

**LAMPIRAN 2 : DATA KARAKTERISTIK 90 RESPONDEN**

<b>Responden</b>	<b>jenis kelamin</b>	<b>usia</b>	<b>pendapatan</b>	<b>pekerjaan</b>	<b>lama menggunakan gojek 3 bulan terakhir</b>	<b>tempat tinggal</b>	<b>total</b>
1	2	1	1	1	2	1	8
2	2	1	1	1	2	1	8
3	1	1	1	2	1	1	7
4	2	1	1	2	1	1	8
5	1	1	1	2	2	1	8
6	1	1	1	2	3	2	10
7	2	2	1	2	3	2	12
8	2	2	1	2	2	3	12
9	2	2	2	2	4	3	15
10	2	3	2	2	2	4	15
11	2	3	2	2	3	4	16
12	1	3	1	3	3	5	16
13	2	3	1	3	3	5	17
14	1	1	1	3	3	5	14
15	1	2	1	3	2	5	14
16	1	1	3	3	3	5	16
17	2	1	3	3	2	5	16
18	2	1	1	3	2	2	11
19	2	1	1	3	3	2	12
20	2	3	1	3	3	2	14
21	2	3	1	3	3	2	14
22	2	2	2	3	2	1	12
23	1	2	2	3	1	1	10
24	1	2	2	4	1	3	13
25	2	1	1	4	1	3	12
26	2	1	1	3	3	5	15
27	2	1	1	3	3	5	15
28	2	1	1	3	2	5	14
29	2	1	1	3	2	2	11
30	2	1	2	3	2	1	11
31	2	1	1	1	2	1	8
32	2	1	1	1	2	1	8
33	1	1	1	1	1	1	6

34	2	1	1	1	1	1	7
35	1	1	1	1	2	1	7
36	1	1	1	1	3	1	8
37	2	1	2	1	3	1	10
38	2	1	2	1	2	1	9
39	2	2	2	2	4	2	14
40	2	2	3	2	2	2	13
41	2	2	3	2	3	2	14
42	1	1	3	1	3	1	10
43	2	1	3	1	3	1	11
44	1	1	1	1	3	1	8
45	1	1	2	1	2	1	8
46	1	3	1	3	3	3	14
47	2	3	1	3	2	3	14
48	2	1	1	1	2	1	8
49	2	1	1	1	3	1	9
50	2	1	3	1	3	1	11
51	2	1	3	1	3	1	11
52	2	2	2	2	2	2	12
53	1	2	2	2	1	2	10
54	1	2	2	2	1	2	10
55	2	1	1	1	1	1	7
56	2	1	1	1	3	1	9
57	2	1	1	1	3	1	9
58	2	1	1	1	2	1	8
59	2	1	1	1	2	1	8
60	2	2	1	2	2	2	11
61	2	1	2	2	1	1	9
62	2	1	2	2	1	1	9
63	1	1	1	1	1	1	6
64	2	1	1	1	1	1	7
65	1	1	2	2	1	1	8
66	1	1	3	3	1	1	10
67	2	2	3	3	2	2	14
68	2	2	2	2	2	2	12
69	2	2	4	4	2	2	16
70	2	3	2	2	3	3	15

71	2	3	3	3	3	3	17
72	1	3	3	3	3	3	16
73	2	3	3	3	3	3	17
74	1	1	3	3	1	1	10
75	1	2	2	2	2	2	11
76	1	1	3	3	1	1	10
77	2	1	2	2	1	1	9
78	2	1	2	2	1	1	9
79	2	1	3	3	1	1	11
80	2	3	3	3	3	3	17
81	2	3	3	3	3	3	17
82	2	2	2	2	2	2	12
83	1	2	1	1	2	2	9
84	1	2	1	1	2	2	9
85	1	1	1	1	1	1	6
86	1	1	3	3	1	1	10
87	1	1	3	3	1	1	10
88	1	1	2	2	1	1	8
89	1	1	2	2	1	1	8
90	2	1	2	2	1	1	9

