

BAB IV

Kesimpulan Dan Saran

4.1 Kesimpulan

Berdasarkan hasil analisis data yang telah dilakukan pada bab sebelumnya pada penggunaan alat analisis Arithmetic Mean variabel yang memiliki hasil penilaian sebagai berikut:

- a) Dari hasil rata-rata penghitungan nilai dimensi tangibles diperoleh nilai 3.9226. Yang berarti menunjukkan bahwa penilaian konsumen terhadap kualitas pelayanan Salon Erfan's pada dimensi tangibles disimpulkan baik
- b) Dari hasil rata-rata penghitungan nilai dimensi reliability diperoleh nilai 3.9127. Yang berarti menunjukkan bahwa penilaian konsumen terhadap kualitas pelayanan Salon Erfan's pada dimensi reliability disimpulkan baik
- c) Dari hasil rata-rata penghitungan nilai dimensi assurance diperoleh nilai 3.9306. Yang berarti menunjukkan bahwa penilaian konsumen terhadap kualitas pelayanan Salon Erfan's pada dimensi assurance disimpulkan baik
- d) Dari hasil rata-rata penghitungan nilai dimensi responsiveness diperoleh nilai 3.8730. Yang berarti menunjukkan bahwa penilaian konsumen terhadap kualitas pelayanan Salon Erfan's pada dimensi responsiveness disimpulkan baik.

- e) Dari hasil rata-rata penghitungan nilai dimensi empathy diperoleh nilai 3.8778. Yang berarti menunjukkan bahwa penilaian konsumen terhadap kualitas pelayanan Salon Erfan's pada dimensi empathy disimpulkan baik.
- f) Berdasarkan penghitungan One Sampel T-Test didapatkan hasil t hitung pada Dimensi Tangible sebesar 18.098, pada Dimensi Reliability sebesar 15.781, pada Dimensi Assurance sebesar 16.482, pada Dimensi Responsiveness sebesar 16.594, pada Dimensi Emphaty sebesar 15.218, dari semua hasil tersebut menunjukkan t hitung secara keseluruhan lebih besar dari t tabel (1.979) yang mana menunjukkan ada perbedaan penilaian konsumen terhadap pelayanan jasa Salon Erfan's. Dimana nilai tengah yang digunakan adalah 3.00. Kemudian hasil mean secara keseluruhan tiap dimensi adalah: Dimensi Tangible 3.9226, Dimensi Reliability 3.9127, Dimensi Assurance 3.9306, Dimensi Responsiveness 3.8730, Dimensi Emphaty 3.8778 yang mana semua hasil penghitungan lebih besar dari 3.00. Kesimpulan yang dapat diambil adalah kualitas pelayanan Salon Erfan's dari semua dimensi sudah baik.
- g) Berdasarkan penghitungan Independent sampel T-Test didapatkan hasil t hitung pada Dimensi Tangible sebesar 4.190, pada Dimensi Reliability sebesar 5.449, pada Dimensi Assurance sebesar 5.216, pada Dimensi Responsiveness sebesar 5.263, pada Dimensi Emphaty sebesar 5.547, dari semua hasil tersebut menunjukkan t hitung secara keseluruhan lebih besar dari t tabel. sebesar 1.979, yang berarti menunjukkan ada perbedaan secara

signifikan antara pelanggan dan bukan pelanggan dimana pelanggan mempunyai penilaian yang lebih bagus daripada bukan pelanggan.

4.2. Saran

Pada prinsipnya kualitas pelayanan yang diberikan Salon Erfan's kepada konsumen sudah baik dilihat dari dimensi manapun. Apabila diurutkan dari yang tertinggi sampai yang terendah secara rata-rata adalah: dimensi assurance, dimensi tangibles, dimensi reliability, dimensi empathy, dan yang terendah adalah dimensi responsiveness. Meskipun secara keseluruhan secara rata-rata semua dimensi adalah baik, namun yang perlu ditingkatkan adalah dimensi responsiveness, dimana Salon Erfan's harus lebih dalam memberikan pelayanan yang terbaik sehingga konsumen merasa aman dan nyaman dalam menggunakan jasa salon, semua karyawan salon memberikan secara tepat dan terperinci kepada konsumen ketika akan melakukan tindakan (misal hasil yang didapat setelah perawatan), semua karyawan memberikan perhatian perorangan dengan baik, semua karyawan memberikan pelayanan dengan cepat dan tepat kepada konsumen. Apabila hal tersebut dapat dilaksanakan dengan baik maka persepsi konsumen terhadap kualitas pelayanan yang diberikan akan baik yang mana secara otomatis dapat meningkatkan pendapatan daripada Salon Erfan's itu sendiri.

Daftar Pustaka

Dajan, Anto, 1993, *Pengantar Metode Statistik*, Cetakan Kedelapan belas, LP3ES, Jakarta.

Kotler, Philip (1994), *Marketing Management: Analysis, Planning, Implementation, and Control*, 8th ed. Englewood Cliffs, N.J: Prentice-Hall International, Inc.

Kotler, Philip and Gary Armstrong (1994) *Principles of Marketing*, 6th ed.

Basu Swasta, T.Hani Handoko, *Analisis Perilaku Konsumen*, Edisi Kesatu, Yogyakarta.

Englewood Cliffs, N.J. : Prentice-Hall International, Inc.

Lukas Setia Atmaja(1997), *Statistik Induktif Dalam Praktek*, Cetakan Ketiga, Andi Offset.

Parasuraman, A., Zeithaml L.L. Berry (1994), "Reassessment of Expectation as a Comparison Standard in Measuring Service Quality: Implication for Further Research", *Journal of Marketing*, Vol. 58

Tjiptono, Fandy (1996), *Manajemen Jasa*, Cetakan Ketiga, Andi Offset.

William J. Stanton(1980), *Prinsip-prinsip Pemasaran*, Penerbit Erlangga, Penerjemah Yohanes Lamarto, Edisi Ketujuh Jakarta.

Daftar Pertanyaan

Bagian I

Petunjuk: Berilah tanda silang (X) pada salah satu jawaban yang anda pilih

1. Berapa kali anda pernah mengunjungi Salon Erfan's:
 - a. satu kali
 - b. dua kali
 - c. tiga kali
 - d. lebih dari 3 kali

Bagian II

Petunjuk: Berilah tanda (√) pada jawaban yang anda pilih.

