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L A M P I R A N



KUESIONER PENELITIAN

PENGARUH *CUSTOMER EXPERIENCE*, ARTIFICIAL INTELLIGENCE, DAN *PERCEIVED CONVENIENCE* TERHADAP LOYALITAS PENGGUNA APLIKASI GRAB DI KOTA BENGKULU

Dengan hormat,

Saya mohon kesediaan saudara/i untuk mengisi kuesioner penelitian ini. Jawaban yang saudara/i berikan akan digunakan sebagai data penelitian dan dijamin kerahasiaannya.

Atas kesediaan dan partisipasi saudara/i, saya ucapkan terima kasih.

Identitas Peneliti

Nama : Marsanda
NPM : 2261201040
Program Studi : Manajemen
Fakultas : Ekonomi dan Bisnis
Perguruan Tinggi : Universitas Muhammadiyah Bengkulu

Identitas Responden

Umur :
Jenis Kelamin :
Tingkat Pendidikan :

Petunjuk Pengisian

Berilah tanda checklist (✓) pada salah satu jawaban yang sesuai dengan pendapat saudara/i.

Keterangan:

SS = Sangat Setuju
S = Setuju
RR = Ragu-ragu
TS = Tidak Setuju
STS = Sangat Tidak Setuju

1. Customer experience (X1)

No	Pernyataan	SS	S	RR	TS	STS
Sense						
1.	Saya merasa Lazada memiliki pemilihan gaya, tema, warna yang menarik pada tampilan Aplikasi Grab					
2.	Saya merasa Aplikasi Grab memiliki desain logo yang menarik dan mudah diingat.					
3.	Saya merasa aplikasi Grab menyediakan fitur yang lengkap untuk memudahkan pencarian layanan yang saya butuhkan					
Feel						
4.	Saya merasa nyaman dan tertarik menggunakan Aplikasi Grab					
5	Saya merasa transaksi mudah dalam melakukan menggunakan Aplikasi Grab					
Think						
6.	Saya bersedia memberikan penilaian terhadap Aplikasi Grab					
Act						
7.	Saya merasa Aplikasi Grab memberikan berbagai promosi pada event tertentu					
Relate						
8.	Saya bersedia mengikuti media sosial Aplikasi grab untuk berinteraksi secara langsung.					

2. Artificial intelligence (X2)

No	Pernyataan	SS	S	RR	TS	STS
AI Exposure						
1.	Saya sering berinteraksi dengan perangkat atau layanan berbasis AI pada Aplikasi Grab					
2.	"Saya sering menggunakan aplikasi Grab berbasis AI untuk mengakses berbagai layanan yang tersedia."					
Attitude Towards AI						
3.	Saya merasa aplikasi Grab berbasis AI meningkatkan pengalaman saya dalam menggunakan layanan Grab.					
AI Accurcy Perception						
4.	Saya merasa rekomendasi layanan pada aplikasi Grab berbasis AI akurat dan sesuai dengan kebutuhan saya.					
Perceived Usefulness						
5.	Saya merasa menggunakan aplikasi Grab berbasis AI dapat menghemat waktu saya.					
Perceived Trust						
6.	Saya merasa aplikasi Grab berbasis AI dapat dipercaya.					
7.	Saya merasa aplikasi Grab berbasis AI akan menepati janji dan komitmennya dalam memberikan layanan.					
Purchase Intention						
8.	Saya cenderung menggunakan aplikasi Grab karena didukung oleh teknologi AI.					

3. Perceived convenience (X₃)

No	Pernyataan	SS	S	RR	TS	STS
Easy to learn (mudah dipelajari)						
1.	Cara penggunaan layanan Aplikasi Grab mudah dipelajari.					
Controllable (Dapat dikontrol)						
2.	Sistem penggunaan aplikasi Grab dapat dikontrol dengan mudah.					
3.	Fitur-fitur yang disediakan Aplikasi Grab dapat dikontrol dengan mudah.					
Clear and Understandable (Jelas dan dapat dipahami)						
4.	Fitur-fitur yang tersedia pada aplikasi Grab mudah dimengerti dan digunakan.					
5.	Informasi yang diberikan oleh aplikasi Grab jelas dan mudah dipahami.					
Flexible (fleksibel)						
6.	Aplikasi Grab memungkinkan untuk melakukan berbagai jenis transaksi dengan fleksibilitas yang tinggi.					
Easy To Use Mudah digunakan						
7.	Aplikasi Grab dapat digunakan dengan mudah dimanapun					
8.	Aplikasi Grab dapat di gunakan kapanpun					

4. Loyalitas pengguna (Y)

No	Pernyataan	SS	S	RR	TS	STS
Melakukan pembelian ulang secara teratur.						
1.	Saya merasa puas ketika menggunakan layanan Grab lebih dari satu kali.					
2.	Saya akan terus menggunakan layanan Grab karena merasa puas dengan pengalaman yang saya peroleh.					
Mereferensikan kepada orang lain.						
3.	Saya akan merekomendasikan aplikasi Grab ke keluarga atau teman.					
4.	Saya merasa perlu merekomendasikan Grab sebagai pilihan utama transportasi/pesan antar.					
Menunjukkan kekebalan terhadap tarikan pesaing.						
5.	Saya akan tetap menggunakan Aplikasi Grab					
6.	Saya tetap memilih Grab meskipun ada aplikasi pesaing dengan fitur yang lebih baru.					
7.	Penawaran menarik dari pesaing tidak akan membuat saya berhenti menggunakan Grab.					
8.	Saya tidak akan berpindah ke aplikasi lain meskipun pesaing memberikan banyak promo.					

