

I. UMUM

Dengan hormat,

Mohon bantuan dan kesediaan Bapak/Ibu untuk mengisi daftar kuesioner yang telah diberikan. Jawaban Bapa/Ibu adalah merupakan informasi bagi penulis sebagai data penelitian dalam rangka penyusunan thesis dengan judul **“Pengaruh Tenaga Penjual, Produk, dan Harga terhadap Kepuasan Nasabah (studi kasus pada Tabungan Asuransi Primajaga di Bank Danamon cab. Tangerang Sudirman)”**.

Bapak/Ibu dimohon menjawab semua pertanyaan yang tertulis dalam kuesioner ini dengan jujur dan apa adanya agar hasilnya penelitian ini nantinya dapat lebih obyektif.

Demikian hal ini disampaikan, atas kesediaan waktu dan bantuan Bapak/Ibu tak lupa saya mengucapkan terima kasih

Peneliti,

Margaretha Indira

Form Kuesioner

II. KARAKTERISTIK RESPONDEN

Jenis Kelamin : Laki-laki

Perempuan

1. Usia

- a. 20 – 30 tahun
- b. 31 – 40 tahun
- c. 41 – 50 tahun
- d. > 50 tahun

2. Pendidikan terakhir

- a. SLTA
- b. D3
- c. S1
- d. S2
- e. S3
- f.

III. PETUNJUK PENGISIAN

Pilih salah satu alternatif jawaban yang Bapak/Ibu anggap paling sesuai dengan kenyataan dengan ketentuan sebagai berikut :

5. Sangat Setuju (SS)
4. Setuju (S)
3. Netral (N)
2. Tidak Setuju (TS)
1. Sangat Tidak Setuju (STS)

Form Kuesioner

No.	Pernyataan	Tanggapan Responden				
		STS	TS	N	S	SS
		(1)	(2)	(3)	(4)	(5)
1.	Tenaga Penjual PT. Bank Danamon berpakaian rapi dan sopan					
2.	Tenaga penjual PT. Bank Danamon memiliki kepercayaan diri dalam memasarkan produk					
3.	Tenaga penjual PT. Bank Danamon memiliki pengetahuan produk yang memadai					
4.	Tenaga penjual PT. Bank Danamon mampu menawarkan produk yang sesuai dengan kebutuhan pelanggan					
5.	Tenaga penjual PT. Bank Danamon menggunakan bahasa yang mudah dimengerti					
6.	Tenaga penjual PT. Bank Danamon memberikan ilustrasi dengan jelas dan detail					
7.	Tenaga penjual PT. Bank Danamon proaktif terhadap keluhan pelanggan					
8.	Tenaga penjual PT. Bank Danamon mampu membina hubungan jangka panjang dengan pelanggan					
9.	Tenaga penjual PT. Bank Danamon mudah dihubungi					
10.	Tenaga penjual PT. Bank Danamon mampu menjelaskan fitur produk dan manfaat produk dengan lengkap					
11.	Tenaga penjual PT. Bank Danamon mampu mempersuasi pelanggan untuk membeli produk yang ditawarkan					
12.	Tenaga penjual PT. Bank Danamon mampu memenuhi kebutuhan pelanggan melalui produk yang ditawarkan					
13.	Saya tertarik mendengarkan informasi produk yang ditawarkan oleh tenaga penjual PT. Bank Danamon					
14.	Tenaga penjual PT. Bank Danamon menyampaikan informasi atau ilustrasi dengan menarik					
15.	Informasi yang disampaikan Tenaga penjual PT. Bank Danamon singkat dan jelas					
16.	Primajaga memberikan perlindungan kematian dan cacat tetap total					
17.	Primajaga memberikan 500 kali lipat jika terjadi resiko					

18.	Primajaga membantu nasabah dalam mengantikan pendapatan akibat kehilangan pendapatan bulanan					
19	Primajaga merupakan tabungan dan proteksi sekaligus					
20	Primajaga memiliki variasi pilihan manfaat pertanggungan					
21	Primajaga bebas potongan biaya					
22	Primajaga memiliki kesan bersahabat					
23	Primajaga memiliki kesan melindungi diri					
24	Primajaga memiliki citra unggul dibanding produk lain					
25	Primajaga memiliki pilihan nominal yang sangat terjangkau					
26	Primajaga memiliki pilihan nominal yang menarik dan kompetitif					
27	Primajaga memiliki skema pembayaran yang sesuai dengan manfaat santunan yang diberikan					
28	Jangka waktu yang diberikan oleh produk primajaga sesuai dengan manfaatnya					
29	Jangka waktu yang ditawarkan oleh Primajaga lebih baik daripada produk kompetitif lainnya					
30	Primajaga memiliki jangka waktu pembayaran fleksibel					
31	Nominal menabung Primajaga sangat terjangkau					
32	Nominal menabung Primajaga sangat variatif					
33	Nominal menabung Primajaga sesuai dengan manfaat yang diberikan					
34	Saya puas terhadap gedung kantor Bank Danamon					
35	Saya puas terhadap formulir pengisian Tabungan Primajaga					
36	Saya puas terhadap bentuk bukti transaksi tabungan Primajaga					
37	Saya merasa aman mengikuti tabungan primajaga					
38	Saya percaya terhadap produk primajaga					

39	Saya akan terus melakukan update terhadap produk tersebut					
40	Saya bangga mengikuti produk primajaga					
41	Saya akan membujuk kerabat untuk mengikuti produk tersebut					
42	Saya akan melakukan penambahan nominal produk					
43.	Saya puas karena proses penanganan claim nasabah cepat					
44	Saya puas karena proses pelayanan bantuan nasabah cepat					
45	Saya puas karena proses pembukaan tabungan cepat					
46	Saya puas karena tenaga penjual memberikan informasi dengan jelas					
47	Saya puas karena karena tenaga penjual tidak melakukan kesalahan dalam pengisian formulir					
48.	Saya puas karena tenaga penjual melayani tepat waktu					

Terima kasih.

