

## DAFTAR RIWAYAT HIDUP

Nama : Dewi Lestari

Tempat, Tanggal Lahir : Menggala, 07 Mei 1995

Jenis Kelamin : Perempuan

Agama : Islam

Pendidikan Terakhir : S1 (Sarjana Ekonomi)

Alamat : Gang Tenggiri 3 ketapang pangkalbalam

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### **Pendidikan Formal**

2012-2016 : Universitas Bangka Belitung  
(Fakultas Ekonomi, Program Studi Manajemen),  
Balunijuk

2009-2012 : SMA Negeri 4 Pangkalpinang

2006-2009 : SMP Negeri 4 Pangkalpinang

2000-2006 : SD Negeri 14 Pangkalpinang

**LAMPIRAN**

**KUESIONER PENELITIAN**

**PENGARUH VARIAN PRODUK, HARGA DAN KUALITAS LAYANAN  
TERHADAP MINAT BELI KONSUMEN PADA ZYVI CELL PANGKALPINANG**



**Diajukan Oleh :**

**NAMA : DEWI LESTARI**

**NIM : 302 12 11 022**

**JURUSAN MANAJEMEN  
FAKULTAS EKONOMI  
UNIVERSITAS BANGKA BELITUNG  
2016**

## KUESIONER PENELITIAN

Kepada

Yth. Bapak/Ibu/Saudara/i

Dengan hormat,

Saya yang bertandatangan dibawah ini :

Nama : Dewi Lestari

Nim : 302 12 11 022

Prodi : Manajemen

Adalah mahasiswi fakultas Ekonomi, Universitas Bangka Belitung yang sedang menyusun proposal penelitian dengan judul **“Pengaruh Varian Produk, Harga dan Kualitas Layanan terhadap Minat Beli Konsumen pada Konter Zyvi Cell Pangkalpinang”**. Oleh karena itu, mohon bantuan Bapak/Ibu/Sdr/i untuk menjawab pertanyaan/ Pernyataan kuesioner berikut ini (terlampir).

Kuesioner ini hanya untuk kepentingan penelitian semata, dan tidak untuk dipublikasikan. Kerahasiaan Bapak/Ibu/Sdr/i dapat saya jamin.

Demikian atas waktu dan responnya saya ucapkan terimakasih.

Balunujuk, 17 Juni 2016

Peneliti,

Dewi Lestari

A. Profil Responden

Berilah tanda ( ) untuk setiap jawaban yang menurut anda paling sesuai dengan diri anda

1. Nama : .....
2. Jenis Kelamin :  Laki-Laki  Perempuan
3. Usia :  18-25 Tahun  31-40 Tahun  
 26-30 Tahun  >40 Tahun
4. Pekerjaan :  Pelajar/Mahasiswa  Pegawai Negeri  
 Wirausaha  Lainnya

B. Petunjuk Kuesioner

Bapak/Ibu/Sdr/i diminta untuk memilih salah satu dari beberapa alternative jawaban yang tersedia dengan cara memberikan **tanda centang** ( ). Setiap jawaban tidak ada yang benar atau salah, jawaban yang paling baik adalah jawaban yang sesuai dengan keadaan atau situasi yang Bapak/Ibu/Sdr/i rasakan atau alami.

Keterangan :

| Skala :                   | Skor : |
|---------------------------|--------|
| Sangat Setuju (SS)        | 5      |
| Setuju (S)                | 4      |
| Ragu-ragu (RR)            | 3      |
| Tidak Setuju (TS)         | 2      |
| Sangat Tidak Setuju (STS) | 1      |

| No                        | Pernyataan   | SS       | S        | RR       | TS       | STS      |
|---------------------------|--|----------|----------|----------|----------|----------|
| <i>Varian produk (X1)</i> |  |          |          |          |          |          |
| <b>Ukuran</b>             |  | <b>5</b> | <b>4</b> | <b>3</b> | <b>2</b> | <b>1</b> |
| 1                         | Produk yang ada di Konter Zyvi Cell lebih beragam dibandingkan Konter lainnya              |          |          |          |          |          |
| 2                         | Desain produk yang ada di Konter Zyvi Cell tidak kalah dengan desain produk di Konter lain |          |          |          |          |          |

| <b>Tampilan</b>                       |  |          |          |          |          |          |
|---------------------------------------|--|----------|----------|----------|----------|----------|
| 3                                     | Konter Zyvi Cell menampilkan banyak pilihan produk yang saya butuh kan   |          |          |          |          |          |
| 4                                     | Tampilan Produk yang ada di Konter Zyvi Cell sangat menarik  |          |          |          |          |          |
| <b>Harga (X2)</b>                     |  |          |          |          |          |          |
| <b>Harga yang dipersepsikan</b>       |  |          |          |          |          |          |
| 5                                     | Harga produk yang ditawarkan Konter Zyvi Cell sesuai dengan kemampuan saya   |          |          |          |          |          |
| 6                                     | Harga yang ditawarkan Konter Zyvi Cell terjangkau sesuai dengan type poduk   |          |          |          |          |          |
| 7                                     | Konter Zyvi Cell sering melakukan potongan harga pada setiap pembelian produknya                                       |          |          |          |          |          |
| <b>Harga yang direferensikan</b>      |  |          |          |          |          |          |
| 8                                     | Konter Zyvi Cell menyediakan produk dengan berbagai variasi harga  |          |          |          |          |          |
| 9                                     | Harga produk Konter Zyvi Cell sesuai dengan manfaat yang saya peroleh  |          |          |          |          |          |
| <b>Kualitas layanan (x3)</b>          |  |          |          |          |          |          |
| <b>Fasilitas fisik (tangible)</b>     |  |          |          |          |          |          |
| 10                                    | Konter Zyvi Cell menyediakan tempat yang nyaman bagi konsumen yang dating  |          |          |          |          |          |
| 11                                    | Konter Zyvi Cell menyediakan fasilitas penunjang seperti daftar harga dan poster produk terbaru dari berbagai operator |          |          |          |          |          |
| <b>Reliabilitas (reliability)</b>     |  |          |          |          |          |          |
| 12                                    | Karyawan Konter Zyvi Cell melakukan pengiriman pulsa dan transaksi lainnya tepat waktu                                 |          |          |          |          |          |
| 13                                    | Konter Zyvi Cell dapat bertransaksi setiap saat ketika jam kerjanya  |          |          |          |          |          |
| <b>Responsivitas (responsiveness)</b> |  | <b>5</b> | <b>4</b> | <b>3</b> | <b>2</b> | <b>1</b> |
| 14                                    | Karyawan Konter Zyvi Cell tanggap dalam melayani konsumen  |          |          |          |          |          |
| 15                                    | Karyawan Konter Zyvi Cell selalu menjawab setiap pertanyaan konsumen dengan baik                                       |          |          |          |          |          |
| <b>Kompetensi (competency)</b>        |  |          |          |          |          |          |
| 16                                    | Karyawan Konter Zyvi Cell memiliki pengetahuan yang baik tentang produk yang dijualnya                                 |          |          |          |          |          |
| 17                                    | Konter Zyvi cell memiliki respon yang cepat terhadap permintaan konsumen   |          |          |          |          |          |

| <b>Tata krama (<i>courtesy</i>)</b>      |  |          |          |          |          |          |
|--|--|----------|----------|----------|----------|----------|
| 18                                       | Karyawan Konter Zyvi Cell melayani konsumen dengan ramah dan sopan   |          |          |          |          |          |
| 19                                       | Karyawan Konter Zyvi Cell menggunakan pakaian yang sopan dan rapi  |          |          |          |          |          |
| <b>Kredibilitas (<i>Credibility</i>)</b> |  |          |          |          |          |          |
| 20                                       | Manajemen pelayanan Konter Zyvi Cell sangat baik   |          |          |          |          |          |
| 21                                       | Konter Zyvi Cell memiliki reputasi yang baik di benak saya   |          |          |          |          |          |
| <b>Keamanan (<i>security</i>)</b>        |  |          |          |          |          |          |
| 22                                       | Fasilitas konter yang diberikan oleh Konter Zyvi Cell aman, sama dengan konter lainnya   |          |          |          |          |          |
| 23                                       | Konter Zyvi Cell memiliki layanan yang aman dan bebas dari tindakan penipuan   |          |          |          |          |          |
| <b>Akses (<i>access</i>)</b>             |  |          |          |          |          |          |
| 24                                       | Konter Zyvi Cell dapat dengan mudah diakses karena berada ditengah-tengah kota   |          |          |          |          |          |
| 25                                       | Konter Zyvi Cell dapat dengan mudah didatangi ketika dibutuhkan  |          |          |          |          |          |
| <b>Komunikasi (<i>communication</i>)</b> |  |          |          |          |          |          |
| 26                                       | Informasi tentang produk dan harga yang ada diKonter Zyvi Cell dapat ditemui dengan mudah                                      |          |          |          |          |          |
| 27                                       | Konter Zyvi cell menanggapi pertanyaan dan keluhan konsumen  |          |          |          |          |          |
| <b>Perhatian pada pelanggan</b>          |  |          |          |          |          |          |
| 28                                       | Konter Zyvi cell memahami kebutuhan konsumen   |          |          |          |          |          |
| 29                                       | Pegawai Konter Zyvi cell memberikan saran dan pendapat sesuai kebutuhan konsumen   |          |          |          |          |          |
| <b>Minat Beli (<math>Y_1</math>)</b>     |  | <b>5</b> | <b>4</b> | <b>3</b> | <b>2</b> | <b>1</b> |
| <b>Minat transaksional</b>               |  |          |          |          |          |          |
| 30                                       | Saya berminat membeli di Konter Zyvi Cell karena Konter Zyvi Cell memiliki produk yang mempunyai karakteristik yang tinggi     |          |          |          |          |          |
| 31                                       | Saya berkeinginan untuk membeli di Konter Zyvi Cell karena produk yang ada di Konter Zyvi Cell memiliki keunggulan yang tinggi |          |          |          |          |          |
| <b>Minat Referential</b>                 |  |          |          |          |          |          |
| 32                                       | Saya akan merekomendasikan Konter Zyvi Cell kepada orang lain  |          |          |          |          |          |

|                          |  |  |  |  |  |  |
|--------------------------|--|--|--|--|--|--|
| 33                       | Saya menyarankan orang lain untuk membeli di Konter Zyvi Cell  |  |  |  |  |  |
| <b>Minat Prefensial</b>  |  |  |  |  |  |  |
| 34                       | Saya sangat yakin akan kualitas yang ditawarkan Konter Zyvi Cell dan membuat saya berminat membeli di Zyvi Cell                      |  |  |  |  |  |
| 35                       | Saya berkeinginan untuk melakukan pembelian ulang di Konter Zyvi Cell  |  |  |  |  |  |
| <b>Minat Eksploratif</b> |  |  |  |  |  |  |
| 36                       | Saya berminat membeli di Konter Zyvi Cell ini karena sebelumnya saya sudah mengetahui keunggulan dari konter ini                     |  |  |  |  |  |
| 37                       | Saya berminat membeli di Konter Zyvi Cell ini karena sebelumnya saya sudah mendapatkan informasi mengenai konter ini dari teman saya |  |  |  |  |  |

