

## LAMPIRAN

### A. Kuesioner Penelitian

Lampiran 1 Kuesioner Penelitian

#### Pengaruh Inovasi Layanan *Home visit* Dan Kepuasan Pelanggan Terhadap Loyalitas Pelanggan Pada Praktek Dokter Hewan Lala *Pet Shop* Cilacap

Responden yang terhormat, perkenalkan, saya Arum Analiza. Saya adalah mahasiswa Universitas Nahdlatul Ulama Al Ghazali Cilacap yang sedang melakukan penelitian untuk tugas akhir atau skripsi. Saya mohon kesediaan Bapak/Ibu/Saudara/i untuk meluangkan sejenak waktunya untuk mengisi kuesioner ini. Data yang terkumpul akan dijaga kerahasiaannya dan hanya digunakan untuk kepentingan akademis yakni tugas akhir skripsi ini. Terima kasih atas partisipasi anda.

Berilah tanda centang (✓) pada kolom yang tersedia menggunakan skala berikut:

- ✓ STS : Sangat Tidak Setuju
- ✓ TS : Tidak Setuju
- ✓ N : Netral
- ✓ S : Setuju
- ✓ SS : Sangat Setuju

#### 1. Profil Responden

|                                                                                        |              |              |             |
|----------------------------------------------------------------------------------------|--------------|--------------|-------------|
| Nama                                                                                   |              |              |             |
| Jenis Kelamin                                                                          |              |              |             |
| Alamat                                                                                 |              |              |             |
| Jenis Hewan                                                                            | Peliharaan   | Ternak       |             |
|                                                                                        |              |              |             |
| Berapa lama anda menggunakan layanan <i>home visit</i> di Lala <i>Pet shop</i> Cilacap | 1-2<br>bulan | 3-5<br>bulan | >6<br>bulan |
|                                                                                        |              |              |             |

**2. Variabel Inovasi Layanan *Home visit* dan Kepuasan Pelanggan ( $X_1$  dan  $X_2$ )**

| No | Pernyataan                                                                                                              | STS | TS | N | S | SS |
|----|-------------------------------------------------------------------------------------------------------------------------|-----|----|---|---|----|
| 1  | Layanan kunjungan ke rumah ( <i>home visit</i> ) Lala Pet Shop merupakan inovasi layanan yang baru saya temukan         |     |    |   |   |    |
| 2  | Dokter hewan berinteraksi langsung dengan saya selama proses perawatan hewan di rumah                                   |     |    |   |   |    |
| 3  | Dokter hewan memberikan pelayanan yang berbeda dengan pelayanan biasa.                                                  |     |    |   |   |    |
| 4  | Pelayanan kunjungan kerumah dilakukan sesuai jadwal yang disepakati.                                                    |     |    |   |   |    |
| 5  | Media komunikasi yang digunakan memudahkan saya memesan layanan <i>home visit</i> .                                     |     |    |   |   |    |
| No | Pernyataan                                                                                                              | STS | TS | N | S | SS |
| 1  | Saya merasa puas karena saat di rumah, dokter hewan tetap menangani hewan peliharaan saya dengan teliti dan profesional |     |    |   |   |    |
| 2  | Saya merasa puas karena pelayanan diberikan dengan cepat dan tepat.                                                     |     |    |   |   |    |
| 3  | Saya merasa puas karena harga layanan sesuai dengan kualitas pelayanan yang diberikan.                                  |     |    |   |   |    |
| 4  | Saya merasa puas karena pemesanan layanan <i>home visit</i> sangat mudah                                                |     |    |   |   |    |
| 5  | Saya merasa puas karena dokter komunikatif, ramah, dan memberikan informasi yang jelas mengenai pelayanan.              |     |    |   |   |    |

### 3. Variabel Loyalitas Pelanggan (Y)

| No | Pernyataan                                                                                                       | STS | TS | N | S | SS |
|----|------------------------------------------------------------------------------------------------------------------|-----|----|---|---|----|
| 1  | Saya berniat terus menerus menggunakan layanan ini di Lala <i>Pet Shop</i> Cilacap                               |     |    |   |   |    |
| 2  | Saya menggunakan kembali layanan <i>home visit</i> jika saya membutuhkan layanan tersebut                        |     |    |   |   |    |
| 3  | Saya tertarik mencoba layanan lain yang tersedia di Lala <i>Pet Shop</i> .                                       |     |    |   |   |    |
| 4  | Saya sudah atau akan merekomendasikan pengalaman positif layanan Lala <i>Pet Shop</i> kepada keluarga atau teman |     |    |   |   |    |
| 5  | Saya tetap memilih Lala <i>Pet Shop</i> meskipun ada penawaran dari <i>Pet Shop</i> lain.                        |     |    |   |   |    |

## B. Data Responden Kuesioner

Lampiran 2 Data Responden

| No | Nama Pemilik       | Jenis Kelamin | Kecamatan Domisili  | Jenis Hewan      | Lama Penggunaan Layanan |
|----|--------------------|---------------|---------------------|------------------|-------------------------|
| 1  | Alvian Nur         | Laki-Laki     | Jeruklegi, Cilacap  | Hewan Peliharaan | 3-6 bulan               |
| 2  | Nurkholisoh        | Perempuan     | Kesugihan, Cilacap  | Hewan Peliharaan | 1-2 bulan               |
| 3  | Sukarsem           | Perempuan     | Dondong, Kesugihan  | Hewan Ternak     | 1-2 bulan               |
| 4  | Clara Asih Riyanti | Perempuan     | Cilacap             | Hewan Peliharaan | 1-2 bulan               |
| 5  | Mega               | Perempuan     | Tegalreja, Cilacap  | Hewan Peliharaan | 1-2 bulan               |
| 6  | Gabrian maitimu    | Laki-Laki     | Sidanegara, Cilacap | Hewan Peliharaan | 3-6 bulan               |
| 7  | Ruswadi            | Laki-Laki     | Tambakreja, Cilacap | Hewan Ternak     | 3-6 bulan               |
| 8  | Suryani            | Perempuan     | Sidakaya, Cilacap   | Hewan Peliharaan | 1-2 bulan               |
| 9  | Anisa Dewi         | Perempuan     | Kesugihan           | Hewan Peliharaan | 3-6 bulan               |
| 10 | Ayu Wahyuni        | Perempuan     | Cilacap Utara       | Hewan Peliharaan | 1-2 bulan               |
| 11 | Lisma              | Perempuan     | Cilacap Utara       | Hewan Peliharaan | 3-6 bulan               |
| 12 | Ifan Fadly         | Laki-Laki     | Cilacap Tengah      | Hewan Peliharaan | 3-6 bulan               |
| 13 | bagus              | Laki-Laki     | Cilacap Selatan     | Hewan Peliharaan | 3-6 bulan               |
| 14 | Ammar              | Laki-Laki     | Cilacap Selatan     | Hewan Peliharaan | 1-2 bulan               |
| 15 | put                | Perempuan     | Cilacap Tengah      | Hewan Peliharaan | 3-6 bulan               |
| 16 | Naila              | Perempuan     | Jeruklegi           | Hewan Peliharaan | 1-2 bulan               |
| 17 | Syaratunnisa       | Perempuan     | Adipala             | Hewan Peliharaan | 1-2 bulan               |
| 18 | Intan              | Perempuan     | Cilacap Utara       | Hewan Peliharaan | 1-2 bulan               |
| 19 | najel              | Perempuan     | Cilacap Selatan     | Hewan Peliharaan | 3-6 bulan               |
| 20 | Wan                | Perempuan     | Cilacap Utara       | Hewan Peliharaan | 1-2 bulan               |

