

BAB IV

KESIMPULAN DAN SARAN

A. Kesimpulan

Bab ini menyajikan kesimpulan-kesimpulan berdasarkan hasil perhitungan dari bab III sebelumnya. Adapun kesimpulan dari perhitungan tersebut adalah sebagai berikut:

1. Variabel *perceived reputation* berpengaruh terhadap *customer trust* (sig. uji $t = 0,007 < 0,05$). Besar pengaruh *perceived reputation* terhadap *customer trust* sebesar 0,291 dan pengaruh sebesar 0,291 ini tergolong dalam kategori rendah (0,2 – 0,4).
2. Variabel *system assurance* berpengaruh terhadap *customer trust* (sig. uji $t = 0,022 < 0,05$). Besar pengaruh *system assurance* terhadap *customer trust* sebesar 0,253 dan pengaruh sebesar 0,253 ini tergolong dalam kategori rendah (0,2 – 0,4).
3. Variabel *propensity to trust* berpengaruh terhadap *customer trust* (sig. uji $t = 0,001 < 0,05$). Besar pengaruh *propensity to trust* terhadap *customer trust* sebesar 0,336 dan pengaruh sebesar 0,336 ini tergolong dalam kategori rendah (0,2 – 0,4).
4. *Perceived reputation*, *System assurance* dan *Propensity to trust* berpengaruh signifikan terhadap *consumer trust* (nilai signifikansi uji F sebesar $0,000 < 0,05$), besar pengaruh secara bersama-sama dan serentak (simultan) sebesar 0,765 dan pengaruh sebesar 0,765 ini termasuk dalam

kategori tinggi. Selain itu, kemampuan variabel *perceived reputation*, *system assurance* dan *propensity to trust* menjelaskan perubahan *customer trust* sebesar 0,569 atau 56,9% dan sisanya yakni 39,1% *customer trust* dijelaskan oleh variabel lain selain ketiga variabel dalam penelitian ini.

B. Saran

1. Bagi praktisi komunikasi

Hasil penelitian ini diharapkan dapat digunakan untuk pengembangan praktik komunikasi pemasaran khususnya dalam bidang *e-commerce*, bahwa *customer trust* dipengaruhi oleh *perceived reputation*, *system assurance* dan *propensity to trust*. Berdasarkan perhitungan menunjukkan bahwa *propensity to trust* memiliki pengaruh yang paling tinggi terhadap *customer trust*, dengan demikian maka pihak praktisi komunikasi harus mampu meningkatkan kepercayaan konsumen berkaitan dengan apa yang diiklankan terutama melalui internet berdasarkan dari hal-hal kecil sebagai contoh harus selalu meng-*update* informasi yang seharusnya selalu *update*.

2. Bagi para vendor *e-commerce* dan para pengelola *online store*

Hasil penelitian ini menunjukkan bahwa *perceived reputation*, *system assurance* dan *propensity to trust* mampu mempengaruhi kepercayaan konsumen, sehingga faktor-faktor tersebut dapat dilakukan evaluasi kembali guna meningkatkan kepercayaan konsumen yang akhirnya akan berpengaruh terhadap peningkatan pembelian. Adapun hal-hal yang dapat dilakukan yakni meningkatkan kompetensi dan kejujuran dan peningkatkan keamanan dalam bertransaksinya.

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Kuesioner Penelitian

Bagian I : Data Responden

1. Apakah anda pernah melakukan pembelian di Toko Quantum Computer melalui www.rakitan.com?
- () Ya
() Tidak

Bagian II : Pernyataan Penelitian

Pilihlah salah satu jawaban dengan memberi tanda (X) atau (√) pada kolom pernyataan berikut ini

SS = Sangat Setuju

S = Setuju

N = Netral

TS = Tidak Setuju

STS = Sangat Tidak Setuju

a. *Perceived reputation*

No	Pertanyaan	SS	S	N	TS	STS
1	www.rakitan.com memiliki reputasi yang bagus					
2.	www.rakitan.com memiliki reputasi berkat kejujurannya					
3.	Pemesanan lewat www.rakitan.com adalah aman					
4.	Memperoleh informasi tentang www.rakitan.com bersumber dari informasi konsumen (teman, keluarga, maupun orang lain)					

b. *System assurance*

No	Pertanyaan	SS	S	N	TS	STS
1	Situs www.rakitan.com stabil					
2.	Janji-janji yang ditulis di www.rakitan.com biasanya ditepati					
3.	Website www.rakitan.com mampu menjaga kerahasiaan konsumen					
4.	Saat bertransaksi di www.rakitan.com vendor memberikan jaminan pada konsumen					

