



KUESIONER PENELITIAN



IMPLEMENTASI *EXPERIENTIAL MARKETING* TERHADAP LOYALITAS PELANGGAN DENGAN KEPUASAN PELANGGAN SEBAGAI VARIABEL INTERVENING

(Studi Kasus Pada Dragon Café Di Kota Jajag, Banyuwangi)

Kepada Yth:

Pengunjung / pelanggan dragon cafe

Bersama dengan ini saya:

Nama : Shinta Dewi Nur Aini

Alamat : Dsn Sambirejo ,Desa Sambimulyo Bangorejo

Mahasiswa : Fakultas Ekonomi Universitas Muhammadiyah Jember

Saat ini dalam tahap penyusunan tugas akhir (skripsi) sebagai sarana menjadi Sarjana Ekonomi Universitas Muhammadiyah Jember. Oleh karena itu saya mohon kepada saudara/saudari untuk bersedia mengisi kuesioner yang diberikan. Informasi yang saudara/saudari berikan sangat bermanfaat bagi penulis dalam penelitiannya.

Atas bantuan dan pengertiannya saya ucapkan terima kasih

Hormat Saya

Shinta Dewi Nur Aini

Identitas Responden

Nama :

Alamat Tempat Tinggal :

Usia :

- ☐ kurang dari 20 tahun
- ☐ 21 - 30 tahun
- ☐ 31 - 40 tahun
- ☐ 41 - 50 tahun
- ☐ > 50 tahun

Jenis Kelamin:

- ☐ Laki-laki
- ☐ Perempuan

Pendidikan Terakhir:

- ☐ SD
- ☐ SMP
- ☐ SMA
- ☐ D3
- ☐ S1
- ☐ S2
- ☐ S3

Petunjuk Pengisian Angket

- a. Daftar kuisioner ini hanya sebatas untuk data penelitian dalam rangka menyelesaikan studi S1 di Fakultas Ekonomi Manajemen Universitas Muhammadiyah Jember.
- b. Jawablah sesuai dengan pendapat dan penilaian Bapak/ Ibu.
- c. Berilah tanda **check list** (✓) pada kolom yang tersedia dan dipilih sesuai dengan keadaan yang dialami.

N0	Pernyataan	Jawaban				
		STS	TS	N	S	SS
Sense						
1	Dragon café menyediakan menu yang enak					
2	Dragon cafe memiliki tempat yang bersih dan rapi					
3	Dragon café menyediakan live music yang enak untuk di dengar					
4	Dragon kafe memiliki aroma ruangan yang harum					
Feel						
5	Dragon cafe memiliki suasana yang sangat tenang (relax)					
6	Dragon cafe menyediakan inovasi menu baru					
Think						
7	Dragon cafe menyediakan paket hemat					
8	Dragon cafe mampu memberikan inspirasi					
Act						
9	Dragon café memiliki desain interior yang unik					
10	Dragon café memiliki desain eksterior yang unik					
Relate						
11	Dragon café membuat event setiap sebulan sekali					
12	Dragon cafe memberikan promo pada hari2 tertentu					
Loyalitas pelanggan						
13	Saya mengunjungi dragon café lebih dari 1 kali					
14	Saya hanya tertarik pada Dragon Cafe					
15	Saya merekomendasikan Dragon Cafe kepada teman dan keluarga					

Kepuasan pelanggan						
16	Karyawan Dragon café memiliki sikap yang ramah					
17	Menu yang disajikan di Dragon café sesuai dengan harapan saya					





LAMPIRAN 2
FREKUENSI KARAKTERISTIK RESPONDEN

Frekuensi Karakteristik Responden

Jenis_Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	laki-laki	41	40.2	40.2	40.2
	perempuan	61	59.8	59.8	100.0
	Total	102	100.0	100.0	

Umur

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<20	19	18.6	18.6	18.6
	21-30	81	79.4	79.4	98.0
	31-40	2	2.0	2.0	100.0
	Total	102	100.0	100.0	

Pendidikan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	1	1.0	1.0	1.0
	SMP	4	3.9	4.0	5.0
	SMA	75	73.5	74.3	79.2
	D3	8	7.8	7.9	87.1
	S1	12	11.8	11.9	99.0
	S2	1	1.0	1.0	100.0

	Total	101	99.0	100.0	
Missing	System	1	1.0		
	Total	102	100.0		





LAMPIRAN 3
FREKUENSI JAWABAN RESPONDEN

FREKUENSI JAWABAN RESPONDEN

X1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	17	16.7	16.7	16.7
	4.00	40	39.2	39.2	55.9
	5.00	45	44.1	44.1	100.0
	Total	102	100.0	100.0	

X1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	2.0	2.0	2.0
	3.00	5	4.9	4.9	6.9
	4.00	40	39.2	39.2	46.1
	5.00	55	53.9	53.9	100.0
	Total	102	100.0	100.0	

X1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.0	1.0	1.0
	3.00	10	9.8	9.8	10.8
	4.00	25	24.5	24.5	35.3
	5.00	66	64.7	64.7	100.0
	Total	102	100.0	100.0	

X1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	2.9	2.9	2.9
	3.00	19	18.6	18.6	21.6
	4.00	43	42.2	42.2	63.7
	5.00	37	36.3	36.3	100.0
	Total	102	100.0	100.0	

X2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	3	2.9	2.9	2.9
	2.00	4	3.9	3.9	6.9
	3.00	16	15.7	15.7	22.5
	4.00	35	34.3	34.3	56.9
	5.00	44	43.1	43.1	100.0
	Total	102	100.0	100.0	

X2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	1.0	1.0	1.0
	3.00	20	19.6	19.6	20.6
	4.00	39	38.2	38.2	58.8
	5.00	42	41.2	41.2	100.0
	Total	102	100.0	100.0	

X3.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.0	1.0	1.0
	2.00	5	4.9	4.9	5.9
	3.00	22	21.6	21.6	27.5
	4.00	38	37.3	37.3	64.7
	5.00	36	35.3	35.3	100.0
Total		102	100.0	100.0	

X3.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	4	3.9	3.9	3.9
	3.00	17	16.7	16.7	20.6
	4.00	35	34.3	34.3	54.9
	5.00	46	45.1	45.1	100.0
Total		102	100.0	100.0	

X4.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.0	1.0	1.0
	2.00	1	1.0	1.0	2.0
	3.00	13	12.7	12.7	14.7
	4.00	36	35.3	35.3	50.0
	5.00	51	50.0	50.0	100.0
Total		102	100.0	100.0	

X4.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.0	1.0	1.0
	2.00	1	1.0	1.0	2.0
	3.00	16	15.7	15.7	17.6
	4.00	31	30.4	30.4	48.0
	5.00	53	52.0	52.0	100.0
	Total	102	100.0	100.0	

