

Lampiran 1

JADWAL PENELITIAN

Kegiatan penelitian ini direncanakan berlangsung selama enam bulan dengan alokasi waktu seperti tercantum dalam tabel di bawah ini :

No	Tahap dan Kegiatan Penelitian	Tahun 2018 Waktu (Bulan)					
		8	9	10	11	12	1
1.	Persiapan penyusunan proposal penelitian	xx					
2.	Bimbingan penyusunan proposal penelitian		xx	xx			
3.	Seminar Proposal penelitian				xx		
4.	Pengumpulan data primer dan sekunder					xx	
5.	Pengolahan dan analisis data					xx	
6.	Penyusunan laporan hasil penelitian						xx
7.	Ujian skripsi						xx

Lampiran 2

KUESIONER

Pengaruh Harga, Kualitas Pelayanan, dan Nilai Pelanggan terhadap Kepuasan Pelanggan dalam Membentuk Loyalitas Pelanggan pada PT. Langgan Motor Manyar-Gresik

Kepada Yth.
Bapak/Ibu
Pelanggan PT. Langgan Motor Manyar-Gresik

Dengan Hormat,

Saya Diah Dewi Pahalawati mahasiswa Universitas Muhammadiyah Gresik Program Studi Manajemen S1 sedang mengerjakan tugas akhir mengenai **“Pengaruh Harga, Kualitas Pelayanan, dan Nilai Pelanggan terhadap Kepuasan Pelanggan dalam Membentuk Loyalitas Pelanggan pada PT. Langgan Motor Manyar-Gresik”**. Oleh karena itu, saya mengharapkan informasi dari Bapak/Ibu dengan mengisi kuesioner ini menurut Bapak/Ibu yang sebenarnya sesuai dengan pertanyaan-pertanyaan yang disampaikan pada kuesioner ini.

Mengisi kuesioner dengan sebenarnya akan sangat membantu saya dalam hal kegiatan tugas akhir ini. Angket ini semata-mata hanya untuk kepentingan skripsi, jawaban dan identitas Bapak/Ibu dijamin kerahasiaannya.

Atas kesediaannya Bapak/Ibu mengisi kuesioner ini, saya ucapkan

Terima Kasih.

I. Identitas Responden

Nama :
Jenis Kelamin : L / P (lingkari)
Pekerjaan :
Keperluan : Perbaikan Kendaraan / Jasa Perawatan Kendaraan
/ Konsultasi (lingkari)

II. Petunjuk Pengisian

Bapak/Ibu kami persilahkan untuk memberikan jawaban dengan memberi tanda check (√) pada salah satu kolom jawaban yang sesuai dengan pendapat Bapak/Ibu/Saudara/i.

Pernyataan di bawah ini dengan kode:

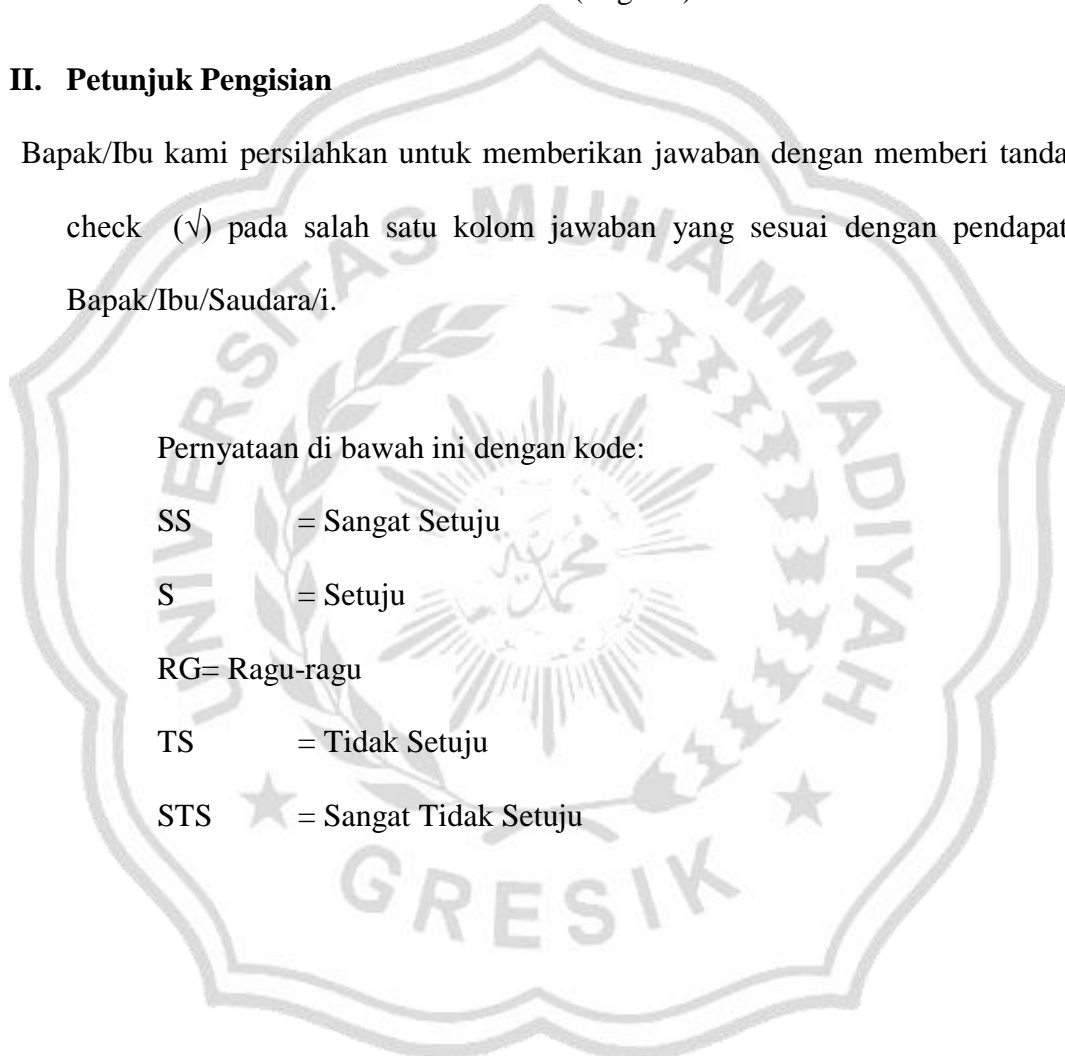
SS = Sangat Setuju

S = Setuju

RG= Ragu-ragu

TS = Tidak Setuju

STS ★ = Sangat Tidak Setuju



III. Pertanyaan Penelitian

1. Harga

No.	Pernyataan	SS	S	RG	TS	STS
1.	Harga jasa di Bengkel PT. Langgan Motor terjangkau					
2.	Harga jasa di Bengkel PT. Langgan Motor sesuai dengan kualitas pelayanannya					
3.	Harga jasa di Bengkel PT. Langgan Motor sangat kompetitif daripada tempat lain					

2. Kualitas Pelayanan

No.	Pernyataan	SS	S	RG	TS	STS
1.	Bengkel PT. Langgan Motor memiliki karyawan yang ramah dalam pelayanan					
2.	Bengkel PT. Langgan Motor cepat dalam melayani pelanggan					
3.	Bengkel PT. Langgan Motor memiliki karyawan yang terlatih					

3. Nilai Pelanggan

No.	Pernyataan	SS	S	RG	TS	STS
1.	Servis kendaraan di Bengkel PT. Langgan Motor lebih menguntungkan					
2.	Harga yang diberikan sesuai dengan manfaat yang diperoleh					

4. Kepuasan Pelanggan

No.	Pernyataan	SS	S	RG	TS	STS
1.	Bengkel PT. Langgan Motor telah memenuhi kebutuhan Saya					
2.	Bengkel PT. Langgan Motor memperhatikan pengaduan Saya					
3.	Bengkel PT. Langgan Motor memberi Saya rasa nyaman dalam bertransaksi					

5. Loyalitas Pelanggan

No.	Pernyataan	SS	S	RG	TS	STS
1.	Pelayanan pada Bengkel PT. Langgan Motor membuat Saya percaya untuk menggunakan jasanya kembali					
2.	Kepuasan yang dirasakan membuat Saya merekomendasikan Bengkel PT. Langgan Motor kepada pihak lain					
3.	Menjadikan Bengkel PT. Langgan Motor sebagai rujukan pertama Saya dalam servis mobil					