**1. Responden berdasarkan Jenis Kelamin**

Keterangan	Jumlah	Persentase
Laki-laki	32	35,6%
Perempuan	58	64,4%
Total	90	100%

**2. Responden Berdasarkan Usia**

Keterangan	Jumlah	Persentase
$\leq 20$ Tahun	65	61,1%
21-25 Tahun	21	23,3%
26-30 Tahun	14	15,6%
Total	90	100%

### 3. Responden Berdasarkan Pendapatan

Keterangan	Jumlah	Persentase
$\leq$ Rp.2000.000	43	47,6%
RP.2.000.001-Rp.4000.000	26	28,9%
Rp.4000.001-Rp.600.000	20	22,2%
$\geq$ Rp.6000.001	1	1,1%
Total	90	100%

### 4. Responden Berdasarkan Pekerjaan

Keterangan	Jumlah	Persentase
Wiraswasta	28	31,1%
Karyawan	28	31,1%
Mahasiswa	31	34,4%
PNS	3	3,3%
Total	90	100%

**5. Responden Berdasarkan 3 bulan terakhir menggunakan Go-jek**

Keterangan	Jumlah	Presentase
1kali	27	30,0%
2-3kali	31	34,4%
4-5kali	30	33,3%
≥6kali	2	2,2%
Total	90	100.0%

**6. Responden Berdasarkan Tempat Tinggal**

Keterangan	Jumlah	Persentase
Joglo	46	51,1%
Meruya Utara	21	23,3%
Meruya Selatan	12	13,3%
Srengseng	2	2,2%
Lainnya	9	10,0%
Total	90	100%

**LAMPIRAN 3 : TABULASI PRETEST30 RESPONDEN**

Responden	Kualitas Pelayanan								Total	Harga			Total	Kepuasan Konsumen							Total
	1	2	3	4	5	6	7	8		1	2	3		1	2	3	4	5	6	7	
1	4	3	4	4	3	4	3	4	29	3	3	3	9	4	4	3	4	4	4	4	27
2	4	4	3	4	3	4	4	4	30	3	3	3	9	4	3	4	4	4	4	3	26
3	3	3	4	2	3	2	3	4	24	4	3	4	11	2	3	3	4	3	4	4	23
4	3	3	4	3	4	3	2	3	25	3	2	3	8	3	4	3	3	4	3	4	24
5	4	3	4	4	3	3	4	4	29	3	2	4	9	4	3	3	3	4	3	4	24
6	4	4	4	4	3	4	4	4	31	4	3	4	11	4	3	4	3	4	3	3	24
7	2	3	2	3	3	3	2	3	21	3	2	3	8	2	3	2	4	3	2	3	19
8	2	2	3	2	3	3	3	3	21	3	2	3	8	2	3	4	2	3	2	4	20
9	4	4	4	4	3	4	4	4	31	4	4	3	11	4	4	4	4	4	4	4	28
10	4	4	3	4	4	4	3	3	29	4	3	3	10	4	4	4	4	4	3	3	26
11	4	4	3	3	2	4	2	2	24	3	3	3	9	3	2	3	3	3	4	3	21
12	4	3	3	3	3	4	3	3	26	3	3	3	9	3	3	3	2	3	3	3	20
13	3	3	3	3	3	4	3	3	25	3	2	3	8	3	3	2	2	3	3	4	20
14	4	4	4	4	4	4	4	4	32	4	4	4	12	4	4	4	3	4	4	3	26
15	3	3	3	3	3	4	3	3	25	3	2	3	8	3	3	3	2	3	3	3	20
16	3	3	2	2	3	4	3	2	22	3	3	2	8	3	3	3	2	3	2	2	18
17	1	2	1	2	1	4	1	1	13	1	2	1	4	2	1	1	1	2	1	4	12
18	4	4	4	4	3	4	4	3	30	4	4	4	12	4	3	4	4	4	4	3	26
19	3	3	2	3	2	4	3	3	23	3	2	3	8	3	3	2	3	3	2	4	20
20	3	4	3	3	3	4	3	3	26	4	4	3	11	3	3	2	3	4	2	4	21
21	4	4	3	4	3	4	3	3	28	3	3	3	9	4	3	3	3	4	4	3	24
22	4	4	3	3	3	4	3	3	27	3	3	3	9	3	3	3	3	3	4	4	23
23	3	3	3	4	4	4	3	3	27	3	3	3	9	4	4	2	2	4	3	2	21
24	2	1	2	1	2	4	2	1	15	2	2	3	7	1	2	1	1	2	1	4	12
25	4	4	4	4	3	4	4	4	31	4	4	4	12	4	4	4	4	4	4	4	28
26	4	4	4	4	4	4	4	4	32	4	4	4	12	4	4	4	4	4	4	4	28
27	3	4	4	4	2	4	3	4	28	4	3	3	10	4	3	4	4	4	3	3	25
28	4	4	3	4	4	4	3	4	30	4	4	3	11	4	3	4	2	3	4	2	22
29	3	3	3	3	3	4	2	3	24	3	3	3	9	3	3	4	2	2	3	3	20
30	4	4	3	4	3	4	3	4	29	4	4	4	12	4	3	4	4	3	3	3	24