X5.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.0	1.0	1.0
	2.00	4	3.9	3.9	4.9
	3.00	18	17.6	17.6	22.5
	4.00	34	33.3	33.3	55.9
	5.00	45	44.1	44.1	100.0
	Total	102	100.0	100.0	

X5.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	2	2.0	2.0	2.0
	2.00	5	4.9	4.9	6.9
	3.00	21	20.6	20.6	27.5
	4.00	31	30.4	30.4	57.8
	5.00	43	42.2	42.2	100.0
	Total	102	100.0	100.0	

Z1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.0	1.0	1.0
	2.00	5	4.9	4.9	5.9
	3.00	20	19.6	19.6	25.5
	4.00	33	32.4	32.4	57.8
	5.00	43	42.2	42.2	100.0
	Total	102	100.0	100.0	

Z1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	2	2.0	2.0	2.0
	2.00	8	7.8	7.8	9.8
	3.00	24	23.5	23.5	33.3
	4.00	25	24.5	24.5	57.8
	5.00	43	42.2	42.2	100.0
	Total	102	100.0	100.0	

Y1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	6	5.9	5.9	5.9
	2.00	11	10.8	10.8	16.7
	3.00	21	20.6	20.6	37.3
	4.00	21	20.6	20.6	57.8
	5.00	43	42.2	42.2	100.0
	Total	102	100.0	100.0	

Y1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	5	4.9	4.9	4.9
	2.00	14	13.7	13.7	18.6
	3.00	20	19.6	19.6	38.2
	4.00	27	26.5	26.5	64.7
	5.00	36	35.3	35.3	100.0
	Total	102	100.0	100.0	

Y1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	5	4.9	4.9	4.9
	3.00	21	20.6	20.6	25.5
	4.00	32	31.4	31.4	56.9
	5.00	44	43.1	43.1	100.0
	Total	102	100.0	100.0	

DISTRIBUSI FREKUENSI JAWABAN RESPONDEN

Statistics

	N		Mean	Median	Mode	Std. Deviation	Minimum	Maximum
	Valid	Missing						
X1.1	102	0	4.2745	4.0000	5.00	.73332	3.00	5.00
X1.2	102	0	4.4510	5.0000	5.00	.68401	2.00	5.00
X1.3	102	0	4.5196	5.0000	5.00	.75427	1.00	5.00
X1.4	102	0	4.1176	4.0000	4.00	.81197	2.00	5.00
X2.1	102	0	4.1078	4.0000	5.00	1.00402	1.00	5.00
X2.2	102	0	4.1961	4.0000	5.00	.78399	2.00	5.00
X3.1	102	0	4.0098	4.0000	4.00	.92806	1.00	5.00
X3.2	102	0	4.2059	4.0000	5.00	.85987	2.00	5.00
X4.1	102	0	4.3235	4.5000	5.00	.81035	1.00	5.00
X4.2	102	0	4.3137	5.0000	5.00	.84409	1.00	5.00
X5.1	102	0	4.1569	4.0000	5.00	.92002	1.00	5.00
X5.2	102	0	4.0588	4.0000	5.00	1.00320	1.00	5.00
Z1.1	102	0	4.0980	4.0000	5.00	.94931	1.00	5.00
Z1.2	102	0	3.9706	4.0000	5.00	1.07589	1.00	5.00
Y1.1	102	0	3.8235	4.0000	5.00	1.25400	1.00	5.00
Y1.2	102	0	3.7353	4.0000	5.00	1.21807	1.00	5.00
Y1.3	102	0	4.1275	4.0000	5.00	.90839	2.00	5.00



LAMPIRAN 4
UJI INSTRUMEN PENELITIAN

Uji Instrumen Penelitian

Uji Validitas

Correlations

		X1.1	X1.2	X1.3	X1.4	X1
X1.1	Pearson Correlation	1	.402**	.187	.544**	.735**
	Sig. (2-tailed)		.000	.060	.000	.000
	N	102	102	102	102	102
X1.2	Pearson Correlation	.402**	1	.290**	.385**	.697**
	Sig. (2-tailed)	.000		.003	.000	.000
	N	102	102	102	102	102
X1.3	Pearson Correlation	.187	.290**	1	.384**	.647**
	Sig. (2-tailed)	.060	.003		.000	.000
	N	102	102	102	102	102
X1.4	Pearson Correlation	.544**	.385**	.384**	1	.815**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	102	102	102	102	102
X1	Pearson Correlation	.735**	.697**	.647**	.815**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	102	102	102	102	102

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

Correlations

		X2.1	X2.2	X2
X2.1	Pearson Correlation	1	.526**	.905**
	Sig. (2-tailed)		.000	.000
	N	102	102	102
X2.2	Pearson Correlation	.526**	1	.838**
	Sig. (2-tailed)	.000		.000
	N	102	102	102
X2	Pearson Correlation	.905**	.838**	1
	Sig. (2-tailed)	.000	.000	
	N	102	102	102

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

Correlations

		X3.1	X3.2	X3
X3.1	Pearson Correlation	1	.457**	.865**
	Sig. (2-tailed)		.000	.000
	N	102	102	102
X3.2	Pearson Correlation	.457**	1	.841**
	Sig. (2-tailed)	.000		.000
	N	102	102	102
X3	Pearson Correlation	.865**	.841**	1
	Sig. (2-tailed)	.000	.000	
	N	102	102	102