| No | Nama Pemilik        | Jenis Kelamin | Kecamatan Domisili | Jenis Hewan      | Lama Penggunaan Layanan |
|----|---------------------|---------------|--------------------|------------------|-------------------------|
| 21 | EKA                 | Perempuan     | bekasi             | Hewan Peliharaan | 1-2 bulan               |
| 22 | Yono Syarif         | Laki-Laki     | Kesugihan          | Hewan Peliharaan | 1-2 bulan               |
| 23 | Lisvia Amanda       | Perempuan     | Kesugihan          | Hewan Peliharaan | 3-6 bulan               |
| 24 | Meyta Aprilia       | Perempuan     | Jeruklegi          | Hewan Peliharaan | 1-2 bulan               |
| 25 | Suryati             | Perempuan     | Jeruklegi          | Hewan Ternak     | 3-6 bulan               |
| 26 | Mutaslim            | Laki-Laki     | Kesugihan          | Hewan Ternak     | 1-2 bulan               |
| 27 | Gilang Firmansyah   | Laki-Laki     | Cilacap Utara      | Hewan Peliharaan | 3-6 bulan               |
| 28 | Ica                 | Perempuan     | Cilacap Utara      | Hewan Peliharaan | 1-2 bulan               |
| 29 | R A                 | Perempuan     | Cilacap Selatan    | Hewan Peliharaan | 3-6 bulan               |
| 30 | PURWATI             | Perempuan     | Kesugihan          | Hewan Peliharaan | 1-2 bulan               |
| 31 | oliv                | Perempuan     | Cilacap Utara      | Hewan Peliharaan | 3-6 bulan               |
| 32 | Dita                | Perempuan     | Cilacap Utara      | Hewan Peliharaan | 1-2 bulan               |
| 33 | Mario Syahputra     | Laki-Laki     | Cilacap Selatan    | Hewan Ternak     | >6 bulan                |
| 34 | Sofia               | Perempuan     | Cilacap Selatan    | Hewan Peliharaan | 3-6 bulan               |
| 35 | Azizah              | Perempuan     | Adipala            | Hewan Peliharaan | 3-6 bulan               |
| 36 | sinta               | Perempuan     | Kesugihan          | Hewan Peliharaan | 3-6 bulan               |
| 37 | k                   | Perempuan     | Cilacap Utara      | Hewan Peliharaan | 3-6 bulan               |
| 38 | Widya Permata Sandi | Perempuan     | Cilacap Tengah     | Hewan Peliharaan | >6 bulan                |
| 39 | Indra               | Laki-Laki     | Cilacap Utara      | Hewan Peliharaan | >6 bulan                |
| 40 | cassey a rosaly n   | Perempuan     | Adipala            | Hewan Peliharaan | 3-6 bulan               |
| 41 | Anisa               | Perempuan     | Cilacap Selatan    | Hewan Peliharaan | 1-2 bulan               |
| 42 | Nur Aini            | Perempuan     | Cilacap Utara      | Hewan Ternak     | 3-6 bulan               |

| No | Nama Pemilik         | Jenis Kelamin | Kecamatan Domisili | Jenis Hewan      | Lama Penggunaan Layanan |
|----|----------------------|---------------|--------------------|------------------|-------------------------|
| 43 | Sabrina Catherine    | Perempuan     | Cilacap Selatan    | Hewan Peliharaan | 3-6 bulan               |
| 44 | Alfian Rizal Ramli   | Laki-Laki     | Jeruklegi          | Hewan Ternak     | >6 bulan                |
| 45 | Afifah Wulandari     | Perempuan     | Cilacap Utara      | Hewan Peliharaan | 3-6 bulan               |
| 46 | Marvel Nugroho       | Laki-Laki     | Adipala            | Hewan Ternak     | >6 bulan                |
| 47 | am                   | Perempuan     | Cilacap Tengah     | Hewan Peliharaan | 1-2 bulan               |
| 48 | Nur Laili Qomariyah  | Perempuan     | Kesugihan          | Hewan Ternak     | >6 bulan                |
| 49 | Muhammad Rifa Aditya | Laki-Laki     | Cilacap Tengah     | Hewan Peliharaan | >6 bulan                |
| 50 | Bagas Pratama        | Laki-Laki     | Cilacap Selatan    | Hewan Ternak     | >6 bulan                |
| 51 | Anisa Adita          | Perempuan     | Cilacap Utara      | Hewan Peliharaan | >6 bulan                |
| 52 | Andi Chaerul Akbar   | Laki-Laki     | Adipala            | Hewan Peliharaan | >6 bulan                |
| 53 | Pici                 | Perempuan     | Cilacap Utara      | Hewan Peliharaan | 3-6 bulan               |
| 54 | Dewi Ari Sandy       | Perempuan     | Jeruklegi          | Hewan Peliharaan | >6 bulan                |
| 55 | Eva Kholifatun       | Perempuan     | Cilacap Tengah     | Hewan Peliharaan | 1-2 bulan               |
| 56 | Stefanie             | Perempuan     | Cilacap Tengah     | Hewan Peliharaan | 1-2 bulan               |
| 57 | Shinta               | Perempuan     | Cilacap Selatan    | Hewan Peliharaan | 1-2 bulan               |
| 58 | Yoga Adi Pratama     | Laki-Laki     | Cilacap Selatan    | Hewan Peliharaan | 3-6 bulan               |
| 59 | Aulia Najiba         | Perempuan     | Kesugihan          | Hewan Peliharaan | >6 bulan                |
| 60 | Rivaldo Andriawan    | Laki-Laki     | Cilacap Utara      | Hewan Ternak     | >6 bulan                |