LAMPIRAN 3
DATA RESPONDEN

No	Nama Responden	Jenis Kelamin	Pekerjaan	Keperluan Membeli	Harga (X1)				Kualitas Pelanggan (X2)				Nilai Pelanggan (X3)			Loyalitas Pelanggan (Y)				Persepsi Nilai (Z)			
					X1.1	X1.2	X1.3	Σ	X2.1	X2.2	X2.3	Σ	X3.1	X3.2	Σ	Y1.1	Y1.2	Y1.3	Σ	Z1.1	Z1.2	Z1.3	Σ
1	BAGUS	L	Karyawan	Perbaikan	5	5	4	14	4	4	4	12	4	4	8	4	5	4	13	4	4	4	12
2	MAS'UD	L	Karyawan	Jasa Perawatan	5	5	5	15	5	5	5	15	5	5	10	5	5	5	15	5	5	5	15
3	TOTOK SISWANTO	L	Karyawan	Perbaikan	4	4	4	12	4	4	4	12	4	5	9	5	5	5	15	4	4	4	12
4	YUDI	L	Karyawan	Perbaikan	4	4	4	12	4	5	4	13	4	4	8	4	5	4	13	4	5	4	13
5	HARTONO	L	Karyawan	Perbaikan	4	4	4	12	5	4	4	13	5	4	9	4	4	5	13	4	5	4	13
6	MAT ALIM	L	Wiraswasta	Perbaikan	5	5	5	15	5	4	5	14	5	5	10	5	5	5	15	5	5	4	14
7	INDRA	L	Karyawan	Perbaikan	5	5	4	14	5	5	5	15	5	5	10	5	5	5	15	5	5	5	15
8	EKO	L	Wiraswasta	Perbaikan	4	3	4	11	3	4	3	10	5	4	9	5	5	5	15	5	2	4	11
9	HERI	L	Wiraswasta	Perbaikan	4	4	4	12	3	4	4	11	4	4	8	5	5	4	14	4	5	4	13
10	PURWANTO	L	Karyawan	Perbaikan	5	5	5	15	4	5	4	13	5	5	10	5	5	5	15	5	5	5	15
11	H. SUWAJI	L	Karyawan	Perbaikan	4	4	4	12	5	4	4	13	4	5	9	4	5	4	13	5	4	4	13
12	DEDI	L	Wiraswasta	Jasa Perawatan	5	4	3	12	4	4	4	12	4	4	8	4	4	4	12	4	5	4	13
13	ARIF	L	Karyawan	Jasa Perawatan	4	4	4	12	4	5	5	14	5	5	10	4	4	4	12	4	5	5	14
14	ABDUL MUNIR	L	Karyawan	Jasa Perawatan	4	3	4	11	5	4	4	13	5	4	9	5	3	4	12	5	3	4	12
15	H. KASMUJI	L	Karyawan	Jasa Perawatan	5	5	5	15	4	5	3	12	5	4	9	4	5	4	13	5	5	5	15
16	YOYON	L	Karyawan	Jasa Perawatan	5	5	5	15	4	5	3	12	5	4	9	4	5	5	14	5	5	5	15
17	BU RATNA	P	Karyawan	Jasa Perawatan	5	4	5	14	5	5	5	15	5	4	9	4	5	4	13	5	5	5	15
18	ARIYO	L	Wiraswasta	Jasa Perawatan	5	5	5	15	5	5	3	13	5	5	10	4	5	4	13	4	5	5	14
19	TEDDY MULYADI	L	Karyawan	Jasa Perawatan	5	4	5	14	4	5	4	13	5	4	9	5	5	5	15	5	5	5	15
20	RAHMAT	L	Karyawan	Jasa Perawatan	5	5	5	15	4	5	3	12	5	5	10	4	5	4	13	5	5	5	15
21	DIAN SUDIANTO	L	Karyawan	Jasa Perawatan	5	5	5	15	5	5	5	15	5	4	9	5	5	4	14	5	4	5	14
22	IRFAN	L	Karyawan	Jasa Perawatan	5	4	5	14	5	5	3	13	5	4	9	5	5	4	14	5	5	5	15
23	EKO BUDI	L	Sopir	Perbaikan	5	5	5	15	4	5	3	12	5	4	9	4	5	5	14	5	5	5	15
24	DARWIS	L	Wiraswasta	Perbaikan	5	5	5	15	5	5	4	14	4	5	9	5	5	5	15	5	5	5	15
25	RUBIYANTO	L	Karyawan	Jasa Perawatan	4	4	4	12	4	5	4	13	4	4	8	4	4	4	12	4	5	4	13
26	SUHARTO	P	Karyawan	Jasa Perawatan	4	5	4	13	4	4	4	12	5	4	9	5	5	4	14	5	4	4	13
27	HARTAJI	L	Karyawan	Perbaikan	5	5	5	15	5	5	5	15	5	5	10	5	5	5	15	5	5	5	15
28	LINGGA	L	Karyawan	Jasa Perawatan	5	5	5	15	4	5	4	13	4	5	9	5	5	5	15	4	4	4	12
29	ANDI	L	Karyawan	Jasa Perawatan	5	5	5	15	5	5	3	13	5	5	10	4	5	5	14	4	4	4	12
30	ABDUL LATIF	L	Wiraswasta	Perbaikan	5	5	5	15	5	5	3	13	5	5	10	4	5	5	14	4	4	4	12
31	MAUDUDI	L	Wiraswasta	Jasa Perawatan	5	5	5	15	3	5	5	13	5	5	10	5	5	5	15	4	5	5	14
32	ROFIK	L	Karyawan	Perbaikan	5	4	4	13	4	5	4	13	4	5	9	5	4	4	13	5	5	4	14
33	INDARTO	L	Wiraswasta	Perbaikan	5	5	5	15	4	5	3	12	5	5	10	5	5	4	14	5	4	5	14
34	SAMSUL ANAM	L	Karyawan	Perbaikan	4	4	5	13	5	4	4	13	4	4	8	4	4	4	12	4	5	3	12
35	MINTO HADI	L	Karyawan	Perbaikan	5	5	5	15	5	5	3	13	5	5	10	5	5	5	15	5	4	4	13
36	AGUS SUSANTO	L	Sopir	Perbaikan	5	5	5	15	5	5	3	13	4	5	9	5	5	5	15	5	5	4	14
37	SUJATMIKO	L	Karyawan	Perbaikan	4	3	4	11	5	4	4	13	4	4	8	5	5	4	14	4	5	4	13
38	SUWARNO	L	Karyawan	Perbaikan	5	5	5	15	4	5	5	14	4	5	9	5	5	5	15	5	4	5	14
39	NINIK ANDRIANI	P	Wiraswasta	Perbaikan	4	5	4	13	4	4	5	13	5	4	9	5	5	4	14	4	4	5	13
40	MUKTI	L	Wiraswasta	Perbaikan	2	4	3	9	3	4	4	11	5	5	10	5	4	4	13	5	4	5	14
41	IMAM	L	Karyawan	Perbaikan	5	5	5	15	5	5	4	14	5	5	10	5	4	5	14	5	5	4	14
42	KASUWI	L	Wiraswasta	Jasa Perawatan	5	5	5	15	5	5	5	15	5	4	9	5	5	5	15	4	4	5	13
43	SISWAHANDOKO	L	Karyawan	Jasa Perawatan	4	4	3	11	4	3	3	10	4	5	9	4	5	4	13	5	4	4	13
44	H. RIFAI	L	Karyawan	Perbaikan	4	5	5	14	3	5	4	12	4	5	9	5	3	5	13	5	5	4	14
45	H. SUYITNO	L	Karyawan	Jasa Perawatan	5	5	5	15	4	5	3	12	5	4	9	4	5	4	13	4	5	4	13
46	JOSHUA	L	Karyawan	Perbaikan	4	5	5	14	5	4	3	12	5	4	9	4	5	4	13	5	5	4	14
47	SUJIRAN	L	Karyawan	Jasa Perawatan	5	5	5	15	4	4	4	12	4	5	9	4	4	4	12	4	4	4	12
48	DAVI	L	Karyawan	Perbaikan	4	5	4	13	5	5	4	14	5	4	9	4	4	4	12	4	3	4	11
49	ARIFIN	L	Karyawan	Jasa Perawatan	5	4	4	13	4	4	4	12	5	5	10	5	5	5	15	5	4	5	14
50	TAUFIK	L	Karyawan	Jasa Perawatan	4	5	4	13	3	5	4	12	5	4	9	5	4	4	13	4	4	4	12
51	NOFARIDA	P	Wiraswasta	Jasa Perawatan	5	4	4	13	4	4	5	13	4	5	9	4	5	4	13	5	5	4	14
52	ZULKARNAIN	L	Wiraswasta	Jasa Perawatan	5	4	5	14	5	5	4	14	5	4	9	5	5	4	14	5	5	5	15
53	EDY	L	Wiraswasta	Jasa Perawatan	5	4	5	14	4	5	4	13	5	4	9	5	4	4	13	4	5	4	13
54	YULI	L	Wiraswasta	Jasa Perawatan	4	4	4	12	5	4	5	14	4	4	8	4	5	5	14	5	5	5	15
55	DIDIK	L	Karyawan	Jasa Perawatan	5	5	5	15	4	5	4	13	4	5	9	5	4	4	13	4	4	5	13
56	SAIFUDIN	L	Karyawan	Jasa Perawatan	4	5	4	13	5	5	4	14	5	5	10	4	5	5	14	4	5	5	14
57	ISMADI	L	Sopir	Jasa Perawatan	4	4	4	12	4	4	4	12	4	5	9	4	4	4	12	4	4	4	12
58	GOLIB	L	Karyawan	Jasa Perawatan	5	5	5	15	4	4	4	12	5	5	10	5	5	5	15	5	5	5	15
59	YUNIANTI	P	Karyawan	Jasa Perawatan	5	5	4	14	5	5	5	15	4	5	9	5	5	4	14	5	5	4	14
60	JUNAIDI ISKANDAR	L	Wiraswasta	Jasa Perawatan	5	4	4	13	5	5	4	14	4	5	9	5	5	5	15	4	3	4	11
61	DARIANTO	L	Karyawan	Perbaikan	5	5	4	14	4	5	4	13	4	4	8	4	4	4	12	3	4	4	11
62	SUEB	L	Karyawan	Perbaikan	5	4	5	14	4	5	5	14	4	5	9	4	5	5	14	5	5	5	15
63	YANUAR	L	Karyawan	Jasa Perawatan	5	5	4	14	5	3	5	13	4	5	9	5	4	4	13	4	4	4	12
64	SUNARDI	L	Wiraswasta	Perbaikan	5	4	4	13	4	3	4	11	4	4	8	5	5	5	15	5	5	5	15
65	KAUSAERI	L	Wiraswasta	Jasa Perawatan	5	4	4	13	5	4	4	13	5	4	9	4	4	4	12	5	5	4	14
66	HARRY	L	Karyawan	Jasa Perawatan	5	5	5	15	5	4	5	14	5	5	10	5	4	4	13	4	3	4	11
67	MUKHLIS	L	Wiraswasta	Perbaikan	5	4	4	13	4	5	5	14	5	4	9	5	5	5	15	5	5	5	15
68	DODIK PRYAMBADA	L	Wiraswasta	Perbaikan	5	5	4	14	4	5	5	14	5	5	10	5	4	5	14	5	4	5	14

