

**Questioner****SKALA 1**

Nama (Inisial) : Usia :  
 Jenis kelamin : Fakultas/Jurusan :

Pengalaman belanja pada *E-commerce* :

- a. Zalora, Lazada, Berrybenka, BukaLapak, Tokopedia, Shopee (**lingkari salah satu**)  
 b. Lainnya.....

Berapa kali belanja pada *E-commerce* : (**lingkari salah satu**)

- a. 2 kali dalam ..... (bulan, minggu, tahun)  
 b. 3 kali dalam .....  
 c. Lainnya.....

**PETUNJUK PENGISIAN**

Pilih salah satu jawaban yang tersedia sesuai dengan pengalaman yang anda dapatkan sebagai konsumen pada *E-commerce* semisal pada Zalora, Lazada, Berrybenka, Buka Lapak, Tokopedia, Shopee, Lainnya dengan memberikan tanda (√) pada jawaban yang sesuai. masing-masing jawaban memiliki makna sebagai berikut:

SS : Sangat Setuju

KS : Kurang Setuju

S : Setuju

STS : Sangat Tidak Setuju

Diharapkan untuk tidak menjawab lebih dari satu pilihan jawaban.

Contoh :

| No | Pernyataan                                        | SS | S | KS | STS |
|----|---------------------------------------------------|----|---|----|-----|
| 1. | Saya senang berbelanja pada web <i>E-commerce</i> | √  |   |    |     |

| No  | Pernyataan                                                                                                       | SS | S | KS | STS |
|-----|------------------------------------------------------------------------------------------------------------------|----|---|----|-----|
| 1.  | Saya merasa sangat mudah melakukan pembayaran di <i>E-commerce</i> karena memberikan alternatif pembayaran       |    |   |    |     |
| 2.  | Saya percaya <i>E-commerce</i> menuliskan deskripsi produk sesuai dengan yang ditampilkan                        |    |   |    |     |
| 3.  | Sebelum melakukan transaksi, saya terlebih dahulu bertanya pada teman yang pernah belanja pada <i>E-commerce</i> |    |   |    |     |
| 4.  | Saya tidak pernah mengalami kekecewaan setiap kali membeli dari <i>E-commerce</i>                                |    |   |    |     |
| 5.  | Saya bersedia memberikan informasi pribadi yang relevan untuk proses pengiriman                                  |    |   |    |     |
| 6.  | Saya merasa bahwa <i>E-commerce</i> melayani konsumen sesuai dengan prosedur                                     |    |   |    |     |
| 7.  | Saya yakin setiap informasi yang ditampilkan pada <i>E-commerce</i> dapat di pertanggung jawabkan                |    |   |    |     |
| 8.  | Saya merasa terbantu ketika adanya layanan customer service pada <i>E-commerce</i>                               |    |   |    |     |
| 9.  | Saya sudah memikirkan apabila barang tidak dikirim setelah menyelesaikan transaksi                               |    |   |    |     |
| 10. | Saya bersedia melakukan transaksi keuangan secara transfer pada pembelian di <i>E-commerce</i>                   |    |   |    |     |
| 11. | Banyaknya ulasan yang diberikan konsumen membuat saya yakin untuk membeli di <i>E-commerce</i>                   |    |   |    |     |
| 12. | Saya yakin bahwa kualitas barang sesuai dengan harga yang ditawarkan                                             |    |   |    |     |
| 13. | Respon cepat mengartikan bahwa <i>E-commerce</i> mampu memenuhi kebutuhan konsumen                               |    |   |    |     |
| 14. | Saya menerima segala resiko yang di timbulkan ketika berbelanja pada <i>E-commerce</i>                           |    |   |    |     |
| 15. | Saya bersedia memenuhi persyaratan yang diberikan <i>E-commerce</i>                                              |    |   |    |     |

## Lampiran 2

### Skala Uji Coba Kepercayaan Konsumen

| no | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | total |
|----|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|-------|
| 1  | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3  | 3  | 3  | 3  | 3  | 3  | 45    |
| 2  | 4 | 3 | 4 | 2 | 4 | 4 | 3 | 4 | 3 | 4  | 4  | 4  | 4  | 3  | 3  | 53    |
| 3  | 3 | 3 | 4 | 2 | 4 | 3 | 3 | 3 | 3 | 3  | 3  | 3  | 4  | 3  | 3  | 47    |
| 4  | 2 | 3 | 2 | 4 | 2 | 4 | 3 | 3 | 2 | 4  | 4  | 3  | 3  | 3  | 3  | 45    |
| 5  | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 4 | 4  | 4  | 2  | 4  | 3  | 3  | 44    |
| 6  | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4  | 4  | 3  | 3  | 3  | 4  | 49    |
| 7  | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3  | 2  | 4  | 3  | 2  | 3  | 44    |
| 8  | 3 | 3 | 4 | 3 | 4 | 3 | 2 | 4 | 3 | 3  | 3  | 2  | 2  | 4  | 2  | 45    |
| 9  | 3 | 2 | 2 | 4 | 2 | 3 | 3 | 2 | 4 | 4  | 3  | 3  | 3  | 3  | 3  | 44    |
| 10 | 3 | 4 | 2 | 2 | 2 | 3 | 2 | 3 | 3 | 4  | 2  | 2  | 4  | 2  | 3  | 41    |
| 11 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 2  | 3  | 3  | 3  | 3  | 3  | 42    |
| 12 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 4 | 4 | 1  | 2  | 1  | 2  | 3  | 2  | 40    |
| 13 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 2  | 3  | 3  | 4  | 4  | 4  | 50    |
| 14 | 4 | 2 | 4 | 2 | 4 | 4 | 3 | 4 | 4 | 4  | 4  | 3  | 3  | 4  | 4  | 53    |
| 15 | 3 | 1 | 3 | 1 | 3 | 3 | 2 | 3 | 3 | 3  | 2  | 3  | 3  | 3  | 3  | 39    |
| 16 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3  | 4  | 2  | 3  | 2  | 3  | 44    |
| 17 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3  | 2  | 2  | 3  | 3  | 3  | 40    |
| 18 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4  | 4  | 3  | 3  | 3  | 3  | 52    |
| 19 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3  | 3  | 3  | 3  | 3  | 3  | 48    |
| 20 | 4 | 3 | 4 | 3 | 4 | 3 | 2 | 4 | 2 | 3  | 3  | 3  | 3  | 3  | 3  | 47    |
| 21 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 2 | 3  | 3  | 3  | 3  | 4  | 3  | 48    |
| 22 | 3 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 4  | 3  | 3  | 3  | 3  | 3  | 43    |
| 23 | 3 | 2 | 3 | 2 | 3 | 2 | 2 | 3 | 3 | 3  | 3  | 3  | 3  | 3  | 3  | 41    |
| 24 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3  | 3  | 3  | 3  | 2  | 3  | 42    |
| 25 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4  | 3  | 4  | 4  | 3  | 3  | 52    |
| 26 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 2 | 4  | 3  | 4  | 3  | 1  | 3  | 50    |
| 27 | 4 | 3 | 4 | 2 | 4 | 4 | 4 | 4 | 3 | 4  | 4  | 4  | 4  | 3  | 3  | 54    |
| 28 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 4 | 4 | 3  | 4  | 2  | 4  | 3  | 3  | 45    |
| 29 | 4 | 3 | 2 | 3 | 2 | 3 | 4 | 3 | 3 | 3  | 3  | 3  | 3  | 2  | 3  | 44    |
| 30 | 4 | 1 | 4 | 4 | 4 | 4 | 1 | 4 | 4 | 4  | 4  | 4  | 4  | 4  | 4  | 54    |
| 31 | 3 | 2 | 3 | 4 | 3 | 2 | 4 | 4 | 3 | 3  | 2  | 1  | 3  | 2  | 2  | 41    |
| 32 | 3 | 4 | 3 | 2 | 3 | 3 | 3 | 4 | 3 | 3  | 4  | 3  | 3  | 3  | 3  | 47    |
| 33 | 2 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3  | 3  | 2  | 3  | 2  | 3  | 40    |

|    |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |
|----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|
| 34 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 45 |
| 35 | 3 | 3 | 2 | 3 | 2 | 3 | 2 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 47 |
| 36 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 51 |
| 37 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 53 |
| 38 | 3 | 2 | 4 | 2 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 2 | 4 | 3 | 3 | 48 |
| 39 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 52 |
| 40 | 4 | 2 | 4 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 1 | 2 | 42 |
| 41 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 4 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 42 |
| 42 | 3 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 51 |
| 43 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 43 |
| 44 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 3 | 3 | 2 | 2 | 2 | 3 | 2 | 2 | 34 |
| 45 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 44 |
| 46 | 3 | 2 | 3 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 41 |
| 47 | 3 | 3 | 2 | 2 | 2 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 47 |
| 48 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 44 |
| 49 | 3 | 2 | 2 | 2 | 2 | 4 | 4 | 3 | 4 | 3 | 2 | 3 | 4 | 2 | 3 | 43 |
| 50 | 3 | 2 | 4 | 2 | 4 | 4 | 2 | 4 | 3 | 3 | 4 | 2 | 4 | 4 | 4 | 49 |
| 51 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 44 |
| 52 | 3 | 4 | 3 | 2 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 49 |
| 53 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 46 |
| 54 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 37 |
| 55 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 44 |
| 56 | 3 | 2 | 3 | 1 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 38 |
| 57 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 51 |
| 58 | 4 | 3 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 2 | 4 | 54 |
| 59 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 58 |
| 60 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 45 |
| 61 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 1 | 4 | 4 | 3 | 4 | 4 | 4 | 54 |
| 62 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 2 | 4 | 4 | 4 | 3 | 4 | 3 | 53 |
| 63 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 59 |
| 64 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 60 |
| 65 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 3 | 2 | 3 | 2 | 2 | 2 | 3 | 3 | 38 |
| 66 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 44 |
| 67 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 1 | 3 | 3 | 3 | 3 | 2 | 3 | 43 |
| 68 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 2 | 3 | 3 | 4 | 53 |
| 69 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 47 |
| 70 | 2 | 3 | 4 | 2 | 4 | 2 | 3 | 4 | 4 | 2 | 3 | 3 | 4 | 4 | 3 | 47 |
| 71 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 55 |
| 72 | 4 | 3 | 3 | 2 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 47 |

