

LAMPIRAN 8
Hasil Analisis Jalur (*Path Analysis*)

1. Persamaan Substruktur 1

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.883 ^a	,779	,776	,74140

a. Predictors: (Constant), Harga, Kualitas Produk

ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	246,222	2	123,111	223,972	.000 ^b
Residual	69,808	127	,550		
Total	316,031	129			

a. Dependent Variable: Kepuasan Pelanggan

b. Predictors: (Constant), Harga, Kualitas Produk

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	1,821	,305		5,972	,000
Kualitas Produk	,072	,034	,155	2,114	,036
Harga	,553	,054	,751	10,226	,000

a. Dependent Variable: Kepuasan Pelanggan

2. Persamaan Substruktur 2

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.936 ^a	.875	.872	1,40517

a. Predictors: (Constant), Kepuasan Pelanggan, Kualitas Produk, Harga

ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	1747,183	3	582,394	294,959	.000 ^b
Residual	248,786	126	1,974		
Total	1995,969	129			

a. Dependent Variable: Loyalitas Pelanggan

b. Predictors: (Constant), Kualitas Produk, Kualitas Produk, Harga

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	-,348	,654		-,532	,596
Kualitas Produk	-,057	,066	-,049	-,864	,389
Harga	,989	,139	,534	7,143	,000
Kepuasan Pelanggan	1,187	,168	,472	7,059	,000

a. Dependent Variable: Loyalitas Pelanggan

LAMPIRAN 4
Hasil Uji Reliabilitas 30 Responden

1. Variabel Kualitas Produk (X₁)

Reliability Statistics

Cronbach's Alpha	N of Items
,879	8

2. Variabel Harga (X₂)

Reliability Statistics

Cronbach's Alpha	N of Items
,771	5

3. Variabel Kepuasan Pelanggan (Z)

Reliability Statistics

Cronbach's Alpha	N of Items
,661	4

4. Variabel Loyalitas Pelanggan (Y)

Reliability Statistics

Cronbach's Alpha	N of Items
,907	9

LAMPIRAN 7
Hasil Uji Reliabilitas 130 Responden

1. Variabel Kualitas Produk (X₁)

Reliability Statistics

Cronbach's Alpha	N of Items
,881	8

2. Variabel Harga (X₂)

Reliability Statistics

Cronbach's Alpha	N of Items
,781	5

3. Variabel Kepuasan Pelanggan (Z)

Reliability Statistics

Cronbach's Alpha	N of Items
,446	4

4. Variabel Loyalitas Pelanggan (Y)

Reliability Statistics

Cronbach's Alpha	N of Items
,862	9

P22	Pearson Correlation	.486**	.416*	1.000**	.521**	.486**	.420*	.339	.632**	1.000**	.697**	.486**	.530**	.128	.375*	.543**	.282	1.000**	.632**	.282	.632**	.697**	1	.697**	1.000**	.282	.632**	.872**		
	Sig. (2-tailed)	.006	.022	0.000	.003	.006	.021	.066	.000	0.000	.000	.006	.003	.501	.041	.002	.131	0.000	.000	.131	.000	.000	.000	0.000	0.000	.131	.000	.000		
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30		
P23	Pearson Correlation	.368*	.386*	.697**	.515**	.368*	.280	.088	.662**	.697**	1.000**	.368*	.589**	.131	.170	.329	.213	.697**	.662**	.213	.662**	1.000**	.697**	1	.697**	.213	.662**	.768**		
	Sig. (2-tailed)	.046	.035	.000	.004	.046	.134	.644	.000	.000	0.000	.046	.001	.490	.369	.076	.258	.000	.000	.258	.000	0.000	.000	.000	.000	.258	.000	.000		
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30		
P24	Pearson Correlation	.486**	.416*	1.000**	.521**	.486**	.420*	.339	.632**	1.000**	.697**	.486**	.530**	.128	.375*	.543**	.282	1.000**	.632**	.282	.632**	.697**	1.000**	.697**	1	.282	.632**	.872**		
	Sig. (2-tailed)	.006	.022	0.000	.003	.006	.021	.066	.000	0.000	.000	.006	.003	.501	.041	.002	.131	0.000	.000	.131	.000	.000	0.000	.000	.000	.131	.000	.000		
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30		
P25	Pearson Correlation	.297	.179	.282	.164	.297	.218	-.069	.015	.282	.213	.297	.302	.429*	.395*	.191	1.000**	.282	.015	1.000**	.015	.213	.282	.213	.282	1	.015	.434*		
	Sig. (2-tailed)	.110	.343	.131	.386	.110	.248	.717	.939	.131	.258	.110	.104	.018	.031	.313	0.000	.131	.939	0.000	.939	.258	.131	.258	.131	.258	.131	.939	.017	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30		
P26	Pearson Correlation	.465**	.434*	.632**	.441*	.465**	.406*	.268	1.000**	.632**	.662**	.465**	.454*	.177	.066	.384*	.015	.632**	1.000**	.015	1.000**	.662**	.632**	.662**	.632**	.662**	.632**	.015	1	.771**
	Sig. (2-tailed)	.010	.017	.000	.015	.010	.026	.152	0.000	.000	.000	.010	.012	.349	.728	.036	.939	.000	0.000	.939	0.000	.000	.000	.000	.000	.000	.000	.939	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	
Skor Total	Pearson Correlation	.737**	.627**	.872**	.618**	.737**	.571**	.421*	.771**	.872**	.768**	.737**	.665**	.378*	.495**	.580**	.434*	.872**	.771**	.434*	.771**	.768**	.872**	.768**	.872**	.434*	.771**	1		
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.001	.020	.000	.000	.000	.000	.000	.039	.005	.001	.017	.000	.000	.017	.000	.000	.000	.000	.000	.000	.017	.000		
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	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).																														

