

## LAMPIRAN

### LEMBAR KUESIONER PENELITIAN

#### PETUNJUK PENGISIAN

Isilah pernyataan dibawah ini dengan sebenar-benarnya.

1. Usia :  <20 Tahun  21 –30 Tahun  
 31 – 40 Tahun  41 – 50 Tahun  
 >50 Tahun
2. Jenis Kelamin :  Laki-laki  Perempuan
3. Pekerjaan :  Pegawai Swasta  Wirausaha  
 Pelajar/Mahasiswa  Ibu Rumah Tangga
4. Frekuensi Kunjungan:  1-2 kali  2-3 kali  
 >3 kali

Berilah tanda centang (√) dibawah pada salah satu alternatif jawaban yang paling tepat dengan kriteria jawaban:

- 1 : Sangat Tidak Setuju  
 2 : Tidak Setuju  
 3 : Ragu-Ragu  
 4 : Setuju  
 5 : Sangat Setuju

No	Pernyataan	1	2	3	4	5
<b>Service Quality</b>						
<b>Bukti fisik</b>						
1	Fritto Chicken Cabang Denai menyediakan tempat makan yang luas					
2	Fritto Chicken Cabang Denai memiliki fasilitas properti yang lengkap					
3	Penampilan karyawan di Fritto Chicken Cabang Denai rapi dalam melakukan pelayanan					
<b>Kehandalan</b>						
1	Waktu yang diperlukan Fritto Chicken Cabang Denai untuk membuat pesanan sesuai yang dijanjikan					
2	Fritto Chicken Cabang Denai memiliki rasa menu yang tidak berubah					
3	Informasi jam operasional Fritto Chicken Cabang Denai akurat					
<b>Daya Tanggap</b>						
1	Saya merasa karyawan Fritto Chicken Cabang Denai sigap dalam melakukan pelayanan					
2	Saya merasa karyawan Fritto Chicken Cabang Denai bersedia membantu Pelanggan yang kesulitan dalam memilih menu yang ditawarkan					
3	Saya merasa Fritto Chicken Cabang Denai mudah dalam hal pemesanan					
<b>Jaminan</b>						
1	Fritto Chicken Cabang Denai memberikan jaminan kepada saya untuk penggantian menu makanan jika ditemukan makanan yang kurang sesuai					
2	Makanan Fritto Chicken Cabang Denai tersertifikasi Halal					
3	Makanan Fritto Chicken Cabang Denai tersertifikasi BPOM					
<b>Empati</b>						
1	Karyawan Fritto Chicken Cabang Denai memberikan 3S (Senyum, Sapa, Salam) ketika saya datang					
2	Karyawan Fritto Chicken Cabang Denai memahami apa yang saya butuhkan					
<b>Price</b>						
<b>Keterjangkauan Harga</b>						
1	Harga makanan Fritto Chicken Cabang Denai dapat dijangkau oleh semua kalangan					
2	Fritto Chicken Cabang Denai menyediakan menu paketan dengan menawarkan harga yang lebih hemat					
<b>Daya Saing Harga</b>						
1	Harga yang ditawarkan Fritto Chicken Cabang Denai mampu bersaing dengan kompetitor lain					

2	Harga yang ditawarkan Fritto Chicken Cabang Denai menjadi pilihan saya					
<b>Kesesuaian Harga Dengan Manfaat</b>						
1	Harga makanan Fritto Chicken Cabang Denai sesuai dengan cita rasa yang diberikan					
2	Harga makanan Fritto Chicken Cabang Denai sesuai dengan kuantitas (porsinya)					
<b>Customer Trust</b>						
<b>Ability (Kemampuan)</b>						
1	Fritto Chicken Cabang Denai memiliki SOP (Standar Operasional Prosedur) yang baik					
2	Fritto Chicken Cabang Denai menyajikan menu sesuai selera Pelanggan					
<b>Integrity (Integritas)</b>						
1	Fritto Chicken Cabang Denai memiliki value					
2	Fritto Chicken Cabang Denai memiliki komitmen (menyelenggarakan <i>event</i> tahunan)					
<b>Benevolence (Kebajikan)</b>						
1	Fritto Chicken Cabang Denai fokus berbasis kepada pelanggan					
2	Fritto Chicken Cabang Denai memberikan pelayanan yang tepat kepada pelanggan					
<b>Loyalitas Pelanggan</b>						
<b>Pembelian Ulang</b>						
1	Saya melakukan pembelian di Fritto Chicken Cabang Denai lebih dari tiga kali					
2	Saya mengkonsumsi kembali produk Fritto Chicken Cabang Denai					
<b>Pembelian antar Produk</b>						
1	Saya tidak hanya membeli produk utama Fritto Chicken (ayam)					
2	Saya melakukan pembelian setiap adanya produk baru di Fritto Chicken Cabang Denai					
<b>Mereferensikan pada orang lain</b>						
1	Saya merekomendasikan produk Fritto Chicken Cabang Denai kepada orang lain					
2	Saya menceritakan hal-hal positif produk Fritto Chicken Cabang Denai					
<b>Kekebalan pada produk pesaing</b>						
1	Saya tidak mempertimbangkan untuk membeli produk lain					
2	Saya bersedia membayar lebih untuk membeli produk di Fritto Chicken Cabang Denai					

