



Lampiran 1. Kuesioner

JUDUL :

**PENGARUH ETIKA BISNIS ISLAM DAN KUALITAS
PELAYANAN TERHADAP KEPUASAN KONSUMEN PADA
HOTEL ZAHRA SYARIAH KENDARI**

A. PETUNJUK PENGISIAN

1. Mohon dengan hormat bantuan dan kesediaan bapak/ibu/sdr untuk mengisi seluruh pernyataan yang ada.
2. Isilah dengan jawaban yang sejujur-jujurnya
3. Beri tsaya ceklist (√) pada salah satu pilihan jawaban yang bapak/ibu/sdr paling sesuai dengan keadaan sebenarnya.
4. Ada lima alternatif jawaban yang disediakan (kategori Likert), yaitu :
 - a. Sangat Setuju (SS) (5)
 - b. Setuju (S) (4)
 - c. Netral (N) (3)
 - d. Tidak Setuju (TS) (2)
 - e. Sangat Tidak Setuju (STS) (1)
5. Seluruh jawaban yang bapak/ibu/sdr berikan dianggap benar dan terjamin kerahasiaannya
6. Instrumen berupa ceklist ini hanya digunakan untuk kepentingan penelitian semata, tidak untuk yang lain.

B. KARATERISTIK RESPONDEN

- a. Nama/kode resp. :

- b. Umur :tahun
- c. Jenis Kelamin :
- d. Pekerjaan :
- e. Pendidikan terakhir :

C. PERNYATAAN

1. Etika Bisnis Islam (X1)

No	Pernyataan	Alternatif Jawaban				
		STS	TS	N	S	SS
		1	2	3	4	5
Shidiq						
1	Pihak Hotel selalu mengatakan kekurangan dari pelayanan jasa hotel kepada konsumen					
2	Ucapan yang dikatakan oleh pihak Hotel dapat dipercaya oleh konsumen					
3	Kualitas jasa Hotel yang dirasakan sesuai dengan apa yang promosikan					
Amanah						
4	Pihak manajemen hotel terbuka kepada konsumen mengenai pelayanan hotel					
5	Pihak manajemen hotel mengatakan yang sebenarnya mengenai kualitas dari jasa layanan hotel					
6	Pihak manajemen hotel memberikan pelayanan yang terbaik kepada konsumen					
Fatanah						
7	Pihak manajemen hotel memahami kewajiban sebagai penyedia layanan jasa					
8	Pihak manajemen hotel selalu berkreatifitas untuk menarik minat konsumen					
9	Pihak manajemen hotel selalu memberikan pelayanan jasa yang terbaik					
Tabligh						
10	Pihak manajemen hotel selalu mengajak seluruh karyawan untuk berlaku jujur dalam bekerja					
11	Pihak manajemen hotel dapat dijadikan contoh dalam pelayanan					
12	Pihak manajemen hotel bersikap agamais dalam menarik minat konsumen					

2. Kualitas Pelayanan (X2)

No	Pernyataan	Alternatif Jawaban				
		STS	TS	N	S	SS
		1	2	3	4	5
Tangibles						
1	Kondisi fisik Hotel Zahra Syariah Kendari dalam keadaan baik					
2	Hotel Zahra Syariah Kendari memiliki <i>website</i> untuk mempermudah konsumen mengakses informasi					
3	Ruang tunggu pada Hotel Zahra Syariah Kendari memenuhi jumlah konsumen					
4	Penampilan Hotel Zahra Syariah Kendari rapi dan Syar'i					
5	Ruang tunggu pada Hotel Zahra Syariah Kendari selalu dalam keadaan bersih					
Reliability						
6	Pihak manajemen Hotel Zahra Syariah Kendari mampu menyelesaikan keluhan yang dihadapi konsumen					
7	Karyawan Hotel Zahra Syariah Kendari memberikan informasi dengan jelas					
8	Karyawan Hotel Zahra Syariah Kendari mampu memahami konsumen apabila terjadi komplain					
9	Karyawan Hotel Zahra Syariah Kendari mampu melayani dengan baik.					
Responsivness						
10	Saya tidak terlalu lama mengantri ketika berada pada Hotel Zahra Syariah Kendari					
11	Karyawan Hotel Zahra Syariah Kendari cepat dalam memberikan pelayanan.					
12	Hotel Zahra Syariah Kendari mampu melayani konsumen dengan cepat					
13	Hotel Zahra Syariah Kendari dapat menanggapi komplain konsumen dengan cepat					
14	Karyawan Hotel Zahra Syariah Kendari memahami keinginan konsumen					
Assurance						
15	Karyawan Hotel Zahra Syariah Kendari memiliki pengetahuan mengenai standar prosedur pelayanan yang baik.					
16	Karyawan Hotel Zahra Syariah Kendari ramah dalam melakukan pelayanan.					
17	Karyawan Hotel Zahra Syariah Kendari memberikan informasi secara jelas dan mudah dipahami selama menjadi tamu hotel					
18	Pihak manajemen Hotel Zahra Syariah Kendari memberikan jaminan keamanan kepada konsumen selama menjadi tamu hotel					
19	Hotel Zahra Syariah Kendari mampu meyakinkan konsuemen sebagai stakeholder					

<i>Empathy</i>					
20	Pihak manajemen Hotel Zahra Syariah Kendari menjalin hubungan yang baik dengan konsumuen saat menjadi tamu hotel				
21	Hotel Zahra Syariah Kendari memberikan perhatian pribadi kepada konsumen menjadi tamu hotel				
22	Pihak manajemen Hotel Zahra Syariah Kendari memahami dengan baik kebutuhan konsumen saat menjadi tamu hotel				
23	Pihak manajemen Hotel Zahra Syariah Kendari peduli dengan keluhan konsumen ketika terjadi komplain				
24	Pihak manajemen Hotel Zahra Syariah Kendari merespon dengan baik keluhan konsumen.				

Kepuasan Konsumen (Y)

No	Pernyataan	Alternatif Jawaban				
		STS	TS	N	S	SS
		1	2	3	4	5
<i>Perasaan Puas</i>						
1	Konsumen puas dengan fasilitas yang tersedia di Hotel Zahra Syariah Kendari					
2	Konsumen mendapatkan pelayanan yang baik selama menjadi tamu pada Hotel Zahra Syariah Kendari					
3	Konsumen merasa puas dengan sikap karyawan Hotel Zahra Syariah Kendari					
<i>Terpenuhinya Harapan</i>						
4	Harga yang dibayarkan sesuai dengan kualitas jasa yang dirasakan oleh konsumen					
5	Konsumen dilayani secara maksimal selama menjadi tamu Hotel Zahra Syariah Kendari					
6	Kualitas jasa yang ada pada Hotel Zahra Syariah Kendari memenuhi ekspektasi konsumen					
<i>Selalu membeli produk</i>						
7	Konsumen selalu menggunakan jasa hotel pada Hotel Zahra Syariah Kendari ketika berkunjung di Kota Kendari					
8	Konsumen merekomendasikan untuk menggunakan jasa hotel pada Hotel Zahra Syariah Kendari					
9	Konsumen tidak menggunakan jasa pembiayaan Hotel Zahra Syariah Kendari					