**Terima Kasih atas partisipasinya 😊**



### LAMPIRAN 3

Tabulasi Jawaban Responden

(Varian Produk)

| No | X1.1 | X1.2 | X1.3 | X1.4 | Total X1 |
|----|------|------|------|------|----------|
| 1  | 4    | 5    | 5    | 5    | 19       |
| 2  | 4    | 3    | 3    | 2    | 12       |
| 3  | 3    | 3    | 3    | 3    | 12       |
| 4  | 4    | 4    | 4    | 4    | 16       |
| 5  | 4    | 2    | 5    | 4    | 15       |
| 6  | 4    | 4    | 4    | 4    | 16       |
| 7  | 4    | 4    | 4    | 4    | 16       |
| 8  | 4    | 4    | 4    | 4    | 16       |
| 9  | 5    | 5    | 5    | 4    | 19       |
| 10 | 5    | 4    | 4    | 4    | 17       |
| 11 | 5    | 5    | 4    | 5    | 19       |
| 12 | 4    | 5    | 4    | 4    | 17       |
| 13 | 4    | 3    | 4    | 4    | 15       |
| 14 | 3    | 3    | 3    | 2    | 11       |
| 15 | 4    | 4    | 4    | 4    | 16       |
| 16 | 4    | 4    | 4    | 4    | 16       |
| 17 | 4    | 4    | 4    | 3    | 15       |
| 18 | 4    | 5    | 5    | 5    | 19       |
| 19 | 5    | 4    | 5    | 5    | 19       |
| 20 | 3    | 4    | 3    | 3    | 13       |
| 21 | 3    | 4    | 4    | 5    | 16       |
| 22 | 5    | 5    | 5    | 4    | 19       |
| 23 | 5    | 4    | 4    | 4    | 17       |
| 24 | 4    | 4    | 4    | 4    | 16       |



|    |   |   |   |   |    |
|----|---|---|---|---|----|
| 25 | 4 | 4 | 4 | 4 | 16 |
| 26 | 3 | 3 | 4 | 4 | 14 |
| 27 | 4 | 4 | 3 | 3 | 14 |
| 28 | 3 | 5 | 3 | 4 | 15 |
| 29 | 3 | 3 | 3 | 4 | 13 |
| 30 | 3 | 3 | 5 | 4 | 15 |
| 31 | 5 | 5 | 4 | 5 | 19 |
| 32 | 4 | 5 | 5 | 4 | 18 |
| 33 | 4 | 3 | 4 | 4 | 15 |
| 34 | 5 | 4 | 5 | 5 | 19 |
| 35 | 4 | 3 | 5 | 4 | 16 |
| 36 | 3 | 2 | 4 | 4 | 13 |
| 37 | 2 | 4 | 4 | 4 | 14 |
| 38 | 4 | 2 | 3 | 4 | 13 |
| 39 | 2 | 4 | 4 | 5 | 15 |
| 40 | 4 | 5 | 5 | 4 | 18 |
| 41 | 3 | 4 | 3 | 3 | 13 |
| 42 | 4 | 4 | 3 | 2 | 13 |
| 43 | 4 | 4 | 4 | 4 | 16 |
| 44 | 4 | 5 | 5 | 5 | 19 |
| 45 | 4 | 4 | 4 | 5 | 17 |
| 46 | 4 | 4 | 4 | 4 | 16 |
| 47 | 5 | 4 | 4 | 5 | 18 |
| 48 | 5 | 4 | 5 | 5 | 19 |
| 49 | 5 | 3 | 4 | 4 | 16 |
| 50 | 5 | 4 | 4 | 5 | 18 |
| 51 | 5 | 4 | 4 | 5 | 18 |
| 52 | 4 | 4 | 3 | 3 | 14 |
| 53 | 3 | 3 | 3 | 4 | 13 |

|    |   |   |   |   |    |
|----|---|---|---|---|----|
| 54 | 4 | 3 | 2 | 2 | 11 |
| 55 | 3 | 4 | 2 | 4 | 13 |
| 56 | 3 | 4 | 3 | 3 | 13 |
| 57 | 3 | 4 | 3 | 3 | 13 |
| 58 | 3 | 4 | 3 | 4 | 14 |
| 59 | 3 | 4 | 4 | 4 | 15 |
| 60 | 3 | 3 | 4 | 4 | 14 |
| 61 | 4 | 5 | 5 | 5 | 19 |
| 62 | 4 | 4 | 5 | 4 | 17 |
| 63 | 5 | 5 | 4 | 4 | 18 |
| 64 | 4 | 4 | 4 | 4 | 16 |
| 65 | 5 | 5 | 4 | 3 | 17 |
| 66 | 4 | 4 | 5 | 2 | 15 |
| 67 | 5 | 4 | 5 | 4 | 18 |
| 68 | 4 | 4 | 4 | 2 | 14 |
| 69 | 4 | 3 | 4 | 4 | 15 |
| 70 | 4 | 3 | 4 | 4 | 15 |
| 71 | 3 | 3 | 3 | 3 | 12 |
| 72 | 4 | 4 | 5 | 4 | 17 |
| 73 | 5 | 4 | 4 | 4 | 17 |
| 74 | 4 | 4 | 5 | 5 | 18 |
| 75 | 4 | 5 | 5 | 5 | 19 |
| 76 | 2 | 4 | 2 | 2 | 10 |
| 77 | 4 | 3 | 3 | 3 | 13 |
| 78 | 4 | 3 | 3 | 4 | 14 |
| 79 | 5 | 5 | 4 | 5 | 19 |
| 80 | 4 | 4 | 3 | 4 | 15 |
| 81 | 3 | 4 | 2 | 5 | 14 |
| 82 | 3 | 3 | 4 | 4 | 14 |

|     |   |   |   |   |    |
|-----|---|---|---|---|----|
| 83  | 5 | 4 | 2 | 5 | 16 |
| 84  | 5 | 3 | 4 | 4 | 16 |
| 85  | 3 | 2 | 4 | 4 | 13 |
| 86  | 5 | 4 | 4 | 3 | 16 |
| 87  | 4 | 2 | 3 | 2 | 11 |
| 88  | 3 | 4 | 3 | 4 | 14 |
| 89  | 3 | 3 | 3 | 2 | 11 |
| 90  | 3 | 1 | 4 | 4 | 12 |
| 91  | 2 | 3 | 4 | 4 | 13 |
| 92  | 3 | 4 | 3 | 3 | 13 |
| 93  | 5 | 4 | 5 | 4 | 18 |
| 94  | 4 | 3 | 4 | 4 | 15 |
| 95  | 4 | 4 | 5 | 5 | 18 |
| 96  | 4 | 3 | 4 | 3 | 14 |
| 97  | 4 | 4 | 4 | 5 | 17 |
| 98  | 5 | 5 | 4 | 5 | 19 |
| 99  | 4 | 4 | 4 | 4 | 16 |
| 100 | 5 | 5 | 3 | 3 | 16 |
| 101 | 4 | 4 | 3 | 3 | 14 |

(Harga)

| No | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | Total Harga |
|----|------|------|------|------|------|-------------|
| 1  | 4    | 4    | 4    | 4    | 4    | 20          |
| 2  | 5    | 5    | 4    | 5    | 4    | 23          |
| 3  | 4    | 4    | 4    | 4    | 4    | 20          |
| 4  | 5    | 4    | 4    | 4    | 4    | 21          |
| 5  | 4    | 4    | 5    | 4    | 5    | 22          |
| 6  | 5    | 5    | 4    | 5    | 4    | 23          |
| 7  | 4    | 4    | 4    | 4    | 4    | 20          |
| 8  | 4    | 4    | 4    | 4    | 2    | 18          |
| 9  | 4    | 4    | 3    | 3    | 4    | 18          |
| 10 | 2    | 4    | 4    | 4    | 4    | 18          |
| 11 | 4    | 4    | 4    | 2    | 4    | 18          |
| 12 | 4    | 3    | 3    | 4    | 4    | 18          |
| 13 | 4    | 4    | 4    | 4    | 4    | 20          |
| 14 | 5    | 5    | 5    | 4    | 4    | 23          |
| 15 | 4    | 2    | 4    | 4    | 4    | 18          |
| 16 | 4    | 4    | 4    | 4    | 4    | 20          |
| 17 | 4    | 4    | 2    | 4    | 4    | 18          |
| 18 | 4    | 4    | 4    | 4    | 4    | 20          |
| 19 | 4    | 4    | 4    | 4    | 4    | 20          |
| 20 | 4    | 4    | 2    | 4    | 3    | 17          |
| 21 | 4    | 4    | 4    | 4    | 4    | 20          |
| 22 | 5    | 5    | 5    | 4    | 5    | 24          |
| 23 | 4    | 4    | 4    | 4    | 4    | 20          |
| 24 | 4    | 4    | 4    | 4    | 4    | 20          |

|    |   |   |   |   |   |    |
|----|---|---|---|---|---|----|
| 25 | 4 | 4 | 4 | 4 | 4 | 20 |
| 26 | 5 | 5 | 5 | 5 | 5 | 25 |
| 27 | 4 | 4 | 4 | 4 | 4 | 20 |
| 28 | 4 | 4 | 4 | 4 | 4 | 20 |
| 29 | 5 | 5 | 5 | 5 | 5 | 25 |
| 30 | 5 | 5 | 5 | 5 | 5 | 25 |
| 31 | 4 | 4 | 4 | 4 | 4 | 20 |
| 32 | 3 | 3 | 3 | 3 | 3 | 15 |
| 33 | 4 | 4 | 4 | 4 | 4 | 20 |
| 34 | 4 | 4 | 4 | 4 | 4 | 20 |
| 35 | 5 | 4 | 4 | 3 | 4 | 20 |
| 36 | 5 | 4 | 4 | 4 | 4 | 21 |
| 37 | 3 | 3 | 3 | 3 | 3 | 15 |
| 38 | 5 | 4 | 4 | 4 | 4 | 21 |
| 39 | 5 | 5 | 4 | 5 | 5 | 24 |
| 40 | 4 | 4 | 4 | 4 | 4 | 20 |
| 41 | 5 | 5 | 4 | 5 | 4 | 23 |
| 42 | 5 | 4 | 5 | 4 | 5 | 23 |
| 43 | 4 | 4 | 4 | 4 | 4 | 20 |
| 44 | 4 | 4 | 4 | 4 | 4 | 20 |
| 45 | 5 | 5 | 5 | 5 | 5 | 25 |
| 46 | 4 | 4 | 5 | 4 | 5 | 22 |
| 47 | 5 | 5 | 5 | 5 | 5 | 25 |
| 48 | 5 | 4 | 4 | 5 | 4 | 22 |
| 49 | 4 | 5 | 4 | 5 | 4 | 22 |
| 50 | 5 | 5 | 5 | 5 | 5 | 25 |

