

BAB V

PENUTUP

5.1. Kesimpulan

Berdasarkan hasil analisis dan pembahasan, maka penelitian ini menunjukkan:

- a. Konsumen toko *online* Alyoneshop mayoritas adalah laki-laki dengan umur antara 17-34 tahun, berpendidikan S1, dan tinggal di Yogyakarta.
- b. Jawaban responden pada variabel-variabel kualitas layanan, kualitas produk, harga, layanan pengiriman, kepuasan konsumen, dan niat beli masuk dalam rentang yang baik. Hal ini menunjukkan bahwa pegawai toko *online* Alyoneshop ramah, cekatan, dan tanggap; bentuk, fitur, kualitas kinerja, dan daya tahan produk yang dijual toko *online* Alyoneshop baik; penawaran, keinginan membeli, dan harga yang terjangkau di toko *online* Alyoneshop; waktu, biaya, garansi layanan pengiriman di toko *online* Alyoneshop baik; merasa senang, sesuai harapan, merasa percaya dengan belanja di toko *online* Alyoneshop; serta responden merasa tertarik mencari informasi produk, mempertimbangkan untuk membeli, dan ingin memiliki produk di toko *online* Alyoneshop.
- c. Variabel-variabel independen kualitas layanan, kualitas produk, dan harga secara langsung maupun melalui variabel mediator kepuasan konsumen berpengaruh signifikan terhadap variabel dependen niat beli. Hal ini menunjukkan bahwa manajemen toko *online* Alyoneshop dalam melaksanakan aktifitas pemasaran yang terkait dengan kualitas layanan, kualitas produk, dan

harga sudah dapat meningkatkan kepuasan konsumen sehingga berkontribusi meningkatkan niat beli.

- d. Variabel independen layanan pengiriman secara langsung maupun melalui variabel mediator kepuasan konsumen tidak berpengaruh terhadap variabel dependen niat beli. Hal ini menunjukkan bahwa manajemen toko *online* Alyoneshop dalam melaksanakan aktifitas pemasaran yang terkait dengan layanan pengiriman belum dapat meningkatkan kepuasan konsumen sehingga belum berkontribusi meningkatkan niat beli.
- e. Variabel mediator kepuasan konsumen berpengaruh signifikan terhadap variabel dependen niat beli. Hal ini menunjukkan bahwa manajemen toko *online* Alyoneshop dalam melaksanakan aktifitas pemasaran yang terkait dengan kepuasan konsumen sudah berkontribusi meningkatkan niat beli.

5.2. Implikasi Manajerial

Hasil penelitian ini menunjukkan peran kualitas layanan, kualitas produk, harga, layanan pengiriman, dan kepuasan konsumen untuk meningkatkan niat beli.

- a. Manajemen toko *online* Alyoneshop dalam melaksanakan aktifitas pemasaran yang terkait dengan kualitas layanan secara nyata berkontribusi meningkatkan kepuasan konsumen, sehingga pelaksanaan kualitas layanan tetap dipertahankan.
- b. Manajemen toko *online* Alyoneshop dalam melaksanakan aktifitas pemasaran yang terkait dengan kualitas produk secara nyata berkontribusi meningkatkan kepuasan konsumen, sehingga kualitas produk yang dijual tetap dipertahankan.

- c. Manajemen toko *online* Alyoneshop dalam melaksanakan aktifitas pemasaran yang terkait dengan harga secara nyata berkontribusi meningkatkan kepuasan konsumen, sehingga penentuan harga jual tetap dipertahankan.
- d. Manajemen toko *online* Alyoneshop dalam melaksanakan aktifitas pemasaran yang terkait dengan layanan pengiriman belum berkontribusi meningkatkan kepuasan konsumen, sehingga pelaksanaan layanan pengiriman harus dievaluasi.
- e. Manajemen toko *online* Alyoneshop dalam melaksanakan aktifitas pemasaran yang terkait dengan kepuasan konsumen sudah berkontribusi meningkatkan niat beli, sehingga indikator-indikator yang mendukung kepuasan konsumen tetap dipertahankan.

5.3. Keterbatasan dan Saran Penelitian

Keterbatasan pada penelitian ini adalah:

- a. Obyek penelitian terbatas pada satu toko *online*, sehingga hasilnya tidak dapat digeneralisasi pada semua kategori dalam industri toko *online*.
- b. Penelitian dilakukan pada saat pandemi Covid-19, sehingga secara umum kondisi perekonomian sedang menurun.

Berdasarkan hasil dan kesimpulan, dikemukakan saran-saran sebagai berikut:

- a. Untuk penelitian berikutnya perlu dilakukan pada format toko *online* yang berbeda sehingga hasilnya dapat digeneralisir untuk industri toko *online* secara keseluruhan.

- b. Untuk penelitian berikutnya perlu menambahkan variabel independen strategi promosi, karena strategi promosi mempunyai definisi operasional sebagai upaya membujuk pelanggan sasaran untuk membeli produk dengan menawarkan keunggulan dibanding produk dari tempat lain.



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LAMPIRAN 1: KUESIONER

KUESIONER PENELITIAN

TOKO *ONLINE* ALYONESHOP

Haganta Billy * 081246433563

Bapak/Ibu/Sdr yang saya hormati,

Saya mahasiswa Fakultas Bisnis dan Informatika Universitas Atma Jaya Yogyakarta, dalam hal ini saya sedang melakukan penelitian Skripsi dengan judul “Pengaruh Kualitas Layanan, Kualitas Produk, Harga, dan Layanan Pengiriman Terhadap Niat Beli Melalui Kepuasan Konsumen di toko *online* Alyoneshop Toko *Online*”. Kuesioner ini berhubungan dengan pendapat Anda sebagai konsumen Toko *Online* Alyoneshop yang melakukan pembelian dalam 6 (enam) bulan terakhir dan sudah berusia 17 tahun ke atas.

Mohon kesediaannya untuk mengisi kuesioner di bawah ini. Hasil kuesioner ini untuk kepentingan penelitian.

Atas bantuan, kesediaan waktu, dan kerjasamanya saya mengucapkan terima kasih.

