

IDENITAS DISKRIPSI RESPONDEN

Petunjuk :

Berilah tanda centang ($\checkmark$) pada jawaban yang di kehendaki , pilihan jawaban adalah :

SS : Sangat Setuju

TS : Tidak Setuju

S : Setuju

STS : Sangat Tidak Setuju

N : Netral

Nama :

Alamat :

Type Mobil :

Umur : () < 25 Tahun () 25-35 Tahun

() 35-50 Tahun () > 50 Tahun

Jenis Kelamin : () Laki-laki () Perempuan

Status Perkawinan : () Menikah () Belum Menikah

Pendidikan Terakhir : () SD () SMP

() SMA/SMK () DIPLOMA / S1

() S2 / S3

Pekerjaan : () Pegawai Negeri () Ibu Rumah Tangga

() Wiraswasta () Karyawan Swasta

() Pensiun () Tidak/belum bekerja

Penghasilan @bulan : () < 4 Juta () 7 juta – 12 jt

() 4 juta – 7 juta () > 12 juta

NO	PERTANYAAN	STS	TS	N	S	SS
		1	2	3	4	5
Accesbility						
1	Lokasi Dealer Duta Cemerlang Motor mudah di jangkau					
Competence						
2	Bengkel resmi DCM mempunyai tenaga technical yang handal serta alat modern sesuai standar suzuki					
Customer Recognition						
3	Seluruh karyawan DCM menyapa saya selama saya berada di dealer					
Helpfulness						
4	Adanya petugas yang membantu saya selama di bengkel					
Personalization						
5	Saya merasa nyaman selama berada di dealer					
Problem Solving						
6	Keluhan pada mobil suzuki saya teratasi					
Promise Fulfillment						
7	Proses perbaikan kendaraan suzuki saya selesai sesuai yang saya harapkan dengan waktu yang di janjikan					
Value For Time						
8	Service advisor memberikan pelayanan yang cepat sehingga saya tidak menunggu lama					
Customer Satisfaction						
9	Setiap kali servis di Bengkel resmi DCM tidak pernah ada rework(pekerjaan ulang)					
10	Saya puas terhadap pelayanan yang di berikan Bengkel resmi DCM					
11	Pelayanan Bengkel resmi DCM sesuai harapan saya					

Customer Loyalty						
12	Saya akan kembali berkunjung ke Bengkel Resmi Suzuki Duta Cemerlang Motor					
13	Saya akan memilih Bengkel Resmi Suzuki Duta Cemerlang Motor dan tidak akan memilih bengkel lain					
14	Saya akan memilih Bengkel Resmi Suzuki Duta Cemerlang Motor walaupun terjadi kenaikan harga					
15	Saya akan merekomendasikan Bengkel Resmi Suzuki Duta Cemerlang Motor ke orang lain					
Relationship Marketing Strategy						
16	Bengkel resmi DCM memberikan jaminan garansi servis apabila terjadi keluhan pada mobil saya					
17	Bengkel resmi DCM memberikan garansi sparepart apabila terjadi kerusakan					
17	Bengkel resmi DCM selalu memberikan discount setiap saya melakukan booking service					
19	SRO menghubungi saya untuk follow up (tindak lanjut) pasca service					
20	SRO menghubungi saya untuk mengingatkan (reminder) jadwal servis berikutnya mobil suzuki saya					

NO.	Jenis Kelamin																										
		ce1	ce2	ce3	ce4	ce5	ce6	ce7	ce8	cs1	cs2	cs3	cl1	cl2	cl3	cl4	rm1	rm2	rm3	rm4	rm5	X	Y1	Y2	M	Y1*M	
1	Laki - Laki	5	5	5	5	5	5	5	5	4	5	5	4	4	4	5	4	3	4	4	4	54	14	17	19	266	
2	Laki - Laki	4	4	4	4	1	2	1	4	5	4	5	5	4	4	4	5	5	5	4	5	37	14	17	24	336	
3	Laki - Laki	4	4	4	4	5	4	3	4	4	4	3	4	3	4	5	4	4	3	3	4	46	11	16	18	198	
4	Laki - Laki	2	2	2	2	3	2	1	3	2	2	2	1	2	2	3	3	3	1	1	3	24	6	8	11	66	
5	Laki - Laki	3	4	5	4	5	4	5	5	4	4	4	4	4	4	5	5	4	5	4	5	49	12	17	23	276	
6	Perempuan	4	5	5	5	5	4	5	3	4	4	4	4	4	5	4	4	3	5	5	4	48	12	17	21	252	
7	Laki - Laki	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	3	3	4	3	3	54	15	20	16	240	
8	Laki - Laki	4	4	4	4	4	4	4	4	4	3	3	2	5	4	4	3	4	5	5	3	43	10	15	20	200	
9	Perempuan	2	2	2	2	2	2	3	2	2	1	1	2	1	2	2	3	1	1	2	3	23	4	7	10	40	
10	Laki - Laki	4	4	4	4	3	3	4	3	4	4	4	4	5	4	2	3	5	4	3	3	42	12	15	18	216	
11	Perempuan	4	3	5	3	4	4	3	4	4	4	4	3	4	4	3	3	4	5	3	3	42	12	14	18	216	
12	Laki - Laki	4	4	4	4	3	4	3	4	3	4	5	4	3	4	3	4	5	5	3	4	44	12	14	21	252	
13	Laki - Laki	4	4	5	4	3	3	4	4	4	4	4	4	3	4	4	4	4	4	5	4	40	12	15	21	252	
14	Perempuan	4	4	5	4	3	4	3	4	4	5	4	4	3	4	3	4	4	4	5	4	42	13	14	21	273	
15	Laki - Laki	3	4	3	4	4	2	2	3	4	3	4	5	5	4	5	3	5	4	4	3	37	11	19	19	209	
16	Perempuan	4	5	4	5	3	3	3	4	5	4	4	4	4	4	4	4	5	5	3	4	43	13	16	21	273	
17	Perempuan	5	5	5	5	5	4	4	5	4	4	5	4	4	4	3	4	4	4	4	4	50	13	15	20	260	
18	Perempuan	2	2	2	2	3	2	1	3	2	2	2	1	2	2	2	1	3	2	2	2	24	6	7	10	60	
19	Laki - Laki	3	4	5	5	5	4	5	5	4	4	4	4	4	4	5	3	3	4	3	3	50	12	17	16	388	
20	Perempuan	4	4	4	4	4	4	5	4	4	4	4	4	4	4	3	4	4	3	5	4	45	12	15	20	240	