## 2. Tabulasi Data Kuesioner X1

No	SERVICE QUALITY (X1)														TOTAL
	S Q1	S Q2	S Q3	S Q4	S Q5	S Q6	S Q7	S Q8	S Q9	SQ 10	SQ 11	SQ 12	SQ 13	SQ 14	
1	5	5	5	5	5	4	4	5	4	4	5	5	5	5	66
2	5	4	4	4	5	5	4	4	5	4	5	4	5	5	63
3	4	5	4	5	4	5	4	4	4	4	5	5	4	4	61
4	4	4	5	5	5	5	5	5	5	5	4	4	4	4	64
5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	56
6	4	4	4	4	4	4	4	4	4	4	4	4	4	4	56
7	4	4	4	4	4	4	4	4	4	4	5	5	4	4	58
8	4	4	4	5	4	5	4	5	5	5	5	4	5	4	63
9	4	4	4	4	4	4	4	4	4	4	4	4	4	4	56
10	5	4	4	5	4	5	4	4	4	5	5	5	5	4	63
11	4	4	4	4	4	3	4	4	5	3	5	5	5	5	59
12	4	4	4	4	4	4	4	4	4	4	4	4	4	4	56
13	4	4	4	4	4	4	4	4	4	4	4	4	4	4	56
14	4	4	4	4	4	4	4	4	4	4	4	4	4	4	56
15	5	4	4	5	5	5	5	4	4	4	5	4	4	5	63
16	4	5	4	4	4	5	5	5	4	4	5	5	5	5	64
17	4	4	4	4	4	4	4	4	4	5	5	4	5	5	60
18	5	5	5	4	5	5	4	4	5	3	5	5	5	5	65
19	4	4	4	4	4	4	4	4	4	4	4	4	4	4	56
20	4	5	4	4	5	5	4	5	4	5	4	5	5	5	64
21	4	4	5	4	4	4	5	4	5	5	4	4	5	4	61
22	4	4	5	4	4	5	4	5	5	5	5	5	5	5	65
23	4	4	4	4	4	5	5	5	4	4	4	4	4	4	59
24	4	4	5	5	5	5	5	5	5	4	5	5	5	5	67
25	4	4	4	4	4	4	4	4	5	4	5	5	4	4	59
26	4	4	5	5	4	5	4	4	5	4	5	4	4	5	62
27	5	5	5	5	5	5	5	5	5	5	5	5	5	4	69
28	4	5	4	5	4	5	4	5	4	5	4	5	4	5	63
29	5	5	4	5	4	5	4	4	5	5	4	5	4	5	64
30	5	5	5	5	5	5	5	5	4	4	4	4	4	5	65
31	4	4	4	4	4	4	4	4	4	4	4	4	4	4	56
32	4	5	4	4	4	4	4	4	4	4	4	4	5	5	59
33	4	5	4	5	4	5	4	5	4	4	4	5	4	5	62
34	4	4	4	4	4	4	4	4	4	4	5	5	4	4	58
35	4	4	4	4	5	5	4	5	4	4	5	5	4	5	62
36	4	5	4	5	5	4	5	4	4	5	4	5	4	5	63

37	4	4	4	4	4	4	4	4	4	4	4	4	4	4	56
38	4	4	4	4	4	4	4	4	4	4	4	4	4	4	56
39	4	4	5	4	5	4	4	4	5	4	4	5	4	4	60
40	5	4	4	4	4	5	4	4	4	4	5	5	4	4	60
41	5	5	5	4	5	5	4	4	4	5	4	5	5	4	64
42	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
43	4	4	4	4	4	4	4	5	5	5	5	5	5	5	63
44	4	5	5	5	4	5	5	5	4	5	4	5	5	4	65
45	4	5	4	5	4	5	5	4	4	5	5	4	5	4	63
46	4	5	4	5	4	5	4	5	4	4	4	5	4	5	62
47	5	4	4	4	4	4	4	4	4	4	4	4	4	4	57
48	4	4	3	4	4	4	5	5	4	4	4	5	5	5	60
49	4	5	4	4	4	5	5	5	4	4	5	5	5	5	64
50	5	4	3	4	5	4	4	5	5	5	5	5	4	4	62
51	4	4	4	4	4	4	4	4	4	4	4	4	4	4	56
52	4	4	4	5	4	5	4	5	5	4	4	5	4	5	62
53	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
54	5	4	5	4	4	5	5	5	4	4	4	4	5	4	62
55	4	4	5	4	4	4	4	4	4	4	5	4	4	4	58
56	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
57	4	4	5	5	5	4	4	5	4	4	4	4	5	4	61
58	4	4	4	4	4	4	3	4	4	4	5	4	4	4	56
59	4	4	5	5	4	5	4	5	5	4	5	5	5	4	64
60	5	5	5	4	4	4	4	5	4	4	5	5	4	4	62
61	4	5	5	5	5	4	4	5	5	5	4	5	4	5	65
62	4	4	5	5	4	5	4	5	5	4	5	4	5	4	63
63	4	5	4	5	4	5	4	5	4	5	4	5	4	5	63
64	4	4	4	4	5	4	5	4	4	4	4	4	5	4	59
65	5	4	4	5	5	4	4	4	5	4	5	5	5	4	63
66	4	4	4	5	4	4	4	4	4	4	4	4	4	4	57
67	4	4	5	4	5	4	5	4	4	4	5	4	4	4	60
68	5	5	4	4	4	5	4	5	4	4	4	4	4	4	60
69	4	4	4	4	4	5	4	5	4	4	4	4	4	4	58
70	4	4	4	4	4	4	4	4	4	4	5	5	4	4	58
71	4	4	4	5	5	5	5	5	5	5	5	5	5	5	67
72	5	4	4	5	4	4	4	4	4	4	5	5	4	5	61
73	4	5	4	4	4	5	4	4	5	5	4	5	5	5	63
74	4	4	4	5	4	5	4	5	4	4	5	5	4	5	62
75	4	5	4	5	5	4	4	4	5	5	5	5	5	5	65
76	5	5	5	5	4	4	4	4	4	4	4	4	4	4	60

