

Lampiran 1. Kuesioner Penelitian

A. Data Responden

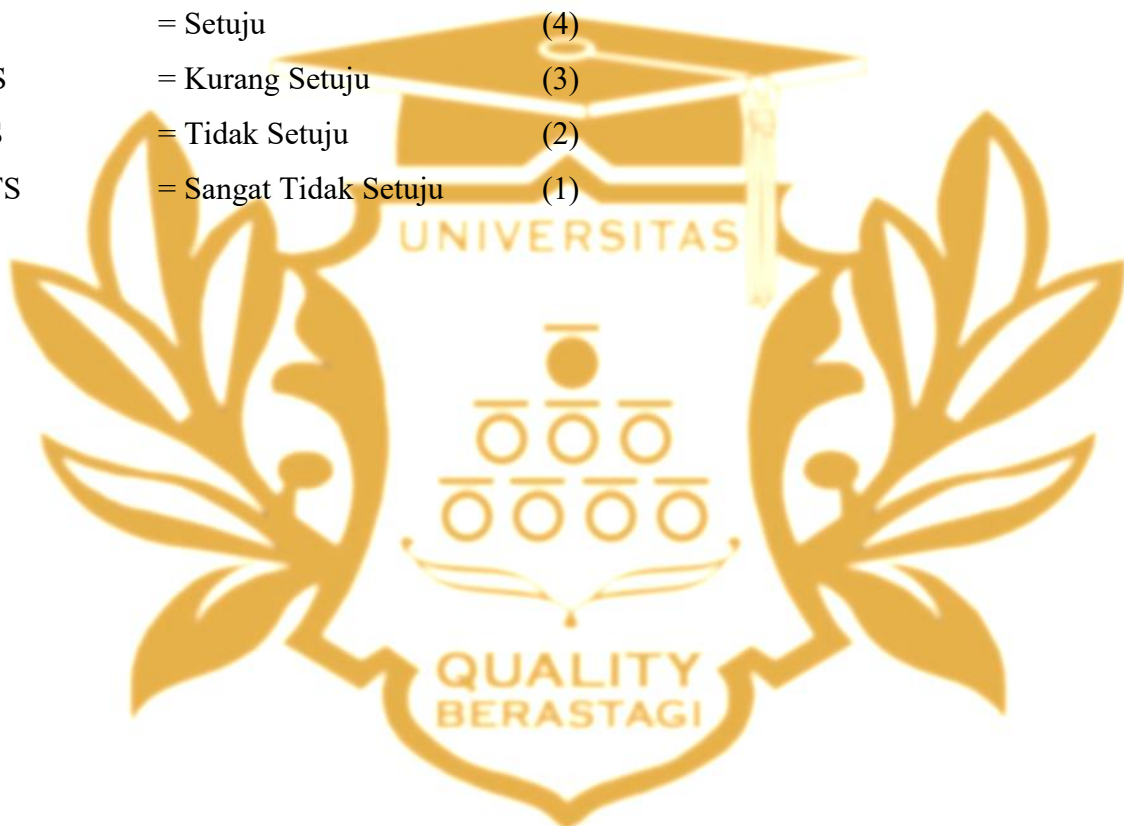
1. Nama :
2. Jenis Kelamin : () Laki-laki/ () Perempuan
3. Usia :
4. Pendidikan :

B. Petunjuk Pengisian

Bacalah setiap pernyataan yang akan diisi, kemudian berilah satu tanda cekhlist (√) pada kolom kuesioner yang ada, yang paling cocok dan sesuai dengan pemahaman saudara, dengan pilihan sebagai berikut:

Keterangan Skor Penilaian:

SS	= Sangat Setuju	(5)
S	= Setuju	(4)
KS	= Kurang Setuju	(3)
TS	= Tidak Setuju	(2)
STS	= Sangat Tidak Setuju	(1)



C. Daftar Pertanyaan

1. Kualitas Produk

No	Pernyataan	SS	S	KS	TS	STS
1.	Jaringan internet <i>IndiHome</i> bagus					
2.	Kualitas jaringan tidak mengalami penurunan dari waktu ke waktu					
3.	Siaran UseeTV tahan terhadap segala cuaca					
4.	Fitur <i>IndiHome</i> (Telpon Mania, wifi.id, seamless, TrenMicro, Antivirus, <i>IndiHome</i> view) sangat lengkap					
5.	Tawaran bonus pada fitur (Telepon Mania, wifi.id, seamless, TrenMicro, Antivirus <i>IndiHome</i> view) sangat menarik					
6.	<i>IndiHome</i> menyajikan tingkat kestabilan yang baik pada saat browsing					
7.	Kemudahan pada jaringan koneksi <i>IndiHome</i> dibandingkan jaringan lainnya					
8.	<i>IndiHome</i> memiliki pilihan aplikasi yang menarik					
9.	Kecepatan internet berkecepatan tinggi					
10.	Kecepatan ineternet dari waktu ke waktu tidak berubah					