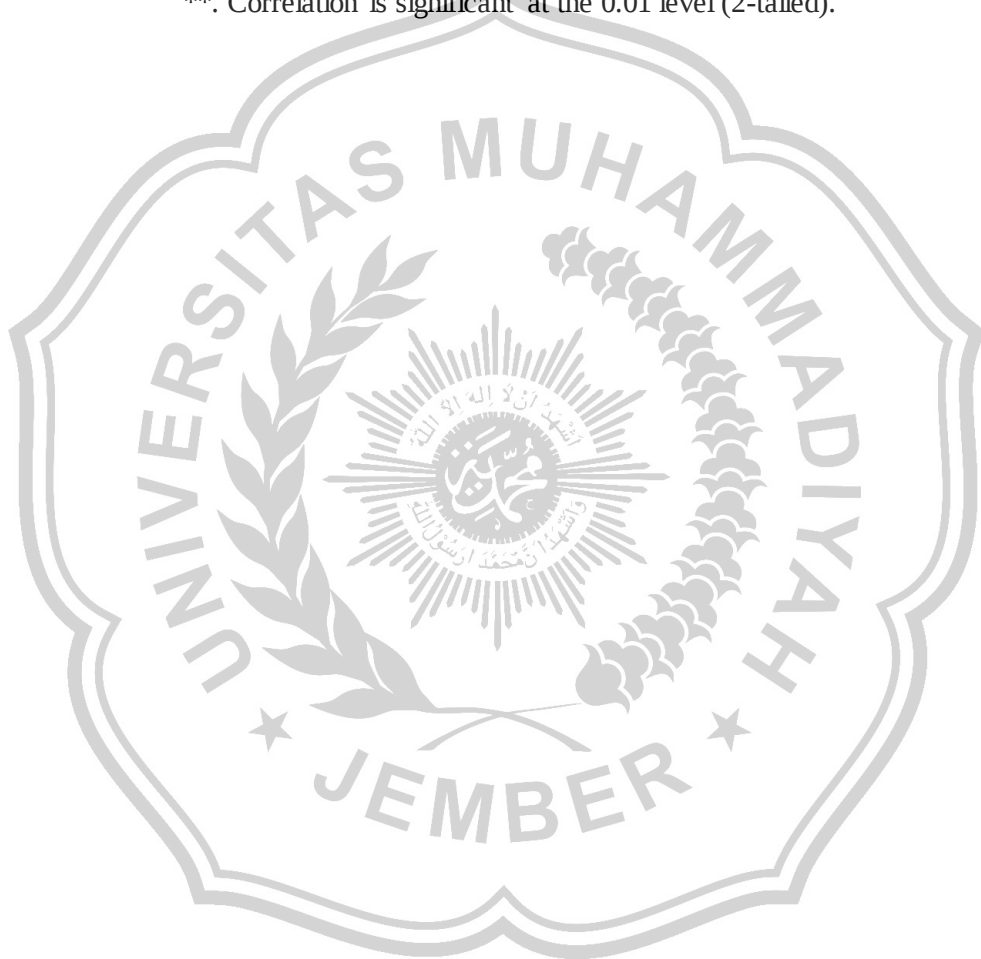
**. Correlation is significant at the 0.01 level (2-tailed).

Correlations

		X4.1	X4.2	X4
X4.1	Pearson Correlation	1	.704**	.920**
	Sig. (2-tailed)		.000	.000
	N	102	102	102

X4.2	Pearson Correlation	.704**	1	.926**
	Sig. (2-tailed)	.000		.000
	N	102	102	102
X4	Pearson Correlation	.920**	.926**	1
	Sig. (2-tailed)	.000	.000	
	N	102	102	102

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



Correlations

		X5.1	X5.2	X5
X5.1	Pearson Correlation	1	.698**	.914**
	Sig. (2-tailed)		.000	.000
	N	102	102	102
X5.2	Pearson Correlation	.698**	1	.928**
	Sig. (2-tailed)	.000		.000
	N	102	102	102
X5	Pearson Correlation	.914**	.928**	1
	Sig. (2-tailed)	.000	.000	
	N	102	102	102

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

Correlations

		Z.1	Z.2	Z
Z.1	Pearson Correlation	1	.681**	.906**
	Sig. (2-tailed)		.000	.000
	N	102	102	102
Z.2	Pearson Correlation	.681**	1	.927**
	Sig. (2-tailed)	.000		.000
	N	102	102	102
Z	Pearson Correlation	.906**	.927**	1
	Sig. (2-tailed)	.000	.000	
	N	102	102	102

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

Correlations

		Y.1	Y.2	Y.3	Y
Y.1	Pearson Correlation	1	.630**	.541**	.859**
	Sig. (2-tailed)		.000	.000	.000
	N	102	102	102	102
Y.2	Pearson Correlation	.630**	1	.684**	.899**
	Sig. (2-tailed)	.000		.000	.000
	N	102	102	102	102
Y.3	Pearson Correlation	.541**	.684**	1	.828**
	Sig. (2-tailed)	.000	.000		.000
	N	102	102	102	102
Y	Pearson Correlation	.859**	.899**	.828**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	102	102	102	102

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

Hasil Uji Reliabilitas

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	102	100.0
	Excluded ^a	0	.0
	Total	102	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.698	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	13.0882	2.893	.504	.621
X1.2	12.9118	3.091	.470	.643
X1.3	12.8431	3.143	.365	.706
X1.4	13.2451	2.484	.604	.549

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	102	100.0
	Excluded ^a	0	.0
	Total	102	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.676	2

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	4.1961	.615	.526	.
X2.2	4.1078	1.008	.526	.

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	102	100.0
	Excluded ^a	0	.0
	Total	102	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.626	2

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	4.2059	.739	.457	.
X3.2	4.0098	.861	.457	.

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	102	100.0
	Excluded ^a	0	.0
	Total	102	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.826	2

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X4.1	4.3137	.712	.704	.
X4.2	4.3235	.657	.704	.

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	102	100.0
	Excluded ^a	0	.0
	Total	102	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.820	2

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X5.1	4.0588	1.006	.698	.
X5.2	4.1569	.846	.698	.

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	102	100.0
	Excluded ^a	0	.0
	Total	102	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.807	2

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Z.1	3.9706	1.158	.681	.
Z.2	4.0980	.901	.681	.

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	102	100.0
	Excluded ^a	0	.0
	Total	102	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.819	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y.1	7.8627	3.823	.644	.792
Y.2	7.9510	3.631	.741	.679
Y.3	7.5588	4.982	.677	.773

The logo of Universitas Muhammadiyah Jember is a large, light-gray watermark in the background. It features a circular emblem with a central sunburst and Arabic calligraphy. The words "UNIVERSITAS MUHAMMADIYAH" are written in an arc across the top, and "JEMBER" is written across the bottom, flanked by two stars.

LAMPIRAN 5
HASIL ANALISIS JALUR (*PATH ANALYSIS*)

Hasil Analisis Jalur (*Path Analysis*)

Persamaan I (Pengaruh X1,X2,X3,X4 dan X5 terhadap Z)