77	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
78	4	4	4	4	5	4	4	4	4	4	4	4	4	4	57
79	4	5	5	5	4	5	4	4	5	4	5	4	5	4	63
80	4	4	4	5	5	4	5	4	4	4	4	4	4	5	60
81	4	4	4	4	4	4	4	4	4	4	4	4	4	4	56
82	4	4	4	4	4	4	5	4	4	4	5	5	4	4	59
83	4	4	4	4	5	5	5	5	5	5	4	4	4	5	63
84	5	5	4	4	4	5	4	4	4	4	4	4	4	4	59
85	4	4	4	4	4	4	5	4	5	4	4	4	4	4	58
86	4	5	4	5	4	5	5	4	5	4	4	5	5	4	63
87	5	5	5	5	4	4	4	4	4	4	4	4	4	4	60
88	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
89	4	4	5	4	4	5	4	5	4	5	5	4	4	5	62
90	5	5	5	5	5	5	5	5	5	5	5	5	5	5	70
91	4	4	4	5	5	5	5	5	5	5	5	5	5	5	67
92	4	5	4	5	5	4	4	4	5	5	5	5	5	5	65
93	4	4	4	4	4	4	5	4	4	4	5	5	4	4	59
94	5	5	5	5	4	4	4	4	4	4	4	4	4	4	60
95	4	4	4	5	4	5	4	5	4	4	5	5	4	5	62
96	4	5	4	5	5	4	4	4	5	5	5	5	5	5	65
97	4	4	4	4	4	4	5	4	5	4	4	4	4	4	58
98	4	4	4	4	4	4	4	4	4	4	4	4	4	4	56
99	5	5	4	4	4	5	4	4	4	4	4	4	4	4	59
100	4	4	4	4	5	4	4	4	4	4	4	4	4	4	57

### 3. Tabulasi Data Kuesioner X2

No	PRICE (X2)						TOTAL
	P1	P2	P3	P4	P5	P6	
1	4	5	5	5	5	5	29
2	4	5	4	5	4	5	27
3	5	4	4	5	5	4	27
4	4	4	5	5	5	5	28
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6	4	4	4	4	4	4	24
7	4	4	4	4	4	4	24
8	5	5	5	5	5	4	29
9	4	4	4	4	4	4	24
10	4	5	4	4	4	5	26
11	5	4	4	4	4	4	25

12	4	4	4	4	4	4	24
13	4	4	4	4	4	4	24
14	4	4	4	4	4	4	24
15	4	4	4	5	4	5	26
16	5	5	4	4	5	4	27
17	4	4	4	5	5	5	27
18	4	5	5	4	4	5	27
19	4	4	4	4	4	4	24
20	5	5	5	5	5	4	29
21	4	4	4	4	4	5	25
22	4	4	4	4	4	5	25
23	5	4	4	4	4	4	25
24	4	4	5	4	5	5	27
25	4	5	5	4	5	4	27
26	5	4	4	4	4	4	25
27	5	5	5	5	5	5	30
28	4	4	5	4	5	4	26
29	5	5	4	5	4	4	27
30	5	5	5	4	5	4	28
31	4	4	4	4	4	4	24
32	4	5	4	5	5	4	27
33	4	5	5	4	5	5	28
34	4	4	4	4	4	4	24
35	4	4	4	4	4	4	24
36	5	5	4	5	5	5	29
37	4	4	4	4	4	4	24
38	4	4	4	4	4	4	24
39	5	5	5	5	4	4	28
40	4	4	4	4	4	5	25
41	5	4	4	5	5	4	27
42	4	5	4	4	4	5	26
43	5	5	5	4	4	4	27
44	4	5	5	5	4	5	28
45	4	5	5	5	5	4	28
46	4	4	4	5	5	5	27
47	5	5	5	5	5	5	30
48	4	5	5	4	4	4	26
49	5	5	4	4	5	4	27
50	5	5	5	5	5	5	30
51	4	4	4	4	4	4	24

52	5	4	4	4	5	5	27
53	5	5	5	5	5	5	30
54	5	5	5	5	5	5	30
55	4	4	4	4	4	4	24
56	5	5	5	5	5	5	30
57	4	4	5	5	5	4	27
58	4	4	4	4	4	4	24
59	5	4	5	4	5	4	27
60	4	4	4	4	5	4	25
61	5	4	4	5	5	4	27
62	5	5	4	4	5	5	28
63	4	4	5	5	5	4	27
64	4	4	4	4	4	5	25
65	4	5	4	5	4	4	26
66	4	4	4	4	4	4	24
67	4	4	5	5	4	4	26
68	4	4	4	4	4	4	24
69	4	5	4	4	4	4	25
70	4	4	4	4	4	5	25
71	4	4	4	4	4	4	24
72	4	4	4	4	4	4	24
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88	5	5	5	5	5	5	30
89	4	5	4	5	4	5	27
90	5	5	5	5	5	5	30
91	5	5	5	5	5	5	30



92	4	5	4	4	4	5	26
93	4	4	4	4	4	4	24
94	4	5	4	5	4	5	27
95	5	5	4	5	5	5	29
96	5	5	5	5	5	5	30
97	5	5	4	4	5	5	28
98	4	4	4	5	4	4	25
99	4	4	4	4	4	4	24
100	4	4	4	4	3	4	23

#### 4. Tabulasi Data Kuesioner X3

No	<i>Customer Trust (X3)</i>						TOTAL
	CT1	CT2	CT3	CT4	CT5	CT6	
1	5	4	5	5	5	5	29
2	4	5	4	5	5	4	27
3	4	4	4	4	5	5	26
4	4	3	4	3	3	4	21
5	4	4	4	4	4	4	24
6	4	4	4	4	4	4	24
7	4	4	4	4	4	4	24
8	5	5	5	5	5	5	30
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15	4	5	4	5	5	5	28
16	4	4	4	4	5	5	26
17	5	4	4	5	5	4	27
18	4	5	5	3	4	5	26
19	4	4	4	4	4	4	24
20	5	5	4	5	5	5	29
21	4	4	4	4	4	4	24
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24	5	5	5	4	4	5	28
25	4	5	4	5	4	4	26
26	5	4	4	4	4	4	25
27	5	5	5	5	5	5	30

