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LAMPIRAN 1**DAFTAR PERTANYAAN**

Jawablah pertanyaan-pertanyaan di bawah ini dengan memberi tanda silang (x) pada jawaban yang sesuai

Identitas Responden

1. Nama :
2. Alamat :
3. Jenis Kelamin : a. Pria b. Wanita
5. Usia : a. 15 – 20 tahun c. 26 – 30 tahun
b. 21 – 25 tahun d. 31 tahun ke atas
6. Pendidikan : a. SLTP c. Akademi atau Perguruan Tinggi
b. SLTA d. Lain-lain
7. Pekerjaan : a. Pelajar c. Pegawai Negeri
b. Mahasiswa d. Pegawai Swasta

Kepuasan

Pertanyaan 1-16 berkenaan dengan opini atau pendapat anda tentang sikap anda terhadap kualitas layanan pada atribut Ponsel Nokia

Anda dapat memilih salah satu jawaban yang menurut anda paling tepat dengan memberi tanda ✓ pada kotak jawaban yang sesuai dengan pilihan anda berdasarkan 2 kelompok alternatif jawaban sebagai berikut:

(1) Sangat tidak setuju (STS)

(2) Tidak setuju (TS)

(3) Netral (N)

(4) Setuju (S)

(5) Sangat setuju (SS)

Performance

1. Menurut Saya, Ponsel Nokia mudah dalam pemakaiannya

STS	TS	N	S	SS
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

2. Menurut Saya, Ponsel Nokia merupakan alat komunikasi yang mempunyai fungsional sesuai dengan harapan saya.

STS	TS	N	S	SS
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Features

3. Menurut Saya, Menu Ponsel Nokia lengkap.

STP	TP	N	P	SP
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

4. Menurut Saya, Menu Ponsel Nokia lebih lengkap dibandingkan dengan produk lain..

STP	TP	N	P	SP
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Reliability

5. Menurut Saya, Ponsel Nokia mempunyai keandalan yang tinggi

STP	TP	N	P	SP
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

6. Menurut Saya, Ponsel Nokia dapat digunakan sebagai mana fungsinya dalam kondisi apapun.

STP	TP	N	P	SP
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Conformance

7. Desain Ponsel Nokia telah sesuai dengan harapan saya.

STP	TP	N	P	SP
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Ponsel Nokia telah mempunyai kualitas standar .

STS	TS	N	S	SS
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Durability

9. Menurut Saya, Produk Ponsel Nokia mempunyai daya tahan dan tidak cepat rusak.

STS	TS	N	S	SS
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Baik hardware maupun software dalam Ponsel Nokia mempunyai tingkat ketahanan yang tinggi dalam jangka waktu yang lama.

STS	TS	N	S	SS
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Serviceability

11. Menurut Saya, suku cadang Ponsel Nokia mudah didapat.

STS	TS	N	S	SS
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Graha Nokia memberikan pelayanan yang cepat bagi konsumen dalam perbaikan ponsel Nokia.

STP	TP	N	P	SP
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Aesthetics

13. Saya menyukai manfaat yang diberikan Produk Ponsel Nokia yang dapat meningkatkan penampilan saya..

STS	TS	N	S	SS
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

14. Saya menggunakan produk Ponsel Nokia untuk meningkatkan gengsi.

STP	TP	N	P	SP
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Fit and Finish

15. Saya merasakan produk Ponsel Nokia mempunyai kualitas yang baik

STS	TS	N	S	SS
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

16. Kualitas produk Ponsel Nokia sesuai dengan harapan saya

STS	TS	N	S	SS
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

- Dibawah ini ada beberapa atribut yang mempengaruhi saya dalam membeli produk ponsel Nokia. Berilah urutan prioritas yang saya pilih ketika membeli produk Ponsel Nokia. Dengan memberikan urutan prioritas no 1 s/d 8 :

Urutan prioritas

- | | |
|-------------------|-------|
| a. Performance | |
| b. Features | |
| c. Reliability | |
| d. Conformance | |
| e. Durability | |
| f. Serviceability | |
| g. Aesthetics | |
| h. Fit and Finish | |

LAMPIRAN 2 : REKAPITULASI DATA PENELITIAN HASIL JAWABAN 100 RESPONDEN

No	Jenis Kelamin	Usia	Tingkat Pendidikan	Pekerjaan	Performance			Features			Reliability			Conformance			Durability		
					P1	P2	Rata ²	P1	P2	Rata ²	P1	P2	Rata ²	P1	P2	Rata ²	P1	P2	Rata ²
1	Laki-Laki	21-25 th	SLTA	Mahasiswa	5	5	5,00	4	4	4,00	4	4	4,00	4	4	4,00	3	3	3,00
2	Laki-Laki	26-30 th	Perg. Tinggi	Peg. Swasta	4	4	4,00	3	3	3,00	4	4	4,00	5	5	5,00	4	4	4,00
3	Laki-Laki	15 - 20 th	SLTP	Pelajar	4	3	3,50	4	4	4,00	4	4	4,00	4	3	3,50	2	3	2,50
4	Laki-Laki	> 30 th	Perg. Tinggi	Peg. Swasta	4	3	3,50	4	4	4,00	5	4	4,50	4	4	4,00	5	4	4,50
5	Laki-Laki	26-30 th	Perg. Tinggi	Peg. Negeri	5	4	4,50	3	4	3,50	4	5	4,50	4	4	4,00	3	3	3,00
6	Laki-Laki	26-30 th	SLTP	Peg. Negeri	5	5	5,00	4	3	3,50	4	5	4,50	4	4	4,00	3	2	2,50
7	Laki-Laki	> 30 th	SLTA	Peg. Swasta	4	5	4,50	3	4	3,50	4	5	4,50	4	4	4,00	5	5	5,00
8	Laki-Laki	26-30 th	Perg. Tinggi	Peg. Swasta	4	4	4,00	3	4	3,50	4	4	4,00	4	4	4,00	4	4	4,00
9	Laki-Laki	21-25 th	SLTA	Mahasiswa	3	4	3,50	3	2	2,50	4	4	4,00	3	4	3,50	4	4	4,00
10	Laki-Laki	26-30 th	Perg. Tinggi	Peg. Swasta	4	4	4,00	4	4	4,00	4	4	4,00	4	4	4,00	4	4	4,00
11	Laki-Laki	26-30 th	SLTA	Peg. Swasta	4	4	4,00	4	4	4,00	4	5	4,50	3	3	3,00	4	3	3,50
12	Wanita	26-30 th	Perg. Tinggi	Peg. Swasta	4	4	4,00	5	5	5,00	5	5	5,00	4	4	4,00	5	4	4,50
13	Laki-Laki	26-30 th	Perg. Tinggi	Peg. Swasta	4	3	3,50	4	2	3,00	4	4	4,00	5	5	5,00	4	3	3,50
14	Laki-Laki	26-30 th	SLTA	Peg. Negeri	4	5	4,50	3	2	2,50	3	3	3,00	2	2	2,00	4	2	3,00
15	Wanita	26-30 th	SLTA	Peg. Negeri	3	3	3,00	4	5	4,50	4	4	4,00	3	2	2,50	4	5	4,50
16	Laki-Laki	> 30 th	Perg. Tinggi	Peg. Swasta	3	4	3,50	4	2	3,00	3	3	3,00	3	4	3,50	5	5	5,00
17	Laki-Laki	26-30 th	SLTA	Peg. Swasta	4	4	4,00	2	2	2,00	4	5	4,50	4	4	4,00	4	4	4,00
18	Wanita	> 30 th	SLTA	Peg. Swasta	2	3	2,50	5	5	5,00	3	3	3,00	4	3	3,50	5	5	5,00
19	Laki-Laki	26-30 th	SLTA	Peg. Negeri	5	4	4,50	4	2	3,00	4	3	3,50	4	4	4,00	4	3	3,50
20	Laki-Laki	26-30 th	SLTA	Peg. Negeri	5	4	4,50	5	3	4,00	4	4	4,00	3	4	3,50	4	2	3,00
21	Laki-Laki	21-25 th	SLTA	Mahasiswa	3	4	3,50	3	3	3,00	3	3	3,00	3	4	3,50	3	4	3,50
22	Laki-Laki	26-30 th	SLTA	Peg. Swasta	4	3	3,50	5	2	3,50	3	3	3,00	4	3	3,50	4	3	3,50
23	Wanita	26-30 th	SLTA	Peg. Negeri	3	3	3,00	5	5	5,00	4	4	4,00	3	3	3,00	4	3	3,50
24	Laki-Laki	21-25 th	SLTA	Mahasiswa	4	4	4,00	3	3	3,00	3	3	3,00	3	4	3,50	3	3	3,00
25	Laki-Laki	> 30 th	Perg. Tinggi	Peg. Negeri	5	5	5,00	5	4	4,50	3	4	3,50	3	3	3,00	4	5	4,50
26	Laki-Laki	> 30 th	Perg. Tinggi	Peg. Negeri	4	5	4,50	3	2	2,50	4	3	3,50	4	3	3,50	5	5	5,00
27	Wanita	21-25 th	SLTA	Mahasiswa	4	3	3,50	4	5	4,50	4	4	4,00	4	3	3,50	2	2	2,00
28	Laki-Laki	26-30 th	SLTP	Peg. Negeri	4	3	3,50	4	3	3,50	4	3	3,50	4	4	4,00	4	5	4,50
29	Laki-Laki	26-30 th	SLTA	Mahasiswa	3	4	3,50	3	3	3,00	4	4	4,00	4	4	4,00	5	4	4,50
30	Laki-Laki	> 30 th	Perg. Tinggi	Peg. Swasta	4	3	3,50	4	4	4,00	4	4	4,00	3	2	2,50	5	4	4,50
31	Laki-Laki	21-25 th	SLTA	Mahasiswa	4	3	3,50	4	3	3,50	4	3	3,50	3	3	3,00	3	3	3,00
32	Laki-Laki	21-25 th	SLTA	Mahasiswa	3	4	3,50	4	4	4,00	3	4	3,50	4	3	3,50	3	4	3,50
33	Laki-Laki	21-25 th	SLTA	Mahasiswa	3	3	3,00	5	2	3,50	4	4	4,00	3	3	3,00	5	5	5,00
34	Laki-Laki	26-30 th	Perg. Tinggi	Peg. Negeri	4	3	3,50	3	4	3,50	4	3	3,50	4	4	4,00	5	5	5,00
35	Laki-Laki	21-25 th	SLTA	Mahasiswa	4	3	3,50	4	4	4,00	4	3	3,50	4	3	3,50	5	5	5,00
36	Laki-Laki	15 - 20 th	SLTP	Pelajar	2	1	1,50	1	1	1,00	4	4	4,00	3	4	3,50	2	2	2,00

