

Lampiran 2 Hasil Uji Validitas

Hasil Uji Validitas Word Of Mouth

Correlations

		mendapat informasi	menyampaikan hal positif	mengajak dan membujuk	word of mouth
mendapat informasi	Pearson Correlation	1	,714**	,428**	,841**
	Sig. (2-tailed)		,000	,000	,000
	N	76	76	76	76
menyampaikan hal positif	Pearson Correlation	,714**	1	,626**	,931**
	Sig. (2-tailed)	,000		,000	,000
	N	76	76	76	76
mengajak dan membujuk	Pearson Correlation	,428**	,626**	1	,782**
	Sig. (2-tailed)	,000	,000		,000
	N	76	76	76	76
word of mouth	Pearson Correlation	,841**	,931**	,782**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	76	76	76	76

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

Hasil Uji Validitas Persepsi Harga

Correlations

		keterjangka uan harga	kesesuaia n harga	daya saing harga	persepsi harga
keterjangkauan harga	Pearson Correlation	1	,191	,136	,619**
	Sig. (2-tailed)		,099	,243	,000
	N	76	76	76	76
kesesuaian harga	Pearson Correlation	,191	1	,270*	,771**
	Sig. (2-tailed)	,099		,018	,000
	N	76	76	76	76
daya saing harga	Pearson Correlation	,136	,270*	1	,650**
	Sig. (2-tailed)	,243	,018		,000
	N	76	76	76	76
persepsi harga	Pearson Correlation	,619**	,771**	,650**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	76	76	76	76

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

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

Hasil Uji Validitas Kualitas Layanan

Bukti Fisik

Correlations

		bukti fisik	kebersihan dan kerapian	fasilitas parkir	penampilan karyawan	kualitas layanan
bukti fisik	Pearson Correlation	1	,650**	,709**	,645**	,792**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	76	76	76	76	76
kebersihan dan kerapian	Pearson Correlation	,650**	1	,259*	,198	,654**
	Sig. (2-tailed)	,000		,024	,087	,000
	N	76	76	76	76	76
fasilitas parkir	Pearson Correlation	,709**	,259*	1	,073	,473**
	Sig. (2-tailed)	,000	,024		,531	,000
	N	76	76	76	76	76
penampilan karyawan	Pearson Correlation	,645**	,198	,073	1	,500**
	Sig. (2-tailed)	,000	,087	,531		,000
	N	76	76	76	76	76
kualitas layanan	Pearson Correlation	,792**	,654**	,473**	,500**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	76	76	76	76	76

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

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

Hasil Uji Validitas Kualitas Layanan

Keandalan

Correlations

		keandalan	kecepatan melayani	kenyamanan pelanggan	obat yang lengkap	kualitas layanan
keandalan	Pearson Correlation	1	,829**	,556**	,812**	,755**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	76	76	76	76	76
kecepatan melayani	Pearson Correlation	,829**	1	,138	,613**	,476**
	Sig. (2-tailed)	,000		,235	,000	,000
	N	76	76	76	76	76
kenyamanan pelanggan	Pearson Correlation	,556**	,138	1	,172	,696**
	Sig. (2-tailed)	,000	,235		,138	,000
	N	76	76	76	76	76
obat yang lengkap	Pearson Correlation	,812**	,613**	,172	1	,525**
	Sig. (2-tailed)	,000	,000	,138		,000
	N	76	76	76	76	76
kualitas layanan	Pearson Correlation	,755**	,476**	,696**	,525**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	76	76	76	76	76

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

Hasil Uji Validitas Kualitas Layanan

Daya Tanggap

Correlations

		daya tanggap	cepat tanggap thp keluhan	penyampaian informasi obat	kualitas layanan
daya tanggap	Pearson Correlation	1	,747**	,757**	,537**
	Sig. (2-tailed)		,000	,000	,000
	N	76	76	76	76
cepat tanggap thp keluhan	Pearson Correlation	,747**	1	,131	,455**
	Sig. (2-tailed)	,000		,258	,000
	N	76	76	76	76
penyampaian informasi obat	Pearson Correlation	,757**	,131	1	,353**
	Sig. (2-tailed)	,000	,258		,002
	N	76	76	76	76
kualitas layanan	Pearson Correlation	,537**	,455**	,353**	1
	Sig. (2-tailed)	,000	,000	,002	
	N	76	76	76	76