Keterangan : SS = Sangat Setuju

S = Setuju

R = Ragu-ragu

TS = Tidak Setuju

STS = Sangat Tidak Setuju

DIMENSI TANGIBLES (Fisik)

| No | Pertanyaan | SS | S | R | TS | STS |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------|----|---|---|----|-----|
| 1 | Salon Erfan's mempunyai peralatan dan perlengkapan yang bagus dan modern untuk mendukung hasil yang maksimal. | | | | | |
| 2 | Sarana penunjang dan fasilitas umum yang disediakan Salon Erfan's bagus. (penampilan karyawan, ruang yang ber-AC, desain ruangan yang nyaman). | | | | | |
| 3 | Penampilan dan cara berpakaian karyawan sudah baik dan sopan. | | | | | |
| 4 | Tata ruangan Salon Erfan's mempunyai desain yang baik sehingga konsumen merasa nyaman ketika menunggu. | | | | | |

DIMENSI RELIABILITY (Keandalan)

| No | Pertanyaan | SS | S | R | TS | STS |
|----|--------------------------------------------------------------------------------------------------------------------------------------|----|---|---|----|-----|
| 5 | Karyawan Salon Erfan's memberikan pelayanan dengan baik sesuai waktu yang dijanjikan. | | | | | |
| 6 | Karyawan Salon Erfan's memberikan saran yang terbaik sebelum melakukan tindakan terhadap konsumen. | | | | | |
| 7 | Karyawan Salon Erfan's menangani urusan administrasi atau catatan penting dengan baik dan cermat (misal nota pembayaran) | | | | | |
| 8 | Ketika konsumen mengalami kesulitan dalam masalah rambut dan mode, Salon Erfan's memberikan solusi yang terbaik dalam memecahkannya. | | | | | |
| 9 | Semua karyawan memberikan pelayanan yang terbaik bagi konsumen. | | | | | |

DIMENSI ASSURANCE (Jaminan)

| No | Pertanyaan | SS | S | R | TS | STS |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------|----|---|---|----|-----|
| 10 | Semua karyawan Salon Erfan's memiliki kemampuan, ketrampilan, dan pengetahuan yang baik sehingga konsumen puas dalam memperoleh jawaban ketika berkonsultasi. | | | | | |
| 11 | Hasil kerja karyawan Salon Erfan's sudah maksimal sehingga dapat membangkitkan kepercayaan dan keyakinan konsumen. | | | | | |
| 12 | Anda merasa aman dan nyaman dalam melakukan transaksi dengan Salon Erfan's | | | | | |
| 13 | Para staf dan karyawan bersikap ramah dan supel dalam memberikan pelayanan kepada konsumen. | | | | | |

DIMENSI RESPONSIVENESS (Tanggapan)

| No | Pertanyaan | SS | S | R | TS | STS |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|---|---|----|-----|
| 14 | Karyawan Salon Erfan's memberitahukan dengan tepat dan terperinci kepada konsumen ketika akan melakukan sesuatu. (misal hasil yang didapat setelah perawatan kulit). | | | | | |
| 15 | Karyawan dan staf Salon Erfan's selalu mau membantu konsumen dengan baik. | | | | | |
| 16 | Karyawan dan staf Salon Erfan's memberikan pelayanan dengan cepat dan tepat kepada konsumen. | | | | | |
| 17 | Karyawan dan staf selalu memberikan jawaban dengan senang hati tanpa merasa direpotkan. | | | | | |

DIMENSI EMPHATY (Empati)

| No | Pertanyaan | SS | S | R | TS | STS |
|----|-----------------------------------------------------------------------------------------------------------------------------------|----|---|---|----|-----|
| 18 | Salon Erfan's memberikan pelayanan yang terbaik sehingga konsumen merasa aman dan nyaman dalam menggunakan jasa salon. | | | | | |
| 19 | Karyawan Salon Erfan's mempunyai sifat yang ramah dan bersahabat terhadap konsumen. | | | | | |
| 20 | Karyawan Salon Erfan's memberikan konsumen perhatian perorangan dengan baik (semacam konsultasi secara individu kepada konsumen). | | | | | |
| 21 | Karyawan dan staf Salon Erfan's memberikan pelayanan dengan sepenuh hati kepada konsumen. | | | | | |
| 22 | Karyawan dan staf di Salon Erfan's memahami kebutuhan konsumen secara baik. | | | | | |

Descriptives_Tangible

Descriptive Statistics

| | N | Sum | Mean |
|--------------------|-----|--------|--------|
| TANG1 | 126 | 497 | 3.94 |
| TANG2 | 126 | 488 | 3.87 |
| TANG3 | 126 | 501 | 3.98 |
| TANG4 | 126 | 491 | 3.90 |
| TANGIBLE | 126 | 494.25 | 3.9226 |
| Valid N (listwise) | 126 | | |

Descriptives_Reliability

Descriptive Statistics

| | N | Sum | Mean |
|--------------------|-----|--------|--------|
| REL1 | 126 | 484 | 3.84 |
| REL2 | 126 | 480 | 3.81 |
| REL3 | 126 | 500 | 3.97 |
| REL4 | 126 | 505 | 4.01 |
| REL5 | 126 | 496 | 3.94 |
| RELIABIL | 126 | 493.00 | 3.9127 |
| Valid N (listwise) | 126 | | |

Descriptives_Assurance

Descriptive Statistics

| | N | Sum | Mean |
|--------------------|-----|--------|--------|
| ASSUR1 | 126 | 464 | 3.68 |
| ASSUR2 | 126 | 502 | 3.98 |
| ASSUR3 | 126 | 506 | 4.02 |
| ASSUR4 | 126 | 509 | 4.04 |
| ASSURANC | 126 | 495.25 | 3.9306 |
| Valid N (listwise) | 126 | | |

Descriptives_Responsiveness

Descriptive Statistics

| | N | Sum | Mean |
|--------------------|-----|--------|--------|
| RESPN1 | 126 | 480 | 3.81 |
| RESPN2 | 126 | 498 | 3.95 |
| RESPN3 | 126 | 480 | 3.81 |
| RESPN4 | 126 | 494 | 3.92 |
| RERPONS | 126 | 488.00 | 3.8730 |
| Valid N (listwise) | 126 | | |

Descriptives_Empathy

Descriptive Statistics

| | N | Sum | Mean |
|--------------------|-----|--------|--------|
| EMPH1 | 126 | 506 | 4.02 |
| EMPH2 | 126 | 497 | 3.94 |
| EMPH3 | 126 | 467 | 3.71 |
| EMPH4 | 126 | 491 | 3.90 |
| EMPH5 | 126 | 482 | 3.83 |
| EMPHATY | 126 | 488.60 | 3.8778 |
| Valid N (listwise) | 126 | | |

T-Test

One-Sample Statistics

| | N | Mean | Std. Deviation | Std. Error Mean |
|----------|-----|--------|----------------|-----------------|
| TANGIBLE | 126 | 3.9226 | .5722 | 5.098E-02 |
| RELIABIL | 126 | 3.9127 | .6492 | 5.783E-02 |
| ASSURANC | 126 | 3.9306 | .6337 | 5.646E-02 |
| RESPON | 126 | 3.8730 | .5905 | 5.261E-02 |
| EMPHATY | 126 | 3.8778 | .6474 | 5.768E-02 |

One-Sample Test

| | Test Value = 3 | | | | | |
|----------|----------------|-----|-----------------|-----------------|-------------------------------------------|--------|
| | t | df | Sig. (2-tailed) | Mean Difference | 95% Confidence Interval of the Difference | |
| | | | | | Lower | Upper |
| TANGIBLE | 18.098 | 125 | .000 | .9226 | .8217 | 1.0235 |
| RELIABIL | 15.781 | 125 | .000 | .9127 | .7982 | 1.0272 |
| ASSURANC | 16.482 | 125 | .000 | .9306 | .8188 | 1.0423 |
| RESPON | 16.594 | 125 | .000 | .8730 | .7689 | .9771 |
| EMPHATY | 15.218 | 125 | .000 | .8778 | .7636 | .9919 |