NO.	Jenis Kelamin																										
		ce1	ce2	ce3	ce4	ce5	ce6	ce7	ce8	cs1	cs2	cs3	cl1	cl2	cl3	cl4	rm1	rm2	rm3	rm4	rm5	X	Y1	Y2	M	Y1*M	
21	Perempuan	5	5	5	5	4	4	4	4	3	4	4	4	3	4	4	4	4	4	4	4	46	11	15	20	220	
22	Perempuan	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5	3	4	4	5	3	53	14	20	19	266	
23	Laki - Laki	5	5	4	4	4	4	4	4	3	4	5	4	4	4	4	3	5	4	5	3	47	12	16	20	240	
24	Laki - Laki	3	4	5	5	5	4	5	5	4	4	4	4	4	4	5	4	4	4	4	4	50	12	17	20	240	
25	Laki - Laki	5	5	4	4	4	4	4	4	4	4	5	4	3	4	3	3	5	4	5	3	45	13	14	20	260	
26	Laki - Laki	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	5	4	5	4	5	43	12	16	23	276	
27	Laki - Laki	5	5	5	5	4	3	4	4	3	5	5	3	4	4	4	5	4	5	5	5	45	13	15	24	312	
28	Perempuan	5	5	4	4	4	4	4	4	3	4	4	4	4	4	4	4	5	5	5	4	44	11	16	23	253	
29	Laki - Laki	5	5	5	5	5	5	5	5	1	4	5	5	5	5	5	4	5	5	5	4	51	10	20	23	230	
30	Laki - Laki	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	4	44	12	16	21	252	
31	Laki - Laki	5	5	5	5	4	4	4	4	3	4	4	4	4	4	4	4	3	5	4	4	46	11	16	20	220	
32	Laki - Laki	5	5	3	3	4	4	4	3	4	3	3	4	3	4	4	3	3	4	4	3	41	10	15	17	170	
33	Perempuan	5	4	4	4	4	4	4	5	3	4	4	3	4	4	4	4	3	5	4	4	45	11	15	20	220	
34	Perempuan	4	4	4	4	4	4	4	5	4	4	3	5	4	5	3	4	3	4	4	4	45	11	17	19	209	
35	Laki - Laki	4	4	5	4	4	2	2	4	4	4	4	3	3	4	3	4	5	4	4	4	41	12	13	21	252	
36	Laki - Laki	5	5	5	5	5	4	4	5	4	5	5	4	4	4	4	3	4	4	4	3	52	14	16	18	364	
37	Laki - Laki	2	2	2	2	1	2	2	1	2	2	2	3	2	2	3	5	5	5	4	5	19	6	10	24	144	
38	Laki - Laki	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	5	4	3	44	12	16	18	216	
39	Perempuan	1	2	2	1	1	2	1	3	1	1	2	1	1	1	3	4	4	5	3	4	17	4	6	20	80	
40	Laki - Laki	5	5	4	5	4	4	4	4	2	4	5	5	4	4	4	4	4	4	5	4	46	11	17	21	231	

NO.	Jenis Kelamin																										
		ce1	ce2	ce3	ce4	ce5	ce6	ce7	ce8	cs1	cs2	cs3	cl1	cl2	cl3	cl4	rm1	rm2	rm3	rm4	rm5	X	Y1	Y2	M	Y1*M	
41	Laki - Laki	5	5	5	5	5	5	5	5	4	4	5	5	5	5	5	3	4	5	5	3	53	13	20	20	260	
42	Laki - Laki	2	2	2	2	2	1	2	2	2	2	2	2	1	1	2	5	3	5	4	5	21	6	6	22	132	
43	Laki - Laki	5	5	5	5	4	4	4	5	5	5	5	4	4	4	4	4	3	4	4	4	51	15	16	19	285	
44	Laki - Laki	4	4	4	4	4	4	4	4	3	4	4	3	3	4	4	4	4	4	4	4	43	11	14	20	220	
45	Perempuan	4	4	5	4	4	4	4	4	2	5	5	4	4	4	4	3	4	4	3	3	45	12	16	17	204	
46	Laki - Laki	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	3	5	4	4	55	15	20	20	366	
47	Laki - Laki	5	5	5	5	4	4	4	5	3	5	5	4	4	4	4	4	3	5	3	4	50	13	16	19	247	
48	Laki - Laki	4	4	4	4	2	4	4	4	4	4	4	4	5	4	2	4	3	4	3	4	43	12	15	18	216	
49	Laki - Laki	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5	4	4	5	4	4	53	14	20	21	294	
50	Laki - Laki	5	5	5	5	4	4	4	5	3	5	5	4	4	4	4	4	4	5	4	4	50	13	16	21	273	
51	Laki - Laki	5	5	5	5	3	3	4	5	3	5	5	3	4	4	3	4	4	4	4	4	47	13	14	20	260	
52	Perempuan	2	2	2	2	1	2	1	3	2	2	2	1	3	1	3	3	5	4	4	3	19	6	8	19	114	
53	Perempuan	1	2	2	1	1	2	1	1	2	2	2	1	1	1	1	4	5	3	4	4	18	6	4	20	120	
54	Laki - Laki	4	5	3	4	4	1	1	3	2	3	4	1	1	3	4	4	3	4	4	4	34	9	9	19	171	
55	Laki - Laki	5	5	4	5	4	4	4	4	4	4	4	4	4	4	4	4	3	5	4	4	48	12	16	20	240	
56	Laki - Laki	4	4	4	4	4	4	4	2	4	4	3	3	4	3	3	3	5	5	5	3	42	11	13	21	231	
57	Laki - Laki	4	4	5	4	4	2	2	4	4	4	4	4	3	4	3	3	4	5	3	3	41	12	14	18	216	
58	Laki - Laki	5	5	5	5	5	4	4	5	4	5	5	4	4	4	4	4	5	4	3	4	52	14	16	20	280	
59	Laki - Laki	4	4	4	4	4	4	4	4	3	3	4	4	4	4	4	4	3	5	4	4	43	10	16	20	322	
60	Laki - Laki	5	5	5	5	4	4	4	5	3	5	5	5	5	5	1	4	5	4	3	4	49	13	16	20	260	