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

Hasil Uji Validitas Kualitas Layanan

Jaminan

Correlations

		jaminan	pengetahuan ketrampilan	ketepatan dalam memberi obat	obat tersegel rapi	kualitas layanan
jaminan	Pearson Correlation	1	,662**	,510**	,708**	,869**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	76	76	76	76	76
pengetahuan ketrampilan	Pearson Correlation	,662**	1	,074	,282*	,696**
	Sig. (2-tailed)	,000		,527	,013	,000
	N	76	76	76	76	76
ketepatan dalam memberi obat	Pearson Correlation	,510**	,074	1	-,070	,454**
	Sig. (2-tailed)	,000	,527		,546	,000
	N	76	76	76	76	76
obat tersegel rapi	Pearson Correlation	,708**	,282*	-,070	1	,518**
	Sig. (2-tailed)	,000	,013	,546		,000
	N	76	76	76	76	76
kualitas layanan	Pearson Correlation	,869**	,696**	,454**	,518**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	76	76	76	76	76

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

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

Hasil Uji Validitas Kualitas Layanan

Empati

Correlations

		empati	layanan sama rata	layanan yg sopan	kualitas layanan
empati	Pearson Correlation	1	,846**	,896**	,696**
	Sig. (2-tailed)		,000	,000	,000
	N	76	76	76	76
layanan sama rata	Pearson Correlation	,846**	1	,522**	,696**
	Sig. (2-tailed)	,000		,000	,000
	N	76	76	76	76
layanan yg sopan	Pearson Correlation	,896**	,522**	1	,535**
	Sig. (2-tailed)	,000	,000		,000
	N	76	76	76	76
kualitas layanan	Pearson Correlation	,696**	,696**	,535**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	76	76	76	76

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

Hasil Uji Validitas Loyalitas Pelanggan

Correlations

		pembelian ulang	merekome ndasikan	kebal thp pesaing	loyalitas pelanggan
pembelian ulang	Pearson Correlation	1	,496**	,184	,801**
	Sig. (2-tailed)		,000	,111	,000
	N	76	76	76	76
merekomendasikan	Pearson Correlation	,496**	1	,040	,750**
	Sig. (2-tailed)	,000		,733	,000
	N	76	76	76	76
kebal thp pesaing	Pearson Correlation	,184	,040	1	,555**
	Sig. (2-tailed)	,111	,733		,000
	N	76	76	76	76
loyalitas pelanggan	Pearson Correlation	,801**	,750**	,555**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	76	76	76	76

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

Lampiran 3 Hasil Uji Reabilitas

Reabilitas Variabel Word Of Mouth

Case Processing Summary

		N	%
Cases	Valid	76	100,0
	Excluded ^a	0	,0
	Total	76	100,0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,847	,912	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
mendapat informasi	16,7237	13,456	,771	.	,814
menyampaikan hal positif	17,0263	11,759	,888	.	,753
mengajak dan membujuk	17,2368	14,263	,701	.	,840
word of mouth	10,1974	4,667	1,000	.	,812

Reabilitas Variabel Persepsi Harga

Case Processing Summary

		N	%
Cases	Valid	76	100,0
	Excluded ^a	0	,0
	Total	76	100,0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,762	,758	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
keterjangkauan harga	18,2105	9,902	,448	..	,765
kesesuaian harga	18,2237	8,256	,608	..	,687
daya saing harga	18,2368	9,810	,494	..	,751
persepsi harga	10,9342	3,209	1,000	..	,427

Reabilitas Variabel Kualitas Layanan

Case Processing Summary

		N	%
Cases	Valid	76	100,0
	Excluded ^a	0	,0
	Total	76	100,0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,860	,909	19

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
bukti fisik	131,1447	232,125	,749	,	,841
kebersihan dan kerapian	138,0000	259,413	,630	,	,854
fasilitas parkir	138,2500	259,497	,426	,	,856
penampilan karyawan	138,0789	259,727	,458	,	,856
keandalan	130,3553	236,419	,709	,	,844
kecepatan melayani	137,7763	261,483	,437	,	,857
kenyamanan pelanggan	137,8421	258,935	,675	,	,854
obat yang lengkap	137,9211	262,234	,495	,	,856
daya tanggap	134,3421	248,601	,465	,	,854
cepat tanggap thp keluhan	137,9474	259,331	,405	,	,857
penyampaian informasi obat	137,9868	262,600	,297	,	,859
jaminan	130,5132	233,826	,844	,	,839
pengetahuan ketrampilan	137,8421	258,935	,675	,	,854
ketepatan dalam memberi obat	137,8158	262,792	,416	,	,857
obat tersegel rapi	138,0395	258,998	,476	,	,855
empati	134,4079	246,138	,653	,	,848
layanan sama rata	137,8421	258,935	,675	,	,854
layanan yg sopan	138,1579	260,268	,500	,	,856
kualitas layanan	94,3947	121,602	1,000	,	,883