Variabel X₁**Correlations**

		Item1	item2	item3	item4	item5	item6	item7	item8	Item9	total
Item1	Pearson Correlation	.764**	.782**	1	.914**	.628**	.764**	.782**	1.000**	.630**	.974**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.006
	N	30	30	30	30	30	30	30	30	30	30
item2	Pearson Correlation	.812**	.749**	.914**	1	.597**	.812**	.749**	.914**	.718**	.862
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.404
	N	30	30	30	30	30	30	30	30	30	30
item3	Pearson Correlation	.630**	.718**	.628**	.597**	1	.630**	.718**	.628**	.628**	.708
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.050
	N	30	30	30	30	30	30	30	30	30	30
item4	Pearson Correlation	1.000**	.730**	.764**	.812**	.630**	1	.730**	.764**	.597**	.790
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.905
	N	30	30	30	30	30	30	30	30	30	30
item5	Pearson Correlation	.730**	1.000**	.782**	.749**	.718**	.730**	1	.782**	1	.300*
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000		.031
	N	30	30	30	30	30	30	30	30	30	30
item6	Pearson Correlation	.764**	.782**	1.000**	.914**	.628**	.764**	.782**	1	.630**	.859*
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.036
	N	30	30	30	30	30	30	30	30	30	30
item7	Pearson Correlation	.812**	.749**	.914**	1.000**	.597**	.812**	.749**	.914**	.795**	.961*
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.010
	N	30	30	30	30	30	30	30	30	30	30
item8	Pearson Correlation	.812**	.749**	.914**	1	.597**	.812**	.749**	.914**	.630**	.707**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
Item9	Pearson Correlation	.630**	.718**	.628**	.597**	1	.630**	.630**	.718**	.718**	.795**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.000

	N	30	30	30	30	30	30	30	30	30	30
total	Pearson Correlation	.974**	.862	.708	.790	.300*	.859*	.961*	.707**	.795**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	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).

Reliability Statistics

Cronbach's Alpha	N of Items
.756	9



Variabel X₂

Correlations

[illegible]

item10	Pearson Correlation	.247	-.016	.255	-.156	.380	.533	.424	.469	.330	1	.545	-.064	.975
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
item11	Pearson Correlation	.518	-.022	.356	-.355	-.028	.319	.592	.655*	.841**	.545	1	.468	.543**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
item12	Pearson Correlation	-.323	-.569	-.458	-.485	-.309	-.398	.230	.304	.393	-.064	.468	1	.765
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
Total	Pearson Correlation	.769*	.308	.631*	.809	.803	.305	.645	.567	.665**	.975	.543**	.765	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	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).

Reliability Statistics

Cronbach's Alpha	N of Items
.715	12



Uji Validitas X_3

Correlations

[illegible]

N	30	30	30	30	30	30	30	30
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*. Correlation is significant at the 0.05 level (2-tailed).

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

Reliability Statistics

Cronbach's Alpha	N of Items
.797	7



Uji Validitas Y

Correlations

		Y.1	Y.2	Y.3	Y.4	Total
Y.1	Pearson Correlation	1	.467**	.703**	.765**	.785**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	30	30	30	30	30
Y.2	Pearson Correlation	.467**	1	.638**	.661**	.600**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	55	55	55	55	55
Y.3	Pearson Correlation	.703**	.638**	1	.874**	.919**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	30	30	30	30	30
Y.4	Pearson Correlation	.765**	.661**	.874**	1	.889**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	30	30	30	30	30
Total	Pearson Correlation	.785**	.600**	.919**	.889**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	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).

