

Lampiran 1. Kuesioner Online

Kuesioner

Responden yang terhormat,

Saya, Mahasiswa Universitas Katolik Widya Mandala yang sedang menyusun penelitian dengan judul: “Pengaruh *Site Characteristics* terhadap *Consumer Satisfaction* Pada Toko Online Zalora.Com”. Tujuan penelitian ini adalah untuk pengembangan ilmu pengetahuan khususnya mengenai transaksi online. Pada kesempatan yang baik ini, memperkenankan Saya untuk meminta kesediaan Anda untuk berpartisipasi dalam penelitian dengan menjadi responden penelitian. Budi baik Anda berguna untuk pengembangan ilmu pengetahuan dan atas kesediannya, Saya mengucapkan banyak terima kasih.

Hormat Saya

Indra

A. Data Demografis Responden

Petunjuk Pengisian: Silakan pilih salah satu jawaban yang tersedia dengan cara memberikan tanda silang (X).

1. Domisili Anda: Surabaya Luar Surabaya
2. Anda pernah membeli barang secara online melalui website sebuah perusahaan dalam 6 bulan terakhir?
 Ya Tidak
3. Jenis Kelamin Anda: Laki-Laki Perempuan
4. Umur anda saat ini 17 – 25 tahun 36 – 45 tahun
 26 – 35 tahun Lebih dari 45 tahun
5. Pendidikan terakhir SMU atau sederajat Diploma
 S1 S2/S3
6. Pekerjaan: Pelajar/Mahasiswa Karyawan
 Wiraswasta Ibu rumah tangga
 Lainnya:.....(tuliskan)

B. Data Variabel Penelitian

Petunjuk Pengisian: Silakan pilih salah satu jawaban yang tersedia dengan jalan memberikan tanda silang (X)) pada kolom jawaban yang disediakan dengan kriteria jawaban sebagai berikut:

STS = Sangat tidak setuju

TS = Tidak setuju

N = Netral

S = Setuju

SS = Sangat Setuju

	No	Pernyataan	Pendapat				
			STS	TS	N	S	SS
Shopping Convenience	1	Website Zalora sangat nyaman digunakan untuk transaksi online					
	2	Hanya dibutuhkan waktu sebentar untuk bisa berbelanja di <i>website</i> Zalora					
	3	Prosedur pemesanan barang melalui <i>website</i> Zalora sederhana					
	4	Meskipun baru mengunjungi pertama kali di <i>website</i> Zalora, pengunjung mudah untuk membeli tanpa banyak bantuan untuk melakukan pembelian					
Site Design	5	Website Zalora berpenampilan menarik					
	6	Website Zalora menampilkan berbagai barang yang menarik					
	7	Website Zalora menunjukkan kesan <i>website</i> yang profesional					
	8	Pengunjung dengan cepat dan mudah untuk menyelesaikan transaksi di <i>website</i> Zalora					
Informativeness	9	Website Zalora menampilkan banyak informasi dalam feature nya maupun informasi mengenai kualitas produk					
	10	Semua informasi mengenai fitur dan kualitas produk di <i>website</i> Zalora akurat					
	11	Website Zalora menampilkan berbagai informasi mengenai metode pembayaran, sistem pengiriman, maupun ketentuan pengembalian barang.					
Security	12	Pengunjung merasa aman bertransaksi di <i>website</i> Zalora					
	13	Pengunjung merasa privasinya terlindungi ketika bertransaksi di <i>website</i> Zalora					
	14	Pengunjung yakin bahwa <i>website</i> Zalora tidak menyalahgunakan informasi mengenai data pelanggan					
	15	Pengunjung yakin bahwa <i>website</i> Zalora tidak akan memberikan informasi data pelanggan kepada <i>website</i> lain tanpa seijin pelanggan					

	No	Pernyataan	Pendapat				
			STS	TS	N	S	SS
Communication	16	Pengunjung dengan bebas bisa menyampaikan ide atau komplain di <i>website</i> Zalora					
	17	Website Zalora memiliki sistem frequently asked question (FAQ) yang baik					
	18	Pelanggan dapat secara aktif mereview (mempertimbangkan) produk di <i>website</i> Zalora					
	19	Pengunjung bebas untuk berbagi pendapat (opini) dengan konsumen lain di <i>website</i> Zalora					
Kepuasan Pelanggan	20	Anda merasa puas terhadap kenyamanan berbelanja d(shopping convenience) di Zalora					
	21	Anda merasa puas terhadap site design di Zalora					
	22	Anda merasa puas keinformatifan (informativeness) informasi di Zalora					
	23	Anda merasa puas terhadap keamanan transaksi (security) di Zalora					
	24	Anda merasa puas terhadap komunikasi yang interaktif (communication) di Zalora					

Terima kasih

Lampiran 3. Karakteristik Responden Penelitian

Domisili

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Surabaya	100	100,0	100,0	100,0