RESEARCH QUESTIONNAIRE

ONLINE SHOP ALYONESHOP

Haganta Billy * 081246433563

Dear Sirs,

I am a Business and Informatics Faculty student of Atma Jaya University Yogyakarta, in this case I am conducting a thesis research title “The Influence of Service Quality, Product Quality, Price, and Delivery Service on Purchase Intentions through Consumer Satisfaction in Alyoneshop online shop. This questionnaire relates to your opinion as an Alyoneshop

online consumer who made a purchase in the last six months and is over 17 years old.

Please be prepared to fill out the questionnaire below. Questionnaire results for research purposes.

Thank you.

Tanggal/Date

IDENTITAS RESPONDEN	RESPONDENT IDENTITY
<p>Nama:</p> <p>Umur: 17~34; 35~50; >51</p> <p>Jenis kelamin: L; P</p> <p>Pendidikan: ~SLA; S1; S2~</p> <p>Daerah asal: Yogyakarta; Lain-lain</p>	<p>Name:</p> <p>Age: 17~34; 35~50; >51</p> <p>Gender: M; F</p> <p>Education: School; Graduate; Postgraduate</p> <p>Place of origin: Yogyakarta; Others</p>

KUESIONER	QUESTIONNAIRE
<p>Mohon untuk memberikan tanda (√) pada setiap pernyataan yang Anda pilih.</p> <p>Keterangan: SS = Sangat Setuju S = Setuju N = Netral TS = Tidak Setuju STS = Sangat Tidak Setuju</p>	<p>Please put a tick (√) on each statement you choose.</p> <p>Description: SS = Strongly Agree S = Agree N = Neutral TS = Disagree STS = Strongly Disagree</p>

KUALITAS LAYANAN / SERVICE QUALITY

NO.	PERNYATAAN	STATEMENT	SS	S	N	TS	STS
1.	Pegawai Alyoneshop ramah dalam melayani.	Friendly Alyoneshop staff in serving.					
2.	Informasi yang saya butuhkan segera diberikan.	The information I need will be provided immediately.					
3.	Situs Alyoneshop sangat membantu saya mencari pilihan produk.	Alyoneshop site really helps me to find product options.					

KUALITAS PRODUK / PRODUCT QUALITY

NO.	PERNYATAAN	STATEMENT	SS	S	N	TS	STS
1.	Produk yang saya beli tidak cepat rusak.	The product I bought is not easily damaged.					
2.	Pilihan model produk menarik dan indah.	Choice of attractive and beautiful product models.					
3.		The products available in					

	Produk yang tersedia di Alyoneshop berkualitas baik.	Alyoneshop online shop are of good quality.						
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HARGA / PRICE

NO.	PERNYATAAN	STATEMENT	SS	S	N	TS	STS
1.	Produk dijual dengan harga yang bersaing yaitu lebih murah daripada pesaing.	Products are sold at competitive prices that is cheaper than competitors.					
2.	Konsumen tertarik untuk membeli.	Consumers are interested in buying.					
3.	Produk dijual dengan harga yang terjangkau.	Products are sold at affordable prices.					

LAYANAN PENGIRIMAN / DELIVERY SERVICE

NO.	PERNYATAAN	STATEMENT	SS	S	N	TS	STS
1.	Pengiriman tepat waktu.	On time delivery.					
2.	Ongkos kirim ekonomis.	Economical postage.					
3.	Jaminan bila produk tidak sesuai order.						

		Guarantee if the product does not match the order.					
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KEPUASAN KONSUMEN / CONSUMER SATISFACTION

NO.	PERNYATAAN	STATEMENT	SS	S	N	TS	STS
1.	Saya merasa senang belanja di Alyoneshop.	I feel happy shopping at Alyoneshop online shop.					
2.	Manfaat produk sesuai harapan saya.	The benefits of the product meet my expectations.					
3.	Saya percaya kinerja Alyoneshop baik.	I'm sure Alyone's performance is good .					

NIAT BELI / PURCHASE INTENTIONS

NO.	PERNYATAAN	STATEMENT	SS	S	N	TS	STS
1.	Secara berkala saya mengikuti data terbaru produk di Alyoneshop.	I regularly follow the latest product data on Alyoneshop online shop.					
2.	Saya tertarik membeli produk Alyoneshop.						

		I am interested in buying Alyoneshop products.					
3.	Saya selalu ingin memiliki produk Alyoneshop.	I always wanted to have Alyoneshop products.					

LAMPIRAN 2: DATA HASIL KUESIONER

No.	Umur	Jenis Kelamin	Pendidikan	Daerah Asal	KL1	KL2	KL3	KP1	KP2	KP3	H1	H2	H3	LP1	LP2	LP3	KK1	KK2	KK3	NB1	NB2	NB3
1	17-34	L	~SLA	Yogyakarta	4	4	4	4	4	4	5	4	4	5	3	5	4	4	4	5	4	3
2	17-34	L	S1	Yogyakarta	4	4	4	4	5	4	4	4	4	4	3	5	4	4	4	5	4	4
3	35-50	L	S1	Lain-lain	5	4	5	4	5	5	5	5	5	4	5	5	5	5	5	4	5	5
4	17-34	P	S1	Lain-lain	5	5	5	4	4	5	5	5	5	5	4	4	5	5	5	4	4	5
5	17-34	P	~SLA	Yogyakarta	4	4	4	4	4	5	5	5	5	4	4	4	5	5	5	5	5	5
6	35-50	P	~SLA	Lain-lain	4	4	4	4	4	4	4	4	4	4	5	5	4	3	4	4	5	4
7	>51	P	S2~	Lain-lain	4	4	4	4	4	3	4	4	4	4	4	5	3	3	4	3	4	4
8	>51	P	S2~	Yogyakarta	4	4	4	5	5	5	4	4	5	4	4	5	3	4	4	4	4	5
9	17-34	P	S1	Yogyakarta	4	4	4	4	4	4	4	3	5	5	5	5	3	4	4	5	5	5
10	17-34	P	S1	Yogyakarta	5	4	4	5	5	5	5	5	5	4	4	4	4	4	4	4	4	4
11	17-34	P	~SLA	Yogyakarta	3	3	3	3	3	3	4	4	4	4	4	4	5	4	5	4	4	4
12	17-34	P	~SLA	Yogyakarta	4	4	4	5	5	5	4	4	5	4	4	5	4	5	4	5	4	5
13	17-34	L	~SLA	Yogyakarta	4	4	5	3	4	4	5	5	5	4	4	5	5	4	5	4	4	4
14	35-50	L	~SLA	Yogyakarta	4	3	4	3	4	4	3	3	3	3	3	3	5	5	5	4	4	4
15	17-34	L	~SLA	Lain-lain	4	4	4	4	5	4	4	3	3	4	4	4	5	5	4	4	4	4
16	17-34	L	S1	Lain-lain	4	4	4	4	4	4	3	3	3	3	4	3	5	4	4	4	4	4
17	35-50	L	S1	Lain-lain	4	3	4	4	3	4	5	5	5	5	5	5	4	4	4	5	5	5
18	35-50	L	S1	Lain-lain	5	5	5	5	5	5	3	3	3	5	5	5	4	4	4	5	5	5
19	17-34	L	S1	Yogyakarta	4	4	4	4	4	4	4	4	3	4	3	3	4	4	4	4	4	4
20	17-34	L	S1	Lain-lain	4	4	4	4	5	4	4	4	4	3	3	3	4	4	4	4	4	4