T-Test

Group Statistics

| STATUS | | N | Mean | Std. Deviation | Std. Error Mean |
|----------|-----------------|----|--------|----------------|-----------------|
| TANGIBLE | pelanggan | 69 | 4.1051 | .5430 | 6.537E-02 |
| | bukan pelanggan | 57 | 3.7018 | .5313 | 7.037E-02 |
| RELIABIL | pelanggan | 69 | 4.1710 | .5056 | 6.087E-02 |
| | bukan pelanggan | 57 | 3.6000 | .6698 | 8.871E-02 |
| ASSURANC | pelanggan | 69 | 4.1739 | .4875 | 5.869E-02 |
| | bukan pelanggan | 57 | 3.6360 | .6683 | 8.851E-02 |
| RESPON | pelanggan | 69 | 4.1014 | .4742 | 5.709E-02 |
| | bukan pelanggan | 57 | 3.5965 | .6027 | 7.983E-02 |
| EMPHATY | pelanggan | 69 | 4.1391 | .4769 | 5.741E-02 |
| | bukan pelanggan | 57 | 3.5614 | .6881 | 9.114E-02 |

Independent Samples Test

| | | Levene's Test for Equality of Variances | | t-test for Equality of Means | | | | | | |
|----------|-----------------------------|-----------------------------------------|------|------------------------------|---------|-----------------|-----------------|-----------------------|-------------------------------------------|-------|
| | | F | Sig. | t | df | Sig. (2-tailed) | Mean Difference | Std. Error Difference | 95% Confidence Interval of the Difference | |
| | | | | | | | | | Lower | Upper |
| TANGIBLE | Equal variances assumed | .009 | .923 | 4.190 | 124 | .000 | .4033 | 9.625E-02 | .2128 | .5938 |
| | Equal variances not assumed | | | 4.199 | 120.474 | .000 | .4033 | 9.805E-02 | .2132 | .5935 |
| RELIABIL | Equal variances assumed | 5.088 | .026 | 5.449 | 124 | .000 | .5710 | .1048 | .3636 | .7784 |
| | Equal variances not assumed | | | 5.308 | 102.439 | .000 | .5710 | .1076 | .3576 | .7844 |
| ASSURANC | Equal variances assumed | 5.402 | .022 | 5.216 | 124 | .000 | .5379 | .1031 | .3338 | .7421 |
| | Equal variances not assumed | | | 5.065 | 100.129 | .000 | .5379 | .1062 | .3272 | .7487 |
| RESPON | Equal variances assumed | 3.467 | .085 | 5.283 | 124 | .000 | .5050 | 9.595E-02 | .3150 | .8949 |
| | Equal variances not assumed | | | 5.145 | 105.246 | .000 | .5050 | 9.814E-02 | .3104 | .8996 |
| EMPHATY | Equal variances assumed | 6.995 | .009 | 5.547 | 124 | .000 | .5777 | .1041 | .3716 | .7839 |
| | Equal variances not assumed | | | 5.363 | 96.716 | .000 | .5777 | .1077 | .3639 | .7915 |

Case Summaries

| | Berapa kali anda mengunjungi Salon Erfan"s | Tang_1 | Tang_2 | Tang_3 | Tang_4 | Rel_1 | Rel_2 | Rel_3 |
|----|--------------------------------------------|--------|--------|--------|--------|-------|-------|-------|
| 1 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 |
| 2 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 5 |
| 3 | 3 | 4 | 4 | 4 | 5 | 5 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 3 | 5 | 2 | 2 |
| 5 | 4 | 5 | 5 | 4 | 3 | 2 | 4 | 5 |
| 6 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 |
| 7 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 3 |
| 8 | 3 | 4 | 5 | 5 | 4 | 4 | 5 | 5 |
| 9 | 3 | 4 | 5 | 5 | 4 | 5 | 4 | 3 |
| 10 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 |
| 11 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 |
| 12 | 4 | 3 | 4 | 4 | 2 | 4 | 4 | 4 |
| 13 | 4 | 5 | 5 | 5 | 5 | 4 | 3 | 4 |
| 14 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 15 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 16 | 1 | 4 | 2 | 4 | 1 | 4 | 5 | 4 |
| 17 | 2 | 5 | 4 | 4 | 5 | 5 | 5 | 4 |
| 18 | 2 | 4 | 4 | 4 | 4 | 3 | 3 | 4 |
| 19 | 1 | 3 | 4 | 4 | 4 | 3 | 4 | 4 |
| 20 | 1 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 21 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 22 | 1 | 3 | 3 | 4 | 4 | 5 | 4 | 5 |
| 23 | 1 | 3 | 3 | 4 | 4 | 3 | 3 | 3 |
| 24 | 1 | 3 | 3 | 4 | 4 | 3 | 4 | 4 |
| 25 | 2 | 4 | 3 | 3 | 3 | 2 | 2 | 3 |
| 26 | 1 | 4 | 4 | 4 | 4 | 3 | 2 | 2 |
| 27 | 2 | 4 | 4 | 3 | 4 | 4 | 3 | 3 |
| 28 | 1 | 2 | 1 | 4 | 2 | 2 | 2 | 4 |
| 29 | 2 | 3 | 4 | 2 | 4 | 3 | 4 | 5 |
| 30 | 1 | 2 | 2 | 4 | 3 | 2 | 3 | 4 |
| 31 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 |
| 32 | 3 | 4 | 4 | 4 | 5 | 4 | 5 | 4 |
| 33 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 |
| 34 | 3 | 5 | 4 | 5 | 4 | 4 | 5 | 4 |
| 35 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 |
| 36 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 |
| 37 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 3 |
| 38 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |

| | | | | | | | | |
|----|---|---|---|---|---|---|---|---|
| 39 | 3 | 5 | 5 | 4 | 4 | 4 | 5 | 5 |
| 40 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 |
| 41 | 4 | 3 | 4 | 4 | 3 | 4 | 5 | 5 |
| 42 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 |
| 43 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 |
| 44 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 |
| 45 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 |
| 46 | 4 | 4 | 4 | 1 | 2 | 2 | 3 | 3 |
| 47 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 4 |
| 48 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 49 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 |
| 50 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 |
| 51 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 52 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 |
| 53 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 |
| 54 | 4 | 4 | 2 | 4 | 4 | 5 | 5 | 5 |
| 55 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 56 | 4 | 4 | 2 | 4 | 3 | 4 | 2 | 3 |
| 57 | 3 | 4 | 4 | 4 | 2 | 5 | 4 | 4 |
| 58 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 5 |
| 59 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 |
| 60 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 2 |
| 61 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 |
| 62 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 4 |
| 63 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 |
| 64 | 4 | 4 | 3 | 5 | 4 | 5 | 5 | 4 |
| 65 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 5 |
| 66 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 5 |
| 67 | 1 | 5 | 3 | 4 | 4 | 4 | 4 | 5 |
| 68 | 2 | 3 | 4 | 5 | 2 | 4 | 4 | 5 |
| 69 | 2 | 2 | 4 | 5 | 5 | 5 | 5 | 5 |
| 70 | 1 | 4 | 4 | 5 | 4 | 4 | 2 | 2 |
| 71 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 72 | 2 | 4 | 4 | 3 | 4 | 2 | 3 | 3 |
| 73 | 1 | 4 | 5 | 4 | 4 | 4 | 4 | 4 |
| 74 | 2 | 5 | 4 | 5 | 5 | 4 | 5 | 4 |
| 75 | 2 | 4 | 4 | 4 | 3 | 4 | 4 | 4 |
| 76 | 2 | 4 | 5 | 4 | 3 | 5 | 2 | 5 |
| 77 | 1 | 3 | 2 | 4 | 4 | 4 | 3 | 4 |
| 78 | 2 | 4 | 4 | 4 | 3 | 4 | 3 | 3 |
| 79 | 1 | 4 | 3 | 3 | 3 | 2 | 1 | 2 |
| 80 | 2 | 3 | 4 | 3 | 2 | 3 | 3 | 4 |

