KUESIONER PENELITIAN

Kepada Yth.
Bapak / Ibu Responden
Di tempat

Dengan hormat,
Dalam rangka penelitian untuk penyusunan skripsi di Jurusan Manajemen, Fakultas Ekonomi, Universitas Sangga Buana YPKP Bandung dengan judul **"Pengaruh Kualitas Pelayanan dan Harga terhadap Kepuasan Konsumen pada Cafe Infinito"**. Bersama ini mohon berkenan Bapak/Ibu untuk memberikan jawaban yang sesuai dengan kondisi yang sebenarnya.
Atas kerja sama Bapak/ Ibu, saya ucapkan terima kasih.

Hormat saya,

Desy Maretha Gustiana

I DATA RESPONDEN

1. Nama (Boleh Inisial) : _____
2. Usia : □ 21 – 30 tahun
   □ 31 – 40 tahun
   □ 41 – 50 tahun
   □ > 50 tahun
3. Jenis kelamin : □ Pria □ Wanita
4. Pekerjaan : □ Pelajar/ Mahasiswa □ Pegawai Swasta
   □ Pegawai Negeri □ Wirausaha

II PETUNJUK PENGISIAN

Berilah tanda contreng/ *checklist* (√) pada kolom yang Anda anggap sesuai. Setiap responden hanya diperbolehkan memilih satu jawaban.

Keterangan:

SS = Sangat Setuju (diberi nilai 5)

S = Setuju (diberi nilai 4)

KS = Kurang Setuju (diberi nilai 3)

TS = Tidak Setuju (diberi nilai 2)

STS = Sangat Tidak Setuju (diberi nilai 1)

III DAFTAR PERNYATAAN

NO	PERNYATAAN	SS	S	KS	TS	STS
Kualitas Pelayanan (X_1)						
1	Karyawan Cafe Infinito memiliki kemampuan untuk mengolah menu makanan dan minuman yang disajikan					
2	Perhitungan administrasi yang akurat oleh kasir pada saat anda membayar					
3	Karyawan Cafe Infinito cepat tanggap dalam melayani keluhan konsumen					
4	Saya tidak terlalu lama menerima menu yang saya pesan					
5	Saya merasa aman dan nyaman pada saat berada di Cafe Infinito					
6	Karyawan Cafe Infinito sangat ramah, sabar dan bersikap sopan kepada anda					
7	Cafe Infinito memiliki jam buka dan tutup yang sesuai dengan keinginan anda					
8	Karyawan Cafe Infinito memahami keinginan dan memberikan perhatian secara individual kepada anda					
Kualitas Pelayanan (X_1)		**STS**	**TS**	**KS**	**S**	**SS**
9	Cafe Infinito memiliki tempat parkir yang kurang nyaman dan sempit.					
10	Lokasi Cafe Infinito tidak strategis dan sulit dijangkau					
11	Karyawan Cafe Infinito tidak berpakaian rapi dan kurang sopan					
Harga (X_2)		**STS**	**TS**	**KS**	**S**	**SS**
12	Harga makanan dan minuman di Cafe					

	Infinito sangat mahal bagi konsumen					
13	Harga makanan dan minuman yang diberikan oleh Cafe Infinito tidak sesuai dengan porsi yang disajikan					
Harga (X_2)		**SS**	**S**	**KS**	**TS**	**STS**
14	Harga menu di Cafe Infinito lebih ekonomis dibandingkan Cafe lainnya					
15	Harga produk makanan dan minuman yang ditawarkan sesuai dengan manfaat yang dirasakan					
Kepuasan Konsumen (Y)		**SS**	**S**	**KS**	**TS**	**STS**
16	Saya merasa puas dengan pelayanan dan harga di Cafe Infitinito dan berniat untuk berkunjung kembali					
17	Saya akan berkomentar baik tentang Cafe Infinito dalam kehidupan langsung maupun media sosial					
18	Saya akan merekomendasikan Cafe Infinito kepada teman dan rekan saya					
19	Saya kurang tertarik dengan cafe lain dan akan tetap memilih Cafe Infinito					
20	Setelah saya mencoba suatu produk dari Cafe Infinito, saya merasa puas dan akan membeli produk lainnya					
21	Saya tertarik untuk memberikan ide dan masukan demi perkembangan Cafe Infinito					

