LAMPIRAN 1

Pengantar Kuesioner

LAMPIRAN 9

Hasil Uji Linearitas

HASIL UJI LINEARITAS

1. Kualitas Produk

```
MEANS TABLES=Y BY X1
/CELLS MEAN COUNT STDDEV
/STATISTICS LINEARITY.
```

Case Processing Summary

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
Y * X1	94	100.0%	0	.0%	94	100.0%

Report

Y

X1	Mean	N	Std. Deviation
2.667	3.00	1	.
3	3.00	2	.000
3.5	3.67	2	.000
3.667	3.67	4	.385
3.833	3.96	8	.375
4	4.03	20	.214
4.167	4.04	8	.416
4.333	4.08	8	.154
4.5	4.22	12	.259
4.667	4.35	18	.268
4.833	4.57	7	.371
5	5.00	4	.000
Total	4.14	94	.433

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Y * X1	Between Groups	(Combined)	10.987	11	.999	12.688	.000
		Linearity	9.851	1	9.851	125.146	.000
		Deviation from Linearity	1.135	10	.114	1.442	.177
	Within Groups		6.455	82	.079		
	Total		17.442	93			

Measures of Association

	R	R Squared	Eta	Eta Squared
Y * X1	.752	.565	.794	.630

2. Kualitas Pelayanan

```
MEANS TABLES=Y BY X2
/CELLS MEAN COUNT STDDEV
/STATISTICS LINEARITY.
```

Case Processing Summary

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
Y * X2	94	100.0%	0	.0%	94	100.0%

Report

Y

X2	Mean	N	Std. Deviation
3	3.00	1	.
3.2	3.33	2	.472
3.4	3.25	4	.167
3.6	3.90	7	.162
3.8	3.92	4	.167
4	4.01	23	.235
4.2	4.15	20	.275
4.4	4.29	15	.248
4.6	4.61	11	.291
4.8	4.67	3	.334
5	4.83	4	.192
Total	4.14	94	.433

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Y * X2	Between Groups	(Combined)	12.198	10	1.220	19.307	.000
		Linearity	11.352	1	11.352	179.681	.000
		Deviation from Linearity	.846	9	.094	1.487	.166
	Within Groups		5.244	83	.063		
	Total		17.442	93			

Measures of Association

	R	R Squared	Eta	Eta Squared
Y * X2	.807	.651	.836	.699

3. Harga

```
MEANS TABLES=Y BY X3
/CELLS MEAN COUNT STDDEV
/STATISTICS LINEARITY.
```

Case Processing Summary

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
Y * X3	94	100.0%	0	.0%	94	100.0%

Report

Y

X3	Mean	N	Std. Deviation
2.75	3.00	1	.
3	3.00	2	.000
3.25	3.44	3	.193
3.5	3.87	5	.182
3.75	3.76	7	.252
4	4.06	24	.160
4.25	4.17	21	.309
4.5	4.29	17	.261
4.75	4.67	10	.272
5	4.92	4	.167
Total	4.14	94	.433

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Y * X3	Between Groups	(Combined)	12.511	9	1.390	23.683	.000
		Linearity	11.705	1	11.705	199.411	.000
		Deviation from Linearity	.806	8	.101	1.717	.106
	Within Groups		4.931	84	.059		
	Total		17.442	93			

Measures of Association

	R	R Squared	Eta	Eta Squared
Y * X3	.819	.671	.847	.717

LAMPIRAN 3

Pengisian Kuesioner

Kualitas Produk (X_1)

No.	Kualitas Produk (X_1)	SS	S	N	KS	TS
1.	Produk Larissa Aesthetic Center mampu mengatasi permasalahan setelah digunakan.					
2.	Harga produk Larissa Aesthetic Center lebih terjangkau dan memiliki kualitas yang tidak kalah dengan harga yang lebih mahal.					
3.	Produk Larissa Aesthetic Center tidak menimbulkan efek samping setelah pemakaian, karena produk terbuat dari bahan alami.					
4.	Produk Larissa Aesthetic Center aman digunakan karena telah berBPOM.					
5.	Kualitas produk Larissa Aesthetic Center memiliki jangka waktu pemakaian yang cukup lama.					
6.	Produk Larissa Aesthetic Center memiliki aroma ciri khas yang baik.					

Kualitas Pelayanan (X_2)

No.	Kualitas Pelayanan (X_2)	SS	S	N	KS	TS
1.	Larissa Aesthetic Center Jember memberikan peralatan perawatan yang lengkap dan ruangan yang disediakan bersih dan nyaman bagi pelanggan.					
2.	Dokter dan karyawan Larissa Aesthetic Center mampu memberikan informasi yang jelas dan dapat dipercaya oleh pelanggan.					
3.	Karyawan Larissa Aesthetic Center Jember memberikan pelayanan yang cepat bagi pelanggan.					
4.	Dokter dan karyawan Larissa Aesthetic Center Jember memiliki pengetahuan yang baik mengenai perawatan kulit dan melayani					

	pelanggan dengan ramah.					
5.	Karyawan Larissa Aesthetic Center Jember memberikan kepedulian dan perhatian terhadap masalah yang dialami pelanggan dan bersedia membantu konsumen secara konsisten.					

Harga (X_3)

No.	Harga (X_3)	SS	S	N	KS	TS
1.	Harga perawatan atau produk di Larissa Aesthetic Center sangat terjangkau.					
2.	Harga perawatan atau produk di Larissa Aesthetic Center sesuai dengan kualitas produk.					
3.	Harga perawatan atau produk di Larissa Aesthetic Center sesuai dengan manfaat produk setelah digunakan.					
4.	Harga perawatan atau produk di Larissa Aesthetic Center memiliki harga yang bersaing sesuai dengan kualitasnya.					

