

LAMPIRAN 1

KUESIONER PENELITIAN

ANALISIS PENGARUH *PRODUCT, PRICE, PEOPLE, DAN PROCESS* TERHADAP KEPUASAN KONSUMEN PADA PERUSAHAAN JASA EKSPEDISI JNE CABANG JEMBER

Kepada Yth,

Bapak/Ibu/Saudara/i

Konsumen Jasa Ekspedisi JNE Cabang Jember

Dengan Hormat,

Identitas Peneliti : Siti Anisa

Nim : 1410411103

Jurusan/Prog.Studi : S-1 Manajemen Universitas Muhammadiyah Jember

Fakultas : Ekonomi

Dalam rangka menyelesaikan pendidikan stars satu (S1) pada Jurusan Manajemen Universitas Muhammadiyah Jember, penulis melaksanakan penelitian sebagai bentuk tugas kewajiban yang harus Dilakukan. Secara akademik penelitian ini bertujuan untuk menganalisis dan melakukan penilaian *product, price, people, dan process* terhadap kepuasan konsumen pada perusahaan jasa Ekspedisi JNE Cabang Jember.

Dengan hal tersebut, dimohon dengan hormat kesediaan saudara untuk mengisi kuisisioner yang peneliti ajukan sesuai dengan keadaan yang sebenarnya dan kerahasiaan jawaban yang diberikan akan dijaga sepenuhnya. Penelitian ini sebagai penyusunan skripsi, maka dapat dibutuhkan pendapat dari responden untuk melengkapi penelitian ini. Informasi yang saya berikan sangat berarti dalam penelitian ini.

Hormat saya,

Siti Anisa

Data Responden

Nama :
 Alamat :
 Usia :
 Jenis Kelamin : Pria /Wanita
 Pekerjaan : a. Pelajar/Mahasiswa
 b. Pegawai
 c. Wiraswasta
 d. Lain-lain
 (.....)
 Sudah melakukan transaksi di JNE
 sebanyak : a. 2 kali
 b. 3 kali
 c. > 4 kali

Petunjuk Pengisian

Berilah tanda (√) pada salah satu jawaban dari pernyataan dibawah ini, yang paling sesuai dengan keadaan sebenarnya.

Keterangan

Sangat setuju (SS) : Skor 5
 Setuju (S) : Skor 4
 Cukup (C) : Skor 3
 Tidak setuju (TS) : Skor 2
 Sangat tidak setuju (STS) : Skor 1

Pertanyaan:**A. Product (Produk)**

No:	Pertanyaan	Pilihan Jawaban				
		SS	S	C	TS	STS
1.	JNE Cabang Jember menyediakan keanekaragaman jasa yang ditawarkan kepada konsumen.					
2.	JNE Cabang Jember menawarkan produk jasa yang mampu bersaing dari perusahaan lain.					
3.	JNE Cabang Jember dapat memenuhi kebutuhan konsumen akan jasa pengiriman.					
4.	JNE Cabang Jember memberikan kepastian dan keamanan terhadap barang yang dikirim.					

B. Price (Harga)

No:	Pertanyaan	Pilihan Jawaban				
		SS	S	C	TS	STS
1.	JNE Cabang Jember memberikan harga yang terjangkau kepada konsumen.					
2.	JNE Cabang Jember memberikan varian harga yang ditawarkan					
3.	JNE Cabang Jember memberikan harga sesuai dengan kualitas yang diberikan.					
4.	JNE Cabang Jember memberikan harga yang mampu bersaing dengan perusahaan lain..					

C. People (Pelayanan)

No:	Pertanyaan	Pilihan Jawaban				
		SS	S	C	TS	STS
1.	JNE Cabang Jember melayani konsumen dengan ramah dan komunikatif.					
2.	JNE Cabang Jember memberikan pelayanan dengan cepat dan tanggap kepada para konsumen.					
3.	JNE Cabang Jember memberikan bantuan kepada konsumen apabila mengalami kesulitan.					
4.	JNE Jember memberikan pelayanan terbaik yang dapat meningkatkan nama baik perusahaan.					

D. Proses (Proses)

No:	Pertanyaan	Pilihan Jawaban				
		SS	S	C	TS	STS
1.	JNE Cabang Jember memberikan proses pengiriman yang tidak menyulitkan pelanggan.					
2.	JNE Cabang Jember memberikan pemantauan proses pengiriman dan penerimaan barang melalui Web resmi/Cek Resi.					
3.	JNE Cabang Jember melakukan pengiriman dan penerimaan barang tepat waktu.					
4.	JNE Cabang Jember memberikan proses pengiriman dan penerimaan yang memuaskan.					

E. Kepuasan Konsumen

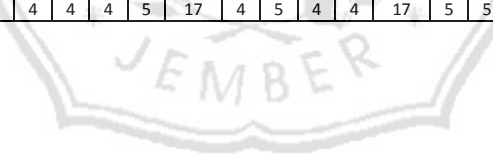
No:	Pertanyaan	Pilihan Jawaban				
		SS	S	C	TS	STS
1.	Saya merasa puas dengan jasa yang diberikan oleh JNE Cabang Jember.					
2.	Saya merasa puas dengan harga yang ditetapkan oleh JNE Cabang Jember.					
3.	Saya merasa puas dengan pelayanan yang diberikan oleh JNE Cabang Jember.					
4.	Saya merasa puas dengan proses yang mudan dan cepat dilakukan oleh JNE Cabang Jember.					

