

Lampiran 1 Identitas konsumen pada kedai kopi di Kecamatan Sungailiat Kabupaten Bangka

Nama Kedai Kopi	Resp.	Usia	Jenis Kelamin	Domisili	Tingkat Pendidikan	Pekerjaan	Pendapatan/Bulan (Rp)	Frekuensi Waktu/Jam	Frekuensi kunjungan / Minggu
Kedai Kopi Ahyan	1	22	L	Sungailiat	D3	Karyawan Swasta	3.200.000	4	3
	2	22	L	Sungailiat	D3	Mahasiswa	500.000	5	4
	3	30	L	Sungailiat	S1	PHL	2.000.000	4	3
	4	24	L	Sungailiat	S1	PHL	2.000.000	4	3
	5	27	L	Sungailiat	S1	Wiraswasta	2.500.000	4	2
	6	26	L	Sungailiat	S2	Mahasiswa	500.000	3	3
	7	27	L	Sungailiat	SMK	Wiraswasta	5.000.000	3	3
	8	28	L	Sungailiat	SMA	Wiraswasta	2.500.000	4	2
	9	30	L	Sungailiat	S1	Wiraswasta	2.500.000	3	4
	10	19	L	Sungailiat	SMA	Mahasiswa	600.000	4	4
	11	23	L	Sungailiat	S1	Wiraswasta	2.000.000	4	2
	12	25	L	Sungailiat	S1	Wiraswasta	2.500.000	4	3
	13	22	L	Sungailiat	SMA	PNS	5.000.000	3	3
	14	22	L	Sungailiat	SMA	Polri	6.000.000	4	3
	15	36	L	Sungailiat	SMP	Nelayan	3.000.000	5	1
Kedai Kopi Sumur Tua	16	22	L	Sungailiat	D3	Karyawan Swasta	3.200.000	3	3
	17	35	L	Sungailiat	SMP	Nelayan	3.000.000	3	2
	18	40	L	Sungailiat	SD	Nelayan	2.000.000	2	2
	19	23	L	Sungailiat	SMK	Wiraswasta	6.000.000	2	2
	20	23	L	Sungailiat	S1	Polri	10.000.000	4	4
	21	25	L	Sungailiat	SMA	Wiraswasta	3.000.000	4	4
	22	41	L	Sungailiat	SD	Wiraswasta	7.000.000	4	3
	23	47	L	Sungailiat	SD	Wiraswasta	7.000.000	4	2
	24	40	L	Sungailiat	SD	Nelayan	3.000.000	2	3
	25	73	L	Sungailiat	SD	Wiraswasta	4.000.000	2	1
	26	38	L	Sungailiat	SD	Wiraswasta	5.000.000	3	3
	27	28	L	Sungailiat	SD	Karyawan Swasta	3.380.000	2	3
	28	27	L	Sungailiat	SMK	Karyawan Swasta	3.000.000	3	3
	29	52	L	Sungailiat	SMA	Guru	2.900.000	3	4
	30	23	L	Sungailiat	SMA	Buruh Harian	2.000.000	3	2
Kedai Kopi dan Pempek Ampera	31	23	L	Sungailiat	SMK	Karyawan Swasta	2.000.000	4	1
	32	24	L	Sungailiat	SMA	Karyawan Swasta	1.000.000	3	3
	33	18	L	Sungailiat	SMA	Karyawan Swasta	2.000.000	3	3
	34	28	L	Sungailiat	SMP	Nelayan	4.000.000	3	2
	35	29	P	Sungailiat	SMA	Karyawan Swasta	3.500.000	3	3