28	5	4	4	5	4	4	26
29	5	4	4	4	4	5	26
30	4	4	5	4	4	4	25
31	4	4	5	4	4	4	25
32	4	5	5	4	5	5	28
33	4	5	4	4	5	5	27
34	4	4	4	4	4	4	24
35	5	5	4	4	5	5	28
36	4	4	4	4	4	4	24
37	4	4	4	4	4	4	24
38	4	4	4	4	4	4	24
39	4	4	4	4	4	4	24
40	5	4	5	4	4	5	27
41	5	5	5	4	4	4	27
42	5	5	5	4	4	5	28
43	4	4	4	4	4	4	24
44	5	4	5	5	5	5	29
45	5	5	5	5	5	5	30
46	4	4	5	4	4	4	25
47	4	4	4	4	4	4	24
48	4	5	5	4	5	4	27
49	4	4	4	4	5	5	26
50	5	5	5	5	5	5	30
51	4	4	4	4	4	4	24
52	4	5	5	4	5	4	27
53	5	5	5	5	5	5	30
54	5	4	5	5	5	5	29
55	4	4	4	3	4	4	23
56	5	4	4	5	4	4	26
57	4	5	4	4	5	4	26
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62	4	5	5	4	5	5	28
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64	4	4	4	4	4	4	24
65	4	4	4	4	4	5	25
66	4	4	4	4	4	4	24
67	4	4	5	5	5	4	27

68	4	4	4	4	4	4	4	24
69	4	5	4	4	4	4	4	25
70	4	4	4	4	4	4	4	24
71	5	5	4	4	4	4	4	26
72	4	5	4	5	5	5	5	28
73	4	4	4	4	4	4	4	24
74	4	5	4	4	5	5	5	27
75	5	5	5	5	5	5	4	29
76	4	5	5	5	5	5	5	29
77	5	5	5	5	5	5	5	30
78	4	4	4	4	5	5	5	26
79	4	5	4	4	4	5	5	26
80	4	4	4	4	4	4	4	24
81	4	4	4	4	4	4	4	24
82	4	4	4	4	4	4	4	24
83	4	4	5	4	4	4	4	25
84	4	4	4	4	5	5	5	26
85	4	4	4	4	4	4	4	24
86	4	5	5	4	5	4	4	27
87	4	4	4	4	4	4	4	24
88	5	5	5	5	5	5	5	30
89	4	5	4	5	4	5	5	27
90	5	5	5	5	5	5	5	30
91	4	5	5	4	5	4	4	27
92	4	5	4	5	5	5	5	28
93	4	4	4	4	5	5	5	26
94	4	4	5	4	4	4	4	25
95	4	4	4	4	4	4	4	24
96	4	4	4	4	5	5	5	26
97	5	4	5	5	5	5	5	29
98	5	5	5	5	5	5	5	30
99	4	5	4	5	5	5	5	28
100	4	4	4	4	5	5	5	26

### 5. Tabulasi Data Kuesioner Y

No	Loyalitas Pelanggan (Y)								TOTAL
	LK1	LK2	LK3	LK4	LK5	LK6	LK7	LK8	
1	5	5	5	5	5	5	5	5	40
2	4	4	4	4	4	4	4	4	32
3	4	5	4	5	4	5	4	4	35

4	5	5	5	5	5	5	5	5	40
5	4	4	4	4	4	4	4	4	32
6	4	4	4	4	4	4	4	4	32
7	4	4	4	4	4	4	4	4	32
8	5	5	5	5	5	5	5	5	40
9	4	4	4	4	4	4	4	4	32
10	4	5	5	5	4	5	4	4	36
11	4	4	4	4	5	4	5	5	35
12	4	4	4	4	4	4	4	4	32
13	4	4	4	4	4	4	4	4	32
14	4	4	4	4	4	4	4	4	32
15	5	4	5	5	5	5	5	5	39
16	5	5	5	5	4	4	5	5	38
17	5	5	5	5	4	5	4	5	38
18	5	5	5	5	4	5	4	5	38
19	4	4	4	4	4	4	4	4	32
20	4	4	5	5	5	4	4	4	35
21	5	4	4	5	5	4	4	4	35
22	5	5	5	5	5	5	4	5	39
23	2	4	4	4	4	4	4	4	30
24	4	5	5	4	4	4	4	4	34
25	4	5	5	4	4	5	4	5	36
26	4	4	4	4	4	4	4	4	32
27	5	5	5	4	5	5	5	4	38
28	5	5	5	5	4	5	5	4	38
29	5	4	5	5	4	5	4	5	37
30	4	4	4	5	5	4	5	4	35
31	3	4	4	1	3	4	4	4	27
32	4	4	3	2	4	3	3	2	25
33	5	4	4	5	4	5	4	5	36
34	4	4	4	4	4	4	4	4	32
35	4	4	5	4	4	4	4	4	33
36	4	5	4	5	5	4	4	4	35
37	4	4	4	4	4	4	4	4	32
38	4	4	4	4	4	4	4	4	32
39	5	4	4	4	4	4	4	4	33
40	5	5	4	4	5	4	4	4	35
41	5	5	5	4	4	5	5	4	37
42	5	4	5	5	5	4	5	4	37
43	5	5	5	5	5	4	4	5	38