|    |   |   |   |   |   |    |
|----|---|---|---|---|---|----|
| 51 | 4 | 4 | 4 | 4 | 4 | 20 |
| 52 | 5 | 4 | 4 | 4 | 4 | 21 |
| 53 | 5 | 5 | 5 | 5 | 5 | 25 |
| 54 | 4 | 4 | 4 | 4 | 4 | 20 |
| 55 | 5 | 4 | 4 | 4 | 4 | 21 |
| 56 | 4 | 4 | 4 | 4 | 4 | 20 |
| 57 | 4 | 5 | 4 | 5 | 4 | 22 |
| 58 | 4 | 4 | 4 | 4 | 4 | 20 |
| 59 | 4 | 4 | 4 | 4 | 4 | 20 |
| 60 | 5 | 4 | 4 | 4 | 4 | 21 |
| 61 | 4 | 4 | 4 | 4 | 4 | 20 |
| 62 | 5 | 5 | 5 | 5 | 5 | 25 |
| 63 | 4 | 4 | 3 | 4 | 4 | 19 |
| 64 | 5 | 5 | 5 | 5 | 5 | 25 |
| 65 | 5 | 5 | 5 | 5 | 5 | 25 |
| 66 | 4 | 4 | 3 | 4 | 4 | 19 |
| 67 | 4 | 4 | 4 | 4 | 4 | 20 |
| 68 | 4 | 4 | 4 | 5 | 4 | 21 |
| 69 | 4 | 4 | 4 | 4 | 4 | 20 |
| 70 | 5 | 4 | 3 | 4 | 4 | 20 |
| 71 | 5 | 4 | 3 | 4 | 4 | 20 |
| 72 | 4 | 4 | 4 | 4 | 4 | 20 |
| 73 | 5 | 4 | 3 | 5 | 4 | 21 |
| 74 | 5 | 5 | 4 | 5 | 5 | 24 |
| 75 | 4 | 4 | 4 | 4 | 4 | 20 |
| 76 | 5 | 4 | 5 | 5 | 5 | 24 |

|     |   |   |   |   |   |    |
|-----|---|---|---|---|---|----|
| 77  | 5 | 4 | 5 | 4 | 5 | 23 |
| 78  | 4 | 4 | 4 | 4 | 4 | 20 |
| 79  | 4 | 4 | 4 | 4 | 4 | 20 |
| 80  | 5 | 5 | 5 | 5 | 5 | 25 |
| 81  | 5 | 4 | 5 | 4 | 5 | 23 |
| 82  | 5 | 5 | 4 | 5 | 5 | 24 |
| 83  | 5 | 4 | 5 | 4 | 5 | 23 |
| 84  | 5 | 4 | 5 | 4 | 5 | 23 |
| 85  | 5 | 5 | 5 | 5 | 5 | 25 |
| 86  | 4 | 4 | 4 | 4 | 4 | 20 |
| 87  | 5 | 5 | 4 | 5 | 5 | 24 |
| 88  | 5 | 5 | 5 | 5 | 5 | 25 |
| 89  | 4 | 4 | 4 | 4 | 4 | 20 |
| 90  | 4 | 3 | 3 | 4 | 4 | 18 |
| 91  | 4 | 4 | 4 | 4 | 4 | 20 |
| 92  | 5 | 5 | 5 | 4 | 5 | 24 |
| 93  | 4 | 4 | 4 | 4 | 4 | 20 |
| 94  | 4 | 4 | 4 | 4 | 4 | 20 |
| 95  | 4 | 4 | 4 | 4 | 4 | 20 |
| 96  | 5 | 5 | 5 | 5 | 5 | 25 |
| 97  | 4 | 4 | 4 | 4 | 4 | 20 |
| 98  | 4 | 4 | 4 | 4 | 4 | 20 |
| 99  | 5 | 5 | 5 | 5 | 5 | 25 |
| 100 | 5 | 5 | 5 | 5 | 5 | 25 |
| 101 | 4 | 4 | 4 | 4 | 4 | 20 |

(Kualitas Layanan)

| No | X3.1 | X3.2 | X3.3 | X3.4 | X3.5 | X3.6 | X3.7 | X3.8 | X3.9 | X3.10 | X3.11 | X3.12 |
|----|------|------|------|------|------|------|------|------|------|-------|-------|-------|
| 1  | 5    | 5    | 5    | 4    | 4    | 5    | 4    | 4    | 5    | 5     | 5     | 5     |
| 2  | 5    | 5    | 5    | 4    | 4    | 4    | 5    | 5    | 3    | 5     | 5     | 5     |
| 3  | 5    | 5    | 4    | 4    | 4    | 5    | 5    | 4    | 4    | 5     | 5     | 4     |
| 4  | 4    | 4    | 4    | 5    | 5    | 5    | 4    | 4    | 4    | 5     | 4     | 5     |
| 5  | 5    | 5    | 5    | 4    | 5    | 5    | 5    | 4    | 4    | 5     | 4     | 4     |
| 6  | 5    | 5    | 5    | 4    | 5    | 5    | 5    | 4    | 4    | 4     | 5     | 5     |
| 7  | 5    | 5    | 4    | 4    | 5    | 5    | 4    | 4    | 4    | 5     | 5     | 4     |
| 8  | 4    | 4    | 4    | 5    | 5    | 4    | 4    | 4    | 5    | 5     | 4     | 4     |
| 9  | 4    | 4    | 5    | 5    | 4    | 4    | 4    | 4    | 5    | 5     | 4     | 4     |
| 10 | 5    | 4    | 4    | 4    | 5    | 5    | 4    | 4    | 5    | 5     | 4     | 4     |
| 11 | 5    | 5    | 4    | 5    | 5    | 5    | 5    | 5    | 5    | 5     | 5     | 5     |
| 12 | 5    | 5    | 5    | 4    | 4    | 5    | 4    | 4    | 4    | 4     | 3     | 4     |
| 13 | 5    | 5    | 5    | 4    | 4    | 4    | 5    | 5    | 4    | 4     | 4     | 4     |
| 14 | 5    | 5    | 4    | 4    | 4    | 5    | 5    | 4    | 4    | 4     | 4     | 4     |
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| 25 | 5    | 5    | 5    | 5    | 5    | 5    | 4    | 4    | 5    | 5     | 5     | 5     |
| 26 | 5    | 5    | 4    | 3    | 5    | 3    | 3    | 3    | 4    | 4     | 4     | 5     |
| 27 | 3    | 4    | 3    | 5    | 4    | 4    | 3    | 3    | 5    | 5     | 4     | 4     |
| 28 | 2    | 3    | 2    | 3    | 4    | 3    | 1    | 2    | 5    | 5     | 4     | 4     |
| 29 | 4    | 4    | 4    | 3    | 3    | 4    | 4    | 4    | 4    | 4     | 3     | 4     |
| 30 | 4    | 4    | 2    | 5    | 5    | 4    | 3    | 3    | 4    | 4     | 4     | 4     |
| 31 | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 5    | 5     | 5     | 5     |
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| 38 | 4    | 4    | 5    | 5    | 5    | 5    | 4    | 4    | 4    | 4     | 4     | 4     |
| 39 | 5    | 4    | 4    | 4    | 5    | 4    | 4    | 5    | 5    | 4     | 4     | 5     |



|    |   |   |   |   |   |   |   |   |   |   |   |   |
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| 44 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 |
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| 56 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 |
| 57 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 |
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| 81 | 5 | 5 | 4 | 5 | 4 | 5 | 3 | 3 | 5 | 5 | 4 | 5 |

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|-----|---|---|---|---|---|---|---|---|---|---|---|---|
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| 98  | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 5 | 5 |
| 99  | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
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| No | X3.13 | X3.14 | X3.15 | X3.16 | X3.17 | X3.18 | X3.19 | X3.20 | Total X3 |
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| 44 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 89 |
| 45 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 90 |
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| 50 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 85 |
| 51 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 93 |
| 52 | 5 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 74 |
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| 55 | 3 | 4 | 3 | 4 | 2 | 4 | 3 | 4 | 63 |
| 56 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 71 |
| 57 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 71 |
| 58 | 3 | 4 | 3 | 4 | 3 | 4 | 2 | 4 | 62 |
| 59 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 75 |
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| 62 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 89 |
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| 74 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 79 |
| 75 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 76 |
| 76 | 4 | 4 | 2 | 4 | 2 | 2 | 4 | 4 | 73 |
| 77 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 73 |
| 78 | 4 | 5 | 4 | 3 | 3 | 4 | 4 | 5 | 80 |
| 79 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 96 |
| 80 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 87 |
| 81 | 3 | 5 | 3 | 4 | 5 | 5 | 5 | 5 | 88 |
| 82 | 4 | 5 | 3 | 3 | 4 | 4 | 4 | 5 | 77 |
| 83 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 91 |
| 84 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 90 |
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| 87 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 76 |
| 88 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 73 |
| 89 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 71 |
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| 94  | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 5 | 71 |
| 95  | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 84 |
| 96  | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 61 |
| 97  | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 82 |
| 98  | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 86 |
| 99  | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 80 |
| 100 | 4 | 4 | 5 | 5 | 3 | 3 | 5 | 4 | 83 |
| 101 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 79 |