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Nama Kedai Kopi	Resp.	Usia	Jenis Kelamin	Domisili	Tingkat Pendidikan	Pekerjaan	Pendapatan/Bulan (Rp)	Frekuensi Waktu/Jam	Frekuensi kunjungan / Minggu
	36	19	P	Sungailiat	SMA	Karyawan Swasta	3.000.000	2	3
	37	59	P	Sungailiat	SMA	IRT	3.000.000	2	1
	38	59	L	Sungailiat	SMA	Wiraswasta	40.000.000	3	2
	39	54	L	Sungailiat	S1	Wiraswasta	15.000.000	3	3
	40	45	L	Sungailiat	SMA	Buruh Harian	5.000.000	4	4
	41	22	L	Sungailiat	SMK	Sales	2.000.000	4	3
	42	30	L	Sungailiat	S1	Karyawan Swasta	3.500.000	4	1
	43	17	L	Sungailiat	SMK	Pelajar	300.000	4	5
	44	17	L	Sungailiat	SMP	Nelayan	2.000.000	3	3
	45	21	L	Sungailiat	SMK	Mahasiswa	500.000	4	4
Warkop Jun	46	20	L	Sungailiat	SMK	Nelayan	2.000.000	3	2
	47	21	L	Sungailiat	SMA	Lainnya	400.000	5	4
	48	18	L	Sungailiat	SD	Nelayan	1.000.000	3	2
	49	19	L	Sungailiat	SMK	Pelajar	300.000	3	6
	50	20	L	Sungailiat	SMA	Pelajar	400.000	4	3
	51	20	L	Sungailiat	SMA	Pelajar	400.000	4	5
	52	18	L	Sungailiat	SMA	Buruh Harian	3.000.000	3	3
	53	22	L	Sungailiat	D3	Mahasiswa	500.000	4	3
	54	21	L	Sungailiat	SMK	Pelajar	400.000	3	5
	55	19	L	Sungailiat	SMK	Pelajar	500.000	3	3
	56	22	L	Sungailiat	SMA	Pelajar	400.000	3	2
	57	20	L	Sungailiat	D3	Lainnya	400.000	4	6
	58	24	L	Sungailiat	SMA	Buruh Harian	2.000.000	4	2
	59	28	P	Sungailiat	D3	Karyawan Swasta	3.000.000	4	3
	60	21	L	Sungailiat	SMA	Polri	6.000.000	3	3
Kedai Kopi Tung Tau	61	21	L	Sungailiat	SMA	PHL	2.000.000	2	4
	62	22	L	Sungailiat	SMA	Wiraswasta	7.000.000	2	1
	63	22	L	Sungailiat	SMA	Mahasiswa	600.000	2	5
	64	22	L	Sungailiat	S1	Wiraswasta	4.000.000	4	1
	65	22	L	Pemali	SMA	Mahasiswa	700.000	5	3
	66	21	L	Sungailiat	SMA	PHL	2.500.000	4	3
	67	22	L	Pemali	SMA	Buruh Harian	3.500.000	4	3
	68	24	L	Sungailiat	SMA	Mahasiswa	700.000	4	4
	69	22	L	Sungailiat	SMA	Wiraswasta	4.000.000	2	3
	70	22	L	Sungailiat	S1	PNS	5.000.000	3	3
	71	22	L	Sungailiat	SMA	Wiraswasta	3.500.000	3	3
	72	22	L	Pemali	D4	Karyawan Swasta	3.500.000	3	1
	73	22	L	Sungailiat	S1	Wiraswasta	4.000.000	2	2

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	74	22	L	Bakam	SMA	Polri	6.000.000	2	2
	75	29	L	Sungailiat	S1	Guru	2.300.000	3	3
Warkop Deza	76	30	L	Sungailiat	S1	Guru	2.500.000	4	2
	77	29	L	Sungailiat	D3	PNS	5.000.000	4	3
	78	26	L	Sungailiat	SMP	Supir	2.000.000	4	4
	79	22	L	Sungailiat	SMK	PHL	2.000.000	4	3
	80	20	L	Sungailiat	SMK	Karyawan Swasta	1.700.000	2	3
	81	30	L	Sungailiat	SMA	PHL	2.150.000	3	3
	82	30	L	Sungailiat	S1	Wiraswasta	5.000.000	3	3
	83	49	L	Sungailiat	SMA	PNS	3.500.000	2	2
	84	22	L	Sungailiat	SMK	Karyawan Swasta	3.200.000	3	3
	85	30	L	Sungailiat	S1	Karyawan Swasta	3.200.000	4	3
	86	28	L	Sungailiat	SMK	Supir	3.100.000	4	4
	87	31	L	Sungailiat	S1	Supir	3.200.000	3	3
	88	28	L	Sungailiat	SMA	Wiraswasta	3.200.000	3	2
	89	33	L	Sungailiat	SMA	Wiraswasta	3.000.000	3	3
	90	22	L	Sungailiat	SMA	Satpam	4.000.000	3	1