P22	Pearson Correlation	.468**	.201*	.170	.338**	.468**	.267**	.054	.133	.170	.148	.468**	.153	1.000**	.578**	.067	.467**	.133	.170	1.000**	.578**	.153	1	1.000**	.578**	.133	.170	.476**
	Sig. (2-tailed)	.000	.022	.053	.000	.000	.002	.540	.131	.053	.093	.000	.083	0.000	.000	.452	.000	.131	.053	0.000	.000	.083		0.000	.000	.131	.053	.000
	N	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130
P23	Pearson Correlation	.468**	.201*	.170	.338**	.468**	.267**	.054	.133	.170	.148	.468**	.153	1.000**	.578**	.067	.467**	.133	.170	1.000**	.578**	.153	1.000**	1	.578**	.133	.170	.476**
	Sig. (2-tailed)	.000	.022	.053	.000	.000	.002	.540	.131	.053	.093	.000	.083	0.000	.000	.452	.000	.131	.053	0.000	.000	.083	0.000		.000	.131	.053	.000
	N	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130
P24	Pearson Correlation	.602**	.374**	.322**	.379**	.602**	.197*	.332**	.021	.322**	.161	.602**	.336**	.578**	1.000**	.143	.394**	.021	.322**	.578**	1.000**	.336**	.578**	.578**	1	.021	.322**	.594**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.024	.000	.811	.000	.068	.000	.000	.000	0.000	.105	.000	.811	.000	.000	0.000	.000	.000	.000		.811	.000	.000
	N	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130
P25	Pearson Correlation	.425**	.413**	.653**	.426**	.425**	.424**	.277**	1.000**	.653**	.669**	.425**	.465**	.133	.021	.397**	.010	1.000**	.653**	.133	.021	.465**	.133	.133	.021	1	.653**	.649**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.001	0.000	.000	.000	.000	.000	.131	.811	.000	.914	0.000	.000	.131	.811	.000	.131	.131	.811		.000	.000
	N	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130
P26	Pearson Correlation	.470**	.437**	1.000**	.544**	.470**	.480**	.329**	.653**	1.000**	.739**	.470**	.527**	.170	.322**	.534**	.296**	.653**	1.000**	.170	.322**	.527**	.170	.170	.322**	.653**	1	.802**
	Sig. (2-tailed)	.000	.000	0.000	.000	.000	.000	.000	.000	0.000	.000	.000	.000	.053	.000	.000	.001	.000	0.000	.053	.000	.000	.053	.053	.000	.000		.000
	N	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130
Skor Total	Pearson Correlation	.837**	.715**	.802**	.631**	.837**	.666**	.533**	.649**	.802**	.686**	.837**	.658**	.476**	.594**	.566**	.442**	.649**	.802**	.476**	.594**	.658**	.476**	.476**	.594**	.649**	.802**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130	130
** . Correlation is significant at the 0.01 level (2-tailed).																												
* . Correlation is significant at the 0.05 level (2-tailed).																												

LAMPIRAN 1**KUESIONER**

Bersama ini saya sampaikan daftar pertanyaan kepada konsumen Pasta Gigi Pepsodent. Pertanyaan dalam kuesioner ini berkenaan dengan penelitian saya yang berjudul **“Pengaruh Kualitas Produk Dan Harga Terhadap Loyalitas Pelanggan Melalui Kepuasan Pelanggan Pasta Gigi Pepsodent”**. Atas kesediaan anda memberikan jawaban, sebelum dan sesudahnya saya ucapkan terimakasih.

No. Responden

A. DATA RESPONDEN**Petunjuk :**

Silakan beri tanda silang (X) untuk jawaban yang sesuai dibawah ini.