|     |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |
|-----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|
| 73  | 3 | 2 | 3 | 2 | 3 | 2 | 2 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 39 |
| 74  | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 4 | 3 | 4 | 3 | 3 | 47 |
| 75  | 2 | 3 | 3 | 1 | 3 | 2 | 2 | 4 | 2 | 3 | 4 | 2 | 3 | 3 | 3 | 40 |
| 76  | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 2 | 4 | 4 | 4 | 4 | 3 | 4 | 55 |
| 77  | 4 | 2 | 3 | 2 | 3 | 4 | 3 | 4 | 4 | 3 | 2 | 2 | 4 | 3 | 3 | 46 |
| 78  | 4 | 2 | 3 | 2 | 3 | 4 | 2 | 4 | 4 | 3 | 2 | 2 | 4 | 3 | 3 | 45 |
| 79  | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 2 | 2 | 35 |
| 80  | 4 | 2 | 3 | 2 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 4 | 2 | 3 | 44 |
| 81  | 3 | 3 | 4 | 2 | 4 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 44 |
| 82  | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 2 | 3 | 40 |
| 83  | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 2 | 3 | 3 | 50 |
| 84  | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 53 |
| 85  | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 44 |
| 86  | 3 | 2 | 2 | 2 | 2 | 2 | 4 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 40 |
| 87  | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 2 | 4 | 3 | 2 | 3 | 2 | 2 | 37 |
| 88  | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 4 | 3 | 3 | 3 | 45 |
| 89  | 4 | 3 | 4 | 2 | 4 | 3 | 3 | 4 | 2 | 1 | 4 | 4 | 4 | 4 | 4 | 50 |
| 90  | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 58 |
| 91  | 3 | 3 | 3 | 2 | 3 | 1 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 4 | 41 |
| 92  | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 49 |
| 93  | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 48 |
| 94  | 4 | 2 | 3 | 1 | 3 | 2 | 2 | 4 | 4 | 4 | 3 | 2 | 3 | 4 | 4 | 45 |
| 95  | 3 | 3 | 2 | 2 | 2 | 3 | 4 | 4 | 1 | 2 | 3 | 3 | 3 | 2 | 2 | 39 |
| 96  | 4 | 3 | 4 | 2 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 2 | 3 | 50 |
| 97  | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 50 |
| 98  | 3 | 2 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 50 |
| 99  | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 2 | 4 | 3 | 3 | 4 | 3 | 4 | 51 |
| 100 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 49 |

# Lampiran 3

## Pengambilan Data Penelitian Kepercayaan Konsumen

| no | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | total |
|----|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|-------|
| 1  | 4 | 3 | 4 | 2 | 3 | 2 | 3 | 4 | 2 | 3  | 4  | 4  | 4  | 3  | 3  | 48    |
| 2  | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4  | 4  | 4  | 4  | 3  | 3  | 58    |
| 3  | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3  | 3  | 3  | 3  | 2  | 2  | 42    |
| 4  | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 1 | 4  | 4  | 3  | 4  | 4  | 4  | 54    |
| 5  | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 4  | 4  | 4  | 4  | 3  | 3  | 54    |
| 6  | 4 | 3 | 4 | 2 | 3 | 4 | 4 | 4 | 3 | 4  | 4  | 4  | 4  | 4  | 4  | 55    |
| 7  | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 2 | 4  | 4  | 3  | 4  | 3  | 3  | 52    |
| 8  | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 2 | 4  | 3  | 3  | 2  | 2  | 3  | 46    |
| 9  | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4  | 4  | 4  | 4  | 4  | 4  | 60    |
| 10 | 4 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3  | 4  | 3  | 4  | 4  | 4  | 47    |
| 11 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3  | 4  | 3  | 4  | 3  | 3  | 51    |
| 12 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 2 | 4  | 4  | 4  | 4  | 3  | 4  | 55    |
| 13 | 4 | 1 | 4 | 2 | 4 | 2 | 2 | 2 | 4 | 4  | 4  | 4  | 4  | 3  | 4  | 48    |
| 14 | 4 | 3 | 4 | 3 | 4 | 3 | 2 | 4 | 4 | 4  | 4  | 2  | 3  | 4  | 4  | 52    |
| 15 | 4 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 4  | 3  | 2  | 3  | 2  | 3  | 46    |
| 16 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3  | 4  | 2  | 2  | 3  | 4  | 47    |
| 17 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4  | 3  | 3  | 3  | 3  | 3  | 50    |
| 18 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 1 | 4  | 4  | 3  | 4  | 3  | 3  | 49    |
| 19 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 4  | 4  | 3  | 4  | 3  | 4  | 53    |
| 20 | 4 | 2 | 2 | 1 | 4 | 4 | 3 | 4 | 4 | 4  | 4  | 3  | 4  | 4  | 4  | 51    |
| 21 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3  | 3  | 3  | 3  | 3  | 3  | 45    |
| 22 | 4 | 3 | 2 | 1 | 2 | 3 | 2 | 3 | 1 | 3  | 3  | 2  | 2  | 2  | 3  | 36    |
| 23 | 4 | 3 | 1 | 3 | 4 | 4 | 3 | 3 | 4 | 4  | 4  | 3  | 3  | 3  | 3  | 49    |
| 24 | 4 | 3 | 4 | 2 | 4 | 4 | 3 | 4 | 4 | 4  | 4  | 3  | 4  | 3  | 3  | 53    |
| 25 | 3 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 3 | 4  | 4  | 4  | 4  | 3  | 4  | 54    |
| 26 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4  | 4  | 4  | 4  | 3  | 3  | 56    |
| 27 | 4 | 2 | 3 | 2 | 4 | 3 | 3 | 3 | 2 | 4  | 3  | 3  | 4  | 3  | 3  | 46    |
| 28 | 4 | 3 | 2 | 3 | 4 | 4 | 3 | 4 | 1 | 4  | 4  | 4  | 4  | 4  | 4  | 52    |
| 29 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3  | 3  | 3  | 3  | 3  | 3  | 45    |
| 30 | 3 | 3 | 4 | 2 | 3 | 3 | 3 | 2 | 3 | 4  | 3  | 2  | 3  | 3  | 3  | 44    |
| 31 | 4 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3  | 3  | 3  | 3  | 3  | 3  | 46    |
| 32 | 4 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3  | 4  | 4  | 2  | 3  | 2  | 47    |

|    |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |
|----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|
| 33 | 4 | 2 | 1 | 1 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 51 |
| 34 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 57 |
| 35 | 4 | 3 | 2 | 2 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 53 |
| 36 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 4 | 3 | 4 | 3 | 50 |
| 37 | 4 | 3 | 3 | 2 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 55 |
| 38 | 3 | 2 | 4 | 3 | 3 | 3 | 2 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 50 |
| 39 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 58 |
| 40 | 4 | 2 | 3 | 1 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 51 |
| 41 | 4 | 2 | 3 | 2 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 2 | 4 | 4 | 48 |
| 42 | 4 | 4 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 48 |
| 43 | 4 | 3 | 3 | 2 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 53 |
| 44 | 2 | 1 | 3 | 1 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 37 |
| 45 | 4 | 3 | 2 | 3 | 3 | 4 | 3 | 4 | 2 | 4 | 4 | 3 | 3 | 3 | 48 |
| 46 | 4 | 3 | 3 | 3 | 3 | 4 | 2 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 52 |
| 47 | 4 | 2 | 1 | 2 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 2 | 4 | 3 | 46 |
| 48 | 4 | 2 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 55 |
| 49 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 60 |
| 50 | 4 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 48 |
| 51 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 48 |
| 52 | 4 | 2 | 2 | 1 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 2 | 2 | 3 | 44 |
| 53 | 4 | 3 | 3 | 1 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 50 |
| 54 | 4 | 3 | 2 | 2 | 4 | 3 | 2 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 45 |
| 55 | 4 | 3 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 4 | 3 | 3 | 46 |
| 56 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 4 | 2 | 3 | 4 | 3 | 2 | 3 | 44 |
| 57 | 4 | 4 | 4 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 45 |
| 58 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 57 |
| 59 | 4 | 3 | 2 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 |
| 60 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 2 | 3 | 4 | 53 |
| 61 | 3 | 3 | 4 | 2 | 4 | 3 | 2 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 47 |
| 62 | 4 | 2 | 2 | 1 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 46 |
| 63 | 4 | 3 | 4 | 2 | 4 | 4 | 3 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 54 |
| 64 | 4 | 3 | 4 | 3 | 4 | 3 | 2 | 4 | 1 | 4 | 4 | 3 | 4 | 3 | 50 |
| 65 | 4 | 2 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 2 | 4 | 4 | 52 |
| 66 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 48 |
| 67 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 51 |
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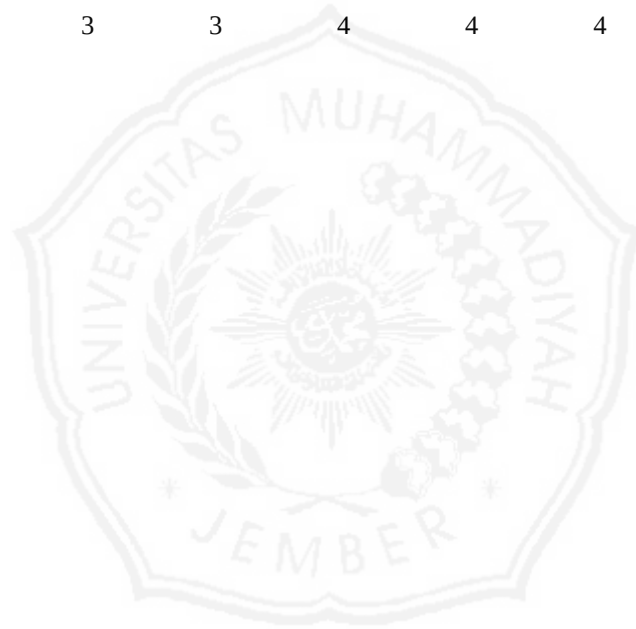
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| 310 | 4 | 2 | 2 | 3 | 3 | 3 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 50 |
| 311 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 55 |
| 312 | 4 | 3 | 3 | 3 | 2 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 52 |
| 313 | 4 | 3 | 4 | 2 | 4 | 3 | 3 | 3 | 2 | 3 | 4 | 3 | 3 | 2 | 3 | 46 |
| 314 | 4 | 3 | 4 | 2 | 4 | 4 | 3 | 4 | 2 | 4 | 4 | 3 | 4 | 3 | 3 | 51 |
| 315 | 4 | 3 | 4 | 2 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 54 |
| 316 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 |
| 317 | 4 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 2 | 2 | 45 |
| 318 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 52 |
| 319 | 4 | 4 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 45 |
| 320 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 4 | 4 | 1 | 2 | 1 | 2 | 3 | 2 | 40 |

|     |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |
|-----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|
| 321 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 40 |
| 322 | 3 | 2 | 3 | 2 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 41 |
| 323 | 3 | 3 | 4 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 47 |
| 324 | 4 | 3 | 4 | 3 | 4 | 3 | 2 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 47 |
| 325 | 4 | 3 | 4 | 2 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 53 |
| 326 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 49 |
| 327 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 4 | 4 | 3 | 4 | 2 | 4 | 3 | 3 | 45 |
| 328 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 51 |
| 329 | 4 | 3 | 4 | 2 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 2 | 3 | 50 |
| 330 | 4 | 3 | 4 | 2 | 4 | 3 | 3 | 4 | 2 | 1 | 4 | 4 | 4 | 4 | 4 | 50 |
| 331 | 3 | 2 | 4 | 2 | 4 | 4 | 2 | 4 | 3 | 3 | 4 | 2 | 4 | 4 | 4 | 49 |
| 332 | 3 | 2 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 50 |