2. Pelayanan

No	Pernyataan	SS	S	KS	TS	STS
1	Lingkungan PT.Telkom bersih dan nyaman					
2	Karyawan pada PT. Telkom berpenampilan rapi dan bersih					
3	PT. Telkom menangani keluhan pelanggan dengan tepat waktu					
4	Kesesuaian tarif layanan sesuai dengan fasilitas yang diterima					
5	Kesopanan dan keramahan karyawan dalam melayani pelanggan					
6	Karyawan menumbuhkan rasa percaya pelanggan terhadap PT. Telkom untuk menggunakan produk yang ditawarkan					
7	Karyawan mengutamakan kepentingan dan kebutuhan pelanggan					
8	Karyawan memahami setiap kebutuhan dan keluhan dari pelanggan					

9.	Kesediaan karyawan dalam memahami kesulitan informasi yang dihadapi pelanggan					
10.	Kemampuan karyawan untuk cepat tanggap dan tepat dalam menangani keluhan pelanggan					

3. Kepuasan Konsumen

No	Pernyataan	SS	S	KS	TS	STS
1	Apakah Sarana dan prasarana yang dimiliki PT.Telkom menunjukkan bahwa PT. Telkom adalah perusahaan yang dapat dipercaya					
2	Apakah PT. Telkom merespon tiap keluhan pelanggan dengan baik					
3	Apakah jaringan <i>IndiHome</i> stabil sehingga dapat memenuhi kebutuhan anda					
4	Harga produk <i>IndiHome</i> yang ditawarkan PT. Telkom terjangkau					
5	Harga paket <i>IndiHome</i> sesuai dengan kualitas layanan yang didapatkan					
6	Harga yang ditawarkan oleh <i>IndiHome</i> lebih murah dibanding dari produk yang lain					
7	Perilaku karyawan PT. Telkom sesuai dengan harapan Anda ketika Anda membutuhkan bantuan					
8	Kualitas pelayanan karyawan PT. Telkom yang membuat Anda yakin dan percaya untuk menjadi pelanggan					

9	Anda merasa puas terhadap layanan paket <i>IndiHome</i> sehingga menjadi alasan Anda untuk memperpanjang masa berlangganan					
10	Kualitas jaringan <i>IndiHome</i> sesuai dengan yang Anda harapkan					

Lampiran 2. Jawaban Responden Terhadap Pernyataan

1. Variabel Kualitas Produk (X1)

No	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	Jumlah
1	4	4	4	4	4	4	4	4	4	4	40
2	4	4	4	4	4	4	4	4	4	4	40
3	5	5	5	5	5	5	5	5	5	5	50
4	4	4	4	4	4	4	4	4	4	4	40
5	5	5	5	5	5	5	5	5	5	5	50
6	4	4	4	4	4	4	4	4	4	4	40
7	4	4	4	4	4	4	4	4	4	4	40
8	4	4	4	4	4	4	4	4	4	4	40
9	4	4	4	4	4	4	5	4	4	4	41
10	4	4	5	5	4	4	5	5	5	4	45
11	4	4	4	5	4	4	4	4	4	5	42
12	3	4	3	4	4	4	4	3	3	3	35
13	4	4	4	4	4	4	4	4	4	4	40
14	4	2	4	4	4	4	4	4	4	4	38
15	4	3	4	4	4	4	4	3	4	4	38
16	4	3	3	4	4	4	4	4	3	4	37
17	5	5	5	5	5	5	5	5	5	4	49
18	4	4	4	4	4	4	4	4	4	4	40
19	4	2	2	4	4	4	4	4	4	4	36
20	4	2	2	4	4	4	4	4	4	3	35
21	4	4	4	4	4	4	4	4	4	4	40
22	3	4	4	4	4	4	5	5	4	5	42
23	5	5	5	5	4	5	5	5	5	5	49
24	5	5	5	5	5	4	5	5	5	5	49
25	5	5	5	5	4	5	5	4	5	5	48
26	4	4	4	4	4	4	4	4	4	4	40
27	4	4	4	4	4	4	4	4	4	4	40
28	4	4	4	4	4	5	4	4	4	4	41