69	ROSINTA	P	Karyawan	Jasa Perawatan	4	5	5	14	4	5	4	13	4	5	9	4	4	4	12	5	5	5	15
70	SULIYONO	L	Karyawan	Perbaikan	4	4	5	13	5	4	4	13	5	5	10	5	5	5	15	4	5	5	14
71	AS'ARI	L	Sopir	Jasa Perawatan	5	4	4	13	5	4	4	13	5	5	10	5	5	4	14	5	5	5	15
72	MUH ALI	L	Karyawan	Jasa Perawatan	5	5	5	15	5	5	5	15	4	5	9	5	5	5	15	5	5	4	14
73	SULE	L	Karyawan	Jasa Perawatan	4	5	5	14	4	5	4	13	5	5	10	5	4	5	14	5	5	5	15
74	SUBIANTO	L	Wiraswasta	Jasa Perawatan	5	5	4	14	4	5	4	13	5	5	10	5	5	4	14	5	4	4	13
75	AFANDI	L	Wiraswasta	Jasa Perawatan	5	5	5	15	4	5	5	14	4	5	9	5	5	4	14	4	5	5	14
76	MAYA	P	Karyawan	Jasa Perawatan	4	5	4	13	4	4	4	12	5	5	10	4	4	5	13	5	5	5	15
77	MURSID	L	Wiraswasta	Jasa Perawatan	4	5	4	13	4	5	4	13	4	4	8	3	5	5	13	4	5	4	13
78	MUH MUNIF	L	Karyawan	Jasa Perawatan	5	5	5	15	3	5	4	12	4	5	9	4	4	4	12	5	5	5	15
79	ARIK	L	Wiraswasta	Jasa Perawatan	4	4	4	12	3	3	3	9	4	5	9	5	4	3	12	5	4	4	13
80	RIDHO	L	Karyawan	Jasa Perawatan	5	5	4	14	4	5	3	12	4	4	8	4	4	3	11	4	5	4	13
81	SABARI	L	Karyawan	Jasa Perawatan	4	5	5	14	3	4	4	11	5	5	10	5	5	3	13	4	5	4	13
82	SUGENG	L	Karyawan	Jasa Perawatan	4	4	4	12	4	4	3	11	4	4	8	4	5	4	13	4	4	4	12
83	RANTAW	L	Karyawan	Jasa Perawatan	4	5	5	14	3	4	4	11	5	5	10	4	5	4	13	4	5	5	14
84	ONY	P	Wiraswasta	Jasa Perawatan	5	4	4	13	3	4	3	10	4	5	9	5	4	3	12	4	5	4	13
85	GAGAT	L	Wiraswasta	Jasa Perawatan	5	5	5	15	4	5	4	13	5	4	9	5	5	4	14	3	4	5	12
86	IOKO	L	Karyawan	Jasa Perawatan	5	5	4	14	4	4	4	12	5	5	10	5	5	5	15	4	5	4	13
87	LUKMAN	L	Karyawan	Jasa Perawatan	5	5	4	14	4	5	5	14	5	4	9	5	4	4	13	4	5	5	14
88	MASTURO	L	Wiraswasta	Jasa Perawatan	5	5	4	14	5	4	5	14	5	5	10	4	4	4	12	4	5	5	14
89	WILARSO	L	Karyawan	Jasa Perawatan	5	5	5	15	4	5	4	13	5	4	9	4	4	4	12	4	5	4	13
90	ROMI	L	Karyawan	Jasa Perawatan	5	4	4	13	4	4	3	11	5	4	9	4	5	4	13	5	5	4	14
91	ROFIQ	L	Wiraswasta	Perbaikan	5	5	4	14	5	4	4	13	4	4	8	4	4	4	12	5	5	5	15
92	HASBI	L	Wiraswasta	Perbaikan	4	5	5	14	5	5	4	14	4	5	9	5	4	4	13	4	4	3	11
93	UDIN	L	Karyawan	Jasa Perawatan	4	4	4	12	4	5	2	11	5	5	10	5	5	5	15	4	5	5	14
94	HIDAYAT	L	Karyawan	Perbaikan	5	5	5	15	4	4	4	12	4	4	8	4	4	4	12	5	5	4	14
95	MALIK	L	Karyawan	Jasa Perawatan	4	4	4	12	5	4	5	14	5	5	10	5	5	4	14	5	4	5	14
96	KHAMIR	L	Karyawan	Jasa Perawatan	4	5	4	13	4	5	5	14	4	4	8	4	5	4	13	4	4	5	13
97	BOY CAHYO	L	Karyawan	Jasa Perawatan	3	4	4	11	5	4	4	13	4	4	8	5	4	4	13	5	5	3	13
98	MAHENDRA	L	Wiraswasta	Jasa Perawatan	5	5	5	15	5	4	5	14	5	5	10	4	5	4	13	4	4	4	12
99	SUKHOIRI	L	Wiraswasta	Jasa Perawatan	4	5	5	14	4	4	4	12	4	3	7	4	4	3	11	5	4	4	13
100	WIDIO	L	Wiraswasta	Jasa Perawatan	3	5	4	12	4	5	4	13	4	5	9	5	4	4	13	5	4	4	13

Lampiran 4

DATA STATISTIK (SPSS)

1. UJI VALIDITAS

Correlations

		X1.1	X1.2	X1.3	HRG
X1.1	Pearson Correlation	1	.304(**)	.409(**)	.753(**)
	Sig. (2-tailed)		.002	.000	.000
	N	100	100	100	100
X1.2	Pearson Correlation	.304(**)	1	.454(**)	.753(**)
	Sig. (2-tailed)	.002		.000	.000
	N	100	100	100	100
X1.3	Pearson Correlation	.409(**)	.454(**)	1	.803(**)
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
HRG	Pearson Correlation	.753(**)	.753(**)	.803(**)	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Correlations