| | | | | | | | | |
|-----|---|---|---|---|---|---|---|---|
| 81 | 2 | 4 | 4 | 4 | 2 | 2 | 2 | 4 |
| 82 | 1 | 4 | 5 | 4 | 4 | 2 | 2 | 4 |
| 83 | 1 | 4 | 4 | 2 | 2 | 2 | 3 | 4 |
| 84 | 2 | 4 | 5 | 4 | 5 | 4 | 4 | 5 |
| 85 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 |
| 86 | 1 | 3 | 4 | 4 | 4 | 3 | 4 | 4 |
| 87 | 1 | 3 | 4 | 4 | 4 | 3 | 4 | 4 |
| 88 | 2 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 89 | 2 | 4 | 4 | 4 | 5 | 4 | 4 | 4 |
| 90 | 2 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 91 | 2 | 4 | 4 | 4 | 4 | 3 | 3 | 4 |
| 92 | 1 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 93 | 2 | 4 | 4 | 3 | 4 | 4 | 4 | 4 |
| 94 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 95 | 1 | 3 | 3 | 4 | 4 | 3 | 4 | 4 |
| 96 | 1 | 3 | 4 | 4 | 4 | 3 | 4 | 4 |
| 97 | 2 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 98 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 99 | 2 | 4 | 4 | 4 | 5 | 4 | 4 | 4 |
| 100 | 1 | 3 | 3 | 4 | 4 | 3 | 4 | 3 |
| 101 | 3 | 1 | 5 | 5 | 4 | 4 | 4 | 4 |
| 102 | 3 | 3 | 5 | 5 | 4 | 4 | 4 | 3 |
| 103 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 |
| 104 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 |
| 105 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 106 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 |
| 107 | 3 | 5 | 4 | 5 | 5 | 4 | 5 | 4 |
| 108 | 3 | 2 | 2 | 2 | 4 | 4 | 5 | 4 |
| 109 | 4 | 2 | 4 | 2 | 3 | 4 | 4 | 4 |
| 110 | 4 | 5 | 4 | 4 | 4 | 2 | 2 | 2 |
| 111 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 112 | 3 | 5 | 4 | 4 | 5 | 5 | 4 | 4 |
| 113 | 3 | 4 | 2 | 5 | 4 | 4 | 4 | 4 |
| 114 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 |
| 115 | 3 | 5 | 5 | 4 | 5 | 4 | 5 | 4 |
| 116 | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 5 |
| 117 | 4 | 5 | 4 | 5 | 4 | 4 | 3 | 4 |
| 118 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 |
| 119 | 4 | 4 | 4 | 3 | 2 | 5 | 4 | 4 |
| 120 | 1 | 4 | 5 | 5 | 4 | 4 | 4 | 4 |
| 121 | 2 | 2 | 2 | 2 | 3 | 4 | 2 | 2 |
| 122 | 2 | 4 | 5 | 3 | 2 | 3 | 3 | 4 |

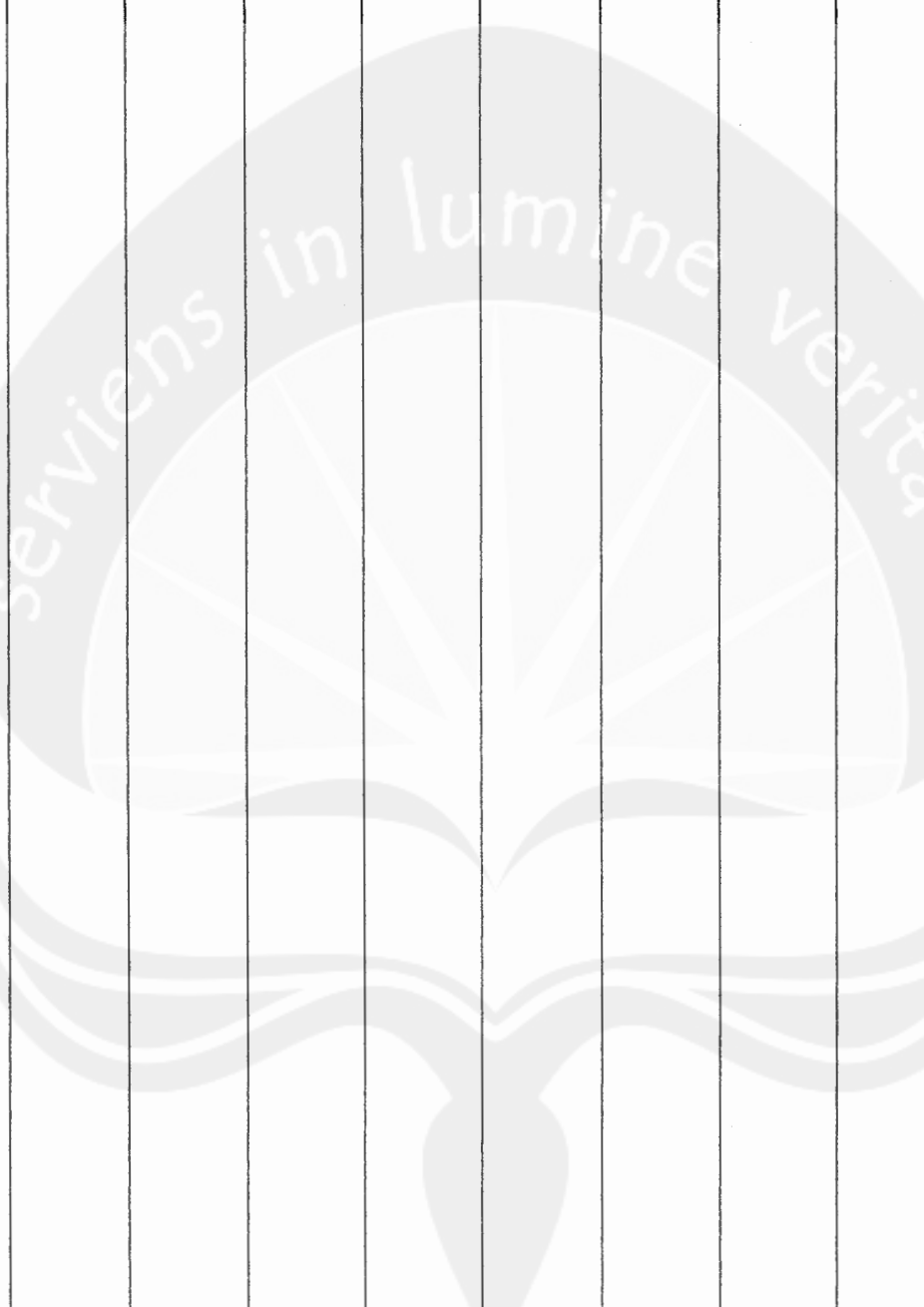
| | | | | | | | | |
|-----|---|---|---|---|---|---|---|---|
| 123 | 2 | 4 | 2 | 4 | 3 | 4 | 3 | 5 |
| 124 | 1 | 4 | 5 | 4 | 4 | 4 | 4 | 5 |
| 125 | 2 | 2 | 3 | 5 | 4 | 4 | 4 | 3 |
| 126 | 2 | 4 | 3 | 2 | 5 | 4 | 2 | 2 |

