

Lampiran 1: Kuesioner

Kuesioner Penelitian

Pengaruh Dimensi Kualitas Pelayanan, Pemulihan Kegagalan Pelayanan, dan Keadilan Pemulihan terhadap Loyalitas Konsumen Toko *Online* di Surabaya

Saya adalah seorang mahasiswi di Universitas Katolik Widya Mandala Surabaya, Fakultas Bisnis, Jurusan Manajemen. Saya sangat mengharapkan kesediaan Anda untuk meluangkan sedikit waktu untuk mengisi kuesioner ini dengan lengkap dan benar. Data atau informasi yang terkumpul akan saya gunakan untuk keperluan skripsi, dan tidak akan dipublikasikan.

Ida Mailiana

Karakteristik Responden

Petunjuk: Berilah tanda silang (X) pada salah satu jawaban yang Anda pilih.

1. Usia:
 - a. 15-20 tahun
 - b. 21-25 tahun
 - c. 26-30 tahun
2. Jenis kelamin:
 - a. Pria
 - b. Wanita
3. Pendidikan terakhir:
 - a. SMP
 - b. SMA
 - c. Diploma
 - d. S1
4. Pekerjaan:
 - a. Mahasiswa
 - b. Pegawai
 - c. Wiraswasta
 - d. Lain-lain (.....)
5. Pendapatan per bulan:
 - a. < Rp 2.200.000
 - b. Rp 2.200.000
 - c. > Rp 2.200.000

Berilah tanda silang (X) pada kotak yang tersedia sesuai jawaban yang anda pilih.

STS = Sangat Tidak Setuju

TS = Tidak Setuju

N = Netral

S = Setuju

SS = Sangat Setuju

Kegunaan Website (X1)

Indikator	STS	TS	N	S	SS
Saya merasa <i>website</i> terorganisasi dengan baik					
Saya merasa grafik dan animasi pada <i>website</i> tidak mengganggu penggunaan					

Kualitas Informasi (X2)

Indikator	STS	TS	N	S	SS
Saya merasa <i>website</i> memiliki informasi terkini dan tepat waktu					
Saya merasa informasi akurat dan relevan					
Saya merasa informasi pada tingkat detail yang tepat					
Saya merasa informasi mudah dimengerti					

Keandalan (X3)

Indikator	STS	TS	N	S	SS
Saya mendapat konfirmasi rincian pesanan saya					
Saya mendapat konfirmasi tentang pembatalan pesanan					
Saya dapat mengetahui rincian perjalanan pesanan sampai pengiriman					
Saya merasa <i>website</i> tersedia sepanjang waktu					

Tanggap (X4)

Indikator	STS	TS	N	S	SS
Saya merasa layanan <i>website</i> menunjukkan minat yang tulus dalam pemecahan masalah					
Saya merasa <i>website</i> dapat menanggapi pelanggan dengan cepat					
Saya merasa tanggapan yang diberikan relevan dan akurat					
Saya merasa isi tanggapan sesuai kebutuhan					

Jaminan (X5)

Indikator	STS	TS	N	S	SS
Saya merasa <i>website</i> memberikan kebijakan privasi					
Saya merasa <i>website</i> berisi informasi mengenai perusahaan					
Saya merasa <i>website</i> dikenal secara luas karena memiliki reputasi yang baik					

Personalisasi (X6)

Indikator	STS	TS	N	S	SS
Saya merasa <i>website</i> memberikan perhatian pribadi					
Saya merasa <i>website</i> memungkinkan saya untuk memesan produk yang memenuhi kebutuhan saya					
Saya merasa <i>website</i> memahami kebutuhan tertentu saya					

Pemulihan Kegagalan Pelayanan (X7)

Indikator	STS	TS	N	S	SS
Saya merasa masalah telah diselesaikan					
Saya merasa puas dengan cara penyelesaian masalah					

Keadilan Pemulihan (X8)

Indikator	STS	TS	N	S	SS
Saya menganggap hasil dari keluhan adil					
Saya merasa <i>website</i> memberi yang saya butuhkan dalam menyelesaikan pengaduan					
Saya merasa hasil dari keluhan sesuai yang saya harapkan					

Loyalitas Konsumen (Y)

Indikator	STS	TS	N	S	SS
Saya berniat menggunakan layanan kembali					
Saya berniat merekomendasikan layanan ke teman atau saudara					

Terima kasih atas waktu dan partisipasi Anda.