Pernah berbelanja online melalui website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Ya, pernah	100	100,0	100,0	100,0

Jenis Kelamin Responden

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-Laki	45	45,0	45,0	45,0
	Perempuan	55	55,0	55,0	100,0
	Total	100	100,0	100,0	

Usia Responden

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	17-25 tahun	32	32,0	32,0	32,0
	26-35 tahun	41	41,0	41,0	73,0
	36-45 tahun	27	27,0	27,0	100,0
	Total	100	100,0	100,0	

Pendidikan Responden

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SMU Sederajat	23	23,0	23,0	23,0
	Diploma	19	19,0	19,0	42,0
	S1	50	50,0	50,0	92,0
	S2/S3	8	8,0	8,0	100,0
	Total	100	100,0	100,0	

Pekerjaan Responden

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Pelajar/Mahasiswa	6	6,0	6,0	6,0
	Karyawan	57	57,0	57,0	63,0
	Wiraswasta	27	27,0	27,0	90,0
	Ibu Rumah Tangga	5	5,0	5,0	95,0
	Lainnya	5	5,0	5,0	100,0
	Total	100	100,0	100,0	

Lampiran 3. Statistik Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X1.1	100	3,00	5,00	3,8900	,66507
X1.2	100	2,00	5,00	4,2100	,72884
X1.3	100	3,00	5,00	4,2700	,69420
X1.4	100	2,00	5,00	4,1100	,70918
Shopping Convenience	100	3,00	5,00	4,1200	,63214
Valid N (listwise)	100				

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X2.1	100	2,00	5,00	3,6200	,70754
X2.2	100	2,00	5,00	4,0500	,79614
X2.3	100	2,00	5,00	4,0400	,80302
X2.4	100	2,00	5,00	3,6100	,75069
Site Design	100	2,25	5,00	3,8300	,59975
Valid N (listwise)	100				

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X3.1	100	1,00	5,00	3,5100	,83479
X3.2	100	1,00	5,00	3,6100	,79003
X3.3	100	1,00	5,00	3,6700	,89955
Informativeness	100	2,00	5,00	3,5967	,59797
Valid N (listwise)	100				

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X4.1	100	2,00	5,00	3,8000	,71067
X4.2	100	2,00	5,00	4,0600	,67898
X4.3	100	2,00	5,00	4,0800	,66180
X4.4	100	2,00	5,00	4,0300	,64283
Security	100	2,50	5,00	3,9925	,60663
Valid N (listwise)	100				

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X5.1	100	2,00	5,00	4,1400	,85304
X5.2	100	1,00	5,00	4,3000	1,00000
X5.3	100	1,00	5,00	4,2700	1,05270
X5.4	100	1,00	5,00	3,6400	,83509
Communication	100	1,50	5,00	4,0875	,87860
Valid N (listwise)	100				

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Y1.1	100	3,00	4,00	3,6600	,47610
Y1.2	100	2,00	5,00	3,8700	,59722
Y1.3	100	3,00	5,00	4,1500	,59246
Y1.4	100	2,00	5,00	3,8200	,55741
Y1.5	100	3,00	5,00	4,0600	,61661
Kepuasan Pelanggan	100	3,00	4,80	3,9120	,46824
Valid N (listwise)	100				

Lampiran 4. Uji Validitas

Correlations

		X1.1	X1.2	X1.3	X1.4	Total X1
X1.1	Pearson Correlation	1	,632**	,699**	,626**	,813**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	100	100	100	100	100
X1.2	Pearson Correlation	,632**	1	,885**	,893**	,948**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	100	100	100	100	100
X1.3	Pearson Correlation	,699**	,885**	1	,780**	,932**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	100	100	100	100	100
X1.4	Pearson Correlation	,626**	,893**	,780**	1	,917**
	Sig. (2-tailed)	,000	,000	,000		,000
	N	100	100	100	100	100
Total X1	Pearson Correlation	,813**	,948**	,932**	,917**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	100	100

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

Correlations

Correlations

		X2.1	X2.2	X2.3	X2.4	Total X2
X2.1	Pearson Correlation	1	,715**	,685**	,175	,816**
	Sig. (2-tailed)		,000	,000	,082	,000
	N	100	100	100	100	100
X2.2	Pearson Correlation	,715**	1	,976**	,185	,928**
	Sig. (2-tailed)	,000		,000	,065	,000
	N	100	100	100	100	100
X2.3	Pearson Correlation	,685**	,976**	1	,143	,906**
	Sig. (2-tailed)	,000	,000		,155	,000
	N	100	100	100	100	100
X2.4	Pearson Correlation	,175	,185	,143	1	,474**
	Sig. (2-tailed)	,082	,065	,155		,000
	N	100	100	100	100	100
Total X2	Pearson Correlation	,816**	,928**	,906**	,474**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	100	100