Lampiran 2 Data penelitian variabel kualitas produk

No. Resp.	Kualitas Produk (X1)					Total X1
	X1.1	X1.2	X1.3	X1.4	X1.5	
1	5	5	5	5	5	25
2	5	5	4	5	4	23
3	5	4	4	5	4	22
4	4	4	3	4	4	19
5	5	5	5	5	5	25
6	4	4	4	4	4	20
7	4	4	3	4	3	18
8	5	5	5	5	5	25
9	4	4	4	4	5	21
10	5	3	3	4	4	19
11	4	4	4	4	3	19
12	5	4	5	5	5	24
13	5	5	5	5	4	24
14	5	5	5	5	5	25
15	4	4	4	4	4	20
16	5	4	5	5	3	22
17	4	4	4	4	4	20
18	4	4	5	5	4	22
19	5	5	4	5	3	22
20	4	4	4	4	4	20
21	4	4	4	4	3	19
22	4	4	4	4	4	20
23	5	5	5	5	4	24
24	4	4	4	4	4	20
25	5	4	4	4	4	21
26	5	4	4	5	4	22
27	4	4	4	4	4	20
28	5	3	4	4	4	20
29	4	3	4	4	5	20
30	4	4	4	4	4	20
31	4	4	5	4	4	21
32	4	4	4	4	4	20
33	4	3	3	4	4	18
34	3	3	3	3	4	16
35	4	5	5	5	5	24
36	4	3	3	4	3	17
37	4	3	3	4	3	17
38	4	3	3	4	3	17
39	4	4	4	4	4	20

Lanjutan lampiran 2. Data penelitian variabel kualitas produk

No. Resp.	Kualitas Produk (X1)					Total X1
	X1.1	X1.2	X1.3	X1.4	X1.5	
40	4	4	4	4	4	20
41	4	4	4	4	4	20
42	5	5	5	5	4	24
43	4	4	4	4	5	21
44	5	5	5	5	5	25
45	4	4	4	4	4	20
46	4	4	3	4	3	18
47	4	4	4	4	4	20
48	4	3	3	3	3	16
49	4	4	5	4	4	21
50	4	4	4	4	4	20
51	4	4	4	5	4	21
52	5	5	5	5	5	25
53	5	5	5	5	5	25
54	4	4	3	4	4	19
55	4	4	4	4	5	21
56	4	4	4	4	4	20
57	4	4	3	4	4	19
58	4	5	4	4	4	21
59	4	4	4	4	4	20
60	4	4	5	5	5	23
61	4	4	4	4	4	20
62	5	5	5	5	5	25
63	4	4	4	4	4	20
64	4	4	4	4	4	20
65	5	5	5	5	5	25
66	5	5	5	5	5	25
67	5	5	5	5	5	25
68	4	5	5	5	5	24
69	4	4	4	4	4	20
70	5	5	4	4	4	22
71	5	5	5	5	5	25
72	5	5	5	5	5	25
73	4	4	4	4	4	20
74	5	5	5	5	5	25
75	5	5	5	5	5	25
76	4	4	5	4	5	22
77	5	5	5	5	5	25
78	5	4	5	4	5	23

Lanjutan lampiran 2. Data penelitian variabel kualitas produk

No. Resp.	Kualitas Produk (X1)					Total X1
	X1.1	X1.2	X1.3	X1.4	X1.5	
79	4	4	4	4	4	20
80	4	4	5	4	4	21
81	4	5	4	4	3	20
82	4	5	4	4	4	21
83	4	4	4	4	4	20
84	4	4	4	4	4	20
85	4	4	4	4	4	20
86	4	3	3	4	4	18
87	5	4	4	4	4	21
88	5	5	5	5	5	25
89	4	3	3	3	4	17
90	4	4	4	4	4	20