Reabilitas Loyalitas Pelanggan

Case Processing Summary

		N	%
Cases	Valid	76	100,0
	Excluded ^a	0	,0
	Total	76	100,0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,776	,781	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
pembelian ulang	18,6053	7,975	,687	,	,698
merekomendasikan	18,6974	8,107	,603	,	,725
kebal thp pesaing	18,3553	9,432	,370	,	,812
loyalitas pelanggan	11,1316	2,942	1,000	,	,493

Lampiran 4 Hasil Analisis Regresi Linier Berganda

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	,710	1,307		,544	,588		
	word of mouth	,157	,069	,197	2,268	,026	,925	1,081
	persepsi harga	,331	,101	,346	3,290	,002	,634	1,577
	kualitas layanan	,110	,032	,355	3,396	,001	,642	1,558

a. Dependent Variable: loyalitas pelanggan

Lampiran 5 Hasil Koefisien Determinasi

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	,704 ^a	,496	,475	1,2426	,496	23,644	3	72	,000	1,601

a. Predictors: (Constant), kualitas layanan, word of mouth, persepsi harga

b. Dependent Variable: loyalitas pelanggan

Lampiran 6 Hasil Uji T

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	,710	1,307		,544	,588		
	word of mouth	,157	,069	,197	2,268	,026	,925	1,081
	persepsi harga	,331	,101	,346	3,290	,002	,634	1,577
	kualitas layanan	,110	,032	,355	3,396	,001	,642	1,558

a. Dependent Variable: loyalitas pelanggan

Lampiran 7 Hasil Uji F

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	109,518	3	36,506	23,644	,000 ^b
	Residual	111,167	72	1,544		
	Total	220,684	75			

a. Dependent Variable: loyalitas pelanggan

b. Predictors: (Constant), kualitas layanan, word of mouth, persepsi harga

Lampiran 8 Frekuensi Jawaban Responden

Statistics

mendapat informasi

N	Valid	76
	Missing	1
Mean		3,6711
Median		4,0000
Mode		3,00
Sum		279,00

mendapat informasi

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	tidak setuju	2	2,6	2,6	2,6
	netral	35	45,5	46,1	48,7
	setuju	25	32,5	32,9	81,6
	sangat setuju	14	18,2	18,4	100,0
	Total	76	98,7	100,0	
Missing	System	1	1,3		
Total		77	100,0		

Statistics

menyampaikan hal positif

N	Valid	76
	Missing	1
Mean		3,3684
Median		3,0000
Mode		3,00
Sum		256,00

menyampaikan hal positif

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	tidak setuju	16	20,8	21,1	21,1
	netral	27	35,1	35,5	56,6
	setuju	22	28,6	28,9	85,5
	sangat setuju	11	14,3	14,5	100,0
	Total	76	98,7	100,0	
Missing	System	1	1,3		
Total		77	100,0		

Statistics

mengajak dan membujuk

N	Valid	76
	Missing	1
Mean		3,1579
Median		3,0000
Mode		3,00
Sum		240,00

mengajak dan membujuk

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	tidak setuju	14	18,2	18,4	18,4
	netral	37	48,1	48,7	67,1
	setuju	24	31,2	31,6	98,7
	sangat setuju	1	1,3	1,3	100,0
	Total	76	98,7	100,0	
Missing	System	1	1,3		
Total		77	100,0		

Statistics

keterjangkauan harga

N	Valid	76
	Missing	1
Mean		3,6579
Median		4,0000
Mode		3,00
Sum		278,00

keterjangkauan harga

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	tidak setuju	3	3,9	3,9	3,9
	netral	33	42,9	43,4	47,4
	setuju	27	35,1	35,5	82,9
	sangat setuju	13	16,9	17,1	100,0
	Total	76	98,7	100,0	
Missing	System	1	1,3		
Total		77	100,0		