No	Serviceability			Aesthetics			Fit and Finish			Urutan Kepentingan							
	P1	P2	Rata ²	P1	P2	Rata ²	P1	P2	Rata ²	perfi	fea	rel	conf	dur	serv	acst	fit
1	4	3	3.50	5	4	4.50	3	3	3.00	1	2	3	8	4	5	7	6
2	5	5	5.00	3	3	3.00	4	4	4.00	2	1	3	2	8	4	7	5
3	4	4	4.00	4	4	4.00	2	1	1.50	1	2	1	8	4	3	6	5
4	5	5	5.00	4	4	4.00	3	4	3.50	2	8	3	1	4	7	6	5
5	4	4	4.00	4	5	4.50	3	3	3.00	3	1	2	4	8	5	4	3
6	3	3	3.00	4	5	4.50	3	2	2.50	2	6	4	7	3	8	5	1
7	5	5	5.00	4	4	4.00	3	3	3.00	8	7	4	2	3	5	6	1
8	5	5	5.00	4	3	3.50	3	3	3.00	2	7	3	1	4	6	5	8
9	4	3	3.50	2	2	2.00	1	2	1.50	1	8	3	6	4	7	5	2
10	5	5	5.00	3	2	2.50	3	3	3.00	2	8	3	5	4	6	7	1
11	5	5	5.00	4	4	4.00	2	2	2.00	8	7	4	2	3	6	5	1
12	5	5	5.00	4	4	4.00	2	3	2.50	1	6	5	8	7	2	4	3
13	4	4	4.00	3	3	3.00	4	4	4.00	2	7	6	8	5	1	3	4
14	3	3	3.00	4	4	4.00	3	3	3.00	1	6	5	2	7	8	3	4
15	3	4	3.50	4	4	4.00	4	3	3.50	1	6	7	4	5	2	8	3
16	5	5	5.00	3	4	3.50	3	3	3.00	1	7	6	4	5	3	8	2
17	4	4	4.00	4	4	4.00	1	2	1.50	3	5	6	2	7	1	8	4
18	4	5	4.50	5	4	4.50	3	3	3.00	8	7	6	1	5	2	3	4
19	3	3	3.00	4	4	4.00	2	3	2.50	1	6	8	5	7	2	4	3
20	3	4	3.50	4	3	3.50	3	3	3.00	1	7	5	8	6	2	4	3
21	2	3	2.50	4	4	4.00	4	2	3.00	1	7	3	2	4	8	6	5
22	5	4	4.50	5	5	5.00	4	3	3.50	7	6	4	8	3	5	2	1
23	3	3	3.00	4	5	4.50	3	4	3.50	7	6	5	2	4	3	8	1
24	3	4	3.50	4	4	4.00	4	3	3.50	1	7	6	3	5	4	2	8
25	5	4	4.50	4	5	4.50	2	2	2.00	6	8	7	5	4	5	1	2
26	2	3	2.50	3	3	3.00	4	3	3.50	6	5	1	8	4	3	2	7
27	3	4	3.50	4	3	3.50	4	4	4.00	6	8	1	5	4	3	2	7
28	3	4	3.50	5	5	5.00	2	2	2.00	6	3	2	4	1	8	5	7
29	3	3	3.00	3	3	3.00	3	4	3.50	1	2	3	8	4	5	6	7
30	4	4	4.00	4	3	3.50	4	3	3.50	1	2	3	8	4	6	5	7
31	3	3	3.00	3	4	3.50	2	2	2.00	4	1	3	8	2	5	6	7
32	2	3	2.50	4	4	4.00	2	2	2.00	4	1	2	6	3	8	7	5
33	4	4	4.00	4	4	4.00	2	2	2.00	4	2	3	1	8	5	6	7
34	4	3	3.50	3	2	2.50	4	2	3.00	1	8	3	2	4	6	5	7
35	3	3	3.00	4	4	4.00	3	4	3.50	1	3	4	7	2	8	6	5
36	2	2	2.00	4	5	4.50	3	4	3.50	5	6	1	4	2	3	8	7