29	4	4	4	4	4	5	4	4	4	4	41
30	4	4	4	4	4	4	4	4	4	4	40
31	3	4	4	4	4	4	4	4	4	4	39
32	5	4	4	4	4	5	4	4	4	4	42
33	4	4	4	4	5	4	4	4	4	4	41
34	4	5	5	4	3	5	4	4	5	3	42
35	4	4	4	5	4	5	4	5	4	4	43
36	3	3	3	3	3	3	3	3	3	3	30
37	4	4	4	4	5	5	5	5	5	5	46
38	4	4	3	3	4	4	4	4	4	4	38
39	4	3	4	3	4	4	4	4	4	4	38
40	5	4	5	5	4	4	4	4	4	4	43
41	4	4	4	4	4	3	3	3	3	3	35
42	4	4	4	4	4	4	4	4	4	4	40
43	5	4	4	4	5	5	5	5	5	5	47
44	5	5	5	5	5	5	4	4	5	4	47
45	4	4	4	4	4	5	4	5	5	4	43
46	4	4	4	4	4	4	4	4	4	4	40
47	4	4	4	4	4	5	5	5	5	5	45
48	4	4	5	4	4	4	4	4	4	4	41
49	4	3	4	3	3	3	3	3	3	3	32
50	5	5	5	4	4	4	4	4	4	4	43
51	4	4	4	5	4	4	4	3	4	4	40
52	2	3	3	3	3	2	3	3	2	3	27
53	4	3	3	4	4	3	3	3	3	3	33
54	3	3	3	3	3	3	4	3	3	4	32
55	3	3	3	4	4	3	4	4	3	4	35
56	3	3	3	3	3	3	3	2	3	3	29
57	3	3	3	3	3	2	2	2	2	2	25
58	3	3	3	3	3	3	3	2	3	3	29
59	4	4	5	5	5	4	4	4	4	4	43
60	4	4	3	4	4	4	4	4	4	4	39
61	3	3	3	3	3	3	3	3	3	3	30
62	4	4	5	5	5	5	5	5	5	5	48
63	4	4	4	4	4	4	4	4	4	4	40
64	4	4	4	4	4	4	4	4	4	4	40
65	3	4	3	3	3	3	3	3	3	3	31
66	5	5	5	5	5	5	5	4	5	5	49
67	3	3	3	3	4	4	4	4	4	4	36
68	4	3	3	3	3	3	3	3	3	3	31
69	3	3	3	3	3	3	3	3	3	3	30
70	3	3	4	4	4	4	4	4	4	4	38
71	4	4	4	4	3	3	3	3	3	3	34

72	4	4	4	4	3	3	3	3	3	3	34
73	5	4	4	4	4	4	4	4	4	4	41
74	4	4	4	4	4	5	5	5	5	5	45
75	3	3	3	3	3	3	3	3	3	3	30
76	4	4	4	4	5	4	4	4	4	4	41
77	3	3	4	4	3	4	4	4	4	4	37
78	3	3	3	3	3	3	3	3	3	3	30
79	3	3	3	3	4	4	4	3	4	4	35
80	4	4	4	4	4	4	4	4	4	4	40
81	4	4	4	4	4	4	5	5	4	5	43
82	4	5	4	4	4	4	4	4	4	4	41
83	4	4	4	4	4	4	4	3	4	4	39
84	4	4	4	4	4	4	4	4	4	4	40
85	5	5	5	5	4	5	5	4	5	5	48
86	4	5	5	3	5	5	4	3	5	4	43
87	5	4	5	3	4	5	3	4	5	3	41
88	4	4	3	1	4	3	4	2	3	4	32
89	5	3	2	5	4	1	4	3	1	3	31
90	3	3	3	4	3	3	2	3	3	2	29
91	3	3	3	5	4	3	3	4	3	3	34
92	3	4	5	5	3	4	5	5	4	5	43
93	3	3	2	4	3	2	2	3	4	5	31
94	5	4	2	3	3	5	3	5	3	3	36



2. Variabel Pelayanan (X2)

No	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	Jumlah
1	4	4	4	4	4	4	4	4	4	4	40
2	3	3	3	3	4	4	4	4	3	3	34
3	3	3	3	3	3	3	3	3	3	3	30
4	4	4	4	4	4	5	4	5	4	4	42
5	3	3	4	3	4	4	4	3	3	4	35
6	3	3	3	3	3	3	3	3	3	3	30
7	4	4	4	4	5	5	5	5	5	4	45
8	5	4	4	4	4	4	4	4	4	4	41
9	5	5	4	5	4	4	4	4	4	3	42
10	3	3	3	3	3	3	3	3	3	3	30
11	4	4	4	4	4	4	4	5	5	5	43
12	3	3	3	3	4	4	4	4	3	3	34
13	4	4	4	4	4	4	4	4	3	3	38
14	3	3	3	3	3	3	3	3	3	3	30
15	3	3	3	4	3	3	3	4	4	4	34
16	4	4	4	4	4	4	4	3	3	4	38
17	4	4	4	4	3	3	3	3	3	3	34
18	4	4	4	4	4	4	4	4	4	4	40
19	4	4	4	4	4	4	4	4	4	5	41
20	4	4	3	3	3	3	3	3	3	3	32
21	4	4	4	4	4	4	4	4	4	4	40
22	4	4	4	4	4	4	4	3	3	4	38
23	2	3	3	3	2	3	3	3	3	3	28
24	4	4	4	4	4	4	4	3	3	3	37
25	4	4	4	4	4	4	4	4	4	4	40
26	4	4	4	5	4	4	4	5	4	4	42
27	5	4	4	4	5	4	4	4	4	4	42
28	4	4	4	4	4	4	4	4	3	4	39
29	3	4	4	4	3	4	4	4	4	4	38
30	4	4	4	4	4	4	4	5	5	5	43

