	2	3	2	4	3	3	3	3	3	3	57
18	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
19	2	3	4	2	3	3	3	2	3	4	3	2	3	3	3	3	3	3	3	3	3	3	61
20	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
21	2	3	3	2	3	2	3	3	2	3	3	3	3	3	2	3	2	4	3	2	3	3	57
22	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
23	2	2	2	1	2	1	2	1	2	1	2	2	2	1	1	2	1	2	2	1	2	1	34
24	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
25	2	3	4	2	3	4	3	2	3	4	3	4	3	4	3	4	3	4	3	4	3	3	67
26	4	4	3	3	4	3	4	3	4	3	4	3	4	3	3	3	3	3	3	3	3	3	70
27	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
28	3	3	3	2	2	2	3	3	3	2	3	3	2	3	3	3	3	3	3	3	3	3	58
29	3	3	3	3	3	3	3	3	3	3	2	3	3	2	3	2	3	2	3	3	3	3	57
30	4	3	4	1	2	3	4	2	4	2	3	3	3	4	2	3	3	4	3	3	3	4	64

TABULASI DATA 320 RESPONDEN

No	Kualitas Pelayanan																				Total	
	XI.1	XI.2	XI.3	XI.4	XI.5	XI.6	XI.7	XI.8	XI.9	XI.10	XI.11	XI.12	XI.13	XI.14	XI.15	XI.16	XI.17	XI.18	XI.19	XI.20		XI.21
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32	2	3	2	3	3	3	4	2	3	4	3	3	3	4	3	3	3	4	3	3	3	64
33	2	3	3	3	3	3	3	3	3	3	4	4	4	4	3	4	3	4	4	3	4	70
34	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
35	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	4	3	3	3	3	3	71
36	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
37	2	3	2	3	3	2	3	2	3	2	3	2	3	2	2	3	2	3	2	3	3	54
38	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
39	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
40	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
41	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
42	2	3	3	3	3	4	4	3	4	3	4	3	4	3	3	4	3	4	4	3	4	71
43	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
44	2	3	2	3	3	2	3	2	3	2	3	2	3	2	2	3	3	3	2	3	3	56
45	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
46	2	2	3	3	2	3	3	3	2	3	2	3	2	3	2	3	2	3	3	3	2	54
47	2	3	2	3	2	3	3	3	2	3	2	3	2	3	2	4	3	3	3	3	3	57
48	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
49	2	3	4	2	3	3	3	2	3	4	3	2	3	3	3	3	3	3	3	3	3	61
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51	2	3	3	2	3	2	3	3	2	3	3	3	3	3	2	3	2	4	3	2	3	57
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53	2	2	2	1	2	1	2	2	1	2	1	2	2	1	1	2	1	2	2	1	2	34
54	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
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56	4	4	3	3	4	3	4	3	4	3	4	3	4	3	3	3	3	3	3	3	3	70
57	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
58	3	3	3	2	2	2	3	3	3	2	3	2	3	3	3	3	3	3	3	3	3	58
59	3	3	3	3	3	2	2	3	3	3	2	3	3	2	3	2	3	2	3	3	3	57
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TABULASI DATA 320 RESPONDEN

No	Kualitas Pelayanan																				Total	
	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	X1.11	X1.12	X1.13	X1.14	X1.15	X1.16	X1.17	X1.18	X1.19	X1.20		X1.21
61	3	4	3	4	3	4	3	4	3	4	3	4	3	3	3	3	3	3	3	3	3	69
62	2	3	2	3	3	3	4	2	3	4	3	3	3	4	3	3	3	4	3	3	3	64
63	2	3	3	3	3	3	3	3	3	4	4	4	4	4	3	4	3	4	4	3	4	70
64	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
65	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	4	3	3	3	3	3	71
66	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
67	2	3	2	3	3	2	3	2	3	2	3	3	2	3	2	3	2	3	2	3	3	54
68	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
69	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
70	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
71	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
72	2	3	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	4	3	4	71
73	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
74	2	3	2	3	3	2	3	2	3	2	3	3	2	3	2	3	3	3	3	3	3	56
75	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
76	2	2	3	3	2	3	3	3	2	3	2	3	2	3	2	3	2	3	3	2	3	54
77	2	3	2	3	2	3	3	3	2	3	2	3	2	3	2	4	3	3	3	3	3	57
78	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
79	2	3	4	2	3	3	2	3	3	4	3	2	3	3	3	3	3	3	3	3	3	61
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81	2	3	3	2	3	2	3	3	2	3	3	3	3	3	2	3	2	4	3	2	3	57
82	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
83	2	2	2	1	2	1	2	2	1	2	1	2	2	1	1	2	1	2	2	1	2	34
84	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
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86	4	4	3	3	4	3	4	3	4	3	4	3	4	3	3	3	3	3	3	3	3	70
87	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
88	3	3	3	2	2	2	3	3	3	2	3	3	2	3	3	3	3	3	3	3	3	58
89	3	3	3	3	3	2	2	3	3	3	2	3	3	2	3	2	3	2	3	3	3	57
90	4	3	4	1	2	3	4	2	4	2	3	3	3	4	2	3	3	4	3	3	4	64

TABULASI DATA 320 RESPONDEN

No	Kualitas Pelayanan																				Total				
	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	X1.11	X1.12	X1.13	X1.14	X1.15	X1.16	X1.17	X1.18	X1.19	X1.20		X1.21			
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92	3	4	3	4	3	4	3	4	3	4	3	4	3	3	3	3	3	3	3	3	3	3	3	3	69
93	2	3	2	3	3	3	4	2	3	4	3	3	4	3	3	3	3	4	3	3	3	4	3	3	64
94	2	3	3	3	3	3	3	3	3	4	4	4	4	4	3	4	3	4	3	4	3	4	4	4	70
95	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
96	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	4	3	4	3	3	3	3	3	3	71
97	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
98	2	3	2	3	3	2	3	2	3	2	3	3	2	3	2	3	2	3	2	3	2	3	2	3	54
99	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
100	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
101	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
102	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
103	2	3	3	3	3	4	4	3	4	3	4	3	4	3	3	4	3	4	3	4	3	4	4	4	71
104	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
105	2	3	2	3	3	2	3	2	3	2	3	3	2	3	2	3	2	3	2	3	2	3	2	3	56
106	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
107	2	2	3	3	2	3	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	2	54
108	2	3	2	3	2	3	3	2	3	2	3	2	3	2	3	2	4	3	2	4	3	3	3	3	57
109	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
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113	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
114	2	2	2	1	2	1	2	2	1	2	1	2	2	1	1	2	1	2	1	2	1	2	1	2	34
115	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
116	2	3	4	2	3	4	3	2	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	67
117	4	4	3	3	4	3	4	3	4	3	4	3	4	3	3	3	3	3	3	3	3	3	3	3	70
118	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
119	3	3	3	2	2	2	3	3	3	2	3	2	3	3	3	3	3	3	3	3	3	3	3	3	58
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TABULASI DATA 320 RESPONDEN

No	Kualitas Pelayanan																Total						
	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	X1.11	X1.12	X1.13	X1.14	X1.15	X1.16		X1.17	X1.18	X1.19	X1.20	X1.21	
121	4	3	4	1	2	3	4	2	4	2	3	3	3	4	2	3	3	4	3	3	3	4	64
122	3	4	3	4	3	4	3	4	3	4	3	4	3	3	3	3	3	3	3	3	3	3	69
123	2	3	2	3	3	3	4	2	3	4	3	3	3	4	3	3	3	4	3	3	3	3	64
124	2	3	3	3	3	3	3	3	3	3	4	4	4	4	3	4	3	4	4	3	4	3	70
125	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
126	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	4	3	3	3	3	3	3	71
127	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
128	2	3	2	3	3	2	3	2	3	2	3	3	2	3	2	3	2	3	2	3	2	3	54
129	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
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131	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
132	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
133	2	3	3	3	3	4	4	3	4	3	4	3	4	3	3	4	3	4	3	4	3	4	71
134	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
135	2	3	2	3	3	2	3	2	3	2	3	3	2	3	2	3	2	3	2	3	2	3	56
136	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
137	2	2	3	3	2	3	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	2	54
138	2	3	2	3	2	3	3	2	3	2	3	2	3	2	3	2	4	3	3	3	3	3	57
139	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
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141	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
142	2	3	3	2	3	2	3	2	3	2	3	3	3	3	2	3	2	4	3	2	3	2	57
143	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
144	2	2	2	1	2	1	2	2	1	2	1	2	2	1	1	2	1	2	2	1	2	1	34
145	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
146	2	3	4	2	3	4	3	2	3	4	3	4	3	4	3	4	3	4	3	4	3	3	67
147	4	4	3	3	4	3	4	3	4	3	4	3	4	3	3	3	3	3	3	3	3	3	70
148	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
149	3	3	3	2	2	2	3	3	3	2	3	3	2	3	3	3	3	3	3	3	3	3	58
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TABULASI DATA 320 RESPONDEN

No	Kualitas Pelayanan																				Total				
	XI.1	XI.2	XI.3	XI.4	XI.5	XI.6	XI.7	XI.8	XI.9	XI.10	XI.11	XI.12	XI.13	XI.14	XI.15	XI.16	XI.17	XI.18	XI.19	XI.20		XI.21			
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161	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
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164	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
165	2	3	2	3	3	2	3	2	3	2	3	3	2	3	2	3	2	3	2	3	2	3	2	3	56
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171	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
172	2	3	3	2	3	2	3	3	2	3	3	3	3	3	2	3	2	3	2	3	2	3	2	3	57
173	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
174	2	2	2	1	2	1	2	2	1	2	1	2	2	1	1	2	1	2	1	2	1	2	1	2	34
175	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
176	2	3	4	2	3	4	3	2	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	67
177	4	4	3	3	4	3	4	3	4	3	4	3	4	3	3	3	3	3	3	3	3	3	3	3	70
178	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
179	3	3	3	2	2	2	3	3	3	2	3	3	2	3	3	3	3	3	3	3	3	3	3	3	58
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TABULASI DATA 320 RESPONDEN

