

BAB V

SIMPULAN DAN SARAN

Berdasarkan analisis dan evaluasi data yang telah dilakukan terhadap variable-variabel dalam penelitian ini, maka dapat diambil beberapa simpulan dan saran sebagai berikut:

1.1 Simpulan

Sesuai dengan uraian-uraian diatas serta hasil analisis dan interpretasi data yang telah dijelaskan sebelumnya, maka dapat diambil kesimpulan sebagai berikut:

1. Secara parsial promosi berpengaruh positif namun tidak signifikan terhadap loyalitas pelanggan pada produk max malino.
2. Secara parsial harga berpengaruh positif dan signifikan terhadap loyalitas pelanggan pada produk max malino.
3. Secara simultan promosi dan harga berpengaruh signifikan terhadap loyalitas pelanggan pada produk max malino.

1.2 Saran

Berdasarkan hasil penelitian diatas, maka peneliti dapat memberikan beberapa saran sebagai berikut:

1. Dalam hal promosi saat ini sudah cukup untuk dapat diketahui masyarakat. Akan tetapi ada baiknya jika pihak max malino meningkatkan lagi promosi mereka agar dapat menjangkau masyarakat lebih luas.
2. Dalam hal pendistribusian nya max malino masih belum sampai ke warung-warung. Sebaiknya pihak max malino memperluas pendistribusianya agar mempermudah pelanggan untuk membeli.
3. Sebaiknya pihak max malino dapat memperhatikan keluhan pelanggan.
4. Mengadakan edukasi atau sosialisasi agar pelanggan dapat lebih mengenal produk max malino dengan lebih baik.

5. Diperlukanya penelitian kelanjutan dengan variable-variabel lainnya, untuk mengetahui variable dominan apa yang mempengaruhi loyalitas pelanggan pada produk max malino.

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Lampiran 1

LAMPIRAN KUESIONER

NO	PERNYATAAN	STS	TS	N	S	SS
VARIABEL PROMOSI (X1)						
Periklanan						
1.	Produk Max malino membuat promosi dimedia social					
2.	Iklan yang dibuat max malino sangat menarik					
Promosi penjualan						
3.	Saya mendapat penawaran langsung					
4.	Max malino menawarkan berbagai produk					
Karyawan						
5.	Agen max malino memberikan pelayanan yang baik					
6.	Agen max malino sangat ramah					
Penjualan pribadi						
7.	Agen max malino mudah dihubungi					
8.	Max malino dapat dipesan melalui media sosial					

NO	PERNYATAAN	STS	TS	N	S	SS
VARIABEL HARGA (X2)						
Keterjangkauan						
1.	Harga yang diberikan sesuai dengan kualitas produk yang saya harapkan					
2.	Harga tidak jauh beda dengan produk lain					
Daya saing						
3.	Harga Max malino lebih terjangkau dari produk lain					

4.	Harga Max malino dapat bersain di mini market dengan produk lain					
	Kesesuaian dengan manfaat					
5.	Harga sesuai dengan yang saya harapkan					
6.	Saya merasa harga Produk max malino sudah sesuai dengan kualitas yang diberikan					
	Permintaan pasar					
7.	Harga yang tertera dapat dijangkau dan diterima oleh ekspektasi saya					
8.	Harga diaplikasi online tidak terlalu mahal juga tidak terlalu murah					

NO	PERNYATAAN	STS	TS	N	S	SS
VARIABEL LOYALITAS PELANGGAN (Y1)						
1.	Saya percaya bahwa max malino selalu menjaga kualitas produk nya secara konsisten					
2.	Saya yakin max malino tidak akan mengecewakan saya sebagai pelanggan					
3.	Saya merasa memiliki ikatan emosional dengan max malino karena wanginya yang khas dan berbeda					
4.	Saya merasa bangga saat merekomendasikan max malino kepada orang lain					
5.	Akan sulit bagi saya menemukan produk lain yang dapat menggantikan max malino					

6	Saya tetap memilih max malino karena berpindah ke produk sejenis akan memerlukan penyesuaian yang tidak nyaman					
7	Saya sering membagikan pengalaman positif menggunakan produk max malino kepada teman dan keluarga					
8	Tanpa diminta, saya menganjurkan orang lain untuk mencoba max malino karena kualitasnya					
9	Saya merasa max malino terbuka terhadap masukan dan keluhan dari pelanggannya					
10	Saya merasa max malino dan pelanggannya memiliki hubungan yang saling menguntungkan					

Lampiran Tabulasi Data

NO	IDENTITAS RESPONDEN								
	Jenis Kelamin		Usia		Pekerjaan	X1.1	X1.2	X1.3	X1.4
1	1 Laki-laki	2	1 < 20 tahun	1	Karyawan				
2	2 Perempuan	2	2 21-30 tahun	2	Ibu rumah tangga				
		3	3 31-40 tahun	3	Wiraswasta				
		4	4 > 40 tahun	4	Lainnya	X1.1	X1.2	X1.3	X1.4
1		2		3		2	3	4	5
2		1		1		4	5	5	5
3		2		1		4	4	4	5
4		2		2		2	3	3	5
5		2		4		2	4	4	4
6		1		1		4	4	3	5
7		1		2		1	5	5	5
8		2		2		1	5	4	3
9		1		2		1	5	4	3
10		2		2		4	2	2	1
11		1		1		3	5	5	5
12		2		1		4	4	5	5
13		2		2		2	3	3	4
14		2		4		2	4	4	4
15		1		1		4	4	3	5
16		1		2		1	5	5	5
17		2		2		1	5	4	3
18		1		2		4	5	4	3
19		1		2		1	2	2	1
20		2		1		4	5	5	5
21		2		3		2	4	3	4
22		2		3		2	5	5	4
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Lampiran Hasil Output SPSS

CORRELATIONS

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Correlations

Notes

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	Cases Used	Statistics for each pair of variables are based on all the cases with valid data for that pair.