Loyalitas Pelanggan (Y)

No.	Loyalitas Pelanggan (Y)	SS	S	N	KS	TS
1.	Saya akan terus menggunakan perawatan atau membeli produk di Larissa Aesthetic Center Cabang Jember.					
2.	Saya sering merekomendasikan kepada orang yang saya kenal untuk melakukan perawatan atau melakukan pembelian produk di Larissa Aesthetic Center Cabang Jember.					
3.	Saya tidak tertarik dan tidak akan beralih ke klinik kecantikan lain untuk melakukan perawatan.					

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LAMPIRAN 5

Frekuensi Pernyataan Responden

Frekuensi Pernyataan Responden

1. Kualitas Produk

Statistics

		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1
N	Valid	94	94	94	94	94	94	94
	Missing	0	0	0	0	0	0	0

X1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	12	12.8	12.8	12.8
	4	58	61.7	61.7	74.5
	5	24	25.5	25.5	100.0
	Total	94	100.0	100.0	

X1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	7	7.4	7.4	7.4
	4	65	69.1	69.1	76.6
	5	22	23.4	23.4	100.0
	Total	94	100.0	100.0	

X1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.1	1.1	1.1
	3	9	9.6	9.6	10.6
	4	38	40.4	40.4	51.1
	5	46	48.9	48.9	100.0
	Total	94	100.0	100.0	

X1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.1	1.1	1.1
	3	8	8.5	8.5	9.6
	4	39	41.5	41.5	51.1
	5	46	48.9	48.9	100.0
	Total	94	100.0	100.0	

X1.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	5	5.3	5.3	5.3
	4	59	62.8	62.8	68.1
	5	30	31.9	31.9	100.0
	Total	94	100.0	100.0	

X1.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.1	1.1	1.1
	3	7	7.4	7.4	8.5
	4	51	54.3	54.3	62.8
	5	35	37.2	37.2	100.0
	Total	94	100.0	100.0	

X1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.667	1	1.1	1.1	1.1
	3	2	2.1	2.1	3.2
	3.5	2	2.1	2.1	5.3
	3.667	4	4.3	4.3	9.6
	3.833	8	8.5	8.5	18.1
	4	20	21.3	21.3	39.4
	4.167	8	8.5	8.5	47.9
	4.333	8	8.5	8.5	56.4
	4.5	12	12.8	12.8	69.1
	4.667	18	19.1	19.1	88.3
	4.833	7	7.4	7.4	95.7
	5	4	4.3	4.3	100.0
	Total	94	100.0	100.0	

2. Kualitas Pelayanan

Statistics

		X2.1	X2.2	X2.3	X2.4	X2.5	X2
N	Valid	94	94	94	94	94	94
	Missing	0	0	0	0	0	0

X2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	7	7.4	7.4	7.4
	4	65	69.1	69.1	76.6
	5	22	23.4	23.4	100.0
	Total	94	100.0	100.0	

X2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	5	5.3	5.3	5.3
	4	66	70.2	70.2	75.5
	5	23	24.5	24.5	100.0
	Total	94	100.0	100.0	

X2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	15	16.0	16.0	16.0
	4	56	59.6	59.6	75.5
	5	23	24.5	24.5	100.0
	Total	94	100.0	100.0	

X2.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	7	7.4	7.4	7.4
	4	67	71.3	71.3	78.7
	5	20	21.3	21.3	100.0
	Total	94	100.0	100.0	

X2.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	13	13.8	13.8	13.8
	4	50	53.2	53.2	67.0
	5	31	33.0	33.0	100.0
	Total	94	100.0	100.0	

X2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	1.1	1.1	1.1
	3.2	2	2.1	2.1	3.2
	3.4	4	4.3	4.3	7.4
	3.6	7	7.4	7.4	14.9
	3.8	4	4.3	4.3	19.1
	4	23	24.5	24.5	43.6
	4.2	20	21.3	21.3	64.9
	4.4	15	16.0	16.0	80.9
	4.6	11	11.7	11.7	92.6
	4.8	3	3.2	3.2	95.7
	5	4	4.3	4.3	100.0
	Total	94	100.0	100.0	

3. Harga

Statistics

		X3.1	X3.2	X3.3	X3.4	X3
N	Valid	94	94	94	94	94
	Missing	0	0	0	0	0

X3.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	15	16.0	16.0	16.0
	4	49	52.1	52.1	68.1
	5	30	31.9	31.9	100.0
	Total	94	100.0	100.0	

X3.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.1	1.1	1.1
	3	11	11.7	11.7	12.8
	4	50	53.2	53.2	66.0
	5	32	34.0	34.0	100.0
	Total	94	100.0	100.0	

X3.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	7	7.4	7.4	7.4
	4	67	71.3	71.3	78.7
	5	20	21.3	21.3	100.0
	Total	94	100.0	100.0	

X3.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	7	7.4	7.4	7.4
	4	65	69.1	69.1	76.6
	5	22	23.4	23.4	100.0
	Total	94	100.0	100.0	

X3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.75	1	1.1	1.1	1.1
	3	2	2.1	2.1	3.2
	3.25	3	3.2	3.2	6.4
	3.5	5	5.3	5.3	11.7
	3.75	7	7.4	7.4	19.1
	4	24	25.5	25.5	44.7
	4.25	21	22.3	22.3	67.0
	4.5	17	18.1	18.1	85.1
	4.75	10	10.6	10.6	95.7
	5	4	4.3	4.3	100.0
	Total	94	100.0	100.0	

4. Loyalitas Pelanggan

Statistics

		Y1	Y2	Y3	Y
N	Valid	94	94	94	94
	Missing	0	0	0	0

Y1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	12	12.8	12.8	12.8
	4	58	61.7	61.7	74.5
	5	24	25.5	25.5	100.0
	Total	94	100.0	100.0	

Y2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	7	7.4	7.4	7.4
	4	67	71.3	71.3	78.7
	5	20	21.3	21.3	100.0
	Total	94	100.0	100.0	

Y3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	7	7.4	7.4	7.4
	4	65	69.1	69.1	76.6
	5	22	23.4	23.4	100.0
	Total	94	100.0	100.0	