Lampiran 3 Data penelitian variabel kualitas pelayanan

No. Resp.	Kualitas Pelayanan (X2)							Total X2
	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	
1	5	4	4	4	5	4	4	30
2	4	5	5	4	5	4	4	31
3	4	4	5	4	4	5	4	30
4	4	5	4	4	5	4	4	30
5	5	5	5	5	4	4	5	33
6	4	4	4	4	4	4	4	28
7	3	3	3	3	4	3	3	22
8	4	4	5	5	5	5	5	33
9	4	4	4	4	4	3	4	27
10	5	5	5	4	4	4	4	31
11	4	4	3	4	4	3	3	25
12	5	5	5	4	4	4	5	32
13	5	5	5	5	5	4	4	33
14	5	5	5	4	4	5	4	32
15	4	4	4	4	4	4	4	28
16	4	4	4	3	4	4	3	26
17	4	4	4	4	4	4	4	28
18	4	3	3	4	3	3	4	24
19	4	4	4	4	5	3	4	28
20	4	4	4	4	4	3	3	26
21	4	4	4	4	4	4	4	28
22	4	4	5	4	4	4	4	29
23	5	4	4	4	4	4	4	29
24	3	4	4	4	4	4	4	27
25	4	4	4	4	4	4	4	28
26	4	5	4	4	4	4	4	29
27	4	4	4	4	4	4	4	28
28	4	4	4	4	3	4	3	26
29	5	4	4	4	5	4	3	29
30	4	4	4	4	4	4	4	28
31	4	5	5	4	4	4	4	30
32	4	4	4	4	4	4	4	28
33	3	4	4	3	5	4	4	27
34	3	3	4	4	4	4	4	26
35	5	5	5	5	5	5	5	35
36	4	4	4	4	5	4	4	29
37	4	4	4	4	5	4	4	29
38	4	4	4	4	5	4	4	29

Lanjutan lampiran 3. Data penelitian variabel kualitas pelayanan

No. Resp.	Kualitas Pelayanan (X2)							Total X2
	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	
39	4	5	5	4	4	4	5	31
40	4	4	4	4	4	4	4	28
41	4	5	4	4	4	4	3	28
42	5	4	5	5	5	5	5	34
43	5	5	5	4	5	5	5	34
44	5	5	5	5	5	5	5	35
45	5	4	4	4	4	4	4	29
46	3	4	4	4	3	3	3	24
47	4	4	4	4	4	4	4	28
48	4	4	4	4	3	3	3	25
49	4	4	5	4	4	4	3	28
50	4	4	4	4	4	3	3	26
51	4	4	5	5	4	4	5	31
52	5	5	5	5	5	5	5	35
53	5	5	5	5	5	5	5	35
54	4	4	4	4	4	4	3	27
55	4	4	4	4	4	4	4	28
56	4	4	4	4	4	4	4	28
57	5	4	5	4	5	4	4	31
58	3	4	3	3	5	4	4	26
59	4	4	4	4	4	3	3	26
60	5	5	5	5	4	4	5	33
61	4	4	4	4	4	4	4	28
62	5	5	5	5	5	5	5	35
63	4	4	4	4	4	4	4	28
64	4	4	4	4	4	4	4	28
65	5	5	5	5	5	5	5	35
66	5	5	5	5	5	5	5	35
67	5	5	5	5	5	5	5	35
68	4	4	4	4	4	4	4	28
69	4	4	4	4	4	4	4	28
70	4	4	4	4	4	5	5	30
71	5	5	5	5	5	5	5	35
72	4	4	5	5	5	5	5	33
73	5	5	4	4	4	4	5	31
74	5	4	5	5	4	5	5	33
75	5	5	4	5	5	5	5	34
76	4	4	5	4	4	5	4	30

Lanjutan lampiran 3. Data penelitian variabel kualitas pelayanan

No. Resp.	Kualitas Pelayanan (X2)							Total X2
	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	
77	5	5	5	4	4	5	5	33
78	5	5	5	5	5	5	5	35
79	4	4	4	4	4	3	4	27
80	4	5	5	4	4	4	4	30
81	4	4	4	3	5	3	5	28
82	4	4	4	4	5	3	4	28
83	4	4	4	3	4	4	3	26
84	4	4	4	4	4	4	4	28
85	4	4	4	4	4	4	4	28
86	3	4	4	5	4	3	4	27
87	5	5	5	5	5	5	5	35
88	5	5	5	5	5	5	4	34
89	4	4	4	4	5	4	3	28
90	4	4	5	3	4	4	4	28