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Correlations

X1.7	Pearson Correlation		-.172	-.167	.098	-.015	.077	-.003	1	.063	.175
	Sig. (2-tailed)		.151	.163	.418	.904	.525	.980		.601	.145
	N		71	71	71	71	71	71	71	71	71
X1.8	Pearson Correlation		.172	.191	.163	.158	.112	.065	.063	1	.468**
	Sig. (2-tailed)		.152	.111	.173	.189	.352	.592	.601		.000
	N		71	71	71	71	71	71	71	71	71
TOTAL_X1	Pearson Correlation		.590**	.647**	.487**	.687**	.563**	.619**	.175	.468**	1
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.145	.000	
	N		71	71	71	71	71	71	71	71	71

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

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

CORRELATIONS

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N of Rows in Working Data File		71	
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	Cases Used	Statistics for each pair of variables are based on all the cases with valid data for that pair.	
Syntax		CORRELATIONS /VARIABLES=X2.1 X2.2 X2.3 X2.4 X2.5 X2.6 X2.7 X2.8 TOTAL_X2 /PRINT=TWOTAIL NOSIG /MISSING=PAIRWISE.	
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	Elapsed Time		00:00:00.05

Correlations

		X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	TOTAL_X2
X2.1	Pearson Correlation	1	.253*	.233	.230	.097	-.109	-.104	.162	.459**
	Sig. (2-tailed)		.033	.051	.054	.422	.365	.390	.178	.000
	N	71	71	71	71	71	71	71	71	71
X2.2	Pearson Correlation		.253*	1	.167	-.012	.255*	.220	.006	-.103
	Sig. (2-tailed)	.033			.164	.919	.032	.065	.960	.391
	N	71	71	71	71	71	71	71	71	71
X2.3	Pearson Correlation		.233	.167	1	.125	.097	.095	-.035	.079
	Sig. (2-tailed)	.051	.164			.300	.422	.432	.773	.512
	N	71	71	71	71	71	71	71	71	71
X2.4	Pearson Correlation		.230	-.012	.125	1	.049	.042	.064	.129
	Sig. (2-tailed)	.054	.919	.300			.683	.727	.594	.282
	N	71	71	71	71	71	71	71	71	71
X2.5	Pearson Correlation		.097	.255*	.097	.049	1	.165	.079	.123

	Sig. (2-tailed)	.422	.032	.422	.683		.169	.515	.306	.000
	N	71	71	71	71	71	71	71	71	71
X2.6	Pearson Correlation	-.109	.220	.095	.042	.165	1	-.101	-.099	.379**
	Sig. (2-tailed)	.365	.065	.432	.727	.169		.403	.410	.001
	N	71	71	71	71	71	71	71	71	71
X2.7	Pearson Correlation	-.104	.006	-.035	.064	.079	-.101	1	-.050	.215
	Sig. (2-tailed)	.390	.960	.773	.594	.515	.403		.681	.072
	N	71	71	71	71	71	71	71	71	71
X2.8	Pearson Correlation	.162	-.103	.079	.129	.123	-.099	-.050	1	.366**
	Sig. (2-tailed)	.178	.391	.512	.282	.306	.410	.681		.002
	N	71	71	71	71	71	71	71	71	71
TOTAL_X2	Pearson Correlation	.459**	.515**	.540**	.481**	.512**	.379**	.215	.366**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.001	.072	.002	
	N	71	71	71	71	71	71	71	71	71

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

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

CORRELATIONS

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Correlations

Notes

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Resources	Processor Time	00:00:00.00
	Elapsed Time	00:00:00.05

Correlations

Y.3	Pearson Correlation	.232	.387*		1	.169	.196	.191	.333*	.035	.059	.218	.565**
	Sig. (2-tailed)	.052	.001			.159	.102	.111	.005	.772	.627	.068	.000
	N	71	71	71	71	71	71	71	71	71	71	71	71
Y.4	Pearson Correlation	.135	.268*	.169	1	-	-		.180	.016	-	.083	.265*
	Sig. (2-tailed)	.263	.024	.159			.108	.486	.132	.894	.517	.490	.025
	N	71	71	71	71	71	71	71	71	71	71	71	71
Y.5	Pearson Correlation	.126	.061	.196	-	1	.366*	.431*	.185	.185	-		.491**
	Sig. (2-tailed)	.295	.611	.102	.108		.002	.000	.123	.123	.629		.000
	N	71	71	71	71	71	71	71	71	71	71	71	71
Y.6	Pearson Correlation	.085	.336*	.191	-	.366*	1	.087	.130	.080	.139		.516**
	Sig. (2-tailed)	.481	.004	.111	.486	.002		.471	.281	.505	.246		.000
	N	71	71	71	71	71	71	71	71	71	71	71	71
Y.7	Pearson Correlation	.195	.090	.333*	.180	.431*	.087	1	-	.207	.107		.538**
	Sig. (2-tailed)	.102	.454	.005	.132	.000	.471		.839	.084	.374		.000
	N	71	71	71	71	71	71	71	71	71	71	71	71
Y.8	Pearson Correlation	.255	.197	.035	.016	.185	.130	-	1	.057	.199		.411**
	Sig. (2-tailed)	.032	.099	.772	.894	.123	.281	.839		.640	.097		.000
	N	71	71	71	71	71	71	71	71	71	71	71	71
Y.9	Pearson Correlation	.095	.005	.059	-	.185	.080	.207	.057	1	.017		.434**

	Sig. (2-tailed)	.431	.966	.627	.517	.123	.505	.084	.640		.890	.000
	N	71	71	71	71	71	71	71	71	71	71	71
Y.10	Pearson Correlation	.035	.152	.218	.083	-	.139	.107	.199	.017	1	.372**
	Sig. (2-tailed)	.772	.206	.068	.490	.629	.246	.374	.097	.890		.001
	N	71	71	71	71	71	71	71	71	71	71	71
TOTAL_Y	Pearson Correlation	.541	.581*	.565*	.265	.491*	.516*	.538*	.411*	.434*	.372*	1
		**	*	*	*	*	*	*	*	*	*	*
	Sig. (2-tailed)	.000	.000	.000	.025	.000	.000	.000	.000	.000	.001	
	N	71	71	71	71	71	71	71	71	71	71	71

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

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

RELIABILITY

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Reliability

Notes

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Scale: ALL VARIABLES

Case Processing Summary

		N	%
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	Excluded ^a	0	.0
	Total	71	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.638	8

RELIABILITY

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Reliability**Notes**

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Scale: ALL VARIABLES

Case Processing Summary

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Cases	Valid	71	100.0
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Reliability Statistics

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RELIABILITY

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Syntax	RELIABILITY /VARIABLES=Y.1 Y.2 Y.3 Y.4 Y.5 Y.6 Y.7 Y.8 Y.9 Y.10 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA.	
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	Elapsed Time	00:00:00.00

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	71	100.0
	Excluded ^a	0	.0
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a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
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CORRELATIONS

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Correlations

Notes

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Input	Active Dataset DataSet0
	Filter <none>
	Weight <none>
	Split File <none>
	N of Rows in Working Data File 71
Missing Value Handling	Definition of Missing User-defined missing values are treated as missing.
	Cases Used Statistics for each pair of variables are based on all the cases with valid data for that pair.