44	4	5	5	5	5	5	5	5	39
45	5	5	5	5	5	5	5	5	40
46	5	4	5	5	5	4	5	4	37
47	5	5	5	4	4	4	4	4	35
48	5	5	5	4	5	5	5	4	38
49	5	5	5	5	4	4	5	5	38
50	5	5	5	5	5	5	5	5	40
51	5	5	5	3	4	4	4	3	33
52	4	5	4	5	5	4	5	4	36
53	5	5	5	5	5	5	5	5	40
54	5	4	4	4	4	4	4	5	34
55	4	4	4	4	4	4	3	3	30
56	5	5	5	5	5	5	5	5	40
57	4	4	5	4	5	4	4	4	34
58	5	5	2	4	4	5	2	2	29
59	5	4	4	5	4	4	5	5	36
60	5	4	4	4	5	5	4	4	35
61	4	4	5	5	4	5	4	5	36
62	5	4	5	5	4	5	5	5	38
63	4	5	5	5	4	4	5	5	37
64	4	4	5	5	5	4	4	4	35
65	5	5	5	4	5	5	4	4	37
66	4	4	4	4	4	4	4	4	32
67	4	4	4	4	4	4	4	5	33
68	3	4	4	4	5	5	4	4	33
69	4	4	4	3	4	4	4	4	31
70	5	5	4	4	4	4	4	4	34
71	5	5	5	4	4	4	4	4	35
72	5	4	4	4	4	4	4	5	34
73	4	4	4	4	4	4	4	4	32
74	4	4	5	5	5	4	4	4	35
75	5	4	4	5	4	5	5	5	37
76	5	5	5	5	5	5	5	5	40
77	5	5	5	5	5	5	5	5	40
78	4	4	5	5	4	4	3	3	32
79	5	4	5	4	5	4	5	4	36
80	4	5	4	4	4	4	4	4	33
81	4	4	4	4	4	4	4	4	32
82	4	4	4	4	4	4	4	4	32
83	5	4	4	4	5	4	4	4	34

84	5	5	4	4	4	4	4	4	34
85	4	4	4	5	4	4	4	4	33
86	5	4	4	5	4	5	5	4	36
87	3	4	4	4	4	4	4	4	31
88	5	5	5	5	5	5	5	5	40
89	4	5	5	4	4	5	4	5	36
90	5	5	5	5	4	5	5	5	39
91	5	4	4	5	4	5	5	4	36
92	4	4	5	5	5	4	4	4	35
93	5	4	4	5	4	5	5	5	37
94	5	5	5	5	5	5	5	5	40
95	4	5	5	4	4	5	4	5	36
96	4	4	5	5	5	4	4	4	35
97	4	4	4	5	4	4	4	4	33
98	4	4	4	4	4	4	4	4	32
99	3	4	4	4	4	4	4	4	31
100	3	4	4	1	3	4	4	4	27

### Tabel r Tabel

Tabel r untuk df = 51 - 100

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
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 Hitung

df	One Tailed Test						
	0,25	0,10	0,05	0,025	0,01	0,005	0,001
	Two-Tailed Test						
	0,50	0,20	0,10	0,05	0,02	0,01	0,002
81	0,677531	1,292091	1,663884	1,989686	2,373270	2,637897	3,193922
82	0,677493	1,291961	1,663649	1,989319	2,372687	2,637123	3,192619
83	0,677457	1,291835	1,663420	1,988960	2,372119	2,636369	3,191349
84	0,677422	1,291711	1,663197	1,988610	2,371564	2,635632	3,190111
85	0,677387	1,291591	1,662978	1,988268	2,371022	2,634914	3,188902
86	0,677353	1,291473	1,662765	1,987934	2,370493	2,634212	3,187722
87	0,677320	1,291358	1,662557	1,987608	2,369977	2,633527	3,186569
88	0,677288	1,291246	1,662354	1,987290	2,369472	2,632858	3,185444
89	0,677256	1,291136	1,662155	1,986979	2,368979	2,632204	3,184345
90	0,677225	1,291029	1,661961	1,986675	2,368497	2,631565	3,183271
91	0,677195	1,290924	1,661771	1,986377	2,368026	2,630940	3,182221
92	0,677166	1,290821	1,661585	1,986086	2,367566	2,630330	3,181194
93	0,677137	1,290721	1,661404	1,985802	2,367115	2,629732	3,180191
94	0,677109	1,290623	1,661226	1,985523	2,366674	2,629148	3,179209
95	0,677081	1,290527	1,661052	1,985251	2,366243	2,628576	3,178248
96	0,677054	1,290432	1,660881	1,984984	2,365821	2,628016	3,177308
97	0,677027	1,290340	1,660715	1,984723	2,365407	2,627468	3,176387
98	0,677001	1,290250	1,660551	1,984467	2,365002	2,626931	3,175486
99	0,676976	1,290161	1,660391	1,984217	2,364606	2,626405	3,174604
100	0,676951	1,290075	1,660234	1,983972	2,364217	2,625891	3,173739
101	0,676927	1,289990	1,660081	1,983731	2,363837	2,625386	3,172893
102	0,676903	1,289907	1,659930	1,983495	2,363464	2,624891	3,172063
103	0,676879	1,289825	1,659782	1,983264	2,363098	2,624407	3,171250
104	0,676856	1,289745	1,659637	1,983038	2,362739	2,623932	3,170452
105	0,676833	1,289666	1,659495	1,982815	2,362388	2,623465	3,169670
106	0,676811	1,289589	1,659356	1,982597	2,362043	2,623008	3,168904
107	0,676790	1,289514	1,659219	1,982383	2,361704	2,622560	3,168152
108	0,676768	1,289439	1,659085	1,982173	2,361372	2,622120	3,167414
109	0,676747	1,289367	1,658953	1,981967	2,361046	2,621688	3,166690
110	0,676727	1,289295	1,658824	1,981765	2,360726	2,621265	3,165979
111	0,676706	1,289225	1,658697	1,981567	2,360412	2,620849	3,165282
112	0,676687	1,289156	1,658573	1,981372	2,360104	2,620440	3,164597
113	0,676667	1,289088	1,658450	1,981180	2,359801	2,620039	3,163925
114	0,676648	1,289022	1,658330	1,980992	2,359504	2,619645	3,163265
115	0,676629	1,288957	1,658212	1,980808	2,359212	2,619258	3,162616
116	0,676611	1,288892	1,658096	1,980626	2,358924	2,618878	3,161979
117	0,676592	1,288829	1,657982	1,980448	2,358642	2,618504	3,161353
118	0,676575	1,288767	1,657870	1,980272	2,358365	2,618137	3,160738
119	0,676557	1,288706	1,657759	1,980100	2,358093	2,617776	3,160133
120	0,676540	1,288646	1,657651	1,979930	2,357825	2,617421	3,159539

