

Lampiran I

No.Responden:.....

KUESIONER PENELITIAN

PENGARUH KUALITAS PELAYANAN, HARGA, TEMPAT DAN CITA RASA TERHADAP KEPUASAN PELANGGAN DI HALONA COFFEE RANTAUPRAPAT

Petunjuk pengisian kuesioner:

- 1) Mohon diberi tanda *checklist* (✓) pada kolom jawaban Bapak/ Ibu dan teman-teman anggap paling sesuai.
- 2) Setiap pertanyaan hanya membutuhkan satu jawaban saja.
- 3) Mohon memberikan jawaban yang sebenarnya karena tidak akan mempengaruhi pekerjaan Anda.
- 4) Setelah mengisi kuesioner mohon Bapak/Ibu dan teman-teman berikan kepada yang menyerahkan kuesioner.
- 5) Terima Kasih atas partisipasi Anda.

Identitas Responden

- 1) Nama Responden :
- 2) Usia :Tahun
- 3) Jenis Kelamin : ☐ Pria ☐ Wanita
- 4) Pekerjaan :
- 5) Pendapat anda dinyatakan dalam skala 1 s/d 5 yang memiliki makna:
Sangat Setuju (SS) = 5
Setuju (S) = 4
Cukup Setuju (CS) = 3
Tidak Setuju (TS) = 2
Sangat Tidak Setuju (STS) = 1

Nilai Skala Likert		SS	S	CS	TS	STS
Kualitas Pelayanan						
1	Pelayanan di Halona Coffee Rantauprapat yang diberikan selalu konsisten					

2	Karyawan Halona Coffee Rantauprapat segera merespon permintaan atau pertanyaan saya.					
3	Karyawan Halona Coffee Rantauprapat ramah, sopan, dan professional dalam melayani pelanggan.					
4	Karyawan halona Coffee Rantauprapat berusaha untuk membuat saya merasa nyaman dan dihargai.					
5	Fasilitas di Halona Coffee Rantauprapat (misalnya, toilet, wifi, dan lain-lain) terawatt dengan baik dan berfungsi dengan baik.					

Harga		SS	S	CS	TS	STS
1	Harga makanan dan minuman di Halona Coffee Rantauprapat terjangkau bagi pelanggan.					
2	Anda merasa harga di Halona coffee Rantauprapat ini sebanding dengan harga di coffee shop lain yang menawarkan produk serupa.					
3	Harga produk yang anda bayar sesuai dengan kualitas atau kinerja produk yang anda terima.					
4	Harga makanan dan minuman di Halona Coffee Rantauprapat sesuai dengan yang saya dapatkan					
5	Harga di Halona coffee Rantauprapat sangat sesuai dengan manfaat yang ditawarkan					

Tempat		SS	S	CS	TS	STS
1	Lokasi Halona Coffee Rantauprapat mudah ditemukan dan dijangkau.					
2	Halona Coffee Rantauprapat ini mudah terlihat dari jalan atau area sekitarnya.					

3	Tersedia tempat parkir yang memadai dan mudah diakses di dekat kafe.					
4	Lingkungan sekitar Halona Coffee Rantauprapat bersih, nyaman dan luas (misalnya, pemandangan yang indah, suasana yang tenang dan lain-lain).					
5	Lokasi di Halona Coffee ini memiliki keunggulan dibandingkan dengan lokasi Coffee Shop pesaing lain.					

Cita Rasa		SS	S	CS	TS	STS
1	Aroma makanan/minuman yang anda pesan sangat menarik dan menggugah selera.					
2	Aroma makanan/minuman ini tercium dengan jelas dan memberikan kesan yang menyenangkan sebelum dikonsumsi.					
3	Rasa makanan/minuman tersebut berkualitas tinggi.					
4	Sensasi di mulut saat mengonsumsi makanan/minuman tersebut sangat memuaskan.					
5	Sensasi di lidah dan mulut saat mengonsumsi makanan/minuman ini terasa menyenangkan dan tidak mengganggu.					

Kepuasan Pelanggan		SS	S	CS	TS	STS
1	Kualitas makanan dan minuman di Halona Coffee Rantauprapat ini sesuai dengan harapan anda.					
2	Pelayanan di Halona Coffee Rantauprapat yang diberikan oleh penyedia jasa telah sesuai dengan ekspektasi saya sebagai pelanggan.					
3	Anda memiliki keinginan untuk kembali mengunjungi Halona Coffee Rantauprapat ini di					

	waktu yang akan datang.					
4	Anda akan merekomendasikan Halona Coffee Rantauprapat ini kepada teman atau keluarga anda.					
5	Anda akan merekomendasikan Halona Coffee Rantauprapat ini kepada orang lain yang mencari kafe dengan kualitas pelayanan yang baik.					

Terimakasih Atas Waktu dan Kerjasamanya

Lampiran II

Tabulasi Hasil Kuisioner Penelitian

RESPONDEN	KUALITAS PELAYANAN (X1)						HARGA (X2)					
	P1	P2	P3	P4	P5	TOTAL	P1	P2	P3	P4	P5	TOTAL
1	5	5	5	5	5	25	4	5	5	5	5	24
2	4	4	4	5	5	22	5	5	5	4	5	24
3	5	4	4	4	4	21	5	5	4	3	3	20
4	5	4	5	5	4	23	5	4	4	4	4	21
5	4	4	4	4	5	21	4	4	5	5	5	23
6	4	5	5	5	5	24	3	4	3	3	3	16
7	4	3	3	5	5	20	4	3	3	4	4	18
8	4	3	3	4	4	18	3	3	4	3	3	16
9	4	4	4	4	5	21	4	5	4	4	4	21
10	4	4	4	4	4	20	5	5	5	4	5	24
11	3	5	3	3	4	18	4	4	4	4	5	21
12	4	5	5	5	4	23	4	4	4	4	4	20
13	5	3	5	5	5	23	5	4	5	5	4	23
14	5	5	4	4	4	22	5	4	4	4	4	21
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18	4	4	4	4	4	20	4	4	4	4	5	21
19	4	4	4	4	5	21	4	5	4	4	4	21
20	4	3	3	4	5	19	4	3	3	4	3	17
21	4	4	4	4	5	21	4	4	4	4	5	21
22	5	4	5	5	4	23	4	4	4	4	4	20
23	5	4	4	4	4	21	4	4	4	4	4	20
24	5	5	4	5	5	24	4	4	4	4	5	21
25	3	5	5	5	5	23	4	5	5	5	4	23
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28	4	4	4	4	4	20	3	4	4	3	3	17
29	4	3	3	5	4	19	4	5	5	4	4	22
30	3	3	2	2	2	12	2	2	2	2	2	10
31	3	4	4	5	5	21	5	5	5	5	5	25
32	3	5	5	5	5	23	4	5	5	5	5	24
33	5	4	4	5	5	23	5	4	5	5	4	23
34	5	5	4	4	4	22	5	4	4	4	4	21
35	3	3	4	5	5	20	5	4	3	3	4	19
36	5	4	5	5	5	24	5	3	5	5	5	23
37	3	4	5	5	4	21	5	5	5	5	5	25
38	4	4	4	4	4	20	4	4	4	4	5	21