Tabulasi Data

No	KUALITAS PELAYANAN											HARGA				KEPUASAN KONSUMEN						JUMLAH
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	P21	SKOR
1	4	4	2	3	3	3	4	3	2	2	2	2	2	3	2	4	4	3	2	3	4	61
2	5	4	5	5	4	5	5	4	3	3	5	3	4	1	4	4	4	5	3	3	4	83
3	4	4	3	4	4	3	3	3	2	3	4	2	2	2	2	3	4	4	4	3	5	68
4	4	3	4	3	4	4	4	4	2	2	2	2	2	2	4	4	4	3	2	3	4	66
5	4	4	3	2	4	4	3	3	2	4	4	3	2	3	4	4	4	4	2	3	2	68
6	4	4	4	3	4	3	4	4	1	3	3	4	3	4	4	5	4	4	4	4	4	77
7	4	4	3	4	4	2	4	3	2	3	3	2	2	3	3	3	3	2	3	2	3	62
8	4	4	3	2	2	3	2	3	2	2	2	2	2	2	2	3	3	2	2	2	4	53
9	4	4	4	4	3	4	4	3	1	3	3	3	3	4	4	4	4	5	3	4	4	75
10	4	4	5	5	4	5	4	3	2	2	3	3	3	4	4	5	4	4	4	4	4	80
11	5	5	5	5	5	3	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	103
12	4	4	2	2	3	4	4	3	1	3	3	5	1	2	3	4	3	2	3	2	4	62
13	4	4	4	4	4	4	4	4	4	3	3	3	3	4	4	4	4	4	4	4	4	80
14	4	4	4	3	4	4	3	3	2	2	4	3	3	4	4	4	4	4	4	4	4	75
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17	4	4	4	4	4	4	4	4	3	3	3	3	3	4	4	4	4	4	3	4	4	78
18	5	4	1	4	3	3	3	1	1	3	3	2	2	2	4	2	2	2	2	2	2	53
19	5	4	3	2	4	4	4	4	3	2	4	2	2	3	4	4	4	2	3	3	4	70
20	5	5	4	3	4	3	4	4	4	2	3	2	3	4	4	3	4	3	4	3	4	75
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22	4	3	3	3	3	3	4	2	2	4	3	3	2	4	4	4	4	4	4	4	4	71
23	3	4	3	4	4	4	4	4	2	3	3	2	2	4	4	4	3	3	4	4	4	72
24	5	4	2	4	4	3	4	3	1	3	3	2	2	3	4	4	2	2	2	4	4	65
25	5	4	4	3	4	4	4	4	4	3	4	2	3	3	4	4	4	3	4	3	4	77
26	4	4	3	3	4	4	4	2	2	2	2	2	2	2	2	4	2	2	4	4	4	62
27	5	4	4	3	4	4	4	4	3	3	3	2	3	2	4	4	4	4	2	3	4	73
28	2	2	2	4	3	3	3	3	1	4	4	2	3	2	2	2	2	3	2	2	2	53
29	3	3	2	2	3	3	3	3	2	3	3	2	2	2	3	2	2	3	3	3	3	55
30	4	4	2	3	2	3	4	3	4	3	4	2	3	2	4	3	4	3	2	4	3	66
31	3	4	3	3	2	3	4	2	2	2	4	2	4	2	3	3	4	2	2	4	3	61
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33	3	4	3	4	2	3	2	2	2	4	3	2	3	3	3	2	3	4	2	2	4	60
34	3	4	2	3	2	2	4	2	2	2	3	2	3	2	3	4	4	3	2	3	2	57
35	5	5	5	4	4	4	5	4	3	4	3	2	3	4	5	4	4	5	4	5	5	87
36	5	5	5	5	5	5	5	4	3	5	5	5	5	4	4	5	5	5	5	5	5	100
37	4	4	4	4	5	5	5	4	2	5	5	2	3	3	5	5	5	5	4	5	5	89
38	5	4	4	3	5	4	4	4	3	3	3	2	3	3	4	4	4	4	3	4	4	77
39	4	4	2	2	3	2	4	3	2	4	3	2	2	3	2	4	2	2	2	4	2	58
40	4	4	2	2	4	2	4	3	1	3	4	2	3	2	4	3	3	2	2	4	2	60
41	2	3	2	2	4	2	4	2	1	2	2	2	2	2	2	3	2	1	2	4	4	50
42	5	5	5	5	4	5	3	4	2	2	4	2	3	3	4	5	4	5	3	4	4	81
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45	4	5	4	5	5	5	4	3	2	3	5	2	3	3	4	4	4	4	3	4	2	78
46	5	5	2	4	4	4	4	2	1	4	4	2	4	2	2	4	2	3	3	4	3	68
47	2	4	2	2	4	3	4	2	1	4	3	1	3	3	2	4	4	3	3	1	2	57
48	2	2	2	2	4	4	4	2	1	4	4	2	2	2	2	3	3	2	2	4	2	55
49	5	5	5	5	5	5	5	5	2	4	5	4	4	4	4	5	5	5	3	5	5	95
50	4	4	5	3	4	4	2	4	4	2	4	3	3	4	4	4	4	4	3	4	4	77
51	5	5	5	5	5	5	5	5	2	4	4	3	3	4	4	5	5	5	4	5	5	93
52	5	5	5	5	5	5	5	5	4	2	4	3	3	4	4	4	4	4	3	4	4	87
53	5	5	5	5	5	5	5	5	2	4	4	3	3	4	4	5	5	5	4	5	5	93

- **Uji Validitas**

No. Item	r- hitung	r- tabel	Hasil
1	0,658	0,300	*Valid*
2	0,680	0,300	*Valid*
3	0,867	0,300	*Valid*
4	0,706	0,300	*Valid*
5	0,713	0,300	*Valid*
6	0,697	0,300	*Valid*
7	0,531	0,300	*Valid*
8	0,723	0,300	*Valid*
9	0,533	0,300	*Valid*
10	0,362	0,300	*Valid*
11	0,561	0,300	*Valid*
12	0,610	0,300	*Valid*
13	0,622	0,300	*Valid*
14	0,699	0,300	*Valid*
15	0,709	0,300	*Valid*
16	0,758	0,300	*Valid*
17	0,747	0,300	*Valid*
18	0,837	0,300	*Valid*
19	0,725	0,300	*Valid*
20	0,681	0,300	*Valid*
21	0,691	0,300	*Valid*

- **Uji Reliabilitas**

Variabel	Nilai Hitung *Cronbach's Alpha*	Nilai Kritis	Keterangan
Kualitas Pelayanan (X_1)	0,874	0,6	Reliabel
Harga (X_2)	0,739	0,6	Reliabel
Kepuasan Konsumen (Y)	0,872	0,6	Reliabel