21	17-34	P	S1	Yogyakarta	4	4	4	4	4	4	4	3	3	5	4	4	4	4	4	4	4	4
22	>51	L	S1	Yogyakarta	4	5	4	4	4	4	5	5	5	3	3	3	5	4	4	3	4	3
23	17-34	L	S1	Yogyakarta	4	4	4	4	4	4	3	3	3	4	3	3	5	4	5	3	4	3
24	17-34	P	S2~	Yogyakarta	4	4	4	4	4	4	5	3	3	4	3	4	5	4	5	3	3	3
25	17-34	P	S2~	Yogyakarta	4	4	4	5	5	5	4	4	4	3	3	3	4	4	4	3	3	3
26	17-34	P	~SLA	Lain-lain	4	4	4	4	5	4	4	4	3	3	3	4	3	3	4	4	3	3
27	35-50	P	~SLA	Lain-lain	4	4	4	4	4	4	4	4	4	4	4	3	4	3	3	4	4	4
28	17-34	L	~SLA	Lain-lain	4	4	4	3	4	4	4	4	3	5	4	5	4	4	4	4	5	4
29	17-34	L	~SLA	Lain-lain	4	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4	5	4
30	17-34	L	~SLA	Yogyakarta	4	4	4	4	4	4	4	4	4	5	5	4	4	4	4	4	5	4
31	17-34	L	~SLA	Yogyakarta	5	4	3	4	4	4	5	3	5	5	4	4	4	4	4	4	4	4
32	35-50	L	S1	Yogyakarta	5	4	4	4	4	4	4	3	5	4	4	4	4	5	4	4	4	4
33	35-50	L	S1	Lain-lain	4	5	5	5	5	5	4	5	5	5	5	5	4	5	5	5	5	5
34	17-34	L	~SLA	Lain-lain	4	4	5	5	5	5	5	4	4	5	5	5	4	4	5	5	5	5
35	17-34	L	~SLA	Lain-lain	5	5	5	5	5	5	4	4	4	5	5	5	4	4	5	4	4	4
36	17-34	L	~SLA	Lain-lain	4	5	4	4	3	4	4	5	5	4	4	4	4	4	4	4	4	4
37	17-34	L	~SLA	Lain-lain	3	4	4	3	3	4	4	4	5	4	4	4	4	4	3	4	4	4
38	>51	P	~SLA	Yogyakarta	4	4	5	3	4	4	4	4	5	4	4	5	5	5	5	4	4	4
39	35-50	P	~SLA	Yogyakarta	5	5	5	3	4	4	5	5	5	4	3	5	4	4	4	4	4	4
40	17-34	L	~SLA	Yogyakarta	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	5	4

41	17-34	P	~SLA	Lain-lain	4	4	4	5	4	5	4	4	4	4	4	4	3	3	3	3	3	3	
42	17-34	P	S1	Lain-lain	4	4	5	5	4	5	4	4	4	4	4	5	5	5	5	4	4	4	
43	17-34	P	S1	Lain-lain	4	4	4	5	4	5	4	4	5	5	5	5	3	4	4	4	4	5	
44	17-34	L	~SLA	Lain-lain	4	4	4	5	5	5	3	3	3	3	3	3	4	4	4	4	3	4	
45	17-34	L	S1	Yogyakarta	4	4	4	5	5	4	4	4	4	4	3	3	4	5	4	4	4	4	
46	17-34	L	S2~	Yogyakarta	4	4	4	5	5	4	3	4	3	3	3	4	4	4	4	4	4	4	
47	35-50	L	S1	Yogyakarta	5	5	5	4	4	4	5	5	5	5	5	5	4	3	4	4	4	3	4
48	35-50	L	S1	Yogyakarta	5	5	5	4	4	4	5	5	5	3	3	3	5	5	5	5	5	5	
49	35-50	L	~SLA	Yogyakarta	4	4	4	4	4	4	4	3	3	4	4	3	4	4	4	4	4	4	
50	35-50	L	~SLA	Yogyakarta	4	4	4	4	4	4	3	3	3	4	4	4	5	4	4	4	4	4	
51	35-50	L	~SLA	Yogyakarta	4	4	4	4	4	4	5	4	4	4	3	3	4	4	4	4	4	4	
52	35-50	L	~SLA	Yogyakarta	3	4	3	5	4	4	4	3	3	3	5	5	5	4	4	4	4	5	4
53	>51	L	S1	Yogyakarta	3	4	3	5	4	5	4	3	3	3	3	3	4	4	4	4	4	4	
54	17-34	P	S2~	Yogyakarta	3	3	3	5	4	5	4	3	4	5	3	3	4	4	4	4	4	4	
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56	17-34	P	S2~	Yogyakarta	4	4	3	4	3	3	3	3	3	4	4	3	4	5	4	4	4	4	
57	35-50	P	S1	Yogyakarta	4	4	4	4	3	3	4	4	3	4	4	4	4	4	4	4	4	4	
58	17-34	P	S1	Lain-lain	4	5	4	4	4	4	5	4	5	4	4	3	3	4	4	4	4	4	
59	35-50	P	~SLA	Lain-lain	4	5	4	4	4	4	5	4	4	4	4	4	4	4	4	4	4	4	
60	35-50	P	~SLA	Lain-lain	4	5	4	4	4	4	5	5	4	4	4	4	4	4	4	4	4	4	