Lampiran 4 Data penelitian variabel harga

No. Resp.	Harga (X3)				Total X3
	X3.1	X3.2	X3.3	X3.4	
1	5	4	4	4	17
2	4	5	5	4	18
3	4	4	4	4	16
4	4	5	5	4	18
5	5	5	5	4	19
6	4	4	4	4	16
7	3	3	3	3	12
8	5	5	5	5	20
9	4	4	4	4	16
10	3	4	4	4	15
11	3	4	4	4	15
12	5	5	5	5	20
13	4	5	5	3	17
14	4	4	4	4	16
15	4	4	4	4	16
16	3	3	4	5	15
17	4	4	4	4	16
18	4	4	4	4	16
19	3	4	4	4	15
20	3	4	4	4	15
21	3	4	4	4	15
22	4	5	5	5	19
23	4	4	5	5	18
24	5	5	5	5	20
25	4	5	5	5	19
26	4	5	4	4	17
27	4	4	4	4	16
28	3	4	5	3	15
29	4	5	4	5	18
30	3	4	4	4	15
31	4	4	4	4	16
32	4	4	4	4	16
33	4	4	4	3	15
34	3	3	3	3	12
35	5	4	5	4	18
36	2	3	1	3	9
37	2	2	1	3	8
38	2	2	1	3	8

Lanjutan lampiran 4. Data penelitian variabel harga

No. Resp.	Harga (X3)				Total X3
	X3.1	X3.2	X3.3	X3.4	
39	4	4	4	4	16
40	4	4	4	4	16
41	4	4	4	4	16
42	4	4	4	4	16
43	5	5	5	4	19
44	4	5	5	3	17
45	4	4	3	4	15
46	3	4	4	3	14
47	3	4	4	3	14
48	4	5	5	4	18
49	4	5	5	3	17
50	3	3	3	3	12
51	4	4	4	5	17
52	3	3	3	3	12
53	5	5	5	5	20
54	4	4	4	4	16
55	4	4	4	4	16
56	4	4	4	4	16
57	4	5	4	3	16
58	4	3	4	3	14
59	4	5	4	3	16
60	4	5	4	4	17
61	4	4	4	4	16
62	4	4	4	4	16
63	4	4	4	4	16
64	4	4	4	4	16
65	4	4	4	4	16
66	4	4	4	4	16
67	4	4	4	4	16
68	4	4	4	4	16
69	4	4	4	3	15
70	4	4	4	4	16
71	4	4	4	4	16
72	4	4	4	3	15
73	4	4	4	3	15
74	4	3	4	3	14
75	5	4	4	3	16

Lanjutan lampiran 4. Data penelitian variabel harga

No. Resp.	Harga (X3)				Total X3
	X3.1	X3.2	X3.3	X3.4	
76	4	5	5	4	18
77	4	5	5	5	19
78	4	5	4	4	17
79	4	4	4	3	15
80	4	4	4	3	15
81	5	5	4	4	18
82	3	4	4	4	15
83	4	5	4	4	17
84	4	4	4	4	16
85	4	5	5	5	19
86	3	3	4	3	13
87	4	4	4	3	15
88	5	4	4	4	17
89	4	4	4	3	15
90	4	5	4	5	18



Lampiran 5 Data penelitian variabel kepuasan konsumen

No. Resp.	Kepuasan Konsumen (Y1)		
	Y1.1	Y1.2	Total Y1
1	5	5	10
2	5	5	10
3	4	5	9
4	5	5	10
5	5	5	10
6	4	5	9
7	4	4	8
8	4	5	9
9	4	4	8
10	4	4	8
11	4	5	9
12	5	5	10
13	5	5	10
14	4	4	8
15	4	4	8
16	4	5	9
17	4	4	8
18	3	4	7
19	4	5	9
20	4	4	8
21	4	4	8
22	5	5	10
23	4	4	8
24	5	4	9
25	4	5	9
26	4	4	8
27	4	5	9
28	4	4	8
29	4	4	8
30	4	4	8
31	4	4	8
32	4	4	8
33	4	5	9
34	3	3	6
35	5	5	10
36	4	4	8
37	4	4	8
38	4	4	8
39	4	4	8