Lampiran 2. Data Penelitian

NO	TENAGA PENJUAL (X1)															Tot		Mean		PRODUK (X2)															Tot		Mean	
	A1	A2	A3	B1	B2	B3	C1	C2	C3	D1	D2	D3	E1	E2	E3			A1	A2	A3	B1	B2	B3	C1	C2	C3												
1	4	4	4	3	3	3	3	3	3	3	3	5	3	5	5	5	56	3.73	3	4	4	3	3	4	4	4	3	32	3.56									
2	4	4	4	4	4	4	4	3	3	3	3	3	5	3	4	4	55	3.67	4	4	4	4	4	4	4	4	3	35	3.89									
3	5	4	5	4	4	3	3	4	4	4	4	4	4	4	4	4	60	4.00	5	5	4	5	4	5	3	3	4	38	4.22									
4	4	4	4	3	4	3	4	4	4	3	4	4	4	3	4	4	57	3.73	4	4	4	4	4	4	4	4	4	36	4.00									
5	4	4	4	4	4	3	3	3	3	3	4	4	4	4	3	3	54	3.67	4	4	4	3	4	4	4	3	3	33	3.67									
6	4	4	4	4	3	4	3	4	3	4	4	4	4	4	4	4	57	3.73	3	4	4	4	4	4	4	4	3	34	3.78									
7	4	4	4	4	3	5	3	5	3	3	3	3	4	4	3	4	54	3.67	4	4	4	3	3	3	3	3	3	31	3.58									
8	4	4	4	4	4	4	4	4	4	5	4	5	4	4	4	4	60	4.00	4	3	4	4	3	4	4	4	5	35	3.89									
9	4	5	5	4	4	4	4	4	4	5	4	4	4	4	4	4	57	3.73	4	5	4	4	4	5	4	4	4	38	4.22									
10	4	4	5	4	5	4	5	4	4	5	4	4	4	4	4	4	57	3.73	5	4	4	4	4	5	5	4	38	4.22										
11	4	4	4	4	4	5	5	5	4	4	4	4	5	4	4	4	57	3.73	3	3	3	4	4	5	4	5	36	4.00										
12	5	5	5	5	5	4	4	4	4	4	4	5	4	5	4	4	68	4.53	4	4	4	5	5	5	4	4	4	39	4.33									
13	4	4	4	4	4	4	3	3	3	3	3	4	4	4	4	4	55	3.67	3	4	3	5	4	4	5	3	3	34	3.78									
14	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60	4.00	4	4	4	5	4	5	4	4	4	38	4.22									
15	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	65	4.07	5	5	5	5	5	5	5	5	5	45	4.00									
16	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	54	3.67	4	4	4	4	4	4	4	4	4	36	4.00									
17	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	54	3.67	4	4	4	4	4	4	4	4	4	36	4.00									
18	4	4	4	3	3	4	3	4	3	3	4	4	5	3	3	3	54	3.67	3	4	4	3	3	3	3	3	4	36	4.00									
19	4	4	3	3	3	4	4	3	4	3	3	3	3	4	3	3	54	3.67	3	3	3	4	4	4	4	4	3	34	3.78									
20	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60	4.00	4	4	3	3	3	3	3	3	3	33	3.67									
21	4	4	4	4	4	3	3	4	4	3	4	4	3	3	3	3	54	3.67	4	3	4	3	4	3	3	3	3	33	3.67									
22	3	4	4	4	4	2	2	4	4	2	4	3	3	2	3	3	54	3.67	4	5	5	5	4	2	2	2	2	27	3.22									
23	4	4	4	4	4	3	3	3	3	4	4	4	4	4	3	3	54	3.67	4	4	4	4	4	2	2	2	2	22	3.56									
24	4	5	4	4	3	4	3	3	4	4	5	5	4	4	4	4	60	4.00	4	4	4	4	5	5	4	4	4	38	4.22									
25	5	4	4	4	4	4	4	4	4	4	4	5	4	4	4	4	54	3.67	4	4	3	2	2	4	5	4	4	36	4.00									
26	4	4	4	4	4	4	3	3	3	4	4	4	4	4	4	5	54	3.67	5	5	5	4	5	4	3	3	4	36	4.00									
27	5	5	5	5	5	4	4	4	4	3	3	3	5	5	4	4	60	4.00	4	4	4	5	4	4	5	4	4	38	4.22									
28	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	54	3.67	4	3	3	3	3	4	4	4	4	36	4.00									
29	5	5	5	4	4	3	3	3	3	4	4	4	4	3	3	3	54	3.67	4	4	3	4	4	5	4	3	3	34	3.78									
30	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60	4.00	3	4	4	4	4	4	4	4	3	34	3.78									
31	4	4	4	4	5	5	5	5	5	5	4	4	3	4	4	4	57	3.73	4	4	4	3	3	3	3	3	3	33	3.67									
32	4	4	4	4	4	4	4	4	5	5	5	4	4	4	4	4	57	3.73	4	4	5	5	4	4	5	4	5	40	4.44									
33	4	5	5	5	5	4	4	4	4	5	4	4	4	4	4	4	60	4.00	4	5	4	4	5	4	5	4	4	39	4.33									
34	4	4	5	3	3	4	5	4	4	5	3	3	4	4	4	4	57	3.73	5	4	3	5	5	4	5	5	4	40	4.44									
35	4	4	5	5	4	3	3	5	4	5	4	4	5	3	3	3	54	3.67	3	3	3	4	4	5	4	5	5	36	4.00									
36	4	4	5	4	4	4	3	4	4	5	4	4	4	4	4	4	54	3.67	5	5	4	4	4	5	4	5	4	38	4.22									
37	4	4	4	4	4	5	5	4	4	4	4	4	4	5	3	3	54	3.67	4	5	5	5	4	5	4	5	5	42	4.67									
38	5	5	5	5	4	3	4	4	4	4	4	4	4	4	5	4	60	4.00	4	4	4	5	5	5	4	4	4	36	4.00									
39	4	4	4	4	4	4	3	3	3	3	4	4	4	4	4	4	54	3.67	3	3	3	3	4	4	3	3	3	29	3.22									
40	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60	4.00	4	5	4	3	4	5	4	4	4	37	4.11									
41	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	65	4.07	5	5	5	5	5	5	5	5	5	45	4.00									
42	4	4	5	4	4	4	4	4	4	3	3	4	4	4	4	4	54	3.67	4	4	5	3	5	4	5	5	5	40	4.44									
43	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60	4.00	4	4	4	5	4	4	4	4	4	37	4.11									
44	4	4	4	3	3	4	3	4	3	3	4	4	3	3	3	3	54	3.67	3	4	4	4	3	3	3	3	4	33	3.67									
45	4	4	3	3	3	4	4	3	4	3	3	3	4	3	3	3	54	3.67	3	3	3	3	4	4	4	3	3	33	3.67									
46	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60	4.00	4	3	3	3	4	4	3	3	3	33	3.67									
47	4	4	4	4	4	3	3	4	4	4	4	4	4	4	3	3	54	3.67	4	3	3	3	4	2	2	2	2	22	3.56									
48	4	4	4	4	4	2	2	4	4	2	3	3	3	2	3	3	54	3.67	4	3	3	3	4	2	2	2	2	22	3.56									
49	4	4	4	4	4	3	3	3	3	4	4	4	4	3	3	3	54	3.67	4	4	3	4	4	2	2	2	2	22	3.56									
50	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60	4.00	4	4	4	4	5	4	4	4	4	38	4.22									
51	5	4	4	4	4	4	4	4	4	4	4	5	4	4	4	4	54	3.67	4	4	5	2	2	2	4	4	4	36	4.00									
52	4	4	4	4	4	4	3	3	3	4	4	4	4	4	4	5	54	3.67	4	5	4	5	5	5	3	3	4	38	4.22									
53	5	4	5	4	5	4	4	4	4	4	4	4	4	4	5	4	60	4.00	4	4	5	4	4	4	4	5	4	38	4.22									
54	4	5	4	4	4	5	4	4	4	4	4	4	4	4	4	4	54	3.67	4	5	3	4	4	5	4	4	4	38	4.22									
55	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60	4.00	4	4	4	4	4	4	4	4	4	36	4.00									
56	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60	4.00	4	4	4	4	4	4	4	4	4	36	4.00									
57	4	4	5	4	4	5	4	4	4	4	4	4	4	5	4	4	54	3.67	4	5	4	4	5	4	5	4	3	38	4.22									
58	4	4	4	4	4	4	5	4	4	3	4	4	4	4	4	3	54	3.67	4	4	5	5	4	5	4	4	3	38	4.22									
59	4	4	4	4	4	4	3	3	3	4	4	4	4	4	4	3	54	3.67	4	4	5	4	3	4	5	4	3	33	3.67									
60	4	4	4	4	4	3	3	3	4	3	4	3	4	4	4	4	54	3.67	5	5	4	4	3	4	5	3	3	33	3.67									
61	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60	4.00	4	4	4	4	4	4	4	4	4	36	4.00									
62	4	5	5	3	5	4	4	4	3	4	3	4	5	5	4	4	60	4.00	4	4	4	4	4	4	4	5	5	4	36	4.00								
63	4	4																																				