Lampiran 2. Data Hasil Penelitian

A. ETIKA BISNIS ISLAM

Kode Resp.	Shidiq			Jml X11	Amanah			Jml X12	Fatanah			Jml X14	Tabligh			Jml X14	Jml X1
	P1	P2	P3		P4	P5	P6		P7	P8	P9		P10	P11	P12		
Rsp-01	4	4	4	12	4	4	4	12	5	4	4	13	4	5	4	13	50
Rsp-02	4	4	4	12	3	2	4	9	4	4	4	12	4	4	4	12	45
Rsp-03	5	4	4	13	4	5	4	13	4	4	4	12	5	4	4	13	51
Rsp-04	5	5	3	13	4	4	4	12	5	5	5	15	5	5	5	15	55
Rsp-05	2	2	2	6	2	1	2	5	1	2	1	4	1	2	1	4	19
Rsp-06	4	5	5	14	5	4	4	13	4	5	5	14	4	5	4	13	54
Rsp-07	5	4	4	13	4	5	4	13	5	4	4	13	5	4	5	14	53
Rsp-08	4	4	5	13	5	4	5	14	5	4	5	14	5	5	5	15	56
Rsp-09	2	3	3	8	3	2	2	7	3	3	3	9	4	3	3	10	34
Rsp-10	4	4	5	13	4	5	4	13	4	5	4	13	5	4	4	13	52
Rsp-11	5	4	4	13	4	5	4	13	5	4	4	13	4	4	5	13	52
Rsp-12	2	1	1	4	2	2	1	5	1	1	2	4	2	1	1	4	17
Rsp-13	4	5	5	14	5	4	5	14	4	5	5	14	4	5	4	13	55
Rsp-14	5	4	5	14	5	4	5	14	5	5	4	14	4	2	5	11	53
Rsp-15	4	4	2	10	2	5	4	11	4	5	4	13	4	4	4	12	46
Rsp-16	2	2	2	6	2	2	2	6	2	2	2	6	2	3	2	7	25
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Rsp-18	4	4	4	12	4	5	4	13	5	5	4	14	5	4	5	14	53
Rsp-19	5	5	5	15	5	4	5	14	4	4	5	13	4	5	4	13	55
Rsp-20	4	4	4	12	4	4	5	13	4	4	4	12	5	4	4	13	50
Rsp-21	5	4	4	13	4	5	4	13	5	5	4	14	5	4	5	14	54
Rsp-22	5	5	5	15	5	5	4	14	5	4	5	14	4	5	5	14	57
Rsp-23	4	4	4	12	4	4	5	13	5	4	4	13	4	4	5	13	51
Rsp-22	5	5	5	15	5	5	4	14	5	4	5	14	4	5	5	14	57
Rsp-23	4	4	4	12	4	4	5	13	5	4	4	13	4	4	5	13	51
Rsp-24	5	4	4	13	4	5	4	13	5	5	4	14	4	5	5	14	54
Rsp-25	5	5	5	15	5	5	4	14	5	4	5	14	4	5	5	14	57
Rsp-26	5	3	3	11	3	5	4	12	3	2	3	8	2	3	3	8	39
Rsp-27	3	4	5	12	5	3	2	10	5	4	4	13	4	4	5	13	48
Rsp-28	5	4	4	13	4	4	5	13	4	5	4	13	5	4	4	13	52
Rsp-29	4	4	5	13	5	4	5	14	5	2	4	11	2	4	5	11	49
Rsp-30	2	4	2	8	4	5	4	13	2	4	4	10	4	4	2	10	41
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Rsp-32	4	4	3	11	4	4	5	13	3	4	4	11	3	4	3	10	45
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Rsp-34	5	5	4	14	5	4	5	14	4	5	5	14	5	4	4	13	55
Rsp-35	2	1	2	5	1	1	2	4	1	2	1	4	2	2	1	5	18
Rsp-36	5	5	5	15	4	4	5	13	4	5	5	14	5	5	4	14	56
Rsp-37	4	4	4	12	5	5	4	14	5	4	4	13	4	4	5	13	52
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Rsp-39	3	3	3	9	4	4	4	12	3	4	3	10	2	4	3	9	40
Rsp-40	4	4	4	12	5	4	5	14	4	4	3	11	4	5	4	13	50
Rsp-41	4	4	3	11	5	5	4	14	5	4	4	13	5	5	5	15	53
Rsp-42	1	2	1	4	1	2	1	4	2	2	1	5	2	1	2	5	18
Rsp-43	5	5	5	15	4	5	4	13	5	5	4	14	5	4	5	14	56
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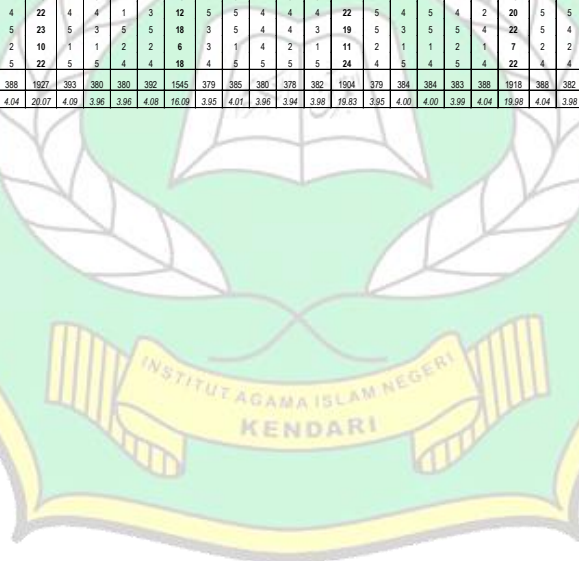
Rsp-45	4	5	5	14	5	2	4	11	4	5	5	14	4	5	5	14	53
Rsp-46	3	2	4	9	4	3	4	11	2	3	2	7	4	4	3	11	38
Rsp-47	4	5	4	13	4	4	5	13	4	4	5	13	4	5	4	13	52
Rsp-48	5	5	5	15	5	4	5	14	4	4	5	13	4	4	4	12	54
Rsp-49	2	1	2	5	2	2	1	5	1	1	2	4	2	2	1	5	19
Rsp-50	4	5	5	14	4	5	4	13	5	5	4	14	5	4	5	14	55
Rsp-51	4	4	4	12	4	5	5	14	5	4	4	13	4	4	2	10	49
Rsp-52	4	4	4	12	4	4	4	12	4	5	5	14	4	4	4	12	50
Rsp-53	2	1	2	5	2	2	2	6	1	2	2	5	2	2	3	7	23
Rsp-54	5	5	4	14	4	5	4	13	5	5	4	14	3	4	5	12	53
Rsp-55	4	5	5	14	5	4	5	14	4	4	5	13	4	5	4	13	54
Rsp-56	5	5	4	14	4	5	4	13	5	5	4	14	5	4	5	14	55
Rsp-57	4	4	5	13	3	4	5	12	4	4	5	13	4	5	4	13	51
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Rsp-60	4	4	5	13	5	4	5	14	4	4	4	12	4	4	4	12	51
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Rsp-62	4	5	4	13	4	5	4	13	5	5	4	14	5	4	5	14	54
Rsp-63	4	5	4	13	4	3	2	9	3	4	4	11	3	4	3	10	43
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Rsp-74	4	5	5	14	5	4	4	13	4	5	5	14	2	1	2	5	46
Rsp-75	5	4	4	13	4	5	4	13	5	4	4	13	5	4	5	14	53
Rsp-76	4	4	5	13	5	4	5	14	5	4	5	14	4	5	4	13	54
Rsp-77	1	3	3	7	3	2	2	7	3	3	3	9	4	4	5	13	36
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Rsp-79	5	4	4	13	4	5	4	13	5	4	4	13	4	5	4	13	52
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Rsp-81	4	5	5	14	5	4	5	14	4	5	5	14	4	4	4	12	54
Rsp-82	5	4	5	14	5	4	5	14	5	5	4	14	4	5	4	13	55
Rsp-83	4	4	2	10	2	5	4	11	2	5	4	11	5	4	5	14	46
Rsp-84	4	4	5	13	4	5	4	13	4	4	4	12	3	3	3	9	47
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Rsp-86	4	4	4	12	4	5	4	13	5	5	4	14	4	5	4	13	52
Rsp-87	5	5	5	15	5	4	5	14	4	4	5	13	4	4	4	12	54
Rsp-88	4	4	4	12	4	4	5	13	4	4	4	12	4	4	5	13	50
Rsp-89	3	4	4	11	4	5	4	13	5	5	4	14	4	4	4	12	50
Rsp-90	5	5	5	15	5	5	4	14	5	4	5	14	4	5	5	14	57
Rsp-91	4	4	4	12	4	4	5	13	5	4	4	13	3	4	3	10	48
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Rsp-93	5	5	5	15	5	5	4	14	5	4	5	14	4	4	4	12	55
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Jumlah	386	380	385	1151	385	384	387	1136	377	380	385	1142	376	387	383	1146	4595
Rata-rata	4.02	3.96	4.01	11.99	4.01	4.00	4.03	12.04	3.93	3.96	4.01	11.90	3.92	4.03	3.99	11.94	47.86