| Rel_4 | Rel_5 | Ass_1 | Ass_2 | Ass_3 | Ass_4 | Resp_1 | Resp_2 | Resp_3 |
|-------|-------|-------|-------|-------|-------|--------|--------|--------|
| 5 | 5 | 3 | 5 | 4 | 3 | 5 | 4 | 4 |
| 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 |
| 4 | 5 | 4 | 4 | 5 | 3 | 4 | 4 | 5 |
| 3 | 3 | 3 | 4 | 3 | 2 | 3 | 4 | 2 |
| 5 | 5 | 3 | 5 | 5 | 3 | 5 | 5 | 5 |
| 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 |
| 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 |
| 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 |
| 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 |
| 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 |
| 5 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 |
| 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 |
| 4 | 5 | 2 | 4 | 3 | 5 | 4 | 4 | 4 |
| 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 |
| 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 3 |
| 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 |
| 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 |
| 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 |
| 2 | 2 | 3 | 3 | 2 | 2 | 3 | 3 | 2 |
| 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 |
| 2 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 2 |
| 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 2 |
| 4 | 3 | 3 | 4 | 3 | 2 | 3 | 2 | 3 |
| 3 | 2 | 2 | 1 | 3 | 3 | 2 | 3 | 3 |
| 3 | 2 | 4 | 3 | 4 | 3 | 4 | 4 | 3 |
| 3 | 3 | 3 | 2 | 3 | 4 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 |
| 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 |
| 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 |
| 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 |
| 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 |
| 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 5 | 5 | 3 | 5 | 5 | 4 | 4 | 4 | 5 |
| 4 | 4 | 2 | 4 | 4 | 5 | 3 | 4 | 4 |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 4 | 4 | 5 | 5 | 4 | 4 | 3 | 4 | 5 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 |
| 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 |
| 4 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 4 |
| 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 |
| 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 |
| 2 | 2 | 3 | 2 | 4 | 3 | 2 | 3 | 3 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 |
| 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 |
| 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 |
| 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 |
| 4 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 4 |
| 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 |
| 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 |
| 5 | 4 | 4 | 3 | 5 | 4 | 5 | 5 | 4 |
| 4 | 4 | 3 | 5 | 4 | 5 | 4 | 4 | 5 |
| 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 |
| 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 |
| 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 |
| 5 | 3 | 5 | 5 | 4 | 4 | 4 | 4 | 5 |
| 5 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 4 |
| 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 |
| 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 |
| 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 5 | 4 | 3 | 5 | 4 | 3 |
| 5 | 3 | 5 | 4 | 4 | 5 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 2 | 3 | 5 | 4 | 5 | 4 | 2 | 3 | 2 |
| 2 | 3 | 3 | 2 | 3 | 4 | 2 | 3 | 4 |
| 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 |
| 1 | 3 | 3 | 2 | 2 | 1 | 2 | 1 | 2 |
| 3 | 2 | 2 | 3 | 4 | 4 | 3 | 3 | 3 |
| 2 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 2 |
| 4 | 2 | 2 | 3 | 4 | 4 | 3 | 4 | 3 |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 3 | 3 | 2 | 2 | 3 | 4 | 4 | 3 | 3 |
| 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 |
| 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 |
| 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 3 |
| 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 |
| 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 3 | 4 | 5 | 5 | 4 | 5 | 4 |
| 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 |
| 4 | 4 | 4 | 5 | 4 | 3 | 5 | 4 | 5 |
| 5 | 5 | 4 | 3 | 4 | 5 | 3 | 4 | 3 |
| 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 2 | 5 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 |
| 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 3 |
| 4 | 4 | 4 | 3 | 4 | 4 | 1 | 4 | 4 |
| 2 | 3 | 2 | 3 | 4 | 2 | 2 | 5 | 4 |
| 5 | 4 | 4 | 5 | 4 | 5 | 3 | 3 | 3 |
| 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 |
| 5 | 3 | 4 | 4 | 4 | 5 | 3 | 4 | 5 |
| 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 |
| 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 5 |
| 4 | 4 | 3 | 2 | 4 | 4 | 5 | 3 | 3 |
| 5 | 3 | 4 | 5 | 4 | 4 | 2 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 |
| 4 | 4 | 2 | 4 | 5 | 4 | 4 | 4 | 4 |
| 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 |
| 3 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 3 |
| 2 | 4 | 2 | 3 | 4 | 4 | 4 | 3 | 5 |
| 5 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 5 |
| 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 4 | 2 | 4 | 4 | 3 | 3 | 3 | 3 | 2 |
| 2 | 5 | 4 | 5 | 3 | 2 | 5 | 5 | 3 |

