

## Lampiran-Lampiran

### Lampiran 1

### SK Bimbingan



## UNIVERSITAS GALUH FAKULTAS EKONOMI

PROGRAM STUDI MANAJEMEN : TERAKREDITASI "B" SK. NO. 5278/SK/BAN-PT/Akred/S/IX/2020  
PROGRAM STUDI AKUNTANSI : TERAKREDITASI "B" SK. NO. 4682/SK/BAN-PT/Akred/S/VIII/2020  
Jl. RE. Martadinata No. 150 Telp/Fax. (0265) 772060 - 778374 Ciamis 46251

#### SURAT TUGAS MEMBIMBING SKRIPSI

Nomor : 3591/34/ST/AK/D/XI/2022

Dekan Fakultas Ekonomi Universitas Galuh Ciamis dengan ini memberi tugas membimbing skripsi kepada :

Nama : **Dr. H. Oyon Saryono, M.M.**  
          sebagai Pembimbing I  
Nama : **Faizal Haris Eko Prabowo, S.E., M.M.**  
          sebagai Pembimbing II

Dalam penulisan/penyusunan skripsi mahasiswa untuk dan atas :

Nama : **ANANDA PUTRI FEBRIANI**  
NIM : **3402190074**  
Program Studi : **Manajemen**  
Judul Skripsi : **PENGARUH KUALITAS INFORMASI DAN KUALITAS LAYANAN  
TERHADAP KEPUASAN PELANGGAN (Suatu Studi Pada PT...)**

Surat tugas ini berlaku sampai dengan skripsi selesai paling lambat 1 (satu) tahun setelah penetapan surat tugas ini.

Demikian agar dilaksanakan sebagaimana mestinya.

Ciamis, 09 Desember 2022  
Dekan,  
  
Dr. Nurdiana Mulyatini, S.E., M.M.  
NIK. 3112770079

Tembusan :

- Yth. Ketua Program Studi yang bersangkutan
- Yth. Mahasiswa yang bersangkutan

Lampiran 2

Surat Izin Penelitian



**UNIVERSITAS GALUH**  
**FAKULTAS EKONOMI**

PROGRAM STUDI MANAJEMEN : TERAKREDITASI "B" SK. NO. 5278/SK/BAN-PT/Akred/S/IX/2020  
PROGRAM STUDI AKUNTANSI : TERAKREDITASI "B" SK. NO. 4682/SK/BAN-PT/Akred/S/VIII/2020  
Jl. RE. Martadinata No. 150 Telp/Fax. (0265) 772060 - 778374 Ciamis 46251

Nomor : 3910/34/SP/AK/D/XII/2022  
Lampiran : -  
Perihal : Ijin Penelitian Skripsi

Kepada Yth,  
Pimpinan PT Telkom Kandatel Banjar  
di  
T e m p a t

Dengan Hormat,

Berdasarkan Program Akademik Fakultas Ekonomi Universitas Galuh Ciamis, dalam rangka menyelesaikan studi mahasiswa diwajibkan untuk menyusun skripsi. Untuk keperluan tersebut kiranya Bapak/Ibu dapat membantu mahasiswa kami dalam melakukan penelitian dan pengumpulan data pada Perusahaan/Dinas/Instansi yang Bapak/Ibu pimpin. Adapun mahasiswa yang dimaksud adalah :

N a m a : Ananda Putri Febriani  
Nomor Pokok / NIM. : 3402190074  
Asal Program Studi : Manajemen  
Tempat Tanggal Lahir : Ciamis, 24 Februari 2001  
Telepon / HP : 081919810749  
Alamat : Dusun Sukamenak RT 07 RW 11 Desa Mekarmukti Kecamatan Cisaga Kabupaten Ciamis  
Lamanya Penelitian : **Desember 2022 s/d Februari 2023**  
Judul Penelitian : Pengaruh Kualitas Informasi dan Kualitas Layanan terhadap Kepuasan Pelanggan

Demikian permohonan ini kami sampaikan, atas perhatian dan kerjasamanya kami ucapkan terima kasih.

Ciamis, 16 Desember 2022  
Dekan,  
  
Dr. Nurdiana Mulyatini, S.E., M.M.  
NIK. 3112770079

Lampiran 3

Surat Balasan PT Telkom Banjar



Nomor : Tel. 72/PD 380/R3W-3D520000/2022  
Tasikmalaya, 26 Desember 2022

Kepada: Yth.

Rektor Universitas Galuh  
Dekan Fakultas Ekonomi  
Jalan RE. Martadinata No. 150  
Ciamis, 46251

Perihal : Persetujuan Permohonan Penelitian

Dengan Hormat,

Menunjuk surat Saudara nomor 3910/34/SP/AK/D/XII/2022 tanggal 16 Desember 2022 perihal Permohonan Penelitian, Mahasiswa Program Studi S1 Manajemen Fakultas Ekonomi Universitas Galuh dengan data berikut :

Nama : Ananda Putri Febriani  
NPM : 3402190074  
Lama Penelitian : Desember 2022 s/d Februari 2023  
Judul Skripsi : Pengaruh Kualitas Informasi dan Kualitas Layanan terhadap Kepuasan Pelanggan

Berdasarkan hal tersebut diatas, bersama ini kami sampaikan bahwa pada prinsipnya kami tidak keberatan dan menyetujui permohonan penelitian yang dimaksud. Dengan ketentuan tidak menyalahgunakan setiap data yang diberikan.

Demikian untuk diketahui dan atas perhatiannya Kami ucapkan terima kasih.

Hormat kami,  
Mgr. Shared Service

  
  
Arizona  
720009



Lampiran 4

Kuesioner Penelitian Pra-Survey Mengenai Kepuasan Pelanggan  
Indihome di PT Telkom Kandatel Banjar

Nama :

Responden yang terhormat,,

Bersama ini saya mengharapkan kesediaan saudara/saudari untuk mengisi daftar pertanyaan pra survey ini, dengan tujuan sebagai data tambahan untuk penyusunan usulan penelitian saya dengan memperhatikan ketentuan berikut:

1. Perhatikan dan cermati pertanyaan-pertanyaan sebelum anda memilih.
2. Pilihlah masing-masing satu jawaban yang memang benar-benar sesuai dengan hati anda.
3. Jawablah dengan sikap jujur.
4. Berilah tanda ceklis (√) pada jawaban yang anda pilih.

| NO                           | Pernyataan  | Pilihan Jawaban |       |
|------------------------------|---|-----------------|-------|
|                              |   | YA              | TIDAK |
| <b>A. Kesesuaian Harapan</b> |   |                 |       |
| 1.                           | Pelayanan dan pemberian informasi dari PT. Telkom Kandatel Banjar sudah optimal sesuai dengan harapan pelanggan |                 |       |
| 2.                           | Secara keseluruhan pelanggan merasa puas terhadap layanan   |                 |       |

|                                     |   |  |  |
|-------------------------------------|---|--|--|
|                                     | dan pemberian informasi jasa internet Indihome  |  |  |
| 3.                                  | Apakah anda merasa puas dengan informasi yang diberikan karyawan PT Telkom?   |  |  |
| 4.                                  | Apakah anda merasa puas akan layanan dari PT. Telkom Kandatel Banjar  |  |  |
| <b>B. Minat Berkunjung Kembali</b>  |   |  |  |
| 5.                                  | Apakah anda bersedia tidak berpaling ke jasa layanan internet lain dan berminat mengunjungi kembali PT Telkom Kandatel Banjar |  |  |
|                                     |   |  |  |
| <b>C. Kesiapan Merekomendasikan</b> |   |  |  |
| 6.                                  | Apakah anda bersedia merekomendasikan kepada orang lain tentang kepuasan menggunakan jasa layanan internet indihome           |  |  |
| 7.                                  | Saya akan menceritakan ke hal yang positif tentang jasa layanan internet indihome PT Telkom Kandatel Banjar                   |  |  |