61	35-50	L	~SLA	Yogyakarta	5	4	3	4	4	4	5	3	5	5	4	4	4	4	4	4	4	4
62	17-34	L	~SLA	Yogyakarta	5	4	4	4	4	4	4	3	5	4	4	4	4	5	4	4	4	4
63	17-34	P	S1	Yogyakarta	4	5	5	5	5	5	4	5	5	5	5	5	4	5	5	5	5	5
64	17-34	P	S1	Yogyakarta	4	4	5	5	5	5	5	4	4	5	5	5	4	4	5	5	5	5
65	35-50	P	S2~	Yogyakarta	5	5	5	5	5	5	4	4	4	5	5	5	4	4	5	4	4	4
66	35-50	P	~SLA	Yogyakarta	4	5	4	4	3	4	4	5	5	4	4	4	4	4	4	4	4	4
67	35-50	P	~SLA	Yogyakarta	3	4	4	3	3	4	4	4	5	4	4	4	4	4	3	4	4	4
68	17-34	L	S1	Yogyakarta	4	4	5	3	4	4	4	4	5	4	4	5	5	5	5	4	4	4
69	17-34	L	S1	Yogyakarta	5	5	5	3	4	4	5	5	5	4	3	5	4	4	4	4	4	4
70	17-34	L	S1	Yogyakarta	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	4	4
71	17-34	L	S1	Yogyakarta	4	4	4	5	4	5	4	4	4	4	4	4	3	3	3	3	3	3
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73	17-34	L	S1	Lain-lain	4	4	4	5	4	5	4	4	5	5	5	3	4	4	4	4	4	5
74	17-34	L	S1	Lain-lain	4	4	4	5	5	5	3	3	3	3	3	3	4	4	4	3	4	4
75	17-34	P	S1	Lain-lain	4	4	4	5	5	4	4	4	4	4	3	3	4	5	4	4	4	4
76	17-34	P	S1	Lain-lain	4	4	4	5	5	4	3	4	3	3	3	3	4	4	4	4	4	4
77	35-50	L	S1	Lain-lain	5	5	5	4	4	4	5	5	5	5	5	5	4	3	4	4	3	4
78	17-34	L	S1	Lain-lain	5	5	5	4	4	4	5	5	5	3	3	5	5	5	5	5	5	5
79	35-50	L	S1	Lain-lain	4	4	4	4	4	4	4	3	3	4	4	3	4	4	4	4	4	4
80	35-50	L	~SLA	Lain-lain	4	4	4	4	4	4	3	3	3	4	4	4	4	5	4	4	4	4