- **Succesive Interval Kualitas Pelayanan**

Succesive Interval											
P1	**P2**	**P3**	**P4**	**P5**	**P6**	**P7**	**P8**	**P9**	**P10**	**P11**	**JML**
2,604	2,875	2,297	2,006	1,801	2,063	3,016	3,220	2,253	1,000	1,000	24,134
3,898	2,875	4,772	3,864	2,826	4,214	4,374	4,133	3,154	2,163	4,315	40,589
2,604	2,875	3,125	2,833	2,826	2,063	1,905	3,220	2,253	2,163	3,221	29,088
2,604	1,684	3,788	2,006	2,826	3,060	3,016	4,133	2,253	1,000	1,000	27,370
2,604	2,875	3,125	1,000	2,826	3,060	1,905	3,220	2,253	3,162	3,221	29,251
2,604	2,875	3,788	2,006	2,826	2,063	3,016	4,133	1,000	2,163	2,180	28,654
2,604	2,875	3,125	2,833	2,826	1,000	3,016	3,220	2,253	2,163	2,180	28,095
2,604	2,875	3,125	1,000	1,000	2,063	1,000	3,220	2,253	1,000	1,000	21,140
2,604	2,875	3,788	2,833	1,801	3,060	3,016	3,220	1,000	2,163	2,180	28,539
2,604	2,875	4,772	3,864	2,826	4,214	3,016	3,220	2,253	1,000	2,180	32,824
3,898	4,340	4,772	3,864	4,185	2,063	4,374	5,225	4,772	4,248	4,315	46,054
2,604	2,875	2,297	1,000	1,801	3,060	3,016	3,220	1,000	2,163	2,180	25,215
2,604	2,875	3,788	2,833	2,826	3,060	3,016	4,133	3,811	2,163	2,180	33,290
2,604	2,875	3,788	2,006	2,826	3,060	1,905	3,220	2,253	1,000	3,221	28,758
2,604	2,875	3,788	2,833	2,826	3,060	1,905	2,256	2,253	3,162	1,000	28,563
2,604	2,875	3,788	2,833	2,826	3,060	3,016	2,256	2,253	2,163	3,221	30,895
2,604	2,875	3,788	2,833	2,826	3,060	3,016	4,133	3,154	2,163	2,180	32,632
3,898	2,875	1,000	2,833	1,801	2,063	1,905	1,000	1,000	2,163	2,180	22,719
3,898	2,875	3,125	1,000	2,826	3,060	3,016	4,133	3,154	1,000	3,221	31,308
3,898	4,340	3,788	2,006	2,826	2,063	3,016	4,133	3,811	1,000	2,180	33,062
2,604	2,875	3,125	2,006	2,826	3,060	1,905	3,220	1,000	2,163	1,000	25,785
2,604	1,684	3,125	2,006	1,801	2,063	3,016	2,256	2,253	3,162	2,180	26,150
1,701	2,875	3,125	2,833	2,826	3,060	3,016	4,133	2,253	2,163	2,180	30,165
3,898	2,875	2,297	2,833	2,826	2,063	3,016	3,220	1,000	2,163	2,180	28,372
3,898	2,875	3,788	2,006	2,826	3,060	3,016	4,133	3,811	2,163	3,221	34,798
2,604	2,875	3,125	2,006	2,826	3,060	3,016	2,256	2,253	1,000	1,000	26,021
3,898	2,875	3,788	2,006	2,826	3,060	3,016	4,133	3,154	2,163	2,180	33,100
1,000	1,000	2,297	2,833	1,801	2,063	1,905	3,220	1,000	3,162	3,221	23,502
1,701	1,684	2,297	1,000	1,801	2,063	1,905	3,220	2,253	2,163	2,180	22,268
2,604	2,875	2,297	2,006	1,000	2,063	3,016	3,220	3,811	2,163	3,221	28,275
1,701	2,875	3,125	2,006	1,000	2,063	3,016	2,256	2,253	1,000	3,221	24,515
1,000	1,000	3,125	2,006	1,000	2,063	1,905	3,220	2,253	2,163	2,180	21,916
1,701	2,875	3,125	2,833	1,000	2,063	1,000	2,256	2,253	3,162	2,180	24,448
1,701	2,875	2,297	2,006	1,000	1,000	3,016	2,256	2,253	1,000	2,180	21,583
3,898	4,340	4,772	2,833	2,826	3,060	4,374	4,133	3,154	3,162	2,180	38,733
3,898	4,340	4,772	3,864	4,185	4,214	4,374	4,133	3,154	4,248	4,315	45,497
2,604	2,875	3,788	2,833	4,185	4,214	4,374	4,133	2,253	4,248	4,315	39,822

3,898	2,875	3,788	2,006	4,185	3,060	3,016	4,133	3,154	2,163	2,180	34,458
2,604	2,875	2,297	1,000	1,801	1,000	3,016	3,220	2,253	3,162	2,180	25,407
2,604	2,875	2,297	1,000	2,826	1,000	3,016	3,220	1,000	2,163	3,221	25,221
1,000	1,684	2,297	1,000	2,826	1,000	3,016	2,256	1,000	1,000	1,000	18,080
3,898	4,340	4,772	3,864	2,826	4,214	1,905	4,133	2,253	1,000	3,221	36,427
2,604	4,340	4,772	2,833	2,826	3,060	1,000	2,256	3,154	3,162	3,221	33,228
2,604	2,875	3,788	2,833	2,826	3,060	3,016	4,133	2,253	2,163	2,180	31,731
2,604	4,340	3,788	3,864	4,185	4,214	3,016	3,220	2,253	2,163	4,315	37,962
3,898	4,340	2,297	2,833	2,826	3,060	3,016	2,256	1,000	3,162	3,221	31,909
1,000	2,875	2,297	1,000	2,826	2,063	3,016	2,256	1,000	3,162	2,180	23,675
1,000	1,000	2,297	1,000	2,826	3,060	3,016	2,256	1,000	3,162	3,221	23,838
3,898	4,340	4,772	3,864	4,185	4,214	4,374	5,225	2,253	3,162	4,315	44,601
2,604	2,875	4,772	2,006	2,826	3,060	1,000	4,133	3,811	1,000	3,221	31,307
3,898	4,340	4,772	3,864	4,185	4,214	4,374	5,225	2,253	3,162	3,221	43,507
3,898	4,340	4,772	3,864	4,185	4,214	4,374	5,225	3,811	1,000	3,221	42,903
3,898	4,340	4,772	3,864	4,185	4,214	4,374	5,225	2,253	3,162	3,221	43,507

- **Succesive Interval Harga**

Succesive Interval				
P12	**P13**	**P14**	**P15**	**JML**
2,642	2,444	3,154	1,000	9,240
3,861	4,838	1,000	2,824	12,524
2,642	2,444	2,237	1,000	8,323
2,642	2,444	2,237	2,824	10,147
3,861	2,444	3,154	2,824	12,283
4,558	3,731	4,142	2,824	15,255
2,642	2,444	3,154	1,768	10,007
2,642	2,444	2,237	1,000	8,323
3,861	3,731	4,142	2,824	14,558
3,861	3,731	4,142	2,824	14,558
5,188	5,620	5,620	4,442	20,871
5,188	1,000	2,237	1,768	10,192
3,861	3,731	4,142	2,824	14,558
3,861	3,731	4,142	2,824	14,558
3,861	3,731	3,154	2,824	13,570
2,642	3,731	4,142	2,824	13,339
3,861	3,731	4,142	2,824	14,558
2,642	2,444	2,237	2,824	10,147
2,642	2,444	3,154	2,824	11,064
2,642	3,731	4,142	2,824	13,339