Reliability Statistics

Cronbach's Alpha	N of Items
.743	4

Hasil Uji Validitas

X₁	R hitung	R tabel	Keterangan
1	0,974	0,374	Valid
2	0,862	0,374	Valid
3	0,708	0,374	Valid
4	0,790	0,374	Valid
5	0,770	0,374	Valid
6	0,859	0,374	Valid
7	0,961	0,374	Valid
8	0,707	0,374	Valid
9	0,795	0,374	Valid
X₂			
1	0,769	0,374	Valid
2	0,778	0,374	Valid
3	0,631	0,374	Valid
4	0,809	0,374	Valid
5	0,803	0,374	Valid
6	0,755	0,374	Valid
7	0,645	0,374	Valid
8	0,567	0,374	Valid
9	0,665	0,374	Valid
10	0,975	0,374	Valid
11	0,543	0,374	Valid
12	0,765	0,374	Valid
X₃			
1	0,812	0,374	Valid
2	0,898	0,374	Valid
3	0,583	0,374	Valid
4	0,736	0,374	Valid
5	0,681	0,374	Valid
6	0,705	0,374	Valid
7	0,723	0,374	Valid
Y			
1	0,785	0,374	Valid
2	0,600	0,374	Valid
3	0,919	0,374	Valid
4	0,889	0,374	Valid

Uji Reabilitas Instrumen

No	Variabel	Alpha Cronbach	Alpha	Keterangan
1	X ₁	0,756	0,6	Reliabel
2	X ₂	0,715	0,6	Reliabel
3	X ₃	0,797	0,6	Reliabel
4	Y	0,743	0,6	Reliabel



Lampiran Tabulasi Data (X₁)

No. Responden	Pernyataan									Jumlah
	1	2	3	4	5	6	7	8	9	
1	4	3	2	4	4	3	2	4	4	30
2	4	3	3	4	4	3	3	4	4	32
3	3	2	2	3	3	2	2	3	2	22
4	4	4	4	3	4	4	4	3	2	32
5	4	3	4	2	4	3	4	2	5	31
6	4	3	2	3	4	3	2	3	5	29
7	3	3	5	5	3	3	5	5	4	36
8	3	4	5	4	3	4	5	4	3	35
9	2	5	4	3	2	5	4	3	3	31
10	4	2	2	5	4	2	2	5	3	29
11	5	3	3	3	5	3	3	3	3	31
12	4	3	3	2	4	3	3	2	4	28
13	5	3	5	4	5	3	5	4	4	38
14	4	2	2	5	4	2	2	5	2	28
15	5	4	2	4	5	4	2	4	2	32
16	4	4	5	4	4	4	5	4	5	39
17	5	2	5	3	5	2	5	3	5	35
18	4	3	3	3	4	3	3	3	4	30
19	4	3	3	2	4	3	3	2	3	27
20	4	4	3	4	4	4	3	4	3	33
21	4	3	2	4	4	3	2	4	3	29
22	4	3	3	4	4	3	3	4	3	31
23	3	2	2	3	3	2	2	3	4	24
24	4	4	4	3	4	4	4	3	4	34
25	4	3	4	2	4	3	4	2	2	28
26	4	3	2	3	4	3	2	3	2	26
27	3	3	5	5	3	3	5	5	5	37
28	3	4	5	4	3	4	5	4	5	37
29	2	5	4	3	2	5	4	3	4	32
30	4	2	2	5	4	2	2	5	3	29

Lampiran Tabulasi Data (X₂)

No Responden	Pernyataan												Jumlah
	1	2	3	4	5	6	7	8	9	10	11	12	
1	4	4	5	4	4	5	3	4	5	3	4	5	50
2	4	4	5	4	4	4	5	5	5	4	5	5	54
3	5	4	5	3	4	4	4	5	3	4	5	3	49
4	5	5	5	3	5	5	3	5	3	2	5	3	49
5	3	5	4	3	5	5	3	2	3	2	2	3	40
6	4	5	4	3	4	5	3	4	4	5	4	4	49
7	4	5	4	3	4	4	4	3	4	5	3	4	47
8	5	4	4	3	4	4	5	3	3	4	3	3	45
9	2	4	5	3	4	3	5	4	3	3	4	3	43
10	3	5	5	4	4	4	4	4	3	3	4	3	46
11	3	5	3	4	3	5	4	4	3	3	4	3	44
12	4	5	3	2	3	5	5	4	5	3	4	5	48
13	4	2	3	2	4	5	5	5	5	4	5	5	49
14	5	4	4	5	4	3	4	5	3	4	5	3	49
15	5	3	4	5	5	3	5	5	3	2	5	3	48
16	3	3	3	4	5	4	5	2	3	2	2	3	39
17	3	4	3	3	5	4	5	4	4	5	4	4	48
18	5	4	3	3	3	4	4	3	4	5	3	4	45
19	5	4	3	3	3	4	3	3	3	4	3	3	41
20	4	5	3	3	4	3	3	4	3	3	4	3	42
21	4	4	5	4	4	5	3	4	5	3	4	5	50
22	4	4	5	4	4	4	5	5	5	4	5	5	54
23	5	4	5	3	4	4	4	5	3	4	5	3	49
24	5	5	5	3	5	5	3	5	3	2	5	3	49
25	3	5	4	3	5	5	3	2	3	2	2	3	40
26	4	5	4	3	4	5	3	4	4	5	4	4	49
27	4	5	4	3	4	4	4	3	4	5	3	4	47
28	5	4	4	3	4	4	5	3	3	4	3	3	45
29	2	4	5	3	4	3	5	4	3	3	4	3	43
30	3	5	5	4	4	4	4	4	3	3	4	3	46