Lampiran 3. Uji Validitas dan Reliabilitas

Tenaga Penjual (X1)

Correlations

	Tenaga Penjual (X1)		
	Pearson Correlation	Sig. (2-tailed)	N
X1.A.1	.518**	.000	72
X1.A.2	.480**	.000	72
X1.A.3	.601**	.000	72
X1.B.1	.587**	.000	72
X1.B.2	.580**	.000	72
X1.B.3	.651**	.000	72
X1.C.1	.649**	.000	72
X1.C.2	.543**	.000	72
X1.C.3	.587**	.000	72
X1.D.1	.729**	.000	72
X1.D.2	.419**	.000	72
X1.D.3	.570**	.000	72
X1.E.1	.553**	.000	72
X1.E.2	.696**	.000	72
X1.E.3	.528**	.000	72

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

Reliability Statistics

Cronbach's Alpha	N of Items
.858	15

Lampiran 4. Tabel Frekuensi

Identitas Responden

Jenis Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-laki	30	41.7	41.7	41.7
	Perempuan	42	58.3	58.3	100.0
	Total	72	100.0	100.0	

Usia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-30 tahun	29	40.3	40.3	40.3
	31-40 tahun	33	45.8	45.8	86.1
	41-50 tahun	10	13.9	13.9	100.0
	Total	72	100.0	100.0	

Pendidikan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SLTA	21	29.2	29.2	29.2
	D3	12	16.7	16.7	45.8
	S1	39	54.2	54.2	100.0
	Total	72	100.0	100.0	

Tenaga Penjual (X1)

Statistics

	Mean
X1.A.1	4.1389
X1.A.2	4.1887
X1.A.3	4.2083
X1.B.1	4.0000
X1.B.2	4.0000
X1.B.3	3.9861
X1.C.1	3.7778
X1.C.2	3.8333
X1.C.3	3.8194
X1.D.1	3.8472
X1.D.2	3.9583
X1.D.3	3.9167
X1.E.1	4.0000
X1.E.2	3.9167
X1.E.3	3.9028

X1.A.1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	1	1.4	1.4	1.4
S	60	83.3	83.3	84.7
SS	11	15.3	15.3	100.0
Total	72	100.0	100.0	

X1.A.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid S	60	83.3	83.3	83.3
SS	12	16.7	16.7	100.0
Total	72	100.0	100.0	

X1.A.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	2	2.8	2.8	2.8
S	53	73.6	73.6	76.4
SS	17	23.6	23.6	100.0
Total	72	100.0	100.0	

X1.B.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	8	11.1	11.1	11.1
	S	56	77.8	77.8	88.9
	SS	8	11.1	11.1	100.0
	Total	72	100.0	100.0	

X1.B.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	10	13.9	13.9	13.9
	S	52	72.2	72.2	86.1
	SS	10	13.9	13.9	100.0
	Total	72	100.0	100.0	

X1.B.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	2	2.8	2.8	2.8
	N	10	13.9	13.9	16.7
	S	47	65.3	65.3	81.9
	SS	13	18.1	18.1	100.0
	Total	72	100.0	100.0	

X1.C.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	2	2.8	2.8	2.8
	N	22	30.6	30.6	33.3
	S	38	52.8	52.8	86.1
	SS	10	13.9	13.9	100.0
	Total	72	100.0	100.0	

X1.C.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	19	26.4	26.4	26.4
	S	48	63.9	63.9	90.3
	SS	7	9.7	9.7	100.0
	Total	72	100.0	100.0	

X1.C.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	18	25.0	25.0	25.0
	S	49	68.1	68.1	93.1
	SS	5	6.9	6.9	100.0
	Total	72	100.0	100.0	

X1.D.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	2	2.8	2.8	2.8
	N	17	23.6	23.6	26.4
	S	43	59.7	59.7	86.1
	SS	10	13.9	13.9	100.0
	Total	72	100.0	100.0	

X1.D.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	12	16.7	16.7	16.7
	S	51	70.8	70.8	87.5
	SS	9	12.5	12.5	100.0
	Total	72	100.0	100.0	

X1.D.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	11	15.3	15.3	15.3
	S	56	77.8	77.8	93.1
	SS	5	6.9	6.9	100.0
	Total	72	100.0	100.0	

X1.E.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	11	15.3	15.3	15.3
	S	50	69.4	69.4	84.7
	SS	11	15.3	15.3	100.0
	Total	72	100.0	100.0	

X1.E.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	2	2.8	2.8	2.8
	N	12	16.7	16.7	19.4
	S	48	66.7	66.7	86.1
	SS	10	13.9	13.9	100.0
	Total	72	100.0	100.0	

X1.E.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	14	19.4	19.4	19.4
	S	51	70.8	70.8	90.3
	SS	7	9.7	9.7	100.0
	Total	72	100.0	100.0	

Produk (X2)

Statistics

	Mean
X2.A.1	
X2.A.2	3.9444
X2.A.3	4.0417
X2.B.1	3.9167
X2.B.2	4.0000
X2.B.3	3.9583
X2.C.1	4.0139
X2.C.2	3.9028
X2.C.3	3.7778
	3.7083

