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# Lampiran 1 Kuesioner

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|  | **FAKULTAS EKONOMI DAN BISNIS**  **UNIVERSITAS PANCASAKTI TEGAL**  **Jl. Halmahera Km. 1 Mintaragen Tegal** |
| **Kuesioner Penelitian**  **PENGARUH *RELATIONSHIP MARKETING*, KUALITAS PELAYANAN DAN HARGA TERHADAP LOYALITAS PELANGGAN PADA KELANA KOPI KALINYAMAT TEGAL** | |
| Lampiran  Hal | : 4 (empat) lembar  : Permohonan menjadi Responden |
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| **KUESIONER**   1. **Identitas Responden**   Nama : ………………….... (boleh tidak diisi)  Alamat : …………………………………..  Jenis Kelamin :  Laki-laki  Perempuan  Usia :   17 th – 25 th  26 th -35 th   36 th – 40 th  > 40 th  Pendidikan Terakhir :  SD  SMP SMA  S1  S2  Pendapatan : …………………….  Penghasilan Per Bulan   1. < Rp 1.000.000 2. Rp 1.000.000 – Rp 5.000.000 3. Rp. 5.000.000 – Rp. 10.000.000 4. > Rp. 10.000.000   Pekerjaan :  Pengusaha  Karyawan Swasta   PNS/TNI/POLRI  Mahasiswa   Lainnya   1. **Petunjuk Pengisian**   Jawablah pertanyaan ini dengan jujur dan benar.  Bacalah terlebih dahulu pertanyaan dengan cermat sebelum anda memulai untuk menjawabnya.  Pilihlah salah satu jawaban yang tersedia dengan memberikan tanda checlist ( √ ) pada salah satu jawaban yang anda anggap paling benar. Keterangan:  SS : Sangat Setuju  TS : Tidak Setuju  N : Netral  SS : Sangat Setuju  STS : Sangat Tidak Setuju   * + 1. **Loyalitas Pelanggan**  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **No** | **Pernyataan** | **Jawaban** | | | | | | **STS** | **TS** | **N** | **S** | **SS** | | **PEMBELIAN ULANG** | | | | | | | | 1. | Kelana Kopi Kalinyamat Tegal layak untuk dikunjungi kembali |  |  |  |  |  | | 2. | Kelana Kopi Kalinyamat Tegal menjadi cafe favorit |  |  |  |  |  | | **KEBIASAAN MENGKONSUMSI MEREK** | | | | | | | | 3. | Kelana Kopi Kalinyamat Tegal menawarkan menu yang variatif |  |  |  |  |  | | 4. | Puas dengan pelayanan yang diberikan |  |  |  |  |  | | **RASA SUKA YANG BESAR PADA MEREK** | | | | | | | | 5. | Kelana Kopi Kalinyamat Tegal memiliki menu yang lebih banyak dibandingkan tempat lain |  |  |  |  |  | | 6. | Pelayanan Kelana Kopi Kalinyamat Tegal lebih baik dibandingkan tempat lain |  |  |  |  |  | | 7. | Tempat dan suasana Kelana Kopi Kalinyamat Tegal lebih baik dibandingkan tempat lain |  |  |  |  |  | | **KETETAPAN PADA MEREK** | | | | | | | | 8. | Saya tetap memilih Kelana Kopi Kalinyamat Tegal meski banyak tawaran dari cafe-cafe lain |  |  |  |  |  | | 9. | Tidak berminat untuk mengunjungi cafe selain Kelana Kopi Kalinyamat Tegal |  |  |  |  |  | | **KEYAKINAN PADA MEREK** | | | | | | | | 10. | Saya merasa cafe lain tidak bisa menawarkan harga, pelayanan yang sesuai harapan dibandingkan dengan Kelana Kopi Kalinyamat Tegal |  |  |  |  |  | | 11 | Cafe lain tidak bisa memberikan harga, kualitas dan pelayanan sebaik Kelana Kopi Kalinyamat Tegal |  |  |  |  |  | | **MEREKOMENDASIKAN MEREK PADA ORANG LAIN** | | | | | | | | 12. | Saya akan mengatakan hal-hal baik atau positif tentang Kelana Kopi Kalinyamat Tegal |  |  |  |  |  | | 13. | Saya akan merekomendasikan Kelana Kopi Kalinyamat Tegal kepada kerabat, keluarga maupun orang lain |  |  |  |  |  |  * + 1. ***Relationship Marketing***  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **No** | **Pernyataan** | **Jawaban** | | | | | | **STS** | **TS** | **N** | **S** | **SS** | | **HUBUNGAN KUAT DENGAN KONSUMEN** | | | | | | | | 1. | Karyawan Kelana Kopi Kalinyamat Tegal selalu senyum, sapa dan salam |  |  |  |  |  | | 2. | Karyawan Kelana Kopi Kalinyamat Tegal selalu memastikan kembali pesanan konsumen |  |  |  |  |  | | **MEMPERTAHANKAN KUALITAS** | | | | | | | | 3. | Kualitas makanan dan minuman di Kelana Kopi Kalinyamat Tegal terjaga |  |  |  |  |  | | 4. | Menu-menu Kelana Kopi Kalinyamat Tegal dihidangkan dalam kondisi baik |  |  |  |  |  | | **KEINGINAN KONSUMEN** | | | | | | | | 5. | Menu di Kelana Kopi Kalinyamat Tegal sesuai dengan keinginan konsumen |  |  |  |  |  | | 6. | Menu di Kelana Kopi Kalinyamat Tegal selalu *update* |  |  |  |  |  | | **KEBUTUHAN KONSUMEN** | | | | | | | | 7. | Menu di Kelana Kopi Kalinyamat Tegal sesuai dengan kebutuhan konsumen |  |  |  |  |  | | 8. | Menu di Kelana Kopi Kalinyamat Tegal beragam jenisnya |  |  |  |  |  | | **KECEPATAN PELAYANAN** | | | | | | | | 9. | Karyawan Kelana Kopi Kalinyamat Tegal menyajikan menu dengan cepat |  |  |  |  |  | | 10. | Karyawan Kelana Kopi Kalinyamat Tegal menyajikan menu dengan tepat |  |  |  |  |  | | **TANGGAP DALAM PENYELESAIAN MASALAH** | | | | | | | | 11. | Jika terjadi kesalahan dalam pemesanan, karyawan Kelana Kopi Kalinyamat Tegal segera memperbaiki |  |  |  |  |  | | 12. | Jika konsumen membutuhkan bantuan, karyawan Kelana Kopi Kalinyamat Tegal sigap untuk menghampiri |  |  |  |  |  | | **MEMELIHARA HUBUNGAN BAIK** | | | | | | | | 13. | Kelana Kopi Tegal selalu menambah menu-menu baru yang *update* |  |  |  |  |  | | 14. | Kelana Kopi Tegal selalu mengadakan *event* seperti *live music* |  |  |  |  |  | | **PELAYANAN PURNAJUAL** | | | | | | | | 15. | Kelana Kopi Kalinyamat Tegal selalu memberitahu kepada konsumen jika ada menu baru |  |  |  |  |  | | 16. | Karyawan Kelana Kopi Kalinyamat Tegal mengantarkan pesanan sampai ke meja konsumen |  |  |  |  |  |  * + 1. **Kualitas Pelayanan**  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **No** | **Pernyataan** | **Jawaban** | | | | | | | | | | | | **STS** | | **TS** | | | **N** | | **S** | | **SS** | | | **KELENGKAPAN PERALATAN** | | | | | | | | | | | | | | 1. | Kelana Kopi Kalinyamat Tegal dilengkapi dengan peralatan yang baik |  | |  | | |  | |  | |  | | | 2. | Kelana Kopi Kalinyamat Tegal dilengkapi dengan peralatan yang bersih |  | |  | | |  | |  | |  | | | **KEBERSIHAN LINGKUNGAN** | | | | | | | | | | | | | | 3. | Kelana Kopi Kalinyamat Tegal menyediakan tempat yang nyaman |  | |  | | |  | |  | |  | | | 4. | Kelana Kopi Kalinyamat Tegal menyediakan tempat yang bersih |  | |  | | |  | |  | |  | | | **KETEPATAN KARYAWAN** | | | | | | | | | | | | | | 5. | Karyawan Kelana Kopi Kalinyamat Tegal mencatat pesanan konsumen dengan baik |  | |  | | |  | |  | |  | | | 6. | Karyawan Kelana Kopi Kalinyamat Tegal mengantarkan pesanan dengan tepat kepada konsumen |  | | |  | | |  | |  | |  | | | **HANDAL MENERIMA KELUHAN** | | | | | | | | | | | | | | | 7. | Jika terjadi kesalahan dalam pemesanan karyawan Kelana Kopi Kalinyamat Tegal sigap untuk memperbaiki | |  | | |  | |  | |  | |  | | | 8. | Jika konsumen membutuhkan bantuan karyawan Kelana Kopi Kalinyamat Tegal segera menghampiri | |  | | |  | |  | |  | |  | | | **KOMUNIKATIF** | | | | | | | | | | | | | | | 9. | Karyawan Kelana Kopi Kalinyamat Tegal perhatian kepada setiap kebutuhan pelanggan | |  | | |  | |  | |  | |  | | | 10. | Karyawan Kelana Kopi Kalinyamat Tegal menggunakan bahasa yang baik | |  | | |  | |  | |  | |  | | | **KEAMANAN LINGKUNGAN** | | | | | | | | | | | | | | | 11. | Kelana Kopi Kalinyamat Tegal menyediakan tempat yang aman | |  | | |  | |  | |  | |  | | | 12. | Kelana Kopi Kalinyamat Tegal menyediakan penjaga parkir | |  | | |  | |  | |  | |  | | | **PENGETAHUAN KARYAWAN** | | | | | | | | | | | | | | | 13. | Karyawan Kelana Kopi Kalinyamat Tegal memahami semua menu yang ditawarkan | |  | | |  | |  | |  | |  | | | 14. | Karyawan Kelana Kopi Kalinyamat Tegal memberikan masukan tentang menu yang cocok untuk konsumen | |  | | |  | |  | |  | |  | | | **PERHATIAN KEPADA PELANGGAN** | | | | | | | | | | | | | | | 15. | Karyawan Kelana Kopi Kalinyamat Tegal selalu menerapkan senyum, sapa dan salam | |  | | |  | |  | |  | |  | | | 16. | Karyawan Kelana Kopi Kalinyamat Tegal bersikap ramah kepada konsumen | |  | | |  | |  | |  | |  | | | **KEPEDULIAN PADA PELANGGAN** | | | | | | | | | | | | | | | 17. | Karyawan Kelana Kopi Kalinyamat Tegal selalu membantu konsumen yang memerlukan bantuan | |  | | |  | |  | |  | |  | | | 18. | Karyawan Kelana Kopi Kalinyamat Tegal merekomendasikan menu yang cocok untuk konsumen | |  | | |  | |  | |  | |  | |   **C.Harga**   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **No** | **Pernyataan** | **Jawaban** | | | | | | **STS** | **TS** | **N** | **S** | **SS** | | **HARGA TERJANGKAU OLEH PELANGGAN** | | | | | | | | 1. | Harga makanan dan minuman pada Kelana Kopi Kalinyamat Tegal terjangkau |  |  |  |  |  | | 2. | Harga makanan dan minuman di Kelana Kopi Kalinyamat Tegal sesuai dengan keuangan konsumen |  |  |  |  |  | | **HARGA LEBIH TERJANGKAU DIBANDING KOMPETITOR** | | | | | | | | 3. | Harga yang ditawarkan Kelana Kopi Kalinyamat Tegal lebih murah dibandingkan tempat lain |  |  |  |  |  | | 4. | Harga yang ditawarkan Kelana Kopi Kalinyamat Tegal dapat bersaing dengan tempat lain |  |  |  |  |  | | **HARGA SEBANDING DENGAN KUALITAS** | | | | | | | | 5. | Harga yang ditawarkan Kelana Kopi Kalinyamat Tegal sesuai dengan harapan konsumen |  |  |  |  |  | | 6. | Harga yang ditawarkan Kelana Kopi Kalinyamat Tegal sebanding dengan kualitas makanan dan minumannya |  |  |  |  |  | | **HARGA SESUAI DENGAN MANFAAT** | | | | | | | | 7. | Harga yang ditawarkan Kelana Kopi Kalinyamat Tegal sesuai dengan manfaat yang dirasakan |  |  |  |  |  | | 8. | Menu di Kelana Kopi Kalinyamat Tegal sesuai dengan kebutuhan dan keinginan konsumen |  |  |  |  |  | | **KESESUAIAN HARGA DENGAN DAYA BELI KONSUMEN** | | | | | | | | 9. | Harga yang ditawarkan di Kelana Kopi Kalinyamat Tegal memiliki kisaran harga yang sama dengan tempat lain |  |  |  |  |  | | 10. | Harga yang ditawakan Kelana Kopi Kalinyamat Tegal sesuai dengan daya beli konsumen |  |  |  |  |  |     **Lampiran 2 Tabulasi Data Loyalitas Pelanggan**   |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Responden | Y1 | Y2 | Y3 | Y4 | Y5 | Y6 | Y7 | Y8 | Y9 | Y10 | Y11 | Y12 | TOTAL | | R1 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 57 | | R2 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 | | R3 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 58 | | R4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 | | R5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 | | R6 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 58 | | R7 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 | | R8 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 55 | | R9 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 5 | 5 | 3 | 3 | 53 | | R10 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 | | R11 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 | | R12 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 53 | | R13 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 56 | | R14 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 50 | | R15 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 | | R16 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 50 | | R17 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 57 | | R18 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 58 | | R19 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 52 | | R20 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 52 | | R21 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 | | R22 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 58 | | R23 | 3 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 54 | | R24 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 49 | | R25 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 56 | | R26 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 54 | | R27 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 55 | | R28 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 59 | | R29 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 53 | | R30 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 53 | | R31 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 | | R32 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 53 | | R33 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 | | R34 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 55 | | R35 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 54 | | R36 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 55 | | R37 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 55 | | R38 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 54 | | R39 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 58 | | R40 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 57 | | R41 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 55 | | R42 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 57 | | R43 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 | | R44 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 56 | | R45 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 50 | | R46 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 3 | 4 | 55 | | R47 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 47 | | R48 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 49 | | R49 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 52 | | R50 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 45 | | R51 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 45 | | R52 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 45 | | R53 | 3 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 55 | | R54 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 46 | | R55 | 5 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 3 | 3 | 5 | 49 | | R56 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 47 | | R57 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 49 | | R58 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 | | R59 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 56 | | R60 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 49 | | R61 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 3 | 3 | 5 | 52 | | R62 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 | | R63 | 5 | 4 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 39 | | R64 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 47 | | R65 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 49 | | R66 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 54 | | R67 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 53 | | R68 | 4 | 5 | 3 