B. KUALITAS PELAYANAN

Kode	Tangibles					JML					Reliability					Jml					Responsivness					Jml					Assurance					Jml					Empathy					Jml		Jml	
	Resp.	P1	P2	P3	P4	P5	X21	P6	P7	P8	P9	X22	P10	P11	P12	P13	P14	X23	P15	P16	P17	P18	P19	X24	P20	P21	P22	P23	P24	X25	X2	X2																	
Rsp-01	4	5	4	5	4	22	4	2	5	4	15	5	4	4	2	5	20	4	4	4	5	4	21	4	3	4	4	4	19	97																			
Rsp-02	4	4	2	4	4	18	4	4	4	4	16	2	4	4	4	4	18	4	4	3	2	4	17	4	4	4	4	4	20	89																			
Rsp-03	4	5	4	4	5	22	5	4	4	4	17	5	4	2	4	4	19	4	4	4	5	4	21	5	4	4	4	4	21	100																			
Rsp-04	5	5	5	5	4	24	5	5	3	5	18	4	4	5	5	3	21	5	5	4	4	4	22	5	5	5	5	5	25	110																			
Rsp-05	2	2	2	2	1	9	2	2	2	2	8	1	2	2	2	2	9	2	1	2	1	2	8	1	2	1	2	1	7	41																			
Rsp-06	4	5	5	5	4	23	4	5	5	5	19	4	4	4	5	5	22	5	5	5	4	4	23	4	5	4	5	5	23	110																			
Rsp-07	4	4	4	4	5	21	5	4	4	4	17	5	4	5	4	4	22	4	4	4	5	4	23	4	5	4	5	4	22	103																			
Rsp-08	5	4	4	2	4	19	5	4	5	4	18	4	5	4	4	5	22	4	5	5	4	5	23	5	5	5	5	4	24	106																			
Rsp-09	5	4	4	3	4	20	3	3	3	3	12	2	2	2	3	3	12	3	3	3	2	2	13	4	3	3	3	3	16	73																			
Rsp-10	4	5	5	4	5	23	4	4	5	5	18	5	4	4	4	5	22	5	4	4	5	4	22	5	4	4	5	4	22	107																			
Rsp-11	4	4	4	4	5	21	5	4	4	4	17	5	4	5	4	4	22	4	4	4	5	4	21	4	4	5	4	4	21	102																			
Rsp-12	1	1	1	2	1	6	2	1	1	1	5	2	1	2	1	1	7	1	2	2	2	1	8	2	1	1	1	2	7	33																			
Rsp-13	5	5	5	5	4	24	4	5	5	5	19	4	5	4	5	5	23	5	5	5	4	5	24	4	5	4	5	5	23	113																			
Rsp-14	4	5	5	5	5	24	5	4	5	5	19	4	5	5	4	5	23	5	4	5	4	5	23	4	5	4	5	4	20	109																			
Rsp-15	4	4	4	4	4	20	5	4	2	4	15	5	4	4	4	2	19	5	4	2	5	4	20	4	4	4	4	4	21	95																			
Rsp-16	2	4	2	2	2	12	2	2	2	2	8	2	2	2	2	2	10	2	2	2	2	2	10	2	2	2	2	2	11	51																			
Rsp-17	5	5	5	5	4	24	4	5	5	5	19	4	5	4	5	5	23	4	5	5	4	5	23	4	5	4	4	5	22	111																			
Rsp-18	4	4	4	4	5	21	5	4	4	4	17	5	4	4	4	4	21	5	4	4	5	4	22	5	4	5	4	4	23	104																			
Rsp-19	5	5	5	5	4	24	4	5	5	4	18	4	5	5	5	5	24	4	5	5	4	5	23	4	5	4	4	4	22	111																			
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Rsp-21	2	4	4	4	5	19	5	4	4	5	18	5	4	5	4	4	22	5	4	4	5	4	22	5	4	5	4	5	23	104																			
Rsp-22	5	5	5	5	4	24	4	5	5	4	18	5	4	5	5	5	24	4	5	5	5	4	23	4	5	5	4	5	23	112																			
Rsp-23	4	4	4	4	5	21	4	4	4	5	17	4	5	4	4	4	21	4	4	4	4	5	21	4	4	5	4	4	21	101																			
Rsp-24	5	4	4	4	5	22	5	4	4	5	18	5	4	5	4	4	22	5	4	4	5	4	22	4	5	5	5	4	23	107																			
Rsp-25	3	5	5	5	4	22	4	5	5	5	19	5	4	5	5	5	24	4	5	5	4	5	23	4	5	4	5	4	23	111																			
Rsp-26	2	2	2	3	2	11	2	3	3	3	11	5	4	5	3	3	20	2	3	3	3	3	17	2	3	3	2	3	13	72																			
Rsp-27	4	4	4	4	5	21	4	4	4	5	17	3	4	3	4	5	19	4	4	5	3	2	18	4	4	5	4	4	21	96																			
Rsp-28	5	4	4	4	5	22	5	4	4	4	17	4	5	5	4	4	22	5	4	4	4	4	22	5	4	4	4	4	22	105																			
Rsp-29	4	5	5	5	4	23	2	4	5	5	16	4	5	4	4	5	22	2	4	5	4	5	20	2	4	5	2	4	17	98																			
Rsp-30	4	4	4	4	5	21	4	4	2	4	14	5	4	2	4	2	17	4	4	4	5	4	21	4	4	2	4	4	18	91																			
Rsp-31	4	5	4	4	5	22	4	5	2	4	15	4	4	4	4	4	20	4	5	2	4	5	20	4	3	5	4	4	20	97																			
Rsp-32	4	4	2	4	2	16	4	2	4	4	14	4	3	4	4	3	18	4	2	4	4	5	19	3	4	3	4	4	18	85																			
Rsp-33	4	5	4	4	5	22	5	4	5	5	19	4	4	4	4	4	20	5	4	5	5	4	23	4	4	3	4	4	19	103																			
Rsp-34	5	5	5	5	5	25	5	5	5	5	20	5	4	5	5	4	23	5	5	5	4	5	24	5	4	4	5	5	23	115																			
Rsp-35	2	2	2	2	2	10	2	1	1	1	5	1	2	2	1	2	8	2	1	1	1	2	7	2	2	1	2	1	8	38																			
Rsp-36	4	5	4	4	4	22	4	6	4	4	17	5	5	5	5	5	25	4	5	4	4	5	22	5	5	4	5	5	24	110																			
Rsp-37	4	4	4	5	5	22	4	5	5	5	19	4	4	4	4	4	20	4	5	5	5	4	23	4	4	5	4	4	21	105																			
Rsp-38	4	4	3	4	3	18	4	5	5	5	19	4	4	4	4	5	21	4	5	4	5	4	19	5	4	4	3	5	21	98																			
Rsp-39	4	4	4	4	4	20	4	3	4	4	15	4	3	3	3	3	16	4	2	4	4	4	18	2	4	3	4	3	16	85																			
Rsp-40	5	5	4	5	4	23	4	4	5	4	17	5	4	4	4	4	22	5	4	5	4	5	23	5	5	4	4	3	21	106																			
Rsp-41	4	5	5	5	5	24	5	3	5	5	18	5	5	4	4	3	21	5	5	5	5	4	24	5	5	5	4	4	23	110																			
Rsp-42	1	2	1	2	1	8	2	1	2	1	6	2	1	2	1	1	8	2	1	1	2	1	7	2	2	2	2	1	9	38																			
Rsp-43	4	4	5	4	5	22	5	5	4	4	18	4	5	5	5	5	24	4	5	4	5	4	22	4	4	5	4	4	22	108																			
Rsp-44	5	5	4	5	4	23	4	4	5	4	17	5	4	4	5	4	22	4	5	4	5	4	21	5	4	4	5	4	23	104																			
Rsp-45	4	5	4	5	5	23	4	6	4	4	17	4	4	4	5	5	22	5	4	5	2	4	20	4	5	4	5	5	23	105																			
Rsp-46	3	3	4	4	3	17	3	4	3	3	13	4	4	3	2	4	17	3	4	4	3	4	18	4	3	2	3	2	14	79																			
Rsp-47	5	4	4	5	4	22	5	4	4	5	18	4	4	4	5	4	21	4	5	4	4	5	22	4	4	4	4	5	21	104																			
Rsp-48	5	5	4	4	4	22	4	6	5	4	18	5	4	5	5	5	24	4	5	5	4	5	23	5	5	4	4	5	23	110																			
Rsp-49	2	1	2	2	1	8	5	2	5	2	14	2	1	2	1	2	8	1	1	2	2	1	7	2	1	1	1	2	7	44																			
Rsp-50	4	4	5	4	5	22	5	5	4	4	18	5	4	4	5	5	23	5	4	4	5	4	22	4	4	5	5	4	22	107																			
Rsp-51	5	5	4	4	2	20	5	4	4	4	18	4	5	4	4	4	21	2	5	4	5	5	21	4	5	4	4	4	22	102																			
Rsp-52	4	5	4	4	3	21	4	4	3	4	15	4	4	4	4	4	20	4	4	4	4	4	20	5	5	4	5	24	100																				
Rsp-53	2	2	2	2	3	11	2	2	2	2	8	3	2	2	1	2	10	2	4	2	2	2	12	4	2	1	2	2	11	52																			
Rsp-54	4	4	3	4	5	20	5	4	4	5	18	2	5	5	5	4</																																	