81	35-50	L	S1	Yogyakarta	4	4	4	4	4	4	5	4	4	4	3	3	4	4	4	4	4	4
82	35-50	P	S1	Lain-lain	3	4	3	5	4	4	3	3	3	5	5	5	4	4	4	4	5	4
83	17-34	P	S1	Lain-lain	3	4	3	5	4	5	4	3	3	3	3	3	4	4	4	4	4	4
84	17-34	P	~SLA	Yogyakarta	3	3	3	5	4	5	4	3	4	5	3	3	4	4	4	4	4	4
85	35-50	P	~SLA	Yogyakarta	3	3	3	4	4	4	3	3	3	4	4	4	5	5	5	4	4	4
86	17-34	P	S1	Yogyakarta	4	4	3	4	3	3	3	3	3	4	4	3	4	5	4	4	4	4
87	17-34	P	S1	Yogyakarta	4	4	4	4	3	3	4	4	3	4	4	4	4	4	4	4	4	4
88	17-34	P	S1	Lain-lain	4	5	4	4	4	4	5	4	5	4	4	3	3	4	4	4	4	4
89	35-50	P	S1	Lain-lain	4	5	4	4	4	4	5	4	4	4	4	4	4	4	4	4	4	4
90	35-50	P	S1	Lain-lain	4	5	4	4	4	4	5	5	4	4	4	4	4	4	4	4	4	4
91	17-34	P	S2~	Lain-lain	4	4	4	4	4	4	5	4	4	5	3	5	4	4	4	5	4	3
92	35-50	P	S1	Lain-lain	4	4	4	5	4	4	4	4	4	3	5	4	4	4	5	4	4	4
93	35-50	P	S1	Lain-lain	5	4	5	4	5	5	5	5	4	5	5	5	5	4	5	4	5	5
94	17-34	L	S1	Lain-lain	5	5	5	4	4	5	5	5	5	5	4	4	5	5	5	4	4	5
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101	17-34	P	**SLA	Yogyakarta	5	5	5	5	4	4	5	5	5	5	4	4	5	5	5	4	4	5	5	5	4	4	5
102	17-34	L	**SLA	Yogyakarta	4	4	4	5	4	4	5	5	5	5	4	4	4	5	5	5	5	5	5	5	5	5	5
103	35-50	L	S1	Lain-lain	4	4	4	4	4	4	4	4	4	4	5	5	4	3	4	4	5	4	4	5	4	4	5
104	17-34	L	S1	Lain-lain	4	4	4	3	4	4	4	4	4	4	4	4	5	3	3	4	3	4	4	4	4	4	4
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108	17-34	L	S1	Yogyakarta	3	3	3	3	3	3	4	4	4	4	4	4	5	4	5	4	5	4	4	4	4	4	4
109	17-34	L	S1	Yogyakarta	4	4	4	5	5	5	5	4	4	4	4	5	4	5	4	5	4	5	4	4	4	5	4
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114	35-50	L	S1	Yogyakarta	4	4	3	4	4	4	5	5	5	5	5	5	4	4	4	4	4	4	5	5	5	5	5
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116	35-50	P	S2~	Lain-lain	4	4	4	4	4	4	3	4	4	4	3	3	4	4	4	4	4	4	4	4	4	4	4
117	17-34	L	S1	Yogyakarta	4	4	4	4	4	4	4	4	4	4	3	3	4	4	4	4	4	4	4	4	4	4	4
118	17-34	L	S1	Lain-lain	4	4	4	4	4	4	3	3	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4
119	17-34	P	S1	Yogyakarta	4	4	5	4	4	4	5	5	5	3	3	3	5	4	4	3	4	4	3	4	4	3	4
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121	17-34	P	S1	Lain-lain	4	4	4	4	4	4	3	3	5	4	3	4	5	4	5	3	3	3	3	3	3	3	3	
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124	35-50	P	S1	Lain-lain	4	4	4	4	4	4	4	4	4	4	5	4	4	3	3	3	3	4	4	4	4	4	4	
125	35-50	P	S1	Lain-lain	4	4	4	4	3	3	3	4	4	5	4	5	4	4	4	4	4	4	4	4	5	4	4	
126	17-34	L	S1	Yogyakarta	4	4	4	4	4	4	4	4	5	5	4	4	4	4	4	4	4	4	4	4	4	5	4	
127	17-34	L	S1	Yogyakarta	4	4	4	4	4	4	4	4	4	4	4	5	5	4	4	4	4	4	4	4	4	4	4	
128	17-34	L	S2~	Lain-lain	3	5	4	4	4	4	5	3	5	5	4	4	4	4	4	4	4	4	4	4	4	4	4	
129	35-50	L	S2~	Lain-lain	4	5	4	4	4	4	5	3	4	4	4	4	4	5	4	4	4	4	5	4	4	4	4	
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133	17-34	L	S1	Yogyakarta	4	4	5	4	4	4	5	5	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
134	17-34	L	S1	Yogyakarta	4	3	4	4	3	3	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
135	17-34	P	S1	Yogyakarta	5	4	4	4	3	3	5	4	4	4	4	4	5	5	5	5	5	4	4	4	4	4	4	4
136	35-50	L	S1	Yogyakarta	5	5	5	4	3	3	5	5	5	4	3	5	4	3	5	4	4	4	4	4	4	4	4	4
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138	17-34	L	S1	Yogyakarta	4	4	4	5	5	5	4	4	4	4	4	4	4	3	3	3	3	3	3	3	3	3	3	3
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141	35-50	L	S1	Yogyakarta	4	4	4	5	5	5	3	3	3	3	3	3	3	3	3	3	4	4	4	4	3	4	4	
142	35-50	L	S1	Yogyakarta	4	4	4	4	5	5	4	4	4	4	3	3	4	5	4	4	4	4	4	4	4	4	4	4
143	17-34	P	S1	Yogyakarta	4	4	4	4	5	5	3	4	4	4	3	3	4	4	4	4	4	4	4	4	4	4	4	4
144	>51	P	S2~	Lain-lain	5	5	5	4	4	4	5	5	4	5	5	5	4	3	4	4	3	4	4	4	3	4	4	
145	35-50	P	S1	Lain-lain	5	5	5	4	4	4	5	5	5	3	3	3	5	5	5	5	5	5	5	5	5	5	5	
146	17-34	L	S1	Lain-lain	4	4	4	4	4	4	3	3	3	4	4	3	4	4	3	4	4	4	4	4	4	4	4	
147	17-34	L	S1	Lain-lain	4	4	4	4	4	4	3	3	5	4	4	4	4	5	4	4	4	4	5	4	4	4	4	
148	17-34	L	S1	Lain-lain	4	4	4	4	4	4	4	4	4	4	3	3	4	4	4	4	4	4	4	4	4	4	4	
149	35-50	P	S1	Yogyakarta	3	3	4	4	4	5	5	3	3	4	5	5	4	4	4	4	4	4	4	4	4	5	4	
150	17-34	P	S1	Yogyakarta	3	3	4	5	5	5	3	3	4	3	3	3	4	4	4	4	4	4	4	4	4	4	4	4

151	35-50	P	S1	Lain-lain	3	3	3	5	5	5	4	3	4	5	3	3	4	4	4	4	4	4	4	4	4	4	4	4
152	17-34	P	S1	Lain-lain	3	3	3	4	4	4	3	3	4	4	4	4	5	5	5	5	5	4	4	4	4	4	4	4
153	17-34	L	**SLA	Yogyakarta	3	4	4	3	4	4	3	3	4	4	4	3	4	5	4	4	4	4	4	4	4	4	4	4
154	17-34	L	**SLA	Yogyakarta	4	4	4	3	4	4	3	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
155	>51	L	S2~	Yogyakarta	4	4	5	4	4	4	5	4	4	4	4	3	3	4	4	4	4	4	4	4	4	4	4	4
156	17-34	L	S1	Lain-lain	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
157	17-34	L	S1	Lain-lain	4	4	5	4	4	4	4	5	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
158	35-50	L	S2~	Lain-lain	3	5	4	4	4	4	5	3	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4
159	17-34	P	S2~	Yogyakarta	4	5	4	4	4	4	5	3	4	4	4	4	4	5	4	4	4	5	4	4	4	4	4	4
160	>51	P	S2~	Yogyakarta	5	4	5	5	5	5	5	5	4	5	5	4	5	5	4	5	5	5	5	4	5	4	5	4
161	>51	P	S2~	Yogyakarta	5	4	4	5	5	5	4	4	4	5	5	5	4	4	5	5	5	4	4	5	5	5	5	5
162	35-50	L	S1	Yogyakarta	5	5	5	5	5	5	4	4	5	5	5	5	4	4	5	5	4	4	5	4	4	4	4	4
163	17-34	L	**SLA	Yogyakarta	4	4	5	4	4	4	5	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
164	17-34	L	S1	Yogyakarta	4	3	4	4	3	3	5	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4
165	17-34	L	S1	Lain-lain	5	4	4	4	3	3	5	4	4	4	4	4	5	5	5	5	5	4	4	4	4	4	4	4
166	35-50	L	S1	Lain-lain	5	5	5	4	3	3	5	5	4	4	3	5	4	4	4	4	4	4	4	4	4	4	4	4
167	17-34	L	S1	Lain-lain	4	4	4	4	4	4	4	4	3	5	5	5	5	5	5	5	5	5	5	4	4	4	4	4
168																												

