



LAMPIRAN 1:
Pengantar Kuesioner

Pengantar Kuesioner



ANALISIS KUALITAS LAYANAN, BIAYA PEMINJAMAN DAN KEPUASAN TERHADAP LOYALITAS PELANGGAN (Studi kasus pada PT. PNM Persero Cabang Bondowoso)

Kepada Yth.

Sdr. Nasabah PT. PNM Persero Cabang Bondowoso
di tempat

Berkaitan dengan kegiatan penelitian yang saya lakukan dengan judul “Analisis Kualitas Layanan, Biaya Peminjaman dan Kepuasan (Studi Pada PT. PNM Persero Cabang Bondowoso)” sebagai salah satu syarat untuk memperoleh gelar Sarjana Ekonomi pada Universitas Muhammadiyah Jember, maka dengan ini saya mengharapkan bantuan saudara untuk mengisi daftar Pernyataan yang saya sertakan di bawah ini.

Agar memperoleh masukan yang berarti, saya berharap kuesioner ini diisi dengan keadaan yang sebenarnya. Semua sumber dan data yang diperoleh dijamin kerahasiaannya.

Atas perhatian dan bantuannya saya mengucapkan banyak terimakasih.

**Febri Trilia Dwi U
NIM. 1410412028**



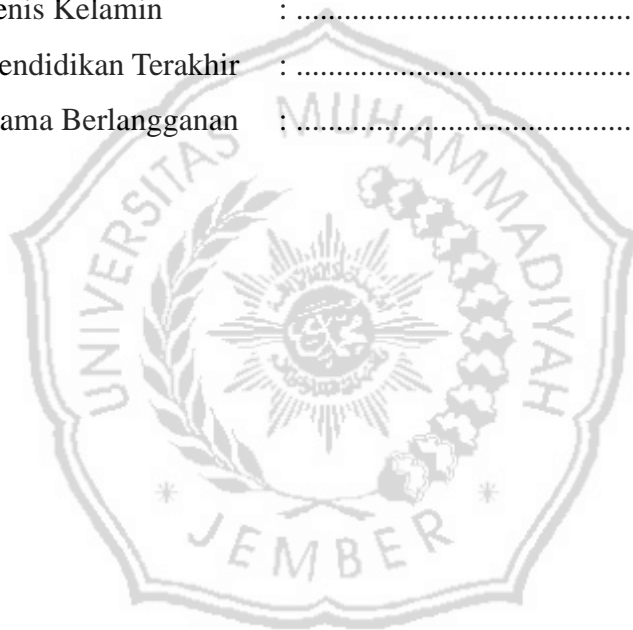
LAMPIRAN 2:
Petunjuk Pengisian
Kuesioner Penelitian

Berilah tanda cek list (√) pada jawaban yang dipilih.

1. Bila pendapat anda sangat setuju (SS)
2. Bila pendapat anda setuju (S)
3. Bila Kurang Setuju (KS)
4. Bila tidak setuju (TS)
5. Bila sangat tidak setuju (STS)

Identitas responden

1. Usia :
2. Jenis Kelamin :
3. Pendidikan Terakhir :
4. Lama Berlangganan :





LAMPIRAN 3:
Kuesioner Penelitian

Kuesioner Penelitian

No	Pernyataan	Pilihan Jawaban				
	Kualitas Layanan (X_1)	STS	TS	KS	S	SS
1	Petugas cekatan dalam melayani nasabah					
2	Petugas sigap membantu nasabah yang mengalami kesulitan					
3	Keramahan dirasakan anda ketika di layani					
4	Petugas PT. PNM memberikan perhatiannya secara penuh kepada Nasabah					
	Biaya Peminjaman(X_2)					
1	Anda merasa puas dengan biaya tetap yang diberikan PT. PNM					
2	Semua biaya variabel sesuai standart PT. PNM					
3	Biaya semi variabel PT. PNM bersaing dengan kompetitor lain yang sejenis					
4	Biaya semi fixed diterapkan PT. PNM sesuai kebenarannya					
	Kepuasan(X_3)					
1	Yang pertama terlintas ketika akan mengajukan kredit adalah memakai produk dari PT. PNM					
2	Anda selalu mengatakan hal positif tentang PT. PNM kepada orang lain					
3	Anda tertarik dengan produk yang dipergunakan di PT. PNM					
4	Produk yang digunakan selalu produk dari PT. PNM					
	Loyalitas Pelanggan (Y)					
1	Setiap andamembutuhkan kredit pinjaman selalu di PT. PNM Cabang Bondowoso					
2	Anda bersedia mengatakan hal-hal baik (positif) mengenai PT. PNM Cabang Bondowoso kepada orang lain					
3	Anda berani memberikan penjelasan positif terhadap argumen yang bernilai negatif					
4	Hanya tertarik pada produk yang di sediakan oleh PT. PNM Cabang Bondowoso					

Keterangan:

Berilah tandachek list (√) pada jawaban yang dipilih.

1. Bila pendapat anda sangat setuju (SS)
2. Bila pendapat anda setuju (S)
3. Bila kurang setuju (KS)
4. Bila tidak setuju (TS)
5. Bila sangat tidak setuju (STS)



LAMPIRAN 4:

Rekapitulasi Kuesioner



Rekapitulasi Kuesioner

NO	X1.1	X1.2	X1.3	X1.4	X1	X2.1	X2.2	X2.3	X2.4	X2	X3.1	X3.2	X3.3	X3.4	X3	Y.1	Y.2	Y.3	Y.4	Y
1	5	5	5	5	20	5	5	5	5	20	5	5	5	5	20	5	5	5	5	20
2	4	4	4	4	16	4	4	4	4	16	4	4	4	5	17	4	4	4	4	16
3	5	5	4	4	18	4	4	5	5	18	4	5	4	5	18	4	5	4	5	18
4	4	3	3	3	13	4	4	4	4	16	4	4	4	4	16	4	4	4	4	16
5	5	4	4	4	16	4	3	3	3	13	5	4	4	4	17	4	4	4	4	16
6	4	3	3	3	13	4	4	4	4	16	5	5	5	5	20	4	4	4	4	16
7	4	3	3	3	13	5	4	4	4	17	3	4	4	5	16	4	4	4	4	16
8	4	4	4	4	16	5	5	5	5	20	4	4	4	4	16	4	4	4	4	16
9	5	2	5	5	17	4	4	4	4	16	4	4	4	4	16	4	4	4	4	16
10	4	4	4	4	16	4	4	4	4	16	5	5	5	5	20	5	5	5	5	20
11	4	4	4	5	17	5	5	5	5	20	4	4	4	3	15	4	4	4	5	17
12	4	4	4	4	16	5	5	5	5	20	4	4	4	4	16	4	4	4	4	16
13	5	5	4	4	18	4	4	5	5	18	5	5	5	5	20	5	3	5	5	18
14	5	5	5	5	20	5	5	5	5	20	5	5	5	5	20	5	5	5	5	20
15	4	3	3	3	13	5	5	5	5	20	4	3	3	3	13	4	4	4	4	16
16	4	4	4	4	16	4	4	4	4	16	4	4	4	3	15	4	4	4	4	16
17	5	5	5	5	20	4	4	4	4	16	3	4	5	5	17	5	4	4	4	17
18	4	4	4	4	16	5	5	2	3	15	5	4	4	4	17	4	4	4	4	16
19	4	4	4	3	15	5	4	4	4	17	5	4	3	4	16	4	4	4	4	16
20	5	4	4	4	17	5	4	4	4	17	4	4	4	5	17	4	4	4	5	17
21	5	5	5	5	20	4	4	4	4	16	5	5	5	5	20	5	5	5	5	20
22	4	4	4	4	16	4	4	4	5	17	5	5	4	2	16	4	4	4	4	16
23	4	3	3	3	13	5	5	5	5	20	4	4	4	4	16	4	4	4	4	16
24	4	4	4	4	16	4	4	4	4	16	4	4	4	3	15	4	4	4	4	16
25	5	4	4	4	17	4	4	4	4	16	5	4	4	4	17	5	4	4	4	17
26	5	4	4	4	17	4	4	4	3	15	5	4	4	4	17	5	4	4	4	17
27	4	4	4	4	16	5	4	4	4	17	4	4	4	3	15	4	4	4	4	16
28	4	4	4	5	17	4	4	4	4	16	4	4	4	4	16	4	4	4	4	16
29	5	4	4	5	18	4	5	5	4	18	5	4	4	5	18	4	4	5	5	18
30	5	4	4	4	17	5	4	4	4	17	5	5	4	4	18	5	4	4	4	17
31	4	4	4	4	16	4	4	4	4	16	4	4	4	4	16	4	4	4	4	16
32	4	4	4	3	15	4	4	4	5	17	4	4	4	3	15	4	4	4	3	15
33	5	5	5	4	18	5	5	5	5	20	5	5	5	5	20	5	4	5	5	19
34	5	4	4	4	17	5	5	2	5	17	4	4	4	4	16	4	4	5	4	17
35	4	4	4	3	15	5	5	4	4	18	4	4	4	4	16	5	4	4	4	17
36	4	4	4	4	16	4	4	4	4	16	4	4	4	5	17	4	4	4	4	16
37	5	5	4	4	18	4	4	5	5	18	4	5	4	5	18	4	5	4	5	18
38	5	5	4	4	18	5	5	4	4	18	5	4	4	4	17	5	4	4	4	17
39	5	5	5	5	20	5	5	5	5	20	5	5	5	5	20	5	5	5	5	20
40	4	5	4	5	18	4	5	4	5	18	5	4	4	5	18	5	4	4	5	18
41	5	5	5	5	20	4	4	4	4	16	4	4	4	4	16	4	4	4	5	17
42	5	5	5	4	19	5	5	4	4	18	5	5	5	5	20	5	4	4	5	18
43	2	5	5	5	17	5	4	4	4	17	5	4	4	4	17	5	4	4	4	17
44	4	5	5	4	18	5	4	4	4	17	4	4	4	3	15	4	4	4	4	16
45	4	4	4	4	16	4	4	4	4	16	4	4	4	4	16	4	4	4	4	16
46	5	5	4	4	18	4	4	4	3	15	5	5	5	5	20	5	5	5	5	20
47	5	4	4	4	17	4	4	4	4	16	5	5	5	5	20	5	5	4	4	18
48	4	4	4	4	16	5	5	5	5	20	4	5	5	5	19	4	5	5	5	19
49	4	4	5	5	18	5	5	4	4	18	4	4	5	5	18	4	4	5	5	18
50	5	4	4	4	17	4	4	4	4	16	5	4	4	4	17	5	4	4	4	17
51	4	5	4	5	18	4	5	4	5	18	5	4	4	5	18	5	4	4	5	18
52	5	5	5	5	20	4	4	4	4	16	4	4	4	4	16	4	4	4	5	17
53	5	5	5	4	19	5	5	4	4	18	5	5	5	5	20	5	4	4	5	18
54	2	5	5	5	17	5	4	4	4	17	5	4	4	4	17	5	4	4	4	17
55	4	5	5	4	18	5	4	4	4	17	4	4	4	3	15	4	4	4	4	16
56	4	4	4	4	16	4	4	4	4	16	4	4	4	4	16	4	4	4	4	16
57	5	5	4	4	18	4	4	4	3	15	5	5	5	5	20	5	5	5	5	20
58	5	4	4	4	17	4	4	4	4	16	5	5	5	5	20	5	5	4	4	18
59	4	4	4	4	16	5	5	5	5	20	4	5	5	5	19	4	5	5	5	19
60	4	4	5	5	18	5	5	4	4	18	4	4	5	5	18	4	4	5	5	18

Sumber; Data primer yang diolah 2017



LAMPIRAN 5:
Frekuensi Pernyataan
Responden

Frekuensi Pernyataan Responden

1. Kualitas Layanan

```
FREQUENCIES VARIABLES=X1.1 X1.2 X1.3 X1.4
  /STATISTICS=STDDEV VARIANCE RANGE MINIMUM MAXIMUM SEMEAN MEAN
MEDIAN MODE SUM
  /ORDER=ANALYSIS.
```

Frequencies

[DataSet1] G:\REKAP KUESIONER\LAILI IKA.sav

		Statistics			
		X1.1	X1.2	X1.3	X1.4
N	Valid	60	60	60	60
	Missing	0	0	0	0
Mean		4,42	4,23	4,20	4,13
Std. Error of Mean		,076	,087	,074	,080
Median		4,00	4,00	4,00	4,00
Mode		4	4	4	4
Std. Deviation		,591	,673	,576	,623
Variance		,349	,453	,332	,389
Range		3	3	2	2
Minimum		2	2	3	3
Maximum		5	5	5	5
Sum		265	254	252	248

Frequency Table

		X1.1			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1,7	1,7	1,7
	4	32	53,3	53,3	55,0
	5	27	45,0	45,0	100,0
	Total	60	100,0	100,0	

X1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1,7	1,7	1,7
	3	5	8,3	8,3	10,0
	4	33	55,0	55,0	65,0
	5	21	35,0	35,0	100,0
	Total	60	100,0	100,0	

X1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	5	8,3	8,3	8,3
	4	38	63,3	63,3	71,7
	5	17	28,3	28,3	100,0
	Total	60	100,0	100,0	

X1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	8	13,3	13,3	13,3
	4	36	60,0	60,0	73,3
	5	16	26,7	26,7	100,0
	Total	60	100,0	100,0	

2. Biaya Peminjaman

```

FREQUENCIES VARIABLES=X2.1 X2.2 X2.3 X2.4
  /STATISTICS=STDDEV VARIANCE RANGE MINIMUM MAXIMUM SEMEAN MEAN
MEDIAN MODE SUM
  /ORDER=ANALYSIS.