31	4	4	4	3	4	4	4	3	3	3	36
32	3	3	4	4	3	3	3	3	3	3	32
33	2	3	3	3	2	3	3	3	3	3	28
34	4	4	4	4	3	3	3	3	3	3	34
35	4	4	4	4	4	4	4	5	4	4	41
36	4	3	4	3	3	3	3	3	3	3	32
37	4	4	4	4	4	4	4	4	5	5	42
38	4	4	4	4	4	4	3	3	4	4	38
39	4	5	4	5	4	3	4	3	4	4	40
40	5	4	5	4	5	4	5	5	4	4	45
41	4	4	4	4	4	4	4	4	3	3	38
42	4	4	4	4	4	4	4	4	4	4	40
43	5	4	4	4	5	4	4	4	5	5	44
44	5	5	5	4	5	5	5	5	5	4	48
45	4	4	4	4	4	4	4	4	5	4	41
46	4	4	4	4	4	4	4	4	4	4	40
47	4	4	4	4	4	4	4	4	5	5	42
48	4	4	5	5	4	4	5	4	4	4	43
49	4	4	4	4	4	3	4	3	3	3	36
50	5	4	4	4	5	5	5	4	4	4	44
51	4	4	4	4	4	4	4	5	4	4	41
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53	4	4	4	4	4	3	3	4	3	3	36
54	5	5	4	4	3	3	3	3	3	4	37
55	4	4	4	4	3	3	3	4	3	4	36
56	5	5	4	4	3	3	3	3	3	3	36
57	4	4	4	4	3	3	3	3	2	2	32
58	4	4	4	4	3	3	3	3	3	3	34
59	4	4	4	4	4	4	5	5	4	4	42
60	5	5	4	4	4	4	3	4	4	4	41
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62	4	4	4	4	4	4	5	5	5	5	44
63	4	5	4	4	4	4	4	4	4	4	41
64	5	5	5	4	4	4	4	4	4	4	43
65	4	4	4	3	3	4	3	3	3	3	34
66	4	4	5	4	5	5	5	5	5	5	47
67	3	3	3	3	3	3	3	3	4	4	32
68	4	3	3	3	4	3	3	3	3	3	32
69	3	3	3	3	3	3	3	3	3	3	30
70	3	3	4	4	3	3	4	4	4	4	36
71	4	4	4	4	4	4	4	4	3	3	38
72	5	5	4	4	4	4	4	4	3	3	40
73	5	5	5	5	5	4	4	4	4	4	45

74	5	5	4	4	4	4	4	4	5	5	44
75	4	4	3	3	3	3	3	3	3	3	32
76	4	4	4	4	4	4	4	4	4	4	40
77	4	4	4	4	3	3	4	4	4	4	38
78	3	3	3	3	3	3	3	3	3	3	30
79	4	4	4	4	3	3	3	3	4	4	36
80	4	4	4	4	4	4	4	4	4	4	40
81	4	4	4	4	4	4	4	4	4	5	41
82	3	4	4	4	4	5	4	4	4	4	40
83	3	3	3	3	4	4	4	4	4	4	36
84	5	5	5	5	4	4	4	4	4	4	44
85	3	5	5	3	5	5	5	5	5	5	46
86	5	5	5	2	4	5	5	3	5	4	43
87	5	3	5	2	5	4	5	3	5	3	40
88	5	2	5	3	4	4	3	1	3	4	34
89	3	2	4	5	5	3	2	5	3	1	33
90	3	4	5	3	3	3	3	4	3	2	33
91	3	2	3	5	3	3	5	3	3	3	33
92	3	2	4	3	3	4	5	5	4	5	38
93	5	5	4	4	4	3	3	4	4	5	41
94	4	4	4	4	4	4	2	4	3	3	36