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	X5, X4, X2, X1, X3 ^b	.	Enter

a. Dependent Variable: Z

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.678 ^a	.460	.432	1.40031

a. Predictors: (Constant), X5, X4, X2, X1, X3

b. Dependent Variable: Z

ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	160.276	5	32.055	16.348	.000 ^b
Residual	188.243	96	1.961		
Total	348.520	101			

a. Dependent Variable: Z

b. Predictors: (Constant), X5, X4, X2, X1, X3

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	-.641	1.198		-.535	.594		
X1	.331	.113	.385	2.916	.004	.322	3.105
X2	.332	.165	.280	2.017	.041	.292	3.426
X3	.628	.178	.516	3.537	.001	.264	3.786
X4	.001	.138	.001	2.006	.003	.435	2.297
X5	.068	.130	.065	3.521	.007	.364	2.744

a. Dependent Variable: Z

Coefficient Correlations^a

Model			X5	X4	X2	X1	X3
1	Correlations	X5	1.000	-.255	-.026	-.297	-.269
		X4	-.255	1.000	-.149	.008	-.289
		X2	-.026	-.149	1.000	-.409	-.376
		X1	-.297	.008	-.409	1.000	-.184
		X3	-.269	-.289	-.376	-.184	1.000
	Covariances	X5	.017	-.005	-.001	-.004	-.006
		X4	-.005	.019	-.003	.000	-.007
		X2	-.001	-.003	.027	-.008	-.011
		X1	-.004	.000	-.008	.013	-.004
		X3	-.006	-.007	-.011	-.004	.032

a. Dependent Variable: Z

Collinearity Diagnostics^a

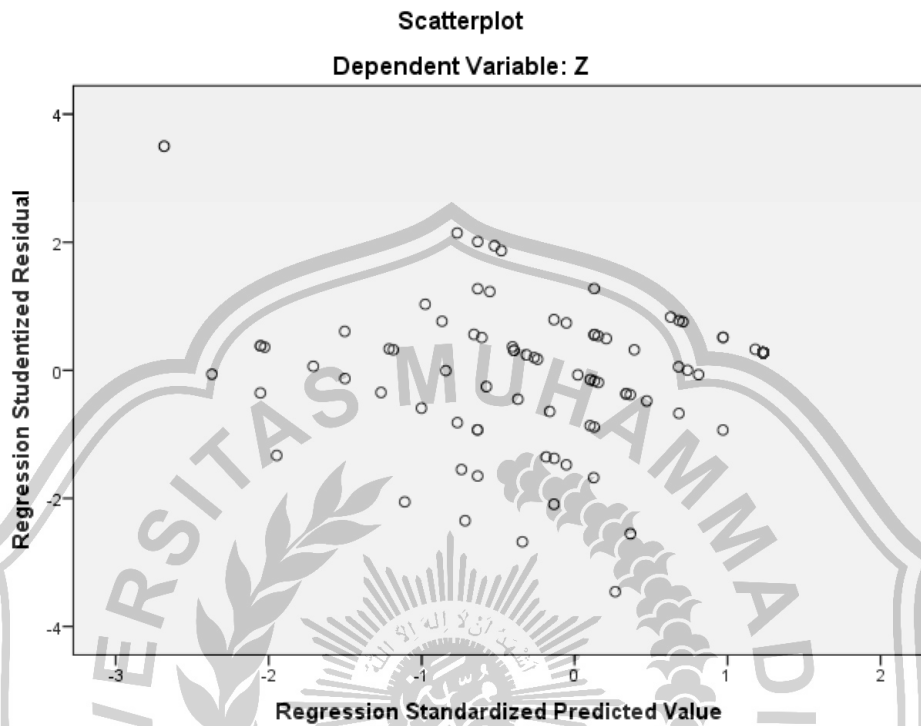
Model	Dimension	Eigenvalue	Condition Index	Variance Proportions					
				(Constant)	X1	X2	X3	X4	X5
1	1	5.941	1.000	.00	.00	.00	.00	.00	.00
	2	.025	15.508	.33	.01	.01	.02	.00	.17
	3	.013	21.584	.05	.00	.32	.06	.01	.56
	4	.011	22.762	.01	.03	.04	.00	.88	.13
	5	.007	30.010	.01	.00	.37	.91	.08	.04
	6	.004	40.460	.60	.96	.25	.01	.03	.11

a. Dependent Variable: Z

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	4.6880	9.6207	8.0686	1.25972	102
Std. Predicted Value	-2.684	1.232	.000	1.000	102
Standard Error of Predicted Value	.155	.831	.317	.123	102
Adjusted Predicted Value	3.4320	9.6106	8.0652	1.30336	102
Residual	-4.40278	4.31201	.00000	1.36521	102
Std. Residual	-3.144	3.079	.000	.975	102
Stud. Residual	-3.458	3.499	.001	1.026	102
Deleted Residual	-5.32645	5.56795	.00347	1.51654	102
Stud. Deleted Residual	-3.677	3.727	-.002	1.051	102
Mahal. Distance	.242	34.616	4.951	5.463	102
Cook's Distance	.000	.594	.020	.074	102
Centered Leverage Value	.002	.343	.049	.054	102

a. Dependent Variable: Z



Persamaan II (Pengaruh X1, X2,X3,X4,X5 dan Z terhadap Y)

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Z, X4, X2, X5, X1, X3 ^b	.	Enter

a. Dependent Variable: Y

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.816 ^a	.665	.644	1.74483

a. Predictors: (Constant), Z, X4, X2, X5, X1, X3

ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	574.739	6	95.790	31.464	.000 ^b
Residual	289.222	95	3.044		
Total	863.961	101			

a. Dependent Variable: Y

b. Predictors: (Constant), Z, X4, X2, X5, X1, X3

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	-2.613	1.494		-1.749	.084		
X1	.019	.147	.014	2.127	.032	.296	3.380
X2	.093	.210	.050	3.445	.006	.280	3.571
X3	.149	.235	.078	2.631	.002	.234	4.280
X4	.551	.172	.288	3.199	.045	.435	2.297
X5	.405	.163	.246	2.495	.025	.363	2.752
Z	.482	.127	.306	3.789	.003	.540	1.851

