**Lampiran 1 Profil Responden**



**Lampiran 2 Kuisioner**

|  |  |
| --- | --- |
|  | **YAYASAN PENDIDIKAN BUNG HATTA**  **UNIVERSITAS BUNG HATTA**  **Kampus II: Jl. Gajah Mada No. 19 OloNanggalo, Padang, (0751) 51341-54257**  **Fax (0751) 55475 email :** [**rektorat@bung-hatta.ac.id**](mailto:rektorat@bung-hatta.ac.id) **Website :** [**http://bung-hatta.ac.id**](http://bung-hatta.ac.id) |

Kepada Yth,

Bapak/ Ibuk/ Saudara/i

di

Tempat.

Hal: ***Mohon partisipasi pengisian kuesioner***

Dengan hormat,

Saya yang bertanda tangan di bawah ini:

**Nama : ADE TIOZA**

**NPM : 1110011211062**

Sehubungan dengan penyusunan tugas akhir (Skripsi) pada fakultas Ekonomi Universitas Bung Hatta, maka saya memerlukan beberapa informasi untuk mendukung dan menyusun skripsi yang berjudul**”Pengaruh kepuasan konsumen, rintangan beralih, dan penanganan keluhan terhadap loyalitas konsumen (Studi Pada Konsumen Sepeda Motor Merek Suzuki Di Padang)”**Partisipasi Bapak/Ibu/saudara/i sangat saya harapkan mengingat dalam hal ini untuk menyelesaikan penelitian ini nantinya. Atas segala perhatian dan kesediaannya saya ucapkan terimakasih.

HormatSaya,

**Ade Tioza**

Peneliti

Mengetahui,

|  |  |
| --- | --- |
| Pembimbing I  **Yuhelmi, SE, MM** | Pembimbing II  **Surya Dharma, SE, M.Si** |

**IDENTITAS RESPONDEN**

Berilah tanda ceklist (✓) pada setiap pilihan jawaban yang telah disediakan pada identitas responden dibawah ini :

**IDENTITAS RESPONDEN**

1. Gender : Pria Wanita
2. Umur : \_\_\_\_\_\_\_Tahun
3. Status Bekerja :

Ya sebagai: Pegawai Swasta PNS/BUMN

Wiraswasta TNI/Polri

Lain-lain(sebutkan………………)

Tidak sebagai: Ibu Rumah tangga Pensiunan

Pelajar/ Mahasiswa Lain-lain (sebutkan.……)

1. Estimasi pengeluaran perbulan/uang saku:

Rp 1.000.000-Rp1.500.000

Rp 1.500.000-Rp 2.000.000

Rp 2.000.000-Rp 3.000.000

>Rp 3.000.000

1. Apakah anda menggunakan sepeda motor sebagai alat transportasi utama ? Ya Tidak
2. Jika iya berapa lama anda menggunakan sepeda motor :\_\_\_\_\_\_\_Tahun
3. Apakah dalam satu tahun kedepan anda berencana membeli sepeda motor?

Ya Tidak

**PETUNJUK PENGISIAN KUESIONER 1**

**Evaluasilahsalah satu alternatif jawaban yang mewakili pendapat anda.**

1. Sangat tidak puas, jika pernyataan bertolak belakang dengan kenyataan yang anda alami/rasakan.
2. Tidak puas, jika pernyataan tidak sama dengan kenyataan yang anda alami/rasakan.
3. Cukup puas, jika pernyataan mendekati kenyataan yang anda alami/rasakan.
4. Puas, jika pernyataan sama dengan kenyataan yang anda alami/rasakan.
5. Sangat puas, jika kenyataan yang anda dapatkan melebihi pernyataan.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |
| **SangatTidak puas**  **(STP)** | **Tidak puas**  **(TP)** | **Cukup puas**  **(CP)** | **Puas**  **(P)** | **Sangat Puas**  **(SP)** |

## Evaluasilah pernyataan berikut yangberkaitandengan kepuasan konsumen terhadap loyalitas konsumen Bapak/Ibu/Saudara/i dimohon member tanda (√ ) pada alternatif jawaban yang tersedia :