### C. Data Tabulasi Kuesioner

Lampiran 3 Data Tabulasi Kuesioner

| Responden | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | Y1 | Y2 | Y3 | Y4 | Y5 | X1 | X2 | Y  |
|-----------|------|------|------|------|------|------|------|------|------|------|----|----|----|----|----|----|----|----|
| 1         | 3    | 2    | 4    | 4    | 2    | 3    | 4    | 4    | 4    | 3    | 5  | 4  | 3  | 5  | 3  | 15 | 18 | 20 |
| 2         | 3    | 3    | 3    | 3    | 3    | 5    | 3    | 3    | 5    | 5    | 3  | 3  | 4  | 4  | 4  | 15 | 21 | 18 |
| 3         | 2    | 4    | 3    | 4    | 2    | 3    | 4    | 3    | 5    | 5    | 3  | 4  | 5  | 5  | 5  | 15 | 20 | 22 |
| 4         | 3    | 3    | 3    | 3    | 5    | 2    | 4    | 3    | 3    | 2    | 2  | 4  | 3  | 4  | 3  | 17 | 14 | 16 |
| 5         | 5    | 5    | 3    | 3    | 5    | 5    | 5    | 4    | 4    | 5    | 4  | 5  | 5  | 5  | 4  | 21 | 23 | 23 |
| 6         | 5    | 4    | 5    | 4    | 4    | 5    | 5    | 5    | 4    | 5    | 4  | 5  | 5  | 5  | 5  | 22 | 24 | 24 |
| 7         | 4    | 3    | 5    | 3    | 5    | 5    | 5    | 4    | 5    | 3    | 4  | 5  | 5  | 4  | 4  | 20 | 22 | 22 |
| 8         | 5    | 5    | 3    | 5    | 5    | 3    | 3    | 3    | 2    | 2    | 3  | 5  | 4  | 3  | 4  | 23 | 13 | 19 |
| 9         | 3    | 3    | 3    | 3    | 1    | 4    | 4    | 4    | 3    | 2    | 4  | 4  | 3  | 2  | 4  | 13 | 17 | 17 |
| 10        | 3    | 3    | 4    | 4    | 2    | 4    | 4    | 4    | 3    | 3    | 4  | 3  | 5  | 5  | 5  | 16 | 18 | 22 |
| 11        | 4    | 4    | 5    | 3    | 5    | 4    | 5    | 5    | 3    | 3    | 5  | 4  | 4  | 5  | 5  | 21 | 20 | 23 |
| 12        | 4    | 5    | 5    | 4    | 3    | 5    | 5    | 5    | 5    | 5    | 5  | 5  | 5  | 5  | 4  | 21 | 25 | 24 |
| 13        | 3    | 4    | 5    | 4    | 5    | 5    | 5    | 3    | 3    | 4    | 4  | 4  | 5  | 4  | 5  | 21 | 20 | 22 |
| 14        | 3    | 2    | 3    | 3    | 3    | 2    | 4    | 4    | 3    | 2    | 3  | 2  | 4  | 2  | 3  | 14 | 15 | 14 |
| 15        | 4    | 3    | 3    | 5    | 5    | 4    | 5    | 5    | 5    | 5    | 4  | 5  | 5  | 5  | 5  | 20 | 24 | 24 |
| 16        | 3    | 3    | 4    | 4    | 4    | 3    | 1    | 2    | 2    | 1    | 3  | 3  | 3  | 4  | 4  | 18 | 9  | 17 |
| 17        | 2    | 3    | 4    | 3    | 2    | 3    | 4    | 3    | 4    | 4    | 2  | 2  | 3  | 2  | 4  | 14 | 18 | 13 |
| 18        | 2    | 3    | 2    | 2    | 4    | 4    | 5    | 4    | 5    | 3    | 3  | 2  | 3  | 4  | 4  | 13 | 21 | 16 |
| 19        | 3    | 1    | 1    | 1    | 2    | 1    | 3    | 2    | 2    | 3    | 2  | 3  | 3  | 1  | 3  | 8  | 11 | 12 |
| 20        | 5    | 5    | 5    | 3    | 4    | 5    | 5    | 5    | 5    | 5    | 4  | 5  | 5  | 5  | 4  | 22 | 25 | 23 |

| Responden | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | Y1 | Y2 | Y3 | Y4 | Y5 | X1 | X2 | Y  |
|-----------|------|------|------|------|------|------|------|------|------|------|----|----|----|----|----|----|----|----|
| 21        | 4    | 5    | 4    | 5    | 3    | 4    | 3    | 4    | 5    | 3    | 3  | 3  | 5  | 5  | 3  | 21 | 19 | 19 |
| 22        | 1    | 1    | 3    | 1    | 2    | 1    | 3    | 2    | 2    | 1    | 1  | 1  | 2  | 1  | 2  | 8  | 9  | 7  |
| 23        | 2    | 2    | 4    | 3    | 2    | 4    | 3    | 2    | 3    | 3    | 2  | 2  | 4  | 3  | 2  | 13 | 15 | 13 |
| 24        | 2    | 4    | 4    | 2    | 4    | 4    | 3    | 2    | 4    | 4    | 3  | 2  | 2  | 4  | 2  | 16 | 17 | 13 |
| 25        | 3    | 3    | 2    | 2    | 4    | 4    | 4    | 3    | 2    | 4    | 4  | 3  | 3  | 2  | 2  | 14 | 17 | 14 |
| 26        | 5    | 3    | 3    | 3    | 5    | 2    | 3    | 2    | 3    | 3    | 3  | 2  | 4  | 2  | 2  | 19 | 13 | 13 |
| 27        | 4    | 4    | 3    | 2    | 4    | 3    | 2    | 4    | 2    | 2    | 4  | 2  | 2  | 3  | 3  | 17 | 13 | 14 |
| 28        | 2    | 2    | 2    | 4    | 2    | 4    | 4    | 5    | 5    | 3    | 4  | 3  | 3  | 3  | 2  | 12 | 21 | 15 |
| 29        | 3    | 4    | 2    | 3    | 2    | 4    | 3    | 4    | 3    | 2    | 3  | 3  | 4  | 2  | 4  | 14 | 16 | 16 |
| 30        | 4    | 2    | 4    | 3    | 2    | 2    | 2    | 1    | 2    | 1    | 3  | 2  | 2  | 1  | 2  | 15 | 8  | 10 |
| 31        | 2    | 1    | 2    | 1    | 2    | 2    | 2    | 1    | 1    | 1    | 2  | 2  | 2  | 3  | 3  | 8  | 7  | 12 |
| 32        | 2    | 2    | 4    | 2    | 4    | 3    | 2    | 2    | 2    | 2    | 3  | 4  | 2  | 2  | 2  | 14 | 11 | 13 |
| 33        | 4    | 3    | 3    | 3    | 2    | 2    | 3    | 4    | 2    | 3    | 4  | 3  | 4  | 3  | 3  | 15 | 14 | 17 |
| 34        | 4    | 4    | 3    | 3    | 2    | 1    | 1    | 3    | 3    | 2    | 2  | 2  | 3  | 2  | 2  | 16 | 10 | 11 |
| 35        | 3    | 2    | 3    | 3    | 2    | 3    | 3    | 4    | 4    | 4    | 3  | 5  | 4  | 3  | 4  | 13 | 18 | 19 |
| 36        | 2    | 2    | 3    | 3    | 4    | 2    | 2    | 1    | 2    | 2    | 2  | 3  | 3  | 3  | 3  | 14 | 9  | 14 |
| 37        | 2    | 2    | 2    | 2    | 4    | 4    | 2    | 3    | 4    | 4    | 4  | 4  | 3  | 3  | 3  | 12 | 17 | 17 |
| 38        | 4    | 2    | 4    | 2    | 4    | 3    | 2    | 2    | 3    | 4    | 3  | 3  | 4  | 2  | 3  | 16 | 14 | 15 |
| 39        | 4    | 5    | 4    | 5    | 5    | 4    | 5    | 5    | 5    | 5    | 5  | 5  | 5  | 4  | 5  | 23 | 24 | 24 |
| 40        | 5    | 5    | 4    | 5    | 5    | 4    | 4    | 3    | 3    | 4    | 4  | 4  | 3  | 5  | 4  | 24 | 18 | 20 |
| 41        | 3    | 4    | 4    | 3    | 3    | 2    | 4    | 3    | 3    | 3    | 3  | 2  | 3  | 3  | 2  | 17 | 15 | 13 |
| 42        | 3    | 4    | 3    | 4    | 4    | 2    | 2    | 3    | 3    | 3    | 4  | 3  | 2  | 4  | 2  | 18 | 13 | 15 |
| 43        | 2    | 4    | 4    | 2    | 2    | 3    | 3    | 2    | 2    | 1    | 2  | 2  | 2  | 1  | 1  | 14 | 11 | 8  |
| 44        | 5    | 5    | 5    | 3    | 5    | 5    | 5    | 4    | 4    | 4    | 4  | 5  | 4  | 5  | 5  | 23 | 22 | 23 |