3,861	2,444	3,154	2,824	12,283
3,861	2,444	4,142	2,824	13,272
2,642	2,444	4,142	2,824	12,052
2,642	2,444	3,154	2,824	11,064
2,642	3,731	3,154	2,824	12,351
2,642	2,444	2,237	1,000	8,323
2,642	3,731	2,237	2,824	11,434
2,642	3,731	2,237	1,000	9,610
2,642	2,444	2,237	1,768	9,091
2,642	3,731	2,237	2,824	11,434
2,642	4,838	2,237	1,768	11,485
1,000	3,731	1,000	1,768	7,498
2,642	3,731	3,154	1,768	11,294
2,642	3,731	2,237	1,768	10,377
2,642	3,731	4,142	4,442	14,957
5,188	5,620	4,142	2,824	17,774
2,642	3,731	3,154	4,442	13,969
2,642	3,731	3,154	2,824	12,351
2,642	2,444	3,154	1,000	9,240
2,642	3,731	2,237	2,824	11,434
2,642	2,444	2,237	1,000	8,323
2,642	3,731	3,154	2,824	12,351
4,558	4,838	4,142	2,824	16,363
3,861	3,731	3,154	2,824	13,570
2,642	3,731	3,154	2,824	12,351
2,642	4,838	2,237	1,000	10,717
1,000	3,731	3,154	1,000	8,884
2,642	2,444	2,237	1,000	8,323
4,558	4,838	4,142	2,824	16,363
3,861	3,731	4,142	2,824	14,558
3,861	3,731	4,142	2,824	14,558
3,861	3,731	4,142	2,824	14,558
3,861	3,731	4,142	2,824	14,558

- **Succesive Interval Kepuasan Konsumen**

Succesive Interval						
P16	**P17**	**P18**	**P19**	**P20**	**P21**	**JML**
3,016	2,819	2,834	1,000	2,765	2,641	15,075
3,016	2,819	4,610	2,078	2,765	2,641	17,930
1,905	2,819	3,579	3,019	2,765	3,983	18,071
3,016	2,819	2,834	1,000	2,765	2,641	15,075
3,016	2,819	3,579	1,000	2,765	1,000	14,179
4,374	2,819	3,579	3,019	3,781	2,641	20,213
1,905	1,792	2,058	2,078	1,960	1,739	11,533
1,905	1,792	2,058	1,000	1,960	2,641	11,357
3,016	2,819	4,610	2,078	3,781	2,641	18,945
4,374	2,819	3,579	3,019	3,781	2,641	20,213
4,374	4,247	4,610	4,256	5,062	3,983	26,531
3,016	1,792	2,058	2,078	1,960	2,641	13,546
3,016	2,819	3,579	3,019	3,781	2,641	18,855
3,016	2,819	3,579	3,019	3,781	2,641	18,855
3,016	2,819	2,834	3,019	3,781	2,641	18,110
3,016	2,819	3,579	2,078	2,765	1,739	15,996
3,016	2,819	3,579	2,078	3,781	2,641	17,914
1,000	1,000	2,058	1,000	1,960	1,000	8,018
3,016	2,819	2,058	2,078	2,765	2,641	15,378
1,905	2,819	2,834	3,019	2,765	2,641	15,985
3,016	1,792	2,834	1,000	3,781	2,641	15,064
3,016	2,819	3,579	3,019	3,781	2,641	18,855
3,016	1,792	2,834	3,019	3,781	2,641	17,084
3,016	1,000	2,058	1,000	3,781	2,641	13,496
3,016	2,819	2,834	3,019	2,765	2,641	17,095
3,016	1,000	2,058	3,019	3,781	2,641	15,515
3,016	2,819	3,579	1,000	2,765	2,641	15,820
1,000	1,000	2,834	1,000	1,960	1,000	8,794
1,000	1,000	2,834	2,078	2,765	1,739	11,417
1,905	2,819	2,834	1,000	3,781	1,739	14,078
1,905	2,819	2,058	1,000	3,781	1,739	13,302
1,905	2,819	1,000	1,000	2,765	1,000	10,490
1,000	1,792	3,579	1,000	1,960	2,641	11,973
3,016	2,819	2,834	1,000	2,765	1,000	13,434
3,016	2,819	4,610	3,019	5,062	3,983	22,509
4,374	4,247	4,610	4,256	5,062	3,983	26,531
4,374	4,247	4,610	3,019	5,062	3,983	25,294

3,016	2,819	3,579	2,078	3,781	2,641	17,914
3,016	1,000	2,058	1,000	3,781	1,000	11,854
1,905	1,792	2,058	1,000	3,781	1,000	11,536
1,905	1,000	1,000	1,000	3,781	2,641	11,327
4,374	2,819	4,610	2,078	3,781	2,641	20,303
3,016	2,819	3,579	3,019	3,781	2,641	18,855
3,016	2,819	3,579	2,078	3,781	2,641	17,914
3,016	2,819	3,579	2,078	3,781	1,000	16,273
3,016	1,000	2,834	2,078	3,781	1,739	14,448
3,016	2,819	2,834	2,078	1,000	1,000	12,747
1,905	1,792	2,058	1,000	3,781	1,000	11,536
4,374	4,247	4,610	2,078	5,062	3,983	24,353
3,016	2,819	3,579	2,078	3,781	2,641	17,914
4,374	4,247	4,610	3,019	5,062	3,983	25,294
3,016	2,819	3,579	2,078	3,781	2,641	17,914
4,374	4,247	4,610	3,019	5,062	3,983	25,294

Uji Asumsi Klasik

- **Uji Normalitas**

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		53
Normal Parameters[a]	Mean	.0000000
	Std. Deviation	2.16418071
Most Extreme Differences	Absolute	.054
	Positive	.048
	Negative	-.054
Kolmogorov-Smirnov Z		.392
Asymp. Sig. (2-tailed)		.998

a. Test distribution is Normal.