LAMPIRAN 2

Hasil Rekapitulasi Jawaban Responden

No.	X1.1	X1.2	X1.3	X1.4	X1	X2.1	X2.2	X2.3	X2.4	X2	X3.1	X3.2	X3.3	X3.4	X3	X4.1	X4.2	X4.3	X4.4	X4	Y1.1	Y1.2	Y1.3	Y1.4	Y1	
1.	5	5	5	4	19	4	4	5	5	18	5	4	5	5	19	5	5	5	4	19	5	4	5	5	19	
2.	4	5	5	4	18	5	5	5	4	19	5	5	4	4	18	4	5	4	5	18	4	5	4	4	17	
3.	4	4	4	3	15	4	3	4	4	15	5	4	4	5	18	5	5	4	4	18	5	4	5	4	18	
4.	4	4	4	5	17	5	4	4	5	18	5	5	5	4	19	5	4	4	5	18	4	5	4	5	18	
5.	5	5	5	4	19	4	5	4	4	17	5	5	4	4	18	5	5	4	4	18	5	4	5	5	19	
6.	4	5	4	4	17	5	5	4	4	18	4	4	4	5	17	5	5	4	5	19	5	4	5	5	19	
7.	4	4	5	5	18	5	4	5	5	19	5	5	4	4	18	5	5	4	4	18	4	5	5	4	18	
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9.	5	5	5	5	20	5	4	5	4	18	4	4	4	4	16	5	5	4	5	19	5	5	4	5	19	
10.	4	4	5	5	18	5	4	5	4	18	5	5	5	4	19	5	4	4	4	17	4	4	5	4	17	
11.	4	3	4	4	15	4	5	5	5	19	5	4	4	5	18	5	5	4	4	18	5	5	5	5	20	
12.	4	5	4	5	18	4	4	4	5	17	4	5	4	4	17	5	5	5	5	20	5	4	5	5	19	
13.	5	5	4	4	18	5	5	5	4	19	5	5	5	4	19	4	5	3	4	16	4	5	4	4	17	
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17.	5	5	4	4	18	5	4	4	4	17	5	5	4	4	18	5	5	4	4	18	5	5	4	4	18	
18.	5	5	5	5	20	5	5	5	4	19	5	5	5	4	19	5	5	4	5	19	4	4	5	4	17	
19.	4	5	5	4	18	4	4	5	4	17	5	4	4	5	18	5	4	5	5	19	5	5	5	5	20	
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21.	5	5	5	5	20	5	5	5	5	20	5	5	4	5	19	5	5	3	4	17	5	4	4	4	17	
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24.	5	5	5	4	19	5	5	5	4	19	5	4	4	5	18	4	4	2	4	14	5	4	5	3	17	
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32.	4	5	5	5	19	4	3	5	5	17	4	4	4	5	17	4	5	4	4	17	4	5	4	5	18	
33.	5	4	4	4	17	5	4	5	4	18	5	4	5	4	18	5	5	3	5	18	5	4	4	4	17	
34.	4	4	5	5	18	4	5	5	4	18	5	5	4	4	18	4	5	4	5	18	5	4	5	5	19	
35.	5	5	5	4	19	5	4	5	5	19	4	5	5	5	19	5	5	4	5	19	4	4	5	5	18	
36.	4	5	4	4	17	5	5	4	4	18	5	4	4	4	17	5	5	4	4	18	5	5	4	4	18	
37.	5	5	5	4	19	4	4	5	5	18	4	5	4	5	18	4	5	4	5	18	5	4	5	5	19	
38.	4	4	4	3	15	4	4	3	4	15	4	4	3	4	15	4	4	3	4	15	4	4	4	3	15	
39.	5	4	4	5	19	5	5	4	4	18	5	5	4	4	18	5	5	4	4	18	5	4	4	5	18	
40.	4	4	5	5	18	4	4	5	5	18	5	4	4	4	17	4	4	4	4	16	4	4	5	4	17	
41.	4	4	4	5	17	5	5	5	4	19	5	5	4	5	19	5	5	3	5	18	5	4	4	5	18	
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49.	5	5	5	4	19	5	5	5	4	19	5	5	4	5	19	4	4	5	5	18	4	5	4	5	18	
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61.	5	5	5	4	19	4	5	5	5	19	4	4	4	5	17	5	5	4	4	18	5	4	5	4	18	
62.	5	5	4	5	19	4	5	4	4	17	5	5	5	4	19	5	4	4	5	18	4	4	5	4	17	

No.	X 1 · 1	X 1 · 2	X 1 · 3	X 1 · 4	X1	X 2 · 1	X 2 · 2	X 2 · 3	X 2 · 4	X2	X 3 · 1	X 3 · 2	X 3 · 3	X 3 · 4	X3	X 4 · 1	X 4 · 2	X 4 · 3	X 4 · 4	X4	Y 1 · 1	Y 1 · 2	Y 1 · 3	Y 1 · 4	Y1
63.	5	5	4	4	18	5	4	4	4	17	3	5	5	5	18	5	5	4	4	18	5	5	4	4	18
64.	5	4	5	5	19	5	5	5	4	19	5	4	5	5	19	4	4	4	4	16	4	4	4	5	17
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66.	5	5	4	5	19	4	5	5	4	18	4	5	5	5	19	4	5	5	4	18	4	5	5	4	18
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68.	5	5	5	5	20	5	5	4	4	18	4	5	4	4	17	5	5	5	5	20	4	4	5	4	17
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81.	5	4	4	4	17	4	3	4	4	15	4	4	5	5	18	5	5	4	5	19	5	5	5	4	19
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94.	5	5	4	4	18	5	5	4	4	18	4	5	5	5	19	5	5	4	5	19	5	4	4	4	17
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99.	5	5	5	4	19	5	5	5	4	19	5	5	4	5	19	4	4	3	4	15	5	5	4	3	17
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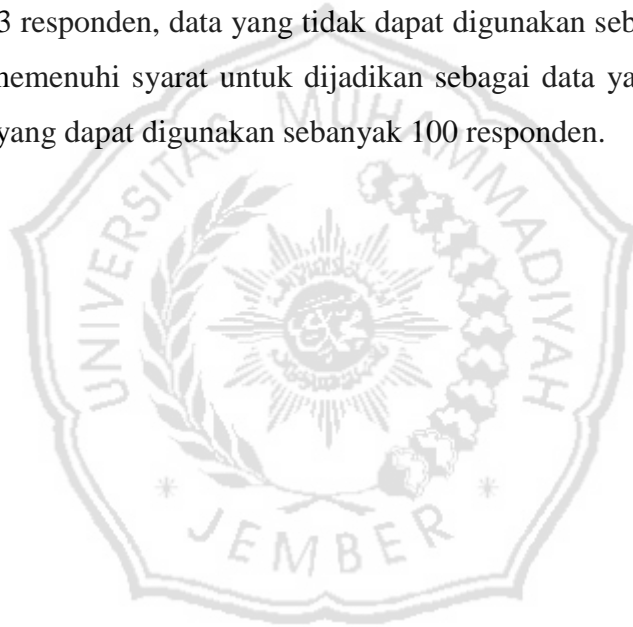