No	Kualitas Pelayanan																				Total		
	XI.1	XI.2	XI.3	XI.4	XI.5	XI.6	XI.7	XI.8	XI.9	XI.10	XI.11	XI.12	XI.13	XI.14	XI.15	XI.16	XI.17	XI.18	XI.19	XI.20		XI.21	
181	4	3	4	1	2	3	4	2	4	2	3	3	3	4	2	3	3	4	3	3	3	4	64
182	3	4	3	4	3	4	3	4	3	4	3	4	3	3	3	3	3	3	3	3	3	3	69
183	2	3	2	3	3	3	4	2	3	4	3	3	3	4	3	3	3	4	3	3	3	3	64
184	2	3	3	3	3	3	3	3	3	3	4	4	4	4	3	4	3	4	4	3	3	4	70
185	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
186	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	4	3	3	3	3	3	3	71
187	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
188	2	3	2	3	3	2	3	2	3	2	3	3	2	3	2	3	2	3	2	3	3	3	54
189	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
190	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
191	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
192	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
193	2	3	3	3	3	4	4	3	4	3	4	3	4	3	3	4	3	4	3	4	3	4	71
194	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
195	2	3	2	3	3	2	3	2	3	2	3	3	2	3	2	3	2	3	3	3	3	3	56
196	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
197	2	2	3	3	2	3	3	3	2	3	2	3	2	3	2	3	2	3	3	2	3	2	54
198	2	3	2	3	2	3	3	3	2	3	2	3	2	3	2	4	3	3	3	3	3	3	57
199	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
200	2	3	4	2	3	3	3	2	3	4	3	2	3	3	3	3	3	3	3	3	3	3	61
201	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
202	2	3	3	2	3	2	3	3	2	3	3	3	3	3	2	3	2	4	3	2	3	2	57
203	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
204	2	2	2	1	2	1	2	2	1	2	1	2	2	1	1	2	1	2	2	1	2	1	34
205	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
206	2	3	4	2	3	4	3	2	3	4	3	4	3	4	3	4	3	4	3	3	3	3	67
207	4	4	3	3	4	3	4	3	4	3	4	3	4	3	3	3	3	3	3	3	3	3	70
208	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
209	3	3	3	2	2	2	3	3	3	2	3	3	2	3	3	3	3	3	3	3	3	3	58
210	3	3	3	3	3	2	2	3	3	3	2	3	3	2	3	2	3	2	3	3	3	3	57

TABULASI DATA 320 RESPONDEN

No	Kualitas Pelayanan																				Total				
	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	X1.11	X1.12	X1.13	X1.14	X1.15	X1.16	X1.17	X1.18	X1.19	X1.20		X1.21			
211	4	3	4	1	2	3	4	2	4	2	3	3	4	2	3	3	3	4	3	3	4	3	3	4	64
212	3	4	3	4	3	4	3	4	3	4	3	4	3	3	3	3	3	3	3	3	3	3	3	3	69
213	2	3	2	3	3	3	4	2	3	4	3	3	4	3	3	3	3	4	3	3	4	3	3	3	64
214	2	3	3	3	3	3	3	3	3	3	4	4	4	4	3	4	3	4	4	4	4	4	4	4	70
215	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
216	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	3	3	3	3	3	71
217	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
218	2	3	2	3	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	3	54
219	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
220	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
221	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
222	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
223	2	3	3	3	3	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	4	71
224	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
225	2	3	2	3	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	3	56
226	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
227	2	2	3	3	2	3	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	2	54
228	2	3	2	3	2	3	3	2	3	2	3	2	3	2	3	2	4	3	3	3	3	3	3	3	57
229	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
230	2	3	4	2	3	3	3	2	3	4	3	2	3	3	3	3	3	3	3	3	3	3	3	3	61
231	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
232	2	3	3	2	3	2	3	2	3	3	3	3	3	3	2	3	2	4	3	2	4	3	2	3	57
233	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
234	2	2	2	1	2	1	2	1	2	1	2	2	1	1	2	1	2	1	2	1	2	1	2	1	34
235	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
236	2	3	4	2	3	4	3	2	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	67
237	4	4	3	3	4	3	4	3	4	3	4	3	4	3	3	3	3	3	3	3	3	3	3	3	70
238	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
239	3	3	3	2	2	2	3	3	3	2	3	2	3	2	3	3	3	3	3	3	3	3	3	3	58
240	3	3	3	3	3	2	2	3	3	3	2	3	3	2	3	2	3	2	3	2	3	2	3	3	57

TABULASI DATA 320 RESPONDEN

No	Kualitas Pelayanan																				Total	
	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	X1.11	X1.12	X1.13	X1.14	X1.15	X1.16	X1.17	X1.18	X1.19	X1.20		X1.21
241	4	3	4	1	2	3	4	2	4	2	3	3	3	4	2	3	3	4	3	3	4	64
242	3	4	3	4	3	4	3	4	3	4	3	4	3	3	3	3	3	3	3	3	3	69
243	2	3	2	3	3	3	4	2	3	4	3	3	3	4	3	3	3	4	3	3	3	64
244	2	3	3	3	3	3	3	3	3	4	4	4	4	4	3	4	3	4	4	3	4	70
245	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
246	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	4	3	3	3	3	3	71
247	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
248	2	3	2	3	3	2	3	2	3	2	3	3	2	3	2	3	2	3	2	3	3	54
249	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
250	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
251	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
252	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
253	2	3	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	71
254	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
255	2	3	2	3	3	2	3	2	3	2	3	3	2	3	2	3	3	3	3	3	3	56
256	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
257	2	2	3	3	2	3	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	54
258	2	3	2	3	2	3	3	2	3	2	3	2	3	2	3	2	4	3	3	3	3	57
259	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
260	2	3	4	2	3	3	3	2	3	4	3	2	3	3	3	3	3	3	3	3	3	61
261	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
262	2	3	3	2	3	2	3	2	3	2	3	3	3	3	2	3	2	4	3	2	3	57
263	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
264	2	2	2	1	2	1	2	1	2	1	2	1	2	1	1	2	1	2	1	2	1	34
265	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
266	2	3	4	2	3	4	3	2	3	4	3	4	3	4	3	4	3	4	3	4	3	67
267	4	4	3	3	4	3	4	3	4	3	4	3	4	3	3	3	3	3	3	3	3	70
268	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
269	3	3	3	2	2	2	3	3	3	2	3	3	2	3	3	3	3	3	3	3	3	58
270	3	3	3	3	3	2	3	3	3	3	2	3	3	2	3	2	3	2	3	3	3	57

TABULASI DATA 320 RESPONDEN

No	Kualitas Pelayanan																				Total				
	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	X1.11	X1.12	X1.13	X1.14	X1.15	X1.16	X1.17	X1.18	X1.19	X1.20		X1.21			
271	4	3	4	1	2	3	4	2	4	2	3	3	3	4	2	3	3	4	3	3	4	3	3	4	64
272	3	4	3	4	3	4	3	4	3	4	3	4	3	3	3	3	3	3	3	3	3	3	3	3	69
273	2	3	2	3	3	3	4	2	3	4	3	3	3	4	3	3	3	4	3	3	4	3	3	3	64
274	2	3	3	3	3	3	3	3	3	4	4	4	4	4	3	4	3	4	4	3	4	4	4	4	70
275	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
276	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	4	3	3	3	3	3	3	3	3	71
277	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
278	2	3	2	3	3	2	3	2	3	2	3	3	2	3	2	3	2	3	2	3	2	3	2	3	54
279	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
280	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
281	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
282	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
283	2	3	3	3	3	4	4	3	4	3	4	3	4	3	3	4	3	4	3	4	3	4	3	4	71
284	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
285	2	3	2	3	3	2	3	2	3	2	3	3	2	3	2	3	2	3	2	3	2	3	2	3	56
286	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
287	2	2	3	3	2	3	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	2	54
288	2	3	2	3	2	3	3	2	3	2	3	2	3	2	3	2	4	3	2	3	3	3	3	3	57
289	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
290	2	3	4	2	3	3	3	2	3	4	3	2	3	3	3	3	3	3	3	3	3	3	3	3	61
291	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
292	2	3	3	2	3	2	3	3	2	3	3	3	3	3	2	3	2	4	3	2	4	3	2	3	57
293	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
294	2	2	2	1	2	1	2	2	1	2	1	2	2	1	1	2	1	2	1	2	1	2	1	2	34
295	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
296	2	3	4	2	3	4	3	2	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	67
297	4	4	3	3	4	3	4	3	4	3	4	3	4	3	3	3	3	3	3	3	3	3	3	3	70
298	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
299	3	3	3	2	2	2	3	3	3	2	3	3	2	3	3	3	3	3	3	3	3	3	3	3	58
300	3	3	3	3	3	2	2	3	3	3	2	3	3	2	3	2	3	2	3	2	3	2	3	2	57

