

LAMPIRAN

KUISIONER PENELITIAN

KUESIONER PENELITIAN

Pengaruh kualitas produk, kualitas layanan dan promosi terhadap keputusan pembelian Kawasaki Ninja 250up (studi kasus komunitas Ninja 250up Sidoarjo).

Untuk mengetahui seberapa besar pengaruh kualitas produk, kualitas layanan, dan promosi terhadap keputusan pembelian Kawasaki Ninja 250up. Bersama ini peneliti mengharap kesediaan anda untuk membantu mengisi dan melengkapi daftar kuesioner yang telah di sediakan. Informasi yang adna berikan sangat berarti bagi peneloitian ini dan saudara tidak perlu ragu dalam mengisi atau member tanda silang (x) pada daftar kuesioner. Atas bantuan dan kesediaan anda, peneliti ucapkan terimakasih.

Karaktersitik Responden

Jenis kelamin : a. laki-laki b. Perempuan

Usia : a. <20 Tahun b. 20-25 Tahun c. 26-30 Tahun

Petunjuk pengisian :

1. jawablah pertanyaan ini dengan jujur dan sesuai dengan hati nurani
2. Bacalah terlebih dahulu pertanyaan dengan cermat sebelum anda mulai menjawabnya
3. Pilihlah salah satu jawaban yang tersedia dengan member tanda silang(X)

Keterangan Skor :

Sangat Setuju (SS) : 5

Setuju (S) : 4

Ragu-ragu (R) : 3

Tidak Setuju (TS) : 2

Sangat Tidak Setuju (STS) : 1

A. Kualitas Produk (X1)

No.	Pertanyaan	SS	S	R	TS	STS
1.	Ninja 250up mempunyai kinerja mesin yang baik.					
2.	Ninja 250up mempunyai fitur yang sesuai dengan kebutuhan konsumen.					
3.	Ninja 250up memiliki mesin yang dapat diandalkan.					
4.	Spesifikasi Ninja 250up sesuai dengan standar motor sport kelas menengah.					
5.	Ninja 250up memiliki daya tahan mesin yang baik.					
6.	Ninja 250up memiliki daya tahan mesin yang baik.					
7.	Ninja 250up mudah dalam perawatan dan perbaikan.					
8.	Ninja 250up mempunyai desain body keseluruhan yang menarik.					
9.	Secara umum Ninja 250up adalah motor sport yang berkualitas.					

B. Kualitas Layanan (X2)

No.	Pertanyaan	SS	S	R	TS	STS
1.	Pelayanan Service center Ninja 250up standar pelayanan konsisten dan bisa di andalkan.					
2.	Service center Ninja 250up melayani konsumen dengan cepat dan tepat sasaran.					
3.	Dealer Kawasaki Ninja 250up memberikan jaminan mutu dan layanan purna jual yang baik.					
4.	Service center Ninja 250up melayani keluhan konsumen dengan baik dan sepenuh hati.					
5.	Service center Ninja 250up memiliki peralatan bengkel yang lengkap.					
6.	Ninja 250up mendapatkan penghargaan otomotif award sebagai “ <i>best of the best dual purpose</i> ” tahun 2012					

C. Promosi (X3)

No.	Pertanyaan	SS	S	R	TS	STS
1.	Iklan Ninja 250up diberbagai media menarik bagi konsumen.					
2.	Program promosi Ninja 250up menarik dan menguntungkan konsumen.					
3.	Ninja 250up memberikan banyak pengalaman bagi konsumen					
4.	Program dan kegiatan yang diadakan dealer Ninja menarik bagi konsumen					
5.	Ninja 250up sering mengadakan event sosial yang bermanfaat bagi konsumen.					
6.	Ninja 250up menggunakan sosial media untuk berhubungan dengan konsumen.					

D. Keputusan Pembelian (Y)

No.	Pertanyaan	SS	S	R	TS	STS
1.	Saya yakin membeli Ninja 250 ^{up} sebagai pilihan motor sport saya.					
2.	Saya selalu membeli Ninja 250 ^{up} saat membutuhkan motor.					
3.	Saya akan merekomendasikan Ninja 250 ^{up} kepada teman yang membutuhkan motor sport.					
4.	Saat membutuhkan motor sport saya akan membeli Kawasaki Ninja 250 ^{up} lagi.					