a. Dependent Variable: Y

Coefficient Correlations^a

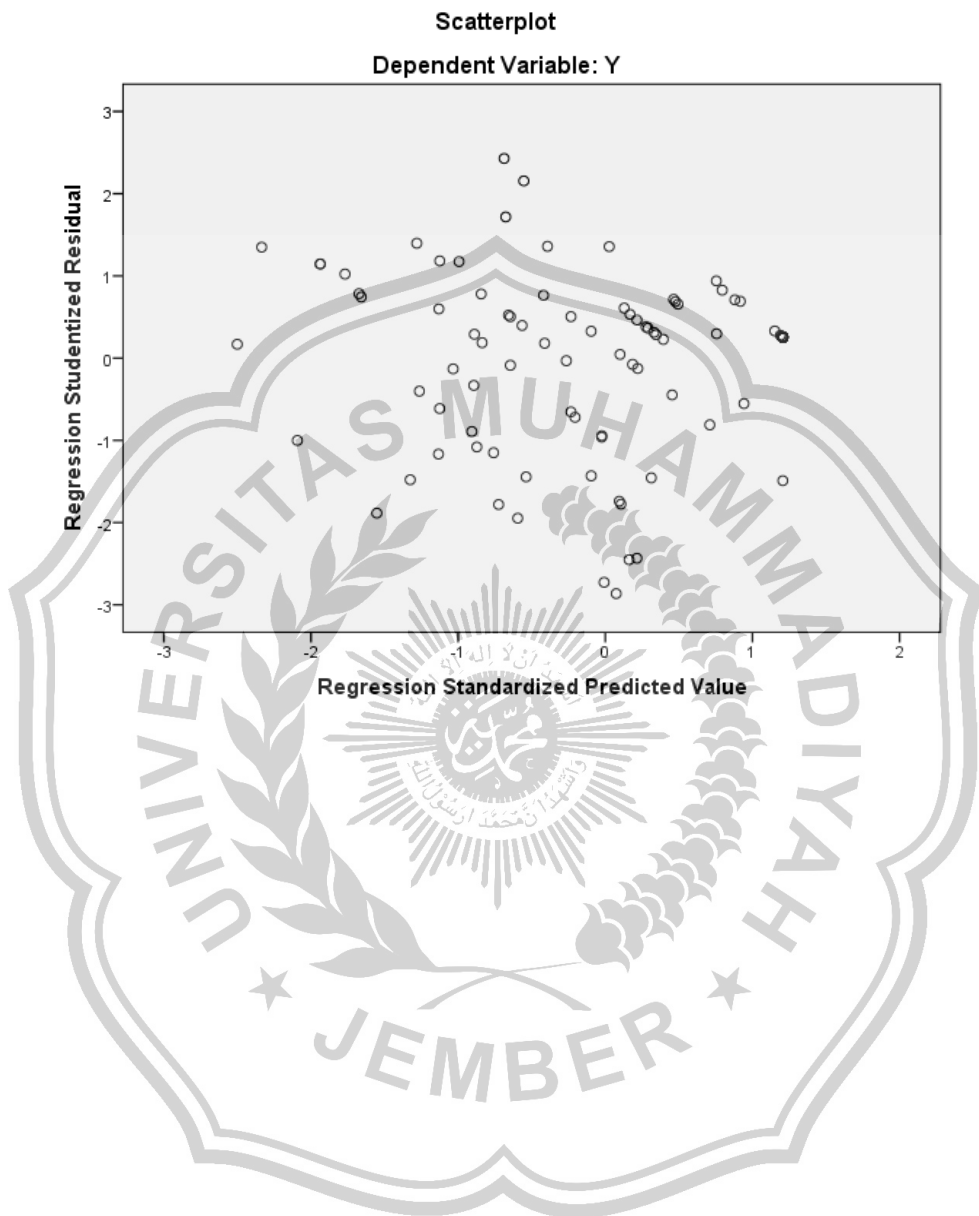
Model			Z	X4	X2	X5	X1	X3
1	Correlations	Z	1.000	-.001	.202	-.053	-.285	-.340
		X4	-.001	1.000	-.146	-.254	.008	-.271
		X2	.202	-.146	1.000	-.036	-.441	-.415
		X5	-.053	-.254	-.036	1.000	-.269	-.235
		X1	-.285	.008	-.441	-.269	1.000	-.069
		X3	-.340	-.271	-.415	-.235	-.069	1.000
	Covariances	Z	.016	-1.365E-5	.005	-.001	-.005	-.010
		X4	-1.365E-5	.030	-.005	-.007	.000	-.011
		X2	.005	-.005	.044	-.001	-.014	-.020
		X5	-.001	-.007	-.001	.026	-.006	-.009
		X1	-.005	.000	-.014	-.006	.022	-.002
		X3	-.010	-.011	-.020	-.009	-.002	.055

a. Dependent Variable: Y

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions						
				(Constant)	X1	X2	X3	X4	X5	Z
1	1	6.914	1.000	.00	.00	.00	.00	.00	.00	.00
	2	.028	15.648	.06	.00	.01	.00	.02	.00	.72
	3	.024	16.828	.27	.01	.02	.02	.01	.18	.07
	4	.013	23.294	.05	.00	.30	.05	.01	.55	.00
	5	.011	24.641	.01	.03	.05	.00	.84	.17	.01
	6	.006	34.088	.05	.02	.27	.92	.10	.01	.10
	7	.003	45.345	.54	.94	.34	.01	.01	.09	.09

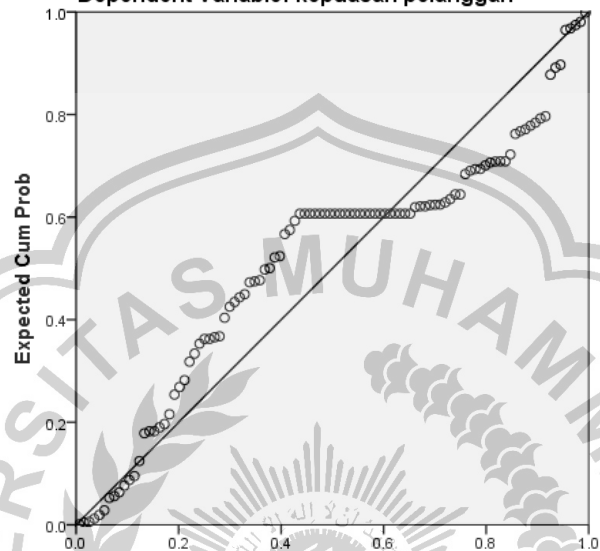
a. Dependent Variable: Y



Hasil Uji Normalitas

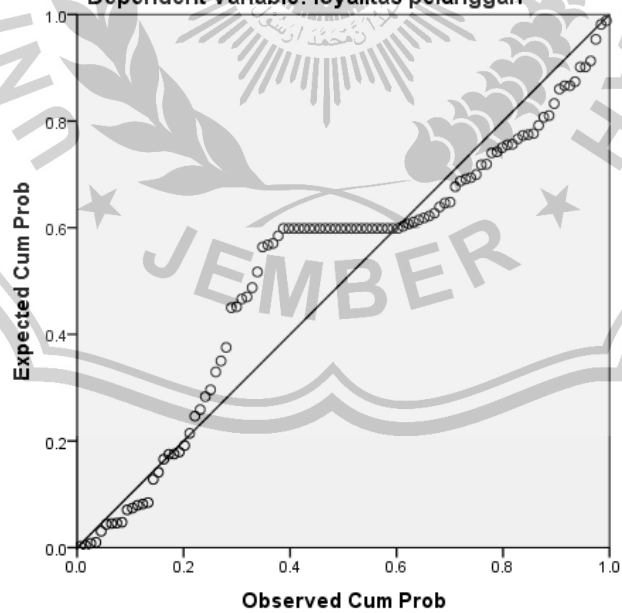
Normal P-P Plot of Regression Standardized Residual