### LAMPIRAN 3 : HASIL UJI VALIDITAS DAN UJI RELIABILITAS

#### 1. Uji validitas variabel kualitas pelayanan (X<sub>1</sub>)

		Correlations								
		kualitas pelayanan	kualitas pelayanan	kualitas pelayanan	kualitas pelayanan	kualitas pelayanan	kualitas pelayanan	kualitas pelayanan	kualitas pelayanan	total kualitas pelayanan
kualitas pelayanan	Pearson Correlation	1	.779**	.655**	.749**	.491**	.670**	.704**	.644**	.857**
	Sig. (2-tailed)		.000	.000	.000	.006	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30
kualitas pelayanan	Pearson Correlation	.779**	1	.522**	.792**	.389*	.708**	.568**	.628**	.813**
	Sig. (2-tailed)	.000		.003	.000	.033	.000	.001	.000	.000
	N	30	30	30	30	30	30	30	30	30
kualitas pelayanan	Pearson Correlation	.655**	.522**	1	.599**	.502**	.665**	.674**	.772**	.812**
	Sig. (2-tailed)	.000	.003		.000	.005	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30
kualitas pelayanan	Pearson Correlation	.749**	.792**	.599**	1	.475**	.797**	.630**	.740**	.876**
	Sig. (2-tailed)	.000	.000	.000		.008	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30
kualitas pelayanan	Pearson Correlation	.491**	.389*	.502**	.475**	1	.617**	.454*	.527**	.661**
	Sig. (2-tailed)	.006	.033	.005	.008		.000	.012	.003	.000
	N	30	30	30	30	30	30	30	30	30
kualitas pelayanan	Pearson Correlation	.670**	.708**	.665**	.797**	.617**	1	.759**	.755**	.903**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000
	N	30	30	30	30	30	30	30	30	30
kualitas pelayanan	Pearson Correlation	.704**	.568**	.674**	.630**	.454*	.759**	1	.735**	.833**
	Sig. (2-tailed)	.000	.001	.000	.000	.012	.000		.000	.000
	N	30	30	30	30	30	30	30	30	30
kualitas pelayanan	Pearson Correlation	.644**	.628**	.772**	.740**	.527**	.755**	.735**	1	.877**
	Sig. (2-tailed)	.000	.000	.000	.000	.003	.000	.000		.000
	N	30	30	30	30	30	30	30	30	30
total kualitas pelayanan	Pearson Correlation	.857**	.813**	.812**	.876**	.661**	.903**	.833**	.877**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	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).