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| NO. | | **PERNYATAAN**  **KEPUASAN KONSUMEN (X1)** | **Alternatif Jawaban** | | | | |
| **5** | **4** | **3** | **2** | **1** |
| **SP** | **P** | **CP** | **TP** | **STP** |
| **1** | | Saya merasa puas dengan pelayanan yang diberikan dealer suzuki |  |  |  |  |  |
| **2** | | Saya merasa puas dengan harga yang ditawarkan oleh dealer suzuki sangat bersaing dengan merek lain |  |  |  |  |  |
| **3** | | Saya merasa puas dengan kualitas produk merek suzuki yang mempunyai daya tahan mesin yang baik |  |  |  |  |  |
| **4** | | Saya merasa puas dan bangga dengan pemakaian sepeda motor merek suzuki |  |  |  |  |  |
| **5** | | Saya merasa puas dengan kemudahan untuk mendapatkan suatu produk tanpa mengeluarkan biaya tambahan. |  |  |  |  |  |
| **PETUNJUK PENGISIAN KUESIONER 2**  **Evaluasilah salah satu alternatif jawaban yang mewakili pendapat anda.**   1. Sangat tidak setuju, jika pernyataan bertolak belakang dengan kenyataan yang anda alami/rasakan. 2. Tidak setuju, jika pernyataan tidak sama dengan kenyataan yang anda alami/rasakan. 3. Netral, jika pernyataan mendekati kenyataan yang anda alami/rasakan. 4. Setuju, jika pernyataan sama dengan kenyataan yang anda alami/rasakan. 5. Sangat Setuju, jika kenyataan yang anda dapatkan melebihi pernyataan.  |  |  |  |  |  | | --- | --- | --- | --- | --- | | 1 | 2 | 3 | 4 | 5 | | **SangatTidakSetuju**  **(STS)** | **TidakSetuju**  **(TS)** | **Netral**  **(N)** | **Setuju**  **(S)** | **SangatSetuju**  **(SS)** |  Evaluasilah pernyataan berikut yang berkaitan dengan rintangan beralih dan penanganan keluhan terhadap loyalitas konsumen Bapak/Ibu/Saudara/i dimohon memberitanda (√ ) pada alternatif jawaban yang tersedia : | | | | | | | |
| **No.** | | **PERNYATAAN**  **RINTANGAN BERALIH (X2)** | **Alternatif Jawaban** | | | | |
| **5** | **4** | **3** | **2** | **1** |
| **SS** | **S** | **N** | **TS** | **STS** |
| 1 | | Dengan bonus-bonus yang menarik dan potongan harga yang lumayan membuat saya enggan beralih langganan dari merek Suzuki |  |  |  |  |  |
| **2** | | Biaya transaksi, perawatan dan suku cadang Suzuki yang bermutu baik, sehingga membuat saya enggan berpindah kemerek lain |  |  |  |  | |
| **3** | | Dengan beralih langganan dari merek Suzuki membuat saya tambah susah dan memerlukan banyak biaya dan usaha |  |  |  |  |  |
|  | | | | | | | |
| **No.** | | **PERNYATAAN**  **PENANGANAN KELUHAN (X3)** | **Alternatif Jawaban** | | | | |
| **5** | **4** | **3** | **2** | **1** |
| **SS** | **S** | **N** | **TS** | **STS** |
| 1 | | Dealer Suzuki mendengarkan keluhan dan berusaha memahami situasi yang dirasakan pelanggan |  |  |  |  |  |
| **2** | | Penanganan keluhan dilakukan dalam waktu cepat oleh dealer Suzuki |  |  |  |  |  |
| **3** | | Konsumen mendapatkan solusi yang adil dan wajar dalam penanganan masalahnya daridealer Suzuki |  |  |  |  |  |
| **4** | | Setujukah anda pelayanan dealer Suzuki memberikan kemudahan bagi pelanggan dalam menyampaikan keluhan yang dirasakan atas produk yang dimiliki |  |  |  |  |  |
|  | | | | | | | |
| **No** | **PERNYATAAN**  **LOYALITAS KONSUMEN (Y)** | | **Alternatif Jawaban** | | | | |
| **5** | **4** | **3** | **2** | **1** |
| **SS** | **S** | **N** | **TS** | **STS** |
| **1** | Saya akan terus menggunakan motor Suzuki dan akan membeli motor dengan merek yang sama | |  |  |  |  |  |
| **2** | Saya akan menggunakan suku cadang yang asli dan jasa service dari dealer Suzuki | |  |  |  |  |  |
| **3** | Saya akan mengajak keluarga atau teman untuk melakukan pembelian produk merek Suzuki | |  |  |  |  |  |
| **4** | Saya akan tetap bertahan menggunakan sepeda motor merek Suzuki walaupun motor merek lain menawarkan produk baru | |  |  |  |  |  |