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 53 | | R69 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 51 | | R70 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 57 | | R71 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 54 | | R72 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 58 | | R73 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 59 | | R74 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 49 | | R75 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 55 | | R76 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 53 | | R77 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 56 | | R78 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 53 | | R79 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 57 | | R80 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 57 | | R81 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 56 | | R82 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 53 | | R83 | 3 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 54 | | R84 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 55 | | R85 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 57 | | R86 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 57 | | R87 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 54 | | R88 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 58 | | R89 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 3 | 54 | | R90 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 57 | | R91 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 3 | 53 | | R92 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 57 | | R93 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 57 | | R94 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 50 | | R95 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 58 | | R96 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 3 | 5 | 51 | | R97 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 3 | 3 | 50 | | R98 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 3 | 3 | 49 | | R99 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 46 | | R100 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 53 |   **Lampiran 3 Tabulasi Data *Relationship Marketing***   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | X1  1 | X1  2 | X1  3 | X1  4 | X1  5 | X1  6 | X1  7 | X1  8 | X1  9 | X1  10 | X1  11 | X1  12 | X1  13 | X1  14 | X1  15 | X1  16 | TOTAL | | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 77 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 80 | | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 77 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 80 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 80 | | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 73 | | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 64 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 80 | | 5 | 5 | 5 | 4 | 4 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 62 | | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 64 | | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 51 | | 4 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 75 | | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 3 | 3 | 5 | 5 | 71 | | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 75 | | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 77 | | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 55 | | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 75 | | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 68 | | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 70 | | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 76 | | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 61 | | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 71 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 80 | | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 65 | | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 68 | | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 62 | | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 60 | | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 63 | | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 59 | | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 75 | | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 3 | 64 | | 5 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 59 | | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 70 | | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 5 | 66 | | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 70 | | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 74 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 76 | | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 68 | | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 64 | | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 60 | | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 68 | | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 56 | | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 75 | | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 74 | | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 77 | | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 71 | | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 65 | | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 73 | | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 77 | | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 66 | | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 68 | | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 73 | | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 73 | | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 73 | | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 70 | | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 74 | | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 3 | 3 | 4 | 3 | 67 | | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 3 | 67 | | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 68 | | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 73 | | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 3 | 4 | 72 | | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 74 | | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 70 | | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 71 | | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 72 | | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 73 | | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 71 | | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 71 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 80 | | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 3 | 3 | 73 | | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 64 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 4 | 75 | | 4 | 4 | 5 | 5 | 4 | 5 | 3 | 4 | 4 | 5 | 4 | 4 | 3 | 3 | 3 | 3 | 63 | | 4 | 4 | 5 | 5 | 4 | 5 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 69 | | 4 | 4 | 5 | 5 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 66 | | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 65 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 78 | | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 77 | | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 75 | | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 3 | 3 | 3 | 4 | 68 | | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 67 | | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 79 | | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 66 | | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 67 | | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 71 | | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 70 | | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 66 | | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 75 | | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 4 | 68 | | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 64 | | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 66 | | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 66 | | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 76 | | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 74 | | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 73 | | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 76 | | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 3 | 3 | 3 | 71 | | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 70 | | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 77 |   **Lampiran 4 Tabulasi Data Kualitas Pelayanan**   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | X2  1 | X22 | X23 | X24 | X25 | X26 | X27 | X28 | X29 | X210 | X211 | X212 | X213 | X214 | X215 | X216 | X217 | X2.18 | TOTAL | | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 87 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 90 | | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 83 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 90 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 90 | | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 87 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4 | 3 | 5 | 4 | 4 | 4 | 72 | | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 70 | | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 82 | | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 80 | | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 70 | | 4 | 4 | 3 | 5 | 3 | 5 | 5 | 3 | 3 | 3 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 74 | | 5 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 70 | | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 72 | | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 73 | | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 84 | | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 72 | | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 3 | 4 | 4 | 3 | 3 | 5 | 4 | 5 | 5 | 5 | 5 | 75 | | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 75 | | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 83 | | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 76 | | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 60 | | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 87 | | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 82 | | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 79 | | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 76 | | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 82 | | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 83 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 77 | | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 84 | | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 75 | | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 81 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5 | 5 | 5 | 5 | 5 | 5 | 88 | | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 82 | | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 4 | 85 | | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 3 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 73 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 90 | | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 86 | | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 72 | | 5 | 4 | 3 | 5 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 76 | | 5 | 4 | 4 | 5 | ~~5~~ | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 78 | | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 61 | | 5 | 5 | 3 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 76 | | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 81 | | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 82 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 90 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 84 | | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 72 | | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 76 | | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 82 | | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 3 | 74 | | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 3 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 84 | | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 73 | | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 5 | 5 | 5 | 4 | 4 | 4 | 75 | | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 77 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 90 | | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 84 | | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 5 | 5 | 3 | 5 | 5 | 5 | 78 | | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 72 | | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 3 | 4 | 84 | | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 3 | 3 | 5 | 80 | | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 3 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 3 | 80 | | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 84 | | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 78 | | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 3 | 3 | 5 | 5 | 5 | 5 | 4 | 5 | 80 | | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 79 | | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 3 | 81 | | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 88 | | 3 | 3 | 3 | 3 | 4 | 5 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 67 | | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 87 | | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 72 | | 4 | 3 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 3 | 5 | 5 | 5 | 5 | 81 | | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 82 | | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 83 | | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 72 | | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 86 |   **Lampiran 5 Tabulasi Data Harga**   |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Responden | X31 | X32 | X33 | X34 | X35 | X36 | X37 | X38 | X39 | X310 | TOTAL | | R1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 | | R2 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 | | R3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 | | R4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 | | R5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 | | R6 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 43 | | R7 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | | R8 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 | | R9 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 | | R10 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | | R11 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 37 | | R12 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 | | R13 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 45 | | R14 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 41 | | R15 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 3 | 47 | | R16 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | | R17 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | | R18 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 43 | | R19 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 38 | | R20 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 39 | | R21 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 | | R22 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 47 | | R23 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 37 | | R24 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 3 | 2 | 38 | | R25 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 39 | | R26 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 40 | | R27 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | | R28 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 46 | | R29 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 | | R30 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 3 | 3 | 43 | | R31 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | | R32 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 28 | | R33 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 38 | | R34 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 39 | | R35 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 45 | | R36 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 45 | | R37 | 5 | 3 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 45 | | R38 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 42 | | R39 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 48 | | R40 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 45 | | R41 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 49 | | R42 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 | | R43 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 41 | | R44 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 47 | | R45 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 44 | | R46 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 47 | | R47 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 44 | | R48 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 47 | | R49 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 49 | | R50 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 | | R51 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 45 | | R52 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 46 | | R53 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 46 | | R54 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 48 | | R55 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 47 | | R56 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 44 | | R57 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 49 | | R58 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 46 | | R59 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 48 | | R60 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 45 | | R61 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 | | R62 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 47 | | R63 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | | R64 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 49 | | R65 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 3 | 42 | | R66 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 3 | 43 | | R67 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 3 | 42 | | R68 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 39 | | R69 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 44 | | R70 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 49 | | R71 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 49 | | R72 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 44 | | R73 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 | | R74 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 | | R75 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | | R76 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 | | R77 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 47 | | R78 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 | | R79 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 42 | | R80 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 46 | | R81 | 4 | 5 | 3 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 44 | | R82 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 47 | | R83 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | | R84 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 5 | 44 | | R85 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 43 | | R86 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 45 | | R87 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 47 | | R88 | 5 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 5 | 5 | 43 | | R89 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 43 | | R90 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 49 | | R91 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 44 | | R92 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 42 | | R93 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 44 | | R94 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 46 | | R95 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 43 | | R96 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 42 | | R97 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 49 | | R98 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | | R99 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 46 | | R100 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 45 |   **Lampiran 6 Transformasi Data Loyalitas Pelanggan**   |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Succesive Interval** | | | | | | | | | | | | | | |  | **Y1** | **Y2** | **Y3** | **Y4** | **Y5** | **Y6** | **Y7** | **Y8** | **Y9** | **Y10** | **Y11** | **Y12** | **TOTAL.Y** | | **R1** | 3.672 | 4.011 | 4.216 | 3.064 | 4.528 | 4.479 | 4.479 | 4.003 | 4.400 | 3.952 | 2.081 | 2.157 | 45.043 | | **R2** | 3.672 | 4.011 | 4.216 | 4.579 | 4.528 | 4.479 | 4.479 | 4.003 | 4.400 | 3.952 | 3.352 | 3.481 | 49.153 | | **R3** | 3.672 | 2.534 | 2.695 | 4.579 | 4.528 | 4.479 | 4.479 | 4.003 | 4.400 | 3.952 | 3.352 | 3.481 | 46.155 | | **R4** | 3.672 | 4.011 | 4.216 | 4.579 | 4.528 | 4.479 | 4.479 | 4.003 | 4.400 | 3.952 | 3.352 | 3.481 | 49.153 | | **R5** | 3.672 | 4.011 | 4.216 | 4.579 | 4.528 | 4.479 | 4.479 | 4.003 | 4.400 | 3.952 | 3.352 | 3.481 | 49.153 | | **R6** | 3.672 | 4.011 | 4.216 | 4.579 | 4.528 | 4.479 | 4.479 | 2.503 | 4.400 | 3.952 | 3.352 | 2.157 | 46.330 | | **R7** | 2.277 | 2.534 | 2.695 | 3.064 | 2.967 | 2.921 | 2.921 | 2.503 | 2.842 | 2.474 | 2.081 | 2.157 | 31.436 | | **R8** | 2.277 | 2.534 | 2.695 | 4.579 | 4.528 | 4.479 | 4.479 | 4.003 | 2.842 | 2.474 | 3.352 | 3.481 | 41.724 | | **R9** | 3.672 | 4.011 | 4.216 | 4.579 | 4.528 | 4.479 | 2.921 | 1.000 | 4.400 | 3.952 | 1.000 | 1.000 | 39.759 | | **R10** | 2.277 | 2.534 | 2.695 | 3.064 | 2.967 | 2.921 | 2.921 | 2.503 | 2.842 | 2.474 | 2.081 | 2.157 | 31.436 | | **R11** | 2.277 | 2.534 | 2.695 | 3.064 | 2.967 | 2.921 | 2.921 | 2.503 | 2.842 | 2.474 | 2.081 | 2.157 | 31.436 | | **R12** | 3.672 | 4.011 | 4.216 | 4.579 | 4.528 | 4.479 | 2.921 | 2.503 | 2.842 | 1.000 | 2.081 | 2.157 | 38.990 | | **R13** | 3.672 | 2.534 | 2.695 | 4.579 | 4.528 | 2.921 | 4.479 | 2.503 | 4.400 | 3.952 | 3.352 | 3.481 | 43.097 | | **R14** | 3.672 | 4.011 | 2.695 | 3.064 | 2.967 | 2.921 | 2.921 | 2.503 | 2.842 | 2.474 | 2.081 | 2.157 | 34.309 | | **R15** | 3.672 | 4.011 | 4.216 | 4.579 | 4.528 | 4.479 | 4.479 | 4.003 | 4.400 | 3.952 | 3.352 | 3.481 | 49.153 | | **R16** | 3.672 | 4.011 | 2.695 | 3.064 | 2.967 | 2.921 | 2.921 | 2.503 | 2.842 | 2.474 | 2.081 | 2.157 | 34.309 | | **R17** | 3.672 | 2.534 | 4.216 | 4.579 | 2.967 | 4.479 | 2.921 | 4.003 | 4.400 | 3.952 | 3.352 | 3.481 | 44.556 | | **R18** | 2.277 | 4.011 | 4.216 | 4.579 | 4.528 | 4.479 | 4.479 | 2.503 | 4.400 | 3.952 | 3.352 | 3.481 | 46.258 | | **R19** | 2.277 | 2.534 | 1.000 | 3.064 | 2.967 | 2.921 | 2.921 | 4.003 | 4.400 | 3.952 | 3.352 | 3.481 | 36.871 | | **R20** | 3.672 | 2.534 | 2.695 | 3.064 | 4.528 | 4.479 | 2.921 | 4.003 | 2.842 | 2.474 | 2.081 | 2.157 | 37.451 | | **R21** | 2.277 | 2.534 | 2.695 | 3.064 | 2.967 | 2.921 | 2.921 | 2.503 | 2.842 | 2.474 | 2.081 | 2.157 | 31.436 | | **R22** | 3.672 | 4.011 | 4.216 | 4.579 | 2.967 | 2.921 | 4.479 | 4.003 | 4.400 | 3.952 | 3.352 | 3.481 | 46.033 | | **R23** | 1.000 | 2.534 | 2.695 | 4.579 | 4.528 | 4.479 | 4.479 | 2.503 | 4.400 | 2.474 | 3.352 | 3.481 | 40.505 | | **R24** | 2.277 | 2.534 | 2.695 | 3.064 | 2.967 | 2.921 | 2.921 | 2.503 | 2.842 | 2.474 | 2.081 | 3.481 | 32.760 | | **R25** | 3.672 | 4.011 | 4.216 | 4.579 | 2.967 | 2.921 | 4.479 | 2.503 | 2.842 | 3.952 | 3.352 | 3.481 | 42.976 | | **R26** | 3.672 | 4.011 | 2.695 | 3.064 | 2.967 | 2.921 | 4.479 | 4.003 | 4.400 | 3.952 | 2.081 | 2.157 | 40.403 | | **R27** | 3.672 | 4.011 | 2.695 | 4.579 | 4.528 | 4.479 | 4.479 | 2.503 | 2.842 | 3.952 | 2.081 | 2.157 | 41.979 | | **R28** | 3.672 | 4.011 | 4.216 | 4.579 | 2.967 | 4.479 | 4.479 | 4.003 | 4.400 | 3.952 | 3.352 | 3.481 | 47.592 | | **R29** | 2.277 | 4.011 | 4.216 | 4.579 | 4.528 | 4.479 | 2.921 | 2.503 | 2.842 | 2.474 | 2.081 | 2.157 | 39.068 | | **R30** | 2.277 | 2.534 | 2.695 | 4.579 | 2.967 | 2.921 | 2.921 | 4.003 | 2.842 | 3.952 | 3.352 | 3.481 | 38.524 | | **R31** | 3.672 | 4.011 | 4.216 | 4.579 | 4.528 | 4.479 | 4.479 | 4.003 | 4.400 | 3.952 | 3.352 | 3.481 | 49.153 | | **R32** | 2.277 | 4.011 | 4.216 | 4.579 | 4.528 | 2.921 | 2.921 | 2.503 | 4.400 | 2.474 | 2.081 | 2.157 | 39.068 | | **R33** | 2.277 | 2.534 | 2.695 | 3.064 | 2.967 | 2.921 | 2.921 | 2.503 | 2.842 | 2.474 | 2.081 | 2.157 | 31.436 | | **R34** | 2.277 | 2.534 | 4.216 | 4.579 | 4.528 | 2.921 | 2.921 | 4.003 | 4.400 | 3.952 | 3.352 | 2.157 | 41.840 | | **R35** | 2.277 | 4.011 | 2.695 | 3.064 | 2.967 | 2.921 | 4.479 | 4.003 | 2.842 | 3.952 | 3.352 | 3.481 | 40.044 | | **R36** | 2.277 | 4.011 | 4.216 | 4.579 | 2.967 | 4.479 | 4.479 | 4.003 | 4.400 | 2.474 | 2.081 | 2.157 | 42.123 | | **R37** | 3.672 | 4.011 | 2.695 | 3.064 | 4.528 | 2.921 | 2.921 | 2.503 | 4.400 | 3.952 | 3.352 | 3.481 | 41.501 | | **R38** | 3.672 | 2.534 | 2.695 | 3.064 | 2.967 | 2.921 | 2.921 | 4.003 | 4.400 | 3.952 | 3.352 | 3.481 | 39.962 | | **R39** | 3.672 | 4.011 | 4.216 | 3.064 | 4.528 | 4.479 | 4.479 | 2.503 | 4.400 | 3.952 | 3.352 | 3.481 | 46.138 | | **R40** | 3.672 | 4.011 | 4.216 | 4.579 | 4.528 | 2.921 | 4.479 | 4.003 | 4.400 | 2.474 | 2.081 | 3.481 | 44.846 | | **R41** | 3.672 | 4.011 | 4.216 | 3.064 | 2.967 | 2.921 | 2.921 | 4.003 | 4.400 | 2.474 | 3.352 | 3.481 | 41.483 | | **R42** | 3.672 | 2.534 | 4.216 | 4.579 | 4.528 | 4.479 | 4.479 | 2.503 | 4.400 | 2.474 | 3.352 | 3.481 | 44.698 | | **R43** | 2.277 | 2.534 | 2.695 | 3.064 | 2.967 | 2.921 | 2.921 | 2.503 | 2.842 | 2.474 | 2.081 | 2.157 | 31.436 | | **R44** | 2.277 | 2.534 | 2.695 | 4.579 | 4.528 | 4.479 | 4.479 | 2.503 | 4.400 | 3.952 | 3.352 | 3.481 | 43.260 | | **R45** | 2.277 | 2.534 | 2.695 | 3.064 | 2.967 | 2.921 | 2.921 | 2.503 | 2.842 | 2.474 | 3.352 | 3.481 | 34.031 | | **R46** | 2.277 | 4.011 | 4.216 | 4.579 | 4.528 | 4.479 | 2.921 | 4.003 | 4.400 | 3.952 | 1.000 | 2.157 | 42.523 | | **R47** | 1.000 | 2.534 | 2.695 | 3.064 | 2.967 | 2.921 | 2.921 | 2.503 | 2.842 | 2.474 | 2.081 | 2.157 | 30.159 | | **R48** | 2.277 | 2.534 | 2.695 | 3.064 | 2.967 | 2.921 | 2.921 | 2.503 | 2.842 | 2.474 | 2.081 | 3.481 | 32.760 | | **R49** | 2.277 | 2.534 | 4.216 | 3.064 | 2.967 | 2.921 | 4.479 | 2.503 | 2.842 | 3.952 | 2.081 | 3.481 | 37.316 | | **R50** | 2.277 | 1.000 | 2.695 | 3.064 | 2.967 | 2.921 | 2.921 | 2.503 | 2.842 | 2.474 | 1.000 | 1.000 | 27.664 | | **R51** | 1.000 | 2.534 | 2.695 | 3.064 | 2.967 | 2.921 | 2.921 | 2.503 | 2.842 | 2.474 | 1.000 | 1.000 | 27.921 | | **R52** | 1.000 | 1.000 | 2.695 | 1.596 | 2.967 | 2.921 | 2.921 | 2.503 | 2.842 | 2.474 | 2.081 | 2.157 | 27.157 | | **R53** | 1.000 | 2.534 | 2.695 | 4.579 | 4.528 | 4.479 | 4.479 | 4.003 | 4.400 | 3.952 | 2.081 | 3.481 | 42.211 | | **R54** | 3.672 | 1.000 | 2.695 | 3.064 | 2.967 | 2.921 | 2.921 | 1.000 | 2.842 | 2.474 | 1.000 | 2.157 | 28.714 | | **R55** | 3.672 | 1.000 | 2.695 | 3.064 | 2.967 | 2.921 | 4.479 | 4.003 | 2.842 | 1.000 | 1.000 | 3.481 | 33.124 | | **R56** | 2.277 | 2.534 | 2.695 | 3.064 | 2.967 | 2.921 | 2.921 | 2.503 | 2.842 | 2.474 | 1.000 | 2.157 | 30.355 | | **R57** | 2.277 | 1.000 | 2.695 | 3.064 | 2.967 | 4.479 | 2.921 | 2.503 | 2.842 | 2.474 | 2.081 | 3.481 | 32.784 | | **R58** | 2.277 | 2.534 | 2.695 | 3.064 | 2.967 | 2.921 | 2.921 | 2.503 | 2.842 | 2.474 | 2.081 | 2.157 | 31.436 | | **R59** | 3.672 | 2.534 | 2.695 | 3.064 | 2.967 | 4.479 | 4.479 | 4.003 | 4.400 | 3.952 | 3.352 | 3.481 | 43.079 | | **R60** | 2.277 | 4.011 | 2.695 | 3.064 | 2.967 | 2.921 | 2.921 | 2.503 | 2.842 | 2.474 | 2.081 | 2.157 | 32.913 | | **R61** | 2.277 | 2.534 | 2.695 | 4.579 | 2.967 | 4.479 | 4.479 | 4.003 | 4.400 | 1.000 | 1.000 | 3.481 | 37.894 | | **R62** | 2.277 | 2.534 | 2.695 | 3.064 | 2.967 | 2.921 | 2.921 | 2.503 | 2.842 | 2.474 | 2.081 | 2.157 | 31.436 | | **R63** | 3.672 | 2.534 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 2.157 | 17.363 | | **R64** | 3.672 | 2.534 | 2.695 | 1.596 | 2.967 | 2.921 | 2.921 | 2.503 | 2.842 | 2.474 | 1.000 | 2.157 | 30.283 | | **R65** | 3.672 | 2.534 | 2.695 | 3.064 | 2.967 | 2.921 | 2.921 | 2.503 | 2.842 | 2.474 | 1.000 | 3.481 | 33.074 | | **R66** | 2.277 | 4.011 | 2.695 | 3.064 | 4.528 | 2.921 | 2.921 | 4.003 | 4.400 | 2.474 | 3.352 | 3.481 | 40.128 | | **R67** | 1.000 | 2.534 | 2.695 | 3.064 | 