TABULASI DATA 320 RESPONDEN

No	Kualitas Pelayanan																				Total	
	XI.1	XI.2	XI.3	XI.4	XI.5	XI.6	XI.7	XI.8	XI.9	XI.10	XI.11	XI.12	XI.13	XI.14	XI.15	XI.16	XI.17	XI.18	XI.19	XI.20		XI.21
301	4	3	4	1	2	3	4	2	4	2	3	3	3	4	2	3	3	4	3	3	4	64
302	3	4	3	4	3	4	3	4	3	4	3	4	3	3	3	3	3	3	3	3	3	69
303	2	3	2	3	3	3	4	2	3	4	3	3	3	4	3	3	3	4	3	3	3	64
304	2	3	3	3	3	3	3	3	3	3	4	4	4	4	3	4	3	4	4	3	4	70
305	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
306	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	4	3	3	3	3	3	71
307	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
308	2	3	2	3	3	2	3	2	3	2	3	3	2	3	2	3	2	3	2	3	3	54
309	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
310	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
311	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
312	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
313	2	3	3	3	3	4	4	3	4	3	4	3	4	3	3	4	3	4	4	3	4	71
314	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
315	2	3	2	3	3	2	3	2	3	2	3	3	2	3	2	3	3	3	3	3	3	56
316	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
317	2	2	3	3	2	3	3	2	3	2	3	2	3	2	3	2	3	2	3	3	2	54
318	2	3	2	3	2	3	3	2	3	2	3	2	3	2	3	2	4	3	3	3	3	57
319	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	63
320	2	3	4	2	3	3	3	2	3	4	3	2	3	3	3	3	3	3	3	3	3	61

TABULASI DATA 320 RESPONDEN

No	<i>Store Atmosphere</i>							Total
	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	
1	2	3	2	3	2	3	2	17
2	3	4	3	4	3	4	3	24
3	3	4	3	4	3	4	3	24
4	3	3	3	3	3	3	3	21
5	4	3	4	3	4	3	4	25
6	3	3	3	3	3	3	3	21
7	2	3	2	3	2	3	2	17
8	3	3	3	3	3	3	3	21
9	3	3	3	3	3	3	3	21
10	3	3	3	3	3	3	3	21
11	3	3	3	3	3	3	3	21
12	3	4	3	4	3	4	3	24
13	3	3	3	3	3	3	3	21
14	3	4	3	4	3	4	3	24
15	3	3	3	3	3	3	3	21
16	2	3	2	3	2	3	2	17
17	3	3	3	3	3	3	4	22
18	3	3	3	3	3	3	3	21
19	3	3	3	3	3	3	3	21
20	3	3	3	3	3	3	3	21
21	2	3	3	2	2	3	3	18
22	3	3	3	3	3	3	3	21
23	2	3	2	2	1	3	2	15
24	3	3	3	3	3	3	3	21
25	3	4	3	4	3	4	3	24
26	3	4	3	4	3	4	3	24
27	3	3	3	3	3	3	3	21
28	3	3	3	3	3	3	3	21
29	3	3	2	3	3	2	3	19
30	2	3	4	4	4	4	4	25
31	2	3	2	3	2	3	2	17
32	3	4	3	4	3	4	3	24
33	3	4	3	4	3	4	3	24
34	3	3	3	3	3	3	3	21
35	4	3	4	3	4	3	4	25

TABULASI DATA 320 RESPONDEN

No	<i>Store Atmosphere</i>							Total
	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	
36	3	3	3	3	3	3	3	21
37	2	3	2	3	2	3	2	17
38	3	3	3	3	3	3	3	21
39	3	3	3	3	3	3	3	21
40	3	3	3	3	3	3	3	21
41	3	3	3	3	3	3	3	21
42	3	4	3	4	3	4	3	24
43	3	3	3	3	3	3	3	21
44	3	4	3	4	3	4	3	24
45	3	3	3	3	3	3	3	21
46	2	3	2	3	2	3	2	17
47	3	3	3	3	3	3	4	22
48	3	3	3	3	3	3	3	21
49	3	3	3	3	3	3	3	21
50	3	3	3	3	3	3	3	21
51	2	3	3	2	2	3	3	18
52	3	3	3	3	3	3	3	21
53	2	3	2	2	1	3	2	15
54	3	3	3	3	3	3	3	21
55	3	4	3	4	3	4	3	24
56	3	4	3	4	3	4	3	24
57	3	3	3	3	3	3	3	21
58	3	3	3	3	3	3	3	21
59	3	3	2	3	3	2	3	19
60	2	3	4	4	4	4	4	25
61	2	3	2	3	2	3	2	17
62	3	4	3	4	3	4	3	24
63	3	4	3	4	3	4	3	24
64	3	3	3	3	3	3	3	21
65	4	3	4	3	4	3	4	25
66	3	3	3	3	3	3	3	21
67	2	3	2	3	2	3	2	17
68	3	3	3	3	3	3	3	21
69	3	3	3	3	3	3	3	21
70	3	3	3	3	3	3	3	21

TABULASI DATA 320 RESPONDEN

No	<i>Store Atmosphere</i>							Total
	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	
71	3	3	3	3	3	3	3	21
72	3	4	3	4	3	4	3	24
73	3	3	3	3	3	3	3	21
74	3	4	3	4	3	4	3	24
75	3	3	3	3	3	3	3	21
76	2	3	2	3	2	3	2	17
77	3	3	3	3	3	3	4	22
78	3	3	3	3	3	3	3	21
79	3	3	3	3	3	3	3	21
80	3	3	3	3	3	3	3	21
81	2	3	3	2	2	3	3	18
82	3	3	3	3	3	3	3	21
83	2	3	2	2	1	3	2	15
84	3	3	3	3	3	3	3	21
85	3	4	3	4	3	4	3	24
86	3	4	3	4	3	4	3	24
87	3	3	3	3	3	3	3	21
88	3	3	3	3	3	3	3	21
89	3	3	2	3	3	2	3	19
90	2	3	4	4	4	4	4	25
91	2	3	4	4	4	4	4	25
92	2	3	2	3	2	3	2	17
93	3	4	3	4	3	4	3	24
94	3	4	3	4	3	4	3	24
95	3	3	3	3	3	3	3	21
96	4	3	4	3	4	3	4	25
97	3	3	3	3	3	3	3	21
98	2	3	2	3	2	3	2	17
99	3	3	3	3	3	3	3	21
100	3	3	3	3	3	3	3	21
101	3	3	3	3	3	3	3	21
102	3	3	3	3	3	3	3	21
103	3	4	3	4	3	4	3	24
104	3	3	3	3	3	3	3	21
105	3	4	3	4	3	4	3	24

TABULASI DATA 320 RESPONDEN

No	Store Atmosphere							Total
	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	
106	3	3	3	3	3	3	3	21
107	2	3	2	3	2	3	2	17
108	3	3	3	3	3	3	4	22
109	3	3	3	3	3	3	3	21
110	3	3	3	3	3	3	3	21
111	3	3	3	3	3	3	3	21
112	2	3	3	2	2	3	3	18
113	3	3	3	3	3	3	3	21
114	2	3	2	2	1	3	2	15
115	3	3	3	3	3	3	3	21
116	3	4	3	4	3	4	3	24
117	3	4	3	4	3	4	3	24
118	3	3	3	3	3	3	3	21
119	3	3	3	3	3	3	3	21
120	3	3	2	3	3	2	3	19
121	2	3	4	4	4	4	4	25
122	2	3	2	3	2	3	2	17
123	3	4	3	4	3	4	3	24
124	3	4	3	4	3	4	3	24
125	3	3	3	3	3	3	3	21
126	4	3	4	3	4	3	4	25
127	3	3	3	3	3	3	3	21
128	2	3	2	3	2	3	2	17
129	3	3	3	3	3	3	3	21
130	3	3	3	3	3	3	3	21
131	3	3	3	3	3	3	3	21
132	3	3	3	3	3	3	3	21
133	3	4	3	4	3	4	3	24
134	3	3	3	3	3	3	3	21
135	3	4	3	4	3	4	3	24
136	3	3	3	3	3	3	3	21
137	2	3	2	3	2	3	2	17
138	3	3	3	3	3	3	4	22
139	3	3	3	3	3	3	3	21
140	3	3	3	3	3	3	3	21

TABULASI DATA 320 RESPONDEN

No	Store Atmosphere							Total
	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	
141	3	3	3	3	3	3	3	21
142	2	3	3	2	2	3	3	18
143	3	3	3	3	3	3	3	21
144	2	3	2	2	1	3	2	15
145	3	3	3	3	3	3	3	21
146	3	4	3	4	3	4	3	24
147	3	4	3	4	3	4	3	24
148	3	3	3	3	3	3	3	21
149	3	3	3	3	3	3	3	21
150	3	3	2	3	3	2	3	19
151	2	3	4	4	4	4	4	25
152	2	3	2	3	2	3	2	17
153	3	4	3	4	3	4	3	24
154	3	4	3	4	3	4	3	24
155	3	3	3	3	3	3	3	21
156	4	3	4	3	4	3	4	25
157	3	3	3	3	3	3	3	21
158	2	3	2	3	2	3	2	17
159	3	3	3	3	3	3	3	21
160	3	3	3	3	3	3	3	21
161	3	3	3	3	3	3	3	21
162	3	3	3	3	3	3	3	21
163	3	4	3	4	3	4	3	24
164	3	3	3	3	3	3	3	21
165	3	4	3	4	3	4	3	24
166	3	3	3	3	3	3	3	21
167	2	3	2	3	2	3	2	17
168	3	3	3	3	3	3	4	22
169	3	3	3	3	3	3	3	21
170	3	3	3	3	3	3	3	21
171	3	3	3	3	3	3	3	21
172	2	3	3	2	2	3	3	18
173	3	3	3	3	3	3	3	21
174	2	3	2	2	1	3	2	15
175	3	3	3	3	3	3	3	21