No	Jenis Kelamin	Usia	Tingkat Pendidikan	Pekerjaan	Performance			Features			Reliability			Conformance			Durability		
					P1	P2	Rata ²	P1	P2	Rata ²	P1	P2	Rata ²	P1	P2	Rata ²	P1	P2	Rata ²
37	Laki-Laki	15 - 20 th	SLTP	Pelajar	2	2	2,00	3	3	3,00	4	4	4,00	4	4	4,00	2	2	2,00
38	Laki-Laki	21-25 th	SLTA	Mahasiswa	3	3	3,00	4	3	3,50	4	4	4,00	3	3	3,00	3	3	3,00
39	Wanita	21-25 th	SLTA	Mahasiswa	4	3	3,50	4	5	4,50	3	4	3,50	4	4	4,00	3	3	3,00
40	Wanita	21-25 th	SLTA	Mahasiswa	4	3	3,50	4	5	4,50	4	5	4,50	4	4	4,00	3	3	3,00
41	Wanita	> 30 th	Perg. Tinggi	Peg. Negeri	3	3	3,00	4	4	4,00	4	5	4,50	4	4	4,00	4	4	4,00
42	Wanita	21-25 th	SLTP	Peg. Negeri	3	3	3,00	5	5	5,00	4	5	4,50	4	4	4,00	4	4	4,00
43	Wanita	21-25 th	SLTA	Mahasiswa	4	3	3,50	4	5	4,50	4	4	4,00	4	3	3,50	4	5	4,50
44	Wanita	21-25 th	SLTA	Mahasiswa	5	4	4,50	5	5	5,00	5	4	4,50	4	3	3,50	2	3	2,50
45	Wanita	15 - 20 th	SLTP	Pelajar	4	3	3,50	4	5	4,50	4	4	4,00	4	3	3,50	3	3	3,00
46	Wanita	15 - 20 th	SLTA	Mahasiswa	4	4	4,00	4	4	4,00	4	4	4,00	4	4	4,00	4	3	3,50
47	Laki-Laki	21-25 th	SLTA	Mahasiswa	4	4	4,00	4	3	3,50	4	5	4,50	2	1	1,50	4	4	4,00
48	Laki-Laki	21-25 th	SLTA	Mahasiswa	4	5	4,50	4	3	3,50	4	5	4,50	4	3	3,50	4	3	3,50
49	Wanita	21-25 th	SLTA	Mahasiswa	4	3	3,50	5	4	4,50	4	4	4,00	4	4	4,00	3	3	3,00
50	Wanita	21-25 th	SLTA	Mahasiswa	4	3	3,50	4	3	3,50	4	4	4,00	4	4	4,00	4	4	4,00
51	Laki-Laki	15 - 20 th	SLTP	Pelajar	4	4	4,00	4	4	4,00	4	4	4,00	4	4	4,00	3	4	3,50
52	Laki-Laki	21-25 th	SLTA	Peg. Negeri	3	4	3,50	4	4	4,00	4	4	4,00	4	4	4,00	4	3	3,50
53	Laki-Laki	15 - 20 th	SLTP	Pelajar	3	3	3,00	3	3	3,00	4	3	3,50	2	3	2,50	3	3	3,00
54	Wanita	21-25 th	SLTA	Mahasiswa	4	3	3,50	5	4	4,50	2	2	2,00	3	4	3,50	3	3	3,00
55	Laki-Laki	21-25 th	SLTA	Mahasiswa	4	5	4,50	2	3	2,50	4	5	4,50	2	3	2,50	4	3	3,50
56	Wanita	21-25 th	SLTA	Mahasiswa	3	3	3,00	4	3	3,50	4	5	4,50	3	4	3,50	4	3	3,50
57	Wanita	21-25 th	SLTA	Mahasiswa	4	4	4,00	4	3	3,50	4	4	4,00	4	4	4,00	4	4	4,00
58	Wanita	21-25 th	SLTA	Mahasiswa	4	4	4,00	5	5	5,00	4	4	4,00	4	4	4,00	3	4	3,50
59	Wanita	> 30 th	Perg. Tinggi	Peg. Negeri	5	4	4,50	4	5	4,50	4	5	4,50	3	4	3,50	4	5	4,50
60	Wanita	21-25 th	SLTA	Mahasiswa	4	3	3,50	4	5	4,50	4	3	3,50	3	4	3,50	4	3	3,50
61	Wanita	15 - 20 th	SLTP	Pelajar	3	3	3,00	4	5	4,50	4	4	4,00	4	3	3,50	4	3	3,50
62	Laki-Laki	21-25 th	SLTP	Peg. Negeri	5	4	4,50	3	4	3,50	5	4	4,50	4	3	3,50	4	3	3,50
63	Laki-Laki	> 30 th	SLTA	Peg. Negeri	4	4	4,00	3	4	3,50	5	4	4,50	4	3	3,50	4	3	3,50
64	Laki-Laki	15 - 20 th	SLTP	Pelajar	4	4	4,00	4	4	4,00	4	5	4,50	4	4	4,00	3	4	3,50
65	Laki-Laki	> 30 th	Perg. Tinggi	Peg. Negeri	4	4	4,00	4	4	4,00	4	5	4,50	4	4	4,00	3	4	3,50
66	Laki-Laki	> 30 th	Perg. Tinggi	Peg. Negeri	4	4	4,00	4	3	3,50	4	4	4,00	5	5	5,00	3	4	3,50
67	Laki-Laki	15 - 20 th	SLTP	Pelajar	4	4	4,00	4	4	4,00	4	5	4,50	4	3	3,50	3	4	3,50
68	Wanita	26-30 th	Perg. Tinggi	Peg. Negeri	4	4	4,00	4	5	4,50	5	5	5,00	3	3	3,00	5	4	4,50
69	Wanita	26-30 th	Perg. Tinggi	Peg. Swasta	4	5	4,50	4	5	4,50	5	5	5,00	4	4	4,00	4	5	4,50
70	Wanita	26-30 th	Perg. Tinggi	Peg. Swasta	5	4	4,50	4	4	4,00	4	4	4,00	4	4	4,00	4	4	4,00
71	Wanita	21-25 th	Perg. Tinggi	Peg. Negeri	4	4	4,00	4	4	4,00	3	3	3,00	3	3	3,00	4	5	4,50
72	Laki-Laki	21-25 th	SLTA	Mahasiswa	3	2	2,50	3	3	3,00	3	4	3,50	4	4	4,00	4	5	4,50
73	Wanita	21-25 th	SLTA	Mahasiswa	4	4	4,00	4	5	4,50	4	4	4,00	1	2	1,50	4	3	3,50
74	Laki-Laki	21-25 th	Perg. Tinggi	Peg. Swasta	2	3	2,50	3	2	2,50	1	1	1,00	4	5	4,50	4	4	4,00