1. Jenis Kelamin:
 - a. Laki - laki
 - b. Perempuan
2. Usia:
 - a. 17 - 22 tahun
 - b. 23 - 28 tahun
 - c. 29 - 34 tahun
 - d. \geq 35 tahun
3. Pekerjaan:
 - a. Pelajar / Mahasiswa
 - b. Ibu Rumah Tangga
 - c. Wirausaha

- d. Karyawan Swasta
 - e. Lain-Lain
4. Berapa kali anda membeli Pasta Gigi Pepsodent dalam sebulan:
- a. 1 - 2 kali
 - b. 3 - 4 kali
 - c. 5 - 6 kali
 - d. ≥ 6 kali
5. Pengeluaran untuk perlengkapan mandi dalam sebulan:
- a. Rp. 200.000 - Rp. 350.000
 - b. Rp. 350.001 - Rp. 500.000
 - c. Rp. 500.001 - Rp. 700.000
 - d. \geq Rp. 700.000
6. Rasa Pasta Gigi Pepsodent yang digunakan:
- a. Pepsodent Pencegah Gigi Berlubang
 - b. Pepsodent Action 123
 - c. Pepsodent Herbal
 - d. Pepsodent Whitening
 - e. Pepsodent Sensitive Expert

B. DAFTAR ISIAN

Petunjuk :

Isilah semua pertanyaan dalam kuesioner sesuai dengan kenyataan, dengan cara memberikan tanda (√) pada kotak pilihan yang sudah tersedia.

Keterangan :

No.	Pernyataan	Skor
1.	Sangat Setuju (SS)	4
2.	Setuju (S)	3
3.	Tidak Setuju (TS)	2
4.	Sangat Tidak Setuju (STS)	1

No	Pernyataan	STS	TS	S	SS
		1	2	3	4
1.	Kemasan Pasta Gigi Pepsodent menarik				
2.	Kemasan Pasta Gigi Pepsodent bervariasi				
3.	Pasta Gigi Pepsodent memiliki banyak ukuran				
4.	Pasta Gigi Pepsodent memiliki banyak rasa				
5.	Pasta Gigi Pepsodent dapat memutihkan gigi				
6.	Pasta Gigi Pepsodent dapat menguatkan gigi				
7.	Pasta Gigi Pepsodent merupakan produk yang bagus				
8.	Pasta Gigi Pepsodent awet untuk digunakan				
9.	Harga yang ditawarkan Pasta Gigi Pepsodent terjangkau				
10.	Harga Pasta Gigi Pepsodent sesuai dengan daya beli masyarakat				
11.	Harga Pasta Gigi Pepsodent sesuai dengan kualitasnya				
12.	Harga Pasta Gigi Pepsodent murah dibandingkan merek pasta gigi lainnya				

No	Pernyataan	STS	TS	S	SS
		1	2	3	4
13.	Harga yang ditawarkan Pasta Gigi Pepsodent sesuai dengan manfaatnya				
14.	Pasta Gigi Pepsodent mudah didapatkan				
15.	Warna Pasta Gigi Pepsodent menarik				
16.	Pasta Gigi Pepsodent memberikan wangi yang lebih lama				
17.	Pasta Gigi Pepsodent nyaman untuk digunakan				
18.	Saya merasa puas telah menggunakan Pasta Gigi Pepsodent				
19.	Saya akan membeli kembali Pasta Gigi Pepsodent				
20.	Saya selalu menjadi pelanggan Pasta Gigi Pepsodent				
21.	Saya akan membeli produk Pasta Gigi Pepsodent lainnya				
22.	Saya akan mencoba tipe Pasta Gigi Pepsodent yang lain				
23.	Saya akan merekomendasikan Pasta Gigi Pepsodent kepada orang lain				
24.	Saya akan memberitahukan hal positif tentang Pasta Gigi Pepsodent jika ada yang bertanya				
25.	Saya akan tetap membeli Pasta Gigi Pepsodent, meski ada perubahan harga				
26.	Saya akan tetap membeli Pasta Gigi Pepsodent, walaupun merek lain memberikan promosi yang menarik				