TABULASI DATA 320 RESPONDEN

No	Store Atmosphere							Total
	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	
176	3	4	3	4	3	4	3	24
177	3	4	3	4	3	4	3	24
178	3	3	3	3	3	3	3	21
179	3	3	3	3	3	3	3	21
180	3	3	2	3	3	2	3	19
181	2	3	4	4	4	4	4	25
182	2	3	2	3	2	3	2	17
183	3	4	3	4	3	4	3	24
184	3	4	3	4	3	4	3	24
185	3	3	3	3	3	3	3	21
186	4	3	4	3	4	3	4	25
187	3	3	3	3	3	3	3	21
188	2	3	2	3	2	3	2	17
189	3	3	3	3	3	3	3	21
190	3	3	3	3	3	3	3	21
191	3	3	3	3	3	3	3	21
192	3	3	3	3	3	3	3	21
193	3	4	3	4	3	4	3	24
194	3	3	3	3	3	3	3	21
195	3	4	3	4	3	4	3	24
196	3	3	3	3	3	3	3	21
197	2	3	2	3	2	3	2	17
198	3	3	3	3	3	3	4	22
199	3	3	3	3	3	3	3	21
200	3	3	3	3	3	3	3	21
201	3	3	3	3	3	3	3	21
202	2	3	3	2	2	3	3	18
203	3	3	3	3	3	3	3	21
204	2	3	2	2	1	3	2	15
205	3	3	3	3	3	3	3	21
206	3	4	3	4	3	4	3	24
207	3	4	3	4	3	4	3	24
208	3	3	3	3	3	3	3	21
209	3	3	3	3	3	3	3	21
210	3	3	2	3	3	2	3	19

TABULASI DATA 320 RESPONDEN

No	Store Atmosphere							Total
	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	
211	2	3	4	4	4	4	4	25
212	2	3	2	3	2	3	2	17
213	3	4	3	4	3	4	3	24
214	3	4	3	4	3	4	3	24
215	3	3	3	3	3	3	3	21
216	4	3	4	3	4	3	4	25
217	3	3	3	3	3	3	3	21
218	2	3	2	3	2	3	2	17
219	3	3	3	3	3	3	3	21
220	3	3	3	3	3	3	3	21
221	3	3	3	3	3	3	3	21
222	3	3	3	3	3	3	3	21
223	3	4	3	4	3	4	3	24
224	3	3	3	3	3	3	3	21
225	3	4	3	4	3	4	3	24
226	3	3	3	3	3	3	3	21
227	2	3	2	3	2	3	2	17
228	3	3	3	3	3	3	4	22
229	3	3	3	3	3	3	3	21
230	3	3	3	3	3	3	3	21
231	3	3	3	3	3	3	3	21
232	2	3	3	2	2	3	3	18
233	3	3	3	3	3	3	3	21
234	2	3	2	2	1	3	2	15
235	3	3	3	3	3	3	3	21
236	3	4	3	4	3	4	3	24
237	3	4	3	4	3	4	3	24
238	3	3	3	3	3	3	3	21
239	3	3	3	3	3	3	3	21
240	3	3	2	3	3	2	3	19
241	2	3	4	4	4	4	4	25
242	2	3	2	3	2	3	2	17
243	3	4	3	4	3	4	3	24
244	3	4	3	4	3	4	3	24
245	3	3	3	3	3	3	3	21

TABULASI DATA 320 RESPONDEN

No	Store Atmosphere							Total
	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	
246	4	3	4	3	4	3	4	25
247	3	3	3	3	3	3	3	21
248	2	3	2	3	2	3	2	17
249	3	3	3	3	3	3	3	21
250	3	3	3	3	3	3	3	21
251	3	3	3	3	3	3	3	21
252	3	3	3	3	3	3	3	21
253	3	4	3	4	3	4	3	24
254	3	3	3	3	3	3	3	21
255	3	4	3	4	3	4	3	24
256	3	3	3	3	3	3	3	21
257	2	3	2	3	2	3	2	17
258	3	3	3	3	3	3	4	22
259	3	3	3	3	3	3	3	21
260	3	3	3	3	3	3	3	21
261	3	3	3	3	3	3	3	21
262	2	3	3	2	2	3	3	18
263	3	3	3	3	3	3	3	21
264	2	3	2	2	1	3	2	15
265	3	3	3	3	3	3	3	21
266	3	4	3	4	3	4	3	24
267	3	4	3	4	3	4	3	24
268	3	3	3	3	3	3	3	21
269	3	3	3	3	3	3	3	21
270	3	3	2	3	3	2	3	19
271	2	3	4	4	4	4	4	25
272	2	3	2	3	2	3	2	17
273	3	4	3	4	3	4	3	24
274	3	4	3	4	3	4	3	24
275	3	3	3	3	3	3	3	21
276	4	3	4	3	4	3	4	25
277	3	3	3	3	3	3	3	21
278	2	3	2	3	2	3	2	17
279	3	3	3	3	3	3	3	21
280	3	3	3	3	3	3	3	21

TABULASI DATA 320 RESPONDEN

No	Store Atmosphere							Total
	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	
281	3	3	3	3	3	3	3	21
282	3	3	3	3	3	3	3	21
283	3	4	3	4	3	4	3	24
284	3	3	3	3	3	3	3	21
285	3	4	3	4	3	4	3	24
286	3	3	3	3	3	3	3	21
287	2	3	2	3	2	3	2	17
288	3	3	3	3	3	3	4	22
289	3	3	3	3	3	3	3	21
290	3	3	3	3	3	3	3	21
291	3	3	3	3	3	3	3	21
292	2	3	3	2	2	3	3	18
293	3	3	3	3	3	3	3	21
294	2	3	2	2	1	3	2	15
295	3	3	3	3	3	3	3	21
296	3	4	3	4	3	4	3	24
297	3	4	3	4	3	4	3	24
298	3	3	3	3	3	3	3	21
299	3	3	3	3	3	3	3	21
300	3	3	2	3	3	2	3	19
301	2	3	4	4	4	4	4	25
302	2	3	2	3	2	3	2	17
303	3	4	3	4	3	4	3	24
304	3	4	3	4	3	4	3	24
305	3	3	3	3	3	3	3	21
306	4	3	4	3	4	3	4	25
307	3	3	3	3	3	3	3	21
308	2	3	2	3	2	3	2	17
309	3	3	3	3	3	3	3	21
310	3	3	3	3	3	3	3	21
311	3	3	3	3	3	3	3	21
312	3	3	3	3	3	3	3	21
313	3	4	3	4	3	4	3	24
314	3	3	3	3	3	3	3	21
315	3	4	3	4	3	4	3	24
316	3	3	3	3	3	3	3	21
317	2	3	2	3	2	3	2	17
318	3	3	3	3	3	3	4	22
319	3	3	3	3	3	3	3	21
320	3	3	3	3	3	3	3	21

TABULASI DATA 320 RESPONDEN

No	Kepuasan Pelanggan																														Total
	Z.1	Z.2	Z.3	Z.4	Z.5	Z.6	Z.7	Z.8	Z.9	Z.10	Z.11	Z.12	Z.13	Z.14	Z.15	Z.16	Z.17	Z.18	Z.19	Z.20	Z.21	Z.22	Z.23	Z.24	Z.25	Z.26	Z.27	Z.28			
1	3	3	3	3	3	3	3	2	3	3	3	3	3	3	2	3	2	3	3	3	4	3	3	4	3	4	3	3	3	3	83
2	4	3	3	3	3	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	95
3	3	4	4	3	4	3	3	3	3	4	3	4	3	4	3	4	3	3	4	3	3	4	4	3	3	3	3	4	3	95	
4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
5	3	4	4	4	3	3	3	3	3	4	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	90	
6	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
7	3	3	2	2	2	2	2	2	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	3	2	3	2	3	2	68	
8	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
9	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
10	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	85	
11	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
12	3	4	3	4	3	4	3	4	3	3	3	3	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	95	
13	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
14	4	3	4	3	4	3	3	3	3	3	4	3	4	3	4	3	3	3	3	3	3	3	4	3	4	3	4	3	4	92	
15	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
16	3	3	3	3	3	3	3	4	3	3	4	3	3	3	4	4	3	3	4	3	4	3	3	4	3	3	3	3	3	92	
17	4	4	3	4	3	4	3	4	3	4	3	3	4	3	4	3	4	3	4	3	4	3	3	3	4	3	4	3	4	96	
18	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
19	2	3	3	3	3	3	2	3	2	3	3	3	3	3	3	2	3	2	3	3	3	2	3	3	3	2	2	3	2	75	
20	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
21	3	3	2	3	3	3	3	3	3	2	3	2	3	3	3	3	2	3	2	3	3	2	3	3	3	3	3	2	3	76	
22	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
23	2	3	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2	3	2	3	2	3	2	3	80	
24	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
25	4	4	3	4	3	4	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	98	
26	3	4	3	4	4	4	4	4	3	4	3	3	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	100	
27	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
28	3	3	3	2	3	2	3	3	3	2	3	3	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	80	
29	3	3	2	3	3	3	3	2	3	3	2	3	3	3	2	3	3	3	3	3	2	3	2	3	2	3	3	3	3	75	
30	3	3	3	3	4	4	3	3	4	3	3	3	4	3	3	3	3	3	3	3	3	4	4	3	3	3	3	4	3	93	

TABULASI DATA 320 RESPONDEN

No	Kepuasan Pelanggan																												Total
	Z.1	Z.2	Z.3	Z.4	Z.5	Z.6	Z.7	Z.8	Z.9	Z.10	Z.11	Z.12	Z.13	Z.14	Z.15	Z.16	Z.17	Z.18	Z.19	Z.20	Z.21	Z.22	Z.23	Z.24	Z.25	Z.26	Z.27	Z.28	
31	3	3	3	3	3	3	3	2	3	2	3	3	3	3	2	3	2	3	3	4	3	4	3	4	3	3	3	3	83
32	4	3	3	3	3	3	3	4	3	4	3	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	95
33	3	4	4	3	4	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	3	4	4	3	3	3	4	3	95
34	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
35	3	4	4	4	3	3	3	3	4	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	90
36	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
37	3	3	2	2	2	2	2	3	2	3	2	3	2	3	2	3	2	3	2	2	2	3	3	2	3	2	3	2	68
38	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
39	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
40	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	85
41	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
42	3	4	3	4	3	4	4	3	3	3	3	3	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	95
43	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
44	4	3	4	3	4	3	3	3	3	4	3	4	3	4	3	3	3	3	3	3	3	3	4	3	4	3	4	3	92
45	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
46	3	3	3	3	3	3	3	4	3	3	4	3	3	3	4	4	3	3	4	4	4	3	3	4	3	3	3	3	92
47	4	4	3	4	3	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	3	3	3	3	4	3	4	96
48	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
49	2	3	3	3	3	3	2	3	2	3	3	3	3	3	3	2	3	2	3	3	3	2	3	3	2	2	3	2	75
50	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
51	3	3	2	3	3	3	3	3	2	3	2	3	3	3	3	3	2	3	2	3	2	3	3	3	3	3	2	3	76
52	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
53	2	3	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2	3	2	3	2	3	2	3	80
54	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
55	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	98
56	3	4	3	4	4	4	4	4	3	4	3	3	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	100
57	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
58	3	3	3	2	3	2	3	3	3	2	3	3	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	80
59	3	3	2	3	3	3	3	2	2	3	2	3	3	3	2	2	3	3	3	2	3	2	3	2	3	3	3	3	75
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TABULASI DATA 320 RESPONDEN