| Responden | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | Y1 | Y2 | Y3 | Y4 | Y5 | X1 | X2 | Y  |
|-----------|------|------|------|------|------|------|------|------|------|------|----|----|----|----|----|----|----|----|
| 45        | 3    | 4    | 4    | 2    | 2    | 1    | 3    | 3    | 1    | 1    | 3  | 3  | 2  | 1  | 2  | 15 | 9  | 11 |
| 46        | 5    | 4    | 5    | 5    | 4    | 5    | 5    | 5    | 5    | 3    | 4  | 3  | 5  | 3  | 5  | 23 | 23 | 20 |
| 47        | 2    | 2    | 3    | 3    | 3    | 4    | 4    | 5    | 3    | 5    | 2  | 2  | 4  | 3  | 2  | 13 | 21 | 13 |
| 48        | 3    | 4    | 5    | 4    | 3    | 3    | 4    | 2    | 3    | 3    | 2  | 2  | 4  | 4  | 2  | 19 | 15 | 14 |
| 49        | 2    | 4    | 2    | 4    | 2    | 3    | 2    | 3    | 4    | 4    | 5  | 3  | 4  | 3  | 3  | 14 | 16 | 18 |
| 50        | 4    | 5    | 5    | 5    | 5    | 4    | 5    | 5    | 5    | 5    | 4  | 4  | 5  | 5  | 5  | 24 | 24 | 23 |
| 51        | 3    | 4    | 3    | 3    | 3    | 3    | 5    | 4    | 4    | 3    | 2  | 2  | 4  | 4  | 3  | 16 | 19 | 15 |
| 52        | 5    | 3    | 4    | 5    | 3    | 5    | 3    | 5    | 4    | 4    | 4  | 3  | 4  | 4  | 4  | 20 | 21 | 19 |
| 53        | 3    | 5    | 5    | 5    | 5    | 3    | 3    | 4    | 4    | 4    | 5  | 4  | 3  | 3  | 4  | 23 | 18 | 19 |
| 54        | 4    | 4    | 3    | 3    | 3    | 4    | 4    | 2    | 2    | 3    | 2  | 3  | 2  | 4  | 4  | 17 | 15 | 15 |
| 55        | 5    | 4    | 4    | 4    | 3    | 5    | 4    | 4    | 5    | 4    | 4  | 4  | 5  | 3  | 5  | 20 | 22 | 21 |
| 56        | 2    | 2    | 2    | 4    | 3    | 3    | 3    | 4    | 3    | 2    | 3  | 3  | 2  | 2  | 2  | 13 | 15 | 12 |
| 57        | 3    | 2    | 3    | 3    | 2    | 3    | 2    | 2    | 2    | 2    | 2  | 4  | 3  | 4  | 4  | 13 | 11 | 17 |
| 58        | 5    | 3    | 4    | 3    | 3    | 5    | 4    | 5    | 5    | 4    | 4  | 3  | 4  | 4  | 4  | 18 | 23 | 19 |
| 59        | 2    | 2    | 3    | 2    | 4    | 2    | 3    | 1    | 3    | 1    | 1  | 1  | 3  | 2  | 2  | 13 | 10 | 9  |
| 60        | 3    | 3    | 4    | 5    | 3    | 3    | 5    | 4    | 4    | 3    | 3  | 4  | 4  | 5  | 5  | 18 | 19 | 21 |

## D. Output Uji Instrumen

### 1. Uji Validitas

|                            |                     | Correlations |        |        |        |        |                            |
|----------------------------|---------------------|--------------|--------|--------|--------|--------|----------------------------|
|                            |                     | X1.1         | X1.2   | X1.3   | X1.4   | X1.5   | Inovasi Layanan Home Visit |
| X1.1                       | Pearson Correlation | 1            | .545** | .429** | .425** | .422** | .766**                     |
|                            | Sig. (2-tailed)     |              | <.001  | <.001  | <.001  | <.001  | <.001                      |
|                            | N                   | 60           | 60     | 60     | 60     | 60     | 60                         |
| X1.2                       | Pearson Correlation | .545**       | 1      | .495** | .524** | .425** | .816**                     |
|                            | Sig. (2-tailed)     | <.001        |        | <.001  | <.001  | <.001  | <.001                      |
|                            | N                   | 60           | 60     | 60     | 60     | 60     | 60                         |
| X1.3                       | Pearson Correlation | .429**       | .495** | 1      | .407** | .342** | .710**                     |
|                            | Sig. (2-tailed)     | <.001        | <.001  |        | .001   | .008   | <.001                      |
|                            | N                   | 60           | 60     | 60     | 60     | 60     | 60                         |
| X1.4                       | Pearson Correlation | .425**       | .524** | .407** | 1      | .269*  | .710**                     |
|                            | Sig. (2-tailed)     | <.001        | <.001  | .001   |        | .038   | <.001                      |
|                            | N                   | 60           | 60     | 60     | 60     | 60     | 60                         |
| X1.5                       | Pearson Correlation | .422**       | .425** | .342** | .269*  | 1      | .680**                     |
|                            | Sig. (2-tailed)     | <.001        | <.001  | .008   | .038   |        | <.001                      |
|                            | N                   | 60           | 60     | 60     | 60     | 60     | 60                         |
| Inovasi Layanan Home Visit | Pearson Correlation | .766**       | .816** | .710** | .710** | .680** | 1                          |
|                            | Sig. (2-tailed)     | <.001        | <.001  | <.001  | <.001  | <.001  |                            |
|                            | N                   | 60           | 60     | 60     | 60     | 60     | 60                         |

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

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

|                    |                     | Correlations |        |        |        |        |                    |
|--------------------|---------------------|--------------|--------|--------|--------|--------|--------------------|
|                    |                     | X2.1         | X2.2   | X2.3   | X2.4   | X2.5   | Kepuasan Pelanggan |
| X2.1               | Pearson Correlation | 1            | .563** | .578** | .637** | .640** | .826**             |
|                    | Sig. (2-tailed)     |              | <.001  | <.001  | <.001  | <.001  | <.001              |
|                    | N                   | 60           | 60     | 60     | 60     | 60     | 60                 |
| X2.2               | Pearson Correlation | .563**       | 1      | .631** | .562** | .526** | .789**             |
|                    | Sig. (2-tailed)     | <.001        |        | <.001  | <.001  | <.001  | <.001              |
|                    | N                   | 60           | 60     | 60     | 60     | 60     | 60                 |
| X2.3               | Pearson Correlation | .578**       | .631** | 1      | .652** | .560** | .827**             |
|                    | Sig. (2-tailed)     | <.001        | <.001  |        | <.001  | <.001  | <.001              |
|                    | N                   | 60           | 60     | 60     | 60     | 60     | 60                 |
| X2.4               | Pearson Correlation | .637**       | .562** | .652** | 1      | .704** | .859**             |
|                    | Sig. (2-tailed)     | <.001        | <.001  | <.001  |        | <.001  | <.001              |
|                    | N                   | 60           | 60     | 60     | 60     | 60     | 60                 |
| X2.5               | Pearson Correlation | .640**       | .526** | .560** | .704** | 1      | .834**             |
|                    | Sig. (2-tailed)     | <.001        | <.001  | <.001  | <.001  |        | <.001              |
|                    | N                   | 60           | 60     | 60     | 60     | 60     | 60                 |
| Kepuasan Pelanggan | Pearson Correlation | .826**       | .789** | .827** | .859** | .834** | 1                  |
|                    | Sig. (2-tailed)     | <.001        | <.001  | <.001  | <.001  | <.001  |                    |
|                    | N                   | 60           | 60     | 60     | 60     | 60     | 60                 |