(Minat Beli Konsumen)

| No | Y1.1 | Y1.2 | Y1.3 | Y1.4 | Y1.5 | Y1.6 | Y1.7 | Y1.8 | Total Y1 |
|----|------|------|------|------|------|------|------|------|----------|
| 1  | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 32       |
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| 6  | 4    | 5    | 5    | 4    | 5    | 4    | 4    | 5    | 36       |
| 7  | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 5    | 32       |
| 8  | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 5    | 33       |
| 9  | 5    | 4    | 4    | 3    | 3    | 4    | 3    | 5    | 31       |
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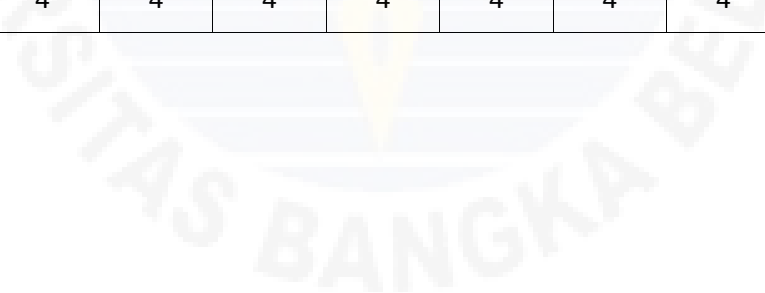
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|----|---|---|---|---|---|---|---|---|----|
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| 13 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 33 |
| 14 | 3 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 34 |
| 15 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 31 |
| 16 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 32 |
| 17 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 31 |
| 18 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 2 | 31 |
| 19 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 33 |
| 20 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 2 | 28 |
| 21 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 31 |
| 22 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 39 |
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| 25 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 34 |
| 26 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 37 |
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| 28 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 32 |
| 29 | 3 | 5 | 5 | 5 | 5 | 5 | 3 | 4 | 35 |
| 30 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 38 |
| 31 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 35 |
| 32 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 27 |
| 33 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 32 |
| 34 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 33 |
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|----|---|---|---|---|---|---|---|---|----|
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| 37 | 2 | 3 | 3 | 3 | 3 | 3 | 5 | 2 | 24 |
| 38 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 33 |
| 39 | 2 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 36 |
| 40 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 33 |
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| 57 | 3 | 4 | 5 | 4 | 5 | 4 | 2 | 4 | 31 |
| 58 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 30 |
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| 60 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 32 |



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|----|---|---|---|---|---|---|---|---|----|
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| 62 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 38 |
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| 65 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 38 |
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| 68 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 33 |
| 69 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 31 |
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| 75 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 33 |
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| 79 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 33 |
| 80 | 4 | 5 | 5 | 5 | 5 | 5 | 3 | 3 | 35 |
| 81 | 3 | 5 | 4 | 5 | 4 | 5 | 4 | 2 | 32 |
| 82 | 3 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 35 |
| 83 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 2 | 35 |
| 84 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 36 |
| 85 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 37 |

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|-----|---|---|---|---|---|---|---|---|----|
| 86  | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 35 |
| 87  | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 36 |
| 88  | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 36 |
| 89  | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 30 |
| 90  | 3 | 4 | 3 | 3 | 4 | 4 | 1 | 5 | 27 |
| 91  | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 29 |
| 92  | 3 | 5 | 5 | 5 | 4 | 5 | 2 | 4 | 33 |
| 93  | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 35 |
| 94  | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 5 | 31 |
| 95  | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 32 |
| 96  | 4 | 5 | 5 | 5 | 5 | 5 | 2 | 3 | 34 |
| 97  | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 32 |
| 98  | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 33 |
| 99  | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 37 |
| 100 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 39 |
| 101 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 32 |



## LAMPIRAN 4

### Hasil Karakteristik Responden

#### Jenis Kelamin

|       |           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Laki-laki | 32        | 31,7    | 31,7          | 31,7               |
|       | Perempuan | 69        | 68,3    | 68,3          | 100,0              |
|       | Total     | 101       | 100,0   | 100,0         |                    |

#### Usia

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | <25   | 33        | 32,7    | 32,7          | 32,7               |
|       | 26-30 | 31        | 30,7    | 30,7          | 63,4               |
|       | 31-40 | 25        | 24,8    | 24,8          | 88,1               |
|       | >40   | 12        | 11,9    | 11,9          | 100,0              |
|       | Total | 101       | 100,0   | 100,0         |                    |

#### Pekerjaan

|       |                   | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Pelajar/Mahasiswa | 28        | 27,7    | 27,7          | 27,7               |
|       | Wirausaha         | 24        | 23,8    | 23,8          | 51,5               |
|       | Karyawan Swasta   | 13        | 12,9    | 12,9          | 64,4               |
|       | Pegawai Negeri    | 36        | 35,6    | 35,6          | 100,0              |
|       | Total             | 101       | 100,0   | 100,0         |                    |

## LAMPIRAN 5

### Hasil Uji Deskriptif

**Statistics**

|                |         | X1.1 | X1.2 | X1.3 | X1.4 |
|----------------|---------|------|------|------|------|
| N              | Valid   | 101  | 101  | 101  | 101  |
|                | Missing | 0    | 0    | 0    | 0    |
| Mean           |         | 3,91 | 3,81 | 3,87 | 3,89 |
| Median         |         | 4,00 | 4,00 | 4,00 | 4,00 |
| Std. Deviation |         | ,801 | ,821 | ,808 | ,859 |
| Minimum        |         | 2    | 1    | 2    | 2    |
| Maximum        |         | 5    | 5    | 5    | 5    |

**X1.1**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | TS    | 4         | 4,0     | 4,0           | 4,0                |
|       | RR    | 25        | 24,8    | 24,8          | 28,7               |
|       | S     | 48        | 47,5    | 47,5          | 76,2               |
|       | SS    | 24        | 23,8    | 23,8          | 100,0              |
|       | Total | 101       | 100,0   | 100,0         |                    |

**X1.2**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | STS   | 1         | 1,0     | 1,0           | 1,0                |
|       | TS    | 5         | 5,0     | 5,0           | 5,9                |
|       | RR    | 24        | 23,8    | 23,8          | 29,7               |
|       | S     | 53        | 52,5    | 52,5          | 82,2               |
|       | SS    | 18        | 17,8    | 17,8          | 100,0              |
|       | Total | 101       | 100,0   | 100,0         |                    |

**X1.3**

|          | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------|-----------|---------|---------------|--------------------|
| Valid TS | 5         | 5,0     | 5,0           | 5,0                |
| RR       | 25        | 24,8    | 24,8          | 29,7               |
| S        | 49        | 48,5    | 48,5          | 78,2               |
| SS       | 22        | 21,8    | 21,8          | 100,0              |
| Total    | 101       | 100,0   | 100,0         |                    |

**X1.4**

|          | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------|-----------|---------|---------------|--------------------|
| Valid TS | 9         | 8,9     | 8,9           | 8,9                |
| RR       | 16        | 15,8    | 15,8          | 24,8               |
| S        | 53        | 52,5    | 52,5          | 77,2               |
| SS       | 23        | 22,8    | 22,8          | 100,0              |
| Total    | 101       | 100,0   | 100,0         |                    |

**Statistics**

|                | Harga | Harga | Harga | Harga | Harga |
|----------------|-------|-------|-------|-------|-------|
| N Valid        | 101   | 101   | 101   | 101   | 101   |
| Missing        | 0     | 0     | 0     | 0     | 0     |
| Mean           | 4,39  | 4,22  | 4,13  | 4,23  | 4,25  |
| Median         | 4,00  | 4,00  | 4,00  | 4,00  | 4,00  |
| Std. Deviation | ,583  | ,559  | ,658  | ,564  | ,555  |
| Minimum        | 2     | 2     | 2     | 2     | 2     |
| Maximum        | 5     | 5     | 5     | 5     | 5     |

**X2.1**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | TS    | 1         | 1,0     | 1,0           | 1,0                |
|       | RR    | 2         | 2,0     | 2,0           | 3,0                |
|       | S     | 55        | 54,5    | 54,5          | 57,4               |
|       | SS    | 43        | 42,6    | 42,6          | 100,0              |
|       | Total | 101       | 100,0   | 100,0         |                    |

**X2.2**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | TS    | 1         | 1,0     | 1,0           | 1,0                |
|       | RR    | 4         | 4,0     | 4,0           | 5,0                |
|       | S     | 68        | 67,3    | 67,3          | 72,3               |
|       | SS    | 28        | 27,7    | 27,7          | 100,0              |
|       | Total | 101       | 100,0   | 100,0         |                    |

**X2.3**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | TS    | 2         | 2,0     | 2,0           | 2,0                |
|       | RR    | 10        | 9,9     | 9,9           | 11,9               |
|       | S     | 62        | 61,4    | 61,4          | 73,3               |
|       | SS    | 27        | 26,7    | 26,7          | 100,0              |
|       | Total | 101       | 100,0   | 100,0         |                    |

**X2.4**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | TS    | 1         | 1,0     | 1,0           | 1,0                |
|       | RR    | 4         | 4,0     | 4,0           | 5,0                |
|       | S     | 67        | 66,3    | 66,3          | 71,3               |
|       | SS    | 29        | 28,7    | 28,7          | 100,0              |
|       | Total | 101       | 100,0   | 100,0         |                    |

**X2.5**

|          | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------|-----------|---------|---------------|--------------------|
| Valid TS | 1         | 1,0     | 1,0           | 1,0                |
| RR       | 3         | 3,0     | 3,0           | 4,0                |
| S        | 67        | 66,3    | 66,3          | 70,3               |
| SS       | 30        | 29,7    | 29,7          | 100,0              |
| Total    | 101       | 100,0   | 100,0         |                    |

**Statistics**

|                | X3.1 | X3.2 | X3.3 | X3.4 | X3.5 | X3.6 | X3.7 |
|----------------|------|------|------|------|------|------|------|
| N Valid        | 101  | 101  | 101  | 101  | 101  | 101  | 101  |
| Missing        | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
| Mean           | 4,17 | 4,19 | 3,83 | 4,14 | 3,99 | 4,23 | 3,89 |
| Median         | 4,00 | 4,00 | 4,00 | 4,00 | 4,00 | 4,00 | 4,00 |
| Std. Deviation | ,775 | ,689 | ,906 | ,708 | ,843 | ,705 | ,835 |
| Minimum        | 2    | 2    | 1    | 2    | 2    | 2    | 1    |
| Maximum        | 5    | 5    | 5    | 5    | 5    | 5    | 5    |

| X3.8 | X3.9 | X3.10 | X3.11 | X3.12 | X3.13 | X3.14 | X3.15 |
|------|------|-------|-------|-------|-------|-------|-------|
| 101  | 101  | 101   | 101   | 101   | 101   | 101   | 101   |
| 0    | 0    | 0     | 0     | 0     | 0     | 0     | 0     |
| 3,81 | 4,07 | 4,16  | 4,07  | 4,23  | 4,15  | 4,38  | 4,01  |
| 4,00 | 4,00 | 4,00  | 4,00  | 4,00  | 4,00  | 4,00  | 4,00  |
| ,809 | ,816 | ,771  | ,803  | ,691  | ,555  | ,691  | ,768  |
| 2    | 1    | 1     | 2     | 2     | 3     | 1     | 2     |
| 5    | 5    | 5     | 5     | 5     | 5     | 5     | 5     |

| X3.16 | X3.17 | X3.18 | X3.19 | X3.20 |
|-------|-------|-------|-------|-------|
| 101   | 101   | 101   | 101   | 101   |
| 0     | 0     | 0     | 0     | 0     |
| 3,95  | 3,98  | 4,04  | 4,17  | 4,38  |
| 4,00  | 4,00  | 4,00  | 4,00  | 4,00  |
| ,753  | ,774  | ,811  | ,775  | ,691  |
| 1     | 2     | 2     | 2     | 1     |
| 5     | 5     | 5     | 5     | 5     |

