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# Lampiran

## Lampiran 1: Surat Ijin Penelitian Perusahaan



**PT. DIAN SAMUDERA LINE**  
*SHIPPING AGENCY*

**SURAT KETERANGAN PENELITIAN**  
No : SP/DSL - SBY/OPS/VI/19

Date : June, 08, 2020

MESSRS,  
**PT. DIAN SAMUDERA LINE**  
AS AGENT

Dengan ini menerangkan Bahwa :

Nama : Fery Andrianto  
NIM : 16 1011389  
Fak / Jur : Administrasi Bisnis  
Universitas : STIA dan manajemen kepelabuhan (STIAMAK)

Adapun benar telah melakukan penelitian Dalam rangka penulisan skripsi yang berjudul "PENGARUH KEPERCAYAAN KOMITMEN DAN HARGA TERHADAP KEPUTUSAN MEMILIH JASA AGEN PELAYARAN DI PT. DIAN SAMUDERA LINE - SURABAYA

Surabaya, Juni 08, 2020



(Paborzky Zivonimir Duka)

Jl. Ikan Mungsing VI NO.35 Tanjung Perak Kode Pos 60177 Surabaya  
Telepon : 031-3573557 Email : [agency@dslshipping.co.id](mailto:agency@dslshipping.co.id) / [operation@dslshipping.co.id](mailto:operation@dslshipping.co.id)

## Lampiran 2: Kuisisioner

### KUISISIONER PENELITIAN

#### A. Identitas Responden

- 1) Nama :
- 2) Jenis Kelamin :
- 3) Usia :

#### B. Tata Cara Pengisian Koesioner

- 1) Mohon diberi tanda (  $\surd$  ) pada jawaban yang Bapak / Ibu anggap paling sesuai
- 2) Setiap pernyataan hanya membutuhkan satu jawaban saja.
- 3) Setelah melakukan pengisian mohon Bapak / Ibu mengembalikan koesioner kepada yang menyerahkan koesioner.

#### Keterangan :

- SS : Sangat Setuju = Skor 5  
S : Setuju = Skor 4  
CS : Cukup Setuju = Skor 3  
TS : Tidak Setuju = Skor 2  
STS : Sangat Tidak Setuju = Skor 1

#### A. Kepercayaan Pelanggan (X2)

| Pernyataan  | SS | S | N | TS | STS |
|---|----|---|---|----|-----|
| 1. jasa yang ditawarkan tidak kalah dengan media <i>online</i> lainnya                    |    |   |   |    |     |
| 2. varian jasa yang ditawarkan di lapangan tidak kalah dengan media <i>online</i> lainnya |    |   |   |    |     |
| 3. pelayan di lapangan di lapangan selalu memberikan kejujurannya                         |    |   |   |    |     |

|   |  |  |  |  |  |
|---|--|--|--|--|--|
| 4. pelayanan dilapangan selalu memberikan harga yang sesuai dengan jasa lainnya |  |  |  |  |  |
| 5. pelayanan yang diberikan perusahaan di lapangan cepat dan tanggap            |  |  |  |  |  |
| 6. pelayanan di lapangan memberikan pelayanan yang ramah                        |  |  |  |  |  |

### B. Komitmen (X2)

| Pernyataan  | SS | S | N | TS | STS |
|---|----|---|---|----|-----|
| 1. perusahaan bersedia menanggung resiko apabila Jasa tidak sesuai                  |    |   |   |    |     |
| 2. perusahaan bersedia apabila barang yang datang mengalami kerusakan               |    |   |   |    |     |
| 3. Perusahaan bersedia menanggung resiko kecurangan transaksi                       |    |   |   |    |     |
| 4. transaksi di Lapangan memiliki resiko yang tinggi                                |    |   |   |    |     |
| 5. Perusahaan selalu memikirkan 2 kali untuk melakukan pembelian <i>online</i>      |    |   |   |    |     |
| 6. setiap jasa memiliki informasi yang berbeda-beda sehingga informasi sangat jelas |    |   |   |    |     |

### C. Harga (X3)

| Pernyataan  | SS | S | CS | TS | STS |
|---|----|---|----|----|-----|
| 1. harga Jasa yang ada di Lapangan sesuai dengan apa yang Perusahaan inginkan |    |   |    |    |     |
| 2. harga Jasa di Lapangan sesuai dengan kualitas yang ada                     |    |   |    |    |     |

|  |  |  |  |  |  |
|--|--|--|--|--|--|
| 3. pembelian Jasa Secara berkala banyak mendapatkan diskon.                              |  |  |  |  |  |
| 4. pembelian Jasa secara berkala banyak mendapatkan <i>cashback</i>                      |  |  |  |  |  |
| 5. Perusahaan banyak memberikan cara pembayaran yang mudah sesuai dengan yang diinginkan |  |  |  |  |  |
| 6. pembayaran cicilan juga tersedia  |  |  |  |  |  |

**A. Variabel Keputusan Pelanggan (Y)**

| <b>Pernyataan</b>  | <b>SS</b> | <b>S</b> | <b>CS</b> | <b>TS</b> | <b>STS</b> |
|--|-----------|----------|-----------|-----------|------------|
| 1. Jasa-Jasa yang dijual di Lapangan sangat dibutuhkan   |           |          |           |           |            |
| 2. lingkungan di sekitar Perusahaan memilih prduk-Jasa di perusahaan kami                              |           |          |           |           |            |
| 3. Customer mencari informasi detail terkait Jasa-Jasa di Lapangan                                     |           |          |           |           |            |
| 4. Perusahaan mencari informasi kepada teman yang sudah melakukan pembelian di Lapangan                |           |          |           |           |            |
| 5. Perusahaan berusaha mengevaluasi Jasa di media <i>online</i> lainnya                                |           |          |           |           |            |
| 6. Perusahaan membandingkan Jasa di Lapangan dengan media <i>online</i> lainnya                        |           |          |           |           |            |
| 7. customer memtuskan untuk membeli karena membeli karena adsa potongan                                |           |          |           |           |            |
| 8. Customer memutuskan untuk membeli karena pengalaman teman   |           |          |           |           |            |
| 9. Jasa-Jasa di Lapangan sangat memuaskan  |           |          |           |           |            |
| 10. karena sesuai dengan yang Customer harapkan, customer memutuskan untuk melakukan pembelian kembali |           |          |           |           |            |