Lanjutan lampiran 5. Data penelitian variabel kepuasan konsumen

No. Resp.	Kepuasan Konsumen (Y1)		
	Y1.1	Y1.2	Total Y1
40	4	3	7
41	4	4	8
42	5	5	10
43	5	5	10
44	4	4	8
45	3	5	8
46	4	4	8
47	3	3	6
48	3	3	6
49	4	5	9
50	4	4	8
51	4	5	9
52	4	4	8
53	5	5	10
54	4	4	8
55	4	4	8
56	4	4	8
57	4	4	8
58	4	4	8
59	4	5	9
60	4	5	9
61	4	4	8
62	4	4	8
63	4	4	8
64	4	4	8
65	4	4	8
66	5	5	10
67	5	5	10
68	5	5	10
69	5	4	9
70	4	4	8
71	5	5	10
72	5	5	10
73	4	4	8
74	5	4	9
75	5	4	9
76	4	4	8
77	5	5	10
78	4	5	9

Lanjutan lampiran 5. Data penelitian variabel kepuasan konsumen

No. Resp.	Kepuasan Konsumen (Y1)		
	Y1.1	Y1.2	Total Y1
79	4	4	8
80	4	4	8
81	4	5	9
82	4	4	8
83	4	4	8
84	4	4	8
85	4	5	9
86	4	5	9
87	4	4	8
88	5	5	10
89	4	5	9
90	4	4	8



Lampiran 6 Hasil uji instrument

1. Validitas kualitas produk

Correlations							
		X1.1	X1.2	X1.3	X1.4	X1.5	TotalX1
X1.1	<i>Pearson Correlation</i>	1	.573**	.564**	.730**	.404**	.781**
	<i>Sig. (2-tailed)</i>		.000	.000	.000	.000	.000
	<i>N</i>	90	90	90	90	90	90
X1.2	<i>Pearson Correlation</i>	.573**	1	.718**	.722**	.479**	.846**
	<i>Sig. (2-tailed)</i>	.000		.000	.000	.000	.000
	<i>N</i>	90	90	90	90	90	90
X1.3	<i>Pearson Correlation</i>	.564**	.718**	1	.730**	.653**	.889**
	<i>Sig. (2-tailed)</i>	.000	.000		.000	.000	.000
	<i>N</i>	90	90	90	90	90	90
X1.4	<i>Pearson Correlation</i>	.730**	.722**	.730**	1	.500**	.886**
	<i>Sig. (2-tailed)</i>	.000	.000	.000		.000	.000
	<i>N</i>	90	90	90	90	90	90
X1.5	<i>Pearson Correlation</i>	.404**	.479**	.653**	.500**	1	.739**
	<i>Sig. (2-tailed)</i>	.000	.000	.000	.000		.000
	<i>N</i>	90	90	90	90	90	90
TotalX1	<i>Pearson Correlation</i>	.781**	.846**	.889**	.886**	.739**	1
	<i>Sig. (2-tailed)</i>	.000	.000	.000	.000	.000	
	<i>N</i>	90	90	90	90	90	90

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

2. Reliabilitas kualitas produk

Reliability Statistics	
<i>Cronbach's Alpha</i>	<i>N of Items</i>
.885	5

3. Validitas kualitas pelayanan

Correlations									
		X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	TotalX2
X2.1	<i>Pearson Correlation</i>	1	.642**	.590**	.571**	.383**	.564**	.525**	.795**
	<i>Sig. (2-tailed)</i>		.000	.000	.000	.000	.000	.000	.000
	<i>N</i>	90	90	90	90	90	90	90	90
X2.2	<i>Pearson Correlation</i>	.642**	1	.649**	.492**	.386**	.517**	.503**	.776**
	<i>Sig. (2-tailed)</i>	.000		.000	.000	.000	.000	.000	.000
	<i>N</i>	90	90	90	90	90	90	90	90
X2.3	<i>Pearson Correlation</i>	.590**	.649**	1	.574**	.337**	.652**	.572**	.813**
	<i>Sig. (2-tailed)</i>	.000	.000		.000	.001	.000	.000	.000
	<i>N</i>	90	90	90	90	90	90	90	90
X2.4	<i>Pearson Correlation</i>	.571**	.492**	.574**	1	.335**	.529**	.587**	.760**
	<i>Sig. (2-tailed)</i>	.000	.000	.000		.001	.000	.000	.000
	<i>N</i>	90	90	90	90	90	90	90	90
X2.5	<i>Pearson Correlation</i>	.383**	.386**	.337**	.335**	1	.454**	.445**	.621**
	<i>Sig. (2-tailed)</i>	.000	.000	.001	.001		.000	.000	.000
	<i>N</i>	90	90	90	90	90	90	90	90
X2.6	<i>Pearson Correlation</i>	.564**	.517**	.652**	.529**	.454**	1	.633**	.812**
	<i>Sig. (2-tailed)</i>	.000	.000	.000	.000	.000		.000	.000
	<i>N</i>	90	90	90	90	90	90	90	90
X2.7	<i>Pearson Correlation</i>	.525**	.503**	.572**	.587**	.445**	.633**	1	.797**