```

Frequencies

Statistics

		X2.1	X2.2	X2.3	X2.4
N	Valid	60	60	60	60
	Missing	0	0	0	0
Mean		4,43	4,32	4,28	4,30
Std. Error of Mean		,073	,065	,068	,099
Median		4,00	4,00	4,00	4,00
Mode		4	4	4	5
Std. Deviation		,563	,504	,524	,766
Variance		,318	,254	,274	,586
Range		2	2	2	3
Minimum		3	3	3	2
Maximum		5	5	5	5
Sum		266	259	257	258

Frequency Table

X2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	3,3	3,3	3,3
	4	30	50,0	50,0	53,3
	5	28	46,7	46,7	100,0
Total		60	100,0	100,0	

X2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	1,7	1,7	1,7
	4	39	65,0	65,0	66,7
	5	20	33,3	33,3	100,0
Total		60	100,0	100,0	

X2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	3,3	3,3	3,3
	4	39	65,0	65,0	68,3
	5	19	31,7	31,7	100,0
	Total	60	100,0	100,0	

X2.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1,7	1,7	1,7
	3	8	13,3	13,3	15,0
	4	23	38,3	38,3	53,3
	5	28	46,7	46,7	100,0
	Total	60	100,0	100,0	

3. Kepuasan

```
FREQUENCIES VARIABLES=X3.1 X3.2 X3.3 X3.4  
/STATISTICS=STDDEV VARIANCE RANGE MINIMUM MAXIMUM SEMEAN MEAN  
MEDIAN MODE SUM  
/ORDER=ANALYSIS.
```

Frequencies

Statistics

		X3.1	X3.2	X3.3	X3.4
N	Valid	60	60	60	60
	Missing	0	0	0	0
Mean		4,47	4,35	4,17	4,23
Std. Error of Mean		,065	,066	,079	,077
Median		4,00	4,00	4,00	4,00
Mode		4	4	4	4
Std. Deviation		,503	,515	,615	,593
Variance		,253	,265	,379	,351
Range		1	2	3	2
Minimum		4	3	2	3
Maximum		5	5	5	5
Sum		268	261	250	254

Frequency Table

X3.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	32	53,3	53,3	53,3
	5	28	46,7	46,7	100,0
Total		60	100,0	100,0	

X3.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	1,7	1,7	1,7
	4	37	61,7	61,7	63,3
	5	22	36,7	36,7	100,0
Total		60	100,0	100,0	

X3.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	3,3	3,3	3,3
	3	1	1,7	1,7	5,0
	4	42	70,0	70,0	75,0
	5	15	25,0	25,0	100,0
Total		60	100,0	100,0	

X3.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	5	8,3	8,3	8,3
	4	36	60,0	60,0	68,3
	5	19	31,7	31,7	100,0
Total		60	100,0	100,0	

4. Loyalitas Pelanggan

FREQUENCIES VARIABLES=Y.1 Y.2 Y.3 Y.4
 /STATISTICS=STDDEV VARIANCE RANGE MINIMUM MAXIMUM SEMEAN MEAN
 MEDIAN MODE SUM
 /ORDER=ANALYSIS.

Frequencies

Statistics

		Y.1	Y.2	Y.3	Y.4
N	Valid	60	60	60	60
	Missing	0	0	0	0
Mean		4,38	4,22	4,25	4,38
Std. Error of Mean		,063	,054	,056	,068
Median		4,00	4,00	4,00	4,00
Mode		4	4	4	4
Std. Deviation		,490	,415	,437	,524
Variance		,240	,173	,191	,274
Range		1	1	1	2
Minimum		4	4	4	3
Maximum		5	5	5	5
Sum		263	253	255	263

Frequency Table

Y.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	37	61,7	61,7	61,7
	5	23	38,3	38,3	100,0
Total		60	100,0	100,0	

Y.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	47	78,3	78,3	78,3
	5	13	21,7	21,7	100,0
Total		60	100,0	100,0	

Y.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	45	75,0	75,0	75,0
	5	15	25,0	25,0	100,0
Total		60	100,0	100,0	

Y.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	1,7	1,7	1,7
	4	35	58,3	58,3	60,0
	5	24	40,0	40,0	100,0
	Total	60	100,0	100,0	



LAMPIRAN 6: Hasil Uji Validitas



UJI VALIDITAS

1. Kualitas Layanan

```

CORRELATIONS
/VARIABLES=X1.1 X1.2 X1.3 X1.4 X1
/PRINT=TWOTAIL NOSIG
/MISSING=PAIRWISE.
    
```

Correlations

		X1.1	X1.2	X1.3	X1.4	X1
X1.1	Pearson Correlation	1	,263*	,199	,169	,528**
	Sig. (2-tailed)		,042	,127	,197	,000
	N	60	60	60	60	60
X1.2	Pearson Correlation	,263*	1	,577**	,450**	,790**
	Sig. (2-tailed)	,042		,000	,000	,000
	N	60	60	60	60	60
X1.3	Pearson Correlation	,199	,577**	1	,679**	,823**
	Sig. (2-tailed)	,127	,000		,000	,000
	N	60	60	60	60	60
X1.4	Pearson Correlation	,169	,450**	,679**	1	,788**
	Sig. (2-tailed)	,197	,000	,000		,000
	N	60	60	60	60	60
X1	Pearson Correlation	,528**	,790**	,823**	,788**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	60	60	60	60	60

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

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

2. Biaya Peminjaman

```

CORRELATIONS
/VARIABLES=X2.1 X2.2 X2.3 X2.4 X2
/PRINT=TWOTAIL NOSIG
/MISSING=PAIRWISE.
  
```

Correlations

		Correlations				
		X2.1	X2.2	X2.3	X2.4	X2
X2.1	Pearson Correlation	1	,464**	,266*	,204	,601**
	Sig. (2-tailed)		,000	,040	,117	,000
	N	60	60	60	60	60
X2.2	Pearson Correlation	,464**	1	,746**	,496**	,844**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	60	60	60	60	60
X2.3	Pearson Correlation	,266*	,746**	1	,630**	,842**
	Sig. (2-tailed)	,040	,000		,000	,000
	N	60	60	60	60	60
X2.4	Pearson Correlation	,204	,496**	,630**	1	,803**
	Sig. (2-tailed)	,117	,000	,000		,000
	N	60	60	60	60	60
X2	Pearson Correlation	,601**	,844**	,842**	,803**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	60	60	60	60	60

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

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

3. Kepuasan

```

CORRELATIONS
/VARIABLES=X3.1 X3.2 X3.3 X3.4 X3
/PRINT=TWOTAIL NOSIG
/MISSING=PAIRWISE.
  
```

Correlations

		Correlations				
		X2.1	X2.2	X2.3	X2.4	X2
X3.1	Pearson Correlation	1	,602**	,128	,254	,632**
	Sig. (2-tailed)		,000	,331	,050	,000
	N	60	60	60	60	60
X3.2	Pearson Correlation	,602**	1	,294*	,505**	,788**
	Sig. (2-tailed)	,000		,023	,000	,000
	N	60	60	60	60	60
X3.3	Pearson Correlation	,128	,294*	1	,589**	,716**
	Sig. (2-tailed)	,331	,023		,000	,000
	N	60	60	60	60	60
X3.4	Pearson Correlation	,254	,505**	,589**	1	,815**
	Sig. (2-tailed)	,050	,000	,000		,000
	N	60	60	60	60	60
X3	Pearson Correlation	,632**	,788**	,716**	,815**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	60	60	60	60	60