Y

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	3.2	3.2	3.2
	3.333	3	3.2	3.2	6.4
	3.667	10	10.6	10.6	17.0
	4	37	39.4	39.4	56.4
	4.333	23	24.5	24.5	80.9
	4.667	12	12.8	12.8	93.6
	5	6	6.4	6.4	100.0
	Total	94	100.0	100.0	

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Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X1.1	94	3	5	4.13	.609
X1.2	94	3	5	4.16	.535
X1.3	94	2	5	4.37	.703
X1.4	94	2	5	4.38	.689
X1.5	94	3	5	4.27	.552
X1.6	94	2	5	4.28	.646
X1	94	3	5	4.26	.456
X2.1	94	3	5	4.16	.535
X2.2	94	3	5	4.19	.514
X2.3	94	3	5	4.09	.633
X2.4	94	3	5	4.14	.521
X2.5	94	3	5	4.19	.660
X2	94	3	5	4.15	.413
X3.1	94	3	5	4.16	.677
X3.2	94	2	5	4.20	.681
X3.3	94	3	5	4.14	.521
X3.4	94	3	5	4.16	.535
X3	94	3	5	4.16	.459
Y1	94	3	5	4.13	.609
Y2	94	3	5	4.14	.521
Y3	94	3	5	4.16	.535
Y	94	3	5	4.14	.433
Valid N (listwise)	94				

LAMPIRAN 4

Rekapitulasi Kuesioner

No	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1	X2.1	X2.2	X2.3	X2.4	X2.5	X2	X3.1	X3.2	X3.3	X3.4	X3	Y.1	Y.2	Y.3	Y
1.	4	4	4	4	4	4	4,000	4	4	4	5	4	4,200	5	5	4	4	4,500	4	4	4	4,000
2.	5	5	4	5	5	4	4,667	5	5	4	4	5	4,600	4	4	4	5	4,250	4	4	5	4,333
3.	4	4	4	4	4	3	3,833	4	4	4	5	4	4,200	4	4	4	4	4,000	4	4	4	4,000
4.	3	5	4	4	4	4	4,000	5	5	5	4	5	4,800	4	4	5	5	4,500	4	5	5	4,667
5.	4	4	3	4	4	4	3,833	4	4	4	3	4	3,800	3	3	4	4	3,500	3	4	4	3,667
6.	4	4	4	4	5	5	4,333	4	4	4	5	5	4,400	5	4	4	4	4,250	4	4	4	4,000
7.	3	4	5	3	4	4	3,833	4	4	4	4	4	4,000	5	5	4	4	4,500	5	4	4	4,333
8.	3	4	5	3	4	4	3,833	4	4	5	5	5	4,600	4	4	5	4	4,250	5	5	4	4,667
9.	3	3	3	3	3	3	3,000	3	5	3	3	3	3,400	3	2	3	3	2,750	3	3	3	3,000
10.	2	3	3	2	3	3	2,667	3	4	3	3	3	3,200	3	3	3	3	3,000	3	3	3	3,000
11.	4	5	4	4	4	4	4,167	5	5	4	5	4	4,600	4	5	4	5	4,500	4	4	5	4,333
12.	5	5	4	5	4	5	4,667	5	5	5	5	5	5,000	5	5	5	5	5,000	4	5	5	4,667
13.	5	5	4	5	5	4	4,667	5	5	4	4	5	4,600	4	4	4	5	4,250	4	4	5	4,333
14.	5	4	4	5	4	5	4,500	4	4	4	5	5	4,400	5	5	4	4	4,500	4	4	4	4,000
15.	5	4	3	5	3	2	3,667	4	4	3	3	3	3,400	4	4	3	4	3,750	3	3	4	3,333
16.	5	4	5	5	5	5	4,833	4	4	5	4	4	4,200	4	5	5	4	4,500	5	5	4	4,667
17.	4	4	4	4	4	5	4,167	4	4	4	4	4	4,000	4	4	4	4	4,000	4	4	4	4,000
18.	5	4	5	5	4	5	4,667	4	4	5	5	5	4,600	4	4	5	4	4,250	5	5	4	4,667
19.	5	4	4	5	4	3	4,167	4	4	4	3	3	3,600	3	3	4	4	3,500	4	4	4	4,000
20.	4	4	3	4	4	4	3,833	4	4	4	4	4	4,000	3	4	4	4	3,750	3	4	4	3,667
21.	5	5	5	5	5	5	5,000	5	5	5	4	4	4,600	5	5	5	5	5,000	5	5	5	5,000
22.	4	5	4	4	4	5	4,333	5	5	4	4	5	4,600	4	4	4	5	4,250	4	4	5	4,333
23.	5	4	4	5	5	4	4,500	4	4	5	4	4	4,200	5	5	5	4	4,750	4	5	4	4,333
24.	4	4	4	4	4	4	4,000	4	4	5	4	3	4,000	5	5	5	4	4,750	4	5	4	4,333
25.	5	4	4	5	4	4	4,333	4	4	4	5	5	4,400	4	4	4	4	4,000	4	4	4	4,000
26.	4	4	4	4	4	4	4,000	4	4	4	3	4	3,800	4	3	4	4	3,750	4	4	4	4,000
27.	4	5	4	4	4	3	4,000	5	5	4	4	4	4,400	4	4	4	5	4,250	4	4	5	4,333
28.	3	4	3	3	4	4	3,500	4	4	4	4	4	4,000	5	3	4	4	4,000	3	4	4	3,667
29.	4	5	4	4	5	5	4,500	5	5	5	5	5	5,000	4	5	5	5	4,750	4	5	5	4,667
30.	4	4	4	4	3	4	3,833	4	4	4	3	4	3,800	4	4	4	4	4,000	4	4	4	4,000
31.	5	5	5	5	5	4	4,833	5	5	5	4	4	4,600	5	4	5	5	4,750	5	5	5	5,000
32.	4	4	3	4	4	4	3,833	4	4	4	4	5	4,200	5	4	4	4	4,250	3	4	4	3,667
33.	5	5	5	5	5	5	5,000	5	5	5	4	5	4,800	5	5	5	5	5,000	5	5	5	5,000
34.	4	4	3	4	4	5	4,000	4	4	4	4	4	4,000	5	4	4	4	4,250	3	4	4	3,667
35.	5	4	5	5	5	4	4,667	4	4	4	4	4	4,000	5	5	4	4	4,500	5	4	4	4,333
36.	4	4	3	4	4	3	3,667	4	4	3	3	3	3,400	3	3	3	4	3,250	3	3	4	3,333
37.	5	4	5	5	5	4	4,667	4	4	5	4	4	4,200	5	5	5	4	4,750	5	5	4	4,667
38.	5	4	5	5	5	5	4,833	4	4	5	4	4	4,200	4	5	5	4	4,500	5	5	4	4,667
39.	4	4	4	4	4	4	4,000	4	4	4	4	4	4,000	4	4	4	4	4,000	4	4	4	4,000
40.	5	4	4	5	4	5	4,500	4	4	5	4	3	4,000	5	4	5	4	4,500	4	5	4	4,333
41.	4	4	5	4	5	5	4,500	4	4	4	4	4	4,000	4	4	4	4	4,000	5	4	4	4,333
42.	5	4	5	5	4	4	4,500	4	4	4	4	5	4,200	5	5	4	4	4,500	5	4	4	4,333
43.	4	4	4	4	4	4	4,000	4	4	4	3	4	3,800	4	4	4	4	4,000	4	4	4	4,000
44.	5	4	5	5	5	4	4,667	4	4	5	4	5	4,400	4	4	5	4	4,250	5	5	4	4,667
45.	5	4	5	5	5	4	4,667	4	4	4	5	4	4,200	4	5	4	4	4,250	5	4	4	4,333
46.	5	5	4	5	5	5	4,833	5	5	4	4	4	4,400	5	5	4	5	4,750	4	4	5	4,333
47.	4	4	4	4	4	5	4,167	4	4	4	4	4	4,000	5	4	4	4	4,250	4	4	4	4,000
48.	4	4	4	4	4	4	4,000	4	4	4	5	4	4,200	4	4	4	4	4,000	4	4	4	4,000
49.	5	5	5	5	5	5	5,000	5	5	5	5	5	5,000	5	5	5	5	5,000	5	5	5	5,000
50.	5	4	5	5	4	5	4,667	4	4	4	5	4	4,200	4	5	4	4	4,250	5	4	4	4,333
51.	4	4	4	4	4	4	4,000	4	4	4	4	4	4,000	4	4	4	4	4,000	4	4	4	4,000
52.	3	4	4	3	4	4	3,667	4	4	4	3	3	3,600	3	3	4	4	3,500	4	4	4	4,000
53.	3	3	3	3	3	3	3,000	3	3	3	3	3	3,000	3	3	3	3	3,000	3	3	3	3,000