X2.A.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	13	18.1	18.1	18.1
	S	50	69.4	69.4	87.5
	SS	9	12.5	12.5	100.0
	Total	72	100.0	100.0	

X2.A.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	12	16.7	16.7	16.7
	S	45	62.5	62.5	79.2
	SS	15	20.8	20.8	100.0
	Total	72	100.0	100.0	

X2.A.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	17	23.6	23.6	23.6
	S	44	61.1	61.1	84.7
	SS	11	15.3	15.3	100.0
	Total	72	100.0	100.0	

X2.B.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	2	2.8	2.8	2.8
	N	12	16.7	16.7	19.4
	S	42	58.3	58.3	77.8
	SS	16	22.2	22.2	100.0
	Total	72	100.0	100.0	

X2.B.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	2	2.8	2.8	2.8
	N	12	16.7	16.7	19.4
	S	45	62.5	62.5	81.9
	SS	13	18.1	18.1	100.0
	Total	72	100.0	100.0	

X2.B.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	5	6.9	6.9	6.9
	N	9	12.5	12.5	19.4
	S	38	52.8	52.8	72.2
	SS	20	27.8	27.8	100.0
	Total	72	100.0	100.0	

X2.C.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	4	5.6	5.6	5.6
	N	14	19.4	19.4	25.0
	S	39	54.2	54.2	79.2
	SS	15	20.8	20.8	100.0
	Total	72	100.0	100.0	

X2.C.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	4	5.6	5.6	5.6
	N	19	26.4	26.4	31.9
	S	38	52.8	52.8	84.7
	SS	11	15.3	15.3	100.0
	Total	72	100.0	100.0	

X2.C.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	4	5.6	5.6	5.6
	N	22	30.6	30.6	36.1
	S	37	51.4	51.4	87.5
	SS	9	12.5	12.5	100.0
	Total	72	100.0	100.0	

Harga (X3)

Statistics

	Mean
X3.A.1	
X3.A.2	3.8811
X3.A.3	3.8889
X3.B.1	3.6389
X3.B.2	3.5139
X3.B.3	3.4306
X3.C.1	3.5278
X3.C.2	3.9167
X3.C.3	3.9722
	3.8750

X3.A.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	17	23.6	23.6	23.6
	S	48	66.7	66.7	90.3
	SS	7	9.7	9.7	100.0
	Total	72	100.0	100.0	

X3.A.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	16	22.2	22.2	22.2
	S	48	66.7	66.7	88.9
	SS	8	11.1	11.1	100.0
	Total	72	100.0	100.0	

X3.A.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	29	40.3	40.3	40.3
	S	40	55.6	55.6	95.8
	SS	3	4.2	4.2	100.0
	Total	72	100.0	100.0	

X3.B.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	2	2.8	2.8	2.8
	N	34	47.2	47.2	50.0
	S	31	43.1	43.1	93.1
	SS	5	6.9	6.9	100.0
	Total	72	100.0	100.0	

X3.B.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	2	2.8	2.8	2.8
	N	39	54.2	54.2	56.9
	S	29	40.3	40.3	97.2
	SS	2	2.8	2.8	100.0
	Total	72	100.0	100.0	

X3.B.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	2	2.8	2.8	2.8
	N	33	45.8	45.8	48.6
	S	32	44.4	44.4	93.1
	SS	5	6.9	6.9	100.0
	Total	72	100.0	100.0	

X3.C.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	10	13.9	13.9	13.9
	S	58	80.6	80.6	94.4
	SS	4	5.6	5.6	100.0
	Total	72	100.0	100.0	

X3.C.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	10	13.9	13.9	13.9
	S	54	75.0	75.0	88.9
	SS	8	11.1	11.1	100.0
	Total	72	100.0	100.0	

X3.C.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	18	25.0	25.0	25.0
	S	45	62.5	62.5	87.5
	SS	9	12.5	12.5	100.0
	Total	72	100.0	100.0	

Kepuasan Nasabah (Y)

Statistics

	Mean
Y.A.1	3.8750
Y.A.2	3.9167
Y.A.3	3.8472
Y.B.1	3.9306
Y.B.2	3.7917
Y.B.3	3.7500
Y.C.1	3.8611
Y.C.2	3.7500
Y.C.3	3.6806
Y.D.1	3.6806
Y.D.2	3.6389
Y.D.3	3.8750
Y.E.1	3.9028
Y.E.2	3.9444
Y.E.3	3.8611

Y.A.1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	11	15.3	15.3	15.3
S	59	81.9	81.9	97.2
SS	2	2.8	2.8	100.0
Total	72	100.0	100.0	

Y.A.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	14	19.4	19.4	19.4
S	50	69.4	69.4	88.9
SS	8	11.1	11.1	100.0
Total	72	100.0	100.0	

Y.A.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	19	26.4	26.4	26.4
S	45	62.5	62.5	88.9
SS	8	11.1	11.1	100.0
Total	72	100.0	100.0	

Y.B.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	11	15.3	15.3	15.3
	S	55	76.4	76.4	91.7
	SS	6	8.3	8.3	100.0
	Total	72	100.0	100.0	

Y.B.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	5	6.9	6.9	6.9
	N	11	15.3	15.3	22.2
	S	50	69.4	69.4	91.7
	SS	6	8.3	8.3	100.0
	Total	72	100.0	100.0	

Y.B.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	5	6.9	6.9	6.9
	N	15	20.8	20.8	27.8
	S	45	62.5	62.5	90.3
	SS	7	9.7	9.7	100.0
	Total	72	100.0	100.0	

Y.C.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	3	4.2	4.2	4.2
	N	11	15.3	15.3	19.4
	S	51	70.8	70.8	90.3
	SS	7	9.7	9.7	100.0
	Total	72	100.0	100.0	

Y.C.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	5	6.9	6.9	6.9
	N	10	13.9	13.9	20.8
	S	55	76.4	76.4	97.2
	SS	2	2.8	2.8	100.0
	Total	72	100.0	100.0	

Y.C.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	5	6.9	6.9	6.9
	N	15	20.8	20.8	27.8
	S	50	69.4	69.4	97.2
	SS	2	2.8	2.8	100.0
	Total	72	100.0	100.0	

Y.D.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	2	2.8	2.8	2.8
	N	25	34.7	34.7	37.5
	S	39	54.2	54.2	91.7
	SS	6	8.3	8.3	100.0
	Total	72	100.0	100.0	

Y.D.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	2	2.8	2.8	2.8
	N	24	33.3	33.3	36.1
	S	44	61.1	61.1	97.2
	SS	2	2.8	2.8	100.0
	Total	72	100.0	100.0	

Y.D.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	13	18.1	18.1	18.1
	S	55	76.4	76.4	94.4
	SS	4	5.6	5.6	100.0
	Total	72	100.0	100.0	