LAMPIRAN

TABULASI DATA PENELITIAN

Responden	Kualitas Produk																			Total Skor	Kualitas Layanan						Total Skor	Promosi						Total Skor	Keputusan Pembelian				Total Skor
	x1.1	x1.2	x1.3	x1.4	x1.5	x1.6	x1.7	x1.8	x1.9	x2.1	x2.2	x2.3	x2.4	x2.5	x2.6	x3.1	x3.2	x3.3	x3.4		x3.5	x3.6	V1.1	V1.2	V1.3	V1.4													
1	4	4	4	5	4	5	4	5	4	4	5	4	4	5	5	3	4	4	4	5	4	3	2	3	2	4	10												
2	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	20												
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	10												
4	5	4	5	4	5	5	4	5	5	5	5	5	5	4	4	5	5	5	5	5	5	5	5	5	5	15													
5	4	4	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	13													
6	5	4	5	4	5	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	19													
7	4	3	4	4	4	3	2	4	4	4	2	4	4	4	4	4	4	4	4	4	4	2	2	4	2	10													
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LAMPIRAN

HASIL OLAH DATA SPSS

Lampiran Uji SPSS

```
DATASET ACTIVATE DataSet2.  
FREQUENCIES VARIABLES=Jenis_Kelamin Usia  
  /ORDER=ANALYSIS.
```

Frequencies

Notes

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	Cases Used	Statistics are based on all cases with valid data.

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	Elapsed Time	00:00:00.00

[DataSet2]

Statistics

		Jenis_Kelamin	Usia
N	Valid	92	92
	Missing	0	0

Frequency Table

Jenis_Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-laki	64	69.6	69.6	69.6
	Perempuan	28	30.4	30.4	100.0
	Total	92	100.0	100.0	

Usia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<20	8	8.7	8.7	8.7
	20-25	76	82.6	82.6	91.3
	26-30	8	8.7	8.7	100.0
	Total	92	100.0	100.0	

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	X3, X1, X2 ^b	.	Enter

a. Dependent Variable: Y

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.477 ^a	.227	.201	1.39921

a. Predictors: (Constant), X3, X1, X2

b. Dependent Variable: Y

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	50.616	3	16.872	8.618	.000 ^b
	Residual	172.287	88	1.958		
	Total	222.902	91			

a. Dependent Variable: Y

b. Predictors: (Constant), X3, X1, X2

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.558	3.292		-.170	.866
	X1	.158	.076	.210	2.066	.042
	X2	.235	.114	.219	2.067	.042
	X3	.196	.089	.220	2.197	.031

a. Dependent Variable: Y

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	14.6427	19.4681	15.9674	.74580	92
Residual	-6.79962	3.03972	.00000	1.37596	92
Std. Predicted Value	-1.776	4.694	.000	1.000	92
Std. Residual	-4.860	2.172	.000	.983	92

a. Dependent Variable: Y
 NPAR TESTS
 /K-S (NORMAL)=RES_1
 /MISSING ANALYSIS.

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		92
Normal Parameters ^{a,b}	Mean	0E-7
	Std. Deviation	1.37595757
	Absolute	.110
Most Extreme Differences	Positive	.109
	Negative	-.110
Kolmogorov-Smirnov Z		1.056
Asymp. Sig. (2-tailed)		.215