Lampiran 2: Karakteristik Responden

USIA

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	15-20 tahun	27	27,0	27,0	27,0
	21-25 tahun	64	64,0	64,0	91,0
	26-30 tahun	9	9,0	9,0	100,0
	Total	100	100,0	100,0	

JENISKELAMIN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	PRIA	23	23,0	23,0	23,0
	WANITA	77	77,0	77,0	100,0
	Total	100	100,0	100,0	

PENDIDIKAN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SMP	7	7,0	7,0	7,0
	SMA	19	19,0	19,0	26,0
	Diploma	3	3,0	3,0	29,0
	S1	71	71,0	71,0	100,0
	Total	100	100,0	100,0	

PEKERJAAN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	MAHASISWA	83	83,0	83,0	83,0
	PEGAWAI	11	11,0	11,0	94,0
	WIRASWASTA	6	6,0	6,0	100,0
	Total	100	100,0	100,0	

PENDAPATAN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	< Rp 2.200.000	19	19,0	19,0	19,0
	Rp 2.200.000	12	12,0	12,0	31,0
	> Rp 2.200.000	69	69,0	69,0	100,0
	Total	100	100,0	100,0	

Lampiran 3: Uji Validitas dan Reliabilitas

Correlations

		X1.1	X1.2	X1TOTAL
X1.1	Pearson Correlation	1	,821**	,953**
	Sig. (2-tailed)		,000	,000
	N	100	100	100
X1.2	Pearson Correlation	,821**	1	,955**
	Sig. (2-tailed)	,000		,000
	N	100	100	100
X1TOTAL	Pearson Correlation	,953**	,955**	1
	Sig. (2-tailed)	,000	,000	
	N	100	100	100

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

Reliability Statistics

Cronbach's Alpha	N of Items
,901	2

Correlations

		X2.1	X2.2	X2.3	X2.4	X2TOTAL
X2.1	Pearson Correlation	1	,846**	,783**	,782**	,924**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	100	100	100	100	100
X2.2	Pearson Correlation	,846**	1	,791**	,804**	,930**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	100	100	100	100	100
X2.3	Pearson Correlation	,783**	,791**	1	,804**	,919**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	100	100	100	100	100
X2.4	Pearson Correlation	,782**	,804**	,804**	1	,918**
	Sig. (2-tailed)	,000	,000	,000		,000
	N	100	100	100	100	100
X2TOTAL	Pearson Correlation	,924**	,930**	,919**	,918**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	100	100

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

Reliability Statistics

Cronbach's Alpha	N of Items
,941	4

Lampiran 3: Uji Validitas dan Reliabilitas (Lanjutan)

Correlations

		X3.1	X3.2	X3.3	X3.4	X3TOTAL
X3.1	Pearson Correlation	1	,888**	,849**	,835**	,947**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	100	100	100	100	100
X3.2	Pearson Correlation	,888**	1	,862**	,847**	,954**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	100	100	100	100	100
X3.3	Pearson Correlation	,849**	,862**	1	,836**	,941**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	100	100	100	100	100
X3.4	Pearson Correlation	,835**	,847**	,836**	1	,931**
	Sig. (2-tailed)	,000	,000	,000		,000
	N	100	100	100	100	100
X3TOTAL	Pearson Correlation	,947**	,954**	,941**	,931**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	100	100

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

Reliability Statistics

Cronbach's Alpha	N of Items
,959	4

Correlations

		X4.1	X4.2	X4.3	X4.4	X4TOTAL
X4.1	Pearson Correlation	1	,805**	,800**	,817**	,926**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	100	100	100	100	100
X4.2	Pearson Correlation	,805**	1	,799**	,805**	,922**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	100	100	100	100	100
X4.3	Pearson Correlation	,800**	,799**	1	,812**	,922**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	100	100	100	100	100
X4.4	Pearson Correlation	,817**	,805**	,812**	1	,928**
	Sig. (2-tailed)	,000	,000	,000		,000
	N	100	100	100	100	100
X4TOTAL	Pearson Correlation	,926**	,922**	,922**	,928**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	100	100