LAMPIRAN 3

Jadwal Pengambilan Data Primer Dari Responden

No.	Hari/Tanggal	Jam	Jumlah Responden	Data Tidak Dapat Digunakan	Jumlah
1.	Selasa/26 Juni 2018	14.00-16.00	25	4	21
2.	Kamis/28 Juni 2018	08.30-11.00	43	6	37
3.		15.00-17.00	32	3	29
4.	Jum'at/29 Juni 2018	09.00.10.00	13	-	13
Jumlah			113	13	100

Dari tabel diatas maka dapat dijelaskan bahwa pengambilan data primer dari responden dilakukan dalam 3 hari, dengan jumlah data yang diambil sebanyak 113 responden, data yang tidak dapat digunakan sebanyak 13 responden yang tidak memenuhi syarat untuk dijadikan sebagai data yang dibutuhkan. Jadi jumlah data yang dapat digunakan sebanyak 100 responden.



LAMPIRAN 4

Analisis Statistik Deskriptif

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FREQUENCIES VARIABLES=X1.1 X1.2 X1.3 X1.4 X1
  /STATISTICS=STDDEV VARIANCE RANGE MINIMUM MAXIMUM SEMEAN MEAN MEDIAN MO
DE SUM
  /HISTOGRAM

  /ORDER=ANALYSIS.

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Frequencies

[DataSet0]

		Statistics				
		X1.1	X1.2	X1.3	X1.4	X1
N	Valid	100	100	100	100	100
	Missing	0	0	0	0	0
Mean		4.4500	4.5200	4.5600	4.3400	17.8700
Std. Error of Mean		.05573	.05218	.04989	.06067	.12844
Median		4.0000	5.0000	5.0000	4.0000	18.0000
Mode		4.00	5.00	5.00	4.00	18.00
Std. Deviation		.55732	.52185	.49889	.60670	1.28437
Variance		.311	.272	.249	.368	1.650
Range		2.00	2.00	1.00	2.00	5.00
Minimum		3.00	3.00	4.00	3.00	15.00
Maximum		5.00	5.00	5.00	5.00	20.00
Sum		445.00	452.00	456.00	434.00	1787.00

Frequency Table

X1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	3.0	3.0	3.0
	4	49	49.0	49.0	52.0
	5	48	48.0	48.0	100.0
	Total	100	100.0	100.0	

X1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	1.0	1.0	1.0
	4	46	46.0	46.0	47.0
	5	53	53.0	53.0	100.0
	Total	100	100.0	100.0	

X1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	44	44.0	44.0	44.0
	5	56	56.0	56.0	100.0
	Total	100	100.0	100.0	

X1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	7	7.0	7.0	7.0
	4	52	52.0	52.0	59.0
	5	41	41.0	41.0	100.0
	Total	100	100.0	100.0	

X1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 15	10	10.0	10.0	10.0
16	1	1.0	1.0	11.0
17	21	21.0	21.0	32.0
18	33	33.0	33.0	65.0
19	30	30.0	30.0	95.0
20	5	5.0	5.0	100.0
Total	100	100.0	100.0	

```

FREQUENCIES VARIABLES=X2.1 X2.2 X2.3 X2.4 X2
  /STATISTICS=STDDEV VARIANCE RANGE MINIMUM MAXIMUM SEMEAN MEAN MEDIAN MO
DE SUM
  /HISTOGRAM

  /ORDER=ANALYSIS.
  
```

Frequencies

[DataSet0]

Statistics

	X2.1	X2.2	X2.3	X2.4	X2
N Valid	100	100	100	100	100
Missing	0	0	0	0	0
Mean	4.4400	4.4300	4.4700	4.4000	17.7400
Std. Error of Mean	.05379	.06553	.05938	.05125	.13530
Median	4.0000	5.0000	5.0000	4.0000	18.0000
Mode	4.00	5.00	5.00	4.00	18.00
Std. Deviation	.53786	.65528	.59382	.51247	1.35304
Variance	.289	.429	.353	.263	1.831
Range	2.00	2.00	2.00	2.00	6.00
Minimum	3.00	3.00	3.00	3.00	14.00
Maximum	5.00	5.00	5.00	5.00	20.00
Sum	444.00	443.00	447.00	440.00	1774.00

Frequency Table

X2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	2.0	2.0	2.0
	4	52	52.0	52.0	54.0
	5	46	46.0	46.0	100.0
	Total	100	100.0	100.0	

X2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	9	9.0	9.0	9.0
	4	39	39.0	39.0	48.0
	5	52	52.0	52.0	100.0
	Total	100	100.0	100.0	

