

KOPERASI PEGAWAI PERUM PERURI

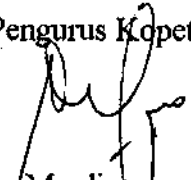
Kepada Yth : Anggota Kopetri dan Pembeli Toserba Kopetri.

Dalam rangka meningkatkan kinerja dan sesuai dengan rencana pengembangan bidang usaha Kopetri khususnya untuk TOSERBA Kopetri Jakarta yang harga barang dan pelayanannya sering dinilai oleh anggota kurang kompetitif, bersama ini kami selaku pengurus kopetri mengajukan formulir berupa isian kuesioner untuk dapat dijawab oleh anggota yang juga sebagai pemilik Kopetri.

Jawaban terhadap kuesioner tersebut akan kami jadikan sebagai acuan untuk menentukan kebijakan pengurus dalam strategi penetapan harga dan pelayanan sehingga Toserba Kopetri Jakarta dapat kembali menjadi salah satu sektor pelayanan anggota dengan menghasilkan SHU yang wajar.

Atas kerjasama yang baik dan waktu yang diberikan untuk mengisi kuesioner ini, kami mengucapkan terima kasih.

a/n. Pengurus Kopetri


Mardiyono
Bidang Usaha

Petunjuk Pengisian :

1. Mohon dibaca dengan teliti dan berikan jawaban terhadap butir pertanyaan yang diajukan dalam kuesioner ini dan berikan tanda \checkmark atau X pada salah satu nilai sesuai pilihan Bpk/Ibu/Sdr pada kolom tanggapan.
2. Pastikan semua pertanyaan telah dijawab dengan baik dan benar.
3. Kami sangat menghargai semua jawaban yang Bpk/Ibu/ Sdr berikan selaku anggota Kopetri dan pembeli di Toserba Kopetri

KOPERASI PEGAWAI PERUM PERURI (KOPETRI)

FORMULIR DATA RESPONDEN

Nomor Urut : _____

1. JENIS KELAMIN

- A. Pria B. Wanita

2. USIA

- A. < 25 tahun B. 25- 35 tahun C. 36-45 tahun
D. 45 – 55 tahun E. > 55 tahun

3. JABATAN

- A. Kadiv B. Kadep C. Kasek
D. Kaun E. Anggota F. Pensiunan

4. FREKUENSI PEMBELIAN KE TOSERBA KOPETRI SETIAP BULAN

- A. Tidak pernah B. 1-2 kali C. 3 -5 kali D. > 6 kali

KUESIONER TOSERBA KOPETRI

Variabel : Harga Jual Produk Toserba Kopetri

No.	Butir Pernyataan	Tanggapan				
		1 Sangat Tidak Setuju	2 Tidak Setuju	3 Cukup Setuju	4 Setuju	5 Sangat Setuju
1	Harga jual produk yang ditawarkan Toserba Koptri relatif sesuai dengan kualitasnya					
2.	Harga jual produk yang ditawarkan Toserba Kopetri relatif sesuai harapan anda					
3.	Harga jual produk yang ditawarkan Toserba Kopetri mampu menarik minat anda berbelanja lebih sering					
4.	Minat anda dalam berbelanja sangat bergantung pada harga					
5.	Harga produk yang ditawarkan Toserba Kopetri relatif lebih mahal namun pembayaran lebih fleksibel ketimbang Toserba pesaing terdekat					
6.	Harga produk Toserba Kopetri dapat bersaing dengan Toserba pesaing terdekat					
7.	Anda selalu konsumen relatif setuju dengan harga yang ditetapkan Toserba Kopetri					
8.	Menurut anda selaku konsumen penetapan harga relatif penting dalam penjualan					
9.	Anda selaku konsumen pernah mendapatkan SHU sebagai bentuk penghargaan menjadi anggota Toserba Kopetri					
10.	Menurut anda pemberian SHU harga penting dalam meningkatkan penjualan Toserba Kopetri					

KUESIONER TOSERBA KOPETRI

Variabel : Mutu Pelayanan Toserba Kopetri

No.	Butir Pernyataan	Tanggapan				
		Sangat Jelek (SJ)	Jelek (J)	Cukup Baik (CB)	Baik (B)	Sangat Baik (SB)
1.	Keterampilan Petugas dalam memberikan informasi bila anda tanya					
2.	Kemampuan petugas dalam meyakinkan konsumen pada saat berbelanja					
3.	Keramahan dan kesopanan petugas kepada anda selaku konsumen					
4.	Perhatian yang diberikan petugas kepada anda selaku konsumen					
5.	Kelengkapan sarana seperti toilet, areal parkir, pendingin di Toserba Kopetri					
6.	Lokasi Toserba Kopetri relatif mudah dijangkau/strategis					
7.	Kemampuan petugas dalam memahami kebutuhan konsumen					
8.	Kemampuan komunikasi petugas kepada anda selaku petugas					
9.	Kecepatan kasir dalam melakukan transaksi					
10.	Kesigapan petugas dalam memberi bantuan kepada anda selaku konsumen					

KUESIONER TOSERBA KOPETRI

Variabel : Tingkat Pembelian Konsumen / Pelanggan

No.	Butir Pernyataan	Tanggapan				
		(1) < Rp. 100.000	(2) Rp.100.001 – Rp. 500.000	(3) Rp.500.001 – Rp. 1.000.000	(4) Rp. 1.000.001 – Rp. 2.000.000	(5) > Rp. 2.000.000
1	Jumlah pembelian anda setiap bulan di Toserba Kopetri					

Tabulasi Hasil Jawaban Responden Atas Butir Pertanyaan Kuesioner
Variabel Harga Produk (n = 100)