54.	4	4	4	4	5	5	4,333	4	4	4	4	5	4,200	4	5	4	4	4,250	4	4	4	4,000
55.	5	4	4	5	4	5	4,500	4	4	4	4	4	4,000	4	5	4	4	4,250	4	4	4	4,000
56.	5	3	4	5	4	4	4,167	3	3	3	4	4	3,400	3	4	3	3	3,250	4	3	3	3,333
57.	5	4	4	5	5	5	4,667	4	4	4	5	4	4,200	5	5	4	4	4,500	4	4	4	4,000
58.	5	4	5	5	5	5	4,833	4	4	3	5	5	4,200	4	4	3	4	3,750	5	3	4	4,000
59.	4	4	4	4	4	4	4,000	4	4	4	4	4	4,000	4	5	4	4	4,250	4	4	4	4,000
60.	5	5	5	5	4	5	4,833	5	5	5	5	5	5,000	4	5	5	5	4,750	5	5	5	5,000
61.	5	5	5	5	5	5	5,000	5	5	5	4	4	4,600	5	4	5	5	4,750	5	5	5	5,000
62.	4	4	3	4	4	4	3,833	4	4	4	4	4	4,000	3	3	4	4	3,500	3	4	4	3,667
63.	5	5	5	5	4	4	4,667	5	5	4	4	5	4,600	4	5	4	5	4,500	5	4	5	4,667
64.	4	4	4	4	4	4	4,000	4	4	4	3	3	3,600	3	4	4	4	3,750	4	4	4	4,000
65.	5	4	5	5	5	5	4,833	4	4	4	5	5	4,400	4	4	4	4	4,000	5	4	4	4,333
66.	5	4	4	5	4	4	4,333	4	4	4	4	4	4,000	5	5	4	4	4,500	4	4	4	4,000
67.	5	4	3	5	5	5	4,500	4	4	4	4	4	4,000	5	4	4	4	4,250	3	4	4	3,667
68.	5	5	4	5	4	4	4,500	5	5	4	4	5	4,600	4	4	4	5	4,250	4	4	5	4,333
69.	5	4	4	5	5	5	4,667	4	4	4	4	4	4,000	4	5	4	4	4,250	4	4	4	4,000
70.	3	3	4	3	4	4	3,500	3	3	4	3	3	3,200	3	3	4	3	3,250	4	4	3	3,667
71.	4	4	4	4	4	4	4,000	4	4	4	4	4	4,000	4	4	4	4	4,000	4	4	4	4,000
72.	5	4	5	5	4	4	4,500	4	4	4	4	4	4,000	4	4	4	4	4,000	5	4	4	4,333
73.	4	4	4	4	4	4	4,000	4	4	4	4	4	4,000	4	5	4	4	4,250	4	4	4	4,000
74.	5	5	4	5	5	4	4,667	5	5	4	5	5	4,800	4	4	4	5	4,250	4	4	5	4,333
75.	4	4	4	4	4	4	4,000	4	4	4	4	5	4,200	4	4	4	4	4,000	4	4	4	4,000
76.	4	5	4	4	4	5	4,333	5	5	4	4	4	4,400	3	4	4	5	4,000	4	4	5	4,333
77.	5	4	4	5	5	5	4,667	4	4	4	4	5	4,200	4	4	4	4	4,000	4	4	4	4,000
78.	5	4	5	5	4	5	4,667	4	4	5	4	5	4,400	5	5	5	4	4,750	5	5	4	4,667
79.	4	4	4	4	4	4	4,000	4	4	4	3	3	3,600	4	4	4	4	4,000	4	4	4	4,000
80.	4	4	4	4	5	5	4,333	4	4	4	5	4	4,200	4	4	4	4	4,000	4	4	4	4,000
81.	5	3	4	5	4	4	4,167	3	3	4	4	4	3,600	4	4	4	3	3,750	4	4	3	3,667
82.	5	4	4	5	5	5	4,667	4	4	4	5	5	4,400	4	4	4	4	4,000	4	4	4	4,000
83.	5	5	4	5	4	4	4,500	5	5	4	4	4	4,400	5	4	4	5	4,500	4	4	5	4,333
84.	4	4	4	4	4	4	4,000	4	4	4	4	4	4,000	5	5	4	4	4,500	4	4	4	4,000
85.	3	4	4	3	4	4	3,667	4	4	4	4	5	4,200	3	3	4	4	3,500	4	4	4	4,000
86.	4	5	4	4	4	4	4,167	5	5	4	4	4	4,400	3	4	4	5	4,000	4	4	5	4,333
87.	5	4	4	5	4	4	4,333	4	4	4	4	5	4,200	4	4	4	4	4,000	4	4	4	4,000
88.	4	4	5	4	4	4	4,167	4	4	5	4	5	4,400	5	5	5	4	4,750	5	5	4	4,667
89.	5	4	4	5	5	4	4,500	4	4	4	3	3	3,600	4	4	4	4	4,000	4	4	4	4,000
90.	4	4	4	4	4	4	4,000	4	4	4	5	4	4,200	4	4	4	4	4,000	4	4	4	4,000
91.	4	3	4	4	4	5	4,000	3	3	4	4	4	3,600	4	4	4	3	3,750	4	4	3	3,667
92.	5	4	4	5	5	5	4,667	4	4	4	5	5	4,400	4	4	4	4	4,000	4	4	4	4,000
93.	5	5	4	5	4	5	4,667	5	5	4	4	4	4,400	5	4	4	5	4,500	4	4	5	4,333
94.	4	4	4	4	4	4	4,000	4	4	4	4	4	4,000	5	5	4	4	4,500	4	4	4	4,000