**Lampiran 3 Tabulasi data**





**Lampiran 4 Frekuensi Profil Responden**

| **Gender** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Pria | 58 | 72.5 | 72.5 | 72.5 |
| Wanita | 22 | 27.5 | 27.5 | 100.0 |
| Total | 80 | 100.0 | 100.0 |  |

| **Umur** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 17 | 1 | 1.2 | 1.2 | 1.2 |
| 20 | 1 | 1.2 | 1.2 | 2.5 |
| 21 | 4 | 5.0 | 5.0 | 7.5 |
| 22 | 7 | 8.8 | 8.8 | 16.2 |
| 23 | 8 | 10.0 | 10.0 | 26.2 |
| 24 | 6 | 7.5 | 7.5 | 33.8 |
| 25 | 12 | 15.0 | 15.0 | 48.8 |
| 26 | 2 | 2.5 | 2.5 | 51.2 |
| 27 | 5 | 6.2 | 6.2 | 57.5 |
| 28 | 6 | 7.5 | 7.5 | 65.0 |
| 29 | 3 | 3.8 | 3.8 | 68.8 |
| 30 | 4 | 5.0 | 5.0 | 73.8 |
| 31 | 2 | 2.5 | 2.5 | 76.2 |
| 32 | 4 | 5.0 | 5.0 | 81.2 |
| 33 | 1 | 1.2 | 1.2 | 82.5 |
| 34 | 4 | 5.0 | 5.0 | 87.5 |
| 37 | 3 | 3.8 | 3.8 | 91.2 |
| 41 | 1 | 1.2 | 1.2 | 92.5 |
| 42 | 1 | 1.2 | 1.2 | 93.8 |
| 43 | 1 | 1.2 | 1.2 | 95.0 |
| 50 | 1 | 1.2 | 1.2 | 96.2 |
| 52 | 2 | 2.5 | 2.5 | 98.8 |
| 57 | 1 | 1.2 | 1.2 | 100.0 |
| Total | 80 | 100.0 | 100.0 |  |

| **Status Bekerja** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Ya | 44 | 55.0 | 55.0 | 55.0 |
| Tidak | 36 | 45.0 | 45.0 | 100.0 |
| Total | 80 | 100.0 | 100.0 |  |

| **Pekerjaan** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Pegawai Swasta | 8 | 10.0 | 10.0 | 10.0 |
| Wiraswasta | 22 | 27.5 | 27.5 | 37.5 |
| PNS/BUMN | 8 | 10.0 | 10.0 | 47.5 |
| TNI/Polri | 3 | 3.8 | 3.8 | 51.2 |
| Lain-Lain | 2 | 2.5 | 2.5 | 53.8 |
| Ibu Rumah Tangga | 5 | 6.2 | 6.2 | 60.0 |
| Pelajar/Mahasiswa | 32 | 40.0 | 40.0 | 100.0 |
| Total | 80 | 100.0 | 100.0 |  |

| **Pengeluaran/Uang Saku** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Rp 1.000.000-1.500.000 | 27 | 33.8 | 33.8 | 33.8 |
| Rp 1.500.000-2.000.000 | 21 | 26.2 | 26.2 | 60.0 |
| Rp 2.000.000-3.000.000 | 18 | 22.5 | 22.5 | 82.5 |
| >Rp 3.000.000 | 14 | 17.5 | 17.5 | 100.0 |
| Total | 80 | 100.0 | 100.0 |  |

| **Motor Sebagai Alat Transportasi Utama** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Ya | 79 | 98.8 | 98.8 | 98.8 |
| Tidak | 1 | 1.2 | 1.2 | 100.0 |
| Total | 80 | 100.0 | 100.0 |  |

| **Lama Mengunakan Sepeda Motor** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 7 | 8.8 | 8.8 | 8.8 |
| 3 | 12 | 15.0 | 15.0 | 23.8 |
| 4 | 12 | 15.0 | 15.0 | 38.8 |
| 5 | 12 | 15.0 | 15.0 | 53.8 |
| 6 | 9 | 11.2 | 11.2 | 65.0 |
| 7 | 6 | 7.5 | 7.5 | 72.5 |
| 8 | 6 | 7.5 | 7.5 | 80.0 |
| 10 | 5 | 6.2 | 6.2 | 86.2 |
| 11 | 1 | 1.2 | 1.2 | 87.5 |
| 12 | 4 | 5.0 | 5.0 | 92.5 |
| 15 | 3 | 3.8 | 3.8 | 96.2 |
| 20 | 3 | 3.8 | 3.8 | 100.0 |
| Total | 80 | 100.0 | 100.0 |  |

| **Berencana Membeli Sepeda Motor Lagi** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Ya | 32 | 40.0 | 40.0 | 40.0 |
| Tidak | 48 | 60.0 | 60.0 | 100.0 |
| Total | 80 | 100.0 | 100.0 |  |