Statistics

kesesuaian harga

N	Valid	76
	Missing	1
Mean		3,6447
Median		4,0000
Mode		4,00
Sum		277,00

kesesuaian harga

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sangat tidak setuju	3	3,9	3,9	3,9
	tidak setuju	6	7,8	7,9	11,8
	netral	21	27,3	27,6	39,5
	setuju	31	40,3	40,8	80,3
	sangat setuju	15	19,5	19,7	100,0
	Total		76	98,7	100,0
Missing	System	1	1,3		
Total		77	100,0		

Statistics

daya saing harga

N	Valid	76
	Missing	1
Mean		3,6316
Median		4,0000
Mode		3,00
Sum		276,00

daya saing harga

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	tidak setuju	3	3,9	3,9	3,9
	netral	33	42,9	43,4	47,4
	setuju	29	37,7	38,2	85,5
	sangat setuju	11	14,3	14,5	100,0
	Total		76	98,7	100,0
Missing	System	1	1,3		
Total		77	100,0		

Statistics

kebersihan dan kerapian

N	Valid	76
	Missing	1
Mean		3,5921
Median		4,0000
Mode		4,00
Sum		273,00

kebersihan dan kerapian

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	tidak setuju	3	3,9	3,9	3,9
	netral	30	39,0	39,5	43,4
	setuju	38	49,4	50,0	93,4
	sangat setuju	5	6,5	6,6	100,0
	Total	76	98,7	100,0	
Missing	System	1	1,3		
Total		77	100,0		

Statistics

fasilitas parkir

N	Valid	76
	Missing	1
Mean		3,3421
Median		3,0000
Mode		3,00
Sum		254,00

fasilitas parkir

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sangat tidak setuju	2	2,6	2,6	2,6
	tidak setuju	12	15,6	15,8	18,4
	netral	28	36,4	36,8	55,3
	setuju	26	33,8	34,2	89,5
	sangat setuju	8	10,4	10,5	100,0
	Total	76	98,7	100,0	
Missing	System	1	1,3		
Total		77	100,0		

Statistics

penampilan karyawan

N	Valid	76
	Missing	1
Mean		3,5132
Median		4,0000
Mode		4,00
Sum		267,00

penampilan karyawan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sangat tidak setuju	3	3,9	3,9	3,9
	tidak setuju	4	5,2	5,3	9,2
	netral	27	35,1	35,5	44,7
	setuju	35	45,5	46,1	90,8
	sangat setuju	7	9,1	9,2	100,0
	Total	76	98,7	100,0	
Missing	System	1	1,3		
Total		77	100,0		

Statistics

kecepatan melayani

N	Valid	76
	Missing	1
Mean		3,8158
Median		4,0000
Mode		4,00
Sum		290,00

kecepatan melayani

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	tidak setuju	2	2,6	2,6	2,6
	netral	27	35,1	35,5	38,2
	setuju	30	39,0	39,5	77,6
	sangat setuju	17	22,1	22,4	100,0
	Total	76	98,7	100,0	
Missing	System	1	1,3		
Total		77	100,0		

Statistics

kenyamanan pelanggan

N	Valid	76
	Missing	1
Mean		3,7500
Median		4,0000
Mode		4,00
Sum		285,00

kenyamanan pelanggan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	tidak setuju	1	1,3	1,3	1,3
	netral	25	32,5	32,9	34,2
	setuju	42	54,5	55,3	89,5
	sangat setuju	8	10,4	10,5	100,0
	Total	76	98,7	100,0	
Missing	System	1	1,3		
Total		77	100,0		

Statistics

obat yang lengkap

N	Valid	76
	Missing	1
Mean		3,6711
Median		4,0000
Mode		4,00
Sum		279,00

obat yang lengkap

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	tidak setuju	1	1,3	1,3	1,3
	netral	31	40,3	40,8	42,1
	setuju	36	46,8	47,4	89,5
	sangat setuju	8	10,4	10,5	100,0
	Total	76	98,7	100,0	
Missing	System	1	1,3		
Total		77	100,0		

Statistics

cepat tanggap thp keluhan

N	Valid	76
	Missing	1
Mean		3,6447
Median		4,0000
Mode		4,00
Sum		277,00

cepat tanggap thp keluhan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sangat tidak setuju	3	3,9	3,9	3,9
	tidak setuju	6	7,8	7,9	11,8
	netral	21	27,3	27,6	39,5
	setuju	31	40,3	40,8	80,3
	sangat setuju	15	19,5	19,7	100,0
	Total	76	98,7	100,0	
Missing	System	1	1,3		
Total		77	100,0		