LAMPIRAN 8

Hasil Analisis Regresi Linear Berganda

```
REGRESSION
  /MISSING LISTWISE
  /STATISTICS COEFF OUTS R ANOVA COLLIN TOL
  /CRITERIA=PIN(.05) POUT(.10)
  /NOORIGIN
  /DEPENDENT Y
  /METHOD=ENTER X1 X2 X3
  /SCATTERPLOT=(*ZRESID ,*ZPRED)
  /RESIDUALS HIST(ZRESID) NORM(ZRESID)
  /CASEWISE PLOT(ZRESID) OUTLIERS(3).
```

Variables Entered/Removed[b]

Model	Variables Entered	Variables Removed	Method
1	X3, X1, X2[a]	.	Enter

a. All requested variables entered.

b. Dependent Variable: Y

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.884[a]	.781	.774	.206

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

b. Dependent Variable: Y

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	13.628	3	4.543	107.211	.000[a]
	Residual	3.814	90	.042		
	Total	17.442	93			

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

b. Dependent Variable: Y

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	.115	.229		.502	.617		
	X1	.227	.070	.239	3.262	.002	.452	2.214
	X2	.373	.083	.356	4.517	.000	.391	2.558
	X3	.362	.077	.384	4.718	.000	.367	2.721

a. Dependent Variable: Y

Collinearity Diagnostics[a]

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions			
				(Constant)	X1	X2	X3
1	1	3.987	1.000	.00	.00	.00	.00
	2	.007	24.336	.94	.06	.02	.10
	3	.004	33.243	.00	.94	.15	.22
	4	.003	38.983	.06	.00	.83	.67

a. Dependent Variable: Y

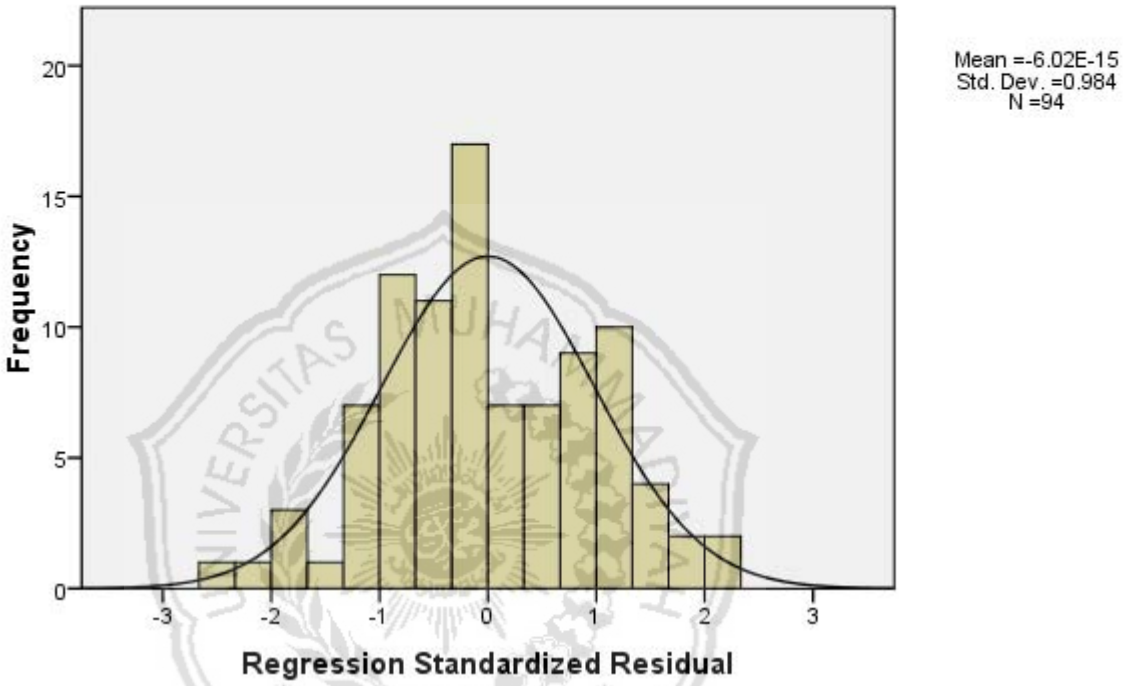
Residuals Statistics[a]