No	Serviceability			Aesthetics			Fit and Finish			Urutan Kepentingan							
	P1	P2	Rata ²	P1	P2	Rata ²	P1	P2	Rata ²	perf	fea	rel	conf	dur	serv	aest	fit
37	2	2	2.00	5	4	4.50	3	4	3.50	6	5	1	8	2	4	3	7
38	2	3	2.50	4	4	4.00	3	4	3.50	7	8	1	5	2	4	3	6
39	2	3	2.50	4	3	3.50	3	3	3.00	7	6	1	8	4	3	2	5
40	4	4	4.00	3	3	3.00	4	4	4.00	7	5	8	2	3	1	4	6
41	3	4	3.50	3	4	3.50	2	2	2.00	7	6	8	1	2	3	4	5
42	4	4	4.00	4	4	4.00	2	2	2.00	1	6	5	7	4	3	2	8
43	4	4	4.00	3	4	3.50	3	4	3.50	1	7	8	6	5	4	3	2
44	5	4	4.50	4	4	4.00	2	2	2.00	2	1	7	3	4	5	8	6
45	3	4	3.50	4	4	4.00	2	3	2.50	8	1	2	6	3	5	7	4
46	3	3	3.00	4	3	3.50	2	1	1.50	7	6	5	2	4	3	8	1
47	3	3	3.00	4	3	3.50	4	4	4.00	7	4	5	6	3	2	8	1
48	3	4	3.50	4	3	3.50	4	4	4.00	4	5	6	8	7	1	2	3
49	4	4	4.00	4	4	4.00	3	4	3.50	5	1	7	8	2	3	6	4
50	4	4	4.00	4	4	4.00	1	4	2.50	7	4	5	8	6	3	2	1
51	3	3	3.00	3	3	3.00	3	4	3.50	4	8	1	2	5	3	6	7
52	4	3	3.50	4	4	4.00	3	2	2.50	8	7	4	3	2	5	1	6
53	4	3	3.50	4	3	3.50	3	3	3.00	1	2	5	4	3	6	8	7
54	4	3	3.50	4	4	4.00	3	2	2.50	1	4	6	5	2	8	3	7
55	4	4	4.00	3	4	3.50	2	2	2.00	1	2	8	6	3	7	4	5
56	4	3	3.50	4	4	4.00	3	3	3.00	1	8	5	2	4	6	3	7
57	4	4	4.00	4	4	4.00	3	4	3.50	3	6	1	8	4	7	2	5
58	4	4	4.00	4	5	4.50	2	4	3.00	2	7	1	6	3	8	4	5
59	4	4	4.00	4	3	3.50	4	4	4.00	3	5	8	1	2	7	4	6
60	4	4	4.00	4	3	3.50	4	4	4.00	3	7	1	2	8	6	4	5
61	4	3	3.50	4	3	3.50	2	2	2.00	2	5	1	8	4	6	3	7
62	4	3	3.50	4	3	3.50	4	4	4.00	5	2	6	3	4	7	8	1
63	3	3	3.00	4	3	3.50	4	4	4.00	5	1	5	2	3	7	4	8
64	3	5	4.00	4	4	4.00	4	3	3.50	7	8	6	2	3	5	4	1
65	3	4	3.50	4	3	3.50	3	4	3.50	7	3	6	5	4	8	1	2
66	4	3	3.50	4	4	4.00	2	3	2.50	6	4	8	7	5	2	3	1
67	3	3	3.00	4	3	3.50	3	4	3.50	5	4	6	8	7	2	3	1
68	3	3	3.00	4	4	4.00	4	4	4.00	5	4	6	8	7	3	2	1
69	2	2	2.00	5	4	4.50	2	2	2.00	6	8	7	1	5	4	3	2
70	2	3	2.50	3	3	3.00	3	4	3.50	5	2	6	4	7	8	3	1
71	2	2	2.00	3	2	2.50	2	3	2.50	7	2	6	8	1	4	3	5
72	4	4	4.00	4	3	3.50	4	4	4.00	6	8	5	2	1	4	3	7
73	2	2	2.00	4	3	3.50	3	4	3.50	6	2	7	3	1	8	4	7
74	4	5	4.50	4	3	3.50	2	2	2.00	1	8	2	4	5	6	3	7

No	Jenis Kelamin	Usia	Tingkat Pendidikan	Pekerjaan	Performance			Features			Reliability			Conformance			Durability		
					P1	P2	Rata ²	P1	P2	Rata ²	P1	P2	Rata ²	P1	P2	Rata ²	P1	P2	Rata ²
75	Laki-Laki	21-25 th	Perg. Tinggi	Peg. Negeri	4	3	3,50	3	4	3,50	4	4	4,00	4	3	3,50	3	4	3,50
76	Wanita	21-25 th	Perg. Tinggi	Mahasiswa	3	4	3,50	4	5	4,50	4	4	4,00	4	4	4,00	5	4	4,50
77	Wanita	15 - 20 th	SLTP	Pelajar	2	3	2,50	3	5	4,00	4	5	4,50	2	2	2,00	4	3	3,50
78	Laki-Laki	> 30 th	Perg. Tinggi	Peg. Swasta	2	3	2,50	2	2	2,00	4	5	4,50	4	4	4,00	4	2	3,00
79	Wanita	15 - 20 th	SLTP	Pelajar	4	4	4,00	5	4	4,50	4	5	4,50	5	4	4,50	4	1	2,50
80	Wanita	21-25 th	Perg. Tinggi	Peg. Swasta	3	1	2,00	4	5	4,50	4	3	3,50	3	4	3,50	2	2	2,00
81	Wanita	26-30 th	SLTP	Peg. Swasta	4	4	4,00	4	4	4,00	3	3	3,00	5	5	5,00	4	4	4,00
82	Wanita	26-30 th	Perg. Tinggi	Peg. Swasta	2	3	2,50	5	5	5,00	5	5	5,00	3	3	3,00	4	3	3,50
83	Laki-Laki	26-30 th	SLTP	Peg. Negeri	4	4	4,00	3	3	3,00	5	5	5,00	4	4	4,00	5	4	4,50
84	Laki-Laki	21-25 th	SLTA	Mahasiswa	3	2	2,50	3	3	3,00	3	2	2,50	3	3	3,00	4	5	4,50
85	Laki-Laki	21-25 th	SLTA	Mahasiswa	4	4	4,00	5	5	5,00	2	4	3,00	2	4	3,00	4	4	4,00
86	Laki-Laki	21-25 th	Perg. Tinggi	Mahasiswa	4	4	4,00	4	2	3,00	4	4	4,00	4	4	4,00	4	5	4,50
87	Laki-Laki	21-25 th	SLTA	Mahasiswa	3	3	3,00	4	4	4,00	4	4	4,00	3	3	3,00	4	3	3,50
88	Laki-Laki	21-25 th	SLTA	Mahasiswa	4	3	3,50	3	2	2,50	3	2	2,50	4	4	4,00	4	5	4,50
89	Laki-Laki	21-25 th	SLTA	Mahasiswa	4	3	3,00	4	4	4,00	3	4	3,50	3	4	3,50	4	5	4,50
90	Laki-Laki	> 30 th	SLTP	Peg. Swasta	4	3	3,50	4	4	4,00	4	3	3,50	3	3	3,00	3	4	3,50
91	Laki-Laki	> 30 th	SLTA	Peg. Swasta	4	3	3,50	3	3	3,00	4	4	4,00	4	3	3,50	3	3	3,00
92	Laki-Laki	21-25 th	SLTA	Mahasiswa	4	4	4,00	3	4	3,50	4	5	4,50	3	3	3,00	4	4	4,00
93	Laki-Laki	26-30 th	Perg. Tinggi	Peg. Swasta	3	4	3,50	3	3	3,00	4	5	4,50	3	3	3,00	4	4	4,00
94	Laki-Laki	> 30 th	SLTA	Peg. Swasta	4	3	3,50	4	3	3,00	4	5	4,50	2	3	2,50	3	3	3,00
95	Wanita	26-30 th	Perg. Tinggi	Peg. Swasta	3	4	3,50	4	3	3,50	4	3	3,50	4	3	3,50	5	3	4,00
96	Laki-Laki	21-25 th	SLTA	Mahasiswa	4	3	3,50	4	5	4,50	3	3	3,00	3	4	3,50	3	3	3,00
97	Wanita	26-30 th	Perg. Tinggi	Mahasiswa	4	3	3,50	3	3	3,00	4	4	4,00	3	3	3,00	4	3	3,50
98	Laki-Laki	> 30 th	Perg. Tinggi	Peg. Swasta	4	3	3,50	5	4	4,50	4	5	4,50	5	5	5,00	4	3	3,50
99	Laki-Laki	21-25 th	SLTA	Mahasiswa	4	3	3,50	4	3	3,50	3	5	4,00	3	4	3,50	5	4	4,50
100	Wanita	26-30 th	SLTP	Peg. Swasta	4	3	3,50	4	5	4,50	4	5	4,50	4	3	3,50	4	3	3,50