2.967 | 4.479 | 4.479 | 4.003 | 2.842 | 3.952 | 3.352 | 3.481 | 38.849 | | **R68** | 2.277 | 4.011 | 1.000 | 3.064 | 4.528 | 4.479 | 4.479 | 4.003 | 2.842 | 2.474 | 3.352 | 2.157 | 38.667 | | **R69** | 2.277 | 2.534 | 2.695 | 3.064 | 2.967 | 2.921 | 2.921 | 2.503 | 4.400 | 3.952 | 2.081 | 3.481 | 35.795 | | **R70** | 2.277 | 4.011 | 4.216 | 3.064 | 4.528 | 4.479 | 4.479 | 4.003 | 2.842 | 3.952 | 3.352 | 3.481 | 44.685 | | **R71** | 2.277 | 2.534 | 2.695 | 4.579 | 4.528 | 4.479 | 4.479 | 4.003 | 2.842 | 2.474 | 2.081 | 3.481 | 40.452 | | **R72** | 3.672 | 2.534 | 4.216 | 4.579 | 4.528 | 4.479 | 4.479 | 4.003 | 4.400 | 3.952 | 3.352 | 2.157 | 46.353 | | **R73** | 3.672 | 4.011 | 4.216 | 4.579 | 4.528 | 4.479 | 4.479 | 4.003 | 4.400 | 3.952 | 3.352 | 2.157 | 47.830 | | **R74** | 3.672 | 2.534 | 2.695 | 3.064 | 2.967 | 2.921 | 2.921 | 4.003 | 2.842 | 2.474 | 2.081 | 1.000 | 33.174 | | **R75** | 2.277 | 2.534 | 2.695 | 3.064 | 4.528 | 4.479 | 4.479 | 4.003 | 4.400 | 3.952 | 3.352 | 2.157 | 41.921 | | **R76** | 3.672 | 4.011 | 4.216 | 4.579 | 2.967 | 2.921 | 2.921 | 4.003 | 2.842 | 2.474 | 2.081 | 2.157 | 38.844 | | **R77** | 2.277 | 2.534 | 2.695 | 4.579 | 4.528 | 4.479 | 4.479 | 2.503 | 4.400 | 3.952 | 3.352 | 3.481 | 43.260 | | **R78** | 3.672 | 4.011 | 4.216 | 3.064 | 2.967 | 2.921 | 2.921 | 4.003 | 2.842 | 2.474 | 3.352 | 2.157 | 38.601 | | **R79** | 3.672 | 4.011 | 4.216 | 3.064 | 2.967 | 2.921 | 4.479 | 4.003 | 4.400 | 3.952 | 3.352 | 3.481 | 44.519 | | **R80** | 2.277 | 2.534 | 4.216 | 4.579 | 4.528 | 4.479 | 4.479 | 4.003 | 4.400 | 3.952 | 3.352 | 2.157 | 44.957 | | **R81** | 1.000 | 4.011 | 4.216 | 4.579 | 4.528 | 4.479 | 4.479 | 4.003 | 4.400 | 3.952 | 3.352 | 1.000 | 44.000 | | **R82** | 3.672 | 4.011 | 4.216 | 3.064 | 2.967 | 4.479 | 4.479 | 4.003 | 2.842 | 2.474 | 2.081 | 1.000 | 39.289 | | **R83** | 1.000 | 2.534 | 2.695 | 3.064 | 4.528 | 4.479 | 2.921 | 4.003 | 4.400 | 3.952 | 3.352 | 3.481 | 40.410 | | **R84** | 2.277 | 2.534 | 4.216 | 4.579 | 4.528 | 2.921 | 2.921 | 4.003 | 4.400 | 2.474 | 3.352 | 3.481 | 41.686 | | **R85** | 3.672 | 2.534 | 4.216 | 4.579 | 4.528 | 2.921 | 4.479 | 4.003 | 4.400 | 3.952 | 3.352 | 2.157 | 44.794 | | **R86** | 3.672 | 2.534 | 2.695 | 3.064 | 4.528 | 4.479 | 4.479 | 4.003 | 4.400 | 3.952 | 3.352 | 3.481 | 44.640 | | **R87** | 3.672 | 2.534 | 2.695 | 3.064 | 4.528 | 2.921 | 4.479 | 2.503 | 4.400 | 2.474 | 3.352 | 3.481 | 40.104 | | **R88** | 3.672 | 4.011 | 4.216 | 4.579 | 2.967 | 4.479 | 4.479 | 4.003 | 4.400 | 3.952 | 3.352 | 2.157 | 46.268 | | **R89** | 3.672 | 2.534 | 4.216 | 4.579 | 4.528 | 4.479 | 2.921 | 2.503 | 2.842 | 3.952 | 3.352 | 1.000 | 40.579 | | **R90** | 3.672 | 4.011 | 4.216 | 3.064 | 2.967 | 4.479 | 4.479 | 4.003 | 4.400 | 3.952 | 3.352 | 2.157 | 44.753 | | **R91** | 3.672 | 4.011 | 2.695 | 4.579 | 2.967 | 4.479 | 2.921 | 4.003 | 2.842 | 3.952 | 2.081 | 1.000 | 39.202 | | **R92** | 2.277 | 4.011 | 4.216 | 4.579 | 4.528 | 4.479 | 4.479 | 4.003 | 4.400 | 3.952 | 3.352 | 1.000 | 45.277 | | **R93** | 3.672 | 2.534 | 2.695 | 3.064 | 4.528 | 4.479 | 4.479 | 4.003 | 4.400 | 3.952 | 3.352 | 3.481 | 44.640 | | **R94** | 3.672 | 2.534 | 2.695 | 3.064 | 2.967 | 2.921 | 2.921 | 2.503 | 2.842 | 2.474 | 2.081 | 3.481 | 34.155 | | **R95** | 2.277 | 4.011 | 4.216 | 4.579 | 4.528 | 4.479 | 4.479 | 4.003 | 4.400 | 2.474 | 3.352 | 3.481 | 46.280 | | **R96** | 2.277 | 2.534 | 4.216 | 3.064 | 4.528 | 2.921 | 2.921 | 2.503 | 4.400 | 2.474 | 1.000 | 3.481 | 36.319 | | **R97** | 2.277 | 2.534 | 2.695 | 3.064 | 2.967 | 4.479 | 2.921 | 4.003 | 4.400 | 3.952 | 1.000 | 1.000 | 35.292 | | **R98** | 2.277 | 2.534 | 2.695 | 3.064 | 2.967 | 2.921 | 2.921 | 4.003 | 4.400 | 3.952 | 1.000 | 1.000 | 33.734 | | **R99** | 2.277 | 2.534 | 2.695 | 3.064 | 2.967 | 2.921 | 2.921 | 2.503 | 2.842 | 2.474 | 1.000 | 1.000 | 29.198 | | **R100** | 3.672 | 2.534 | 2.695 | 3.064 | 2.967 | 4.479 | 4.479 | 4.003 | 4.400 | 2.474 | 2.081 | 2.157 | 39.006 |   **Lampiran 7 Transformasi Data *Relationship Marketing***   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Succesive Interval** | | | | | | | | | | | | | | | | | | X1.1 | X1 2 | X1 3 | X1 4 | X1 5 | X1 6 | X1 7 | X1 8 | X1 9 | X1 10 | X1 11 | X1 12 | X1 13 | X1 14 | X1 15 | X1 16 | TOTAL.X1 | | 2.736 | 4.083 | 2.609 | 4.187 | 4.528 | 3.926 | 4.463 | 3.684 | 3.952 | 4.034 | 4.017 | 3.909 | 3.417 | 3.402 | 3.538 | 2.252 | 58.738 | | 4.267 | 4.083 | 4.114 | 4.187 | 4.528 | 3.926 | 4.463 | 3.684 | 3.952 | 4.034 | 4.017 | 3.909 | 3.417 | 3.402 | 3.538 | 3.598 | 63.121 | | 4.267 | 4.083 | 4.114 | 2.660 | 4.528 | 3.926 | 4.463 | 3.684 | 2.474 | 2.547 | 4.017 | 3.909 | 3.417 | 3.402 | 3.538 | 3.598 | 58.629 | | 4.267 | 4.083 | 4.114 | 4.187 | 4.528 | 3.926 | 4.463 | 3.684 | 3.952 | 4.034 | 4.017 | 3.909 | 3.417 | 3.402 | 3.538 | 3.598 | 63.121 | | 4.267 | 4.083 | 4.114 | 4.187 | 4.528 | 3.926 | 4.463 | 3.684 | 3.952 | 4.034 | 4.017 | 3.909 | 3.417 | 3.402 | 3.538 | 3.598 | 63.121 | | 2.736 | 2.590 | 4.114 | 4.187 | 4.528 | 3.926 | 4.463 | 3.684 | 2.474 | 4.034 | 4.017 | 2.449 | 2.134 | 2.160 | 2.227 | 3.598 | 53.322 | | 2.736 | 2.590 | 2.609 | 2.660 | 2.967 | 2.463 | 3.029 | 2.274 | 2.474 | 2.547 | 2.533 | 2.449 | 2.134 | 2.160 | 2.227 | 2.252 | 40.103 | | 4.267 | 4.083 | 4.114 | 4.187 | 4.528 | 3.926 | 4.463 | 3.684 | 3.952 | 4.034 | 4.017 | 3.909 | 3.417 | 3.402 | 3.538 | 3.598 | 63.121 | | 4.267 | 4.083 | 4.114 | 2.660 | 2.967 | 3.926 | 1.816 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 2.134 | 2.160 | 2.227 | 2.252 | 37.606 | | 2.736 | 2.590 | 2.609 | 2.660 | 2.967 | 2.463 | 3.029 | 2.274 | 2.474 | 2.547 | 2.533 | 2.449 | 2.134 | 2.160 | 2.227 | 2.252 | 40.103 | | 2.736 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.816 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 2.227 | 2.252 | 21.031 | | 2.736 | 2.590 | 1.000 | 2.660 | 4.528 | 3.926 | 4.463 | 3.684 | 3.952 | 4.034 | 4.017 | 3.909 | 3.417 | 3.402 | 3.538 | 3.598 | 55.454 | | 2.736 | 4.083 | 4.114 | 4.187 | 4.528 | 2.463 | 3.029 | 3.684 | 3.952 | 4.034 | 2.533 | 2.449 | 1.000 | 1.000 | 3.538 | 3.598 | 50.929 | | 4.267 | 4.083 | 4.114 | 4.187 | 2.967 | 3.926 | 3.029 | 2.274 | 2.474 | 2.547 | 4.017 | 3.909 | 3.417 | 3.402 | 3.538 | 3.598 | 55.750 | | 4.267 | 4.083 | 4.114 | 4.187 | 4.528 | 2.463 | 3.029 | 2.274 | 3.952 | 4.034 | 4.017 | 3.909 | 3.417 | 3.402 | 3.538 | 3.598 | 58.814 | | 2.736 | 1.000 | 1.000 | 1.000 | 2.967 | 1.000 | 3.029 | 2.274 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 2.160 | 2.227 | 2.252 | 26.645 | | 4.267 | 2.590 | 2.609 | 2.660 | 2.967 | 3.926 | 4.463 | 3.684 | 2.474 | 4.034 | 4.017 | 3.909 | 3.417 | 3.402 | 3.538 | 3.598 | 55.555 | | 4.267 | 4.083 | 2.609 | 2.660 | 2.967 | 2.463 | 3.029 | 3.684 | 3.952 | 2.547 | 2.533 | 2.449 | 2.134 | 2.160 | 2.227 | 2.252 | 46.017 | | 2.736 | 2.590 | 2.609 | 2.660 | 4.528 | 3.926 | 4.463 | 2.274 | 3.952 | 4.034 | 4.017 | 2.449 | 2.134 | 2.160 | 2.227 | 2.252 | 49.010 | | 2.736 | 2.590 | 4.114 | 4.187 | 4.528 | 3.926 | 4.463 | 3.684 | 3.952 | 2.547 | 2.533 | 3.909 | 3.417 | 3.402 | 3.538 | 3.598 | 57.125 | | 2.736 | 2.590 | 2.609 | 2.660 | 2.967 | 2.463 | 3.029 | 1.000 | 2.474 | 1.000 | 1.000 | 2.449 | 2.134 | 2.160 | 2.227 | 2.252 | 35.750 | | 4.267 | 2.590 | 2.609 | 2.660 | 2.967 | 2.463 | 4.463 | 2.274 | 2.474 | 2.547 | 4.017 | 3.909 | 3.417 | 3.402 | 2.227 | 3.598 | 49.884 | | 4.267 | 4.083 | 4.114 | 4.187 | 4.528 | 3.926 | 4.463 | 3.684 | 3.952 | 4.034 | 4.017 | 3.909 | 3.417 | 3.402 | 3.538 | 3.598 | 63.121 | | 2.736 | 2.590 | 2.609 | 2.660 | 2.967 | 2.463 | 3.029 | 2.274 | 2.474 | 2.547 | 2.533 | 2.449 | 3.417 | 2.160 | 2.227 | 2.252 | 41.386 | | 2.736 | 2.590 | 2.609 | 2.660 | 2.967 | 2.463 | 3.029 | 2.274 | 2.474 | 2.547 | 2.533 | 2.449 | 3.417 | 3.402 | 3.538 | 3.598 | 45.285 | | 4.267 | 2.590 | 2.609 | 2.660 | 2.967 | 2.463 | 3.029 | 2.274 | 3.952 | 2.547 | 2.533 | 2.449 | 1.000 | 1.000 | 1.000 | 1.000 | 38.339 | | 2.736 | 2.590 | 2.609 | 2.660 | 2.967 | 2.463 | 1.000 | 2.274 | 2.474 | 2.547 | 2.533 | 2.449 | 1.000 | 1.000 | 2.227 | 2.252 | 35.780 | | 2.736 | 2.590 | 2.609 | 2.660 | 2.967 | 2.463 | 3.029 | 2.274 | 2.474 | 2.547 | 2.533 | 2.449 | 2.134 | 1.000 | 2.227 | 2.252 | 38.944 | | 2.736 | 1.000 | 2.609 | 2.660 | 2.967 | 2.463 | 3.029 | 1.000 | 2.474 | 2.547 | 2.533 | 2.449 | 1.000 | 1.000 | 1.000 | 2.252 | 33.719 | | 4.267 | 4.083 | 4.114 | 4.187 | 2.967 | 2.463 | 4.463 | 3.684 | 3.952 | 4.034 | 4.017 | 2.449 | 2.134 | 2.160 | 3.538 | 3.598 | 56.112 | | 2.736 | 2.590 | 2.609 | 2.660 | 2.967 | 2.463 | 3.029 | 1.000 | 2.474 | 2.547 | 2.533 | 2.449 | 3.417 | 3.402 | 2.227 | 1.000 | 40.102 | | 4.267 | 1.000 | 2.609 | 2.660 | 2.967 | 1.000 | 1.816 | 1.000 | 2.474 | 2.547 | 2.533 | 1.000 | 2.134 | 2.160 | 1.000 | 2.252 | 33.419 | | 2.736 | 2.590 | 2.609 | 2.660 | 2.967 | 2.463 | 3.029 | 3.684 | 2.474 | 2.547 | 4.017 | 3.909 | 3.417 | 3.402 | 2.227 | 3.598 | 48.329 | | 4.267 | 4.083 | 2.609 | 2.660 | 2.967 | 2.463 | 3.029 | 2.274 | 2.474 | 2.547 | 2.533 | 2.449 | 1.000 | 1.000 | 3.538 | 3.598 | 43.491 | | 2.736 | 2.590 | 2.609 | 4.187 | 2.967 | 2.463 | 4.463 | 3.684 | 2.474 | 2.547 | 2.533 | 2.449 | 3.417 | 2.160 | 3.538 | 3.598 | 48.414 | | 2.736 | 2.590 | 4.114 | 4.187 | 2.967 | 2.463 | 4.463 | 3.684 | 3.952 | 2.547 | 4.017 | 3.909 | 3.417 | 3.402 | 2.227 | 3.598 | 54.274 | | 4.267 | 4.083 | 4.114 | 4.187 | 4.528 | 3.926 | 4.463 | 3.684 | 3.952 | 4.034 | 2.533 | 2.449 | 3.417 | 3.402 | 2.227 | 2.252 | 57.519 | | 2.736 | 4.083 | 4.114 | 4.187 | 4.528 | 3.926 | 4.463 | 2.274 | 2.474 | 2.547 | 2.533 | 2.449 | 1.000 | 1.000 | 2.227 | 2.252 | 46.794 | | 2.736 | 2.590 | 2.609 | 2.660 | 2.967 | 2.463 | 3.029 | 2.274 | 2.474 | 2.547 | 2.533 | 2.449 | 2.134 | 2.160 | 2.227 | 2.252 | 40.103 | | 2.736 | 2.590 | 2.609 | 2.660 | 2.967 | 2.463 | 4.463 | 2.274 | 2.474 | 2.547 | 2.533 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 35.315 | | 2.736 | 2.590 | 2.609 | 2.660 | 2.967 | 2.463 | 3.029 | 2.274 | 2.474 | 2.547 | 2.533 | 2.449 | 3.417 | 3.402 | 3.538 | 3.598 | 45.285 | | 1.000 | 1.000 | 2.609 | 2.660 | 2.967 | 1.000 | 3.029 | 1.000 | 1.000 | 2.547 | 2.533 | 2.449 | 2.134 | 1.000 | 1.000 | 1.000 | 28.928 | | 2.736 | 2.590 | 4.114 | 4.187 | 4.528 | 3.926 | 4.463 | 2.274 | 2.474 | 4.034 | 4.017 | 3.909 | 3.417 | 3.402 | 3.538 | 2.252 | 55.862 | | 4.267 | 4.083 | 4.114 | 2.660 | 2.967 | 3.926 | 4.463 | 3.684 | 3.952 | 4.034 | 2.533 | 3.909 | 2.134 | 2.160 | 3.538 | 2.252 | 54.677 | | 4.267 | 4.083 | 4.114 | 4.187 | 2.967 | 2.463 | 4.463 | 3.684 | 3.952 | 4.034 | 4.017 | 3.909 | 2.134 | 3.402 | 3.538 | 3.598 | 58.814 | | 2.736 | 2.590 | 2.609 | 4.187 | 4.528 | 3.926 | 4.463 | 3.684 | 2.474 | 2.547 | 4.017 | 2.449 | 2.134 | 2.160 | 3.538 | 2.252 | 50.294 | | 2.736 | 2.590 | 2.609 | 4.187 | 2.967 | 2.463 | 3.029 | 2.274 | 3.952 | 4.034 | 2.533 | 2.449 | 1.000 | 1.000 | 2.227 | 2.252 | 42.301 | | 2.736 | 2.590 | 4.114 | 4.187 | 4.528 | 3.926 | 3.029 | 2.274 | 2.474 | 4.034 | 4.017 | 2.449 | 3.417 | 2.160 | 3.538 | 3.598 | 53.071 | | 2.736 | 2.590 | 4.114 | 4.187 | 4.528 | 3.926 | 4.463 | 2.274 | 3.952 | 4.034 | 4.017 | 3.909 | 3.417 | 3.402 | 3.538 | 3.598 | 58.685 | | 2.736 | 2.590 | 2.609 | 2.660 | 4.528 | 2.463 | 3.029 | 2.274 | 2.474 | 2.547 | 2.533 | 2.449 | 3.417 | 2.160 | 2.227 | 2.252 | 42.948 | | 2.736 | 2.590 | 2.609 | 2.660 | 2.967 | 2.463 | 3.029 | 3.684 | 2.474 | 2.547 | 2.533 | 2.449 | 3.417 | 3.402 | 2.227 | 3.598 | 45.384 | | 2.736 | 2.590 | 2.609 | 4.187 | 4.528 | 3.926 | 4.463 | 3.684 | 3.952 | 4.034 | 4.017 | 3.909 | 2.134 | 2.160 | 2.227 | 2.252 | 53.408 | | 4.267 | 4.083 | 2.609 | 2.660 | 2.967 | 2.463 | 4.463 | 3.684 | 3.952 | 2.547 | 2.533 | 3.909 | 2.134 | 3.402 | 3.538 | 3.598 | 52.810 | | 2.736 | 2.590 | 2.609 | 4.187 | 4.528 | 3.926 | 4.463 | 2.274 | 2.474 | 2.547 | 4.017 | 3.909 | 3.417 | 3.402 | 2.227 | 3.598 | 52.904 | | 2.736 | 2.590 | 4.114 | 4.187 | 4.528 | 3.926 | 3.029 | 2.274 | 2.474 | 2.547 | 4.017 | 3.909 | 2.134 | 2.160 | 2.227 | 2.252 | 49.105 | | 2.736 | 2.590 | 4.114 | 4.187 | 4.528 | 3.926 | 3.029 | 3.684 | 3.952 | 4.034 | 4.017 | 3.909 | 2.134 | 2.160 | 2.227 | 3.598 | 54.826 | | 4.267 | 2.590 | 4.114 | 2.660 | 4.528 | 2.463 | 3.029 | 3.684 | 3.952 | 4.034 | 2.533 | 2.449 | 1.000 | 1.000 | 2.227 | 1.000 | 45.531 | | 2.736 | 2.590 | 4.114 | 2.660 | 2.967 | 2.463 | 3.029 | 2.274 | 3.952 | 4.034 | 2.533 | 2.449 | 2.134 | 3.402 | 2.227 | 1.000 | 44.564 | | 2.736 | 2.590 | 2.609 | 4.187 | 4.528 | 3.926 | 3.029 | 2.274 | 2.474 | 2.547 | 2.533 | 2.449 | 3.417 | 2.160 | 2.227 | 2.252 | 45.937 | | 2.736 | 2.590 | 2.609 | 4.187 | 4.528 | 3.926 | 4.463 | 3.684 | 3.952 | 2.547 | 2.533 | 3.909 | 3.417 | 3.402 | 2.227 | 2.252 | 52.962 | | 4.267 | 4.083 | 4.114 | 4.187 | 2.967 | 2.463 | 4.463 | 3.684 | 3.952 | 4.034 | 4.017 | 3.909 | 2.134 | 1.000 | 1.000 | 2.252 | 52.528 | | 4.267 | 2.590 | 2.609 | 2.660 | 4.528 | 2.463 | 4.463 | 3.684 | 2.474 | 4.034 | 4.017 | 3.909 | 2.134 | 3.402 | 3.538 | 3.598 | 54.371 | | 2.736 | 2.590 | 2.609 | 4.187 | 4.528 | 3.926 | 3.029 | 2.274 | 2.474 | 2.547 | 2.533 | 2.449 | 3.417 | 3.402 | 3.538 | 2.252 | 48.490 | | 2.736 | 2.590 | 2.609 | 2.660 | 2.967 | 3.926 | 4.463 | 3.684 | 3.952 | 4.034 | 4.017 | 3.909 | 2.134 | 2.160 | 2.227 | 2.252 | 50.320 | | 4.267 | 2.590 | 2.609 | 2.660 | 4.528 | 3.926 | 4.463 | 3.684 | 3.952 | 2.547 | 2.533 | 2.449 | 3.417 | 2.160 | 3.538 | 2.252 | 51.575 | | 4.267 | 2.590 | 2.609 | 4.187 | 2.967 | 2.463 | 4.463 | 2.274 | 3.952 | 4.034 | 4.017 | 3.909 | 2.134 | 3.402 | 2.227 | 3.598 | 53.093 | | 4.267 | 2.590 | 4.114 | 4.187 | 4.528 | 3.926 | 3.029 | 3.684 | 2.474 | 2.547 | 2.533 | 2.449 | 3.417 | 2.160 | 2.227 | 2.252 | 50.385 | | 4.267 | 2.590 | 2.609 | 4.187 | 4.528 | 2.463 | 4.463 | 2.274 | 3.952 | 2.547 | 2.533 | 2.449 | 3.417 | 2.160 | 2.227 | 3.598 | 50.264 | | 4.267 | 4.083 | 4.114 | 4.187 | 4.528 | 3.926 | 4.463 | 3.684 | 3.952 | 4.034 | 4.017 | 3.909 | 3.417 | 3.402 | 3.538 | 3.598 | 63.121 | | 4.267 | 4.083 | 4.114 | 4.187 | 2.967 | 3.926 | 4.463 | 3.684 | 3.952 | 2.547 | 4.017 | 3.909 | 3.417 | 2.160 | 1.000 | 1.000 | 53.695 | | 4.267 | 2.590 | 2.609 | 2.660 | 2.967 | 2.463 | 3.029 | 2.274 | 2.474 | 2.547 | 2.533 | 2.449 | 1.000 | 1.000 | 3.538 | 2.252 | 40.652 | | 4.267 | 4.083 | 4.114 | 4.187 | 4.528 | 3.926 | 4.463 | 3.684 | 3.952 | 