**X3.1**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | TS    | 4         | 4,0     | 4,0           | 4,0                |
|       | RR    | 11        | 10,9    | 10,9          | 14,9               |
|       | S     | 50        | 49,5    | 49,5          | 64,4               |
|       | SS    | 36        | 35,6    | 35,6          | 100,0              |
|       | Total | 101       | 100,0   | 100,0         |                    |

**X3.2**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | TS    | 2         | 2,0     | 2,0           | 2,0                |
|       | RR    | 10        | 9,9     | 9,9           | 11,9               |
|       | S     | 56        | 55,4    | 55,4          | 67,3               |
|       | SS    | 33        | 32,7    | 32,7          | 100,0              |
|       | Total | 101       | 100,0   | 100,0         |                    |

**X3.3**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | STS   | 1         | 1,0     | 1,0           | 1,0                |
|       | TS    | 8         | 7,9     | 7,9           | 8,9                |
|       | RR    | 21        | 20,8    | 20,8          | 29,7               |
|       | S     | 48        | 47,5    | 47,5          | 77,2               |
|       | SS    | 23        | 22,8    | 22,8          | 100,0              |
|       | Total | 101       | 100,0   | 100,0         |                    |

**X3.4**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | TS    | 3         | 3,0     | 3,0           | 3,0                |
|       | RR    | 10        | 9,9     | 9,9           | 12,9               |
|       | S     | 58        | 57,4    | 57,4          | 70,3               |
|       | SS    | 30        | 29,7    | 29,7          | 100,0              |
|       | Total | 101       | 100,0   | 100,0         |                    |



**X3.5**

|          | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------|-----------|---------|---------------|--------------------|
| Valid TS | 6         | 5,9     | 5,9           | 5,9                |
| RR       | 18        | 17,8    | 17,8          | 23,8               |
| S        | 48        | 47,5    | 47,5          | 71,3               |
| SS       | 29        | 28,7    | 28,7          | 100,0              |
| Total    | 101       | 100,0   | 100,0         |                    |

**X3.6**

|          | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------|-----------|---------|---------------|--------------------|
| Valid TS | 2         | 2,0     | 2,0           | 2,0                |
| RR       | 10        | 9,9     | 9,9           | 11,9               |
| S        | 52        | 51,5    | 51,5          | 63,4               |
| SS       | 37        | 36,6    | 36,6          | 100,0              |
| Total    | 101       | 100,0   | 100,0         |                    |

**X3.7**

|           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------|-----------|---------|---------------|--------------------|
| Valid STS | 1         | 1,0     | 1,0           | 1,0                |
| TS        | 4         | 4,0     | 4,0           | 5,0                |
| RR        | 23        | 22,8    | 22,8          | 27,7               |
| S         | 50        | 49,5    | 49,5          | 77,2               |
| SS        | 23        | 22,8    | 22,8          | 100,0              |
| Total     | 101       | 100,0   | 100,0         |                    |

**X3.8**

|          | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------|-----------|---------|---------------|--------------------|
| Valid TS | 6         | 5,9     | 5,9           | 5,9                |
| RR       | 26        | 25,7    | 25,7          | 31,7               |
| S        | 50        | 49,5    | 49,5          | 81,2               |
| SS       | 19        | 18,8    | 18,8          | 100,0              |
| Total    | 101       | 100,0   | 100,0         |                    |

**X3.9**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | STS   | 1         | 1,0     | 1,0           | 1,0                |
|       | TS    | 3         | 3,0     | 3,0           | 4,0                |
|       | RR    | 15        | 14,9    | 14,9          | 18,8               |
|       | S     | 51        | 50,5    | 50,5          | 69,3               |
|       | SS    | 31        | 30,7    | 30,7          | 100,0              |
|       | Total | 101       | 100,0   | 100,0         |                    |

**X3.10**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | STS   | 1         | 1,0     | 1,0           | 1,0                |
|       | TS    | 1         | 1,0     | 1,0           | 2,0                |
|       | RR    | 14        | 13,9    | 13,9          | 15,8               |
|       | S     | 50        | 49,5    | 49,5          | 65,3               |
|       | SS    | 35        | 34,7    | 34,7          | 100,0              |
|       | Total | 101       | 100,0   | 100,0         |                    |

**X3.11**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | TS    | 4         | 4,0     | 4,0           | 4,0                |
|       | RR    | 17        | 16,8    | 16,8          | 20,8               |
|       | S     | 48        | 47,5    | 47,5          | 68,3               |
|       | SS    | 32        | 31,7    | 31,7          | 100,0              |
|       | Total | 101       | 100,0   | 100,0         |                    |

**X3.12**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | TS    | 2         | 2,0     | 2,0           | 2,0                |
|       | RR    | 9         | 8,9     | 8,9           | 10,9               |
|       | S     | 54        | 53,5    | 53,5          | 64,4               |
|       | SS    | 36        | 35,6    | 35,6          | 100,0              |
|       | Total | 101       | 100,0   | 100,0         |                    |

**X3.13**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | RR    | 9         | 8,9     | 8,9           | 8,9                |
|       | S     | 68        | 67,3    | 67,3          | 76,2               |
|       | SS    | 24        | 23,8    | 23,8          | 100,0              |
|       | Total | 101       | 100,0   | 100,0         |                    |

**X3.14**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | STS   | 1         | 1,0     | 1,0           | 1,0                |
|       | RR    | 6         | 5,9     | 5,9           | 6,9                |
|       | S     | 47        | 46,5    | 46,5          | 53,5               |
|       | SS    | 47        | 46,5    | 46,5          | 100,0              |
|       | Total | 101       | 100,0   | 100,0         |                    |

**X3.15**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | TS    | 2         | 2,0     | 2,0           | 2,0                |
|       | RR    | 23        | 22,8    | 22,8          | 24,8               |
|       | S     | 48        | 47,5    | 47,5          | 72,3               |
|       | SS    | 28        | 27,7    | 27,7          | 100,0              |
|       | Total | 101       | 100,0   | 100,0         |                    |

**X3.16**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | STS   | 1         | 1,0     | 1,0           | 1,0                |
|       | TS    | 1         | 1,0     | 1,0           | 2,0                |
|       | RR    | 22        | 21,8    | 21,8          | 23,8               |
|       | S     | 55        | 54,5    | 54,5          | 78,2               |
|       | SS    | 22        | 21,8    | 21,8          | 100,0              |
|       | Total | 101       | 100,0   | 100,0         |                    |

**X3.17**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | TS    | 3         | 3,0     | 3,0           | 3,0                |
|       | RR    | 22        | 21,8    | 21,8          | 24,8               |
|       | S     | 50        | 49,5    | 49,5          | 74,3               |
|       | SS    | 26        | 25,7    | 25,7          | 100,0              |
|       | Total | 101       | 100,0   | 100,0         |                    |

**X3.18**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | TS    | 5         | 5,0     | 5,0           | 5,0                |
|       | RR    | 16        | 15,8    | 15,8          | 20,8               |
|       | S     | 50        | 49,5    | 49,5          | 70,3               |
|       | SS    | 30        | 29,7    | 29,7          | 100,0              |
|       | Total | 101       | 100,0   | 100,0         |                    |

**X3.19**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | TS    | 4         | 4,0     | 4,0           | 4,0                |
|       | RR    | 11        | 10,9    | 10,9          | 14,9               |
|       | S     | 50        | 49,5    | 49,5          | 64,4               |
|       | SS    | 36        | 35,6    | 35,6          | 100,0              |
|       | Total | 101       | 100,0   | 100,0         |                    |

**X3.20**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | STS   | 1         | 1,0     | 1,0           | 1,0                |
|       | RR    | 6         | 5,9     | 5,9           | 6,9                |
|       | S     | 47        | 46,5    | 46,5          | 53,5               |
|       | SS    | 47        | 46,5    | 46,5          | 100,0              |
|       | Total | 101       | 100,0   | 100,0         |                    |

**Statistics**

|                | Minat Beli | Minat Beli | Minat Beli | Minat Beli | Minat Beli | Minat Beli | Minat Beli | Minat Beli |
|----------------|------------|------------|------------|------------|------------|------------|------------|------------|
| N Valid        | 101        | 101        | 101        | 101        | 101        | 101        | 101        | 101        |
| Missing        | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          |
| Mean           | 3,91       | 4,41       | 4,24       | 4,17       | 4,25       | 4,27       | 3,87       | 4,16       |
| Median         | 4,00       | 4,00       | 4,00       | 4,00       | 4,00       | 4,00       | 4,00       | 4,00       |
| Std. Deviation | ,801       | ,533       | ,513       | ,584       | ,518       | ,508       | ,845       | ,797       |
| Minimum        | 2          | 3          | 3          | 3          | 3          | 3          | 1          | 2          |
| Maximum        | 5          | 5          | 5          | 5          | 5          | 5          | 5          | 5          |

**Y1.1**

|          | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------|-----------|---------|---------------|--------------------|
| Valid TS | 4         | 4,0     | 4,0           | 4,0                |
| RR       | 25        | 24,8    | 24,8          | 28,7               |
| S        | 48        | 47,5    | 47,5          | 76,2               |
| SS       | 24        | 23,8    | 23,8          | 100,0              |
| Total    | 101       | 100,0   | 100,0         |                    |

**Y1.2**

|          | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------|-----------|---------|---------------|--------------------|
| Valid RR | 2         | 2,0     | 2,0           | 2,0                |
| S        | 56        | 55,4    | 55,4          | 57,4               |
| SS       | 43        | 42,6    | 42,6          | 100,0              |
| Total    | 101       | 100,0   | 100,0         |                    |