**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
91	3.95	3.10	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.94	1.90	1.86	1.83	1.80	1.78
92	3.94	3.10	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.94	1.89	1.86	1.83	1.80	1.78
93	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93	1.89	1.86	1.83	1.80	1.78
94	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93	1.89	1.86	1.83	1.80	1.77
95	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93	1.89	1.86	1.82	1.80	1.77
96	3.94	3.09	2.70	2.47	2.31	2.19	2.11	2.04	1.98	1.93	1.89	1.85	1.82	1.80	1.77
97	3.94	3.09	2.70	2.47	2.31	2.19	2.11	2.04	1.98	1.93	1.89	1.85	1.82	1.80	1.77
98	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.98	1.93	1.89	1.85	1.82	1.79	1.77
99	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.98	1.93	1.89	1.85	1.82	1.79	1.77
100	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.97	1.93	1.89	1.85	1.82	1.79	1.77
101	3.94	3.09	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.93	1.88	1.85	1.82	1.79	1.77
102	3.93	3.09	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.82	1.79	1.77
103	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.82	1.79	1.76
104	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.82	1.79	1.76
105	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.81	1.79	1.76
106	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.84	1.81	1.79	1.76
107	3.93	3.08	2.69	2.46	2.30	2.18	2.10	2.03	1.97	1.92	1.88	1.84	1.81	1.79	1.76
108	3.93	3.08	2.69	2.46	2.30	2.18	2.10	2.03	1.97	1.92	1.88	1.84	1.81	1.78	1.76
109	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92	1.88	1.84	1.81	1.78	1.76
110	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92	1.88	1.84	1.81	1.78	1.76
111	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92	1.88	1.84	1.81	1.78	1.76
112	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.96	1.92	1.88	1.84	1.81	1.78	1.76
113	3.93	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.92	1.87	1.84	1.81	1.78	1.76
114	3.92	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.81	1.78	1.75
115	3.92	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.81	1.78	1.75
116	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.81	1.78	1.75
117	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.80	1.78	1.75
118	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.80	1.78	1.75
119	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.78	1.75
120	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.78	1.75
121	3.92	3.07	2.68	2.45	2.29	2.17	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.77	1.75
122	3.92	3.07	2.68	2.45	2.29	2.17	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.77	1.75
123	3.92	3.07	2.68	2.45	2.29	2.17	2.08	2.01	1.96	1.91	1.87	1.83	1.80	1.77	1.75
124	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.96	1.91	1.87	1.83	1.80	1.77	1.75
125	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.96	1.91	1.87	1.83	1.80	1.77	1.75
126	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.95	1.91	1.87	1.83	1.80	1.77	1.75
127	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.95	1.91	1.86	1.83	1.80	1.77	1.75
128	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.95	1.91	1.86	1.83	1.80	1.77	1.75



129	3.91	3.07	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.80	1.77	1.74
130	3.91	3.07	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.80	1.77	1.74

## 6. Hasil Uji Validitas

### Hasil Uji Validitas Service Quality (X1)

		Correlations														
		SQ	SQ	SQ	SQ	SQ	SQ	SQ	SQ	SQ	SQ	SQ	SQ	SQ	SQ	TOT
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	AL
SQ1	Pearson Correlation	1	.384**	.309**	.197*	.258**	.238**	.074	.069	.076	.071	.146	.109	.127	.043	.390*
	Sig. (1-tailed)		.000	.001	.025	.005	.008	.231	.248	.227	.241	.073	.141	.103	.335	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
SQ2	Pearson Correlation	.384**	1	.290**	.410**	.177*	.348**	.112	.185*	.083	.313**	-.026	.340**	.286**	.319**	.543*
	Sig. (1-tailed)	.000		.002	.000	.039	.000	.134	.033	.206	.001	.400	.000	.002	.001	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
SQ3	Pearson Correlation	.309**	.290**	1	.322**	.261**	.236**	.181*	.251**	.262**	.133	.153	-.003	.263**	.022	.473*
	Sig. (1-tailed)	.001	.002		.001	.004	.009	.036	.006	.004	.093	.064	.487	.004	.416	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
SQ4	Pearson Correlation	.197*	.410**	.322**	1	.284**	.364**	.189*	.309**	.306**	.342**	.199*	.306**	.246**	.351**	.624*
	Sig. (1-tailed)	.025	.000	.001		.002	.000	.030	.001	.001	.000	.024	.001	.007	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