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

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

4. Loyalitas Pelanggan

```

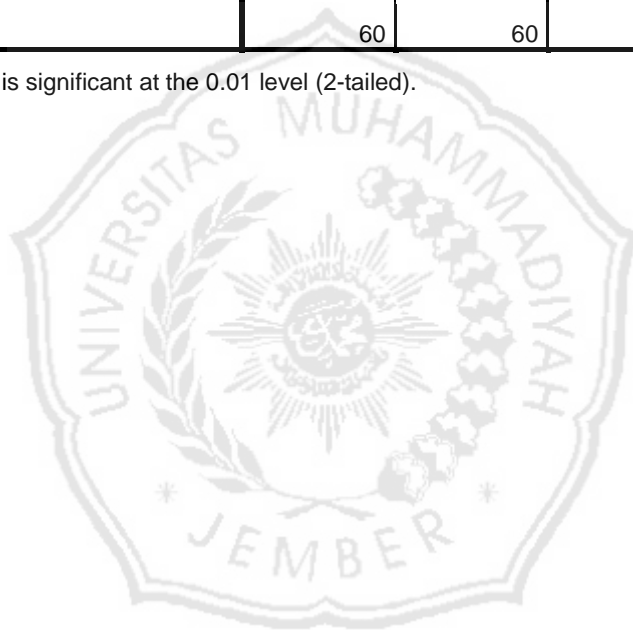
CORRELATIONS
/VARIABLES=Y.1 Y.2 Y.3 Y.4 Y
/PRINT=TWOTAIL NOSIG
/MISSING=PAIRWISE.
  
```

Correlations

		Correlations				
		Y.1	Y.2	Y.3	Y.4	Y
Y.1	Pearson Correlation	1	,334**	,178	,210	,596**
	Sig. (2-tailed)		,009	,173	,107	,000
	N	60	60	60	60	60

Y.2	Pearson Correlation	,334**	1	,537**	,469**	,773**
	Sig. (2-tailed)	,009		,000	,000	,000
	N	60	60	60	60	60
Y.3	Pearson Correlation	,178	,537**	1	,611**	,779**
	Sig. (2-tailed)	,173	,000		,000	,000
	N	60	60	60	60	60
Y.4	Pearson Correlation	,210	,469**	,611**	1	,795**
	Sig. (2-tailed)	,107	,000	,000		,000
	N	60	60	60	60	60
Y	Pearson Correlation	,596**	,773**	,779**	,795**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	60	60	60	60	60

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





LAMPIRAN 7:
Hasil Uji Reliabilitas

UJI RELIABILITAS

1. Kualitas Layanan

```
RELIABILITY  
  /VARIABLES=X1.1 X1.2 X1.3 X1.4  
  /SCALE('ALL VARIABLES') ALL  
  /MODEL=ALPHA  
  /STATISTICS=DESCRIPTIVE SCALE CORR COV  
  /SUMMARY=TOTAL.
```

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	60	100,0
	Excluded ^a	0	,0
	Total	60	100,0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,719	,718	4

Item Statistics

	Mean	Std. Deviation	N
X1.1	4,42	,591	60
X1.2	4,23	,673	60
X1.3	4,20	,576	60
X1.4	4,13	,623	60

Inter-Item Correlation Matrix

	X1.1	X1.2	X1.3	X1.4
X1.1	1,000	,263	,199	,169
X1.2	,263	1,000	,577	,450
X1.3	,199	,577	1,000	,679
X1.4	,169	,450	,679	1,000

Inter-Item Covariance Matrix

	X1.1	X1.2	X1.3	X1.4
X1.1	,349	,105	,068	,062
X1.2	,105	,453	,224	,189
X1.3	,068	,224	,332	,244
X1.4	,062	,189	,244	,389

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X1.1	12,57	2,487	,252	,073	,792
X1.2	12,75	1,818	,570	,361	,617
X1.3	12,78	1,901	,674	,554	,561
X1.4	12,85	1,926	,572	,467	,617

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
16,98	3,305	1,818	4

2. Biaya Peminjaman

```
RELIABILITY
/VARIABLES=X2.1 X2.2 X2.3 X2.4
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/STATISTICS=DESCRIPTIVE SCALE CORR COV
/SUMMARY=TOTAL.
```

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	60	100,0
	Excluded ^a	0	,0
	Total	60	100,0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,757	,778	4

Item Statistics

	Mean	Std. Deviation	N
X2.1	4,43	,563	60
X2.2	4,32	,504	60
X2.3	4,28	,524	60
X2.4	4,30	,766	60

Inter-Item Correlation Matrix

	X2.1	X2.2	X2.3	X2.4
X2.1	1,000	,464	,266	,204
X2.2	,464	1,000	,746	,496
X2.3	,266	,746	1,000	,630
X2.4	,204	,496	,630	1,000

Inter-Item Covariance Matrix

	X2.1	X2.2	X2.3	X2.4
X2.1	,318	,132	,079	,088
X2.2	,132	,254	,197	,192
X2.3	,079	,197	,274	,253
X2.4	,088	,192	,253	,586

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X2.1	12,90	2,397	,342	,230	,802
X2.2	13,02	2,017	,727	,633	,624
X2.3	13,05	1,981	,716	,652	,623
X2.4	13,03	1,660	,539	,399	,736

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
17,33	3,311	1,820	4

2. Kepuasan

RELIABILITY

```

/VARIABLES=X3.1 X3.2 X3.3 X3.4
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/STATISTICS=DESCRIPTIVE SCALE CORR COV
/SUMMARY=TOTAL.

