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DAFTAR HADIR PESERTA
SEMINAR PROPOSAL PENELITIAN

Nama : Mochammad Syarifudin Bahtiar
Fakultas/Prodi : Ekonomi/Manajemen
NIM : 15-150-0233
Tanggal : 29 november 2019
Judul : Pengaruh *Service Quality*. Dan kepuasan konsumen Terhadap *Customer loyalty* di bengkel ahass waru jaya motor II

No	Nama	Nim	TTD	
1.	M. Choirul Azam	15150017 9	1	
2.	Ahmad Firdaus	15 150 0159		2
3.	A. Fachrul Rachman	15-150 0008	3	
4.	MOCH ALDI FEBRIANSYAH	15-150-0100		4
5.	AHMAD MIFTAHUL F	15-150-0123	5	
6.	Rahim Romadan	15 150 0222		6
7.	IFFah	15 150 0242	7	
8.	Tomas Hidayat	15 150 0163		8
9.	ILA ARMELIA	15 150 0195	9	
10.	Desi Putri U	15 150 0156		10
11.	Dewi imroatul M	15 150 0043	11	
12.	Lilis suprinatin	15 150 0029		12
13.	Fingki Andranto	15 150 0026	13	
14.	VIRA RIZKY A	15 150 0227		14

15.	Amalia Eva Kusuma	15 150 0141	15	
16.	Yustina Febriani	15 150 0089		16
17.	Diyan Dewi Utami	15 150 0056	17	
18.	Resty Maulidya	15 150 0017		18
19.			19	
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28.				28
29.			29	
30.				30

Surabaya, 29 november 2019

Mengetahui,
Dosen Pembimbing

Drs. Sugijanto, M. Ak
NIP/NPP :0501487/DY

Penyaji,

M. Syarifudin bahtiar

UNIVERSITAS PGRI ADI BUANA SURABAYA
FAKULTAS EKONOMI
Kampus : Jl. Dukuh Menanggal XII/4 , Telp- Fax. 031-8281183 Surabaya 60234
Website : http://www.fe.unipasby.ac.id

Nomor : 1845 /01/FE/XII/2018
Lampiran : -
Perihal : Ijin Penelitian dan Pengambilan Data

Kepada Yth:
Bapak/Ibu Pimpinan
Ahass Waru Jaya Motor II
Jl. Dukuh Menanggal No.017 Surabaya
di -
Surabaya

Sesuai kurikulum Fakultas Ekonomi Universitas PGRI Adi Buana Surabaya, maka mahasiswa wajib menulis Skripsi/Tugas Akhir dalam bentuk Laporan Penelitian dan Artikel Ilmiah. Berkaitan dengan hal tersebut mohon perkenan Bapak/Ibu untuk memberikan ijin penelitian kepada mahasiswa kami yang tersebut dibawah ini :

Nama	: Mochammad Syarifudin Bahtiar
NIM	: 151500233
Prodi	: Manajemen
Judul Skripsi	: Pengaruh Brand Image dan Experience Quality terhadap Purchase intention di bengkel motor Honda

Demikian atas perkenan serta kebijaksanaan Bapak/Ibu kami sampaikan terima kasih.

Surabaya, 19 Desember2018
Dekan,

Dra. Siti Istikhoroh, M.Si
NIP. 19671019.199203.2001

Scanned with CamScanner

LAMPIRAN HASIL PENGUJIAN DATA PENELITIAN

1. LAMPIRAN KARAKTERISTIK RESPONDEN

   a. BerdasarkanJenisKelamin

JenisKelamin	Jumlah	Persentase
Laki-laki	78	78.0
Perempuan	22	22.0
Total	100	100

   b. BerdasarkanUsia

Usia	Jumlah	Persentase
< 25 tahun	20	20.0
25 s/d 35 Tahun	48	48.0
36 s/d 45 Tahun	18	18.0
> 45 Tahun	14	14.0
Total	100	100.0

2. LAMPIRAN FREKUENSI JAWABAN RESPONDEN

   a. Variabel Service Quality

SQ.1_1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	5	5.0	5.0	5.0
	3.00	11	11.0	11.0	16.0
	4.00	43	43.0	43.0	59.0
	5.00	41	41.0	41.0	100.0
	Total	100	100.0	100.0	

SQ.1_2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	3.0	3.0	3.0
	3.00	10	10.0	10.0	13.0
	4.00	41	41.0	41.0	54.0
	5.00	46	46.0	46.0	100.0
	Total	100	100.0	100.0	