Lampiran Tabulasi Data (X₃)

No. Responden	Pernyataan							Jumlah
	1	2	3	4	5	6	7	
1	5	5	4	4	5	4	4	31
2	3	4	3	3	3	3	2	21
3	5	4	3	4	5	3	4	28
4	3	3	5	4	3	4	4	26
5	4	3	3	5	4	4	3	26
6	5	4	5	5	5	3	5	32
7	4	4	3	3	4	3	4	25
8	3	4	3	3	3	2	2	20
9	4	3	3	5	4	3	2	24
10	3	3	3	3	3	3	4	22
11	3	3	3	3	3	2	2	19
12	4	3	3	4	4	3	4	25
13	3	3	3	4	3	3	3	22
14	3	4	3	4	3	5	5	27
15	4	4	4	3	4	4	4	27
16	4	5	5	4	4	3	2	27
17	4	4	4	4	4	4	3	27
18	3	4	4	4	3	5	4	27
19	4	4	4	4	4	5	3	28
20	4	4	4	4	4	3	2	25
21	4	4	5	4	4	5	3	29
22	4	4	5	4	4	4	5	30
23	5	4	5	3	4	4	4	29
24	5	5	5	3	5	5	3	31
25	3	5	4	3	5	5	3	28
26	4	5	4	3	4	5	3	28
27	4	5	4	3	4	4	4	28
28	5	4	4	3	4	4	5	29
29	2	4	5	3	4	3	5	26
30	3	5	5	4	4	4	4	29

Lampiran Tabulasi Data (Y)

No. Responden	Pernyataan				
	1	2	3	4	Jumlah
1	4	4	2	3	13
2	5	4	4	5	18
3	2	3	2	4	11
4	4	4	5	3	16
5	4	4	4	3	15
6	3	4	3	3	13
7	5	5	4	4	18
8	2	3	2	5	12
9	2	4	2	5	13
10	5	4	3	4	16
11	3	3	5	4	15
12	5	4	3	5	17
13	5	4	3	5	17
14	4	2	4	4	14
15	4	4	5	5	18
16	4	4	3	5	16
17	5	4	3	5	17
18	5	5	3	4	17
19	5	5	3	3	16
20	5	4	3	3	15
21	4	4	2	3	13
22	5	4	4	5	18
23	2	3	2	4	11
24	4	4	5	3	16
25	4	4	4	3	15
26	3	4	3	3	13
27	5	5	4	4	18
28	2	3	2	5	12
29	2	4	2	5	13
30	5	4	3	4	16

Frequency Table

X11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	119	62,6	62,6	62,6
	4	46	24,2	24,2	86,8
	5	25	13,2	13,2	100,0
	Total	190	100,0	100,0	

X12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	92	48,4	48,4	48,4
	4	63	33,2	33,2	81,6
	5	35	18,4	18,4	100,0
	Total	190	100,0	100,0	

X13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	58	30,5	30,5	30,5
	4	50	26,3	26,3	56,8
	5	82	43,2	43,2	100,0
	Total	190	100,0	100,0	

x14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	70	36,8	36,8	36,8
	4	89	46,8	46,8	83,7
	5	31	16,3	16,3	100,0
	Total	190	100,0	100,0	

X15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	107	56,3	56,3	56,3
	4	32	16,8	16,8	73,2
	5	51	26,8	26,8	100,0
	Total	190	100,0	100,0	

X16

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	55	28,9	28,9	28,9
	4	98	51,6	51,6	80,5
	5	37	19,5	19,5	100,0
	Total	190	100,0	100,0	

X17

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	51	26,8	26,8	26,8
	4	45	23,7	23,7	50,5
	5	94	49,5	49,5	100,0
	Total	190	100,0	100,0	

X18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	74	38,9	38,9	38,9
	4	82	43,2	43,2	82,1
	5	34	17,9	17,9	100,0
	Total	190	100,0	100,0	

X21

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	103	54,2	54,2	54,2
	4	40	21,1	21,1	75,3
	5	47	24,7	24,7	100,0
	Total	190	100,0	100,0	

X22

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	107	56,3	56,3	56,3
	4	55	28,9	28,9	85,3
	5	28	14,7	14,7	100,0
	Total	190	100,0	100,0	

X23

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	56	29,5	29,5	29,5
	4	76	40,0	40,0	69,5
	5	58	30,5	30,5	100,0
	Total	190	100,0	100,0	

X24

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	87	45,8	45,8	45,8
	4	65	34,2	34,2	80,0
	5	38	20,0	20,0	100,0
	Total	190	100,0	100,0	

X25

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	56	29,5	29,5	29,5
	4	38	20,0	20,0	49,5
	5	96	50,5	50,5	100,0
	Total	190	100,0	100,0	

X26

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	89	46,8	46,8	46,8
	4	50	26,3	26,3	73,2
	5	51	26,8	26,8	100,0
	Total	190	100,0	100,0	