Y.E.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	2	2.8	2.8	2.8
	N	5	6.9	6.9	9.7
	S	63	87.5	87.5	97.2
	SS	2	2.8	2.8	100.0
	Total	72	100.0	100.0	

Y.E.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	10	13.9	13.9	13.9
	S	56	77.8	77.8	91.7
	SS	6	8.3	8.3	100.0
	Total	72	100.0	100.0	

Y.E.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	2	2.8	2.8	2.8
	N	9	12.5	12.5	15.3
	S	58	80.6	80.6	95.8
	SS	3	4.2	4.2	100.0
	Total	72	100.0	100.0	

Lampiran 5. Analisa Deskriptif

Tenaga Penjual (X1)

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Profesionalisme (X1.1)	72	3.67	5.00	4.1713	.33562
Negotiation (X1.2)	72	3.00	5.00	3.9954	.42450
Relationship Marketing (X1.3)	72	3.00	5.00	3.8099	.51259
Peran Tenaga Penjual (X1.4)	72	2.67	5.00	3.9072	.44448
Managerial (X1.5)	72	2.67	5.00	3.9397	.48218

Produk (X2)

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Manfaat (X2.1)	72	3.00	5.00	3.9876	.47492
Fitur (X2.2)	72	2.00	5.00	3.9901	.59218
Citra (X2.3)	72	2.00	5.00	3.7964	.68668

Harga (X3)

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Skema (X3.1)	72	3.00	5.00	3.7968	.52375
Jangka Waktu (X3.2)	72	1.33	5.00	3.4903	.65253
Nilai Tunai (X3.3)	72	3.00	5.00	3.9215	.48675

Kepuasan Nasabah (Y)

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Kualitas Produk (Y.1)	72	3.00	5.00	3.8797	.44145
Jaminan (Y.2)	72	2.33	5.00	3.8239	.58211
Emosional (Y.3)	72	2.00	5.00	3.7640	.58355
Ketanggapan (Y.4)	72	2.33	5.00	3.7308	.49040
Reability (Y.5)	72	2.33	5.00	3.9028	.41689

Lampiran 6. Uji Asumsi Klasik

Uji Normalitas

One-Sample Kolmogorov-Smirnov Test

			Unstandardized Residual
N			72
Normal Parameters ^{a,b}	Mean		.0000000
	Std. Deviation		.22157230
Most Extreme Differences	Absolute		.121
	Positive		.104
	Negative		-.121
Kolmogorov-Smirnov Z			1.024
Asymp. Sig. (2-tailed)			.245

a. Test distribution is Normal.

b. Calculated from data.

Uji Multikolinieritas

Coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	.231	.335		.689	.493		
Tenaga Penjual (X1)	.262	.122	.199	2.143	.036	.473	2.116
Produk (X2)	.253	.097	.273	2.605	.011	.373	2.685
Harga (X3)	.417	.092	.466	4.520	.000	.384	2.603

a. Dependent Variable: Kepuasan Nasabah (Y)

Lampiran 7. Analisis Regresi

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Harga (X3), Tenaga Penjual (X1), Produk _a (X2)		Enter

- a. All requested variables entered.
 b. Dependent Variable: Kepuasan Nasabah (Y)

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.850 ^a	.722	.710	.22841

- a. Predictors: (Constant), Harga (X3), Tenaga Penjual (X1), Produk (X2)
 b. Dependent Variable: Kepuasan Nasabah (Y)

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	9.075	3	3.025	59.010	.000 ^a
	Residual	3.486	68	.051		
	Total	12.560	71			

- a. Predictors: (Constant), Harga (X3), Tenaga Penjual (X1), Produk (X2)
 b. Dependent Variable: Kepuasan Nasabah (Y)

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.231	.335		.689	.493
	Tenaga Penjual (X1)	.262	.122	.199	2.143	.036
	Produk (X2)	.253	.097	.273	2.605	.011
	Harga (X3)	.417	.092	.466	4.520	.000

- a. Dependent Variable: Kepuasan Nasabah (Y)

Lampiran 8. Korelasi Antar Dimensi

Correlations

		Kualitas Produk (Y.1)	Jaminan (Y.2)	Emosional (Y.3)	Ketanggapan (Y.4)	Reability (Y.5)
Profesionalisme (X1.1)	Pearson Correlation	.403**	.413**	.373**	.473**	.456**
	Sig. (2-tailed)	.000	.000	.001	.000	.000
	N	72	72	72	72	72
Negotiation (X1.2)	Pearson Correlation	.422**	.396**	.473**	.551**	.396**
	Sig. (2-tailed)	.000	.001	.000	.000	.001
	N	72	72	72	72	72
Relationship Marketing (X1.3)	Pearson Correlation	.464**	.475**	.548**	.437**	.286*
	Sig. (2-tailed)	.000	.000	.000	.000	.015
	N	72	72	72	72	72
Peran Tenaga Penjual (X1.4)	Pearson Correlation	.428**	.408**	.324**	.414**	.423**
	Sig. (2-tailed)	.000	.000	.005	.000	.000
	N	72	72	72	72	72
Manajerial (X1.5)	Pearson Correlation	.458**	.442**	.484**	.414**	.328**
	Sig. (2-tailed)	.000	.000	.000	.000	.005
	N	72	72	72	72	72
Manfaat (X2.1)	Pearson Correlation	.354**	.324**	.286*	.459**	.388**
	Sig. (2-tailed)	.002	.005	.015	.000	.001
	N	72	72	72	72	72
Fitur (X2.2)	Pearson Correlation	.439**	.460**	.421**	.520**	.497**
	Sig. (2-tailed)	.000	.000	.000	.000	.000
	N	72	72	72	72	72
Citra (X2.3)	Pearson Correlation	.609**	.654**	.707**	.579**	.525**
	Sig. (2-tailed)	.000	.000	.000	.000	.000
	N	72	72	72	72	72
Skema (X3.1)	Pearson Correlation	.616**	.503**	.545**	.631**	.589**
	Sig. (2-tailed)	.000	.000	.000	.000	.000
	N	72	72	72	72	72
Jangka Waktu (X3.2)	Pearson Correlation	.544**	.569**	.626**	.629**	.476**
	Sig. (2-tailed)	.000	.000	.000	.000	.000
	N	72	72	72	72	72
Nilai Tunai (X3.3)	Pearson Correlation	.545**	.571**	.643**	.666**	.587**
	Sig. (2-tailed)	.000	.000	.000	.000	.000
	N	72	72	72	72	72

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

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

Lampiran 9. Tabel Statistik Untuk Korelasi Product Moment Pearson (r tabel)