Rsp-59	4	4	5	4	5	22	5	4	4	17	2	5	4	4	4	19	5	4	4	5	4	22	4	4	5	5	4	22	102	
Rsp-60	4	4	4	4	20	4	4	4	5	17	4	4	4	4	5	21	4	4	5	4	5	22	5	4	4	4	4	21	101	
Rsp-61	5	5	4	5	4	23	4	5	4	5	18	2	4	5	3	5	19	4	5	5	4	5	23	5	5	4	4	5	23	106
Rsp-62	4	4	5	4	5	22	5	4	4	4	17	4	5	4	5	4	22	5	4	4	5	4	22	4	4	5	5	4	22	105
Rsp-63	3	2	3	4	3	15	5	3	4	17	4	4	4	5	4	21	3	3	4	3	2	15	4	2	3	4	4	17	85	
Rsp-64	5	4	4	4	5	22	4	4	4	5	17	5	5	4	5	24	5	4	4	4	5	22	4	5	4	3	5	21	106	
Rsp-65	5	3	4	5	4	21	4	5	4	5	18	5	4	5	4	23	4	5	5	4	5	23	5	5	4	4	5	23	108	
Rsp-66	4	4	4	4	4	20	5	4	4	4	18	4	4	3	4	4	19	4	5	4	5	22	4	4	4	5	4	21	100	
Rsp-67	4	4	4	4	5	22	4	4	4	5	17	5	5	5	4	24	5	4	4	4	5	22	4	5	4	3	5	21	106	
Rsp-68	4	4	4	4	4	20	4	4	4	4	16	4	4	4	4	20	4	4	4	4	5	21	4	4	4	4	5	21	98	
Rsp-69	4	4	4	5	5	22	4	5	5	5	19	4	4	4	4	20	4	5	5	5	4	23	4	4	5	4	4	21	105	
Rsp-70	4	4	3	4	3	18	4	5	5	5	19	4	4	4	4	5	21	4	5	5	5	4	23	5	4	3	5	21	102	
Rsp-71	4	4	4	4	4	20	4	3	4	4	15	4	3	3	3	16	4	2	4	4	4	18	2	4	3	4	3	16	85	
Rsp-72	5	5	4	5	4	23	4	4	4	17	5	5	4	4	4	22	5	4	5	4	5	23	5	5	4	4	3	21	106	
Rsp-73	4	5	5	5	5	24	5	3	5	5	18	5	5	4	4	3	21	5	5	5	5	4	24	5	5	5	4	4	23	110
Rsp-74	1	2	2	1	2	8	2	1	2	1	6	2	2	1	2	1	8	2	1	1	2	1	7	2	2	2	2	1	9	38
Rsp-75	4	4	5	4	5	22	5	5	4	4	18	4	5	5	5	5	24	4	5	4	5	4	22	4	4	5	5	4	22	108
Rsp-76	5	5	4	5	4	23	4	5	4	4	17	1	4	4	5	4	18	4	5	5	4	5	23	5	5	4	4	5	23	104
Rsp-77	4	5	4	4	5	22	4	5	4	4	17	4	4	4	5	5	22	1	4	5	2	4	16	4	1	4	5	5	19	96
Rsp-78	3	3	4	4	3	17	3	4	3	3	13	4	4	3	2	4	17	3	4	4	3	4	18	4	3	2	3	2	14	79
Rsp-79	5	4	4	5	4	22	5	4	4	5	18	4	4	4	5	4	21	4	5	4	4	5	22	4	4	4	4	5	21	104
Rsp-80	5	5	4	4	4	22	4	5	5	4	18	5	4	5	5	24	4	5	5	4	5	23	5	5	4	4	5	23	110	
Rsp-81	3	4	4	4	4	19	4	3	4	5	16	4	4	4	4	5	21	4	4	5	4	5	18	5	4	4	4	4	21	95
Rsp-82	5	5	4	5	4	23	4	5	4	5	18	2	4	5	3	5	19	4	5	5	4	5	23	5	5	4	4	5	23	106
Rsp-83	4	4	5	4	5	22	5	4	4	4	17	4	5	4	5	4	22	5	4	4	4	4	21	4	4	5	5	4	22	104
Rsp-84	3	2	3	3	3	14	5	5	3	4	17	4	4	4	5	4	21	3	3	4	5	2	17	4	2	3	4	4	17	86
Rsp-85	5	4	4	4	5	22	4	4	4	5	17	5	3	5	4	5	22	5	4	4	4	5	22	4	5	4	3	5	21	104
Rsp-86	5	3	4	5	4	21	4	5	4	5	18	5	4	3	4	5	21	4	5	5	4	5	23	5	5	4	4	5	23	106
Rsp-87	4	4	4	4	4	20	5	4	5	4	18	4	4	3	4	4	19	4	5	4	5	4	22	4	4	4	5	4	21	100
Rsp-88	5	4	4	4	5	22	4	4	4	5	17	5	5	5	4	5	24	5	4	4	4	5	22	4	5	4	4	5	22	107
Rsp-89	4	4	4	4	4	20	4	4	4	4	16	4	4	4	4	4	20	4	4	4	4	5	21	4	4	4	4	5	21	98
Rsp-90	4	4	4	5	5	22	4	5	5	5	19	4	4	4	4	4	20	4	5	5	5	4	23	2	4	5	4	5	20	104
Rsp-91	4	4	3	4	3	18	4	5	5	5	19	4	4	4	4	5	21	4	5	5	5	4	23	5	4	4	3	5	21	102
Rsp-92	4	4	4	4	4	20	4	3	4	4	15	4	3	4	3	3	17	4	2	4	4	18	2	4	3	4	3	16	86	
Rsp-93	5	5	4	4	4	22	4	4	1	3	12	5	5	4	4	4	22	5	4	5	4	2	20	5	5	4	4	3	21	97
Rsp-94	3	5	5	5	5	23	5	3	5	5	18	3	5	4	4	3	19	5	3	5	5	4	22	5	4	5	4	4	22	104
Rsp-95	1	4	2	1	2	10	1	1	2	2	6	3	1	4	2	1	11	2	1	1	2	1	7	2	2	2	1	9	43	
Rsp-96	4	4	5	4	5	22	5	5	4	4	18	4	5	5	5	5	24	4	5	4	5	4	22	4	4	5	4	22	188	
Jumlah	352	352	376	389	388	1927	393	380	380	392	1545	379	385	380	378	382	1904	379	384	384	383	388	1918	388	382	376	377	385	1908	9202
Rata-rata	3.98	4.08	3.92	4.05	4.04	20.07	4.09	3.96	3.96	4.08	16.09	3.95	4.01	3.96	3.94	3.98	19.83	3.95	4.00	4.00	3.99	4.04	19.88	4.04	3.98	3.92	3.93	4.01	19.88	95.85