**Lampiran 5 Uji Validitas Dan Reabelitas**

1. Loyalitas

| **Reliability Statistics** | |
| --- | --- |
| Cronbach's Alpha | N of Items |
| .711 | 4 |

| **Item-Total Statistics** | | | | |
| --- | --- | --- | --- | --- |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| Loyalitas1 | 11.74 | 3.968 | .404 | .708 |
| Loyalitas2 | 11.71 | 3.144 | .649 | .543 |
| Loyalitas3 | 11.41 | 3.891 | .544 | .623 |
| Loyalitas4 | 11.52 | 4.354 | .416 | .694 |

1. Kepuasan

| **Reliability Statistics** | |
| --- | --- |
| Cronbach's Alpha | N of Items |
| .779 | 5 |

| **Item-Total Statistics** | | | | |
| --- | --- | --- | --- | --- |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| Kepuasan1 | 15.48 | 6.835 | .458 | .768 |
| kepuasan2 | 15.85 | 5.876 | .529 | .751 |
| kepuasan3 | 15.55 | 5.972 | .671 | .701 |
| kepuasan4 | 15.66 | 6.480 | .564 | .737 |
| kepuasan5 | 15.86 | 5.918 | .570 | .734 |

1. Rintangan Beralih

| **Reliability Statistics** | |
| --- | --- |
| Cronbach's Alpha | N of Items |
| .654 | 3 |

| **Item-Total Statistics** | | | | |
| --- | --- | --- | --- | --- |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| Rintangan Beralih1 | 7.80 | 2.339 | .352 | .693 |
| Rintangan Beralih2 | 8.18 | 1.615 | .499 | .517 |
| Rintangan Beralih3 | 7.88 | 1.858 | .567 | .422 |

1. Penanganan Keluhan

| **Reliability Statistics** | |
| --- | --- |
| Cronbach's Alpha | N of Items |
| .738 | 4 |

| **Item-Total Statistics** | | | | |
| --- | --- | --- | --- | --- |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| Penanganan Keluahan1 | 11.84 | 3.733 | .561 | .663 |
| Penanganan Keluhan2 | 12.17 | 3.817 | .388 | .767 |
| Penanganan Keluhan3 | 11.74 | 3.766 | .611 | .641 |
| Penanganan Keluhan4 | 11.95 | 3.339 | .596 | .638 |

**Lampiran 6 Analisis Deskriptif**

1. loyalitas

| **Statistics** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Loyalitas1 | Loyalitas2 | Loyalitas3 | Loyalitas4 |
| N | Valid | 80 | 80 | 80 | 80 |
| Missing | 0 | 0 | 0 | 0 |
| Mean | | 3.72 | 3.75 | 4.05 | 3.94 |

| **Loyalitas1** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 8 | 10.0 | 10.0 | 10.0 |
| 3 | 22 | 27.5 | 27.5 | 37.5 |
| 4 | 34 | 42.5 | 42.5 | 80.0 |
| 5 | 16 | 20.0 | 20.0 | 100.0 |
| Total | 80 | 100.0 | 100.0 |  |
| **Loyalitas2** | | | | | |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 1 | 1.2 | 1.2 | 1.2 |
| 2 | 7 | 8.8 | 8.8 | 10.0 |
| 3 | 21 | 26.2 | 26.2 | 36.2 |
| 4 | 33 | 41.2 | 41.2 | 77.5 |
| 5 | 18 | 22.5 | 22.5 | 100.0 |
| Total | 80 | 100.0 | 100.0 |  |

| **Loyalitas3** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 4 | 5.0 | 5.0 | 5.0 |
| 3 | 11 | 13.8 | 13.8 | 18.8 |
| 4 | 42 | 52.5 | 52.5 | 71.2 |
| 5 | 23 | 28.8 | 28.8 | 100.0 |
| Total | 80 | 100.0 | 100.0 |  |

| **Loyalitas4** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 4 | 5.0 | 5.0 | 5.0 |
| 3 | 13 | 16.2 | 16.2 | 21.2 |
| 4 | 47 | 58.8 | 58.8 | 80.0 |
| 5 | 16 | 20.0 | 20.0 | 100.0 |
| Total | 80 | 100.0 | 100.0 |  |