Lampiran 5

**KUESIONER PENELITIAN**  
**PENGARUH KUALITAS INFORMASI DAN KUALITAS LAYANAN**  
**TERHADAP KEPUASAN PELANGGAN INDIHOME**

(Suatu Studi pada Pelanggan Indihome PT Telkom Kandatel Banjar)

**IDENTITAS RESPONDEN**

Isilah identitas diri Bapak/Ibu/Saudara dengan keadaan yang sebenarnya, dengan memberikan tanda (√) pada setiap jawaban :

| <b><u>Jenis Kelamin</u></b> | <b><u>Tingkat Pendidikan</u></b> | <b><u>Usia</u></b> | <b><u>Pekerjaan</u></b> |
|-----------------------------|----------------------------------|--------------------|-------------------------|
| ( ) Laki-laki               | ( ) SD                           | ( ) < 17 Tahun     | ( ) Petani              |
| ( ) Perempuan               | ( ) SMP                          | ( ) 17 - 25 Tahun  | ( ) Wiraswasta          |
|                             | ( ) SMA                          | ( ) 26 – 40 Tahun  | ( ) PNS                 |
|                             | ( ) Sarjana                      | ( ) > 40 Tahun     | ( ) Pegawai Swasta      |
|                             |                                  |                    | ( ) Pelajar/Mahasiswa   |
|                             |                                  |                    | ( ) Lainnya             |

**PETUNJUK PENGISIAN**

- Mohon angket ini diisi oleh Bapak/Ibu/Saudara dengan menjawab seluruh pertanyaan yang ada.
- Bacalah dengan teliti setiap pertanyaan dan seluruh pilihan jawaban.
- Pilihlah jawaban yang paling sesuai menurut Bapak/Ibu/Saudara dan berilah tanda (√) pada jawaban yang anda pilih yang memiliki makna :
  - Sangat Setuju (SS) = 5
  - Setuju (ST) = 4
  - Cukup Setuju (CS) = 3
  - Tidak Setuju (TS) = 2
  - Sangat Tidak Setuju (STS) = 1

- Jika terdapat pertanyaan yang kurang dipahami, silahkan bertanya langsung kepada peneliti.
- Mohon semua pertanyaan diisi dengan jujur, benar dan tidak ada yang terlewatkan kecuali ada petunjuk yang melewatinya.
- Atas kesediaan Bapak/Ibu/Saudara dalam membantu peneliti mengisi kuesioner, peneliti mengucapkan terimakasih.

### **KUALITAS INFORMASI (X1)**

| <b>NO</b>                  | <b>VARIABEL KUALITAS INFORMASI</b>   | <b>STS</b> | <b>TS</b> | <b>CS</b> | <b>S</b> | <b>SS</b> |
|----------------------------|--|------------|-----------|-----------|----------|-----------|
| <b>Akurat</b>              |  |            |           |           |          |           |
| 1.                         | Penyampaian informasi di social media memberikan informasi yang akurat.  |            |           |           |          |           |
| 2.                         | Informasi secara langsung dari para karyawan dan customer service dapat menyajikan informasi yang tepat sesuai dengan kebutuhan. |            |           |           |          |           |
| <b>Tepat pada waktunya</b> |  |            |           |           |          |           |
| 1.                         | Informasi dari PT Telkom dapat memberikan menghasilkan informasi yang terbaru dengan tepat waktu.                                |            |           |           |          |           |
| 2.                         | Kemudahan bagi pengguna indihome memperoleh informasi.   |            |           |           |          |           |
| <b>Relavan</b>             |  |            |           |           |          |           |
| 1.                         | Informasi yang dihasilkan memberikan manfaat bagi pengguna.  |            |           |           |          |           |
| 2.                         | Kemudahan dalam menyampaikan informasi kepada pelanggan baru   |            |           |           |          |           |

### **KUALITAS LAYANAN (X2)**

| <b>NO</b>           | <b>VARIABEL KUALITAS LAYANAN</b>   | <b>STS</b> | <b>TS</b> | <b>CS</b> | <b>S</b> | <b>SS</b> |
|---------------------|--|------------|-----------|-----------|----------|-----------|
| <b>Berwujud</b>     |  |            |           |           |          |           |
| 1.                  | Dukungan peralatan yang memadai untuk memberikan pelayanan kepada konsumen |            |           |           |          |           |
| 2.                  | Telkom didukung dengan adanya gedung yang memadai                          |            |           |           |          |           |
| <b>Reliabilitas</b> |  |            |           |           |          |           |

|                    |  |  |  |  |  |  |
|--------------------|--|--|--|--|--|--|
| 1.                 | Kemampuan karyawan dalam memberikan pelayanan yang terbaik   |  |  |  |  |  |
| 2.                 | Kemampuan PT Telkom dalam memberikan informasi dan pelayanan yang baik sesuai dengan harapan konsumen. |  |  |  |  |  |
| 3.                 | Pengetahuan dan keterampilan karyawan dalam menjalankan tugasnya.                                      |  |  |  |  |  |
| <b>Ketanggapan</b> |  |  |  |  |  |  |
| 1.                 | Kesigapan para karyawan untuk memberikan pelayanan secara cepat kepada pelanggan.                      |  |  |  |  |  |
| 2.                 | Karyawan memberikan tanggapan secara cepat atas keluhan yang disampaikan oleh pelanggan.               |  |  |  |  |  |
| <b>Jaminan</b>     |  |  |  |  |  |  |
| 1.                 | Karyawan memiliki keahlian teknis yang baik sehingga dapat menyelesaikan masalah                       |  |  |  |  |  |
| 2.                 | Karyawan bertanggungjawab atas apa yang dikerjakan untuk dapat menyelesaikan masalah                   |  |  |  |  |  |
| <b>Empati</b>      |  |  |  |  |  |  |
| 1.                 | Para karyawan bersikap ramah setiap konsumen pengguna indihome   |  |  |  |  |  |
| 2.                 | Karyawan menjaga hubungan yang baik dengan setiap konsumen   |  |  |  |  |  |

### **KEPUASAN PELANGGAN (Y)**

| <b>NO</b>                    | <b>VARIABEL KEPUASAN PELANGGAN</b>   | <b>STS</b> | <b>TS</b> | <b>CS</b> | <b>S</b> | <b>SS</b> |
|------------------------------|--|------------|-----------|-----------|----------|-----------|
| <b>Perasaan Puas</b>         |  |            |           |           |          |           |
| 1.                           | Kepuasan konsumen terhadap layanan indihome yang tersedia sesuai dengan harapan pelanggan  |            |           |           |          |           |
| 2.                           | Kepuasan pelanggan terhadap cepat tanggapnya pelayanan yang diberikan oleh karyawan  |            |           |           |          |           |
| <b>Selalu Membeli Produk</b> |  |            |           |           |          |           |
| 1.                           | Konsumen bersedia menambah atau memperpanjang fitur layanan yang tersedia pada PT Telkom   |            |           |           |          |           |
| 2.                           | Konsumen bersedia memperpanjang layanan jasa indihome karena merasa puas dengan informasi yang diberikan terkait dengan penjelasan layanan jasa indihome |            |           |           |          |           |



Terpenuhinya harapan pelanggan setelah membeli produk

|    |   |  |  |  |  |  |
|----|---|--|--|--|--|--|
| 1. | Pelanggan merasakan manfaat yang sesuai dengan harapannya setelah melakukan pembelian produk dari layanan jasa indihome |  |  |  |  |  |
|----|---|--|--|--|--|--|