4.034 | 4.017 | 3.909 | 2.134 | 2.160 | 1.000 | 2.252 | 56.712 | | 2.736 | 2.590 | 4.114 | 4.187 | 2.967 | 3.926 | 1.816 | 2.274 | 2.474 | 4.034 | 2.533 | 2.449 | 1.000 | 1.000 | 1.000 | 1.000 | 40.099 | | 2.736 | 2.590 | 4.114 | 4.187 | 2.967 | 3.926 | 1.816 | 2.274 | 2.474 | 4.034 | 4.017 | 3.909 | 2.134 | 2.160 | 2.227 | 2.252 | 47.817 | | 2.736 | 2.590 | 4.114 | 4.187 | 4.528 | 1.000 | 3.029 | 2.274 | 2.474 | 2.547 | 2.533 | 3.909 | 2.134 | 2.160 | 1.000 | 2.252 | 43.468 | | 1.000 | 2.590 | 2.609 | 2.660 | 2.967 | 2.463 | 3.029 | 2.274 | 2.474 | 2.547 | 2.533 | 3.909 | 3.417 | 2.160 | 2.227 | 2.252 | 41.111 | | 4.267 | 4.083 | 4.114 | 4.187 | 4.528 | 3.926 | 4.463 | 3.684 | 3.952 | 4.034 | 4.017 | 3.909 | 2.134 | 2.160 | 3.538 | 3.598 | 60.596 | | 4.267 | 4.083 | 4.114 | 4.187 | 4.528 | 2.463 | 4.463 | 3.684 | 3.952 | 4.034 | 4.017 | 3.909 | 3.417 | 2.160 | 3.538 | 2.252 | 59.071 | | 2.736 | 4.083 | 4.114 | 4.187 | 4.528 | 3.926 | 4.463 | 3.684 | 3.952 | 4.034 | 4.017 | 3.909 | 2.134 | 2.160 | 2.227 | 2.252 | 56.408 | | 4.267 | 4.083 | 2.609 | 2.660 | 2.967 | 3.926 | 4.463 | 3.684 | 3.952 | 2.547 | 4.017 | 2.449 | 1.000 | 1.000 | 1.000 | 2.252 | 46.876 | | 4.267 | 2.590 | 2.609 | 2.660 | 2.967 | 2.463 | 3.029 | 2.274 | 3.952 | 2.547 | 2.533 | 2.449 | 2.134 | 2.160 | 3.538 | 2.252 | 44.424 | | 4.267 | 4.083 | 4.114 | 2.660 | 4.528 | 3.926 | 4.463 | 3.684 | 3.952 | 4.034 | 4.017 | 3.909 | 3.417 | 3.402 | 3.538 | 3.598 | 61.594 | | 2.736 | 2.590 | 2.609 | 2.660 | 2.967 | 2.463 | 4.463 | 2.274 | 2.474 | 2.547 | 2.533 | 2.449 | 2.134 | 2.160 | 2.227 | 3.598 | 42.883 | | 4.267 | 4.083 | 4.114 | 4.187 | 4.528 | 2.463 | 3.029 | 2.274 | 2.474 | 2.547 | 2.533 | 2.449 | 2.134 | 1.000 | 2.227 | 1.000 | 45.311 | | 2.736 | 4.083 | 4.114 | 4.187 | 4.528 | 3.926 | 3.029 | 3.684 | 3.952 | 2.547 | 2.533 | 2.449 | 3.417 | 2.160 | 2.227 | 1.000 | 50.573 | | 2.736 | 2.590 | 2.609 | 2.660 | 2.967 | 2.463 | 4.463 | 3.684 | 2.474 | 2.547 | 4.017 | 3.909 | 2.134 | 2.160 | 3.538 | 3.598 | 48.549 | | 2.736 | 2.590 | 2.609 | 4.187 | 4.528 | 2.463 | 3.029 | 2.274 | 2.474 | 2.547 | 2.533 | 2.449 | 2.134 | 2.160 | 2.227 | 2.252 | 43.192 | | 2.736 | 2.590 | 2.609 | 4.187 | 2.967 | 3.926 | 3.029 | 3.684 | 3.952 | 4.034 | 4.017 | 3.909 | 3.417 | 3.402 | 3.538 | 3.598 | 55.594 | | 4.267 | 2.590 | 2.609 | 2.660 | 2.967 | 3.926 | 4.463 | 3.684 | 3.952 | 4.034 | 2.533 | 2.449 | 2.134 | 1.000 | 1.000 | 2.252 | 46.519 | | 2.736 | 2.590 | 2.609 | 2.660 | 2.967 | 2.463 | 3.029 | 2.274 | 2.474 | 2.547 | 2.533 | 2.449 | 2.134 | 2.160 | 2.227 | 2.252 | 40.103 | | 2.736 | 2.590 | 2.609 | 2.660 | 2.967 | 2.463 | 3.029 | 2.274 | 2.474 | 4.034 | 2.533 | 2.449 | 3.417 | 2.160 | 2.227 | 2.252 | 42.873 | | 4.267 | 4.083 | 4.114 | 2.660 | 2.967 | 2.463 | 4.463 | 3.684 | 3.952 | 2.547 | 2.533 | 2.449 | 1.000 | 1.000 | 1.000 | 1.000 | 44.183 | | 4.267 | 4.083 | 4.114 | 4.187 | 4.528 | 2.463 | 3.029 | 3.684 | 3.952 | 2.547 | 4.017 | 3.909 | 3.417 | 3.402 | 2.227 | 3.598 | 57.427 | | 4.267 | 4.083 | 4.114 | 4.187 | 2.967 | 2.463 | 3.029 | 3.684 | 3.952 | 4.034 | 4.017 | 3.909 | 2.134 | 2.160 | 2.227 | 3.598 | 54.827 | | 4.267 | 4.083 | 4.114 | 4.187 | 4.528 | 3.926 | 3.029 | 2.274 | 2.474 | 4.034 | 2.533 | 2.449 | 3.417 | 3.402 | 2.227 | 2.252 | 53.197 | | 4.267 | 2.590 | 2.609 | 2.660 | 4.528 | 3.926 | 4.463 | 3.684 | 3.952 | 4.034 | 2.533 | 3.909 | 3.417 | 3.402 | 3.538 | 3.598 | 57.110 | | 4.267 | 4.083 | 4.114 | 4.187 | 2.967 | 3.926 | 4.463 | 3.684 | 2.474 | 4.034 | 4.017 | 3.909 | 2.134 | 1.000 | 1.000 | 1.000 | 51.261 | | 4.267 | 2.590 | 4.114 | 4.187 | 4.528 | 2.463 | 4.463 | 3.684 | 3.952 | 2.547 | 2.533 | 2.449 | 2.134 | 2.160 | 1.000 | 2.252 | 49.325 | | 4.267 | 4.083 | 4.114 | 4.187 | 2.967 | 2.463 | 3.029 | 3.684 | 3.952 | 4.034 | 4.017 | 3.909 | 3.417 | 3.402 | 3.538 | 3.598 | 58.663 | | 4.267 | 4.083 | 4.114 | 2.660 | 2.967 | 2.463 | 4.463 | 3.684 | 3.952 | 4.034 | 4.017 | 3.909 | 3.417 | 3.402 | 3.538 | 3.598 | 58.570 |   **Lampiran 8 Transformasi Data Kualitas Pelayanan**   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Succesive Interval** | | | | | | | | | | | | | | | | | | | | **X2 1** | **X2 2** | **X2 3** | **X2 4** | **X2 5** | **X2 6** | **X2 7** | **X2 8** | **X2 9** | **X2 10** | **X2 11** | **X2 12** | **X2 13** | **X2 14** | **X2 15** | **X2 16** | **X2 17** | **X2 18** | **TOTAL.X2** | | 4.431 | 2.691 | 2.114 | 2.842 | 4.148 | 4.579 | 4.234 | 3.442 | 3.693 | 3.601 | 3.755 | 3.598 | 4.164 | 3.701 | 3.772 | 3.457 | 3.556 | 3.503 | 65.280 | | 4.431 | 4.219 | 3.404 | 4.400 | 4.148 | 4.579 | 4.234 | 3.442 | 3.693 | 3.601 | 3.755 | 3.598 | 4.164 | 3.701 | 3.772 | 3.457 | 3.556 | 3.503 | 69.657 | | 2.874 | 4.219 | 3.404 | 4.400 | 4.148 | 3.011 | 2.710 | 2.176 | 2.318 | 2.238 | 2.346 | 3.598 | 4.164 | 3.701 | 3.772 | 3.457 | 3.556 | 3.503 | 59.595 | | 4.431 | 4.219 | 3.404 | 4.400 | 4.148 | 4.579 | 4.234 | 3.442 | 3.693 | 3.601 | 3.755 | 3.598 | 4.164 | 3.701 | 3.772 | 3.457 | 3.556 | 3.503 | 69.657 | | 4.431 | 4.219 | 3.404 | 4.400 | 4.148 | 4.579 | 4.234 | 3.442 | 3.693 | 3.601 | 3.755 | 3.598 | 4.164 | 3.701 | 3.772 | 3.457 | 3.556 | 3.503 | 69.657 | | 4.431 | 4.219 | 2.114 | 4.400 | 2.638 | 3.011 | 4.234 | 3.442 | 3.693 | 3.601 | 3.755 | 3.598 | 4.164 | 3.701 | 3.772 | 3.457 | 3.556 | 3.503 | 65.289 | | 2.874 | 2.691 | 2.114 | 2.842 | 2.638 | 3.011 | 2.710 | 2.176 | 2.318 | 2.238 | 2.346 | 2.252 | 2.652 | 2.311 | 2.360 | 2.148 | 2.210 | 2.194 | 44.085 | | 4.431 | 4.219 | 2.114 | 2.842 | 2.638 | 3.011 | 2.710 | 2.176 | 2.318 | 2.238 | 2.346 | 2.252 | 2.652 | 2.311 | 2.360 | 3.457 | 3.556 | 3.503 | 51.135 | | 2.874 | 2.691 | 2.114 | 4.400 | 4.148 | 4.579 | 4.234 | 3.442 | 3.693 | 3.601 | 3.755 | 3.598 | 4.164 | 3.701 | 3.772 | 3.457 | 3.556 | 3.503 | 65.281 | | 2.874 | 2.691 | 2.114 | 2.842 | 2.638 | 3.011 | 2.710 | 2.176 | 2.318 | 2.238 | 2.346 | 2.252 | 2.652 | 2.311 | 2.360 | 2.148 | 2.210 | 2.194 | 44.085 | | 2.874 | 2.691 | 2.114 | 2.842 | 1.000 | 1.000 | 1.000 | 2.176 | 2.318 | 2.238 | 2.346 | 1.000 | 2.652 | 2.311 | 2.360 | 2.148 | 2.210 | 1.000 | 36.280 | | 4.431 | 4.219 | 3.404 | 4.400 | 4.148 | 4.579 | 4.234 | 3.442 | 3.693 | 3.601 | 3.755 | 3.598 | 4.164 | 2.311 | 2.360 | 2.148 | 1.000 | 1.000 | 60.486 | | 4.431 | 4.219 | 3.404 | 2.842 | 2.638 | 3.011 | 2.710 | 2.176 | 2.318 | 2.238 | 3.755 | 3.598 | 4.164 | 2.311 | 2.360 | 2.148 | 2.210 | 2.194 | 52.727 | | 2.874 | 4.219 | 3.404 | 2.842 | 2.638 | 3.011 | 2.710 | 1.000 | 1.000 | 3.601 | 3.755 | 2.252 | 2.652 | 2.311 | 2.360 | 2.148 | 3.556 | 2.194 | 48.527 | | 4.431 | 4.219 | 1.000 | 4.400 | 4.148 | 3.011 | 4.234 | 2.176 | 2.318 | 2.238 | 3.755 | 1.000 | 2.652 | 2.311 | 1.000 | 1.000 | 1.000 | 2.194 | 47.087 | | 2.874 | 2.691 | 2.114 | 2.842 | 2.638 | 3.011 | 2.710 | 2.176 | 2.318 | 2.238 | 2.346 | 2.252 | 2.652 | 2.311 | 1.000 | 1.000 | 1.000 | 1.000 | 39.173 | | 2.874 | 2.691 | 2.114 | 2.842 | 2.638 | 3.011 | 2.710 | 1.000 | 2.318 | 3.601 | 3.755 | 3.598 | 2.652 | 2.311 | 3.772 | 1.000 | 2.210 | 2.194 | 47.290 | | 2.874 | 2.691 | 2.114 | 4.400 | 2.638 | 3.011 | 2.710 | 3.442 | 3.693 | 3.601 | 3.755 | 3.598 | 4.164 | 3.701 | 3.772 | 3.457 | 3.556 | 3.503 | 60.680 | | 2.874 | 2.691 | 1.000 | 2.842 | 2.638 | 3.011 | 2.710 | 1.000 | 3.693 | 3.601 | 2.346 | 2.252 | 2.652 | 1.000 | 3.772 | 2.148 | 2.210 | 2.194 | 44.635 | | 2.874 | 2.691 | 1.000 | 2.842 | 2.638 | 3.011 | 2.710 | 2.176 | 2.318 | 2.238 | 2.346 | 1.000 | 2.652 | 2.311 | 2.360 | 2.148 | 2.210 | 2.194 | 41.719 | | 2.874 | 2.691 | 2.114 | 2.842 | 2.638 | 3.011 | 2.710 | 3.442 | 3.693 | 3.601 | 3.755 | 3.598 | 4.164 | 3.701 | 3.772 | 3.457 | 3.556 | 2.194 | 57.812 | | 2.874 | 4.219 | 3.404 | 4.400 | 4.148 | 4.579 | 4.234 | 2.176 | 3.693 | 2.238 | 3.755 | 2.252 | 2.652 | 2.311 | 2.360 | 2.148 | 2.210 | 2.194 | 55.846 | | 2.874 | 2.691 | 1.000 | 2.842 | 2.638 | 3.011 | 2.710 | 1.000 | 2.318 | 2.238 | 2.346 | 2.252 | 2.652 | 2.311 | 2.360 | 2.148 | 2.210 | 2.194 | 41.796 | | 2.874 | 2.691 | 1.000 | 4.400 | 1.000 | 4.579 | 4.234 | 1.000 | 1.000 | 1.000 | 2.346 | 2.252 | 2.652 | 3.701 | 3.772 | 2.148 | 3.556 | 3.503 | 47.708 | | 4.431 | 2.691 | 1.000 | 2.842 | 2.638 | 4.579 | 4.234 | 3.442 | 2.318 | 3.601 | 2.346 | 2.252 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 42.374 | | 2.874 | 2.691 | 2.114 | 2.842 | 2.638 | 3.011 | 2.710 | 2.176 | 2.318 | 2.238 | 2.346 | 2.252 | 2.652 | 2.311 | 2.360 | 2.148 | 2.210 | 2.194 | 44.085 | | 2.874 | 2.691 | 2.114 | 2.842 | 2.638 | 3.011 | 2.710 | 2.176 | 2.318 | 1.000 | 2.346 | 2.252 | 2.652 | 2.311 | 2.360 | 2.148 | 3.556 | 3.503 | 45.502 | | 2.874 | 2.691 | 2.114 | 4.400 | 4.148 | 4.579 | 4.234 | 2.176 | 2.318 | 3.601 | 3.755 | 3.598 | 4.164 | 3.701 | 3.772 | 2.148 | 3.556 | 3.503 | 61.331 | | 2.874 | 2.691 | 2.114 | 2.842 | 2.638 | 3.011 | 2.710 | 2.176 | 2.318 | 2.238 | 2.346 | 2.252 | 2.652 | 2.311 | 2.360 | 2.148 | 2.210 | 2.194 | 44.085 | | 2.874 | 2.691 | 1.000 | 2.842 | 4.148 | 4.579 | 2.710 | 1.000 | 2.318 | 2.238 | 1.000 | 1.000 | 4.164 | 2.311 | 3.772 | 3.457 | 3.556 | 3.503 | 49.163 | | 4.431 | 2.691 | 1.000 | 2.842 | 2.638 | 3.011 | 2.710 | 3.442 | 3.693 | 3.601 | 2.346 | 3.598 | 2.652 | 1.000 | 2.360 | 2.148 | 2.210 | 2.194 | 48.568 | | 2.874 | 2.691 | 3.404 | 2.842 | 2.638 | 3.011 | 2.710 | 3.442 | 3.693 | 3.601 | 3.755 | 3.598 | 4.164 | 3.701 | 2.360 | 3.457 | 3.556 | 3.503 | 59.000 | | 2.874 | 2.691 | 1.000 | 2.842 | 4.148 | 4.579 | 2.710 | 2.176 | 2.318 | 2.238 | 3.755 | 3.598 | 2.652 | 2.311 | 2.360 | 2.148 | 3.556 | 2.194 | 50.148 | | 2.874 | 2.691 | 1.000 | 2.842 | 2.638 | 3.011 | 2.710 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 28.766 | | 4.431 | 4.219 | 3.404 | 2.842 | 4.148 | 4.579 | 4.234 | 3.442 | 3.693 | 2.238 | 2.346 | 3.598 | 4.164 | 3.701 | 3.772 | 3.457 | 3.556 | 3.503 | 65.327 | | 2.874 | 4.219 | 3.404 | 4.400 | 4.148 | 3.011 | 4.234 | 3.442 | 2.318 | 2.238 | 2.346 | 2.252 | 2.652 | 3.701 | 2.360 | 3.457 | 3.556 | 3.503 | 58.116 | | 2.874 | 2.691 | 2.114 | 4.400 | 4.148 | 4.579 | 4.234 | 2.176 | 2.318 | 1.000 | 2.346 | 3.598 | 2.652 | 3.701 | 2.360 | 3.457 | 2.210 | 3.503 | 54.360 | | 4.431 | 4.219 | 2.114 | 4.400 | 2.638 | 3.011 | 2.710 | 2.176 | 2.318 | 2.238 | 2.346 | 2.252 | 4.164 | 2.311 | 2.360 | 2.148 | 2.210 | 2.194 | 50.240 | | 4.431 | 4.219 | 3.404 | 4.400 | 2.638 | 3.011 | 2.710 | 3.442 | 3.693 | 3.601 | 2.346 | 2.252 | 2.652 | 3.701 | 3.772 | 3.457 | 2.210 | 2.194 | 58.134 | | 4.431 | 4.219 | 3.404 | 4.400 | 4.148 | 3.011 | 2.710 | 2.176 | 3.693 | 3.601 | 3.755 | 2.252 | 2.652 | 2.311 | 3.772 | 3.457 | 3.556 | 2.194 | 59.742 | | 4.431 | 4.219 | 3.404 | 4.400 | 4.148 | 4.579 | 4.234 | 2.176 | 3.693 | 3.601 | 2.346 | 1.000 | 2.652 | 1.000 | 2.360 | 1.000 | 2.210 | 1.000 | 52.453 | | 4.431 | 4.219 | 3.404 | 4.400 | 4.148 | 3.011 | 2.710 | 2.176 | 2.318 | 3.601 | 3.755 | 2.252 | 2.652 | 3.701 | 3.772 | 3.457 | 3.556 | 3.503 | 61.066 | | 2.874 | 2.691 | 2.114 | 2.842 | 2.638 | 4.579 | 4.234 | 2.176 | 2.318 | 2.238 | 2.346 | 2.252 | 4.164 | 2.311 | 2.360 | 2.148 | 2.210 | 2.194 | 48.689 | | 2.874 | 2.691 | 2.114 | 2.842 | 4.148 | 3.011 | 4.234 | 3.442 | 2.318 | 3.601 | 3.755 | 2.252 | 4.164 | 3.701 | 2.360 | 3.457 | 3.556 | 2.194 | 56.714 | | 2.874 | 2.691 | 3.404 | 4.400 | 4.148 | 3.011 | 2.710 | 2.176 | 2.318 | 2.238 | 2.346 | 3.598 | 2.652 | 2.311 | 2.360 | 2.148 | 3.556 | 3.503 | 52.444 | | 4.431 | 4.219 | 2.114 | 2.842 | 4.148 | 3.011 | 2.710 | 1.000 | 1.000 | 1.000 | 1.000 | 2.252 | 2.652 | 3.701 | 1.000 | 1.000 | 1.000 | 1.000 | 40.080 | | 4.431 | 4.219 | 3.404 | 2.842 | 2.638 | 4.579 | 4.234 | 3.442 | 2.318 | 2.238 | 3.755 | 3.598 | 4.164 | 3.701 | 2.360 | 3.457 | 3.556 | 3.503 | 62.439 | | 2.874 | 4.219 | 3.404 | 4.400 | 2.638 | 3.011 | 2.710 | 2.176 | 2.318 | 2.238 | 2.346 | 2.252 | 2.652 | 2.311 | 2.360 | 2.148 | 2.210 | 2.194 | 48.461 | | 4.431 | 4.219 | 3.404 | 4.400 | 4.148 | 4.579 | 2.710 | 3.442 | 3.693 | 3.601 | 3.755 | 3.598 | 4.164 | 3.701 | 3.772 | 3.457 | 3.556 | 3.503 | 68.132 | | 4.431 | 4.219 | 3.404 | 4.400 | 4.148 | 3.011 | 2.710 | 1.000 | 1.000 | 1.000 | 2.346 | 2.252 | 2.652 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 41.574 | | 4.431 | 4.219 | 2.114 | 2.842 | 2.638 | 3.011 | 2.710 | 2.176 | 2.318 | 2.238 | 2.346 | 2.252 | 2.652 | 2.311 | 2.360 | 2.148 | 2.210 | 2.194 | 47.170 | | 4.431 | 4.219 | 3.404 | 4.400 | 4.148 | 4.579 | 2.710 | 2.176 | 3.693 | 3.601 | 3.755 | 2.252 | 4.164 | 3.701 | 2.360 | 2.148 | 2.210 | 3.503 | 61.454 | | 4.431 | 4.219 | 3.404 | 4.400 | 4.148 | 3.011 | 2.710 | 3.442 | 2.318 | 3.601 | 2.346 | 2.252 | 2.652 | 3.701 | 2.360 | 3.457 | 3.556 | 3.503 | 59.512 | | 4.431 | 4.219 | 3.404 | 4.400 | 4.148 | 4.579 | 2.710 | 1.000 | 2.318 | 2.238 | 2.346 | 3.598 | 2.652 | 2.311 | 2.360 | 2.148 | 2.210 | 2.194 | 53.265 | | 4.431 | 4.219 | 3.404 | 4.400 | 4.148 | 3.011 | 2.710 | 3.442 | 3.693 | 2.238 | 2.346 | 3.598 | 2.652 | 2.311 | 3.772 | 3.457 | 2.210 | 1.000 | 57.042 | | 2.874 | 4.219 | 3.404 | 4.400 | 2.638 | 4.579 | 4.234 | 1.000 | 2.318 | 1.000 | 2.346 | 1.000 | 2.652 | 1.000 | 2.360 | 1.000 | 2.210 | 1.000 | 44.234 | | 4.431 | 4.219 | 3.404 | 2.842 | 2.638 | 4.579 | 4.234 | 3.442 | 3.693 | 3.601 | 3.755 | 3.598 | 4.164 | 3.701 | 3.772 | 3.457 | 3.556 | 3.503 | 66.589 | | 4.431 | 4.219 | 3.404 | 2.842 | 2.638 | 4.579 | 4.234 | 3.442 | 3.693 | 3.601 | 1.000 | 3.598 | 2.652 | 2.311 | 3.772 | 3.457 | 2.210 | 2.194 | 58.277 | | 4.431 | 4.219 | 3.404 | 2.842 | 4.148 | 4.579 | 2.710 | 3.442 | 3.693 | 3.601 | 3.755 | 3.598 | 4.164 | 3.701 | 3.772 | 3.457 | 1.000 | 2.194 | 62.709 | | 4.431 | 2.691 | 3.404 | 2.842 | 4.148 | 3.011 | 2.710 | 1.000 | 1.000 | 1.000 | 3.755 | 2.252 | 2.652 | 2.311 | 2.360 | 2.148 | 2.210 | 2.194 | 46.119 | | 4.431 | 4.219 | 3.404 | 4.400 | 4.148 | 4.579 | 4.234 | 3.442 | 3.693 | 3.601 | 3.755 | 3.598 | 4.164 | 3.701 | 3.772 | 3.457 | 3.556 | 3.503 | 69.657 | | 2.874 | 2.691 | 2.114 | 4.400 | 4.148 | 4.579 | 4.234 | 3.442 | 3.693 | 2.238 | 3.755 | 3.598 | 4.164 | 3.701 | 3.772 | 3.457 | 3.556 | 3.503 | 63.918 | | 2.874 | 2.691 | 2.114 | 2.842 | 2.638 | 3.011 | 2.710 | 2.176 | 2.318 | 2.238 | 2.346 | 2.252 | 2.652 | 2.311 | 2.360 | 2.148 | 2.210 | 2.194 | 44.085 | | 4.431 | 2.691 | 1.000 | 4.400 | 2.638 | 3.011 | 2.710 | 1.000 | 1.000 | 2.238 | 2.346 | 3.598 | 4.164 | 3.701 | 2.360 | 3.457 | 