c. Propensity to trust

No	Pertanyaan	SS	S	N	TS	STS
1	Menurut saya, biasanya orang-orang cenderung menepati janji					
2.	Menurut saya, biasanya orang-orang cenderung dapat dipercaya					
3.	Saya rasa orang-orang merupakan orang yang terpercaya					
4.	Saya biasanya percaya pada orang, terkecuali jika mereka memberi saya alasan untuk tidak percaya					

d. Consumer trust

No	Pertanyaan	SS	S	N	TS	STS
1	Situs www.rakitan.com terpercaya					
2.	Vendor website www.rakitan.com memberikan kesan bahwa vendor akan menepati janji					
3.	Vendor www.rakitan.com memberikan kesan bahwa www.rakitan.com akan menepati komitmen					
4.	Percaya bahwa vendor www.rakitan.com ini mampu menimbulkan minat dalam pikiran.					
5.	Vendor www.rakitan.com ini sesuai dengan harapan saya					



Reliability

Case Processing Summary

		N	%
Cases	Valid	80	100.0
	Excluded ^a	0	.0
	Total	80	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.750	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
pr_1	11.38	2.085	.645	.643
pr_2	11.81	1.724	.581	.684
pr_3	11.54	2.429	.598	.690
pr_4	11.59	2.144	.447	.750

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
15.44	3.439	1.854	4

Reliability

Case Processing Summary

		N	%
Cases	Valid	80	100.0
	Excluded ^a	0	.0
	Total	80	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.602	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
sa_1	11.64	1.753	.355	.555
sa_2	11.94	1.249	.294	.681
sa_3	11.51	1.671	.506	.474
sa_4	11.49	1.519	.510	.445

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
15.53	2.430	1.559	4

Reliability

Case Processing Summary

		N	%
Cases	Valid	80	100.0
	Excluded ^a	0	.0
	Total	80	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.671	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
ptt_1	10.20	2.744	.408	.642
ptt_2	10.39	2.418	.427	.621
ptt_3	10.43	2.020	.739	.426
ptt_4	10.58	1.842	.374	.722

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
13.86	3.614	1.901	4

Reliability

Case Processing Summary

		N	%
Cases	Valid	80	100.0
	Excluded ^a	0	.0
	Total	80	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.816	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
ct_1	14.94	5.528	.416	.846
ct_2	14.84	4.745	.708	.748
ct_3	15.06	5.730	.686	.769
ct_4	14.60	5.332	.629	.774
ct_5	14.91	5.245	.677	.760

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
18.59	7.942	2.818	5



Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
perceived_reputation	80	10.00	20.00	15.4375	1.85448
system_assurance	80	12.00	19.00	15.5250	1.55876
propensity_to_trust	80	10.00	17.00	13.8625	1.90099
customer_trust	80	11.00	25.00	18.5875	2.81809
Valid N (listwise)	80				





Frequencies

pernah melakukan pembelian di Toko Quantum Computer melalui www.rakitan.com

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Ya	80	100.0	100.0	100.0



Frequencies

www.rakitan.com memiliki reputasi yang bagus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	10	12.5	12.5	12.5
	S	55	68.8	68.8	81.3
	SS	15	18.8	18.8	100.0
	Total	80	100.0	100.0	

www.rakitan.com memiliki reputasi berkat kejujurannya

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	8	10.0	10.0	10.0
	N	19	23.8	23.8	33.8
	S	48	60.0	60.0	93.8
	SS	5	6.3	6.3	100.0
	Total	80	100.0	100.0	

Pemesanan lewat www.rakitan.com adalah aman

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	12	15.0	15.0	15.0
	S	64	80.0	80.0	95.0
	SS	4	5.0	5.0	100.0
	Total	80	100.0	100.0	

Memperoleh informasi tentang www.rakitan.com bersumber dari informasi konsumen (teman, keluarga, maupun orang lain)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	3	3.8	3.8	3.8
	N	15	18.8	18.8	22.5
	S	53	66.3	66.3	88.8
	SS	9	11.3	11.3	100.0
	Total	80	100.0	100.0	

Situs www.rakitan.com stabil

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	14	17.5	17.5	17.5
	S	61	76.3	76.3	93.8
	SS	5	6.3	6.3	100.0
	Total	80	100.0	100.0	

Janji-janji yang ditulis di www.rakitan.com biasanya ditepati

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	4	5.0	5.0	5.0
N	37	46.3	46.3	51.3
S	27	33.8	33.8	85.0
SS	12	15.0	15.0	100.0
Total	80	100.0	100.0	

Website www.rakitan.com mampu menjaga kerahasiaan konsumen

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	7	8.8	8.8	8.8
S	65	81.3	81.3	90.0
SS	8	10.0	10.0	100.0
Total	80	100.0	100.0	