Lampiran 6

Jawaban Responden Mengenai Kualitas Informasi

| <b>No</b> | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5</b> | <b>6</b> | <b>Total Skor</b> |
|-----------|----------|----------|----------|----------|----------|----------|-------------------|
| <b>1</b>  | 5        | 5        | 4        | 5        | 3        | 5        | <b>27</b>         |
| <b>2</b>  | 4        | 5        | 5        | 5        | 5        | 5        | <b>29</b>         |
| <b>3</b>  | 4        | 3        | 2        | 2        | 2        | 4        | <b>17</b>         |
| <b>4</b>  | 4        | 4        | 4        | 4        | 4        | 4        | <b>24</b>         |
| <b>5</b>  | 3        | 3        | 5        | 5        | 5        | 5        | <b>26</b>         |
| <b>6</b>  | 3        | 4        | 4        | 5        | 4        | 5        | <b>25</b>         |
| <b>7</b>  | 3        | 3        | 3        | 3        | 3        | 4        | <b>19</b>         |
| <b>8</b>  | 5        | 5        | 5        | 4        | 4        | 5        | <b>28</b>         |
| <b>9</b>  | 2        | 3        | 3        | 4        | 4        | 3        | <b>19</b>         |
| <b>10</b> | 4        | 4        | 5        | 4        | 5        | 4        | <b>26</b>         |
| <b>11</b> | 4        | 5        | 5        | 5        | 5        | 5        | <b>29</b>         |
| <b>12</b> | 3        | 5        | 3        | 4        | 4        | 5        | <b>24</b>         |
| <b>13</b> | 2        | 3        | 3        | 2        | 3        | 3        | <b>16</b>         |
| <b>14</b> | 3        | 4        | 2        | 4        | 1        | 4        | <b>18</b>         |
| <b>15</b> | 5        | 5        | 5        | 5        | 5        | 5        | <b>30</b>         |
| <b>16</b> | 4        | 4        | 5        | 4        | 5        | 3        | <b>25</b>         |
| <b>17</b> | 2        | 4        | 5        | 5        | 5        | 4        | <b>25</b>         |
| <b>18</b> | 1        | 4        | 3        | 3        | 4        | 4        | <b>19</b>         |
| <b>19</b> | 3        | 5        | 4        | 4        | 5        | 4        | <b>25</b>         |
| <b>20</b> | 5        | 4        | 5        | 4        | 5        | 4        | <b>27</b>         |
| <b>21</b> | 2        | 5        | 4        | 5        | 4        | 4        | <b>24</b>         |
| <b>22</b> | 5        | 5        | 5        | 5        | 5        | 5        | <b>30</b>         |
| <b>23</b> | 4        | 5        | 4        | 4        | 4        | 4        | <b>25</b>         |
| <b>24</b> | 5        | 5        | 5        | 5        | 5        | 5        | <b>30</b>         |
| <b>25</b> | 4        | 4        | 3        | 4        | 4        | 3        | <b>22</b>         |
| <b>26</b> | 4        | 5        | 4        | 5        | 4        | 4        | <b>26</b>         |
| <b>27</b> | 4        | 5        | 5        | 5        | 3        | 4        | <b>26</b>         |
| <b>28</b> | 3        | 4        | 4        | 4        | 4        | 4        | <b>23</b>         |
| <b>29</b> | 3        | 2        | 3        | 2        | 3        | 4        | <b>17</b>         |
| <b>30</b> | 2        | 4        | 4        | 5        | 4        | 5        | <b>24</b>         |
| <b>31</b> | 5        | 5        | 5        | 5        | 5        | 5        | <b>30</b>         |
| <b>32</b> | 4        | 4        | 4        | 5        | 4        | 5        | <b>26</b>         |
| <b>33</b> | 2        | 2        | 2        | 2        | 4        | 4        | <b>16</b>         |
| <b>34</b> | 3        | 4        | 4        | 3        | 4        | 5        | <b>23</b>         |
| <b>35</b> | 5        | 5        | 5        | 5        | 5        | 5        | <b>30</b>         |
| <b>36</b> | 5        | 4        | 5        | 4        | 3        | 4        | <b>25</b>         |
| <b>37</b> | 5        | 5        | 5        | 4        | 3        | 4        | <b>26</b>         |

|            |            |            |            |            |            |            |              |
|------------|------------|------------|------------|------------|------------|------------|--------------|
| <b>38</b>  | 3          | 4          | 3          | 3          | 4          | 1          | <b>18</b>    |
| <b>39</b>  | 5          | 5          | 5          | 5          | 4          | 4          | <b>28</b>    |
| <b>40</b>  | 4          | 5          | 4          | 5          | 5          | 5          | <b>28</b>    |
| <b>41</b>  | 4          | 5          | 5          | 5          | 5          | 4          | <b>28</b>    |
| <b>42</b>  | 4          | 4          | 5          | 4          | 5          | 3          | <b>25</b>    |
| <b>43</b>  | 3          | 4          | 4          | 3          | 4          | 4          | <b>22</b>    |
| <b>44</b>  | 3          | 4          | 4          | 5          | 4          | 5          | <b>25</b>    |
| <b>45</b>  | 2          | 5          | 4          | 5          | 5          | 5          | <b>26</b>    |
| <b>46</b>  | 4          | 5          | 3          | 4          | 4          | 4          | <b>24</b>    |
| <b>47</b>  | 5          | 5          | 5          | 5          | 3          | 3          | <b>26</b>    |
| <b>48</b>  | 4          | 5          | 4          | 5          | 4          | 4          | <b>26</b>    |
| <b>49</b>  | 4          | 4          | 4          | 4          | 4          | 4          | <b>24</b>    |
| <b>50</b>  | 2          | 4          | 4          | 2          | 2          | 4          | <b>18</b>    |
| <b>51</b>  | 4          | 4          | 4          | 4          | 4          | 4          | <b>24</b>    |
| <b>52</b>  | 5          | 5          | 5          | 5          | 2          | 4          | <b>26</b>    |
| <b>53</b>  | 4          | 5          | 5          | 5          | 5          | 5          | <b>29</b>    |
| <b>54</b>  | 3          | 5          | 5          | 5          | 5          | 5          | <b>28</b>    |
| <b>55</b>  | 3          | 4          | 5          | 4          | 5          | 4          | <b>25</b>    |
| <b>56</b>  | 4          | 4          | 5          | 5          | 5          | 5          | <b>28</b>    |
| <b>57</b>  | 5          | 5          | 4          | 5          | 4          | 5          | <b>28</b>    |
| <b>58</b>  | 5          | 5          | 5          | 5          | 4          | 4          | <b>28</b>    |
| <b>59</b>  | 4          | 5          | 4          | 5          | 5          | 4          | <b>27</b>    |
| <b>60</b>  | 2          | 4          | 5          | 5          | 5          | 5          | <b>26</b>    |
| <b>61</b>  | 5          | 5          | 5          | 5          | 4          | 5          | <b>29</b>    |
| <b>62</b>  | 4          | 5          | 4          | 5          | 5          | 5          | <b>28</b>    |
| <b>63</b>  | 4          | 4          | 4          | 5          | 4          | 5          | <b>26</b>    |
| <b>64</b>  | 4          | 2          | 4          | 4          | 4          | 2          | <b>20</b>    |
| <b>65</b>  | 4          | 2          | 2          | 4          | 4          | 2          | <b>18</b>    |
| <b>66</b>  | 4          | 4          | 5          | 5          | 5          | 5          | <b>28</b>    |
| <b>67</b>  | 2          | 2          | 4          | 5          | 4          | 5          | <b>22</b>    |
| <b>68</b>  | 5          | 5          | 5          | 5          | 4          | 4          | <b>28</b>    |
| <b>69</b>  | 5          | 5          | 5          | 5          | 4          | 4          | <b>28</b>    |
| <b>70</b>  | 4          | 5          | 4          | 5          | 4          | 2          | <b>24</b>    |
| <b>71</b>  | 4          | 5          | 5          | 5          | 5          | 4          | <b>28</b>    |
| <b>72</b>  | 4          | 4          | 5          | 4          | 5          | 4          | <b>26</b>    |
| <b>JML</b> | <b>269</b> | <b>308</b> | <b>304</b> | <b>313</b> | <b>298</b> | <b>301</b> | <b>1.793</b> |