No.	Butir Pertanyaan										Jumlah	Rata2
	1	2	3	4	5	6	7	8	9	10		
1	4	4	4	4	4	4	4	4	4	4	40	4.00
2	4	4	3	3	4	4	4	3	3	4	36	3.60
3	4	4	4	4	5	4	5	5	5	5	45	4.50
4	4	4	3	3	4	3	3	4	3	4	35	3.50
5	3	4	4	4	4	4	4	3	4	4	38	3.80
6	4	5	5	4	5	5	5	5	4	5	47	4.70
7	3	4	4	3	5	4	5	4	3	4	39	3.90
8	4	5	4	4	4	5	5	4	4	4	43	4.30
9	5	5	4	4	5	4	4	5	4	4	44	4.40
10	4	4	4	4	5	4	5	4	4	4	42	4.20
11	5	5	5	5	5	5	5	5	5	5	50	5.00
12	3	3	4	3	3	3	4	4	4	4	35	3.50
13	4	5	4	4	4	4	4	4	4	5	42	4.20
14	4	4	5	4	5	4	4	4	4	4	42	4.20
15	4	5	4	4	4	3	3	3	4	5	39	3.90
16	4	3	4	4	4	3	3	3	4	3	35	3.50
17	3	4	4	4	4	4	4	4	4	4	39	3.90
18	4	4	4	4	5	4	4	4	4	5	42	4.20
19	4	4	4	3	4	3	3	4	4	4	37	3.70
20	4	5	4	5	5	4	4	4	5	4	44	4.40
21	4	4	4	4	4	4	4	4	4	3	39	3.90
22	3	3	4	3	3	3	4	3	4	4	34	3.40
23	4	4	4	3	3	4	4	3	3	3	35	3.50
24	3	4	4	4	3	4	5	4	4	4	39	3.90
25	4	4	4	4	4	4	4	4	4	4	40	4.00
26	4	3	3	3	4	3	5	3	5	4	37	3.70
27	3	4	2	4	3	4	2	4	3	3	32	3.20
28	4	3	4	3	4	3	4	4	3	4	36	3.60
29	3	4	4	4	3	4	4	4	4	4	38	3.80
30	4	4	3	4	4	4	3	4	3	4	37	3.70
31	4	4	3	4	4	4	4	3	4	4	38	3.80
32	4	4	2	3	4	4	4	3	4	3	35	3.50
33	3	3	3	4	3	4	3	4	3	4	34	3.40
34	3	3	3	3	3	3	3	3	3	4	31	3.10
35	4	4	3	3	4	4	4	3	4	3	36	3.60
36	3	4	3	4	3	4	3	4	3	4	35	3.50
37	4	2	5	5	3	5	5	5	4	4	42	4.20
38	4	3	5	3	4	5	4	4	5	3	40	4.00
39	5	5	4	3	5	5	4	5	4	4	44	4.40
40	4	4	5	4	4	4	5	4	5	4	43	4.30
41	4	4	3	4	4	4	3	4	4	4	38	3.80
42	4	5	3	5	4	5	3	5	3	4	41	4.10
43	3	3	4	4	3	3	4	4	4	4	40	4.00
44	4	4	4	4	4	4	4	4	4	4	40	4.00
45	3	3	3	4	3	3	5	3	4	3	34	3.40
46	4	4	4	4	4	4	4	4	4	4	40	4.00
47	3	3	4	4	3	3	4	4	3	4	36	3.60
48	4	4	3	4	4	4	3	4	3	4	37	3.70
49	3	5	4	5	3	5	4	5	4	5	43	4.30
50	2	4	3	4	2	4	3	4	3	4	33	3.30
51	3	5	4	3	3	5	4	3	4	4	38	3.80
52	4	4	3	3	4	4	3	3	3	3	34	3.40

Tabulasi Hasil Jawaban Responden Atas Butir Pertanyaan Kuesioner
Variabel Harga Produk (n = 100)

53	3	5	3	3	3	5	3	3	3	5	36	3.60
54	4	4	4	4	4	4	4	4	4	4	40	4.00
55	3	4	3	4	4	4	3	4	4	4	37	3.70
56	4	4	3	4	5	5	4	4	2	4	39	3.90
57	4	4	3	2	4	4	3	4	3	4	35	3.50
58	3	3	4	4	3	4	4	4	4	5	38	3.80
59	3	5	3	3	3	5	3	4	3	5	37	3.70
60	4	4	4	4	4	4	4	4	4	4	40	4.00
61	4	5	4	4	4	5	4	4	4	4	42	4.20
62	2	4	4	4	3	4	4	3	4	3	35	3.50
63	4	4	4	4	4	4	4	4	5	3	40	4.00
64	4	3	4	3	4	3	4	3	4	4	36	3.60
65	3	4	3	4	3	4	3	4	3	3	34	3.40
66	4	4	4	2	4	4	4	2	4	4	36	3.60
67	3	3	3	3	3	3	4	3	4	3	32	3.20
68	4	4	4	4	3	4	4	4	4	3	38	3.80
69	4	4	4	3	3	4	5	3	4	3	37	3.70
70	4	4	4	4	5	4	4	4	4	3	40	4.00
71	4	3	3	3	4	3	3	3	4	2	32	3.20
72	2	4	4	4	2	4	4	4	4	4	36	3.60
73	3	3	4	4	3	3	4	4	4	3	35	3.50
74	4	3	3	4	4	5	3	4	4	4	38	3.80
75	4	4	5	4	4	4	5	4	5	4	43	4.30
76	5	3	4	4	5	3	4	4	4	3	39	3.90
77	4	3	4	3	4	3	4	4	5	4	38	3.80
78	3	4	4	4	3	4	4	4	4	3	37	3.70
79	4	4	4	4	4	4	4	4	4	4	40	4.00
80	3	4	4	4	5	4	4	4	4	4	40	4.00
81	4	4	4	4	4	5	4	4	3	4	40	4.00
82	3	4	4	4	3	4	4	4	4	4	38	3.80
83	4	3	3	5	4	3	3	5	3	4	37	3.70
84	5	4	4	4	5	4	4	4	4	3	41	4.10
85	3	3	3	4	4	3	3	4	2	4	33	3.30
86	3	4	4	4	3	4	4	4	4	3	37	3.70
87	4	2	4	4	4	2	4	4	4	4	36	3.60
88	3	4	5	4	3	4	5	4	5	5	42	4.20
89	4	4	4	4	4	4	4	4	4	4	40	4.00
90	4	3	3	2	4	3	5	2	3	4	33	3.30
91	3	4	4	4	3	4	4	4	4	4	34	3.40
92	2	3	4	3	4	3	4	3	4	4	34	3.40
93	3	4	5	4	4	4	5	4	5	4	44	4.40
94	4	5	4	5	4	5	4	5	4	4	44	4.40
95	3	4	4	4	5	4	4	4	4	5	41	4.10
96	3	3	4	5	4	3	4	5	4	4	39	3.90
97	4	4	5	4	4	4	5	4	5	3	42	4.20
98	3	5	4	5	4	3	4	3	4	4	39	3.90
99	4	5	3	4	4	4	3	4	4	4	39	3.90
100	4	3	4	4	4	3	4	4	4	4	38	3.80
Jumlah	363	388	378	379	383	389	392	385	387	390	3834	383.40
Rata2	3.63	3.88	3.78	3.79	3.83	3.89	3.92	3.85	3.87	3.90	38.34	3.83

Tabulasi Hasil Jawaban Responden Atas Butir Pertanyaan Kuesioner
Variabel Layanan (n = 100)

