

LAMPIRAN-LAMPIRAN

LAMPIRAN 1

HASIL UJI REGRESI SEDERHANA

Persamaan 1

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.942 ^a	.887	.885	1.295

a. Predictors: (Constant), KualitasPelayanan

ANOVA^a

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	1219.889	1	1219.889	727.021	.000 ^b
1 Residual	156.047	93	1.678		
Total	1375.937	94			

a. Dependent Variable: Kepuasan

b. Predictors: (Constant), KualitasPelayanan

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.684	.400		4.212	.000
	KualitasPelayanan	.945	.035	.942	26.963	.000

a. Dependent Variable: Kepuasan

Persamaan 2

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.906 ^a	.820	.818	1.632

a. Predictors: (Constant), Harga

ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	1128.369	1	1128.369	423.877	.000 ^b
	Residual	247.568	93	2.662		
	Total	1375.937	94			

a. Dependent Variable: Kepuasan

b. Predictors: (Constant), Harga

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.914	.420		9.312	.000
	Harga	1.032	.050	.906	20.588	.000

a. Dependent Variable: Kepuasan

Persamaan 3

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.909 ^a	.827	.825	1.600

a. Predictors: (Constant), Kepercayaan

ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	1137.989	1	1137.989	444.775	.000 ^b
	Residual	237.947	93	2.559		
	Total	1375.937	94			

a. Dependent Variable: Kepuasan

b. Predictors: (Constant), Kepercayaan

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.947	.498		3.913	.000
	Kepercayaan	.896	.042	.909	21.090	.000

a. Dependent Variable: Kepuasan

Persamaan 4

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.915 ^a	.837	.835	1.470

a. Predictors: (Constant), KualitasPelayanan

ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	1032.947	1	1032.947	477.955	.000 ^b
	Residual	200.990	93	2.161		
	Total	1233.937	94			

a. Dependent Variable: Loyalitas

b. Predictors: (Constant), KualitasPelayanan

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.496	.454		5.500	.000
	KualitasPelayanan	.870	.040	.915	21.862	.000

a. Dependent Variable: Loyalitas

Persamaan 5

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.887 ^a	.787	.785	1.681

a. Predictors: (Constant), Harga

ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	971.251	1	971.251	343.857	.000 ^b
	Residual	262.686	93	2.825		
	Total	1233.937	94			

a. Dependent Variable: Loyalitas

b. Predictors: (Constant), Harga

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.488	.433		10.364	.000
	Harga	.957	.052	.887	18.543	.000

a. Dependent Variable: Loyalitas

Persamaan 6

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.885 ^a	.784	.782	1.693

a. Predictors: (Constant), Kepercayaan

ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	967.452	1	967.452	337.629	.000 ^b
	Residual	266.485	93	2.865		
	Total	1233.937	94			

a. Dependent Variable: Loyalitas

b. Predictors: (Constant), Kepercayaan

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.719	.527		5.164	.000
	Kepercayaan	.826	.045	.885	18.375	.000

a. Dependent Variable: Loyalitas

Persamaan 7

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.946 ^a	.895	.894	1.178

a. Predictors: (Constant), Kepuasan

ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	1104.799	1	1104.799	795.631	.000 ^b
	Residual	129.138	93	1.389		
	Total	1233.937	94			

a. Dependent Variable: Loyalitas

b. Predictors: (Constant), Kepuasan

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.232	.395		3.115	.002
	Kepuasan	.896	.032	.946	28.207	.000

a. Dependent Variable: Loyalitas

LAMPIRAN 2
HASIL UJI VALIDITAS

Kualitas Pelayanan

		Kualitas_Pelayanan
Kualitas_Pelayanan1	Pearson Correlation	.922**
	Sig. (2-tailed)	.000
	N	95
Kualitas_Pelayanan2	Pearson Correlation	.934**
	Sig. (2-tailed)	.000
	N	95
Kualitas_Pelayanan3	Pearson Correlation	.923**
	Sig. (2-tailed)	.000
	N	95
Kualitas_Pelayanan4	Pearson Correlation	.936**
	Sig. (2-tailed)	.000
	N	95
Kualitas_Pelayanan	Pearson Correlation	1
	Sig. (2-tailed)	
	N	95

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

Harga

Correlations

		Harga
Harga1	Pearson Correlation	.941**
	Sig. (2-tailed)	.000
	N	95
Harga2	Pearson Correlation	.956**
	Sig. (2-tailed)	.000
	N	95
Harga3	Pearson Correlation	.933**
	Sig. (2-tailed)	.000
	N	95
Harga	Pearson Correlation	1
	Sig. (2-tailed)	
	N	95

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

Kepercayaan

Correlations

		Kepercayaan
Kepercayaan1	Pearson Correlation	.938**
	Sig. (2-tailed)	.000
	N	95

Kepercayaan2	Pearson	.944**
	Correlation	
	Sig. (2-tailed)	.000
	N	95
Kepercayaan3	Pearson	.926**
	Correlation	
	Sig. (2-tailed)	.000
	N	95
Kepercayaan4	Pearson	.946**
	Correlation	
	Sig. (2-tailed)	.000
	N	95
Kepercayaan	Pearson	1
	Correlation	
	Sig. (2-tailed)	
	N	95

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

Kepuasan

Correlations

		Kepuasan
Kepuasan1	Pearson	.953**
	Correlation	
	Sig. (2-tailed)	.000
	N	95
Kepuasan2	Pearson	.935**
	Correlation	
	Sig. (2-tailed)	.000

	N	95
Kepuasan3	Pearson	.911**
	Correlation	
	Sig. (2-tailed)	.000
	N	95
Kepuasan4	Pearson	.942**
	Correlation	
	Sig. (2-tailed)	.000
	N	95
Kepuasan	Pearson	1
	Correlation	
	Sig. (2-tailed)	
	N	95

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

Loyalitas

Correlations

		Loyalitas
Loyalitas1	Pearson	.874**
	Correlation	
	Sig. (2-tailed)	.000
	N	95
Loyalitas2	Pearson	.963**
	Correlation	
	Sig. (2-tailed)	.000
	N	95
Loyalitas3	Pearson	.948**
	Correlation	

	Sig. (2-tailed)	.000
	N	95
Loyalitas4	Pearson Correlation	.968**
	Sig. (2-tailed)	.000
	N	95
Loyalitas	Pearson Correlation	1
	Sig. (2-tailed)	
	N	95

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

LAMPIRAN 3

HASIL UJI RELIABILITAS

Kualitas Pelayanan

Reliability Statistics

Cronbach's Alpha	N of Items
.946	4

Harga

Reliability Statistics

Cronbach's Alpha	N of Items
.938	3

Kepercayaan

Reliability Statistics

Cronbach's Alpha	N of Items
.955	4

Kepuasan

Reliability Statistics

Cronbach's Alpha	N of Items
.952	4

Loyalitas

Reliability Statistics

Cronbach's Alpha	N of Items
.955	4