**Y1.3**

|          | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------|-----------|---------|---------------|--------------------|
| Valid RR | 4         | 4,0     | 4,0           | 4,0                |
| S        | 69        | 68,3    | 68,3          | 72,3               |
| SS       | 28        | 27,7    | 27,7          | 100,0              |
| Total    | 101       | 100,0   | 100,0         |                    |

**Y1.4**

|          | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------|-----------|---------|---------------|--------------------|
| Valid RR | 10        | 9,9     | 9,9           | 9,9                |
| S        | 64        | 63,4    | 63,4          | 73,3               |
| SS       | 27        | 26,7    | 26,7          | 100,0              |
| Total    | 101       | 100,0   | 100,0         |                    |

**Y1.5**

|          | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------|-----------|---------|---------------|--------------------|
| Valid RR | 4         | 4,0     | 4,0           | 4,0                |
| S        | 68        | 67,3    | 67,3          | 71,3               |
| SS       | 29        | 28,7    | 28,7          | 100,0              |
| Total    | 101       | 100,0   | 100,0         |                    |

**Y1.6**

|          | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------|-----------|---------|---------------|--------------------|
| Valid RR | 3         | 3,0     | 3,0           | 3,0                |
| S        | 68        | 67,3    | 67,3          | 70,3               |
| SS       | 30        | 29,7    | 29,7          | 100,0              |
| Total    | 101       | 100,0   | 100,0         |                    |

**Y1.7**

|           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------|-----------|---------|---------------|--------------------|
| Valid STS | 2         | 2,0     | 2,0           | 2,0                |
| TS        | 6         | 5,9     | 5,9           | 7,9                |
| RR        | 13        | 12,9    | 12,9          | 20,8               |
| S         | 62        | 61,4    | 61,4          | 82,2               |
| SS        | 18        | 17,8    | 17,8          | 100,0              |
| Total     | 101       | 100,0   | 100,0         |                    |

**Y1.8**

|          | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------|-----------|---------|---------------|--------------------|
| Valid TS | 6         | 5,9     | 5,9           | 5,9                |
| RR       | 7         | 6,9     | 6,9           | 12,9               |
| S        | 53        | 52,5    | 52,5          | 65,3               |
| SS       | 35        | 34,7    | 34,7          | 100,0              |
| Total    | 101       | 100,0   | 100,0         |                    |

## LAMPIRAN 6

### Hasil Uji Validitas

**Correlations**

|               |                     | VP1    | VP2    | VP3    | VP4    | X1.Total |
|---------------|---------------------|--------|--------|--------|--------|----------|
| Varian Produk | Pearson Correlation | 1      | ,354** | ,368** | ,262** | ,695**   |
|               | Sig. (2-tailed)     |        | ,000   | ,000   | ,008   | ,000     |
|               | N                   | 101    | 101    | 101    | 101    | 101      |
| Varian Produk | Pearson Correlation | ,354** | 1      | ,234*  | ,297** | ,667**   |
|               | Sig. (2-tailed)     | ,000   |        | ,018   | ,003   | ,000     |
|               | N                   | 101    | 101    | 101    | 101    | 101      |
| Varian Produk | Pearson Correlation | ,368** | ,234*  | 1      | ,469** | ,732**   |
|               | Sig. (2-tailed)     | ,000   | ,018   |        | ,000   | ,000     |
|               | N                   | 101    | 101    | 101    | 101    | 101      |
| Varian Produk | Pearson Correlation | ,262** | ,297** | ,469** | 1      | ,729**   |
|               | Sig. (2-tailed)     | ,008   | ,003   | ,000   |        | ,000     |
|               | N                   | 101    | 101    | 101    | 101    | 101      |
| X1.Total      | Pearson Correlation | ,695** | ,667** | ,732** | ,729** | 1        |
|               | Sig. (2-tailed)     | ,000   | ,000   | ,000   | ,000   |          |
|               | N                   | 101    | 101    | 101    | 101    | 101      |

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

\* . Correlation is significant at the 0.05 level (2-tailed).

**Correlations**

|          |                     | Harga  | Harga  | Harga  | Harga  | Harga  | X2.Total |
|----------|---------------------|--------|--------|--------|--------|--------|----------|
| Harga    | Pearson Correlation | 1      | ,599** | ,495** | ,552** | ,629** | ,800**   |
|          | Sig. (2-tailed)     |        | ,000   | ,000   | ,000   | ,000   | ,000     |
|          | N                   | 101    | 101    | 101    | 101    | 101    | 101      |
| Harga    | Pearson Correlation | ,599** | 1      | ,548** | ,698** | ,598** | ,838**   |
|          | Sig. (2-tailed)     | ,000   |        | ,000   | ,000   | ,000   | ,000     |
|          | N                   | 101    | 101    | 101    | 101    | 101    | 101      |
| Harga    | Pearson Correlation | ,495** | ,548** | 1      | ,432** | ,733** | ,800**   |
|          | Sig. (2-tailed)     | ,000   | ,000   |        | ,000   | ,000   | ,000     |
|          | N                   | 101    | 101    | 101    | 101    | 101    | 101      |
| Harga    | Pearson Correlation | ,552** | ,698** | ,432** | 1      | ,553** | ,784**   |
|          | Sig. (2-tailed)     | ,000   | ,000   | ,000   |        | ,000   | ,000     |
|          | N                   | 101    | 101    | 101    | 101    | 101    | 101      |
| Harga    | Pearson Correlation | ,629** | ,598** | ,733** | ,553** | 1      | ,861**   |
|          | Sig. (2-tailed)     | ,000   | ,000   | ,000   | ,000   |        | ,000     |
|          | N                   | 101    | 101    | 101    | 101    | 101    | 101      |
| X2.Total | Pearson Correlation | ,800** | ,838** | ,800** | ,784** | ,861** | 1        |
|          | Sig. (2-tailed)     | ,000   | ,000   | ,000   | ,000   | ,000   |          |
|          | N                   | 101    | 101    | 101    | 101    | 101    | 101      |

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





|      |                     |        |       |       |       |       |       |       |       |       |        |       |        |       |        |       |       |       |       |         |        |
|------|---------------------|--------|-------|-------|-------|-------|-------|-------|-------|-------|--------|-------|--------|-------|--------|-------|-------|-------|-------|---------|--------|
| KL12 | Pearson Correlation | .392** | .333* | .282* | .347* | .282* | .355* | .292* | .415* | .495* | .422** | 1     | .328*  | .217* | .391*  | .406* | .289* | .287* | .488* | .217*   | .860** |
|      | Sig. (2-tailed)     | .000   | .001  | .004  | .000  | .004  | .000  | .003  | .000  | .000  | .000   | .001  | .029   | .000  | .000   | .003  | .004  | .000  | .003  | .029    | .000   |
|      | N                   | 101    | 101   | 101   | 101   | 101   | 101   | 101   | 101   | 101   | 101    | 101   | 101    | 101   | 101    | 101   | 101   | 101   | 101   | 101     | 101    |
| KL13 | Pearson Correlation | .162   | .150  | .074  | .174  | .040  | .359* | .330* | .176  | .131  | .246*  | .328* | 1      | .218* | .442** | .209* | .310* | .364* | .290* | .218*   | .457** |
|      | Sig. (2-tailed)     | .106   | .135  | .460  | .081  | .688  | .000  | .001  | .078  | .190  | .013   | .001  | .028   | .000  | .036   | .002  | .000  | .003  | .003  | .028    | .000   |
|      | N                   | 101    | 101   | 101   | 101   | 101   | 101   | 101   | 101   | 101   | 101    | 101   | 101    | 101   | 101    | 101   | 101   | 101   | 101   | 101     | 101    |
| KL14 | Pearson Correlation | .312** | .198* | .015  | .161  | .192  | .037  | -.033 | .273* | .413* | .205*  | .217* | .218*  | 1     | .106   | -.041 | .201* | .241* | .142  | 1.000** | .413** |
|      | Sig. (2-tailed)     | .001   | .047  | .882  | .107  | .055  | .713  | .742  | .006  | .000  | .040   | .029  | .028   | .291  | .688   | .044  | .015  | .157  | .000  | .000    | .000   |
|      | N                   | 101    | 101   | 101   | 101   | 101   | 101   | 101   | 101   | 101   | 101    | 101   | 101    | 101   | 101    | 101   | 101   | 101   | 101   | 101     | 101    |
| KL15 | Pearson Correlation | .242*  | .362* | .200* | .325* | .199* | .454* | .325* | .254* | .234* | .437** | .391* | .442** | .106  | 1      | .416* | .404* | .368* | .467* | .106    | .622** |
|      | Sig. (2-tailed)     | .015   | .000  | .045  | .001  | .046  | .000  | .001  | .010  | .019  | .000   | .000  | .000   | .291  | .000   | .000  | .000  | .000  | .000  | .291    | .000   |
|      | N                   | 101    | 101   | 101   | 101   | 101   | 101   | 101   | 101   | 101   | 101    | 101   | 101    | 101   | 101    | 101   | 101   | 101   | 101   | 101     | 101    |
| KL16 | Pearson Correlation | .172   | .295* | .332* | .236* | .228* | .166  | .264* | .168  | .323* | .336** | .406* | .209*  | -.041 | .416*  | 1     | .273* | .216* | .220* | -.041   | .466** |
|      | Sig. (2-tailed)     | .085   | .003  | .001  | .018  | .022  | .097  | .008  | .092  | .001  | .001   | .000  | .036   | .688  | .000   | .006  | .030  | .027  | .688  | .000    | .000   |
|      | N                   | 101    | 101   | 101   | 101   | 101   | 101   | 101   | 101   | 101   | 101    | 101   | 101    | 101   | 101    | 101   | 101   | 101   | 101   | 101     | 101    |
| KL17 | Pearson Correlation | .288** | .366* | .224* | .414* | .285* | .414* | .265* | .129  | .206* | .308** | .289* | .310*  | .201* | .404*  | .273* | 1     | .574* | .339* | .201*   | .590** |
|      | Sig. (2-tailed)     | .003   | .000  | .024  | .000  | .007  | .000  | .007  | .199  | .039  | .002   | .003  | .002   | .044  | .000   | .006  | .000  | .001  | .044  | .000    | .000   |
|      | N                   | 101    | 101   | 101   | 101   | 101   | 101   | 101   | 101   | 101   | 101    | 101   | 101    | 101   | 101    | 101   | 101   | 101   | 101   | 101     | 101    |