Syntax	/VARIABLES=X1.1 X1.2 X1.3 X1.4 X1.5 X1.6 X1.7 X1.8 TOTAL_X1 /PRINT=TWOTAIL NOSIG /MISSING=PAIRWISE.	
Resources	Processor Time Elapsed Time	00:00:00.02 00:00:00.01

Correlations

X1.7	Pearson Correlation		-.172	-.167	.098	-.015	.077	-.003	1	.063	.675
	Sig. (2-tailed)		.151	.163	.418	.904	.525	.980		.601	.145
	N		71	71	71	71	71	71	71	71	71
X1.8	Pearson Correlation		.172	.191	.163	.158	.112	.065	.063	1	.468**
	Sig. (2-tailed)		.152	.111	.173	.189	.352	.592	.601		.000
	N		71	71	71	71	71	71	71	71	71
TOTAL_X1	Pearson Correlation		.590**	.647**	.487**	.687**	.563**	.619**	.175	.468**	1
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.145	.000	
	N		71	71	71	71	71	71	71	71	71

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

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

CORRELATIONS

```
/VARIABLES=X2.1 X2.2 X2.3 X2.4 X2.5 X2.6 X2.7 X2.8 TOTAL_X2
/PRINT=TWOTAIL NOSIG
/MISSING=PAIRWISE.
```

Correlations

Notes

Output Created		18-JUL-2025 17:52:57
Comments		
Input	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>

N of Rows in Working Data File		71	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.	
	Cases Used	Statistics for each pair of variables are based on all the cases with valid data for that pair.	
Syntax		CORRELATIONS /VARIABLES=X2.1 X2.2 X2.3 X2.4 X2.5 X2.6 X2.7 X2.8 TOTAL_X2 /PRINT=TWOTAIL NOSIG /MISSING=PAIRWISE.	
Resources	Processor Time		00:00:00.00
	Elapsed Time		00:00:00.02

Correlations

		X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	TOTAL_X2
X2.1	Pearson Correlation	1	.253*	.233	.230	.097	-.109	.005	.162	.477**
	Sig. (2-tailed)		.033	.051	.054	.422	.365	.967	.178	.000
	N	71	71	71	71	71	71	71	71	71
X2.2	Pearson Correlation		.253*	1	.167	-.012	.255*	.220	-.014	.103
	Sig. (2-tailed)	.033			.164	.919	.032	.065	.905	.391
	N	71	71	71	71	71	71	71	71	71
X2.3	Pearson Correlation		.233	.167	1	.125	.097	.095	.037	.079
	Sig. (2-tailed)	.051	.164			.300	.422	.432	.758	.512
	N	71	71	71	71	71	71	71	71	71
X2.4	Pearson Correlation		.230	-.012	.125	1	.049	.042	-.009	.129
	Sig. (2-tailed)	.054	.919	.300			.683	.727	.943	.282
	N	71	71	71	71	71	71	71	71	71
X2.5	Pearson Correlation		.097	.255*	.097	.049	1	.165	.104	.123

	Sig. (2-tailed)	.422	.032	.422	.683		.169	.388	.306	.000
	N	71	71	71	71	71	71	71	71	71
X2.6	Pearson Correlation	-.109	.220	.095	.042	.165	1	.115	-.099	.425**
	Sig. (2-tailed)	.365	.065	.432	.727	.169		.338	.410	.000
	N	71	71	71	71	71	71	71	71	71
X2.7	Pearson Correlation	.005	-.014	.037	-.009	.104	.115	1	-.077	.488*
	Sig. (2-tailed)	.967	.905	.758	.943	.388	.338		.524	.015
	N	71	71	71	71	71	71	71	71	71
X2.8	Pearson Correlation	.162	-.103	.079	.129	.123	-.099	-.077	1	.353**
	Sig. (2-tailed)	.178	.391	.512	.282	.306	.410	.524		.003
	N	71	71	71	71	71	71	71	71	71
TOTAL_X2	Pearson Correlation	.477**	.501**	.547**	.454**	.508**	.425**	.288*	.353**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.015	.003	
	N	71	71	71	71	71	71	71	71	71

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

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

CORRELATIONS

```
/VARIABLES=Y.1 Y.2 Y.3 Y.4 Y.5 Y.6 Y.7 Y.8 Y.9 Y.10 TOTAL_Y
/PRINT=TWOTAIL NOSIG
/MISSING=PAIRWISE.
```

Correlations

Notes

Output Created		18-JUL-2025 17:54:10
Comments		
Input	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	71
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each pair of variables are based on all the cases with valid data for that pair.
Syntax		CORRELATIONS /VARIABLES=Y.1 Y.2 Y.3 Y.4 Y.5 Y.6 Y.7 Y.8 Y.9 Y.10 TOTAL_Y /PRINT=TWOTAIL NOSIG /MISSING=PAIRWISE.
Resources	Processor Time	00:00:00.03
	Elapsed Time	00:00:00.02