## Lampiran 4

### Uji Coba Validitas Kepercayaan Konsumen

**Correlations**

|        |                     | item1  | item2  | item3   | item4  | item5   | total1 |
|--------|---------------------|--------|--------|---------|--------|---------|--------|
| item1  | Pearson Correlation | 1      | .235*  | .415**  | .331** | .415**  | .653** |
|        | Sig. (2-tailed)     |        | .019   | .000    | .001   | .000    | .000   |
|        | N                   | 100    | 100    | 100     | 100    | 100     | 100    |
| item2  | Pearson Correlation | .235*  | 1      | .208*   | .410** | .208*   | .596** |
|        | Sig. (2-tailed)     | .019   |        | .038    | .000   | .038    | .000   |
|        | N                   | 100    | 100    | 100     | 100    | 100     | 100    |
| item3  | Pearson Correlation | .415** | .208*  | 1       | .224*  | 1.000** | .807** |
|        | Sig. (2-tailed)     | .000   | .038   |         | .025   | .000    | .000   |
|        | N                   | 100    | 100    | 100     | 100    | 100     | 100    |
| item4  | Pearson Correlation | .331** | .410** | .224*   | 1      | .224*   | .647** |
|        | Sig. (2-tailed)     | .001   | .000   | .025    |        | .025    | .000   |
|        | N                   | 100    | 100    | 100     | 100    | 100     | 100    |
| item5  | Pearson Correlation | .415** | .208*  | 1.000** | .224*  | 1       | .807** |
|        | Sig. (2-tailed)     | .000   | .038   | .000    | .025   |         | .000   |
|        | N                   | 100    | 100    | 100     | 100    | 100     | 100    |
| total1 | Pearson Correlation | .653** | .596** | .807**  | .647** | .807**  | 1      |
|        | Sig. (2-tailed)     | .000   | .000   | .000    | .000   | .000    |        |
|        | N                   | 100    | 100    | 100     | 100    | 100     | 100    |

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

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

**Correlations**

|        |                     | item6  | item7  | item8 | item9 | item10 | total2 |
|--------|---------------------|--------|--------|-------|-------|--------|--------|
| item6  | Pearson Correlation | 1      | .369** | .236* | .095  | .312** | .697** |
|        | Sig. (2-tailed)     |        | .000   | .018  | .348  | .002   | .000   |
|        | N                   | 100    | 100    | 100   | 100   | 100    | 100    |
| item7  | Pearson Correlation | .369** | 1      | .065  | .021  | .016   | .520** |
|        | Sig. (2-tailed)     | .000   |        | .520  | .838  | .874   | .000   |
|        | N                   | 100    | 100    | 100   | 100   | 100    | 100    |
| item8  | Pearson Correlation | .236*  | .065   | 1     | .170  | .109   | .514** |
|        | Sig. (2-tailed)     | .018   | .520   |       | .091  | .281   | .000   |
|        | N                   | 100    | 100    | 100   | 100   | 100    | 100    |
| item9  | Pearson Correlation | .095   | .021   | .170  | 1     | .215*  | .556** |
|        | Sig. (2-tailed)     | .348   | .838   | .091  |       | .031   | .000   |
|        | N                   | 100    | 100    | 100   | 100   | 100    | 100    |
| item10 | Pearson Correlation | .312** | .016   | .109  | .215* | 1      | .576** |
|        | Sig. (2-tailed)     | .002   | .874   | .281  | .031  |        | .000   |

|        |                     |        |        |        |        |        |     |
|--------|---------------------|--------|--------|--------|--------|--------|-----|
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100 |
| total2 | Pearson Correlation | .697** | .520** | .514** | .556** | .576** | 1   |
|        | Sig. (2-tailed)     | .000   | .000   | .000   | .000   | .000   |     |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100 |

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

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

#### Correlations

|        |                     | item11 | item12 | item13 | item14 | item15 | total3 |
|--------|---------------------|--------|--------|--------|--------|--------|--------|
| item11 | Pearson Correlation | 1      | .414** | .258** | .357** | .438** | .719** |
|        | Sig. (2-tailed)     |        | .000   | .010   | .000   | .000   | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| item12 | Pearson Correlation | .414** | 1      | .314** | .229*  | .442** | .708** |
|        | Sig. (2-tailed)     | .000   |        | .001   | .022   | .000   | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| item13 | Pearson Correlation | .258** | .314** | 1      | .279** | .417** | .619** |
|        | Sig. (2-tailed)     | .010   | .001   |        | .005   | .000   | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| item14 | Pearson Correlation | .357** | .229*  | .279** | 1      | .519** | .680** |
|        | Sig. (2-tailed)     | .000   | .022   | .005   |        | .000   | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| item15 | Pearson Correlation | .438** | .442** | .417** | .519** | 1      | .780** |
|        | Sig. (2-tailed)     | .000   | .000   | .000   | .000   |        | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| total3 | Pearson Correlation | .719** | .708** | .619** | .680** | .780** | 1      |
|        | Sig. (2-tailed)     | .000   | .000   | .000   | .000   | .000   |        |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |

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

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



## Lampiran 5

### Uji Validitas Pengambilan Data Penelitian Kepercayaan Konsumen

**Correlations**

|        |                     | item1  | item2  | item3  | item4  | item5  | total1 |
|--------|---------------------|--------|--------|--------|--------|--------|--------|
| item1  | Pearson Correlation | 1      | .232** | -.042  | .127*  | .306** | .484** |
|        | Sig. (2-tailed)     |        | .000   | .444   | .021   | .000   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item2  | Pearson Correlation | .232** | 1      | .095   | .326** | .103   | .601** |
|        | Sig. (2-tailed)     | .000   |        | .082   | .000   | .061   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item3  | Pearson Correlation | -.042  | .095   | 1      | .119*  | .058   | .534** |
|        | Sig. (2-tailed)     | .444   | .082   |        | .030   | .295   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item4  | Pearson Correlation | .127*  | .326** | .119*  | 1      | .146** | .641** |
|        | Sig. (2-tailed)     | .021   | .000   | .030   |        | .008   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item5  | Pearson Correlation | .306** | .103   | .058   | .146** | 1      | .531** |
|        | Sig. (2-tailed)     | .000   | .061   | .295   | .008   |        | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| total1 | Pearson Correlation | .484** | .601** | .534** | .641** | .531** | 1      |
|        | Sig. (2-tailed)     | .000   | .000   | .000   | .000   | .000   |        |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |

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

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

**Correlations**

|       |                     | item6  | item7  | item8  | item9 | item10 | total2 |
|-------|---------------------|--------|--------|--------|-------|--------|--------|
| item6 | Pearson Correlation | 1      | .440** | .361** | .115* | .364** | .693** |
|       | Sig. (2-tailed)     |        | .000   | .000   | .037  | .000   | .000   |
|       | N                   | 332    | 332    | 332    | 332   | 332    | 332    |
| item7 | Pearson Correlation | .440** | 1      | .246** | .128* | .201** | .639** |
|       | Sig. (2-tailed)     | .000   |        | .000   | .020  | .000   | .000   |
|       | N                   | 332    | 332    | 332    | 332   | 332    | 332    |

|        |                     |        |        |        |        |        |        |
|--------|---------------------|--------|--------|--------|--------|--------|--------|
| item8  | Pearson Correlation | .361** | .246** | 1      | .046   | .224** | .557** |
|        | Sig. (2-tailed)     | .000   | .000   |        | .404   | .000   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item9  | Pearson Correlation | .115*  | .128*  | .046   | 1      | .217** | .573** |
|        | Sig. (2-tailed)     | .037   | .020   | .404   |        | .000   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item10 | Pearson Correlation | .364** | .201** | .224** | .217** | 1      | .631** |
|        | Sig. (2-tailed)     | .000   | .000   | .000   | .000   |        | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| total2 | Pearson Correlation | .693** | .639** | .557** | .573** | .631** | 1      |
|        | Sig. (2-tailed)     | .000   | .000   | .000   | .000   | .000   |        |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |

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

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

#### Correlations

|        |                     | item11 | item12 | item13 | item14 | item15 | total3 |
|--------|---------------------|--------|--------|--------|--------|--------|--------|
| item11 | Pearson Correlation | 1      | .423** | .469** | .319** | .334** | .715** |
|        | Sig. (2-tailed)     |        | .000   | .000   | .000   | .000   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item12 | Pearson Correlation | .423** | 1      | .424** | .231** | .205** | .674** |
|        | Sig. (2-tailed)     | .000   |        | .000   | .000   | .000   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item13 | Pearson Correlation | .469** | .424** | 1      | .354** | .446** | .760** |
|        | Sig. (2-tailed)     | .000   | .000   |        | .000   | .000   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item14 | Pearson Correlation | .319** | .231** | .354** | 1      | .536** | .685** |
|        | Sig. (2-tailed)     | .000   | .000   | .000   |        | .000   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item15 | Pearson Correlation | .334** | .205** | .446** | .536** | 1      | .696** |
|        | Sig. (2-tailed)     | .000   | .000   | .000   | .000   |        | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| total3 | Pearson Correlation | .715** | .674** | .760** | .685** | .696** | 1      |
|        | Sig. (2-tailed)     | .000   | .000   | .000   | .000   | .000   |        |

|   |     |     |     |     |     |     |
|---|-----|-----|-----|-----|-----|-----|
| N | 332 | 332 | 332 | 332 | 332 | 332 |
|---|-----|-----|-----|-----|-----|-----|