```

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	60	100,0
	Excluded ^a	0	,0
	Total	60	100,0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,720	,723	4

Item Statistics

	Mean	Std. Deviation	N
X3.1	4,47	,503	60
X3.2	4,35	,515	60
X3.3	4,17	,615	60
X3.4	4,23	,593	60

Inter-Item Correlation Matrix

	X3.1	X3.2	X3.3	X3.4
X3.1	1,000	,602	,128	,254
X3.2	,602	1,000	,294	,505
X3.3	,128	,294	1,000	,589
X3.4	,254	,505	,589	1,000

Inter-Item Covariance Matrix

	X3.1	X3.2	X3.3	X3.4
X3.1	,253	,156	,040	,076
X3.2	,156	,265	,093	,154
X3.3	,040	,093	,379	,215
X3.4	,076	,154	,215	,351

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X3.1	12,75	1,919	,389	,366	,722
X3.2	12,87	1,643	,611	,495	,602
X3.3	13,05	1,642	,441	,347	,705
X3.4	12,98	1,474	,618	,468	,587

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
17,22	2,715	1,648	4

4. Loyalitas Pelanggan

```
RELIABILITY
/VARIABLES=Y.1 Y.2 Y.3 Y.4
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/STATISTICS=DESCRIPTIVE SCALE CORR COV
/SUMMARY=TOTAL.
```

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	60	100,0
	Excluded ^a	0	,0
	Total	60	100,0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,710	,719	4

Item Statistics

	Mean	Std. Deviation	N
Y.1	4,38	,490	60
Y.2	4,22	,415	60
Y.3	4,25	,437	60
Y.4	4,38	,524	60

Inter-Item Correlation Matrix

	Y.1	Y.2	Y.3	Y.4
Y.1	1,000	,334	,178	,210
Y.2	,334	1,000	,537	,469
Y.3	,178	,537	1,000	,611
Y.4	,210	,469	,611	1,000

Inter-Item Covariance Matrix

	Y.1	Y.2	Y.3	Y.4
Y.1	,240	,068	,038	,054
Y.2	,068	,173	,097	,102
Y.3	,038	,097	,191	,140
Y.4	,054	,102	,140	,274

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Y.1	12,85	1,316	,285	,117	,773
Y.2	13,02	1,169	,595	,369	,595
Y.3	12,98	1,135	,592	,455	,592
Y.4	12,85	1,011	,562	,405	,604

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
17,23	1,877	1,370	4



LAMPIRAN 8:
Hasil Uji Uji Regresi,
UjiAsumsi Klasik Dan
Uji Hipotesis

```

REGRESSION
  /MISSING LISTWISE
  /STATISTICS COEFF OUTS BCOV R ANOVA COLLIN TOL
  /CRITERIA=PIN(.05) POUT(.10)
  /NOORIGIN
  /DEPENDENT Y
  /METHOD=ENTER X1 X2 X3
  /SCATTERPLOT=( *SRESID , *ZPRED)
  /RESIDUALS HISTOGRAM(ZRESID) NORMPROB(ZRESID) .

```

Regression

Variables Entered/Removed^a

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

a. Dependent Variable: Y

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,884 ^a	,781	,769	,658

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

b. Dependent Variable: Y

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	86,458	3	28,819	66,483	,000 ^b
	Residual	24,275	56	,433		
	Total	110,733	59			

a. Dependent Variable: Y

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

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	2,000	1,253		1,597	,116		
	X1	,207	,053	,274	3,911	,000	,798	1,252
	X2	,162	,052	,195	3,101	,003	,990	1,010
	X3	,515	,053	,684	9,745	,000	,795	1,258

a. Dependent Variable: Y

Coefficient Correlations^a

Model			X3	X2	X1
1	Correlations	X3	1,000	-,072	-,445
		X2	-,072	1,000	-,027
		X1	-,445	-,027	1,000
	Covariances	X3	,003	,000	-,001
		X2	,000	,003	-7,495E-5
		X1	-,001	-7,495E-5	,003

a. Dependent Variable: Y

Collinearity Diagnostics^a

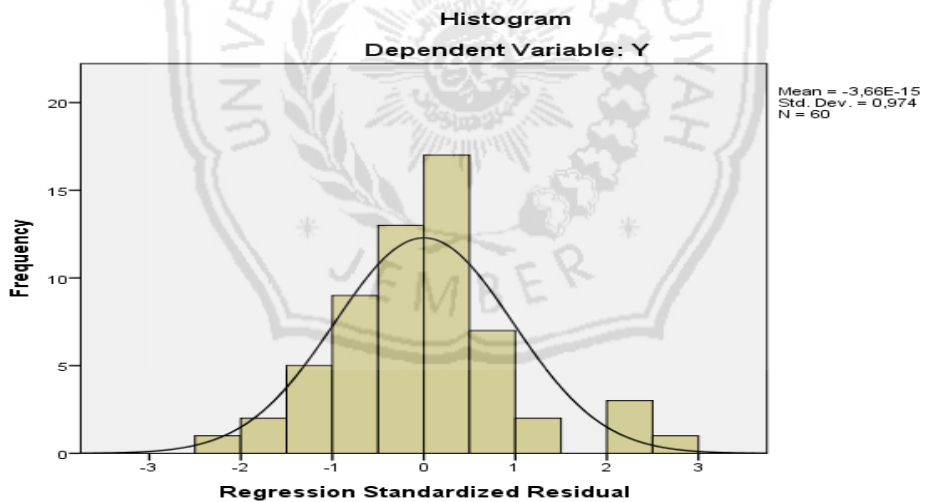
Model	Dimension	Eigenvalue	Condition Index	Variance Proportions			
				(Constant)	X1	X2	X3
1	1	3,980	1,000	,00	,00	,00	,00
	2	,010	19,497	,01	,21	,46	,14
	3	,006	25,763	,00	,68	,00	,77
	4	,003	34,456	,99	,11	,54	,09

a. Dependent Variable: Y

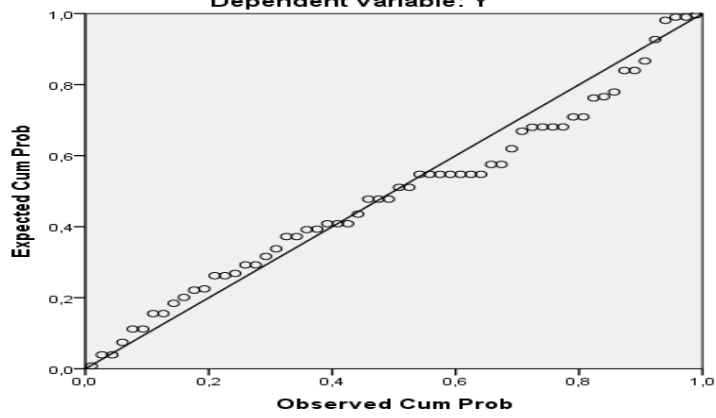
Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	14,63	19,69	17,23	1,211	60
Std. Predicted Value	-2,148	2,030	,000	1,000	60
Standard Error of Predicted Value	,088	,319	,161	,054	60
Adjusted Predicted Value	14,28	19,65	17,23	1,220	60
Residual	-1,590	1,788	,000	,641	60
Std. Residual	-2,414	2,716	,000	,974	60
Stud. Residual	-2,761	2,854	,003	1,031	60
Deleted Residual	-2,078	1,975	,004	,720	60
Stud. Deleted Residual	-2,943	3,060	,008	1,065	60
Mahal. Distance	,063	12,886	2,950	2,687	60
Cook's Distance	,000	,585	,033	,092	60
Centered Leverage Value	,001	,218	,050	,046	60