X27

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	103	54,2	54,2	54,2
	4	59	31,1	31,1	85,3
	5	28	14,7	14,7	100,0
	Total	190	100,0	100,0	

X28

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	59	31,1	31,1	31,1
	4	86	45,3	45,3	76,3
	5	45	23,7	23,7	100,0
	Total	190	100,0	100,0	

X31

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	119	62,6	62,6	62,6
	4	38	20,0	20,0	82,6
	5	33	17,4	17,4	100,0
	Total	190	100,0	100,0	

X32

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	103	54,2	54,2	54,2
	4	55	28,9	28,9	83,2
	5	32	16,8	16,8	100,0
	Total	190	100,0	100,0	

X33

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	58	30,5	30,5	30,5
	4	64	33,7	33,7	64,2
	5	68	35,8	35,8	100,0
	Total	190	100,0	100,0	

X34

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	87	45,8	45,8	45,8
	4	73	38,4	38,4	84,2
	5	30	15,8	15,8	100,0
	Total	190	100,0	100,0	

X35

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	74	38,9	38,9	38,9
	4	34	17,9	17,9	56,8
	5	82	43,2	43,2	100,0
	Total	190	100,0	100,0	

X36

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	81	42,6	42,6	42,6
	4	66	34,7	34,7	77,4
	5	43	22,6	22,6	100,0
	Total	190	100,0	100,0	

X37

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	89	46,8	46,8	46,8
	4	51	26,8	26,8	73,7
	5	50	26,3	26,3	100,0
	Total	190	100,0	100,0	

X38

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	69	36,3	36,3	36,3
	4	82	43,2	43,2	79,5
	5	39	20,5	20,5	100,0
	Total	190	100,0	100,0	

Y1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	119	62,6	62,6	62,6
	4	46	24,2	24,2	86,8
	5	25	13,2	13,2	100,0
	Total	190	100,0	100,0	

Y2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	92	48,4	48,4	48,4
	4	63	33,2	33,2	81,6
	5	35	18,4	18,4	100,0
	Total	190	100,0	100,0	

Y3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	58	30,5	30,5	30,5
	4	50	26,3	26,3	56,8
	5	82	43,2	43,2	100,0
	Total	190	100,0	100,0	

Y4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	70	36,8	36,8	36,8
	4	89	46,8	46,8	83,7
	5	31	16,3	16,3	100,0
	Total	190	100,0	100,0	

Y5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	107	56,3	56,3	56,3
	4	32	16,8	16,8	73,2
	5	51	26,8	26,8	100,0
	Total	190	100,0	100,0	

Y6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	55	28,9	28,9	28,9
	4	98	51,6	51,6	80,5
	5	37	19,5	19,5	100,0
	Total	190	100,0	100,0	

Y7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	51	26,8	26,8	26,8
	4	45	23,7	23,7	50,5
	5	94	49,5	49,5	100,0
	Total	190	100,0	100,0	

Y8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	70	36,8	36,8	36,8
	4	89	46,8	46,8	83,7
	5	31	16,3	16,3	100,0
	Total	190	100,0	100,0	

Lampiran 2. Tabulasi Data (X_1)

No. Responden	(X ₁)								Jumlah
	P1	P2	P3	P4	P5	P6	P7	P8	
1	3	3	3	3	3	3	3	3	24
2	3	5	5	4	4	3	5	4	33
3	3	3	3	3	3	3	3	3	24
4	4	4	4	4	5	4	4	4	33
5	4	5	4	4	4	4	4	4	33
6	3	3	3	3	3	3	3	3	24
7	3	4	5	5	4	4	5	5	35
8	3	4	5	3	5	5	4	3	32
9	3	3	3	3	3	3	3	3	24
10	3	4	5	4	3	4	5	4	32
11	4	5	3	3	5	5	4	3	32
12	3	4	5	4	3	4	5	4	32
13	5	3	5	4	3	4	5	3	32
14	3	3	3	3	3	3	3	3	24
15	4	4	4	4	5	4	4	4	33
16	3	5	4	4	3	5	5	4	33
17	4	3	5	4	3	4	5	4	32
18	3	4	5	5	3	4	5	5	34
19	5	3	5	5	3	4	5	5	35
20	3	4	5	4	3	5	5	4	33
21	3	3	3	3	3	3	3	3	24
22	5	3	4	4	4	4	4	4	32
23	3	3	5	5	4	4	5	5	34
24	4	5	4	4	5	4	5	4	35
25	3	3	3	3	3	3	3	3	24
26	5	4	4	5	4	5	4	5	36
27	4	4	5	4	5	4	5	4	35
28	4	3	4	4	5	4	5	4	33
29	3	3	3	3	3	3	3	3	24
30	3	5	4	4	5	4	5	4	34
31	3	4	5	3	5	5	4	3	32
32	3	3	3	3	3	3	3	3	24
33	3	4	5	4	3	4	5	5	33
34	4	5	3	3	5	5	4	3	32
35	3	4	5	4	3	4	5	4	32
36	5	3	5	4	3	4	5	4	33