		X2.1	X2.2	X2.3	KUA.P
X2.1	Pearson Correlation	1	.058	.194	.672(**)
	Sig. (2-tailed)		.567	.053	.000
	N	100	100	100	100
X2.2	Pearson Correlation	.058	1	.022	.514(**)
	Sig. (2-tailed)	.567		.830	.000
	N	100	100	100	100
X2.3	Pearson Correlation	.194	.022	1	.692(**)
	Sig. (2-tailed)	.053	.830		.000
	N	100	100	100	100
KUA.P	Pearson Correlation	.672(**)	.514(**)	.692(**)	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Correlations

		X3.1	X3.2	NP
X3.1	Pearson Correlation	1	.003	.693(**)
	Sig. (2-tailed)		.975	.000
	N	100	100	100
X3.2	Pearson Correlation	.003	1	.723(**)
	Sig. (2-tailed)	.975		.000
	N	100	100	100
NP	Pearson Correlation	.693(**)	.723(**)	1
	Sig. (2-tailed)	.000	.000	
	N	100	100	100

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

Correlations

		Y4.1	Y4.2	Y4.3	LP
Y4.1	Pearson Correlation	1	.068	.189	.599(**)
	Sig. (2-tailed)		.504	.060	.000
	N	100	100	100	100
Y4.2	Pearson Correlation	.068	1	.330(**)	.681(**)
	Sig. (2-tailed)	.504		.001	.000
	N	100	100	100	100
Y4.3	Pearson Correlation	.189	.330(**)	1	.762(**)
	Sig. (2-tailed)	.060	.001		.000
	N	100	100	100	100
LP	Pearson Correlation	.599(**)	.681(**)	.762(**)	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Correlations

		Z1.1	Z1.2	Z1.3	KEP.P
Z1.1	Pearson Correlation	1	.146	.223(*)	.643(**)
	Sig. (2-tailed)		.148	.025	.000
	N	100	100	100	100
Z1.2	Pearson Correlation	.146	1	.231(*)	.707(**)
	Sig. (2-tailed)	.148		.021	.000
	N	100	100	100	100
Z1.3	Pearson Correlation	.223(*)	.231(*)	1	.697(**)
	Sig. (2-tailed)	.025	.021		.000
	N	100	100	100	100

KEP.P	Pearson Correlation	.643(**)	.707(**)	.697(**)	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

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

2. UJI RELIABILITAS

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded(a)	0	.0
	Total	100	100.0

a Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.812	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	22.6800	4.866	.626	.783
X1.2	22.6700	4.971	.636	.785
X1.3	22.8000	4.808	.703	.763
HRG	13.6300	1.710	1.000	.655

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded(a)	0	.0
	Total	100	100.0

a Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.720	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	21.4200	4.286	.480	.682
X2.2	21.1700	4.890	.309	.754
X2.3	21.6600	4.105	.487	.674
KUA.P	12.8500	1.503	1.000	.240

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded(a)	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.751	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X3.1	13.6900	1.327	.435	.813
X3.2	13.7000	1.263	.464	.787
NP	9.1300	.518	1.000	.006

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded(a)	0	.0
	Total	100	100.0

a Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.762	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y4.1	22.4400	3.784	.414	.776
Y4.2	22.3900	3.574	.516	.738
Y4.3	22.6700	3.294	.615	.693
LP	13.5000	1.222	1.000	.427

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded(a)	0	.0
	Total	100	100.0

a Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.761	4

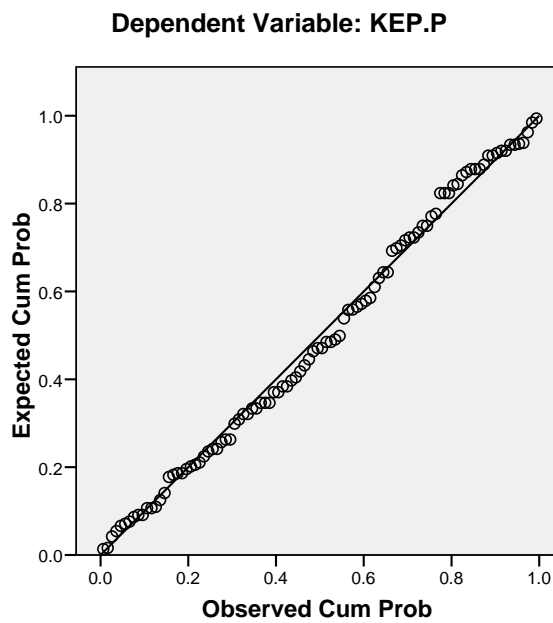
Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Z1.1	22.5000	4.192	.474	.755
Z1.2	22.4600	3.847	.530	.726

Z1.3	22.5900	4.022	.541	.729
KEP.P	13.5100	1.384	1.000	.426

3. UJI NORMALITAS

Normal P-P Plot of Regression Standardized Residual



4. UJI MULTIKOLINEARITAS

Variables Entered/Removed(b)

Model	Variables Entered	Variables Removed	Method
1	NP, KUA.P, HRG(a)	.	Enter

a All requested variables entered.

b Dependent Variable: KEP.P

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.459(a)	.211	.186	.99734

a Predictors: (Constant), NP, KUA.P, HRG

ANOVA(b)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	25.509	3	8.503	8.549	.000(a)
	Residual	95.491	96	.995		
	Total	121.000	99			

a Predictors: (Constant), NP, KUA.P, HRG
 b Dependent Variable: KEP.P

Coefficients(a)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	5.614	1.616		3.474	.001		
	HRG	.035	.084	.041	.414	.680	.831	1.203
	KUA.P	.169	.087	.187	1.933	.056	.875	1.143
	NP	.574	.145	.374	3.966	.000	.926	1.080

a Dependent Variable: KEP.P

Coefficient Correlations(a)

Model			NP	KUA.P	HRG
1	Correlations	NP	1.000	-.061	-.231
		KUA.P	-.061	1.000	-.325
		HRG	-.231	-.325	1.000
	Covariances	NP	.021	-.001	-.003
		KUA.P	-.001	.008	-.002
		HRG	-.003	-.002	.007

a Dependent Variable: LP

Collinearity Diagnostics(a)

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions			
				(Constant)	HRG	KUA.P	NP
1	1	3.985	1.000	.00	.00	.00	.00
	2	.007	24.545	.02	.01	.66	.34
	3	.006	26.520	.03	.98	.20	.08
	4	.003	38.532	.95	.01	.14	.58

a Dependent Variable: KEP.P

5. UJI AUTOKORELASI

Variables Entered/Removed(b)

Model	Variables Entered	Variables Removed	Method
1	NP, KUA.P, HRG(a)	.	Enter

a All requested variables entered.

b Dependent Variable: KEP.P

Model Summary(b)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.459(a)	.211	.186	.99734	1.741

a Predictors: (Constant), NP, KUA.P, HRG

b Dependent Variable: KEP.P

ANOVA(b)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	25.509	3	8.503	8.549	.000(a)
	Residual	95.491	96	.995		
	Total	121.000	99			

a Predictors: (Constant), NP, KUA.P, HRG

b Dependent Variable: KEP.P

Coefficients(a)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta	B	Std. Error
1	(Constant)	5.614	1.616		3.474	.001
	HRG	.035	.084	.041	.414	.680
	KUA.P	.169	.087	.187	1.933	.056
	NP	.574	.145	.374	3.966	.000

a Dependent Variable: KEP.P

Residuals Statistics(a)

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	12.1467	14.4103	13.5000	.50761	100
Residual	-2.20654	2.48311	.00000	.98212	100
Std. Predicted Value	-2.666	1.793	.000	1.000	100
Std. Residual	-2.212	2.490	.000	.985	100

a Dependent Variable: KEP.P

6. UJI HETEROKEDASTISITAS

Variables Entered/Removed(b)

Model	Variables Entered	Variables Removed	Method
1	NP, KUA.P, HRG(a)	.	Enter

a All requested variables entered.