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	3.00	4.93	4.14	.383	94
Residual	-.502	.441	.000	.202	94
Std. Predicted Value	-2.979	2.052	.000	1.000	94
Std. Residual	-2.439	2.143	.000	.984	94

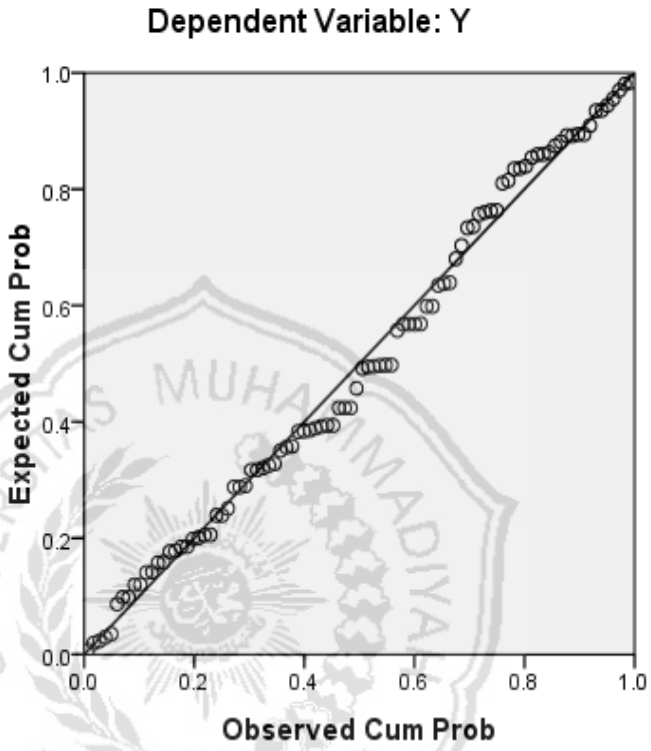
a. Dependent Variable: Y

Histogram

Dependent Variable: Y

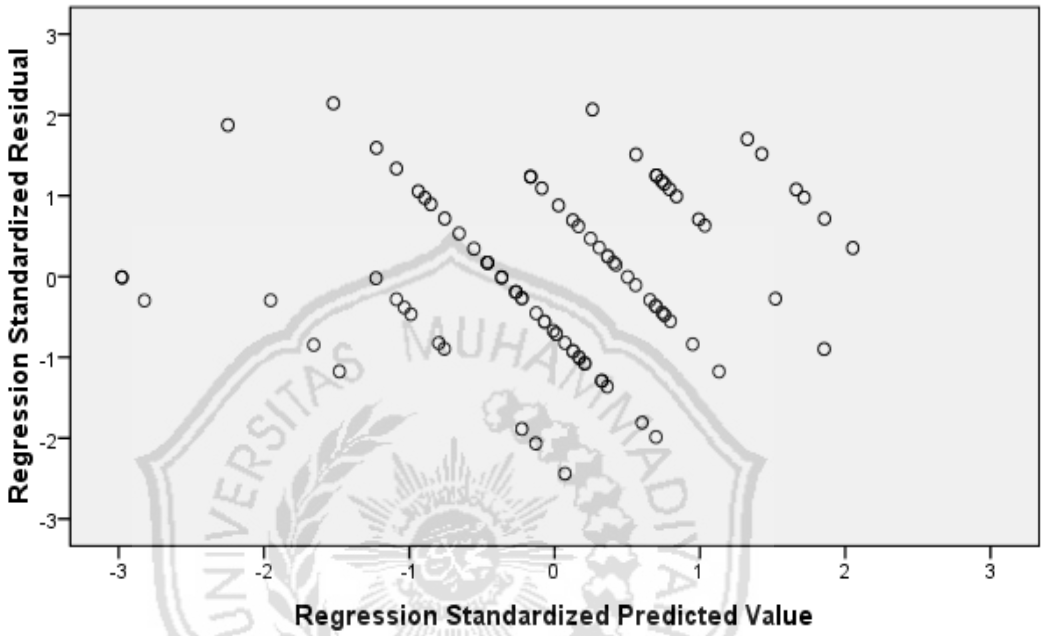


Normal P-P Plot of Regression Standardized Residual



Scatterplot

Dependent Variable: Y



UNIVERSITAS MUHAMMADIYAH JEMBER

LAMPIRAN 6
Hasil Uji Validitas

UJI VALIDITAS

1. Kualitas Produk

```
CORRELATIONS
  /VARIABLES=X1.1 X1.2 X1.3 X1.4 X1.5 X1.6 X1
  /PRINT=TWOTAIL NOSIG
  /MISSING=PAIRWISE.
```

Correlations

		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1
X1.1	Pearson Correlation	1	.326**	.415**	.989**	.518**	.363**	.852**
	Sig. (2-tailed)		.001	.000	.000	.000	.000	.000
	N	94	94	94	94	94	94	94
X1.2	Pearson Correlation	.326**	1	.267**	.357**	.328**	.244*	.552**
	Sig. (2-tailed)	.001		.009	.000	.001	.018	.000
	N	94	94	94	94	94	94	94
X1.3	Pearson Correlation	.415**	.267**	1	.420**	.442**	.374**	.664**
	Sig. (2-tailed)	.000	.009		.000	.000	.000	.000
	N	94	94	94	94	94	94	94
X1.4	Pearson Correlation	.989**	.357**	.420**	1	.520**	.363**	.860**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000
	N	94	94	94	94	94	94	94
X1.5	Pearson Correlation	.518**	.328**	.442**	.520**	1	.545**	.757**
	Sig. (2-tailed)	.000	.001	.000	.000		.000	.000
	N	94	94	94	94	94	94	94
X1.6	Pearson Correlation	.363**	.244*	.374**	.363**	.545**	1	.661**
	Sig. (2-tailed)	.000	.018	.000	.000	.000		.000
	N	94	94	94	94	94	94	94
X1	Pearson Correlation	.852**	.552**	.664**	.860**	.757**	.661**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	94	94	94	94	94	94	94