- a. Test distribution is Normal.
 b. Calculated from data.

```
NEW FILE.
DATASET NAME DataSet1 WINDOW=FRONT.
REGRESSION
  /MISSING LISTWISE
  /STATISTICS COEFF OUTS BCOV R ANOVA COLLIN TOL
  /CRITERIA=PIN(.05) POUT(.10)
  /NOORIGIN
  /DEPENDENT Y
  /METHOD=ENTER X1 X2 X3.
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Regression

[DataSet1]

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Promosi, Kualitas Produk, Kualitas Layanan ^b		Enter

a. Dependent Variable: Keputusan Pembelian

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.477 ^a	.227	.201	1.39921

a. Predictors: (Constant), Promosi, Kualitas Produk, Kualitas Layanan

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	50.616	3	16.872	8.618	.000 ^b
	Residual	172.287	88	1.958		
	Total	222.902	91			

a. Dependent Variable: Keputusan Pembelian

b. Predictors: (Constant), Promosi, Kualitas Produk, Kualitas Layanan

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-.558	3.292		-.170	.866		
	Kualitas Produk	.158	.076	.210	2.066	.042	.852	1.173
	Kualitas Layanan	.235	.114	.219	2.067	.042	.780	1.282
	Promosi	.196	.089	.220	2.197	.031	.874	1.144

a. Dependent Variable: Keputusan Pembelian

Coefficient Correlations^a

Model		Promosi	Kualitas Produk	Kualitas Layanan
1	Correlations	Promosi	1.000	-.076
		Kualitas Produk	-.076	1.000
		Kualitas Layanan	-.300	-.336
1	Covariances	Promosi	.008	-.001
		Kualitas Produk	-.001	.006

	Kualitas Layanan	-0.003	-0.003	.013
--	------------------	--------	--------	------

a. Dependent Variable: Keputusan Pembelian

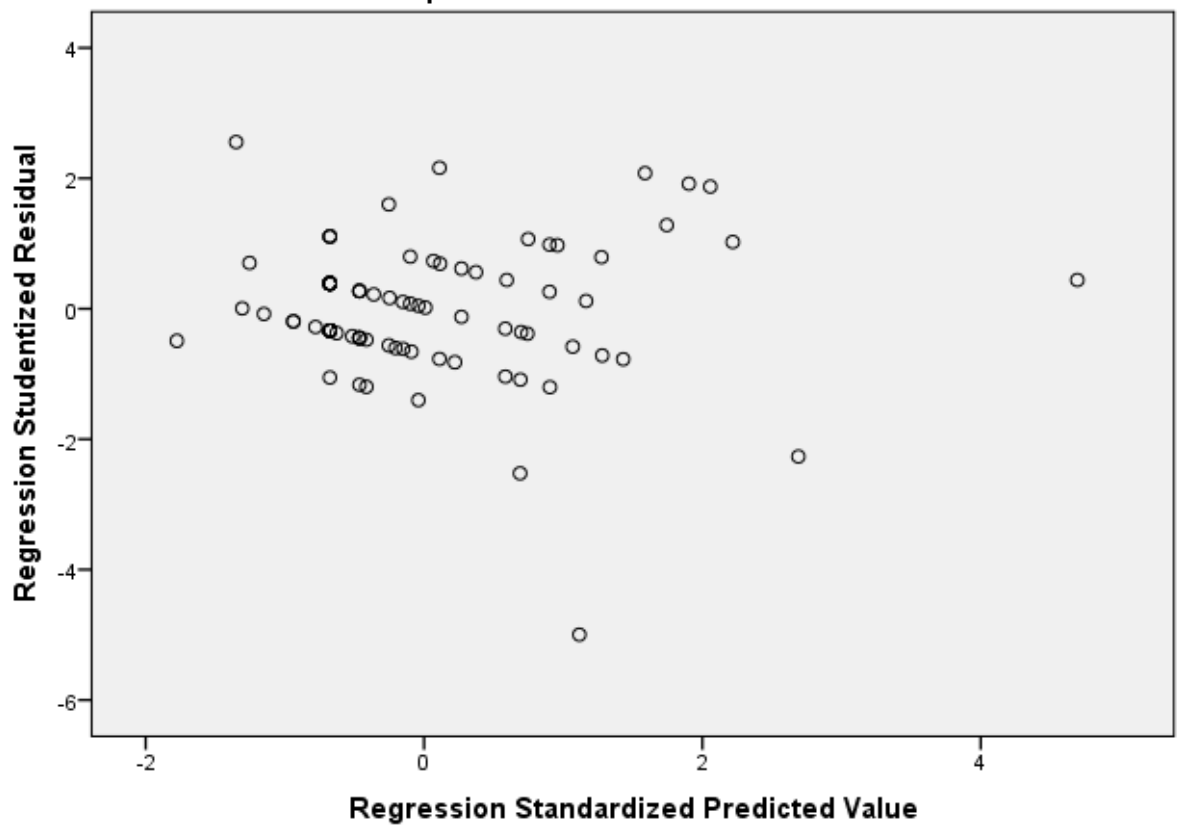
Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions			
				(Constant)	Kualitas Produk	Kualitas Layanan	Promosi
1	1	3.993	1.000	.00	.00	.00	.00
	2	.004	33.643	.02	.16	.03	.89
	3	.002	44.629	.04	.31	.94	.04
	4	.001	53.281	.94	.52	.04	.07

a. Dependent Variable: Keputusan Pembelian

Scatterplot

Dependent Variable: TotalY



RELIABILITY

/VARIABLES=x1.1 x1.2 x1.3 x1.4 x1.5 x1.6 x1.7 x1.8 x1.9

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/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.

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Reliability

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Missing Value Handling		Statistics are based on all cases with valid data for all variables in the procedure.
	Cases Used	RELIABILITY /VARIABLES=x1.1 x1.2 x1.3 x1.4 x1.5 x1.6 x1.7 x1.8 x1.9
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[DataSet0]

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	28	100.0
	Excluded ^a	0	.0
	Total	28	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.908	9

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
x1.1	33.14	8.646	.787	.890
x1.2	33.32	9.115	.735	.895
x1.3	33.14	8.646	.787	.890
x1.4	33.18	9.041	.676	.899
x1.5	33.14	8.868	.702	.897
x1.6	33.25	9.083	.624	.902
x1.7	33.39	8.988	.642	.901
x1.8	33.14	9.460	.486	.912
x1.9	33.14	8.720	.758	.893

RELIABILITY