Dependent Variable: kepuasan pelanggan



Normal P-P Plot of Regression Standardized Residual

Dependent Variable: loyalitas pelanggan





LAMPIRAN 6
REKAPITULASI JAWABAN RESPONDEN

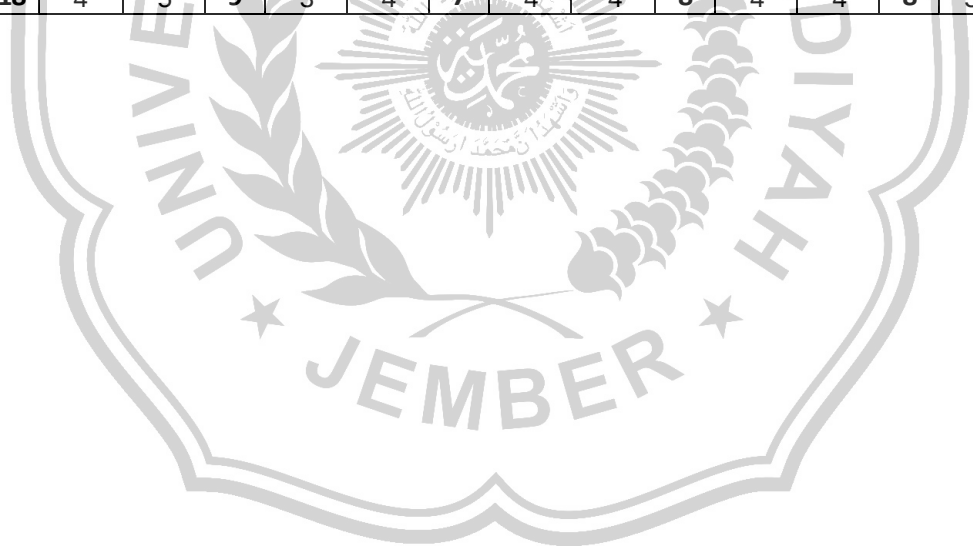
No	X1.1	X1.2	X1.3	X1.4	X1	X2.1	X2.2	X2	X3.1	X3.2	X3	X4.1	X4.2	X4	X5.1	X5.2	X5	Z.1	Z.2	Z	Y.1	Y.2	Y.3	Y
1	4	5	4	3	16	4	5	9	4	4	8	4	4	8	4	5	9	4	4	8	4	3	3	10
2	4	3	4	4	15	4	4	8	4	3	7	4	3	7	3	4	7	4	3	7	2	3	3	8
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101	5	5	4	4	18	4	4	8	4	4	8	3	5	8	4	4	8	4	3	7	4	4	4	12
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Uji Msi Hasil Jawaban Responden

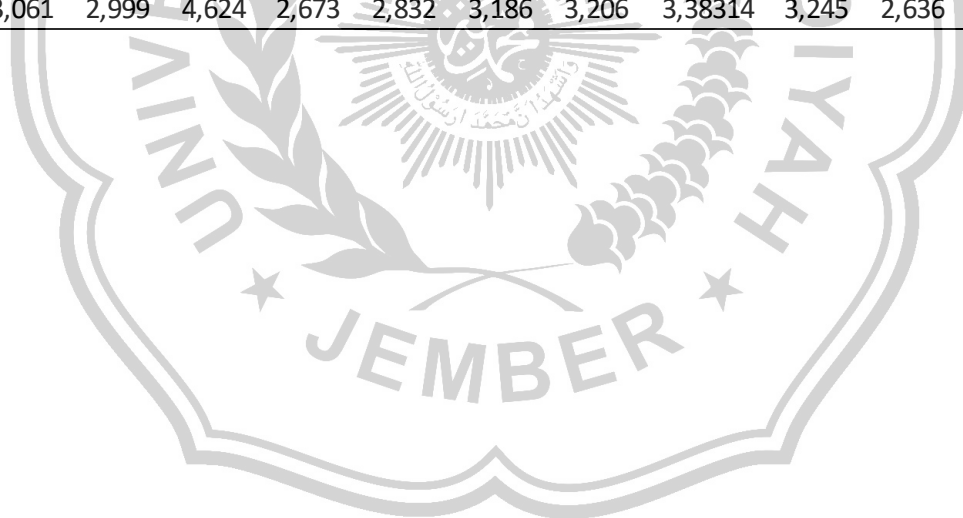
No	X1.1	X1.2	X1.3	X1.4	X2.1	X2.2	X3.1	X3.2	X4.1	X4.2	X5.1	X5.2	Z.1	Z.2	Y.1	Y.2	Y.3
1	4	5	4	3	4	5	4	4	4	4	4	5	4	4	4	3	3
2	2,122	1,703	2,901	3,061	2,999	3,406	3,565	1,964	3,186	2,326	2,5484	3,245	3,45	2,622	1,766	2,483	1,987
3	3,381	4,168	2,901	3,061	2,999	2,355	3,565	2,832	3,186	2,326	2,5484	3,245	3,45	3,311	2,927	2,483	2,822
4	2,122	2,757	2,05	2,043	2,999	2,355	3,565	2,832	3,186	2,326	2,5484	2,454	2,636	2,622	2,373	2,483	1
5	1	2,757	2,901	3,061	2,207	2,355	3,565	2,832	3,186	3,206	2,5484	3,245	2,636	2,622	2,927	1,859	1,987
6	2,122	2,757	4,233	3,061	2,207	3,406	2,673	4,029	3,186	4,427	3,38314	3,245	4,589	3,311	2,927	3,092	3,971
7	2,122	2,757	2,05	2,043	2,999	4,624	3,565	2,832	3,186	3,206	3,38314	3,245	2,636	3,311	2,373	3,092	2,822
8	3,381	4,168	4,233	4,299	4,176	4,624	4,715	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	3,91	4,113	3,971
9	2,122	4,168	4,233	3,061	2,999	3,406	3,565	2,832	4,459	3,206	3,38314	3,245	4,589	3,311	1,766	1,859	2,822
10	3,381	4,168	2,05	2,043	4,176	3,406	2,673	4,029	3,186	4,427	2,5484	2,454	4,589	4,345	2,927	3,092	2,822
11	3,381	2,757	1	2,043	2,207	2,355	2,673	1	1	3,206	1	2,454	1	3,311	1	1,859	1,987
12	2,122	4,168	2,05	3,061	2,999	2,355	3,565	1,964	2,242	2,326	3,38314	3,245	4,589	4,345	3,91	3,092	2,822
13	3,381	4,168	4,233	4,299	4,176	4,624	4,715	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	2,373	3,092	3,971
14	3,381	2,757	2,901	4,299	4,176	4,624	3,565	4,029	3,186	3,206	4,55563	4,362	3,45	4,345	3,91	4,113	2,822
15	2,122	2,757	2,901	3,061	2,999	3,406	3,565	2,832	3,186	3,206	3,38314	3,245	3,45	3,311	2,927	3,092	2,822
16	2,122	4,168	2,901	4,299	4,176	2,355	3,565	2,832	4,459	4,427	2,5484	2,454	3,45	3,311	2,373	3,092	3,971
17	2,122	4,168	4,233	3,061	2,999	4,624	3,565	1,964	3,186	3,206	3,38314	3,245	2,636	2,622	1,766	3,092	2,822
18	2,122	2,757	4,233	3,061	2,207	3,406	3,565	2,832	3,186	3,206	3,38314	3,245	3,45	3,311	2,927	2,483	2,822
19	1	2,757	2,901	2,043	2,207	2,355	2,673	2,832	3,186	3,206	2,5484	2,454	2,636	2,622	1	2,483	1,987
20	1	2,757	4,233	3,061	2,207	3,406	3,565	1,964	4,459	4,427	3,38314	4,362	3,45	2,622	2,373	2,483	1,987
21	1	2,757	2,901	2,043	2,999	2,355	2,673	2,832	2,242	3,206	2,5484	2,454	2,636	2,622	1,766	1,859	1

