# LAMPIRAN-LAMPIRAN

## **Hasil Kuesioner Variabel X**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **xp1** | **xp2** | **xp3** | **xp4** | **xp5** | **xp6** | **xp7** | **xp8** | **xp9** | **Total x1** |
| 3 | 3 | 1 | 4 | 2 | 2 | 1 | 1 | 1 | 18 |
| 2 | 2 | 2 | 3 | 4 | 1 | 3 | 2 | 2 | 21 |
| 2 | 1 | 2 | 3 | 2 | 3 | 3 | 4 | 2 | 22 |
| 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 30 |
| 2 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 28 |
| 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| 4 | 2 | 4 | 5 | 4 | 5 | 5 | 2 | 2 | 33 |
| 4 | 3 | 2 | 3 | 4 | 4 | 3 | 2 | 2 | 27 |
| 2 | 4 | 4 | 2 | 2 | 2 | 2 | 4 | 4 | 26 |
| 3 | 3 | 4 | 3 | 4 | 3 | 3 | 2 | 4 | 29 |
| 4 | 1 | 4 | 3 | 4 | 4 | 3 | 4 | 2 | 29 |
| 3 | 3 | 2 | 4 | 2 | 5 | 2 | 2 | 2 | 25 |
| 5 | 5 | 4 | 3 | 4 | 5 | 3 | 2 | 4 | 35 |
| 5 | 5 | 2 | 5 | 2 | 3 | 5 | 2 | 2 | 31 |
| 4 | 2 | 1 | 2 | 1 | 2 | 2 | 1 | 1 | 16 |
| 5 | 5 | 5 | 2 | 2 | 2 | 2 | 5 | 5 | 33 |
| 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 18 |
| 2 | 4 | 3 | 2 | 3 | 2 | 2 | 3 | 3 | 24 |
| 2 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 19 |
| 2 | 2 | 1 | 2 | 1 | 2 | 2 | 1 | 1 | 14 |
| 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 18 |
| 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 20 |
| 1 | 1 | 1 | 1 | 1 | 3 | 2 | 1 | 1 | 12 |
| 4 | 4 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 22 |
| 4 | 3 | 3 | 2 | 3 | 2 | 2 | 3 | 3 | 25 |
| 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 18 |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 4 | 4 | 1 | 2 | 0 | 3 | 2 | 1 | 1 | 18 |
| 6 | 4 | 6 | 4 | 9 | 3 | 2 | 4 | 4 | 42 |
| 5 | 7 | 4 | 8 | 2 | 6 | 7 | 4 | 4 | 47 |
| 10 | 8 | 11 | 11 | 12 | 13 | 14 | 13 | 13 | 105 |
| 1 | 3 | 4 | 1 | 3 | 1 | 1 | 4 | 4 | 22 |

## **Hasil Kuesioner Variabel Y**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **yp1** | **yp2** | **yp3** | **yp4** | **yp5** | **yp6** | **yp7** | **yp8** | **yp9** | **yp10** | **yp11** | **yp12** | **total y1** |
| 3 | 3 | 3 | 4 | 3 | 2 | 1 | 2 | 2 | 4 | 2 | 2 | 31 |
| 2 | 2 | 4 | 3 | 4 | 1 | 3 | 4 | 5 | 2 | 5 | 3 | 38 |
| 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 44 |
| 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 45 |
| 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 2 | 2 | 38 |
| 5 | 5 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 3 | 3 | 4 | 44 |
| 4 | 4 | 4 | 1 | 2 | 5 | 5 | 3 | 3 | 4 | 4 | 1 | 40 |
| 2 | 3 | 2 | 3 | 4 | 4 | 3 | 3 | 3 | 1 | 3 | 3 | 34 |
| 4 | 4 | 4 | 2 | 4 | 4 | 2 | 2 | 2 | 3 | 5 | 1 | 37 |
| 3 | 3 | 4 | 3 | 4 | 3 | 3 | 5 | 5 | 4 | 1 | 4 | 42 |
| 4 | 4 | 4 | 3 | 2 | 4 | 3 | 5 | 5 | 4 | 4 | 4 | 46 |
| 3 | 3 | 4 | 4 | 4 | 5 | 4 | 2 | 2 | 3 | 5 | 5 | 44 |
| 5 | 5 | 4 | 3 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 1 | 46 |
| 5 | 5 | 2 | 5 | 3 | 3 | 5 | 3 | 4 | 3 | 4 | 4 | 46 |
| 4 | 4 | 1 | 2 | 1 | 2 | 2 | 2 | 2 | 1 | 2 | 3 | 26 |
| 5 | 5 | 5 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 32 |
| 4 | 4 | 2 | 2 | 2 | 2 | 2 | 1 | 1 | 2 | 2 | 2 | 26 |
| 4 | 4 | 3 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 3 | 1 | 30 |
| 2 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 24 |
| 2 | 2 | 1 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 23 |
| 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 25 |
| 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 1 | 26 |
| 1 | 1 | 1 | 1 | 1 | 3 | 2 | 2 | 2 | 1 | 2 | 2 | 19 |
| 4 | 4 | 2 | 2 | 2 | 2 | 2 | 1 | 1 | 2 | 1 | 2 | 25 |
| 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 44 |
| 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 43 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 4 | 4 | 1 | 1 | 0 | 3 | 2 | 2 | 3 | 0 | 3 | 2 | 25 |
| 11 | 11 | 9 | 5 | 10 | 4 | 3 | 6 | 6 | 9 | 8 | 7 | 89 |
| 5 | 6 | 6 | 9 | 5 | 8 | 9 | 4 | 3 | 5 | 6 | 3 | 69 |
| 5 | 4 | 7 | 9 | 8 | 10 | 11 | 12 | 12 | 8 | 6 | 9 | 101 |
| 1 | 1 | 3 | 2 | 3 | 1 | 1 | 2 | 2 | 4 | 3 | 5 | 28 |