171	35-50	L	S1	Lain-lain	4	4	4	5	5	5	3	3	5	3	3	3	3	4	4	4	3	4
172	35-50	L	S1	Yogyakarta	4	4	4	4	5	5	4	4	4	4	3	3	4	5	4	4	4	4
173	17-34	L	S1	Yogyakarta	4	4	4	4	5	5	3	4	3	3	3	3	4	4	4	4	4	4
174	17-34	P	S1	Yogyakarta	5	5	5	4	4	4	5	5	5	5	5	5	4	3	4	4	3	4
175	35-50	P	S1	Lain-lain	5	5	5	4	4	4	5	5	3	3	3	3	5	5	5	5	5	5
176	17-34	P	S1	Lain-lain	4	4	4	4	4	4	3	3	4	4	4	3	4	4	4	4	4	4
177	17-34	P	S1	Lain-lain	4	4	4	4	4	4	3	3	4	4	4	4	5	4	4	4	4	4
178	17-34	P	S1	Lain-lain	4	4	4	4	4	4	4	4	3	4	3	3	4	4	4	4	4	4
179	17-34	L	S1	Yogyakarta	3	3	4	4	5	5	3	3	3	3	5	5	4	4	4	4	5	4
180	17-34	L	S1	Yogyakarta	3	3	4	5	5	5	3	3	4	3	3	3	4	4	4	4	4	4
181	35-50	L	S1	Lain-lain	3	3	3	5	5	5	4	3	5	5	3	3	4	4	4	4	4	4
182	35-50	L	~SLA	Lain-lain	3	3	3	4	4	4	3	3	5	4	4	4	5	5	5	4	4	4
183	17-34	L	~SLA	Yogyakarta	3	4	4	3	4	4	3	3	5	4	4	3	4	5	4	4	4	4
184	35-50	L	~SLA	Lain-lain	4	4	4	3	4	4	3	4	5	4	4	4	4	4	4	4	4	4
185	17-34	L	S1	Lain-lain	4	4	5	4	4	4	5	4	4	4	4	3	3	4	4	4	4	4
186	17-34	L	S1	Yogyakarta	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
187	17-34	L	S1	Yogyakarta	4	4	5	4	4	4	4	5	5	4	4	4	4	4	4	4	4	4
188	35-50	L	S1	Yogyakarta	4	4	4	4	4	4	4	4	4	5	3	5	4	4	4	5	4	3
189	35-50	L	S1	Lain-lain	4	4	4	4	4	4	4	4	4	4	3	5	4	4	4	5	4	4
190	17-34	L	S1	Lain-lain	5	5	4	5	4	4	5	5	4	4	5	5	5	5	5	4	5	5
191	17-34	P	S1	Yogyakarta	5	5	5	5	4	4	5	5	4	5	4	4	5	5	5	4	4	5
192	17-34	L	S1	Yogyakarta	4	4	4	5	4	4	5	5	4	4	4	4	5	5	5	5	5	5
193	35-50	L	S1	Yogyakarta	4	4	4	4	4	4	4	4	4	4	5	5	4	3	4	4	5	4
194	17-34	L	S1	Yogyakarta	4	4	4	3	4	4	4	4	4	4	4	5	3	3	4	3	4	4
195	17-34	L	S1	Yogyakarta	4	4	4	4	4	4	4	4	4	5	3	5	4	4	4	5	4	3
196	17-34	L	S1	Yogyakarta	4	4	4	4	4	4	4	4	4	4	3	5	4	4	4	5	4	4
197	17-34	P	~SLA	Lain-lain	5	5	4	5	4	4	5	5	3	4	5	5	5	5	4	5	5	5
198	35-50	P	~SLA	Lain-lain	5	5	5	5	4	4	5	5	4	5	4	4	5	5	5	4	4	5
199	35-50	L	S2~	Lain-lain	4	4	4	5	4	4	5	5	3	4	4	4	5	5	5	5	5	5
200	>51	L	S1	Lain-lain	4	4	4	4	4	4	4	4	5	4	5	4	3	4	4	5	4	4
201	17-34	L	S1	Lain-lain	4	4	4	3	4	4	4	4	5	4	4	5	3	3	4	3	4	4
202	17-34	L	S1	Lain-lain	4	4	4	5	5	5	5	4	4	4	4	5	3	4	4	4	4	5
203	35-50	L	S1	Lain-lain	4	4	4	4	4	4	5	3	3	5	5	5	3	4	4	5	5	5
204	17-34	L	S1	Yogyakarta	4	5	4	5	5	5	5	5	4	4	4	4	4	4	4	4	4	4

LAMPIRAN 3: UJI VALIDITAS DAN RELIABILITAS

UJI AWAL INSTRUMEN

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
KL1	8.10	.576	.756	.641	.719
KL2	8.20	.579	.598	.357	.881
KL3	8.10	.576	.756	.641	.719

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
KP1	8.47	1.016	.710	.507	.733
KP2	8.23	1.013	.654	.429	.790
KP3	8.30	1.045	.686	.479	.757

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
H1	7.97	2.102	.740	.581	.853
H2	8.17	1.799	.829	.690	.767
H3	8.13	1.637	.746	.578	.857

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
LP1	7.93	1.926	.670	.453	.735
LP2	8.17	1.937	.633	.401	.769
LP3	7.97	1.620	.690	.479	.715

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
KK1	8.30	1.045	.689	.480	.730
KK2	8.53	1.223	.638	.407	.778
KK3	8.37	1.206	.687	.475	.732

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
NB1	8.30	1.252	.637	.407	.720
NB2	8.10	1.334	.646	.418	.717
NB3	8.27	1.099	.641	.411	.724

UJI HASIL KUESIONER

Case Processing Summary

		N	%
Cases	Valid	204	100.0
	Excluded ^a	0	.0
	Total	204	100.0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.729	.736	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Kualitas_Layanan	61.54	23.659	.597	.419	.658
Kualitas_Produk	61.45	26.229	.336	.167	.727
Harga	61.62	22.267	.536	.362	.669
Layanan_Pengiriman	61.59	23.120	.422	.286	.709
Kepuasan_Konsumen	61.46	25.442	.399	.298	.709
Niat_Beli	61.51	24.823	.538	.357	.675