22	1	1	4,233	2,043	1,611	2,355	1,815	1,964	2,242	2,326	2,5484	1,703	2,636	2,622	2,927	1,859	1,987
23	1	2,757	2,901	3,061	2,207	3,406	3,565	1,964	2,242	2,326	3,38314	4,362	3,45	2,622	2,927	2,483	1,987
24	3,381	4,168	4,233	4,299	4,176	4,624	4,715	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	3,91	4,113	3,971
25	3,381	4,168	4,233	4,299	4,176	4,624	4,715	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	3,91	4,113	3,971
26	2,122	4,168	4,233	4,299	4,176	3,406	2,673	2,832	3,186	3,206	4,55563	4,362	3,45	3,311	1	3,092	2,822
27	3,381	2,757	4,233	1	1	4,624	4,715	2,832	4,459	4,427	4,55563	4,362	3,45	4,345	3,91	4,113	3,971
28	3,381	2,757	4,233	4,299	4,176	4,624	4,715	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	3,91	4,113	3,971
29	2,122	2,757	2,901	3,061	2,999	3,406	3,565	4,029	4,459	4,427	3,38314	3,245	3,45	3,311	3,91	3,092	2,822
30	3,381	4,168	4,233	4,299	4,176	4,624	2,673	4,029	3,186	2,326	4,55563	2,454	2,636	2,622	1,766	1	3,971
31	2,122	4,168	4,233	3,061	4,176	3,406	4,715	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	3,91	4,113	3,971
32	1	2,757	2,05	2,043	2,207	2,355	2,673	1,964	3,186	3,206	3,38314	2,454	2,636	2,622	2,373	2,483	1,987
33	1	1,703	2,05	2,043	2,207	2,355	2,673	1,964	2,242	2,326	2,5484	2,454	2,636	2,622	2,373	2,483	1,987
34	3,381	4,168	4,233	4,299	4,176	4,624	4,715	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	3,91	4,113	3,971
35	2,122	4,168	4,233	2,043	4,176	4,624	4,715	2,832	4,459	4,427	4,55563	4,362	2,636	2,622	1,766	2,483	3,971
36	2,122	4,168	4,233	2,043	2,999	3,406	3,565	2,832	3,186	3,206	3,38314	3,245	3,45	4,345	2,373	2,483	2,822
37	3,381	4,168	4,233	4,299	4,176	4,624	4,715	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	3,91	4,113	3,971
38	1	2,757	4,233	3,061	2,999	2,355	3,565	1,964	2,242	2,326	3,38314	3,245	4,589	3,311	1,766	1,859	1,987
39	3,381	2,757	2,05	3,061	4,176	2,355	1,815	4,029	4,459	3,206	1,75215	1,703	1,815	1,831	1	1,859	1
40	1	4,168	4,233	3,061	1,611	2,355	2,673	2,832	3,186	3,206	4,55563	4,362	2,636	1	2,373	1,859	1,987
41	2,122	4,168	4,233	3,061	2,999	3,406	3,565	4,029	4,459	4,427	3,38314	4,362	2,636	4,345	3,91	3,092	3,971
42	2,122	4,168	4,233	3,061	4,176	4,624	3,565	4,029	4,459	4,427	4,55563	3,245	4,589	3,311	3,91	3,092	3,971
43	3,381	4,168	4,233	4,299	4,176	4,624	4,715	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	3,91	4,113	3,971
44	3,381	4,168	4,233	4,299	4,176	4,624	4,715	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	3,91	4,113	3,971

45	1	2,757	2,05	3,061	2,207	2,355	2,673	1,964	2,242	2,326	2,5484	2,454	2,636	2,622	2,927	1,859	1,987
46	1	2,757	4,233	3,061	2,999	4,624	3,565	4,029	3,186	2,326	3,38314	3,245	4,589	1,831	1	4,113	3,971
47	3,381	1,703	4,233	3,061	2,999	3,406	2,673	4,029	2,242	1,488	1,75215	1	3,45	3,311	1	2,483	3,971
49	3,381	4,168	4,233	1	1	1	1	1,964	1,488	1	1,75215	2,454	3,45	3,311	1,766	1	3,971
49	1	1,703	2,05	1	1	3,406	2,673	1	4,459	3,206	1,75215	1	4,589	3,311	3,91	1,859	2,822
50	2,122	2,757	4,233	3,061	4,176	4,624	3,565	2,832	3,186	3,206	4,55563	4,362	4,589	3,311	2,927	4,113	2,822
51	1	2,757	4,233	2,043	4,176	2,355	2,673	4,029	4,459	4,427	3,38314	3,245	3,45	3,311	3,91	2,483	2,822
52	3,381	2,757	4,233	4,299	2,999	3,406	2,673	2,832	4,459	3,206	4,55563	3,245	3,45	4,345	3,91	3,092	2,822
53	3,381	4,168	4,233	4,299	4,176	4,624	4,715	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	3,91	4,113	3,971
54	2,122	4,168	4,233	2,043	2,999	3,406	1,815	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	3,91	4,113	3,971
55	1	4,168	4,233	2,043	2,207	3,406	3,565	2,832	3,186	2,326	2,5484	2,454	3,45	3,311	2,373	3,092	2,822
56	2,122	4,168	4,233	2,043	4,176	3,406	2,673	1	4,459	4,427	4,55563	1,703	2,636	1	2,373	2,483	2,822
57	3,381	4,168	2,901	3,061	2,999	3,406	3,565	2,832	3,186	4,427	3,38314	3,245	3,45	4,345	2,927	3,092	3,971
58	2,122	2,757	4,233	3,061	2,207	3,406	3,565	1,964	3,186	4,427	3,38314	4,362	3,45	3,311	2,373	1	1,987
59	1	2,757	2,901	2,043	2,207	2,355	2,673	1	2,242	2,326	2,5484	1,703	1,815	2,622	1,766	1	1
60	3,381	4,168	2,901	3,061	2,207	4,624	4,715	4,029	4,459	4,427	3,38314	4,362	4,589	4,345	3,91	2,483	3,971
61	2,122	4,168	4,233	4,299	4,176	4,624	4,715	4,029	4,459	4,427	4,55563	4,362	3,45	3,311	3,91	4,113	3,971
62	3,381	4,168	4,233	4,299	4,176	4,624	4,715	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	3,91	4,113	3,971
63	3,381	4,168	4,233	4,299	4,176	4,624	4,715	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	3,91	4,113	3,971
64	2,122	2,757	2,901	3,061	1,611	3,406	1,815	2,832	3,186	4,427	4,55563	2,454	3,45	3,311	1,766	3,092	2,822
65	3,381	4,168	4,233	4,299	4,176	4,624	4,715	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	3,91	4,113	3,971
66	2,122	4,168	4,233	3,061	2,999	3,406	3,565	4,029	4,459	4,427	4,55563	3,245	4,589	4,345	3,91	4,113	3,971
67	3,381	4,168	4,233	4,299	4,176	4,624	4,715	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	3,91	4,113	3,971