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

Reliability Statistics

Cronbach's Alpha	N of Items
,943	4

Lampiran 3: Uji Validitas dan Reliabilitas (Lanjutan)

Correlations

		X5.1	X5.2	X5.3	X5TOTAL
X5.1	Pearson Correlation	1	,817**	,815**	,941**
	Sig. (2-tailed)		,000	,000	,000
	N	100	100	100	100
X5.2	Pearson Correlation	,817**	1	,780**	,928**
	Sig. (2-tailed)	,000		,000	,000
	N	100	100	100	100
X5.3	Pearson Correlation	,815**	,780**	1	,928**
	Sig. (2-tailed)	,000	,000		,000
	N	100	100	100	100
X5TOTAL	Pearson Correlation	,941**	,928**	,928**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	100	100	100	100

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

Reliability Statistics

Cronbach's Alpha	N of Items
,925	3

Correlations

		X6.1	X6.2	X6.3	X6TOTAL
X6.1	Pearson Correlation	1	,810**	,785**	,923**
	Sig. (2-tailed)		,000	,000	,000
	N	100	100	100	100
X6.2	Pearson Correlation	,810**	1	,831**	,945**
	Sig. (2-tailed)	,000		,000	,000
	N	100	100	100	100
X6.3	Pearson Correlation	,785**	,831**	1	,934**
	Sig. (2-tailed)	,000	,000		,000
	N	100	100	100	100
X6TOTAL	Pearson Correlation	,923**	,945**	,934**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	100	100	100	100

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

Reliability Statistics

Cronbach's Alpha	N of Items
,927	3

Lampiran 3: Uji Validitas dan Reliabilitas (Lanjutan)

Correlations

		X7.1	X7.2	X7TOTAL
X7.1	Pearson Correlation	1	,774**	,933**
	Sig. (2-tailed)		,000	,000
	N	100	100	100
X7.2	Pearson Correlation	,774**	1	,950**
	Sig. (2-tailed)	,000		,000
	N	100	100	100
X7TOTAL	Pearson Correlation	,933**	,950**	1
	Sig. (2-tailed)	,000	,000	
	N	100	100	100

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

Reliability Statistics

Cronbach's Alpha	N of Items
,868	2

Correlations

		X8.1	X8.2	X8.3	X8TOTAL
X8.1	Pearson Correlation	1	,804**	,801**	,935**
	Sig. (2-tailed)		,000	,000	,000
	N	100	100	100	100
X8.2	Pearson Correlation	,804**	1	,772**	,924**
	Sig. (2-tailed)	,000		,000	,000
	N	100	100	100	100
X8.3	Pearson Correlation	,801**	,772**	1	,925**
	Sig. (2-tailed)	,000	,000		,000
	N	100	100	100	100
X8TOTAL	Pearson Correlation	,935**	,924**	,925**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	100	100	100	100

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

Reliability Statistics

Cronbach's Alpha	N of Items
,920	3

Lampiran 3: Uji Validitas dan Reliabilitas (Lanjutan)

Correlations

		Y1.1	Y1.2	Y1TOTAL
Y1.1	Pearson Correlation	1	,690**	,917**
	Sig. (2-tailed)		,000	,000
	N	100	100	100
Y1.2	Pearson Correlation	,690**	1	,921**
	Sig. (2-tailed)	,000		,000
	N	100	100	100
Y1TOTAL	Pearson Correlation	,917**	,921**	1
	Sig. (2-tailed)	,000	,000	
	N	100	100	100

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

Reliability Statistics

Cronbach's Alpha	N of Items
,816	2

Lampiran 4: Analisis Regresi Linier Berganda

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	X8, X3, X1, X7, X6, X5, X2, X4	.	Enter

a. All requested variables entered.