39	4	4	4	4	5	21	4	5	4	4	4	21
40	5	4	3	4	3	19	4	3	3	4	4	18
41	4	4	4	5	5	22	4	4	4	4	5	21
42	5	3	5	5	5	23	3	3	4	5	5	20
43	5	4	4	4	4	21	5	4	4	4	4	21
44	5	5	4	5	5	24	4	5	4	4	4	21
45	5	4	5	5	4	23	3	5	5	5	5	23
46	5	5	5	5	5	25	5	5	5	5	5	25
47	5	5	5	5	5	25	5	4	4	5	4	22
48	4	4	4	4	4	20	3	4	4	3	3	17
49	5	4	5	5	5	24	4	5	5	4	4	22
50	5	5	5	5	5	25	3	5	5	5	5	23
51	5	4	5	5	4	23	4	5	4	4	5	22
52	5	4	3	5	4	21	5	5	5	4	5	24
53	5	5	4	5	5	24	5	4	4	4	5	22
54	5	4	5	5	4	23	5	4	4	4	4	21
55	5	5	5	5	5	25	4	3	3	4	5	19
56	4	5	5	5	5	24	3	4	3	3	3	16
57	4	3	3	5	4	19	4	3	3	4	4	18
58	4	4	4	4	4	20	3	3	4	3	3	16
59	5	4	4	4	4	21	4	5	5	4	3	21
60	3	3	3	3	3	15	3	3	3	2	2	13
61	3	4	4	5	5	21	4	5	5	5	5	24
62	3	5	5	5	5	23	4	4	5	4	4	21
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65	3	3	3	3	3	15	2	2	2	2	2	10
66	3	4	4	5	5	21	5	4	5	5	4	23
67	4	4	4	4	4	20	5	5	5	5	5	25
68	4	3	3	4	4	18	4	4	4	4	5	21
69	4	4	4	4	5	21	4	5	4	4	4	21
70	5	4	3	4	3	19	4	3	3	4	4	18
71	4	5	3	4	3	19	4	4	4	4	5	21
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81	3	4	4	5	3	19	4	4	3	3	4	18
82	4	4	5	4	4	21	3	5	5	5	5	23
83	5	4	4	5	5	23	5	3	5	5	5	23
84	4	4	4	4	4	20	4	4	3	5	5	21

85	3	3	4	4	4	18	4	4	4	4	4	20
86	5	5	5	5	5	25	5	5	5	5	4	24
87	3	4	4	3	3	17	4	3	3	4	3	17
88	5	4	5	5	4	23	5	5	5	5	5	25
89	5	5	5	5	5	25	4	5	4	5	4	22
90	3	3	3	3	3	15	3	3	2	2	2	12
91	4	4	4	5	5	22	5	5	5	5	5	25
92	4	4	4	4	4	20	3	3	3	3	4	16
93	5	3	3	5	5	21	5	5	5	4	5	24
94	4	4	4	4	4	20	3	3	4	3	4	17
95	3	5	5	5	3	21	3	4	5	5	4	21
96	4	5	5	5	4	23	3	3	4	4	4	18
97	5	4	4	5	5	23	4	4	5	5	5	23
98	5	5	4	4	5	23	3	3	3	3	5	17

RESPONDEN	TEMPAT (X3)						CITA RASA (X4)					
	P1	P2	P3	P4	P5	TOTAL	P1	P2	P3	P4	P5	TOTAL
1	4	4	4	4	4	20	3	3	4	5	4	19
2	4	4	3	3	4	18	3	5	5	5	5	23
3	5	5	4	5	5	24	5	5	5	5	5	25
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5	4	4	4	4	3	19	5	4	5	5	4	23
6	3	4	3	4	4	18	5	4	5	5	5	24
7	4	4	4	4	4	20	5	5	4	5	5	24
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21	5	5	5	5	5	25	3	4	4	5	5	21
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26	4	4	5	4	4	21	5	5	5	5	5	25
27	4	4	4	4	4	20	5	5	5	5	5	25
28	4	4	4	4	4	20	4	4	4	4	4	20

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32	4	4	4	4	4	20	5	5	5	5	4	24
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36	4	4	5	5	4	22	5	5	4	5	5	24
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47	4	4	4	4	4	20	5	5	5	5	5	25
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50	3	5	4	4	3	19	5	5	5	5	5	25
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60	3	3	3	3	3	15	3	3	2	2	2	12
61	3	4	4	4	3	18	4	5	3	4	3	19
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67	4	4	4	4	3	19	5	5	5	5	5	25
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69	4	5	4	4	4	21	5	5	5	4	5	24
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73	4	4	5	4	4	21	4	3	3	4	5	19
74	4	5	5	4	4	22	5	5	3	5	5	23

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76	4	5	4	5	4	22	5	5	5	5	5	25
77	5	4	4	4	4	21	5	4	4	4	5	22
78	4	4	5	4	4	21	4	4	4	4	4	20
79	5	5	5	5	4	24	4	3	3	5	4	19
80	4	4	4	4	4	20	5	5	5	5	5	25
81	4	4	4	4	4	20	4	5	3	4	3	19
82	4	5	5	5	5	24	3	3	4	5	5	20
83	4	5	5	5	4	23	4	4	4	4	5	21
84	3	4	4	4	4	19	4	5	5	4	4	22
85	4	4	5	5	4	22	5	4	4	3	4	20
86	4	4	4	4	4	20	5	5	4	5	5	24
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96	5	5	5	5	4	24	5	5	5	5	5	25
97	4	5	4	5	4	22	4	4	4	4	4	20
98	4	5	5	5	4	23	4	5	5	4	4	22