- **Uji Multikolinearitas**

Model		Collinearity Statistics	
		Tolerance	VIF
1	X_1	.405	2.470
	X_2	.405	2.470

- **Uji Autokorelasi**

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.892[a]	.795	.787	2.082513	2.245

a. Predictors: (Constant), Harga, KualitasPelayanan

b. Dependent Variable: KepuasanKonsumen

- **Uji Heteroskedastisitas**

Coefficients[a]

Model		t	Sig.
1	(Constant)	1.746	,087
	KualitasPelayanan	1.821	,075
	Harga	-1.612	,113

a. Dependent Variable: Abs_RES

Sumber: Hasil Pengolahan Data SPSS Versi 16.0

Analisis Linier Berganda

- **Analisis Linier Berganda**

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-2.290	1.389		-1.649	.105
	KualitasPelayanan	.353	.065	.547	5.435	.000
	Harga	.658	.166	.399	3.963	.000

Analisis Koefisien Korelasi

- **Analisis Koefisien Korelasi**

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.892[a]	.795	.787	2.083

a. Predictors: (Constant), Harga, KualitasPelayanan

b. Dependent Variable: KepuasanKonsumen

Analisis Koefisien Determinasi

- **Analisis Koefisien Determinasi**

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.892[a]	.795	.787	2.083

a. Predictors: (Constant), Harga, KualitasPelayanan

b. Dependent Variable: KepuasanKonsumen

Tabel Durbin Watson

Tabel Durbin-Watson (DW), α = 5%

Tabel Durbin-Watson (DW), α = 5%

n	k=1		k=2		k=3		k=4		k=5	
	dL	dU	dL	dU	dL	dU	dL	dU	dL	dU
6	0.6102	1.4002								
7	0.6996	1.3564	0.4672	1.8964						
8	0.7629	1.3324	0.5591	1.7771	0.3674	2.2866				
9	0.8243	1.3199	0.6291	1.6993	0.4548	2.1282	0.2957	2.5881		
10	0.8791	1.3197	0.6972	1.6413	0.5253	2.0163	0.3760	2.4137	0.2427	2.8217
11	0.9273	1.3241	0.7580	1.6044	0.5948	1.9280	0.4441	2.2833	0.3155	2.6446
12	0.9708	1.3314	0.8122	1.5794	0.6577	1.8640	0.5120	2.1766	0.3796	2.5061
13	1.0097	1.3404	0.8612	1.5621	0.7147	1.8159	0.5745	2.0943	0.4445	2.3897
14	1.0450	1.3503	0.9054	1.5507	0.7667	1.7788	0.6321	2.0296	0.5052	2.2959
15	1.0770	1.3605	0.9455	1.5432	0.8140	1.7501	0.6852	1.9774	0.5620	2.2198
16	1.1062	1.3709	0.9820	1.5386	0.8572	1.7277	0.7340	1.9351	0.6150	2.1567
17	1.1330	1.3812	1.0154	1.5361	0.8968	1.7101	0.7790	1.9005	0.6641	2.1041
18	1.1576	1.3913	1.0461	1.5353	0.9331	1.6961	0.8204	1.8719	0.7098	2.0600
19	1.1804	1.4012	1.0743	1.5355	0.9666	1.6851	0.8588	1.8482	0.7523	2.0226
20	1.2015	1.4107	1.1004	1.5367	0.9976	1.6763	0.8943	1.8283	0.7918	1.9908
21	1.2212	1.4200	1.1246	1.5385	1.0262	1.6694	0.9272	1.8116	0.8286	1.9635
22	1.2395	1.4289	1.1471	1.5408	1.0529	1.6640	0.9578	1.7974	0.8629	1.9400
23	1.2567	1.4375	1.1682	1.5435	1.0778	1.6597	0.9864	1.7855	0.8949	1.9196
24	1.2728	1.4458	1.1878	1.5464	1.1010	1.6565	1.0131	1.7753	0.9249	1.9018
25	1.2879	1.4537	1.2063	1.5495	1.1228	1.6540	1.0381	1.7666	0.9530	1.8863
26	1.3022	1.4614	1.2236	1.5528	1.1432	1.6523	1.0616	1.7591	0.9794	1.8727
27	1.3157	1.4688	1.2399	1.5562	1.1624	1.6510	1.0836	1.7527	1.0042	1.8608
28	1.3284	1.4759	1.2553	1.5596	1.1805	1.6503	1.1044	1.7473	1.0276	1.8502