### Lampiran 3. Tabulasi X<sub>1</sub>

| NO | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | X2.6 | TOTAL |
|----|------|------|------|------|------|------|-------|
| 1  | 5    | 5    | 5    | 5    | 5    | 4    | 29    |
| 2  | 5    | 5    | 5    | 5    | 4    | 5    | 29    |
| 3  | 5    | 5    | 5    | 4    | 4    | 4    | 27    |
| 4  | 4    | 4    | 4    | 4    | 4    | 4    | 24    |
| 5  | 4    | 5    | 4    | 4    | 5    | 4    | 26    |
| 6  | 5    | 4    | 4    | 4    | 5    | 4    | 26    |
| 7  | 4    | 4    | 5    | 5    | 4    | 5    | 27    |
| 8  | 5    | 5    | 4    | 5    | 5    | 4    | 28    |
| 9  | 4    | 5    | 5    | 5    | 5    | 5    | 29    |
| 10 | 4    | 5    | 4    | 5    | 5    | 5    | 28    |
| 11 | 5    | 5    | 5    | 4    | 5    | 5    | 29    |
| 12 | 5    | 4    | 5    | 5    | 4    | 4    | 27    |
| 13 | 4    | 5    | 4    | 4    | 4    | 5    | 26    |
| 14 | 4    | 4    | 5    | 4    | 4    | 4    | 25    |
| 15 | 4    | 4    | 4    | 4    | 3    | 4    | 23    |
| 16 | 4    | 4    | 4    | 4    | 4    | 4    | 24    |
| 17 | 5    | 5    | 5    | 4    | 4    | 4    | 27    |
| 18 | 4    | 5    | 5    | 5    | 4    | 4    | 27    |
| 19 | 5    | 4    | 4    | 4    | 5    | 5    | 27    |
| 20 | 5    | 5    | 5    | 5    | 5    | 5    | 30    |
| 21 | 5    | 5    | 5    | 5    | 5    | 5    | 30    |
| 22 | 4    | 5    | 4    | 4    | 4    | 5    | 26    |
| 23 | 4    | 4    | 5    | 5    | 5    | 4    | 27    |
| 24 | 5    | 5    | 4    | 4    | 4    | 4    | 26    |
| 25 | 4    | 4    | 4    | 4    | 4    | 4    | 24    |
| 26 | 4    | 4    | 3    | 4    | 3    | 4    | 22    |
| 27 | 5    | 5    | 5    | 5    | 5    | 5    | 30    |
| 28 | 4    | 4    | 5    | 4    | 5    | 4    | 26    |
| 29 | 5    | 5    | 4    | 5    | 4    | 5    | 28    |
| 30 | 5    | 5    | 5    | 4    | 4    | 5    | 28    |
| 31 | 5    | 4    | 5    | 5    | 5    | 5    | 29    |
| 32 | 5    | 5    | 5    | 5    | 5    | 5    | 30    |
| 33 | 5    | 5    | 4    | 5    | 5    | 5    | 29    |
| 34 | 4    | 5    | 5    | 5    | 4    | 5    | 28    |
| 35 | 5    | 4    | 5    | 4    | 5    | 5    | 28    |
| 36 | 5    | 5    | 5    | 5    | 5    | 5    | 30    |
| 37 | 4    | 5    | 4    | 4    | 4    | 5    | 26    |
| 38 | 4    | 4    | 5    | 5    | 5    | 4    | 27    |
| 39 | 5    | 5    | 4    | 4    | 4    | 4    | 26    |
| 40 | 4    | 4    | 4    | 4    | 4    | 4    | 24    |
| 41 | 4    | 4    | 3    | 4    | 3    | 4    | 22    |
| 42 | 5    | 5    | 5    | 5    | 5    | 5    | 30    |
| 43 | 4    | 4    | 5    | 4    | 5    | 4    | 26    |



|    |   |   |   |   |   |   |    |
|----|---|---|---|---|---|---|----|
| 44 | 5 | 5 | 4 | 5 | 4 | 5 | 28 |
| 45 | 5 | 5 | 5 | 4 | 4 | 5 | 28 |
| 46 | 5 | 4 | 5 | 5 | 5 | 5 | 29 |
| 47 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 48 | 5 | 5 | 4 | 5 | 5 | 5 | 29 |
| 49 | 4 | 5 | 5 | 5 | 4 | 5 | 28 |
| 50 | 5 | 5 | 5 | 5 | 5 | 4 | 29 |
| 51 | 5 | 5 | 5 | 5 | 4 | 5 | 29 |
| 52 | 5 | 5 | 5 | 4 | 4 | 4 | 27 |
| 53 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 54 | 4 | 5 | 4 | 4 | 5 | 4 | 26 |
| 55 | 5 | 4 | 4 | 4 | 5 | 4 | 26 |
| 56 | 4 | 4 | 5 | 5 | 4 | 5 | 27 |
| 57 | 5 | 5 | 4 | 5 | 5 | 4 | 28 |
| 58 | 4 | 5 | 5 | 5 | 5 | 5 | 29 |
| 59 | 4 | 5 | 4 | 5 | 5 | 5 | 28 |
| 60 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 61 | 5 | 4 | 5 | 5 | 4 | 4 | 27 |
| 62 | 4 | 5 | 4 | 4 | 4 | 5 | 26 |
| 63 | 4 | 4 | 5 | 4 | 4 | 4 | 25 |
| 64 | 4 | 4 | 4 | 4 | 3 | 4 | 23 |
| 65 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 66 | 5 | 5 | 5 | 4 | 4 | 4 | 27 |
| 67 | 4 | 5 | 5 | 5 | 4 | 4 | 27 |
| 68 | 5 | 4 | 4 | 4 | 5 | 5 | 27 |
| 69 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 70 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 71 | 4 | 5 | 4 | 4 | 4 | 5 | 26 |
| 72 | 4 | 4 | 5 | 5 | 5 | 4 | 27 |
| 73 | 5 | 5 | 4 | 4 | 4 | 4 | 26 |
| 74 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 75 | 4 | 4 | 3 | 4 | 3 | 4 | 22 |
| 76 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 77 | 4 | 4 | 5 | 4 | 5 | 4 | 26 |