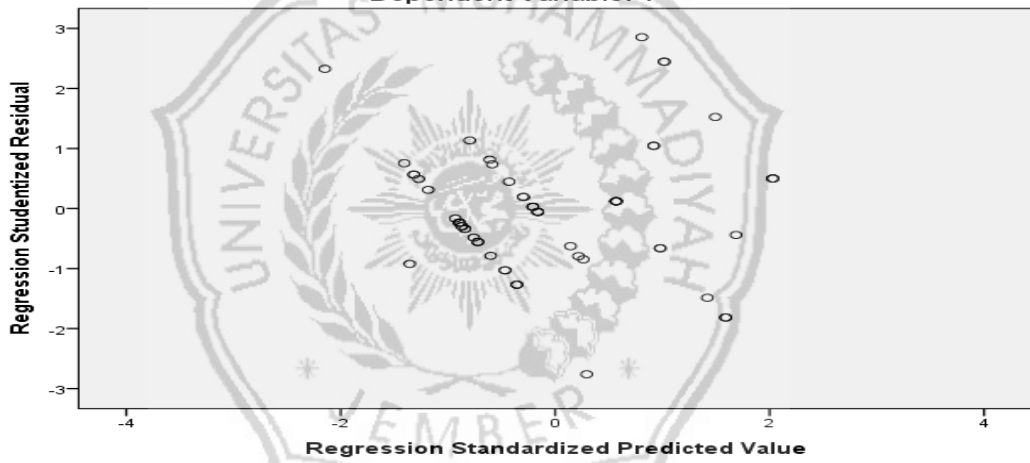
a. Dependent Variable: Y



Normal P-P Plot of Regression Standardized Residual
Dependent Variable: Y



Scatterplot
Dependent Variable: Y





LAMPIRAN 9:
Tabel r *Product Moment*,
Tabel Distribusi F, dan
Tabel Distribusi t

Tabel r product Moment (Sig = 0,05)

Df	r	df	r	df	R	df	r
1	0.9969	26	0.3739	51	0.2706	76	0.2227
2	0.9500	27	0.3673	52	0.2681	77	0.2213
3	0.8783	28	0.3610	53	0.2656	78	0.2199
4	0.8114	29	0.3550	54	0.2632	79	0.2165
5	0.7545	30	0.3494	55	0.2609	80	0.2162
6	0.7067	31	0.3440	56	0.2586	81	0.2159
7	0.6664	32	0.3388	57	0.2564	82	0.2146
8	0.6319	33	0.3388	58	0.2542	83	0.2133
9	0.6021	34	0.3291	59	0.2521	84	0.2120
10	0.5760	35	0.3246	60	0.2500	85	0.2108
11	0.5529	36	0.3202	61	0.2480	86	0.2096
12	0.5324	37	0.3160	62	0.2461	87	0.2084
13	0.5140	38	0.3120	63	0.2441	88	0.2072
14	0.4973	39	0.3081	64	0.2423	89	0.2061
15	0.4821	40	0.3044	65	0.2404	90	0.2050
16	0.4683	41	0.3008	66	0.2387	91	0.2039
17	0.4555	42	0.2973	67	0.2369	92	0.2028
18	0.4438	43	0.2940	68	0.2352	93	0.2017
19	0.4329	44	0.2907	69	0.2335	94	0.2006
20	0.4227	45	0.2876	70	0.2319	95	0.1996
21	0.4132	46	0.2845	71	0.2303	96	0.1986
22	0.4044	47	0.2816	72	0.2287	97	0.1975
23	0.3961	48	0.2787	73	0.2272	98	0.1966
24	0.3882	49	0.2759	74	0.2257	99	0.1956
25	0.3809	50	0.2732	75	0.2242	100	0.1946

Sumber: Data primer yang diolah 2015

Tabel Distribusi F										
	DF 1									
DF 2	1	2	3	4	5	6	7	8	9	10
1	161.4476	199.5000	215.7073	224.5833	230.1619	233.986	236.7684	238.8827	240.5433	241.8818
2	18.5128	19.0000	19.1643	19.2468	19.2964	19.3295	19.3532	19.371	19.3848	19.3959
3	10.1280	9.5521	9.2766	9.1172	9.0135	8.9406	8.8867	8.8452	8.8123	8.7855
4	7.7086	6.9443	6.5914	6.3882	6.2561	6.1631	6.0942	6.041	5.9988	5.9644
5	6.6079	5.7861	5.4095	5.1922	5.0503	4.9503	4.8759	4.8183	4.7725	4.7351
6	5.9874	5.1433	4.7571	4.5337	4.3874	4.2839	4.2067	4.1468	4.099	4.06
7	5.5914	4.7374	4.3468	4.1203	3.9715	3.866	3.787	3.7257	3.6767	3.6365
8	5.3177	4.4590	4.0662	3.8379	3.6875	3.5806	3.5005	3.4381	3.3881	3.3472
9	5.1174	4.2565	3.8625	3.6331	3.4817	3.3738	3.2927	3.2296	3.1789	3.1373
10	4.9646	4.1028	3.7083	3.4780	3.3258	3.2172	3.1355	3.0717	3.0204	2.9782
11	4.8443	3.9823	3.5874	3.3567	3.2039	3.0946	3.0123	2.948	2.8962	2.8536
12	4.7472	3.8853	3.4903	3.2592	3.1059	2.9961	2.9134	2.8486	2.7964	2.7534
13	4.6672	3.8056	3.4105	3.1791	3.0254	2.9153	2.8321	2.7669	2.7144	2.671
14	4.6001	3.7389	3.3439	3.1122	2.9582	2.8477	2.7642	2.6987	2.6458	2.6022
15	4.5431	3.6823	3.2874	3.0556	2.9013	2.7905	2.7066	2.6408	2.5876	2.5437
16	4.4940	3.6337	3.2389	3.0069	2.8524	2.7413	2.6572	2.5911	2.5377	2.4935
17	4.4513	3.5915	3.1968	2.9647	2.8100	2.6987	2.6143	2.548	2.4943	2.4499
18	4.4139	3.5546	3.1599	2.9277	2.7729	2.6613	2.5767	2.5102	2.4563	2.4117
19	4.3807	3.5219	3.1274	2.8951	2.7401	2.6283	2.5435	2.4768	2.4227	2.3779
20	4.3512	3.4928	3.0984	2.8661	2.7109	2.599	2.514	2.4471	2.3928	2.3479
21	4.3248	3.4668	3.0725	2.8401	2.6848	2.5727	2.4876	2.4205	2.366	2.321
22	4.3009	3.4434	3.0491	2.8167	2.6613	2.5491	2.4638	2.3965	2.3419	2.2967
23	4.2793	3.4221	3.0280	2.7955	2.6400	2.5277	2.4422	2.3748	2.3201	2.2747
24	4.2597	3.4028	3.0088	2.7763	2.6207	2.5082	2.4226	2.3551	2.3002	2.2547
25	4.2417	3.3852	2.9912	2.7587	2.6030	2.4904	2.4047	2.3371	2.2821	2.2365
26	4.2252	3.3690	2.9752	2.7426	2.5868	2.4741	2.3883	2.3205	2.2655	2.2197
27	4.2100	3.3541	2.9604	2.7278	2.5719	2.4591	2.3732	2.3053	2.2501	2.2043
28	4.1960	3.3404	2.9467	2.7141	2.5581	2.4453	2.3593	2.2913	2.236	2.19
29	4.1830	3.3277	2.9340	2.7014	2.5454	2.4324	2.3463	2.2783	2.2229	2.1768