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



## Lampiran 6

### Uji Coba Reliabilitas Skala Kepercayaan Konsumen

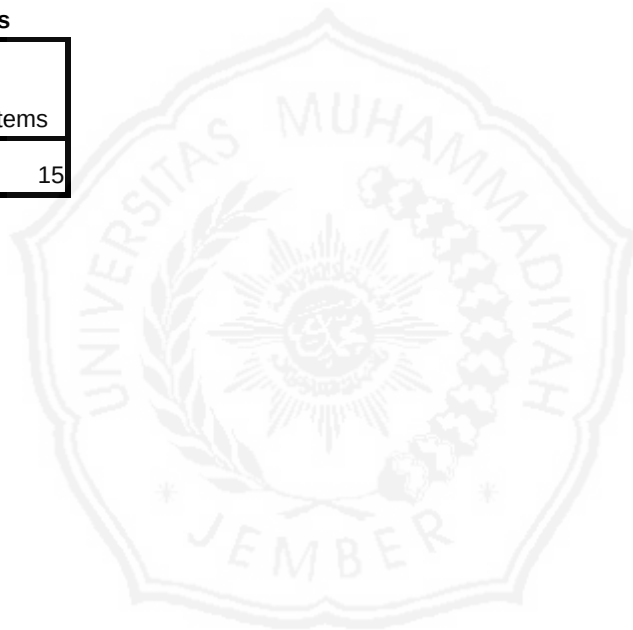
**Case Processing Summary**

|       |                       | N   | %     |
|-------|-----------------------|-----|-------|
| Cases | Valid                 | 100 | 100.0 |
|       | Excluded <sup>a</sup> | 0   | .0    |
|       | Total                 | 100 | 100.0 |

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

**Reliability Statistics**

|                  |            |
|------------------|------------|
| Cronbach's Alpha | N of Items |
| .828             | 15         |



## Lampiran 7

### Uji Reliabilitas Pengambilan Data Penelitian Skala Kepercayaan Konsumen

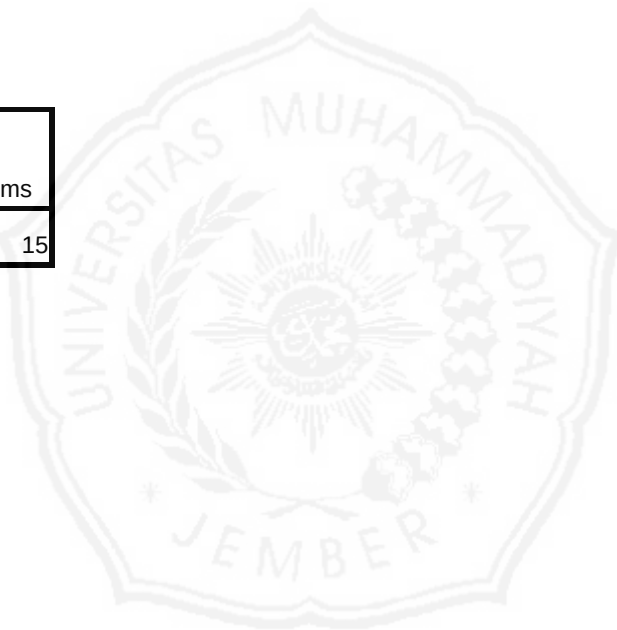
**Case Processing Summary**

|       |                       | N   | %     |
|-------|-----------------------|-----|-------|
| Cases | Valid                 | 332 | 100.0 |
|       | Excluded <sup>a</sup> | 0   | .0    |
|       | Total                 | 332 | 100.0 |

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

**Reliability Statistics**

|                  |            |
|------------------|------------|
| Cronbach's Alpha | N of Items |
| .783             | 15         |



**PETUNJUK PENGISIAN**

Pilih salah satu jawaban yang tersedia sesuai dengan pengalaman yang anda dapatkan sebagai konsumen pada *E-commerce* semisal pada Zalora, Lazada, Berrybenka, Buka Lapak, Tokopedia, Shopee, Lainnya dengan memberikan tanda (√) pada jawaban yang sesuai. masing-masing jawaban memiliki makna sebagai berikut:

SS : **Sangat Setuju**

KS : **Kurang Setuju**

S : **Setuju**

STS : **Sangat Tidak Setuju**

Diharapkan untuk tidak menjawab lebih dari satu pilihan jawaban.

| No  | Pernyataan                                                                                                          | SS | S | KS | STS |
|-----|---------------------------------------------------------------------------------------------------------------------|----|---|----|-----|
| 1.  | Saya belanja online pada <i>E-commerce</i> karena kemudahan saat memilih produk                                     |    |   |    |     |
| 2.  | Saya memilih belanja di <i>E-commerce</i> karena menawarkan berbagai jenis produk kebutuhan                         |    |   |    |     |
| 3.  | Saya belanja online pada <i>E-commerce</i> karena menawarkan kemudahan dalam metode pembayaran                      |    |   |    |     |
| 4.  | Saya membeli produk di <i>E-commerce</i> karena tertarik dengan promo yang ditawarkan                               |    |   |    |     |
| 5.  | Sebelum membeli produk, saya membaca komentar atau ulasan produk dari laman web <i>E-commerce</i>                   |    |   |    |     |
| 6.  | Cerita dari teman meyakinkan saya untuk belanja online                                                              |    |   |    |     |
| 7.  | Saya memutuskan membeli produk yang terjamin kualitasnya                                                            |    |   |    |     |
| 8.  | Saya berbelanja pada <i>E-commerce</i> karena barang yang dipesan datang sesuai pesanan                             |    |   |    |     |
| 9.  | Saya lebih senang membeli pada <i>E-commerce</i> karena menawarkan banyak produk                                    |    |   |    |     |
| 10. | Saya belanja di <i>E-commerce</i> karena harga yang ditawarkan lebih murah dari toko offline                        |    |   |    |     |
| 11. | Sebelum memutuskan membeli, saya akan melihat kualitas dari merek produk tertentu                                   |    |   |    |     |
| 12. | Saya akan membandingkan merek tertentu sebelum memutuskan membeli                                                   |    |   |    |     |
| 13. | Saya mempertimbangkan manfaat sebelum membeli sebuah produk                                                         |    |   |    |     |
| 14. | Saya memutuskan membeli produk pada <i>E-commerce</i> yang terkenal dan terpercaya                                  |    |   |    |     |
| 15. | Saya akan kembali membeli pada <i>E-commerce</i> karena jaminan keamanan dalam bertransaksi                         |    |   |    |     |
| 16. | Sebelum membeli produk, saya mencari tahu reputasi web <i>E-commerce</i> tersebut                                   |    |   |    |     |
| 17. | Saya lebih memilih belanja online untuk menghemat waktu dibandingkan ketika belanja pada toko offline               |    |   |    |     |
| 18. | Saya membeli produk di <i>E-commerce</i> karena banyak diskon yang ditawarkan                                       |    |   |    |     |
| 19. | Sebelum berbelanja online, saya menanyakan kepada rekan mengenai pengalamannya berbelanja melalui <i>E-commerce</i> |    |   |    |     |
| 20. | Saya membeli produk di <i>E-commerce</i> berdasarkan saran dari keluarga ataupun teman                              |    |   |    |     |
| 21. | Sebelum memutuskan membeli, saya akan mencari informasi manfaat dari produk yang dibeli                             |    |   |    |     |
| 22. | Pelayanan yang baik membuat saya kembali belanja pada <i>E-commerce</i>                                             |    |   |    |     |
| 23. | Tampilan produk yang menarik pada <i>E-commerce</i> membuat saya percaya pada toko tersebut                         |    |   |    |     |
| 24. | Saya puas ketika berbelanja pada <i>E-commerce</i> karena produk yang dijual berkualitas                            |    |   |    |     |