NO.	Jenis Kelamin																										
		ce1	ce2	ce3	ce4	ce5	ce6	ce7	ce8	cs1	cs2	cs3	cl1	cl2	cl3	cl4	rm1	rm2	rm3	rm4	rm5	X	Y1	Y2	M	Y1*M	
61	Perempuan	5	5	5	5	4	3	4	4	3	5	5	3	4	4	4	4	5	5	3	4	45	13	15	21	273	
62	Perempuan	2	2	2	2	1	2	1	3	2	2	2	1	1	1	3	3	3	4	3	3	22	6	6	16	96	
63	Laki - Laki	5	5	5	5	3	4	4	4	3	4	5	4	4	4	4	4	3	3	4	4	48	12	16	18	216	
64	Laki - Laki	4	5	3	5	4	1	1	3	2	3	4	1	1	3	4	4	3	4	5	4	32	9	9	20	180	
65	Laki - Laki	4	4	4	4	4	4	4	2	4	4	3	3	4	3	3	3	3	5	4	3	42	11	13	18	198	
66	Laki - Laki	4	4	5	4	4	2	2	4	2	4	4	3	3	4	3	3	3	3	3	3	41	10	13	15	150	
67	Laki - Laki	5	5	5	5	4	4	4	5	2	4	4	4	4	4	2	4	4	5	4	4	45	10	14	21	210	
68	Laki - Laki	2	2	2	2	3	2	1	3	2	2	2	1	3	3	3	3	3	4	4	3	24	6	10	17	102	
69	Laki - Laki	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	5	4	44	12	16	20	240	
70	Laki - Laki	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4	3	5	5	5	3	45	13	16	21	273	
71	Laki - Laki	2	2	2	2	3	2	1	3	2	2	2	1	3	3	3	4	4	5	4	4	22	6	10	21	126	
72	Perempuan	3	4	5	4	5	4	5	5	4	4	4	4	4	4	5	4	4	4	5	4	49	12	17	21	306	
73	Laki - Laki	5	4	5	4	4	4	5	4	3	4	5	4	4	4	4	4	5	4	5	4	47	12	16	22	264	
74	Perempuan	2	2	2	2	5	4	4	5	2	2	2	1	1	1	3	5	5	4	5	5	34	6	6	24	144	
75	Laki - Laki	3	4	5	4	5	4	5	5	4	4	4	4	4	4	5	5	3	4	5	5	49	12	17	22	264	
76	Laki - Laki	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	5	4	5	4	43	12	16	22	388	
77	Laki - Laki	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	4	4	5	44	12	16	23	276	
78	Laki - Laki	5	5	5	5	4	4	5	5	4	5	5	3	4	5	4	5	4	4	3	5	52	14	16	21	294	
79	Laki - Laki	5	5	5	5	4	3	4	4	3	5	5	3	4	4	4	4	3	4	5	4	45	13	15	20	260	
80	Laki - Laki	5	5	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	4	47	12	16	22	264	

	Jenis Kelamin																										Y1*M
		ce1	ce2	ce3	ce4	ce5	ce6	ce7	ce8	cs1	cs2	cs3	cl1	cl2	cl3	cl4	rm1	rm2	rm3	rm4	rm5	X	Y1	Y2	M		
81	Laki - Laki	5	4	5	4	3	4	4	4	5	4	4	4	4	5	4	4	5	4	5	4	46	13	17	22	286	
82	Laki - Laki	5	5	5	5	3	4	5	5	4	5	4	4	4	4	3	5	3	4	4	5	49	13	15	21	273	
83	Laki - Laki	5	5	5	5	4	4	4	4	4	5	5	4	4	4	4	5	5	4	5	5	48	14	16	24	336	
84	Laki - Laki	5	5	5	5	4	4	4	5	3	4	4	3	2	4	4	5	5	4	5	5	46	11	13	24	264	
85	Laki - Laki	4	5	3	4	4	1	1	3	2	3	4	1	1	3	4	5	5	4	5	5	34	9	9	24	128	
86	Laki - Laki	5	5	4	5	4	4	4	4	4	4	4	4	4	4	4	4	3	3	5	4	48	12	16	19	228	
87	Laki - Laki	4	4	4	4	4	4	4	2	4	4	3	3	4	3	3	4	5	5	3	4	42	11	13	21	231	
88	Laki - Laki	4	4	5	4	4	2	2	4	4	4	4	4	3	4	3	3	3	4	3	3	41	12	14	16	192	
89	Laki - Laki	5	5	5	5	5	4	4	5	4	5	5	4	4	4	4	4	3	3	4	4	52	14	16	18	252	
90	Laki - Laki	4	4	4	4	4	4	4	4	3	3	4	4	4	4	4	4	3	4	5	4	43	10	16	20	200	
91	Laki - Laki	5	5	5	5	4	4	4	5	3	5	5	5	5	5	1	3	3	5	4	3	49	13	16	18	234	
92	Perempuan	5	5	5	5	4	3	4	4	3	5	5	3	4	4	4	3	3	3	3	3	45	13	15	15	195	
93	Perempuan	2	2	2	2	1	2	1	3	2	2	2	1	1	1	3	4	4	5	4	4	22	6	6	21	126	
94	Laki - Laki	5	5	5	5	3	4	4	4	3	4	5	4	4	4	4	5	4	4	4	5	48	12	16	22	264	
95	Laki - Laki	4	5	3	4	4	1	1	3	2	3	4	1	1	3	4	4	4	5	5	4	31	9	9	22	134	
96	Laki - Laki	4	4	5	4	4	2	2	4	4	4	4	4	3	4	3	5	5	5	5	5	41	12	14	25	300	
97	Laki - Laki	5	5	5	5	5	4	4	5	4	5	5	4	4	4	4	4	5	3	4	4	52	14	16	20	280	
98	Laki - Laki	4	4	4	4	4	4	4	4	3	3	4	4	4	4	4	4	3	4	4	4	43	10	16	19	190	
99	Laki - Laki	5	5	5	5	4	4	4	5	3	5	5	5	5	5	1	4	3	5	4	4	49	13	16	20	260	
100	Perempuan	5	5	5	5	4	3	4	4	3	5	5	3	4	4	4	5	5	4	5	5	45	13	15	24	312	

NO.	Jenis Kelamin																										
		ce1	ce2	ce3	ce4	ce5	ce6	ce7	ce8	cs1	cs2	cs3	cl1	cl2	cl3	cl4	rm1	rm2	rm3	rm4	rm5	X	Y1	Y2	M	Y1*M	
101	Perempuan	2	2	2	2	1	2	1	3	2	2	2	1	1	1	3	3	4	5	3	3	22	6	6	18	108	
102	Laki - Laki	5	5	5	5	3	4	4	4	3	4	5	4	4	4	4	4	5	4	3	4	48	12	16	20	240	
103	Laki - Laki	4	5	3	3	4	1	1	3	2	3	4	1	1	3	4	4	3	5	4	4	30	9	9	20	116	
104	Laki - Laki	4	4	4	4	4	4	4	2	4	4	3	3	4	3	3	4	5	4	3	4	42	11	13	20	220	
105	Laki - Laki	4	4	5	5	4	2	2	4	2	4	4	3	3	4	3	4	5	5	3	4	42	10	13	21	210	
106	Laki - Laki	5	5	5	5	4	4	4	5	2	4	4	4	4	4	2	3	3	4	3	3	45	10	14	16	160	
107	Laki - Laki	2	2	2	2	3	2	1	3	2	2	2	1	3	3	3	4	3	3	4	4	24	6	10	18	108	
108	Laki - Laki	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	5	4	44	12	16	20	240	
109	Laki - Laki	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4	3	3	5	4	3	45	13	16	18	234	
110	Laki - Laki	2	2	2	2	3	2	1	3	2	2	2	1	3	3	3	3	3	3	3	3	22	6	10	15	90	
111	Perempuan	3	4	5	5	5	4	5	5	4	4	4	4	4	4	5	4	4	5	4	4	50	12	17	21	252	
112	Laki - Laki	5	4	5	5	4	4	5	4	3	4	5	4	4	4	4	3	3	4	4	3	48	12	16	17	204	
113	Perempuan	2	2	2	2	5	4	4	5	2	2	2	1	1	1	3	4	4	3	5	4	34	6	6	20	106	
114	Laki - Laki	3	4	5	5	5	4	5	5	4	4	4	4	4	4	5	3	5	5	5	3	50	12	17	21	252	
115	Laki - Laki	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	5	4	4	43	12	16	21	252	
116	Laki - Laki	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	4	44	12	16	21	252	
117	Laki - Laki	5	5	5	5	4	4	5	5	4	5	5	3	4	5	4	4	5	4	5	4	52	14	16	22	308	
118	Laki - Laki	5	5	5	5	4	3	4	4	3	5	5	3	4	4	4	5	5	4	5	5	45	13	15	24	312	
119	Laki - Laki	5	5	4	5	4	4	4	4	4	4	4	4	4	4	4	5	3	4	5	5	47	12	16	22	264	
120	Perempuan	2	2	2	2	2	2	3	2	2	1	1	2	1	2	2	4	5	4	5	4	23	4	7	22	88	