No.	Butir Pertanyaan										Jumlah	Rata2
	1	2	3	4	5	6	7	8	9	10		
1	3	3	4	4	4	4	4	4	3	4	37	3.70
2	3	2	3	4	4	3	3	4	3	3	32	3.20
3	5	4	4	3	5	5	4	5	5	4	44	4.40
4	4	3	5	4	4	4	4	4	4	4	40	4.00
5	4	4	4	4	4	4	4	4	4	3	39	3.90
6	4	4	5	5	5	4	5	5	4	4	45	4.50
7	5	4	5	5	5	5	5	5	5	5	49	4.90
8	3	3	3	3	4	4	3	5	3	4	35	3.50
9	4	4	3	5	4	4	3	3	4	4	38	3.80
10	3	3	5	5	5	4	5	5	4	4	43	4.30
11	4	4	4	5	3	4	4	5	4	4	41	4.10
12	2	4	3	4	3	4	4	4	4	4	36	3.60
13	3	3	4	3	4	4	4	4	3	4	36	3.60
14	4	4	4	4	4	3	4	4	4	3	38	3.80
15	3	3	3	4	4	4	3	3	3	4	34	3.40
16	3	4	4	3	4	3	4	3	3	3	34	3.40
17	3	2	3	4	4	4	4	3	4	4	35	3.50
18	4	4	4	4	4	4	4	3	4	4	39	3.90
19	3	3	4	4	5	5	4	4	3	5	40	4.00
20	2	4	5	4	4	4	5	4	2	4	38	3.80
21	4	4	4	4	4	4	4	4	4	3	39	3.90
22	3	3	2	3	3	3	3	3	3	4	30	3.00
23	3	4	4	3	3	4	4	3	3	3	34	3.40
24	3	4	4	4	3	4	4	4	4	4	38	3.80
25	4	4	4	4	4	4	4	4	4	4	40	4.00
26	4	3	3	3	4	3	5	3	5	4	37	3.70
27	3	4	2	4	3	4	2	4	3	3	32	3.20
28	3	3	3	3	3	3	3	4	3	3	31	3.10
29	3	4	4	4	3	4	4	4	4	4	38	3.80
30	4	4	3	4	4	4	3	4	3	4	37	3.70
31	3	3	3	3	3	3	4	3	4	4	33	3.30
32	4	4	2	3	4	4	4	3	4	3	35	3.50
33	3	3	3	4	3	4	3	4	3	4	34	3.40
34	3	3	3	3	3	3	3	3	3	4	31	3.10
35	4	4	3	3	4	4	4	3	4	3	36	3.60
36	3	4	3	4	3	4	3	4	3	4	35	3.50
37	3	2	5	5	3	5	5	5	4	4	41	4.10
38	3	3	5	3	3	5	5	5	5	3	40	4.00
39	5	5	4	3	5	5	4	5	4	4	44	4.40
40	4	4	5	4	4	4	5	4	5	4	43	4.30
41	3	4	3	4	3	4	3	4	3	4	35	3.50
42	4	5	3	5	4	5	3	5	3	4	41	4.10
43	3	3	4	4	3	3	4	4	4	4	40	4.00
44	4	4	4	4	4	4	4	4	4	4	40	4.00
45	3	3	3	3	3	3	3	3	3	3	30	3.00
46	4	3	2	4	4	4	3	4	3	4	35	3.50
47	4	3	2	4	4	4	3	4	4	4	36	3.60
48	3	3	4	4	3	3	4	4	4	4	37	3.70
49	4	4	3	4	4	4	3	4	3	4	37	3.70
50	3	5	4	5	3	5	4	5	4	5	43	4.30
51	3	5	4	3	3	5	4	3	4	3	33	3.30
52	2	4	3	4	2	4	3	4	3	4	38	3.80
53	3	5	4	3	3	5	4	3	3	3	34	3.40
54	4	4	3	3	4	4	3	3	3	5	36	3.60
55	3	5	3	3	3	5	3	3	3	5	36	3.60

Tabulasi Hasil Jawaban Responden Atas Butir Pertanyaan Kuesioner
Variabel Layanan (n = 100)

54	4	4	4	4	4	4	4	4	4	4	40	4.00
55	3	4	3	4	3	4	3	4	3	4	35	3.50
56	3	3	3	3	5	5	4	3	2	4	35	3.50
57	4	4	3	2	4	4	3	4	3	4	35	3.50
58	3	3	4	4	3	4	4	4	4	5	38	3.80
59	3	5	3	3	3	5	3	4	3	5	37	3.70
60	4	4	4	4	4	4	4	4	4	4	40	4.00
61	4	5	4	4	4	5	4	4	4	4	42	4.20
62	2	4	4	3	2	4	4	3	4	3	33	3.30
63	4	4	4	4	4	4	4	4	5	3	40	4.00
64	4	3	4	3	4	3	4	3	4	4	36	3.60
65	3	4	3	4	3	4	3	4	3	3	34	3.40
66	4	4	4	2	4	4	4	2	4	4	36	3.60
67	3	3	3	3	3	3	4	3	4	3	32	3.20
68	3	4	4	4	3	4	4	4	4	3	37	3.70
69	3	4	5	3	3	4	5	3	5	3	38	3.80
70	5	4	4	4	5	4	4	4	4	3	41	4.10
71	4	3	3	3	4	3	3	3	4	2	32	3.20
72	2	4	4	4	2	4	4	4	4	4	36	3.60
73	3	3	4	4	3	3	4	4	4	3	35	3.50
74	4	3	3	4	4	5	3	4	3	4	37	3.70
75	4	4	5	4	4	4	5	4	5	4	43	4.30
76	5	3	4	4	5	3	4	4	4	3	39	3.90
77	4	3	2	3	4	3	5	5	5	4	38	3.80
78	3	4	4	4	3	4	4	4	4	3	37	3.70
79	4	4	4	4	4	4	4	4	4	4	40	4.00
80	3	4	4	4	5	4	4	4	4	3	39	3.90
81	4	5	5	5	4	5	5	5	5	4	47	4.70
82	3	4	4	4	3	4	4	4	4	4	38	3.80
83	4	3	3	5	4	3	3	5	3	4	37	3.70
84	5	4	4	4	5	4	4	4	4	3	41	4.10
85	3	3	3	4	4	3	3	4	2	4	33	3.30
86	3	4	4	4	3	4	4	4	4	3	37	3.70
87	4	2	4	4	4	2	4	4	4	4	36	3.60
88	3	4	5	4	3	4	5	4	5	5	42	4.20
89	4	4	4	4	4	4	4	4	4	4	40	4.00
90	4	3	3	2	4	3	5	2	3	4	33	3.30
91	3	4	4	4	3	4	4	4	4	5	39	3.90
92	2	3	4	3	4	3	4	3	4	4	34	3.40
93	3	4	5	4	3	4	5	4	5	4	41	4.10
94	4	5	4	5	4	5	4	5	4	2	42	4.20
95	3	4	4	4	5	4	4	4	4	5	41	4.10
96	3	3	4	5	4	3	4	5	4	4	39	3.90
97	4	4	5	4	4	4	5	4	5	3	42	4.20
98	3	5	4	5	4	3	4	3	4	4	39	3.90
99	4	4	3	4	4	4	3	4	3	4	37	3.70
100	4	3	4	4	4	3	4	4	4	3	37	3.70
Jumlah	346	369	371	380	371	390	387	388	376	378	3756	375.60
Rata2	3.46	3.69	3.71	3.80	3.71	3.90	3.87	3.88	3.76	3.78	37.56	3.76