# Lampiran 9

## Excel Uji Coba Skala Keputusan Pembelian

| no | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | total |
|----|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-------|
| 1  | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3  | 3  | 2  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 4  | 73    |
| 2  | 4 | 4 | 4 | 2 | 4 | 3 | 4 | 3 | 4 | 2  | 4  | 4  | 4  | 4  | 4  | 4  | 2  | 2  | 2  | 2  | 4  | 4  | 3  | 3  | 80    |
| 3  | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 2  | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 3  | 4  | 3  | 85    |
| 4  | 3 | 3 | 2 | 4 | 4 | 2 | 3 | 4 | 3 | 2  | 4  | 3  | 4  | 3  | 4  | 2  | 2  | 2  | 2  | 3  | 3  | 4  | 3  | 4  | 73    |
| 5  | 4 | 3 | 3 | 2 | 3 | 2 | 3 | 2 | 4 | 3  | 3  | 3  | 4  | 4  | 4  | 4  | 3  | 2  | 3  | 3  | 3  | 3  | 3  | 2  | 73    |
| 6  | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4  | 3  | 4  | 4  | 4  | 3  | 3  | 3  | 3  | 3  | 3  | 4  | 4  | 4  | 3  | 84    |
| 7  | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 87    |
| 8  | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 4  | 4  | 3  | 3  | 4  | 3  | 3  | 2  | 3  | 3  | 2  | 3  | 3  | 2  | 3  | 71    |
| 9  | 4 | 3 | 4 | 4 | 3 | 2 | 4 | 3 | 3 | 2  | 2  | 3  | 3  | 3  | 4  | 1  | 2  | 3  | 4  | 2  | 3  | 2  | 3  | 4  | 71    |
| 10 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 2 | 4 | 4  | 4  | 3  | 2  | 4  | 4  | 4  | 2  | 3  | 4  | 3  | 4  | 4  | 1  | 1  | 79    |
| 11 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 2  | 3  | 2  | 3  | 3  | 2  | 3  | 67    |
| 12 | 3 | 2 | 3 | 4 | 4 | 3 | 4 | 1 | 2 | 3  | 4  | 4  | 3  | 3  | 4  | 3  | 4  | 3  | 4  | 3  | 1  | 4  | 2  | 3  | 74    |
| 13 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3  | 2  | 3  | 3  | 3  | 4  | 4  | 4  | 2  | 3  | 3  | 4  | 3  | 4  | 4  | 82    |
| 14 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4  | 4  | 4  | 4  | 3  | 3  | 3  | 3  | 3  | 4  | 3  | 2  | 4  | 2  | 3  | 83    |
| 15 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 1 | 3  | 4  | 4  | 4  | 4  | 3  | 4  | 1  | 2  | 3  | 1  | 3  | 3  | 2  | 1  | 66    |
| 16 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3  | 4  | 4  | 3  | 3  | 3  | 3  | 3  | 3  | 4  | 3  | 3  | 3  | 3  | 3  | 76    |
| 17 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 2  | 3  | 3  | 3  | 2  | 2  | 2  | 2  | 3  | 3  | 2  | 3  | 2  | 3  | 2  | 63    |
| 18 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4  | 3  | 2  | 3  | 3  | 3  | 2  | 3  | 3  | 3  | 2  | 3  | 3  | 4  | 2  | 74    |
| 19 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3  | 4  | 4  | 3  | 3  | 3  | 3  | 2  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 77    |
| 20 | 3 | 3 | 4 | 2 | 4 | 3 | 3 | 2 | 2 | 2  | 1  | 2  | 3  | 3  | 3  | 4  | 2  | 2  | 3  | 2  | 3  | 3  | 3  | 3  | 65    |
| 21 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 3  | 3  | 91    |
| 22 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 2 | 3 | 3  | 3  | 3  | 4  | 3  | 3  | 3  | 4  | 3  | 3  | 3  | 4  | 3  | 3  | 2  | 77    |
| 23 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 71    |
| 24 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3  | 3  | 3  | 4  | 3  | 3  | 3  | 2  | 3  | 3  | 2  | 4  | 3  | 2  | 2  | 70    |
| 25 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 92    |
| 26 | 3 | 4 | 4 | 2 | 3 | 1 | 4 | 4 | 4 | 3  | 4  | 4  | 3  | 4  | 4  | 2  | 4  | 4  | 2  | 1  | 3  | 4  | 3  | 4  | 78    |
| 27 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 93    |
| 28 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 2  | 4  | 4  | 4  | 4  | 3  | 4  | 2  | 3  | 4  | 4  | 4  | 3  | 3  | 2  | 82    |
| 29 | 3 | 4 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3  | 3  | 3  | 3  | 3  | 3  | 4  | 3  | 3  | 4  | 3  | 3  | 3  | 4  | 3  | 75    |
| 30 | 1 | 4 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 1  | 4  | 4  | 4  | 4  | 4  | 4  | 1  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 84    |
| 31 | 3 | 3 | 2 | 3 | 4 | 1 | 3 | 3 | 2 | 3  | 3  | 3  | 3  | 2  | 3  | 4  | 3  | 2  | 1  | 3  | 3  | 2  | 3  | 4  | 66    |
| 32 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 2  | 3  | 3  | 3  | 4  | 3  | 4  | 2  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 73    |

|    |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |
|----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|
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| 36 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 2 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 75 |
| 37 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 2 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 84 |
| 38 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 4 | 4 | 3 | 83 |
| 39 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 3 | 87 |
| 40 | 3 | 4 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 2 | 4 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 4 | 3 | 3 | 70 |
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| 43 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 2 | 2 | 55 |
| 44 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 65 |
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| 46 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 67 |
| 47 | 4 | 4 | 3 | 3 | 4 | 2 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 2 | 2 | 3 | 4 | 3 | 80 |
| 48 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 70 |
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| 50 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 2 | 86 |
| 51 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 3 | 3 | 70 |
| 52 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 2 | 89 |
| 53 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 72 |
| 54 | 3 | 3 | 2 | 3 | 4 | 4 | 4 | 4 | 2 | 2 | 3 | 3 | 3 | 4 | 2 | 4 | 2 | 3 | 4 | 3 | 3 | 4 | 4 | 77 |
| 55 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 2 | 3 | 3 | 66 |
| 56 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 2 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 2 | 2 | 3 | 1 | 3 | 4 | 2 | 73 |
| 57 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 1 | 2 | 4 | 4 | 4 | 3 | 4 | 84 |
| 58 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 96 |
| 59 | 2 | 3 | 3 | 4 | 3 | 2 | 3 | 3 | 2 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 2 | 4 | 4 | 3 | 78 |
| 60 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 90 |
| 61 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 2 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 2 | 2 | 3 | 2 | 3 | 4 | 2 | 77 |
| 62 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 96 |
| 63 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 1 | 4 | 4 | 4 | 93 |
| 64 | 3 | 3 | 3 | 2 | 2 | 3 | 4 | 2 | 1 | 1 | 4 | 4 | 3 | 4 | 4 | 3 | 1 | 3 | 2 | 3 | 3 | 3 | 3 | 67 |
| 65 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 3 | 3 | 2 | 4 | 3 | 3 | 4 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 71 |
| 66 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 71 |
| 67 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 91 |
| 68 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 76 |



|     |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |
|-----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|
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| 70  | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 4 | 3 | 88 |
| 71  | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 88 |
| 72  | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 72 |
| 73  | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 2 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 2 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 85 |
| 74  | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 86 |
| 75  | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 93 |
| 76  | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 93 |
| 77  | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 2 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 83 |
| 78  | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 2 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 83 |
| 79  | 3 | 2 | 3 | 2 | 4 | 3 | 3 | 4 | 2 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 2 | 2 | 3 | 2 | 2 | 3 | 2 | 2 | 65 |
| 80  | 3 | 2 | 3 | 3 | 4 | 3 | 4 | 2 | 2 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 2 | 3 | 4 | 2 | 4 | 4 | 2 | 2 | 75 |
| 81  | 2 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 4 | 4 | 3 | 2 | 3 | 2 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 63 |
| 82  | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 66 |
| 83  | 4 | 3 | 2 | 2 | 4 | 3 | 1 | 4 | 3 | 2 | 3 | 1 | 4 | 4 | 3 | 1 | 4 | 2 | 4 | 2 | 4 | 3 | 3 | 3 | 69 |
| 84  | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 1 | 4 | 3 | 2 | 4 | 82 |
| 85  | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 69 |
| 86  | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 69 |
| 87  | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 71 |
| 88  | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 74 |
| 89  | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 2 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 2 | 4 | 4 | 4 | 84 |
| 90  | 4 | 4 | 4 | 2 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 3 | 3 | 1 | 3 | 4 | 4 | 4 | 85 |
| 91  | 3 | 2 | 2 | 2 | 4 | 3 | 4 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 1 | 4 | 1 | 2 | 1 | 4 | 3 | 2 | 2 | 2 | 61 |
| 92  | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 86 |
| 93  | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 88 |
| 94  | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 2 | 3 | 2 | 1 | 2 | 2 | 3 | 2 | 2 | 3 | 75 |
| 95  | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 1 | 4 | 3 | 2 | 2 | 2 | 3 | 3 | 66 |
| 96  | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 91 |
| 97  | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 76 |
| 98  | 3 | 3 | 3 | 2 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 4 | 72 |
| 99  | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 83 |
| 100 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 90 |

# Lampiran 10

## Excel Pengambilan Data Penelitian Keputusan Pembelian

| No | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | total |
|----|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-------|
| 1  | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 3 | 2 | 2  | 4  | 4  | 4  | 4  | 3  | 4  | 2  | 2  | 4  | 3  | 4  | 4  | 3  | 3  | 79    |
| 2  | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3  | 3  | 3  | 3  | 3  | 3  | 4  | 4  | 4  | 3  | 3  | 3  | 4  | 4  | 4  | 84    |
| 3  | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4  | 3  | 2  | 3  | 3  | 3  | 3  | 2  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 71    |
| 4  | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 95    |
| 5  | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 95    |
| 6  | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 94    |
| 7  | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4  | 3  | 4  | 3  | 3  | 4  | 3  | 4  | 4  | 3  | 3  | 3  | 4  | 3  | 3  | 85    |
| 8  | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 2  | 3  | 2  | 3  | 3  | 3  | 3  | 1  | 1  | 3  | 2  | 3  | 3  | 3  | 3  | 62    |
| 9  | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 96    |
| 10 | 3 | 3 | 4 | 4 | 4 | 3 | 2 | 2 | 3 | 3  | 4  | 4  | 4  | 4  | 2  | 4  | 4  | 4  | 3  | 3  | 2  | 4  | 4  | 3  | 80    |
| 11 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 3  | 4  | 92    |
| 12 | 4 | 4 | 4 | 2 | 4 | 3 | 4 | 4 | 4 | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 3  | 4  | 4  | 4  | 4  | 90    |
| 13 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 1  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 2  | 4  | 4  | 86    |
| 14 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3  | 4  | 3  | 3  | 3  | 4  | 3  | 4  | 4  | 4  | 2  | 3  | 4  | 4  | 3  | 84    |
| 15 | 3 | 3 | 3 | 2 | 3 | 1 | 3 | 3 | 3 | 4  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 2  | 1  | 1  | 2  | 1  | 2  | 3  | 61    |
| 16 | 3 | 3 | 1 | 2 | 4 | 4 | 3 | 4 | 3 | 2  | 2  | 2  | 2  | 4  | 2  | 2  | 3  | 2  | 2  | 2  | 2  | 2  | 3  | 4  | 63    |
| 17 | 4 | 4 | 4 | 3 | 2 | 4 | 4 | 3 | 2 | 2  | 4  | 4  | 4  | 4  | 4  | 4  | 2  | 2  | 4  | 3  | 4  | 3  | 3  | 3  | 80    |
| 18 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 4  | 4  | 4  | 4  | 3  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 3  | 87    |
| 19 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3  | 4  | 4  | 3  | 4  | 4  | 4  | 3  | 3  | 3  | 3  | 3  | 4  | 4  | 4  | 87    |
| 20 | 4 | 4 | 4 | 4 | 4 | 1 | 4 | 4 | 4 | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 1  | 2  | 4  | 4  | 4  | 4  | 88    |
| 21 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 72    |
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| 23 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 2 | 3  | 4  | 4  | 4  | 4  | 4  | 1  | 3  | 4  | 1  | 1  | 4  | 4  | 4  | 3  | 80    |
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| 25 | 4 | 4 | 3 | 3 | 2 | 2 | 4 | 4 | 4 | 4  | 3  | 3  | 4  | 3  | 4  | 2  | 3  | 4  | 2  | 2  | 3  | 4  | 4  | 4  | 79    |
| 26 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 3  | 92    |
| 27 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3  | 4  | 4  | 3  | 4  | 3  | 3  | 3  | 3  | 4  | 3  | 3  | 3  | 3  | 3  | 80    |
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| 29 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 2 | 2 | 2  | 4  | 4  | 4  | 3  | 2  | 2  | 3  | 2  | 4  | 3  | 3  | 2  | 2  | 2  | 65    |
| 30 | 4 | 4 | 2 | 4 | 3 | 4 | 4 | 3 | 4 | 3  | 3  | 3  | 3  | 3  | 4  | 3  | 4  | 4  | 4  | 4  | 3  | 2  | 2  | 3  | 80    |
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| 32 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 2 | 3 | 2  | 4  | 4  | 4  | 4  | 3  | 4  | 2  | 3  | 4  | 3  | 4  | 3  | 3  | 3  | 80    |
| 33 | 4 | 4 | 4 | 4 | 4 | 1 | 4 | 3 | 4 | 2  | 4  | 4  | 4  | 4  | 4  | 4  | 1  | 4  | 1  | 1  | 4  | 2  | 4  | 3  | 78    |
| 34 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4  | 4  | 3  | 2  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 2  | 4  | 3  | 4  | 87    |