3. Variabel Kepuasan Konsumen (Y)

No	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	Jumlah
1	4	4	4	4	3	4	4	4	4	4	39
2	4	4	4	4	3	4	4	3	4	4	38
3	4	4	5	5	4	4	4	3	4	3	40
4	4	4	4	4	4	4	4	5	4	5	42
5	4	4	4	3	4	4	4	3	4	3	37
6	5	4	4	5	4	4	3	3	3	3	38
7	4	4	4	4	4	5	5	4	5	4	43
8	5	4	4	4	4	4	4	4	4	4	41
9	5	5	4	5	4	4	3	3	3	4	40
10	4	4	4	4	4	4	3	4	3	4	38
11	4	4	4	4	4	5	5	5	5	5	45
12	4	4	4	4	4	3	4	3	4	3	37
13	4	4	4	4	3	5	4	3	4	3	38
14	5	5	4	5	5	4	3	3	3	3	40
15	4	4	4	4	4	4	4	4	4	4	40
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17	4	5	5	4	4	3	4	3	5	3	40
18	4	4	4	4	4	4	4	4	5	4	41
19	4	4	4	4	4	4	4	5	4	5	42
20	4	4	5	3	3	3	3	3	4	3	35
21	4	4	4	4	4	4	4	4	5	4	41
22	4	4	4	4	4	4	4	3	4	3	38
23	2	4	4	3	4	4	3	3	3	3	33
24	4	4	4	4	4	3	3	3	3	3	35
25	4	4	4	4	5	4	4	4	4	4	41
26	4	4	4	5	5	4	4	5	5	4	44
27	5	4	4	4	5	4	4	4	4	4	42
28	4	4	4	4	4	3	4	4	3	4	38
29	3	4	4	4	4	4	4	4	4	4	39
30	4	4	4	4	5	5	5	5	5	5	46

31	4	4	4	3	3	3	3	3	3	3	33
32	3	3	4	4	4	3	3	3	4	3	34
33	2	3	3	3	3	3	3	2	3	3	28
34	4	4	4	4	4	3	3	4	3	4	37
35	4	4	4	4	3	4	5	4	4	5	41
36	4	3	4	4	4	3	3	3	3	3	34
37	4	4	4	4	4	5	4	5	5	4	43
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39	4	5	4	5	4	4	4	3	4	3	40
40	5	4	5	4	4	4	5	4	5	4	44
41	4	4	4	4	4	3	4	3	4	3	37
42	4	4	4	4	4	4	4	4	5	4	41
43	5	4	4	4	4	5	4	5	4	5	44
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47	4	4	4	4	4	5	4	5	4	5	43
48	4	4	5	5	5	4	4	5	4	4	44
49	4	4	4	4	3	3	3	5	5	3	38
50	5	4	4	4	4	4	4	3	4	4	40
51	4	4	4	4	4	4	5	4	3	5	41
52	4	4	4	3	4	4	3	2	3	2	33
53	4	4	4	4	4	3	4	3	4	3	37
54	5	5	4	4	4	3	3	4	3	4	39
55	4	4	4	4	4	3	4	4	4	3	38
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57	4	4	4	4	4	2	3	3	3	4	35
58	4	4	4	4	4	3	3	4	3	4	37
59	4	4	4	4	4	4	5	4	5	4	42
60	5	5	4	4	4	4	4	4	3	4	41
61	4	4	4	4	4	3	3	4	3	4	37
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64	5	5	5	4	4	4	4	4	3	4	42
65	4	4	4	3	4	3	3	4	3	4	36
66	4	4	5	4	5	5	5	5	4	5	46
67	4	4	4	4	4	4	3	4	5	3	39
68	4	3	3	3	4	3	3	3	2	3	31
69	3	3	3	3	3	3	3	3	3	3	30
70	3	3	4	4	4	4	4	3	4	4	37
71	4	4	4	4	4	4	4	4	4	4	40
72	5	5	4	4	4	4	4	4	3	4	41
73	5	5	5	5	4	4	4	3	4	4	43

74	5	5	4	4	4	5	4	5	4	5	45
75	4	4	3	3	3	3	4	3	4	3	34
76	4	4	4	4	4	4	4	4	4	4	40
77	4	4	4	4	4	4	3	4	3	4	38
78	3	3	3	3	3	4	4	3	4	3	33
79	4	4	4	4	4	4	4	3	4	3	38
80	4	4	4	4	4	4	4	4	4	4	40
81	4	4	4	4	4	4	4	4	4	4	40
82	3	4	4	4	4	4	4	4	4	4	39
83	4	4	4	3	3	4	4	4	3	4	37
84	5	5	5	5	5	4	4	4	3	4	44
85	3	5	5	3	5	5	5	5	4	5	45
86	5	5	5	2	5	5	4	3	4	3	41
87	5	3	5	2	3	5	4	3	4	3	37
88	5	2	5	3	5	3	4	1	4	1	33
89	3	2	4	5	3	3	5	5	4	5	39
90	3	4	5	3	4	3	4	4	4	4	38
91	3	2	3	5	3	3	5	5	5	5	39
92	3	2	4	3	4	4	4	5	4	5	38
93	5	4	3	5	2	4	4	4	4	4	39
94	5	4	5	5	3	3	4	3	4	3	39