SQ.2_1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	4	4.0	4.0	4.0
	3.00	11	11.0	11.0	15.0
	4.00	45	45.0	45.0	60.0
	5.00	40	40.0	40.0	100.0
	Total	100	100.0	100.0	

SQ.2_2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.0	1.0	1.0
	2.00	4	4.0	4.0	5.0
	3.00	12	12.0	12.0	17.0
	4.00	45	45.0	45.0	62.0
	5.00	38	38.0	38.0	100.0
	Total	100	100.0	100.0	

SQ.3_1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.0	1.0	1.0
	2.00	3	3.0	3.0	4.0
	3.00	11	11.0	11.0	15.0
	4.00	50	50.0	50.0	65.0
	5.00	35	35.0	35.0	100.0
	Total	100	100.0	100.0	

SQ.3_2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.0	1.0	1.0
	2.00	2	2.0	2.0	3.0
	3.00	11	11.0	11.0	14.0
	4.00	59	59.0	59.0	73.0
	5.00	27	27.0	27.0	100.0
	Total	100	100.0	100.0	

SQ.4_1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	5	5.0	5.0	5.0
	3.00	10	10.0	10.0	15.0
	4.00	43	43.0	43.0	58.0
	5.00	42	42.0	42.0	100.0
	Total	100	100.0	100.0	

SQ.4_2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	4	4.0	4.0	4.0
	3.00	10	10.0	10.0	14.0
	4.00	52	52.0	52.0	66.0
	5.00	34	34.0	34.0	100.0
	Total	100	100.0	100.0	

SQ.5_1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.0	1.0	1.0
	2.00	3	3.0	3.0	4.0
	3.00	11	11.0	11.0	15.0
	4.00	49	49.0	49.0	64.0
	5.00	36	36.0	36.0	100.0
	Total	100	100.0	100.0	

SQ.5_2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	5	5.0	5.0	5.0
	3.00	7	7.0	7.0	12.0
	4.00	51	51.0	51.0	63.0
	5.00	37	37.0	37.0	100.0
	Total	100	100.0	100.0	

b. Variabel Kepuasan Konsumen

KK.1_1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	3.0	3.0	3.0
	3.00	17	17.0	17.0	20.0
	4.00	44	44.0	44.0	64.0
	5.00	36	36.0	36.0	100.0
	Total	100	100.0	100.0	

KK.1_2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	4	4.0	4.0	4.0
	3.00	10	10.0	10.0	14.0
	4.00	55	55.0	55.0	69.0
	5.00	31	31.0	31.0	100.0
	Total	100	100.0	100.0	

KK.2_1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	3.0	3.0	3.0
	3.00	13	13.0	13.0	16.0
	4.00	48	48.0	48.0	64.0
	5.00	36	36.0	36.0	100.0
	Total	100	100.0	100.0	

KK.2_2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	4	4.0	4.0	4.0
	3.00	12	12.0	12.0	16.0
	4.00	44	44.0	44.0	60.0
	5.00	40	40.0	40.0	100.0
	Total	100	100.0	100.0	

c. Variabel Customer Loyality

CL.1_1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	2	2.0	2.0	2.0
	2.00	3	3.0	3.0	5.0
	3.00	6	6.0	6.0	11.0
	4.00	45	45.0	45.0	56.0
	5.00	44	44.0	44.0	100.0
	Total	100	100.0	100.0	

CL.1_2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.0	1.0	1.0
	2.00	4	4.0	4.0	5.0
	3.00	4	4.0	4.0	9.0
	4.00	52	52.0	52.0	61.0
	5.00	39	39.0	39.0	100.0
	Total	100	100.0	100.0	

CL.2_1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.0	1.0	1.0
	2.00	3	3.0	3.0	4.0
	3.00	5	5.0	5.0	9.0
	4.00	50	50.0	50.0	59.0
	5.00	41	41.0	41.0	100.0
	Total	100	100.0	100.0	

CL.2_2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	2	2.0	2.0	2.0
	2.00	3	3.0	3.0	5.0
	3.00	6	6.0	6.0	11.0
	4.00	46	46.0	46.0	57.0
	5.00	43	43.0	43.0	100.0
	Total	100	100.0	100.0	