Hasil Jawaban Responden Atas Butir Pertanyaan Kuesioner
Variabel Frekuensi Tk Pembelian (n = 100)

No.	Frek
1	4
2	3
3	4
4	2
5	3
6	3
7	3
8	2
9	4
10	2
11	3
12	3
13	4
14	3
15	4
16	3
17	4
18	4
19	3
20	4
21	4
22	3
23	3
24	4
25	4
26	3
27	3
28	3
29	4
30	4
31	3
32	3
33	3
34	3
35	3
36	3
37	4
38	4
39	4
40	4
41	3
42	3
43	3
44	4
45	3
46	4
47	3
48	4
49	4
50	3
51	4
52	3
53	4

**Hasil Jawaban Responden Atas Butir Pertanyaan Kuesioner
Variabel Frekuensi Tk Pembelian (n = 100)**

54	4
55	4
56	4
57	3
58	4
59	4
60	4
61	4
62	3
63	3
64	4
65	3
66	4
67	3
68	4
69	3
70	4
71	2
72	4
73	1
74	4
75	3
76	4
77	3
78	4
79	4
80	4
81	3
82	4
83	3
84	4
85	3
86	4
87	3
88	4
89	4
90	3
91	4
92	3
93	3
94	4
95	4
96	3
97	4
98	4
99	4
100	3
Jumlah	345
Rata2	3.45

Hasil Jawaban Responden Atas Butir Pertanyaan Kuesioner
 Uji Validitas (n = 20)
 Variabel Harga Produk

No.	Butir Pertanyaan										Jumlah	Rata2
	1	2	3	4	5	6	7	8	9	10		
1	4	4	4	4	4	4	4	4	4	4	40	4.00
2	4	4	3	3	4	4	4	3	3	4	36	3.60
3	4	4	4	4	5	4	5	5	5	5	45	4.50
4	4	4	3	3	4	3	3	4	3	4	35	3.50
5	3	4	4	4	4	4	4	3	4	4	38	3.80
6	4	5	5	4	5	5	5	5	4	5	47	4.70
7	3	4	4	3	5	4	5	4	3	4	39	3.90
8	4	5	4	4	4	5	5	4	4	4	43	4.30
9	5	5	4	4	5	4	4	5	4	4	44	4.40
10	4	4	4	4	5	4	5	4	4	4	42	4.20
11	5	5	5	5	5	5	5	5	5	5	50	5.00
12	3	3	4	3	3	3	4	4	4	4	35	3.50
13	4	5	4	4	4	4	4	4	4	5	42	4.20
14	4	4	5	4	5	4	4	4	4	4	42	4.20
15	4	5	4	4	4	3	3	3	4	5	39	3.90
16	4	3	4	4	4	3	3	3	4	3	35	3.50
17	3	4	4	4	4	4	4	4	4	4	39	3.90
18	4	4	4	4	5	4	4	4	4	5	42	4.20
19	4	4	4	3	4	3	3	4	4	4	37	3.70
20	4	5	4	5	5	4	4	4	5	4	44	4.40
Jumlah	78	85	81	77	88	78	82	80	80	85	814	81.40
Rata2	3.90	4.25	4.05	3.85	4.40	3.90	4.10	4.00	4.00	4.25	40.70	4.07

Hasil Jawaban Responden Atas Butir Pertanyaan Kuesioner
 Uji Validitas (n = 20)
 Variabel Mutu Pelayanan

No.	Butir Pertanyaan										Jumlah	Rata2
	11	12	13	14	15	16	17	18	19	20		
1	3	3	4	4	4	4	4	4	3	4	37	3.70
2	3	2	3	4	4	3	3	4	3	3	32	3.20
3	5	4	4	3	5	5	4	5	5	4	44	4.40
4	4	3	5	4	4	4	4	4	4	4	40	4.00
5	4	4	4	4	4	4	4	4	4	3	39	3.90
6	4	4	5	5	5	4	5	5	4	4	45	4.50
7	5	4	5	5	5	5	5	5	5	5	49	4.90
8	3	3	3	3	4	4	3	5	3	4	35	3.50
9	4	4	3	5	4	4	3	3	4	4	38	3.80
10	3	3	5	5	5	4	5	5	4	4	43	4.30
11	4	4	4	5	3	4	4	5	4	4	41	4.10
12	2	4	3	4	3	4	4	4	4	4	36	3.60
13	3	3	4	3	4	4	4	4	3	4	36	3.60
14	4	4	4	4	4	3	4	4	4	3	38	3.80
15	3	3	3	4	4	4	3	3	3	4	34	3.40
16	3	4	4	3	4	3	4	3	3	3	34	3.40
17	3	2	3	4	4	4	4	3	4	4	35	3.50
18	4	4	4	4	4	4	4	3	4	4	39	3.90
19	3	3	4	4	5	5	4	4	3	5	40	4.00
20	2	4	5	4	4	4	5	4	2	4	38	3.80
Jumlah	69	69	79	81	83	80	80	81	73	78	773	77.30
Rata2	3.45	3.45	3.95	4.05	4.15	4.00	4.00	4.05	3.65	3.90	38.65	3.87

Hasil Jawaban Responden Atas Butir Pertanyaan Kuesioner
Uji Validitas (n = 20)

Variabel

No.	Frek
1	3
2	2
3	4
4	2
5	3
6	3
7	1
8	2
9	1
10	2
11	3
12	4
13	4
14	3
15	2
16	3
17	2
18	3
19	3
20	3
Jumlah	53
Rata2	2.65

Reliability

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
HARGA_10	77.1500	63.8184	.5659	.7522
JUMLAH	40.7000	17.2737	1.0000	.8768
HARGA_1	77.5000	64.2632	.5110	.7548
HARGA_2	77.1500	62.0289	.6618	.7438
HARGA_3	77.3500	63.6079	.6419	.7503
HARGA_4	77.5500	62.2605	.7004	.7440
HARGA_5	77.0000	62.2105	.6916	.7439
HARGA_6	77.5000	61.0000	.7678	.7376
HARGA_7	77.3000	61.4842	.6299	.7425
HARGA_8	77.4000	61.5158	.7032	.7409
HARGA_9	77.4000	63.3053	.6121	.7495