3.556 | 2.194 | 50.496 | | 4.431 | 2.691 | 2.114 | 4.400 | 4.148 | 3.011 | 2.710 | 2.176 | 3.693 | 3.601 | 3.755 | 3.598 | 2.652 | 2.311 | 2.360 | 1.000 | 2.210 | 2.194 | 53.054 | | 2.874 | 2.691 | 1.000 | 2.842 | 2.638 | 4.579 | 2.710 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 30.333 | | 4.431 | 4.219 | 1.000 | 4.400 | 2.638 | 3.011 | 2.710 | 1.000 | 2.318 | 2.238 | 2.346 | 2.252 | 4.164 | 2.311 | 2.360 | 2.148 | 3.556 | 3.503 | 50.606 | | 2.874 | 2.691 | 2.114 | 4.400 | 2.638 | 3.011 | 1.000 | 3.442 | 3.693 | 3.601 | 3.755 | 3.598 | 2.652 | 3.701 | 2.360 | 3.457 | 3.556 | 3.503 | 56.046 | | 4.431 | 2.691 | 3.404 | 4.400 | 4.148 | 3.011 | 2.710 | 2.176 | 3.693 | 3.601 | 3.755 | 2.252 | 2.652 | 2.311 | 3.772 | 3.457 | 3.556 | 2.194 | 58.214 | | 4.431 | 4.219 | 3.404 | 4.400 | 4.148 | 4.579 | 4.234 | 3.442 | 3.693 | 3.601 | 3.755 | 3.598 | 4.164 | 3.701 | 3.772 | 3.457 | 3.556 | 3.503 | 69.657 | | 4.431 | 4.219 | 3.404 | 4.400 | 4.148 | 4.579 | 4.234 | 2.176 | 2.318 | 3.601 | 2.346 | 2.252 | 2.652 | 3.701 | 2.360 | 3.457 | 3.556 | 3.503 | 61.338 | | 2.874 | 2.691 | 2.114 | 2.842 | 2.638 | 3.011 | 2.710 | 2.176 | 2.318 | 2.238 | 2.346 | 2.252 | 2.652 | 2.311 | 2.360 | 2.148 | 2.210 | 2.194 | 44.085 | | 4.431 | 4.219 | 3.404 | 2.842 | 2.638 | 3.011 | 2.710 | 1.000 | 2.318 | 1.000 | 2.346 | 2.252 | 2.652 | 3.701 | 3.772 | 3.457 | 2.210 | 2.194 | 50.158 | | 2.874 | 2.691 | 3.404 | 4.400 | 4.148 | 3.011 | 2.710 | 2.176 | 3.693 | 3.601 | 3.755 | 2.252 | 4.164 | 3.701 | 2.360 | 2.148 | 3.556 | 3.503 | 58.147 | | 2.874 | 2.691 | 2.114 | 2.842 | 2.638 | 4.579 | 4.234 | 3.442 | 2.318 | 2.238 | 2.346 | 3.598 | 2.652 | 2.311 | 2.360 | 1.000 | 2.210 | 1.000 | 47.446 | | 4.431 | 4.219 | 3.404 | 4.400 | 4.148 | 3.011 | 4.234 | 1.000 | 3.693 | 3.601 | 2.346 | 2.252 | 4.164 | 2.311 | 3.772 | 3.457 | 3.556 | 3.503 | 61.504 | | 2.874 | 2.691 | 2.114 | 4.400 | 2.638 | 3.011 | 2.710 | 2.176 | 2.318 | 2.238 | 2.346 | 2.252 | 2.652 | 2.311 | 2.360 | 2.148 | 2.210 | 2.194 | 45.643 | | 2.874 | 2.691 | 2.114 | 4.400 | 2.638 | 3.011 | 2.710 | 2.176 | 2.318 | 3.601 | 1.000 | 1.000 | 4.164 | 3.701 | 3.772 | 2.148 | 2.210 | 2.194 | 48.722 | | 4.431 | 4.219 | 3.404 | 4.400 | 2.638 | 3.011 | 2.710 | 3.442 | 1.000 | 2.238 | 2.346 | 2.252 | 2.652 | 2.311 | 3.772 | 2.148 | 2.210 | 2.194 | 51.378 | | 4.431 | 4.219 | 3.404 | 4.400 | 4.148 | 4.579 | 4.234 | 3.442 | 3.693 | 3.601 | 3.755 | 3.598 | 4.164 | 3.701 | 3.772 | 3.457 | 3.556 | 3.503 | 69.657 | | 4.431 | 2.691 | 3.404 | 4.400 | 4.148 | 3.011 | 4.234 | 3.442 | 2.318 | 3.601 | 3.755 | 2.252 | 4.164 | 3.701 | 2.360 | 3.457 | 3.556 | 2.194 | 61.120 | | 2.874 | 2.691 | 2.114 | 4.400 | 4.148 | 3.011 | 2.710 | 2.176 | 1.000 | 2.238 | 3.755 | 2.252 | 4.164 | 3.701 | 1.000 | 3.457 | 3.556 | 3.503 | 52.750 | | 2.874 | 2.691 | 2.114 | 2.842 | 2.638 | 3.011 | 2.710 | 2.176 | 2.318 | 2.238 | 2.346 | 2.252 | 2.652 | 2.311 | 2.360 | 2.148 | 2.210 | 2.194 | 44.085 | | 4.431 | 4.219 | 3.404 | 4.400 | 4.148 | 4.579 | 2.710 | 3.442 | 3.693 | 3.601 | 3.755 | 1.000 | 4.164 | 3.701 | 3.772 | 3.457 | 1.000 | 2.194 | 61.669 | | 4.431 | 4.219 | 3.404 | 4.400 | 4.148 | 4.579 | 2.710 | 2.176 | 2.318 | 3.601 | 2.346 | 2.252 | 4.164 | 2.311 | 3.772 | 1.000 | 1.000 | 3.503 | 56.334 | | 4.431 | 4.219 | 2.114 | 4.400 | 2.638 | 4.579 | 4.234 | 3.442 | 1.000 | 3.601 | 2.346 | 3.598 | 4.164 | 2.311 | 2.360 | 2.148 | 3.556 | 1.000 | 56.141 | | 2.874 | 2.691 | 2.114 | 2.842 | 2.638 | 3.011 | 4.234 | 3.442 | 3.693 | 3.601 | 3.755 | 3.598 | 4.164 | 3.701 | 3.772 | 3.457 | 3.556 | 3.503 | 60.646 | | 2.874 | 4.219 | 3.404 | 4.400 | 4.148 | 4.579 | 2.710 | 2.176 | 2.318 | 2.238 | 2.346 | 3.598 | 2.652 | 2.311 | 2.360 | 2.148 | 2.210 | 2.194 | 52.884 | | 4.431 | 2.691 | 2.114 | 2.842 | 2.638 | 4.579 | 4.234 | 3.442 | 3.693 | 2.238 | 1.000 | 1.000 | 4.164 | 3.701 | 3.772 | 3.457 | 2.210 | 3.503 | 55.709 | | 2.874 | 2.691 | 3.404 | 4.400 | 4.148 | 3.011 | 4.234 | 3.442 | 2.318 | 2.238 | 2.346 | 2.252 | 4.164 | 2.311 | 3.772 | 2.148 | 2.210 | 2.194 | 54.157 | | 4.431 | 4.219 | 3.404 | 2.842 | 2.638 | 4.579 | 4.234 | 2.176 | 2.318 | 3.601 | 3.755 | 3.598 | 2.652 | 2.311 | 3.772 | 3.457 | 2.210 | 1.000 | 57.196 | | 4.431 | 4.219 | 3.404 | 2.842 | 2.638 | 4.579 | 4.234 | 3.442 | 3.693 | 3.601 | 3.755 | 3.598 | 4.164 | 3.701 | 3.772 | 3.457 | 3.556 | 3.503 | 66.589 | | 1.000 | 1.000 | 1.000 | 1.000 | 2.638 | 4.579 | 1.000 | 1.000 | 2.318 | 2.238 | 2.346 | 2.252 | 2.652 | 2.311 | 2.360 | 2.148 | 2.210 | 2.194 | 36.246 | | 4.431 | 4.219 | 3.404 | 4.400 | 2.638 | 4.579 | 4.234 | 3.442 | 3.693 | 3.601 | 3.755 | 1.000 | 4.164 | 3.701 | 3.772 | 3.457 | 3.556 | 3.503 | 65.549 | | 2.874 | 2.691 | 2.114 | 2.842 | 2.638 | 3.011 | 2.710 | 2.176 | 2.318 | 2.238 | 2.346 | 2.252 | 2.652 | 2.311 | 2.360 | 2.148 | 2.210 | 2.194 | 44.085 | | 2.874 | 1.000 | 3.404 | 2.842 | 4.148 | 4.579 | 4.234 | 2.176 | 2.318 | 3.601 | 3.755 | 3.598 | 2.652 | 1.000 | 3.772 | 3.457 | 3.556 | 3.503 | 56.469 | | 4.431 | 4.219 | 3.404 | 4.400 | 1.000 | 4.579 | 4.234 | 2.176 | 3.693 | 3.601 | 3.755 | 2.252 | 2.652 | 2.311 | 2.360 | 3.457 | 2.210 | 3.503 | 58.238 | | 4.431 | 4.219 | 2.114 | 4.400 | 2.638 | 3.011 | 2.710 | 3.442 | 3.693 | 2.238 | 1.000 | 3.598 | 4.164 | 3.701 | 3.772 | 3.457 | 3.556 | 3.503 | 59.647 | | 2.874 | 2.691 | 2.114 | 2.842 | 2.638 | 3.011 | 2.710 | 2.176 | 2.318 | 2.238 | 2.346 | 2.252 | 2.652 | 2.311 | 2.360 | 2.148 | 2.210 | 2.194 | 44.085 | | 4.431 | 4.219 | 3.404 | 4.400 | 2.638 | 4.579 | 4.234 | 2.176 | 2.318 | 2.238 | 3.755 | 3.598 | 4.164 | 3.701 | 3.772 | 3.457 | 3.556 | 3.503 | 64.142 |   **Lampiran 9 Transformasi Data Harga**   |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Succesive Interval** | | | | | | | | | | | | **X3.1** | **X3.2** | **X3.3** | **X3.4** | **X3.5** | **X3.6** | **X3.7** | **X3.8** | **X3.9** | **X3.10** | **TOTAL.X3** | | 4.631 | 4.334 | 4.562 | 4.512 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 43.298 | | 4.631 | 4.334 | 4.562 | 4.512 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 43.298 | | 4.631 | 4.334 | 4.562 | 4.512 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 43.298 | | 4.631 | 4.334 | 4.562 | 4.512 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 43.298 | | 4.631 | 4.334 | 4.562 | 4.512 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 43.298 | | 3.170 | 2.795 | 3.072 | 2.951 | 4.447 | 4.066 | 4.080 | 2.691 | 2.489 | 3.205 | 32.967 | | 3.170 | 2.795 | 3.072 | 2.951 | 2.890 | 2.564 | 2.548 | 2.691 | 2.489 | 3.205 | 28.376 | | 4.631 | 4.334 | 4.562 | 4.512 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 43.298 | | 4.631 | 4.334 | 4.562 | 4.512 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 43.298 | | 3.170 | 2.795 | 3.072 | 2.951 | 2.890 | 2.564 | 2.548 | 2.691 | 2.489 | 3.205 | 28.376 | | 3.170 | 2.795 | 3.072 | 2.951 | 2.890 | 2.564 | 2.548 | 1.000 | 1.000 | 2.190 | 24.181 | | 4.631 | 4.334 | 4.562 | 4.512 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 43.298 | | 4.631 | 4.334 | 4.562 | 4.512 | 4.447 | 2.564 | 2.548 | 2.691 | 2.489 | 3.205 | 35.983 | | 3.170 | 2.795 | 3.072 | 2.951 | 2.890 | 2.564 | 2.548 | 2.691 | 2.489 | 4.479 | 29.650 | | 4.631 | 4.334 | 4.562 | 4.512 | 4.447 | 2.564 | 4.080 | 4.219 | 3.968 | 2.190 | 39.507 | | 3.170 | 2.795 | 3.072 | 2.951 | 2.890 | 2.564 | 2.548 | 2.691 | 2.489 | 3.205 | 28.376 | | 3.170 | 2.795 | 3.072 | 2.951 | 2.890 | 2.564 | 2.548 | 2.691 | 2.489 | 3.205 | 28.376 | | 3.170 | 4.334 | 3.072 | 2.951 | 2.890 | 4.066 | 2.548 | 2.691 | 3.968 | 3.205 | 32.897 | | 1.816 | 2.795 | 3.072 | 2.951 | 2.890 | 2.564 | 2.548 | 2.691 | 2.489 | 2.190 | 26.007 | | 3.170 | 2.795 | 3.072 | 2.951 | 2.890 | 2.564 | 2.548 | 2.691 | 2.489 | 2.190 | 27.361 | | 1.816 | 2.795 | 1.681 | 2.951 | 2.890 | 2.564 | 2.548 | 2.691 | 2.489 | 3.205 | 25.630 | | 3.170 | 2.795 | 4.562 | 4.512 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 3.205 | 39.023 | | 1.816 | 2.795 | 3.072 | 2.951 | 2.890 | 2.564 | 1.000 | 2.691 | 2.489 | 2.190 | 24.458 | | 1.816 | 2.795 | 3.072 | 2.951 | 2.890 | 4.066 | 4.080 | 2.691 | 1.000 | 1.000 | 26.361 | | 3.170 | 2.795 | 3.072 | 2.951 | 2.890 | 2.564 | 2.548 | 2.691 | 2.489 | 2.190 | 27.361 | | 1.816 | 2.795 | 3.072 | 2.951 | 4.447 | 2.564 | 2.548 | 2.691 | 2.489 | 3.205 | 28.579 | | 3.170 | 2.795 | 3.072 | 2.951 | 2.890 | 2.564 | 2.548 | 2.691 | 2.489 | 3.205 | 28.376 | | 3.170 | 2.795 | 3.072 | 2.951 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 37.248 | | 4.631 | 2.795 | 3.072 | 2.951 | 2.890 | 2.564 | 2.548 | 2.691 | 2.489 | 3.205 | 29.837 | | 3.170 | 2.795 | 4.562 | 2.951 | 4.447 | 4.066 | 4.080 | 4.219 | 1.000 | 2.190 | 33.480 | | 3.170 | 2.795 | 3.072 | 2.951 | 2.890 | 2.564 | 2.548 | 2.691 | 2.489 | 3.205 | 28.376 | | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 1.000 | 2.190 | 11.190 | | 3.170 | 2.795 | 1.681 | 2.951 | 2.890 | 2.564 | 2.548 | 2.691 | 2.489 | 2.190 | 25.970 | | 3.170 | 2.795 | 3.072 | 2.951 | 2.890 | 2.564 | 2.548 | 2.691 | 2.489 | 2.190 | 27.361 | | 4.631 | 2.795 | 3.072 | 4.512 | 2.890 | 2.564 | 4.080 | 4.219 | 2.489 | 4.479 | 35.731 | | 3.170 | 2.795 | 3.072 | 2.951 | 4.447 | 4.066 | 4.080 | 2.691 | 3.968 | 4.479 | 35.720 | | 4.631 | 1.000 | 3.072 | 4.512 | 4.447 | 4.066 | 4.080 | 2.691 | 2.489 | 4.479 | 35.467 | | 3.170 | 2.795 | 3.072 | 2.951 | 2.890 | 2.564 | 2.548 | 4.219 | 3.968 | 3.205 | 31.383 | | 4.631 | 4.334 | 3.072 | 4.512 | 4.447 | 4.066 | 4.080 | 2.691 | 3.968 | 4.479 | 40.280 | | 3.170 | 2.795 | 4.562 | 4.512 | 4.447 | 4.066 | 4.080 | 2.691 | 2.489 | 3.205 | 36.016 | | 3.170 | 4.334 | 4.562 | 4.512 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 41.837 | | 4.631 | 4.334 | 4.562 | 4.512 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 43.298 | | 3.170 | 2.795 | 3.072 | 2.951 | 2.890 | 2.564 | 4.080 | 2.691 | 2.489 | 3.205 | 29.908 | | 3.170 | 2.795 | 3.072 | 4.512 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 38.808 | | 4.631 | 4.334 | 4.562 | 2.951 | 2.890 | 2.564 | 4.080 | 2.691 | 2.489 | 3.205 | 34.397 | | 3.170 | 2.795 | 4.562 | 4.512 | 4.447 | 4.066 | 2.548 | 4.219 | 3.968 | 4.479 | 38.766 | | 4.631 | 4.334 | 3.072 | 2.951 | 2.890 | 2.564 | 4.080 | 2.691 | 2.489 | 4.479 | 34.182 | | 4.631 | 4.334 | 3.072 | 2.951 | 2.890 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 38.691 | | 3.170 | 4.334 | 4.562 | 4.512 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 41.837 | | 4.631 | 4.334 | 4.562 | 4.512 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 43.298 | | 4.631 | 4.334 | 3.072 | 2.951 | 4.447 | 4.066 | 4.080 | 2.691 | 2.489 | 3.205 | 35.967 | | 3.170 | 2.795 | 3.072 | 4.512 | 4.447 | 2.564 | 4.080 | 4.219 | 3.968 | 4.479 | 37.306 | | 3.170 | 4.334 | 4.562 | 4.512 | 2.890 | 2.564 | 4.080 | 4.219 | 2.489 | 4.479 | 37.299 | | 3.170 | 4.334 | 4.562 | 4.512 | 2.890 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 40.280 | | 3.170 | 2.795 | 3.072 | 4.512 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 38.808 | | 3.170 | 2.795 | 3.072 | 4.512 | 2.890 | 4.066 | 2.548 | 4.219 | 2.489 | 4.479 | 34.240 | | 4.631 | 4.334 | 4.562 | 2.951 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 41.738 | | 3.170 | 4.334 | 4.562 | 4.512 | 4.447 | 2.564 | 2.548 | 2.691 | 3.968 | 4.479 | 37.276 | | 4.631 | 4.334 | 3.072 | 2.951 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 40.248 | | 4.631 | 2.795 | 4.562 | 2.951 | 4.447 | 2.564 | 4.080 | 2.691 | 3.968 | 3.205 | 35.894 | | 4.631 | 4.334 | 4.562 | 4.512 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 43.298 | | 3.170 | 2.795 | 3.072 | 4.512 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 38.808 | | 3.170 | 2.795 | 3.072 | 2.951 | 2.890 | 2.564 | 2.548 | 2.691 | 2.489 | 3.205 | 28.376 | | 4.631 | 4.334 | 4.562 | 4.512 | 4.447 | 4.066 | 4.080 | 4.219 | 2.489 | 4.479 | 41.819 | | 3.170 | 4.334 | 3.072 | 4.512 | 2.890 | 2.564 | 2.548 | 4.219 | 2.489 | 2.190 | 31.989 | | 3.170 | 2.795 | 3.072 | 2.951 | 4.447 | 2.564 | 4.080 | 4.219 | 3.968 | 2.190 | 33.457 | | 3.170 | 2.795 | 3.072 | 2.951 | 2.890 | 2.564 | 4.080 | 4.219 | 3.968 | 2.190 | 31.900 | | 3.170 | 2.795 | 3.072 | 2.951 | 2.890 | 2.564 | 2.548 | 2.691 | 2.489 | 2.190 | 27.361 | | 3.170 | 2.795 | 3.072 | 2.951 | 4.447 | 4.066 | 4.080 | 4.219 | 2.489 | 3.205 | 34.495 | | 4.631 | 4.334 | 4.562 | 4.512 | 2.890 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 41.740 | | 4.631 | 4.334 | 4.562 | 4.512 | 2.890 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 41.740 | | 4.631 | 4.334 | 4.562 | 4.512 | 2.890 | 2.564 | 2.548 | 2.691 | 2.489 | 3.205 | 34.426 | | 3.170 | 2.795 | 4.562 | 2.951 | 2.890 | 2.564 | 2.548 | 2.691 | 2.489 | 3.205 | 29.865 | | 4.631 | 4.334 | 4.562 | 4.512 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 43.298 | | 3.170 | 2.795 | 3.072 | 2.951 | 2.890 | 2.564 | 2.548 | 2.691 | 2.489 | 3.205 | 28.376 | | 4.631 | 4.334 | 4.562 | 4.512 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 43.298 | | 4.631 | 4.334 | 4.562 | 2.951 | 4.447 | 4.066 | 4.080 | 2.691 | 2.489 | 4.479 | 38.730 | | 4.631 | 4.334 | 4.562 | 4.512 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 43.298 | | 4.631 | 2.795 | 3.072 | 2.951 | 2.890 | 2.564 | 4.080 | 2.691 | 2.489 | 3.205 | 31.368 | | 3.170 | 2.795 | 3.072 | 2.951 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 37.248 | | 3.170 | 4.334 | 1.681 | 4.512 | 4.447 | 2.564 | 4.080 | 2.691 | 2.489 | 4.479 | 34.447 | | 3.170 | 2.795 | 3.072 | 4.512 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 38.808 | | 3.170 | 2.795 | 3.072 | 2.951 | 2.890 | 2.564 | 2.548 | 2.691 | 2.489 | 3.205 | 28.376 | | 4.631 | 4.334 | 3.072 | 2.951 | 2.890 | 1.000 | 2.548 | 4.219 | 3.968 | 4.479 | 34.094 | | 3.170 | 2.795 | 4.562 | 2.951 | 2.890 | 2.564 | 2.548 | 2.691 | 3.968 | 4.479 | 32.618 | | 4.631 | 4.334 | 4.562 | 2.951 | 2.890 | 2.564 | 2.548 | 2.691 | 3.968 | 4.479 | 35.619 | | 4.631 | 4.334 | 3.072 | 2.951 | 2.890 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 38.691 | | 4.631 | 2.795 | 3.072 | 2.951 | 2.890 | 1.000 | 4.080 | 2.691 | 3.968 | 4.479 | 32.557 | | 3.170 | 2.795 | 3.072 | 4.512 | 4.447 | 4.066 | 2.548 | 2.691 | 2.489 | 3.205 | 32.995 | | 4.631 | 4.334 | 4.562 | 4.512 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 3.205 | 42.024 | | 3.170 | 2.795 | 4.562 | 