b. Dependent Variable: Y1

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,990 ^a	,981	,979	,15689

a. Predictors: (Constant), X8, X3, X1, X7, X6, X5, X2, X4

b. Dependent Variable: Y1

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	114,720	8	14,340	582,552	,000 ^a
	Residual	2,240	91	,025		
	Total	116,960	99			

a. Predictors: (Constant), X8, X3, X1, X7, X6, X5, X2, X4

b. Dependent Variable: Y1

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-,034	,056		-,606	,546
	X1	,106	,039	,113	2,697	,008
	X2	,180	,063	,174	2,870	,005
	X3	,165	,041	,173	4,036	,000
	X4	,160	,067	,155	2,373	,020
	X5	,109	,052	,112	2,101	,038
	X6	,100	,048	,103	2,071	,041
	X7	,084	,048	,088	1,765	,081
	X8	,108	,056	,106	1,933	,056

a. Dependent Variable: Y1

Lampiran 5: Statistik Deskriptif

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X1.1	100	1	5	3,48	1,202
X1.2	100	1	5	3,39	1,222
X1	100	1,00	5,00	3,4350	1,15613
Valid N (listwise)	100				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X2.1	100	1	5	3,54	1,141
X2.2	100	1	5	3,54	1,086
X2.3	100	1	5	3,43	1,208
X2.4	100	1	5	3,53	1,114
X2	100	1,25	5,00	3,5100	1,04924
Valid N (listwise)	100				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X3.1	100	1	5	3,46	1,218
X3.2	100	1	5	3,36	1,227
X3.3	100	1	5	3,39	1,222
X3.4	100	1	5	3,36	1,177
X3	100	1,00	5,00	3,3925	1,14220
Valid N (listwise)	100				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X4.1	100	1	5	3,50	1,168
X4.2	100	1	5	3,46	1,150
X4.3	100	1	5	3,57	1,130
X4.4	100	1	5	3,44	1,122
X4	100	1,00	5,00	3,4925	1,05616
Valid N (listwise)	100				

Lampiran 5: Statistik Deskriptif (Lanjutan)

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X5.1	100	1	5	3,55	1,192
X5.2	100	1	5	3,49	1,193
X5.3	100	1	5	3,52	1,210
X5	100	1,00	5,00	3,5200	1,11748
Valid N (listwise)	100				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X6.1	100	1	5	3,52	1,159
X6.2	100	1	5	3,44	1,250
X6.3	100	1	5	3,53	1,193
X6	100	1,00	5,00	3,4967	1,12166
Valid N (listwise)	100				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X7.1	100	1	5	3,49	1,124
X7.2	100	1	5	3,55	1,290
X7	100	1,00	5,00	3,5200	1,13689
Valid N (listwise)	100				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X8.1	100	1	5	3,47	1,150
X8.2	100	1	5	3,42	1,139
X8.3	100	1	5	3,44	1,166
X8	100	1,00	5,00	3,4433	1,06895
Valid N (listwise)	100				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Y1.1	100	1	5	3,55	1,167
Y1.2	100	1	5	3,41	1,198
Y1	100	1,00	5,00	3,4800	1,08693
Valid N (listwise)	100				