Correlations

Y.3	Pearson Correlation	.232	.387*		1	.169	.196	.191	.333*	.035	.059	.218	.565**
	Sig. (2-tailed)	.052	.001			.159	.102	.111	.005	.772	.627	.068	.000
	N	71	71	71	71	71	71	71	71	71	71	71	71
Y.4	Pearson Correlation	.135	.268*	.169	1	-	-		.180	.016	-	.083	.465*
	Sig. (2-tailed)	.263	.024	.159			.108	.486	.132	.894	.517	.490	.025
	N	71	71	71	71	71	71	71	71	71	71	71	71
Y.5	Pearson Correlation	.126	.061	.196	-	1	.366*	.431*	.185	.185	-		.491**
	Sig. (2-tailed)	.295	.611	.102	.108		.002	.000	.123	.123	.629		.000
	N	71	71	71	71	71	71	71	71	71	71	71	71
Y.6	Pearson Correlation	.085	.336*	.191	-	.366*	1	.087	.130	.080	.139		.516**
	Sig. (2-tailed)	.481	.004	.111	.486	.002		.471	.281	.505	.246		.000
	N	71	71	71	71	71	71	71	71	71	71	71	71
Y.7	Pearson Correlation	.195	.090	.333*	.180	.431*	.087	1	-	.207	.107		.538**
	Sig. (2-tailed)	.102	.454	.005	.132	.000	.471		.839	.084	.374		.000
	N	71	71	71	71	71	71	71	71	71	71	71	71
Y.8	Pearson Correlation	.255	.197	.035	.016	.185	.130	-	1	.057	.199		.411**
	Sig. (2-tailed)	.032	.099	.772	.894	.123	.281	.839		.640	.097		.000
	N	71	71	71	71	71	71	71	71	71	71	71	71
Y.9	Pearson Correlation	.095	.005	.059	-	.185	.080	.207	.057	1	.017		.434**

	Sig. (2-tailed)	.431	.966	.627	.517	.123	.505	.084	.640		.890	.000
	N	71	71	71	71	71	71	71	71	71	71	71
Y.10	Pearson Correlation	.035	.152	.218	.083	-	.139	.107	.199	.017	1	.372**
	Sig. (2-tailed)	.772	.206	.068	.490	.629	.246	.374	.097	.890		.001
	N	71	71	71	71	71	71	71	71	71	71	71
TOTAL_Y	Pearson Correlation	.541	.581*	.565*	.265	.491*	.516*	.538*	.411*	.434*	.372*	1
		**	*	*	*	*	*	*	*	*	*	*
	Sig. (2-tailed)	.000	.000	.000	.025	.000	.000	.000	.000	.000	.001	
	N	71	71	71	71	71	71	71	71	71	71	71

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

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

RELIABILITY

```
/VARIABLES=X1.1 X1.2 X1.3 X1.4 X1.5 X1.6 X1.7 X1.8
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA.
```

Reliability

Notes

Output Created	18-JUL-2025 17:56:19
Comments	
Input	Active Dataset
	DataSet0
	Filter
	<none>

	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	71
	Matrix Input	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
Syntax		RELIABILITY /VARIABLES=X1.1 X1.2 X1.3 X1.4 X1.5 X1.6 X1.7 X1.8 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA.
Resources	Processor Time	00:00:00.00
	Elapsed Time	00:00:00.01

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	71	100.0
	Excluded ^a	0	.0
	Total	71	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.638	8

RELIABILITY

```
/VARIABLES=X2.1 X2.2 X2.3 X2.4 X2.5 X2.6 X2.7 X2.8
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA.
```

Reliability**Notes**

Output Created	18-JUL-2025 17:56:43	
Comments		
Input	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	71
	Matrix Input	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
Syntax	RELIABILITY /VARIABLES=X2.1 X2.2 X2.3 X2.4 X2.5 X2.6 X2.7 X2.8 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA.	
Resources	Processor Time	00:00:00.00
	Elapsed Time	00:00:00.03

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	71	100.0
	Excluded ^a	0	.0
	Total	71	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.614	8

RELIABILITY

```
/VARIABLES=Y.1 Y.2 Y.3 Y.4 Y.5 Y.6 Y.7 Y.8 Y.9 Y.10
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA.
```

Reliability

Notes

Output Created	18-JUL-2025 17:57:42	
Comments		
Input	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	71
	Matrix Input	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
Syntax	RELIABILITY /VARIABLES=Y.1 Y.2 Y.3 Y.4 Y.5 Y.6 Y.7 Y.8 Y.9 Y.10 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA.	
Resources	Processor Time	00:00:00.02
	Elapsed Time	00:00:00.01

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	71	100.0
	Excluded ^a	0	.0
	Total	71	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.700	10

REGRESSION

```
/MISSING LISTWISE
/STATISTICS COEFF OUTS R ANOVA
/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT TOTAL_Y
/METHOD=ENTER TOTAL_X1 TOTAL_X2
/SCATTERPLOT=(*SRESID ,*ZPRED)
/RESIDUALS HISTOGRAM(ZRESID) NORMPROB(ZRESID)
/SAVE RESID.
```

Regression

Notes

Output Created	18-JUL-2025 18:01:03	
Comments		
Input	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	71
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.

	Cases Used	Statistics are based on cases with no missing values for any variable used.
Syntax		<pre>REGRESSION /MISSING LISTWISE /STATISTICS COEFF OUTS R ANOVA /CRITERIA=PIN(.05) POUT(.10) /NOORIGIN /DEPENDENT TOTAL_Y /METHOD=ENTER TOTAL_X1 TOTAL_X2 /SCATTERPLOT=(*SRESID ,*ZPRED) /RESIDUALS HISTOGRAM(ZRESID) NORMPROB(ZRESID) /SAVE RESID.</pre>
Resources	Processor Time	00:00:00.69
	Elapsed Time	00:00:00.72
	Memory Required	2164 bytes
	Additional Memory Required for Residual Plots	904 bytes
Variables Created or Modified	RES_1	Unstandardized Residual