|          |                     |        |       |       |       |       |        |       |       |       |        |        |       |         |        |       |       |       |       |        |        |
|----------|---------------------|--------|-------|-------|-------|-------|--------|-------|-------|-------|--------|--------|-------|---------|--------|-------|-------|-------|-------|--------|--------|
| KL18     | Pearson Correlation | .076   | .295* | .269* | .235* | .159  | .213*  | .149  | .192  | .182  | .257** | .287*  | .364* | .241*   | .388*  | .216* | .574* | 1     | .180  | .241*  | .489** |
|          | Sig. (2-tailed)     | .450   | .003  | .007  | .018  | .113  | .033   | .138  | .054  | .069  | .010   | .004   | .000  | .015    | .000   | .030  | .000  | .072  | .015  | .000   | .000   |
|          | N                   | 101    | 101   | 101   | 101   | 101   | 101    | 101   | 101   | 101   | 101    | 101    | 101   | 101     | 101    | 101   | 101   | 101   | 101   | 101    | 101    |
| KL19     | Pearson Correlation | .558** | .439* | .212* | .446* | .258* | .507** | .465* | .155  | .206* | .479** | .488** | .290* | .142    | .467** | .220* | .339* | .180  | 1     | .142   | .693** |
|          | Sig. (2-tailed)     | .000   | .000  | .033  | .000  | .009  | .000   | .000  | .121  | .039  | .000   | .000   | .003  | .157    | .000   | .027  | .001  | .072  | .157  | .000   | .000   |
|          | N                   | 101    | 101   | 101   | 101   | 101   | 101    | 101   | 101   | 101   | 101    | 101    | 101   | 101     | 101    | 101   | 101   | 101   | 101   | 101    | 101    |
| KL20     | Pearson Correlation | .312** | .198* | .015  | .161  | .192  | .037   | -.033 | .273* | .413* | .205*  | .217*  | .218* | 1.000** | .106   | -.041 | .201* | .241* | .142  | 1      | .413** |
|          | Sig. (2-tailed)     | .001   | .047  | .882  | .107  | .055  | .713   | .742  | .006  | .000  | .040   | .029   | .028  | .000    | .291   | .688  | .044  | .015  | .157  | .000   | .000   |
|          | N                   | 101    | 101   | 101   | 101   | 101   | 101    | 101   | 101   | 101   | 101    | 101    | 101   | 101     | 101    | 101   | 101   | 101   | 101   | 101    | 101    |
| X3.Total | Pearson Correlation | .653** | .692* | .486* | .656* | .581* | .656*  | .588* | .485* | .634* | .658** | .660*  | .457* | .413*   | .622*  | .466* | .590* | .489* | .693* | .413** | 1      |
|          | Sig. (2-tailed)     | .000   | .000  | .000  | .000  | .000  | .000   | .000  | .000  | .000  | .000   | .000   | .000  | .000    | .000   | .000  | .000  | .000  | .000  | .000   | .000   |
|          | N                   | 101    | 101   | 101   | 101   | 101   | 101    | 101   | 101   | 101   | 101    | 101    | 101   | 101     | 101    | 101   | 101   | 101   | 101   | 101    | 101    |

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

\* . Correlation is significant at the 0.05 level (2-tailed).

## Correlations

|                    | Minat Bell | Minat Bell | Minat Bell | Minat Bell | Minat Bell | Minat Bell | Minat Bell | Minat Bell | Y1.Total |
|--------------------|------------|------------|------------|------------|------------|------------|------------|------------|----------|
| Minat Bell Pearson | 1          | -.102      | -.045      | -.032      | -.067      | -.015      | .234*      | .195       | .366**   |
| Correlation        |            |            |            |            |            |            |            |            |          |
| Sig. (2-tailed)    |            | .311       | .653       | .753       | .507       | .885       | .018       | .051       | .000     |
| N                  | 101        | 101        | 101        | 101        | 101        | 101        | 101        | 101        | 101      |
| Minat Bell Pearson | -.102      | 1          | .669**     | .550**     | .611**     | .704**     | -.061      | .035       | .636**   |
| Correlation        |            |            |            |            |            |            |            |            |          |
| Sig. (2-tailed)    | .311       |            | .000       | .000       | .000       | .000       | .548       | .725       | .000     |
| N                  | 101        | 101        | 101        | 101        | 101        | 101        | 101        | 101        | 101      |
| Minat Bell Pearson | -.045      | .669**     | 1          | .633**     | .793**     | .675**     | -.044      | .152       | .734**   |
| Correlation        |            |            |            |            |            |            |            |            |          |
| Sig. (2-tailed)    | .653       | .000       |            | .000       | .000       | .000       | .661       | .130       | .000     |
| N                  | 101        | 101        | 101        | 101        | 101        | 101        | 101        | 101        | 101      |
| Minat Bell Pearson | -.032      | .550**     | .633**     | 1          | .489**     | .791**     | .024       | .028       | .674**   |
| Correlation        |            |            |            |            |            |            |            |            |          |
| Sig. (2-tailed)    | .753       | .000       | .000       |            | .000       | .000       | .811       | .780       | .000     |
| N                  | 101        | 101        | 101        | 101        | 101        | 101        | 101        | 101        | 101      |
| Minat Bell Pearson | -.067      | .611**     | .793**     | .489**     | 1          | .621**     | -.064      | .219*      | .690**   |
| Correlation        |            |            |            |            |            |            |            |            |          |
| Sig. (2-tailed)    | .507       | .000       | .000       | .000       |            | .000       | .527       | .028       | .000     |
| N                  | 101        | 101        | 101        | 101        | 101        | 101        | 101        | 101        | 101      |
| Minat Bell Pearson | -.015      | .704**     | .675**     | .791**     | .621**     | 1          | -.012      | .166       | .764**   |
| Correlation        |            |            |            |            |            |            |            |            |          |
| Sig. (2-tailed)    | .885       | .000       | .000       | .000       | .000       |            | .903       | .097       | .000     |
| N                  | 101        | 101        | 101        | 101        | 101        | 101        | 101        | 101        | 101      |

|                    |        |        |        |        |        |        |        |        |        |
|--------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Minat Bell Pearson | .234*  | -.061  | -.044  | .024   | -.064  | -.012  | 1      | -.044  | .330** |
| Correlation        |        |        |        |        |        |        |        |        |        |
| Sig. (2-tailed)    | .018   | .548   | .661   | .811   | .527   | .903   |        | .664   | .001   |
| N                  | 101    | 101    | 101    | 101    | 101    | 101    | 101    | 101    | 101    |
| Minat Bell Pearson | .195   | .035   | .152   | .028   | .219*  | .166   | -.044  | 1      | .442** |
| Correlation        |        |        |        |        |        |        |        |        |        |
| Sig. (2-tailed)    | .051   | .725   | .130   | .780   | .028   | .097   | .664   |        | .000   |
| N                  | 101    | 101    | 101    | 101    | 101    | 101    | 101    | 101    | 101    |
| Y1.Total Pearson   | .366** | .636** | .734** | .674** | .690** | .764** | .330** | .442** | 1      |
| Correlation        |        |        |        |        |        |        |        |        |        |
| Sig. (2-tailed)    | .000   | .000   | .000   | .000   | .000   | .000   | .001   | .000   |        |
| N                  | 101    | 101    | 101    | 101    | 101    | 101    | 101    | 101    | 101    |

\*. Correlation is significant at the 0.05 level (2-tailed).

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

## LAMPIRAN 7

### Hasil Uji Reabilitas

#### Varian Produk

##### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,664             | 4          |

#### Harga

##### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,873             | 5          |

#### Kualitas Layanan

##### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,897             | 20         |

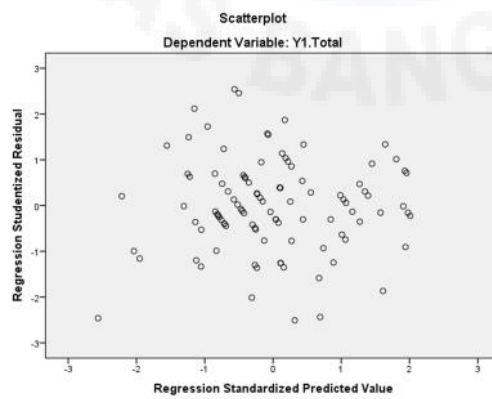
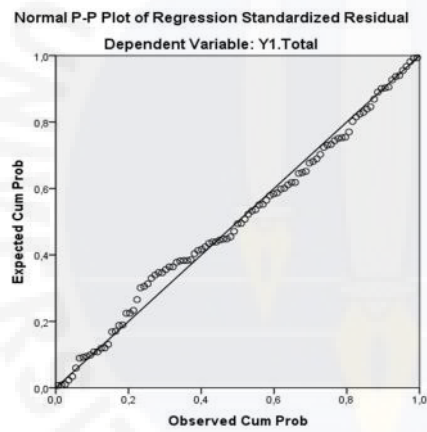
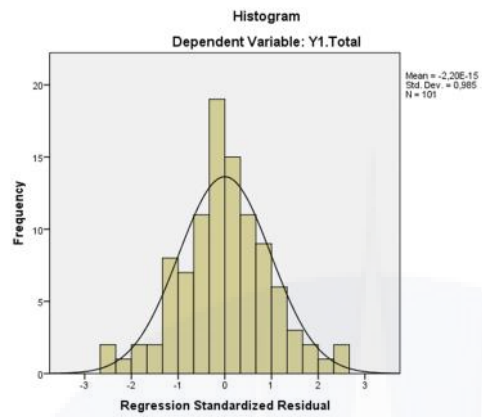
#### Minat Beli

##### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,639             | 8          |