Lampiran 6: Rekapitulasi Data

No	X1.1	X1.2	X2.1	X2.2	X2.3	X2.4	X3.1	X3.2	X3.3
1	1	1	2	2	1	1	1	1	1
2	3	3	3	3	4	4	4	4	4
3	4	4	5	5	4	5	4	5	4
4	5	5	4	4	4	4	5	5	4
5	3	3	4	3	3	3	4	4	4
6	1	1	1	1	2	2	2	1	1
7	4	5	4	4	5	5	5	5	5
8	4	4	3	3	4	4	3	3	3
9	4	5	4	4	5	5	4	4	4
10	2	1	2	2	2	2	1	2	1
11	3	3	4	4	3	4	3	3	3
12	2	3	3	3	2	3	2	2	2
13	2	2	2	2	1	2	1	1	1
14	3	3	4	3	4	3	4	3	3
15	4	4	5	4	5	4	5	4	4
16	4	5	4	4	4	5	5	5	4
17	2	2	3	3	3	2	3	3	2
18	2	1	2	2	1	2	1	1	1
19	1	1	2	1	2	1	1	1	1
20	4	5	3	4	3	3	3	3	3
21	4	4	4	4	5	4	5	5	4
22	5	5	5	5	4	5	4	5	5
23	3	3	4	4	3	4	4	4	3
24	4	4	3	4	3	4	4	4	3
25	4	4	4	4	5	5	5	5	4
26	4	5	5	5	4	4	4	4	5
27	4	4	4	4	3	4	4	3	3
28	2	3	3	3	2	3	3	2	3
29	1	2	1	2	1	2	2	1	1
30	2	2	3	2	3	3	2	3	2
31	3	4	4	3	4	4	3	3	3
32	4	5	4	5	5	5	5	4	4
33	5	4	5	4	4	4	4	4	5
34	4	5	4	4	5	5	5	4	5
35	4	4	3	3	4	4	4	4	4
36	4	3	4	4	4	4	4	3	3
37	5	4	5	5	5	4	5	5	5

Lampiran 6: Rekapitulasi Data (Lanjutan)

No	X1.1	X1.2	X2.1	X2.2	X2.3	X2.4	X3.1	X3.2	X3.3
38	4	5	4	4	5	4	5	4	5
39	5	4	5	5	4	4	4	5	4
40	4	3	4	4	3	3	3	4	4
41	3	2	3	3	2	2	2	2	2
42	2	3	2	2	3	3	2	3	3
43	1	2	1	1	2	2	1	1	1
44	2	2	2	3	3	3	3	3	3
45	3	3	3	4	4	4	3	3	3
46	4	4	4	5	5	5	5	4	4
47	5	5	5	4	4	4	5	4	4
48	5	4	5	5	5	4	5	4	5
49	4	4	4	4	4	3	3	3	3
50	5	4	5	5	5	4	4	4	5
51	4	3	4	4	3	4	3	3	4
52	3	2	3	3	2	2	3	2	3
53	1	1	2	2	1	1	1	1	1
54	3	2	3	3	2	3	3	2	3
55	4	3	4	4	3	4	4	3	3
56	5	4	5	5	4	5	4	4	5
57	5	5	5	4	5	4	4	5	4
58	5	4	3	4	3	4	4	5	4
59	5	5	4	5	4	4	5	5	5
60	3	4	4	3	4	4	4	4	4
61	4	3	3	4	4	3	3	3	4
62	3	2	2	3	3	2	3	3	3
63	2	1	1	2	2	1	1	1	1
64	3	2	3	3	2	3	3	2	2
65	4	3	4	4	4	3	3	3	3
66	5	4	5	5	5	4	4	4	4
67	4	5	4	4	4	5	5	4	4
68	5	4	5	5	5	4	3	3	4
69	4	3	4	4	4	3	3	3	3
70	3	4	3	3	3	4	3	4	3
71	4	5	4	4	4	4	5	5	5
72	5	4	5	5	5	5	4	5	5
73	4	5	4	4	4	5	5	5	5
74	3	4	4	3	3	4	4	4	3

Lampiran 6: Rekapitulasi Data (Lanjutan)

No	X1.1	X1.2	X2.1	X2.2	X2.3	X2.4	X3.1	X3.2	X3.3
75	2	3	3	2	2	3	3	3	3
76	1	2	2	1	1	2	2	1	1
77	2	1	1	2	2	2	1	1	2
78	4	3	3	4	3	4	4	3	3
79	5	4	4	5	4	4	5	4	4
80	4	4	4	4	4	4	4	4	4
81	3	3	4	3	4	3	3	4	3
82	5	5	5	4	4	5	5	5	5
83	4	4	4	4	5	4	4	4	5
84	5	5	5	5	4	5	5	4	5
85	4	4	5	5	5	5	4	4	4
86	4	3	3	4	4	3	3	3	3
87	3	2	2	3	2	2	3	3	3
88	2	2	2	1	1	1	2	2	2
89	1	1	1	2	2	2	3	3	2
90	4	4	4	3	3	3	3	3	3
91	5	5	5	4	4	4	5	5	4
92	5	4	5	4	5	5	4	4	5
93	3	3	3	3	3	3	3	3	3
94	3	3	3	4	4	5	4	4	5
95	4	4	4	4	5	4	5	5	4
96	5	5	5	5	4	5	4	4	5
97	4	4	4	4	3	4	3	3	4
98	3	3	3	3	2	3	2	2	3
99	2	2	2	2	1	2	1	1	2
100	3	3	4	4	4	4	4	4	4