RESPONDEN	KEPUASAN PELANGGAN					
	P1	P2	P3	P4	P5	TOTAL
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4	4	4	4	4	4	20
5	4	3	4	3	4	18
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7	4	4	4	4	4	20
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10	4	4	4	4	5	21
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12	4	4	4	4	4	20
13	3	5	4	4	4	20
14	5	4	5	3	4	21
15	4	5	4	4	4	21
16	4	4	4	4	4	20

17	4	4	5	4	4	21
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19	4	4	3	4	3	18
20	4	4	3	3	4	18
21	5	4	4	3	4	20
22	5	3	4	4	3	19
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39	4	4	4	4	4	20
40	3	4	4	4	3	18
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55	5	4	4	4	4	21
56	4	5	4	4	5	22
57	4	4	4	4	4	20

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61	4	4	4	4	4	20
62	4	4	4	4	5	21
63	4	3	4	4	4	19
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76	5	4	4	4	4	21
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79	4	4	4	5	4	21
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81	4	4	5	4	5	22
82	4	4	5	4	4	21
83	3	4	4	4	4	19
84	5	4	5	4	4	22
85	4	4	5	5	4	22
86	4	4	5	4	4	21
87	5	4	4	4	4	21
88	4	5	5	4	4	22
89	4	4	4	4	4	20
90	3	3	3	3	3	15
91	4	4	5	4	5	22
92	4	4	5	4	4	21
93	4	5	5	4	4	22
94	4	4	4	4	4	20
95	5	4	5	5	4	23
96	4	5	4	4	4	21
97	5	4	5	5	5	24
98	4	4	5	5	4	22

Lampiran III

HASIL PENGOLAHAN DATA SPSS

A. Uji Validitas dan Reliabilitas

1. Kualitas Pelayanan

Correlations						
	X2.P01	X2.P02	X2.P03	X2.P04	X2.P05	TOTAL
X2.P01 Pearson	1	,583**	,607**	,681**	,564**	,819**
Correlation						
Sig. (2-tailed)		,001	,000	,000	,001	,000
N	30	30	30	30	30	30
X2.P02 Pearson	,583**	1	,728**	,501**	,564**	,805**
Correlation						
Sig. (2-tailed)	,001		,000	,005	,001	,000
N	30	30	30	30	30	30
X2.P03 Pearson	,607**	,728**	1	,700**	,639**	,875**
Correlation						
Sig. (2-tailed)	,000	,000		,000	,000	,000
N	30	30	30	30	30	30
X2.P04 Pearson	,681**	,501**	,700**	1	,699**	,855**
Correlation						
Sig. (2-tailed)	,000	,005	,000		,000	,000
N	30	30	30	30	30	30
X2.P05 Pearson	,564**	,564**	,639**	,699**	1	,834**
Correlation						
Sig. (2-tailed)	,001	,001	,000	,000		,000
N	30	30	30	30	30	30
TOTAL Pearson	,819**	,805**	,875**	,855**	,834**	1
Correlation						
Sig. (2-tailed)	,000	,000	,000	,000	,000	
N	30	30	30	30	30	30

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

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

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's	
Alpha	N of Items
,776	5

2. Harga

Correlations

		X2.P01	X2.P02	X2.P03	X2.P04	X2.P05	TOTAL
X2.P01	Pearson Correlation	1	,583**	,607**	,681**	,564**	,819**
	Sig. (2-tailed)		,001	,000	,000	,001	,000
	N	30	30	30	30	30	30
X2.P02	Pearson Correlation	,583**	1	,728**	,501**	,564**	,805**
	Sig. (2-tailed)	,001		,000	,005	,001	,000
	N	30	30	30	30	30	30
X2.P03	Pearson Correlation	,607**	,728**	1	,700**	,639**	,875**
	Sig. (2-tailed)	,000	,000		,000	,000	,000
	N	30	30	30	30	30	30
X2.P04	Pearson Correlation	,681**	,501**	,700**	1	,699**	,855**
	Sig. (2-tailed)	,000	,005	,000		,000	,000
	N	30	30	30	30	30	30
X2.P05	Pearson Correlation	,564**	,564**	,639**	,699**	1	,834**

	Sig. (2-tailed)	,001	,001	,000	,000		,000
	N	30	30	30	30	30	30
TOTAL	Pearson Correlation	,819**	,805**	,875**	,855**	,834**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	
	N	30	30	30	30	30	30

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

Case Processing Summary

	N	%
Cases Valid	30	100,0
Excluded ^a	0	,0
Total	30	100,0

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

Reliability Statistics

Cronbach's	
Alpha	N of Items
,893	5

3. Tempat

Correlations

		X3.P01	X3.P02	X3.P03	X3.P04	X3.P05	TOTAL
X3.P01	Pearson Correlation	1	,633**	,475**	,655**	,335	,705**
	Sig. (2-tailed)		,000	,008	,000	,071	,000
	N	30	30	30	30	30	30
X3.P02	Pearson Correlation	,633**	1	,564**	,748**	,817**	,894**
	Sig. (2-tailed)	,000		,001	,000	,000	,000
	N	30	30	30	30	30	30
X3.P03	Pearson Correlation	,475**	,564**	1	,680**	,533**	,794**
	Sig. (2-tailed)	,008	,001		,000	,002	,000
	N	30	30	30	30	30	30
X3.P04	Pearson Correlation	,655**	,748**	,680**	1	,736**	,920**
	Sig. (2-tailed)	,000	,000	,000		,000	,000
	N	30	30	30	30	30	30

X3.P05	Pearson Correlation	,335	,817**	,533**	,736**	1	,844**
	Sig. (2-tailed)	,071	,000	,002	,000		,000
	N	30	30	30	30	30	30
TOTAL	Pearson Correlation	,705**	,894**	,794**	,920**	,844**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	
	N	30	30	30	30	30	30

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

Case Processing Summary

	N	%
Cases Valid	30	100,0
Excluded ^a	0	,0
Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,881	5