30	4.1709	3.3158	2.9223	2.6896	2.5336	2.4205	2.3343	2.2662	2.2107	2.1646
31	4.1596	3.3048	2.9113	2.6787	2.5225	2.4094	2.3232	2.2549	2.1994	2.1532
32	4.1491	3.2945	2.9011	2.6684	2.5123	2.3991	2.3127	2.2444	2.1888	2.1425
33	4.1393	3.2849	2.8916	2.6589	2.5026	2.3894	2.303	2.2346	2.1789	2.1325
34	4.1300	3.2759	2.8826	2.6499	2.4936	2.3803	2.2938	2.2253	2.1696	2.1231
35	4.1213	3.2674	2.8742	2.6415	2.4851	2.3718	2.2852	2.2167	2.1608	2.1143
36	4.1132	3.2594	2.8663	2.6335	2.4772	2.3638	2.2771	2.2085	2.1526	2.1061
37	4.1055	3.2519	2.8588	2.6261	2.4696	2.3562	2.2695	2.2008	2.1449	2.0982
38	4.0982	3.2448	2.8517	2.6190	2.4625	2.349	2.2623	2.1936	2.1375	2.0909
39	4.0913	3.2381	2.8451	2.6123	2.4558	2.3423	2.2555	2.1867	2.1306	2.0839
40	4.0847	3.2317	2.8387	2.6060	2.4495	2.3359	2.249	2.1802	2.124	2.0772
41	4.0785	3.2257	2.8327	2.6000	2.4434	2.3298	2.2429	2.174	2.1178	2.071
42	4.0727	3.2199	2.8270	2.5943	2.4377	2.324	2.2371	2.1681	2.1119	2.065
43	4.0670	3.2145	2.8216	2.5888	2.4322	2.3185	2.2315	2.1625	2.1062	2.0593
44	4.0617	3.2093	2.8165	2.5837	2.4270	2.3133	2.2263	2.1572	2.1009	2.0539
45	4.0566	3.2043	2.8115	2.5787	2.4221	2.3083	2.2212	2.1521	2.0958	2.0487
46	4.0517	3.1996	2.8068	2.5740	2.4174	2.3035	2.2164	2.1473	2.0909	2.0438
47	4.0471	3.1951	2.8024	2.5695	2.4128	2.299	2.2118	2.1427	2.0862	2.0391
48	4.0427	3.1907	2.7981	2.5652	2.4085	2.2946	2.2074	2.1382	2.0817	2.0346
49	4.0384	3.1866	2.7939	2.5611	2.4044	2.2904	2.2032	2.134	2.0775	2.0303
50	4.0343	3.1826	2.7900	2.5572	2.4004	2.2864	2.1992	2.1299	2.0734	2.0261
51	4.0304	3.1788	2.7862	2.5534	2.3966	2.2826	2.1953	2.126	2.0694	2.0222
52	4.0266	3.1751	2.7826	2.5498	2.3930	2.2789	2.1916	2.1223	2.0656	2.0184
53	4.0230	3.1716	2.7791	2.5463	2.3894	2.2754	2.1881	2.1187	2.062	2.0147
54	4.0195	3.1682	2.7758	2.5429	2.3861	2.272	2.1846	2.1152	2.0585	2.0112
55	4.0162	3.1650	2.7725	2.5397	2.3828	2.2687	2.1813	2.1119	2.0552	2.0078
56	4.0130	3.1619	2.7694	2.5366	2.3797	2.2656	2.1782	2.1087	2.0519	2.0045
57	4.0099	3.1588	2.7664	2.5336	2.3767	2.2625	2.1751	2.1056	2.0488	2.0014
58	4.0069	3.1559	2.7636	2.5307	2.3738	2.2596	2.1721	2.1026	2.0458	1.9983
59	4.0040	3.1531	2.7608	2.5279	2.3710	2.2568	2.1693	2.0997	2.0429	1.9954
60	4.0012	3.1504	2.7581	2.5252	2.3683	2.2541	2.1665	2.097	2.0401	1.9926
61	3.9985	3.1478	2.7555	2.5226	2.3657	2.2514	2.1639	2.0943	2.0374	1.9899
62	3.9959	3.1453	2.7530	2.5201	2.3631	2.2489	2.1613	2.0917	2.0348	1.9872

63	3.9934	3.1428	2.7505	2.5177	2.3607	2.2464	2.1588	2.0892	2.0322	1.9847
64	3.9909	3.1404	2.7482	2.5153	2.3583	2.244	2.1564	2.0868	2.0298	1.9822
65	3.9886	3.1381	2.7459	2.5130	2.3560	2.2417	2.1541	2.0844	2.0274	1.9798
66	3.9863	3.1359	2.7437	2.5108	2.3538	2.2395	2.1518	2.0821	2.0251	1.9775
67	3.9840	3.1338	2.7416	2.5087	2.3517	2.2373	2.1497	2.0799	2.0229	1.9752
68	3.9819	3.1317	2.7395	2.5066	2.3496	2.2352	2.1475	2.0778	2.0207	1.973
69	3.9798	3.1296	2.7375	2.5046	2.3475	2.2332	2.1455	2.0757	2.0186	1.9709
70	3.9778	3.1277	2.7355	2.5027	2.3456	2.2312	2.1435	2.0737	2.0166	1.9689
71	3.9758	3.1258	2.7336	2.5008	2.3437	2.2293	2.1415	2.0717	2.0146	1.9669
72	3.9739	3.1239	2.7318	2.4989	2.3418	2.2274	2.1397	2.0698	2.0127	1.9649
73	3.9720	3.1221	2.7300	2.4971	2.3400	2.2256	2.1378	2.068	2.0108	1.9631
74	3.9702	3.1203	2.7283	2.4954	2.3383	2.2238	2.136	2.0662	2.009	1.9612
75	3.9685	3.1186	2.7266	2.4937	2.3366	2.2221	2.1343	2.0644	2.0073	1.9594
76	3.9668	3.1170	2.7249	2.4920	2.3349	2.2204	2.1326	2.0627	2.0055	1.9577
77	3.9651	3.1154	2.7233	2.4904	2.3333	2.2188	2.131	2.0611	2.0039	1.956
78	3.9635	3.1138	2.7218	2.4889	2.3317	2.2172	2.1294	2.0595	2.0022	1.9544
79	3.9619	3.1123	2.7203	2.4874	2.3302	2.2157	2.1278	2.0579	2.0007	1.9528
80	3.9604	3.1108	2.7188	2.4859	2.3287	2.2142	2.1263	2.0564	1.9991	1.9512
81	3.9589	3.1093	2.7173	2.4844	2.3273	2.2127	2.1248	2.0549	1.9976	1.9497
82	3.9574	3.1079	2.7159	2.4830	2.3259	2.2113	2.1234	2.0534	1.9961	1.9482
83	3.9560	3.1065	2.7146	2.4817	2.3245	2.2099	2.122	2.052	1.9947	1.9468
84	3.9546	3.1052	2.7132	2.4803	2.3231	2.2086	2.1206	2.0506	1.9933	1.9454
85	3.9532	3.1038	2.7119	2.4790	2.3218	2.2072	2.1193	2.0493	1.9919	1.944
86	3.9519	3.1026	2.7106	2.4777	2.3205	2.2059	2.118	2.048	1.9906	1.9426
87	3.9506	3.1013	2.7094	2.4765	2.3193	2.2047	2.1167	2.0467	1.9893	1.9413
88	3.9493	3.1001	2.7082	2.4753	2.3181	2.2034	2.1155	2.0454	1.988	1.94
89	3.9481	3.0989	2.7070	2.4741	2.3169	2.2022	2.1143	2.0442	1.9868	1.9388
90	3.9469	3.0977	2.7058	2.4729	2.3157	2.2011	2.1131	2.043	1.9856	1.9376
91	3.9457	3.0966	2.7047	2.4718	2.3145	2.1999	2.1119	2.0418	1.9844	1.9364
92	3.9445	3.0954	2.7036	2.4707	2.3134	2.1988	2.1108	2.0407	1.9833	1.9352
93	3.9434	3.0943	2.7025	2.4696	2.3123	2.1977	2.1097	2.0395	1.9821	1.9341
94	3.9423	3.0933	2.7014	2.4685	2.3113	2.1966	2.1086	2.0384	1.981	1.9329
95	3.9412	3.0922	2.7004	2.4675	2.3102	2.1955	2.1075	2.0374	1.9799	1.9318