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

Correlations

Correlations

		X3.1	X3.2	X3.3	Total X3
X3.1	Pearson Correlation	1	,645**	,512**	,848**
	Sig. (2-tailed)		,000	,000	,000
	N	100	100	100	100
X3.2	Pearson Correlation	,645**	1	,505**	,855**
	Sig. (2-tailed)	,000		,000	,000
	N	100	100	100	100
X3.3	Pearson Correlation	,512**	,505**	1	,811**
	Sig. (2-tailed)	,000	,000		,000
	N	100	100	100	100
Total X3	Pearson Correlation	,848**	,855**	,811**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	100	100	100	100

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

Correlations

Correlations

		X4.1	X4.2	X4.3	X4.4	Total X4
X4.1	Pearson Correlation	1	,632**	,743**	,588**	,828**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	100	100	100	100	100
X4.2	Pearson Correlation	,632**	1	,866**	,898**	,939**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	100	100	100	100	100
X4.3	Pearson Correlation	,743**	,866**	1	,778**	,939**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	100	100	100	100	100
X4.4	Pearson Correlation	,588**	,898**	,778**	1	,901**
	Sig. (2-tailed)	,000	,000	,000		,000
	N	100	100	100	100	100
Total X4	Pearson Correlation	,828**	,939**	,939**	,901**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	100	100

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

Correlations

Correlations

		X5.1	X5.2	X5.3	X5.4	Total X5
X5.1	Pearson Correlation	1	,874**	,869**	,752**	,930**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	100	100	100	100	100
X5.2	Pearson Correlation	,874**	1	,959**	,784**	,970**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	100	100	100	100	100
X5.3	Pearson Correlation	,869**	,959**	1	,778**	,968**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	100	100	100	100	100
X5.4	Pearson Correlation	,752**	,784**	,778**	1	,876**
	Sig. (2-tailed)	,000	,000	,000		,000
	N	100	100	100	100	100
Total X5	Pearson Correlation	,930**	,970**	,968**	,876**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	100	100	100	100	100

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

Correlations

Correlations

		Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Total Y
Y1.1	Pearson Correlation	1	,553**	,433**	,528**	,414**	,689**
	Sig. (2-tailed)		,000	,000	,000	,000	,000
	N	100	100	100	100	100	100
Y1.2	Pearson Correlation	,553**	1	,570**	,900**	,488**	,854**
	Sig. (2-tailed)	,000		,000	,000	,000	,000
	N	100	100	100	100	100	100
Y1.3	Pearson Correlation	,433**	,570**	1	,541**	,888**	,849**
	Sig. (2-tailed)	,000	,000		,000	,000	,000
	N	100	100	100	100	100	100
Y1.4	Pearson Correlation	,528**	,900**	,541**	1	,590**	,868**
	Sig. (2-tailed)	,000	,000	,000		,000	,000
	N	100	100	100	100	100	100
Y1.5	Pearson Correlation	,414**	,488**	,888**	,590**	1	,837**
	Sig. (2-tailed)	,000	,000	,000	,000		,000
	N	100	100	100	100	100	100
Total Y	Pearson Correlation	,689**	,854**	,849**	,868**	,837**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	
	N	100	100	100	100	100	100

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

Lampiran 5. Uji Reliabilitas

Variabel shopping convenience

Case Processing Summary

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

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

Reliability Statistics

Cronbach's Alpha	N of Items
,925	4

Variabel site design

Case Processing Summary

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

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

Reliability Statistics

Cronbach's Alpha	N of Items
,791	4

Variabel informativeness

Case Processing Summary

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

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

Reliability Statistics

Cronbach's Alpha	N of Items
,786	3

Variabel security

Case Processing Summary

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

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

Reliability Statistics

Cronbach's Alpha	N of Items
,922	4

Variabel communication

Case Processing Summary

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

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

Reliability Statistics

Cronbach's Alpha	N of Items
,952	4

Variabel kepuasan konsumen

Case Processing Summary

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

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

Reliability Statistics

Cronbach's Alpha	N of Items
,879	5

Lampiran 6. Regression

Descriptive Statistics

	Mean	Std. Deviation	N
Kepuasan Pelanggan	3,9120	,46824	100
Shopping Convenience	4,1200	,63214	100
Site Design	3,8300	,59975	100
Informativeness	3,5967	,59797	100
Security	3,9925	,60663	100
Communication	4,0875	,87860	100

Correlations

		Kepuasan Pelanggan	Shopping Convenience	Site Design	Informativeness	Security	Communication
Pearson Correlation	Kepuasan Pelanggan	1,000	,666	,651	,274	,656	,763
	Shopping Convenience	,666	1,000	,371	,127	,491	,608
	Site Design	,651	,371	1,000	,128	,606	,501
	Informativeness	,274	,127	,128	1,000	,087	,198
	Security	,656	,491	,606	,087	1,000	,508
	Communication	,763	,608	,501	,198	,508	1,000
	Sig. (1-tailed)	Kepuasan Pelanggan	.	,000	,000	,003	,000
Shopping Convenience		,000	.	,000	,104	,000	,000
Site Design		,000	,000	.	,101	,000	,000
Informativeness		,003	,104	,101	.	,195	,024
Security		,000	,000	,000	,195	.	,000
Communication		,000	,000	,000	,024	,000	.
N		Kepuasan Pelanggan	100	100	100	100	100
	Shopping Convenience	100	100	100	100	100	100
	Site Design	100	100	100	100	100	100
	Informativeness	100	100	100	100	100	100
	Security	100	100	100	100	100	100
	Communication	100	100	100	100	100	100