Lampiran 3. Uji Validitas

1. Variabel Kualitas Produk (X1)

Correlations

	p1	p2	p3	p4	p5	p6	p7	p8	p9	p10	total
p1 Pearson Correlation	1	.600**	.515**	.459**	.569**	.642**	.375**	.484**	.599**	.318**	.698**
Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.002	.000
N	94	94	94	94	94	94	94	94	94	94	94
p2 Pearson Correlation	.600**	1	.744**	.429**	.494**	.604**	.534**	.432**	.615**	.478**	.753**
Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000
N	94	94	94	94	94	94	94	94	94	94	94
p3 Pearson Correlation	.515**	.744**	1	.531**	.510**	.606**	.632**	.462**	.696**	.535**	.797**
Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000
N	94	94	94	94	94	94	94	94	94	94	94
p4 Pearson Correlation	.459**	.429**	.531**	1	.492**	.450**	.417**	.604**	.528**	.405**	.673**
Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000
N	94	94	94	94	94	94	94	94	94	94	94
p5 Pearson Correlation	.569**	.494**	.510**	.492**	1	.629**	.607**	.544**	.674**	.545**	.760**
Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000
N	94	94	94	94	94	94	94	94	94	94	94
p6 Pearson Correlation	.642**	.604**	.606**	.450**	.629**	1	.721**	.718**	.847**	.586**	.866**
Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000
N	94	94	94	94	94	94	94	94	94	94	94
p7 Pearson Correlation	.375**	.534**	.632**	.417**	.607**	.721**	1	.673**	.746**	.855**	.840**
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000
N	94	94	94	94	94	94	94	94	94	94	94
p8 Pearson Correlation	.484**	.432**	.462**	.604**	.544**	.718**	.673**	1	.701**	.608**	.794**
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000
N	94	94	94	94	94	94	94	94	94	94	94
p9 Pearson Correlation	.599**	.615**	.696**	.528**	.674**	.847**	.746**	.701**	1	.720**	.907**
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000
N	94	94	94	94	94	94	94	94	94	94	94
p10 Pearson	.318**	.478**	.535**	.405**	.545**	.586**	.855**	.608**	.720**	1	.775**

Sig. (2-tailed)	.005	.001	.003	.082	.000	.000	.000	.000	.000	.000	.000
N	94	94	94	94	94	94	94	94	94	94	94
total Pearson Correlation	.637**	.636**	.696**	.469**	.787**	.773**	.765**	.641**	.799**	.695**	1
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
N	94	94	94	94	94	94	94	94	94	94	94

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

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



3. Variabel Kepuasan Konsumen (Y)

Correlations

	p1	p2	p3	p4	p5	p6	p7	p8	p9	p10	total
p1 Pearson Correlation	1	.489**	.345**	.248*	.180	.191	.025	-.029	-.049	-.032	.406**
Sig. (2-tailed)		.000	.001	.016	.082	.066	.811	.784	.642	.761	.000
N	94	94	94	94	94	94	94	94	94	94	94
p2 Pearson Correlation	.489**	1	.329**	.209*	.280**	.263*	-.048	.123	-.089	.109	.471**
Sig. (2-tailed)	.000		.001	.043	.006	.011	.648	.237	.395	.295	.000
N	94	94	94	94	94	94	94	94	94	94	94
p3 Pearson Correlation	.345**	.329**	1	.024	.400**	.203*	.218*	.000	.161	-.031	.426**
Sig. (2-tailed)	.001	.001		.821	.000	.049	.035	.998	.122	.768	.000
N	94	94	94	94	94	94	94	94	94	94	94
p4 Pearson Correlation	.248*	.209*	.024	1	.105	-.001	.137	.261*	.148	.255*	.441**
Sig. (2-tailed)	.016	.043	.821		.316	.992	.189	.011	.154	.013	.000
N	94	94	94	94	94	94	94	94	94	94	94
p5 Pearson Correlation	.180	.280**	.400**	.105	1	.244*	.092	.128	.032	.089	.432**
Sig. (2-tailed)	.082	.006	.000	.316		.018	.376	.221	.758	.395	.000
N	94	94	94	94	94	94	94	94	94	94	94
p6 Pearson Correlation	.191	.263*	.203*	-.001	.244*	1	.496**	.380**	.403**	.384**	.670**
Sig. (2-tailed)	.066	.011	.049	.992	.018		.000	.000	.000	.000	.000
N	94	94	94	94	94	94	94	94	94	94	94
p7 Pearson Correlation	.025	-.048	.218*	.137	.092	.496**	1	.397**	.609**	.510**	.647**
Sig. (2-tailed)	.811	.648	.035	.189	.376	.000		.000	.000	.000	.000
N	94	94	94	94	94	94	94	94	94	94	94
p8 Pearson Correlation	-.029	.123	.000	.261*	.128	.380**	.397**	1	.340**	.823**	.690**
Sig. (2-tailed)	.784	.237	.998	.011	.221	.000	.000		.001	.000	.000
N	94	94	94	94	94	94	94	94	94	94	94
p9 Pearson Correlation	-.049	-.089	.161	.148	.032	.403**	.609**	.340**	1	.205*	.524**
Sig. (2-tailed)	.642	.395	.122	.154	.758	.000	.000	.001		.047	.000
N	94	94	94	94	94	94	94	94	94	94	94
p10 Pearson Correlation	-.032	.109	-.031	.255*	.089	.384**	.510**	.823**	.205*	1	.668**