Reliability Coefficients

N of Cases = 20.0

N of Items = 11

Alpha = .7670

Correlations

	HARGA_1	HARGA_2	HARGA_3	HARGA_4	HARGA_5	HARGA_6	HARGA_7	HARGA_8	HARGA_9
HARGA_1	Pearson Correlation Sig. (2-tailed) N	1 018 20							
HARGA_2	Pearson Correlation Sig. (2-tailed) N	.522* 1 20	.018 20						
HARGA_3	Pearson Correlation Sig. (2-tailed) N	.283 1 20	.227 20	.283 227 20					
HARGA_4	Pearson Correlation Sig. (2-tailed) N	.205 385 20	.283 227 20	1 20	.553* 011 20				
HARGA_5	Pearson Correlation Sig. (2-tailed) N	.438 053 20	.526* 017 20	.553* 011 20	1 20	.479* 032 20			
HARGA_6	Pearson Correlation Sig. (2-tailed) N	.446* 049 20	.413 070 20	.448* 048 20	.479* 032 20	1 20	.522* 018 20		
HARGA_7	Pearson Correlation Sig. (2-tailed) N	.268 254 20	.579** 008 20	.499* 025 20	.518* 019 20	.522* 018 20	1 20	.824** 000 20	
HARGA_8	Pearson Correlation Sig. (2-tailed) N	.027 912 20	.287 220 20	.416 068 20	.287 220 20	.514* 020 20	.824** 000 20	1 20	.565** 009 20
HARGA_9	Pearson Correlation Sig. (2-tailed) N	.440 052 20	.381 097 20	.477* 034 20	.276 238 20	.542* 013 20	.506* 023 20	.565** 009 20	1 20
HARGA_10	Pearson Correlation Sig. (2-tailed) N	.260 269 20	.293 209 20	.550* 012 20	.798** 000 20	.313 179 20	.292 211 20	.433 057 20	1 20
JUMLAH	Pearson Correlation Sig. (2-tailed) N	.559* 010 20	.704** 001 20	.677** 001 20	.735** 000 20	.728** 000 20	.798** 000 20	.742** 000 20	.654** 002 20

	HARGA_10	JUMLAH	
-HARGA_1	Pearson Correlation Sig. (2-tailed) N	.260 .269 20	.559* .010 20
-HARGA_2	Pearson Correlation Sig.* (2-tailed) N	.562** .010 20	.704** .001 20
-HARGA_3	Pearson Correlation Sig. (2-tailed) N	.328 .158 20	.677** .001 20
-HARGA_4	Pearson Correlation Sig. (2-tailed) N	.285 .223 20	.735** .000 20
-HARGA_5	Pearson Correlation Sig. (2-tailed) N	.320 .169 20	.728** .000 20
-HARGA_6	Pearson Correlation Sig. (2-tailed) N	.373 .105 20	.798** .000 20
-HARGA_7	Pearson Correlation Sig. (2-tailed) N	.333 .151 20	.681** .001 20
-HARGA_8	Pearson Correlation Sig. (2-tailed) N	.442 .051 20	.742** .000 20
-HARGA_9	Pearson Correlation Sig. (2-tailed) N	.341 .142 20	.654** .002 20
-HARGA_10	Pearson Correlation Sig. (2-tailed) N	1 20	.610** .004 20
JUMLAH	Pearson Correlation Sig. (2-tailed) N	.610** .004 20	1 20

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

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

Reliability

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
LAYAN_1	73.8500	62.2395	.6089	.7228
LAYAN_2	73.8500	65.8184	.4098	.7404
LAYAN_3	73.3500	62.2395	.6710	.7209
LAYAN_4	73.2500	65.3553	.4529	.7378
LAYAN_5	73.1500	65.2921	.5497	.7352
LAYAN_6	73.3000	65.0632	.6038	.7334
LAYAN_7	73.3000	63.6947	.6504	.7272
LAYAN_8	73.2500	63.3553	.5727	.7278
LAYAN_9	73.6500	63.0816	.6096	.7258
LAYAN_10	73.4000	66.2526	.4775	.7400
JUMLAH	38.6500	17.7132	1.0000	.8151

Reliability Coefficients

N of Cases = 20.0

N of Items = 11

Alpha = .7517

Correlations

	LAYAN_1	LAYAN_2	LAYAN_3	LAYAN_4	LAYAN_5	LAYAN_6	LAYAN_7	LAYAN_8	LAYAN_9
LAYAN_1	Pearson Correlation Sig. (2-tailed) N	1 20							
LAYAN_2	Pearson Correlation Sig. (2-tailed) N	.367 20	.112 20						
LAYAN_3	Pearson Correlation Sig. (2-tailed) N	.367 20	1 20	.348 20					
LAYAN_4	Pearson Correlation Sig. (2-tailed) N	.290 20	.348 20	1 20	.308 20				
LAYAN_5	Pearson Correlation Sig. (2-tailed) N	.215 20	.132 20	.186 20	1 20	.308 20			
LAYAN_6	Pearson Correlation Sig. (2-tailed) N	.396 20	-.046 20	.490* 20	.111 20	1 20	.479* 20		
LAYAN_7	Pearson Correlation Sig. (2-tailed) N	.084 20	.848 20	.028 20	.641 20	.033 20	1 20	.414 20	.479* 20
LAYAN_8	Pearson Correlation Sig. (2-tailed) N	.340 20	.136 20	.247 20	.136 20	.479* 20	.289 20	1 20	.370 20
LAYAN_9	Pearson Correlation Sig. (2-tailed) N	.142 20	.566 20	.294 20	.566 20	.033 20	.217 20	.218 20	1 20
LAYAN_10	Pearson Correlation Sig. (2-tailed) N	.098 20	.355 20	.855** 20	.355 20	.414 20	.289 20	.427 20	.427 20
JUMLAH	Pearson Correlation Sig. (2-tailed) N	.680 20	.125 20	.000 20	.125 20	.069 20	.217 20	.060 20	.357 20
	Pearson Correlation Sig. (2-tailed) N	.298 20	.157 20	.461* 20	.197 20	.337 20	.370 20	.312 20	.312 20
	Pearson Correlation Sig. (2-tailed) N	.202 20	.510 20	.041 20	.405 20	.147 20	.108 20	.060 20	.181 20
	Pearson Correlation Sig. (2-tailed) N	.783** 20	.324 20	.154 20	.345 20	.247 20	.377 20	.312 20	1 20
	Pearson Correlation Sig. (2-tailed) N	.000 20	.163 20	.518 20	.137 20	.295 20	.101 20	.181 20	.166 20
	Pearson Correlation Sig. (2-tailed) N	.104 20	-.014 20	.238 20	.291 20	.373 20	.848** 20	.264 20	.166 20
	Pearson Correlation Sig. (2-tailed) N	.663 20	.954 20	.311 20	.212 20	.105 20	.000 20	.262 20	.484 20
	Pearson Correlation Sig. (2-tailed) N	.669** 20	.476* 20	.719** 20	.517* 20	.597** 20	.645** 20	.632** 20	.664** 20