No	Serviceability			Aesthetics			Fit and Finish			Urutan Kepentingan							
	P1	P2	Rata ²	P1	P2	Rata ²	P1	P2	Rata ²	perf	fea	rel	conf	dur	serv	acst	fit
75	3	3	3.00	4	3	3.50	3	4	3.50	1	2	3	6	8	5	4	6
76	3	5	4.00	4	4	4.00	4	4	4.00	1	8	3	2	5	6	4	7
77	3	3	3.00	5	3	4.00	4	4	4.00	1	7	3	4	2	6	8	5
78	5	4	4.50	4	3	3.50	3	3	3.00	1	7	3	8	4	5	2	6
79	2	3	2.50	4	4	4.00	2	3	2.50	6	1	3	5	4	8	2	7
80	4	5	4.50	4	4	4.00	4	3	3.50	8	1	3	7	4	5	2	6
81	5	5	5.00	3	4	3.50	3	4	3.50	5	2	1	6	3	8	4	7
82	5	4	4.50	4	4	4.00	1	2	1.50	6	1	4	7	2	5	3	8
83	3	3	3.00	4	4	4.00	4	4	4.00	2	1	5	7	6	3	4	8
84	3	3	3.00	2	3	2.50	2	3	2.50	2	1	8	5	6	4	7	3
85	3	3	3.00	5	5	5.00	4	2	3.00	2	1	7	6	5	3	8	4
86	4	3	3.50	4	4	4.00	4	4	4.00	2	1	7	4	6	8	7	3
87	4	3	3.50	4	4	4.00	4	4	4.00	1	8	2	5	6	3	7	4
88	3	3	3.00	4	4	4.00	3	3	3.00	2	7	1	4	6	5	8	3
89	2	3	2.50	4	3	3.50	3	3	3.00	2	6	1	3	5	7	4	8
90	4	4	4.00	4	5	4.50	4	4	4.00	6	1	2	4	5	6	3	8
91	2	3	2.50	3	3	3.00	4	3	3.50	5	6	7	2	8	1	3	4
92	2	2	2.00	2	3	2.50	2	1	1.50	6	8	5	7	3	2	4	1
93	5	4	4.50	3	4	3.50	3	3	3.00	5	7	6	8	4	1	2	3
94	3	3	3.00	3	4	3.50	3	3	3.00	6	7	5	4	8	1	2	3
95	5	3	3.00	3	3	3.00	3	3	3.00	6	5	7	3	4	1	8	2
96	4	4	4.00	3	4	3.50	4	3	3.50	4	1	3	7	2	5	6	8
97	3	4	3.50	3	4	3.50	3	4	3.50	4	2	8	3	1	5	6	7
98	3	3	3.00	4	3	3.50	4	4	4.00	3	2	8	4	1	7	6	5
99	3	4	3.50	4	3	3.50	4	3	2.50	4	1	3	5	2	8	6	7
100	3	4	3.50	4	2	3.00	3	2	2.50	8	5	1	3	6	7	4	2

LAMPIRAN 3 : PERHITUNGAN ANALISIS FISHBEIN

1. Hasil Jawaban berdasarkan Kepercayaan

Atribut	STS	TS	N	S	SS	Jumlah
Performance	2	10	67	102	19	200
Feature	2	16	53	88	41	200
Reliability	2	5	37	116	40	200
Conformance	2	12	67	106	13	200
Durability	1	14	65	85	35	200
Serviceability	0	21	79	71	29	200
Aesthetics	0	8	57	116	19	200
Fit and Finish	7	48	75	70	0	200

2. Skor Penilaian Berdasarkan Kepercayaan

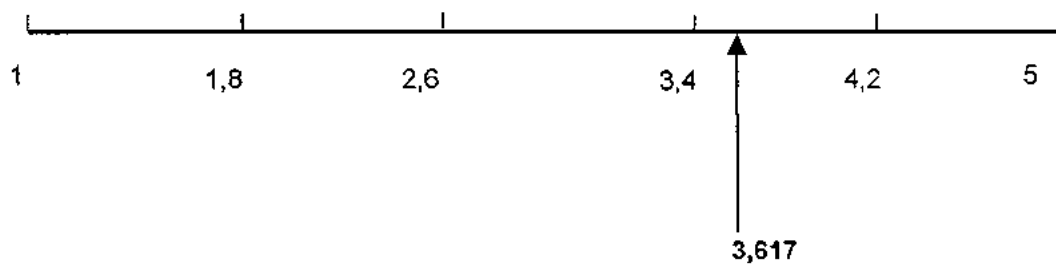
Atribut	Skor Kepercayaan (bi)						Rata-rata Tertimbang
	STS	TS	N	S	SS	Jumlah	
Performance	2	20	201	408	95	726	3.630
Feature	2	32	159	352	205	750	3.750
Reliability	2	10	111	464	200	787	3.935
Conformance	2	24	201	424	65	716	3.580
Durability	1	28	195	340	175	739	3.695
Serviceability	0	42	237	284	145	708	3.540
Aesthetics	0	16	171	464	95	746	3.730
Fit and Finish	7	96	225	280	0	608	3.040

Perhitungan Indeks Sikap Konsumen (Ao)

Atribut	Believe (bi)	Evaluasi (ei)	Sikap Ao
Performance	3.630	0.143	0.517
Feature	3.750	0.119	0.447
Reliability	3.935	0.128	0.504
Conformance	3.580	0.116	0.416
Durability	3.695	0.134	0.497
Serviceability	3.540	0.115	0.408
Aesthetics	3.730	0.124	0.462
Fit and Finish	3.040	0.121	0.366
Jumlah			3.617

Penentuan Interval Skala Sikap Konsumen

Atribut	Skor Maksimum			Skor Minimum		
	Keyakinan	Evaluasi	Sikap	Keyakinan	Evaluasi	Sikap
Performance	5	0.143	0.713	1	0.143	0.143
Feature	5	0.119	0.596	1	0.119	0.119
Reliability	5	0.128	0.640	1	0.128	0.128
Conformance	5	0.116	0.581	1	0.116	0.116
Durability	5	0.134	0.672	1	0.134	0.134
Serviceability	5	0.115	0.576	1	0.115	0.115
Aesthetics	5	0.124	0.619	1	0.124	0.124
Fit and Finish	5	0.121	0.603	1	0.121	0.121
Jumlah			5.000			1.000



Lampiran 4. Analisis Deskriptive Penilaian Berdasarkan Karakteristik Responden

Descriptives

		N	Mean	Std. Deviation
Performance	Wanita	36	3.7222	.81455
	Pria	64	3.9063	.84925
	Total	100	3.8400	.83750
Feature	Wanita	36	4.7500	.43916
	Pria	64	3.4844	.81634
	Total	100	3.9400	.93008
Reliability	Wanita	36	4.2222	.76012
	Pria	64	4.1094	.81877
	Total	100	4.1500	.79614
Conformance	Wanita	36	3.7778	.79682
	Pria	64	3.7031	.79041
	Total	100	3.7300	.78951
Durability	Wanita	36	3.8611	.93052
	Pria	64	3.9844	.84501
	Total	100	3.9400	.87409
Serviceability	Wanita	36	3.6944	.95077
	Pria	64	3.6406	.94897
	Total	100	3.6600	.94516
Aesthetics	Wanita	36	3.9444	.58282
	Pria	64	3.9219	.76230
	Total	100	3.9300	.70000
Fit and Finish	Wanita	36	3.0278	1.02779
	Pria	64	3.1094	.96143
	Total	100	3.0800	.98144