LAMPIRAN 4: ANALISIS DESKRIPTIF KARAKTERISTIK RESPONDEN

Statistics

Umur		
N	Valid	204
	Missing	0

Umur

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	>51	14	6.9	6.9	6.9
	17-34	124	60.8	60.8	67.6
	35-50	66	32.4	32.4	100.0
	Total	204	100.0	100.0	

Statistic

Jenis_kelamin		
N	Valid	204
	Missing	0

Jenis_kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	L	126	61.8	61.8	61.8
	P	78	38.2	38.2	100.0
	Total	204	100.0	100.0	

Statistic

Pendidikan		
N	Valid	204
	Missing	0

Pendidikan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	~SLA	49	24.0	24.0	24.0
	S1	135	66.2	66.2	90.2
	S2~	20	9.8	9.8	100.0
	Total	204	100.0	100.0	

Statistic

Daerah_asal		N
Valid		204
Missing		0

Daerah_asal

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Lain-lain	86	42.2	42.2	42.2
	Yogyakarta	118	57.8	57.8	100.0
	Total	204	100.0	100.0	

LAMPIRAN 5: ANALISIS DESKRIPTIF VARIABEL PENELITIAN

Descriptive Statistics

	N	Mean	Std. Deviation
KL1	204	4.09	.563
KL2	204	4.12	.534
KL3	204	4.12	.552
KP1	204	4.22	.592
KP2	204	4.17	.583
KP3	204	4.21	.578
H1	204	4.14	.743
H2	204	3.96	.718
H3	204	4.11	.737
LP1	204	4.16	.642
LP2	204	3.95	.717
LP3	204	4.10	.815
KK1	204	4.13	.615
KK2	204	4.19	.610
KK3	204	4.23	.544
NB1	204	4.10	.510
NB2	204	4.12	.512
NB3	204	4.12	.540
Valid N (listwise)	204		

LAMPIRAN 6: ANALISIS PENGARUH LANGSUNG

a. Kualitas layanan terhadap kepuasan konsumen

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	7.170	.849		8.442	.000
	Kualitas_Layanan	.423	.069	.398	6.161	.000

a. Dependent Variable: Kepuasan_Konsumen

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	64.174	1	64.174	37.958	.000 ^b
	Residual	341.513	202	1.691		
	Total	405.686	203			

a. Dependent Variable: Kepuasan_Konsumen

b. Predictors: (Constant), Kualitas_Layanan

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.398 ^a	.158	.154	1.300

a. Predictors: (Constant), Kualitas_Layanan

b. Pengaruh kualitas produk terhadap kepuasan konsumen

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	9.808	.853		11.499	.000
	Kualitas_Produk	.207	.068	.208	3.026	.003

a. Dependent Variable: Kepuasan_Konsumen

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	17.590	1	17.590	9.155	.003 ^b
	Residual	388.096	202	1.921		
	Total	405.686	203			

a. Dependent Variable: Kepuasan_Konsumen

b. Predictors: (Constant), Kualitas_Produk

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.208 ^a	.043	.039	1.386

a. Predictors: (Constant), Kualitas_Produk

c. Pengaruh harga terhadap kepuasan konsumen

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	9.376	.723		12.962	.000
	Harga	.245	.059	.282	4.179	.000

a. Dependent Variable: Kepuasan_Konsumen

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	32.284	1	32.284	17.465	.000 ^b
	Residual	373.402	202	1.849		
	Total	405.686	203			

a. Dependent Variable: Kepuasan_Konsumen

b. Predictors: (Constant), Harga

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.282 ^a	.080	.075	1.360

a. Predictors: (Constant), Harga

d. Pengaruh layanan pengiriman terhadap kepuasan konsumen

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	11.337	.707		16.035	.000
	Layanan_Pengiriman	.085	.057	.103	1.478	.141

a. Dependent Variable: Kepuasan_Konsumen

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	4.343	1	4.343	2.186	.141 ^b
	Residual	401.344	202	1.987		
	Total	405.686	203			

a. Dependent Variable: Kepuasan_Konsumen

b. Predictors: (Constant), Layanan_Pengiriman

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.103 ^a	.011	.006	1.410

a. Predictors: (Constant), Layanan_Pengiriman

e. Pengaruh kepuasan konsumen terhadap niat beli

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	7.492	.700		10.707	.000
	Kepuasan_Konsumen	.390	.056	.439	6.949	.000

a. Dependent Variable: Niat_Beli

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	61.856	1	61.856	48.282	.000 ^b
	Residual	258.791	202	1.281		
	Total	320.647	203			