		LAYAN_10	JUMLAH
LAYAN_1	Pearson Correlation Sig. (2-tailed) N	.104 .663 20	.669* .001 20
LAYAN_2	Pearson Correlation Sig. (2-tailed) N	-.014 .954 20	.476* .034 20
LAYAN_3	Pearson Correlation Sig. (2-tailed) N	.238 .311 20	.719* .000 20
LAYAN_4	Pearson Correlation Sig. (2-tailed) N	.291 .212 20	.517* .020 20
LAYAN_5	Pearson Correlation Sig. (2-tailed) N	.373 .105 20	.597* .005 20
LAYAN_6	Pearson Correlation Sig. (2-tailed) N	.848** .000 20	.645** .002 20
LAYAN_7	Pearson Correlation Sig. (2-tailed) N	.294 .209 20	.694** .001 20
LAYAN_8	Pearson Correlation Sig. (2-tailed) N	.264 .262 20	.632** .003 20
LAYAN_9	Pearson Correlation Sig. (2-tailed) N	.166 .484 20	.664** .001 20
LAYAN_10	Pearson Correlation Sig. (2-tailed) N	1 20	.527* .017 20
JUMLAH	Pearson Correlation Sig. (2-tailed) N	.527* .017 20	1 20

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

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

Lampiran

NILAI-NILAI r PRODUCT MOMENT

N	Taraf Signif		N	Taraf Signif		N	Taraf Signif	
	5%	1%		5%	1%		5%	1%
3	0.997	0.999	27	0.381	0.487	55	0.266	0.345
4	0.950	0.990	28	0.374	0.478	60	0.254	0.330
5	0.878	0.959	29	0.367	0.470	65	0.244	0.317
6	0.811	0.917	30	0.361	0.463	70	0.235	0.306
7	0.754	0.874	31	0.355	0.456	75	0.227	0.296
8	0.707	0.834	32	0.349	0.449	80	0.220	0.286
9	0.666	0.798	33	0.344	0.442	85	0.213	0.278
10	0.632	0.765	34	0.339	0.436	90	0.207	0.270
11	0.602	0.735	35	0.334	0.430	95	0.202	0.263
12	0.576	0.708	36	0.329	0.424	100	0.195	0.256
13	0.553	0.684	37	0.325	0.418	125	0.176	0.230
14	0.532	0.661	38	0.320	0.413	150	0.159	0.210
15	0.514	0.641	39	0.316	0.408	175	0.148	0.194
16	0.497	0.623	40	0.312	0.403	200	0.138	0.181
17	0.482	0.606	41	0.308	0.398	300	0.113	0.148
18	0.468	0.590	42	0.304	0.393	400	0.098	0.128
19	0.456	0.575	43	0.301	0.389	500	0.088	0.115
20	0.444	0.561	44	0.297	0.384	600	0.080	0.105
21	0.433	0.549	45	0.294	0.380	700	0.074	0.097
22	0.423	0.537	46	0.291	0.376	800	0.070	0.091
23	0.413	0.526	47	0.288	0.372	900	0.065	0.086
24	0.404	0.515	48	0.284	0.368	1000	0.062	0.081
25	0.396	0.505	49	0.281	0.364			
26	0.388	0.496	50	0.279	0.361			

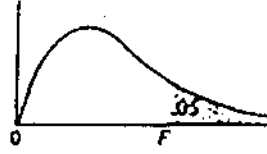
Sumber : Sugiyono, Metode Bisnis Penelitian, 1999

TABEL DISTRIBUSI t

df	0.10	0.05	0.025	0.01	0.005
1	3.078	6.314	12.700	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	2.137	2.778	3.747	4.604
5	1.476	2.015	2.571	3.366	4.032
6	1.440	1.843	2.447	3.143	3.707
7	1.415	1.896	2.366	2.998	3.499
8	1.397	1.860	2.306	2.896	3.356
9	1.383	1.833	2.282	2.821	3.260
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	1.787	2.179	2.681	3.066
13	1.350	1.771	2.160	2.660	3.012
14	1.346	1.761	2.146	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	2.896
18	1.330	1.734	2.101	2.552	2.878
19	1.328	1.729	2.093	2.539	2.861
20	1.326	1.725	2.086	2.528	2.846
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	2.068	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	1.316	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	2.046	2.462	2.756
30	1.310	1.697	2.042	2.457	2.750
40	1.303	1.684	2.021	2.423	2.704
50	1.296	1.671	2.000	2.390	2.660
120	1.289	1.658	1.980	2.358	2.617
∞	1.282	1.646	1.960	2.328	2.576

*Example: For the shaded area to represent 0.05 of the total area of 1.0, the value of t with 10 degrees of freedom is 1.812.

Source: Reprinted by Holt, Rinehart & Winston, a division of Macmillan Publishing Company, from *Statistical Methods for Research Workers*, 14th ed., abridged Table IV, by R. A. Fisher. Copyright © 1970 by University of Adelaide.