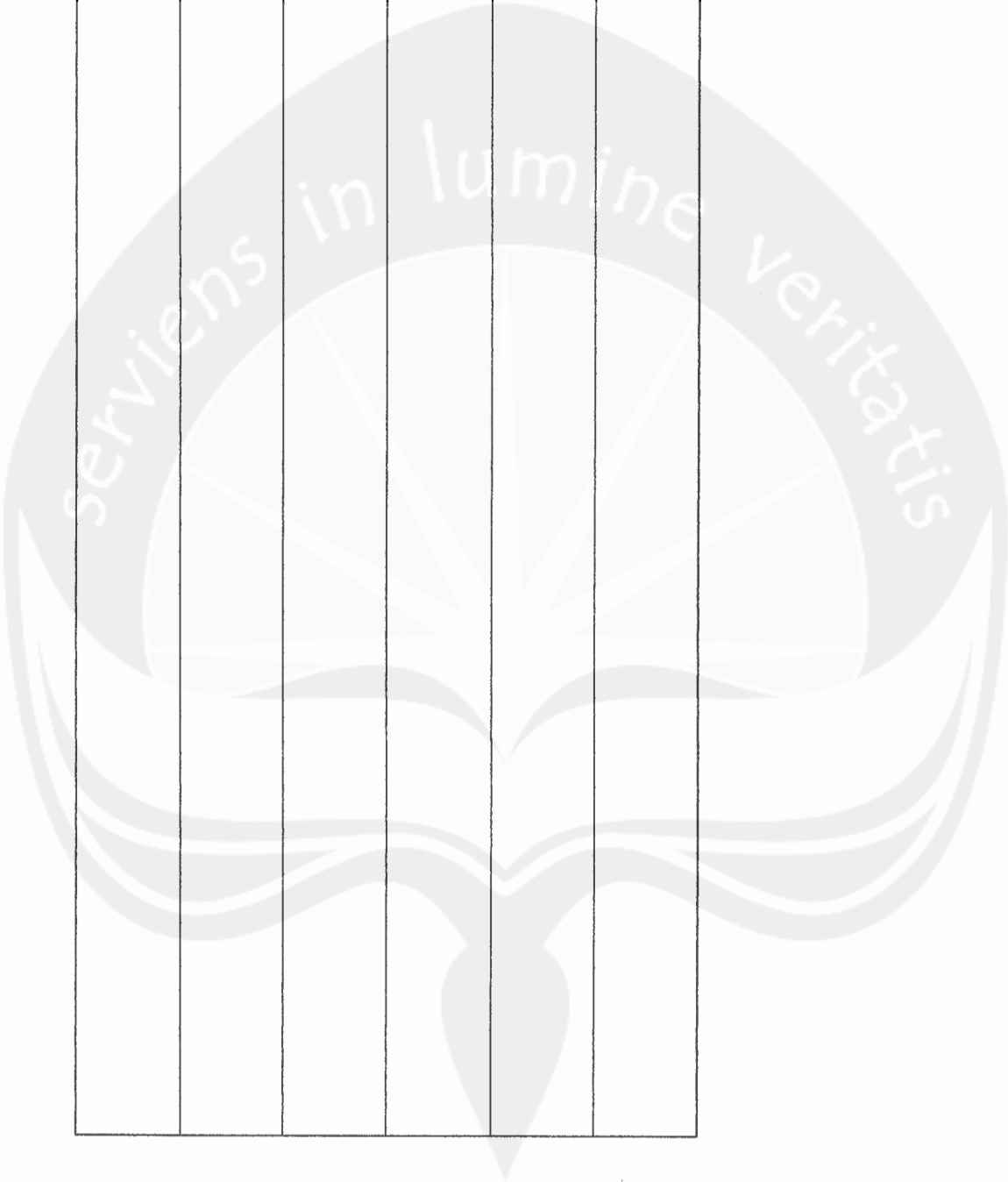


| Resp_4 | Emph_1 | Emph_2 | Emph_3 | Emph_4 | Emph_5 |
|--------|--------|--------|--------|--------|--------|
| 5 | 5 | 4 | 5 | 4 | 4 |
| 4 | 5 | 4 | 4 | 5 | 5 |
| 4 | 5 | 3 | 4 | 5 | 4 |
| 2 | 4 | 3 | 2 | 3 | 4 |
| 3 | 5 | 3 | 2 | 3 | 1 |
| 4 | 4 | 5 | 5 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 5 | 5 | 5 | 4 | 4 | 4 |
| 4 | 4 | 4 | 5 | 5 | 4 |
| 4 | 4 | 5 | 4 | 5 | 5 |
| 4 | 5 | 5 | 4 | 5 | 5 |
| 4 | 4 | 4 | 4 | 4 | 3 |
| 5 | 4 | 5 | 4 | 5 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 2 | 4 |
| 5 | 4 | 5 | 4 | 4 | 4 |
| 5 | 5 | 5 | 3 | 5 | 5 |
| 4 | 4 | 4 | 3 | 4 | 3 |
| 3 | 3 | 3 | 2 | 2 | 1 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 5 | 4 | 5 | 4 | 5 | 5 |
| 2 | 3 | 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 3 | 4 | 3 |
| 3 | 3 | 3 | 2 | 2 | 1 |
| 3 | 4 | 4 | 3 | 3 | 2 |
| 2 | 2 | 3 | 2 | 3 | 3 |
| 3 | 2 | 2 | 3 | 3 | 3 |
| 3 | 4 | 4 | 2 | 3 | 3 |
| 4 | 3 | 3 | 3 | 3 | 2 |
| 4 | 5 | 5 | 4 | 4 | 4 |
| 5 | 5 | 5 | 4 | 5 | 4 |
| 4 | 4 | 5 | 4 | 5 | 4 |
| 5 | 5 | 5 | 4 | 5 | 5 |
| 4 | 4 | 5 | 4 | 4 | 4 |
| 5 | 5 | 5 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 3 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 5 | 4 | 4 | 5 | 5 | 5 |
| 4 | 4 | 4 | 5 | 5 | 5 |

| | | | | | |
|---|---|---|---|---|---|
| 5 | 5 | 4 | 5 | 4 | 5 |
| 4 | 4 | 4 | 5 | 5 | 4 |
| 5 | 5 | 4 | 4 | 5 | 5 |
| 5 | 5 | 4 | 4 | 5 | 4 |
| 4 | 4 | 4 | 5 | 4 | 5 |
| 4 | 3 | 3 | 4 | 3 | 3 |
| 3 | 4 | 4 | 3 | 3 | 2 |
| 5 | 5 | 5 | 5 | 5 | 5 |
| 4 | 4 | 4 | 4 | 3 | 3 |
| 5 | 5 | 5 | 5 | 5 | 5 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 3 | 3 |
| 3 | 4 | 4 | 3 | 4 | 4 |
| 5 | 5 | 5 | 5 | 4 | 5 |
| 4 | 4 | 4 | 2 | 3 | 4 |
| 4 | 4 | 4 | 5 | 5 | 5 |
| 4 | 4 | 4 | 4 | 5 | 4 |
| 5 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 5 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 5 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 5 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 5 |
| 4 | 4 | 4 | 4 | 5 | 4 |
| 4 | 4 | 4 | 4 | 3 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 5 | 5 | 4 | 5 | 3 | 4 |
| 5 | 4 | 4 | 4 | 4 | 3 |
| 4 | 4 | 4 | 4 | 5 | 4 |
| 3 | 3 | 3 | 3 | 2 | 2 |
| 2 | 2 | 3 | 1 | 1 | 3 |
| 3 | 4 | 4 | 3 | 3 | 1 |
| 4 | 4 | 5 | 4 | 3 | 4 |
| 5 | 4 | 4 | 4 | 4 | 3 |
| 3 | 4 | 3 | 2 | 3 | 3 |
| 4 | 2 | 3 | 2 | 4 | 3 |
| 4 | 3 | 3 | 3 | 4 | 4 |
| 3 | 3 | 2 | 3 | 2 | 1 |
| 2 | 4 | 3 | 2 | 3 | 3 |
| 3 | 2 | 3 | 3 | 3 | 1 |
| 3 | 4 | 4 | 3 | 3 | 3 |