4. Cita Rasa

Correlations

	X4.P01	X4.P02	X4.P03	X4.P04	X4.P05	TOTAL
X4.P01 Pearson Correlation	1	,634**	,469**	,435*	,366*	,779**
Sig. (2-tailed)		,000	,009	,016	,047	,000
N	30	30	30	30	30	30
X4.P02 Pearson Correlation	,634**	1	,561**	,435*	,312	,792**
Sig. (2-tailed)	,000		,001	,016	,094	,000
N	30	30	30	30	30	30
X4.P03 Pearson Correlation	,469**	,561**	1	,577**	,400*	,798**
Sig. (2-tailed)	,009	,001		,001	,029	,000
N	30	30	30	30	30	30
X4.P04 Pearson Correlation	,435*	,435*	,577**	1	,517**	,763**
Sig. (2-tailed)	,016	,016	,001		,003	,000
N	30	30	30	30	30	30
X4.P05 Pearson Correlation	,366*	,312	,400*	,517**	1	,660**
Sig. (2-tailed)	,047	,094	,029	,003		,000

N		30	30	30	30	30	30
TOTAL	Pearson Correlation	,779**	,792**	,798**	,763**	,660**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	
N		30	30	30	30	30	30

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

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

Case Processing Summary

	N	%
Cases Valid	30	100,0
Excluded ^a	0	,0
Total	30	100,0

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

Reliability Statistics

Cronbach's	
Alpha	N of Items
,816	5

5. Kepuasan Pelanggan

Correlations

		Y.P01	Y.P02	Y.P03	Y.P04	Y.P05	TOTAL
Y.P01	Pearson Correlation	1	,301	,406*	,572**	,401*	,749**
	Sig. (2-tailed)		,106	,026	,001	,028	,000
	N	30	30	30	30	30	30
Y.P02	Pearson Correlation	,301	1	,222	,493**	,510**	,676**
	Sig. (2-tailed)	,106		,239	,006	,004	,000
	N	30	30	30	30	30	30
Y.P03	Pearson Correlation	,406*	,222	1	,337	,330	,652**
	Sig. (2-tailed)	,026	,239		,068	,074	,000
	N	30	30	30	30	30	30
Y.P04	Pearson Correlation	,572**	,493**	,337	1	,358	,770**
	Sig. (2-tailed)	,001	,006	,068		,052	,000
	N	30	30	30	30	30	30
Y.P05	Pearson Correlation	,401*	,510**	,330	,358	1	,736**
	Sig. (2-tailed)	,028	,004	,074	,052		,000

N		30	30	30	30	30	30
TOTAL	Pearson Correlation	,749**	,676**	,652**	,770**	,736**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	
N		30	30	30	30	30	30

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

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

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's	
Alpha	N of Items
,760	5

B. Hasil Uji Deskriptif Responden dan Variabel

1. Hasil Uji Deskriptif Responden

JENIS KELAMIN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	LAKI-LAKI	39	39,8	39,8	39,8
	PEREMPUAN	59	60,2	60,2	100,0
	Total	98	100,0	100,0	

USIA

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	16-20 TAHUN	19	19,4	19,4	19,4
	21-25 TAHUN	67	68,4	68,4	87,8
	26-30 TAHUN	8	8,2	8,2	95,9
	30 TAHUN KEATAS	4	4,1	4,1	100,0
	Total	98	100,0	100,0	

PEKERJAAN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	PELAJAR/MAHASISWA	77	78,6	78,6	78,6
	PEGAWAI SWASTA	7	7,1	7,1	85,7
	PEGAWAI NEGERI SIPIL	4	4,1	4,1	89,8
	LAIN-LAIN	10	10,2	10,2	100,0
	Total	98	100,0	100,0	

2. Hasil Uji Deskriptif Variabel

Kualitas Pelayanan (X1)

X1.P1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CUKUP SETUJU	18	18,4	18,4	18,4
	SETUJU	32	32,7	32,7	51,0
	SANGAT SETUJU	48	49,0	49,0	100,0
	Total	98	100,0	100,0	

X1.P2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CUKUP SETUJU	17	17,3	17,3	17,3
	SETUJU	50	51,0	51,0	68,4
	SANGAT SETUJU	31	31,6	31,6	100,0
	Total	98	100,0	100,0	

X1.P3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	1	1,0	1,0	1,0
	CUKUP SETUJU	16	16,3	16,3	17,3
	SETUJU	47	48,0	48,0	65,3
	SANGAT SETUJU	34	34,7	34,7	100,0
	Total	98	100,0	100,0	

X1.P4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	1	1,0	1,0	1,0
	CUKUP SETUJU	5	5,1	5,1	6,1
	SETUJU	38	38,8	38,8	44,9
	SANGAT SETUJU	54	55,1	55,1	100,0
	Total	98	100,0	100,0	

X1.P5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	1	1,0	1,0	1,0
	CUKUP SETUJU	10	10,2	10,2	11,2
	SETUJU	40	40,8	40,8	52,0
	SANGAT SETUJU	47	48,0	48,0	100,0
	Total	98	100,0	100,0	

Harga (X1)**X2.P1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	2	2,0	2,0	2,0
	CUKUP SETUJU	20	20,4	20,4	22,4
	SETUJU	42	42,9	42,9	65,3
	SANGAT SETUJU	34	34,7	34,7	100,0
	Total	98	100,0	100,0	

X2.P2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	2	2,0	2,0	2,0
	CUKUP SETUJU	19	19,4	19,4	21,4
	SETUJU	39	39,8	39,8	61,2
	SANGAT SETUJU	38	38,8	38,8	100,0
	Total	98	100,0	100,0	

X2.P3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	3	3,1	3,1	3,1
	CUKUP SETUJU	16	16,3	16,3	19,4
	SETUJU	41	41,8	41,8	61,2
	SANGAT SETUJU	38	38,8	38,8	100,0
	Total	98	100,0	100,0	

X2.P4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	4	4,1	4,1	4,1
	CUKUP SETUJU	13	13,3	13,3	17,3
	SETUJU	43	43,9	43,9	61,2
	SANGAT SETUJU	38	38,8	38,8	100,0
	Total	98	100,0	100,0	

X2.P5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	4	4,1	4,1	4,1
	CUKUP SETUJU	10	10,2	10,2	14,3
	SETUJU	40	40,8	40,8	55,1
	SANGAT SETUJU	44	44,9	44,9	100,0
	Total	98	100,0	100,0	

Tempat (X3)

X3.P1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	1	1,0	1,0	1,0
	CUKUP SETUJU	15	15,3	15,3	16,3
	SETUJU	58	59,2	59,2	75,5
	SANGAT SETUJU	24	24,5	24,5	100,0
	Total	98	100,0	100,0	

X3.P2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CUKUP SETUJU	5	5,1	5,1	5,1
	SETUJU	59	60,2	60,2	65,3
	SANGAT SETUJU	34	34,7	34,7	100,0
	Total	98	100,0	100,0	