NO.	Jenis Kelamin																										
		ce1	ce2	ce3	ce4	ce5	ce6	ce7	ce8	cs1	cs2	cs3	cl1	cl2	cl3	cl4	rm1	rm2	rm3	rm4	rm5	X	Y1	Y2	M	Y1*M	
121	Laki - Laki	4	4	4	4	3	3	4	3	4	4	4	4	5	4	2	5	5	4	4	5	42	12	15	23	276	
122	Perempuan	4	3	5	4	4	4	3	4	4	4	4	3	4	4	3	5	4	5	5	5	43	12	14	24	288	
123	Laki - Laki	4	4	4	4	3	4	3	4	3	4	5	4	3	4	3	4	5	5	5	4	44	12	14	23	276	
124	Laki - Laki	4	4	5	4	3	3	4	4	4	4	4	4	3	4	4	4	5	5	5	4	40	12	15	23	276	
125	Perempuan	4	4	5	4	3	4	3	4	4	5	4	4	3	4	3	4	4	4	5	4	42	13	14	21	273	
126	Laki - Laki	3	4	3	3	4	2	2	3	4	3	4	5	5	4	5	4	3	5	4	4	36	11	19	20	220	
127	Perempuan	4	5	4	4	3	3	3	4	5	4	4	4	4	4	4	3	3	4	4	3	42	13	16	17	221	
128	Perempuan	5	5	5	5	5	4	4	5	4	4	5	4	4	4	3	4	3	5	4	4	50	13	15	20	260	
129	Perempuan	2	2	2	2	3	2	1	3	2	2	2	1	2	2	2	4	3	4	4	4	24	6	7	19	114	
130	Laki - Laki	3	4	5	4	5	4	5	5	4	4	4	4	4	4	5	4	5	4	4	4	49	12	17	21	252	
131	Perempuan	4	4	4	4	4	4	5	4	4	4	4	4	4	4	3	3	4	4	4	3	45	12	15	18	216	
132	Perempuan	5	5	5	5	4	4	4	4	3	4	4	4	3	4	4	5	5	5	4	5	46	11	15	24	264	
133	Perempuan	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5	3	3	5	4	3	53	14	20	18	252	
134	Laki - Laki	5	5	4	4	4	4	4	4	3	4	5	4	4	4	4	4	4	5	3	4	47	12	16	20	240	
135	Laki - Laki	3	4	5	5	5	4	5	5	4	4	4	4	4	4	5	4	4	4	5	4	50	12	17	21	252	
136	Laki - Laki	2	2	2	2	3	2	1	3	2	2	2	1	3	3	3	3	4	5	5	3	22	6	10	20	120	
137	Laki - Laki	3	4	5	5	5	4	5	5	4	4	4	4	4	4	5	5	3	5	4	5	50	12	17	22	264	
138	Laki - Laki	5	4	5	5	4	4	5	4	3	4	5	4	4	4	4	4	3	4	4	4	48	12	16	19	228	
139	Laki - Laki	2	2	2	2	5	4	4	5	2	2	2	1	1	1	3	4	4	4	4	4	34	6	6	20	120	
140	Perempuan	2	2	2	2	2	2	3	2	2	1	1	2	1	2	2	3	4	4	3	3	23	4	7	17	68	
141	Laki - Laki	4	4	4	4	3	3	4	3	4	4	4	4	5	4	2	4	3	5	4	4	42	12	15	20	240	
142	Perempuan	4	3	5	4	4	4	3	4	4	4	4	3	4	4	3	3	4	5	3	3	43	12	14	18	216	

Frequencies

Frequency Table

ce1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,00	2	1,4	1,4	1,4
	2,00	20	14,1	14,1	15,5
	3,00	12	8,5	8,5	23,9
	4,00	53	37,3	37,3	61,3
	5,00	55	38,7	38,7	100,0
	Total	142	100,0	100,0	

ce2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2,00	22	15,5	15,5	15,5
	3,00	3	2,1	2,1	17,6
	4,00	59	41,5	41,5	59,2
	5,00	58	40,8	40,8	100,0
	Total	142	100,0	100,0	

ce3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2,00	22	15,5	15,5	15,5
	3,00	8	5,6	5,6	21,1
	4,00	43	30,3	30,3	51,4
	5,00	69	48,6	48,6	100,0
	Total	142	100,0	100,0	

ce4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,00	2	1,4	1,4	1,4
	2,00	20	14,1	14,1	15,5
	3,00	4	2,8	2,8	18,3
	4,00	59	41,5	41,5	59,9
	5,00	57	40,1	40,1	100,0
	Total	142	100,0	100,0	

ce5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,00	8	5,6	5,6	5,6
	2,00	5	3,5	3,5	9,2
	3,00	28	19,7	19,7	28,9
	4,00	72	50,7	50,7	79,6
	5,00	29	20,4	20,4	100,0
	Total	142	100,0	100,0	

ce6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,00	6	4,2	4,2	4,2
	2,00	27	19,0	19,0	23,2
	3,00	14	9,9	9,9	33,1
	4,00	88	62,0	62,0	95,1
	5,00	7	4,9	4,9	100,0
	Total	142	100,0	100,0	

ce7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,00	20	14,1	14,1	14,1
	2,00	10	7,0	7,0	21,1
	3,00	13	9,2	9,2	30,3
	4,00	72	50,7	50,7	81,0
	5,00	27	19,0	19,0	100,0
	Total	142	100,0	100,0	