No	Kepuasan Pelanggan																												Total	
	Z.1	Z.2	Z.3	Z.4	Z.5	Z.6	Z.7	Z.8	Z.9	Z.10	Z.11	Z.12	Z.13	Z.14	Z.15	Z.16	Z.17	Z.18	Z.19	Z.20	Z.21	Z.22	Z.23	Z.24	Z.25	Z.26	Z.27	Z.28		
61	3	3	3	3	3	3	3	2	3	2	3	3	3	3	2	3	2	3	3	4	3	4	3	4	3	3	3	3	3	83
62	4	3	3	3	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	95
63	3	4	4	3	4	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	95
64	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
65	3	4	4	4	3	3	3	3	4	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	90
66	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
67	3	3	2	2	2	2	2	2	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	68
68	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
69	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
70	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	85
71	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
72	3	4	3	4	3	4	3	3	3	3	3	3	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	95
73	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
74	4	3	4	3	4	3	3	3	3	3	4	3	4	3	3	3	3	3	3	3	3	3	4	3	4	3	4	3	3	92
75	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
76	3	3	3	3	3	3	4	3	3	4	3	3	3	3	4	3	4	3	3	4	3	3	3	4	3	3	3	3	3	92
77	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	96
78	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
79	2	3	3	3	3	3	2	3	3	3	3	3	3	3	3	2	3	3	2	3	3	2	3	3	2	2	2	3	2	75
80	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
81	3	3	2	3	3	3	3	3	3	2	3	2	3	3	3	3	2	3	2	3	2	2	3	3	3	3	3	2	3	76
82	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
83	2	3	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2	3	2	3	2	3	2	3	2	80
84	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
85	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	98
86	3	4	3	4	4	4	4	4	3	4	3	4	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	100
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89	3	3	2	3	3	3	3	3	2	2	3	2	3	3	2	3	2	3	3	2	3	2	3	2	3	2	3	2	3	75
90	3	3	3	3	4	4	3	3	4	3	3	3	4	4	3	3	3	3	3	3	3	4	4	3	4	3	3	4	3	93

TABULASI DATA 320 RESPONDEN

No	Kepuasan Pelanggan																												Total	
	Z.1	Z.2	Z.3	Z.4	Z.5	Z.6	Z.7	Z.8	Z.9	Z.10	Z.11	Z.12	Z.13	Z.14	Z.15	Z.16	Z.17	Z.18	Z.19	Z.20	Z.21	Z.22	Z.23	Z.24	Z.25	Z.26	Z.27	Z.28		
91	3	3	3	3	4	4	3	3	4	3	3	3	4	4	3	3	3	3	3	3	4	4	4	3	3	3	3	4	3	93
92	3	3	3	3	3	3	3	2	3	2	3	3	3	3	2	3	2	3	3	4	3	4	3	4	3	3	3	3	3	83
93	4	3	3	3	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	95
94	3	4	4	3	4	3	3	3	3	4	3	4	3	4	3	4	3	3	4	3	3	4	4	3	3	3	3	4	3	95
95	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
96	3	4	4	4	3	3	3	3	3	4	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	90
97	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
98	3	3	2	2	2	2	2	2	3	2	3	2	3	2	3	2	3	2	3	2	2	3	3	2	3	2	3	2	3	68
99	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
100	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
101	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	3	3	3	3	3	3	3	85
102	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
103	3	4	3	4	3	4	3	4	3	3	3	3	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	95
104	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
105	4	3	4	3	4	3	3	3	3	3	3	4	3	4	3	3	3	3	3	3	3	3	4	3	4	3	4	3	3	92
106	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
107	3	3	3	3	3	3	3	3	4	3	3	3	3	3	4	4	3	3	4	4	3	3	3	4	3	3	3	3	3	92
108	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	3	3	4	3	4	3	3	96
109	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
110	2	3	3	3	3	3	2	3	2	3	3	3	3	3	3	2	3	2	3	3	3	2	3	3	2	3	2	3	2	75
111	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
112	3	3	2	3	3	3	3	3	3	2	3	2	3	3	3	2	3	2	3	2	3	2	3	3	3	3	2	3	3	76
113	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
114	2	3	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2	3	2	3	2	3	2	3	3	80
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116	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	98
117	3	4	3	4	4	4	4	4	3	4	3	4	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	100
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120	3	3	2	3	3	3	3	3	2	3	3	2	3	3	2	3	2	3	3	2	3	2	3	2	3	2	3	3	3	75

TABULASI DATA 320 RESPONDEN

No	Kepuasan Pelanggan																												Total	
	Z.1	Z.2	Z.3	Z.4	Z.5	Z.6	Z.7	Z.8	Z.9	Z.10	Z.11	Z.12	Z.13	Z.14	Z.15	Z.16	Z.17	Z.18	Z.19	Z.20	Z.21	Z.22	Z.23	Z.24	Z.25	Z.26	Z.27	Z.28		
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122	3	3	3	3	3	3	3	2	3	3	3	3	3	3	2	3	2	3	3	3	4	3	4	3	4	3	3	3	3	83
123	4	3	3	3	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	95
124	3	4	4	3	4	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	3	4	4	3	3	3	3	4	3	95
125	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
126	3	4	4	4	3	3	3	3	3	4	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	90
127	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
128	3	3	2	2	2	2	2	2	3	2	3	2	3	2	3	2	3	2	3	2	2	3	2	3	2	3	2	3	2	68
129	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
130	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
131	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	3	3	3	3	3	3	3	85
132	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
133	3	4	3	4	3	4	3	3	3	3	3	3	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	95
134	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
135	4	3	4	3	4	3	3	3	3	3	4	3	4	3	4	3	3	3	3	3	3	3	4	3	4	3	4	3	4	92
136	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
137	3	3	3	3	3	3	3	4	3	3	4	3	3	3	4	4	3	3	4	4	4	3	3	4	3	3	3	3	3	92
138	4	4	3	4	3	4	3	4	3	4	3	3	4	3	4	3	4	3	4	3	3	3	3	3	4	3	4	3	4	96
139	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
140	2	3	3	3	3	3	2	3	2	3	3	3	3	3	3	2	3	2	3	3	3	2	3	3	2	3	2	3	2	75
141	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
142	3	3	2	3	3	3	3	3	3	2	3	2	3	3	3	3	2	3	2	3	2	2	3	3	3	3	3	2	3	76
143	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
144	2	3	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2	3	2	3	2	3	2	3	2	80
145	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
146	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	98
147	3	4	3	4	4	4	4	3	4	3	4	3	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	100
148	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
149	3	3	3	2	3	2	3	3	3	3	3	3	3	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	80
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TABULASI DATA 320 RESPONDEN

No	Kepuasan Pelanggan																												Total	
	Z.1	Z.2	Z.3	Z.4	Z.5	Z.6	Z.7	Z.8	Z.9	Z.10	Z.11	Z.12	Z.13	Z.14	Z.15	Z.16	Z.17	Z.18	Z.19	Z.20	Z.21	Z.22	Z.23	Z.24	Z.25	Z.26	Z.27	Z.28		
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152	3	3	3	3	3	3	3	3	2	3	3	3	3	3	2	3	2	3	3	4	3	4	3	4	3	3	3	3	3	83
153	4	3	3	3	3	3	3	4	3	4	3	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	95
154	3	4	4	3	4	3	3	3	4	3	4	3	4	4	3	4	3	4	3	4	3	4	4	3	3	3	4	3	3	95
155	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
156	3	4	4	4	3	3	3	3	3	4	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	90
157	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
158	3	3	2	2	2	2	2	2	3	2	3	2	3	2	3	2	3	2	3	2	2	3	3	2	3	2	3	2	3	68
159	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
160	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
161	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	3	3	3	3	3	3	3	85
162	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
163	3	4	3	4	3	4	4	3	3	3	3	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	95
164	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
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166	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
167	3	3	3	3	3	3	3	4	3	3	4	3	3	3	4	4	3	3	4	4	4	3	3	4	3	3	3	3	3	92
168	4	4	3	4	3	4	3	4	3	4	3	3	4	3	4	3	4	3	4	3	3	3	3	3	4	3	4	3	3	96
169	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
170	2	3	3	3	3	3	2	3	2	3	3	3	3	3	3	2	3	2	3	3	3	2	3	3	3	2	2	3	2	75
171	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
172	3	3	2	3	3	3	3	3	3	2	3	2	3	3	3	3	2	3	2	3	2	2	3	3	3	3	2	3	3	76
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175	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
176	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	98
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178	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
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TABULASI DATA 320 RESPONDEN