37	3	3	3	3	3	3	3	3	24
38	4	4	4	4	5	4	4	4	33
39	3	5	4	4	3	5	5	4	33
40	4	3	5	4	3	4	5	4	32
41	3	4	5	5	3	4	5	5	34
42	5	3	5	5	3	4	5	5	35
43	3	4	5	4	3	5	5	4	33
44	3	3	3	3	3	3	3	3	24
45	5	3	4	4	4	4	4	4	32
46	3	3	5	5	4	4	5	5	34
47	4	5	4	4	5	4	5	4	35
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49	3	4	5	3	5	5	4	3	32
50	3	3	3	3	3	3	3	3	24
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52	4	5	4	4	5	4	5	4	35
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60	4	5	4	4	4	4	4	4	33
61	3	3	3	3	3	3	3	3	24
62	3	4	5	5	4	4	5	5	35
63	3	4	5	3	5	5	4	3	32
64	3	3	3	3	3	3	3	3	24
65	3	4	5	4	3	4	5	4	32
66	4	5	3	3	5	5	4	3	32
67	3	4	5	4	3	4	5	4	32
68	5	3	5	4	3	4	5	3	32
69	3	3	3	3	3	3	3	3	24
70	4	4	4	4	5	4	4	4	33
71	3	5	4	4	3	5	5	4	33
72	4	3	5	4	3	4	5	4	32
73	3	4	5	5	3	4	5	5	34
74	5	3	5	5	3	4	5	5	35
75	3	4	5	4	3	5	5	4	33

76	3	3	3	3	3	3	3	3	24
77	5	3	4	4	4	4	4	4	32
78	3	3	5	5	4	4	5	5	34
79	4	5	4	4	5	4	5	4	35
80	3	3	3	3	3	3	3	3	24
81	5	4	4	5	4	5	4	5	36
82	4	4	5	4	5	4	5	4	35
83	4	3	4	4	5	4	5	4	33
84	3	3	3	3	3	3	3	3	24
85	3	5	4	4	5	4	5	4	34
86	3	4	5	3	5	5	4	3	32
87	3	3	3	3	3	3	3	3	24
88	3	4	5	4	3	4	5	5	33
89	4	5	3	3	5	5	4	3	32
90	3	4	5	4	3	4	5	4	32
91	5	3	5	4	3	4	5	4	33
92	3	3	3	3	3	3	3	3	24
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96	3	4	5	5	3	4	5	5	34
97	5	3	5	5	3	4	5	5	35
98	3	4	5	4	3	5	5	4	33
99	3	3	3	3	3	3	3	3	24
100	5	3	4	4	4	4	4	4	32
101	3	3	5	5	4	4	5	5	34
102	4	5	4	4	5	4	5	4	35
103	3	3	3	3	3	3	3	3	24
104	3	4	5	3	5	5	4	3	32
105	3	3	3	3	3	3	3	3	24
106	3	3	3	3	3	3	3	3	24
107	3	5	5	4	4	3	5	4	33
108	3	3	3	3	3	3	3	3	24
109	4	4	4	4	5	4	4	4	33
110	4	5	4	4	4	4	4	4	33
111	3	3	3	3	3	3	3	3	24
112	3	4	5	5	4	4	5	5	35
113	3	4	5	3	5	5	4	3	32

[illegible]

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156	3	3	5	5	4	4	5	5	34
157	4	5	4	4	5	4	5	4	35
158	3	3	3	3	3	3	3	3	24
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161	3	3	3	3	3	3	3	3	24
162	3	5	5	4	4	3	5	4	33
163	3	3	3	3	3	3	3	3	24
164	4	4	4	4	5	4	4	4	33
165	4	5	4	4	4	4	4	4	33
166	3	3	3	3	3	3	3	3	24
167	3	4	5	5	4	4	5	5	35
168	3	4	5	3	5	5	4	3	32
169	3	3	3	3	3	3	3	3	24
170	3	4	5	4	3	4	5	4	32
171	4	5	3	3	5	5	4	3	32
172	3	4	5	4	3	4	5	4	32
173	5	3	5	4	3	4	5	3	32
174	3	3	3	3	3	3	3	3	24
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178	3	4	5	5	3	4	5	5	34
179	5	3	5	5	3	4	5	5	35
180	3	4	5	4	3	5	5	4	33
181	3	3	3	3	3	3	3	3	24
182	5	3	4	4	4	4	4	4	32
183	3	3	5	5	4	4	5	5	34
184	4	5	4	4	5	4	5	4	35
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186	5	4	4	5	4	5	4	5	36
187	4	4	5	4	5	4	5	4	35
188	4	3	4	4	5	4	5	4	33
189	3	3	3	3	3	3	3	3	24
190	3	5	4	4	5	4	5	4	34
Rata-rata	3,50	3,7	4,12	3,79	3,70	3,90	4,22	3,78	3,84
Jumlah	666	703	784	721	704	742	803	720	