|            |            |            |            |            |            |            |            |            |            |            |            |              |
|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| <b>40</b>  | 4          | 5          | 4          | 5          | 4          | 5          | 5          | 4          | 5          | 5          | 5          | <b>51</b>    |
| <b>41</b>  | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | <b>44</b>    |
| <b>42</b>  | 3          | 5          | 3          | 4          | 4          | 5          | 5          | 4          | 4          | 5          | 5          | <b>47</b>    |
| <b>43</b>  | 4          | 3          | 3          | 4          | 4          | 3          | 3          | 3          | 4          | 3          | 3          | <b>37</b>    |
| <b>44</b>  | 3          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | <b>43</b>    |
| <b>45</b>  | 4          | 5          | 4          | 4          | 4          | 4          | 4          | 3          | 5          | 5          | 5          | <b>47</b>    |
| <b>46</b>  | 4          | 4          | 3          | 4          | 4          | 3          | 3          | 4          | 4          | 3          | 4          | <b>40</b>    |
| <b>47</b>  | 3          | 4          | 3          | 3          | 4          | 3          | 3          | 3          | 3          | 3          | 3          | <b>35</b>    |
| <b>48</b>  | 4          | 4          | 3          | 3          | 4          | 4          | 3          | 4          | 4          | 4          | 3          | <b>40</b>    |
| <b>49</b>  | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | <b>44</b>    |
| <b>50</b>  | 2          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | <b>42</b>    |
| <b>51</b>  | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | <b>44</b>    |
| <b>52</b>  | 4          | 4          | 4          | 2          | 2          | 1          | 4          | 4          | 2          | 4          | 4          | <b>35</b>    |
| <b>53</b>  | 4          | 4          | 2          | 4          | 4          | 2          | 4          | 4          | 4          | 4          | 4          | <b>40</b>    |
| <b>54</b>  | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | <b>44</b>    |
| <b>55</b>  | 4          | 4          | 4          | 4          | 4          | 4          | 3          | 4          | 4          | 4          | 4          | <b>43</b>    |
| <b>56</b>  | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | <b>44</b>    |
| <b>57</b>  | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | <b>44</b>    |
| <b>58</b>  | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | <b>44</b>    |
| <b>59</b>  | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | <b>44</b>    |
| <b>60</b>  | 2          | 2          | 2          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | <b>38</b>    |
| <b>61</b>  | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | <b>44</b>    |
| <b>62</b>  | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | <b>44</b>    |
| <b>63</b>  | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | <b>44</b>    |
| <b>64</b>  | 2          | 2          | 2          | 4          | 2          | 2          | 2          | 2          | 2          | 4          | 4          | <b>28</b>    |
| <b>65</b>  | 4          | 2          | 4          | 4          | 4          | 4          | 4          | 4          | 2          | 2          | 4          | <b>38</b>    |
| <b>66</b>  | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | <b>44</b>    |
| <b>67</b>  | 2          | 2          | 2          | 2          | 2          | 2          | 2          | 2          | 3          | 3          | 4          | <b>26</b>    |
| <b>68</b>  | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | <b>44</b>    |
| <b>69</b>  | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | <b>44</b>    |
| <b>70</b>  | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | <b>44</b>    |
| <b>71</b>  | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | <b>44</b>    |
| <b>72</b>  | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | 4          | <b>44</b>    |
| <b>JML</b> | <b>280</b> | <b>282</b> | <b>273</b> | <b>277</b> | <b>282</b> | <b>269</b> | <b>267</b> | <b>275</b> | <b>280</b> | <b>287</b> | <b>286</b> | <b>3.058</b> |

Lampiran 8

Jawaban Responden Mengenai Kepuasan Pelanggan

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

|            |            |            |            |            |            |              |
|------------|------------|------------|------------|------------|------------|--------------|
| <b>44</b>  | 4          | 4          | 4          | 4          | 4          | <b>20</b>    |
| <b>45</b>  | 4          | 4          | 4          | 4          | 4          | <b>20</b>    |
| <b>46</b>  | 4          | 4          | 3          | 3          | 3          | <b>17</b>    |
| <b>47</b>  | 3          | 3          | 3          | 3          | 3          | <b>15</b>    |
| <b>48</b>  | 3          | 3          | 3          | 3          | 3          | <b>15</b>    |
| <b>49</b>  | 4          | 4          | 4          | 4          | 4          | <b>20</b>    |
| <b>50</b>  | 4          | 2          | 2          | 4          | 4          | <b>16</b>    |
| <b>51</b>  | 4          | 4          | 4          | 4          | 4          | <b>20</b>    |
| <b>52</b>  | 4          | 4          | 4          | 4          | 4          | <b>20</b>    |
| <b>53</b>  | 4          | 4          | 4          | 3          | 3          | <b>18</b>    |
| <b>54</b>  | 4          | 4          | 4          | 4          | 4          | <b>20</b>    |
| <b>55</b>  | 4          | 4          | 4          | 4          | 4          | <b>20</b>    |
| <b>56</b>  | 4          | 4          | 4          | 4          | 5          | <b>21</b>    |
| <b>57</b>  | 4          | 4          | 4          | 4          | 4          | <b>20</b>    |
| <b>58</b>  | 4          | 4          | 4          | 4          | 4          | <b>20</b>    |
| <b>59</b>  | 4          | 4          | 4          | 4          | 4          | <b>20</b>    |
| <b>60</b>  | 4          | 4          | 4          | 4          | 4          | <b>20</b>    |
| <b>61</b>  | 4          | 4          | 4          | 4          | 4          | <b>20</b>    |
| <b>62</b>  | 4          | 4          | 4          | 4          | 4          | <b>20</b>    |
| <b>63</b>  | 4          | 4          | 4          | 4          | 4          | <b>20</b>    |
| <b>64</b>  | 4          | 4          | 4          | 4          | 4          | <b>20</b>    |
| <b>65</b>  | 4          | 4          | 4          | 4          | 4          | <b>20</b>    |
| <b>66</b>  | 4          | 4          | 4          | 4          | 4          | <b>20</b>    |
| <b>67</b>  | 2          | 2          | 3          | 3          | 3          | <b>13</b>    |
| <b>68</b>  | 4          | 4          | 4          | 4          | 4          | <b>20</b>    |
| <b>69</b>  | 4          | 4          | 4          | 4          | 4          | <b>20</b>    |
| <b>70</b>  | 4          | 4          | 4          | 4          | 4          | <b>20</b>    |
| <b>71</b>  | 4          | 4          | 4          | 4          | 4          | <b>20</b>    |
| <b>72</b>  | 4          | 4          | 4          | 4          | 4          | <b>20</b>    |
| <b>JML</b> | <b>277</b> | <b>278</b> | <b>279</b> | <b>279</b> | <b>275</b> | <b>1.388</b> |