No	Kepuasan Pelanggan																												Total	
	Z.1	Z.2	Z.3	Z.4	Z.5	Z.6	Z.7	Z.8	Z.9	Z.10	Z.11	Z.12	Z.13	Z.14	Z.15	Z.16	Z.17	Z.18	Z.19	Z.20	Z.21	Z.22	Z.23	Z.24	Z.25	Z.26	Z.27	Z.28		
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182	3	3	3	3	3	3	3	3	2	3	3	3	3	3	2	3	2	3	3	4	3	4	3	4	3	3	3	3	3	83
183	4	3	3	3	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	95
184	3	4	4	3	4	3	3	3	3	4	3	4	3	4	3	4	3	3	4	3	3	4	4	3	3	3	3	4	3	95
185	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
186	3	4	4	4	3	3	3	3	3	4	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	90
187	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
188	3	3	2	2	2	2	2	2	3	2	3	2	3	2	3	2	3	2	3	2	2	3	3	2	3	2	3	2	3	68
189	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
190	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
191	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	85
192	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
193	3	4	3	4	3	4	4	3	3	3	3	3	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	95
194	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
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196	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
197	3	3	3	3	3	3	3	4	3	3	4	3	3	3	4	4	3	3	4	4	4	3	3	4	3	3	3	3	3	92
198	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	3	3	3	3	4	3	4	3	3	96
199	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
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201	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
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204	2	3	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2	3	2	3	2	3	2	3	3	80
205	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
206	4	4	3	4	3	4	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	98
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208	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
209	3	3	3	2	3	2	3	3	2	3	3	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	80
210	3	3	2	3	3	3	3	3	2	3	2	3	3	3	2	3	3	3	3	2	3	2	3	2	3	2	3	3	3	75

TABULASI DATA 320 RESPONDEN

No	Kepuasan Pelanggan																												Total	
	Z.1	Z.2	Z.3	Z.4	Z.5	Z.6	Z.7	Z.8	Z.9	Z.10	Z.11	Z.12	Z.13	Z.14	Z.15	Z.16	Z.17	Z.18	Z.19	Z.20	Z.21	Z.22	Z.23	Z.24	Z.25	Z.26	Z.27	Z.28		
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212	3	3	3	3	3	3	2	3	3	2	3	3	3	3	2	3	2	3	3	4	3	4	4	3	4	3	3	3	3	83
213	4	3	3	3	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	95
214	3	4	4	3	4	3	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	4	3	3	3	3	4	3	95
215	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
216	3	4	4	4	3	3	3	3	3	4	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	90
217	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
218	3	3	2	2	2	2	2	2	3	2	3	2	3	2	3	2	3	2	3	2	2	3	3	2	3	2	3	2	3	68
219	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
220	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
221	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	3	3	3	3	3	3	3	85
222	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
223	3	4	3	4	3	4	3	3	3	3	3	3	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	95
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227	3	3	3	3	3	3	3	4	3	3	4	3	3	3	4	3	3	3	4	4	3	3	3	3	4	3	3	3	3	92
228	4	4	3	4	3	4	3	4	3	4	3	3	4	3	4	3	4	3	4	3	3	3	3	3	3	4	3	4	3	96
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231	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
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TABULASI DATA 320 RESPONDEN

No	Kepuasan Pelanggan																												Total		
	Z.1	Z.2	Z.3	Z.4	Z.5	Z.6	Z.7	Z.8	Z.9	Z.10	Z.11	Z.12	Z.13	Z.14	Z.15	Z.16	Z.17	Z.18	Z.19	Z.20	Z.21	Z.22	Z.23	Z.24	Z.25	Z.26	Z.27	Z.28			
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243	4	3	3	3	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	95	
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245	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
246	3	4	4	4	3	3	3	3	3	4	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	90	
247	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
248	3	3	2	2	2	2	2	2	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	2	3	2	68
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253	3	4	3	4	3	4	3	3	3	3	3	3	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	95	
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265	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
266	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	98	
267	3	4	3	4	4	4	4	4	3	4	3	4	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	100	
268	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84	
269	3	3	3	2	3	2	3	3	3	3	2	3	3	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	80
270	3	3	2	3	3	3	3	3	2	2	3	2	3	3	2	2	3	3	3	3	2	3	2	3	2	3	3	3	3	3	75

TABULASI DATA 320 RESPONDEN

No	Kepuasan Pelanggan																												Total	
	Z.1	Z.2	Z.3	Z.4	Z.5	Z.6	Z.7	Z.8	Z.9	Z.10	Z.11	Z.12	Z.13	Z.14	Z.15	Z.16	Z.17	Z.18	Z.19	Z.20	Z.21	Z.22	Z.23	Z.24	Z.25	Z.26	Z.27	Z.28		
271	3	3	3	3	4	4	3	3	4	3	3	3	4	4	3	3	3	3	3	3	4	4	4	3	3	3	3	4	3	93
272	3	3	3	3	3	3	3	2	3	3	3	3	3	3	2	3	2	3	3	4	3	4	3	4	3	3	3	3	3	83
273	4	3	3	3	3	3	3	4	3	4	3	4	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	95
274	3	4	4	3	4	3	3	3	3	4	3	4	3	4	3	4	3	3	4	3	3	4	4	3	3	3	3	4	3	95
275	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
276	3	4	4	4	3	3	3	3	3	4	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	90
277	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
278	3	3	2	2	2	2	2	2	3	2	3	2	3	2	3	2	3	2	3	2	2	3	3	2	3	2	3	2	3	68
279	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
280	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
281	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	3	3	3	3	3	3	3	85
282	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
283	3	4	3	4	3	4	3	3	3	3	3	3	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	95
284	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
285	4	3	4	3	4	3	3	3	3	3	3	4	3	4	3	3	3	3	3	3	3	3	4	3	4	3	4	3	4	92
286	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
287	3	3	3	3	3	3	3	4	3	3	4	3	3	3	4	4	3	3	3	4	4	3	3	3	4	3	3	3	3	92
288	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	3	3	3	4	3	4	3	4	96
289	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
290	2	3	3	3	3	3	2	3	2	3	3	3	3	3	2	3	2	3	2	3	3	2	3	3	2	2	3	2	3	75
291	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
292	3	3	2	3	3	3	3	3	3	2	3	2	3	3	3	3	3	2	3	2	3	2	3	3	3	3	2	3	3	76
293	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
294	2	3	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2	3	2	3	2	3	2	3	2	80
295	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
296	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	98
297	3	4	3	4	4	4	4	4	4	3	4	3	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	100
298	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
299	3	3	3	2	3	2	3	3	3	2	3	2	3	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	80
300	3	3	2	3	3	3	3	2	3	2	3	2	3	3	2	2	3	3	3	2	3	2	3	2	3	2	3	2	3	75

TABULASIDATA 320 RESPONDEN

No	Kepuasan Pelanggan																												Total	
	Z.1	Z.2	Z.3	Z.4	Z.5	Z.6	Z.7	Z.8	Z.9	Z.10	Z.11	Z.12	Z.13	Z.14	Z.15	Z.16	Z.17	Z.18	Z.19	Z.20	Z.21	Z.22	Z.23	Z.24	Z.25	Z.26	Z.27	Z.28		
301	3	3	3	3	4	4	3	3	4	3	3	3	4	4	3	3	3	3	3	3	4	4	4	3	3	3	3	4	3	93
302	3	3	3	3	3	3	3	2	3	3	3	3	3	3	2	3	2	3	3	3	4	3	4	3	4	3	3	3	3	83
303	4	3	3	3	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	95
304	3	4	4	3	4	3	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	4	3	3	3	3	4	3	95
305	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
306	3	4	4	4	3	3	3	3	3	4	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	90
307	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
308	3	3	2	2	2	2	2	2	3	2	3	2	3	2	3	2	3	2	3	2	2	3	3	2	3	2	3	2	3	68
309	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
310	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
311	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	85
312	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
313	3	4	3	4	3	4	3	4	3	3	3	3	3	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	95
314	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
315	4	3	4	3	4	3	3	3	3	4	3	4	3	4	3	3	3	3	3	3	3	3	4	3	4	3	4	3	3	92
316	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
317	3	3	3	3	3	3	3	4	3	3	4	3	3	4	4	3	4	3	4	4	4	3	3	4	3	4	3	3	3	92
318	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	3	3	4	3	4	3	4	96
319	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	84
320	2	3	3	3	3	3	2	3	2	3	3	3	3	3	3	2	3	2	3	3	3	2	3	3	3	2	2	3	2	75

TABULASI DATA 320 RESPONDEN

No	Loyalitas Pelanggan								Total
	Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8	
1	3	3	4	3	3	4	3	4	27
2	3	4	3	4	3	4	3	4	28
3	3	3	4	3	4	3	4	3	27
4	3	3	3	3	3	3	3	3	24
5	4	3	4	3	4	3	3	3	27
6	3	3	3	3	3	3	3	3	24
7	4	3	2	3	3	2	3	3	23
8	3	3	3	3	3	3	3	3	24
9	3	3	3	3	3	3	3	3	24
10	3	3	3	3	3	3	3	3	24
11	3	3	3	3	3	3	3	3	24
12	3	4	3	4	3	3	4	3	27
13	3	3	3	3	3	3	3	3	24
14	3	2	3	3	3	2	3	2	21
15	3	3	3	3	3	3	3	3	24
16	2	3	2	3	2	3	2	3	20
17	3	3	2	3	3	3	2	3	22
18	3	3	3	3	3	3	3	3	24
19	3	2	3	2	3	2	3	2	20
20	3	3	3	3	3	3	3	3	24
21	3	2	3	3	3	2	3	2	21
22	3	3	3	3	3	3	3	3	24
23	2	3	2	3	2	3	2	3	20
24	3	3	3	3	3	3	3	3	24
25	3	4	3	4	3	4	3	4	28
26	4	3	4	3	4	3	4	3	28
27	3	3	3	3	3	3	3	3	24
28	3	3	3	3	3	3	3	3	24
29	3	3	3	3	3	2	2	3	22
30	4	2	3	3	4	4	4	3	27
31	3	3	4	3	3	4	3	4	27
32	3	4	3	4	3	4	3	4	28
33	3	3	4	3	4	3	4	3	27
34	3	3	3	3	3	3	3	3	24
35	4	3	4	3	4	3	3	3	27
36	3	3	3	3	3	3	3	3	24
37	4	3	2	3	3	2	3	3	23
38	3	3	3	3	3	3	3	3	24
39	3	3	3	3	3	3	3	3	24
40	3	3	3	3	3	3	3	3	24