Correlations									
		X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	TotalX2
	<i>Sig. (2-tailed)</i>	.000	.000	.000	.000	.000	.000		.000
	<i>N</i>	90	90	90	90	90	90	90	90
TotalX2	<i>Pearson Correlation</i>	.795**	.776**	.813**	.760**	.621**	.812**	.797**	1
	<i>Sig. (2-tailed)</i>	.000	.000	.000	.000	.000	.000	.000	
	<i>N</i>	90	90	90	90	90	90	90	90

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

4. Realiabilitas kualitas pelayanan

Reliability Statistics	
<i>Cronbach's Alpha</i>	<i>N of Items</i>
.884	7

5. Validitas harga

Correlations						
		X3.1	X3.2	X3.3	X3.4	TotalX3
X3.1	<i>Pearson Correlation</i>	1	.586**	.569**	.375**	.787**
	<i>Sig. (2-tailed)</i>		.000	.000	.000	.000
	<i>N</i>	90	90	90	90	90
X3.2	<i>Pearson Correlation</i>	.586**	1	.750**	.454**	.867**
	<i>Sig. (2-tailed)</i>	.000		.000	.000	.000
	<i>N</i>	90	90	90	90	90
X3.3	<i>Pearson Correlation</i>	.569**	.750**	1	.442**	.855**
	<i>Sig. (2-tailed)</i>	.000	.000		.000	.000
	<i>N</i>	90	90	90	90	90
X3.4	<i>Pearson Correlation</i>	.375**	.454**	.442**	1	.708**
	<i>Sig. (2-tailed)</i>	.000	.000	.000		.000
	<i>N</i>	90	90	90	90	90
TotalX3	<i>Pearson Correlation</i>	.787**	.867**	.855**	.708**	1
	<i>Sig. (2-tailed)</i>	.000	.000	.000	.000	
	<i>N</i>	90	90	90	90	90

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

6. Realiabilitas harga

Reliability Statistics	
<i>Cronbach's Alpha</i>	<i>N of Items</i>
.817	4

7. Validitas kepuasan konsumen

Correlations				
		Y1.1	Y1.2	TotalY1
Y1.1	<i>Pearson Correlation</i>	1	.529**	.871**
	<i>Sig. (2-tailed)</i>		.000	.000
	<i>N</i>	90	90	90
Y1.2	<i>Pearson Correlation</i>	.529**	1	.878**
	<i>Sig. (2-tailed)</i>	.000		.000

Correlations				
		Y1.1	Y1.2	TotalY1
	<i>N</i>	90	90	90
TotalY1	<i>Pearson Correlation</i>	.871**	.878**	1
	<i>Sig. (2-tailed)</i>	.000	.000	
	<i>N</i>	90	90	90

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

8. Realiabilitas kepuasan konsumen

Reliability Statistics	
<i>Cronbach's Alpha</i>	<i>N of Items</i>
.692	2

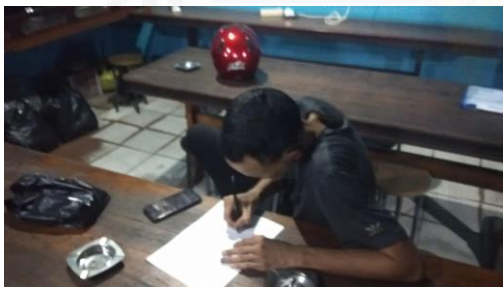


Lampiran 7 Dokumentasi kegiatan pengisian kuesioner pada kedai kopi di Kecamatan Sungailiat Kabupaten Bangka

1. Pengisian Kuesioner di Kedai Kopi Ahyan



2. Pengisian Kuesioner di kedai Kopi Sumur Tua



3. Pengisian Kuesioner di Kedai Kopi Pempek Ampera





4. Pengisian Kuesioner di Kedai Kopi Deza



5. Pengisian Kuesioner di Warkop Jun