DF	N	r 5%	DF	N	r 5%	DF	N	r 5%	DF	N	r 5%
1	3	0.997	51	53	0.271	101	103	0.194	151	153	0.159
2	4	0.950	52	54	0.268	102	104	0.193	152	154	0.158
3	5	0.878	53	55	0.266	103	105	0.192	153	155	0.158
4	6	0.811	54	56	0.263	104	106	0.191	154	156	0.157
5	7	0.754	55	57	0.261	105	107	0.190	155	157	0.157
6	8	0.707	56	58	0.259	106	108	0.189	156	158	0.156
7	9	0.666	57	59	0.256	107	109	0.188	157	159	0.156
8	10	0.632	58	60	0.254	108	110	0.187	158	160	0.155
9	11	0.602	59	61	0.252	109	111	0.187	159	161	0.155
10	12	0.576	60	62	0.250	110	112	0.186	160	162	0.154
11	13	0.553	61	63	0.248	111	113	0.185	161	163	0.154
12	14	0.532	62	64	0.246	112	114	0.184	162	164	0.153
13	15	0.514	63	65	0.244	113	115	0.183	163	165	0.153
14	16	0.497	64	66	0.242	114	116	0.182	164	166	0.152
15	17	0.482	65	67	0.240	115	117	0.182	165	167	0.152
16	18	0.468	66	68	0.239	116	118	0.181	166	168	0.151
17	19	0.456	67	69	0.237	117	119	0.180	167	169	0.151
18	20	0.444	68	70	0.235	118	120	0.179	168	170	0.151
19	21	0.433	69	71	0.234	119	121	0.179	169	171	0.150
20	22	0.423	70	72	0.232	120	122	0.178	170	172	0.150
21	23	0.413	71	73	0.230	121	123	0.177	171	173	0.149
22	24	0.404	72	74	0.229	122	124	0.176	172	174	0.149
23	25	0.396	73	75	0.227	123	125	0.176	173	175	0.148
24	26	0.388	74	76	0.226	124	126	0.175	174	176	0.148
25	27	0.381	75	77	0.224	125	127	0.174	175	177	0.148
26	28	0.374	76	78	0.223	126	128	0.174	176	178	0.147
27	29	0.367	77	79	0.221	127	129	0.173	177	179	0.147
28	30	0.361	78	80	0.220	128	130	0.172	178	180	0.146
29	31	0.355	79	81	0.219	129	131	0.172	179	181	0.146
30	32	0.349	80	82	0.217	130	132	0.171	180	182	0.146
31	33	0.344	81	83	0.216	131	133	0.170	181	183	0.145
32	34	0.339	82	84	0.215	132	134	0.170	182	184	0.145
33	35	0.334	83	85	0.213	133	135	0.169	183	185	0.144
34	36	0.329	84	86	0.212	134	136	0.168	184	186	0.144
35	37	0.325	85	87	0.211	135	137	0.168	185	187	0.144
36	38	0.320	86	88	0.210	136	138	0.167	186	188	0.143
37	39	0.316	87	89	0.208	137	139	0.167	187	189	0.143
38	40	0.312	88	90	0.207	138	140	0.166	188	190	0.142
39	41	0.308	89	91	0.206	139	141	0.165	189	191	0.142
40	42	0.304	90	92	0.205	140	142	0.165	190	192	0.142
41	43	0.301	91	93	0.204	141	143	0.164	191	193	0.141
42	44	0.297	92	94	0.203	142	144	0.164	192	194	0.141
43	45	0.294	93	95	0.202	143	145	0.163	193	195	0.141
44	46	0.291	94	96	0.201	144	146	0.163	194	196	0.140
45	47	0.288	95	97	0.200	145	147	0.162	195	197	0.140
46	48	0.285	96	98	0.199	146	148	0.161	196	198	0.139
47	49	0.282	97	99	0.198	147	149	0.161	197	199	0.139
48	50	0.279	98	100	0.197	148	150	0.160	198	200	0.139
49	51	0.276	99	101	0.196	149	151	0.160	199	201	0.138
50	52	0.273	100	102	0.195	150	152	0.159	200	202	0.138

Lampiran 10. Tabel Statistik Untuk Distribusi F (Alfa = 5%)

df2	df1									
	1	2	3	4	5	6	7	8	9	10
1	161.448	199.500	215.707	224.583	230.162	233.986	236.768	238.883	240.543	241.882
2	18.513	19.000	19.164	19.247	19.296	19.330	19.353	19.371	19.385	19.396
3	10.128	9.552	9.277	9.117	9.013	8.941	8.887	8.845	8.812	8.786
4	7.709	6.944	6.591	6.388	6.256	6.163	6.094	6.041	5.999	5.964
5	6.608	5.786	5.409	5.192	5.050	4.950	4.876	4.818	4.772	4.735
6	5.987	5.143	4.757	4.534	4.387	4.284	4.207	4.147	4.099	4.060
7	5.591	4.737	4.347	4.120	3.972	3.866	3.787	3.726	3.677	3.637
8	5.318	4.459	4.066	3.838	3.687	3.581	3.500	3.438	3.388	3.347
9	5.117	4.256	3.863	3.633	3.482	3.374	3.293	3.230	3.179	3.137
10	4.965	4.103	3.708	3.478	3.326	3.217	3.135	3.072	3.020	2.978
11	4.844	3.982	3.587	3.357	3.204	3.095	3.012	2.948	2.896	2.854
12	4.747	3.885	3.490	3.259	3.106	2.996	2.913	2.849	2.796	2.753
13	4.667	3.806	3.411	3.179	3.025	2.915	2.832	2.767	2.714	2.671
14	4.600	3.739	3.344	3.112	2.958	2.848	2.764	2.699	2.646	2.602
15	4.543	3.682	3.287	3.056	2.901	2.790	2.707	2.641	2.588	2.544
16	4.494	3.634	3.239	3.007	2.852	2.741	2.657	2.591	2.538	2.494
17	4.451	3.592	3.197	2.965	2.810	2.699	2.614	2.548	2.494	2.450
18	4.414	3.555	3.160	2.928	2.773	2.661	2.577	2.510	2.456	2.412
19	4.381	3.522	3.127	2.895	2.740	2.628	2.544	2.477	2.423	2.378
20	4.351	3.493	3.098	2.866	2.711	2.599	2.514	2.447	2.393	2.348
21	4.325	3.467	3.072	2.840	2.685	2.573	2.488	2.420	2.366	2.321
22	4.301	3.443	3.049	2.817	2.661	2.549	2.464	2.397	2.342	2.297
23	4.279	3.422	3.028	2.796	2.640	2.528	2.442	2.375	2.320	2.275
24	4.260	3.403	3.009	2.776	2.621	2.508	2.423	2.355	2.300	2.255
25	4.242	3.385	2.991	2.759	2.603	2.490	2.405	2.337	2.282	2.236
26	4.225	3.369	2.975	2.743	2.587	2.474	2.388	2.321	2.265	2.220
27	4.210	3.354	2.960	2.728	2.572	2.459	2.373	2.305	2.250	2.204
28	4.196	3.340	2.947	2.714	2.558	2.445	2.359	2.291	2.236	2.190
29	4.183	3.328	2.934	2.701	2.545	2.432	2.346	2.278	2.223	2.177
30	4.171	3.316	2.922	2.690	2.534	2.421	2.334	2.266	2.211	2.165
31	4.160	3.305	2.911	2.679	2.523	2.409	2.323	2.255	2.199	2.153
32	4.149	3.295	2.901	2.668	2.512	2.399	2.313	2.244	2.189	2.142
33	4.139	3.285	2.892	2.659	2.503	2.389	2.303	2.235	2.179	2.133
34	4.130	3.276	2.883	2.650	2.494	2.380	2.294	2.225	2.170	2.123
35	4.121	3.267	2.874	2.641	2.485	2.372	2.285	2.217	2.161	2.114
36	4.113	3.259	2.866	2.634	2.477	2.364	2.277	2.209	2.153	2.106
37	4.105	3.252	2.859	2.626	2.470	2.356	2.270	2.201	2.145	2.098
38	4.098	3.245	2.852	2.619	2.463	2.349	2.262	2.194	2.138	2.091
39	4.091	3.238	2.845	2.612	2.456	2.342	2.255	2.187	2.131	2.084
40	4.085	3.232	2.839	2.606	2.449	2.336	2.249	2.180	2.124	2.077
41	4.079	3.226	2.833	2.600	2.443	2.330	2.243	2.174	2.118	2.071
42	4.073	3.220	2.827	2.594	2.438	2.324	2.237	2.168	2.112	2.065
43	4.067	3.214	2.822	2.589	2.432	2.318	2.232	2.163	2.106	2.059
44	4.062	3.209	2.816	2.584	2.427	2.313	2.226	2.157	2.101	2.054
45	4.057	3.204	2.812	2.579	2.422	2.308	2.221	2.152	2.096	2.049
46	4.052	3.200	2.807	2.574	2.417	2.304	2.216	2.147	2.091	2.044
47	4.047	3.195	2.802	2.570	2.413	2.299	2.212	2.143	2.086	2.039
48	4.043	3.191	2.798	2.565	2.409	2.295	2.207	2.138	2.082	2.035
49	4.038	3.187	2.794	2.561	2.404	2.290	2.203	2.134	2.077	2.030
50	4.034	3.183	2.790	2.557	2.400	2.286	2.199	2.130	2.073	2.026