Descriptives

		N	Mean	Std. Deviation
Performance	15 - 20 th	12	3.2500	1.05529
	21 - 25 th	43	3.7907	.77331
	26 - 30 th	28	4.1071	.68526
	> 30 th	17	3.9412	.89935
	Total	100	3.8400	.83750
Feature	15 - 20 th	12	3.8333	1.11464
	21 - 25 th	43	4.0000	.92582
	26 - 30 th	28	3.9643	.92224
	> 30 th	17	3.8235	.88284
	Total	100	3.9400	.93008
Reliability	15 - 20 th	12	4.3333	.49237
	21 - 25 th	43	3.9535	.92462
	26 - 30 th	28	4.2857	.71270
	> 30 th	17	4.2941	.68599
	Total	100	4.1500	.79614
Conformance	15 - 20 th	12	3.7500	.86603
	21 - 25 th	43	3.6512	.81310
	26 - 30 th	28	3.7857	.83254
	> 30 th	17	3.8235	.63593
	Total	100	3.7300	.78951
Durability	15 - 20 th	12	3.1667	.93744
	21 - 25 th	43	3.9070	.83990
	26 - 30 th	28	4.0357	.79266
	> 30 th	17	4.4118	.71229
	Total	100	3.9400	.87409
Serviceability	15 - 20 th	12	3.1667	.83485
	21 - 25 th	43	3.5349	.88234
	26 - 30 th	28	3.8929	.95604
	> 30 th	17	3.9412	1.02899
	Total	100	3.6600	.94516
Aesthetics	15 - 20 th	12	4.0833	.51493
	21 - 25 th	43	3.8837	.69725
	26 - 30 th	28	3.8571	.84828
	> 30 th	17	4.0588	.55572
	Total	100	3.9300	.70000
Fit and Finish	15 - 20 th	12	2.9167	1.24011
	21 - 25 th	43	3.0698	.98550
	26 - 30 th	28	3.0000	.98131
	> 30 th	17	3.3529	.78591
	Total	100	3.0800	.98144

Descriptives

		N	Mean	Std. Deviation
Performance	SLTP	19	3.5789	1.01739
	SLTA	50	3.9000	.73540
	Akademi / PT	24	3.9167	.88055
	Lain-lain	7	3.8571	.89974
	Total	100	3.8400	.83750
Feature	SLTP	19	3.9474	.97032
	SLTA	50	3.9200	.92229
	Akademi / PT	24	3.7917	.97709
	Lain-lain	7	4.5714	.53452
	Total	100	3.9400	.93008
Reliability	SLTP	19	4.4211	.60698
	SLTA	50	4.0200	.79514
	Akademi / PT	24	4.0417	.90790
	Lain-lain	7	4.7143	.48795
	Total	100	4.1500	.79614
Conformance	SLTP	19	3.8421	.76472
	SLTA	50	3.5600	.78662
	Akademi / PT	24	3.9167	.82970
	Lain-lain	7	4.0000	.57735
	Total	100	3.7300	.78951
Durability	SLTP	19	3.4737	1.02026
	SLTA	50	3.9200	.77828
	Akademi / PT	24	4.1667	.86811
	Lain-lain	7	4.5714	.53452
	Total	100	3.9400	.87409
Serviceability	SLTP	19	3.4737	.84119
	SLTA	50	3.5200	.88617
	Akademi / PT	24	3.9583	.99909
	Lain-lain	7	4.1429	1.21499
	Total	100	3.6600	.94516
Aesthetics	SLTP	19	4.1579	.60214
	SLTA	50	3.9600	.66884
	Akademi / PT	24	3.6250	.82423
	Lain-lain	7	4.1429	.37796
	Total	100	3.9300	.70000
Fit and Finish	SLTP	19	3.0526	1.07877
	SLTA	50	3.0200	.99980
	Akademi / PT	24	3.2917	.80645
	Lain-lain	7	2.8571	1.21499
	Total	100	3.0800	.98144

Descriptives

		N	Mean	Std. Deviation
Performance	Pelajar	11	3.1818	1.07872
	Mahasiswa	38	3.8684	.66459
	Pegawai Negeri	23	4.2174	.73587
	Pegawai Swasta	28	3.7500	.88715
	Total	100	3.8400	.83750
Feature	Pelajar	11	3.8182	1.16775
	Mahasiswa	38	3.9737	.91495
	Pegawai Negeri	23	4.0000	.85280
	Pegawai Swasta	28	3.8929	.95604
	Total	100	3.9400	.93008
Reliability	Pelajar	11	4.3636	.50452
	Mahasiswa	38	4.0000	.80539
	Pegawai Negeri	23	4.3478	.64728
	Pegawai Swasta	28	4.1071	.95604
	Total	100	4.1500	.79614
Conformance	Pelajar	11	3.7273	.90453
	Mahasiswa	38	3.6053	.82329
	Pegawai Negeri	23	3.6957	.70290
	Pegawai Swasta	28	3.9286	.76636
	Total	100	3.7300	.78951
Durability	Pelajar	11	3.0909	.94388
	Mahasiswa	38	3.9474	.83658
	Pegawai Negeri	23	4.1739	.83406
	Pegawai Swasta	28	4.0714	.76636
	Total	100	3.9400	.87409
Serviceability	Pelajar	11	3.1818	.87386
	Mahasiswa	38	3.4474	.82846
	Pegawai Negeri	23	3.5217	.73048
	Pegawai Swasta	28	4.2500	1.04083
	Total	100	3.6600	.94516
Aesthetics	Pelajar	11	4.0909	.53936
	Mahasiswa	38	3.8947	.68928
	Pegawai Negeri	23	4.0000	.79772
	Pegawai Swasta	28	3.8571	.70523
	Total	100	3.9300	.70000
Fit and Finish	Pelajar	11	3.0909	1.13618
	Mahasiswa	38	3.0789	1.02355
	Pegawai Negeri	23	3.0435	.92826
	Pegawai Swasta	28	3.1071	.95604
	Total	100	3.0800	.98144

Lampiran 5. Hasil Uji Chi Square Jenis Kelamin * Performance

Crosstab

Count

		Performance					Total
		STS	TS	N	S	SS	
Jenis Kelamin	Wanita		4	6	22	4	36
	Pria	1	5	5	41	12	64
Total		1	9	11	63	16	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.355 ^a	4	.500
Likelihood Ratio	3.649	4	.456
Linear-by-Linear Association	1.112	1	.292
N of Valid Cases	100		

a. 4 cells (40.0%) have expected count less than 5. The minimum expected count is .36.

Jenis Kelamin * Feature

Crosstab

Count

		Feature					Total
		STS	TS	N	S	SS	
Jenis Kelamin	Wanita				9	27	36
	Pria	1	8	16	37	2	64
Total		1	8	16	46	29	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	60.498 ^a	4	.000
Likelihood Ratio	70.651	4	.000
Linear-by-Linear Association	42.663	1	.000
N of Valid Cases	100		

a. 3 cells (30.0%) have expected count less than 5. The minimum expected count is .36.

Jenis Kelamin * Reliability

Crosstab

Count

		Reliability					Total
		STS	TS	N	S	SS	
Jenis Kelamin	Wanita		1	4	17	14	36
	Pria	1	2	6	35	20	64
Total		1	3	10	52	34	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.284 ^a	4	.864
Likelihood Ratio	1.609	4	.807
Linear-by-Linear Association	.463	1	.496
N of Valid Cases	100		

a. 5 cells (50.0%) have expected count less than 5. The minimum expected count is .36.

Jenis Kelamin * Conformance

Crosstab

Count

		Conformance					Total
		STS	TS	N	S	SS	
Jenis Kelamin	Wanita	1	2	4	26	3	36
	Pria	1	5	11	42	5	64
Total		2	7	15	68	8	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.060 ^a	4	.901
Likelihood Ratio	1.085	4	.897
Linear-by-Linear Association	.206	1	.650
N of Valid Cases	100		

a. 5 cells (50.0%) have expected count less than 5. The minimum expected count is .72.

Jenis Kelamin * Durability

Crosstab

Count		Durability				Total
		TS	N	S	SS	
Jenis Kelamin	Wanita	4	6	17	9	36
	Pria	4	11	31	18	64
Total		8	17	48	27	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	.775 ^a	3	.856
Likelihood Ratio	.748	3	.862
Linear-by-Linear Association	.458	1	.498
N of Valid Cases	100		

a. 1 cells (12.5%) have expected count less than 5. The minimum expected count is 2.88.