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Communication, Informativeness, Site Design, Shopping Convenience, Security ^a	.	Enter

a. All requested variables entered.

b. Dependent Variable: Kepuasan Pelanggan

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	,873 ^a	,761	,749	,23469	,761	60,016	5	94	,000

a. Predictors: (Constant), Communication, Informativeness, Site Design, Shopping Convenience, Security

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	16,528	5	3,306	60,016	,000 ^a
	Residual	5,177	94	,055		
	Total	21,706	99			

a. Predictors: (Constant), Communication, Informativeness, Site Design, Shopping Convenience, Security

b. Dependent Variable: Kepuasan Pelanggan

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations		
		B	Std. Error	Beta			Zero-order	Partial	Part
1	(Constant)	,711	,227		3,132	,002			
	Shopping Convenience	,177	,049	,238	3,616	,000	,666	,349	,182
	Site Design	,191	,052	,245	3,709	,000	,651	,357	,187
	Informativeness	,095	,040	,121	2,357	,020	,274	,236	,119
	Security	,146	,053	,189	2,754	,007	,656	,273	,139
	Communication	,200	,037	,375	5,386	,000	,763	,486	,271

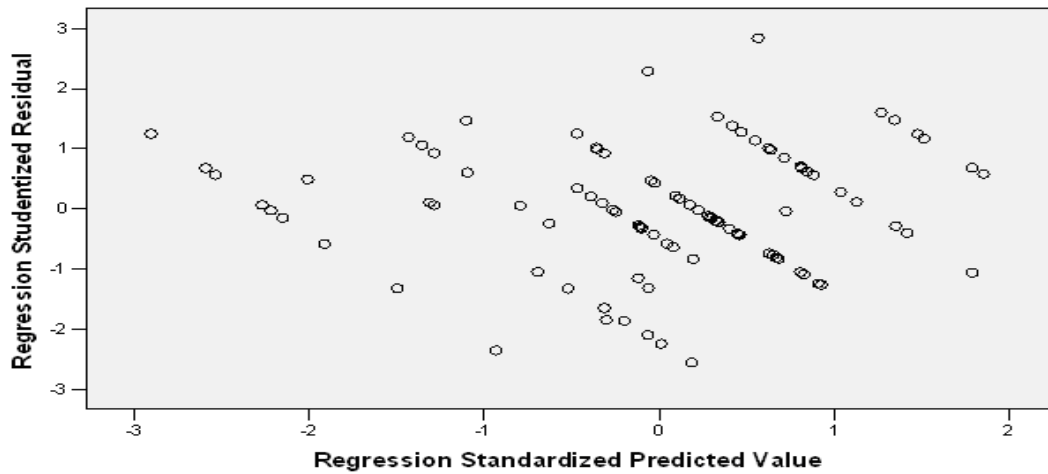
a. Dependent Variable: Kepuasan Pelanggan

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics	
		B	Std. Error	Beta			Zero-order	Partial	Part	Tolerance	VIF
1	(Constant)	,711	,227		3,132	,002					
	Shopping Convenience	,177	,049	,238	3,616	,000	,666	,349	,182	,584	1,711
	Site Design	,191	,052	,245	3,709	,000	,651	,357	,187	,581	1,721
	Informativeness	,095	,040	,121	2,357	,020	,274	,236	,119	,958	1,044
	Security	,146	,053	,189	2,754	,007	,656	,273	,139	,540	1,853
	Communication	,200	,037	,375	5,386	,000	,763	,486	,271	,523	1,913