b Dependent Variable: KEP.P

Model Summary(b)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.459(a)	.211	.186	.99734

a Predictors: (Constant), NP, KUA.P, HRG

b Dependent Variable: KEP.P

ANOVA(b)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	25.509	3	8.503	8.549	.000(a)
	Residual	95.491	96	.995		
	Total	121.000	99			

a Predictors: (Constant), NP, KUA.P, HRG

b Dependent Variable: KEP.P

Coefficients(a)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta	Tolerance	VIF	B	Std. Error
1	(Constant)	5.614	1.616		3.474	.001		
	HRG	.035	.084	.041	.414	.680	.831	1.203
	KUA.P	.169	.087	.187	1.933	.056	.875	1.143
	NP	.574	.145	.374	3.966	.000	.926	1.080

a Dependent Variable: KEP.P

Coefficient Correlations(a)

Model			NP	KUA.P	HRG
1	Correlations	NP	1.000	-.061	-.231
		KUA.P	-.061	1.000	-.325
		HRG	-.231	-.325	1.000
1	Covariances	NP	.021	-.001	-.003

	KUA.P	-0.001	.008	-0.002
	HRG	-0.003	-0.002	.007

a Dependent Variable: KEP.P

Collinearity Diagnostics(a)

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions			
		(Constant)	HRG	KUA.P	NP	(Constant)	HRG
1	1	3.985	1.000	.00	.00	.00	.00
	2	.007	24.545	.02	.01	.66	.34
	3	.006	26.520	.03	.98	.20	.08
	4	.003	38.532	.95	.01	.14	.58

a Dependent Variable: KEP.P

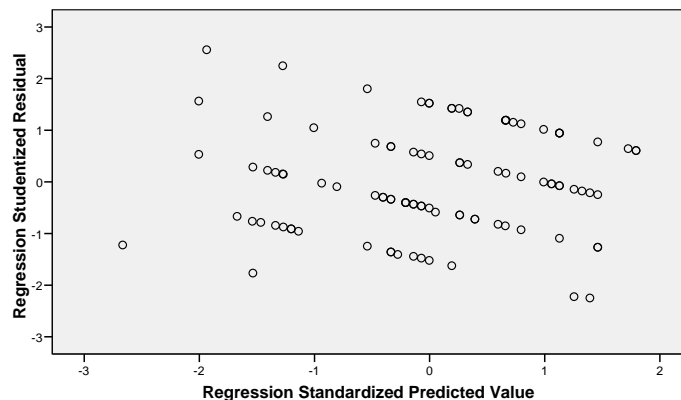
Residuals Statistics(a)

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	12.1467	14.4103	13.5000	.50761	100
Std. Predicted Value	-2.666	1.793	.000	1.000	100
Standard Error of Predicted Value	.107	.433	.192	.054	100
Adjusted Predicted Value	12.2961	14.3786	13.5011	.50984	100
Residual	-2.20654	2.48311	.00000	.98212	100
Std. Residual	-2.212	2.490	.000	.985	100
Stud. Residual	-2.248	2.559	-.001	1.006	100
Deleted Residual	-2.29897	2.62243	-.00112	1.02616	100
Stud. Deleted Residual	-2.298	2.637	.000	1.015	100
Mahal. Distance	.152	17.697	2.970	2.459	100
Cook's Distance	.000	.115	.011	.019	100
Centered Leverage Value	.002	.179	.030	.025	100

a Dependent Variable: KEP.P

Scatterplot

Dependent Variable: KEP.P



7. ANALISIS JALUR SATU

Variables Entered/Removed(b)

Model	Variables Entered	Variables Removed	Method
1	NP, KUA.P, HRG(a)	.	Enter

a All requested variables entered.

b Dependent Variable: KEP.P

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.292(a)	.085	.057	1.14261

a Predictors: (Constant), NP, KUA.P, HRG

ANOVA(b)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	11.657	3	3.886	2.976	.035(a)
	Residual	125.333	96	1.306		
	Total	136.990	99			

a Predictors: (Constant), NP, KUA.P, HRG

b Dependent Variable: KEP.P

Coefficients(a)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta	B	Std. Error
1	(Constant)	8.073	1.852		4.360	.000
	HRG	.124	.096	.138	1.291	.200
	KUA.P	.080	.100	.083	.799	.426
	NP	.297	.166	.182	1.792	.076

a Dependent Variable: KEP.P

8. ANALISIS JALUR DUA

Variables Entered/Removed(b)

Model	Variables Entered	Variables Removed	Method
1	KEP.P, KUA.P, NP, HRG(a)	.	Enter

a All requested variables entered.

b Dependent Variable: LP

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.480(a)	.231	.198	.98980

a Predictors: (Constant), KEP.P, KUA.P, NP, HRG

ANOVA(b)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	27.928	4	6.982	7.127	.000(a)
	Residual	93.072	95	.980		
	Total	121.000	99			

a Predictors: (Constant), KEP.P, KUA.P, NP, HRG

b Dependent Variable: LP

Coefficients(a)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta	B	Std. Error
1	(Constant)	4.493	1.756		2.559	.012
	HRG	.018	.084	.021	.208	.836
	KUA.P	.158	.087	.175	1.813	.073
	NP	.533	.146	.347	3.648	.000
	KEP.P	.139	.088	.148	1.571	.119

a Dependent Variable: LP

9. UJI HIPOTESIS

Variables Entered/Removed(b)

Model	Variables Entered	Variables Removed	Method
1	NP, KUA.P, HRG(a)	.	Enter

a All requested variables entered.

b Dependent Variable: LP

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.459(a)	.211	.186	.99734

a Predictors: (Constant), NP, KUA.P, HRG

ANOVA(b)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	25.509	3	8.503	8.549	.000(a)
	Residual	95.491	96	.995		
	Total	121.000	99			

a Predictors: (Constant), NP, KUA.P, HRG

b Dependent Variable: LP

Coefficients(a)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta	B	Std. Error
1	(Constant)	5.614	1.616		3.474	.001
	HRG	.035	.084	.041	.414	.680
	KUA.P	.169	.087	.187	1.933	.056
	NP	.574	.145	.374	3.966	.000

a Dependent Variable: LP

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TABEL r

DF = n-2	0,1	0,05	0,02	0,01	0,001
	r 0,005	r 0,05	r 0,025	r 0,01	r 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

DF = n-2	0,1	0,05	0,02	0,01	0,001
	r 0,005	r 0,05	r 0,025	r 0,01	r 0,001
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
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

DF = n-2	0,1	0,05	0,02	0,01	0,001
	r 0,005	r 0,05	r 0,025	r 0,01	r 0,001
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



Lampiran 6

TABEL t

d.f.	TINGKAT SIGNIFIKANSI							
	dua sisi	20%	10%	5%	2%	1%	0,2%	0,1%
satu sisi	10%	5%	2,5%	1%	0,5%	0,1%	0,05%	
1	3,078	6,314	12,706	31,821	63,657	318,309	636,619	
2	1,886	2,920	4,303	6,965	9,925	22,327	31,599	
3	1,638	2,353	3,182	4,541	5,841	10,215	12,924	
4	1,533	2,132	2,776	3,747	4,604	7,173	8,610	
5	1,476	2,015	2,571	3,365	4,032	5,893	6,869	
6	1,440	1,943	2,447	3,143	3,707	5,208	5,959	
7	1,415	1,895	2,365	2,998	3,499	4,785	5,408	
8	1,397	1,860	2,306	2,896	3,355	4,501	5,041	
9	1,383	1,833	2,262	2,821	3,250	4,297	4,781	
10	1,372	1,812	2,228	2,764	3,169	4,144	4,587	
11	1,363	1,796	2,201	2,718	3,106	4,025	4,437	
12	1,356	1,782	2,179	2,681	3,055	3,930	4,318	
13	1,350	1,771	2,160	2,650	3,012	3,852	4,221	
14	1,345	1,761	2,145	2,624	2,977	3,787	4,140	
15	1,341	1,753	2,131	2,602	2,947	3,733	4,073	
16	1,337	1,746	2,120	2,583	2,921	3,686	4,015	
17	1,333	1,740	2,110	2,567	2,898	3,646	3,965	
18	1,330	1,734	2,101	2,552	2,878	3,610	3,922	
19	1,328	1,729	2,093	2,539	2,861	3,579	3,883	
20	1,325	1,725	2,086	2,528	2,845	3,552	3,850	
21	1,323	1,721	2,080	2,518	2,831	3,527	3,819	
22	1,321	1,717	2,074	2,508	2,819	3,505	3,792	
23	1,319	1,714	2,069	2,500	2,807	3,485	3,768	
24	1,318	1,711	2,064	2,492	2,797	3,467	3,745	
25	1,316	1,708	2,060	2,485	2,787	3,450	3,725	
26	1,315	1,706	2,056	2,479	2,779	3,435	3,707	
27	1,314	1,703	2,052	2,473	2,771	3,421	3,690	
28	1,313	1,701	2,048	2,467	2,763	3,408	3,674	
29	1,311	1,699	2,045	2,462	2,756	3,396	3,659	
30	1,310	1,697	2,042	2,457	2,750	3,385	3,646	
31	1,309	1,696	2,040	2,453	2,744	3,375	3,633	
32	1,309	1,694	2,037	2,449	2,738	3,365	3,622	
33	1,308	1,692	2,035	2,445	2,733	3,356	3,611	
34	1,307	1,691	2,032	2,441	2,728	3,348	3,601	
35	1,306	1,690	2,030	2,438	2,724	3,340	3,591	
36	1,306	1,688	2,028	2,434	2,719	3,333	3,582	
37	1,305	1,687	2,026	2,431	2,715	3,326	3,574	
38	1,304	1,686	2,024	2,429	2,712	3,319	3,566	