Critical Values of F_{α, v_1, v_2} for $\alpha = .05$

v_1 = Degree of freedom for numerator

	1	2	3	4	5	6	7	8	9	10	12	15	20	24	30	40	60	120	∞	
1	161	193	216	235	250	261	270	278	285	291	297	302	307	311	315	319	322	325	327	329
2	18.5	19.0	19.2	19.3	19.3	19.3	19.4	19.4	19.4	19.4	19.4	19.4	19.4	19.4	19.4	19.4	19.4	19.4	19.4	19.4
3	16.1	16.5	16.7	16.8	16.8	16.8	16.8	16.8	16.8	16.8	16.8	16.8	16.8	16.8	16.8	16.8	16.8	16.8	16.8	16.8
4	14.7	15.0	15.1	15.2	15.2	15.2	15.2	15.2	15.2	15.2	15.2	15.2	15.2	15.2	15.2	15.2	15.2	15.2	15.2	15.2
5	13.8	14.0	14.1	14.1	14.1	14.1	14.1	14.1	14.1	14.1	14.1	14.1	14.1	14.1	14.1	14.1	14.1	14.1	14.1	14.1
6	13.1	13.2	13.3	13.3	13.3	13.3	13.3	13.3	13.3	13.3	13.3	13.3	13.3	13.3	13.3	13.3	13.3	13.3	13.3	13.3
7	12.6	12.6	12.7	12.7	12.7	12.7	12.7	12.7	12.7	12.7	12.7	12.7	12.7	12.7	12.7	12.7	12.7	12.7	12.7	12.7
8	12.2	12.2	12.2	12.2	12.2	12.2	12.2	12.2	12.2	12.2	12.2	12.2	12.2	12.2	12.2	12.2	12.2	12.2	12.2	12.2
9	11.9	11.9	11.9	11.9	11.9	11.9	11.9	11.9	11.9	11.9	11.9	11.9	11.9	11.9	11.9	11.9	11.9	11.9	11.9	11.9
10	11.6	11.6	11.6	11.6	11.6	11.6	11.6	11.6	11.6	11.6	11.6	11.6	11.6	11.6	11.6	11.6	11.6	11.6	11.6	11.6
11	11.4	11.4	11.4	11.4	11.4	11.4	11.4	11.4	11.4	11.4	11.4	11.4	11.4	11.4	11.4	11.4	11.4	11.4	11.4	11.4
12	11.2	11.2	11.2	11.2	11.2	11.2	11.2	11.2	11.2	11.2	11.2	11.2	11.2	11.2	11.2	11.2	11.2	11.2	11.2	11.2
13	11.1	11.1	11.1	11.1	11.1	11.1	11.1	11.1	11.1	11.1	11.1	11.1	11.1	11.1	11.1	11.1	11.1	11.1	11.1	11.1
14	11.0	11.0	11.0	11.0	11.0	11.0	11.0	11.0	11.0	11.0	11.0	11.0	11.0	11.0	11.0	11.0	11.0	11.0	11.0	11.0
15	10.9	10.9	10.9	10.9	10.9	10.9	10.9	10.9	10.9	10.9	10.9	10.9	10.9	10.9	10.9	10.9	10.9	10.9	10.9	10.9
16	10.8	10.8	10.8	10.8	10.8	10.8	10.8	10.8	10.8	10.8	10.8	10.8	10.8	10.8	10.8	10.8	10.8	10.8	10.8	10.8
17	10.7	10.7	10.7	10.7	10.7	10.7	10.7	10.7	10.7	10.7	10.7	10.7	10.7	10.7	10.7	10.7	10.7	10.7	10.7	10.7
18	10.6	10.6	10.6	10.6	10.6	10.6	10.6	10.6	10.6	10.6	10.6	10.6	10.6	10.6	10.6	10.6	10.6	10.6	10.6	10.6
19	10.5	10.5	10.5	10.5	10.5	10.5	10.5	10.5	10.5	10.5	10.5	10.5	10.5	10.5	10.5	10.5	10.5	10.5	10.5	10.5
20	10.4	10.4	10.4	10.4	10.4	10.4	10.4	10.4	10.4	10.4	10.4	10.4	10.4	10.4	10.4	10.4	10.4	10.4	10.4	10.4
21	10.3	10.3	10.3	10.3	10.3	10.3	10.3	10.3	10.3	10.3	10.3	10.3	10.3	10.3	10.3	10.3	10.3	10.3	10.3	10.3
22	10.2	10.2	10.2	10.2	10.2	10.2	10.2	10.2	10.2	10.2	10.2	10.2	10.2	10.2	10.2	10.2	10.2	10.2	10.2	10.2
23	10.1	10.1	10.1	10.1	10.1	10.1	10.1	10.1	10.1	10.1	10.1	10.1	10.1	10.1	10.1	10.1	10.1	10.1	10.1	10.1
24	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0
25	9.9	9.9	9.9	9.9	9.9	9.9	9.9	9.9	9.9	9.9	9.9	9.9	9.9	9.9	9.9	9.9	9.9	9.9	9.9	9.9
30	9.7	9.7	9.7	9.7	9.7	9.7	9.7	9.7	9.7	9.7	9.7	9.7	9.7	9.7	9.7	9.7	9.7	9.7	9.7	9.7
40	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9.5	9.5
60	9.3	9.3	9.3	9.3	9.3	9.3	9.3	9.3	9.3	9.3	9.3	9.3	9.3	9.3	9.3	9.3	9.3	9.3	9.3	9.3
120	9.1	9.1	9.1	9.1	9.1	9.1	9.1	9.1	9.1	9.1	9.1	9.1	9.1	9.1	9.1	9.1	9.1	9.1	9.1	9.1
∞	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0	9.0

v_2 = Degree of freedom for denominator

Frequencies

Statistics

		HARGA_1	HARGA_2	HARGA_3	HARGA_4	HARGA_5	HARGA_6
N	Valid	100	100	100	100	100	100
	Missing	0	0	0	0	0	0
Mean		3.6300	3.8800	3.7800	3.7900	3.8300	3.8900
Minimum		2.00	2.00	2.00	2.00	2.00	2.00
Maximum		5.00	5.00	5.00	5.00	5.00	5.00

Statistics

		HARGA_7	HARGA_8	HARGA_9	HARGA_10
N	Valid	100	100	100	100
	Missing	0	0	0	0
Mean		3.9200	3.8500	3.8700	3.9000
Minimum		2.00	2.00	2.00	2.00
Maximum		5.00	5.00	5.00	5.00

Frequency Table

HARGA_1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	4	4.0	4.0	4.0
	3.00	34	34.0	34.0	38.0
	4.00	57	57.0	57.0	95.0
	5.00	5	5.0	5.0	100.0
Total		100	100.0	100.0	

HARGA_2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	2.0	2.0	2.0
	3.00	25	25.0	25.0	27.0
	4.00	56	56.0	56.0	83.0
	5.00	17	17.0	17.0	100.0
Total		100	100.0	100.0	

HARGA_3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	2.0	2.0	2.0
	3.00	28	28.0	28.0	30.0
	4.00	60	60.0	60.0	90.0
	5.00	10	10.0	10.0	100.0
	Total	100	100.0	100.0	

HARGA_4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	3.0	3.0	3.0
	3.00	24	24.0	24.0	27.0
	4.00	64	64.0	64.0	91.0
	5.00	9	9.0	9.0	100.0
	Total	100	100.0	100.0	

HARGA_5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	2.0	2.0	2.0
	3.00	29	29.0	29.0	31.0
	4.00	53	53.0	53.0	84.0
	5.00	16	16.0	16.0	100.0
	Total	100	100.0	100.0	

HARGA_6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	1.0	1.0	1.0
	3.00	25	25.0	25.0	26.0
	4.00	58	58.0	58.0	84.0
	5.00	16	16.0	16.0	100.0
	Total	100	100.0	100.0	

HARGA_7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	1.0	1.0	1.0
	3.00	23	23.0	23.0	24.0
	4.00	59	59.0	59.0	83.0
	5.00	17	17.0	17.0	100.0
	Total	100	100.0	100.0	

HARGA_8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	2.0	2.0	2.0
	3.00	22	22.0	22.0	24.0
	4.00	65	65.0	65.0	89.0
	5.00	11	11.0	11.0	100.0
	Total	100	100.0	100.0	

HARGA_9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	2.0	2.0	2.0
	3.00	21	21.0	21.0	23.0
	4.00	65	65.0	65.0	88.0
	5.00	12	12.0	12.0	100.0
	Total	100	100.0	100.0	

HARGA_10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	1.0	1.0	1.0
	3.00	22	22.0	22.0	23.0
	4.00	63	63.0	63.0	86.0
	5.00	14	14.0	14.0	100.0
	Total	100	100.0	100.0	