## Lampiran 9

## Titik Presentase Distribusi R-Hitung

| DF = n-2 | 0,1     | 0,05   | 0,02    | 0,01   | 0,001   |
|----------|---------|--------|---------|--------|---------|
|          | r 0,005 | r 0,05 | r 0,025 | r 0,01 | r 0,001 |
| 1        | 0,9877  | 0,9969 | 0,9995  | 0,9999 | 1,0000  |
| 2        | 0,9000  | 0,9500 | 0,9800  | 0,9900 | 0,9990  |
| 3        | 0,8054  | 0,8783 | 0,9343  | 0,9587 | 0,9911  |
| 4        | 0,7293  | 0,8114 | 0,8822  | 0,9172 | 0,9741  |
| 5        | 0,6694  | 0,7545 | 0,8329  | 0,8745 | 0,9509  |
| 6        | 0,6215  | 0,7067 | 0,7887  | 0,8343 | 0,9249  |
| 7        | 0,5822  | 0,6664 | 0,7498  | 0,7977 | 0,8983  |
| 8        | 0,5494  | 0,6319 | 0,7155  | 0,7646 | 0,8721  |
| 9        | 0,5214  | 0,6021 | 0,6851  | 0,7348 | 0,8470  |
| 10       | 0,4973  | 0,5760 | 0,6581  | 0,7079 | 0,8233  |
| 11       | 0,4762  | 0,5529 | 0,6339  | 0,6835 | 0,8010  |
| 12       | 0,4575  | 0,5324 | 0,6120  | 0,6614 | 0,7800  |
| 13       | 0,4409  | 0,5140 | 0,5923  | 0,6411 | 0,7604  |
| 14       | 0,4259  | 0,4973 | 0,5742  | 0,6226 | 0,7419  |
| 15       | 0,4124  | 0,4821 | 0,5577  | 0,6055 | 0,7247  |
| 16       | 0,4000  | 0,4683 | 0,5425  | 0,5897 | 0,7084  |
| 17       | 0,3887  | 0,4555 | 0,5285  | 0,5751 | 0,6932  |
| 18       | 0,3783  | 0,4438 | 0,5155  | 0,5614 | 0,6788  |
| 19       | 0,3687  | 0,4329 | 0,5034  | 0,5487 | 0,6652  |
| 20       | 0,3598  | 0,4227 | 0,4921  | 0,5368 | 0,6524  |
| 21       | 0,3515  | 0,4132 | 0,4815  | 0,5256 | 0,6402  |
| 22       | 0,3438  | 0,4044 | 0,4716  | 0,5151 | 0,6287  |
| 23       | 0,3365  | 0,3961 | 0,4622  | 0,5052 | 0,6178  |
| 24       | 0,3297  | 0,3882 | 0,4534  | 0,4958 | 0,6074  |
| 25       | 0,3233  | 0,3809 | 0,4451  | 0,4869 | 0,5974  |
| 26       | 0,3172  | 0,3739 | 0,4372  | 0,4785 | 0,5880  |
| 27       | 0,3115  | 0,3673 | 0,4297  | 0,4705 | 0,5790  |
| 28       | 0,3061  | 0,3610 | 0,4226  | 0,4629 | 0,5703  |
| 29       | 0,3009  | 0,3550 | 0,4158  | 0,4556 | 0,5620  |
| 30       | 0,2960  | 0,3494 | 0,4093  | 0,4487 | 0,5541  |
| 31       | 0,2913  | 0,3440 | 0,4032  | 0,4421 | 0,5465  |
| 32       | 0,2869  | 0,3388 | 0,3972  | 0,4357 | 0,5392  |
| 33       | 0,2826  | 0,3338 | 0,3916  | 0,4296 | 0,5322  |
| 34       | 0,2785  | 0,3291 | 0,3862  | 0,4238 | 0,5254  |
| 35       | 0,2746  | 0,3246 | 0,3810  | 0,4182 | 0,5189  |
| 36       | 0,2709  | 0,3202 | 0,3760  | 0,4128 | 0,5126  |
| 37       | 0,2673  | 0,3160 | 0,3712  | 0,4076 | 0,5066  |



|           |        |        |        |        |        |
|-----------|--------|--------|--------|--------|--------|
| <b>38</b> | 0,2638 | 0,3120 | 0,3665 | 0,4026 | 0,5007 |
| <b>39</b> | 0,2605 | 0,3081 | 0,3621 | 0,3978 | 0,4950 |
| <b>40</b> | 0,2573 | 0,3044 | 0,3578 | 0,3932 | 0,4896 |
| <b>41</b> | 0,2542 | 0,3008 | 0,3536 | 0,3887 | 0,4843 |
| <b>42</b> | 0,2512 | 0,2973 | 0,3496 | 0,3843 | 0,4791 |
| <b>43</b> | 0,2483 | 0,2940 | 0,3457 | 0,3801 | 0,4742 |
| <b>44</b> | 0,2455 | 0,2907 | 0,3420 | 0,3761 | 0,4694 |
| <b>45</b> | 0,2429 | 0,2876 | 0,3384 | 0,3721 | 0,4647 |
| <b>46</b> | 0,2403 | 0,2845 | 0,3348 | 0,3683 | 0,4601 |
| <b>47</b> | 0,2377 | 0,2816 | 0,3314 | 0,3646 | 0,4557 |
| <b>48</b> | 0,2353 | 0,2787 | 0,3281 | 0,3610 | 0,4514 |
| <b>49</b> | 0,2329 | 0,2759 | 0,3249 | 0,3575 | 0,4473 |
| <b>50</b> | 0,2306 | 0,2732 | 0,3218 | 0,3542 | 0,4432 |
| <b>51</b> | 0,2284 | 0,2706 | 0,3188 | 0,3509 | 0,4393 |
| <b>52</b> | 0,2262 | 0,2681 | 0,3158 | 0,3477 | 0,4354 |
| <b>53</b> | 0,2241 | 0,2656 | 0,3129 | 0,3445 | 0,4317 |
| <b>54</b> | 0,2221 | 0,2632 | 0,3102 | 0,3415 | 0,4280 |
| <b>55</b> | 0,2201 | 0,2609 | 0,3074 | 0,3385 | 0,4244 |
| <b>56</b> | 0,2181 | 0,2586 | 0,3048 | 0,3357 | 0,4210 |
| <b>57</b> | 0,2162 | 0,2564 | 0,3022 | 0,3328 | 0,4176 |
| <b>58</b> | 0,2144 | 0,2542 | 0,2997 | 0,3301 | 0,4143 |
| <b>59</b> | 0,2126 | 0,2521 | 0,2972 | 0,3274 | 0,4110 |
| <b>60</b> | 0,2108 | 0,2500 | 0,2948 | 0,3248 | 0,4079 |
| <b>61</b> | 0,2091 | 0,2480 | 0,2925 | 0,3223 | 0,4048 |
| <b>62</b> | 0,2075 | 0,2461 | 0,2902 | 0,3198 | 0,4018 |
| <b>63</b> | 0,2058 | 0,2441 | 0,2880 | 0,3173 | 0,3988 |
| <b>64</b> | 0,2042 | 0,2423 | 0,2858 | 0,3150 | 0,3959 |
| <b>65</b> | 0,2027 | 0,2404 | 0,2837 | 0,3126 | 0,3931 |
| <b>66</b> | 0,2012 | 0,2387 | 0,2816 | 0,3104 | 0,3903 |
| <b>67</b> | 0,1997 | 0,2369 | 0,2796 | 0,3081 | 0,3876 |
| <b>68</b> | 0,1982 | 0,2352 | 0,2776 | 0,3060 | 0,3850 |
| <b>69</b> | 0,1968 | 0,2335 | 0,2756 | 0,3038 | 0,3823 |
| <b>70</b> | 0,1954 | 0,2319 | 0,2737 | 0,3017 | 0,3798 |
| <b>71</b> | 0,1940 | 0,2303 | 0,2718 | 0,2997 | 0,3773 |
| <b>72</b> | 0,1927 | 0,2287 | 0,2700 | 0,2977 | 0,3748 |
| <b>73</b> | 0,1914 | 0,2272 | 0,2682 | 0,2957 | 0,3724 |
| <b>74</b> | 0,1901 | 0,2257 | 0,2664 | 0,2938 | 0,3701 |
| <b>75</b> | 0,1888 | 0,2242 | 0,2647 | 0,2919 | 0,3678 |
| <b>76</b> | 0,1876 | 0,2227 | 0,2630 | 0,2900 | 0,3655 |
| <b>77</b> | 0,1864 | 0,2213 | 0,2613 | 0,2882 | 0,3633 |
| <b>78</b> | 0,1852 | 0,2199 | 0,2597 | 0,2864 | 0,3611 |
| <b>79</b> | 0,1841 | 0,2185 | 0,2581 | 0,2847 | 0,3589 |