SQ5	Pearson Correlation	.258**	.177*	.261**	.284**	1	.109	.343**	.217*	.368**	.329**	.183*	.225*	.319**	.357**	.566**
	Sig. (1-tailed)	.005	.039	.004	.002		.140	.000	.015	.000	.000	.034	.012	.001	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
SQ6	Pearson Correlation	.238**	.348**	.236**	.364**	.109	1	.265**	.561**	.209*	.331**	.173*	.233**	.267**	.325**	.607**
	Sig. (1-tailed)	.008	.000	.009	.000	.140		.004	.000	.018	.000	.043	.010	.004	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
SQ7	Pearson Correlation	.074	.112	.181*	.189*	.343**	.265**	1	.284**	.212*	.250**	.054	.100	.298**	.173*	.454**
	Sig. (1-tailed)	.231	.134	.036	.030	.000	.004		.002	.017	.006	.296	.161	.001	.043	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
SQ8	Pearson Correlation	.069	.185*	.251**	.309**	.217*	.561**	.284**	1	.203*	.354**	.159	.353**	.274**	.426**	.603**
	Sig. (1-tailed)	.248	.033	.006	.001	.015	.000	.002		.021	.000	.057	.000	.003	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
SQ9	Pearson Correlation	.076	.083	.262**	.306**	.368**	.209*	.212*	.203*	1	.369**	.326**	.322**	.474**	.297**	.581**
	Sig. (1-tailed)	.227	.206	.004	.001	.000	.018	.017	.021		.000	.000	.001	.000	.001	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

SQ10	Pearson Correlation	.071	.313**	.133	.342**	.329**	.331**	.250**	.354**	.369**	1	.132	.296**	.367**	.327**	.598*
	Sig. (1-tailed)	.241	.001	.093	.000	.000	.000	.006	.000	.000		.095	.001	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
SQ11	Pearson Correlation	.146	-.026	.153	.199*	.183*	.173*	.054	.159	.326**	.132	1	.461**	.384**	.280**	.470*
	Sig. (1-tailed)	.073	.400	.064	.024	.034	.043	.296	.057	.000	.095		.000	.000	.002	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
SQ12	Pearson Correlation	.109	.340**	-.003	.306**	.225*	.233**	.100	.353**	.322**	.296**	.461**	1	.335**	.471**	.590*
	Sig. (1-tailed)	.141	.000	.487	.000	.012	.010	.161	.000	.000	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
SQ13	Pearson Correlation	.127	.286**	.263**	.246**	.319**	.267**	.298**	.274**	.474**	.367**	.384**	.335**	1	.322**	.640*
	Sig. (1-tailed)	.103	.002	.004	.007	.001	.004	.001	.003	.000	.000	.000	.000		.001	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
SQ14	Pearson Correlation	.043	.319**	.022	.351**	.357**	.325**	.173*	.426**	.297**	.327**	.280**	.471**	.322**	1	.611*
	Sig. (1-tailed)	.335	.001	.416	.000	.000	.000	.043	.000	.000	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

TOTAL	Pearson Correlation	.390**	.543**	.473**	.624**	.566**	.607**	.454**	.603**	.581**	.598**	.470**	.590**	.640**	.611**	1
	Sig. (1-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
**. Correlation is significant at the 0.01 level (1-tailed).																
*. Correlation is significant at the 0.05 level (1-tailed).																

### Hasil Uji Validitas Price (X2)

		Correlations						
		P1	P2	P3	P4	P5	P6	TOTAL
P1	Pearson Correlation	1	.449**	.304**	.295**	.530**	.178*	.662**
	Sig. (1-tailed)		.000	.001	.001	.000	.038	.000
	N	100	100	100	100	100	100	100
P2	Pearson Correlation	.449**	1	.470**	.345**	.338**	.429**	.730**
	Sig. (1-tailed)	.000		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100
P3	Pearson Correlation	.304**	.470**	1	.405**	.470**	.245**	.695**
	Sig. (1-tailed)	.001	.000		.000	.000	.007	.000
	N	100	100	100	100	100	100	100
P4	Pearson Correlation	.295**	.345**	.405**	1	.480**	.298**	.683**
	Sig. (1-tailed)	.001	.000	.000		.000	.001	.000
	N	100	100	100	100	100	100	100
P5	Pearson Correlation	.530**	.338**	.470**	.480**	1	.331**	.768**
	Sig. (1-tailed)	.000	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100	100
P6	Pearson Correlation	.178*	.429**	.245**	.298**	.331**	1	.602**
	Sig. (1-tailed)	.038	.000	.007	.001	.000		.000

	N	100	100	100	100	100	100	100
TOTAL	Pearson Correlation	.662**	.730**	.695**	.683**	.768**	.602**	1
	Sig. (1-tailed)	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100
** . Correlation is significant at the 0.01 level (1-tailed).								
* . Correlation is significant at the 0.05 level (1-tailed).								

### Hasil Uji Validitas Customer Trust (X3)

		Correlations						
		CT1	CT2	CT3	CT4	CT5	CT6	TOTAL
CT1	Pearson Correlation	1	.280**	.430**	.486**	.240**	.318**	.650**
	Sig. (1-tailed)		.002	.000	.000	.008	.001	.000
	N	100	100	100	100	100	100	100
CT2	Pearson Correlation	.280**	1	.361**	.323**	.480**	.418**	.698**
	Sig. (1-tailed)	.002		.000	.001	.000	.000	.000
	N	100	100	100	100	100	100	100
CT3	Pearson Correlation	.430**	.361**	1	.295**	.313**	.248**	.632**
	Sig. (1-tailed)	.000	.000		.001	.001	.006	.000
	N	100	100	100	100	100	100	100
CT4	Pearson Correlation	.486**	.323**	.295**	1	.478**	.319**	.705**
	Sig. (1-tailed)	.000	.001	.001		.000	.001	.000
	N	100	100	100	100	100	100	100
CT5	Pearson Correlation	.240**	.480**	.313**	.478**	1	.554**	.752**
	Sig. (1-tailed)	.008	.000	.001	.000		.000	.000
	N	100	100	100	100	100	100	100
CT6	Pearson Correlation	.318**	.418**	.248**	.319**	.554**	1	.695**
	Sig. (1-tailed)	.001	.000	.006	.001	.000		.000
	N	100	100	100	100	100	100	100

TOTAL	Pearson Correlation	.650**	.698**	.632**	.705**	.752**	.695**	1
	Sig. (1-tailed)	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100

\*\* . Correlation is significant at the 0.01 level (1-tailed).