Frequencies

Statistics

		LAYAN 1	LAYAN 2	LAYAN 3	LAYAN 4	LAYAN 5	LAYAN 6
N	Valid	100	100	100	100	100	100
	Missing	0	0	0	0	0	0
Mean		3.4600	3.6900	3.7100	3.8000	3.7100	3.9000
Minimum		2.00	2.00	2.00	2.00	2.00	2.00
Maximum		5.00	5.00	5.00	5.00	5.00	5.00

Statistics

		LAYAN 7	LAYAN 8	LAYAN 9	LAYAN 10
N	Valid	100	100	100	100
	Missing	0	0	0	0
Mean		3.8700	3.8800	3.7600	3.7800
Minimum		2.00	2.00	2.00	2.00
Maximum		5.00	5.00	5.00	5.00

Frequency Table

LAYAN_1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	6	6.0	6.0	6.0
	3.00	48	48.0	48.0	54.0
	4.00	40	40.0	40.0	94.0
	5.00	6	6.0	6.0	100.0
Total		100	100.0	100.0	

LAYAN_2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	4	4.0	4.0	4.0
	3.00	33	33.0	33.0	37.0
	4.00	53	53.0	53.0	90.0
	5.00	10	10.0	10.0	100.0
Total		100	100.0	100.0	

LAYAN_3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	5	5.0	5.0	5.0
	3.00	33	33.0	33.0	38.0
	4.00	48	48.0	48.0	86.0
	5.00	14	14.0	14.0	100.0
	Total	100	100.0	100.0	

LAYAN_4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	3.0	3.0	3.0
	3.00	27	27.0	27.0	30.0
	4.00	57	57.0	57.0	87.0
	5.00	13	13.0	13.0	100.0
	Total	100	100.0	100.0	

LAYAN_5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	3.0	3.0	3.0
	3.00	35	35.0	35.0	38.0
	4.00	50	50.0	50.0	88.0
	5.00	12	12.0	12.0	100.0
	Total	100	100.0	100.0	

LAYAN_6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	1.0	1.0	1.0
	3.00	24	24.0	24.0	25.0
	4.00	59	59.0	59.0	84.0
	5.00	16	16.0	16.0	100.0
	Total	100	100.0	100.0	

LAYAN_7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	1.0	1.0	1.0
	3.00	27	27.0	27.0	28.0
	4.00	56	56.0	56.0	84.0
	5.00	16	16.0	16.0	100.0
	Total	100	100.0	100.0	

LAYAN_8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	2.0	2.0	2.0
	3.00	24	24.0	24.0	26.0
	4.00	58	58.0	58.0	84.0
	5.00	16	16.0	16.0	100.0
	Total	100	100.0	100.0	

LAYAN_9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	3.0	3.0	3.0
	3.00	31	31.0	31.0	34.0
	4.00	53	53.0	53.0	87.0
	5.00	13	13.0	13.0	100.0
	Total	100	100.0	100.0	

LAYAN_10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	2.0	2.0	2.0
	3.00	28	28.0	28.0	30.0
	4.00	60	60.0	60.0	90.0
	5.00	10	10.0	10.0	100.0
	Total	100	100.0	100.0	

Frequencies

Statistics

frekuensi pembelian

N	Valid	100
	Missing	0
Mean		3.4500
Minimum		1.00
Maximum		4.00

tingkat pembelian konsumen

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.0	1.0	1.0
	2.00	4	4.0	4.0	5.0
	3.00	44	44.0	44.0	49.0
	4.00	51	51.0	51.0	100.0
	Total	100	100.0	100.0	

Nonparametric Correlations

Correlations

			mutu pelayanan	tingkat pembelian
Spearman's rho	mutu pelayanan	Correlation Coefficient	1.000	.356**
		Sig. (2-tailed)	.	.000
		N	100	100
	tingkat pembelian	Correlation Coefficient	.356**	1.000
		Sig. (2-tailed)	.000	.
		N	100	100

** . Correlation is significant at the .01 level (2-tailed).

Nonparametric Correlations

Correlations

			harga produk	tingkat pembelian
Spearman's rho	harga produk	Correlation Coefficient	1.000	.457**
		Sig. (2-tailed)	.	.000
		N	100	100
	tingkat pembelian	Correlation Coefficient	.457**	1.000
		Sig. (2-tailed)	.000	.
		N	100	100

** . Correlation is significant at the .01 level (2-tailed).

Regression

Descriptive Statistics

	Mean	Std. Deviation	N
frekuensi pembelian	3.4500	.62563	100
harga produk	3.8340	.34764	100

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	harga produk ^a		Enter

a. All requested variables entered.

b. Dependent Variable: frekuensi pembelian

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.366 ^a	.134	.125	.58531

a. Predictors: (Constant), harga produk

b. Dependent Variable: frekuensi pembelian

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	5.177	1	5.177	15.111	.000 ^a
	Residual	33.573	98	.343		
	Total	38.750	99			

a. Predictors: (Constant), harga produk

b. Dependent Variable: frekuensi pembelian

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.928	.651		1.425	.157
	harga produk	.658	.169	.366	3.887	.000

a. Dependent Variable: frekuensi pembelian

Regression

Descriptive Statistics

	Mean	Std. Deviation	N
mutu pelayanan	3.7560	.36579	100
tingkat pembelian	3.4500	.62563	100

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	tingkat pembelian ^a		Enter

a. All requested variables entered.

b. Dependent Variable: mutu pelayanan

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.277 ^a	.077	.067	.35324

a. Predictors: (Constant), tingkat pembelian

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1.018	1	1.018	8.156	.004 ^a
	Residual	12.229	98	.125		
	Total	13.246	99			

a. Predictors: (Constant), tingkat pembelian

b. Dependent Variable: mutu pelayanan

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.197	.199		16.070	.000
	mutu pelayanan	.162	.057	.277	2.856	.003

a. Dependent Variable: tingkat pembelian

Regression

Descriptive Statistics

	Mean	Std. Deviation	N
tingkat pembelian	3.4500	.62563	100
harga produk	3.8340	.34764	100
mutu layanan	3.7560	.36579	100

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	mutu layanan, harga produk ^a		Enter

a. All requested variables entered.

b. Dependent Variable: tingkat pembelian

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.566 ^a	.320	.258	.38831

a. Predictors: (Constant), mutu layanan, harga produk

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	5.178	2	2.589	7.480	.001 ^a
	Residual	33.572	97	.346		
	Total	38.750	99			

a. Predictors: (Constant), mutu layanan, harga produk

b. Dependent Variable: tingkat pembelian

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.919	.679		1.354	.179
	harga produk	.648	.257	.360	2.521	.013
	mutu layanan	.422	.244	.207	2.250	.019

a. Dependent Variable: tingkat pembelian