Sig. (2-tailed)	.761	.295	.768	.013	.395	.000	.000	.000	.047		.000
N	94	94	94	94	94	94	94	94	94	94	94
total Pearson Correlation	.406**	.471**	.426**	.441**	.432**	.670**	.647**	.690**	.524**	.668**	1
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
N	94	94	94	94	94	94	94	94	94	94	94

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

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

Lampiran 4. Hasil Uji Reliabilitas

1. Variabel Kualitas Produk (X1)

Reliability Statistics	
Cronbach's Alpha	N of Items
.931	10

2. Variabel Pelayanan (X2)

Reliability Statistics	
Cronbach's Alpha	N of Items
.876	10

3. Variabel Kepuasan Konsumen (Y)

Reliability Statistics	
Cronbach's Alpha	N of Items
.734	10

Lampiran 5. Tabel r

Tabel r untuk df = 51 - 100

df = (N-2)	Tingkat signifikansi untuk uji satu arah				
	0.05	0.025	0.01	0.005	0.0005
	Tingkat signifikansi untuk uji dua arah				
	0.1	0.05	0.02	0.01	0.001
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

Lampiran 6. Tabel t



Titik Persentase Distribusi t (df = 81 –120)

df \ Pr	0.25	0.10	0.05	0.025	0.01	0.005	0.001
	0.50	0.20	0.10	0.050	0.02	0.010	0.002
81	0.67753	1.29209	1.66388	1.98969	2.37327	2.63790	3.19392
82	0.67749	1.29196	1.66365	1.98932	2.37269	2.63712	3.19262
83	0.67746	1.29183	1.66342	1.98896	2.37212	2.63637	3.19135
84	0.67742	1.29171	1.66320	1.98861	2.37156	2.63563	3.19011
85	0.67739	1.29159	1.66298	1.98827	2.37102	2.63491	3.18890
86	0.67735	1.29147	1.66277	1.98793	2.37049	2.63421	3.18772
87	0.67732	1.29136	1.66256	1.98761	2.36998	2.63353	3.18657
88	0.67729	1.29125	1.66235	1.98729	2.36947	2.63286	3.18544
89	0.67726	1.29114	1.66216	1.98698	2.36898	2.63220	3.18434
90	0.67723	1.29103	1.66196	1.98667	2.36850	2.63157	3.18327
91	0.67720	1.29092	1.66177	1.98638	2.36803	2.63094	3.18222
92	0.67717	1.29082	1.66159	1.98609	2.36757	2.63033	3.18119
93	0.67714	1.29072	1.66140	1.98580	2.36712	2.62973	3.18019
94	0.67711	1.29062	1.66123	1.98552	2.36667	2.62915	3.17921
95	0.67708	1.29053	1.66105	1.98525	2.36624	2.62858	3.17825
96	0.67705	1.29043	1.66088	1.98498	2.36582	2.62802	3.17731
97	0.67703	1.29034	1.66071	1.98472	2.36541	2.62747	3.17639
98	0.67700	1.29025	1.66055	1.98447	2.36500	2.62693	3.17549
99	0.67698	1.29016	1.66039	1.98422	2.36461	2.62641	3.17460
100	0.67695	1.29007	1.66023	1.98397	2.36422	2.62589	3.17374
101	0.67693	1.28999	1.66008	1.98373	2.36384	2.62539	3.17289
102	0.67690	1.28991	1.65993	1.98350	2.36346	2.62489	3.17206
103	0.67688	1.28982	1.65978	1.98326	2.36310	2.62441	3.17125
104	0.67686	1.28974	1.65964	1.98304	2.36274	2.62393	3.17045
105	0.67683	1.28967	1.65950	1.98282	2.36239	2.62347	3.16967
106	0.67681	1.28959	1.65936	1.98260	2.36204	2.62301	3.16890
107	0.67679	1.28951	1.65922	1.98238	2.36170	2.62256	3.16815
108	0.67677	1.28944	1.65909	1.98217	2.36137	2.62212	3.16741
109	0.67675	1.28937	1.65895	1.98197	2.36105	2.62169	3.16669
110	0.67673	1.28930	1.65882	1.98177	2.36073	2.62126	3.16598
111	0.67671	1.28922	1.65870	1.98157	2.36041	2.62085	3.16528
112	0.67669	1.28916	1.65857	1.98137	2.36010	2.62044	3.16460
113	0.67667	1.28909	1.65845	1.98118	2.35980	2.62004	3.16392
114	0.67665	1.28902	1.65833	1.98099	2.35950	2.61964	3.16326
115	0.67663	1.28896	1.65821	1.98081	2.35921	2.61926	3.16262
116	0.67661	1.28889	1.65810	1.98063	2.35892	2.61888	3.16198
117	0.67659	1.28883	1.65798	1.98045	2.35864	2.61850	3.16135
118	0.67657	1.28877	1.65787	1.98027	2.35837	2.61814	3.16074
119	0.67656	1.28871	1.65776	1.98010	2.35809	2.61778	3.16013
120	0.67654	1.28865	1.65765	1.97993	2.35782	2.61742	3.15954