ce8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,00	2	1,4	1,4	1,4
	2,00	8	5,6	5,6	7,0
	3,00	25	17,6	17,6	24,6
	4,00	65	45,8	45,8	70,4
	5,00	42	29,6	29,6	100,0
	Total	142	100,0	100,0	

cs1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,00	2	1,4	1,4	1,4
	2,00	32	22,5	22,5	23,9
	3,00	32	22,5	22,5	46,5
	4,00	67	47,2	47,2	93,7
	5,00	9	6,3	6,3	100,0
	Total	142	100,0	100,0	

cs2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,00	4	2,8	2,8	2,8
	2,00	18	12,7	12,7	15,5
	3,00	12	8,5	8,5	23,9
	4,00	78	54,9	54,9	78,9
	5,00	30	21,1	21,1	100,0
	Total	142	100,0	100,0	

cs3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,00	3	2,1	2,1	2,1
	2,00	19	13,4	13,4	15,5
	3,00	8	5,6	5,6	21,1
	4,00	68	47,9	47,9	69,0
	5,00	44	31,0	31,0	100,0
	Total	142	100,0	100,0	

cl1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,00	22	15,5	15,5	15,5
	2,00	5	3,5	3,5	19,0
	3,00	23	16,2	16,2	35,2
	4,00	77	54,2	54,2	89,4
	5,00	15	10,6	10,6	100,0
	Total	142	100,0	100,0	

cl2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,00	17	12,0	12,0	12,0
	2,00	5	3,5	3,5	15,5
	3,00	24	16,9	16,9	32,4
	4,00	79	55,6	55,6	88,0
	5,00	17	12,0	12,0	100,0
	Total	142	100,0	100,0	

cl3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,00	10	7,0	7,0	7,0
	2,00	7	4,9	4,9	12,0
	3,00	14	9,9	9,9	21,8
	4,00	96	67,6	67,6	89,4
	5,00	15	10,6	10,6	100,0
	Total	142	100,0	100,0	

cl4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,00	4	2,8	2,8	2,8
	2,00	12	8,5	8,5	11,3
	3,00	40	28,2	28,2	39,4
	4,00	65	45,8	45,8	85,2
	5,00	21	14,8	14,8	100,0
	Total	142	100,0	100,0	

rm1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,00	1	,7	,7	,7
	3,00	39	27,5	27,5	28,2
	4,00	79	55,6	55,6	83,8
	5,00	23	16,2	16,2	100,0
	Total	142	100,0	100,0	

rm2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,00	1	,7	,7	,7
	3,00	52	36,6	36,6	37,3
	4,00	47	33,1	33,1	70,4
	5,00	42	29,6	29,6	100,0
	Total	142	100,0	100,0	

rm3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,00	2	1,4	1,4	1,4
	2,00	1	,7	,7	2,1
	3,00	13	9,2	9,2	11,3
	4,00	69	48,6	48,6	59,9
	5,00	57	40,1	40,1	100,0
	Total	142	100,0	100,0	

rm4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,00	1	,7	,7	,7
	2,00	2	1,4	1,4	2,1
	3,00	30	21,1	21,1	23,2
	4,00	61	43,0	43,0	66,2
	5,00	48	33,8	33,8	100,0
	Total	142	100,0	100,0	

rm5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2,00	1	,7	,7	,7
	3,00	39	27,5	27,5	28,2
	4,00	79	55,6	55,6	83,8
	5,00	23	16,2	16,2	100,0
	Total	142	100,0	100,0	

Validitas dan Reliabilitas Customer Experience

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	142	100,0
	Excluded ^a	0	,0
	Total	142	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,943	8

Item Statistics

	Mean	Std. Deviation	N
ce1	3,9789	1,08156	142
ce2	4,0775	1,02503	142
ce3	4,1197	1,07507	142
ce4	4,0493	1,06076	142
ce5	3,7676	1,00117	142
ce6	3,4437	,99306	142
ce7	3,5352	1,27531	142
ce8	3,9648	,91024	142

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
ce1	38,0423	70,679	,768	,937
ce2	37,9437	71,302	,778	,937
ce3	37,9014	69,082	,872	,933
ce4	37,9718	69,177	,880	,932
ce5	38,2535	73,283	,673	,941
ce6	38,5775	72,118	,754	,938
ce7	38,4859	67,627	,790	,937
ce8	38,0563	73,855	,712	,939

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
42,0211	85,822	9,26403	8

Validitas dan Reliabilitas Customer Satisfaction

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	142	100,0
	Excluded ^a	0	,0
	Total	142	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,850	3

Item Statistics

	Mean	Std. Deviation	N
cs1	3,3451	,94566	142
cs2	3,7887	1,00940	142
cs3	3,9225	1,04558	142

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
cs1	7,7113	3,980	,546	,939
cs2	7,2676	2,892	,880	,626
cs3	7,1338	3,067	,757	,752

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
11,0563	6,933	2,63305	3

Validitas dan Reliabilitas Customer Loyalty

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	142	100,0
	Excluded ^a	0	,0
	Total	142	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,855	4

Item Statistics

	Mean	Std. Deviation	N
cl1	3,4085	1,20962	142
cl2	3,5211	1,13437	142
cl3	3,6972	,97478	142
cl4	3,6127	,93663	142

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
cl1	10,8310	6,340	,812	,763
cl2	10,7183	6,785	,792	,773
cl3	10,5423	7,314	,851	,756
cl4	10,6268	9,640	,384	,824

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
14,2394	12,751	3,57082	4

Validitas dan Reliabilitas Relationship Marketing Strategy

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	142	100,0
	Excluded ^a	0	,0
	Total	142	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,791	5

Item Statistics

	Mean	Std. Deviation	N
rm1	3,8662	,69679	142
rm2	3,9085	,84974	142
rm3	4,2535	,76665	142
rm4	4,0775	,81714	142
rm5	3,8732	,67224	142

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
rm1	16,1127	4,186	,647	,559
rm2	16,0704	4,577	,335	,694
rm3	15,7254	4,981	,377	,710
rm4	15,9014	4,430	,413	,657
rm5	16,1056	4,294	,636	,568

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
19,9789	6,517	2,55290	5

Path 1-H1

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Customer experience	.	Enter

a. All requested variables entered.

b. Dependent Variable: Customer satisfaction

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,908 ^a	,824	,823	1,10896

a. Predictors: (Constant), Customer experience

b. Dependent Variable: Customer satisfaction

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	805,378	1	805,378	654,888	,000 ^a
	Residual	172,171	140	1,230		
	Total	977,549	141			

a. Predictors: (Constant), Customer experience

b. Dependent Variable: Customer satisfaction

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	,216	,434		,497	,620
	Customer experience	,258	,010	,908	25,591	,000

a. Dependent Variable: Customer satisfaction

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	4,6013	14,4047	11,0563	2,38996	142
Residual	-3,37273	4,23903	,00000	1,10502	142
Std. Predicted Value	-2,701	1,401	,000	1,000	142
Std. Residual	-3,041	3,823	,000	,996	142

a. Dependent Variable: Customer satisfaction

Path 2 - H2 dan H3

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Customer satisfaction, Customer experience		Enter

a. All requested variables entered.