Lampiran 6: Rekapitulasi Data (Lanjutan)

No	X3.4	X4.1	X4.2	X4.3	X4.4	X5.1	X5.2	X5.3	X6.1
1	1	2	2	2	1	1	1	2	1
2	4	4	3	3	3	4	3	4	4
3	4	5	4	4	5	5	5	5	4
4	4	4	5	5	4	5	4	4	5
5	4	4	4	4	3	4	3	4	4
6	1	1	2	2	1	2	2	2	1
7	4	4	4	4	4	4	5	5	5
8	4	4	4	3	3	4	4	3	4
9	5	5	5	4	4	5	5	5	4
10	1	2	1	2	2	1	1	1	2
11	3	3	3	4	4	3	3	4	3
12	3	2	2	3	3	3	3	2	2
13	1	2	1	2	2	1	2	2	2
14	3	3	4	4	3	4	3	4	4
15	4	4	4	4	5	5	5	4	5
16	5	5	5	5	4	5	5	4	4
17	3	2	2	3	2	3	3	2	3
18	1	1	2	2	2	2	2	2	2
19	1	1	2	2	2	1	2	2	2
20	4	4	4	3	4	4	3	4	3
21	4	5	5	4	4	5	4	5	5
22	5	4	4	5	4	5	5	4	4
23	4	3	3	4	4	3	4	4	4
24	3	4	4	3	3	4	3	4	4
25	4	5	5	4	4	4	5	5	5
26	5	4	4	5	5	5	4	5	4
27	3	3	4	4	3	4	5	4	4
28	2	3	2	3	2	3	2	2	2
29	1	2	2	1	2	2	1	2	1
30	2	3	3	3	2	3	2	2	3
31	3	3	4	4	3	4	4	5	4
32	4	5	5	5	4	5	5	4	3
33	5	4	4	5	5	5	4	4	3
34	5	5	4	5	5	4	4	5	4
35	5	4	4	4	5	4	3	4	3
36	3	4	4	3	4	4	4	3	4
37	4	4	4	5	4	4	5	4	3

Lampiran 6: Rekapitulasi Data (Lanjutan)

No	X3.4	X4.1	X4.2	X4.3	X4.4	X5.1	X5.2	X5.3	X6.1
38	4	5	4	5	4	5	4	5	5
39	5	4	5	4	5	4	4	5	4
40	3	3	4	4	3	3	4	3	4
41	3	2	3	3	2	2	2	2	3
42	3	2	3	3	3	2	2	3	2
43	1	1	2	2	2	1	1	2	2
44	3	3	2	2	2	3	3	3	2
45	4	4	3	4	3	3	4	4	4
46	4	5	4	5	5	4	4	5	5
47	4	5	4	5	5	5	4	5	5
48	4	4	5	4	4	4	5	5	5
49	3	3	4	4	3	3	4	4	4
50	4	4	5	5	5	4	5	4	5
51	3	3	4	3	4	3	4	4	4
52	2	3	3	2	3	2	3	3	2
53	1	2	2	1	2	2	2	2	1
54	3	2	3	3	2	3	2	2	2
55	3	3	4	4	4	3	3	3	3
56	4	4	5	5	5	4	5	4	4
57	5	5	4	4	4	4	4	5	5
58	4	5	4	5	5	5	5	4	5
59	5	5	5	4	4	4	4	5	5
60	3	3	4	4	3	4	4	3	4
61	3	4	3	4	3	4	3	4	4
62	2	3	2	3	3	2	2	3	2
63	2	2	1	2	2	2	2	1	2
64	2	3	2	3	3	3	3	2	3
65	3	4	4	4	4	4	4	3	4
66	4	5	5	5	5	5	5	5	5
67	5	4	4	4	4	4	5	4	4
68	3	4	4	5	4	4	3	3	4
69	4	3	4	3	4	3	4	4	3
70	3	4	3	4	4	4	3	4	3
71	4	5	4	5	4	5	4	5	4
72	4	4	4	5	4	4	5	4	5
73	5	5	4	4	4	5	4	5	4
74	3	4	3	3	4	4	3	4	3