1. kepuasan

| **Statistics** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | Kepuasan1 | kepuasan2 | kepuasan3 | kepuasan4 | kepuasan5 |
| N | Valid | 80 | 80 | 80 | 80 | 80 |
| Missing | 0 | 0 | 0 | 0 | 0 |
| Mean | | 4.12 | 3.75 | 4.05 | 3.94 | 3.74 |

| **Kepuasan1** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 4 | 5.0 | 5.0 | 5.0 |
| 3 | 6 | 7.5 | 7.5 | 12.5 |
| 4 | 46 | 57.5 | 57.5 | 70.0 |
| 5 | 24 | 30.0 | 30.0 | 100.0 |
| Total | 80 | 100.0 | 100.0 |  |

| **kepuasan2** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 1 | 1.2 | 1.2 | 1.2 |
| 2 | 7 | 8.8 | 8.8 | 10.0 |
| 3 | 21 | 26.2 | 26.2 | 36.2 |
| 4 | 33 | 41.2 | 41.2 | 77.5 |
| 5 | 18 | 22.5 | 22.5 | 100.0 |
| Total | 80 | 100.0 | 100.0 |  |

| **kepuasan3** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 4 | 5.0 | 5.0 | 5.0 |
| 3 | 11 | 13.8 | 13.8 | 18.8 |
| 4 | 42 | 52.5 | 52.5 | 71.2 |
| 5 | 23 | 28.8 | 28.8 | 100.0 |
| Total | 80 | 100.0 | 100.0 |  |

| **kepuasan4** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 4 | 5.0 | 5.0 | 5.0 |
| 3 | 13 | 16.2 | 16.2 | 21.2 |
| 4 | 47 | 58.8 | 58.8 | 80.0 |
| 5 | 16 | 20.0 | 20.0 | 100.0 |
| Total | 80 | 100.0 | 100.0 |  |

| **kepuasan5** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 1 | 1.2 | 1.2 | 1.2 |
| 2 | 4 | 5.0 | 5.0 | 6.2 |
| 3 | 27 | 33.8 | 33.8 | 40.0 |
| 4 | 31 | 38.8 | 38.8 | 78.8 |
| 5 | 17 | 21.2 | 21.2 | 100.0 |
| Total | 80 | 100.0 | 100.0 |  |

1. rintangan beralih

| **Statistics** | | | | |
| --- | --- | --- | --- | --- |
|  |  | Rintangan Beralih1 | Rintangan Beralih2 | Rintangan Beralih3 |
| N | Valid | 80 | 80 | 80 |
| Missing | 0 | 0 | 0 |
| Mean | | 4.12 | 3.75 | 4.05 |

| **Rintangan Beralih1** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 4 | 5.0 | 5.0 | 5.0 |
| 3 | 6 | 7.5 | 7.5 | 12.5 |
| 4 | 46 | 57.5 | 57.5 | 70.0 |
| 5 | 24 | 30.0 | 30.0 | 100.0 |
| Total | 80 | 100.0 | 100.0 |  |

| **Rintangan Beralih2** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 1 | 1.2 | 1.2 | 1.2 |
| 2 | 7 | 8.8 | 8.8 | 10.0 |
| 3 | 21 | 26.2 | 26.2 | 36.2 |
| 4 | 33 | 41.2 | 41.2 | 77.5 |
| 5 | 18 | 22.5 | 22.5 | 100.0 |
| Total | 80 | 100.0 | 100.0 |  |

| **Rintangan Beralih3** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 4 | 5.0 | 5.0 | 5.0 |
| 3 | 11 | 13.8 | 13.8 | 18.8 |
| 4 | 42 | 52.5 | 52.5 | 71.2 |
| 5 | 23 | 28.8 | 28.8 | 100.0 |
| Total | 80 | 100.0 | 100.0 |  |