d.f.	TINGKAT SIGNIFIKANSI							
	dua sisi	20%	10%	5%	2%	1%	0,2%	0,1%
satu sisi	10%	5%	2,5%	1%	0,5%	0,1%	0,05%	
39	1,304	1,685	2,023	2,426	2,708	3,313	3,558	
40	1,303	1,684	2,021	2,423	2,704	3,307	3,551	
41	1,303	1,683	2,020	2,421	2,701	3,301	3,544	
42	1,302	1,682	2,018	2,418	2,698	3,296	3,538	
43	1,302	1,681	2,017	2,416	2,695	3,291	3,532	
44	1,301	1,680	2,015	2,414	2,692	3,286	3,526	
45	1,301	1,679	2,014	2,412	2,690	3,281	3,520	
46	1,300	1,679	2,013	2,410	2,687	3,277	3,515	
47	1,300	1,678	2,012	2,408	2,685	3,273	3,510	
48	1,299	1,677	2,011	2,407	2,682	3,269	3,505	
49	1,299	1,677	2,010	2,405	2,680	3,265	3,500	
50	1,299	1,676	2,009	2,403	2,678	3,261	3,496	
51	1,298	1,675	2,008	2,402	2,676	3,258	3,492	
52	1,298	1,675	2,007	2,400	2,674	3,255	3,488	
53	1,298	1,674	2,006	2,399	2,672	3,251	3,484	
54	1,297	1,674	2,005	2,397	2,670	3,248	3,480	
55	1,297	1,673	2,004	2,396	2,668	3,245	3,476	
56	1,297	1,673	2,003	2,395	2,667	3,242	3,473	
57	1,297	1,672	2,002	2,394	2,665	3,239	3,470	
58	1,296	1,672	2,002	2,392	2,663	3,237	3,466	
59	1,296	1,671	2,001	2,391	2,662	3,234	3,463	
60	1,296	1,671	2,000	2,390	2,660	3,232	3,460	
61	1,296	1,670	2,000	2,389	2,659	3,229	3,457	
62	1,295	1,670	1,999	2,388	2,657	3,227	3,454	
63	1,295	1,669	1,998	2,387	2,656	3,225	3,452	
64	1,295	1,669	1,998	2,386	2,655	3,223	3,449	
65	1,295	1,669	1,997	2,385	2,654	3,220	3,447	
66	1,295	1,668	1,997	2,384	2,652	3,218	3,444	
67	1,294	1,668	1,996	2,383	2,651	3,216	3,442	
68	1,294	1,668	1,995	2,382	2,650	3,214	3,439	
69	1,294	1,667	1,995	2,382	2,649	3,213	3,437	
70	1,294	1,667	1,994	2,381	2,648	3,211	3,435	
71	1,294	1,667	1,994	2,380	2,647	3,209	3,433	
72	1,293	1,666	1,993	2,379	2,646	3,207	3,431	
73	1,293	1,666	1,993	2,379	2,645	3,206	3,429	
74	1,293	1,666	1,993	2,378	2,644	3,204	3,427	
75	1,293	1,665	1,992	2,377	2,643	3,202	3,425	
76	1,293	1,665	1,992	2,376	2,642	3,201	3,423	
77	1,293	1,665	1,991	2,376	2,641	3,199	3,421	
78	1,292	1,665	1,991	2,375	2,640	3,198	3,420	
79	1,292	1,664	1,990	2,374	2,640	3,197	3,418	

d.f.	TINGKAT SIGNIFIKANSI						
	20%	10%	5%	2%	1%	0,2%	0,1%
dua sisi	20%	10%	5%	2%	1%	0,2%	0,1%
satu sisi	10%	5%	2,5%	1%	0,5%	0,1%	0,05%
80	1,292	1,664	1,990	2,374	2,639	3,195	3,416
81	1,292	1,664	1,990	2,373	2,638	3,194	3,415
82	1,292	1,664	1,989	2,373	2,637	3,193	3,413
83	1,292	1,663	1,989	2,372	2,636	3,191	3,412
84	1,292	1,663	1,989	2,372	2,636	3,190	3,410
85	1,292	1,663	1,988	2,371	2,635	3,189	3,409
86	1,291	1,663	1,988	2,370	2,634	3,188	3,407
87	1,291	1,663	1,988	2,370	2,634	3,187	3,406
88	1,291	1,662	1,987	2,369	2,633	3,185	3,405
89	1,291	1,662	1,987	2,369	2,632	3,184	3,403
90	1,291	1,662	1,987	2,368	2,632	3,183	3,402
91	1,291	1,662	1,986	2,368	2,631	3,182	3,401
92	1,291	1,662	1,986	2,368	2,630	3,181	3,399
93	1,291	1,661	1,986	2,367	2,630	3,180	3,398
94	1,291	1,661	1,986	2,367	2,629	3,179	3,397
95	1,291	1,661	1,985	2,366	2,629	3,178	3,396
96	1,290	1,661	1,985	2,366	2,628	3,177	3,395
97	1,290	1,661	1,985	2,365	2,627	3,176	3,394
98	1,290	1,661	1,984	2,365	2,627	3,175	3,393
99	1,290	1,660	1,984	2,365	2,626	3,175	3,392
100	1,290	1,660	1,984	2,364	2,626	3,174	3,390