Gambar : Tabel Tabulasi X<sub>1</sub>

Tabulasi X<sub>2</sub>

| NO | X3.1 | X3.2 | X3.3 | X3.4 | X3.5 | X3.6 | TOTAL |
|----|------|------|------|------|------|------|-------|
| 1  | 5    | 5    | 5    | 5    | 5    | 5    | 30    |
| 2  | 5    | 5    | 5    | 4    | 5    | 5    | 29    |
| 3  | 5    | 5    | 4    | 4    | 5    | 5    | 28    |
| 4  | 4    | 4    | 4    | 4    | 4    | 4    | 24    |
| 5  | 5    | 4    | 4    | 5    | 5    | 4    | 27    |

|    |   |   |   |   |   |   |    |
|----|---|---|---|---|---|---|----|
| 6  | 4 | 4 | 4 | 5 | 4 | 4 | 25 |
| 7  | 4 | 5 | 5 | 4 | 4 | 5 | 27 |
| 8  | 5 | 4 | 5 | 5 | 5 | 4 | 28 |
| 9  | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 10 | 5 | 4 | 5 | 5 | 5 | 4 | 28 |
| 11 | 5 | 5 | 4 | 5 | 5 | 5 | 29 |
| 12 | 4 | 5 | 5 | 4 | 4 | 5 | 27 |
| 13 | 5 | 4 | 4 | 4 | 5 | 4 | 26 |
| 14 | 4 | 5 | 4 | 4 | 4 | 5 | 26 |
| 15 | 4 | 4 | 4 | 3 | 4 | 4 | 23 |
| 16 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 17 | 5 | 5 | 4 | 4 | 5 | 5 | 28 |
| 18 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 19 | 4 | 4 | 4 | 5 | 4 | 4 | 25 |
| 20 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 21 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 22 | 5 | 4 | 4 | 4 | 5 | 4 | 26 |
| 23 | 4 | 5 | 5 | 5 | 4 | 5 | 28 |
| 24 | 5 | 4 | 4 | 4 | 5 | 4 | 26 |
| 25 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 26 | 4 | 3 | 4 | 3 | 4 | 3 | 21 |
| 27 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 28 | 4 | 5 | 4 | 5 | 4 | 5 | 27 |
| 29 | 5 | 4 | 5 | 4 | 5 | 4 | 27 |
| 30 | 5 | 5 | 4 | 4 | 5 | 5 | 28 |
| 31 | 4 | 5 | 5 | 5 | 4 | 5 | 28 |
| 32 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 33 | 5 | 4 | 5 | 5 | 5 | 4 | 28 |
| 34 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 35 | 4 | 5 | 4 | 5 | 4 | 5 | 27 |
| 36 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 37 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 38 | 5 | 5 | 4 | 4 | 5 | 5 | 28 |
| 39 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 40 | 5 | 4 | 4 | 5 | 5 | 4 | 27 |
| 41 | 4 | 4 | 4 | 5 | 4 | 4 | 25 |
| 42 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 43 | 5 | 4 | 5 | 5 | 5 | 4 | 28 |
| 44 | 5 | 5 | 4 | 5 | 5 | 5 | 29 |
| 45 | 4 | 5 | 5 | 4 | 4 | 5 | 27 |
| 46 | 5 | 4 | 4 | 4 | 5 | 4 | 26 |
| 47 | 4 | 5 | 4 | 4 | 4 | 5 | 26 |
| 48 | 4 | 4 | 4 | 3 | 4 | 4 | 23 |
| 49 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 50 | 5 | 5 | 4 | 4 | 5 | 5 | 28 |
| 51 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |

|    |   |   |   |   |   |   |    |
|----|---|---|---|---|---|---|----|
| 52 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 53 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 54 | 4 | 5 | 4 | 4 | 4 | 5 | 26 |
| 55 | 5 | 4 | 4 | 4 | 5 | 4 | 26 |
| 56 | 4 | 4 | 5 | 5 | 4 | 4 | 26 |
| 57 | 5 | 5 | 4 | 5 | 5 | 5 | 29 |
| 58 | 4 | 5 | 5 | 5 | 4 | 5 | 28 |
| 59 | 4 | 5 | 4 | 5 | 4 | 5 | 27 |
| 60 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 61 | 5 | 4 | 5 | 5 | 5 | 4 | 28 |
| 62 | 4 | 5 | 4 | 4 | 4 | 5 | 26 |
| 63 | 4 | 4 | 5 | 4 | 4 | 4 | 25 |
| 64 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 65 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 66 | 5 | 5 | 5 | 4 | 5 | 5 | 29 |
| 67 | 4 | 5 | 5 | 5 | 4 | 5 | 28 |
| 68 | 5 | 4 | 4 | 4 | 5 | 4 | 26 |
| 69 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 70 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 71 | 4 | 5 | 4 | 4 | 4 | 5 | 26 |
| 72 | 4 | 4 | 5 | 5 | 4 | 4 | 26 |
| 73 | 5 | 5 | 4 | 4 | 5 | 5 | 28 |
| 74 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 75 | 4 | 4 | 3 | 4 | 4 | 4 | 23 |
| 76 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 77 | 4 | 4 | 5 | 4 | 4 | 4 | 25 |

Gambar : Tabel Tabulasi X<sub>2</sub>

Tabulasi X<sub>3</sub>

| NO | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1.6 | TOTAL |
|----|------|------|------|------|------|------|-------|
| 1  | 5    | 4    | 4    | 4    | 4    | 4    | 25    |
| 2  | 4    | 5    | 5    | 4    | 5    | 4    | 27    |
| 3  | 4    | 4    | 4    | 4    | 4    | 4    | 24    |
| 4  | 4    | 4    | 4    | 4    | 4    | 4    | 24    |
| 5  | 5    | 4    | 4    | 4    | 4    | 4    | 25    |
| 6  | 5    | 4    | 4    | 5    | 4    | 5    | 27    |
| 7  | 4    | 5    | 5    | 4    | 5    | 4    | 27    |
| 8  | 5    | 4    | 5    | 5    | 5    | 5    | 29    |
| 9  | 5    | 5    | 5    | 5    | 5    | 5    | 30    |
| 10 | 5    | 5    | 5    | 5    | 5    | 5    | 30    |
| 11 | 5    | 5    | 5    | 5    | 5    | 5    | 30    |
| 12 | 4    | 4    | 4    | 5    | 4    | 5    | 26    |
| 13 | 4    | 5    | 4    | 4    | 4    | 4    | 25    |
| 14 | 4    | 4    | 5    | 4    | 5    | 4    | 26    |
| 15 | 3    | 4    | 4    | 4    | 4    | 4    | 23    |