TABULASI DATA 320 RESPONDEN

No	Loyalitas Pelanggan								Total
	Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8	
41	3	3	3	3	3	3	3	3	24
42	3	4	3	4	3	3	4	3	27
43	3	3	3	3	3	3	3	3	24
44	3	2	3	3	3	2	3	2	21
45	3	3	3	3	3	3	3	3	24
46	2	3	2	3	2	3	2	3	20
47	3	3	2	3	3	3	2	3	22
48	3	3	3	3	3	3	3	3	24
49	3	2	3	2	3	2	3	2	20
50	3	3	3	3	3	3	3	3	24
51	3	2	3	3	3	2	3	2	21
52	3	3	3	3	3	3	3	3	24
53	2	3	2	3	2	3	2	3	20
54	3	3	3	3	3	3	3	3	24
55	3	4	3	4	3	4	3	4	28
56	4	3	4	3	4	3	4	3	28
57	3	3	3	3	3	3	3	3	24
58	3	3	3	3	3	3	3	3	24
59	3	3	3	3	3	2	2	3	22
60	4	2	3	3	4	4	4	3	27
61	3	3	4	3	3	4	3	4	27
62	3	4	3	4	3	4	3	4	28
63	3	3	4	3	4	3	4	3	27
64	3	3	3	3	3	3	3	3	24
65	4	3	4	3	4	3	3	3	27
66	3	3	3	3	3	3	3	3	24
67	4	3	2	3	3	2	3	3	23
68	3	3	3	3	3	3	3	3	24
69	3	3	3	3	3	3	3	3	24
70	3	3	3	3	3	3	3	3	24
71	3	3	3	3	3	3	3	3	24
72	3	4	3	4	3	3	4	3	27
73	3	3	3	3	3	3	3	3	24
74	3	2	3	3	3	2	3	2	21
75	3	3	3	3	3	3	3	3	24
76	2	3	2	3	2	3	2	3	20
77	3	3	2	3	3	3	2	3	22
78	3	3	3	3	3	3	3	3	24
79	3	2	3	2	3	2	3	2	20
80	3	3	3	3	3	3	3	3	24

TABULASI DATA 320 RESPONDEN

No	Loyalitas Pelanggan								Total
	Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8	
81	3	2	3	3	3	2	3	2	21
82	3	3	3	3	3	3	3	3	24
83	2	3	2	3	2	3	2	3	20
84	3	3	3	3	3	3	3	3	24
85	3	4	3	4	3	4	3	4	28
86	4	3	4	3	4	3	4	3	28
87	3	3	3	3	3	3	3	3	24
88	3	3	3	3	3	3	3	3	24
89	3	3	3	3	3	2	2	3	22
90	4	2	3	3	4	4	4	3	27
91	4	2	3	3	4	4	4	3	27
92	3	3	4	3	3	4	3	4	27
93	3	4	3	4	3	4	3	4	28
94	3	3	4	3	4	3	4	3	27
95	3	3	3	3	3	3	3	3	24
96	4	3	4	3	4	3	3	3	27
97	3	3	3	3	3	3	3	3	24
98	4	3	2	3	3	2	3	3	23
99	3	3	3	3	3	3	3	3	24
100	3	3	3	3	3	3	3	3	24
101	3	3	3	3	3	3	3	3	24
102	3	3	3	3	3	3	3	3	24
103	3	4	3	4	3	3	4	3	27
104	3	3	3	3	3	3	3	3	24
105	3	2	3	3	3	2	3	2	21
106	3	3	3	3	3	3	3	3	24
107	2	3	2	3	2	3	2	3	20
108	3	3	2	3	3	3	2	3	22
109	3	3	3	3	3	3	3	3	24
110	3	2	3	2	3	2	3	2	20
111	3	3	3	3	3	3	3	3	24
112	3	2	3	3	3	2	3	2	21
113	3	3	3	3	3	3	3	3	24
114	2	3	2	3	2	3	2	3	20
115	3	3	3	3	3	3	3	3	24
116	3	4	3	4	3	4	3	4	28
117	4	3	4	3	4	3	4	3	28
118	3	3	3	3	3	3	3	3	24
119	3	3	3	3	3	3	3	3	24
120	3	3	3	3	3	2	2	3	22

TABULASI DATA 320 RESPONDEN

No	Loyalitas Pelanggan								Total
	Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8	
121	4	2	3	3	4	4	4	3	27
122	3	3	4	3	3	4	3	4	27
123	3	4	3	4	3	4	3	4	28
124	3	3	4	3	4	3	4	3	27
125	3	3	3	3	3	3	3	3	24
126	4	3	4	3	4	3	3	3	27
127	3	3	3	3	3	3	3	3	24
128	4	3	2	3	3	2	3	3	23
129	3	3	3	3	3	3	3	3	24
130	3	3	3	3	3	3	3	3	24
131	3	3	3	3	3	3	3	3	24
132	3	3	3	3	3	3	3	3	24
133	3	4	3	4	3	3	4	3	27
134	3	3	3	3	3	3	3	3	24
135	3	2	3	3	3	2	3	2	21
136	3	3	3	3	3	3	3	3	24
137	2	3	2	3	2	3	2	3	20
138	3	3	2	3	3	3	2	3	22
139	3	3	3	3	3	3	3	3	24
140	3	2	3	2	3	2	3	2	20
141	3	3	3	3	3	3	3	3	24
142	3	2	3	3	3	2	3	2	21
143	3	3	3	3	3	3	3	3	24
144	2	3	2	3	2	3	2	3	20
145	3	3	3	3	3	3	3	3	24
146	3	4	3	4	3	4	3	4	28
147	4	3	4	3	4	3	4	3	28
148	3	3	3	3	3	3	3	3	24
149	3	3	3	3	3	3	3	3	24
150	3	3	3	3	3	2	2	3	22
151	4	2	3	3	4	4	4	3	27
152	3	3	4	3	3	4	3	4	27
153	3	4	3	4	3	4	3	4	28
154	3	3	4	3	4	3	4	3	27
155	3	3	3	3	3	3	3	3	24
156	4	3	4	3	4	3	3	3	27
157	3	3	3	3	3	3	3	3	24
158	4	3	2	3	3	2	3	3	23
159	3	3	3	3	3	3	3	3	24
160	3	3	3	3	3	3	3	3	24

TABULASI DATA 320 RESPONDEN

No	Loyalitas Pelanggan								Total
	Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8	
161	3	3	3	3	3	3	3	3	24
162	3	3	3	3	3	3	3	3	24
163	3	4	3	4	3	3	4	3	27
164	3	3	3	3	3	3	3	3	24
165	3	2	3	3	3	2	3	2	21
166	3	3	3	3	3	3	3	3	24
167	2	3	2	3	2	3	2	3	20
168	3	3	2	3	3	3	2	3	22
169	3	3	3	3	3	3	3	3	24
170	3	2	3	2	3	2	3	2	20
171	3	3	3	3	3	3	3	3	24
172	3	2	3	3	3	2	3	2	21
173	3	3	3	3	3	3	3	3	24
174	2	3	2	3	2	3	2	3	20
175	3	3	3	3	3	3	3	3	24
176	3	4	3	4	3	4	3	4	28
177	4	3	4	3	4	3	4	3	28
178	3	3	3	3	3	3	3	3	24
179	3	3	3	3	3	3	3	3	24
180	3	3	3	3	3	2	2	3	22
181	4	2	3	3	4	4	4	3	27
182	3	3	4	3	3	4	3	4	27
183	3	4	3	4	3	4	3	4	28
184	3	3	4	3	4	3	4	3	27
185	3	3	3	3	3	3	3	3	24
186	4	3	4	3	4	3	3	3	27
187	3	3	3	3	3	3	3	3	24
188	4	3	2	3	3	2	3	3	23
189	3	3	3	3	3	3	3	3	24
190	3	3	3	3	3	3	3	3	24
191	3	3	3	3	3	3	3	3	24
192	3	3	3	3	3	3	3	3	24
193	3	4	3	4	3	3	4	3	27
194	3	3	3	3	3	3	3	3	24
195	3	2	3	3	3	2	3	2	21
196	3	3	3	3	3	3	3	3	24
197	2	3	2	3	2	3	2	3	20
198	3	3	2	3	3	3	2	3	22
199	3	3	3	3	3	3	3	3	24
200	3	2	3	2	3	2	3	2	20

TABULASI DATA 320 RESPONDEN

No	Loyalitas Pelanggan								Total
	Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8	
201	3	3	3	3	3	3	3	3	24
202	3	2	3	3	3	2	3	2	21
203	3	3	3	3	3	3	3	3	24
204	2	3	2	3	2	3	2	3	20
205	3	3	3	3	3	3	3	3	24
206	3	4	3	4	3	4	3	4	28
207	4	3	4	3	4	3	4	3	28
208	3	3	3	3	3	3	3	3	24
209	3	3	3	3	3	3	3	3	24
210	3	3	3	3	3	2	2	3	22
211	4	2	3	3	4	4	4	3	27
212	3	3	4	3	3	4	3	4	27
213	3	4	3	4	3	4	3	4	28
214	3	3	4	3	4	3	4	3	27
215	3	3	3	3	3	3	3	3	24
216	4	3	4	3	4	3	3	3	27
217	3	3	3	3	3	3	3	3	24
218	4	3	2	3	3	2	3	3	23
219	3	3	3	3	3	3	3	3	24
220	3	3	3	3	3	3	3	3	24
221	3	3	3	3	3	3	3	3	24
222	3	3	3	3	3	3	3	3	24
223	3	4	3	4	3	3	4	3	27
224	3	3	3	3	3	3	3	3	24
225	3	2	3	3	3	2	3	2	21
226	3	3	3	3	3	3	3	3	24
227	2	3	2	3	2	3	2	3	20
228	3	3	2	3	3	3	2	3	22
229	3	3	3	3	3	3	3	3	24
230	3	2	3	2	3	2	3	2	20
231	3	3	3	3	3	3	3	3	24
232	3	2	3	3	3	2	3	2	21
233	3	3	3	3	3	3	3	3	24
234	2	3	2	3	2	3	2	3	20
235	3	3	3	3	3	3	3	3	24
236	3	4	3	4	3	4	3	4	28
237	4	3	4	3	4	3	4	3	28
238	3	3	3	3	3	3	3	3	24
239	3	3	3	3	3	3	3	3	24
240	3	3	3	3	3	2	2	3	22