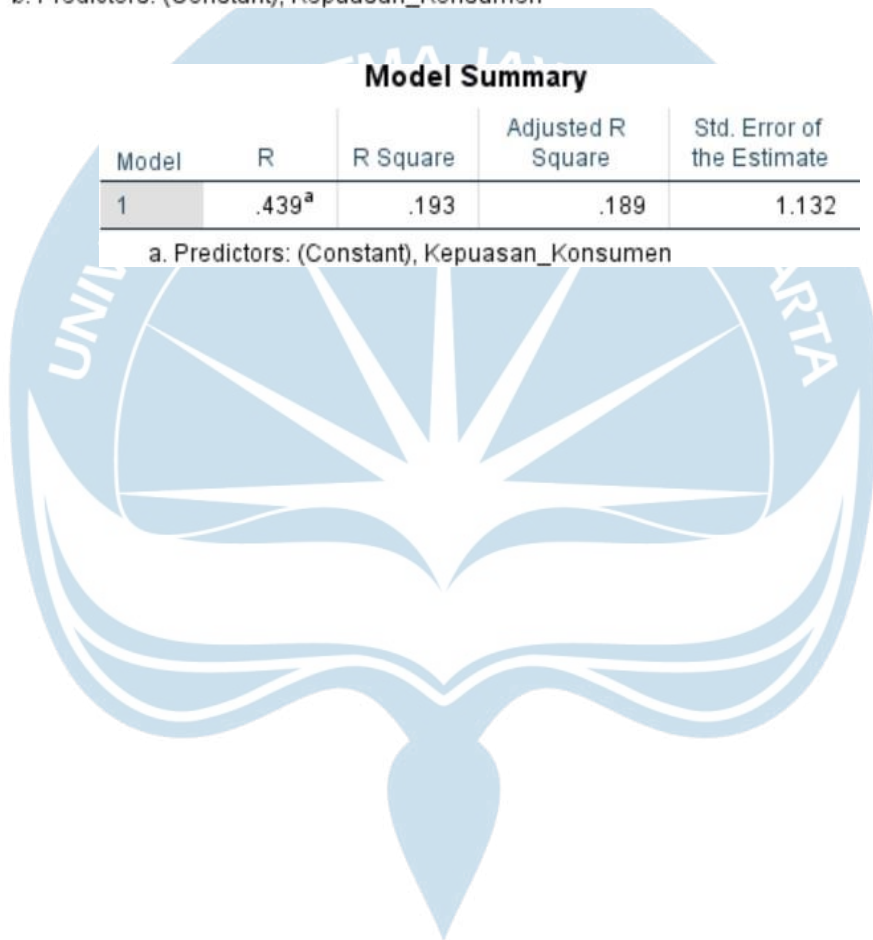
a. Dependent Variable: Niat_Beli

b. Predictors: (Constant), Kepuasan_Konsumen

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.439 ^a	.193	.189	1.132

a. Predictors: (Constant), Kepuasan_Konsumen



LAMPIRAN 7: ANALISIS PENGARUH MEDIASI

- a. Kualitas layanan terhadap niat beli melalui kepuasan konsumen

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	6.440	.853		7.554	.000
	Kualitas_Layanan	.137	.065	.145	2.123	.035
	Kepuasan_Konsumen	.339	.061	.382	5.586	.000

a. Dependent Variable: Niat_Beli

- b. Kualitas produk terhadap niat beli melalui kepuasan konsumen

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	6.130	.885		6.927	.000
	Kualitas_Produk	.139	.056	.157	2.465	.015
	Kepuasan_Konsumen	.361	.057	.406	6.368	.000

a. Dependent Variable: Niat_Beli

- c. Harga terhadap niat beli melalui kepuasan konsumen

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.809	.783		7.414	.000
	Harga	.205	.049	.266	4.193	.000
	Kepuasan_Konsumen	.324	.056	.364	5.752	.000

a. Dependent Variable: Niat_Beli

d. Layanan pengiriman terhadap niat beli melalui kepuasan konsumen

Coefficients^a

Model		Unstandardized Coefficients		Standardized	t	Sig.
		B	Std. Error	Coefficients		
1	(Constant)	4.584	.781		5.872	.000
	Layanan_Pengiriman	.272	.042	.375	6.470	.000
	Kepuasan_Konsumen	.356	.052	.400	6.909	.000

a. Dependent Variable: Niat_Beli



LAMPIRAN 8: TABEL DISTRIBUSI R 5%

TABEL DISTRIBUSI R

Df	5%	DF	5%	DF	5%	DF	5%
1	0.997	51	0.271	101	0.194	151	0.159
2	0.950	52	0.268	102	0.193	152	0.158
3	0.878	53	0.266	103	0.192	153	0.158
4	0.811	54	0.263	104	0.191	154	0.157
5	0.754	55	0.261	105	0.190	155	0.157
6	0.707	56	0.259	106	0.189	156	0.156
7	0.666	57	0.256	107	0.188	157	0.156
8	0.632	58	0.254	108	0.187	158	0.155
9	0.602	59	0.252	109	0.187	159	0.155
10	0.576	60	0.250	110	0.186	160	0.154
11	0.553	61	0.248	111	0.185	161	0.154
12	0.532	62	0.246	112	0.184	162	0.153
13	0.514	63	0.244	113	0.183	163	0.153
14	0.497	64	0.242	114	0.182	164	0.152
15	0.482	65	0.240	115	0.182	165	0.152
16	0.468	66	0.239	116	0.181	166	0.151
17	0.456	67	0.237	117	0.180	167	0.151
18	0.444	68	0.235	118	0.179	168	0.151
19	0.433	69	0.234	119	0.179	169	0.150
20	0.423	70	0.232	120	0.178	170	0.150
21	0.413	71	0.230	121	0.177	171	0.149
22	0.404	72	0.229	122	0.176	172	0.149
23	0.396	73	0.227	123	0.176	173	0.148
24	0.388	74	0.226	124	0.175	174	0.148
25	0.381	75	0.224	125	0.174	175	0.148
26	0.374	76	0.223	126	0.174	176	0.147
27	0.367	77	0.221	127	0.173	177	0.147
28	0.361	78	0.220	128	0.172	178	0.146
29	0.355	79	0.219	129	0.172	179	0.146
30	0.349	80	0.217	130	0.171	180	0.146
31	0.344	81	0.216	131	0.170	181	0.145
32	0.339	82	0.215	132	0.170	182	0.145
33	0.334	83	0.213	133	0.169	183	0.144
34	0.329	84	0.212	134	0.168	184	0.144
35	0.325	85	0.211	135	0.168	185	0.144
36	0.320	86	0.210	136	0.167	186	0.143
37	0.316	87	0.208	137	0.167	187	0.143
38	0.312	88	0.207	138	0.166	188	0.142
39	0.308	89	0.206	139	0.165	189	0.142
40	0.304	90	0.205	140	0.165	190	0.142
41	0.301	91	0.204	141	0.164	191	0.141
42	0.297	92	0.203	142	0.164	192	0.141
43	0.294	93	0.202	143	0.163	193	0.141
44	0.291	94	0.201	144	0.163	194	0.140
45	0.288	95	0.200	145	0.162	195	0.140
46	0.285	96	0.199	146	0.161	196	0.139
47	0.282	97	0.198	147	0.161	197	0.139
48	0.279	98	0.197	148	0.160	198	0.139
49	0.276	99	0.196	149	0.160	199	0.138
50	0.273	100	0.195	150	0.159	200	0.138