X2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	5	5.0	5.0	5.0
	4	43	43.0	43.0	48.0
	5	52	52.0	52.0	100.0
	Total	100	100.0	100.0	

X2.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	1.0	1.0	1.0
	4	58	58.0	58.0	59.0
	5	41	41.0	41.0	100.0
Total		100	100.0	100.0	

X2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	14	2	2.0	2.0	2.0
	15	10	10.0	10.0	12.0
	16	2	2.0	2.0	14.0
	17	18	18.0	18.0	32.0
	18	37	37.0	37.0	69.0
	19	28	28.0	28.0	97.0
	20	3	3.0	3.0	100.0
Total		100	100.0	100.0	

```

FREQUENCIES VARIABLES=X3.1 X3.2 X3.3 X3.4 X3
  /STATISTICS=STDDEV VARIANCE RANGE MINIMUM MAXIMUM SEMEAN MEAN MEDIAN MO
DE SUM
  /HISTOGRAM

  /ORDER=ANALYSIS.

```

Frequencies

[DataSet0]

		Statistics				
		X3.1	X3.2	X3.3	X3.4	X3
N	Valid	100	100	100	100	100
	Missing	0	0	0	0	0
Mean		4.4700	4.4800	4.4000	4.4700	17.8200
Std. Error of Mean		.05588	.05218	.05685	.05404	.11667
Median		4.5000	4.0000	4.0000	4.0000	18.0000
Mode		5.00	4.00	4.00	4.00 ^a	18.00
Std. Deviation		.55877	.52185	.56854	.54039	1.16671
Variance		.312	.272	.323	.292	1.361
Range		2.00	2.00	2.00	2.00	6.00
Minimum		3.00	3.00	3.00	3.00	14.00
Maximum		5.00	5.00	5.00	5.00	20.00
Sum		447.00	448.00	440.00	447.00	1782.00

a. Multiple modes exist. The smallest value is shown

Frequency Table

		X3.1			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	3.0	3.0	3.0
	4	47	47.0	47.0	50.0
	5	50	50.0	50.0	100.0
Total		100	100.0	100.0	

X3.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	1.0	1.0	1.0
	4	50	50.0	50.0	51.0
	5	49	49.0	49.0	100.0
	Total	100	100.0	100.0	

X3.3

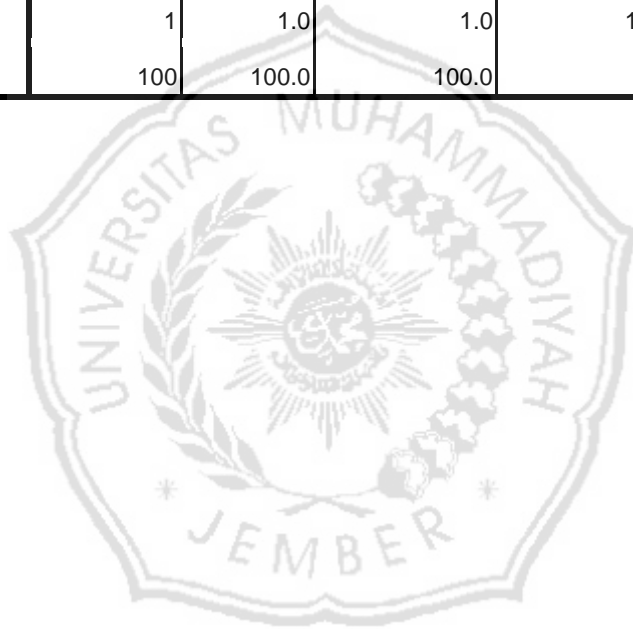
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	4	4.0	4.0	4.0
	4	52	52.0	52.0	56.0
	5	44	44.0	44.0	100.0
	Total	100	100.0	100.0	

X3.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	2.0	2.0	2.0
	4	49	49.0	49.0	51.0
	5	49	49.0	49.0	100.0
	Total	100	100.0	100.0	

X3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	14	1	1.0	1.0	1.0
	15	7	7.0	7.0	8.0
	16	1	1.0	1.0	9.0
	17	22	22.0	22.0	31.0
	18	39	39.0	39.0	70.0
	19	29	29.0	29.0	99.0
	20	1	1.0	1.0	100.0
Total		100	100.0	100.0	



```

FREQUENCIES VARIABLES=X4.1 X4.2 X4.3 X4.4 X4
  /STATISTICS=STDDEV VARIANCE RANGE MINIMUM MAXIMUM SEMEAN MEAN MEDIAN MO
DE SUM
  /HISTOGRAM

  /ORDER=ANALYSIS.

```

Frequencies

[DataSet0]

Statistics

		X4.1	X4.2	X4.3	X4.4	X4
N	Valid	100	100	100	100	100
	Missing	0	0	0	0	0
Mean		4.6200	4.7200	3.9900	4.4500	17.7800
Std. Error of Mean		.04878	.04513	.07035	.05000	.13676
Median		5.0000	5.0000	4.0000	4.0000	18.0000
Mode		5.00	5.00	4.00	4.00	18.00
Std. Deviation		.48783	.45126	.70345	.50000	1.36759
Variance		.238	.204	.495	.250	1.870
Range		1.00	1.00	3.00	1.00	6.00
Minimum		4.00	4.00	2.00	4.00	14.00
Maximum		5.00	5.00	5.00	5.00	20.00
Sum		462.00	472.00	399.00	445.00	1778.00

Frequency Table

X4.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	38	38.0	38.0	38.0
	5	62	62.0	62.0	100.0
Total		100	100.0	100.0	

X4.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	28	28.0	28.0	28.0
	5	72	72.0	72.0	100.0
	Total	100	100.0	100.0	