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

|                     |                     | <b>Correlations</b> |        |        |        |        |                     |
|---------------------|---------------------|---------------------|--------|--------|--------|--------|---------------------|
|                     |                     | Y1                  | Y2     | Y3     | Y4     | Y5     | Loyalitas Pelanggan |
| Y1                  | Pearson Correlation | 1                   | .610** | .406** | .448** | .475** | .723**              |
|                     | Sig. (2-tailed)     |                     | <.001  | .001   | <.001  | <.001  | <.001               |
|                     | N                   | 60                  | 60     | 60     | 60     | 60     | 60                  |
| Y2                  | Pearson Correlation | .610**              | 1      | .513** | .549** | .655** | .830**              |
|                     | Sig. (2-tailed)     | <.001               |        | <.001  | <.001  | <.001  | <.001               |
|                     | N                   | 60                  | 60     | 60     | 60     | 60     | 60                  |
| Y3                  | Pearson Correlation | .406**              | .513** | 1      | .554** | .655** | .777**              |
|                     | Sig. (2-tailed)     | .001                | <.001  |        | <.001  | <.001  | <.001               |
|                     | N                   | 60                  | 60     | 60     | 60     | 60     | 60                  |
| Y4                  | Pearson Correlation | .448**              | .549** | .554** | 1      | .628** | .810**              |
|                     | Sig. (2-tailed)     | <.001               | <.001  | <.001  |        | <.001  | <.001               |
|                     | N                   | 60                  | 60     | 60     | 60     | 60     | 60                  |
| Y5                  | Pearson Correlation | .475**              | .655** | .655** | .628** | 1      | .856**              |
|                     | Sig. (2-tailed)     | <.001               | <.001  | <.001  | <.001  |        | <.001               |
|                     | N                   | 60                  | 60     | 60     | 60     | 60     | 60                  |
| Loyalitas Pelanggan | Pearson Correlation | .723**              | .830** | .777** | .810** | .856** | 1                   |
|                     | Sig. (2-tailed)     | <.001               | <.001  | <.001  | <.001  | <.001  |                     |
|                     | N                   | 60                  | 60     | 60     | 60     | 60     | 60                  |

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

#### Lampiran 4 Output Uji Validitas

## 2. Uji Reliabilitas

### Case Processing Summary

|       |                       | N  | %     |
|-------|-----------------------|----|-------|
| Cases | Valid                 | 60 | 100.0 |
|       | Excluded <sup>a</sup> | 0  | .0    |
|       | Total                 | 60 | 100.0 |

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

| Reliability Statistics |            | Reliability Statistics |            | Reliability Statistics |            |
|------------------------|------------|------------------------|------------|------------------------|------------|
| Cronbach's Alpha       | N of Items | Cronbach's Alpha       | N of Items | Cronbach's Alpha       | N of Items |
| .788                   | 5          | .884                   | 5          | .858                   | 5          |

#### Lampiran 5 Output Uji Reliabilitas

## E. Output Uji Asumsi Klasik

### 1. Uji Normalitas

#### One-Sample Kolmogorov-Smirnov Test

|                                          |                         | Unstandardized Residual |
|------------------------------------------|-------------------------|-------------------------|
| N                                        |                         | 60                      |
| Normal Parameters <sup>a,b</sup>         | Mean                    | .0000000                |
|                                          | Std. Deviation          | 2.34131089              |
| Most Extreme Differences                 | Absolute                | .075                    |
|                                          | Positive                | .075                    |
|                                          | Negative                | -.049                   |
| Test Statistic                           |                         | .075                    |
| Asymp. Sig. (2-tailed) <sup>c</sup>      |                         | .200 <sup>d</sup>       |
| Monte Carlo Sig. (2-tailed) <sup>e</sup> | Sig.                    | .546                    |
|                                          | 99% Confidence Interval | Lower Bound .533        |
|                                          |                         | Upper Bound .559        |

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

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

e. Lilliefors' method based on 10000 Monte Carlo samples with starting seed 2000000.

#### Lampiran 6 Output Uji Normalitas

### 2. Uji Multikoleniaritas

#### Coefficients<sup>a</sup>

| Model |                            | Unstandardized Coefficients |            | Standardized Coefficients | t     | Sig.  | Collinearity Statistics |       |
|-------|----------------------------|-----------------------------|------------|---------------------------|-------|-------|-------------------------|-------|
|       |                            | B                           | Std. Error | Beta                      |       |       | Tolerance               | VIF   |
| 1     | (Constant)                 | 1.113                       | 1.372      |                           | .811  | .421  |                         |       |
|       | Inovasi Layanan Home Visit | .409                        | .094       | .371                      | 4.371 | <.001 | .666                    | 1.502 |
|       | Kepuasan Pelanggan         | .529                        | .077       | .582                      | 6.848 | <.001 | .666                    | 1.502 |

a. Dependent Variable: Loyalitas Pelanggan

#### Lampiran 7 Output Uji Multikoleniaritas

### 3. Uji Heteroskedastisitas

Lampiran 8 Output Uji Heteroskedastisitas

| Coefficients <sup>a</sup> |                             |            |                           |       |       |      |
|---------------------------|-----------------------------|------------|---------------------------|-------|-------|------|
| Model                     | Unstandardized Coefficients |            | Standardized Coefficients | t     | Sig.  |      |
|                           | B                           | Std. Error | Beta                      |       |       |      |
| 1                         | (Constant)                  | 1.135      | 1.186                     |       | .957  | .342 |
|                           | X1                          | -.044      | .071                      | -.106 | -.614 | .542 |
|                           | X2                          | .041       | .062                      | .116  | .670  | .506 |

a. Dependent Variable: ABS\_RES

## F. Output Analisis Regresi Linear Berganda

### 1. Uji T Parsial

| Coefficients <sup>a</sup> |                             |            |                           |      |       |       |
|---------------------------|-----------------------------|------------|---------------------------|------|-------|-------|
| Model                     | Unstandardized Coefficients |            | Standardized Coefficients | t    | Sig.  |       |
|                           | B                           | Std. Error | Beta                      |      |       |       |
| 1                         | (Constant)                  | 1.113      | 1.372                     |      | .811  | .421  |
|                           | Inovasi Layanan Home Visit  | .409       | .094                      | .371 | 4.371 | <.001 |
|                           | Kepuasan Pelanggan          | .529       | .077                      | .582 | 6.848 | <.001 |

a. Dependent Variable: Loyalitas Pelanggan

Lampiran 9 Output Uji T Parsial

### 2. Uji F Simultan

| ANOVA <sup>a</sup> |            |                |    |             |        |                    |
|--------------------|------------|----------------|----|-------------|--------|--------------------|
| Model              |            | Sum of Squares | df | Mean Square | F      | Sig.               |
| 1                  | Regression | 857.511        | 2  | 428.755     | 75.564 | <.001 <sup>b</sup> |
|                    | Residual   | 323.422        | 57 | 5.674       |        |                    |
|                    | Total      | 1180.933       | 59 |             |        |                    |

a. Dependent Variable: Loyalitas Pelanggan

b. Predictors: (Constant), Kepuasan Pelanggan, Inovasi Layanan Home Visit

Lampiran 9 Output Uji F Simultan

### 3. Koefisien Determinasi ( $R^2$ )

| Model Summary <sup>b</sup> |                   |          |                   |                            |                 |                   |     |     |               |
|----------------------------|-------------------|----------|-------------------|----------------------------|-----------------|-------------------|-----|-----|---------------|
| Model                      | R                 | R Square | Adjusted R Square | Std. Error of the Estimate | R Square Change | Change Statistics |     |     | Sig. F Change |
|                            |                   |          |                   |                            |                 | F Change          | df1 | df2 |               |
| 1                          | .852 <sup>a</sup> | .726     | .717              | 2.382                      | .726            | 75.564            | 2   | 57  | <.001         |