### Hasil Uji Validitas Loyalitas Pelanggan (Y)

		Correlations								
		LK1	LK2	LK3	LK4	LK5	LK6	LK7	LK8	TOTAL
LK1	Pearson Correlation	1	.423**	.318**	.434**	.339**	.434**	.404**	.320**	.675**
	Sig. (1-tailed)		.000	.001	.000	.000	.000	.000	.001	.000
	N	100	100	100	100	100	100	100	100	100
LK2	Pearson Correlation	.423**	1	.446**	.237**	.240**	.478**	.270**	.280**	.586**
	Sig. (1-tailed)	.000		.000	.009	.008	.000	.003	.002	.000
	N	100	100	100	100	100	100	100	100	100
LK3	Pearson Correlation	.318**	.446**	1	.424**	.398**	.394**	.505**	.520**	.723**
	Sig. (1-tailed)	.001	.000		.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100
LK4	Pearson Correlation	.434**	.237**	.424**	1	.499**	.428**	.434**	.463**	.745**
	Sig. (1-tailed)	.000	.009	.000		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100
LK5	Pearson Correlation	.339**	.240**	.398**	.499**	1	.248**	.394**	.204*	.599**

	Sig. (1-tailed)	.000	.008	.000	.000		.006	.000	.021	.000
	N	100	100	100	100	100	100	100	100	100
LK6	Pearson Correlation	.434**	.478**	.394**	.428**	.248**	1	.408**	.503**	.694**
	Sig. (1-tailed)	.000	.000	.000	.000	.006		.000	.000	.000
	N	100	100	100	100	100	100	100	100	100
LK7	Pearson Correlation	.404**	.270**	.505**	.434**	.394**	.408**	1	.633**	.738**
	Sig. (1-tailed)	.000	.003	.000	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100	100	100	100
LK8	Pearson Correlation	.320**	.280**	.520**	.463**	.204*	.503**	.633**	1	.722**
	Sig. (1-tailed)	.001	.002	.000	.000	.021	.000	.000		.000
	N	100	100	100	100	100	100	100	100	100
TOTAL	Pearson Correlation	.675**	.586**	.723**	.745**	.599**	.694**	.738**	.722**	1
	Sig. (1-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100

\*\* . Correlation is significant at the 0.01 level (1-tailed).

\* . Correlation is significant at the 0.05 level (1-tailed).

## 7. Hasil Uji Reliabilitas Variabel

### *Service Quality (X1)*

Reliability Statistics	
Cronbach's Alpha	N of Items
.741	15

*Price (X2)*

<b>Reliability Statistics</b>	
Cronbach's Alpha	N of Items
.773	7

*Customer Trust (X3)*

<b>Reliability Statistics</b>	
Cronbach's Alpha	N of Items
.773	7

*Loyalitas Pelanggan (Y)*

<b>Reliability Statistics</b>	
Cronbach's Alpha	N of Items
.769	9

**Lampiran 8. Uji Asumsi Klasik**

**Hasil Uji Normalitas**

<b>One-Sample Kolmogorov-Smirnov Test</b>		
		Unstandardized Residual
N		100
Normal Parameters <sup>a,b</sup>	Mean	.0000000
	Std. Deviation	2.25995707
Most Extreme Differences	Absolute	.081
	Positive	.081
	Negative	-.073
Test Statistic		.081
Asymp. Sig. (2-tailed)		.109 <sup>c</sup>
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		



### Hasil Uji Multikolinieritas

Coefficients <sup>a</sup>								
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-3.030	3.892		-.778	.438		
	TOTAL X1	.406	.087	.480	4.663	.000	.480	2.085
	TOTAL X2	.404	.156	.256	2.589	.011	.520	1.922
	TOTAL X3	.090	.137	.057	.659	.511	.674	1.485

a. Dependent Variable: TOTAL Y

### Hasil Uji Heterokedastisitas

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.542	2.597		.209	.835
	TOTAL X1	-.058	.058	-.144	-.993	.323
	TOTAL X2	.014	.104	.019	.135	.893
	TOTAL X3	.164	.092	.218	1.788	.077

a. Dependent Variable: Abs\_Res

### Lampiran 9. Analisis Regresi Linear Berganda

#### Hasil Uji Linear Berganda

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-3.030	3.892		-.778	.438

	TOTAL X1	.406	.087	.480	4.663	.000
	TOTAL X2	.404	.156	.256	2.589	.011
	TOTAL X3	.090	.137	.057	.659	.511
a. Dependent Variable: TOTAL Y						

### Hasil Uji Koefisien Determinan (R2)

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.850 <sup>a</sup>	.722	.713	2.09754
a. Predictors: (Constant), Trans_X3, Trans_X2, Trans_X1				

## Lampiran 10. Uji Hipotesis

### Hasil Uji T

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-3.030	3.892		-.778	.438
	TOTAL X1	.406	.087	.480	4.663	.000
	TOTAL X2	.404	.156	.256	2.589	.011
	TOTAL X3	.090	.137	.057	.659	.511
a. Dependent Variable: TOTAL Y						

### Hasil Uji F

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	528.557	3	176.186	33.451	.000 <sup>b</sup>
	Residual	505.633	96	5.267		
	Total	1034.190	99			
a. Dependent Variable: TOTAL Y						
b. Predictors: (Constant), TOTAL X3, TOTAL X2, TOTAL X1						