|    |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |
|----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|
| 35 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 88 |
| 36 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 2 | 2 | 4 | 3 | 3 | 3 | 4 | 2 | 3 | 2 | 4 | 4 | 80 |
| 37 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 1 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 2 | 4 | 4 | 85 |
| 38 | 4 | 4 | 4 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 86 |
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|     |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |
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|     |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |
|-----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|
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|     |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |    |
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|     |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |
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|     |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |    |
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|     |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |
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|     |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |
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| 325 | 4 | 4 | 4 | 2 | 4 | 3 | 4 | 3 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 2 | 4 | 4 | 3 | 3 | 80 |
| 326 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 84 |
| 327 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 3 | 4 | 2 | 3 | 4 | 4 | 4 | 3 | 3 | 2 | 82 |
| 328 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 1 | 2 | 4 | 4 | 4 | 3 | 4 | 3 | 84 |
| 329 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 91 |
| 330 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 2 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 2 | 4 | 4 | 4 | 84 |
| 331 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 86 |
| 332 | 3 | 3 | 3 | 2 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 4 | 72 |

Lampiran 11.

Validitas Uji Coba Keputusan Pembelian

**Correlations**

|       |                     | item1  | item2  | item3  | item4  | item5  | total  |
|-------|---------------------|--------|--------|--------|--------|--------|--------|
| item1 | Pearson Correlation | 1      | .517** | .663** | .214*  | .278** | .758** |
|       | Sig. (2-tailed)     |        | .000   | .000   | .033   | .005   | .000   |
|       | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| item2 | Pearson Correlation | .517** | 1      | .501** | .332** | .326** | .768** |
|       | Sig. (2-tailed)     | .000   |        | .000   | .001   | .001   | .000   |
|       | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| item3 | Pearson Correlation | .663** | .501** | 1      | .280** | .232*  | .765** |
|       | Sig. (2-tailed)     | .000   | .000   |        | .005   | .020   | .000   |
|       | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| item4 | Pearson Correlation | .214*  | .332** | .280** | 1      | .254*  | .616** |
|       | Sig. (2-tailed)     | .033   | .001   | .005   |        | .011   | .000   |
|       | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| item5 | Pearson Correlation | .278** | .326** | .232*  | .254*  | 1      | .583** |
|       | Sig. (2-tailed)     | .005   | .001   | .020   | .011   |        | .000   |
|       | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| total | Pearson Correlation | .758** | .768** | .765** | .616** | .583** | 1      |
|       | Sig. (2-tailed)     | .000   | .000   | .000   | .000   | .000   |        |
|       | N                   | 100    | 100    | 100    | 100    | 100    | 100    |

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

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

**Correlations**

|       |                     | item6 | item7 | item8 | item9  | item10 | total1 |
|-------|---------------------|-------|-------|-------|--------|--------|--------|
| item6 | Pearson Correlation | 1     | .233* | .080  | .240*  | .052   | .512** |
|       | Sig. (2-tailed)     |       | .020  | .428  | .016   | .606   | .000   |
|       | N                   | 100   | 100   | 100   | 100    | 100    | 100    |
| item7 | Pearson Correlation | .233* | 1     | .119  | .334** | .263** | .601** |
|       | Sig. (2-tailed)     | .020  |       | .237  | .001   | .008   | .000   |
|       | N                   | 100   | 100   | 100   | 100    | 100    | 100    |

|        |                     |        |        |        |        |        |        |
|--------|---------------------|--------|--------|--------|--------|--------|--------|
| item8  | Pearson Correlation | .080   | .119   | 1      | .282** | .192   | .547** |
|        | Sig. (2-tailed)     | .428   | .237   |        | .004   | .056   | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| item9  | Pearson Correlation | .240*  | .334** | .282** | 1      | .369** | .742** |
|        | Sig. (2-tailed)     | .016   | .001   | .004   |        | .000   | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| item10 | Pearson Correlation | .052   | .263** | .192   | .369** | 1      | .647** |
|        | Sig. (2-tailed)     | .606   | .008   | .056   | .000   |        | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| total1 | Pearson Correlation | .512** | .601** | .547** | .742** | .647** | 1      |
|        | Sig. (2-tailed)     | .000   | .000   | .000   | .000   | .000   |        |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |

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

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

#### Correlations

|        |                     | item11 | item12 | item13 | item14 | item15 | total2 |
|--------|---------------------|--------|--------|--------|--------|--------|--------|
| item11 | Pearson Correlation | 1      | .659** | .434** | .515** | .349** | .805** |
|        | Sig. (2-tailed)     |        | .000   | .000   | .000   | .000   | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| item12 | Pearson Correlation | .659** | 1      | .326** | .468** | .421** | .796** |
|        | Sig. (2-tailed)     | .000   |        | .001   | .000   | .000   | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| item13 | Pearson Correlation | .434** | .326** | 1      | .416** | .217*  | .624** |
|        | Sig. (2-tailed)     | .000   | .001   |        | .000   | .030   | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| item14 | Pearson Correlation | .515** | .468** | .416** | 1      | .510** | .784** |
|        | Sig. (2-tailed)     | .000   | .000   | .000   |        | .000   | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| item15 | Pearson Correlation | .349** | .421** | .217*  | .510** | 1      | .681** |
|        | Sig. (2-tailed)     | .000   | .000   | .030   | .000   |        | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| total2 | Pearson Correlation | .805** | .796** | .624** | .784** | .681** | 1      |
|        | Sig. (2-tailed)     | .000   | .000   | .000   | .000   | .000   |        |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |

### Correlations

|        |                     | item11 | item12 | item13 | item14 | item15 | total2 |
|--------|---------------------|--------|--------|--------|--------|--------|--------|
| item11 | Pearson Correlation | 1      | .659** | .434** | .515** | .349** | .805** |
|        | Sig. (2-tailed)     |        | .000   | .000   | .000   | .000   | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| item12 | Pearson Correlation | .659** | 1      | .326** | .468** | .421** | .796** |
|        | Sig. (2-tailed)     | .000   |        | .001   | .000   | .000   | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| item13 | Pearson Correlation | .434** | .326** | 1      | .416** | .217*  | .624** |
|        | Sig. (2-tailed)     | .000   | .001   |        | .000   | .030   | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| item14 | Pearson Correlation | .515** | .468** | .416** | 1      | .510** | .784** |
|        | Sig. (2-tailed)     | .000   | .000   | .000   |        | .000   | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| item15 | Pearson Correlation | .349** | .421** | .217*  | .510** | 1      | .681** |
|        | Sig. (2-tailed)     | .000   | .000   | .030   | .000   |        | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| total2 | Pearson Correlation | .805** | .796** | .624** | .784** | .681** | 1      |
|        | Sig. (2-tailed)     | .000   | .000   | .000   | .000   | .000   |        |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |

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

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

### Correlations

|        |                     | item16 | item17 | item18 | item19 | item20 | total3 |
|--------|---------------------|--------|--------|--------|--------|--------|--------|
| item16 | Pearson Correlation | 1      | .133   | .238*  | .183   | .381** | .579** |
|        | Sig. (2-tailed)     |        | .189   | .017   | .068   | .000   | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| item17 | Pearson Correlation | .133   | 1      | .462** | .166   | .111   | .626** |
|        | Sig. (2-tailed)     | .189   |        | .000   | .100   | .272   | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| item18 | Pearson Correlation | .238*  | .462** | 1      | .326** | .253*  | .712** |
|        | Sig. (2-tailed)     | .017   | .000   |        | .001   | .011   | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |

|        |                     |        |        |        |        |        |        |
|--------|---------------------|--------|--------|--------|--------|--------|--------|
| item19 | Pearson Correlation | .183   | .166   | .326** | 1      | .400** | .621** |
|        | Sig. (2-tailed)     | .068   | .100   | .001   |        | .000   | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| item20 | Pearson Correlation | .381** | .111   | .253*  | .400** | 1      | .666** |
|        | Sig. (2-tailed)     | .000   | .272   | .011   | .000   |        | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |
| total3 | Pearson Correlation | .579** | .626** | .712** | .621** | .666** | 1      |
|        | Sig. (2-tailed)     | .000   | .000   | .000   | .000   | .000   |        |
|        | N                   | 100    | 100    | 100    | 100    | 100    | 100    |

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

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

#### Correlations

|        |                     | item21 | item22 | item23 | item24 | total4 |
|--------|---------------------|--------|--------|--------|--------|--------|
| item21 | Pearson Correlation | 1      | .334** | .263** | .156   | .607** |
|        | Sig. (2-tailed)     |        | .001   | .008   | .120   | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    |
| item22 | Pearson Correlation | .334** | 1      | .276** | .320** | .665** |
|        | Sig. (2-tailed)     | .001   |        | .005   | .001   | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    |
| item23 | Pearson Correlation | .263** | .276** | 1      | .574** | .768** |
|        | Sig. (2-tailed)     | .008   | .005   |        | .000   | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    |
| item24 | Pearson Correlation | .156   | .320** | .574** | 1      | .759** |
|        | Sig. (2-tailed)     | .120   | .001   | .000   |        | .000   |
|        | N                   | 100    | 100    | 100    | 100    | 100    |
| total4 | Pearson Correlation | .607** | .665** | .768** | .759** | 1      |
|        | Sig. (2-tailed)     | .000   | .000   | .000   | .000   |        |
|        | N                   | 100    | 100    | 100    | 100    | 100    |