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	TOTAL_X2, TOTAL_X1 ^b	.	Enter

a. Dependent Variable: TOTAL_Y

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.297 ^a	.088	.061	3.054

a. Predictors: (Constant), TOTAL_X2, TOTAL_X1

b. Dependent Variable: TOTAL_Y

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	61.434	2	30.717	3.292	.043 ^b
	Residual	634.397	68	9.329		
	Total	695.831	70			

a. Dependent Variable: TOTAL_Y

b. Predictors: (Constant), TOTAL_X2, TOTAL_X1

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.
		B	Std. Error			
1	(Constant)	28.212	5.308		5.315	.000
	TOTAL_X1	.109	.125	.112	1.971	.003
	TOTAL_X2	.316	.175	.231	2.802	.040

a. Dependent Variable: TOTAL_Y

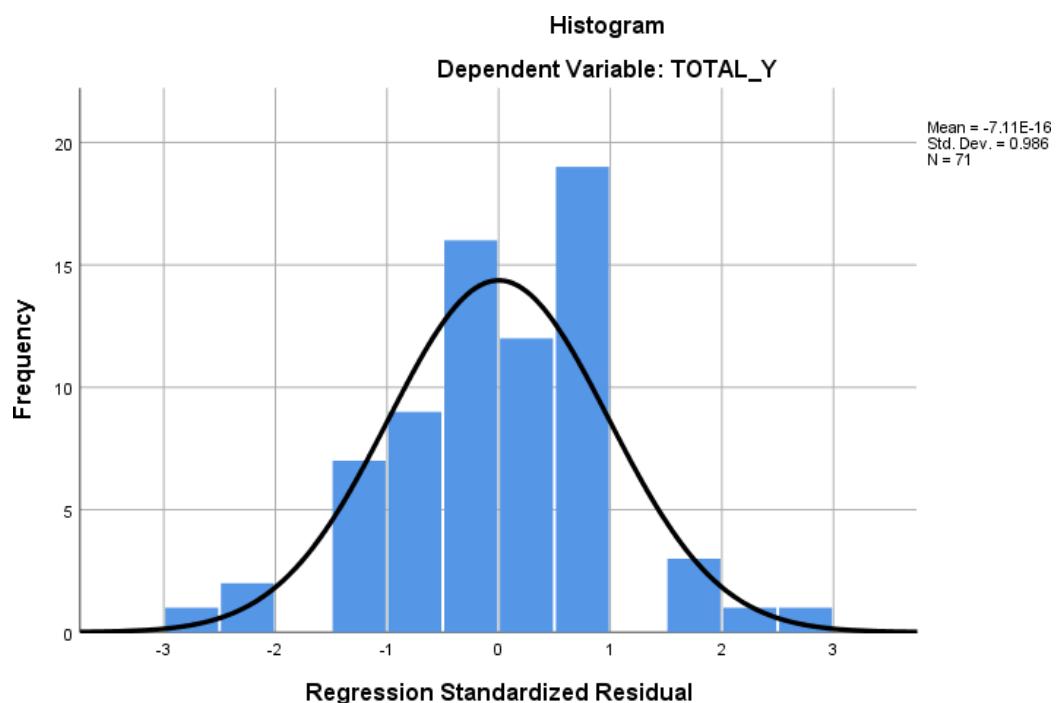
Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	39.47	43.61	41.79	.937	71
Std. Predicted Value	-2.476	1.940	.000	1.000	71
Standard Error of Predicted Value	.363	1.302	.607	.163	71
Adjusted Predicted Value	39.28	43.60	41.79	.950	71

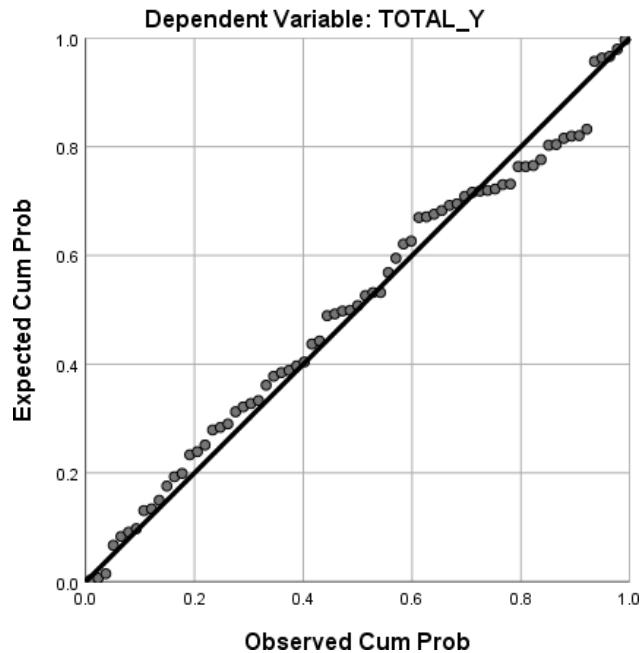
Residual	-8.416	8.268	.000	3.010	71
Std. Residual	-2.756	2.707	.000	.986	71
Stud. Residual	-2.821	2.760	-.001	1.011	71
Deleted Residual	-8.821	8.593	-.006	3.170	71
Stud. Deleted Residual	-2.980	2.907	-.002	1.034	71
Mahal. Distance	.001	11.731	1.972	1.780	71
Cook's Distance	.000	.173	.018	.034	71
Centered Leverage Value	.000	.168	.028	.025	71