a. Dependent Variable: Kepuasan Pelanggan

Dependent Variable: Kepuasan Pelanggan



Lampiran 2

X1					X2					X3			
1	2	3	4	jml	1	2	3	4	jml	1	2	3	jml
4	4	4	4	16	4	4	4	5	17	4	4	4	12
3	4	3	4	14	3	4	4	3	14	4	4	4	12
5	5	5	5	20	5	5	5	4	19	3	2	4	9
3	3	3	3	12	3	3	3	4	13	3	3	3	9
4	4	4	4	16	3	4	4	3	14	5	4	4	13
3	3	3	3	12	3	4	4	4	15	3	3	3	9
3	4	4	4	15	4	5	5	3	17	4	4	4	12
3	4	4	4	15	4	5	5	3	17	4	3	5	12
4	5	5	5	19	4	5	5	3	17	4	4	4	12
3	4	4	4	15	3	3	3	4	13	4	4	4	12
4	4	4	4	16	3	4	4	4	15	4	5	5	14
4	4	4	4	16	3	4	4	4	15	3	3	2	8
5	5	5	5	20	4	5	5	2	16	3	4	3	10
4	4	4	4	16	3	4	4	3	14	3	3	5	11
5	5	5	5	20	4	5	5	2	16	4	4	4	12
3	3	4	3	13	4	3	3	4	14	4	4	3	11
5	5	5	5	20	2	3	3	3	11	4	4	4	12
3	4	4	4	15	3	4	4	4	15	4	4	4	12
3	4	4	4	15	4	4	4	3	15	3	2	3	8
4	5	5	5	19	4	4	4	3	15	3	3	4	10
4	4	4	4	16	4	4	4	3	15	3	3	4	10
3	3	3	3	12	3	3	3	3	12	3	4	4	11
4	4	4	4	16	3	3	3	3	12	4	4	4	12
4	4	4	4	16	3	4	4	4	15	4	3	3	10
3	4	4	4	15	3	4	4	4	15	4	4	4	12
4	5	5	4	18	3	3	3	4	13	3	3	3	9
5	5	5	5	20	3	4	4	3	14	4	4	4	12
5	5	5	5	20	2	3	3	4	12	4	4	2	10
4	5	5	5	19	4	5	5	4	18	3	4	4	11
4	5	5	5	19	4	5	5	4	18	2	2	2	6

Lampiran 2

4	5	5	4	18	4	5	5	3	17	4	4	4	12
5	5	5	5	20	3	3	3	3	12	3	3	4	10
5	5	5	5	20	3	4	4	4	15	4	4	4	12
4	4	4	3	15	4	5	5	2	16	3	3	4	10
3	4	4	4	15	4	4	4	3	15	4	4	4	12
4	3	3	3	13	3	4	4	4	15	5	5	5	15
4	5	5	5	19	4	4	4	3	15	3	3	3	9
5	5	5	5	20	4	5	5	5	19	4	4	5	13
5	5	5	5	20	2	3	3	4	12	4	4	4	12
3	3	3	3	12	4	4	4	4	16	3	3	3	9
4	5	5	5	19	3	4	4	4	15	2	4	4	10
3	3	3	3	12	4	4	4	4	16	2	2	2	6
4	5	5	5	19	4	4	4	4	16	2	3	3	8
4	5	5	5	19	3	4	4	3	14	4	4	3	11
4	4	5	4	17	4	5	5	4	18	4	4	3	11
4	4	4	4	16	4	5	5	4	18	4	4	4	12
4	5	5	5	19	4	4	4	3	15	3	3	3	9
4	4	4	4	16	4	4	4	4	16	4	4	4	12
4	5	5	5	19	5	5	5	4	19	4	4	4	12
4	4	4	4	16	3	3	3	5	14	5	4	4	13
5	5	5	5	20	4	5	5	4	18	3	3	3	9
4	4	4	4	16	4	4	4	3	15	3	4	3	10
4	5	5	5	19	4	5	5	5	19	3	3	3	9
4	4	4	4	16	4	5	5	4	18	4	4	4	12
5	4	5	4	18	3	4	4	4	15	4	4	4	12
4	5	5	4	18	3	3	3	3	12	3	3	4	10
4	4	4	4	16	5	5	5	3	18	4	2	3	9
4	4	4	4	16	4	4	4	4	16	3	3	3	9
3	3	4	3	13	3	3	3	4	13	3	4	4	11
4	5	5	5	19	4	4	4	4	16	3	3	3	9
4	4	4	4	16	5	5	5	3	18	4	4	3	11
4	5	5	5	19	4	4	4	4	16	4	4	4	12