C. KEPUASAN KONSUMEN

Kode Resp.	Perasaan Puas			JML	Terpenuhinya Harapan			Jml	Selalu Membeli Produk			Jml	Jml
	P1	P2	P3		Y11	P4	P5		P6	Y12	P7		
Rsp-01	4	5	4	13	4	5	4	13	4	3	4	11	37
Rsp-02	4	4	4	12	4	2	4	10	4	4	4	12	34
Rsp-03	4	4	5	13	4	5	4	13	5	4	4	13	39
Rsp-04	5	5	4	14	5	4	4	13	5	5	5	15	42
Rsp-05	2	2	1	5	2	1	2	5	1	2	1	4	14
Rsp-06	4	5	4	13	5	4	4	13	4	5	4	13	39
Rsp-07	4	4	5	13	4	5	4	13	5	4	5	14	40
Rsp-08	5	2	4	11	4	4	5	13	5	5	5	15	39
Rsp-09	5	3	4	12	3	2	2	7	4	3	3	10	29
Rsp-10	4	4	5	13	5	5	4	14	5	4	4	13	40
Rsp-11	4	4	5	13	4	5	4	13	4	4	5	13	39
Rsp-12	1	2	1	4	1	2	1	4	2	1	1	4	12
Rsp-13	5	5	4	14	5	4	5	14	4	5	4	13	41
Rsp-14	4	5	5	14	5	4	5	14	4	2	5	11	39
Rsp-15	4	4	4	12	5	5	4	14	4	4	4	12	38
Rsp-16	2	2	2	6	2	2	2	6	2	3	2	7	19
Rsp-17	5	5	4	14	4	4	5	13	4	5	4	13	40
Rsp-18	4	4	5	13	5	5	4	14	5	4	5	14	41
Rsp-19	5	5	4	14	4	4	5	13	4	5	4	13	40
Rsp-20	4	4	5	13	4	4	5	13	5	4	4	13	39
Rsp-21	2	4	5	11	5	5	4	14	5	4	5	14	39
Rsp-22	5	5	4	14	4	5	4	13	4	5	5	14	41
Rsp-23	4	4	5	13	4	4	5	13	4	4	5	13	39
Rsp-24	5	4	5	14	5	5	4	14	4	5	5	14	42
Rsp-25	3	5	4	12	4	5	4	13	4	5	5	14	39
Rsp-26	2	3	2	7	2	5	4	11	2	3	3	8	26
Rsp-27	4	4	5	13	4	3	2	9	4	4	5	13	35
Rsp-28	5	4	5	14	5	4	5	14	5	4	4	13	41
Rsp-29	4	5	4	13	2	4	5	11	2	4	5	11	35
Rsp-30	4	4	5	13	4	5	4	13	4	4	2	10	36
Rsp-31	4	4	5	13	4	4	5	13	4	3	5	12	38
Rsp-32	4	4	2	10	4	4	5	13	3	4	3	10	33
Rsp-33	4	4	5	13	5	5	4	14	4	4	3	11	38
Rsp-34	5	5	5	15	5	4	5	14	5	4	4	13	42
Rsp-35	2	2	2	6	2	1	2	5	2	2	1	5	16
Rsp-36	4	4	4	12	4	4	5	13	5	5	4	14	39
Rsp-37	4	5	5	14	4	5	4	13	4	4	5	13	40
Rsp-38	4	4	3	11	4	5	4	13	5	4	4	13	37
Rsp-39	4	4	4	12	4	4	4	12	2	4	3	9	33
Rsp-40	5	5	4	14	5	4	5	14	5	5	4	14	42

Rsp-41	4	5	5	14	5	5	4	14	5	5	5	15	43
Rsp-42	1	1	2	4	2	2	1	5	2	2	2	6	15
Rsp-43	4	4	5	13	4	5	4	13	4	4	5	13	39
Rsp-44	5	5	4	14	4	4	5	13	5	5	4	14	41
Rsp-45	4	5	5	14	5	2	4	11	4	5	4	13	38
Rsp-46	3	4	3	10	3	3	4	10	4	3	2	9	29
Rsp-47	5	5	4	14	4	4	5	13	4	4	4	12	39
Rsp-48	5	4	4	13	4	4	5	13	5	5	4	14	40
Rsp-49	2	2	1	5	1	2	1	4	2	1	1	4	13
Rsp-50	4	4	5	13	5	5	4	14	4	4	5	13	40
Rsp-50	4	4	5	13	5	5	4	14	4	4	5	13	40
Rsp-51	5	4	2	11	2	5	5	12	4	5	5	14	37
Rsp-52	4	4	4	12	4	4	4	12	5	5	4	14	38
Rsp-53	2	2	3	7	2	2	2	6	4	2	1	7	20
Rsp-54	4	4	5	13	5	5	4	14	4	4	5	13	40
Rsp-55	5	5	4	14	4	4	5	13	5	5	4	14	41
Rsp-56	4	4	5	13	5	5	4	14	4	4	5	13	40
Rsp-57	5	5	4	14	4	4	5	13	5	4	4	13	40
Rsp-58	5	5	4	14	4	4	5	13	5	5	4	14	41
Rsp-59	4	4	5	13	5	5	4	14	4	4	5	13	40
Rsp-60	4	4	4	12	4	4	5	13	5	4	4	13	38
Rsp-61	5	5	4	14	4	4	5	13	5	5	4	14	41
Rsp-62	4	4	5	13	5	5	4	14	4	4	5	13	40
Rsp-63	3	4	3	10	3	3	2	8	4	2	3	9	27
Rsp-64	5	4	5	14	5	4	5	14	4	5	4	13	41
Rsp-65	5	5	4	14	4	4	5	13	5	5	4	14	41
Rsp-66	4	4	4	12	4	5	4	13	4	4	4	12	37
Rsp-67	5	4	5	14	5	4	5	14	4	5	4	13	41
Rsp-68	4	4	4	12	4	4	5	13	4	4	4	12	37
Rsp-69	2	3	2	7	2	5	4	11	2	3	3	8	26
Rsp-70	4	4	5	13	4	3	2	9	4	4	5	13	35
Rsp-71	5	4	5	14	5	4	5	14	5	4	4	13	41
Rsp-72	4	5	4	13	2	4	5	11	2	4	5	11	35
Rsp-73	4	4	5	13	4	5	4	13	4	4	2	10	36
Rsp-74	4	4	5	13	4	4	5	13	4	3	5	12	38
Rsp-75	4	4	2	10	4	4	5	13	3	4	3	10	33
Rsp-76	4	4	5	13	5	5	4	14	4	4	3	11	38
Rsp-77	5	5	5	15	5	4	5	14	5	4	4	13	42
Rsp-77	5	5	5	15	5	4	5	14	5	4	4	13	42
Rsp-78	2	2	2	6	2	1	2	5	2	2	1	5	16
Rsp-79	4	4	4	12	4	4	5	13	5	5	4	14	39
Rsp-80	4	5	5	14	5	5	4	14	4	4	5	13	41
Rsp-81	4	4	3	11	4	5	4	13	5	4	4	13	37
Rsp-82	4	4	4	12	5	4	4	13	2	4	3	9	34
Rsp-83	5	5	4	14	5	4	5	14	5	5	4	14	42

Rsp-84	4	5	5	14	5	5	4	14	5	5	5	15	43
Rsp-85	1	1	2	4	2	2	1	5	2	2	2	6	15
Rsp-86	4	4	5	13	4	5	4	13	4	4	5	13	39
Rsp-87	5	5	4	14	4	4	5	13	5	5	4	14	41
Rsp-88	4	5	5	14	5	2	4	11	5	5	4	14	39
Rsp-89	3	4	3	10	5	3	4	12	5	5	5	15	37
Rsp-90	5	5	4	14	4	4	5	13	5	4	4	13	40
Rsp-91	5	4	5	14	5	4	5	14	5	5	4	14	42
Rsp-92	2	2	1	5	1	2	1	4	2	1	4	7	16
Rsp-93	4	4	5	13	5	5	4	14	4	5	5	14	41
Rsp-94	5	4	5	14	2	5	5	12	4	5	5	14	40
Rsp-95	4	4	4	12	4	4	4	12	5	5	4	14	38
Rsp-96	5	3	3	11	2	4	3	9	4	2	1	7	27
Jumlah	381	386	385	1152	377	382	388	1147	386	382	373	1141	3440
Rata-rata	3.97	4.02	4.01	12.00	3.93	3.98	4.04	11.95	4.02	3.98	3.89	11.89	35.83



Lampiran 3 Uji Validitas dan Reliabilitas Etika Bisnis Islam (X1)