CL.3_1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.0	1.0	1.0
	2.00	3	3.0	3.0	4.0
	3.00	8	8.0	8.0	12.0
	4.00	46	46.0	46.0	58.0
	5.00	42	42.0	42.0	100.0
	Total	100	100.0	100.0	

CL.3_2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.0	1.0	1.0
	2.00	3	3.0	3.0	4.0
	3.00	6	6.0	6.0	10.0
	4.00	49	49.0	49.0	59.0
	5.00	41	41.0	41.0	100.0
	Total	100	100.0	100.0	

a. Variabel Kepuasan Konsumen

Correlations

		KK.1_1	KK.1_2	KK.2_1	KK.2_2	KK.TOTAL
KK.1_1	Pearson Correlation	1	.614**	.771**	.603**	.872**
	Sig. (2-tailed)	.000	.000	.000	.000	.000
	N	100	100	100	100	100
KK.1_2	Pearson Correlation	.614**	1	.596**	.713**	.847**
	Sig. (2-tailed)	.000	.000	.000	.000	.000
	N	100	100	100	100	100
KK.2_1	Pearson Correlation	.771**	.596**	1	.600**	.863**
	Sig. (2-tailed)	.000	.000	. 000	.000	.000
	N	100	100	100	100	100
KK.2_2	Pearson Correlation	.603**	.713**	.600**	1	.851**
	Sig. (2-tailed)	.000	.000	.000	.000	.000
	N	100	100	100	100	100
KK.TOTAL	Pearson Correlation	.872**	.847**	.863**	.851**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000
	N	100	100	100	100	100

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

a. Variabel Customer Loyalty

Correlations

		CL.1_1	CL.1_2	CL.2_1	CL.2_2	CL.3_1	CL.3_2	CL.TOTAL
CL.1_1	Pearson Correlation	1	.619**	.771**	.678**	.690**	.616**	.863**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100
CL.1_2	Pearson Correlation	.619**	1	.632**	.743**	.599**	.644**	.832**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100
CL.2_1	Pearson Correlation	.771**	.632**	1	.687**	.696**	.595**	.860**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100
CL.2_2	Pearson Correlation	.678**	.743**	.687**	1	.594**	.697**	.868**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100

CL. 3_1	Pearson Correlation	.690**	.599**	.696**	.594**	1	.659**	.832**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100
CL. 3_2	Pearson Correlation	.616**	.644**	.595**	.697**	.659**	1	.826**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100
CL. TOTAL	Pearson Correlation	.863**	.832**	.860**	.868**	.832**	.826**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100

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

3. LAMPIRAN UJI RELIABILITAS

a. Variabel Service Quality

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.951	10

b. Variabel KepuasanKonsumen

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.881	4

c. Variabel Customer Loyality

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.921	6

4. LAMPIRAN UJI ASUMSI KLASIK
   a. Uji Normalitas

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		100
Normal Parameters[a,b]	Mean	.0000000
	Std. Deviation	2.88848508
Most Extreme Differences	Absolute	.059
	Positive	.053
	Negative	-.059
Test Statistic		.059
Asymp. Sig. (2-tailed)		.200[c,d]

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

b. Uji Multikolonieritas

Coefficients[a]

Model		Collinearity Statistics	
		Tolerance	VIF
1	Service Quality	.826	1.211
	KepuasanKonsumen	.826	1.211

a. Dependent Variable: Customer Loyality

c. UjiAutokorelasi

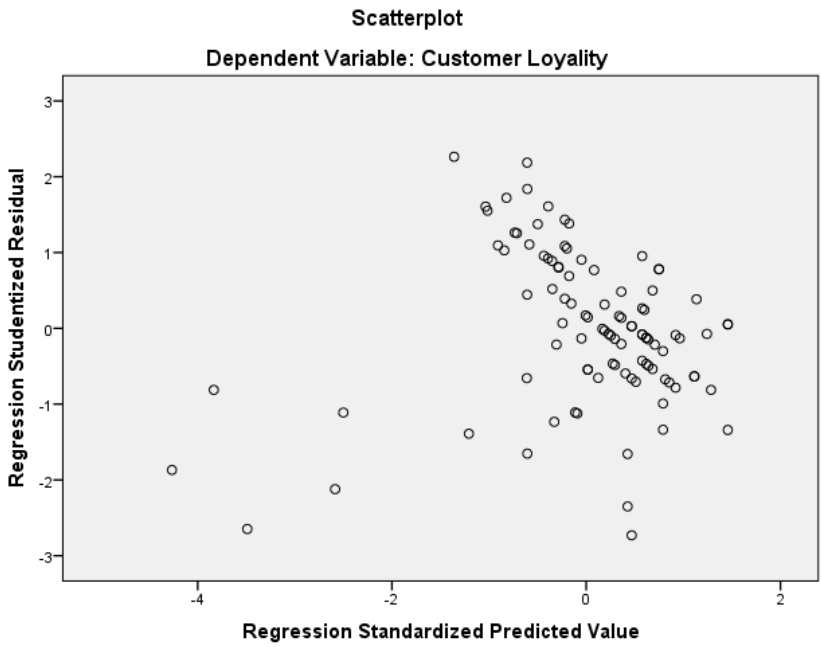
Model Summary[b]