a. Predictors: (Constant), Kepuasan Pelanggan, Inovasi Layanan Home Visit

b. Dependent Variable: Loyalitas Pelanggan

#### Lampiran 10 Output Koefisien Determinasi

### G. R Tabel

#### Lampiran 11 R tabel

| df (N-2) | Tabel Distribusi r   |          |          |          |          |          |
|----------|----------------------|----------|----------|----------|----------|----------|
|          | Tingkat Signifikansi |          |          |          |          |          |
|          | One Tail             | 0.05     | 0.025    | 0.01     | 0.005    | 0.0005   |
|          | Two Tail             | 0.1      | 0.05     | 0.02     | 0.01     | 0.001    |
| 1        |                      | 0.987688 | 0.996917 | 0.999507 | 0.999877 | 0.999999 |
| 2        |                      | 0.9      | 0.95     | 0.98     | 0.99     | 0.999    |
| 3        |                      | 0.805384 | 0.878339 | 0.934333 | 0.958735 | 0.991139 |
| 4        |                      | 0.729299 | 0.811401 | 0.882194 | 0.9172   | 0.974068 |
| 5        |                      | 0.669439 | 0.754492 | 0.832874 | 0.874526 | 0.950883 |
| 6        |                      | 0.621489 | 0.706734 | 0.78872  | 0.834342 | 0.924904 |
| 7        |                      | 0.582206 | 0.666384 | 0.749776 | 0.797681 | 0.89826  |
| 8        |                      | 0.549357 | 0.631897 | 0.715459 | 0.764592 | 0.872115 |
| 9        |                      | 0.521404 | 0.602069 | 0.685095 | 0.734786 | 0.847047 |
| 10       |                      | 0.497265 | 0.575983 | 0.65807  | 0.707888 | 0.823305 |
| 11       |                      | 0.476156 | 0.552943 | 0.633863 | 0.683528 | 0.800962 |
| 12       |                      | 0.4575   | 0.532413 | 0.612047 | 0.661376 | 0.779998 |
| 13       |                      | 0.440861 | 0.513977 | 0.59227  | 0.641145 | 0.760351 |
| 14       |                      | 0.425902 | 0.497309 | 0.574245 | 0.622591 | 0.741934 |
| 15       |                      | 0.41236  | 0.482146 | 0.557737 | 0.605506 | 0.724657 |
| 16       |                      | 0.400027 | 0.468277 | 0.542548 | 0.589714 | 0.708429 |
| 17       |                      | 0.388733 | 0.455531 | 0.528517 | 0.575067 | 0.693163 |
| 18       |                      | 0.378341 | 0.443763 | 0.515505 | 0.561435 | 0.678781 |
| 19       |                      | 0.368737 | 0.432858 | 0.503397 | 0.548711 | 0.665208 |
| 20       |                      | 0.359827 | 0.422714 | 0.492094 | 0.5368   | 0.652378 |

| df (N-2) | Tabel Distribusi r   |          |          |          |          |          |
|----------|----------------------|----------|----------|----------|----------|----------|
|          | Tingkat Signifikansi |          |          |          |          |          |
|          | One Tail             | 0.05     | 0.025    | 0.01     | 0.005    | 0.0005   |
|          | Two Tail             | 0.1      | 0.05     | 0.02     | 0.01     | 0.001    |
| 21       |                      | 0.351531 | 0.413247 | 0.481512 | 0.52562  | 0.64023  |
| 22       |                      | 0.343783 | 0.404386 | 0.471579 | 0.515101 | 0.62871  |
| 23       |                      | 0.336524 | 0.39607  | 0.462231 | 0.505182 | 0.617768 |
| 24       |                      | 0.329705 | 0.388244 | 0.453413 | 0.495808 | 0.60736  |
| 25       |                      | 0.323283 | 0.380863 | 0.445078 | 0.486932 | 0.597446 |
| 26       |                      | 0.317223 | 0.373886 | 0.437184 | 0.478511 | 0.587988 |
| 27       |                      | 0.31149  | 0.367278 | 0.429693 | 0.470509 | 0.578956 |
| 28       |                      | 0.306057 | 0.361007 | 0.422572 | 0.462892 | 0.570317 |
| 29       |                      | 0.300898 | 0.355046 | 0.415792 | 0.455631 | 0.562047 |
| 30       |                      | 0.295991 | 0.34937  | 0.409327 | 0.448699 | 0.554119 |
| 31       |                      | 0.291316 | 0.343957 | 0.403153 | 0.442072 | 0.546511 |
| 32       |                      | 0.286856 | 0.338788 | 0.397249 | 0.435728 | 0.539203 |
| 33       |                      | 0.282594 | 0.333845 | 0.391596 | 0.429648 | 0.532176 |
| 34       |                      | 0.278517 | 0.329111 | 0.386177 | 0.423814 | 0.525413 |
| 35       |                      | 0.274611 | 0.324573 | 0.380976 | 0.418211 | 0.518898 |
| 36       |                      | 0.270864 | 0.320217 | 0.375979 | 0.412823 | 0.512616 |
| 37       |                      | 0.267267 | 0.316032 | 0.371173 | 0.407637 | 0.506555 |
| 38       |                      | 0.263809 | 0.312006 | 0.366546 | 0.402641 | 0.5007   |
| 39       |                      | 0.260482 | 0.308131 | 0.362087 | 0.397824 | 0.495042 |
| 40       |                      | 0.257278 | 0.304396 | 0.357787 | 0.393174 | 0.48957  |
| 41       |                      | 0.254189 | 0.300793 | 0.353636 | 0.388684 | 0.484274 |
| 42       |                      | 0.251209 | 0.297315 | 0.349626 | 0.384343 | 0.479144 |
| 43       |                      | 0.24833  | 0.293955 | 0.34575  | 0.380144 | 0.474172 |
| 44       |                      | 0.245549 | 0.290706 | 0.341999 | 0.37608  | 0.469351 |
| 45       |                      | 0.242859 | 0.287563 | 0.338367 | 0.372142 | 0.464673 |
| 46       |                      | 0.240255 | 0.284519 | 0.334848 | 0.368326 | 0.460131 |
| 47       |                      | 0.237734 | 0.28157  | 0.331437 | 0.364624 | 0.455718 |
| 48       |                      | 0.23529  | 0.278711 | 0.328128 | 0.361031 | 0.45143  |
| 49       |                      | 0.23292  | 0.275936 | 0.324916 | 0.357543 | 0.447259 |
| 50       |                      | 0.23062  | 0.273243 | 0.321796 | 0.354153 | 0.443201 |
| 51       |                      | 0.228387 | 0.270628 | 0.318764 | 0.350857 | 0.439251 |
| 52       |                      | 0.226217 | 0.268086 | 0.315816 | 0.347652 | 0.435404 |
| 53       |                      | 0.224108 | 0.265614 | 0.312948 | 0.344533 | 0.431656 |
| 54       |                      | 0.222057 | 0.263209 | 0.310157 | 0.341496 | 0.428002 |
| 55       |                      | 0.220062 | 0.260869 | 0.30744  | 0.338538 | 0.424439 |
| 56       |                      | 0.218119 | 0.258589 | 0.304792 | 0.335655 | 0.420964 |

| df (N-2) | Tabel Distribusi r   |          |                 |          |          |          |
|----------|----------------------|----------|-----------------|----------|----------|----------|
|          | Tingkat Signifikansi |          |                 |          |          |          |
|          | One Tail             | 0.05     | 0.025           | 0.01     | 0.005    | 0.0005   |
|          | Two Tail             | 0.1      | 0.05            | 0.02     | 0.01     | 0.001    |
| 57       |                      | 0.216226 | 0.256369        | 0.302211 | 0.332845 | 0.417572 |
| 58       |                      | 0.214383 | <b>0.254204</b> | 0.299695 | 0.330104 | 0.41426  |
| 59       |                      | 0.212585 | 0.252094        | 0.297241 | 0.327429 | 0.411025 |
| 60       |                      | 0.210832 | 0.250035        | 0.294846 | 0.324818 | 0.407865 |
| 61       |                      | 0.209121 | 0.248026        | 0.292508 | 0.322269 | 0.404776 |
| 62       |                      | 0.207452 | 0.246064        | 0.290224 | 0.319779 | 0.401756 |
| 63       |                      | 0.205822 | 0.244148        | 0.287993 | 0.317345 | 0.398803 |
| 64       |                      | 0.204229 | 0.242276        | 0.285813 | 0.314966 | 0.395913 |
| 65       |                      | 0.202673 | 0.240447        | 0.283682 | 0.31264  | 0.393085 |