4.512 | 4.447 | 4.066 | 2.548 | 2.691 | 2.489 | 3.205 | 34.485 | | 3.170 | 2.795 | 3.072 | 4.512 | 4.447 | 2.564 | 2.548 | 2.691 | 2.489 | 3.205 | 31.494 | | 4.631 | 4.334 | 4.562 | 2.951 | 2.890 | 2.564 | 2.548 | 4.219 | 2.489 | 3.205 | 34.394 | | 3.170 | 4.334 | 4.562 | 2.951 | 2.890 | 2.564 | 4.080 | 4.219 | 3.968 | 4.479 | 37.218 | | 3.170 | 2.795 | 4.562 | 4.512 | 4.447 | 2.564 | 2.548 | 2.691 | 2.489 | 3.205 | 32.983 | | 3.170 | 2.795 | 4.562 | 4.512 | 2.890 | 2.564 | 2.548 | 2.691 | 2.489 | 3.205 | 31.425 | | 4.631 | 4.334 | 4.562 | 4.512 | 2.890 | 4.066 | 4.080 | 4.219 | 3.968 | 4.479 | 41.740 | | 3.170 | 2.795 | 3.072 | 2.951 | 2.890 | 2.564 | 2.548 | 2.691 | 2.489 | 3.205 | 28.376 | | 3.170 | 2.795 | 4.562 | 4.512 | 4.447 | 4.066 | 4.080 | 4.219 | 2.489 | 3.205 | 37.544 | | 3.170 | 2.795 | 3.072 | 2.951 | 4.447 | 4.066 | 4.080 | 4.219 | 3.968 | 3.205 | 35.974 |   **Lampiran 10 Uji Validitas Loyalitas Pelanggan**   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Correlations** | | | | | | | | | | | | | | | | |  | | Y.1 | Y.2 | Y.3 | Y.4 | Y.5 | Y.6 | Y.7 | Y.8 | Y.9 | Y.10 | Y.11 | Y.12 | Y.13 | TOTAL.Y | | Y.1 | Pearson Correlation | 1 | .858\*\* | .858\*\* | .858\*\* | .593\*\* | .825\*\* | .825\*\* | .649\*\* | .367\* | 1.000\*\* | 1.000\*\* | .274 | .180 | .899\*\* | | Sig. (2-tailed) |  | .000 | .000 | .000 | .001 | .000 | .000 | .000 | .046 | .000 | .000 | .142 | .342 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | Y.2 | Pearson Correlation | .858\*\* | 1 | 1.000\*\* | 1.000\*\* | .467\*\* | .722\*\* | .722\*\* | .537\*\* | .244 | .858\*\* | .858\*\* | .141 | .027 | .821\*\* | | Sig. (2-tailed) | .000 |  | .000 | .000 | .009 | .000 | .000 | .002 | .195 | .000 | .000 | .457 | .885 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | Y.3 | Pearson Correlation | .858\*\* | 1.000\*\* | 1 | 1.000\*\* | .467\*\* | .722\*\* | .722\*\* | .537\*\* | .244 | .858\*\* | .858\*\* | .141 | .027 | .821\*\* | | Sig. (2-tailed) | .000 | .000 |  | .000 | .009 | .000 | .000 | .002 | .195 | .000 | .000 | .457 | .885 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | Y.4 | Pearson Correlation | .858\*\* | 1.000\*\* | 1.000\*\* | 1 | .467\*\* | .722\*\* | .722\*\* | .537\*\* | .244 | .858\*\* | .858\*\* | .141 | .027 | .821\*\* | | Sig. (2-tailed) | .000 | .000 | .000 |  | .009 | .000 | .000 | .002 | .195 | .000 | .000 | .457 | .885 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | Y.5 | Pearson Correlation | .593\*\* | .467\*\* | .467\*\* | .467\*\* | 1 | .786\*\* | .786\*\* | .593\*\* | .310 | .593\*\* | .593\*\* | .574\*\* | .462\* | .732\*\* | | Sig. (2-tailed) | .001 | .009 | .009 | .009 |  | .000 | .000 | .001 | .096 | .001 | .001 | .001 | .010 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | Y.6 | Pearson Correlation | .825\*\* | .722\*\* | .722\*\* | .722\*\* | .786\*\* | 1 | 1.000\*\* | .825\*\* | .539\*\* | .825\*\* | .825\*\* | .458\* | .381\* | .924\*\* | | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .002 | .000 | .000 | .011 | .038 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | Y.7 | Pearson Correlation | .825\*\* | .722\*\* | .722\*\* | .722\*\* | .786\*\* | 1.000\*\* | 1 | .825\*\* | .539\*\* | .825\*\* | .825\*\* | .458\* | .381\* | .924\*\* | | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | .002 | .000 | .000 | .011 | .038 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | Y.8 | Pearson Correlation | .649\*\* | .537\*\* | .537\*\* | .537\*\* | .593\*\* | .825\*\* | .825\*\* | 1 | .855\*\* | .649\*\* | .649\*\* | .798\*\* | .718\*\* | .882\*\* | | Sig. (2-tailed) | .000 | .002 | .002 | .002 | .001 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | Y.9 | Pearson Correlation | .367\* | .244 | .244 | .244 | .310 | .539\*\* | .539\*\* | .855\*\* | 1 | .367\* | .367\* | .752\*\* | .882\*\* | .646\*\* | | Sig. (2-tailed) | .046 | .195 | .195 | .195 | .096 | .002 | .002 | .000 |  | .046 | .046 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | Y.10 | Pearson Correlation | 1.000\*\* | .858\*\* | .858\*\* | .858\*\* | .593\*\* | .825\*\* | .825\*\* | .649\*\* | .367\* | 1 | 1.000\*\* | .274 | .180 | .899\*\* | | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .001 | .000 | .000 | .000 | .046 |  | .000 | .142 | .342 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | Y.11 | Pearson Correlation | 1.000\*\* | .858\*\* | .858\*\* | .858\*\* | .593\*\* | .825\*\* | .825\*\* | .649\*\* | .367\* | 1.000\*\* | 1 | .274 | .180 | .899\*\* | | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .001 | .000 | .000 | .000 | .046 | .000 |  | .142 | .342 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | Y.12 | Pearson Correlation | .274 | .141 | .141 | .141 | .574\*\* | .458\* | .458\* | .798\*\* | .752\*\* | .274 | .274 | 1 | .894\*\* | .590\*\* | | Sig. (2-tailed) | .142 | .457 | .457 | .457 | .001 | .011 | .011 | .000 | .000 | .142 | .142 |  | .000 | .001 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | Y.13 | Pearson Correlation | .180 | .027 | .027 | .027 | .462\* | .381\* | .381\* | .718\*\* | .882\*\* | .180 | .180 | .894\*\* | 1 | .510\*\* | | Sig. (2-tailed) | .342 | .885 | .885 | .885 | .010 | .038 | .038 | .000 | .000 | .342 | .342 | .000 |  | .004 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | TOTAL.Y | Pearson Correlation | .899\*\* | .821\*\* | .821\*\* | .821\*\* | .732\*\* | .924\*\* | .924\*\* | .882\*\* | .646\*\* | .899\*\* | .899\*\* | .590\*\* | .510\*\* | 1 | | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .001 | .004 |  | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | | | | | | | | | \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | | | | | | | |   **Lampiran 11 Uji Validitas *Relationship Marketing***   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Correlations** | | | | | | | | | | | | | | | | | | | |  | | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1.6 | X1.7 | X1.8 | X1.9 | X1.10 | X1.11 | X1.12 | X1.13 | X1.14 | X1.15 | X1.16 | TOTAL.X1 | | X1.1 | Pearson Correlation | 1 | .829\*\* | .826\*\* | .333 | .474\*\* | .676\*\* | .313 | .313 | .331 | .178 | .313 | .456\* | .659\*\* | .659\*\* | .659\*\* | .639\*\* | .626\*\* | | Sig. (2-tailed) |  | .000 | .000 | .072 | .008 | .000 | .092 | .092 | .074 | .347 | .092 | .011 | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X1.2 | Pearson Correlation | .829\*\* | 1 | .593\*\* | .537\*\* | .649\*\* | .825\*\* | .477\*\* | .477\*\* | .544\*\* | .367\* | .477\*\* | .641\*\* | .858\*\* | .858\*\* | .858\*\* | .474\*\* | .764\*\* | | Sig. (2-tailed) | .000 |  | .001 | .002 | .000 | .000 | .008 | .008 | .002 | .046 | .008 | .000 | .000 | .000 | .000 | .008 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X1.3 | Pearson Correlation | .826\*\* | .593\*\* | 1 | .467\*\* | .593\*\* | .786\*\* | .427\* | .427\* | .211 | .310 | .427\* | .310 | .467\*\* | .467\*\* | .467\*\* | .826\*\* | .617\*\* | | Sig. (2-tailed) | .000 | .001 |  | .009 | .001 | .000 | .018 | .018 | .262 | .096 | .018 | .096 | .009 | .009 | .009 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X1.4 | Pearson Correlation | .333 | .537\*\* | .467\*\* | 1 | .858\*\* | .722\*\* | .813\*\* | .813\*\* | .842\*\* | .942\*\* | .813\*\* | .691\*\* | .705\*\* | .705\*\* | .705\*\* | .659\*\* | .852\*\* | | Sig. (2-tailed) | .072 | .002 | .009 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X1.5 | Pearson Correlation | .474\*\* | .649\*\* | .593\*\* | .858\*\* | 1 | .825\*\* | .960\*\* | .960\*\* | .780\*\* | .855\*\* | .960\*\* | .855\*\* | .858\*\* | .858\*\* | .858\*\* | .829\*\* | .964\*\* | | Sig. (2-tailed) | .008 | .000 | .001 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X1.6 | Pearson Correlation | .676\*\* | .825\*\* | .786\*\* | .722\*\* | .825\*\* | 1 | .637\*\* | .637\*\* | .466\*\* | .539\*\* | .637\*\* | .539\*\* | .722\*\* | .722\*\* | .722\*\* | .676\*\* | .808\*\* | | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .009 | .002 | .000 | .002 | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X1.7 | Pearson Correlation | .313 | .477\*\* | .427\* | .813\*\* | .960\*\* | .637\*\* | 1 | 1.000\*\* | .832\*\* | .901\*\* | 1.000\*\* | .901\*\* | .813\*\* | .813\*\* | .813\*\* | .803\*\* | .918\*\* | | Sig. (2-tailed) | .092 | .008 | .018 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X1.8 | Pearson Correlation | .313 | .477\*\* | .427\* | .813\*\* | .960\*\* | .637\*\* | 1.000\*\* | 1 | .832\*\* | .901\*\* | 1.000\*\* | .901\*\* | .813\*\* | .813\*\* | .813\*\* | .803\*\* | .918\*\* | | Sig. (2-tailed) | .092 | .008 | .018 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X1.9 | Pearson Correlation | .331 | .544\*\* | .211 | .842\*\* | .780\*\* | .466\*\* | .832\*\* | .832\*\* | 1 | .908\*\* | .832\*\* | .908\*\* | .842\*\* | .842\*\* | .842\*\* | .570\*\* | .857\*\* | | Sig. (2-tailed) | .074 | .002 | .262 | .000 | .000 | .009 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .001 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X1.10 | Pearson Correlation | .178 | .367\* | .310 | .942\*\* | .855\*\* | .539\*\* | .901\*\* | .901\*\* | .908\*\* | 1 | .901\*\* | .786\*\* | .691\*\* | .691\*\* | .691\*\* | .673\*\* | .835\*\* | | Sig. (2-tailed) | .347 | .046 | .096 | .000 | .000 | .002 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X1.11 | Pearson Correlation | .313 | .477\*\* | .427\* | .813\*\* | .960\*\* | .637\*\* | 1.000\*\* | 1.000\*\* | .832\*\* | .901\*\* | 1 | .901\*\* | .813\*\* | .813\*\* | .813\*\* | .803\*\* | .918\*\* | | Sig. (2-tailed) | .092 | .008 | .018 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X1.12 | Pearson Correlation | .456\* | .641\*\* | .310 | .691\*\* | .855\*\* | .539\*\* | .901\*\* | .901\*\* | .908\*\* | .786\*\* | .901\*\* | 1 | .942\*\* | .942\*\* | .942\*\* | .673\*\* | .913\*\* | | Sig. (2-tailed) | .011 | .000 | .096 | .000 | .000 | .002 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X1.13 | Pearson Correlation | .659\*\* | .858\*\* | .467\*\* | .705\*\* | .858\*\* | .722\*\* | .813\*\* | .813\*\* | .842\*\* | .691\*\* | .813\*\* | .942\*\* | 1 | 1.000\*\* | 1.000\*\* | .659\*\* | .943\*\* | | Sig. (2-tailed) | .000 | .000 | .009 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X1.14 | Pearson Correlation | .659\*\* | .858\*\* | .467\*\* | .705\*\* | .858\*\* | .722\*\* | .813\*\* | .813\*\* | .842\*\* | .691\*\* | .813\*\* | .942\*\* | 1.000\*\* | 1 | 1.000\*\* | .659\*\* | .943\*\* | | Sig. (2-tailed) | .000 | .000 | .009 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X1.15 | Pearson Correlation | .659\*\* | .858\*\* | .467\*\* | .705\*\* | .858\*\* | .722\*\* | .813\*\* | .813\*\* | .842\*\* | .691\*\* | .813\*\* | .942\*\* | 1.000\*\* | 1.000\*\* | 1 | .659\*\* | .943\*\* | | Sig. (2-tailed) | .000 | .000 | .009 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X1.16 | Pearson Correlation | .639\*\* | .474\*\* | .826\*\* | .659\*\* | .829\*\* | .676\*\* | .803\*\* | .803\*\* | .570\*\* | .673\*\* | .803\*\* | .673\*\* | .659\*\* | .659\*\* | .659\*\* | 1 | .829\*\* | | Sig. (2-tailed) | .000 | .008 | .000 | .000 | .000 | .000 | .000 | .000 | .001 | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | TOTAL.X1 | Pearson Correlation | .626\*\* | .764\*\* | .617\*\* | .852\*\* | .964\*\* | .808\*\* | .918\*\* | .918\*\* | .857\*\* | .835\*\* | .918\*\* | .913\*\* | .943\*\* | .943\*\* | .943\*\* | .829\*\* | 1 | | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | | | | | | | | | | | | \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | | | | | | | | | | |   **Lampiran 12 Uji Validitas Kualitas Pelayanan**   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Correlations** | | | | | | | | | | | | | | | | | | | | | |  | | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | X2.6 | X2.7 | X2.8 | X2.9 | X2.10 | X2.11 | X2.12 | X2.13 | X2.14 | X2.15 | X2.16 | X2.17 | X2.18 | TOTAL.X2 | | X2.1 | Pearson Correlation | 1 | .659\*\* | .433\* | .333 | .411\* | .591\*\* | .705\*\* | .705\*\* | .705\*\* | .705\*\* | .705\*\* | .537\*\* | .537\*\* | .537\*\* | .537\*\* | .722\*\* | .722\*\* | .722\*\* | .724\*\* | | Sig. (2-tailed) |  | .000 | .017 | .072 | .024 | .001 | .000 | .000 | .000 | .000 | .000 | .002 | .002 | .002 | .002 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X2.2 | Pearson Correlation | .659\*\* | 1 | .725\*\* | .639\*\* | .333 | .217 | .333 | .333 | .333 | .333 | .333 | .474\*\* | .474\*\* | .474\*\* | .474\*\* | .676\*\* | .676\*\* | .676\*\* | .578\*\* | | Sig. (2-tailed) | .000 |  | .000 | .000 | .072 | .250 | .072 | .072 | .072 | .072 | .072 | .008 | .008 | .008 | .008 | .000 | .000 | .000 | .001 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X2.3 | Pearson Correlation | .433\* | .725\*\* | 1 | .725\*\* | .745\*\* | .557\*\* | .433\* | .433\* | .433\* | .433\* | .433\* | .645\*\* | .645\*\* | .645\*\* | .645\*\* | .549\*\* | .549\*\* | .549\*\* | .676\*\* | | Sig. (2-tailed) | .017 | .000 |  | .000 | .000 | .001 | .017 | .017 | .017 | .017 | .017 | .000 | .000 | .000 | .000 | .002 | .002 | .002 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X2.4 | Pearson Correlation | .333 | .639\*\* | .725\*\* | 1 | .659\*\* | .529\*\* | .659\*\* | .659\*\* | .659\*\* | .659\*\* | .659\*\* | .829\*\* | .829\*\* | .829\*\* | .829\*\* | .676\*\* | .676\*\* | .676\*\* | .800\*\* | | Sig. (2-tailed) | .072 | .000 | .000 |  | .000 | .003 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X2.5 | Pearson Correlation | .411\* | .333 | .745\*\* | .659\*\* | 1 | .873\*\* | .705\*\* | .705\*\* | .705\*\* | .705\*\* | .705\*\* | .858\*\* | .858\*\* | .858\*\* | .858\*\* | .722\*\* | .722\*\* | .722\*\* | .845\*\* | | Sig. (2-tailed) | .024 | .072 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X2.6 | Pearson Correlation | .591\*\* | .217 | .557\*\* | .529\*\* | .873\*\* | 1 | .873\*\* | .873\*\* | .873\*\* | .873\*\* | .873\*\* | .759\*\* | .759\*\* | .759\*\* | .759\*\* | .651\*\* | .651\*\* | .651\*\* | .850\*\* | | Sig. (2-tailed) | .001 | .250 | .001 | .003 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X2.7 | Pearson Correlation | .705\*\* | .333 | .433\* | .659\*\* | .705\*\* | .873\*\* | 1 | 1.000\*\* | 1.000\*\* | 1.000\*\* | 