Lampiran 6: Rekapitulasi Data (Lanjutan)

No	X6.2	X6.3	X7.1	X7.2	X8.1	X8.2	X8.3	Y1.1	Y1.2
1	1	1	2	2	1	1	1	1	1
2	4	3	4	4	4	4	3	3	4
3	4	5	4	5	5	4	5	5	4
4	4	5	5	4	4	5	5	4	5
5	4	3	4	3	3	4	3	4	3
6	1	1	1	2	1	1	2	2	1
7	4	4	5	5	5	4	3	4	5
8	3	4	4	4	4	3	3	3	4
9	4	5	5	5	5	4	4	4	5
10	2	2	2	1	2	1	1	1	2
11	4	4	4	4	3	4	4	4	3
12	3	2	2	2	2	3	2	3	2
13	1	2	1	2	2	1	2	2	1
14	3	4	4	4	4	3	4	3	4
15	4	4	4	5	4	4	5	5	4
16	5	5	5	4	5	5	4	5	4
17	2	2	2	2	2	3	2	2	3
18	2	1	2	1	2	2	1	2	1
19	2	2	1	1	2	2	1	1	2
20	4	4	4	3	3	3	4	4	3
21	4	4	4	5	4	5	4	4	5
22	5	5	4	5	5	4	5	5	4
23	3	4	3	4	3	4	3	4	3
24	4	3	4	4	3	3	4	3	4
25	5	4	4	5	5	4	5	4	5
26	5	4	5	5	4	5	4	5	4
27	3	4	4	4	3	3	4	4	3
28	2	3	3	2	3	2	3	3	2
29	1	2	2	1	2	2	1	2	1
30	2	3	3	2	2	3	2	3	2
31	4	4	4	3	4	4	3	4	3
32	4	5	5	4	5	5	5	5	4
33	4	5	4	5	4	4	4	4	5
34	4	5	4	4	5	4	5	4	5
35	4	5	3	4	3	4	4	4	3
36	3	3	3	4	3	3	4	3	4
37	4	4	4	5	5	4	5	4	5

Lampiran 6: Rekapitulasi Data (Lanjutan)

No	X6.2	X6.3	X7.1	X7.2	X8.1	X8.2	X8.3	Y1.1	Y1.2
38	5	5	5	4	4	4	4	5	5
39	5	4	5	5	4	4	4	5	4
40	4	3	3	4	3	4	4	4	4
41	2	3	3	2	3	3	2	3	2
42	2	2	2	3	2	3	2	3	2
43	2	2	2	1	1	2	2	2	1
44	2	3	3	2	3	2	2	3	2
45	3	3	4	3	4	4	4	4	3
46	5	5	5	4	4	4	4	5	4
47	5	4	4	5	5	5	5	4	5
48	5	5	5	5	4	4	4	5	5
49	4	3	3	4	3	4	3	3	4
50	5	5	4	5	4	4	5	4	5
51	3	3	4	5	4	3	3	4	3
52	3	3	3	2	1	2	3	3	2
53	1	1	1	2	2	1	2	1	2
54	3	2	3	3	2	3	3	3	2
55	4	4	4	4	4	3	3	4	3
56	5	5	3	4	4	5	5	5	4
57	5	5	4	3	4	5	4	5	4
58	5	4	4	4	5	4	4	4	5
59	5	5	5	5	5	5	4	4	5
60	4	3	4	4	4	4	3	4	4
61	3	4	3	4	4	3	3	4	3
62	1	2	3	2	2	1	2	2	3
63	2	1	1	2	2	2	2	2	2
64	3	2	2	3	2	3	2	3	2
65	4	4	3	4	4	4	4	4	4
66	5	5	4	5	5	5	4	5	4
67	4	5	4	3	4	4	3	4	4
68	4	4	5	5	5	5	5	5	4
69	4	4	4	4	4	4	4	3	4
70	4	4	3	4	4	3	4	4	3
71	5	4	4	5	5	4	5	5	4
72	4	5	5	4	4	5	4	4	5
73	3	3	4	5	4	3	4	4	5
74	4	4	4	4	3	4	4	3	4