Lampiran 10

Titik Presentase Distribusi T

| <b>Pr</b> | <b>0.25</b> | <b>0.10</b> | <b>0.05</b> | <b>0.025</b> | <b>0.01</b> | <b>0.005</b> | <b>0.001</b> |
|-----------|-------------|-------------|-------------|--------------|-------------|--------------|--------------|
| <b>df</b> | <b>0.50</b> | <b>0.20</b> | <b>0.10</b> | <b>0.050</b> | <b>0.02</b> | <b>0.010</b> | <b>0.002</b> |
| <b>1</b>  | 1.00000     | 3.07768     | 6.31375     | 12.70620     | 31.82052    | 63.65674     | 318.30884    |
| <b>2</b>  | 0.81650     | 1.88562     | 2.91999     | 4.30265      | 6.96456     | 9.92484      | 22.32712     |
| <b>3</b>  | 0.76489     | 1.63774     | 2.35336     | 3.18245      | 4.54070     | 5.84091      | 10.21453     |
| <b>4</b>  | 0.74070     | 1.53321     | 2.13185     | 2.77645      | 3.74695     | 4.60409      | 7.17318      |
| <b>5</b>  | 0.72669     | 1.47588     | 2.01505     | 2.57058      | 3.36493     | 4.03214      | 5.89343      |
| <b>6</b>  | 0.71756     | 1.43976     | 1.94318     | 2.44691      | 3.14267     | 3.70743      | 5.20763      |
| <b>7</b>  | 0.71114     | 1.41492     | 1.89458     | 2.36462      | 2.99795     | 3.49948      | 4.78529      |
| <b>8</b>  | 0.70639     | 1.39682     | 1.85955     | 2.30600      | 2.89646     | 3.35539      | 4.50079      |
| <b>9</b>  | 0.70272     | 1.38303     | 1.83311     | 2.26216      | 2.82144     | 3.24984      | 4.29681      |
| <b>10</b> | 0.69981     | 1.37218     | 1.81246     | 2.22814      | 2.76377     | 3.16927      | 4.14370      |
| <b>11</b> | 0.69745     | 1.36343     | 1.79588     | 2.20099      | 2.71808     | 3.10581      | 4.02470      |
| <b>12</b> | 0.69548     | 1.35622     | 1.78229     | 2.17881      | 2.68100     | 3.05454      | 3.92963      |
| <b>13</b> | 0.69383     | 1.35017     | 1.77093     | 2.16037      | 2.65031     | 3.01228      | 3.85198      |
| <b>14</b> | 0.69242     | 1.34503     | 1.76131     | 2.14479      | 2.62449     | 2.97684      | 3.78739      |
| <b>15</b> | 0.69120     | 1.34061     | 1.75305     | 2.13145      | 2.60248     | 2.94671      | 3.73283      |
| <b>16</b> | 0.69013     | 1.33676     | 1.74588     | 2.11991      | 2.58349     | 2.92078      | 3.68615      |
| <b>17</b> | 0.68920     | 1.33338     | 1.73961     | 2.10982      | 2.56693     | 2.89823      | 3.64577      |
| <b>18</b> | 0.68836     | 1.33039     | 1.73406     | 2.10092      | 2.55238     | 2.87844      | 3.61048      |
| <b>19</b> | 0.68762     | 1.32773     | 1.72913     | 2.09302      | 2.53948     | 2.86093      | 3.57940      |
| <b>20</b> | 0.68695     | 1.32534     | 1.72472     | 2.08596      | 2.52798     | 2.84534      | 3.55181      |
| <b>21</b> | 0.68635     | 1.32319     | 1.72074     | 2.07961      | 2.51765     | 2.83136      | 3.52715      |
| <b>22</b> | 0.68581     | 1.32124     | 1.71714     | 2.07387      | 2.50832     | 2.81876      | 3.50499      |
| <b>23</b> | 0.68531     | 1.31946     | 1.71387     | 2.06866      | 2.49987     | 2.80734      | 3.48496      |
| <b>24</b> | 0.68485     | 1.31784     | 1.71088     | 2.06390      | 2.49216     | 2.79694      | 3.46678      |
| <b>25</b> | 0.68443     | 1.31635     | 1.70814     | 2.05954      | 2.48511     | 2.78744      | 3.45019      |
| <b>26</b> | 0.68404     | 1.31497     | 1.70562     | 2.05553      | 2.47863     | 2.77871      | 3.43500      |
| <b>27</b> | 0.68368     | 1.31370     | 1.70329     | 2.05183      | 2.47266     | 2.77068      | 3.42103      |
| <b>28</b> | 0.68335     | 1.31253     | 1.70113     | 2.04841      | 2.46714     | 2.76326      | 3.40816      |
| <b>29</b> | 0.68304     | 1.31143     | 1.69913     | 2.04523      | 2.46202     | 2.75639      | 3.39624      |
| <b>30</b> | 0.68276     | 1.31042     | 1.69726     | 2.04227      | 2.45726     | 2.75000      | 3.38518      |
| <b>31</b> | 0.68249     | 1.30946     | 1.69552     | 2.03951      | 2.45282     | 2.74404      | 3.37490      |
| <b>32</b> | 0.68223     | 1.30857     | 1.69389     | 2.03693      | 2.44868     | 2.73848      | 3.36531      |
| <b>33</b> | 0.68200     | 1.30774     | 1.69236     | 2.03452      | 2.44479     | 2.73328      | 3.35634      |
| <b>34</b> | 0.68177     | 1.30695     | 1.69092     | 2.03224      | 2.44115     | 2.72839      | 3.34793      |