## LAMPIRAN 8

### Hasil Uji Asumsi Klasik



## LAMPIRAN 9

Hasil Uji Regresi Berganda, Uji t, Uji F dan Koefisien Determinasi

**Coefficients<sup>a</sup>**

| Model |            | Unstandardized Coefficients |            | Standardized Coefficients | t      | Sig. | Collinearity Statistics |       |
|-------|------------|-----------------------------|------------|---------------------------|--------|------|-------------------------|-------|
|       |            | B                           | Std. Error | Beta                      |        |      | Tolerance               | VIF   |
| 1     | (Constant) | 2,111                       | 1,730      |                           | 1,220  | ,225 |                         |       |
|       | X1.Total   | ,312                        | ,070       | ,261                      | 4,478  | ,000 | ,597                    | 1,675 |
|       | X2.Total   | 1,020                       | ,054       | ,874                      | 19,042 | ,000 | ,960                    | 1,042 |
|       | X3.Total   | ,057                        | ,018       | ,183                      | 3,199  | ,002 | ,616                    | 1,624 |

a. Dependent Variable: Y1.Total

**ANOVA<sup>a</sup>**

| Model |            | Sum of Squares | Df  | Mean Square | F       | Sig.              |
|-------|------------|----------------|-----|-------------|---------|-------------------|
| 1     | Regression | 620,481        | 3   | 206,827     | 132,597 | ,000 <sup>b</sup> |
|       | Residual   | 151,302        | 97  | 1,560       |         |                   |
|       | Total      | 771,782        | 100 |             |         |                   |

a. Dependent Variable: Y1.Total

b. Predictors: (Constant), X3.Total, X2.Total, X1.Total

**Model Summary<sup>b</sup>**

| 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     | ,897 <sup>a</sup> | ,804     | ,798              | 1,249                      | ,804              | 132,597  | 3   | 97  | ,000          |

a. Predictors: (Constant), X3.Total, X2.Total, X1.Total

b. Dependent Variable: Y1.Total

# ZYVI CELL

Pulsa, Aksesoris, Loker Online, Data Internet, Service, Perdana  
Jln. Kampung Melayu 225 Bukit Merapin, Gerunggang Pangkalpinang  
Telp. 0819 9530 0001 Pin. 29F5c856

## SURAT KETERANGAN

Yang bertanda tangan di bawah ini :

Nama : Ari Wisanggono  
Jabatan : Pemilik  
Alamat : Jln. Bukit Merapin, Gerunggang Pangkalpinang

Dengan ini menerangkan :

Nama : Dewi Lestari  
Nim : 3021211022  
Fakultas/Jurusan : Ekonomi/Manajemen

Menyatakan dengan benar nama diatas telah melakukan penelitian di ZYVI CELL Pangkalpinang tentang pengaruh Varian Produk, Harga dan Kualitas Layanan terhadap Minat Beli Konsumen di ZYVI CELL yang dilaksanakan pada tanggal 20 April 2016 s/d selesai. Demikianlah surat keterangan ini dibuat dengan sebenar-benarnya dan untuk dipergunakan dengan semestinya.

Pangkalpinang, 02 Agustus 2016

Pemilik ZYVI CELL



Ari Wisanggono



KEMENTERIAN RISET, TEKNOLOGI DAN PENDIDIKAN TINGGI  
UNIVERSITAS BANGKA BELITUNG

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ABSTRACT


Dewi Lestari, 302 12 11 022. 2016.

**The Influence of Variant of Product, Price, and Quality of Service on the Consumer Buying Interest at ZYVI CELL Pangkalpinang**  
Economics Faculty

The purpose of this study is to know how the effect of variant of product, price, and quality of service of ZYVI CELL Pangkalpinang in attracting consumer buying interest and to review of consumer buying interest at ZYVI CELL Pangkalpinang either partially or simultaneously. This is descriptive quantitative research with a total sample of 101 respondents, while the sampling method uses accidental method. The independent variable of this research consists of variant of product, price, and quality of product, while the dependent variable is consumer buying interest. The test of instrument uses validity test and reliability test. The data analyzing method uses multiple linear regressions with t test, F test and coefficient of determination. The result of this research indicates that partially variant of product has positive and significant influence on consumer buying interest with coefficient is 0.312 and the test result is  $t_{\text{value}} (4.478) > t_{\text{table}} (1.9842)$ . Variable of price has positive and significant influence on consumer buying interest with coefficient is 1.020 and the test result is  $t_{\text{value}} (19042) > t_{\text{table}} (1.9842)$ . Simultaneously, variable of variant of product, price, and quality of service have positive and significant influence on consumer buying decision with test result is  $F_{\text{value}} (132.397) > F_{\text{table}} (2.69)$  with significance level is  $0.00 < 0.05$ . The result of coefficient of determination ( $R^2$ ) is 79.8% which means that consumer interest can be explained by variable of variant of product, price, and quality of product, while remaining is 20.2% is influenced by others variable which are not examined in this research.


**Keywords:** variant of product, price, quality of service, and consumer buying interest.

Head of UPT Pusat Bahasa



Riwan Kusmiadi, S.T.P., M.Si.

Translator



Maya Susilawati, S.Pd





Foto 3x4

### KARTU BIMBINGAN SKRIPSI

Nama Mahasiswa : DEWI LEITAFI ..... IPK : .....  
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Konsentrasi Studi : Manajemen Pemasaran .....  
Judul Proposal/Skripsi :  
Pengaruh variasi produk, Harga dan Kualitas Layanan terhadap minat beli  
Konsumen pada Korner 2vii cell penghal pinang .....

| NO | Tanggal      | Keterangan              | Paraf Pembimbing |
|----|--------------|-------------------------|------------------|
| 1  | 16 Mei 2016  | Konsep judul            | [Signature]      |
| 2  | 10 Juni 2016 | BAB I                   | [Signature]      |
| 3  | 14 Juni 2016 | BAB I lanjutan          | [Signature]      |
| 4  | 16 Juni 2016 | BAB I, II, III          | [Signature]      |
| 5  | 17 Juni 2016 | BAB I, II, III          | [Signature]      |
| 6  | 20 Juni 2016 | Ace ke pembimbing utama | [Signature]      |
| 7  | 22 Juli 2016 | Revisi awal             | [Signature]      |
| 8  | 23 Mei 2016  | 4.5                     | [Signature]      |
| 9  | 1 Ags 2016   | 4.5                     | [Signature]      |
| 10 | 2 Ags 2016   | Kelelahan Berdua        | [Signature]      |
| 11 | 3 Ags 2016   | Ace ke Pembimbing ut    | [Signature]      |
| 12 |              |                         |                  |
| 13 |              |                         |                  |
| 14 |              |                         |                  |
| 15 |              |                         |                  |

Catatan :

1. Kartu ini harus diisi saat bimbingan skripsi



Foto 3x4

### KARTU BIMBINGAN SKRIPSI

Nama Mahasiswa : DEWI LESTARI  
 NIM : 3021211022  
 Jurusan : Akuntansi / Manajemen  
 Angkatan : 2012  
 Konsentrasi Studi : MANAJEMEN PEMASARAN  
 IPK : 3,31  
 Nama Pembimbing : M. Tanjung, S.E., M. Si.  
 Mulai Skripsi :  
 Judul Proposal/Skripsi :  
 PENGARUH VARIAN PRODUK HARGA DAN KUALITAS LAYANAN  
 TERHADAP MINAT BELI KONSUMEN PADA KONTOR ZYVI CELL PANGKALPINANG.

| NO | Tanggal  | Keterangan                         | Paraf Pembimbing |
|----|----------|------------------------------------|------------------|
| 1  | 22/04-16 | Konfirmasi Judul. Lis Lis Latar    |                  |
| 2  | 05/05-16 | Salah satu                         |                  |
| 3  | 16/05-16 | Perbaikan latar proposal           |                  |
| 3  | 17/05-16 | Perbaikan, Revisi bab I            |                  |
| 5  | 20/05-16 | Perbaikan bab I                    |                  |
| 6  | 7/6-16   | Perbaikan bab I & II Revisi        |                  |
| 7  | 17/6-16  | Revisi bab I, Perbaikan Revisi, ii |                  |
| 8  | 21/6-16  | Revisi bab I & II Revisi           |                  |
| 9  | 27/6-16  | Perbaikan bab II & IV              |                  |
| 10 | 3/7-16   | Perbaikan bab IV                   |                  |
| 11 | 11/7-16  | Revisi v/di Revisi                 |                  |
| 12 |          |                                    |                  |
| 13 |          |                                    |                  |
| 14 |          |                                    |                  |
| 15 |          |                                    |                  |

Catatan :

1. Kartu ini harus diisi saat bimbingan skripsi

## EPT SCORE RECORD

Name of Institution : UPT PUSAT BAHASA UNIVERSITAS BANGKA BELITUNG

Name : DEWI LESTARI

DOB : 07/05/1995

Native Country : INDONESIA

Native Language : INDONESIA

Scaled Score : Listening Comprehension 40

Structure & Written Expression 40

Reading Comprehension 42

Total Score 407

Sex : F

Test Date : 25/07/2016

From : EPT USL

Signed,

Head of UPT Pusat Bahasa



Riwan Kusmiadi, S.T.P., M.Si



## LAMPIRAN 14

Dokumentasi Foto

Varian produk ZYVI CELL



Daftar harga ZYVI CELL

| AON       |       | AXIS      |      |
|-----------|-------|-----------|------|
| AON 1 GB  | 2.300 | 1 GB      | 23RB |
| AON 2 GB  | 3500  | 2 GB      | 34RB |
| AON 3 GB  | 5300  | 3 GB      | 45RB |
| AON 4 GB  | 6400  | 5 GB      | 64RB |
| AON 5 GB  | 7700  | UNLIMITED | 38RB |
| AON 6 GB  | 9000  |           |      |
| AON 8 GB  | 11500 |           |      |
| AON 10 GB | 14200 |           |      |
| GET MORE  |       |           |      |
| 2 GB      | 34RB  |           |      |
| 5 GB      | 64RB  |           |      |

| AON + 10RB       |       | AXIS + 10RB |      |
|------------------|-------|-------------|------|
| AON 1 GB + 10RB  | 2.300 | 1 GB        | 23RB |
| AON 2 GB + 10RB  | 3500  | 2 GB        | 34RB |
| AON 3 GB + 10RB  | 5000  | 3 GB        | 45RB |
| AON 4 GB + 10RB  | 6500  | 5 GB        | 63RB |
| AON 5 GB + 20RB  | 7700  | UNLIMITED   | 36RB |
| AON 6 GB + 20RB  | 9000  |             |      |
| AON 8 GB + 20RB  | 11500 |             |      |
| AON 10 GB + 20RB | 14200 |             |      |

| ZYVI CELL              |         |
|------------------------|---------|
| <b>TOKEN PLN MURAH</b> |         |
| PLN 20                 | 20.500  |
| PLN 50                 | 50.500  |
| PLN 100                | 100.500 |
| PLN 200                | 200.500 |

| ZYVI CELL    |        |
|--------------|--------|
| <b>PULSA</b> |        |
| 5 RB         | 5.500  |
| 10 RB        | 10.500 |
| 20 RB        | 20.500 |
| 50 RB        | 50.000 |
| 100 RB       | 98.000 |

Pelanggan yang datang ke ZYVI CELL



Foto bersama pemilik ZYVI CELL



Foto bersama pegawai ZYVI CELL 2



Foto responden yang sedang mengisi kuesioner