df2	df1									
	1	2	3	4	5	6	7	8	9	10
51	4.030	3.179	2.786	2.553	2.397	2.283	2.195	2.126	2.069	2.022
52	4.027	3.175	2.783	2.550	2.393	2.279	2.192	2.122	2.066	2.018
53	4.023	3.172	2.779	2.546	2.389	2.275	2.188	2.119	2.062	2.015
54	4.020	3.168	2.776	2.543	2.386	2.272	2.185	2.115	2.059	2.011
55	4.016	3.165	2.773	2.540	2.383	2.269	2.181	2.112	2.055	2.008
56	4.013	3.162	2.769	2.537	2.380	2.266	2.178	2.109	2.052	2.005
57	4.010	3.159	2.766	2.534	2.377	2.263	2.175	2.106	2.049	2.001
58	4.007	3.156	2.764	2.531	2.374	2.260	2.172	2.103	2.046	1.998
59	4.004	3.153	2.761	2.528	2.371	2.257	2.169	2.100	2.043	1.995
60	4.001	3.150	2.758	2.525	2.368	2.254	2.167	2.097	2.040	1.993
61	3.998	3.148	2.755	2.523	2.366	2.251	2.164	2.094	2.037	1.990
62	3.996	3.145	2.753	2.520	2.363	2.249	2.161	2.092	2.035	1.987
63	3.993	3.143	2.751	2.518	2.361	2.246	2.159	2.089	2.032	1.985
64	3.991	3.140	2.748	2.515	2.358	2.244	2.156	2.087	2.030	1.982
65	3.989	3.138	2.746	2.513	2.356	2.242	2.154	2.084	2.027	1.980
66	3.986	3.136	2.744	2.511	2.354	2.239	2.152	2.082	2.025	1.977
67	3.984	3.134	2.742	2.509	2.352	2.237	2.150	2.080	2.023	1.975
68	3.982	3.132	2.740	2.507	2.350	2.235	2.148	2.078	2.021	1.973
69	3.980	3.130	2.737	2.505	2.348	2.233	2.145	2.076	2.019	1.971
70	3.978	3.128	2.736	2.503	2.346	2.231	2.143	2.074	2.017	1.969
71	3.976	3.126	2.734	2.501	2.344	2.229	2.142	2.072	2.015	1.967
72	3.974	3.124	2.732	2.499	2.342	2.227	2.140	2.070	2.013	1.965
73	3.972	3.122	2.730	2.497	2.340	2.226	2.138	2.068	2.011	1.963
74	3.970	3.120	2.728	2.495	2.338	2.224	2.136	2.066	2.009	1.961
75	3.968	3.119	2.727	2.494	2.337	2.222	2.134	2.064	2.007	1.959
76	3.967	3.117	2.725	2.492	2.335	2.220	2.133	2.063	2.006	1.958
77	3.965	3.115	2.723	2.490	2.333	2.219	2.131	2.061	2.004	1.956
78	3.963	3.114	2.722	2.489	2.332	2.217	2.129	2.059	2.002	1.954
79	3.962	3.112	2.720	2.487	2.330	2.216	2.128	2.058	2.001	1.953
80	3.960	3.111	2.719	2.486	2.329	2.214	2.126	2.056	1.999	1.951
81	3.959	3.109	2.717	2.484	2.327	2.213	2.125	2.055	1.998	1.950
82	3.957	3.108	2.716	2.483	2.326	2.211	2.123	2.053	1.996	1.948
83	3.956	3.107	2.715	2.482	2.324	2.210	2.122	2.052	1.995	1.947
84	3.955	3.105	2.713	2.480	2.323	2.209	2.121	2.051	1.993	1.945
85	3.953	3.104	2.712	2.479	2.322	2.207	2.119	2.049	1.992	1.944
86	3.952	3.103	2.711	2.478	2.321	2.206	2.118	2.048	1.991	1.943
87	3.951	3.101	2.709	2.476	2.319	2.205	2.117	2.047	1.989	1.941
88	3.949	3.100	2.708	2.475	2.318	2.203	2.115	2.045	1.988	1.940
89	3.948	3.099	2.707	2.474	2.317	2.202	2.114	2.044	1.987	1.939
90	3.947	3.098	2.706	2.473	2.316	2.201	2.113	2.043	1.986	1.938
91	3.946	3.097	2.705	2.472	2.315	2.200	2.112	2.042	1.984	1.936
92	3.945	3.095	2.704	2.471	2.313	2.199	2.111	2.041	1.983	1.935
93	3.943	3.094	2.703	2.470	2.312	2.198	2.110	2.040	1.982	1.934
94	3.942	3.093	2.701	2.469	2.311	2.197	2.109	2.038	1.981	1.933
95	3.941	3.092	2.700	2.467	2.310	2.196	2.108	2.037	1.980	1.932
96	3.940	3.091	2.699	2.466	2.309	2.195	2.106	2.036	1.979	1.931
97	3.939	3.090	2.698	2.465	2.308	2.194	2.105	2.035	1.978	1.930
98	3.938	3.089	2.697	2.465	2.307	2.193	2.104	2.034	1.977	1.929
99	3.937	3.088	2.696	2.464	2.306	2.192	2.103	2.033	1.976	1.928
101	3.935	3.086	2.695	2.462	2.304	2.190	2.102	2.031	1.974	1.926