a. Dependent Variable: TOTAL_Y

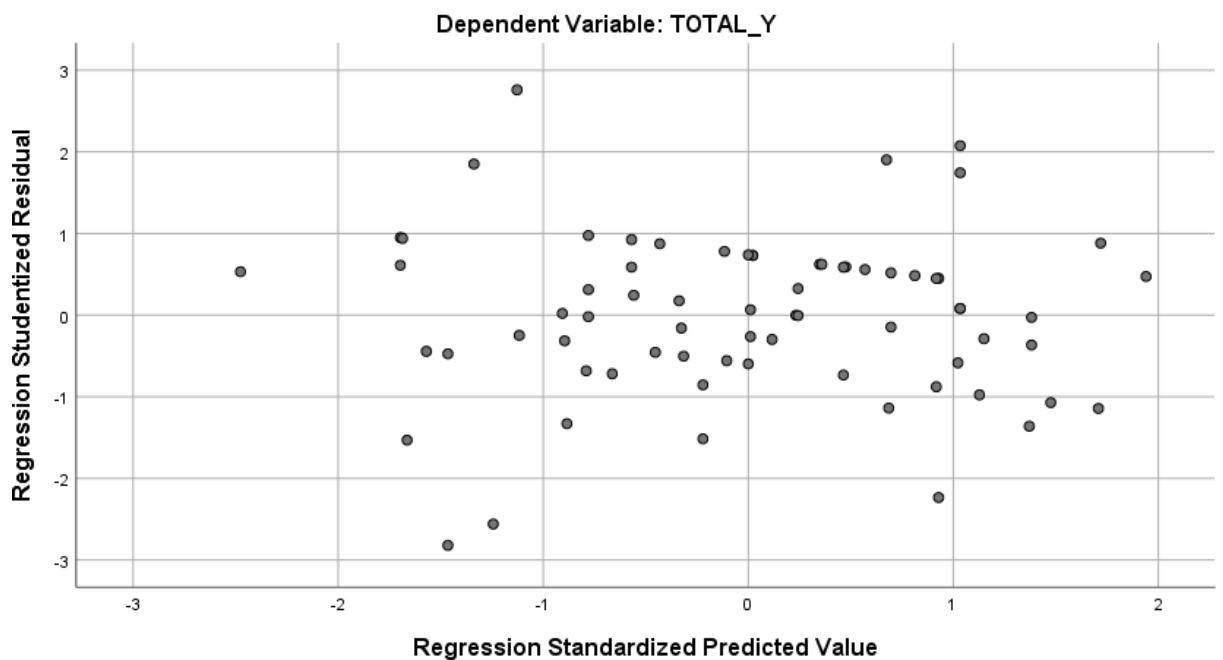
Charts



Normal P-P Plot of Regression Standardized Residual



Scatterplot



NPAR TESTS

```
/K-S(NORMAL)=RES_1
/MISSING ANALYSIS.
```

NPar Tests

Notes

Output Created	18-JUL-2025 18:16:56	
Comments		
Input	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	71
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each test are based on all cases with valid data for the variable(s) used in that test.
Syntax	NPAR TESTS /K-S(NORMAL)=RES_1 /MISSING ANALYSIS.	
Resources	Processor Time	00:00:00.00
	Elapsed Time	00:00:00.01
	Number of Cases Allowed ^a	393216

a. Based on availability of workspace memory.

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		71
Normal Parameters ^{a,b}	Mean	.000000
	Std. Deviation	3.01045142
Most Extreme Differences	Absolute	.094
	Positive	.094
	Negative	-.066
Test Statistic		.094
Asymp. Sig. (2-tailed)		.200 ^c

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.



KARTU BIMBINGAN

NAMA	:	Kholirul Anam
NIM	:	61201021008660
PROGRAM STUDI	:	Manajemen
JENJANG STUDI	:	Sarjana
JUDUL SKRIPSI	:	Pengaruh Promosi Dan Harga Terhadap Loyalitas Pelanggan Pada Produk Max Malino (Studi Kasus Kelurahan Tugu Kecamatan Cimanggis Depok)
NAMA PEMBIMBING	:	Mei Iswandi, SE, MM
PERIODE BIMBINGAN	:	Februari 2025 - Agustus 2025
PERPANJANGAN	:	

NO	TANGGAL	TOPIK BAHASAN	TANDA TANGAN	TANDA TANGAN MAHASISWA
			PEMBIMBING	
1.	11 februari	konsultasi judul		
2.	12 februari	Perbaikan judul I		
3.	6 maret	Pembahasan bab I		
4.	11 maret	Bimbingan bab II		
5.	12 maret	Revisi bab II		
6.	13 maret	Bimbingan bab III		
7.	17 maret	semipro		
8.	10 April	Revisi sempro		
9.	19 april	Bimbingan IV		
10.	15 april	Revisi bab IV		
11.	16 juni	Pembahasan bab V		
12.	17 juni	revisi bab IX		

Depok, 05 Februari 2025

STIE "GICI"

Kajur Manajemen
Drs. Henky Hendrawan , MM, M.Si

Daftar Riwayat Hidup

Nama Lengkap	: Khoirul Anam
Tempat, Tgl Lahir	: Garut, 21 Juli 2001
Agama	: Islam
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Pendidikan Formal

2015 - 2018	SMPIT At- taufiq Depok
2018 – 2021	MAN 6 Jakarta
2021 – 2025	Jurusan Manajemen, STIE GICI Business School

Pengalaman Kerja

2019 – 2021	Pelayan Restoran Pondok Laras Depok
2021 – 2022	Marketing komunikasi Laznas WIZ Jakarta
2022 – 2024	Volunteer Beewhite Management

TABEL r PRODUCT-MOMENT (two-tailed test)

df	Alpha		df	Alpha		df	Alpha	
		5%			5%			5%
1	0,997		26	0,374		51	0,271	
2	0,950		27	0,367		52	0,268	
3	0,878		28	0,361		53	0,266	
4	0,811		29	0,355		54	0,263	
5	0,775		30	0,349		55	0,261	
6	0,707		31	0,344		56	0,257	
7	0,666		32	0,339		57	0,256	
8	0,632		33	0,334		58	0,254	
9	0,602		34	0,329		59	0,252	
10	0,576		35	0,325		60	0,250	
11	0,553		36	0,320		61	0,248	
12	0,532		37	0,316		62	0,246	
13	0,514		38	0,312		63	0,244	
14	0,497		39	0,308		64	0,242	
15	0,482		40	0,304		65	0,240	
16	0,468		41	0,301		66	0,239	
17	0,456		42	0,297		67	0,237	
18	0,444		43	0,294		68	0,235	
19	0,433		44	0,291		69	0,234	
20	0,423		45	0,288		70	0,232	
21	0,413		46	0,285		71	0,230	
22	0,404		47	0,282		72	0,229	
23	0,396		48	0,279		73	0,227	
24	0,388		49	0,276		74	0,226	
25	0,381		50	0,273		75	0,224	
						100	0,195	