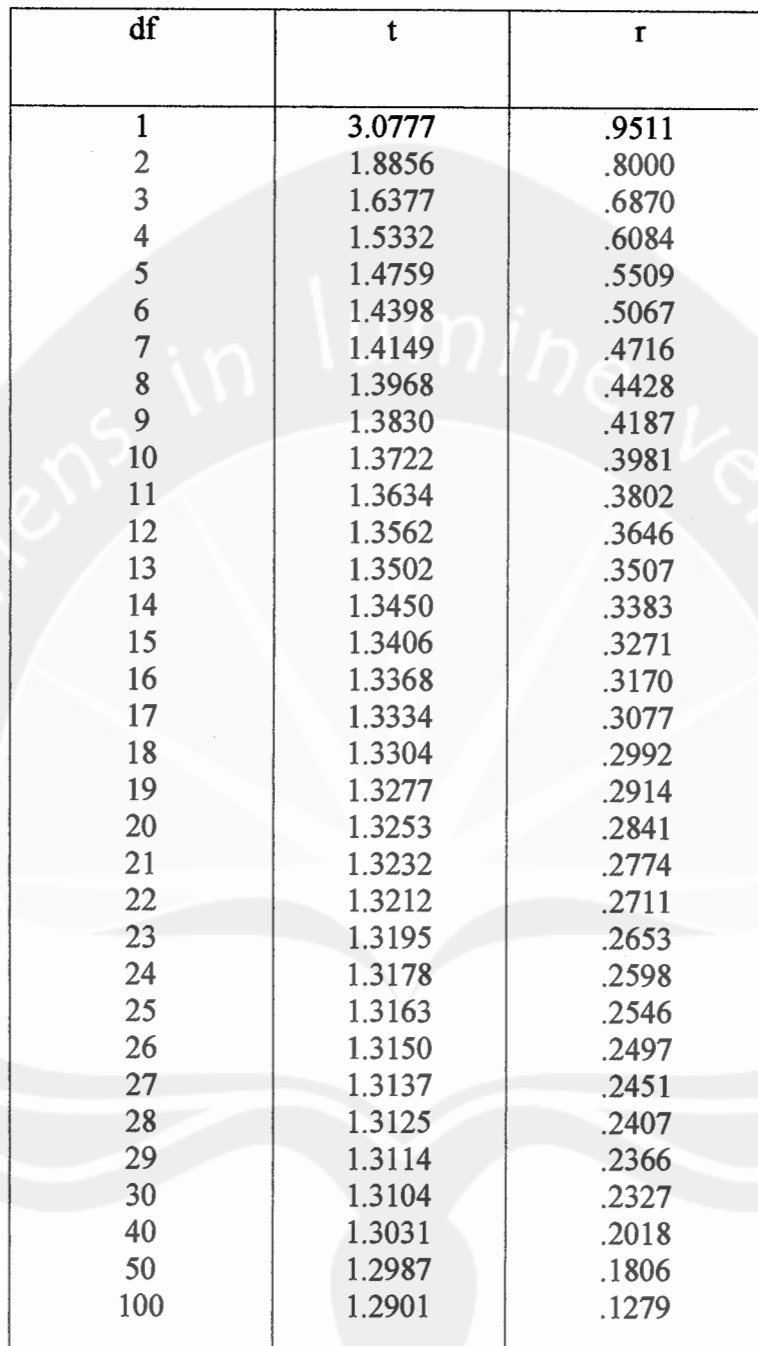
| | | | | | |
|---|---|---|---|---|---|
| 3 | 3 | 4 | 4 | 3 | 3 |
| 5 | 4 | 5 | 4 | 4 | 5 |
| 5 | 4 | 5 | 5 | 4 | 4 |
| 4 | 4 | 4 | 3 | 3 | 4 |
| 4 | 4 | 4 | 3 | 4 | 4 |
| 4 | 4 | 4 | 3 | 4 | 4 |
| 4 | 5 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 3 | 4 | 4 |
| 4 | 4 | 4 | 3 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 3 | 3 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 5 | 5 | 4 | 4 | 4 |
| 5 | 5 | 5 | 4 | 4 | 5 |
| 4 | 4 | 4 | 3 | 3 | 4 |
| 4 | 4 | 3 | 2 | 5 | 5 |
| 4 | 5 | 4 | 5 | 4 | 4 |
| 4 | 4 | 3 | 4 | 5 | 4 |
| 3 | 4 | 4 | 3 | 4 | 3 |
| 3 | 4 | 4 | 5 | 4 | 2 |
| 4 | 4 | 4 | 2 | 4 | 4 |
| 4 | 5 | 4 | 5 | 4 | 4 |
| 4 | 4 | 4 | 3 | 4 | 5 |
| 4 | 4 | 4 | 4 | 4 | 5 |
| 4 | 5 | 2 | 4 | 5 | 2 |
| 5 | 5 | 3 | 2 | 5 | 4 |
| 4 | 2 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 5 | 4 | 5 |
| 4 | 4 | 4 | 4 | 2 | 5 |
| 2 | 4 | 3 | 1 | 4 | 4 |
| 4 | 4 | 2 | 2 | 3 | 4 |
| 4 | 3 | 4 | 3 | 5 | 4 |
| 3 | 2 | 4 | 4 | 4 | 4 |
| 3 | 5 | 3 | 4 | 3 | 4 |

| | | | | | |
|---|---|---|---|---|---|
| 4 | 5 | 5 | 4 | 5 | 3 |
| 4 | 5 | 4 | 4 | 2 | 5 |