|    |         |         |         |         |         |         |         |
|----|---------|---------|---------|---------|---------|---------|---------|
| 35 | 0.68156 | 1.30621 | 1.68957 | 2.03011 | 2.43772 | 2.72381 | 3.34005 |
| 36 | 0.68137 | 1.30551 | 1.68830 | 2.02809 | 2.43449 | 2.71948 | 3.33262 |
| 37 | 0.68118 | 1.30485 | 1.68709 | 2.02619 | 2.43145 | 2.71541 | 3.32563 |
| 38 | 0.68100 | 1.30423 | 1.68595 | 2.02439 | 2.42857 | 2.71156 | 3.31903 |
| 39 | 0.68083 | 1.30364 | 1.68488 | 2.02269 | 2.42584 | 2.70791 | 3.31279 |
| 40 | 0.68067 | 1.30308 | 1.68385 | 2.02108 | 2.42326 | 2.70446 | 3.30688 |
| 41 | 0.68052 | 1.30254 | 1.68288 | 2.01954 | 2.42080 | 2.70118 | 3.30127 |
| 42 | 0.68038 | 1.30204 | 1.68195 | 2.01808 | 2.41847 | 2.69807 | 3.29595 |
| 43 | 0.68024 | 1.30155 | 1.68107 | 2.01669 | 2.41625 | 2.69510 | 3.29089 |
| 44 | 0.68011 | 1.30109 | 1.68023 | 2.01537 | 2.41413 | 2.69228 | 3.28607 |
| 45 | 0.67998 | 1.30065 | 1.67943 | 2.01410 | 2.41212 | 2.68959 | 3.28148 |
| 46 | 0.67986 | 1.30023 | 1.67866 | 2.01290 | 2.41019 | 2.68701 | 3.27710 |
| 47 | 0.67975 | 1.29982 | 1.67793 | 2.01174 | 2.40835 | 2.68456 | 3.27291 |
| 48 | 0.67964 | 1.29944 | 1.67722 | 2.01063 | 2.40658 | 2.68220 | 3.26891 |
| 49 | 0.67953 | 1.29907 | 1.67655 | 2.00958 | 2.40489 | 2.67995 | 3.26508 |
| 50 | 0.67943 | 1.29871 | 1.67591 | 2.00856 | 2.40327 | 2.67779 | 3.26141 |
| 51 | 0.67933 | 1.29837 | 1.67528 | 2.00758 | 2.40172 | 2.67572 | 3.25789 |
| 52 | 0.67924 | 1.29805 | 1.67469 | 2.00665 | 2.40022 | 2.67373 | 3.25451 |
| 53 | 0.67915 | 1.29773 | 1.67412 | 2.00575 | 2.39879 | 2.67182 | 3.25127 |
| 54 | 0.67906 | 1.29743 | 1.67356 | 2.00488 | 2.39741 | 2.66998 | 3.24815 |
| 55 | 0.67898 | 1.29713 | 1.67303 | 2.00404 | 2.39608 | 2.66822 | 3.24515 |
| 56 | 0.67890 | 1.29685 | 1.67252 | 2.00324 | 2.39480 | 2.66651 | 3.24226 |
| 57 | 0.67882 | 1.29658 | 1.67203 | 2.00247 | 2.39357 | 2.66487 | 3.23948 |
| 58 | 0.67874 | 1.29632 | 1.67155 | 2.00172 | 2.39238 | 2.66329 | 3.23680 |
| 59 | 0.67867 | 1.29607 | 1.67109 | 2.00100 | 2.39123 | 2.66176 | 3.23421 |
| 60 | 0.67860 | 1.29582 | 1.67065 | 2.00030 | 2.39012 | 2.66028 | 3.23171 |
| 61 | 0.67853 | 1.29558 | 1.67022 | 1.99962 | 2.38905 | 2.65886 | 3.22930 |
| 62 | 0.67847 | 1.29536 | 1.66980 | 1.99897 | 2.38801 | 2.65748 | 3.22696 |
| 63 | 0.67840 | 1.29513 | 1.66940 | 1.99834 | 2.38701 | 2.65615 | 3.22471 |
| 64 | 0.67834 | 1.29492 | 1.66901 | 1.99773 | 2.38604 | 2.65485 | 3.22253 |
| 65 | 0.67828 | 1.29471 | 1.66864 | 1.99714 | 2.38510 | 2.65360 | 3.22041 |
| 66 | 0.67823 | 1.29451 | 1.66827 | 1.99656 | 2.38419 | 2.65239 | 3.21837 |
| 67 | 0.67817 | 1.29432 | 1.66792 | 1.99601 | 2.38330 | 2.65122 | 3.21639 |
| 68 | 0.67811 | 1.29413 | 1.66757 | 1.99547 | 2.38245 | 2.65008 | 3.21446 |
| 69 | 0.67806 | 1.29394 | 1.66724 | 1.99495 | 2.38161 | 2.64898 | 3.21260 |
| 70 | 0.67801 | 1.29376 | 1.66691 | 1.99444 | 2.38081 | 2.64790 | 3.21079 |
| 71 | 0.67796 | 1.29359 | 1.66660 | 1.99394 | 2.38002 | 2.64686 | 3.20903 |
| 72 | 0.67791 | 1.29342 | 1.66629 | 1.99346 | 2.37926 | 2.64585 | 3.20733 |
| 73 | 0.67787 | 1.29326 | 1.66600 | 1.99300 | 2.37852 | 2.64487 | 3.20567 |
| 74 | 0.67782 | 1.29310 | 1.66571 | 1.99254 | 2.37780 | 2.64391 | 3.20406 |

|           |         |         |         |         |         |         |         |
|-----------|---------|---------|---------|---------|---------|---------|---------|
| <b>75</b> | 0.67778 | 1.29294 | 1.66543 | 1.99210 | 2.37710 | 2.64298 | 3.20249 |
| <b>76</b> | 0.67773 | 1.29279 | 1.66515 | 1.99167 | 2.37642 | 2.64208 | 3.20096 |
| <b>77</b> | 0.67769 | 1.29264 | 1.66488 | 1.99125 | 2.37576 | 2.64120 | 3.19948 |
| <b>78</b> | 0.67765 | 1.29250 | 1.66462 | 1.99085 | 2.37511 | 2.64034 | 3.19804 |
| <b>79</b> | 0.67761 | 1.29236 | 1.66437 | 1.99045 | 2.37448 | 2.63950 | 3.19663 |
| <b>80</b> | 0.67757 | 1.29222 | 1.66412 | 1.99006 | 2.37387 | 2.63869 | 3.19526 |

Lampiran 11

Titik Presentase Distribusi F

| df untuk penyebut (N2) | df untuk pembilang (N1) |       |       |       |       |       |       |       |       |       |       |       |       |       |       |
|------------------------|-------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|                        | 1                       | 2     | 3     | 4     | 5     | 6     | 7     | 8     | 9     | 10    | 11    | 12    | 13    | 14    | 15    |
| 1                      | 161                     | 199   | 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 |
| 51 | 4.03 | 3.18 | 2.79 | 2.55 | 2.40 | 2.28 | 2.20 | 2.13 | 2.07 | 2.02 | 1.98 | 1.95 | 1.92 | 1.89 | 1.87 |
| 52 | 4.03 | 3.18 | 2.78 | 2.55 | 2.39 | 2.28 | 2.19 | 2.12 | 2.07 | 2.02 | 1.98 | 1.94 | 1.91 | 1.89 | 1.86 |
| 53 | 4.02 | 3.17 | 2.78 | 2.55 | 2.39 | 2.28 | 2.19 | 2.12 | 2.06 | 2.01 | 1.97 | 1.94 | 1.91 | 1.88 | 1.86 |
| 54 | 4.02 | 3.17 | 2.78 | 2.54 | 2.39 | 2.27 | 2.18 | 2.12 | 2.06 | 2.01 | 1.97 | 1.94 | 1.91 | 1.88 | 1.86 |
| 55 | 4.02 | 3.16 | 2.77 | 2.54 | 2.38 | 2.27 | 2.18 | 2.11 | 2.06 | 2.01 | 1.97 | 1.93 | 1.90 | 1.88 | 1.85 |
| 56 | 4.01 | 3.16 | 2.77 | 2.54 | 2.38 | 2.27 | 2.18 | 2.11 | 2.05 | 2.00 | 1.96 | 1.93 | 1.90 | 1.87 | 1.85 |
| 57 | 4.01 | 3.16 | 2.77 | 2.53 | 2.38 | 2.26 | 2.18 | 2.11 | 2.05 | 2.00 | 1.96 | 1.93 | 1.90 | 1.87 | 1.85 |
| 58 | 4.01 | 3.16 | 2.76 | 2.53 | 2.37 | 2.26 | 2.17 | 2.10 | 2.05 | 2.00 | 1.96 | 1.92 | 1.89 | 1.87 | 1.84 |
| 59 | 4.00 | 3.15 | 2.76 | 2.53 | 2.37 | 2.26 | 2.17 | 2.10 | 2.04 | 2.00 | 1.96 | 1.92 | 1.89 | 1.86 | 1.84 |
| 60 | 4.00 | 3.15 | 2.76 | 2.53 | 2.37 | 2.25 | 2.17 | 2.10 | 2.04 | 1.99 | 1.95 | 1.92 | 1.89 | 1.86 | 1.84 |
| 61 | 4.00 | 3.15 | 2.76 | 2.52 | 2.37 | 2.25 | 2.16 | 2.09 | 2.04 | 1.99 | 1.95 | 1.91 | 1.88 | 1.86 | 1.83 |
| 62 | 4.00 | 3.15 | 2.75 | 2.52 | 2.36 | 2.25 | 2.16 | 2.09 | 2.03 | 1.99 | 1.95 | 1.91 | 1.88 | 1.85 | 1.83 |
| 63 | 3.99 | 3.14 | 2.75 | 2.52 | 2.36 | 2.25 | 2.16 | 2.09 | 2.03 | 1.98 | 1.94 | 1.91 | 1.88 | 1.85 | 1.83 |
| 64 | 3.99 | 3.14 | 2.75 | 2.52 | 2.36 | 2.24 | 2.16 | 2.09 | 2.03 | 1.98 | 1.94 | 1.91 | 1.88 | 1.85 | 1.83 |
| 65 | 3.99 | 3.14 | 2.75 | 2.51 | 2.36 | 2.24 | 2.15 | 2.08 | 2.03 | 1.98 | 1.94 | 1.90 | 1.87 | 1.85 | 1.82 |
| 66 | 3.99 | 3.14 | 2.74 | 2.51 | 2.35 | 2.24 | 2.15 | 2.08 | 2.03 | 1.98 | 1.94 | 1.90 | 1.87 | 1.84 | 1.82 |
| 67 | 3.98 | 3.13 | 2.74 | 2.51 | 2.35 | 2.24 | 2.15 | 2.08 | 2.02 | 1.98 | 1.93 | 1.90 | 1.87 | 1.84 | 1.82 |
| 68 | 3.98 | 3.13 | 2.74 | 2.51 | 2.35 | 2.24 | 2.15 | 2.08 | 2.02 | 1.97 | 1.93 | 1.90 | 1.87 | 1.84 | 1.82 |
| 69 | 3.98 | 3.13 | 2.74 | 2.50 | 2.35 | 2.23 | 2.15 | 2.08 | 2.02 | 1.97 | 1.93 | 1.90 | 1.86 | 1.84 | 1.81 |
| 70 | 3.98 | 3.13 | 2.74 | 2.50 | 2.35 | 2.23 | 2.14 | 2.07 | 2.02 | 1.97 | 1.93 | 1.89 | 1.86 | 1.84 | 1.81 |