Statistics

penyampaian informasi obat

N	Valid	76
	Missing	1
Mean		3,6053
Median		4,0000
Mode		4,00
Sum		274,00

penyampaian informasi obat

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	tidak setuju	15	19,5	19,7	19,7
	netral	16	20,8	21,1	40,8
	setuju	29	37,7	38,2	78,9
	sangat setuju	16	20,8	21,1	100,0
	Total	76	98,7	100,0	
Missing	System	1	1,3		
Total		77	100,0		

Statistics

pengetahuan ketrampilan

N	Valid	76
	Missing	1
Mean		3,7500
Median		4,0000
Mode		4,00
Sum		285,00

pengetahuan ketrampilan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	tidak setuju	1	1,3	1,3	1,3
	netral	25	32,5	32,9	34,2
	setuju	42	54,5	55,3	89,5
	sangat setuju	8	10,4	10,5	100,0
	Total	76	98,7	100,0	
Missing	System	1	1,3		
Total		77	100,0		

Statistics

ketepatan dalam memberi obat

N	Valid	76
	Missing	1
Mean		3,7763
Median		4,0000
Mode		4,00
Sum		287,00

ketepatan dalam memberi obat

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	tidak setuju	1	1,3	1,3	1,3
	netral	29	37,7	38,2	39,5
	setuju	32	41,6	42,1	81,6
	sangat setuju	14	18,2	18,4	100,0
	Total	76	98,7	100,0	
Missing	System	1	1,3		
Total		77	100,0		

Statistics

obat tersegel rapi

N	Valid	76
	Missing	1
Mean		3,5526
Median		4,0000
Mode		4,00
Sum		270,00

obat tersegel rapi

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sangat tidak setuju	3	3,9	3,9	3,9
	tidak setuju	4	5,2	5,3	9,2
	netral	25	32,5	32,9	42,1
	setuju	36	46,8	47,4	89,5
	sangat setuju	8	10,4	10,5	100,0
	Total	76	98,7	100,0	
Missing	System	1	1,3		
Total		77	100,0		

Statistics

layanan sama rata

N	Valid	76
	Missing	1
Mean		3,7500
Median		4,0000
Mode		4,00
Sum		285,00

layanan sama rata

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	tidak setuju	1	1,3	1,3	1,3
	netral	25	32,5	32,9	34,2
	setuju	42	54,5	55,3	89,5
	sangat setuju	8	10,4	10,5	100,0
	Total	76	98,7	100,0	
Missing	System	1	1,3		
Total		77	100,0		

Statistics

layanan yg sopan

N	Valid	76
	Missing	1
Mean		3,4342
Median		3,0000
Mode		4,00

layanan yg sopan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	tidak setuju	9	11,7	11,8	11,8
	netral	30	39,0	39,5	51,3
	setuju	32	41,6	42,1	93,4
	sangat setuju	5	6,5	6,6	100,0
	Total	76	98,7	100,0	
Missing	System	1	1,3		
Total		77	100,0		

Statistics

pembelian ulang

N	Valid	76
	Missing	1
Mean		3,6579
Median		4,0000
Mode		3,00
Sum		278,00

pembelian ulang

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	tidak setuju	3	3,9	3,9	3,9
	netral	33	42,9	43,4	47,4
	setuju	27	35,1	35,5	82,9
	sangat setuju	13	16,9	17,1	100,0
	Total	76	98,7	100,0	
Missing	System	1	1,3		
Total		77	100,0		

Statistics

merekomendasikan

N	Valid	76
	Missing	1
Mean		3,5658
Median		3,5000
Mode		3,00
Sum		271,00

merekomendasikan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sangat tidak setuju	1	1,3	1,3	1,3
	tidak setuju	4	5,2	5,3	6,6
	netral	33	42,9	43,4	50,0
	setuju	27	35,1	35,5	85,5
	sangat setuju	11	14,3	14,5	100,0
	Total	76	98,7	100,0	
Missing	System	1	1,3		
Total		77	100,0		

Statistics

kebal thp pesaing

N	Valid	76
	Missing	1
Mean		3,9079
Median		4,0000
Mode		4,00
Sum		297,00

kebal thp pesaing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	tidak setuju	1	1,3	1,3	1,3
	netral	23	29,9	30,3	31,6
	setuju	34	44,2	44,7	76,3
	sangat setuju	18	23,4	23,7	100,0
	Total	76	98,7	100,0	
Missing	System	1	1,3		
Total		77	100,0		