TABEL DISTRIBUSI T

| 1 Sisi | 10% | 5% | 1 Sisi | 10% | 5% | 1 Sisi | 10% | 5% | 1 Sisi | 10% | 5% |
|--------|-------|--------|--------|-------|-------|--------|-------|-------|--------|-------|-------|
| 2 Sisi | 5% | 2.5% | 2 Sisi | 5% | 2.5% | 2 Sisi | 5% | 2.5% | 2 Sisi | 5% | 2.5% |
| 1 | 6.314 | 12.706 | 51 | 1.675 | 2.008 | 101 | 1.660 | 1.984 | 151 | 1.655 | 1.976 |
| 2 | 2.920 | 4.303 | 52 | 1.675 | 2.007 | 102 | 1.660 | 1.983 | 152 | 1.655 | 1.976 |
| 3 | 2.353 | 3.182 | 53 | 1.674 | 2.006 | 103 | 1.660 | 1.983 | 153 | 1.655 | 1.976 |
| 4 | 2.132 | 2.776 | 54 | 1.674 | 2.005 | 104 | 1.660 | 1.983 | 154 | 1.655 | 1.975 |
| 5 | 2.015 | 2.571 | 55 | 1.673 | 2.004 | 105 | 1.659 | 1.983 | 155 | 1.655 | 1.975 |
| 6 | 1.943 | 2.447 | 56 | 1.673 | 2.003 | 106 | 1.659 | 1.983 | 156 | 1.655 | 1.975 |
| 7 | 1.895 | 2.365 | 57 | 1.672 | 2.002 | 107 | 1.659 | 1.982 | 157 | 1.655 | 1.975 |
| 8 | 1.860 | 2.306 | 58 | 1.672 | 2.002 | 108 | 1.659 | 1.982 | 158 | 1.655 | 1.975 |
| 9 | 1.833 | 2.262 | 59 | 1.671 | 2.001 | 109 | 1.659 | 1.982 | 159 | 1.654 | 1.975 |
| 10 | 1.812 | 2.228 | 60 | 1.671 | 2.000 | 110 | 1.659 | 1.982 | 160 | 1.654 | 1.975 |
| 11 | 1.796 | 2.201 | 61 | 1.670 | 2.000 | 111 | 1.659 | 1.982 | 161 | 1.654 | 1.975 |
| 12 | 1.782 | 2.179 | 62 | 1.670 | 1.999 | 112 | 1.659 | 1.981 | 162 | 1.654 | 1.975 |
| 13 | 1.771 | 2.160 | 63 | 1.669 | 1.998 | 113 | 1.658 | 1.981 | 163 | 1.654 | 1.975 |
| 14 | 1.761 | 2.145 | 64 | 1.669 | 1.998 | 114 | 1.658 | 1.981 | 164 | 1.654 | 1.975 |
| 15 | 1.753 | 2.131 | 65 | 1.669 | 1.997 | 115 | 1.658 | 1.981 | 165 | 1.654 | 1.974 |
| 16 | 1.746 | 2.120 | 66 | 1.668 | 1.997 | 116 | 1.658 | 1.981 | 166 | 1.654 | 1.974 |
| 17 | 1.740 | 2.110 | 67 | 1.668 | 1.996 | 117 | 1.658 | 1.980 | 167 | 1.654 | 1.974 |
| 18 | 1.734 | 2.101 | 68 | 1.668 | 1.995 | 118 | 1.658 | 1.980 | 168 | 1.654 | 1.974 |
| 19 | 1.729 | 2.093 | 69 | 1.667 | 1.995 | 119 | 1.658 | 1.980 | 169 | 1.654 | 1.974 |
| 20 | 1.725 | 2.086 | 70 | 1.667 | 1.994 | 120 | 1.658 | 1.980 | 170 | 1.654 | 1.974 |
| 21 | 1.721 | 2.080 | 71 | 1.667 | 1.994 | 121 | 1.658 | 1.980 | 171 | 1.654 | 1.974 |
| 22 | 1.717 | 2.074 | 72 | 1.666 | 1.993 | 122 | 1.657 | 1.980 | 172 | 1.654 | 1.974 |
| 23 | 1.714 | 2.069 | 73 | 1.666 | 1.993 | 123 | 1.657 | 1.979 | 173 | 1.654 | 1.974 |
| 24 | 1.711 | 2.064 | 74 | 1.666 | 1.993 | 124 | 1.657 | 1.979 | 174 | 1.654 | 1.974 |
| 25 | 1.708 | 2.060 | 75 | 1.665 | 1.992 | 125 | 1.657 | 1.979 | 175 | 1.654 | 1.974 |
| 26 | 1.706 | 2.056 | 76 | 1.685 | 1.992 | 126 | 1.657 | 1.979 | 176 | 1.654 | 1.974 |
| 27 | 1.703 | 2.052 | 77 | 1.665 | 1.991 | 127 | 1.657 | 1.979 | 177 | 1.654 | 1.973 |
| 28 | 1.701 | 2.048 | 78 | 1.665 | 1.991 | 128 | 1.657 | 1.979 | 178 | 1.653 | 1.973 |
| 29 | 1.699 | 2.045 | 79 | 1.664 | 1.990 | 129 | 1.657 | 1.979 | 179 | 1.653 | 1.973 |
| 30 | 1.697 | 2.042 | 80 | 1.664 | 1.990 | 130 | 1.657 | 1.978 | 180 | 1.653 | 1.973 |
| 31 | 1.696 | 2.040 | 81 | 1.664 | 1.990 | 131 | 1.657 | 1.978 | 181 | 1.653 | 1.973 |
| 32 | 1.694 | 2.037 | 82 | 1.664 | 1.989 | 132 | 1.656 | 1.978 | 182 | 1.653 | 1.973 |
| 33 | 1.692 | 2.035 | 83 | 1.663 | 1.989 | 133 | 1.656 | 1.978 | 183 | 1.653 | 1.973 |
| 34 | 1.691 | 2.032 | 84 | 1.663 | 1.989 | 134 | 1.656 | 1.978 | 184 | 1.653 | 1.973 |
| 35 | 1.690 | 2.030 | 85 | 1.663 | 1.988 | 135 | 1.656 | 1.978 | 185 | 1.653 | 1.973 |
| 36 | 1.688 | 2.028 | 86 | 1.663 | 1.988 | 136 | 1.656 | 1.978 | 186 | 1.653 | 1.973 |
| 37 | 1.687 | 2.026 | 87 | 1.663 | 1.988 | 137 | 1.656 | 1.977 | 187 | 1.653 | 1.973 |
| 38 | 1.686 | 2.024 | 88 | 1.662 | 1.987 | 138 | 1.656 | 1.977 | 188 | 1.653 | 1.973 |
| 39 | 1.685 | 2.023 | 89 | 1.662 | 1.987 | 139 | 1.656 | 1.977 | 189 | 1.653 | 1.973 |
| 40 | 1.684 | 2.021 | 90 | 1.662 | 1.987 | 140 | 1.656 | 1.977 | 190 | 1.653 | 1.973 |
| 41 | 1.683 | 2.020 | 91 | 1.662 | 1.986 | 141 | 1.656 | 1.977 | 191 | 1.653 | 1.972 |
| 42 | 1.682 | 2.018 | 92 | 1.662 | 1.986 | 142 | 1.656 | 1.977 | 192 | 1.653 | 1.972 |
| 43 | 1.681 | 2.017 | 93 | 1.661 | 1.986 | 143 | 1.656 | 1.977 | 193 | 1.653 | 1.972 |
| 44 | 1.680 | 2.015 | 94 | 1.661 | 1.986 | 144 | 1.656 | 1.977 | 194 | 1.653 | 1.972 |
| 45 | 1.679 | 2.014 | 95 | 1.661 | 1.985 | 145 | 1.655 | 1.976 | 195 | 1.653 | 1.972 |
| 46 | 1.679 | 2.013 | 96 | 1.661 | 1.985 | 146 | 1.655 | 1.976 | 196 | 1.653 | 1.972 |
| 47 | 1.678 | 2.012 | 97 | 1.661 | 1.985 | 147 | 1.655 | 1.976 | 197 | 1.653 | 1.972 |
| 48 | 1.677 | 2.011 | 98 | 1.661 | 1.984 | 148 | 1.655 | 1.976 | 198 | 1.653 | 1.972 |
| 49 | 1.677 | 2.010 | 99 | 1.660 | 1.984 | 149 | 1.655 | 1.976 | 199 | 1.653 | 1.972 |
| 50 | 1.676 | 2.009 | 100 | 1.660 | 1.984 | 150 | 1.655 | 1.976 | 200 | 1.653 | 1.972 |



| df | t | r |
|-----|--------|-------|
| 1 | 3.0777 | .9511 |
| 2 | 1.8856 | .8000 |
| 3 | 1.6377 | .6870 |
| 4 | 1.5332 | .6084 |
| 5 | 1.4759 | .5509 |
| 6 | 1.4398 | .5067 |
| 7 | 1.4149 | .4716 |
| 8 | 1.3968 | .4428 |
| 9 | 1.3830 | .4187 |
| 10 | 1.3722 | .3981 |
| 11 | 1.3634 | .3802 |
| 12 | 1.3562 | .3646 |
| 13 | 1.3502 | .3507 |
| 14 | 1.3450 | .3383 |
| 15 | 1.3406 | .3271 |
| 16 | 1.3368 | .3170 |
| 17 | 1.3334 | .3077 |
| 18 | 1.3304 | .2992 |
| 19 | 1.3277 | .2914 |
| 20 | 1.3253 | .2841 |
| 21 | 1.3232 | .2774 |
| 22 | 1.3212 | .2711 |
| 23 | 1.3195 | .2653 |
| 24 | 1.3178 | .2598 |
| 25 | 1.3163 | .2546 |
| 26 | 1.3150 | .2497 |
| 27 | 1.3137 | .2451 |
| 28 | 1.3125 | .2407 |
| 29 | 1.3114 | .2366 |
| 30 | 1.3104 | .2327 |
| 40 | 1.3031 | .2018 |
| 50 | 1.2987 | .1806 |
| 100 | 1.2901 | .1279 |

SURAT KETERANGAN

Yang bertanda tangan dibawah ini pemilik Salon Erfan's yang beralamat di JL Gejayan No. 34 Mrican Yogyakarta. Dengan ini menerangkan bahwa:

Nama : Budi Cahyadi
No Mhs : 11910
Fakultas : Ekonomi
Jurusan : Manajemen
Universitas : Atma Jaya Yogyakarta

Benar-benar telah mengadakan riset atau pengambilan data bahan skripsi di Salon Erfan's Yogyakarta terhitung sejak tanggal 22-27 Agustus 2005.

Demikian surat keterangan ini kami berikan agar yang bersangkutan maklum dan dapat dipergunakan sebagaimana mestinya.

Yogyakarta, 17 oktober 2005

a/n Pimpinan


eRFAN'S
(Erfan Diyanto)

SALON
Jl. Gejayan No. 34 Mrican
Yogyakarta