X4.3

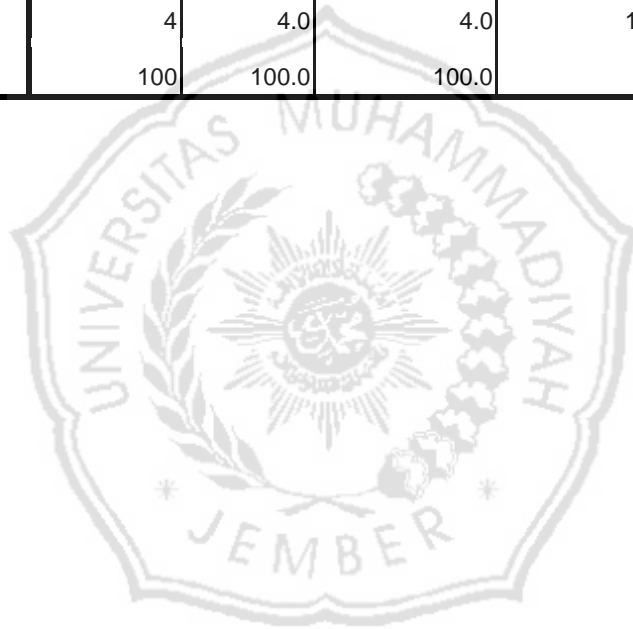
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	5	5.0	5.0	5.0
	3	10	10.0	10.0	15.0
	4	66	66.0	66.0	81.0
	5	19	19.0	19.0	100.0
	Total	100	100.0	100.0	

X4.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	55	55.0	55.0	55.0
	5	45	45.0	45.0	100.0
	Total	100	100.0	100.0	

X4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	14	4	4.0	4.0	4.0
	15	6	6.0	6.0	10.0
	16	3	3.0	3.0	13.0
	17	17	17.0	17.0	30.0
	18	39	39.0	39.0	69.0
	19	27	27.0	27.0	96.0
	20	4	4.0	4.0	100.0
Total		100	100.0	100.0	



```

FREQUENCIES VARIABLES=Y1.1 Y1.2 Y1.3 Y1.4 Y1
  /STATISTICS=STDDEV VARIANCE RANGE MINIMUM MAXIMUM SEMEAN MEAN MEDIAN MO
DE SUM
  /HISTOGRAM

  /ORDER=ANALYSIS.

```

Frequencies

[DataSet0]

Statistics

		Y1.1	Y1.2	Y1.3	Y1.4	Y1
N	Valid	100	100	100	100	100
	Missing	0	0	0	0	0
Mean		4.6100	4.3800	4.5600	4.3600	17.9100
Std. Error of Mean		.04902	.05081	.04989	.06280	.09650
Median		5.0000	4.0000	5.0000	4.0000	18.0000
Mode		5.00	4.00	5.00	4.00	18.00
Std. Deviation		.49021	.50812	.49889	.62797	.96499
Variance		.240	.258	.249	.394	.931
Range		1.00	2.00	1.00	2.00	5.00
Minimum		4.00	3.00	4.00	3.00	15.00
Maximum		5.00	5.00	5.00	5.00	20.00
Sum		461.00	438.00	456.00	436.00	1791.00

Frequency Table

Y1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	39	39.0	39.0	39.0
	5	61	61.0	61.0	100.0
Total		100	100.0	100.0	

Y1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	1.0	1.0	1.0
	4	60	60.0	60.0	61.0
	5	39	39.0	39.0	100.0
	Total	100	100.0	100.0	

Y1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	44	44.0	44.0	44.0
	5	56	56.0	56.0	100.0
	Total	100	100.0	100.0	

Y1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	8	8.0	8.0	8.0
	4	48	48.0	48.0	56.0
	5	44	44.0	44.0	100.0
	Total	100	100.0	100.0	

Y1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	15	1	1.0	1.0	1.0
	16	5	5.0	5.0	6.0
	17	27	27.0	27.0	33.0
	18	39	39.0	39.0	72.0
	19	25	25.0	25.0	97.0
	20	3	3.0	3.0	100.0
Total		100	100.0	100.0	



LAMPIRAN 5

Hasil Uji Instrumen Data

HASIL UJI VALIDITAS

CORRELATIONS
/VARIABLES=X1.1 X1.2 X1.3 X1.4 Product
/PRINT=TWOTAIL NOSIG

/MISSING=PAIRWISE.

Correlations

		X1.1	X1.2	X1.3	X1.4	Product
X1.1	Pearson Correlation	1	.403**	.102	-.069	.605**
	Sig. (2-tailed)		.000	.314	.497	.000
	N	100	100	100	100	100
X1.2	Pearson Correlation	.403**	1	.112	-.054	.599**
	Sig. (2-tailed)	.000		.268	.596	.000
	N	100	100	100	100	100
X1.3	Pearson Correlation	.102	.112	1	.299**	.619**
	Sig. (2-tailed)	.314	.268		.003	.000
	N	100	100	100	100	100
X1.4	Pearson Correlation	-.069	-.054	.299**	1	.537**
	Sig. (2-tailed)	.497	.596	.003		.000
	N	100	100	100	100	100
Product	Pearson Correlation	.605**	.599**	.619**	.537**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

Correlations

		X2.1	X2.2	X2.3	X2.4	Price
X2.1	Pearson Correlation	1	.260**	.105	-.169	.506**
	Sig. (2-tailed)		.009	.299	.094	.000
	N	100	100	100	100	100
X2.2	Pearson Correlation	.260**	1	.254*	.024	.708**
	Sig. (2-tailed)	.009		.011	.812	.000
	N	100	100	100	100	100
X2.3	Pearson Correlation	.105	.254*	1	.206*	.682**
	Sig. (2-tailed)	.299	.011		.040	.000
	N	100	100	100	100	100
X2.4	Pearson Correlation	-.169	.024	.206*	1	.414**
	Sig. (2-tailed)	.094	.812	.040		.000
	N	100	100	100	100	100
Price	Pearson Correlation	.506**	.708**	.682**	.414**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	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