|    |   |   |   |   |   |   |    |
|----|---|---|---|---|---|---|----|
| 16 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 17 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 18 | 4 | 4 | 5 | 4 | 5 | 4 | 26 |
| 19 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 20 | 5 | 5 | 4 | 5 | 4 | 5 | 28 |
| 21 | 5 | 5 | 5 | 4 | 5 | 4 | 28 |
| 22 | 4 | 5 | 5 | 5 | 5 | 5 | 29 |
| 23 | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| 24 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 25 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 26 | 3 | 4 | 4 | 4 | 4 | 4 | 23 |
| 27 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 28 | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| 29 | 4 | 5 | 4 | 5 | 4 | 5 | 27 |
| 30 | 4 | 5 | 5 | 5 | 5 | 5 | 29 |
| 31 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 32 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 33 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 34 | 4 | 5 | 5 | 5 | 5 | 5 | 29 |
| 35 | 5 | 5 | 4 | 4 | 4 | 4 | 26 |
| 36 | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| 37 | 4 | 5 | 5 | 4 | 5 | 4 | 27 |
| 38 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 39 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 40 | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| 41 | 5 | 4 | 4 | 5 | 4 | 5 | 27 |
| 42 | 4 | 5 | 5 | 4 | 5 | 4 | 27 |
| 43 | 5 | 4 | 5 | 5 | 5 | 5 | 29 |
| 44 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 45 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 46 | 5 | 5 | 5 | 5 | 5 | 5 | 30 |
| 47 | 4 | 4 | 4 | 5 | 4 | 5 | 26 |
| 48 | 4 | 5 | 4 | 4 | 4 | 4 | 25 |
| 49 | 4 | 4 | 5 | 4 | 5 | 4 | 26 |
| 50 | 4 | 4 | 5 | 4 | 5 | 4 | 26 |
| 51 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 52 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 53 | 4 | 4 | 5 | 5 | 5 | 5 | 28 |
| 54 | 4 | 5 | 4 | 5 | 4 | 5 | 27 |
| 55 | 4 | 5 | 4 | 5 | 4 | 5 | 27 |
| 56 | 4 | 5 | 4 | 5 | 4 | 5 | 27 |
| 57 | 4 | 3 | 4 | 4 | 4 | 4 | 23 |
| 58 | 4 | 4 | 4 | 5 | 4 | 5 | 26 |
| 59 | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| 60 | 4 | 4 | 5 | 4 | 5 | 4 | 26 |
| 61 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |

|    |   |   |   |   |   |   |    |
|----|---|---|---|---|---|---|----|
| 62 | 4 | 5 | 4 | 5 | 4 | 5 | 27 |
| 63 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 64 | 4 | 4 | 5 | 5 | 5 | 5 | 28 |
| 65 | 4 | 5 | 4 | 5 | 4 | 5 | 27 |
| 66 | 4 | 5 | 4 | 5 | 4 | 5 | 27 |
| 67 | 4 | 5 | 4 | 5 | 4 | 5 | 27 |
| 68 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 69 | 4 | 4 | 4 | 5 | 4 | 5 | 26 |
| 70 | 5 | 4 | 4 | 4 | 4 | 4 | 25 |
| 71 | 4 | 4 | 5 | 4 | 5 | 4 | 26 |
| 72 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 73 | 4 | 5 | 4 | 4 | 4 | 4 | 25 |
| 74 | 4 | 4 | 4 | 4 | 4 | 4 | 24 |
| 75 | 5 | 5 | 5 | 4 | 5 | 4 | 28 |
| 76 | 4 | 5 | 4 | 3 | 4 | 3 | 23 |
| 77 | 5 | 5 | 4 | 5 | 4 | 5 | 28 |

Gambar : Tabel Tabulasi X<sub>3</sub>

Lampiran 8. Tabulasi Y

| NO | Y.1 | Y.2 | Y.3 | Y.4 | Y.5 | Y.6 | Y.7 | Y.8 | Y.9 | Y.10 | TOTAL |
|----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|-------|
| 1  | 5   | 5   | 5   | 5   | 5   | 4   | 4   | 4   | 5   | 5    | 47    |
| 2  | 5   | 5   | 5   | 5   | 4   | 5   | 5   | 4   | 4   | 4    | 46    |
| 3  | 5   | 5   | 5   | 4   | 4   | 4   | 4   | 4   | 4   | 4    | 43    |
| 4  | 4   | 4   | 4   | 4   | 4   | 4   | 4   | 4   | 4   | 4    | 40    |
| 5  | 4   | 5   | 4   | 4   | 5   | 4   | 4   | 4   | 4   | 4    | 42    |
| 6  | 5   | 4   | 4   | 4   | 5   | 4   | 4   | 5   | 4   | 4    | 43    |
| 7  | 4   | 4   | 5   | 5   | 4   | 5   | 5   | 4   | 5   | 4    | 45    |
| 8  | 5   | 5   | 4   | 5   | 5   | 4   | 5   | 5   | 4   | 5    | 47    |
| 9  | 4   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5    | 49    |
| 10 | 4   | 5   | 4   | 5   | 5   | 5   | 5   | 5   | 5   | 5    | 48    |
| 11 | 5   | 5   | 5   | 4   | 5   | 5   | 5   | 5   | 5   | 5    | 49    |
| 12 | 5   | 4   | 5   | 5   | 4   | 4   | 4   | 5   | 5   | 4    | 45    |
| 13 | 4   | 5   | 4   | 4   | 4   | 5   | 4   | 4   | 4   | 5    | 43    |
| 14 | 4   | 4   | 5   | 4   | 4   | 4   | 5   | 4   | 4   | 4    | 42    |
| 15 | 4   | 4   | 4   | 4   | 3   | 4   | 4   | 4   | 4   | 4    | 39    |
| 16 | 4   | 4   | 4   | 4   | 4   | 4   | 4   | 4   | 4   | 4    | 40    |
| 17 | 5   | 5   | 5   | 4   | 4   | 4   | 4   | 4   | 4   | 4    | 43    |
| 18 | 4   | 5   | 5   | 5   | 4   | 4   | 5   | 4   | 4   | 5    | 45    |
| 19 | 5   | 4   | 4   | 4   | 5   | 5   | 5   | 5   | 5   | 5    | 47    |
| 20 | 5   | 5   | 5   | 5   | 5   | 5   | 4   | 5   | 5   | 5    | 49    |
| 21 | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 4   | 5   | 4    | 48    |
| 22 | 4   | 5   | 4   | 4   | 4   | 5   | 5   | 5   | 5   | 5    | 46    |
| 23 | 4   | 4   | 5   | 5   | 5   | 4   | 4   | 4   | 4   | 5    | 44    |
| 24 | 5   | 5   | 4   | 4   | 4   | 4   | 4   | 4   | 4   | 4    | 42    |
| 25 | 4   | 4   | 4   | 4   | 4   | 4   | 4   | 4   | 3   | 4    | 39    |