Lampiran 11. Tabel Statistik Untuk Distribusi t

Df	t 0,10	t 0,05	t 0,025	t 0,01	t 0,005
1	3.078	6.314	12.706	31.821	63.657
2	1.886	2.920	4.303	6.965	9.925
3	1.638	2.353	3.182	4.541	5.841
4	1.533	2.132	2.776	3.747	4.604
5	1.476	2.015	2.571	3.365	4.032
6	1.440	1.943	2.447	3.143	3.707
7	1.415	1.895	2.365	2.998	3.499
8	1.397	1.860	2.306	2.896	3.355
9	1.383	1.833	2.262	2.821	3.250
10	1.372	1.812	2.228	2.764	3.169
11	1.363	1.796	2.201	2.718	3.106
12	1.356	1.782	2.179	2.681	3.055
13	1.350	1.771	2.160	2.650	3.012
14	1.345	1.761	2.145	2.624	2.977
15	1.341	1.753	2.131	2.602	2.947
16	1.337	1.746	2.120	2.583	2.921
17	1.333	1.740	2.110	2.567	2.898
18	1.330	1.734	2.101	2.552	2.878
19	1.328	1.729	2.093	2.539	2.861
20	1.325	1.725	2.086	2.528	2.845
21	1.323	1.721	2.080	2.518	2.831
22	1.321	1.717	2.074	2.508	2.819
23	1.319	1.714	2.069	2.500	2.807
24	1.318	1.711	2.064	2.492	2.797
25	1.316	1.708	2.060	2.485	2.787
26	1.315	1.706	2.056	2.479	2.779
27	1.314	1.703	2.052	2.473	2.771
28	1.313	1.701	2.048	2.467	2.763
29	1.311	1.699	2.045	2.462	2.756
30	1.310	1.697	2.042	2.457	2.750
31	1.309	1.696	2.040	2.453	2.744
32	1.309	1.694	2.037	2.449	2.738
33	1.308	1.692	2.035	2.445	2.733
34	1.307	1.691	2.032	2.441	2.728
35	1.306	1.690	2.030	2.438	2.724
36	1.306	1.688	2.028	2.434	2.719
37	1.305	1.687	2.026	2.431	2.715
38	1.304	1.686	2.024	2.429	2.712
39	1.304	1.685	2.023	2.426	2.708
40	1.303	1.684	2.021	2.423	2.704
41	1.303	1.683	2.020	2.421	2.701
42	1.302	1.682	2.018	2.418	2.698
43	1.302	1.681	2.017	2.416	2.695
44	1.301	1.680	2.015	2.414	2.692
45	1.301	1.679	2.014	2.412	2.690
46	1.300	1.679	2.013	2.410	2.687
47	1.300	1.678	2.012	2.408	2.685
48	1.299	1.677	2.011	2.407	2.682
49	1.299	1.677	2.010	2.405	2.680
50	1.299	1.676	2.009	2.403	2.678

Df	t 0,10	t 0,05	t 0,025	t 0,01	t 0,005
51	1.298	1.675	2.008	2.402	2.676
52	1.298	1.675	2.007	2.400	2.674
53	1.298	1.674	2.006	2.399	2.672
54	1.297	1.674	2.005	2.397	2.670
55	1.297	1.673	2.004	2.396	2.668
56	1.297	1.673	2.003	2.395	2.667
57	1.297	1.672	2.002	2.394	2.665
58	1.296	1.672	2.002	2.392	2.663
59	1.296	1.671	2.001	2.391	2.662
60	1.296	1.671	2.000	2.390	2.660
61	1.296	1.670	2.000	2.389	2.659
62	1.295	1.670	1.999	2.388	2.657
63	1.295	1.669	1.998	2.387	2.656
64	1.295	1.669	1.998	2.386	2.655
65	1.295	1.669	1.997	2.385	2.654
66	1.295	1.668	1.997	2.384	2.652
67	1.294	1.668	1.996	2.383	2.651
68	1.294	1.668	1.995	2.382	2.650
69	1.294	1.667	1.995	2.382	2.649
70	1.294	1.667	1.994	2.381	2.648
71	1.294	1.667	1.994	2.380	2.647
72	1.293	1.666	1.993	2.379	2.646
73	1.293	1.666	1.993	2.379	2.645
74	1.293	1.666	1.993	2.378	2.644
75	1.293	1.665	1.992	2.377	2.643
76	1.293	1.665	1.992	2.376	2.642
77	1.293	1.665	1.991	2.376	2.641
78	1.292	1.665	1.991	2.375	2.640
79	1.292	1.664	1.990	2.374	2.640
80	1.292	1.664	1.990	2.374	2.639
81	1.292	1.664	1.990	2.373	2.638
82	1.292	1.664	1.989	2.373	2.637
83	1.292	1.663	1.989	2.372	2.636
84	1.292	1.663	1.989	2.372	2.636
85	1.292	1.663	1.988	2.371	2.635
86	1.291	1.663	1.988	2.370	2.634
87	1.291	1.663	1.988	2.370	2.634
88	1.291	1.662	1.987	2.369	2.633
89	1.291	1.662	1.987	2.369	2.632
90	1.291	1.662	1.987	2.368	2.632
91	1.291	1.662	1.986	2.368	2.631
92	1.291	1.662	1.986	2.368	2.630
93	1.291	1.661	1.986	2.367	2.630
94	1.291	1.661	1.986	2.367	2.629
95	1.291	1.661	1.985	2.366	2.629
96	1.290	1.661	1.985	2.366	2.628
97	1.290	1.661	1.985	2.365	2.627
98	1.290	1.661	1.984	2.365	2.627
99	1.290	1.660	1.984	2.365	2.626
101	1.290	1.660	1.984	2.364	2.625