Lampiran 6: Rekapitulasi Data (Lanjutan)

No	USIA	JENIS KELAMIN	PENDIDIKAN	PEKERJAAN	PENDAPATAN
1	2	2	4	1	3
2	2	2	4	1	1
3	1	2	2	1	3
4	2	1	4	1	3
5	2	2	4	1	3
6	2	2	4	2	1
7	1	2	3	1	2
8	3	1	4	1	3
9	2	2	2	1	3
10	1	2	4	1	2
11	2	2	4	1	3
12	3	2	2	1	3
13	2	2	4	2	3
14	2	1	4	1	3
15	2	2	2	1	3
16	1	2	4	1	3
17	2	2	4	1	3
18	3	2	4	2	3
19	1	2	2	1	1
20	2	2	4	1	3
21	2	1	4	1	1
22	1	2	4	1	3
23	3	2	3	2	3
24	2	2	4	1	3
25	1	2	2	1	1
26	2	2	4	1	3
27	2	1	4	1	3
28	1	2	2	2	3
29	2	2	4	1	1
30	2	1	2	1	2
31	2	2	4	1	3
32	1	2	4	1	3
33	2	1	2	2	3
34	2	2	4	1	3
35	2	1	4	1	1
36	1	2	1	1	3

Lampiran 6: Rekapitulasi Data (Lanjutan)

No	USIA	JENIS KELAMIN	PENDIDIKAN	PEKERJAAN	PENDAPATAN
37	2	1	2	1	3
38	2	2	4	1	3
39	1	1	4	1	3
40	2	2	2	1	2
41	1	1	4	1	3
42	2	2	4	1	1
43	2	2	4	1	3
44	2	2	2	1	3
45	1	2	4	1	1
46	3	2	4	1	3
47	2	2	4	1	3
48	2	2	4	1	3
49	1	2	4	1	3
50	2	2	4	1	3
51	1	1	1	2	2
52	2	2	4	1	1
53	1	2	4	1	3
54	2	1	4	2	3
55	1	2	2	1	3
56	2	2	4	1	2
57	2	2	4	1	3
58	3	2	4	1	1
59	2	1	2	1	3
60	2	2	4	1	3
61	1	2	4	1	1
62	2	2	4	1	3
63	3	2	2	1	1
64	2	1	4	2	2
65	1	2	4	1	3
66	2	2	2	1	3
67	2	2	4	3	3
68	2	2	4	1	1
69	3	1	4	1	3
70	1	2	4	3	2
71	2	2	4	1	3
72	1	2	2	1	1

Lampiran 6: Rekapitulasi Data (Lanjutan)

No	USIA	JENIS KELAMIN	PENDIDIKAN	PEKERJAAN	PENDAPATAN
73	2	2	4	1	3
74	2	2	1	1	3
75	2	2	4	1	3
76	1	2	4	3	2
77	2	2	1	2	3
78	2	2	4	1	1
79	2	1	4	1	3
80	2	2	4	3	3
81	1	1	4	1	3
82	2	2	1	1	3
83	2	2	4	1	3
84	2	2	4	1	3
85	2	2	4	1	1
86	2	1	2	1	2
87	1	2	4	1	3
88	2	1	4	3	1
89	2	2	4	1	3
90	2	2	4	1	1
91	2	1	1	1	3
92	2	2	2	1	3
93	1	1	4	2	3
94	1	2	4	1	3
95	2	1	4	1	1
96	2	2	3	1	2
97	2	2	4	1	3
98	3	2	4	1	3
99	1	2	1	3	3
100	2	2	4	1	3