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

## Lampiran 12

### Uji Validitas Pengambilan Data Penelitian Keputusan Pembelian

**Correlations**

|        |                     | item1  | item2  | item3  | item4  | item5  | total1 |
|--------|---------------------|--------|--------|--------|--------|--------|--------|
| item1  | Pearson Correlation | 1      | .578** | .558** | .336** | .202** | .765** |
|        | Sig. (2-tailed)     |        | .000   | .000   | .000   | .000   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item2  | Pearson Correlation | .578** | 1      | .513** | .293** | .253** | .747** |
|        | Sig. (2-tailed)     | .000   |        | .000   | .000   | .000   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item3  | Pearson Correlation | .558** | .513** | 1      | .332** | .250** | .769** |
|        | Sig. (2-tailed)     | .000   | .000   |        | .000   | .000   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item4  | Pearson Correlation | .336** | .293** | .332** | 1      | .208** | .664** |
|        | Sig. (2-tailed)     | .000   | .000   | .000   |        | .000   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item5  | Pearson Correlation | .202** | .253** | .250** | .208** | 1      | .520** |
|        | Sig. (2-tailed)     | .000   | .000   | .000   | .000   |        | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| total1 | Pearson Correlation | .765** | .747** | .769** | .664** | .520** | 1      |
|        | Sig. (2-tailed)     | .000   | .000   | .000   | .000   | .000   |        |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |

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

**Correlations**

|       |                     | item6  | item7  | item8  | item9  | item10 | total2 |
|-------|---------------------|--------|--------|--------|--------|--------|--------|
| item6 | Pearson Correlation | 1      | .179** | .148** | .024   | -.018  | .461** |
|       | Sig. (2-tailed)     |        | .001   | .007   | .667   | .749   | .000   |
|       | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item7 | Pearson Correlation | .179** | 1      | .303** | .276** | .141*  | .569** |
|       | Sig. (2-tailed)     | .001   |        | .000   | .000   | .010   | .000   |
|       | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item8 | Pearson Correlation | .148** | .303** | 1      | .327** | .325** | .693** |

|        |                     |        |        |        |        |        |        |
|--------|---------------------|--------|--------|--------|--------|--------|--------|
|        | Sig. (2-tailed)     | .007   | .000   |        | .000   | .000   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item9  | Pearson Correlation | .024   | .276** | .327** | 1      | .352** | .654** |
|        | Sig. (2-tailed)     | .667   | .000   | .000   |        | .000   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item10 | Pearson Correlation | -.018  | .141*  | .325** | .352** | 1      | .631** |
|        | Sig. (2-tailed)     | .749   | .010   | .000   | .000   |        | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| total2 | Pearson Correlation | .461** | .569** | .693** | .654** | .631** | 1      |
|        | Sig. (2-tailed)     | .000   | .000   | .000   | .000   | .000   |        |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |

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

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

#### Correlations

|        |                     | item11 | item12 | item13 | item14 | item15 | total3 |
|--------|---------------------|--------|--------|--------|--------|--------|--------|
| item11 | Pearson Correlation | 1      | .576** | .415** | .415** | .321** | .769** |
|        | Sig. (2-tailed)     |        | .000   | .000   | .000   | .000   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item12 | Pearson Correlation | .576** | 1      | .443** | .353** | .320** | .763** |
|        | Sig. (2-tailed)     | .000   |        | .000   | .000   | .000   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item13 | Pearson Correlation | .415** | .443** | 1      | .305** | .257** | .695** |
|        | Sig. (2-tailed)     | .000   | .000   |        | .000   | .000   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item14 | Pearson Correlation | .415** | .353** | .305** | 1      | .333** | .673** |
|        | Sig. (2-tailed)     | .000   | .000   | .000   |        | .000   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item15 | Pearson Correlation | .321** | .320** | .257** | .333** | 1      | .631** |
|        | Sig. (2-tailed)     | .000   | .000   | .000   | .000   |        | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| total3 | Pearson Correlation | .769** | .763** | .695** | .673** | .631** | 1      |
|        | Sig. (2-tailed)     | .000   | .000   | .000   | .000   | .000   |        |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |



### Correlations

|        |                     | item11 | item12 | item13 | item14 | item15 | total3 |
|--------|---------------------|--------|--------|--------|--------|--------|--------|
| item11 | Pearson Correlation | 1      | .576** | .415** | .415** | .321** | .769** |
|        | Sig. (2-tailed)     |        | .000   | .000   | .000   | .000   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item12 | Pearson Correlation | .576** | 1      | .443** | .353** | .320** | .763** |
|        | Sig. (2-tailed)     | .000   |        | .000   | .000   | .000   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item13 | Pearson Correlation | .415** | .443** | 1      | .305** | .257** | .695** |
|        | Sig. (2-tailed)     | .000   | .000   |        | .000   | .000   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item14 | Pearson Correlation | .415** | .353** | .305** | 1      | .333** | .673** |
|        | Sig. (2-tailed)     | .000   | .000   | .000   |        | .000   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item15 | Pearson Correlation | .321** | .320** | .257** | .333** | 1      | .631** |
|        | Sig. (2-tailed)     | .000   | .000   | .000   | .000   |        | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| total3 | Pearson Correlation | .769** | .763** | .695** | .673** | .631** | 1      |
|        | Sig. (2-tailed)     | .000   | .000   | .000   | .000   | .000   |        |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |

\*\*.

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

### Correlations

|        |                     | item16 | item17 | item18 | item19 | item20 | total4 |
|--------|---------------------|--------|--------|--------|--------|--------|--------|
| item16 | Pearson Correlation | 1      | .137*  | .120*  | .248** | .190** | .533** |
|        | Sig. (2-tailed)     |        | .013   | .029   | .000   | .000   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item17 | Pearson Correlation | .137*  | 1      | .349** | -.013  | .056   | .540** |
|        | Sig. (2-tailed)     | .013   |        | .000   | .807   | .305   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item18 | Pearson Correlation | .120*  | .349** | 1      | .052   | .116*  | .545** |
|        | Sig. (2-tailed)     | .029   | .000   |        | .342   | .035   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item19 | Pearson Correlation | .248** | -.013  | .052   | 1      | .650** | .661** |

|        |                     |        |        |        |        |        |        |
|--------|---------------------|--------|--------|--------|--------|--------|--------|
|        | Sig. (2-tailed)     | .000   | .807   | .342   |        | .000   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| item20 | Pearson Correlation | .190** | .056   | .116*  | .650** | 1      | .686** |
|        | Sig. (2-tailed)     | .000   | .305   | .035   | .000   |        | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |
| total4 | Pearson Correlation | .533** | .540** | .545** | .661** | .686** | 1      |
|        | Sig. (2-tailed)     | .000   | .000   | .000   | .000   | .000   |        |
|        | N                   | 332    | 332    | 332    | 332    | 332    | 332    |

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

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

#### Correlations

|        |                     | item21 | item22 | item23 | item24 | total  |
|--------|---------------------|--------|--------|--------|--------|--------|
| item21 | Pearson Correlation | 1      | .234** | .314** | .232** | .633** |
|        | Sig. (2-tailed)     |        | .000   | .000   | .000   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    |
| item22 | Pearson Correlation | .234** | 1      | .418** | .431** | .712** |
|        | Sig. (2-tailed)     | .000   |        | .000   | .000   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    |
| item23 | Pearson Correlation | .314** | .418** | 1      | .502** | .782** |
|        | Sig. (2-tailed)     | .000   | .000   |        | .000   | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    |
| item24 | Pearson Correlation | .232** | .431** | .502** | 1      | .747** |
|        | Sig. (2-tailed)     | .000   | .000   | .000   |        | .000   |
|        | N                   | 332    | 332    | 332    | 332    | 332    |
| total  | Pearson Correlation | .633** | .712** | .782** | .747** | 1      |
|        | Sig. (2-tailed)     | .000   | .000   | .000   | .000   |        |
|        | N                   | 332    | 332    | 332    | 332    | 332    |

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

### Lampiran 13.

#### Uji Coba Reliabilitas Keputusan Pembelian

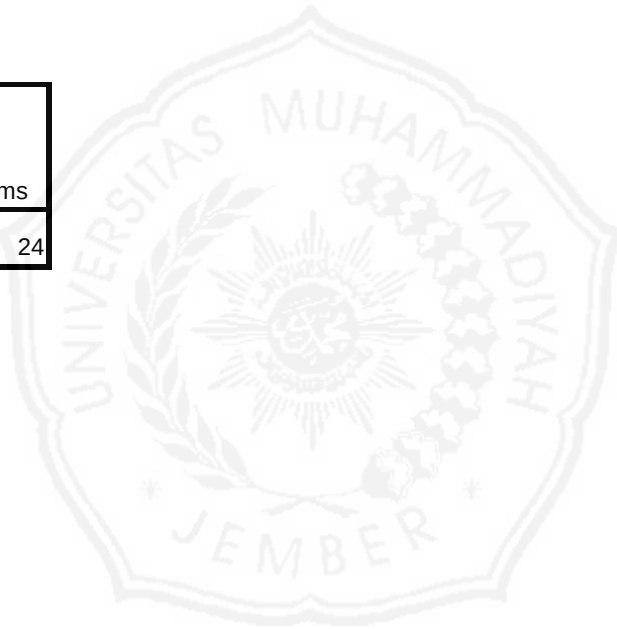
**Case Processing Summary**

|       |                       | N   | %     |
|-------|-----------------------|-----|-------|
| Cases | Valid                 | 332 | 100.0 |
|       | Excluded <sup>a</sup> | 0   | .0    |
|       | Total                 | 332 | 100.0 |

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

**Reliability Statistics**

|                  |            |
|------------------|------------|
| Cronbach's Alpha | N of Items |
| .897             | 24         |