## 2. Uji validitas variabel harga (X<sub>2</sub>)

**Correlations**

		harga	harga	harga	total harga
harga	Pearson Correlation	1	.725**	.720**	.941**
	Sig. (2-tailed)		.000	.000	.000
	N	30	30	30	30
harga	Pearson Correlation	.725**	1	.429*	.847**
	Sig. (2-tailed)	.000		.018	.000
	N	30	30	30	30
harga	Pearson Correlation	.720**	.429*	1	.809**
	Sig. (2-tailed)	.000	.018		.000
	N	30	30	30	30
total harga	Pearson Correlation	.941**	.847**	.809**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	30	30	30	30

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

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

### 3. Uji validitas variabel kepuasan konsumen (Y)

Correlations

		kepuasan konsumen	kepuasan konsumen	kepuasan konsumen	kepuasan konsumen	kepuasan konsumen	kepuasan konsumen	kepuasan konsumen	total kepuasan konsumen
kepuasan konsumen	Pearson Correlation	1	.593**	.651**	.526**	.758**	.674**	-.327	.808**
	Sig. (2-tailed)		.001	.000	.003	.000	.000	.078	.000
	N	30	30	30	30	30	30	30	30
kepuasan konsumen	Pearson Correlation	.593**	1	.511**	.532**	.705**	.526**	-.035	.768**
	Sig. (2-tailed)	.001		.004	.002	.000	.003	.853	.000
	N	30	30	30	30	30	30	30	30
kepuasan konsumen	Pearson Correlation	.651**	.511**	1	.539**	.458*	.662**	-.246	.767**
	Sig. (2-tailed)	.000	.004		.002	.011	.000	.190	.000
	N	30	30	30	30	30	30	30	30
kepuasan konsumen	Pearson Correlation	.526**	.532**	.539**	1	.657**	.585**	.127	.825**
	Sig. (2-tailed)	.003	.002	.002		.000	.001	.505	.000
	N	30	30	30	30	30	30	30	30
kepuasan konsumen	Pearson Correlation	.758**	.705**	.458*	.657**	1	.543**	-.031	.823**
	Sig. (2-tailed)	.000	.000	.011	.000		.002	.873	.000
	N	30	30	30	30	30	30	30	30
kepuasan konsumen	Pearson Correlation	.674**	.526**	.662**	.585**	.543**	1	-.117	.820**
	Sig. (2-tailed)	.000	.003	.000	.001	.002		.537	.000
	N	30	30	30	30	30	30	30	30
kepuasan konsumen	Pearson Correlation	-.327	-.035	-.246	.127	-.031	-.117	1	.033
	Sig. (2-tailed)	.078	.853	.190	.505	.873	.537		.862
	N	30	30	30	30	30	30	30	30
total kepuasan konsumen	Pearson Correlation	.808**	.768**	.767**	.825**	.823**	.820**	.033	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.862	
	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).

#### 4. Uji reliabilitas variabel kualitas pelayanan (X<sub>1</sub>)

##### Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

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

##### Reliability Statistics

Cronbach's Alpha	N of Items
.936	8

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
kualitas pelayanan	22.1667	21.661	.808	.925
kualitas pelayanan	22.1667	22.351	.755	.929
kualitas pelayanan	22.3667	22.171	.751	.930
kualitas pelayanan	22.2333	21.289	.830	.924
kualitas pelayanan	22.5333	23.982	.578	.940
kualitas pelayanan	22.4333	20.668	.863	.921
kualitas pelayanan	22.5000	22.190	.780	.928
kualitas pelayanan	22.3333	21.195	.831	.924

**5. Uji reliabilitas variabel harga (X<sub>2</sub>)**

**Case Processing Summary**

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.831	3

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
harga	6.1333	1.430	.854	.595
harga	6.4667	1.568	.629	.836
harga	6.2667	1.857	.612	.839