68	3,381	4,168	4,233	4,299	4,176	4,624	4,715	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	3,91	4,113	3,971
69	3,381	4,168	4,233	4,299	4,176	4,624	4,715	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	3,91	4,113	3,971
70	3,381	4,168	4,233	4,299	4,176	4,624	4,715	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	3,91	4,113	3,971
71	2,122	4,168	4,233	3,061	2,999	3,406	3,565	4,029	4,459	4,427	3,38314	3,245	4,589	4,345	2,927	3,092	2,822
72	3,381	1,703	4,233	4,299	4,176	4,624	4,715	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	3,91	4,113	3,971
73	2,122	4,168	4,233	3,061	2,999	3,406	3,565	2,832	3,186	3,206	3,38314	3,245	4,589	4,345	2,927	3,092	2,822
74	3,381	4,168	4,233	4,299	4,176	4,624	4,715	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	3,91	4,113	3,971
75	2,122	2,757	4,233	3,061	2,207	3,406	2,673	2,832	2,242	2,326	2,5484	2,454	4,589	4,345	2,373	1	1,987
76	2,122	4,168	4,233	4,299	2,999	3,406	4,715	1,964	3,186	3,206	2,5484	4,362	3,45	4,345	1,766	1,859	1,987
77	2,122	4,168	4,233	3,061	4,176	3,406	3,565	4,029	4,459	4,427	3,38314	3,245	3,45	3,311	3,91	3,092	2,822
78	2,122	4,168	4,233	4,299	4,176	3,406	2,673	2,832	4,459	4,427	3,38314	3,245	3,45	2,622	3,91	3,092	3,971
79	3,381	4,168	4,233	4,299	4,176	3,406	3,565	2,832	4,459	4,427	3,38314	2,454	3,45	3,311	2,927	3,092	3,971
80	3,381	2,757	4,233	4,299	2,999	4,624	3,565	4,029	4,459	3,206	4,55563	3,245	3,45	4,345	3,91	4,113	2,822
81	1	1	4,233	2,043	1,611	2,355	1,815	1,964	2,242	2,326	2,5484	1,703	2,636	2,622	2,927	1,859	1,987
82	2,122	2,757	2,901	2,043	2,207	3,406	3,565	2,832	3,186	4,427	3,38314	4,362	1,815	1,831	3,91	4,113	2,822
83	3,381	2,757	2,901	3,061	2,999	4,624	4,715	2,832	4,459	3,206	4,55563	3,245	3,45	3,311	2,927	4,113	2,822
84	2,122	4,168	2,901	3,061	2,999	3,406	4,715	4,029	3,186	4,427	3,38314	2,454	3,45	4,345	2,373	1,859	1,987
85	2,122	2,757	2,901	4,299	2,999	3,406	4,715	2,832	4,459	3,206	4,55563	2,454	1,815	2,622	2,373	1,859	1,987
86	3,381	2,757	4,233	3,061	4,176	3,406	3,565	2,832	4,459	3,206	3,38314	3,245	2,636	1,831	3,91	3,092	3,971
87	3,381	2,757	2,05	4,299	2,999	3,406	2,673	2,832	2,242	3,206	3,38314	3,245	2,636	1,831	2,927	2,483	2,822
88	3,381	4,168	4,233	4,299	4,176	4,624	4,715	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	3,91	4,113	3,971
89	2,122	2,757	2,901	3,061	2,999	3,406	2,673	1,964	3,186	2,326	2,5484	2,454	3,45	2,622	2,373	3,092	1,987
90	3,381	4,168	4,233	4,299	4,176	4,624	4,715	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	3,91	4,113	3,971

91	2,122	2,757	2,901	3,061	2,999	3,406	3,565	2,832	3,186	3,206	4,55563	2,454	4,589	2,622	2,373	2,483	2,822
92	3,381	4,168	4,233	4,299	4,176	4,624	4,715	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	3,91	4,113	3,971
93	2,122	2,757	2,901	3,061	2,999	2,355	3,565	1,964	3,186	3,206	2,5484	2,454	2,636	1,831	2,373	3,092	2,822
94	3,381	4,168	4,233	4,299	4,176	4,624	4,715	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	3,91	4,113	3,971
95	2,122	4,168	2,901	3,061	4,176	4,624	3,565	2,832	3,186	3,206	3,38314	2,454	1,815	1,831	2,373	2,483	1
96	3,381	4,168	4,233	4,299	4,176	4,624	4,715	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	3,91	4,113	3,971
97	2,122	2,757	2,901	3,061	2,999	2,355	4,715	1,964	3,186	3,206	3,38314	3,245	3,45	1,831	2,927	4,113	2,822
98	3,381	4,168	4,233	4,299	4,176	4,624	4,715	4,029	4,459	4,427	4,55563	4,362	4,589	4,345	3,91	4,113	3,971
99	3,381	2,757	4,233	3,061	4,176	3,406	4,715	2,832	3,186	4,427	4,55563	4,362	4,589	2,622	2,927	3,092	2,822
100	2,122	2,757	4,233	3,061	2,999	4,624	3,565	4,029	3,186	4,427	3,38314	3,245	3,45	2,622	2,373	2,483	1,987
101	3,381	4,168	2,901	3,061	2,999	3,406	3,565	2,832	2,242	4,427	3,38314	3,245	3,45	2,622	2,927	3,092	2,822
102	3,381	2,757	4,233	3,061	2,999	4,624	2,673	2,832	3,186	3,206	3,38314	3,245	2,636	2,622	2,373	3,092	2,822





DOKUMENTASI