## Lampiran 14

### Uji Reliabilitas Pengambilan Data Penelitian Keputusan Pembelian

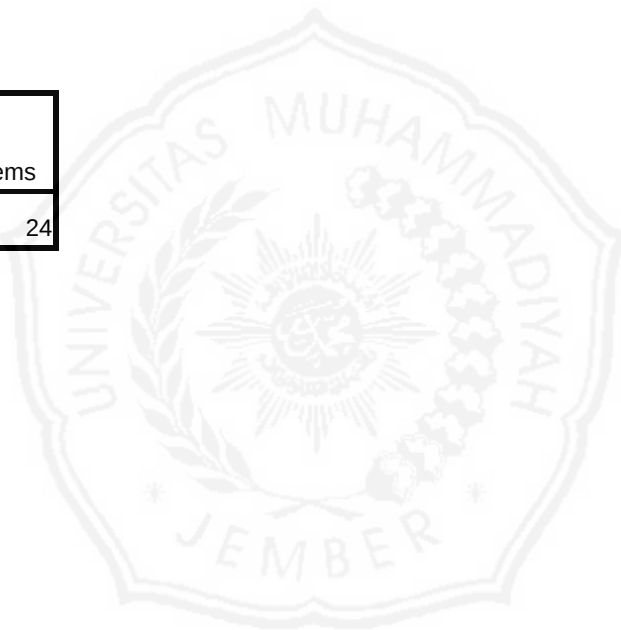
**Case Processing Summary**

|       |                       | N   | %     |
|-------|-----------------------|-----|-------|
| Cases | Valid                 | 332 | 100.0 |
|       | Excluded <sup>a</sup> | 0   | .0    |
|       | Total                 | 332 | 100.0 |

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

**Reliability Statistics**

|                  |            |
|------------------|------------|
| Cronbach's Alpha | N of Items |
| .874             | 24         |

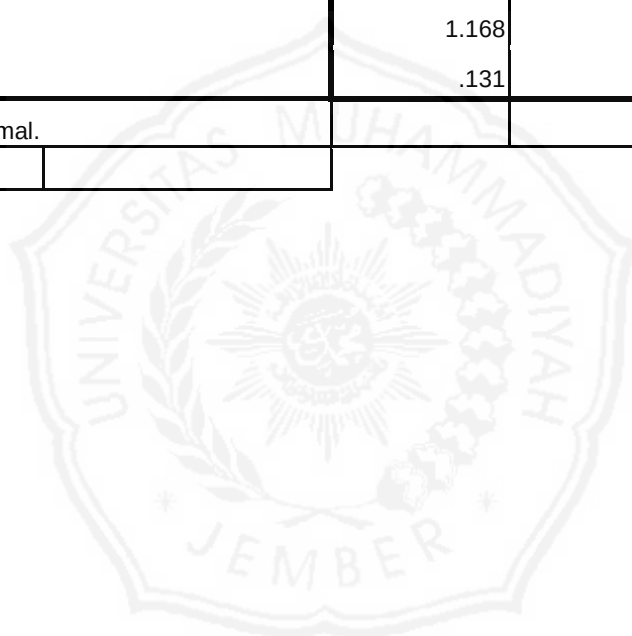


# Lampiran 15

## Uji Normalitas

### One-Sample Kolmogorov-Smirnov Test

|                                 |                | kepercayaan | keputusan pemb<br>elian |
|---------------------------------|----------------|-------------|-------------------------|
| N                               |                | 332         | 332                     |
| Normal Parameters <sup>a</sup>  | Mean           | 48.19       | 80.32                   |
|                                 | Std. Deviation | 5.023       | 8.222                   |
| Most Extreme Differences        | Absolute       | .064        | .055                    |
|                                 | Positive       | .060        | .055                    |
|                                 | Negative       | -.064       | -.055                   |
| Kolmogorov-Smirnov Z            |                | 1.168       | 1.009                   |
| Asymp. Sig. (2-tailed)          |                | .131        | .260                    |
| a. Test distribution is Normal. |                |             |                         |
|                                 |                |             |                         |



Lampiran 16

Uji Linieritas

ANOVA Table

|                                                 | Sum of Squares | df  | Mean Square | F       | Sig. |
|-------------------------------------------------|----------------|-----|-------------|---------|------|
| keputusan pembelian * Between Groups (Combined) | 10670.070      | 26  | 410.387     | 10.692  | .000 |
| kepercayaan                                     |                |     |             |         |      |
| Linearity                                       | 8206.242       | 1   | 8206.242    | 213.806 | .000 |
| Deviation from Linearity                        | 2463.828       | 25  | 98.553      | 2.568   | .000 |
| Within Groups                                   | 11706.445      | 305 | 38.382      |         |      |
| Total                                           | 22376.515      | 331 |             |         |      |



## Lampiran 17.

### Uji Hipotesis

**Model Summary**

| Model | R                 | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1     | .606 <sup>a</sup> | .367     | .365              | 6.553                      |

a. Predictors: (Constant), kepercayaan

**ANOVA<sup>b</sup>**

| Model |            | Sum of Squares | df  | Mean Square | F       | Sig.              |
|-------|------------|----------------|-----|-------------|---------|-------------------|
| 1     | Regression | 8206.242       | 1   | 8206.242    | 191.109 | .000 <sup>a</sup> |
|       | Residual   | 14170.273      | 330 | 42.940      |         |                   |
|       | Total      | 22376.515      | 331 |             |         |                   |

a. Predictors: (Constant), kepercayaan

b. Dependent Variable: keputusan pembelian

**Coefficients<sup>a</sup>**

| Model |             | Unstandardized Coefficients |            | Standardized Coefficients | t      | Sig. |
|-------|-------------|-----------------------------|------------|---------------------------|--------|------|
|       |             | B                           | Std. Error | Beta                      |        |      |
| 1     | (Constant)  | 32.553                      | 3.474      |                           | 9.370  | .000 |
|       | kepercayaan | .991                        | .072       | .606                      | 13.824 | .000 |

a. Dependent Variable: keputusan pembelian

## Lampiran 18. Uji Deskriptif

### Kepercayaan Konsumen dan Keputusan Pembelian

**Statistics**

|                |         | kepercayaan | keputusan |
|----------------|---------|-------------|-----------|
| N              | Valid   | 332         | 332       |
|                | Missing | 0           | 0         |
| Median         |         | 48.00       | 81.00     |
| Std. Deviation |         | 5.023       | 8.222     |
| Minimum        |         | 31          | 59        |
| Maximum        |         | 60          | 96        |

**kepercayaan\_1**

|       |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | tinggi | 179       | 53.9    | 53.9          | 53.9               |
|       | rendah | 153       | 46.1    | 46.1          | 100.0              |
| Total |        | 332       | 100.0   | 100.0         |                    |

**keputusan\_1**

|       |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | tinggi | 167       | 50.3    | 50.3          | 50.3               |
|       | rendah | 165       | 49.7    | 49.7          | 100.0              |
| Total |        | 332       | 100.0   | 100.0         |                    |



### a. Kepercayaan Konsumen

Statistics

|                |         | benevolence | integrity | competence | willingness | subjective |
|----------------|---------|-------------|-----------|------------|-------------|------------|
| N              | Valid   | 332         | 332       | 332        | 332         | 332        |
|                | Missing | 0           | 0         | 0          | 0           | 0          |
| Mean           |         | 10.48       | 8.97      | 9.97       | 8.74        | 10.03      |
| Median         |         | 11.00       | 9.00      | 10.00      | 9.00        | 10.00      |
| Std. Deviation |         | 1.322       | 1.452     | 1.361      | 1.459       | 1.449      |
| Minimum        |         | 6           | 5         | 6          | 3           | 3          |
| Maximum        |         | 12          | 12        | 12         | 12          | 12         |

benevolence\_1

|       |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | tinggi | 310       | 93.4    | 93.4          | 93.4               |
|       | rendah | 22        | 6.6     | 6.6           | 100.0              |
|       | Total  | 332       | 100.0   | 100.0         |                    |

integrity\_1

|       |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | tinggi | 222       | 66.9    | 66.9          | 66.9               |
|       | rendah | 110       | 33.1    | 33.1          | 100.0              |
|       | Total  | 332       | 100.0   | 100.0         |                    |

competence\_1

|       |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | tinggi | 207       | 62.3    | 62.3          | 62.3               |
|       | rendah | 125       | 37.7    | 37.7          | 100.0              |
|       | Total  | 332       | 100.0   | 100.0         |                    |

willingness\_1

|       |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | tinggi | 185       | 55.7    | 55.7          | 55.7               |
|       | rendah | 147       | 44.3    | 44.3          | 100.0              |
|       | Total  | 332       | 100.0   | 100.0         |                    |

subjective\_1

|       |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | tinggi | 195       | 58.7    | 58.7          | 58.7               |
|       | rendah | 137       | 41.3    | 41.3          | 100.0              |
|       | Total  | 332       | 100.0   | 100.0         |                    |

## b. Keputusan Pembelian

Statistics

|                |         | pengenalan | pencarianinfo | evaluasi | keputusan | pascapembelian |
|----------------|---------|------------|---------------|----------|-----------|----------------|
| N              | Valid   | 332        | 332           | 332      | 332       | 332            |
|                | Missing | 0          | 0             | 0        | 0         | 0              |
| Mean           |         | 13.24      | 19.34         | 13.86    | 14.07     | 19.81          |
| Median         |         | 13.00      | 19.00         | 14.00    | 14.00     | 20.00          |
| Std. Deviation |         | 2.051      | 2.606         | 1.926    | 1.656     | 2.713          |
| Minimum        |         | 6          | 11            | 8        | 9         | 12             |
| Maximum        |         | 16         | 24            | 16       | 16        | 24             |

pengenalan\_1

|       |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | tinggi | 200       | 60.2    | 60.2          | 60.2               |
|       | rendah | 132       | 39.8    | 39.8          | 100.0              |
|       | Total  | 332       | 100.0   | 100.0         |                    |

**pencarianinfo\_1**

|       |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | tinggi | 207       | 62.3    | 62.3          | 62.3               |
|       | rendah | 125       | 37.7    | 37.7          | 100.0              |
|       | Total  | 332       | 100.0   | 100.0         |                    |

**evaluasi\_1**

|       |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | tinggi | 203       | 61.1    | 61.1          | 61.1               |
|       | rendah | 129       | 38.9    | 38.9          | 100.0              |
|       | Total  | 332       | 100.0   | 100.0         |                    |

**keputusan\_1**

|       |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | tinggi | 205       | 61.7    | 61.7          | 61.7               |
|       | rendah | 127       | 38.3    | 38.3          | 100.0              |
|       | Total  | 332       | 100.0   | 100.0         |                    |

**pascapembelian\_1**

|       |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | tinggi | 175       | 52.7    | 52.7          | 52.7               |
|       | rendah | 157       | 47.3    | 47.3          | 100.0              |
|       | Total  | 332       | 100.0   | 100.0         |                    |