Model	Durbin-Watson
1	1.713[a]

a. Predictors: (Constant), Service Quality, KepuasanKonsumen

b. Dependent Variable: Customer Loyality

d. UjiHeterokedastisitas



5. LAMPIRAN ANALISIS REGRESI LINIER BERGANDA

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.716[a]	.513	.503	2.91811

a. Predictors: (Constant), KepuasanKonsumen, Service Quality

b. Dependent Variable: Customer Loyality

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	868.919	2	434.459	51.021	.000[b]
	Residual	825.991	97	8.515		
	Total	1694.910	99			

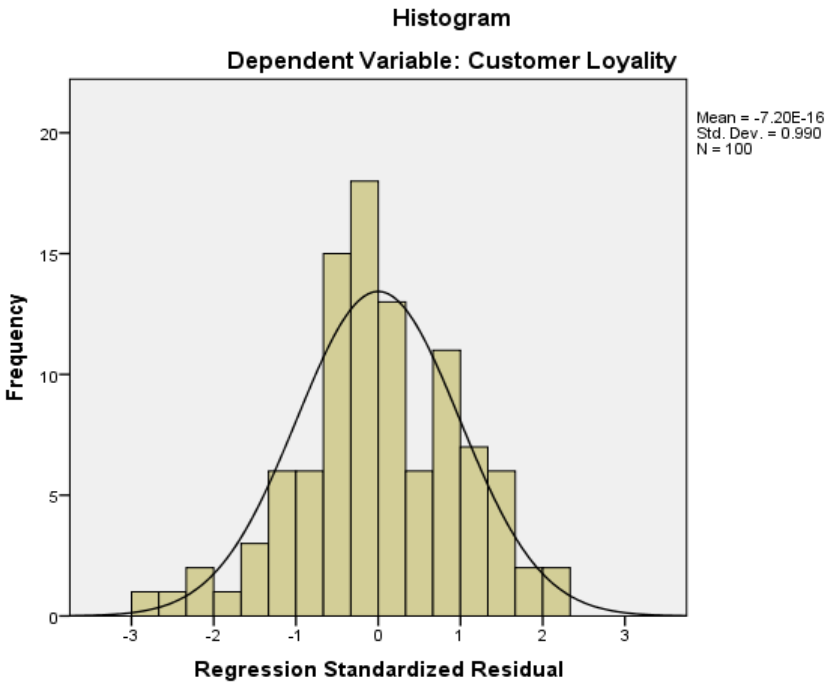
a. Dependent Variable: Customer Loyality

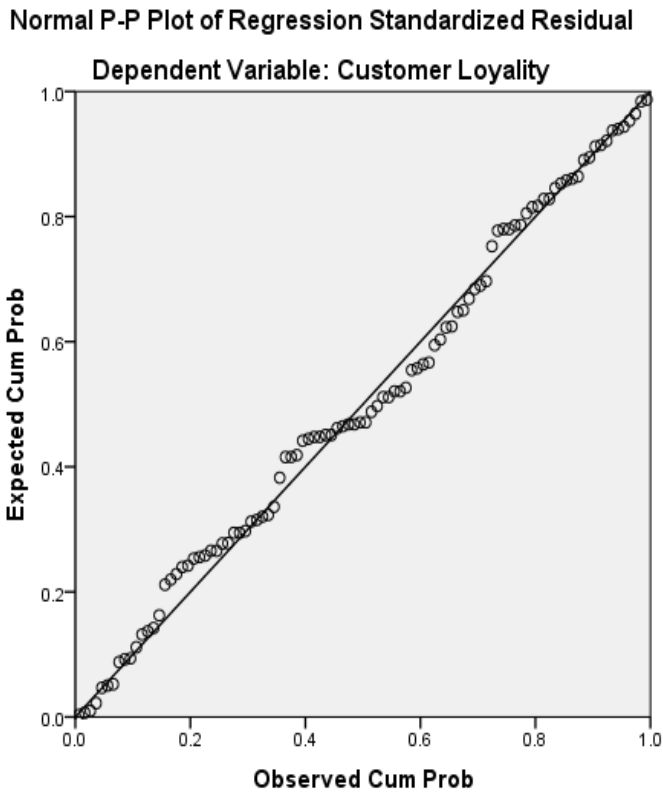
b. Predictors: (Constant), KepuasanKonsumen, Service Quality