X3.P3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CUKUP SETUJU	12	12,2	12,2	12,2
	SETUJU	44	44,9	44,9	57,1
	SANGAT SETUJU	42	42,9	42,9	100,0
	Total	98	100,0	100,0	

X3.P4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	1	1,0	1,0	1,0
	CUKUP SETUJU	8	8,2	8,2	9,2
	SETUJU	55	56,1	56,1	65,3
	SANGAT SETUJU	34	34,7	34,7	100,0
	Total	98	100,0	100,0	

X3.P5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SANGAT TIDAK SETUJU	1	1,0	1,0	1,0
	TIDAK SETUJU	1	1,0	1,0	2,0
	CUKUP SETUJU	18	18,4	18,4	20,4
	SETUJU	63	64,3	64,3	84,7
	SANGAT SETUJU	15	15,3	15,3	100,0
Total		98	100,0	100,0	

Cita Rasa (X4)**X4.P1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	2	2,0	2,0	2,0
	CUKUP SETUJU	14	14,3	14,3	16,3
	SETUJU	36	36,7	36,7	53,1
	SANGAT SETUJU	46	46,9	46,9	100,0
Total		98	100,0	100,0	

X4.P2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	2	2,0	2,0	2,0
	CUKUP SETUJU	17	17,3	17,3	19,4
	SETUJU	29	29,6	29,6	49,0
	SANGAT SETUJU	50	51,0	51,0	100,0
Total		98	100,0	100,0	

X4.P3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	2	2,0	2,0	2,0
	CUKUP SETUJU	18	18,4	18,4	20,4
	SETUJU	34	34,7	34,7	55,1
	SANGAT SETUJU	44	44,9	44,9	100,0
	Total	98	100,0	100,0	

X4.P4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	3	3,1	3,1	3,1
	CUKUP SETUJU	4	4,1	4,1	7,1
	SETUJU	40	40,8	40,8	48,0
	SANGAT SETUJU	51	52,0	52,0	100,0
	Total	98	100,0	100,0	

X4.P5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	3	3,1	3,1	3,1
	CUKUP SETUJU	6	6,1	6,1	9,2
	SETUJU	32	32,7	32,7	41,8
	SANGAT SETUJU	57	58,2	58,2	100,0
	Total	98	100,0	100,0	

Kepuasan Pelanggan (Y)

Y.P1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	1	1,0	1,0	1,0
	CUKUP SETUJU	20	20,4	20,4	21,4
	SETUJU	58	59,2	59,2	80,6
	SANGAT SETUJU	19	19,4	19,4	100,0
	Total	98	100,0	100,0	

Y.P2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	1	1,0	1,0	1,0
	CUKUP SETUJU	13	13,3	13,3	14,3
	SETUJU	75	76,5	76,5	90,8
	SANGAT SETUJU	9	9,2	9,2	100,0
	Total	98	100,0	100,0	

Y.P3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CUKUP SETUJU	15	15,3	15,3	15,3
	SETUJU	60	61,2	61,2	76,5
	SANGAT SETUJU	23	23,5	23,5	100,0
	Total	98	100,0	100,0	

Y.P4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	1	1,0	1,0	1,0
	CUKUP SETUJU	19	19,4	19,4	20,4
	SETUJU	65	66,3	66,3	86,7
	SANGAT SETUJU	13	13,3	13,3	100,0
	Total	98	100,0	100,0	

Y.P5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	1	1,0	1,0	1,0
	CUKUP SETUJU	20	20,4	20,4	21,4
	SETUJU	61	62,2	62,2	83,7
	SANGAT SETUJU	16	16,3	16,3	100,0
	Total	98	100,0	100,0	

C. Hasil Uji Asumsi Klasik

1. Uji Normalitas

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		98
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	,17676494
Most Extreme Differences	Absolute	,055
	Positive	,055
	Negative	-,034
Test Statistic		,055
Asymp. Sig. (2-tailed)		,200 ^{c,d}

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

2. Uji Multikolinearitas

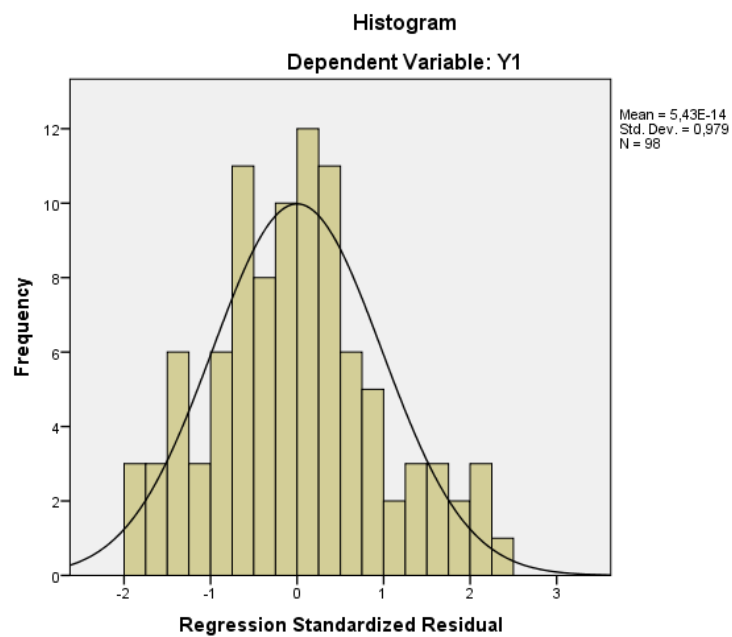
Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Kualitas Pelayanan	,582	1,719
	Harga	,558	1,791
	Tempat	,829	1,206
	Cita Rasa	,594	1,683

3. Uji Heteroskedastisitas

Coefficients ^a					
Model		Unstandardized Coefficients		Standardized Coefficients	
		B	Std. Error	Beta	
1	(Constant)	,054	,064		,845
	Kualitas Pelayanan	,002	,003	,101	,759
	Harga	,002	,003	,091	,669
	Tempat	,002	,003	,090	,807
	Cita Rasa	-,005	,003	-,224	-1,695