29	1.3405	1.4828	1.2699	1.5631	1.1976	1.6499	1.1241	1.7426	1.0497	1.8409
30	1.3520	1.4894	1.2837	1.5666	1.2138	1.6498	1.1426	1.7386	1.0706	1.8326
31	1.3630	1.4957	1.2969	1.5701	1.2292	1.6500	1.1602	1.7352	1.0904	1.8252
32	1.3734	1.5019	1.3093	1.5736	1.2437	1.6505	1.1769	1.7323	1.1092	1.8187
33	1.3834	1.5078	1.3212	1.5770	1.2576	1.6511	1.1927	1.7298	1.1270	1.8128
34	1.3929	1.5136	1.3325	1.5805	1.2707	1.6519	1.2078	1.7277	1.1439	1.8076
35	1.4019	1.5191	1.3433	1.5838	1.2833	1.6528	1.2221	1.7259	1.1601	1.8029
36	1.4107	1.5245	1.3537	1.5872	1.2953	1.6539	1.2358	1.7245	1.1755	1.7987
37	1.4190	1.5297	1.3635	1.5904	1.3068	1.6550	1.2489	1.7233	1.1901	1.7950
38	1.4270	1.5348	1.3730	1.5937	1.3177	1.6563	1.2614	1.7223	1.2042	1.7916
39	1.4347	1.5396	1.3821	1.5969	1.3283	1.6575	1.2734	1.7215	1.2176	1.7886
40	1.4421	1.5444	1.3908	1.6000	1.3384	1.6589	1.2848	1.7209	1.2305	1.7859
41	1.4493	1.5490	1.3992	1.6031	1.3480	1.6603	1.2958	1.7205	1.2428	1.7835
42	1.4562	1.5534	1.4073	1.6061	1.3573	1.6617	1.3064	1.7202	1.2546	1.7814
43	1.4628	1.5577	1.4151	1.6091	1.3663	1.6632	1.3166	1.7200	1.2660	1.7794
44	1.4692	1.5619	1.4226	1.6120	1.3749	1.6647	1.3263	1.7200	1.2769	1.7777
45	1.4754	1.5660	1.4298	1.6148	1.3832	1.6662	1.3357	1.7200	1.2874	1.7762
46	1.4814	1.5700	1.4368	1.6176	1.3912	1.6677	1.3448	1.7201	1.2976	1.7748
47	1.4872	1.5739	1.4435	1.6204	1.3989	1.6692	1.3535	1.7203	1.3073	1.7736
48	1.4928	1.5776	1.4500	1.6231	1.4064	1.6708	1.3619	1.7206	1.3167	1.7725
49	1.4982	1.5813	1.4564	1.6257	1.4136	1.6723	1.3701	1.7210	1.3258	1.7716
50	1.5035	1.5849	1.4625	1.6283	1.4206	1.6739	1.3779	1.7214	1.3346	1.7708
51	1.5086	1.5884	1.4684	1.6309	1.4273	1.6754	1.3855	1.7218	1.3431	1.7701
52	1.5135	1.5917	1.4741	1.6334	1.4339	1.6769	1.3929	1.7223	1.3512	1.7694
53	1.5183	1.5951	1.4797	1.6359	1.4402	1.6785	1.4000	1.7228	1.3592	1.7689
54	1.5230	1.5983	1.4851	1.6383	1.4464	1.6800	1.4069	1.7234	1.3669	1.7684
55	1.5276	1.6014	1.4903	1.6406	1.4523	1.6815	1.4136	1.7240	1.3743	1.7681
56	1.5320	1.6045	1.4954	1.6430	1.4581	1.6830	1.4201	1.7246	1.3815	1.7678
57	1.5363	1.6075	1.5004	1.6452	1.4637	1.6845	1.4264	1.7253	1.3885	1.7675

58	1.5405	1.6105	1.5052	1.6475	1.4692	1.6860	1.4325	1.7259	1.3953	1.7673
59	1.5446	1.6134	1.5099	1.6497	1.4745	1.6875	1.4385	1.7266	1.4019	1.7672
60	1.5485	1.6162	1.5144	1.6518	1.4797	1.6889	1.4443	1.7274	1.4083	1.7671
61	1.5524	1.6189	1.5189	1.6540	1.4847	1.6904	1.4499	1.7281	1.4146	1.7671
62	1.5562	1.6216	1.5232	1.6561	1.4896	1.6918	1.4554	1.7288	1.4206	1.7671
63	1.5599	1.6243	1.5274	1.6581	1.4943	1.6932	1.4607	1.7296	1.4265	1.7671
64	1.5635	1.6268	1.5315	1.6601	1.4990	1.6946	1.4659	1.7303	1.4322	1.7672
65	1.5670	1.6294	1.5355	1.6621	1.5035	1.6960	1.4709	1.7311	1.4378	1.7673
66	1.5704	1.6318	1.5395	1.6640	1.5079	1.6974	1.4758	1.7319	1.4433	1.7675
67	1.5738	1.6343	1.5433	1.6660	1.5122	1.6988	1.4806	1.7327	1.4486	1.7676
68	1.5771	1.6367	1.5470	1.6678	1.5164	1.7001	1.4853	1.7335	1.4537	1.7678
69	1.5803	1.6390	1.5507	1.6697	1.5205	1.7015	1.4899	1.7343	1.4588	1.7680
70	1.5834	1.6413	1.5542	1.6715	1.5245	1.7028	1.4943	1.7351	1.4637	1.7683

Tabel Korelasi Product Moment (r)

Tabel r untuk df = 1- 50

df = (N-2)	Tingkat signifikansi untuk uji satu arah				
	0.05	0.025	0.01	0.005	0.0005
	Tingkat signifikansi untuk uji dua arah				
	0.1	0.05	0.02	0.01	0.001
51	0.2284	0.2706	0.3188	0.3509	0.4393
52	0.2262	0.2681	0.3158	0.3477	0.4354
53	0.2241	0.2656	0.3129	0.3445	0.4317
54	0.2221	0.2632	0.3102	0.3415	0.4280
55	0.2201	0.2609	0.3074	0.3385	0.4244
56	0.2181	0.2586	0.3048	0.3357	0.4210
57	0.2162	0.2564	0.3022	0.3328	0.4176
58	0.2144	0.2542	0.2997	0.3301	0.4143
59	0.2126	0.2521	0.2972	0.3274	0.4110
60	0.2108	0.2500	0.2948	0.3248	0.4079
61	0.2091	0.2480	0.2925	0.3223	0.4048
62	0.2075	0.2461	0.2902	0.3198	0.4018
63	0.2058	0.2441	0.2880	0.3173	0.3988
64	0.2042	0.2423	0.2858	0.3150	0.3959
65	0.2027	0.2404	0.2837	0.3126	0.3931
66	0.2012	0.2387	0.2816	0.3104	0.3903
67	0.1997	0.2369	0.2796	0.3081	0.3876
68	0.1982	0.2352	0.2776	0.3060	0.3850
69	0.1968	0.2335	0.2756	0.3038	0.3823

70	0.1954	0.2319	0.2737	0.3017	0.3798
71	0.1940	0.2303	0.2718	0.2997	0.3773
72	0.1927	0.2287	0.2700	0.2977	0.3748
73	0.1914	0.2272	0.2682	0.2957	0.3724
74	0.1901	0.2257	0.2664	0.2938	0.3701
75	0.1888	0.2242	0.2647	0.2919	0.3678
76	0.1876	0.2227	0.2630	0.2900	0.3655
77	0.1864	0.2213	0.2613	0.2882	0.3633
78	0.1852	0.2199	0.2597	0.2864	0.3611
79	0.1841	0.2185	0.2581	0.2847	0.3589
80	0.1829	0.2172	0.2565	0.2830	0.3568
81	0.1818	0.2159	0.2550	0.2813	0.3547
82	0.1807	0.2146	0.2535	0.2796	0.3527
83	0.1796	0.2133	0.2520	0.2780	0.3507
84	0.1786	0.2120	0.2505	0.2764	0.3487
85	0.1775	0.2108	0.2491	0.2748	0.3468
86	0.1765	0.2096	0.2477	0.2732	0.3449
87	0.1755	0.2084	0.2463	0.2717	0.3430
88	0.1745	0.2072	0.2449	0.2702	0.3412
89	0.1735	0.2061	0.2435	0.2687	0.3393
90	0.1726	0.2050	0.2422	0.2673	0.3375
91	0.1716	0.2039	0.2409	0.2659	0.3358
92	0.1707	0.2028	0.2396	0.2645	0.3341
93	0.1698	0.2017	0.2384	0.2631	0.3323
94	0.1689	0.2006	0.2371	0.2617	0.3307