Jenis Kelamin * Serviceability

Crosstab

Count		Serviceability				Total
		TS	N	S	SS	
Jenis Kelamin	Wanita	6	5	19	6	36
	Pria	9	17	26	12	64
Total		15	22	45	18	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.598 ^a	3	.458
Likelihood Ratio	2.707	3	.439
Linear-by-Linear Association	.075	1	.785
N of Valid Cases	100		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.40.

Jenis Kelamin * Aesthetics

Crosstab

Count

		Aesthetics				Total
		TS	N	S	SS	
Jenis Kelamin	Wanita	1	4	27	4	36
	Pria	5	6	42	11	64
Total		6	10	69	15	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.903 ^a	3	.593
Likelihood Ratio	2.052	3	.562
Linear-by-Linear Association	.024	1	.877
N of Valid Cases	100		

a. 3 cells (37.5%) have expected count less than 5. The minimum expected count is 2.16.

Jenis Kelamin * Fit and Finish

Crosstab

Count

		Fit and Finish				Total
		STS	TS	N	S	
Jenis Kelamin	Wanita	2	12	5	17	36
	Pria	4	14	17	29	64
Total		6	26	22	46	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.882 ^a	3	.410
Likelihood Ratio	2.971	3	.396
Linear-by-Linear Association	.159	1	.690
N of Valid Cases	100		

a. 2 cells (25.0%) have expected count less than 5. The minimum expected count is 2.16.

Tingkat Usia * Performance

Crosstab

Count

		Performance					Total
		STS	TS	N	S	SS	
Tingkat	15 - 20 th	1	2	2	7		12
Usia	21 - 25 th		4	6	28	5	43
	26 - 30 th		1	2	18	7	28
	> 30 th		2	1	10	4	17
Total		1	9	11	63	16	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.237 ^a	12	.229
Likelihood Ratio	13.999	12	.301
Linear-by-Linear Association	5.565	1	.018
N of Valid Cases	100		

a. 15 cells (75.0%) have expected count less than 5. The minimum expected count is .12.

Tingkat Usia * Feature

Crosstab

Count

		Feature					Total
		STS	TS	N	S	SS	
Tingkat	15 - 20 th	1		2	6	3	12
Usia	21 - 25 th		4	6	19	14	43
	26 - 30 th		2	6	11	9	28
	> 30 th		2	2	10	3	17
Total		1	8	16	46	29	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	11.593 ^a	12	.479
Likelihood Ratio	9.473	12	.662
Linear-by-Linear Association	.056	1	.813
N of Valid Cases	100		

a. 13 cells (65.0%) have expected count less than 5. The minimum expected count is .12.

Tingkat Usia * Reliability

Crosstab

Count		Reliability					Total
		STS	TS	N	S	SS	
Tingkat	15 - 20 th				8	4	12
Usia	21 - 25 th	1	3	4	24	11	43
	26 - 30 th			4	12	12	28
	> 30 th			2	8	7	17
Total		1	3	10	52	34	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	10.039 ^a	12	.613
Likelihood Ratio	12.631	12	.396
Linear-by-Linear Association	.803	1	.370
N of Valid Cases	100		

a. 13 cells (65.0%) have expected count less than 5. The minimum expected count is .12.

Tingkat Usia * Conformance

Crosstab

Count		Conformance					Total
		STS	TS	N	S	SS	
Tingkat	15 - 20 th		2		9	1	12
Usia	21 - 25 th	2	1	9	29	2	43
	26 - 30 th		3	4	17	4	28
	> 30 th		1	2	13	1	17
Total		2	7	15	68	8	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	11.683 ^a	12	.471
Likelihood Ratio	13.903	12	.307
Linear-by-Linear Association	.391	1	.532
N of Valid Cases	100		

a. 15 cells (75.0%) have expected count less than 5. The minimum expected count is .24.

Tingkat Usia * Durability

Crosstab

Count		Durability				Total
		TS	N	S	SS	
Tingkat Usia	15 - 20 th	4	2	6		12
	21 - 25 th	3	8	22	10	43
	26 - 30 th	1	5	14	8	28
	> 30 th		2	6	9	17
Total		8	17	48	27	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	20.502 ^a	9	.015
Likelihood Ratio	20.157	9	.017
Linear-by-Linear Association	12.363	1	.000
N of Valid Cases	100		

a. 9 cells (56.3%) have expected count less than 5. The minimum expected count is .96.

Tingkat Usia * Serviceability

Crosstab

Count		Serviceability				Total
		TS	N	S	SS	
Tingkat Usia	15 - 20 th	3	4	5		12
	21 - 25 th	8	7	25	3	43
	26 - 30 th	2	8	9	9	28
	> 30 th	2	3	6	6	17
Total		15	22	45	18	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	18.543 ^a	9	.029
Likelihood Ratio	20.436	9	.015
Linear-by-Linear Association	6.528	1	.011
N of Valid Cases	100		

a. 7 cells (43.8%) have expected count less than 5. The minimum expected count is 1.80.

Tingkat Usia * Aesthetics

Crosstab

Count		Aesthetics				Total
		TS	N	S	SS	
Tingkat Usia	15 - 20 th		1	9	2	12
	21 - 25 th	4	1	34	4	43
	26 - 30 th	2	6	14	6	28
	> 30 th		2	12	3	17
Total		6	10	69	15	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	12.828 ^a	9	.171
Likelihood Ratio	14.866	9	.095
Linear-by-Linear Association	.006	1	.938
N of Valid Cases	100		

a. 11 cells (68.8%) have expected count less than 5. The minimum expected count is .72.

Tingkat Usia * Fit and Finish

Crosstab

Count		Fit and Finish				Total
		STS	TS	N	S	
Tingkat Usia	15 - 20 th	2	3	1	6	12
	21 - 25 th	2	13	8	20	43
	26 - 30 th	2	7	8	11	28
	> 30 th		3	5	9	17
Total		6	26	22	46	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	6.970 ^a	9	.640
Likelihood Ratio	7.541	9	.581
Linear-by-Linear Association	1.013	1	.314
N of Valid Cases	100		

a. 8 cells (50.0%) have expected count less than 5. The minimum expected count is .72.

Pendidikan * Performance

Crosstab

Count		Performance					Total
		STS	TS	N	S	SS	
Pendidikan	SLTP	1	2	3	11	2	19
	SLTA		3	7	32	8	50
	Akademi / PT		3	1	15	5	24
	Lain-lain		1		5	1	7
Total		1	9	11	63	16	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	8.836 ^a	12	.717
Likelihood Ratio	8.917	12	.710
Linear-by-Linear Association	1.049	1	.306
N of Valid Cases	100		

a. 15 cells (75.0%) have expected count less than 5. The minimum expected count is .07.

Pendidikan * Feature

Crosstab

Count		Feature					Total
		STS	TS	N	S	SS	
Pendidikan	SLTP	1		3	10	5	19
	SLTA		5	8	23	14	50
	Akademi / PT		3	5	10	6	24
	Lain-lain				3	4	7
Total		1	8	16	46	29	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	11.075 ^a	12	.523
Likelihood Ratio	12.772	12	.386
Linear-by-Linear Association	.453	1	.501
N of Valid Cases	100		

a. 13 cells (65.0%) have expected count less than 5. The minimum expected count is .07.

Pendidikan * Reliability

Crosstab

Count

		Reliability					Total
		STS	TS	N	S	SS	
Pendidikan	SLTP			1	9	9	19
	SLTA		3	6	28	13	50
	Akademi / PT	1		3	13	7	24
	Lain-lain				2	5	7
Total		1	3	10	52	34	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	13.625 ^a	12	.325
Likelihood Ratio	14.664	12	.260
Linear-by-Linear Association	.001	1	.982
N of Valid Cases	100		

a. 13 cells (65.0%) have expected count less than 5. The minimum expected count is .07.