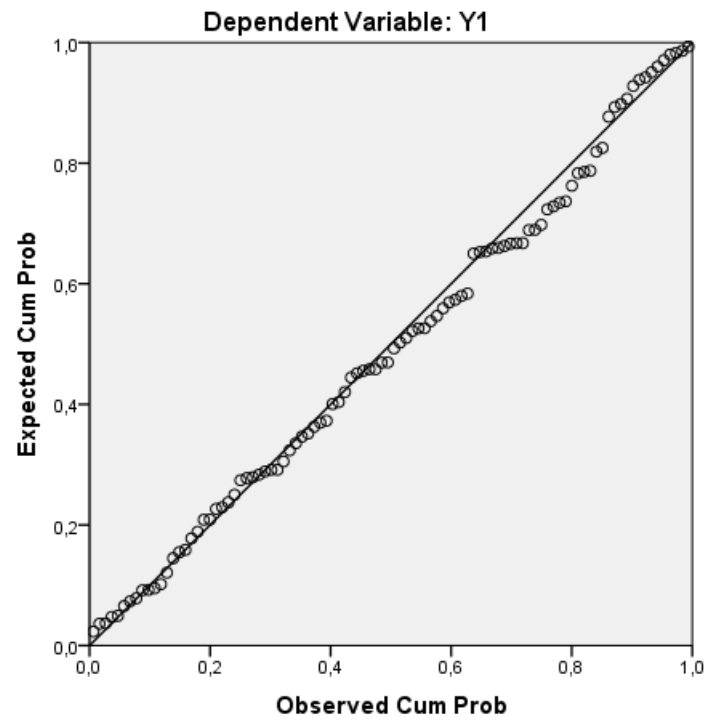
a. Dependent Variable: ABS_RES1

HISTOGRAM KEPUASAN PELANGGAN



GRAFIK NORMAL P-plots

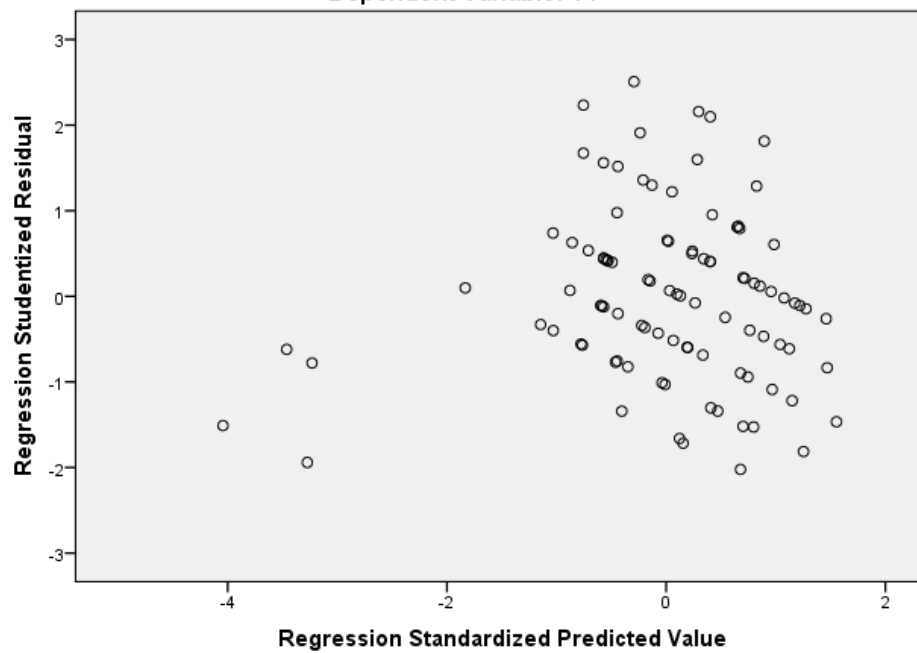
Normal P-P Plot of Regression Standardized Residual



HASIL UJI GLEJSER

Scatterplot

Dependent Variable: Y1



D. Hasil Uji Analisis Regresi

1. Hasil Uji Parsial (Uji t)

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	8,792	,196		44,946	,000
Kualitas Pelayanan	,080	,010	,178	8,277	,000
Harga	,023	,008	,066	3,015	,003
Tempat	,302	,008	,695	38,484	,000
Cita Rasa	,118	,008	,309	14,517	,000

2. Hasil Uji Simultan (Uji f)

ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	117,619	4	29,405	902,273	,000 ^b
Residual	3,031	93	,033		
Total	120,650	97			

a. Dependent Variable: Y1

b. Predictors: (Constant), Cita Rasa, Tempat , Kualitas Pelayanan, Harga

3. Koefesien Determinasi (R^2)

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,987 ^a	,975	,974	,18053

a. Predictors: (Constant), Cita Rasa, Tempat , Kualitas Pelayanan, Harga

b. Dependent Variable: Y1

Lampiran IV

**Distribusi Nilai r_{tabel}
Signifikansi 5% dan 1%**

N	The Level of Significance		N	The Level of Significance	
	5%	1%		5%	1%
3	0.997	0.999	38	0.320	0.413
4	0.950	0.990	39	0.316	0.408
5	0.878	0.959	40	0.312	0.403
6	0.811	0.917	41	0.308	0.398
7	0.754	0.874	42	0.304	0.393
8	0.707	0.834	43	0.301	0.389
9	0.666	0.798	44	0.297	0.384
10	0.632	0.765	45	0.294	0.380
11	0.602	0.735	46	0.291	0.376
12	0.576	0.708	47	0.288	0.372
13	0.553	0.684	48	0.284	0.368
14	0.532	0.661	49	0.281	0.364
15	0.514	0.641	50	0.279	0.361
16	0.497	0.623	55	0.266	0.345
17	0.482	0.606	60	0.254	0.330
18	0.468	0.590	65	0.244	0.317
19	0.456	0.575	70	0.235	0.306
20	0.444	0.561	75	0.227	0.296
21	0.433	0.549	80	0.220	0.286
22	0.432	0.537	85	0.213	0.278
23	0.413	0.526	90	0.207	0.267
24	0.404	0.515	95	0.202	0.263
25	0.396	0.505	100	0.195	0.256
26	0.388	0.496	125	0.176	0.230
27	0.381	0.487	150	0.159	0.210
28	0.374	0.478	175	0.148	0.194
29	0.367	0.470	200	0.138	0.181
30	0.361	0.463	300	0.113	0.148
31	0.355	0.456	400	0.098	0.128
32	0.349	0.449	500	0.088	0.115
33	0.344	0.442	600	0.080	0.105
34	0.339	0.436	700	0.074	0.097
35	0.334	0.430	800	0.070	0.091
36	0.329	0.424	900	0.065	0.086
37	0.325	0.418	1000	0.062	0.081