**6. Uji reliabilitas variabel kepuasan konsumen (Y)**

**Case Processing Summary**

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.830	7

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
kepuasan konsumen	19.1000	11.610	.715	.784
kepuasan konsumen	19.2667	12.616	.683	.795
kepuasan konsumen	19.2667	11.444	.641	.796
kepuasan konsumen	19.4333	10.875	.720	.781
kepuasan konsumen	19.0000	12.345	.756	.785
kepuasan konsumen	19.3000	11.114	.718	.782
kepuasan konsumen	19.0333	16.654	-.131	.892

## LAMPIRAN 5 : TABULASI 90 RESPONDEN

Responden	Kualitas Pelayanan								Total	Harga			Total	Kepuasan Konsumen							Total
	1	2	3	4	5	6	7	8		1	2	3		1	2	3	4	5	6	7	
1	3	3	4	4	3	4	3	3	27	3	4	3	10	4	3	4	3	3	3	3	23
2	3	4	3	4	4	2	4	4	28	4	2	3	9	3	4	3	2	3	3	2	20
3	2	3	3	2	4	4	4	2	24	2	3	3	8	2	4	2	3	2	2	4	19
4	4	3	4	3	2	4	3	3	26	3	3	4	10	3	2	3	3	4	3	4	22
5	4	3	3	4	4	3	2	4	27	3	4	2	9	3	3	2	4	4	3	2	21
6	4	4	4	4	4	4	4	4	32	4	4	4	12	4	4	3	4	2	4	4	25
7	3	4	3	4	4	4	3	4	29	4	3	4	11	3	4	3	4	4	3	3	24
8	4	3	4	4	3	3	1	4	26	2	3	4	9	4	3	1	3	3	1	3	18
9	3	3	4	3	1	2	1	3	20	2	3	4	9	3	1	1	2	3	3	4	17
10	4	3	4	3	3	3	2	3	25	3	3	4	10	3	3	3	3	4	3	4	23
11	3	4	4	4	4	4	3	3	29	4	4	4	12	4	4	3	3	4	3	3	24
12	4	4	4	3	4	4	3	4	30	3	4	4	11	3	4	4	3	3	4	4	25
13	3	3	2	4	3	1	4	4	24	4	4	2	10	4	3	2	1	4	4	4	22
14	4	4	3	3	2	3	2	2	23	2	3	3	8	3	2	3	4	4	3	4	23
15	2	2	2	2	4	3	3	2	20	3	3	2	8	2	4	3	3	4	4	3	23
16	4	4	3	2	3	3	2	3	24	2	3	3	8	2	3	3	3	3	3	1	18
17	3	1	2	3	1	2	3	3	18	3	3	2	8	3	1	4	3	1	3	3	18
18	4	3	3	2	3	1	3	3	22	3	4	3	10	3	3	3	3	3	2	4	21
19	2	3	2	3	4	3	2	3	22	2	3	2	7	3	4	3	2	4	3	2	21
20	2	3	3	2	1	2	3	2	18	3	3	2	8	2	3	2	1	2	2	2	14
21	4	4	4	4	3	3	2	4	28	4	3	4	11	4	3	3	4	2	3	3	22
22	4	3	4	3	3	3	2	4	26	4	4	3	11	3	4	4	4	3	4	4	26
23	4	4	4	4	3	4	4	2	29	4	4	4	12	4	3	4	3	4	4	4	26
24	3	3	2	4	4	4	3	4	27	4	4	2	10	4	4	2	2	4	4	3	23
25	4	4	3	3	2	3	3	2	24	2	3	3	8	3	2	2	3	3	3	2	18
26	4	4	4	4	3	3	2	4	28	3	3	4	10	4	3	3	2	2	3	3	20
27	3	4	3	2	1	2	2	4	21	4	3	3	10	2	1	3	3	3	2	3	17
28	4	4	3	3	4	3	4	4	29	4	4	3	11	3	3	4	4	3	3	3	23
29	3	3	2	3	2	2	3	3	21	3	2	3	8	3	3	2	3	3	2	4	20
30	3	4	3	3	3	3	3	3	25	4	4	3	11	3	3	2	3	4	2	3	20
31	4	4	4	3	3	4	2	4	28	3	4	3	10	4	4	4	4	3	4	3	26
32	4	4	4	4	3	3	4	4	30	3	4	3	10	3	4	4	4	3	3	4	25
33	3	2	4	3	3	4	3	2	24	3	3	4	10	4	3	4	4	4	4	3	26