Correlations

		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1
X1.1	Pearson Correlation	1	.326**	.415**	.989**	.518**	.363**	.852**
	Sig. (2-tailed)		.001	.000	.000	.000	.000	.000
	N	94	94	94	94	94	94	94
X1.2	Pearson Correlation	.326**	1	.267**	.357**	.328**	.244*	.552**
	Sig. (2-tailed)	.001		.009	.000	.001	.018	.000
	N	94	94	94	94	94	94	94
X1.3	Pearson Correlation	.415**	.267**	1	.420**	.442**	.374**	.664**
	Sig. (2-tailed)	.000	.009		.000	.000	.000	.000
	N	94	94	94	94	94	94	94
X1.4	Pearson Correlation	.989**	.357**	.420**	1	.520**	.363**	.860**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000
	N	94	94	94	94	94	94	94
X1.5	Pearson Correlation	.518**	.328**	.442**	.520**	1	.545**	.757**
	Sig. (2-tailed)	.000	.001	.000	.000		.000	.000
	N	94	94	94	94	94	94	94
X1.6	Pearson Correlation	.363**	.244*	.374**	.363**	.545**	1	.661**
	Sig. (2-tailed)	.000	.018	.000	.000	.000		.000
	N	94	94	94	94	94	94	94
X1	Pearson Correlation	.852**	.552**	.664**	.860**	.757**	.661**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	94	94	94	94	94	94	94

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

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

2. Kualitas Pelayanan

```
CORRELATIONS
  /VARIABLES=X2.1 X2.2 X2.3 X2.4 X2.5 X2
  /PRINT=TWOTAIL NOSIG
  /MISSING=PAIRWISE.
```

Correlations

		X2.1	X2.2	X2.3	X2.4	X2.5	X2
X2.1	Pearson Correlation	1	.905**	.422**	.277**	.400**	.803**
	Sig. (2-tailed)		.000	.000	.007	.000	.000
	N	94	94	94	94	94	94
X2.2	Pearson Correlation	.905**	1	.302**	.181	.303**	.711**
	Sig. (2-tailed)	.000		.003	.081	.003	.000
	N	94	94	94	94	94	94
X2.3	Pearson Correlation	.422**	.302**	1	.290**	.329**	.630**
	Sig. (2-tailed)	.000	.003		.005	.001	.000
	N	94	94	94	94	94	94
X2.4	Pearson Correlation	.277**	.181	.290**	1	.603**	.689**
	Sig. (2-tailed)	.007	.081	.005		.000	.000
	N	94	94	94	94	94	94
X2.5	Pearson Correlation	.400**	.303**	.329**	.603**	1	.766**
	Sig. (2-tailed)	.000	.003	.001	.000		.000
	N	94	94	94	94	94	94
X2	Pearson Correlation	.803**	.711**	.630**	.689**	.766**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	94	94	94	94	94	94

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

3. Harga

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

Correlations

		X3.1	X3.2	X3.3	X3.4	X3
X3.1	Pearson Correlation	1	.606**	.455**	.285**	.806**
	Sig. (2-tailed)		.000	.000	.005	.000
	N	94	94	94	94	94
X3.2	Pearson Correlation	.606**	1	.466**	.324**	.821**
	Sig. (2-tailed)	.000		.000	.001	.000
	N	94	94	94	94	94
X3.3	Pearson Correlation	.455**	.466**	1	.422**	.748**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	94	94	94	94	94
X3.4	Pearson Correlation	.285**	.324**	.422**	1	.637**
	Sig. (2-tailed)	.005	.001	.000		.000
	N	94	94	94	94	94
X3	Pearson Correlation	.806**	.821**	.748**	.637**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	94	94	94	94	94

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

4. Loyalitas Pelanggan

```
CORRELATIONS
  /VARIABLES=Y1 Y2 Y3 Y
  /PRINT=TWOTAIL NOSIG
  /MISSING=PAIRWISE.
```

Correlations

		Y1	Y2	Y3	Y
Y1	Pearson Correlation	1	.554**	.267**	.801**
	Sig. (2-tailed)		.000	.009	.000
	N	94	94	94	94
Y2	Pearson Correlation	.554**	1	.422**	.834**
	Sig. (2-tailed)	.000		.000	.000
	N	94	94	94	94
Y3	Pearson Correlation	.267**	.422**	1	.706**
	Sig. (2-tailed)	.009	.000		.000
	N	94	94	94	94
Y	Pearson Correlation	.801**	.834**	.706**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	94	94	94	94

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

LAMPIRAN 10

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 2017

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 2017

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**	**1.6623**	**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

LAMPIRAN 7
Hasil Uji Reliabilitas

UJI RELIABILITAS

1. Kualitas Produk

```
RELIABILITY
   /VARIABLES=X1.1 X1.2 X1.3 X1.4 X1.5 X1.6 X1
   /SCALE('ALL VARIABLES') ALL
   /MODEL=ALPHA.
```

Case Processing Summary

		N	%
Cases	Valid	94	100.0
	Excluded[a]	0	.0
	Total	94	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.874	7

2. Kualitas Pelayanan

```
RELIABILITY
   /VARIABLES=X2.1 X2.2 X2.3 X2.4 X2.5 X2
   /SCALE('ALL VARIABLES') ALL
   /MODEL=ALPHA.
```