b. Dependent Variable: Customer loyalty

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,893 ^a	,797	,794	1,62161

a. Predictors: (Constant), Customer satisfaction, Customer experience

b. Dependent Variable: Customer loyalty

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1432,344	2	716,172	272,350	,000 ^a
	Residual	365,515	139	2,630		
	Total	1797,859	141			

a. Predictors: (Constant), Customer satisfaction, Customer experience

b. Dependent Variable: Customer loyalty

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-,099	,635		-,156	,876		
	Customer experience	,207	,035	,536	5,883	,000	,176	5,678
	Customer satisfaction	,511	,124	,377	4,138	,000	,176	5,678

a. Dependent Variable: Customer loyalty

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	Customer experience	Customer satisfaction
1	1	2,963	1,000	,01	,00	,00
	2	,032	9,607	,95	,03	,06
	3	,005	25,539	,04	,97	,94

a. Dependent Variable: Customer loyalty

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	5,4599	18,9385	14,2394	3,18724	142
Residual	-3,99583	6,03362	,00000	1,61006	142
Std. Predicted Value	-2,755	1,474	,000	1,000	142
Std. Residual	-2,464	3,721	,000	,993	142

a. Dependent Variable: Customer loyalty

Uji Normalitas-Kolmogorov-Smirnov

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual Path1	Unstandardized Residual Path2
N		142	142
Normal Parameters ^{a,b}	Mean	,0000000	,0000000
	Std. Deviation	1,10502158	1,61006359
Most Extreme Differences	Absolute	,067	,092
	Positive	,061	,092
	Negative	-,067	-,053
Kolmogorov-Smirnov Z		,803	1,091
Asymp. Sig. (2-tailed)		,540	,185

a. Test distribution is Normal.

b. Calculated from data.

Uji Heteroskedastisitas-Uji Glejser Path 1

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Customer experience	.	Enter

a. All requested variables entered.

b. Dependent Variable: Abs1

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,087 ^a	,008	,000	,70367

a. Predictors: (Constant), Customer experience

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	,525	1	,525	1,060	,305 ^a
	Residual	69,321	140	,495		
	Total	69,846	141			

a. Predictors: (Constant), Customer experience

b. Dependent Variable: Abs1

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	1,126	,275		4,090	,000
Customer experience	-,007	,006	-,087	-1,030	,305

a. Dependent Variable: Abs1

Uji Heteroskedastisitas-Uji Glejser Path 2

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Customer satisfaction, Customer experience	.	Enter

a. All requested variables entered.

b. Dependent Variable: Abs2

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,227 ^a	,051	,038	1,02065

a. Predictors: (Constant), Customer satisfaction, Customer experience

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	7,833	2	3,916	3,760	,026 ^a
	Residual	144,799	139	1,042		
	Total	152,632	141			

a. Predictors: (Constant), Customer satisfaction, Customer experience

b. Dependent Variable: Abs2

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	2,285	,400		5,718	,000
Customer experience	-,015	,022	-,136	-,691	,491
Customer satisfaction	-,038	,078	-,096	-,487	,627

a. Dependent Variable: Abs2

MRA Persamaan 1

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Customer satisfaction	.	Enter

- a. All requested variables entered.
b. Dependent Variable: Customer loyalty

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,864 ^a	,746	,744	1,80580

- a. Predictors: (Constant), Customer satisfaction

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1341,332	1	1341,332	411,337	,000 ^a
	Residual	456,527	140	3,261		
	Total	1797,859	141			

- a. Predictors: (Constant), Customer satisfaction
b. Dependent Variable: Customer loyalty

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,288	,656		1,963	,052
	Customer satisfaction	1,171	,058	,864	20,281	,000

- a. Dependent Variable: Customer loyalty

MRA Persamaan 2

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Relationship marketing strategy, Customer satisfaction	.	Enter

a. All requested variables entered.

b. Dependent Variable: Customer loyalty

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,864 ^a	,747	,743	1,81025

a. Predictors: (Constant), Relationship marketing strategy, Customer satisfaction

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1342,354	2	671,177	204,813	,000 ^a
	Residual	455,505	139	3,277		
	Total	1797,859	141			

a. Predictors: (Constant), Relationship marketing strategy, Customer satisfaction

b. Dependent Variable: Customer loyalty

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,886	1,256		1,501	,136
	Customer satisfaction	1,179	,060	,870	19,766	,000
	Relationship marketing strategy	-,034	,062	-,025	-,558	,578

a. Dependent Variable: Customer loyalty

MRA Persamaan 3-H4

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	M*Y1, Relationship marketing strategy, Customer satisfaction	.	Enter

a. All requested variables entered.

b. Dependent Variable: Customer loyalty

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,869 ^a	,755	,750	1,78475

a. Predictors: (Constant), M*Y1, Relationship marketing strategy, Customer satisfaction

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1358,281	3	452,760	142,138	,000 ^a
	Residual	439,578	138	3,185		
	Total	1797,859	141			

a. Predictors: (Constant), M*Y1, Relationship marketing strategy, Customer satisfaction

b. Dependent Variable: Customer loyalty

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3,848	1,518		2,535	,012
	Customer satisfaction	,922	,129	,680	7,136	,000
	Relationship marketing strategy	-,129	,074	-,092	-1,743	,084
	M*Y1	,012	,005	,236	2,236	,027