Responden	Kualitas Pelayanan								Total	Harga			Total	Kepuasan Konsumen							Total
	1	2	3	4	5	6	7	8		1	2	3		1	2	3	4	5	6	7	
67	3	4	4	4	2	4	3	4	28	4	3	3	10	4	3	4	4	4	3	3	25
68	4	4	3	4	4	4	3	4	30	4	4	3	11	4	3	4	2	3	4	2	22
69	3	3	3	3	3	2	2	3	22	3	3	3	9	3	3	4	2	2	3	3	20
70	4	4	3	4	3	3	3	4	28	4	4	4	12	4	3	4	4	3	3	3	24
71	4	4	3	3	2	2	2	2	22	3	3	3	9	3	2	3	3	3	4	3	21
72	4	3	3	3	3	3	3	3	25	3	3	3	9	3	3	3	2	3	3	3	20
73	3	3	3	3	3	3	3	3	24	3	2	3	8	3	3	2	2	3	3	4	20
74	4	4	4	4	4	4	4	4	32	4	4	4	12	4	4	4	3	4	4	3	26
75	3	3	3	3	3	3	3	3	24	3	2	3	8	3	3	3	2	3	3	3	20
76	3	3	2	2	3	3	3	2	21	3	3	2	8	3	3	3	2	3	2	2	18
77	1	2	1	2	1	1	1	1	10	1	2	1	4	2	1	1	1	2	1	4	12
78	4	4	4	4	3	4	4	3	30	4	4	4	12	4	3	4	4	4	4	3	26
79	3	3	2	3	2	2	3	3	21	3	2	3	8	3	3	2	3	3	2	4	20
80	3	4	3	3	3	3	3	3	25	4	4	3	11	3	3	2	3	4	2	4	21
81	4	3	4	4	3	4	3	4	29	3	3	3	9	4	4	3	4	4	4	4	27
82	4	4	3	4	3	4	4	4	30	3	3	3	9	4	3	4	4	4	4	3	26
83	3	3	4	2	3	2	3	4	24	4	3	4	11	2	3	3	4	3	4	4	23
84	3	3	4	3	4	3	2	3	25	3	2	3	8	3	4	3	3	4	3	4	24
85	4	3	4	4	3	3	4	4	29	3	2	4	9	4	3	3	3	4	3	4	24
86	4	4	4	4	3	4	4	4	31	4	3	4	11	4	3	4	3	4	3	3	24
87	2	3	2	3	3	3	2	3	21	3	2	3	8	2	3	2	4	3	2	3	19
88	2	2	3	2	3	3	3	3	21	3	2	3	8	2	3	4	2	3	2	4	20
89	4	4	4	4	3	4	4	4	31	4	4	3	11	4	4	4	4	4	4	4	28
90	4	4	3	4	4	4	3	3	29	4	3	3	10	4	4	4	4	4	3	3	26

## LAMPIRAN 6 : HASIL UJI REGRESI LINEAR BERGANDA

### UJI T

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	.269	.476		.564	.577
1 kualitas pelayanan	.729	.154	.705	4.724	.000
1 harga	.175	.178	.147	.982	.335

a. Dependent Variable: kepuasan konsumen

### UJI F

**ANOVA<sup>a</sup>**

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	13.248	2	6.624	25.361	.000 <sup>b</sup>
1 Residual	7.052	27	.261		
1 Total	20.300	29			

a. Dependent Variable: kepuasan konsumen

b. Predictors: (Constant), harga, kualitas pelayanan