Case Processing Summary

		N	%
Cases	Valid	94	100.0
	Excluded[a]	0	.0
	Total	94	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.843	6

3. Harga

```
RELIABILITY
   /VARIABLES=X3.1 X3.2 X3.3 X3.4 X3
   /SCALE('ALL VARIABLES') ALL
   /MODEL=ALPHA.
```

Case Processing Summary

		N	%
Cases	Valid	94	100.0
	Excluded[a]	0	.0
	Total	94	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.848	5

4. Loyalitas Pelanggan

```
RELIABILITY
   /VARIABLES=Y1 Y2 Y3 Y
   /SCALE('ALL VARIABLES') ALL
   /MODEL=ALPHA.
```

Case Processing Summary

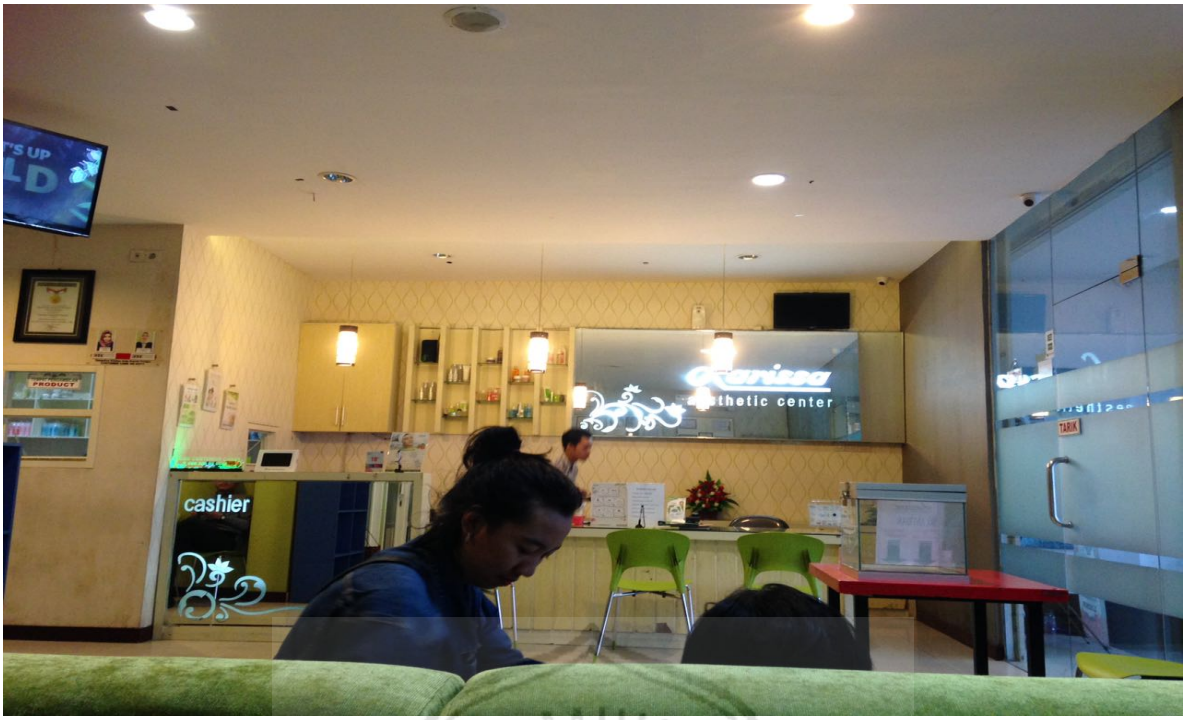
		N	%
Cases	Valid	94	100.0
	Excluded[a]	0	.0
	Total	94	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.838	4

LAMPIRAN 11
DOKUMENTASI


cashier
aesthetic center
TARIK

INFORMASI
DORONG
BUKA
aesthetic cent
UNDIAN
POIN
10%
LARISSAJBR
Jl. Letjen. S. Parman No. 42
Telp. 0331 - 330900, 330066

LAMPIRAN 2

Identitas Responden

KUISIONER PENELITIAN

1. Identifikasi Responden

   a. Nama : .....

   b. Usia : .....

   c. Jenis Kelamin : 1) Laki-laki 2) Perempuan

2. Petunjuk Pengisian

   Berikanlah tanda (√) pada jawaban yang Saudara/ i kehendaki!

   SS : Jawaban sangat setuju

   S : Jawaban setuju

   N : Jawaban netral

   KS : Jawaban kurang setuju

   TS : Jawaban tidak setuju

3. Pernyataan ; "Pengaruh Kualitas Produk, Kualitas Pelayanan dan Harga Terhadap Loyalitas Pelanggan Larissa Aesthetic Center Jember".

KUISIONER PENELITIAN

JUDUL PENELITIAN **:** PENGARUH KUALITAS PRODUK, KUALITAS PELAYANAN DAN HARGA TERHADAP LOYALITAS PELANGGAN LARISSA AESTHETIC CENTER JEMBER.

Kepada :
Yth. Sdr/ Sdri
Di lokasi

Dengan hormat,

Kuesioner ini ditujukan untuk membantu pengumpulan data primer penelitian guna penyusunan skripsi yang berjudul "PENGARUH KUALITAS PRODUK, KUALITAS PELAYANAN DAN HARGA TERHADAP LOYALITAS PELANGGAN LARISSA AESTHETIC CENTER JEMBER" yang merupakan salah satu syarat bagi peneliti untuk dapat menyelesaikan Studi Program S1 Jurusan Manajemen Fakultas Ekonomi - Universitas Muhammadiyah Jember.

Untuk itu saya mohon bantuan Saudara/ i untuk bersedia meluangkan waktu mengisi kuesioner ini dengan sebenar-benarnya. Peneliti berjanji akan menjaga kerahasiaan jawaban Saudara/i dan hanya digunakan untuk kepentingan akademis. Atas perhatian dan ketersediaanya, peneliti mengucapkan banyak terima kasih.

Hormat Saya,

Finda Lailatul Furqoniah

NIM 14 1041 1111