|    |   |   |   |   |   |   |   |   |   |   |    |
|----|---|---|---|---|---|---|---|---|---|---|----|
| 26 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 38 |
| 27 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 28 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 43 |
| 29 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 46 |
| 30 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 47 |
| 31 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 49 |
| 32 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 33 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 49 |
| 34 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 47 |
| 35 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 45 |
| 36 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 48 |
| 37 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 46 |
| 38 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 44 |
| 39 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 42 |
| 40 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 39 |
| 41 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 38 |
| 42 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 43 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 43 |
| 44 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 46 |
| 45 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 47 |
| 46 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 49 |
| 47 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 48 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 49 |
| 49 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 47 |
| 50 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 47 |
| 51 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 46 |
| 52 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 43 |
| 53 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 54 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 42 |
| 55 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 43 |
| 56 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 45 |
| 57 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 47 |
| 58 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 49 |
| 59 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 48 |
| 60 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 49 |
| 61 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 45 |
| 62 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 43 |
| 63 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 42 |
| 64 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 39 |
| 65 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 66 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 43 |
| 67 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 45 |
| 68 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 47 |
| 69 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 49 |
| 70 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 48 |
| 71 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 46 |

|           |   |   |   |   |   |   |   |   |   |   |           |
|-----------|---|---|---|---|---|---|---|---|---|---|-----------|
| <b>72</b> | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | <b>44</b> |
| <b>73</b> | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | <b>42</b> |
| <b>74</b> | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | <b>39</b> |
| <b>75</b> | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | <b>38</b> |
| <b>76</b> | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | <b>50</b> |
| <b>77</b> | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | <b>43</b> |

Gambar : Tabel Tabulasi Y

## Lampiran 4. Hasil Validitas

### → Correlations

[DataSet1]

|       |                     | Correlations |        |        |        |        |        |        |
|-------|---------------------|--------------|--------|--------|--------|--------|--------|--------|
|       |                     | X2.1         | X2.2   | X2.3   | X2.4   | X2.5   | X2.6   | TOTAL  |
| X2.1  | Pearson Correlation | 1            | .377** | .283'  | .249'  | .357** | .273'  | .629** |
|       | Sig. (2-tailed)     |              | .001   | .013   | .029   | .001   | .016   | .000   |
|       | N                   | 77           | 77     | 77     | 77     | 77     | 77     | 77     |
| X2.2  | Pearson Correlation | .377**       | 1      | .190   | .313** | .212   | .440** | .613** |
|       | Sig. (2-tailed)     | .001         |        | .098   | .006   | .064   | .000   | .000   |
|       | N                   | 77           | 77     | 77     | 77     | 77     | 77     | 77     |
| X2.3  | Pearson Correlation | .283'        | .190   | 1      | .444** | .423** | .239'  | .667** |
|       | Sig. (2-tailed)     | .013         | .098   |        | .000   | .000   | .037   | .000   |
|       | N                   | 77           | 77     | 77     | 77     | 77     | 77     | 77     |
| X2.4  | Pearson Correlation | .249'        | .313** | .444** | 1      | .410** | .402** | .704** |
|       | Sig. (2-tailed)     | .029         | .006   | .000   |        | .000   | .000   | .000   |
|       | N                   | 77           | 77     | 77     | 77     | 77     | 77     | 77     |
| X2.5  | Pearson Correlation | .357**       | .212   | .423** | .410** | 1      | .307** | .708** |
|       | Sig. (2-tailed)     | .001         | .064   | .000   | .000   |        | .007   | .000   |
|       | N                   | 77           | 77     | 77     | 77     | 77     | 77     | 77     |
| X2.6  | Pearson Correlation | .273'        | .440** | .239'  | .402** | .307** | 1      | .653** |
|       | Sig. (2-tailed)     | .016         | .000   | .037   | .000   | .007   |        | .000   |
|       | N                   | 77           | 77     | 77     | 77     | 77     | 77     | 77     |
| TOTAL | Pearson Correlation | .629**       | .613** | .667** | .704** | .708** | .653** | 1      |
|       | Sig. (2-tailed)     | .000         | .000   | .000   | .000   | .000   | .000   |        |
|       | N                   | 77           | 77     | 77     | 77     | 77     | 77     | 77     |

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

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

Gambar : Hasil SPSS Validitas X<sub>1</sub>



## Correlations

[DataSet1]

|       |                     | X3.1    | X3.2    | X3.3   | X3.4   | X3.5    | X3.6    | TOTAL  |
|-------|---------------------|---------|---------|--------|--------|---------|---------|--------|
| X3.1  | Pearson Correlation | 1       | .254*   | .294** | .235'  | 1.000** | .254'   | .715** |
|       | Sig. (2-tailed)     |         | .026    | .009   | .039   | .000    | .026    | .000   |
|       | N                   | 77      | 77      | 77     | 77     | 77      | 77      | 77     |
| X3.2  | Pearson Correlation | .254'   | 1       | .328** | .268'  | .254'   | 1.000** | .749** |
|       | Sig. (2-tailed)     | .026    |         | .004   | .019   | .026    | .000    | .000   |
|       | N                   | 77      | 77      | 77     | 77     | 77      | 77      | 77     |
| X3.3  | Pearson Correlation | .294**  | .328**  | 1      | .392** | .294**  | .328**  | .638** |
|       | Sig. (2-tailed)     | .009    | .004    |        | .000   | .009    | .004    | .000   |
|       | N                   | 77      | 77      | 77     | 77     | 77      | 77      | 77     |
| X3.4  | Pearson Correlation | .235'   | .268'   | .392** | 1      | .235'   | .268'   | .593** |
|       | Sig. (2-tailed)     | .039    | .019    | .000   |        | .039    | .019    | .000   |
|       | N                   | 77      | 77      | 77     | 77     | 77      | 77      | 77     |
| X3.5  | Pearson Correlation | 1.000** | .254'   | .294** | .235'  | 1       | .254'   | .715** |
|       | Sig. (2-tailed)     | .000    | .026    | .009   | .039   |         | .026    | .000   |
|       | N                   | 77      | 77      | 77     | 77     | 77      | 77      | 77     |
| X3.6  | Pearson Correlation | .254'   | 1.000** | .328** | .268'  | .254'   | 1       | .749** |
|       | Sig. (2-tailed)     | .026    | .000    | .004   | .019   | .026    |         | .000   |
|       | N                   | 77      | 77      | 77     | 77     | 77      | 77      | 77     |
| TOTAL | Pearson Correlation | .715**  | .749**  | .638** | .593** | .715**  | .749**  | 1      |
|       | Sig. (2-tailed)     | .000    | .000    | .000   | .000   | .000    | .000    |        |
|       | N                   | 77      | 77      | 77     | 77     | 77      | 77      | 77     |

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

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

Gambar : Hasil SPSS Validitas X<sub>2</sub>

## ➔ Correlations

[DataSet1]