Lampiran 2

4	5	5	4	18	3	4	4	4	15	4	4	4	12
4	4	4	4	16	4	4	4	3	15	3	3	4	10
4	4	4	4	16	4	5	5	5	19	3	3	2	8
4	5	5	4	18	4	4	4	3	15	4	5	4	13
4	4	4	4	16	3	4	4	2	13	3	2	2	7
4	4	4	4	16	3	4	4	3	14	5	5	4	14
3	3	3	3	12	3	3	4	2	12	3	4	3	10
4	4	4	3	15	2	2	2	3	9	3	3	3	9
3	3	3	3	12	3	4	4	3	14	3	4	3	10
3	3	4	3	13	4	3	3	4	14	4	4	4	12
3	4	3	4	14	3	3	3	3	12	3	4	4	11
4	2	4	2	12	4	4	3	3	14	4	4	4	12
3	3	3	3	12	3	2	2	2	9	3	3	4	10
4	4	4	4	16	4	4	3	5	16	3	3	3	9
4	4	4	4	16	3	4	4	3	14	3	4	4	11
4	4	4	4	16	4	5	5	4	18	4	4	4	12
4	4	4	4	16	4	4	4	4	16	3	3	3	9
4	5	5	4	18	5	5	5	4	19	3	4	4	11
3	3	3	3	12	2	2	2	3	9	3	3	3	9
4	5	5	5	19	4	4	4	4	16	4	4	4	12
5	5	5	4	19	4	5	5	5	19	4	4	5	13
3	4	4	4	15	4	4	4	4	16	4	4	4	12
5	4	4	5	18	4	5	5	4	18	3	3	3	9
3	4	4	4	15	3	4	4	4	15	4	3	4	11
5	5	5	5	20	4	5	5	5	19	5	5	5	15
4	5	5	4	18	4	4	4	3	15	4	4	5	13
4	5	5	4	18	5	5	5	4	19	3	4	3	10
3	4	4	4	15	4	4	4	4	16	3	3	2	8
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3	4	4	4	15	3	2	2	3	10	3	3	3	9
5	4	5	4	18	4	5	5	3	17	5	5	4	14
4	4	4	4	16	4	4	4	4	16	4	4	3	11

Lampiran 2

4	5	5	5	19	4	4	4	5	17	3	4	4	11
3	3	3	3	12	3	3	3	4	13	3	3	3	9
3	3	3	3	12	3	4	4	4	15	4	3	4	11
4	5	5	5	19	4	4	4	3	15	3	3	4	10
4	4	4	4	16	5	5	5	5	20	4	5	4	13
3	4	4	4	15	4	5	5	3	17	4	3	5	12

X4					X5					Y					
1	2	3	4	jml	1	2	3	4	jml	1	2	3	4	5	jml
4	4	4	4	16	5	5	5	4	19	4	5	5	5	5	24
4	4	4	4	16	4	4	4	5	17	3	4	4	4	4	19
5	5	5	5	20	5	5	5	5	20	4	5	5	5	5	24
3	3	3	3	12	2	2	2	2	8	3	3	3	3	3	15
3	3	3	3	12	5	5	5	4	19	4	4	5	4	5	22
4	4	4	4	16	3	3	2	3	11	3	3	4	3	4	17
5	5	5	5	20	5	5	5	4	19	4	4	5	4	5	22
4	4	4	4	16	4	4	4	3	15	3	4	4	4	4	19
4	5	5	5	19	4	4	4	3	15	4	4	4	4	4	20
4	3	4	4	15	5	5	5	4	19	3	4	4	4	4	19
4	4	4	4	16	4	4	4	4	16	4	4	4	4	4	20
4	4	4	4	16	4	4	4	3	15	3	4	4	4	4	19
4	5	5	5	19	4	4	4	4	16	4	4	4	4	4	20
2	3	3	3	11	3	3	2	3	11	3	3	4	3	4	17
4	5	5	5	19	5	5	5	5	20	4	5	5	5	5	24
2	4	3	4	13	3	3	3	2	11	4	4	3	4	3	18
3	3	3	3	12	5	5	5	4	19	3	4	4	4	3	18
4	3	4	3	14	4	4	4	5	17	3	3	4	3	4	17
3	3	3	3	12	4	4	4	3	15	3	3	3	3	3	15
4	4	4	4	16	4	4	4	3	15	3	3	4	3	4	17
4	4	4	4	16	5	5	5	4	19	4	4	4	4	4	20

Lampiran 2

3	3	3	3	12	3	4	4	3	14	3	3	3	3	3	15
3	4	4	4	15	5	5	5	4	19	3	4	4	4	4	19
4	4	4	4	16	4	4	4	3	15	3	4	4	3	3	17
4	4	4	4	16	4	4	4	3	15	3	4	4	4	4	19
4	4	4	4	16	5	5	5	4	19	3	4	4	4	4	19
4	5	5	4	18	4	4	4	3	15	4	4	4	4	4	20
3	3	3	3	12	5	5	5	4	19	3	4	4	4	4	19
4	4	4	4	16	4	5	5	4	18	4	4	4	4	4	20
4	5	5	5	19	5	5	5	4	19	4	4	5	4	5	22
4	5	5	5	19	4	5	5	4	18	4	4	4	4	4	20
3	4	4	4	15	4	5	5	4	18	3	4	4	4	4	19
5	5	5	4	19	4	5	5	4	18	4	4	4	4	4	20
4	4	4	4	16	5	5	5	4	19	3	3	4	3	4	17
4	4	4	4	16	5	5	5	4	19	4	4	4	4	4	20
2	3	3	3	11	4	4	4	3	15	3	3	4	3	4	17
4	4	4	4	16	4	5	5	4	18	4	4	4	4	4	20
5	5	5	5	20	5	5	5	5	20	4	5	5	5	5	24
4	4	4	4	16	4	5	5	4	18	4	4	4	4	4	20
2	3	2	3	10	2	2	1	2	7	3	2	4	2	4	15
4	5	5	5	19	4	4	4	3	15	4	4	4	4	4	20
4	5	5	5	19	4	5	5	4	18	3	3	4	3	4	17
4	4	4	4	16	4	4	4	3	15	4	4	4	4	4	20
4	4	4	4	16	5	5	5	4	19	4	4	4	4	4	20
4	4	4	4	16	4	4	4	5	17	4	4	5	4	5	22
4	5	5	5	19	4	5	5	4	18	4	4	4	4	4	20
3	4	4	4	15	5	5	5	4	19	4	4	5	4	5	22
4	4	4	4	16	4	5	5	4	18	4	4	4	4	4	20
4	5	5	5	19	5	5	5	5	20	4	5	5	5	5	24
4	4	4	4	16	5	5	5	4	19	4	4	4	4	4	20
4	4	4	4	16	4	5	5	5	19	4	5	5	4	4	22
4	5	5	5	19	4	5	5	4	18	4	4	4	4	4	20
4	5	5	5	19	4	5	5	4	18	4	4	5	4	5	22