Tabel F ($\alpha = 0,05$)

dk penyebut	dk pembilang														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1	161	200	216	225	230	234	237	239	241	242	243	244	245	245	246
2	18,51	19,00	19,16	19,25	19,30	19,33	19,35	19,37	19,38	19,40	19,40	19,41	19,42	19,42	19,43
3	10,13	9,55	9,28	9,12	9,01	8,94	8,89	8,85	8,81	8,79	8,76	8,74	8,73	8,71	8,70
4	7,71	6,94	6,59	6,39	6,26	6,16	6,09	6,04	6,00	5,96	5,94	5,91	5,89	5,87	5,86
5	6,61	5,79	5,41	5,19	5,05	4,95	4,88	4,82	4,77	4,74	4,70	4,68	4,66	4,64	4,62
6	5,99	5,14	4,76	4,53	4,39	4,28	4,21	4,15	4,10	4,06	4,03	4,00	3,98	3,96	3,94
7	5,59	4,74	4,35	4,12	3,97	3,87	3,79	3,73	3,68	3,64	3,60	3,57	3,55	3,53	3,51
8	5,32	4,46	4,07	3,84	3,69	3,58	3,50	3,44	3,39	3,35	3,31	3,28	3,26	3,24	3,22
9	5,12	4,26	3,86	3,63	3,48	3,37	3,29	3,23	3,18	3,14	3,10	3,07	3,05	3,03	3,01
10	4,96	4,10	3,71	3,48	3,33	3,22	3,14	3,07	3,02	2,98	2,94	2,91	2,89	2,86	2,85
11	4,84	3,98	3,59	3,36	3,20	3,09	3,01	2,95	2,90	2,85	2,82	2,79	2,76	2,74	2,72
12	4,75	3,89	3,49	3,26	3,11	3,00	2,91	2,85	2,80	2,75	2,72	2,69	2,66	2,64	2,62
13	4,67	3,81	3,41	3,18	3,03	2,92	2,83	2,77	2,71	2,67	2,63	2,60	2,58	2,55	2,53
14	4,60	3,74	3,34	3,11	2,96	2,85	2,76	2,70	2,65	2,60	2,57	2,53	2,51	2,48	2,46
15	4,54	3,68	3,29	3,06	2,90	2,79	2,71	2,64	2,59	2,54	2,51	2,48	2,45	2,42	2,40
16	4,49	3,63	3,24	3,01	2,85	2,74	2,66	2,59	2,54	2,49	2,46	2,42	2,40	2,37	2,35
17	4,45	3,59	3,20	2,96	2,81	2,70	2,61	2,55	2,49	2,45	2,41	2,38	2,35	2,33	2,31
18	4,41	3,55	3,16	2,93	2,77	2,66	2,58	2,51	2,46	2,41	2,37	2,34	2,31	2,29	2,27
19	4,38	3,52	3,13	2,90	2,74	2,63	2,54	2,48	2,42	2,38	2,34	2,31	2,28	2,26	2,23
20	4,35	3,49	3,10	2,87	2,71	2,60	2,51	2,45	2,39	2,35	2,31	2,28	2,25	2,22	2,20
21	4,32	3,47	3,07	2,84	2,68	2,57	2,49	2,42	2,37	2,32	2,28	2,25	2,22	2,20	2,18
22	4,30	3,44	3,05	2,82	2,66	2,55	2,46	2,40	2,34	2,30	2,26	2,23	2,20	2,17	2,15
23	4,28	3,42	3,03	2,80	2,64	2,53	2,44	2,37	2,32	2,27	2,24	2,20	2,18	2,15	2,13
24	4,26	3,40	3,01	2,78	2,62	2,51	2,42	2,36	2,30	2,25	2,22	2,18	2,15	2,13	2,11
25	4,24	3,39	2,99	2,76	2,60	2,49	2,40	2,34	2,28	2,24	2,20	2,16	2,14	2,11	2,09
26	4,23	3,37	2,98	2,74	2,59	2,47	2,39	2,32	2,27	2,22	2,18	2,15	2,12	2,09	2,07
27	4,21	3,35	2,96	2,73	2,57	2,46	2,37	2,31	2,25	2,20	2,17	2,13	2,10	2,08	2,06
28	4,20	3,34	2,95	2,71	2,56	2,45	2,36	2,29	2,24	2,19	2,15	2,12	2,09	2,06	2,04
29	4,18	3,33	2,93	2,70	2,55	2,43	2,35	2,28	2,22	2,18	2,14	2,10	2,08	2,05	2,03
30	4,17	3,32	2,92	2,69	2,53	2,42	2,33	2,27	2,21	2,16	2,13	2,09	2,06	2,04	2,01
31	4,16	3,30	2,91	2,68	2,52	2,41	2,32	2,25	2,20	2,15	2,11	2,08	2,05	2,03	2,00
32	4,15	3,29	2,90	2,67	2,51	2,40	2,31	2,24	2,19	2,14	2,10	2,07	2,04	2,01	1,99
33	4,14	3,28	2,89	2,66	2,50	2,39	2,30	2,23	2,18	2,13	2,09	2,06	2,03	2,00	1,98
34	4,13	3,28	2,88	2,65	2,49	2,38	2,29	2,23	2,17	2,12	2,08	2,05	2,02	1,99	1,97
35	4,12	3,27	2,87	2,64	2,49	2,37	2,29	2,22	2,16	2,11	2,07	2,04	2,01	1,99	1,96
36	4,11	3,26	2,87	2,63	2,48	2,36	2,28	2,21	2,15	2,11	2,07	2,03	2,00	1,98	1,95
37	4,11	3,25	2,86	2,63	2,47	2,36	2,27	2,20	2,14	2,10	2,06	2,02	2,00	1,97	1,95
38	4,10	3,24	2,85	2,62	2,46	2,35	2,26	2,19	2,14	2,09	2,05	2,02	1,99	1,96	1,94
39	4,09	3,24	2,85	2,61	2,46	2,34	2,26	2,19	2,13	2,08	2,04	2,01	1,98	1,95	1,93
40	4,08	3,23	2,84	2,61	2,45	2,34	2,25	2,18	2,12	2,08	2,04	2,00	1,97	1,95	1,92
41	4,08	3,23	2,83	2,60	2,44	2,33	2,24	2,17	2,12	2,07	2,03	2,00	1,97	1,94	1,92
42	4,07	3,22	2,83	2,59	2,44	2,32	2,24	2,17	2,11	2,06	2,03	1,99	1,96	1,94	1,91
43	4,07	3,21	2,82	2,59	2,43	2,32	2,23	2,16	2,11	2,06	2,02	1,99	1,96	1,93	1,91
44	4,06	3,21	2,82	2,58	2,43	2,31	2,23	2,16	2,10	2,05	2,01	1,98	1,95	1,92	1,90
45	4,06	3,20	2,81	2,58	2,42	2,31	2,22	2,15	2,10	2,05	2,01	1,97	1,94	1,92	1,89
46	4,05	3,20	2,81	2,57	2,42	2,30	2,22	2,15	2,09	2,04	2,00	1,97	1,94	1,91	1,89
47	4,05	3,20	2,80	2,57	2,41	2,30	2,21	2,14	2,09	2,04	2,00	1,96	1,93	1,91	1,88
48	4,04	3,19	2,80	2,57	2,41	2,29	2,21	2,14	2,08	2,03	1,99	1,96	1,93	1,90	1,88
49	4,04	3,19	2,79	2,56	2,40	2,29	2,20	2,13	2,08	2,03	1,99	1,96	1,93	1,90	1,88
50	4,03	3,18	2,79	2,56	2,40	2,29	2,20	2,13	2,07	2,03	1,99	1,95	1,92	1,89	1,87