**Correlations**

|       |                     | X1.1   | X1.2   | X1.3    | X1.4    | X1.5    | X1.6    | TOTAL  |
|-------|---------------------|--------|--------|---------|---------|---------|---------|--------|
| X1.1  | Pearson Correlation | 1      | .214   | .247*   | .278*   | .247*   | .278*   | .546** |
|       | Sig. (2-tailed)     |        | .061   | .030    | .014    | .030    | .014    | .000   |
|       | N                   | 77     | 77     | 77      | 77      | 77      | 77      | 77     |
| X1.2  | Pearson Correlation | .214   | 1      | .344**  | .403**  | .344**  | .403**  | .649** |
|       | Sig. (2-tailed)     | .061   |        | .002    | .000    | .002    | .000    | .000   |
|       | N                   | 77     | 77     | 77      | 77      | 77      | 77      | 77     |
| X1.3  | Pearson Correlation | .247*  | .344** | 1       | .263*   | 1.000** | .263*   | .728** |
|       | Sig. (2-tailed)     | .030   | .002   |         | .021    | .000    | .021    | .000   |
|       | N                   | 77     | 77     | 77      | 77      | 77      | 77      | 77     |
| X1.4  | Pearson Correlation | .278*  | .403** | .263*   | 1       | .263*   | 1.000** | .773** |
|       | Sig. (2-tailed)     | .014   | .000   | .021    |         | .021    | .000    | .000   |
|       | N                   | 77     | 77     | 77      | 77      | 77      | 77      | 77     |
| X1.5  | Pearson Correlation | .247*  | .344** | 1.000** | .263*   | 1       | .263*   | .728** |
|       | Sig. (2-tailed)     | .030   | .002   | .000    | .021    |         | .021    | .000   |
|       | N                   | 77     | 77     | 77      | 77      | 77      | 77      | 77     |
| X1.6  | Pearson Correlation | .278*  | .403** | .263*   | 1.000** | .263*   | 1       | .773** |
|       | Sig. (2-tailed)     | .014   | .000   | .021    | .000    | .021    |         | .000   |
|       | N                   | 77     | 77     | 77      | 77      | 77      | 77      | 77     |
| TOTAL | Pearson Correlation | .546** | .649** | .728**  | .773**  | .728**  | .773**  | 1      |
|       | Sig. (2-tailed)     | .000   | .000   | .000    | .000    | .000    | .000    |        |
|       | N                   | 77     | 77     | 77      | 77      | 77      | 77      | 77     |

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

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

Gambar : Hasil SPSS Validitas X<sub>3</sub>

## Correlations

[DataSet1]

| Correlations |                     |        |        |        |        |        |        |        |        |        |        |        |
|--------------|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|              |                     | Y.1    | Y.2    | Y.3    | Y.4    | Y.5    | Y.6    | Y.7    | Y.8    | Y.9    | Y.10   | TOTAL  |
| Y.1          | Pearson Correlation | 1      | .377** | .283*  | .249'  | .357** | .273'  | .145   | .384** | .335** | .093   | .530** |
|              | Sig. (2-tailed)     |        | .001   | .013   | .029   | .001   | .016   | .210   | .001   | .003   | .423   | .000   |
|              | N                   | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     |
| Y.2          | Pearson Correlation | .377** | 1      | .190   | .313** | .212   | .440** | .366** | .303** | .218   | .419** | .569** |
|              | Sig. (2-tailed)     | .001   |        | .098   | .006   | .064   | .000   | .001   | .007   | .057   | .000   | .000   |
|              | N                   | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     |
| Y.3          | Pearson Correlation | .283'  | .190   | 1      | .444** | .423** | .239'  | .308** | .061   | .412** | .126   | .548** |
|              | Sig. (2-tailed)     | .013   | .098   |        | .000   | .000   | .037   | .006   | .597   | .000   | .274   | .000   |
|              | N                   | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     |
| Y.4          | Pearson Correlation | .249'  | .313** | .444** | 1      | .410** | .402** | .428** | .349** | .350** | .532** | .678** |
|              | Sig. (2-tailed)     | .029   | .006   | .000   |        | .000   | .000   | .000   | .002   | .002   | .000   | .000   |
|              | N                   | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     |
| Y.5          | Pearson Correlation | .357** | .212   | .423** | .410** | 1      | .307** | .282'  | .380** | .518** | .452** | .681** |
|              | Sig. (2-tailed)     | .001   | .064   | .000   | .000   |        | .007   | .013   | .001   | .000   | .000   | .000   |
|              | N                   | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     |
| Y.6          | Pearson Correlation | .273'  | .440** | .239'  | .402** | .307** | 1      | .662** | .587** | .603** | .506** | .754** |
|              | Sig. (2-tailed)     | .016   | .000   | .037   | .000   | .007   |        | .000   | .000   | .000   | .000   | .000   |
|              | N                   | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     |
| Y.7          | Pearson Correlation | .145   | .366** | .308** | .428** | .282'  | .662** | 1      | .506** | .487** | .428** | .693** |
|              | Sig. (2-tailed)     | .210   | .001   | .006   | .000   | .013   | .000   |        | .000   | .000   | .000   | .000   |
|              | N                   | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     |
| Y.8          | Pearson Correlation | .384** | .303** | .061   | .349** | .380** | .587** | .506** | 1      | .504** | .610** | .702** |
|              | Sig. (2-tailed)     | .001   | .007   | .597   | .002   | .001   | .000   | .000   |        | .000   | .000   | .000   |
|              | N                   | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     |
| Y.9          | Pearson Correlation | .335** | .218   | .412** | .350** | .518** | .603** | .487** | .504** | 1      | .350** | .738** |
|              | Sig. (2-tailed)     | .003   | .057   | .000   | .002   | .000   | .000   | .000   | .000   |        | .002   | .000   |
|              | N                   | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     |
| Y.10         | Pearson Correlation | .093   | .419** | .126   | .532** | .452** | .506** | .428** | .610** | .350** | 1      | .678** |
|              | Sig. (2-tailed)     | .423   | .000   | .274   | .000   | .000   | .000   | .000   | .000   | .002   |        | .000   |
|              | N                   | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     |
| TOTAL        | Pearson Correlation | .530** | .569** | .548** | .678** | .681** | .754** | .693** | .702** | .738** | .678** | 1      |
|              | Sig. (2-tailed)     | .000   | .000   | .000   | .000   | .000   | .000   | .000   | .000   | .000   | .000   |        |
|              | N                   | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     | 77     |

\*\* . Correlation is significant at the 0.01 level (2-tailed).  
 \* . Correlation is significant at the 0.05 level (2-tailed).