Lampiran 2

4	4	4	4	16	5	5	5	4	19	4	4	4	4	4	20
4	4	4	5	17	5	5	5	4	19	4	4	5	4	5	22
3	4	4	4	15	5	5	5	4	19	4	4	4	4	4	20
5	4	4	4	17	4	5	5	4	18	4	4	5	4	5	22
4	4	4	4	16	4	5	5	4	18	4	4	4	4	4	20
4	4	4	4	16	4	4	4	3	15	4	4	4	3	3	18
3	4	4	4	15	5	5	5	4	19	4	4	4	4	4	20
4	4	4	4	16	4	4	4	3	15	4	4	4	4	4	20
4	4	4	4	16	4	5	5	4	18	4	4	4	4	4	20
4	4	4	4	16	5	5	5	4	19	4	4	5	4	5	22
4	4	4	4	16	4	4	4	3	15	4	4	4	4	4	20
5	5	5	5	20	4	5	5	4	18	4	4	5	4	4	21
4	4	4	4	16	5	5	5	4	19	4	4	5	4	5	22
3	4	4	3	14	5	5	5	4	19	4	4	4	4	4	20
4	4	4	4	16	4	4	4	3	15	4	4	4	3	3	18
4	4	4	4	16	4	4	3	4	15	4	3	4	3	4	18
3	3	3	3	12	2	1	2	2	7	3	2	4	3	3	15
4	3	3	4	14	4	3	3	3	13	4	4	3	4	3	18
2	4	3	4	13	3	3	3	2	11	4	4	3	4	3	18
4	3	4	3	14	4	4	3	3	14	3	4	4	4	4	19
3	2	4	2	11	2	2	2	2	8	4	3	3	3	3	16
3	3	3	3	12	2	1	1	2	6	3	3	3	3	3	15
3	3	3	3	12	4	4	4	3	15	4	3	4	3	4	18
4	4	4	4	16	4	4	4	3	15	4	4	4	4	4	20
4	4	4	4	16	4	3	4	4	15	3	4	4	4	4	19
3	4	4	4	15	4	4	4	3	15	4	4	4	4	4	20
5	5	5	5	20	5	5	5	5	20	4	5	5	4	4	22
3	4	4	4	15	2	2	2	1	7	3	3	3	3	3	15
4	4	4	4	16	4	5	5	4	18	4	4	4	4	4	20
5	5	5	4	19	5	5	5	3	18	4	5	5	5	5	24
4	4	4	4	16	5	5	5	4	19	4	4	4	4	4	20
4	5	4	5	18	5	5	5	4	19	4	4	5	4	5	22

Lampiran 2

3	4	4	4	15	4	5	5	4	18	3	3	4	3	4	17
5	5	5	4	19	5	5	5	5	20	4	5	5	5	5	24
4	4	5	4	17	5	5	5	4	19	4	4	5	4	5	22
5	5	5	4	19	5	5	5	4	19	4	4	5	4	5	22
3	3	3	3	12	5	5	5	4	19	3	4	4	4	4	19
5	5	5	5	20	5	5	5	5	20	4	5	5	4	4	22
3	4	4	4	15	2	2	1	2	7	3	3	3	3	3	15
4	4	4	4	16	4	5	5	4	18	4	4	5	4	5	22
4	4	4	4	16	4	4	4	3	15	3	4	4	4	4	19
4	4	4	4	16	4	4	4	4	16	4	4	4	4	4	20
4	4	4	4	16	2	2	2	2	8	3	3	3	3	3	15
3	4	4	4	15	4	5	5	4	18	3	4	4	4	4	19
4	5	5	5	19	4	4	4	4	16	4	4	4	4	4	20
5	5	5	5	20	5	5	5	4	19	4	4	5	4	5	22
4	4	4	4	16	3	2	3	3	11	3	3	4	3	4	17