-Terima Kasih-

NO	Kualitas Produk								Harga					Kepuasan Pelanggan				Loyalitas Pelanggan						Skor Total			
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23		24	25	26
1	2	2	3	2	2	2	2	4	3	3	2	2	3	2	2	3	3	4	3	4	3	3	3	3	3	4	72
2	1	2	3	1	1	2	2	2	3	2	1	2	1	1	3	2	3	2	2	2	2	3	2	3	2	2	52
3	2	2	3	2	2	1	1	3	3	4	2	4	2	2	3	2	3	3	2	3	4	3	4	3	2	3	68
4	2	2	2	1	2	2	2	1	2	2	2	3	3	3	3	3	2	1	3	1	2	2	2	2	3	1	54
5	1	1	2	2	1	1	1	1	2	2	1	1	2	2	2	2	2	1	2	1	2	2	2	2	2	1	41
6	1	2	1	1	1	1	1	1	1	2	1	2	1	1	2	2	1	1	2	1	2	1	2	1	2	1	35
7	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	52
8	1	2	1	2	1	2	2	1	1	2	1	2	2	2	2	3	1	1	3	1	2	1	2	1	3	1	43
9	1	2	2	2	1	2	2	2	2	2	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	49
10	2	2	2	2	2	3	3	2	2	2	2	2	2	1	3	2	2	2	2	2	2	2	2	2	2	2	54
11	2	2	2	2	2	2	2	3	2	2	2	3	3	3	3	2	2	3	2	3	2	2	2	2	2	3	60
12	1	1	2	2	1	1	2	1	2	2	1	2	2	2	2	2	2	1	2	1	2	2	2	2	2	1	43
13	2	3	3	2	2	2	2	2	3	2	2	3	3	3	3	3	3	2	3	2	2	3	2	3	3	2	65
14	1	1	1	1	1	1	1	1	1	1	1	1	2	1	2	2	1	1	2	1	1	1	1	1	1	2	31
15	2	2	1	1	2	1	2	1	1	1	2	2	2	3	2	2	1	1	2	1	1	1	1	1	1	2	39
16	1	1	1	1	1	1	2	1	1	1	1	1	2	2	2	1	1	1	1	1	1	1	1	1	1	1	30
17	2	2	2	2	2	2	2	1	2	2	2	2	3	3	2	3	2	1	3	1	2	2	2	2	3	1	53
18	2	2	2	2	2	2	2	1	2	2	2	2	3	3	2	3	2	1	3	1	2	2	2	2	3	1	53
19	2	3	2	2	2	2	3	2	2	2	2	2	2	2	2	1	2	2	1	2	2	2	2	2	1	2	51
20	2	2	2	1	2	2	2	2	2	2	2	3	2	2	2	3	2	2	3	2	2	2	2	2	3	2	55
21	2	2	2	2	2	3	2	2	2	2	2	2	2	3	2	2	2	2	2	2	2	2	2	2	2	2	54
22	1	1	2	2	1	2	2	2	2	2	2	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	48
23	1	1	1	1	1	1	1	1	1	1	1	1	2	2	1	2	2	1	1	2	1	1	1	1	1	2	32
24	1	1	1	1	1	1	1	1	1	1	1	1	2	2	1	2	2	1	1	2	1	1	1	1	1	2	32
25	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1	2	2	1	2	2	2	2	2	1	2	49
26	1	2	1	1	1	2	2	2	1	2	1	2	2	1	2	1	1	2	1	2	2	1	2	1	1	2	39
27	1	1	2	1	1	2	2	1	2	2	1	2	2	2	2	2	2	1	2	1	2	2	2	2	2	1	43
28	2	2	2	2	2	2	2	2	2	2	2	2	3	2	3	2	2	2	2	2	2	2	2	2	2	2	54
29	2	2	3	2	2	2	3	2	3	2	2	3	1	3	3	2	3	2	2	2	2	3	2	3	2	2	60
30	2	2	2	2	2	2	2	2	2	2	2	2	2	2	3	3	2	2	3	2	2	2	2	2	3	2	56

NO	Kualitas Produk								Harga					Kepuasan Pelanggan				Loyalitas Pelanggan						Skor Total			
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23		24	25	26
1	2	2	2	2	2	2	2	3	2	2	2	3	3	3	3	2	3	2	3	3	3	3	3	3	3	2	65
2	1	1	2	2	1	1	2	1	2	2	1	2	2	2	2	2	1	2	2	2	2	2	2	2	1	2	44
3	2	3	3	2	2	2	2	2	3	2	2	3	3	3	3	3	2	3	3	3	3	3	3	3	2	3	68
4	1	1	1	1	1	1	1	1	1	1	1	1	2	1	2	2	1	1	2	1	1	2	2	1	1	1	32
5	2	2	1	1	2	1	2	1	1	1	2	2	2	3	2	2	1	1	1	2	3	2	2	2	3	1	45
6	1	1	1	1	1	1	2	1	1	1	1	1	2	2	2	2	1	1	1	2	2	1	2	2	1	1	35
7	2	2	2	2	2	2	2	1	2	2	2	2	3	3	2	3	1	2	3	3	2	3	3	3	1	2	57
8	2	2	2	2	2	2	2	1	2	2	2	2	3	3	2	3	1	2	3	3	2	3	3	3	1	2	57
9	2	3	2	2	2	2	3	2	2	2	2	2	2	2	2	1	2	2	2	2	2	2	2	2	2	2	53
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