95	0.1680	0.1996	0.2359	0.2604	0.3290
96	0.1671	0.1986	0.2347	0.2591	0.3274
97	0.1663	0.1975	0.2335	0.2578	0.3258
98	0.1654	0.1966	0.2324	0.2565	0.3242
99	0.1646	0.1956	0.2312	0.2552	0.3226
100	0.1638	0.1946	0.2301	0.2540	0.3211

Tabel t

Titik Presentasi Distribusi t (df= 41 - 80)

Pr / df	0.25 / 0.50	0.10 / 0.20	0.05 / 0.10	0.025 / 0.050	0.01 / 0.02	0.005 / 0.010	0.001 / 0.002
41	0.68052	1.30254	1.68288	2.01954	2.42080	2.70118	3.30127
42	0.68038	1.30204	1.68195	2.01808	2.41847	2.69807	3.29595
43	0.68024	1.30155	1.68107	2.01669	2.41625	2.69510	3.29089
44	0.68011	1.30109	1.68023	2.01537	2.41413	2.69228	3.28607
45	0.67998	1.30065	1.67943	2.01410	2.41212	2.68959	3.28148
46	0.67986	1.30023	1.67866	2.01290	2.41019	2.68701	3.27710
47	0.67975	1.29982	1.67793	2.01174	2.40835	2.68456	3.27291
48	0.67964	1.29944	1.67722	2.01063	2.40658	2.68220	3.26891
49	0.67953	1.29907	1.67655	2.00958	2.40489	2.67995	3.26508
50	0.67943	1.29871	1.67591	2.00856	2.40327	2.67779	3.26141
51	0.67933	1.29837	1.67528	2.00758	2.40172	2.67572	3.25789
52	0.67924	1.29805	1.67469	2.00665	2.40022	2.67373	3.25451
53	0.67915	1.29773	1.67412	2.00575	2.39879	2.67182	3.25127
54	0.67906	1.29743	1.67356	2.00488	2.39741	2.66998	3.24815
55	0.67898	1.29713	1.67303	2.00404	2.39608	2.66822	3.24515
56	0.67890	1.29685	1.67252	2.00324	2.39480	2.66651	3.24226
57	0.67882	1.29658	1.67203	2.00247	2.39357	2.66487	3.23948
58	0.67874	1.29632	1.67155	2.00172	2.39238	2.66329	3.23680
59	0.67867	1.29607	1.67109	2.00100	2.39123	2.66176	3.23421
60	0.67860	1.29582	1.67065	2.00030	2.39012	2.66028	3.23171
61	0.67853	1.29558	1.67022	1.99962	2.38905	2.65886	3.22930
62	0.67847	1.29536	1.66980	1.99897	2.38801	2.65748	3.22696
63	0.67840	1.29513	1.66940	1.99834	2.38701	2.65615	3.22471
64	0.67834	1.29492	1.66901	1.99773	2.38604	2.65485	3.22253
65	0.67828	1.29471	1.66864	1.99714	2.38510	2.65360	3.22041
66	0.67823	1.29451	1.66827	1.99656	2.38419	2.65239	3.21837
67	0.67817	1.29432	1.66792	1.99601	2.38330	2.65122	3.21639
68	0.67811	1.29413	1.66757	1.99547	2.38245	2.65008	3.21446
69	0.67806	1.29394	1.66724	1.99495	2.38161	2.64898	3.21260
70	0.67801	1.29376	1.66691	1.99444	2.38081	2.64790	3.21079
71	0.67796	1.29359	1.66660	1.99394	2.38002	2.64686	3.20903
72	0.67791	1.29342	1.66629	1.99346	2.37926	2.64585	3.20733
73	0.67787	1.29326	1.66600	1.99300	2.37852	2.64487	3.20567
74	0.67782	1.29310	1.66571	1.99254	2.37780	2.64391	3.20406
75	0.67778	1.29294	1.66543	1.99210	2.37710	2.64298	3.20249
76	0.67773	1.29279	1.66515	1.99167	2.37642	2.64208	3.20096
77	0.67769	1.29264	1.66488	1.99125	2.37576	2.64120	3.19948
78	0.67765	1.29250	1.66462	1.99085	2.37511	2.64034	3.19804
79	0.67761	1.29236	1.66437	1.99045	2.37448	2.63950	3.19663
80	0.67757	1.29222	1.66412	1.99006	2.37387	2.63869	3.19526