a. Dependent Variable: Customer loyalty

Tabel r (Koefisien Korelasi Sederhana)
 $df = 1 - 200$

Diproduksi oleh: Junaidi
<http://junaidichaniago.wordpress.com>

Tabel r untuk df = 1 - 50

df = (N-2)	Tingkat signifikansi untuk uji satu arah				
	0.05	0.025	0.01	0.005	0.0005
	Tingkat signifikansi untuk uji dua arah				
	0.1	0.05	0.02	0.01	0.001
1	0.9877	0.9969	0.9995	0.9999	1.0000
2	0.9000	0.9500	0.9800	0.9900	0.9990
3	0.8054	0.8783	0.9343	0.9587	0.9911
4	0.7293	0.8114	0.8822	0.9172	0.9741
5	0.6694	0.7545	0.8329	0.8745	0.9509
6	0.6215	0.7067	0.7887	0.8343	0.9249
7	0.5822	0.6664	0.7498	0.7977	0.8983
8	0.5494	0.6319	0.7155	0.7646	0.8721
9	0.5214	0.6021	0.6851	0.7348	0.8470
10	0.4973	0.5760	0.6581	0.7079	0.8233
11	0.4762	0.5529	0.6339	0.6835	0.8010
12	0.4575	0.5324	0.6120	0.6614	0.7800
13	0.4409	0.5140	0.5923	0.6411	0.7604
14	0.4259	0.4973	0.5742	0.6226	0.7419
15	0.4124	0.4821	0.5577	0.6055	0.7247
16	0.4000	0.4683	0.5425	0.5897	0.7084
17	0.3887	0.4555	0.5285	0.5751	0.6932
18	0.3783	0.4438	0.5155	0.5614	0.6788
19	0.3687	0.4329	0.5034	0.5487	0.6652
20	0.3598	0.4227	0.4921	0.5368	0.6524
21	0.3515	0.4132	0.4815	0.5256	0.6402
22	0.3438	0.4044	0.4716	0.5151	0.6287
23	0.3365	0.3961	0.4622	0.5052	0.6178
24	0.3297	0.3882	0.4534	0.4958	0.6074
25	0.3233	0.3809	0.4451	0.4869	0.5974
26	0.3172	0.3739	0.4372	0.4785	0.5880
27	0.3115	0.3673	0.4297	0.4705	0.5790
28	0.3061	0.3610	0.4226	0.4629	0.5703
29	0.3009	0.3550	0.4158	0.4556	0.5620
30	0.2960	0.3494	0.4093	0.4487	0.5541
31	0.2913	0.3440	0.4032	0.4421	0.5465
32	0.2869	0.3388	0.3972	0.4357	0.5392
33	0.2826	0.3338	0.3916	0.4296	0.5322
34	0.2785	0.3291	0.3862	0.4238	0.5254
35	0.2746	0.3246	0.3810	0.4182	0.5189
36	0.2709	0.3202	0.3760	0.4128	0.5126
37	0.2673	0.3160	0.3712	0.4076	0.5066
38	0.2638	0.3120	0.3665	0.4026	0.5007
39	0.2605	0.3081	0.3621	0.3978	0.4950
40	0.2573	0.3044	0.3578	0.3932	0.4896
41	0.2542	0.3008	0.3536	0.3887	0.4843
42	0.2512	0.2973	0.3496	0.3843	0.4791
43	0.2483	0.2940	0.3457	0.3801	0.4742
44	0.2455	0.2907	0.3420	0.3761	0.4694
45	0.2429	0.2876	0.3384	0.3721	0.4647
46	0.2403	0.2845	0.3348	0.3683	0.4601
47	0.2377	0.2816	0.3314	0.3646	0.4557
48	0.2353	0.2787	0.3281	0.3610	0.4514
49	0.2329	0.2759	0.3249	0.3575	0.4473
50	0.2306	0.2732	0.3218	0.3542	0.4432

Tabel r untuk df = 51 - 100

df = (N-2)	Tingkat signifikansi untuk uji satu arah				
	0.05	0.025	0.01	0.005	0.0005
	Tingkat signifikansi untuk uji dua arah				
	0.1	0.05	0.02	0.01	0.001
51	0.2284	0.2706	0.3188	0.3509	0.4393
52	0.2262	0.2681	0.3158	0.3477	0.4354
53	0.2241	0.2656	0.3129	0.3445	0.4317
54	0.2221	0.2632	0.3102	0.3415	0.4280
55	0.2201	0.2609	0.3074	0.3385	0.4244
56	0.2181	0.2586	0.3048	0.3357	0.4210
57	0.2162	0.2564	0.3022	0.3328	0.4176
58	0.2144	0.2542	0.2997	0.3301	0.4143
59	0.2126	0.2521	0.2972	0.3274	0.4110
60	0.2108	0.2500	0.2948	0.3248	0.4079
61	0.2091	0.2480	0.2925	0.3223	0.4048
62	0.2075	0.2461	0.2902	0.3198	0.4018
63	0.2058	0.2441	0.2880	0.3173	0.3988
64	0.2042	0.2423	0.2858	0.3150	0.3959
65	0.2027	0.2404	0.2837	0.3126	0.3931
66	0.2012	0.2387	0.2816	0.3104	0.3903
67	0.1997	0.2369	0.2796	0.3081	0.3876
68	0.1982	0.2352	0.2776	0.3060	0.3850
69	0.1968	0.2335	0.2756	0.3038	0.3823
70	0.1954	0.2319	0.2737	0.3017	0.3798
71	0.1940	0.2303	0.2718	0.2997	0.3773
72	0.1927	0.2287	0.2700	0.2977	0.3748
73	0.1914	0.2272	0.2682	0.2957	0.3724
74	0.1901	0.2257	0.2664	0.2938	0.3701
75	0.1888	0.2242	0.2647	0.2919	0.3678
76	0.1876	0.2227	0.2630	0.2900	0.3655
77	0.1864	0.2213	0.2613	0.2882	0.3633
78	0.1852	0.2199	0.2597	0.2864	0.3611
79	0.1841	0.2185	0.2581	0.2847	0.3589
80	0.1829	0.2172	0.2565	0.2830	0.3568
81	0.1818	0.2159	0.2550	0.2813	0.3547
82	0.1807	0.2146	0.2535	0.2796	0.3527
83	0.1796	0.2133	0.2520	0.2780	0.3507
84	0.1786	0.2120	0.2505	0.2764	0.3487
85	0.1775	0.2108	0.2491	0.2748	0.3468
86	0.1765	0.2096	0.2477	0.2732	0.3449
87	0.1755	0.2084	0.2463	0.2717	0.3430
88	0.1745	0.2072	0.2449	0.2702	0.3412
89	0.1735	0.2061	0.2435	0.2687	0.3393
90	0.1726	0.2050	0.2422	0.2673	0.3375
91	0.1716	0.2039	0.2409	0.2659	0.3358
92	0.1707	0.2028	0.2396	0.2645	0.3341
93	0.1698	0.2017	0.2384	0.2631	0.3323
94	0.1689	0.2006	0.2371	0.2617	0.3307
95	0.1680	0.1996	0.2359	0.2604	0.3290
96	0.1671	0.1986	0.2347	0.2591	0.3274
97	0.1663	0.1975	0.2335	0.2578	0.3258
98	0.1654	0.1966	0.2324	0.2565	0.3242
99	0.1646	0.1956	0.2312	0.2552	0.3226
100	0.1638	0.1946	0.2301	0.2540	0.3211