Lampiran 7

Tabel Durbin-Watson (DW), $\alpha = 5\%$

n	k=1		k=2		k=3		k=4		k=5	
	dL	dU	dL	dU	dL	dU	dL	dU	dL	dU
6	0.6102	1.4002								
7	0.6996	1.3564	0.4672	1.8964						
8	0.7629	1.3324	0.5591	1.7771	0.3674	2.2866				
9	0.8243	1.3199	0.6291	1.6993	0.4548	2.1282	0.2957	2.5881		
10	0.8791	1.3197	0.6972	1.6413	0.5253	2.0163	0.3760	2.4137	0.2427	2.8217
11	0.9273	1.3241	0.7580	1.6044	0.5948	1.9280	0.4441	2.2833	0.3155	2.6446
12	0.9708	1.3314	0.8122	1.5794	0.6577	1.8640	0.5120	2.1766	0.3796	2.5061
13	1.0097	1.3404	0.8612	1.5621	0.7147	1.8159	0.5745	2.0943	0.4445	2.3897
14	1.0450	1.3503	0.9054	1.5507	0.7667	1.7788	0.6321	2.0296	0.5052	2.2959
15	1.0770	1.3605	0.9455	1.5432	0.8140	1.7501	0.6852	1.9774	0.5620	2.2198
16	1.1062	1.3709	0.9820	1.5386	0.8572	1.7277	0.7340	1.9351	0.6150	2.1567
17	1.1330	1.3812	1.0154	1.5361	0.8968	1.7101	0.7790	1.9005	0.6641	2.1041
18	1.1576	1.3913	1.0461	1.5353	0.9331	1.6961	0.8204	1.8719	0.7098	2.0600
19	1.1804	1.4012	1.0743	1.5355	0.9666	1.6851	0.8588	1.8482	0.7523	2.0226
20	1.2015	1.4107	1.1004	1.5367	0.9976	1.6763	0.8943	1.8283	0.7918	1.9908
21	1.2212	1.4200	1.1246	1.5385	1.0262	1.6694	0.9272	1.8116	0.8286	1.9635
22	1.2395	1.4289	1.1471	1.5408	1.0529	1.6640	0.9578	1.7974	0.8629	1.9400
23	1.2567	1.4375	1.1682	1.5435	1.0778	1.6597	0.9864	1.7855	0.8949	1.9196
24	1.2728	1.4458	1.1878	1.5464	1.1010	1.6565	1.0131	1.7753	0.9249	1.9018
25	1.2879	1.4537	1.2063	1.5495	1.1228	1.6540	1.0381	1.7666	0.9530	1.8863
26	1.3022	1.4614	1.2236	1.5528	1.1432	1.6523	1.0616	1.7591	0.9794	1.8727
27	1.3157	1.4688	1.2399	1.5562	1.1624	1.6510	1.0836	1.7527	1.0042	1.8608
28	1.3284	1.4759	1.2553	1.5596	1.1805	1.6503	1.1044	1.7473	1.0276	1.8502
29	1.3405	1.4828	1.2699	1.5631	1.1976	1.6499	1.1241	1.7426	1.0497	1.8409
30	1.3520	1.4894	1.2837	1.5666	1.2138	1.6498	1.1426	1.7386	1.0706	1.8326
31	1.3630	1.4957	1.2969	1.5701	1.2292	1.6500	1.1602	1.7352	1.0904	1.8252
32	1.3734	1.5019	1.3093	1.5736	1.2437	1.6505	1.1769	1.7323	1.1092	1.8187
33	1.3834	1.5078	1.3212	1.5770	1.2576	1.6511	1.1927	1.7298	1.1270	1.8128
34	1.3929	1.5136	1.3325	1.5805	1.2707	1.6519	1.2078	1.7277	1.1439	1.8076
35	1.4019	1.5191	1.3433	1.5838	1.2833	1.6528	1.2221	1.7259	1.1601	1.8029
36	1.4107	1.5245	1.3537	1.5872	1.2953	1.6539	1.2358	1.7245	1.1755	1.7987
37	1.4190	1.5297	1.3635	1.5904	1.3068	1.6550	1.2489	1.7233	1.1901	1.7950
38	1.4270	1.5348	1.3730	1.5937	1.3177	1.6563	1.2614	1.7223	1.2042	1.7916
39	1.4347	1.5396	1.3821	1.5969	1.3283	1.6575	1.2734	1.7215	1.2176	1.7886
40	1.4421	1.5444	1.3908	1.6000	1.3384	1.6589	1.2848	1.7209	1.2305	1.7859
41	1.4493	1.5490	1.3992	1.6031	1.3480	1.6603	1.2958	1.7205	1.2428	1.7835
42	1.4562	1.5534	1.4073	1.6061	1.3573	1.6617	1.3064	1.7202	1.2546	1.7814
43	1.4628	1.5577	1.4151	1.6091	1.3663	1.6632	1.3166	1.7200	1.2660	1.7794
44	1.4692	1.5619	1.4226	1.6120	1.3749	1.6647	1.3263	1.7200	1.2769	1.7777
45	1.4754	1.5660	1.4298	1.6148	1.3832	1.6662	1.3357	1.7200	1.2874	1.7762
46	1.4814	1.5700	1.4368	1.6176	1.3912	1.6677	1.3448	1.7201	1.2976	1.7748
47	1.4872	1.5739	1.4435	1.6204	1.3989	1.6692	1.3535	1.7203	1.3073	1.7736
48	1.4928	1.5776	1.4500	1.6231	1.4064	1.6708	1.3619	1.7206	1.3167	1.7725
49	1.4982	1.5813	1.4564	1.6257	1.4136	1.6723	1.3701	1.7210	1.3258	1.7716
50	1.5035	1.5849	1.4625	1.6283	1.4206	1.6739	1.3779	1.7214	1.3346	1.7708
51	1.5086	1.5884	1.4684	1.6309	1.4273	1.6754	1.3855	1.7218	1.3431	1.7701
52	1.5135	1.5917	1.4741	1.6334	1.4339	1.6769	1.3929	1.7223	1.3512	1.7694
53	1.5183	1.5951	1.4797	1.6359	1.4402	1.6785	1.4000	1.7228	1.3592	1.7689
54	1.5230	1.5983	1.4851	1.6383	1.4464	1.6800	1.4069	1.7234	1.3669	1.7684
55	1.5276	1.6014	1.4903	1.6406	1.4523	1.6815	1.4136	1.7240	1.3743	1.7681
56	1.5320	1.6045	1.4954	1.6430	1.4581	1.6830	1.4201	1.7246	1.3815	1.7678
57	1.5363	1.6075	1.5004	1.6452	1.4637	1.6845	1.4264	1.7253	1.3885	1.7675
58	1.5405	1.6105	1.5052	1.6475	1.4692	1.6860	1.4325	1.7259	1.3953	1.7673
59	1.5446	1.6134	1.5099	1.6497	1.4745	1.6875	1.4385	1.7266	1.4019	1.7672
60	1.5485	1.6162	1.5144	1.6518	1.4797	1.6889	1.4443	1.7274	1.4083	1.7671
61	1.5524	1.6189	1.5189	1.6540	1.4847	1.6904	1.4499	1.7281	1.4146	1.7671
62	1.5562	1.6216	1.5232	1.6561	1.4896	1.6918	1.4554	1.7288	1.4206	1.7671
63	1.5599	1.6243	1.5274	1.6581	1.4943	1.6932	1.4607	1.7296	1.4265	1.7671
64	1.5635	1.6268	1.5315	1.6601	1.4990	1.6946	1.4659	1.7303	1.4322	1.7672