Mean					
X1	X2	X3	X4	X5	Y
4	4,25	4	4	4,75	4,8
3,5	3,5	4	4	4,25	3,8
5	4,75	3	5	5	4,8
3	3,25	3	3	2	3
4	3,5	4,33	3	4,75	4,4
3	3,75	3	4	2,75	3,4
3,75	4,25	4	5	4,75	4,4
3,75	4,25	4	4	3,75	3,8
4,75	4,25	4	4,75	3,75	4
3,75	3,25	4	3,75	4,75	3,8
4	3,75	4,67	4	4	4
4	3,75	2,67	4	3,75	3,8

Lampiran 2

5	4	3,33	4,75	4	4
4	3,5	3,67	2,75	2,75	3,4
5	4	4	4,75	5	4,8
3,25	3,5	3,67	3,25	2,75	3,6
5	2,75	4	3	4,75	3,6
3,75	3,75	4	3,5	4,25	3,4
3,75	3,75	2,67	3	3,75	3
4,75	3,75	3,33	4	3,75	3,4
4	3,75	3,33	4	4,75	4
3	3	3,67	3	3,5	3
4	3	4	3,75	4,75	3,8
4	3,75	3,33	4	3,75	3,4
3,75	3,75	4	4	3,75	3,8
4,5	3,25	3	4	4,75	3,8
5	3,5	4	4,5	3,75	4
5	3	3,33	3	4,75	3,8
4,75	4,5	3,67	4	4,5	4
4,75	4,5	2	4,75	4,75	4,4
4,5	4,25	4	4,75	4,5	4
5	3	3,33	3,75	4,5	3,8
5	3,75	4	4,75	4,5	4
3,75	4	3,33	4	4,75	3,4
3,75	3,75	4	4	4,75	4
3,25	3,75	5	2,75	3,75	3,4
4,75	3,75	3	4	4,5	4
5	4,75	4,33	5	5	4,8
5	3	4	4	4,5	4
3	4	3	2,5	1,75	3
4,75	3,75	3,33	4,75	3,75	4
3	4	2	4,75	4,5	3,4
4,75	4	2,67	4	3,75	4
4,75	3,5	3,67	4	4,75	4

Lampiran 2

4,25	4,5	3,67	4	4,25	4,4
4	4,5	4	4,75	4,5	4
4,75	3,75	3	3,75	4,75	4,4
4	4	4	4	4,5	4
4,75	4,75	4	4,75	5	4,8
4	3,5	4,33	4	4,75	4
5	4,5	3	4	4,75	4,4
4	3,75	3,33	4,75	4,5	4
4,75	4,75	3	4,75	4,5	4,4
4	4,5	4	4	4,75	4
4,5	3,75	4	4,25	4,75	4,4
4,5	3	3,33	3,75	4,75	4
4	4,5	3	4,25	4,5	4,4
4	4	3	4	4,5	4
3,25	3,25	3,67	4	3,75	3,6
4,75	4	3	3,75	4,75	4
4	4,5	3,67	4	3,75	4
4,75	4	4	4	4,5	4
4,5	3,75	4	4	4,75	4,4
4	3,75	3,33	4	3,75	4
4	4,75	2,67	5	4,5	4,2
4,5	3,75	4,33	4	4,75	4,4
4	3,25	2,33	3,5	4,75	4
4	3,5	4,67	4	3,75	3,6
3	3	3,33	4	3,75	3,6
3,75	2,25	3	3	1,75	3
3	3,5	3,33	3,5	3,25	3,6
3,25	3,5	4	3,25	2,75	3,6
3,5	3	3,67	3,5	3,5	3,8
3	3,5	4	2,75	2	3,2
3	2,25	3,33	3	1,5	3
4	4	3	3	3,75	3,6

Lampiran 2

4	3,5	3,67	4	3,75	4
4	4,5	4	4	3,75	3,8
4	4	3	3,75	3,75	4
4,5	4,75	3,67	5	5	4,4
3	2,25	3	3,75	1,75	3
4,75	4	4	4	4,5	4
4,75	4,75	4,33	4,75	4,5	4,8
3,75	4	4	4	4,75	4
4,5	4,5	3	4,5	4,75	4,4
3,75	3,75	3,67	3,75	4,5	3,4
5	4,75	5	4,75	5	4,8
4,5	3,75	4,33	4,25	4,75	4,4
4,5	4,75	3,33	4,75	4,75	4,4
3,75	4	2,67	3	4,75	3,8
5	4,75	4,33	5	5	4,4
3,75	2,5	3	3,75	1,75	3
4,5	4,25	4,67	4	4,5	4,4
4	4	3,67	4	3,75	3,8
4,75	4,25	3,67	4	4	4
3	3,25	3	4	2	3
3	3,75	3,67	3,75	4,5	3,8
4,75	3,75	3,33	4,75	4	4
4	5	4,33	5	4,75	4,4
3,75	4,25	4	4	2,75	3,4