|    |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
|----|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 71 | 3.98 | 3.13 | 2.73 | 2.50 | 2.34 | 2.23 | 2.14 | 2.07 | 2.01 | 1.97 | 1.93 | 1.89 | 1.86 | 1.83 | 1.81 |
| 72 | 3.97 | 3.12 | 2.73 | 2.50 | 2.34 | 2.23 | 2.14 | 2.07 | 2.01 | 1.96 | 1.92 | 1.89 | 1.86 | 1.83 | 1.81 |
| 73 | 3.97 | 3.12 | 2.73 | 2.50 | 2.34 | 2.23 | 2.14 | 2.07 | 2.01 | 1.96 | 1.92 | 1.89 | 1.86 | 1.83 | 1.81 |
| 74 | 3.97 | 3.12 | 2.73 | 2.50 | 2.34 | 2.22 | 2.14 | 2.07 | 2.01 | 1.96 | 1.92 | 1.89 | 1.85 | 1.83 | 1.80 |
| 75 | 3.97 | 3.12 | 2.73 | 2.49 | 2.34 | 2.22 | 2.13 | 2.06 | 2.01 | 1.96 | 1.92 | 1.88 | 1.85 | 1.83 | 1.80 |
| 76 | 3.97 | 3.12 | 2.72 | 2.49 | 2.33 | 2.22 | 2.13 | 2.06 | 2.01 | 1.96 | 1.92 | 1.88 | 1.85 | 1.82 | 1.80 |
| 77 | 3.97 | 3.12 | 2.72 | 2.49 | 2.33 | 2.22 | 2.13 | 2.06 | 2.00 | 1.96 | 1.92 | 1.88 | 1.85 | 1.82 | 1.80 |
| 78 | 3.96 | 3.11 | 2.72 | 2.49 | 2.33 | 2.22 | 2.13 | 2.06 | 2.00 | 1.95 | 1.91 | 1.88 | 1.85 | 1.82 | 1.80 |
| 79 | 3.96 | 3.11 | 2.72 | 2.49 | 2.33 | 2.22 | 2.13 | 2.06 | 2.00 | 1.95 | 1.91 | 1.88 | 1.85 | 1.82 | 1.79 |
| 80 | 3.96 | 3.11 | 2.72 | 2.49 | 2.33 | 2.21 | 2.13 | 2.06 | 2.00 | 1.95 | 1.91 | 1.88 | 1.84 | 1.82 | 1.79 |
| 81 | 3.96 | 3.11 | 2.72 | 2.48 | 2.33 | 2.21 | 2.12 | 2.05 | 2.00 | 1.95 | 1.91 | 1.87 | 1.84 | 1.82 | 1.79 |
| 82 | 3.96 | 3.11 | 2.72 | 2.48 | 2.33 | 2.21 | 2.12 | 2.05 | 2.00 | 1.95 | 1.91 | 1.87 | 1.84 | 1.81 | 1.79 |
| 83 | 3.96 | 3.11 | 2.71 | 2.48 | 2.32 | 2.21 | 2.12 | 2.05 | 1.99 | 1.95 | 1.91 | 1.87 | 1.84 | 1.81 | 1.79 |
| 84 | 3.95 | 3.11 | 2.71 | 2.48 | 2.32 | 2.21 | 2.12 | 2.05 | 1.99 | 1.95 | 1.90 | 1.87 | 1.84 | 1.81 | 1.79 |
| 85 | 3.95 | 3.10 | 2.71 | 2.48 | 2.32 | 2.21 | 2.12 | 2.05 | 1.99 | 1.94 | 1.90 | 1.87 | 1.84 | 1.81 | 1.79 |
| 86 | 3.95 | 3.10 | 2.71 | 2.48 | 2.32 | 2.21 | 2.12 | 2.05 | 1.99 | 1.94 | 1.90 | 1.87 | 1.84 | 1.81 | 1.78 |
| 87 | 3.95 | 3.10 | 2.71 | 2.48 | 2.32 | 2.20 | 2.12 | 2.05 | 1.99 | 1.94 | 1.90 | 1.87 | 1.83 | 1.81 | 1.78 |
| 88 | 3.95 | 3.10 | 2.71 | 2.48 | 2.32 | 2.20 | 2.12 | 2.05 | 1.99 | 1.94 | 1.90 | 1.86 | 1.83 | 1.81 | 1.78 |
| 89 | 3.95 | 3.10 | 2.71 | 2.47 | 2.32 | 2.20 | 2.11 | 2.04 | 1.99 | 1.94 | 1.90 | 1.86 | 1.83 | 1.80 | 1.78 |
| 90 | 3.95 | 3.10 | 2.71 | 2.47 | 2.32 | 2.20 | 2.11 | 2.04 | 1.99 | 1.94 | 1.90 | 1.86 | 1.83 | 1.80 | 1.78 |

## **DAFTAR RIWAYAT HIDUP**



Nama : Ananda Putri Febriani

NIM : 3402190074

TTL : Ciamis, 24 Februari 2001

Alamat : Dusun Sukamenak, Desa Mekarmukti, RT.

07, RW. 011. Kecamatan Cisaga, Kabupaten Ciamis

## **RIWAYAT PENDIDIKAN**

2007 – 2013 SDN 1 MEKARMUKTI

2013 – 2016 SMPN 1 CISAGA

2016 – 2019 SMKN 2 BANJAR

2019 – 2023 UNIVERSITAS GALUH CIAMIS