Tabel F

Titik Persentase Distribusi F untuk Probabilita = 0,05

df untuk penyebut (N2)	df untuk pembilang (N1)														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
46	4.05	3.20	2.81	2.57	2.42	2.30	2.22	2.15	2.09	2.04	2.00	1.97	1.94	1.91	1.89
47	4.05	3.20	2.80	2.57	2.41	2.30	2.21	2.14	2.09	2.04	2.00	1.96	1.93	1.91	1.88
48	4.04	3.19	2.80	2.57	2.41	2.29	2.21	2.14	2.08	2.03	1.99	1.96	1.93	1.90	1.88
49	4.04	3.19	2.79	2.56	2.40	2.29	2.20	2.13	2.08	2.03	1.99	1.96	1.93	1.90	1.88
50	4.03	3.18	2.79	2.56	2.40	2.29	2.20	2.13	2.07	2.03	1.99	1.95	1.92	1.89	1.87
51	4.03	3.18	2.79	2.55	2.40	2.28	2.20	2.13	2.07	2.02	1.98	1.95	1.92	1.89	1.87
52	4.03	3.18	2.78	2.55	2.39	2.28	2.19	2.12	2.07	2.02	1.98	1.94	1.91	1.89	1.86
53	4.02	3.17	2.78	2.55	2.39	2.28	2.19	2.12	2.06	2.01	1.97	1.94	1.91	1.88	1.86
54	4.02	3.17	2.78	2.54	2.39	2.27	2.18	2.12	2.06	2.01	1.97	1.94	1.91	1.88	1.86
55	4.02	3.16	2.77	2.54	2.38	2.27	2.18	2.11	2.06	2.01	1.97	1.93	1.90	1.88	1.85
56	4.01	3.16	2.77	2.54	2.38	2.27	2.18	2.11	2.05	2.00	1.96	1.93	1.90	1.87	1.85
57	4.01	3.16	2.77	2.53	2.38	2.26	2.18	2.11	2.05	2.00	1.96	1.93	1.90	1.87	1.85
58	4.01	3.16	2.76	2.53	2.37	2.26	2.17	2.10	2.05	2.00	1.96	1.92	1.89	1.87	1.84
59	4.00	3.15	2.76	2.53	2.37	2.26	2.17	2.10	2.04	2.00	1.96	1.92	1.89	1.86	1.84
60	4.00	3.15	2.76	2.53	2.37	2.25	2.17	2.10	2.04	1.99	1.95	1.92	1.89	1.86	1.84
61	4.00	3.15	2.76	2.52	2.37	2.25	2.16	2.09	2.04	1.99	1.95	1.91	1.88	1.86	1.83
62	4.00	3.15	2.75	2.52	2.36	2.25	2.16	2.09	2.03	1.99	1.95	1.91	1.88	1.85	1.83
63	3.99	3.14	2.75	2.52	2.36	2.25	2.16	2.09	2.03	1.98	1.94	1.91	1.88	1.85	1.83
64	3.99	3.14	2.75	2.52	2.36	2.24	2.16	2.09	2.03	1.98	1.94	1.91	1.88	1.85	1.83
65	3.99	3.14	2.75	2.51	2.36	2.24	2.15	2.08	2.03	1.98	1.94	1.90	1.87	1.85	1.82
66	3.99	3.14	2.74	2.51	2.35	2.24	2.15	2.08	2.03	1.98	1.94	1.90	1.87	1.84	1.82
67	3.98	3.13	2.74	2.51	2.35	2.24	2.15	2.08	2.02	1.98	1.93	1.90	1.87	1.84	1.82
68	3.98	3.13	2.74	2.51	2.35	2.24	2.15	2.08	2.02	1.97	1.93	1.90	1.87	1.84	1.82
69	3.98	3.13	2.74	2.50	2.35	2.23	2.15	2.08	2.02	1.97	1.93	1.90	1.86	1.84	1.81
70	3.98	3.13	2.74	2.50	2.35	2.23	2.14	2.07	2.02	1.97	1.93	1.89	1.86	1.84	1.81
71	3.98	3.13	2.73	2.50	2.34	2.23	2.14	2.07	2.01	1.97	1.93	1.89	1.86	1.83	1.81
72	3.97	3.12	2.73	2.50	2.34	2.23	2.14	2.07	2.01	1.96	1.92	1.89	1.86	1.83	1.81
73	3.97	3.12	2.73	2.50	2.34	2.23	2.14	2.07	2.01	1.96	1.92	1.89	1.86	1.83	1.81
74	3.97	3.12	2.73	2.50	2.34	2.22	2.14	2.07	2.01	1.96	1.92	1.89	1.85	1.83	1.80
75	3.97	3.12	2.73	2.49	2.34	2.22	2.13	2.06	2.01	1.96	1.92	1.88	1.85	1.83	1.80
76	3.97	3.12	2.72	2.49	2.33	2.22	2.13	2.06	2.01	1.96	1.92	1.88	1.85	1.82	1.80
77	3.97	3.12	2.72	2.49	2.33	2.22	2.13	2.06	2.00	1.96	1.92	1.88	1.85	1.82	1.80
78	3.96	3.11	2.72	2.49	2.33	2.22	2.13	2.06	2.00	1.95	1.91	1.88	1.85	1.82	1.80
79	3.96	3.11	2.72	2.49	2.33	2.22	2.13	2.06	2.00	1.95	1.91	1.88	1.85	1.82	1.79
80	3.96	3.11	2.72	2.49	2.33	2.21	2.13	2.06	2.00	1.95	1.91	1.88	1.84	1.82	1.79
81	3.96	3.11	2.72	2.48	2.33	2.21	2.12	2.05	2.00	1.95	1.91	1.87	1.84	1.82	1.79
82	3.96	3.11	2.72	2.48	2.33	2.21	2.12	2.05	2.00	1.95	1.91	1.87	1.84	1.81	1.79
83	3.96	3.11	2.71	2.48	2.32	2.21	2.12	2.05	1.99	1.95	1.91	1.87	1.84	1.81	1.79
84	3.95	3.11	2.71	2.48	2.32	2.21	2.12	2.05	1.99	1.95	1.90	1.87	1.84	1.81	1.79

85	3.95	3.10	2.71	2.48	2.32	2.21	2.12	2.05	1.99	1.94	1.90	1.87	1.84	1.81	1.79
86	3.95	3.10	2.71	2.48	2.32	2.21	2.12	2.05	1.99	1.94	1.90	1.87	1.84	1.81	1.78
87	3.95	3.10	2.71	2.48	2.32	2.20	2.12	2.05	1.99	1.94	1.90	1.87	1.83	1.81	1.78
88	3.95	3.10	2.71	2.48	2.32	2.20	2.12	2.05	1.99	1.94	1.90	1.86	1.83	1.81	1.78
89	3.95	3.10	2.71	2.47	2.32	2.20	2.11	2.04	1.99	1.94	1.90	1.86	1.83	1.80	1.78
90	3.95	3.10	2.71	2.47	2.32	2.20	2.11	2.04	1.99	1.94	1.90	1.86	1.83	1.80	1.78