Lampiran V

Titik Persentase Distribusi t_{tabel} (df = 81-120)

$\begin{matrix} \text{Pr} \\ \text{df} \end{matrix}$	0.25 0.50	0.10 0.20	0.05 0.10	0.025 0.050	0.01 0.02	0.005 0.010	0.001 0.002
81	0.67753	1.29209	1.66388	1.98969	2.37327	2.63790	3.19392
82	0.67749	1.29196	1.66365	1.98932	2.37269	2.63712	3.19262
83	0.67746	1.29183	1.66342	1.98896	2.37212	2.63637	3.19135
84	0.67742	1.29171	1.66320	1.98861	2.37156	2.63563	3.19011
85	0.67739	1.29159	1.66298	1.98827	2.37102	2.63491	3.18890
86	0.67735	1.29147	1.66277	1.98793	2.37049	2.63421	3.18772
87	0.67732	1.29136	1.66256	1.98761	2.36998	2.63353	3.18657
88	0.67729	1.29125	1.66235	1.98729	2.36947	2.63286	3.18544
89	0.67726	1.29114	1.66216	1.98698	2.36898	2.63220	3.18434
90	0.67723	1.29103	1.66196	1.98667	2.36850	2.63157	3.18327
91	0.67720	1.29092	1.66177	1.98638	2.36803	2.63094	3.18222
92	0.67717	1.29082	1.66159	1.98609	2.36757	2.63033	3.18119
93	0.67714	1.29072	1.66140	1.98580	2.36712	2.62973	3.18019
94	0.67711	1.29062	1.66123	1.98552	2.36667	2.62915	3.17921
95	0.67708	1.29053	1.66105	1.98525	2.36624	2.62858	3.17825
96	0.67705	1.29043	1.66088	1.98498	2.36582	2.62802	3.17731
97	0.67703	1.29034	1.66071	1.98472	2.36541	2.62747	3.17639
98	0.67700	1.29025	1.66055	1.98447	2.36500	2.62693	3.17549
99	0.67698	1.29016	1.66039	1.98422	2.36461	2.62641	3.17460
100	0.67695	1.29007	1.66023	1.98397	2.36422	2.62589	3.17374
101	0.67693	1.28999	1.66008	1.98373	2.36384	2.62539	3.17289
102	0.67690	1.28991	1.65993	1.98350	2.36346	2.62489	3.17206
103	0.67688	1.28982	1.65978	1.98326	2.36310	2.62441	3.17125
104	0.67686	1.28974	1.65964	1.98304	2.36274	2.62393	3.17045
105	0.67683	1.28967	1.65950	1.98282	2.36239	2.62347	3.16967
106	0.67681	1.28959	1.65936	1.98260	2.36204	2.62301	3.16890
107	0.67679	1.28951	1.65922	1.98238	2.36170	2.62256	3.16815
108	0.67677	1.28944	1.65909	1.98217	2.36137	2.62212	3.16741
109	0.67675	1.28937	1.65895	1.98197	2.36105	2.62169	3.16669
110	0.67673	1.28930	1.65882	1.98177	2.36073	2.62126	3.16598
111	0.67671	1.28922	1.65870	1.98157	2.36041	2.62085	3.16528
112	0.67669	1.28916	1.65857	1.98137	2.36010	2.62044	3.16460
113	0.67667	1.28909	1.65845	1.98118	2.35980	2.62004	3.16392
114	0.67665	1.28902	1.65833	1.98099	2.35950	2.61964	3.16326
115	0.67663	1.28896	1.65821	1.98081	2.35921	2.61926	3.16262
116	0.67661	1.28889	1.65810	1.98063	2.35892	2.61888	3.16198
117	0.67659	1.28883	1.65798	1.98045	2.35864	2.61850	3.16135
118	0.67657	1.28877	1.65787	1.98027	2.35837	2.61814	3.16074
119	0.67656	1.28871	1.65776	1.98010	2.35809	2.61778	3.16013
120	0.67654	1.28865	1.65765	1.97993	2.35782	2.61742	3.15954

Lampiran VI

Tabel Uji F

$\alpha =$ 0,05	$df_1 = (k-1)$							
$df_2 = (n$ $-k-1)$	1	2	3	4	5	6	7	8
1	161.44 8	199,500	215.70 7	224,583	230,162	233.98 6	236,768	238,883
2	18,513	19,000	19,164	19,247	19,296	19,330	19,353	19,371
3	10,128	9,552	9,277	9,117	9,013	8,941	8,887	8,845
4	7,709	6,944	6,591	6,388	6,256	6,163	6,094	6,041
5	6,608	5,786	5,409	5,192	5,050	4,950	4,876	4,818
6	5,987	5,143	4,757	4,534	4,387	4,284	4,207	4,147
7	5,591	4,737	4,347	4,120	3,972	3,866	3,787	3,726
8	5,318	4,459	4,066	3,838	3,687	3,581	3,500	3,438
9	5,117	4,256	3,863	3,633	3,482	3,374	3,293	3,230
10	4,965	4,103	3,708	3,478	3,326	3,217	3,135	3,072
11	4,844	3,982	3,587	3,357	3,204	3,095	3,012	2,948
12	4,747	3,885	3,490	3,259	3,106	2,996	2,913	2,849
13	4,667	3,806	3,411	3,179	3,025	2,915	2,832	2,767
14	4,600	3,739	3,344	3,112	2,958	2,848	2,764	2,699
15	4,543	3,682	3,287	3,056	2,901	2,790	2,707	2,641
16	4,494	3,634	3,239	3,007	2,852	2,741	2,657	2,591
17	4,451	3,592	3,197	2,965	2,810	2,699	2,614	2,548
18	4,414	3,555	3,160	2,928	2,773	2,661	2,577	2,510
19	4,381	3,522	3,127	2,895	2,740	2,628	2,544	2,477
20	4,351	3,493	3,098	2,866	2,711	2,599	2,514	2,447
21	4,325	3,467	3,072	2,840	2,685	2,573	2,488	2,420
22	4,301	3,443	3,049	2,817	2,661	2,549	2,464	2,397
23	4,279	3,422	3,028	2,796	2,640	2,528	2,442	2,375
24	4,260	3,403	3,009	2,776	2,621	2,508	2,423	2,355
25	4,242	3,385	2,991	2,759	2,603	2,490	2,405	2,337
26	4,225	3,369	2,975	2,743	2,587	2,474	2,388	2,321
27	4,210	3,354	2,960	2,728	2,572	2,459	2,373	2,305
28	4,196	3,340	2,947	2,714	2,558	2,445	2,359	2,291
29	4,183	3,328	2,934	2,701	2,545	2,432	2,346	2,278