Tabel r untuk df = 101 - 150

df = (N-2)	Tingkat signifikansi untuk uji satu arah				
	0.05	0.025	0.01	0.005	0.0005
	Tingkat signifikansi untuk uji dua arah				
	0.1	0.05	0.02	0.01	0.001
101	0.1630	0.1937	0.2290	0.2528	0.3196
102	0.1622	0.1927	0.2279	0.2515	0.3181
103	0.1614	0.1918	0.2268	0.2504	0.3166
104	0.1606	0.1909	0.2257	0.2492	0.3152
105	0.1599	0.1900	0.2247	0.2480	0.3137
106	0.1591	0.1891	0.2236	0.2469	0.3123
107	0.1584	0.1882	0.2226	0.2458	0.3109
108	0.1576	0.1874	0.2216	0.2446	0.3095
109	0.1569	0.1865	0.2206	0.2436	0.3082
110	0.1562	0.1857	0.2196	0.2425	0.3068
111	0.1555	0.1848	0.2186	0.2414	0.3055
112	0.1548	0.1840	0.2177	0.2403	0.3042
113	0.1541	0.1832	0.2167	0.2393	0.3029
114	0.1535	0.1824	0.2158	0.2383	0.3016
115	0.1528	0.1816	0.2149	0.2373	0.3004
116	0.1522	0.1809	0.2139	0.2363	0.2991
117	0.1515	0.1801	0.2131	0.2353	0.2979
118	0.1509	0.1793	0.2122	0.2343	0.2967
119	0.1502	0.1786	0.2113	0.2333	0.2955
120	0.1496	0.1779	0.2104	0.2324	0.2943
121	0.1490	0.1771	0.2096	0.2315	0.2931
122	0.1484	0.1764	0.2087	0.2305	0.2920
123	0.1478	0.1757	0.2079	0.2296	0.2908
124	0.1472	0.1750	0.2071	0.2287	0.2897
125	0.1466	0.1743	0.2062	0.2278	0.2886
126	0.1460	0.1736	0.2054	0.2269	0.2875
127	0.1455	0.1729	0.2046	0.2260	0.2864
128	0.1449	0.1723	0.2039	0.2252	0.2853
129	0.1443	0.1716	0.2031	0.2243	0.2843
130	0.1438	0.1710	0.2023	0.2235	0.2832
131	0.1432	0.1703	0.2015	0.2226	0.2822
132	0.1427	0.1697	0.2008	0.2218	0.2811
133	0.1422	0.1690	0.2001	0.2210	0.2801
134	0.1416	0.1684	0.1993	0.2202	0.2791
135	0.1411	0.1678	0.1986	0.2194	0.2781
136	0.1406	0.1672	0.1979	0.2186	0.2771
137	0.1401	0.1666	0.1972	0.2178	0.2761
138	0.1396	0.1660	0.1965	0.2170	0.2752
139	0.1391	0.1654	0.1958	0.2163	0.2742
140	0.1386	0.1648	0.1951	0.2155	0.2733
141	0.1381	0.1642	0.1944	0.2148	0.2723
142	0.1376	0.1637	0.1937	0.2140	0.2714
143	0.1371	0.1631	0.1930	0.2133	0.2705
144	0.1367	0.1625	0.1924	0.2126	0.2696
145	0.1362	0.1620	0.1917	0.2118	0.2687
146	0.1357	0.1614	0.1911	0.2111	0.2678
147	0.1353	0.1609	0.1904	0.2104	0.2669
148	0.1348	0.1603	0.1898	0.2097	0.2660
149	0.1344	0.1598	0.1892	0.2090	0.2652
150	0.1339	0.1593	0.1886	0.2083	0.2643

Tabel r untuk df = 151 - 200

df = (N-2)	Tingkat signifikansi untuk uji satu arah				
	0.05	0.025	0.01	0.005	0.0005
	Tingkat signifikansi untuk uji dua arah				
	0.1	0.05	0.02	0.01	0.001
151	0.1335	0.1587	0.1879	0.2077	0.2635
152	0.1330	0.1582	0.1873	0.2070	0.2626
153	0.1326	0.1577	0.1867	0.2063	0.2618
154	0.1322	0.1572	0.1861	0.2057	0.2610
155	0.1318	0.1567	0.1855	0.2050	0.2602
156	0.1313	0.1562	0.1849	0.2044	0.2593
157	0.1309	0.1557	0.1844	0.2037	0.2585
158	0.1305	0.1552	0.1838	0.2031	0.2578
159	0.1301	0.1547	0.1832	0.2025	0.2570
160	0.1297	0.1543	0.1826	0.2019	0.2562
161	0.1293	0.1538	0.1821	0.2012	0.2554
162	0.1289	0.1533	0.1815	0.2006	0.2546
163	0.1285	0.1528	0.1810	0.2000	0.2539
164	0.1281	0.1524	0.1804	0.1994	0.2531
165	0.1277	0.1519	0.1799	0.1988	0.2524
166	0.1273	0.1515	0.1794	0.1982	0.2517
167	0.1270	0.1510	0.1788	0.1976	0.2509
168	0.1266	0.1506	0.1783	0.1971	0.2502
169	0.1262	0.1501	0.1778	0.1965	0.2495
170	0.1258	0.1497	0.1773	0.1959	0.2488
171	0.1255	0.1493	0.1768	0.1954	0.2481
172	0.1251	0.1488	0.1762	0.1948	0.2473
173	0.1247	0.1484	0.1757	0.1942	0.2467
174	0.1244	0.1480	0.1752	0.1937	0.2460
175	0.1240	0.1476	0.1747	0.1932	0.2453
176	0.1237	0.1471	0.1743	0.1926	0.2446
177	0.1233	0.1467	0.1738	0.1921	0.2439
178	0.1230	0.1463	0.1733	0.1915	0.2433
179	0.1226	0.1459	0.1728	0.1910	0.2426
180	0.1223	0.1455	0.1723	0.1905	0.2419
181	0.1220	0.1451	0.1719	0.1900	0.2413
182	0.1216	0.1447	0.1714	0.1895	0.2406
183	0.1213	0.1443	0.1709	0.1890	0.2400
184	0.1210	0.1439	0.1705	0.1884	0.2394
185	0.1207	0.1435	0.1700	0.1879	0.2387
186	0.1203	0.1432	0.1696	0.1874	0.2381
187	0.1200	0.1428	0.1691	0.1869	0.2375
188	0.1197	0.1424	0.1687	0.1865	0.2369
189	0.1194	0.1420	0.1682	0.1860	0.2363
190	0.1191	0.1417	0.1678	0.1855	0.2357
191	0.1188	0.1413	0.1674	0.1850	0.2351
192	0.1184	0.1409	0.1669	0.1845	0.2345
193	0.1181	0.1406	0.1665	0.1841	0.2339
194	0.1178	0.1402	0.1661	0.1836	0.2333
195	0.1175	0.1398	0.1657	0.1831	0.2327
196	0.1172	0.1395	0.1652	0.1827	0.2321
197	0.1169	0.1391	0.1648	0.1822	0.2315
198	0.1166	0.1388	0.1644	0.1818	0.2310
199	0.1164	0.1384	0.1640	0.1813	0.2304
200	0.1161	0.1381	0.1636	0.1809	0.2298