DISTRIBUSI NILAI t_{tabel}

df	$t_{0.1}$	$t_{0.05}$	$t_{0.025}$	$t_{0.01}$	$t_{0.005}$	df	$t_{0.1}$	$t_{0.05}$	$t_{0.025}$	$t_{0.01}$	$t_{0.005}$
1	3.078	6.314	12.71	31.82	63.66	61	1.296	1.671	2.000	2.390	2.659
2	1.886	2.920	4.303	6.965	9.925	62	1.296	1.671	1.999	2.389	2.659
3	1.638	2.353	3.182	4.541	5.841	63	1.296	1.670	1.999	2.389	2.658
4	1.533	2.132	2.776	3.747	4.604	64	1.296	1.670	1.999	2.388	2.657
5	1.476	2.015	2.571	3.365	4.032	65	1.296	1.670	1.998	2.388	2.657
6	1.440	1.943	2.447	3.143	3.707	66	1.295	1.670	1.998	2.387	2.656
7	1.415	1.895	2.365	2.998	3.499	67	1.295	1.670	1.998	2.387	2.655
8	1.397	1.860	2.306	2.896	3.355	68	1.295	1.670	1.997	2.386	2.655
9	1.383	1.833	2.262	2.821	3.250	69	1.295	1.669	1.997	2.386	2.654
10	1.372	1.812	2.228	2.764	3.169	70	1.295	1.669	1.997	2.385	2.653
11	1.363	1.796	2.201	2.718	3.106	71	1.295	1.669	1.996	2.385	2.653
12	1.356	1.782	2.179	2.681	3.055	72	1.295	1.669	1.996	2.384	2.652
13	1.350	1.771	2.160	2.650	3.012	73	1.295	1.669	1.996	2.384	2.651
14	1.345	1.761	2.145	2.624	2.977	74	1.295	1.668	1.995	2.383	2.651
15	1.341	1.753	2.131	2.602	2.947	75	1.295	1.668	1.995	2.383	2.650
16	1.337	1.746	2.120	2.583	2.921	76	1.294	1.668	1.995	2.382	2.649
17	1.333	1.740	2.110	2.567	2.898	77	1.294	1.668	1.994	2.382	2.649
18	1.330	1.734	2.101	2.552	2.878	78	1.294	1.668	1.994	2.381	2.648
19	1.328	1.729	2.093	2.539	2.861	79	1.294	1.668	1.994	2.381	2.647
20	1.325	1.725	2.086	2.528	2.845	80	1.294	1.667	1.993	2.380	2.647
21	1.323	1.721	2.080	2.518	2.831	81	1.294	1.667	1.993	2.380	2.646
22	1.321	1.717	2.074	2.508	2.819	82	1.294	1.667	1.993	2.379	2.645
23	1.319	1.714	2.069	2.500	2.807	83	1.294	1.667	1.992	2.379	2.645
24	1.318	1.711	2.064	2.492	2.797	84	1.294	1.667	1.992	2.378	2.644
25	1.316	1.708	2.060	2.485	2.787	85	1.294	1.666	1.992	2.378	2.643
26	1.315	1.706	2.056	2.479	2.779	86	1.293	1.666	1.991	2.377	2.643
27	1.314	1.703	2.052	2.473	2.771	87	1.293	1.666	1.991	2.377	2.642
28	1.313	1.701	2.048	2.467	2.763	88	1.293	1.666	1.991	2.376	2.641
29	1.311	1.699	2.045	2.462	2.756	89	1.293	1.666	1.990	2.376	2.641
30	1.310	1.697	2.042	2.457	2.750	90	1.293	1.666	1.990	2.375	2.640
31	1.309	1.696	2.040	2.453	2.744	91	1.293	1.665	1.990	2.374	2.639
32	1.309	1.694	2.037	2.449	2.738	92	1.293	1.665	1.989	2.374	2.639
33	1.308	1.692	2.035	2.445	2.733	93	1.293	1.665	1.989	2.373	2.638
34	1.307	1.691	2.032	2.441	2.728	94	1.293	1.665	1.989	2.373	2.637
35	1.306	1.690	2.030	2.436	2.724	95	1.293	1.665	1.988	2.372	2.637
36	1.306	1.688	2.028	2.434	2.719	96	1.292	1.664	1.988	2.372	2.636
37	1.305	1.687	2.026	2.431	2.715	97	1.292	1.664	1.988	2.371	2.635
38	1.304	1.686	2.024	2.429	2.712	98	1.292	1.664	1.987	2.371	2.635
39	1.304	1.685	2.023	2.426	2.708	99	1.292	1.664	1.987	2.370	2.634
40	1.303	1.684	2.021	2.423	2.704	100	1.292	1.664	1.987	2.370	2.633
41	1.303	1.683	2.020	2.421	2.701	101	1.292	1.663	1.986	2.369	2.633
42	1.302	1.682	2.018	2.418	2.698	102	1.292	1.663	1.986	2.369	2.632
43	1.302	1.681	2.017	2.416	2.695	103	1.292	1.663	1.986	2.368	2.631
44	1.301	1.680	2.015	2.414	2.692	104	1.292	1.663	1.985	2.368	2.631
45	1.301	1.679	2.014	2.412	2.690	105	1.292	1.663	1.985	2.367	2.630