```

/VARIABLES=x2.1 x2.2 x2.3 x2.4 x2.5 x2.6
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.

```

Reliability

Notes

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Missing Value Handling	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
		RELIABILITY /VARIABLES=x2.1 x2.2 x2.3 x2.4 x2.5 x2.6 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.
Syntax		
Resources	Processor Time	00:00:00.03
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[DataSet0]

Scale: ALL VARIABLES

Case Processing Summary

		N	%
	Valid	28	100.0
Cases	Excluded ^a	0	.0
	Total	28	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.875	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
x2.1	19.79	4.841	.743	.851
x2.2	19.89	4.247	.719	.846
x2.3	19.86	3.905	.727	.849
x2.4	19.82	4.374	.761	.840
x2.5	19.61	4.766	.605	.865
x2.6	19.96	4.554	.596	.868

RELIABILITY

```

/VARIABLES=x3.1 x3.2 x3.3 x3.4 x3.5 x3.6
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.

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Reliability

Notes

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Missing Value Handling	Statistics are based on all cases with valid data for all variables in the procedure.
Cases Used	

Syntax		RELIABILITY /VARIABLES=x3.1 x3.2 x3.3 x3.4 x3.5 x3.6 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.
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[DataSet0]

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	28	100.0
	Excluded ^a	0	.0
	Total	28	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.911	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
x3.1	19.82	4.819	.544	.921
x3.2	19.79	4.471	.865	.885
x3.3	19.86	4.201	.842	.882
x3.4	19.86	4.053	.775	.892
x3.5	19.71	3.989	.810	.886
x3.6	19.89	4.025	.738	.899

```
RELIABILITY
/VARIABLES=y1 y2 y3 y4
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
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/SUMMARY=TOTAL.

Reliability

Notes

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	Definition of Missing	User-defined missing values are treated as missing.
Syntax	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
		RELIABILITY /VARIABLES=y1 y2 y3 y4 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.
Resources	Processor Time	00:00:00.03
	Elapsed Time	00:00:00.08

[DataSet0]

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	28	100.0
	Excluded ^a	0	.0
	Total	28	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
------------------	------------

	.831	4
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Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
y1	10.93	3.254	.679	.782
y2	11.89	2.766	.720	.759
y3	10.64	3.720	.553	.833
y4	11.00	2.593	.730	.758

LAMPIRAN

TABEL t, R, dan F

Titik Persentase Distribusi t (df = 81 – 120) Pr	0.25	0.10	0.05	0.025	0.01	0.005	0.001
df	0.50	0.20	0.10	0.050	0.02	0.010	0.002
81	0.67753	1.29209	1.66388	1.98969	2.37327	2.63790	3.19392
82	0.67749	1.29196	1.66365	1.98932	2.37269	2.63712	3.19262
83	0.67746	1.29183	1.66342	1.98896	2.37212	2.63637	3.19135
84	0.67742	1.29171	1.66320	1.98861	2.37156	2.63563	3.19011
85	0.67739	1.29159	1.66298	1.98827	2.37102	2.63491	3.18890
86	0.67735	1.29147	1.66277	1.98793	2.37049	2.63421	3.18772
87	0.67732	1.29136	1.66256	1.98761	2.36998	2.63353	3.18657
88	0.67729	1.29125	1.66235	1.98729	2.36947	2.63286	3.18544
89	0.67726	1.29114	1.66216	1.98698	2.36898	2.63220	3.18434