1. penanganan keluhan

| **Statistics** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Penanganan Keluahan1 | Penanganan Keluhan2 | Penanganan Keluhan3 | Penanganan Keluhan4 |
| N | Valid | 80 | 80 | 80 | 80 |
| Missing | 0 | 0 | 0 | 0 |
| Mean | | 4.06 | 3.72 | 4.16 | 3.95 |

| **Penanganan Keluahan1** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 1 | 1.2 | 1.2 | 1.2 |
| 2 | 3 | 3.8 | 3.8 | 5.0 |
| 3 | 6 | 7.5 | 7.5 | 12.5 |
| 4 | 50 | 62.5 | 62.5 | 75.0 |
| 5 | 20 | 25.0 | 25.0 | 100.0 |
| Total | 80 | 100.0 | 100.0 |  |

| **Penanganan Keluhan2** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 8 | 10.0 | 10.0 | 10.0 |
| 3 | 22 | 27.5 | 27.5 | 37.5 |
| 4 | 34 | 42.5 | 42.5 | 80.0 |
| 5 | 16 | 20.0 | 20.0 | 100.0 |
| Total | 80 | 100.0 | 100.0 |  |

| **Penanganan Keluhan3** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 3 | 3.8 | 3.8 | 3.8 |
| 3 | 6 | 7.5 | 7.5 | 11.2 |
| 4 | 46 | 57.5 | 57.5 | 68.8 |
| 5 | 25 | 31.2 | 31.2 | 100.0 |
| Total | 80 | 100.0 | 100.0 |  |

| **Penanganan Keluhan4** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 4 | 5.0 | 5.0 | 5.0 |
| 3 | 20 | 25.0 | 25.0 | 30.0 |
| 4 | 32 | 40.0 | 40.0 | 70.0 |
| 5 | 24 | 30.0 | 30.0 | 100.0 |
| Total | 80 | 100.0 | 100.0 |  |

**Lampiran 7 Uji Asumsi Klasik**

1. normalitas

| **One-Sample Kolmogorov-Smirnov Test** | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | |  | | | lyt | Kps | rb | pk |
| N | | | | | | 80 | 80 | 80 | 80 |
| Normal Parametersa | | | Mean | | | 3.8656 | 3.9200 | 3.9750 | 3.9750 |
| Std. Deviation | | | .62382 | .60680 | .64255 | .61186 |
| Most Extreme Differences | | | Absolute | | | .098 | .098 | .124 | .118 |
| Positive | | | .081 | .078 | .097 | .118 |
| Negative | | | -.098 | -.098 | -.124 | -.111 |
| Kolmogorov-Smirnov Z | | | | | | .875 | .877 | 1.109 | 1.060 |
| Asymp. Sig. (2-tailed) | | | | | | .429 | .425 | .171 | .212 |
| a. Test distribution is Normal. | | | | | |
|  |  |  | |  |

1. uji multikolonieritas

| **Coefficientsa** | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
| B | Std. Error | Beta | Tolerance | VIF |
| 1 | (Constant) | -.153 | .202 |  | -.758 | .451 |  |  |
| Kps | .322 | .136 | .313 | 2.374 | .020 | .110 | 9.081 |
| Rb | .444 | .129 | .458 | 3.444 | .001 | .109 | 9.194 |
| Pk | .249 | .055 | .244 | 4.529 | .000 | .660 | 1.515 |
| 1. Dependent Variable: lyt | | |  |  |  |  |  |  |

1. uji heteroskedatisitas

| **Coefficientsa** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | .341 | .124 |  | 2.743 | .008 |
| kps | .095 | .084 | .377 | 1.130 | .262 |
| rb | -.145 | .080 | -.610 | -1.819 | .073 |
| pk | .011 | .034 | .045 | .333 | .740 |
| a. Dependent Variable: res1 | | |  |  |  |  |

uji r square

| **Model Summaryb** | | | | |
| --- | --- | --- | --- | --- |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .924a | .854 | .848 | .24291 |
| a. Predictors: (Constant), pk, kps, rb | | | |  |
| b. Dependent Variable: lyt | | | |  |

uji f

| **ANOVAb** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| Model | | Sum of Squares | df | Mean Square | F | Sig. |
| 1 | Regression | 26.258 | 3 | 8.753 | 148.334 | .000a |
| Residual | 4.485 | 76 | .059 |  |  |
| Total | 30.743 | 79 |  |  |  |
| a. Predictors: (Constant), pk, kps, rb | | | |  |  |  |
| b. Dependent Variable: lyt | | |  |  |  |  |

**Lampiran 8 Uji t**

| **Coefficientsa** | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | -.153 | .202 |  | -.758 | .451 |
| kps | .322 | .136 | .313 | 2.374 | .020 |
| rb | .444 | .129 | .458 | 3.444 | .001 |
| pk | .249 | .055 | .244 | 4.529 | .000 |
| a. Dependent Variable: lyt | | |  |  |  |  |  |  | |