1.000\*\* | .858\*\* | .858\*\* | .858\*\* | .858\*\* | .722\*\* | .722\*\* | .722\*\* | .925\*\* | | Sig. (2-tailed) | .000 | .072 | .017 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X2.8 | Pearson Correlation | .705\*\* | .333 | .433\* | .659\*\* | .705\*\* | .873\*\* | 1.000\*\* | 1 | 1.000\*\* | 1.000\*\* | 1.000\*\* | .858\*\* | .858\*\* | .858\*\* | .858\*\* | .722\*\* | .722\*\* | .722\*\* | .925\*\* | | Sig. (2-tailed) | .000 | .072 | .017 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X2.9 | Pearson Correlation | .705\*\* | .333 | .433\* | .659\*\* | .705\*\* | .873\*\* | 1.000\*\* | 1.000\*\* | 1 | 1.000\*\* | 1.000\*\* | .858\*\* | .858\*\* | .858\*\* | .858\*\* | .722\*\* | .722\*\* | .722\*\* | .925\*\* | | Sig. (2-tailed) | .000 | .072 | .017 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X2.10 | Pearson Correlation | .705\*\* | .333 | .433\* | .659\*\* | .705\*\* | .873\*\* | 1.000\*\* | 1.000\*\* | 1.000\*\* | 1 | 1.000\*\* | .858\*\* | .858\*\* | .858\*\* | .858\*\* | .722\*\* | .722\*\* | .722\*\* | .925\*\* | | Sig. (2-tailed) | .000 | .072 | .017 | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X2.11 | Pearson Correlation | .705\*\* | .333 | .433\* | .659\*\* | .705\*\* | .873\*\* | 1.000\*\* | 1.000\*\* | 1.000\*\* | 1.000\*\* | 1 | .858\*\* | .858\*\* | .858\*\* | .858\*\* | .722\*\* | .722\*\* | .722\*\* | .925\*\* | | Sig. (2-tailed) | .000 | .072 | .017 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X2.12 | Pearson Correlation | .537\*\* | .474\*\* | .645\*\* | .829\*\* | .858\*\* | .759\*\* | .858\*\* | .858\*\* | .858\*\* | .858\*\* | .858\*\* | 1 | 1.000\*\* | 1.000\*\* | 1.000\*\* | .825\*\* | .825\*\* | .825\*\* | .954\*\* | | Sig. (2-tailed) | .002 | .008 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X2.13 | Pearson Correlation | .537\*\* | .474\*\* | .645\*\* | .829\*\* | .858\*\* | .759\*\* | .858\*\* | .858\*\* | .858\*\* | .858\*\* | .858\*\* | 1.000\*\* | 1 | 1.000\*\* | 1.000\*\* | .825\*\* | .825\*\* | .825\*\* | .954\*\* | | Sig. (2-tailed) | .002 | .008 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X2.14 | Pearson Correlation | .537\*\* | .474\*\* | .645\*\* | .829\*\* | .858\*\* | .759\*\* | .858\*\* | .858\*\* | .858\*\* | .858\*\* | .858\*\* | 1.000\*\* | 1.000\*\* | 1 | 1.000\*\* | .825\*\* | .825\*\* | .825\*\* | .954\*\* | | Sig. (2-tailed) | .002 | .008 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X2.15 | Pearson Correlation | .537\*\* | .474\*\* | .645\*\* | .829\*\* | .858\*\* | .759\*\* | .858\*\* | .858\*\* | .858\*\* | .858\*\* | .858\*\* | 1.000\*\* | 1.000\*\* | 1.000\*\* | 1 | .825\*\* | .825\*\* | .825\*\* | .954\*\* | | Sig. (2-tailed) | .002 | .008 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X2.16 | Pearson Correlation | .722\*\* | .676\*\* | .549\*\* | .676\*\* | .722\*\* | .651\*\* | .722\*\* | .722\*\* | .722\*\* | .722\*\* | .722\*\* | .825\*\* | .825\*\* | .825\*\* | .825\*\* | 1 | 1.000\*\* | 1.000\*\* | .886\*\* | | Sig. (2-tailed) | .000 | .000 | .002 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X2.17 | Pearson Correlation | .722\*\* | .676\*\* | .549\*\* | .676\*\* | .722\*\* | .651\*\* | .722\*\* | .722\*\* | .722\*\* | .722\*\* | .722\*\* | .825\*\* | .825\*\* | .825\*\* | .825\*\* | 1.000\*\* | 1 | 1.000\*\* | .886\*\* | | Sig. (2-tailed) | .000 | .000 | .002 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X2.18 | Pearson Correlation | .722\*\* | .676\*\* | .549\*\* | .676\*\* | .722\*\* | .651\*\* | .722\*\* | .722\*\* | .722\*\* | .722\*\* | .722\*\* | .825\*\* | .825\*\* | .825\*\* | .825\*\* | 1.000\*\* | 1.000\*\* | 1 | .886\*\* | | Sig. (2-tailed) | .000 | .000 | .002 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | TOTAL.X2 | Pearson Correlation | .724\*\* | .578\*\* | .676\*\* | .800\*\* | .845\*\* | .850\*\* | .925\*\* | .925\*\* | .925\*\* | .925\*\* | .925\*\* | .954\*\* | .954\*\* | .954\*\* | .954\*\* | .886\*\* | .886\*\* | .886\*\* | 1 | | Sig. (2-tailed) | .000 | .001 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | | | | | | | | | | | | | | \*. Correlation is significant at the 0.05 level (2-tailed). | | | | | | | | | | | | | | | | | | | | |   **Lampiran 13 Uji Validitas Harga**   |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Correlations** | | | | | | | | | | | | | |  | | X3.1 | X3.2 | X3.3 | X3.4 | X3.5 | X3.6 | X3.7 | X3.8 | X3.9 | X3.10 | TOTAL.X3 | | X3.1 | Pearson Correlation | 1 | 1.000\*\* | 1.000\*\* | 1.000\*\* | .825\*\* | .825\*\* | .825\*\* | 1.000\*\* | 1.000\*\* | 1.000\*\* | .987\*\* | | Sig. (2-tailed) |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X3.2 | Pearson Correlation | 1.000\*\* | 1 | 1.000\*\* | 1.000\*\* | .825\*\* | .825\*\* | .825\*\* | 1.000\*\* | 1.000\*\* | 1.000\*\* | .987\*\* | | Sig. (2-tailed) | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X3.3 | Pearson Correlation | 1.000\*\* | 1.000\*\* | 1 | 1.000\*\* | .825\*\* | .825\*\* | .825\*\* | 1.000\*\* | 1.000\*\* | 1.000\*\* | .987\*\* | | Sig. (2-tailed) | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X3.4 | Pearson Correlation | 1.000\*\* | 1.000\*\* | 1.000\*\* | 1 | .825\*\* | .825\*\* | .825\*\* | 1.000\*\* | 1.000\*\* | 1.000\*\* | .987\*\* | | Sig. (2-tailed) | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X3.5 | Pearson Correlation | .825\*\* | .825\*\* | .825\*\* | .825\*\* | 1 | 1.000\*\* | 1.000\*\* | .825\*\* | .825\*\* | .825\*\* | .906\*\* | | Sig. (2-tailed) | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X3.6 | Pearson Correlation | .825\*\* | .825\*\* | .825\*\* | .825\*\* | 1.000\*\* | 1 | 1.000\*\* | .825\*\* | .825\*\* | .825\*\* | .906\*\* | | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X3.7 | Pearson Correlation | .825\*\* | .825\*\* | .825\*\* | .825\*\* | 1.000\*\* | 1.000\*\* | 1 | .825\*\* | .825\*\* | .825\*\* | .906\*\* | | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X3.8 | Pearson Correlation | 1.000\*\* | 1.000\*\* | 1.000\*\* | 1.000\*\* | .825\*\* | .825\*\* | .825\*\* | 1 | 1.000\*\* | 1.000\*\* | .987\*\* | | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X3.9 | Pearson Correlation | 1.000\*\* | 1.000\*\* | 1.000\*\* | 1.000\*\* | .825\*\* | .825\*\* | .825\*\* | 1.000\*\* | 1 | 1.000\*\* | .987\*\* | | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | X3.10 | Pearson Correlation | 1.000\*\* | 1.000\*\* | 1.000\*\* | 1.000\*\* | .825\*\* | .825\*\* | .825\*\* | 1.000\*\* | 1.000\*\* | 1 | .987\*\* | | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | TOTAL.X3 | Pearson Correlation | .987\*\* | .987\*\* | .987\*\* | .987\*\* | .906\*\* | .906\*\* | .906\*\* | .987\*\* | .987\*\* | .987\*\* | 1 | | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | \*\*. Correlation is significant at the 0.01 level (2-tailed). | | | | | | | | | | | | |   **Lampiran 14 Uji Reliabilitas Loyalitas Pelanggan**   |  |  | | --- | --- | | **Reliability Statistics** | | | Cronbach's Alpha | N of Items | | .951 | 13 |   **Lampiran 15 Uji Reliabilitas *Relationship Marketing***   |  |  | | --- | --- | | **Reliability Statistics** | | | Cronbach's Alpha | N of Items | | .976 | 16 |   **Lampiran 16 Uji Reliabilitas Kualitas Pelayanan**   |  |  | | --- | --- | | **Reliability Statistics** | | | Cronbach's Alpha | N of Items | | .980 | 18 |   **Lampiran 17 Uji Reliabilitas Harga**   |  |  | | --- | --- | | **Reliability Statistics** | | | Cronbach's Alpha | N of Items | | .991 | 10 |   **Lampiran 18 Uji Statistik Deskriptif**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Descriptive Statistics** | | | | | | |  | N | Minimum | Maximum | Mean | Std. Deviation | | Loyalitas Pelanggan | 400 | 16.30 | 62.00 | 29.9278 | 7.58568 | | Relationship Marketing | 400 | 21.98 | 77.00 | 37.4023 | 10.47448 | | Kualitas Pelayanan | 400 | 18.00 | 87.00 | 37.2252 | 11.44065 | | Harga | 400 | 10.00 | 50.00 | 22.4964 | 7.11519 | | Valid N (listwise) | 400 |  |  |  |  |   **Lampiran 19 Uji Normalitas**   |  |  |  | | --- | --- | --- | | **One-Sample Kolmogorov-Smirnov Test** | | | |  | | Unstandardized Residual | | N | | 400 | | Normal Parametersa,b | Mean | .0000000 | | Std. Deviation | .99316680 | | Most Extreme Differences | Absolute | .131 | | Positive | .131 | | Negative | -.103 | | Kolmogorov-Smirnov Z | | 2.727 | | Asymp. Sig. (2-tailed) | | .842 | | a. Test distribution is Normal. | | | | b. Calculated from data. | | |       **Lampiran 20 Uji Multikolonieritas**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Coefficientsa** | | | | | | Model | | Collinearity Statistics | | | Tolerance | VIF | | 1 | (Constant) |  |  | | Relationship Marketing | .619 | 1.641 | | Kualitas Pelayanan | .703 | 1.644 | | Harga | .735 | 1.360 | | a. Dependent Variable: Loyalitas Pelanggan | | | | |   **Lampiran 21 Uji Heteroskedastisitas**    **Lampiran 22 Analisis Regresi Linier Berganda**   |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | **Coefficientsa** | | | | | | | | | Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | | B | Std. Error | Beta | | 1 | (Constant) | 2.950 | .461 |  | 8.671 | .000 | | Relationship Marketing | .232 | .045 | .256 | 5.123 | .000 | | Kualitas Pelayanan | .532 | .069 | .380 | 7.591 | .000 | | Harga | .040 | .047 | .047 | .642 | .433 | | a. Dependent Variable: Loyalitas Pelanggan | | | | | | | |   **Lampiran 23 Uji t**   |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | **Coefficientsa** | | | | | | | | | Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | | B | Std. Error | Beta | | 1 | (Constant) | 2.950 | .461 |  | 8.671 | .000 | | Relationship Marketing | .232 | .045 | .256 | 5.123 | .000 | | Kualitas Pelayanan | .532 | .069 | .380 | 7.591 | .000 | | Harga | .040 | .047 | .047 | .642 | .433 | | a. Dependent Variable: Loyalitas Pelanggan | | | | | | | |   **Lampiran 24 Uji F**   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **ANOVAa** | | | | | | | | Model | | Sum of Squares | df | Mean Square | F | Sig. | | 1 | Regression | 349.115 | 3 | 174.860 | 98.641 | .000b | | Residual | 707.609 | 397 | 1.638 |  |  | | Total | 1056.724 | 399 |  |  |  | | a. Dependent Variable: Loyalitas Pelanggan | | | | | | | | b. Predictors: (Constant), Harga, Relationship Marketing, Kualitas Pelayanan | | | | | | |   **Lampiran 25 Koefisien Determinasi**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Model Summaryb** | | | | | | Model | R | R Square | Adjusted R Square | Std. Error of the Estimate | | 1 | .492a | .338 | .327 | 1.280 | | a. Predictors: (Constant), Harga, Relationship Marketing, Kualitas Pelayanan | | | | | | b. Dependent Variable: Loyalitas Pelanggan | | | | |   **Lampiran 26 Tabel r**   |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **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** | | | **1** | | 0.9877 | | 0.9969 | | 0.9995 | | 0.9999 | | 1.0000 | | | **2** | | 0.9000 | | 0.9500 | | 0.9800 | | 0.9900 | | 0.9990 | | | **3** | | 0.8054 | | 0.8783 | | 0.9343 | | 0.9587 | | 0.9911 | | | **4** | | 0.7293 | | 0.8114 | | 0.8822 | | 0.9172 | | 0.9741 | | | **5** | | 0.6694 | | 0.7545 | | 0.8329 | | 0.8745 | | 0.9509 | | | **6** | | 0.6215 | | 0.7067 | | 0.7887 | | 0.8343 | | 0.9249 | | | **7** | | 0.5822 | | 0.6664 | | 0.7498 | | 0.7977 | | 0.8983 | | | **8** | | 0.5494 | | 0.6319 | | 0.7155 | | 0.7646 | | 0.8721 | | | **9** | | 0.5214 | | 0.6021 | | 0.6851 | | 0.7348 | | 0.8470 | | | **10** | | 0.4973 | | 0.5760 | | 0.6581 | | 0.7079 | | 0.8233 | | | **11** | | 0.4762 | | 0.5529 | | 0.6339 | | 0.6835 | | 0.8010 | | | **12** | | 0.4575 | | 0.5324 | | 0.6120 | | 0.6614 | | 0.7800 | | | **13** | | 0.4409 | | 0.5140 | | 0.5923 | | 0.6411 | | 0.7604 | | | **14** | | 0.4259 | | 0.4973 | | 0.5742 | | 0.6226 | | 0.7419 | | | **15** | | 0.4124 | | 0.4821 | | 0.5577 | | 0.6055 | | 0.7247 | | | **16** | | 0.4000 | | 0.4683 | | 0.5425 | | 0.5897 | | 0.7084 | | | **17** | | 0.3887 | | 0.4555 | | 0.5285 | | 0.5751 | | 0.6932 | | | **18** | | 0.3783 | | 0.4438 | | 0.5155 | | 0.5614 | | 0.6788 | | | **19** | | 0.3687 | | 0.4329 | | 0.5034 | | 0.5487 | | 0.6652 | | | **20** | | 0.3598 | | 0.4227 | | 0.4921 | | 0.5368 | | 0.6524 | | | **21** | | 0.3515 | | 0.4132 | | 0.4815 | | 0.5256 | | 0.6402 | | | **22** | | 0.3438 | | 0.4044 | | 0.4716 | | 0.5151 | | 0.6287 | | | **23** | | 0.3365 | | 0.3961 | | 0.4622 | | 0.5052 | | 0.6178 | | | **24** | | 0.3297 | | 0.3882 | | 0.4534 | | 0.4958 | | 0.6074 | | | **25** | | 0.3233 | | 0.3809 | | 0.4451 | | 0.4869 | | 0.5974 | | | **26** | | 0.3172 | | 0.3739 | | 0.4372 | | 0.4785 | | 0.5880 | | | **27** | | 0.3115 | | 0.3673 | | 0.4297 | | 0.4705 | | 0.5790 | | | **28** | | 0.3061 | | 0.3610 | | 0.4226 | | 0.4629 | | 0.5703 | | | **29** | | 0.3009 | | 0.3550 | | 0.4158 | | 0.4556 | | 0.5620 | | | **30** | | 0.2960 | | 0.3494 | | 0.4093 | | 0.4487 | | 0.5541 | | | **31** | | 0.2913 | | 0.3440 | | 0.4032 | | 0.4421 | | 0.5465 | | | **32** | | 0.2869 | | 0.3388 | | 0.3972 | | 0.4357 | | 0.5392 | | | **33** | | 0.2826 | | 0.3338 | | 0.3916 | | 0.4296 | | 0.5322 | | | **34** | | 0.2785 | | 0.3291 | | 0.3862 | | 0.4238 | | 0.5254 | | | **35** | | 0.2746 | | 0.3246 | | 0.3810 | | 0.4182 | | 0.5189 | | | **36** | | 0.2709 | | 0.3202 | | 0.3760 | | 0.4128 | | 0.5126 | | | **37** | | 0.2673 | | 0.3160 | | 0.3712 | | 0.4076 | | 0.5066 | | | **38** | | 0.2638 | | 0.3120 | | 0.3665 | | 0.4026 | | 0.5007 | | | **39** | | 0.2605 | | 0.3081 | | 0.3621 | | 0.3978 | | 0.4950 | | | **40** | | 0.2573 | | 0.3044 | | 0.3578 | | 0.3932 | | 0.4896 | | | **41** | | 0.2542 | | 0.3008 | | 0.3536 | | 0.3887 | | 0.4843 | | | **42** | | 0.2512 | | 0.2973 | | 0.3496 | | 0.3843 | | 0.4791 | | | **43** | | 0.2483 | | 0.2940 | | 0.3457 | | 0.3801 | | 0.4742 | | | **44** | | 0.2455 | | 0.2907 | | 0.3420 | | 0.3761 | | 0.4694 | | | **45** | | 0.2429 | | 0.2876 | | 0.3384 | | 0.3721 | | 0.4647 | | | **46** | | 0.2403 | | 0.2845 | | 0.3348 | | 0.3683 | | 0.4601 | | | **47** | | 0.2377 | | 0.2816 | | 0.3314 | | 0.3646 | | 0.4557 | | | **48** | | 0.2353 | | 0.2787 | | 0.3281 | | 0.3610 | | 0.4514 | | | **49** | | 0.2329 | | 0.2759 | | 0.3249 | | 0.3575 | | 0.4473 | | | **50** | | 0.2306 | | 0.2732 | | 0.3218 | | 0.3542 | | 0.4432 | | | **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 | | |
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