		X3.1	X3.2	X3.3	X3.4	People
X3.1	Pearson Correlation	1	.085	.038	-.036	.518**
	Sig. (2-tailed)		.403	.706	.719	.000
	N	100	100	100	100	100
X3.2	Pearson Correlation	.085	1	.129	-.128	.492**
	Sig. (2-tailed)	.403		.200	.206	.000
	N	100	100	100	100	100
X3.3	Pearson Correlation	.038	.129	1	.171	.643**
	Sig. (2-tailed)	.706	.200		.089	.000
	N	100	100	100	100	100
X3.4	Pearson Correlation	-.036	-.128	.171	1	.472**
	Sig. (2-tailed)	.719	.206	.089		.000
	N	100	100	100	100	100
People	Pearson Correlation	.518**	.492**	.643**	.472**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

Correlations

		X4.1	X4.2	X4.3	X4.4	Process
X4.1	Pearson Correlation	1	.292**	.254*	.128	.630**
	Sig. (2-tailed)		.003	.011	.203	.000
	N	100	100	100	100	100
X4.2	Pearson Correlation	.292**	1	.246*	.161	.619**
	Sig. (2-tailed)	.003		.014	.109	.000
	N	100	100	100	100	100
X4.3	Pearson Correlation	.254*	.246*	1	.128	.733**
	Sig. (2-tailed)	.011	.014		.205	.000
	N	100	100	100	100	100
X4.4	Pearson Correlation	.128	.161	.128	1	.530**
	Sig. (2-tailed)	.203	.109	.205		.000
	N	100	100	100	100	100
Process	Pearson Correlation	.630**	.619**	.733**	.530**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	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

459		Y1.1	Y1.2	Y1.3	Y1.4	Kepuasan_Konsumen
Y1.1	Pearson Correlation	1	-.048	-.048	.001	.459**
	Sig. (2-tailed)		.636	.636	.990	.000
	N	100	100	100	100	100
Y1.2	Pearson Correlation	-.048	1	-.250*	.073	.421**
	Sig. (2-tailed)	.636		.012	.468	.000
	N	100	100	100	100	100
Y1.3	Pearson Correlation	-.048	-.250*	1	-.134	.274**
	Sig. (2-tailed)	.636	.012		.183	.000
	N	100	100	100	100	100
Y1.4	Pearson Correlation	.001	.073	-.134	1	.621**
	Sig. (2-tailed)	.990	.468	.183		.000
	N	100	100	100	100	100
Kepuasan_Konsumen	Pearson Correlation	.459**	.421**	.274**	.621**	1
	Sig. (2-tailed)	.000	.000	.006	.000	
	N	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 6

HASIL UJI RELIABILITAS

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

/SUMMARY=TOTAL.
```

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.710	4

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

/SUMMARY=TOTAL.
```

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.710	4

RELIABILITY

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

```
/SUMMARY=TOTAL.
```

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.662	4

RELIABILITY

```
/VARIABLES=X4.1 X4.2 X4.3 X4.4  
/SCALE('ALL VARIABLES') ALL  
/MODEL=ALPHA
```

```
/SUMMARY=TOTAL.
```

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.739	4

```
RELIABILITY  
/VARIABLES=Y1.1 Y1.2 Y1.3 Y1.4  
/SCALE('ALL VARIABLES') ALL  
/MODEL=ALPHA  
  
/SUMMARY=TOTAL.
```