n	k=1		k=2		k=3		k=4		k=5	
	dL	dU	dL	dU	dL	dU	dL	dU	dL	dU
65	1.5670	1.6294	1.5355	1.6621	1.5035	1.6960	1.4709	1.7311	1.4378	1.7673
66	1.5704	1.6318	1.5395	1.6640	1.5079	1.6974	1.4758	1.7319	1.4433	1.7675
67	1.5738	1.6343	1.5433	1.6660	1.5122	1.6988	1.4806	1.7327	1.4486	1.7676
68	1.5771	1.6367	1.5470	1.6678	1.5164	1.7001	1.4853	1.7335	1.4537	1.7678
69	1.5803	1.6390	1.5507	1.6697	1.5205	1.7015	1.4899	1.7343	1.4588	1.7680
70	1.5834	1.6413	1.5542	1.6715	1.5245	1.7028	1.4943	1.7351	1.4637	1.7683
71	1.5865	1.6435	1.5577	1.6733	1.5284	1.7041	1.4987	1.7358	1.4685	1.7685
72	1.5895	1.6457	1.5611	1.6751	1.5323	1.7054	1.5029	1.7366	1.4732	1.7688
73	1.5924	1.6479	1.5645	1.6768	1.5360	1.7067	1.5071	1.7375	1.4778	1.7691
74	1.5953	1.6500	1.5677	1.6785	1.5397	1.7079	1.5112	1.7383	1.4822	1.7694
75	1.5981	1.6521	1.5709	1.6802	1.5432	1.7092	1.5151	1.7390	1.4866	1.7698
76	1.6009	1.6541	1.5740	1.6819	1.5467	1.7104	1.5190	1.7399	1.4909	1.7701
77	1.6036	1.6561	1.5771	1.6835	1.5502	1.7117	1.5228	1.7407	1.4950	1.7704
78	1.6063	1.6581	1.5801	1.6851	1.5535	1.7129	1.5265	1.7415	1.4991	1.7708
79	1.6089	1.6601	1.5830	1.6867	1.5568	1.7141	1.5302	1.7423	1.5031	1.7712
80	1.6114	1.6620	1.5859	1.6882	1.5600	1.7153	1.5337	1.7430	1.5070	1.7716
81	1.6139	1.6639	1.5888	1.6898	1.5632	1.7164	1.5372	1.7438	1.5109	1.7720
82	1.6164	1.6657	1.5915	1.6913	1.5663	1.7176	1.5406	1.7446	1.5146	1.7724
83	1.6188	1.6675	1.5942	1.6928	1.5693	1.7187	1.5440	1.7454	1.5183	1.7728
84	1.6212	1.6693	1.5969	1.6942	1.5723	1.7199	1.5472	1.7462	1.5219	1.7732
85	1.6235	1.6711	1.5995	1.6957	1.5752	1.7210	1.5505	1.7470	1.5254	1.7736
86	1.6258	1.6728	1.6021	1.6971	1.5780	1.7221	1.5536	1.7478	1.5289	1.7740
87	1.6280	1.6745	1.6046	1.6985	1.5808	1.7232	1.5567	1.7485	1.5322	1.7745
88	1.6302	1.6762	1.6071	1.6999	1.5836	1.7243	1.5597	1.7493	1.5356	1.7749
89	1.6324	1.6778	1.6095	1.7013	1.5863	1.7254	1.5627	1.7501	1.5388	1.7754
90	1.6345	1.6794	1.6119	1.7026	1.5889	1.7264	1.5656	1.7508	1.5420	1.7758
91	1.6366	1.6810	1.6143	1.7040	1.5915	1.7275	1.5685	1.7516	1.5452	1.7763
92	1.6387	1.6826	1.6166	1.7053	1.5941	1.7285	1.5713	1.7523	1.5482	1.7767
93	1.6407	1.6841	1.6188	1.7066	1.5966	1.7295	1.5741	1.7531	1.5513	1.7772
94	1.6427	1.6857	1.6211	1.7078	1.5991	1.7306	1.5768	1.7538	1.5542	1.7776
95	1.6447	1.6872	1.6233	1.7091	1.6015	1.7316	1.5795	1.7546	1.5572	1.7781
96	1.6466	1.6887	1.6254	1.7103	1.6039	1.7326	1.5821	1.7553	1.5600	1.7785
97	1.6485	1.6901	1.6275	1.7116	1.6063	1.7335	1.5847	1.7560	1.5628	1.7790
98	1.6504	1.6916	1.6296	1.7128	1.6086	1.7345	1.5872	1.7567	1.5656	1.7795
99	1.6522	1.6930	1.6317	1.7140	1.6108	1.7355	1.5897	1.7575	1.5683	1.7799
100	1.6540	1.6944	1.6337	1.7152	1.6131	1.7364	1.5922	1.7582	1.5710	1.7804
101	1.6558	1.6958	1.6357	1.7163	1.6153	1.7374	1.5946	1.7589	1.5736	1.7809
102	1.6576	1.6971	1.6376	1.7175	1.6174	1.7383	1.5969	1.7596	1.5762	1.7813
103	1.6593	1.6985	1.6396	1.7186	1.6196	1.7392	1.5993	1.7603	1.5788	1.7818
104	1.6610	1.6998	1.6415	1.7198	1.6217	1.7402	1.6016	1.7610	1.5813	1.7823
105	1.6627	1.7011	1.6433	1.7209	1.6237	1.7411	1.6038	1.7617	1.5837	1.7827
106	1.6644	1.7024	1.6452	1.7220	1.6258	1.7420	1.6061	1.7624	1.5861	1.7832
107	1.6660	1.7037	1.6470	1.7231	1.6277	1.7428	1.6083	1.7631	1.5885	1.7837
108	1.6676	1.7050	1.6488	1.7241	1.6297	1.7437	1.6104	1.7637	1.5909	1.7841
109	1.6692	1.7062	1.6505	1.7252	1.6317	1.7446	1.6125	1.7644	1.5932	1.7846
110	1.6708	1.7074	1.6523	1.7262	1.6336	1.7455	1.6146	1.7651	1.5955	1.7851
111	1.6723	1.7086	1.6540	1.7273	1.6355	1.7463	1.6167	1.7657	1.5977	1.7855
112	1.6738	1.7098	1.6557	1.7283	1.6373	1.7472	1.6187	1.7664	1.5999	1.7860
113	1.6753	1.7110	1.6574	1.7293	1.6391	1.7480	1.6207	1.7670	1.6021	1.7864
114	1.6768	1.7122	1.6590	1.7303	1.6410	1.7488	1.6227	1.7677	1.6042	1.7869
115	1.6783	1.7133	1.6606	1.7313	1.6427	1.7496	1.6246	1.7683	1.6063	1.7874
116	1.6797	1.7145	1.6622	1.7323	1.6445	1.7504	1.6265	1.7690	1.6084	1.7878
117	1.6812	1.7156	1.6638	1.7332	1.6462	1.7512	1.6284	1.7696	1.6105	1.7883
118	1.6826	1.7167	1.6653	1.7342	1.6479	1.7520	1.6303	1.7702	1.6125	1.7887
119	1.6839	1.7178	1.6669	1.7352	1.6496	1.7528	1.6321	1.7709	1.6145	1.7892
120	1.6853	1.7189	1.6684	1.7361	1.6513	1.7536	1.6339	1.7715	1.6164	1.7896
121	1.6867	1.7200	1.6699	1.7370	1.6529	1.7544	1.6357	1.7721	1.6184	1.7901
122	1.6880	1.7210	1.6714	1.7379	1.6545	1.7552	1.6375	1.7727	1.6203	1.7905
123	1.6893	1.7221	1.6728	1.7388	1.6561	1.7559	1.6392	1.7733	1.6222	1.7910
124	1.6906	1.7231	1.6743	1.7397	1.6577	1.7567	1.6409	1.7739	1.6240	1.7914
125	1.6919	1.7241	1.6757	1.7406	1.6592	1.7574	1.6426	1.7745	1.6258	1.7919
126	1.6932	1.7252	1.6771	1.7415	1.6608	1.7582	1.6443	1.7751	1.6276	1.7923
127	1.6944	1.7261	1.6785	1.7424	1.6623	1.7589	1.6460	1.7757	1.6294	1.7928
128	1.6957	1.7271	1.6798	1.7432	1.6638	1.7596	1.6476	1.7763	1.6312	1.7932
129	1.6969	1.7281	1.6812	1.7441	1.6653	1.7603	1.6492	1.7769	1.6329	1.7937
130	1.6981	1.7291	1.6825	1.7449	1.6667	1.7610	1.6508	1.7774	1.6346	1.7941
131	1.6993	1.7301	1.6838	1.7458	1.6682	1.7617	1.6523	1.7780	1.6363	1.7945

n	k=1		k=2		k=3		k=4		k=5	
	dL	dU	dL	dU	dL	dU	dL	dU	dL	dU
132	1.7005	1.7310	1.6851	1.7466	1.6696	1.7624	1.6539	1.7786	1.6380	1.7950
133	1.7017	1.7319	1.6864	1.7474	1.6710	1.7631	1.6554	1.7791	1.6397	1.7954
134	1.7028	1.7329	1.6877	1.7482	1.6724	1.7638	1.6569	1.7797	1.6413	1.7958
135	1.7040	1.7338	1.6889	1.7490	1.6738	1.7645	1.6584	1.7802	1.6429	1.7962
136	1.7051	1.7347	1.6902	1.7498	1.6751	1.7652	1.6599	1.7808	1.6445	1.7967



Lampiran 8



UNIVERSITAS MUHAMMADIYAH GRESIK
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BERITA ACARA BIMBINGAN SKRIPSI

Nama Penyaji : Diah Dewi Pahalawati
 N IM : 14 312 096
 Program Studi : Manajemen
 Alamat / Tlp : Jl Roomo Gang 4 Manyar
 0856 0803 3600
 Judul Skripsi : Pengaruh Nilai Pelanggan, Kualitas Pelayanan, dan Harga Terhadap Kepuasan Pelanggan
 Dalam Membentuk Loyalitas Pelanggan Pada PT Langganan Motor Manyar Gresik
 Pembimbing I : Sukaris, SE., M.SM
 Pembimbing II : -
 Konsultasi: -

Tanggal	Paraf Pembimbing		KETERANGAN
	I	II	
20/09/18	[Signature]	[Signature]	hulgan 1, 2, 3
27/09/18	[Signature]	[Signature]	hulgan 1, 2, 3
17/10/18	[Signature]	[Signature]	hulgan 1, 2, 3
20/10/18	[Signature]	[Signature]	hulgan 1, 2, 3
27/10/18	[Signature]	[Signature]	hulgan 1, 2, 3
3/11/18	[Signature]	[Signature]	hulgan 1, 2, 3
12/12/2018	[Signature]	[Signature]	hulgan 1, 2, 3, 4, 5
18/12/2018	[Signature]	[Signature]	hulgan 1, 2, 3, 4, 5
30/12/2018	[Signature]	[Signature]	hulgan 1, 2, 3, 4, 5
4/1/2019	[Signature]	[Signature]	hulgan 1, 2, 3, 4, 5
7/1/2019	[Signature]	[Signature]	ACC final skripsi

Tanggal Pengajuan : 2018/09/06
 Batas Akhir Bimbingan : 2019/09/06
 Selesai Penulisan :
 Tanggal Diujikan :

Prodi Manajemen

Dosen Pembimbing I

Dosen Pembimbing II

Anita Handayani, SE., M.S.M

Sukaris, SE., M.S.M