## H. T Tabel

Lampiran 12 T Tabel

| df<br>(N-<br>k-1) |             | Tabel Distribusi t   |            |            |            |             |
|-------------------|-------------|----------------------|------------|------------|------------|-------------|
|                   |             | Tingkat Signifikansi |            |            |            |             |
|                   | One<br>Tail | 0.05                 | 0.025      | 0.01       | 0.005      | 0.0005      |
|                   | Two<br>Tail | 0.1                  | 0.05       | 0.02       | 0.01       | 0.001       |
| 1                 |             | 6.3137515            | 12.7062047 | 31.8205160 | 63.6567412 | 636.6192488 |
| 2                 |             | 2.9199856            | 4.3026527  | 6.9645567  | 9.9248432  | 31.5990546  |
| 3                 |             | 2.3533634            | 3.1824463  | 4.5407029  | 5.8409093  | 12.9239786  |
| 4                 |             | 2.1318468            | 2.7764451  | 3.7469474  | 4.6040949  | 8.6103016   |
| 5                 |             | 2.0150484            | 2.5705818  | 3.3649300  | 4.0321430  | 6.8688266   |
| 6                 |             | 1.9431803            | 2.4469119  | 3.1426684  | 3.7074280  | 5.9588162   |
| 7                 |             | 1.8945786            | 2.3646243  | 2.9979516  | 3.4994833  | 5.4078825   |
| 8                 |             | 1.8595480            | 2.3060041  | 2.8964594  | 3.3553873  | 5.0413054   |
| 9                 |             | 1.8331129            | 2.2621572  | 2.8214379  | 3.2498355  | 4.7809126   |
| 10                |             | 1.8124611            | 2.2281389  | 2.7637695  | 3.1692727  | 4.5868939   |
| 11                |             | 1.7958848            | 2.2009852  | 2.7180792  | 3.1058065  | 4.4369793   |
| 12                |             | 1.7822876            | 2.1788128  | 2.6809980  | 3.0545396  | 4.3177913   |
| 13                |             | 1.7709334            | 2.1603687  | 2.6503088  | 3.0122758  | 4.2208317   |
| 14                |             | 1.7613101            | 2.1447867  | 2.6244941  | 2.9768427  | 4.1404541   |
| 15                |             | 1.7530504            | 2.1314495  | 2.6024803  | 2.9467129  | 4.0727652   |
| 16                |             | 1.7458837            | 2.1199053  | 2.5834872  | 2.9207816  | 4.0149963   |
| 17                |             | 1.7396067            | 2.1098156  | 2.5669340  | 2.8982305  | 3.9651263   |
| 18                |             | 1.7340636            | 2.1009220  | 2.5523796  | 2.8784405  | 3.9216458   |
| 19                |             | 1.7291328            | 2.0930241  | 2.5394832  | 2.8609346  | 3.8834059   |
| 20                |             | 1.7247182            | 2.0859634  | 2.5279770  | 2.8453397  | 3.8495163   |
| 21                |             | 1.7207429            | 2.0796138  | 2.5176480  | 2.8313596  | 3.8192772   |
| 22                |             | 1.7171444            | 2.0738731  | 2.5083246  | 2.8187561  | 3.7921307   |
| 23                |             | 1.7138715            | 2.0686576  | 2.4998667  | 2.8073357  | 3.7676268   |
| 24                |             | 1.7108821            | 2.0638986  | 2.4921595  | 2.7969395  | 3.7453986   |
| 25                |             | 1.7081408            | 2.0595386  | 2.4851072  | 2.7874358  | 3.7251439   |
| 26                |             | 1.7056179            | 2.0555294  | 2.4786298  | 2.7787145  | 3.7066117   |
| 27                |             | 1.7032884            | 2.0518305  | 2.4726599  | 2.7706830  | 3.6895917   |
| 28                |             | 1.7011309            | 2.0484071  | 2.4671401  | 2.7632625  | 3.6739064   |
| 29                |             | 1.6991270            | 2.0452296  | 2.4620214  | 2.7563859  | 3.6594050   |
| 30                |             | 1.6972609            | 2.0422725  | 2.4572615  | 2.7499957  | 3.6459586   |
| 31                |             | 1.6955188            | 2.0395134  | 2.4528242  | 2.7440419  | 3.6334563   |
| 32                |             | 1.6938887            | 2.0369333  | 2.4486776  | 2.7384815  | 3.6218023   |

| df<br>(N-<br>k-1) |             | Tabel Distribusi t   |                  |           |           |           |
|-------------------|-------------|----------------------|------------------|-----------|-----------|-----------|
|                   |             | Tingkat Signifikansi |                  |           |           |           |
|                   | One<br>Tail | 0.05                 | 0.025            | 0.01      | 0.005     | 0.0005    |
|                   | Two<br>Tail | 0.1                  | 0.05             | 0.02      | 0.01      | 0.001     |
| 33                |             | 1.6923603            | 2.0345153        | 2.4447942 | 2.7332766 | 3.6109130 |
| 34                |             | 1.6909243            | 2.0322445        | 2.4411496 | 2.7283944 | 3.6007158 |
| 35                |             | 1.6895725            | 2.0301079        | 2.4377225 | 2.7238056 | 3.5911468 |
| 36                |             | 1.6882977            | 2.0280940        | 2.4344941 | 2.7194846 | 3.5821497 |
| 37                |             | 1.6870936            | 2.0261925        | 2.4314474 | 2.7154087 | 3.5736748 |
| 38                |             | 1.6859545            | 2.0243942        | 2.4285676 | 2.7115576 | 3.5656781 |
| 39                |             | 1.6848751            | 2.0226909        | 2.4258414 | 2.7079132 | 3.5581201 |
| 40                |             | 1.6838510            | 2.0210754        | 2.4232568 | 2.7044593 | 3.5509658 |
| 41                |             | 1.6828780            | 2.0195410        | 2.4208030 | 2.7011813 | 3.5441836 |
| 42                |             | 1.6819524            | 2.0180817        | 2.4184704 | 2.6980662 | 3.5377454 |
| 43                |             | 1.6810707            | 2.0166922        | 2.4162501 | 2.6951021 | 3.5316257 |
| 44                |             | 1.6802300            | 2.0153676        | 2.4141344 | 2.6922783 | 3.5258013 |
| 45                |             | 1.6794274            | 2.0141034        | 2.4121159 | 2.6895850 | 3.5202515 |
| 46                |             | 1.6786604            | 2.0128956        | 2.4101881 | 2.6870135 | 3.5149572 |
| 47                |             | 1.6779267            | 2.0117405        | 2.4083451 | 2.6845556 | 3.5099013 |
| 48                |             | 1.6772242            | 2.0106348        | 2.4065813 | 2.6822040 | 3.5050680 |
| 49                |             | 1.6765509            | 2.0095752        | 2.4048918 | 2.6799520 | 3.5004429 |
| 50                |             | 1.6759050            | 2.0085591        | 2.4032719 | 2.6777933 | 3.4960129 |
| 51                |             | 1.6752850            | 2.0075838        | 2.4017175 | 2.6757222 | 3.4917659 |
| 52                |             | 1.6746892            | 2.0066468        | 2.4002247 | 2.6737336 | 3.4876907 |
| 53                |             | 1.6741162            | 2.0057460        | 2.3987898 | 2.6718226 | 3.4837773 |
| 54                |             | 1.6735649            | 2.0048793        | 2.3974096 | 2.6699848 | 3.4800161 |
| 55                |             | 1.6730340            | 2.0040448        | 2.3960811 | 2.6682160 | 3.4763984 |
| 56                |             | 1.6725223            | 2.0032407        | 2.3948012 | 2.6665124 | 3.4729161 |
| 57                |             | 1.6720289            | <b>2.0024655</b> | 2.3935675 | 2.6648705 | 3.4695619 |
| 58                |             | 1.6715528            | 2.0017175        | 2.3923775 | 2.6632870 | 3.4663288 |
| 59                |             | 1.6710930            | 2.0009954        | 2.3912288 | 2.6617588 | 3.4632103 |
| 60                |             | 1.6706489            | 2.0002978        | 2.3901195 | 2.6602830 | 3.4602005 |