Gambar : Hasil SPSS Validitas Y

## Lampiran 5. Hasil Reliabilitas

### Reliability

[DataSet1]

#### Scale: ALL VARIABLES

| Case Processing Summary |                       |    |       |
|-------------------------|-----------------------|----|-------|
|                         |                       | N  | %     |
| Cases                   | Valid                 | 77 | 100.0 |
|                         | Excluded <sup>a</sup> | 0  | .0    |
|                         | Total                 | 77 | 100.0 |

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

| Reliability Statistics |            |
|------------------------|------------|
| Cronbach's Alpha       | N of Items |
| .743                   | 6          |

Gambar : Hasil SPSS Reliabilitas X<sub>1</sub>

### Reliability

[DataSet1]

#### Scale: ALL VARIABLES

| Case Processing Summary |                       |    |       |
|-------------------------|-----------------------|----|-------|
|                         |                       | N  | %     |
| Cases                   | Valid                 | 77 | 100.0 |
|                         | Excluded <sup>a</sup> | 0  | .0    |
|                         | Total                 | 77 | 100.0 |

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

| Reliability Statistics |            |
|------------------------|------------|
| Cronbach's Alpha       | N of Items |
| .781                   | 6          |

Gambar : Hasil SPSS Reliabilitas X<sub>2</sub>

### Reliability

[DataSet1]

#### Scale: ALL VARIABLES

| Case Processing Summary |                       |    |       |
|-------------------------|-----------------------|----|-------|
|                         |                       | N  | %     |
| Cases                   | Valid                 | 77 | 100.0 |
|                         | Excluded <sup>a</sup> | 0  | .0    |
|                         | Total                 | 77 | 100.0 |

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

| Reliability Statistics |            |
|------------------------|------------|
| Cronbach's Alpha       | N of Items |
| .790                   | 6          |

Gambar : Hasil SPSS Reliabilitas X<sub>3</sub>

### Reliability

[DataSet1]

#### Scale: ALL

| Case Processing Summary |                       |    |       |
|-------------------------|-----------------------|----|-------|
|                         |                       | N  | %     |
| Cases                   | Valid                 | 77 | 100.0 |
|                         | Excluded <sup>a</sup> | 0  | .0    |
|                         | Total                 | 77 | 100.0 |

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

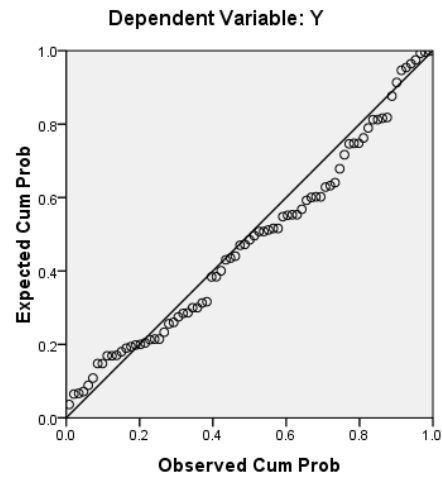
| Reliability Statistics |            |
|------------------------|------------|
| Cronbach's Alpha       | N of Items |
| .852                   | 10         |

Gambar: Hasil SPSS Reliabilitas Y

## Lampiran 6 : Hasil Uji Asumsi Klasik

### a. Uji Normalitas

Normal P-P Plot of Regression Standardized Residual



One-Sample Kolmogorov-Smirnov Test

|                                |                | Unstandardized Residual |
|--------------------------------|----------------|-------------------------|
| N                              |                | 77                      |
| Normal Parameters <sup>a</sup> | Mean           | .0000000                |
|                                | Std. Deviation | 1.00316017              |
| Most Extreme Differences       | Absolute       | .097                    |
|                                | Positive       | .097                    |
|                                | Negative       | -.065                   |
| Kolmogorov-Smirnov Z           |                | .854                    |
| Asymp. Sig. (2-tailed)         |                | .460                    |

a. Test distribution is Normal.

## b. Uji Multikolinieritas

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

| Model        | Unstandardized Coefficients |            | Standardized Coefficients | t      | Sig. | Correlations |         |       | Collinearity Statistics |       |
|--------------|-----------------------------|------------|---------------------------|--------|------|--------------|---------|-------|-------------------------|-------|
|              | B                           | Std. Error | Beta                      |        |      | Zero-order   | Partial | Part  | Tolerance               | VIF   |
| 1 (Constant) | .065                        | 1.897      |                           | .034   | .973 |              |         |       |                         |       |
| Kepercayaan  | 1.642                       | .088       | 1.005                     | 18.729 | .000 | .944         | .910    | .635  | .398                    | 2.510 |
| komitmen     | -.209                       | .084       | -.132                     | 2.484  | .015 | .673         | -.279   | -.084 | .409                    | 2.443 |
| harga        | .230                        | .057       | .143                      | 4.053  | .000 | .392         | .429    | .137  | .923                    | 1.084 |

a. Dependent

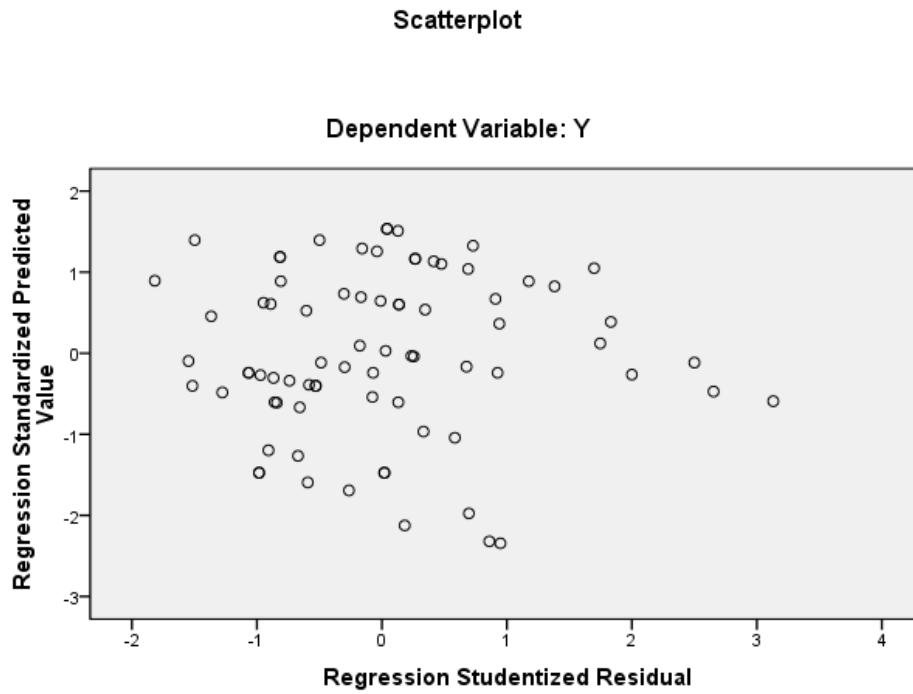
Variable: keputusan  
memilih

**Coefficient Correlations<sup>a</sup>**

| Model |             | X3    | X1    | X2    |
|-------|-------------|-------|-------|-------|
| 1     | Correlation |       |       |       |
|       | X1          | 1.000 | -.022 | -.754 |
|       | X2          | -.022 | 1.000 | -.165 |
|       | X3          | -.754 | -.165 | 1.000 |
| s     | Covariance  |       |       |       |
|       | X1          | .007  | .000  | -.006 |
|       | X2          | .000  | .003  | .000  |
|       | X3          | -.006 | .000  | .008  |