30	4,171	3,316	2,922	2,690	2,534	2,421	2,334	2,266
31	4,160	3,305	2,911	2,679	2,523	2,409	2,323	2,255
32	4,149	3,295	2,901	2,668	2,512	2,399	2,313	2,244
33	4,139	3,285	2,892	2,659	2,503	2,389	2,303	2,235
34	4,130	3,276	2,883	2,650	2,494	2,380	2,294	2,225
35	4,121	3,267	2,874	2,641	2,485	2,372	2,285	2,217
36	4,113	3,259	2,866	2,634	2,477	2,364	2,277	2,209
37	4,105	3,252	2,859	2,626	2,470	2,356	2,270	2,201
38	4,098	3,245	2,852	2,619	2,463	2,349	2,262	2,194
39	4,091	3,238	2,845	2,612	2,456	2,342	2,255	2,187
40	4,085	3,232	2,839	2,606	2,449	2,336	2,249	2,180
41	4,079	3,226	2,833	2,600	2,443	2,330	2,243	2,174
42	4,073	3,220	2,827	2,594	2,438	2,324	2,237	2,168
43	4,067	3,214	2,822	2,589	2,432	2,318	2,232	2,163
44	4,062	3,209	2,816	2,584	2,427	2,313	2,226	2,157
45	4,057	3,204	2,812	2,579	2,422	2,308	2,221	2,152
46	4,052	3,200	2,807	2,574	2,417	2,304	2,216	2,147
47	4,047	3,195	2,802	2,570	2,413	2,299	2,212	2,143
48	4,043	3,191	2,798	2,565	2,409	2,295	2,207	2,138
49	4,038	3,187	2,794	2,561	2,404	2,290	2,203	2,134
50	4,034	3,183	2,790	2,557	2,400	2,286	2,199	2,130
51	4,030	3,179	2,786	2,553	2,397	2,283	2,195	2,126
52	4,027	3,175	2,783	2,550	2,393	2,279	2,192	2,122
53	4,023	3,172	2,779	2,546	2,389	2,275	2,188	2,119
54	4,020	3,168	2,776	2,543	2,386	2,272	2,185	2,115
55	4,016	3,165	2,773	2,540	2,383	2,269	2,181	2,112
56	4,013	3,162	2,769	2,537	2,380	2,266	2,178	2,109
57	4,010	3,159	2,766	2,534	2,377	2,263	2,175	2,106
58	4,007	3,156	2,764	2,531	2,374	2,260	2,172	2,103
59	4,004	3,153	2,761	2,528	2,371	2,257	2,169	2,100
60	4,001	3,150	2,758	2,525	2,368	2,254	2,167	2,097
61	3,998	3,148	2,755	2,523	2,366	2,251	2,164	2,094
62	3,996	3,145	2,753	2,520	2,363	2,249	2,161	2,092
63	3,993	3,143	2,751	2,518	2,361	2,246	2,159	2,089
64	3,991	3,140	2,748	2,515	2,358	2,244	2,156	2,087
65	3,989	3,138	2,746	2,513	2,356	2,242	2,154	2,084
66	3,986	3,136	2,744	2,511	2,354	2,239	2,152	2,082

67	3,984	3,134	2,742	2,509	2,352	2,237	2,150	2,080
68	3,982	3,132	2,740	2,507	2,350	2,235	2,148	2,078
69	3,980	3,130	2,737	2,505	2,348	2,233	2,145	2,076
70	3,978	3,128	2,736	2,503	2,346	2,231	2,143	2,074
71	3,976	3,126	2,734	2,501	2,344	2,229	2,142	2,072
72	3,974	3,124	2,732	2,499	2,342	2,227	2,140	2,070
73	3,972	3,122	2,730	2,497	2,340	2,226	2,138	2,068
74	3,970	3,120	2,728	2,495	2,338	2,224	2,136	2,066
75	3,968	3,119	2,727	2,494	2,337	2,222	2,134	2,064
76	3,967	3,117	2,725	2,492	2,335	2,220	2,133	2,063
77	3,965	3,115	2,723	2,490	2,333	2,219	2,131	2,061
78	3,963	3,114	2,722	2,489	2,332	2,217	2,129	2,059
79	3,962	3,112	2,720	2,487	2,330	2,216	2,128	2,058
80	3,960	3,111	2,719	2,486	2,329	2,214	2,126	2,056
81	3,959	3,109	2,717	2,484	2,327	2,213	2,125	2,055
82	3,957	3,108	2,716	2,483	2,326	2,211	2,123	2,053
83	3,956	3,107	2,715	2,482	2,324	2,210	2,122	2,052
84	3,955	3,105	2,713	2,480	2,323	2,209	2,121	2,051
85	3,953	3,104	2,712	2,479	2,322	2,207	2,119	2,049
86	3,952	3,103	2,711	2,478	2,321	2,206	2,118	2,048
87	3,951	3,101	2,709	2,476	2,319	2,205	2,117	2,047
88	3,949	3,100	2,708	2,475	2,318	2,203	2,115	2,045
89	3,948	3,099	2,707	2,474	2,317	2,202	2,114	2,044
90	3,947	3,098	2,706	2,473	2,316	2,201	2,113	2,043
91	3,946	3,097	2,705	2,472	2,315	2,200	2,112	2,042
92	3,945	3,095	2,704	2,471	2,313	2,199	2,111	2,041
93	3,943	3,094	2,703	2,470	2,312	2,198	2,110	2,040
94	3,942	3,093	2,701	2,469	2,311	2,197	2,109	2,038
95	3,941	3,092	2,700	2,467	2,310	2,196	2,108	2,037
96	3,940	3,091	2,699	2,466	2,309	2,195	2,106	2,036
97	3,939	3,090	2,698	2,465	2,308	2,194	2,105	2,035
98	3,938	3,089	2,697	2,465	2,307	2,193	2,104	2,034
99	3,937	3,088	2,696	2,464	2,306	2,192	2,103	2,033
100	3,936	3,087	2,696	2,463	2,305	2,191	2,103	2,032