## I. F Tabel

Lampiran 13 F Tabel

| DF | 1          | 2          | 3          | 4          | 5          |
|----|------------|------------|------------|------------|------------|
| 1  | 161.447639 | 199.500000 | 215.707345 | 224.583241 | 230.161878 |
| 2  | 18.512821  | 19.000000  | 19.164292  | 19.246794  | 19.296410  |
| 3  | 10.127964  | 9.552094   | 9.276628   | 9.117182   | 9.013455   |
| 4  | 7.708647   | 6.944272   | 6.591382   | 6.388233   | 6.256057   |
| 5  | 6.607891   | 5.786135   | 5.409451   | 5.192168   | 5.050329   |
| 6  | 5.987378   | 5.143253   | 4.757063   | 4.533677   | 4.387374   |
| 7  | 5.591448   | 4.737414   | 4.346831   | 4.120312   | 3.971523   |
| 8  | 5.317655   | 4.458970   | 4.066181   | 3.837853   | 3.687499   |
| 9  | 5.117355   | 4.256495   | 3.862548   | 3.633089   | 3.481659   |
| 10 | 4.964603   | 4.102821   | 3.708265   | 3.478050   | 3.325835   |
| 11 | 4.844336   | 3.982298   | 3.587434   | 3.356690   | 3.203874   |
| 12 | 4.747225   | 3.885294   | 3.490295   | 3.259167   | 3.105875   |
| 13 | 4.667193   | 3.805565   | 3.410534   | 3.179117   | 3.025438   |
| 14 | 4.600110   | 3.738892   | 3.343889   | 3.112250   | 2.958249   |
| 15 | 4.543077   | 3.682320   | 3.287382   | 3.055568   | 2.901295   |
| 16 | 4.493998   | 3.633723   | 3.238872   | 3.006917   | 2.852409   |
| 17 | 4.451322   | 3.591531   | 3.196777   | 2.964708   | 2.809996   |
| 18 | 4.413873   | 3.554557   | 3.159908   | 2.927744   | 2.772853   |
| 19 | 4.380750   | 3.521893   | 3.127350   | 2.895107   | 2.740058   |
| 20 | 4.351244   | 3.492828   | 3.098391   | 2.866081   | 2.710890   |
| 21 | 4.324794   | 3.466800   | 3.072467   | 2.840100   | 2.684781   |
| 22 | 4.300950   | 3.443357   | 3.049125   | 2.816708   | 2.661274   |
| 23 | 4.279344   | 3.422132   | 3.027998   | 2.795539   | 2.639999   |
| 24 | 4.259677   | 3.402826   | 3.008787   | 2.776289   | 2.620654   |
| 25 | 4.241699   | 3.385190   | 2.991241   | 2.758710   | 2.602987   |
| 26 | 4.225201   | 3.369016   | 2.975154   | 2.742594   | 2.586790   |
| 27 | 4.210008   | 3.354131   | 2.960351   | 2.727765   | 2.571886   |
| 28 | 4.195972   | 3.340386   | 2.946685   | 2.714076   | 2.558128   |
| 29 | 4.182964   | 3.327654   | 2.934030   | 2.701399   | 2.545386   |
| 30 | 4.170877   | 3.315830   | 2.922277   | 2.689628   | 2.533555   |
| 31 | 4.159615   | 3.304817   | 2.911334   | 2.678667   | 2.522538   |
| 32 | 4.149097   | 3.294537   | 2.901120   | 2.668437   | 2.512255   |
| 33 | 4.139252   | 3.284918   | 2.891564   | 2.658867   | 2.502635   |
| 34 | 4.130018   | 3.275898   | 2.882604   | 2.649894   | 2.493616   |
| 35 | 4.121338   | 3.267424   | 2.874187   | 2.641465   | 2.485143   |
| 36 | 4.113165   | 3.259446   | 2.866266   | 2.633532   | 2.477169   |

| DF | 1        | 2               | 3        | 4        | 5        |
|----|----------|-----------------|----------|----------|----------|
| 37 | 4.105456 | 3.251924        | 2.858796 | 2.626052 | 2.469650 |
| 38 | 4.098172 | 3.244818        | 2.851741 | 2.618988 | 2.462548 |
| 39 | 4.091279 | 3.238096        | 2.845068 | 2.612306 | 2.455831 |
| 40 | 4.084746 | 3.231727        | 2.838745 | 2.605975 | 2.449466 |
| 41 | 4.078546 | 3.225684        | 2.832747 | 2.599969 | 2.443429 |
| 42 | 4.072654 | 3.219942        | 2.827049 | 2.594263 | 2.437693 |
| 43 | 4.067047 | 3.214480        | 2.821628 | 2.588836 | 2.432236 |
| 44 | 4.061706 | 3.209278        | 2.816466 | 2.583667 | 2.427040 |
| 45 | 4.056612 | 3.204317        | 2.811544 | 2.578739 | 2.422085 |
| 46 | 4.051749 | 3.199582        | 2.806845 | 2.574035 | 2.417356 |
| 47 | 4.047100 | 3.195056        | 2.802355 | 2.569540 | 2.412837 |
| 48 | 4.042652 | 3.190727        | 2.798061 | 2.565241 | 2.408514 |
| 49 | 4.038393 | 3.186582        | 2.793949 | 2.561124 | 2.404375 |
| 50 | 4.034310 | 3.182610        | 2.790008 | 2.557179 | 2.400409 |
| 51 | 4.030393 | 3.178799        | 2.786229 | 2.553395 | 2.396605 |
| 52 | 4.026631 | 3.175141        | 2.782600 | 2.549763 | 2.392953 |
| 53 | 4.023017 | 3.171626        | 2.779114 | 2.546273 | 2.389444 |
| 54 | 4.019541 | 3.168246        | 2.775762 | 2.542918 | 2.386070 |
| 55 | 4.016195 | 3.164993        | 2.772537 | 2.539689 | 2.382823 |
| 56 | 4.012973 | 3.161861        | 2.769431 | 2.536579 | 2.379697 |
| 57 | 4.009868 | <b>3.158843</b> | 2.766438 | 2.533583 | 2.376684 |
| 58 | 4.006873 | 3.155932        | 2.763552 | 2.530694 | 2.373780 |
| 59 | 4.003983 | 3.153123        | 2.760767 | 2.527907 | 2.370977 |
| 60 | 4.001191 | 3.150411        | 2.758078 | 2.525215 | 2.368270 |

## J. Penyebaran Kuesioner Online

### Lampiran 14 Penyebaran Kuesioner Online