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38	3	5	4	3	5	3	5	4	32
39	3	3	4	4	5	4	3	3	29
40	5	3	4	4	5	5	3	4	33
41	3	3	3	3	3	3	3	3	24
42	3	3	3	3	3	3	3	3	24
43	5	4	5	5	5	5	4	5	38
44	5	4	4	4	5	5	4	4	35
45	3	3	5	4	5	4	3	5	32
46	3	5	5	4	5	3	5	4	34
47	3	4	5	3	5	3	4	5	32
48	3	3	3	4	3	3	3	3	25
49	4	3	4	3	4	4	3	4	29
50	4	3	4	3	4	4	3	4	29
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52	3	4	5	3	5	3	4	4	31
53	3	3	3	4	3	3	3	3	25
54	4	3	4	3	4	4	3	4	29
55	4	3	4	3	4	4	3	4	29
56	3	4	3	5	3	3	4	4	29
57	3	4	5	5	5	4	4	5	35
58	3	3	3	4	3	3	4	3	26
59	4	3	4	4	4	4	3	4	30
60	4	3	4	3	4	4	3	4	29
61	3	3	3	4	3	3	3	3	25
62	5	5	5	4	4	5	5	5	38
63	5	4	5	5	4	5	4	5	37
64	3	3	3	5	3	3	3	3	26
65	3	5	3	3	3	3	5	3	28
66	3	3	4	3	5	3	3	4	28
67	3	3	4	3	5	4	3	4	29
68	5	3	4	4	5	5	3	4	33
69	3	5	3	4	3	3	5	3	29
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Lampiran 4. Tabulasi Data (Y)

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142	3	3	3	3	3	3	3	3	24
143	4	4	4	4	5	4	4	4	33
144	3	5	4	4	3	5	5	4	33
145	4	3	5	4	3	4	5	4	32
146	3	4	5	5	3	4	5	5	34
147	5	3	5	5	3	4	5	5	35
148	3	4	5	4	3	5	5	4	33
149	3	3	3	3	3	3	3	3	24
150	5	3	4	4	4	4	4	4	32
151	3	3	5	5	4	4	5	5	34
152	4	5	4	4	5	4	5	4	35
153	3	3	3	3	3	3	3	3	24
154	3	4	5	3	5	5	4	3	32
155	3	3	3	3	3	3	3	3	24
156	3	3	5	5	4	4	5	5	34
157	4	5	4	4	5	4	5	4	35
158	3	3	3	3	3	3	3	3	24
159	3	4	5	3	5	5	4	3	32
160	3	3	3	3	3	3	3	3	24
161	3	3	3	3	3	3	3	3	24
162	3	5	5	4	4	3	5	4	33
163	3	3	3	3	3	3	3	3	24
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165	4	5	4	4	4	4	4	4	33
166	3	3	3	3	3	3	3	3	24
167	3	4	5	5	4	4	5	5	35
168	3	4	5	3	5	5	4	3	32
169	3	3	3	3	3	3	3	3	24
170	3	4	5	4	3	4	5	4	32
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172	3	4	5	4	3	4	5	4	32
173	5	3	5	4	3	4	5	4	33
174	3	3	3	3	3	3	3	3	24
175	4	4	4	4	5	4	4	4	33
176	3	5	4	4	3	5	5	4	33

177	4	3	5	4	3	4	5	4	32
178	3	4	5	5	3	4	5	5	34
179	5	3	5	5	3	4	5	5	35
180	3	4	5	4	3	5	5	4	33
181	3	3	3	3	3	3	3	3	24
182	5	3	4	4	4	4	4	4	32
183	3	3	5	5	4	4	5	5	34
184	4	5	4	4	5	4	5	4	35
185	3	3	3	3	3	3	3	3	24
186	5	4	4	5	4	5	4	5	36
187	4	4	5	4	5	4	5	4	35
188	4	3	4	4	5	4	5	4	33
189	3	3	3	3	3	3	3	3	24
190	3	5	4	4	5	4	5	4	34
Rata-rata	3,50	3,7	4,12	3,79	3,70	3,90	4,22	3,79	3,84
Jumlah	666	703	784	721	704	742	803	721	



REGRESSION

/MISSING LISTWISE

/STATISTICS COEFF OUTS BCOV R ANOVA COLLIN TOL

/CRITERIA=PIN(.05) POUT(.10)

/NOORIGIN

/DEPENDENT Y

/METHOD=ENTER X1 X2 X3

/SCATTERPLOT=(*SRESID,*ZPRED)

/RESIDUALS HIST(ZRESID) NORM(ZRESID).