90	0.67723	1.29103	1.66196	1.98667	2.36850	2.63157	3.18327
91	0.67720	1.29092	1.66177	1.98638	2.36803	2.63094	3.18222
92	0.67717	1.29082	1.66159	1.98609	2.36757	2.63033	3.18119
93	0.67714	1.29072	1.66140	1.98580	2.36712	2.62973	3.18019
94	0.67711	1.29062	1.66123	1.98552	2.36667	2.62915	3.17921
95	0.67708	1.29053	1.66105	1.98525	2.36624	2.62858	3.17825
96	0.67705	1.29043	1.66088	1.98498	2.36582	2.62802	3.17731
97	0.67703	1.29034	1.66071	1.98472	2.36541	2.62747	3.17639
98	0.67700	1.29025	1.66055	1.98447	2.36500	2.62693	3.17549
99	0.67698	1.29016	1.66039	1.98422	2.36461	2.62641	3.17460
100	0.67695	1.29007	1.66023	1.98397	2.36422	2.62589	3.17374
101	0.67693	1.28999	1.66008	1.98373	2.36384	2.62539	3.17289

Tabel r untuk df = 51 - 100

df = (N-2)	Tingkat signifikansi untuk uji satu arah				
	0.05	0.025	0.01	0.005	0.0005
	Tingkat signifikansi untuk uji dua arah				
	0.1	0.05	0.02	0.01	0.001
51	0.2284	0.2706	0.3188	0.3509	0.4393
52	0.2262	0.2681	0.3158	0.3477	0.4354
53	0.2241	0.2656	0.3129	0.3445	0.4317
54	0.2221	0.2632	0.3102	0.3415	0.4280
55	0.2201	0.2609	0.3074	0.3385	0.4244
56	0.2181	0.2586	0.3048	0.3357	0.4210
57	0.2162	0.2564	0.3022	0.3328	0.4176
58	0.2144	0.2542	0.2997	0.3301	0.4143
59	0.2126	0.2521	0.2972	0.3274	0.4110
60	0.2108	0.2500	0.2948	0.3248	0.4079
61	0.2091	0.2480	0.2925	0.3223	0.4048
62	0.2075	0.2461	0.2902	0.3198	0.4018
63	0.2058	0.2441	0.2880	0.3173	0.3988
64	0.2042	0.2423	0.2858	0.3150	0.3959
65	0.2027	0.2404	0.2837	0.3126	0.3931
66	0.2012	0.2387	0.2816	0.3104	0.3903
67	0.1997	0.2369	0.2796	0.3081	0.3876
68	0.1982	0.2352	0.2776	0.3060	0.3850
69	0.1968	0.2335	0.2756	0.3038	0.3823
70	0.1954	0.2319	0.2737	0.3017	0.3798
71	0.1940	0.2303	0.2718	0.2997	0.3773
72	0.1927	0.2287	0.2700	0.2977	0.3748
73	0.1914	0.2272	0.2682	0.2957	0.3724
74	0.1901	0.2257	0.2664	0.2938	0.3701
75	0.1888	0.2242	0.2647	0.2919	0.3678
76	0.1876	0.2227	0.2630	0.2900	0.3655
77	0.1864	0.2213	0.2613	0.2882	0.3633
78	0.1852	0.2199	0.2597	0.2864	0.3611
79	0.1841	0.2185	0.2581	0.2847	0.3589
80	0.1829	0.2172	0.2565	0.2830	0.3568
81	0.1818	0.2159	0.2550	0.2813	0.3547
82	0.1807	0.2146	0.2535	0.2796	0.3527
83	0.1796	0.2133	0.2520	0.2780	0.3507
84	0.1786	0.2120	0.2505	0.2764	0.3487

Titik Persentase Distribusi F untuk Probabilita = 0,05

df untuk penyebut (N2)	df untuk pembilang (N1)														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
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

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ENDORSEMENT LETTER

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This letter is to certify that the abstract of the thesis below

Title : The Effects of Product Quality, Service Quality, and Promotion (case study of the community of Ninja 250up Sidoarjo).

Student's name : Ivan Satria Ermansyah

Reg. Number : 20141221090

Department : S1 Manajemen

has been endorsed by Pusat Bahasa *UMSurabaya* for further approval by the examining committee of the faculty.

Surabaya, 25 July 2019

Chair

Wande Hamsia, M.Pd

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PANITIA UJIAN SKRIPSI STRATA - 1 (S-1)
FAKULTAS EKONOMI DAN BISNIS

DAFTAR PERBAIKAN SKRIPSI


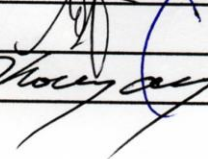
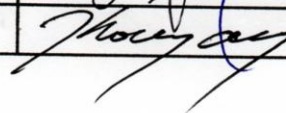
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Hari/Tanggal : Rabu 17 Juli 2019

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Catatan

Setiap Mahasiswa membuat rangkap 3