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.718	2.197		1.693	.094
	Service Quality	.318	.048	.512	6.566	.000
	KepuasanKonsumen	.511	.121	.330	4.237	.000

a. Dependent Variable: Customer Loyality


Histogram
Dependent Variable: Customer Loyality
Mean = -7.20E-16
Std. Dev. = 0.990
N = 100
Frequency
20
15
10
5
0
-3
-2
-1
0
1
2
3
Regression Standardized Residual


Normal P-P Plot of Regression Standardized Residual
Dependent Variable: Customer Loyality
Expected Cum Prob
Observed Cum Prob
0.0
0.2
0.4
0.6
0.8
1.0

Responden	Service Quality	Kepuasan Konsumen	Customer Loyality
Resp_1	47	20	30
Resp_2	50	20	30
Resp_3	45	18	26
Resp_4	50	18	27
Resp_5	40	16	24
Resp_6	45	18	27
Resp_7	45	20	26
Resp_8	50	20	26
Resp_9	16	8	8
Resp_10	45	18	30
Resp_11	26	12	15
Resp_12	50	8	22
Resp_13	20	8	12
Resp_14	35	20	26
Resp_15	50	19	27
Resp_16	43	17	26
Resp_17	43	18	28
Resp_18	45	14	22
Resp_19	42	17	28
Resp_20	38	17	26
Resp_21	44	17	26
Resp_22	43	17	27
Resp_23	42	14	27
Resp_24	41	16	28
Resp_25	42	18	26
Resp_26	42	19	22
Resp_27	44	17	25
Resp_28	46	18	29
Resp_29	46	12	27
Resp_30	43	18	26
Resp_31	46	19	26
Resp_32	45	13	27
Resp_33	42	13	30
Resp_34	45	20	28
Resp_35	34	18	19
Resp_36	43	16	24
Resp_37	36	15	26
Resp_38	35	13	28
Resp_39	44	13	27
Resp_40	38	18	27
Resp_41	47	18	24
Resp_42	46	16	27
Resp_43	45	17	25
Resp_44	45	18	28
Resp_45	44	14	26

Resp_46	45	16	26
Resp_47	39	15	27
Resp_48	35	15	27
Resp_49	42	16	22
Resp_50	42	19	20
Resp_51	44	15	25
Resp_52	44	20	26
Resp_53	48	20	29
Resp_54	43	18	27
Resp_55	42	20	28
Resp_56	44	18	27
Resp_57	44	18	19
Resp_58	43	20	27
Resp_59	44	15	28
Resp_60	44	16	24
Resp_61	45	19	30
Resp_62	47	17	27
Resp_63	46	18	26
Resp_64	50	18	27
Resp_65	35	16	26
Resp_66	43	14	21
Resp_67	32	18	28
Resp_68	38	18	29
Resp_69	35	18	28
Resp_70	47	18	27
Resp_71	43	16	24
Resp_72	45	18	27
Resp_73	45	19	30
Resp_74	47	18	25
Resp_75	34	18	29
Resp_76	47	17	27
Resp_77	44	14	28
Resp_78	47	19	28
Resp_79	44	18	27
Resp_80	44	19	26
Resp_81	44	18	25
Resp_82	46	17	25
Resp_83	44	14	29
Resp_84	46	15	26
Resp_85	36	18	29
Resp_86	30	18	27
Resp_87	33	18	27
Resp_88	47	17	26
Resp_89	43	16	26
Resp_90	37	18	27
Resp_91	36	16	27
Resp_92	44	19	27

Resp_93	42	13	25
Resp_94	47	12	25
Resp_95	30	17	18
Resp_96	22	14	12
Resp_97	50	20	30
Resp_98	20	10	8
Resp_99	46	14	26
Resp_100	47	15	25