Regression

[DataSet0]

Variables Entered/Removed ^b			
Model	Variables Entered	Variables Removed	Method
1	X3, X1, X2 ^a		. Enter
a. All requested variables entered.			
b. Dependent Variable: Y			

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.889 ^a	.790	.788	.191
a. Predictors: (Constant), X3, X1, X2				
b. Dependent Variable: Y				

ANOVA ^b						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3636.386	3	1212.129	9.323	.000 ^a
	Residual	7.441	186	.036		
	Total	3643.827	189			
a. Predictors: (Constant), X3, X1, X2						
b. Dependent Variable: Y						

Coefficients ^a								
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	9.256	.124		2.069	.040		
	X1	.994	.003	.994	6.760	.000	.833	1.200
	X2	.709	.006	.609	8.427	.005	.274	3.646
	X3	.606	.006	.405	6.909	.004	.296	3.374

a. Dependent Variable: Y

Coefficient Correlations ^a					
Model			X3	X1	X2
1	Correlations	X3	1.000	.057	-.820
		X1	.057	1.000	-.278
		X2	-.820	-.278	1.000
	Covariances	X3	3.664E-5	1.202E-6	-3.195E-5
		X1	1.202E-6	1.201E-5	-6.211E-6
		X2	-3.195E-5	-6.211E-6	4.145E-5

a. Dependent Variable: Y

Collinearity Diagnostics ^a							
Model	Dimension	Eigenvalue	Condition Index	Variance Proportions			
				(Constant)	X1	X2	X3
1	1	3.974	1.000	.00	.00	.00	.00
	2	.015	16.539	.04	.54	.05	.10
	3	.008	21.753	.96	.41	.03	.01
	4	.003	39.171	.01	.05	.92	.89

a. Dependent Variable: Y

Residuals Statistics^a

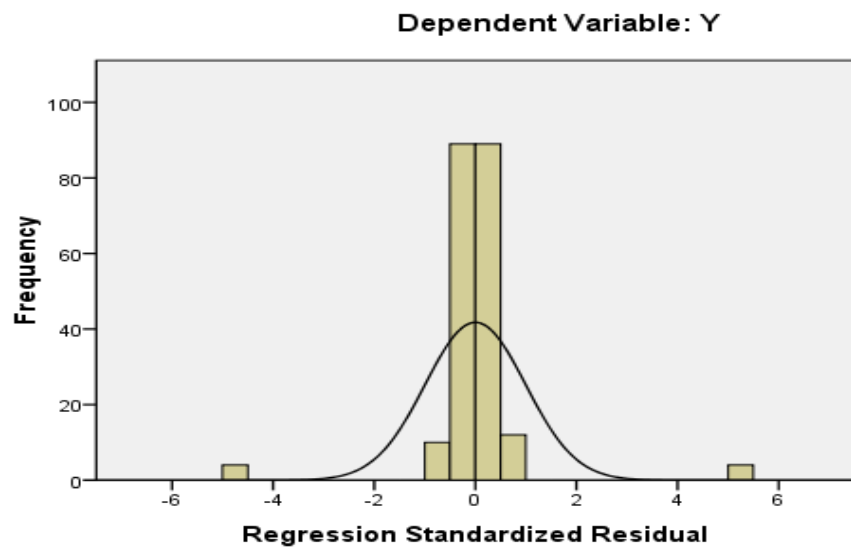
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	23.96	35.99	30.78	4.191	190
Std. Predicted Value	-1.627	1.243	.000	1.000	190
Standard Error of Predicted Value	.014	.083	.025	.010	190
Adjusted Predicted Value	23.96	35.99	30.78	4.191	190
Residual	-.891	.971	.000	.190	190
Std. Residual	-4.665	5.082	.000	.993	190
Stud. Residual	-4.729	5.100	.000	1.001	190
Deleted Residual	-.915	.977	.000	.193	190
Stud. Deleted Residual	-4.999	5.447	.001	1.060	190
Mahal. Distance	.159	38.218	2.986	4.069	190
Cook's Distance	.000	.154	.004	.022	190
Centered Leverage Value	.001	.185	.014	.020	190

a. Dependent Variable: Y

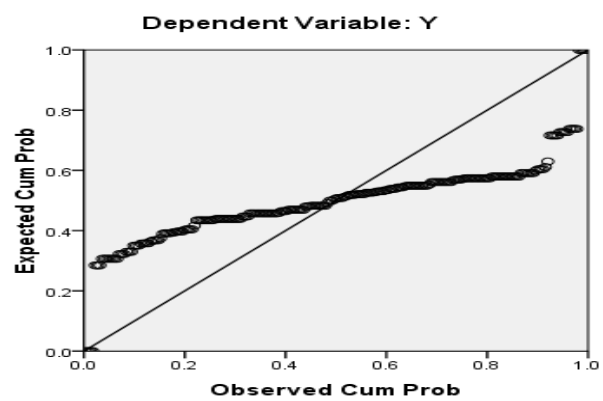


Charts

Histogram



Normal P-P Plot of Regression Standardized Residual



Scatterplot

Dependent Variable: Y