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

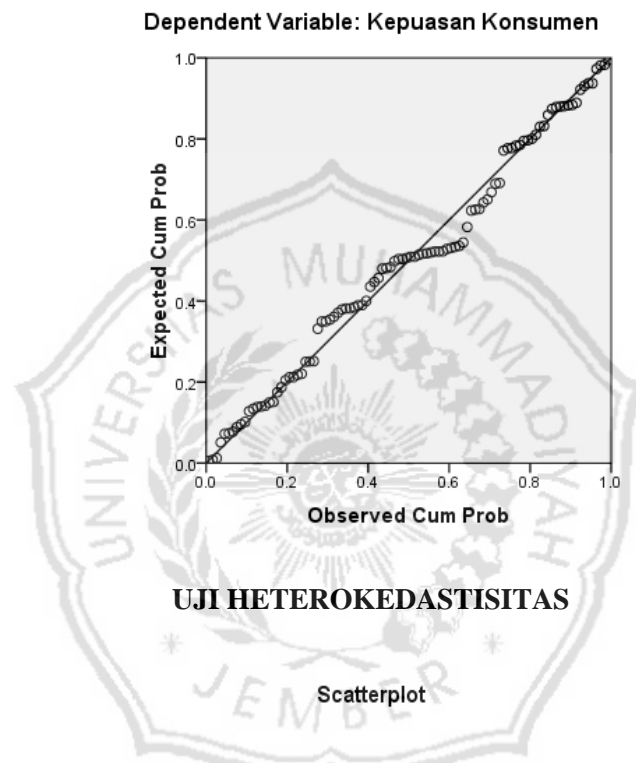
Cronbach's Alpha	N of Items
.614	4

LAMPIRAN 7

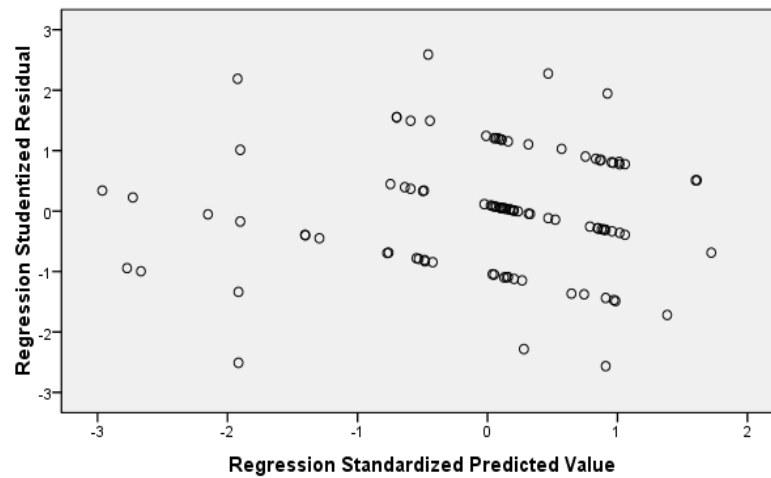
UJI ASUMSI KLASIK

UJI NORMALITAS

Normal P-P Plot of Regression Standardized Residual



Dependent Variable: Kepuasan Konsumen



Hasil Uji Multikolinieritas

```

REGRESSION
/MISSING LISTWISE
/STATISTICS COEFF OUTS BCOV R ANOVA COLLIN TOL
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT Y

/METHOD=ENTER X1 X2 X3 X4.
    
```

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics		
	B	Std. Error	Beta			Tolerance	VIF	
1	(Constant)	-4.171	1.109					
	Product	.224	.068	.225	3.377	.002	.625	1.599
	Price	.168	.069	.132	2.444	.018	.664	1.506
	People	.116	.058	.101	2.024	.048	.626	1.598
	Process	.302	.074	.427	4.061	.000	.786	1.273

a. Dependent Variable: Kepuasan Konsumen

LAMPIRAN 8

Analisis Regresi Linear berganda

REGRESSION

```
/MISSING LISTWISE  
/STATISTICS COEFF OUTS R ANOVA  
/CRITERIA=PIN(.05) POUT(.10)  
/NOORIGIN  
/DEPENDENT Y  
  
/METHOD=ENTER X1 X2 X3 X4.
```

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Process, Price, People, Product ^a		Enter

a. All requested variables entered.

b. Dependent Variable: Kepuasan Konsumen

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.736 ^a	.676	.684	.732

a. Predictors: (Constant), Process, Price, People, Product

b. Dependent Variable: Kepuasan Konsumen

ANOVA^b

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	165.092	4	33.008	38.082	.000 ^a
	Residual	24.198	95	.862		
	Total	182.420	99			

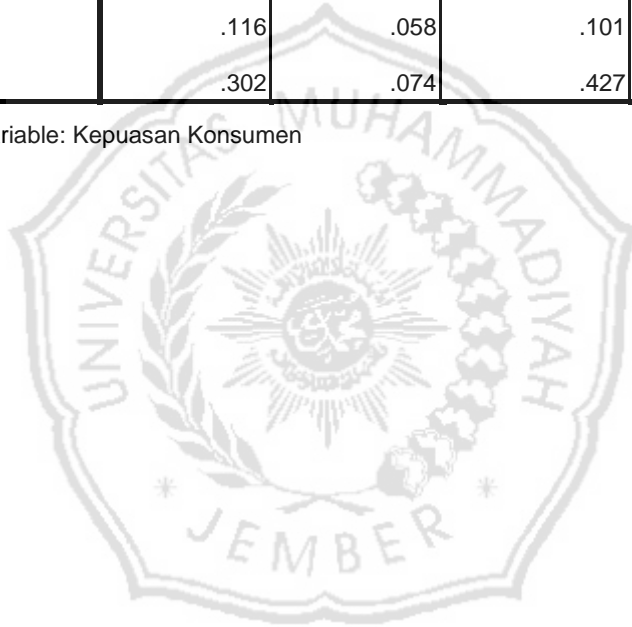
a. Predictors: (Constant), Process, Price, People, Product

b. Dependent Variable: Kepuasan Konsumen

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	-4.171	1.109		-3.767	.000
Product	.224	.068	.225	3.377	.002
Price	.168	.069	.132	2.444	.018
People	.116	.058	.101	2.024	.048
Process	.302	.074	.427	4.061	.000

a. Dependent Variable: Kepuasan Konsumen



LAMPIRAN 9

t tabel (df : 100-4-1 = 95)