Pendidikan * Conformance

Crosstab

Count

		Conformance					Total
		STS	TS	N	S	SS	
Pendidikan	SLTP		2	1	14	2	19
	SLTA	2	3	10	35		50
	Akademi / PT		2	3	14	5	24
	Lain-lain			1	5	1	7
Total		2	7	15	68	8	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	14.996 ^a	12	.242
Likelihood Ratio	18.949	12	.090
Linear-by-Linear Association	.895	1	.344
N of Valid Cases	100		

a. 16 cells (80.0%) have expected count less than 5. The minimum expected count is .14.

Pendidikan * Durability

Crosstab

Count		Durability				Total
		TS	N	S	SS	
Pendidikan	SLTP	5	2	10	2	19
	SLTA	2	11	26	11	50
	Akademi / PT	1	4	9	10	24
	Lain-lain			3	4	7
Total		8	17	48	27	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	19.845 ^a	9	.019
Likelihood Ratio	18.709	9	.028
Linear-by-Linear Association	10.400	1	.001
N of Valid Cases	100		

a. 9 cells (56.3%) have expected count less than 5. The minimum expected count is .56.

Pendidikan * Serviceability

Crosstab

Count		Serviceability				Total
		TS	N	S	SS	
Pendidikan	SLTP	3	5	10	1	19
	SLTA	8	13	24	5	50
	Akademi / PT	3	3	10	8	24
	Lain-lain	1	1	1	4	7
Total		15	22	45	18	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	16.298 ^a	9	.061
Likelihood Ratio	15.188	9	.086
Linear-by-Linear Association	5.064	1	.024
N of Valid Cases	100		

a. 9 cells (56.3%) have expected count less than 5. The minimum expected count is 1.05.

Pendidikan * Aesthetics

Crosstab

Count		Aesthetics				Total
		TS	N	S	SS	
Pendidikan	SLTP		2	12	5	19
	SLTA	3	3	37	7	50
	Akademi / PT	3	5	14	2	24
	Lain-lain			6	1	7
Total		6	10	69	15	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	10.895 ^a	9	.283
Likelihood Ratio	12.045	9	.211
Linear-by-Linear Association	2.276	1	.131
N of Valid Cases	100		

a. 11 cells (68.8%) have expected count less than 5. The minimum expected count is .42.

Pendidikan * Fit and Finish

Crosstab

Count		Fit and Finish				Total
		STS	TS	N	S	
Pendidikan	SLTP	1	7	1	10	19
	SLTA	4	12	13	21	50
	Akademi / PT		5	7	12	24
	Lain-lain	1	2	1	3	7
Total		6	26	22	46	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	7.778 ^a	9	.557
Likelihood Ratio	9.911	9	.358
Linear-by-Linear Association	.095	1	.758
N of Valid Cases	100		

a. 9 cells (56.3%) have expected count less than 5. The minimum expected count is .42.

Pekerjaan * Performance

Crosstab

Count		Performance					Total
		STS	TS	N	S	SS	
Pekerjaan	Pelajar	1	2	2	6		11
	Mahasiswa		2	5	27	4	38
	Pegawai Negeri			4	10	9	23
	Pegawai Swasta		5		20	3	28
Total		1	9	11	63	16	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	31.707 ^a	12	.002
Likelihood Ratio	32.112	12	.001
Linear-by-Linear Association	1.692	1	.193
N of Valid Cases	100		

a. 15 cells (75.0%) have expected count less than 5. The minimum expected count is .11.

Pekerjaan * Feature

Crosstab

Count		Feature					Total
		STS	TS	N	S	SS	
Pekerjaan	Pelajar	1		2	5	3	11
	Mahasiswa		3	7	16	12	38
	Pegawai Negeri		2	2	13	6	23
	Pegawai Swasta		3	5	12	8	28
Total		1	8	16	46	29	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	11.150 ^a	12	.516
Likelihood Ratio	8.439	12	.750
Linear-by-Linear Association	.000	1	.993
N of Valid Cases	100		

a. 12 cells (60.0%) have expected count less than 5. The minimum expected count is .11.

Pekerjaan * Reliability

Crosstab

Count

		Reliability					Total
		STS	TS	N	S	SS	
Pekerjaan	Pelajar				7	4	11
	Mahasiswa		3	3	23	9	38
	Pegawai Negeri			2	11	10	23
	Pegawai Swasta	1		5	11	11	28
Total		1	3	10	52	34	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	14.313 ^a	12	.281
Likelihood Ratio	16.101	12	.187
Linear-by-Linear Association	.001	1	.980
N of Valid Cases	100		

a. 13 cells (65.0%) have expected count less than 5. The minimum expected count is .11.

Pekerjaan * Conformance

Crosstab

Count

		Conformance					Total
		STS	TS	N	S	SS	
Pekerjaan	Pelajar		2		8	1	11
	Mahasiswa	2	1	8	26	1	38
	Pegawai Negeri		2	4	16	1	23
	Pegawai Swasta		2	3	18	5	28
Total		2	7	15	68	8	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	14.640 ^a	12	.262
Likelihood Ratio	16.213	12	.182
Linear-by-Linear Association	1.726	1	.189
N of Valid Cases	100		

a. 15 cells (75.0%) have expected count less than 5. The minimum expected count is .22.

Pekerjaan * Durability

Crosstab

Count		Durability				Total
		TS	N	S	SS	
Pekerjaan	Pelajar	4	2	5		11
	Mahasiswa	2	8	18	10	38
	Pegawai Negeri	1	3	10	9	23
	Pegawai Swasta	1	4	15	8	28
Total		8	17	48	27	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	17.750 ^a	9	.038
Likelihood Ratio	15.679	9	.074
Linear-by-Linear Association	6.396	1	.011
N of Valid Cases	100		

a. 8 cells (50.0%) have expected count less than 5. The minimum expected count is .88.

Pekerjaan * Serviceability

Crosstab

Count		Serviceability				Total
		TS	N	S	SS	
Pekerjaan	Pelajar	3	3	5		11
	Mahasiswa	7	8	22	1	38
	Pegawai Negeri	2	8	12	1	23
	Pegawai Swasta	3	3	6	16	28
Total		15	22	45	18	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	44.143 ^a	9	.000
Likelihood Ratio	41.973	9	.000
Linear-by-Linear Association	13.840	1	.000
N of Valid Cases	100		

a. 7 cells (43.8%) have expected count less than 5. The minimum expected count is 1.65.

Pekerjaan * Aesthetics

Crosstab

Count		Aesthetics				Total
		TS	N	S	SS	
Pekerjaan	Pelajar		1	8	2	11
	Mahasiswa	3	2	29	4	38
	Pegawai Negeri	2	1	15	5	23
	Pegawai Swasta	1	6	17	4	28
Total		6	10	69	15	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	8.625 ^a	9	.473
Likelihood Ratio	8.717	9	.464
Linear-by-Linear Association	.368	1	.544
N of Valid Cases	100		

a. 11 cells (68.8%) have expected count less than 5. The minimum expected count is .66.

Pekerjaan * Fit and Finish

Crosstab

Count		Fit and Finish				Total
		STS	TS	N	S	
Pekerjaan	Pelajar	1	3	1	6	11
	Mahasiswa	3	9	8	18	38
	Pegawai Negeri		9	4	10	23
	Pegawai Swasta	2	5	9	12	28
Total		6	26	22	46	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	6.830 ^a	9	.655
Likelihood Ratio	8.130	9	.521
Linear-by-Linear Association	.003	1	.954
N of Valid Cases	100		

a. 6 cells (37.5%) have expected count less than 5. The minimum expected count is .66.