a. Dependent Variable:  
keputusan memilih

c. Uji Heteroskedastisitas



d. Uji Linieritas

| Model |            | Sum of Squares | df | Mean Square | F       | Sig.              |
|-------|------------|----------------|----|-------------|---------|-------------------|
| 1     | Regression | 836.220        | 3  | 278.740     | 266.053 | .000 <sup>a</sup> |
|       | Residual   | 76.481         | 73 | 1.048       |         |                   |
|       | Total      | 912.701        | 76 |             |         |                   |

## Lampiran 7 : Regresi Linier Berganda

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

| Model |             | Unstandardized Coefficients |            | Standardized Coefficients | t      | Sig. | Collinearity Statistics |       |
|-------|-------------|-----------------------------|------------|---------------------------|--------|------|-------------------------|-------|
|       |             | B                           | Std. Error | Beta                      |        |      | Tolerance               | VIF   |
|       |             | 1                           | (Constant) | .065                      |        |      | 1.897                   |       |
|       | Kepercayaan | 1.642                       | .088       | 1.005                     | 18.729 | .000 | .398                    | 2.510 |
|       | Komitmen    | -.209                       | .084       | -.132                     | -2.484 | .015 | .409                    | 2.443 |
|       | Harga       | .230                        | .057       | .143                      | 4.053  | .000 | .923                    | 1.084 |

a. Dependent Variable: keputusan memilih

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

| Model |             | Unstandardized Coefficients |            | Standardized Coefficients |
|-------|-------------|-----------------------------|------------|---------------------------|
|       |             | B                           | Std. Error | Beta                      |
| 1     | (Constant)  | .065                        | 1.897      |                           |
|       | Kepercayaan | 1.642                       | .088       | 1.005                     |
|       | Komitmen    | -.209                       | .084       | -.132                     |
|       | Harga       | .230                        | .057       | .143                      |

a. Dependent Variable: keputusan memilih



### Lampiran 8 : Hasil Uji T (Parsial)

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

| Model |                 | Unstandardized Coefficients |            | Standardized Coefficients |
|-------|-----------------|-----------------------------|------------|---------------------------|
|       |                 | B                           | Std. Error | Beta                      |
| 1     | (Constant)      | .065                        | 1.897      |                           |
|       | Kepercayaa<br>n | 1.642                       | .088       | 1.005                     |
|       | Komitmen        | -.209                       | .084       | -.132                     |
|       | Harga           | .230                        | .057       | .143                      |

a. Dependent Variable: keputusan memilih

### Lampiran 9 : Hasil Uji F (Simultan)

**ANOVA<sup>b</sup>**

| Model |            | Sum of Squares | df | Mean Square | F       | Sig.              |
|-------|------------|----------------|----|-------------|---------|-------------------|
| 1     | Regression | 836.220        | 3  | 278.740     | 266.053 | .000 <sup>a</sup> |
|       | Residual   | 76.481         | 73 | 1.048       |         |                   |
|       | Total      | 912.701        | 76 |             |         |                   |

a. Predictors: (Constant), kepercayaan, komitmen, harga

b. Dependent Variable: memilih jasa

### Lampiran 10 : Koefisien Determinasi Berganda

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

| Model | R                 | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1     | .957 <sup>a</sup> | .916     | .913              | 1.024                      |

a. Predictors: (Constant), kepercayaan, komitmen, harga

b. Dependent Variable: memilih jasa

Lampiran 11: Lembar Bimbingan



SEKOLAH TINGGI ILMU ADMINISTRASI DAN MANAJEMEN KEPELABUHAN  
STIAMAK BARUNAWATI

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LEMBAR BIMBINGAN SKRIPSI  
TAHUN 2020

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 NIM : 161011389  
 Tempat Penelitian : Pt. Dian Samudera Line  
 Judul : Pengaruh Kepercayaan, Komitmen dan harga terhadap keputusan memilih jasa agen pelayanan di Pt Dian Samudera Line Surabaya  
 Pembimbing : \_\_\_\_\_

| No. | Hari/ Tanggal | Bimbingan                                     | Paraf |
|-----|---------------|---|-------|
| 1   | 20-6-2020     | Bimbingan Pengajuan Judul                     | uf    |
| 2   | 25-6-2020     |   | uf    |
| 3   | 6-7-2020      | Pengajuan BAB I-III                           | uf    |
| 4   | 7-7-2020      | Pengajuan BAB IV-V                            | uf    |
| 5   | 7-7-2020      | Revisi BAB I-V                                | uf    |
| 6   | 10-7-2020     | Revisi BAB I-V                                | uf    |
| 7   | 12-7-2020     | Pengajuan Karya ilmiah<br>Revisi Karya ilmiah | uf    |

Mengetahui,  
 Kaprodi Ilmu Administrasi Bisnis  
  
**SOEDARMANTO, SE, MM**

Surabaya, 17-Juli.....2019  
 Mahasiswa

NIM : 161011389

Lampiran 12: Lembar Pengajuan Judul



SEKOLAH TINGGI ILMU ADMINISTRASI DAN MANAJEMEN KEPELABUHAN  
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**FORMULIR PERMOHONAN PENULISAN SKRIPSI**  
**Tahun Akademik : 2019/2020**

Permohonan penyusunan SKRIPSI dan Dosen Pembimbing bagi mahasiswa:

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Program Studi : S-1 Adminis Trasi Bisnis  
Alamat : Jl Kebun Kolong 99 1/64  
Telp : 08560100080

Judul SKRIPSI :

1. *Pengaruh Lempengan Kevit an & bedi dipapen ketulin Jon apt pelen KT Dia ferdan lue*
2. ....
3. ....
4. ....

Dapat disetujui dengan dosen pembimbing : .....

Surabaya, .....

Menyetujui,

Kaprodi

**SOEDARMANTO, SE, MM**

NIDN: 0322036902

Mahasiswa yang bersangkutan

Pemohon,

**FERY ANDRIANTO**

NIM: 161011389