d.f	t0.10	t0.05	t0.025	t0.01	t0.005	d.f	t0.10	t0.05	t0.025	t0.01	t0.005
1	3.078	6.314	12.71	31.82	63.66	61	1.296	1.671	2.000	2.390	2.659
2	1.886	2.920	4.303	6.965	9.925	62	1.296	1.671	1.999	2.389	2.659
3	1.638	2.353	3.182	4.541	5.841	63	1.296	1.670	1.999	2.389	2.658
4	1.533	2.132	2.776	3.747	4.604	64	1.296	1.670	1.999	2.388	2.657
5	1.476	2.015	2.571	3.365	4.032	65	1.296	1.670	1.998	2.388	2.657
6	1.440	1.943	2.447	3.143	3.707	66	1.295	1.670	1.998	2.387	2.656
7	1.415	1.895	2.365	2.998	3.499	67	1.295	1.670	1.998	2.387	2.655
8	1.397	1.860	2.306	2.896	3.355	68	1.295	1.670	1.997	2.386	2.655
9	1.383	1.833	2.262	2.821	3.250	69	1.295	1.669	1.997	2.386	2.654
10	1.372	1.812	2.228	2.764	3.169	70	1.295	1.669	1.997	2.385	2.653
11	1.363	1.796	2.201	2.718	3.106	71	1.295	1.669	1.996	2.385	2.653
12	1.356	1.782	2.179	2.681	3.055	72	1.295	1.669	1.996	2.384	2.652
13	1.350	1.771	2.160	2.650	3.012	73	1.295	1.669	1.996	2.384	2.651
14	1.345	1.761	2.145	2.624	2.977	74	1.295	1.668	1.995	2.383	2.651
15	1.341	1.753	2.131	2.602	2.947	75	1.295	1.668	1.995	2.383	2.650
16	1.337	1.746	2.120	2.583	2.921	76	1.294	1.668	1.995	2.382	2.649
17	1.333	1.740	2.110	2.567	2.898	77	1.294	1.668	1.994	2.382	2.649
18	1.330	1.734	2.101	2.552	2.878	78	1.294	1.668	1.994	2.381	2.648
19	1.328	1.729	2.093	2.539	2.861	79	1.294	1.668	1.994	2.381	2.647
20	1.325	1.725	2.086	2.528	2.845	80	1.294	1.667	1.993	2.380	2.647
21	1.323	1.721	2.080	2.518	2.831	81	1.294	1.667	1.993	2.380	2.646
22	1.321	1.717	2.074	2.508	2.819	82	1.294	1.667	1.993	2.379	2.645
23	1.319	1.714	2.069	2.500	2.807	83	1.294	1.667	1.992	2.379	2.645
24	1.318	1.711	2.064	2.492	2.797	84	1.294	1.667	1.992	2.378	2.644
25	1.316	1.708	2.060	2.485	2.787	85	1.294	1.666	1.992	2.378	2.643
26	1.315	1.706	2.056	2.479	2.779	86	1.293	1.666	1.991	2.377	2.643
27	1.314	1.703	2.052	2.473	2.771	87	1.293	1.666	1.991	2.377	2.642
28	1.313	1.701	2.048	2.467	2.763	88	1.293	1.666	1.991	2.376	2.641
29	1.311	1.699	2.045	2.462	2.756	89	1.293	1.666	1.990	2.376	2.641
30	1.310	1.697	2.042	2.457	2.750	90	1.293	1.666	1.990	2.375	2.640
31	1.309	1.696	2.040	2.453	2.744	91	1.293	1.665	1.990	2.374	2.639
32	1.309	1.694	2.037	2.449	2.738	92	1.293	1.665	1.989	2.374	2.639
33	1.308	1.692	2.035	2.445	2.733	93	1.293	1.665	1.989	2.373	2.638
34	1.307	1.691	2.032	2.441	2.728	94	1.293	1.665	1.989	2.373	2.637
35	1.306	1.690	2.030	2.438	2.724	95	1.293	1.665	1.988	2.372	2.637
36	1.306	1.688	2.028	2.434	2.719	96	1.292	1.664	1.988	2.372	2.636
37	1.305	1.687	2.026	2.431	2.715	97	1.292	1.664	1.988	2.371	2.635
38	1.304	1.686	2.024	2.429	2.712	98	1.292	1.664	1.987	2.371	2.635
39	1.304	1.685	2.023	2.426	2.708	99	1.292	1.664	1.987	2.370	2.634
40	1.303	1.684	2.021	2.423	2.704	100	1.292	1.664	1.987	2.370	2.633
41	1.303	1.683	2.020	2.421	2.701	101	1.292	1.663	1.986	2.369	2.633
42	1.302	1.682	2.018	2.418	2.698	102	1.292	1.663	1.986	2.369	2.632
43	1.302	1.681	2.017	2.416	2.695	103	1.292	1.663	1.986	2.368	2.631
44	1.301	1.680	2.015	2.414	2.692	104	1.292	1.663	1.985	2.368	2.631
45	1.301	1.679	2.014	2.412	2.690	105	1.292	1.663	1.985	2.367	2.630
46	1.300	1.679	2.013	2.410	2.687	106	1.291	1.663	1.985	2.367	2.629
47	1.300	1.678	2.012	2.408	2.685	107	1.291	1.662	1.984	2.366	2.629
48	1.299	1.677	2.011	2.407	2.682	108	1.291	1.662	1.984	2.366	2.628
49	1.299	1.677	2.010	2.405	2.680	109	1.291	1.662	1.984	2.365	2.627
50	1.299	1.676	2.009	2.403	2.678	110	1.291	1.662	1.983	2.365	2.627
51	1.298	1.675	2.008	2.402	2.676	111	1.291	1.662	1.983	2.364	2.626
52	1.298	1.675	2.007	2.400	2.674	112	1.291	1.661	1.983	2.364	2.625
53	1.298	1.674	2.006	2.399	2.672	113	1.291	1.661	1.982	2.363	2.625
54	1.297	1.674	2.005	2.397	2.670	114	1.291	1.661	1.982	2.363	2.624
55	1.297	1.673	2.004	2.396	2.668	115	1.291	1.661	1.982	2.362	2.623
56	1.297	1.673	2.003	2.395	2.667	116	1.290	1.661	1.981	2.362	2.623
57	1.297	1.672	2.002	2.394	2.665	117	1.290	1.661	1.981	2.361	2.622
58	1.296	1.672	2.002	2.392	2.663	118	1.290	1.660	1.981	2.361	2.621
59	1.296	1.671	2.001	2.391	2.662	119	1.290	1.660	1.980	2.360	2.621
60	1.296	1.671	2.000	2.390	2.660	120	1.290	1.660	1.980	2.360	2.620

Dari "Table of Percentage Points of the t-Distribution." Biometrika, Vol. 32. (1941), p. 300. Reproduced by permission of the Biometrika Trustess

LAMPIRAN 10

Tabel Distribusi F

Tabel Distribusi F										
DF 2	DF 1									
	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