Correlations

		P1	P2	P3	JMLX11
P1	Pearson Correlation	1	.653**	.591**	.848**
	Sig. (2-tailed)		.000	.001	.000
	N	30	30	30	30
P2	Pearson Correlation	.653**	1	.752**	.900**
	Sig. (2-tailed)	.000		.000	.000
	N	30	30	30	30
P3	Pearson Correlation	.591**	.752**	1	.895**
	Sig. (2-tailed)	.001	.000		.000
	N	30	30	30	30
JMLX11	Pearson Correlation	.848**	.900**	.895**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	30	30	30	30

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

Correlations

		P4	P5	P6	JMLX12
P4	Pearson Correlation	1	.482**	.636**	.819**
	Sig. (2-tailed)		.007	.000	.000
	N	30	30	30	30
P5	Pearson Correlation	.482**	1	.613**	.838**
	Sig. (2-tailed)	.007		.000	.000
	N	30	30	30	30
P6	Pearson Correlation	.636**	.613**	1	.885**
	Sig. (2-tailed)	.000	.000		.000
	N	30	30	30	30
JMLX12	Pearson Correlation	.819**	.838**	.885**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	30	30	30	30

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

Correlations

		P7	P8	P9	JMLX13
P7	Pearson Correlation	1	.649**	.746**	.902**
	Sig. (2-tailed)		.000	.000	.000
	N	30	30	30	30
P8	Pearson Correlation	.649**	1	.705**	.878**
	Sig. (2-tailed)	.000		.000	.000
	N	30	30	30	30

P9	Pearson Correlation	.746**	.705**	1	.903**
	Sig. (2-tailed)	.000	.000		.000
	N	30	30	30	30
JMLX13	Pearson Correlation	.902**	.878**	.903**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	30	30	30	30

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

Correlations

		P10	P11	P12	JMLX14
P10	Pearson Correlation	1	.565**	.646**	.855**
	Sig. (2-tailed)		.001	.000	.000
	N	30	30	30	30
P11	Pearson Correlation	.565**	1	.628**	.837**
	Sig. (2-tailed)	.001		.000	.000
	N	30	30	30	30
P12	Pearson Correlation	.646**	.628**	1	.891**
	Sig. (2-tailed)	.000	.000		.000
	N	30	30	30	30
JMLX14	Pearson Correlation	.855**	.837**	.891**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	30	30	30	30

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

Reliability

Scale: ALL VARIABLES

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.

Reliability Statistics

Cronbach's Alpha	N of Items
.957	12

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
P1	43.6667	97.885	.756	.955
P2	43.7667	97.220	.906	.951
P3	43.8000	96.166	.771	.954
P4	43.7333	98.478	.781	.954
P5	43.7000	98.217	.681	.957
P6	43.7667	97.702	.754	.955
P7	43.6333	93.413	.866	.951
P8	43.7667	97.289	.750	.955
P9	43.7333	96.823	.908	.951
P10	43.7667	98.599	.709	.956
P11	43.7000	98.493	.765	.954
P12	43.6667	93.540	.871	.951

Kualitas Pelayanan (X2)

Correlations

		P1	P2	P3	P4	P5	JMLX2 1
P1	Pearson Correlation	1	.688**	.715**	.545**	.636**	.829**
	Sig. (2-tailed)		.000	.000	.002	.000	.000
	N	30	30	30	30	30	30
P2	Pearson Correlation	.688**	1	.866**	.783**	.651**	.912**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	30	30	30	30	30	30
P3	Pearson Correlation	.715**	.866**	1	.799**	.682**	.933**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	30	30	30	30	30	30
P4	Pearson Correlation	.545**	.783**	.799**	1	.577**	.844**
	Sig. (2-tailed)	.002	.000	.000		.001	.000
	N	30	30	30	30	30	30
P5	Pearson Correlation	.636**	.651**	.682**	.577**	1	.825**
	Sig. (2-tailed)	.000	.000	.000	.001		.000
	N	30	30	30	30	30	30
JML X21	Pearson Correlation	.829**	.912**	.933**	.844**	.825**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30

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

Correlations

		P6	P7	P8	P9	JMLX22
P6	Pearson Correlation	1	.586**	.392	.606**	.756**
	Sig. (2-tailed)		.001	.032	.000	.000
	N	30	30	30	30	30
P7	Pearson Correlation	.586**	1	.634**	.811**	.888**
	Sig. (2-tailed)	.001		.000	.000	.000
	N	30	30	30	30	30
P8	Pearson Correlation	.392	.634**	1	.720**	.823**
	Sig. (2-tailed)	.032	.000		.000	.000
	N	30	30	30	30	30
P9	Pearson Correlation	.606**	.811**	.720**	1	.923**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	30	30	30	30	30
JMLX22	Pearson Correlation	.756**	.888**	.823**	.923**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	30	30	30	30	30

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

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

Correlations

		P10	P11	P12	P13	P14	JMLX23
P10	Pearson Correlation	1	.585**	.590**	.506**	.408	.758**
	Sig. (2-tailed)		.001	.001	.004	.025	.000
	N	30	30	30	30	30	30
P11	Pearson Correlation	.585**	1	.640**	.740**	.723**	.892**
	Sig. (2-tailed)	.001		.000	.000	.000	.000
	N	30	30	30	30	30	30
P12	Pearson Correlation	.590**	.640**	1	.576**	.552**	.819**
	Sig. (2-tailed)	.001	.000		.001	.002	.000
	N	30	30	30	30	30	30
P13	Pearson Correlation	.506**	.740**	.576**	1	.634**	.832**
	Sig. (2-tailed)	.004	.000	.001		.000	.000
	N	30	30	30	30	30	30
P14	Pearson Correlation	.408	.723**	.552**	.634**	1	.810**
	Sig. (2-tailed)	.025	.000	.002	.000		.000
	N	30	30	30	30	30	30
JMLX23	Pearson Correlation	.758**	.892**	.819**	.832**	.810**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30

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

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

Correlations

		P15	P16	P17	P18	P19	JMLX24
P15	Pearson Correlation	1	.705**	.494**	.564**	.570**	.803**
	Sig. (2-tailed)		.000	.005	.001	.001	.000
	N	30	30	30	30	30	30
P16	Pearson Correlation	.705**	1	.822**	.618**	.726**	.920**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	30	30	30	30	30	30
P17	Pearson Correlation	.494**	.822**	1	.477**	.636**	.809**
	Sig. (2-tailed)	.005	.000		.008	.000	.000
	N	30	30	30	30	30	30
P18	Pearson Correlation	.564**	.618**	.477**	1	.607**	.794**
	Sig. (2-tailed)	.001	.000	.008		.000	.000
	N	30	30	30	30	30	30
P19	Pearson Correlation	.570**	.726**	.636**	.607**	1	.848**
	Sig. (2-tailed)	.001	.000	.000	.000		.000
	N	30	30	30	30	30	30
JMLX24	Pearson Correlation	.803**	.920**	.809**	.794**	.848**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30

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

relations

		P20	P21	P22	P23	P24	JMLX25
P20	Pearson Correlation	1	.562**	.646**	.828**	.693**	.862**
	Sig. (2-tailed)		.001	.000	.000	.000	.000
	N	30	30	30	30	30	30
P21	Pearson Correlation	.562**	1	.631**	.607**	.843**	.830**
	Sig. (2-tailed)	.001		.000	.000	.000	.000
	N	30	30	30	30	30	30
P22	Pearson Correlation	.646**	.631**	1	.654**	.753**	.856**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	30	30	30	30	30	30
P23	Pearson Correlation	.828**	.607**	.654**	1	.705**	.878**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	30	30	30	30	30	30
P24	Pearson Correlation	.693**	.843**	.753**	.705**	1	.914**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	30	30	30	30	30	30
JMLX25	Pearson Correlation	.862**	.830**	.856**	.878**	.914**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30

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

Scale: ALL VARIABLES**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.