TABULASI DATA 320 RESPONDEN

No	Loyalitas Pelanggan								Total
	Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8	
241	4	2	3	3	4	4	4	3	27
242	3	3	4	3	3	4	3	4	27
243	3	4	3	4	3	4	3	4	28
244	3	3	4	3	4	3	4	3	27
245	3	3	3	3	3	3	3	3	24
246	4	3	4	3	4	3	3	3	27
247	3	3	3	3	3	3	3	3	24
248	4	3	2	3	3	2	3	3	23
249	3	3	3	3	3	3	3	3	24
250	3	3	3	3	3	3	3	3	24
251	3	3	3	3	3	3	3	3	24
252	3	3	3	3	3	3	3	3	24
253	3	4	3	4	3	3	4	3	27
254	3	3	3	3	3	3	3	3	24
255	3	2	3	3	3	2	3	2	21
256	3	3	3	3	3	3	3	3	24
257	2	3	2	3	2	3	2	3	20
258	3	3	2	3	3	3	2	3	22
259	3	3	3	3	3	3	3	3	24
260	3	2	3	2	3	2	3	2	20
261	3	3	3	3	3	3	3	3	24
262	3	2	3	3	3	2	3	2	21
263	3	3	3	3	3	3	3	3	24
264	2	3	2	3	2	3	2	3	20
265	3	3	3	3	3	3	3	3	24
266	3	4	3	4	3	4	3	4	28
267	4	3	4	3	4	3	4	3	28
268	3	3	3	3	3	3	3	3	24
269	3	3	3	3	3	3	3	3	24
270	3	3	3	3	3	2	2	3	22
271	4	2	3	3	4	4	4	3	27
272	3	3	4	3	3	4	3	4	27
273	3	4	3	4	3	4	3	4	28
274	3	3	4	3	4	3	4	3	27
275	3	3	3	3	3	3	3	3	24
276	4	3	4	3	4	3	3	3	27
277	3	3	3	3	3	3	3	3	24
278	4	3	2	3	3	2	3	3	23
279	3	3	3	3	3	3	3	3	24
280	3	3	3	3	3	3	3	3	24

TABULASI DATA 320 RESPONDEN

No	Loyalitas Pelanggan								Total
	Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8	
281	3	3	3	3	3	3	3	3	24
282	3	3	3	3	3	3	3	3	24
283	3	4	3	4	3	3	4	3	27
284	3	3	3	3	3	3	3	3	24
285	3	2	3	3	3	2	3	2	21
286	3	3	3	3	3	3	3	3	24
287	2	3	2	3	2	3	2	3	20
288	3	3	2	3	3	3	2	3	22
289	3	3	3	3	3	3	3	3	24
290	3	2	3	2	3	2	3	2	20
291	3	3	3	3	3	3	3	3	24
292	3	2	3	3	3	2	3	2	21
293	3	3	3	3	3	3	3	3	24
294	2	3	2	3	2	3	2	3	20
295	3	3	3	3	3	3	3	3	24
296	3	4	3	4	3	4	3	4	28
297	4	3	4	3	4	3	4	3	28
298	3	3	3	3	3	3	3	3	24
299	3	3	3	3	3	3	3	3	24
300	3	3	3	3	3	2	2	3	22
301	4	2	3	3	4	4	4	3	27
302	3	3	4	3	3	4	3	4	27
303	3	4	3	4	3	4	3	4	28
304	3	3	4	3	4	3	4	3	27
305	3	3	3	3	3	3	3	3	24
306	4	3	4	3	4	3	3	3	27
307	3	3	3	3	3	3	3	3	24
308	4	3	2	3	3	2	3	3	23
309	3	3	3	3	3	3	3	3	24
310	3	3	3	3	3	3	3	3	24
311	3	3	3	3	3	3	3	3	24
312	3	3	3	3	3	3	3	3	24
313	3	4	3	4	3	3	4	3	27
314	3	3	3	3	3	3	3	3	24
315	3	2	3	3	3	2	3	2	21
316	3	3	3	3	3	3	3	3	24
317	2	3	2	3	2	3	2	3	20
318	3	3	2	3	3	3	2	3	22
319	3	3	3	3	3	3	3	3	24
320	3	2	3	2	3	2	3	2	20

LAMPIRAN 8
HASIL UJI RELIABILITAS 30 RESPONDEN

Uji Reliabilitas Variabel Kualitas Pelayanan (X_1)

Reliability Statistics

Cronbach's Alpha	N of Items
.755	22

Uji Reliabilitas Variabel *Store atmosphere* (X_2)

Reliability Statistics

Cronbach's Alpha	N of Items
.781	8

Uji Reliabilitas Variabel Kepuasan Pelanggan (Z)

Reliability Statistics

Cronbach's Alpha	N of Items
.751	29

Uji Reliabilitas Variabel Loyalitas Pelanggan (Z)

Reliability Statistics

Cronbach's Alpha	N of Items
.754	9

LAMPIRAN 9 UJI HIPOTESIS

Uji Normalitas

One-Sample Kolmogov-Smirnov

		<i>Unstandardized Residual</i>
N		320
Normal Parameters ^{a,b}	Mean	0
	Std. Deviation	1.47127615
Most Extreme Differences	Absolute	0.233
	Positive	0.233
	Negative	-0.201
Test Statistic		0.233
Asymp. Sig. (2-tailed)		.000 ^c

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

Sumber: Hasil Output Software Statistik, 2019

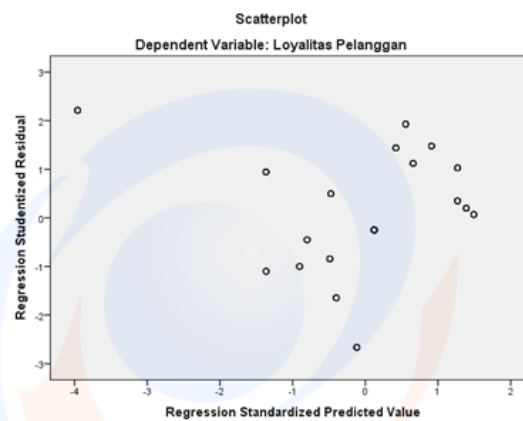
Hasil Uji Multikolinearitas

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Kualitas Pelayanan	0.553	1.808
	<i>Store atmosphere</i>	0.553	1.808

a. Dependent Variable: Loyalitas Pelanggan

Sumber: Hasil Output Software Statistik, 2019

Hasil Uji Heteroskedastisitas



LAMPIRAN 10 HASIL ANALISIS JALUR

Sub struktur 1

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.782 ^a	.612	.610	1.47591

a. Predictors: (Constant), Store Atmosphere, Kualitas Pelayanan

b. Dependent Variable: Loyalitas Pelanggan

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	8270.243	2	4135.121	148.048	.000 ^b
	Residual	8854.129	317	27.931		
	Total	17124.372	319			

a. Dependent Variable: Kepuasan Pelanggan

b. Predictors: (Constant), Store Atmosphere, Kualitas Pelayanan

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	6.45	0.805		8.013	.000
	Kualitas Pelayanan	.22	.016	.63	13.466	.000
	Store Atmosphere	.192	.045	.201	4.281	.000

a. Dependent Variable: Kepuasan Pelanggan

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	74.3043	94.1267	85.9094	5.09171	320
Residual	-10.62971	14.61486	.00000	5.26839	320
Std. Predicted Value	-2.279	1.614	.000	1.000	320
Std. Residual	-2.011	2.765	.000	.997	320

a. Dependent Variable: Kepuasan Pelanggan

Sub Struktur 2

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.807 ^a	.651	.647	1.40311

a. Predictors: (Constant), Kepuasan Pelanggan, Kualitas Pelayanan, Store Atmosphere

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1158.561	3	386.187	196.163	.000 ^b
	Residual	622.111	316	1.969		
	Total	1780.672	319			

a. Dependent Variable: Loyalitas Pelanggan

b. Predictors: (Constant), Kepuasan Pelanggan, Kualitas Pelayanan, Store Atmosphere

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.593	1.007		2.575	.010
	Kualitas Pelayanan	.226	.016	.649	14.495	.000
	Store Atmosphere	.002	.054	.002	.029	.977
	Kepuasan Pelanggan	.088	.015	.273	5.895	.000

a. Dependent Variable: Loyalitas Pelanggan

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.588	.988		2.620	.009
	Kualitas Pelayanan	.226	.013	.650	17.666	.000
	Kepuasan Pelanggan	.088	.012	.273	7.430	.000

a. Dependent Variable: Loyalitas Pelanggan

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	16.8250	26.8990	24.1406	1.84862	320
Residual	-3.92669	3.17496	.00000	1.47128	320
Std. Predicted Value	-3.957	1.492	.000	1.000	320
Std. Residual	-2.661	2.151	.000	.997	320

a. Dependent Variable: Loyalitas Pelanggan