## **Hasil Uji Validitas Variabel X**

| **Item-Total Statistics** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Squared Multiple Correlation | Cronbach's Alpha if Item Deleted |
| KP1 | 21.1538 | 36.775 | .615 | .583 | .839 |
| KP2 | 21.3077 | 37.422 | .526 | .766 | .849 |
| KP3 | 21.6538 | 35.355 | .776 | .906 | .823 |
| KP4 | 21.4615 | 38.978 | .502 | .604 | .850 |
| KP5 | 21.5769 | 37.454 | .635 | .587 | .838 |
| KP6 | 21.4615 | 39.378 | .471 | .455 | .853 |
| KP7 | 21.6154 | 39.046 | .581 | .585 | .843 |
| KP8 | 21.8077 | 39.442 | .491 | .637 | .851 |
| KP9 | 21.8077 | 37.362 | .664 | .921 | .835 |

## **Hasil Uji Reliabilitas Variabel X**

|  |  |  |
| --- | --- | --- |
| **Reliability Statistics** | | |
| Cronbach's Alpha | Cronbach's Alpha Based on Standardized Items | N of Items |
| .858 | .859 | 9 |

## **Hasil Uji Validitas Variabel Y**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Item-Total Statistics** | | | | | |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Squared Multiple Correlation | Cronbach's Alpha if Item Deleted |
| KK1 | 31.8077 | 70.402 | .438 | .989 | .879 |
| KK2 | 31.7692 | 70.425 | .455 | .988 | .878 |
| KK3 | 32.3462 | 66.955 | .622 | .653 | .868 |
| KK4 | 32.5385 | 67.858 | .602 | .822 | .870 |
| KK5 | 32.4231 | 66.894 | .657 | .707 | .867 |
| KK6 | 32.3462 | 69.115 | .518 | .771 | .874 |
| KK7 | 32.5000 | 67.700 | .676 | .782 | .866 |
| KK8 | 32.5000 | 66.180 | .659 | .988 | .866 |
| KK9 | 32.4231 | 65.294 | .655 | .987 | .866 |
| KK10 | 32.5385 | 66.178 | .678 | .839 | .865 |
| KK11 | 32.1923 | 67.762 | .516 | .486 | .875 |
| KK12 | 32.5769 | 67.854 | .481 | .753 | .878 |

## **Hasil Uji Reliabilitas Variabel Y**

|  |  |  |
| --- | --- | --- |
| **Reliability Statistics** | | |
| Cronbach's Alpha | Cronbach's Alpha Based on Standardized Items | N of Items |
| .881 | .882 | 12 |

## **Hasil Uji Rank Spearman**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Correlations** | | | | |
|  | | | Kualitas Pelayanan | Kepuasan Konsumen |
| Spearman's rho | Kualitas Pelayanan | Correlation Coefficient | 1.000 | .724\*\* |
| Sig. (2-tailed) | . | .000 |
| N | 26 | 26 |
| Kepuasan Konsumen | Correlation Coefficient | .724\*\* | 1.000 |
| Sig. (2-tailed) | .000 | . |
| N | 26 | 26 |
| \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | |

## **Hasil Uji Hipotesis dan Uji Regresi Linear Sederhana**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | 12.482 | 4.611 |  | 2.707 | .012 |
| Kualitas Pelayanan | .940 | .183 | .723 | 5.129 | .000 |
| a. Dependent Variable: Kepuasan Konsumen | | | | | | |

## **Hasil Uji Koefisiensi Determinasi**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Model Summary** | | | | |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .723a | .523 | .503 | 6.29410 |
| a. Predictors: (Constant), Kualitas Pelayanan | | | | |