Reliability Statistics

Cronbach's Alpha	N of Items
.977	24

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
P1	91.5333	404.671	.711	.977
P2	91.2667	404.547	.798	.976
P3	91.4667	398.189	.862	.976
P4	91.4333	405.357	.779	.977
P5	91.3333	398.782	.803	.976
P6	91.4333	405.013	.734	.977
P7	91.5667	401.082	.868	.976
P8	91.5000	399.776	.768	.977
P9	91.3333	399.057	.901	.976
P10	91.4000	404.110	.680	.977
P11	91.4333	401.909	.839	.976
P12	91.5000	406.466	.657	.977
P13	91.5667	401.082	.868	.976
P14	91.5000	399.776	.768	.977
P15	91.5000	399.845	.811	.976
P16	91.4667	400.602	.923	.976
P17	91.4667	403.775	.806	.976
P18	91.4000	404.110	.680	.977
P19	91.5000	402.121	.781	.977
P20	91.5000	403.845	.740	.977
P21	91.5000	404.397	.777	.977
P22	91.4000	396.041	.839	.976
P23	91.5000	399.845	.811	.976
P24	91.4667	400.602	.923	.976

Kepuasan Konsumen (Y)**Correlations**

		P1	P2	P3	JMLY11
P1	Pearson Correlation	1	.545**	.636**	.858**
	Sig. (2-tailed)		.002	.000	.000
	N	30	30	30	30
P2	Pearson Correlation	.545**	1	.577**	.815**
	Sig. (2-tailed)	.002		.001	.000
	N	30	30	30	30
P3	Pearson Correlation	.636**	.577**	1	.878**
	Sig. (2-tailed)	.000	.001		.000
	N	30	30	30	30
JMLY11	Pearson Correlation	.858**	.815**	.878**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	30	30	30	30

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

Correlations

		P4	P5	P6	JMLY12
P4	Pearson Correlation	1	.564**	.570**	.837**
	Sig. (2-tailed)		.001	.001	.000
	N	30	30	30	30
P5	Pearson Correlation	.564**	1	.607**	.858**
	Sig. (2-tailed)	.001		.000	.000
	N	30	30	30	30
P6	Pearson Correlation	.570**	.607**	1	.850**
	Sig. (2-tailed)	.001	.000		.000
	N	30	30	30	30
JMLY12	Pearson Correlation	.837**	.858**	.850**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	30	30	30	30

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

Correlations

		P7	P8	P9	JMLY13
P7	Pearson Correlation	1	.562**	.646**	.854**
	Sig. (2-tailed)		.001	.000	.000
	N	30	30	30	30
P8	Pearson Correlation	.562**	1	.631**	.837**
	Sig. (2-tailed)	.001		.000	.000
	N	30	30	30	30
P9	Pearson Correlation	.646**	.631**	1	.892**
	Sig. (2-tailed)	.000	.000		.000

	N	30	30	30	30
	Pearson Correlation	.854**	.837**	.892**	1
JMLY13	Sig. (2-tailed)	.000	.000	.000	
	N	30	30	30	30

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

Scale: ALL VARIABLES

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.

Reliability Statistics

Cronbach's Alpha	N of Items
.931	9

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
P1	31.9000	50.921	.692	.926
P2	31.8000	52.166	.690	.926
P3	31.7000	48.148	.838	.917
P4	31.8667	48.947	.819	.918
P5	31.7667	50.737	.657	.929
P6	31.8667	50.671	.721	.924
P7	31.8667	49.913	.776	.921
P8	31.8667	51.430	.719	.925
P9	31.7667	48.392	.793	.920

Lampiran 4 Distribusi Jawaban Responden

Etika Bisnis Islam

P1

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	2	2.1	2.1	2.1
2.00	10	10.4	10.4	12.5
3.00	6	6.3	6.3	18.8
4.00	44	45.8	45.8	64.6
5.00	34	35.4	35.4	100.0
Total	96	100.0	100.0	

P2

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	5	5.2	5.2	5.2
2.00	6	6.3	6.3	11.5
3.00	5	5.2	5.2	16.7
4.00	52	54.2	54.2	70.8
5.00	28	29.2	29.2	100.0
Total	96	100.0	100.0	

P3

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	3	3.1	3.1	3.1
2.00	9	9.4	9.4	12.5
3.00	9	9.4	9.4	21.9
4.00	38	39.6	39.6	61.5
5.00	37	38.5	38.5	100.0
Total	96	100.0	100.0	

P4

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	2	2.1	2.1	2.1
2.00	10	10.4	10.4	12.5
3.00	6	6.3	6.3	18.8
4.00	45	46.9	46.9	65.6

5.00	33	34.4	34.4	100.0
Total	96	100.0	100.0	

P5

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	4	4.2	4.2	4.2
2.00	11	11.5	11.5	15.6
3.00	3	3.1	3.1	18.8
4.00	41	42.7	42.7	61.5
5.00	37	38.5	38.5	100.0
Total	96	100.0	100.0	

P6

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	4	4.2	4.2	4.2
2.00	10	10.4	10.4	14.6
4.00	47	49.0	49.0	63.5
5.00	35	36.5	36.5	100.0
Total	96	100.0	100.0	

P7

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	7	7.3	7.3	7.3
2.00	7	7.3	7.3	14.6
3.00	7	7.3	7.3	21.9
4.00	40	41.7	41.7	63.5
5.00	35	36.5	36.5	100.0
Total	96	100.0	100.0	

P8

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	3	3.1	3.1	3.1
2.00	9	9.4	9.4	12.5
3.00	7	7.3	7.3	19.8
4.00	47	49.0	49.0	68.8
5.00	30	31.3	31.3	100.0
Total	96	100.0	100.0	

P9

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	4	4.2	4.2	4.2
2.00	6	6.3	6.3	10.4
3.00	7	7.3	7.3	17.7
4.00	47	49.0	49.0	66.7
5.00	32	33.3	33.3	100.0
Total	96	100.0	100.0	

P10

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	1	1.0	1.0	1.0
2.00	11	11.5	11.5	12.5
3.00	6	6.3	6.3	18.8
4.00	55	57.3	57.3	76.0
5.00	23	24.0	24.0	100.0
Total	96	100.0	100.0	

P11

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	4	4.2	4.2	4.2
2.00	5	5.2	5.2	9.4
3.00	5	5.2	5.2	14.6
4.00	52	54.2	54.2	68.8
5.00	30	31.3	31.3	100.0
Total	96	100.0	100.0	

P12

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	4	4.2	4.2	4.2
2.00	6	6.3	6.3	10.4
3.00	12	12.5	12.5	22.9
4.00	39	40.6	40.6	63.5
5.00	35	36.5	36.5	100.0
Total	96	100.0	100.0	

Kualitas Pelayanan (X2)**P1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	4	4.2	4.2	4.2
2.00	7	7.3	7.3	11.5
3.00	7	7.3	7.3	18.8
4.00	47	49.0	49.0	67.7
5.00	31	32.3	32.3	100.0
Total	96	100.0	100.0	

P2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	2	2.1	2.1	2.1
2.00	8	8.3	8.3	10.4
3.00	4	4.2	4.2	14.6
4.00	48	50.0	50.0	64.6
5.00	34	35.4	35.4	100.0
Total	96	100.0	100.0	

P3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	1	1.0	1.0	1.0
2.00	11	11.5	11.5	12.5
3.00	6	6.3	6.3	18.8
4.00	55	57.3	57.3	76.0
5.00	23	24.0	24.0	100.0
Total	96	100.0	100.0	

P4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	3	3.1	3.1	3.1
2.00	7	7.3	7.3	10.4
3.00	3	3.1	3.1	13.5
4.00	52	54.2	54.2	67.7
5.00	31	32.3	32.3	100.0
Total	96	100.0	100.0	

P5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	3	3.1	3.1	3.1
2.00	8	8.3	8.3	11.5
3.00	8	8.3	8.3	19.8
4.00	40	41.7	41.7	61.5
5.00	37	38.5	38.5	100.0
Total	96	100.0	100.0	

P6

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	1	1.0	1.0	1.0
2.00	9	9.4	9.4	10.4
3.00	3	3.1	3.1	13.5
4.00	50	52.1	52.1	65.6
5.00	33	34.4	34.4	100.0
Total	96	100.0	100.0	

P7

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	5	5.2	5.2	5.2
2.00	6	6.3	6.3	11.5
3.00	9	9.4	9.4	20.8
4.00	44	45.8	45.8	66.7
5.00	32	33.3	33.3	100.0
Total	96	100.0	100.0	

P8

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	4	4.2	4.2	4.2
2.00	9	9.4	9.4	13.5
3.00	8	8.3	8.3	21.9
4.00	41	42.7	42.7	64.6
5.00	34	35.4	35.4	100.0
Total	96	100.0	100.0	