Lampiran 7. Tabel f

Titik Persentase Distribusi F untuk Probabilita = 0,05

df untuk penyebut (N2)	df untuk pembilang (N1)														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
91	3.95	3.10	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.94	1.90	1.86	1.83	1.80	1.78
92	3.94	3.10	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.94	1.89	1.86	1.83	1.80	1.78
93	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93	1.89	1.86	1.83	1.80	1.78
94	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93	1.89	1.86	1.83	1.80	1.77
95	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93	1.89	1.86	1.82	1.80	1.77
96	3.94	3.09	2.70	2.47	2.31	2.19	2.11	2.04	1.98	1.93	1.89	1.85	1.82	1.80	1.77
97	3.94	3.09	2.70	2.47	2.31	2.19	2.11	2.04	1.98	1.93	1.89	1.85	1.82	1.80	1.77
98	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.98	1.93	1.89	1.85	1.82	1.79	1.77
99	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.98	1.93	1.89	1.85	1.82	1.79	1.77
100	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.97	1.93	1.89	1.85	1.82	1.79	1.77
101	3.94	3.09	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.93	1.88	1.85	1.82	1.79	1.77
102	3.93	3.09	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.82	1.79	1.77
103	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.82	1.79	1.76
104	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.82	1.79	1.76
105	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.81	1.79	1.76
106	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.84	1.81	1.79	1.76
107	3.93	3.08	2.69	2.46	2.30	2.18	2.10	2.03	1.97	1.92	1.88	1.84	1.81	1.79	1.76
108	3.93	3.08	2.69	2.46	2.30	2.18	2.10	2.03	1.97	1.92	1.88	1.84	1.81	1.78	1.76
109	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92	1.88	1.84	1.81	1.78	1.76
110	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92	1.88	1.84	1.81	1.78	1.76
111	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92	1.88	1.84	1.81	1.78	1.76
112	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.96	1.92	1.88	1.84	1.81	1.78	1.76
113	3.93	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.92	1.87	1.84	1.81	1.78	1.76
114	3.92	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.81	1.78	1.75
115	3.92	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.81	1.78	1.75
116	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.81	1.78	1.75
117	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.80	1.78	1.75
118	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.80	1.78	1.75
119	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.78	1.75
120	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.78	1.75
121	3.92	3.07	2.68	2.45	2.29	2.17	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.77	1.75
122	3.92	3.07	2.68	2.45	2.29	2.17	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.77	1.75
123	3.92	3.07	2.68	2.45	2.29	2.17	2.08	2.01	1.96	1.91	1.87	1.83	1.80	1.77	1.75
124	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.96	1.91	1.87	1.83	1.80	1.77	1.75
125	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.96	1.91	1.87	1.83	1.80	1.77	1.75
126	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.95	1.91	1.87	1.83	1.80	1.77	1.75
127	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.95	1.91	1.86	1.83	1.80	1.77	1.75
128	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.95	1.91	1.86	1.83	1.80	1.77	1.75
129	3.91	3.07	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.80	1.77	1.74
130	3.91	3.07	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.80	1.77	1.74
131	3.91	3.07	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.80	1.77	1.74
132	3.91	3.06	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.79	1.77	1.74
133	3.91	3.06	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.79	1.77	1.74
134	3.91	3.06	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.79	1.77	1.74
135	3.91	3.06	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.82	1.79	1.77	1.74