96	3.9402	3.0912	2.6994	2.4665	2.3092	2.1945	2.1065	2.0363	1.9789	1.9308
97	3.9391	3.0902	2.6984	2.4655	2.3082	2.1935	2.1054	2.0353	1.9778	1.9297
98	3.9381	3.0892	2.6974	2.4645	2.3072	2.1925	2.1044	2.0343	1.9768	1.9287
99	3.9371	3.0882	2.6965	2.4636	2.3063	2.1915	2.1035	2.0333	1.9758	1.9277
100	3.9361	3.0873	2.6955	2.4626	2.3053	2.1906	2.1025	2.0323	1.9748	1.9267

Sumber: Data primer yang diolah 2015



Tabel Distribusi t			
Df	0,1	0,05	0,025
1	3.0777	6.3138	12.7062
2	1.8856	2.9200	4.3027
3	1.6377	2.3534	3.1824
4	1.5332	2.1318	2.7764
5	1.4759	2.0150	2.5706
6	1.4398	1.9432	2.4469
7	1.4149	1.8946	2.3646
8	1.3968	1.8595	2.3060
9	1.3830	1.8331	2.2622
10	1.3722	1.8125	2.2281
11	1.3634	1.7959	2.2010
12	1.3562	1.7823	2.1788
13	1.3502	1.7709	2.1604
14	1.3450	1.7613	2.1448
15	1.3406	1.7531	2.1314
16	1.3368	1.7459	2.1199
17	1.3334	1.7396	2.1098
18	1.3304	1.7341	2.1009
19	1.3277	1.7291	2.0930
20	1.3253	1.7247	2.0860
21	1.3232	1.7207	2.0796
22	1.3212	1.7171	2.0739
23	1.3195	1.7139	2.0687
24	1.3178	1.7109	2.0639
25	1.3163	1.7081	2.0595
26	1.3150	1.7056	2.0555
27	1.3137	1.7033	2.0518
28	1.3125	1.7011	2.0484
29	1.3114	1.6991	2.0452
30	1.3104	1.6973	2.0423
31	1.3095	1.6955	2.0395
32	1.3086	1.6939	2.0369
33	1.3077	1.6924	2.0345
34	1.3070	1.6909	2.0322
35	1.3062	1.6896	2.0301
36	1.3055	1.6883	2.0281
37	1.3049	1.6871	2.0262
38	1.3042	1.6860	2.0244
39	1.3036	1.6849	2.0227
40	1.3031	1.6839	2.0211
41	1.3025	1.6829	2.0195
42	1.3020	1.6820	2.0181
43	1.3016	1.6811	2.0167
44	1.3011	1.6802	2.0154
45	1.3006	1.6794	2.0141
46	1.3002	1.6787	2.0129

47	1.2998	1.6779	2.0117
48	1.2994	1.6772	2.0106
49	1.2991	1.6766	2.0096
50	1.2987	1.6759	2.0086
51	1.2984	1.6753	2.0076
52	1.2980	1.6747	2.0066
53	1.2977	1.6741	2.0057
54	1.2974	1.6736	2.0049
55	1.2971	1.6730	2.0040
56	1.2969	1.6725	2.0032
57	1.2966	1.6720	2.0025
58	1.2963	1.6716	2.0017
59	1.2961	1.6711	2.0010
60	1.2958	1.6706	2.0003
61	1.2956	1.6702	1.9996
62	1.2954	1.6698	1.9990
63	1.2951	1.6694	1.9983
64	1.2949	1.6690	1.9977
65	1.2947	1.6686	1.9971
66	1.2945	1.6683	1.9966
67	1.2943	1.6679	1.9960
68	1.2941	1.6676	1.9955
69	1.2939	1.6672	1.9949
70	1.2938	1.6669	1.9944
71	1.2936	1.6666	1.9939
72	1.2934	1.6663	1.9935
73	1.2933	1.6660	1.9930
74	1.2931	1.6657	1.9925
75	1.2929	1.6654	1.9921
76	1.2928	1.6652	1.9917
77	1.2926	1.6649	1.9913
78	1.2925	1.6646	1.9908
79	1.2924	1.6644	1.9905
80	1.2922	1.6641	1.9901
81	1.2921	1.6639	1.9897
82	1.2920	1.6636	1.9893
83	1.2918	1.6634	1.9890
84	1.2917	1.6632	1.9886
85	1.2916	1.6630	1.9883
86	1.2915	1.6628	1.9879
87	1.2914	1.6626	1.9876
88	1.2912	1.6624	1.9873
89	1.2911	1.6622	1.987
90	1.291	1.662	1.9867
91	1.2909	1.6618	1.9864
92	1.2908	1.6616	1.9861
93	1.2907	1.6614	1.9858
94	1.2906	1.6612	1.9855

95	1.2905	1.6611	1.9853
96	1.2904	1.6609	1.985
97	1.2903	1.6607	1.9847
98	1.2902	1.6606	1.9845
99	1.2902	1.6604	1.9842
100	1.2901	1.6602	1.984

Sumber: Data primer yang diolah 2017