P9

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	5	5.2	5.2	5.2
2.00	5	5.2	5.2	10.4
3.00	5	5.2	5.2	15.6
4.00	43	44.8	44.8	60.4
5.00	38	39.6	39.6	100.0
Total	96	100.0	100.0	

P10

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	3	3.1	3.1	3.1
2.00	12	12.5	12.5	15.6
3.00	4	4.2	4.2	19.8
4.00	45	46.9	46.9	66.7
5.00	32	33.3	33.3	100.0
Total	96	100.0	100.0	

P11

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	3	3.1	3.1	3.1
2.00	7	7.3	7.3	10.4
3.00	5	5.2	5.2	15.6
4.00	52	54.2	54.2	69.8
5.00	29	30.2	30.2	100.0
Total	96	100.0	100.0	

P12

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	2	2.1	2.1	2.1
2.00	9	9.4	9.4	11.5
3.00	8	8.3	8.3	19.8
4.00	49	51.0	51.0	70.8
5.00	28	29.2	29.2	100.0
Total	96	100.0	100.0	

P13

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	4	4.2	4.2	4.2
2.00	8	8.3	8.3	12.5
3.00	7	7.3	7.3	19.8
4.00	48	50.0	50.0	69.8
5.00	29	30.2	30.2	100.0
Total	96	100.0	100.0	

P14

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	4	4.2	4.2	4.2
2.00	8	8.3	8.3	12.5
3.00	10	10.4	10.4	22.9
4.00	38	39.6	39.6	62.5
5.00	36	37.5	37.5	100.0
Total	96	100.0	100.0	

P15

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	3	3.1	3.1	3.1
2.00	10	10.4	10.4	13.5
3.00	5	5.2	5.2	18.8
4.00	49	51.0	51.0	69.8
5.00	29	30.2	30.2	100.0
Total	96	100.0	100.0	

P16

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	6	6.3	6.3	6.3
2.00	6	6.3	6.3	12.5
3.00	6	6.3	6.3	18.8
4.00	42	43.8	43.8	62.5
5.00	36	37.5	37.5	100.0
Total	96	100.0	100.0	

P17

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	6	6.3	6.3	6.3
2.00	7	7.3	7.3	13.5
3.00	4	4.2	4.2	17.7
4.00	43	44.8	44.8	62.5
5.00	36	37.5	37.5	100.0
Total	96	100.0	100.0	

P18

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	2	2.1	2.1	2.1
2.00	11	11.5	11.6	13.7
3.00	4	4.2	4.2	17.9
4.00	43	44.8	45.3	63.2
5.00	35	36.5	36.8	100.0
Total	95	99.0	100.0	
Total	96	100.0		

P19

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	5	5.2	5.2	5.2
2.00	9	9.4	9.4	14.6
4.00	45	46.9	46.9	61.5
5.00	37	38.5	38.5	100.0
Total	96	100.0	100.0	

P20

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	1	1.0	1.0	1.0
2.00	13	13.5	13.5	14.6
3.00	1	1.0	1.0	15.6
4.00	47	49.0	49.0	64.6
5.00	34	35.4	35.4	100.0
Total	96	100.0	100.0	

P21

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	3	3.1	3.1	3.1
2.00	9	9.4	9.4	12.5
3.00	7	7.3	7.3	19.8
4.00	45	46.9	46.9	66.7
5.00	32	33.3	33.3	100.0
Total	96	100.0	100.0	

P22

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	5	5.2	5.2	5.2
2.00	7	7.3	7.3	12.5
3.00	9	9.4	9.4	21.9
4.00	45	46.9	46.9	68.8
5.00	30	31.3	31.3	100.0
Total	96	100.0	100.0	

P23

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	2	2.1	2.1	2.1
2.00	9	9.4	9.4	11.5
3.00	9	9.4	9.4	20.8
4.00	50	52.1	52.1	72.9
5.00	26	27.1	27.1	100.0
Total	96	100.0	100.0	

P24

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	5	5.2	5.2	5.2
2.00	6	6.3	6.3	11.5
3.00	8	8.3	8.3	19.8
4.00	41	42.7	42.7	62.5
5.00	36	37.5	37.5	100.0
Total	96	100.0	100.0	

Kepuasan Konsumen (Y)

1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	3	3.1	3.1	3.1
2.00	10	10.4	10.4	13.5
3.00	4	4.2	4.2	17.7
4.00	49	51.0	51.0	68.8
5.00	30	31.3	31.3	100.0
Total	96	100.0	100.0	

P2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	2	2.1	2.1	2.1
2.00	9	9.4	9.4	11.5
3.00	4	4.2	4.2	15.6
4.00	51	53.1	53.1	68.8
5.00	30	31.3	31.3	100.0
Total	96	100.0	100.0	

P3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	4	4.2	4.2	4.2
2.00	10	10.4	10.4	14.6
3.00	7	7.3	7.3	21.9
4.00	35	36.5	36.5	58.3
5.00	40	41.7	41.7	100.0
Total	96	100.0	100.0	

P4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	3	3.1	3.1	3.1
2.00	14	14.6	14.6	17.7
3.00	3	3.1	3.1	20.8
4.00	43	44.8	44.8	65.6
5.00	33	34.4	34.4	100.0
Total	96	100.0	100.0	

P5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	3	3.1	3.1	3.1
2.00	11	11.5	11.5	14.6
3.00	5	5.2	5.2	19.8
4.00	43	44.8	44.8	64.6
5.00	34	35.4	35.4	100.0
Total	96	100.0	100.0	

P6

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	5	5.2	5.2	5.2
2.00	9	9.4	9.4	14.6
3.00	1	1.0	1.0	15.6
4.00	43	44.8	44.8	60.4
5.00	38	39.6	39.6	100.0
Total	96	100.0	100.0	

P7

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	1	1.0	1.0	1.0
2.00	14	14.6	14.6	15.6
3.00	2	2.1	2.1	17.7
4.00	44	45.8	45.8	63.5
5.00	35	36.5	36.5	100.0
Total	96	100.0	100.0	

P8

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00	3	3.1	3.1	3.1
2.00	9	9.4	9.4	12.5
3.00	8	8.3	8.3	20.8
4.00	43	44.8	44.8	65.6
5.00	33	34.4	34.4	100.0
Total	96	100.0	100.0	

P9

	Frequency	Percent	Valid Percent	Cumulative Percent
1.00	7	7.3	7.3	7.3
2.00	6	6.3	6.3	13.5
3.00	10	10.4	10.4	24.0
Valid 4.00	41	42.7	42.7	66.7
5.00	32	33.3	33.3	100.0
Total	96	100.0	100.0	



Lampiran 5 Uji Asumsi Klasik

Uji Normalitas

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		96
Normal Parameters ^{a,b}	Mean	35.8333
	Std. Deviation	7.84007
Most Extreme Differences	Absolute	.278
	Positive	.195
	Negative	-.278
Kolmogorov-Smirnov Z		2.723
Asymp. Sig. (2-tailed)		.140

a. Test distribution is Normal.

b. Calculated from data.

Uji Multikolinieraitas

Coefficients^a

Model	Correlations		Collinearity Statistics		
	Partial	Part	Tolerance	VIF	
1					
	(Constant)				
	X1	.254	.176	.338	2.957
	X2	.383	.277	.338	2.957

a. Dependent Variable: Y

Uji Heterokedastisitas

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1					
	(Constant)	7.819	2.209	3.540	.001
	X1	.109	.074	.250	.144
	X2	.104	.037	.475	.622

a. Dependent Variable: RES2

Lampiran 6 Regression

Variables Entered/Removed^a

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

a. Dependent Variable: Y

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.744 ^a	.553	.544	5.29551

a. Predictors: (Constant), X2, X1

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3231.385	2	1615.693	57.616	.000 ^b
	Residual	2607.948	93	28.042		
	Total	5839.333	95			

a. Dependent Variable: Y

b. Predictors: (Constant), X2, X1

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.812	2.853		2.037	.044
	X1	.242	.095	.302	2.535	.013
	X2	.193	.048	.477	4.004	.000

a. Dependent Variable: Y

Lampiran 7 Dokumentasi







BIOGRAFI PENULIS



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- SMPN 2 Rumbia
- SMAN 13 Bombana
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