Saat bertransaksi di www.rakitan.com vendor memberikan jaminan pada konsumen

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	9	11.3	11.3	11.3
S	59	73.8	73.8	85.0
SS	12	15.0	15.0	100.0
Total	80	100.0	100.0	

Menurut saya, biasanya orang-orang cenderung menepati janji

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	27	33.8	33.8	33.8
S	53	66.3	66.3	100.0
Total	80	100.0	100.0	

Menurut saya, biasanya orang-orang cenderung dapat dipercaya

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	5	6.3	6.3	6.3
N	32	40.0	40.0	46.3
S	43	53.8	53.8	100.0
Total	80	100.0	100.0	

Saya rasa orang-orang merupakan orang yang terpercaya

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	4	5.0	5.0	5.0
N	37	46.3	46.3	51.3
S	39	48.8	48.8	100.0
Total	80	100.0	100.0	

Saya biasanya percaya pada orang, terkecuali jika mereka memberi saya alasan untuk tidak percaya

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	19	23.8	23.8	23.8
	N	25	31.3	31.3	55.0
	S	30	37.5	37.5	92.5
	SS	6	7.5	7.5	100.0
	Total	80	100.0	100.0	

Situs www.rakitan.com terpercaya

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	4	5.0	5.0	5.0
	TS	1	1.3	1.3	6.3
	N	21	26.3	26.3	32.5
	S	47	58.8	58.8	91.3
	SS	7	8.8	8.8	100.0
	Total	80	100.0	100.0	

Vendor website www.rakitan.com memberikan kesan bahwa vendor akan menepati janji

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	5	6.3	6.3	6.3
	N	24	30.0	30.0	36.3
	S	37	46.3	46.3	82.5
	SS	14	17.5	17.5	100.0
	Total	80	100.0	100.0	

Vendor www.rakitan.com memberikan kesan bahwa www.rakitan.com akan menepati komitmen

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TS	1	1.3	1.3	1.3
	N	38	47.5	47.5	48.8
	S	39	48.8	48.8	97.5
	SS	2	2.5	2.5	100.0
	Total	80	100.0	100.0	

Percaya bahwa vendor www.rakitan.com ini mampu menimbulkan minat dalam pikiran.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	21	26.3	26.3	26.3
	S	39	48.8	48.8	75.0
	SS	20	25.0	25.0	100.0
	Total	80	100.0	100.0	

Vendor www.rakitan.com ini sesuai dengan harapan saya

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	37	46.3	46.3	46.3
	S	32	40.0	40.0	86.3
	SS	11	13.8	13.8	100.0
	Total	80	100.0	100.0	



Frequencies

Perceived reputation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sedang	25	31.3	31.3	31.3
	Tinggi	55	68.8	68.8	100.0
	Total	80	100.0	100.0	

System assurance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sedang	18	22.5	22.5	22.5
	Tinggi	62	77.5	77.5	100.0
	Total	80	100.0	100.0	

Propensity to trust

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sedang	44	55.0	55.0	55.0
	Tinggi	36	45.0	45.0	100.0
	Total	80	100.0	100.0	

Customer trust

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Rendah	1	1.3	1.3	1.3
	Sedang	33	41.3	41.3	42.5
	Tinggi	46	57.5	57.5	100.0
	Total	80	100.0	100.0	



Correlations

Correlations

		customer_trust	perceived_reputation
customer_trust	Pearson Correlation	1	.662**
	Sig. (2-tailed)		.000
	N	80	80
perceived_reputation	Pearson Correlation	.662**	1
	Sig. (2-tailed)	.000	
	N	80	80
system_assurance	Pearson Correlation	.661**	.668**
	Sig. (2-tailed)	.000	.000
	N	80	80
propensity_to_trust	Pearson Correlation	.672**	.603**
	Sig. (2-tailed)	.000	.000
	N	80	80

Correlations

		system_ assurance	propensity_to_ trust
customer_trust	Pearson Correlation	.661**	.672**
	Sig. (2-tailed)	.000	.000
	N	80	80
perceived_reputation	Pearson Correlation	.668**	.603**
	Sig. (2-tailed)	.000	.000
	N	80	80
system_assurance	Pearson Correlation	1	.636**
	Sig. (2-tailed)		.000
	N	80	80
propensity_to_trust	Pearson Correlation	.636**	1
	Sig. (2-tailed)	.000	
	N	80	80

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

Regression

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	propensity_to_trust, perceived_reputation, system_assurance ^a	.	Enter

a. All requested variables entered.

b. Dependent Variable: customer_trust

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.765 ^a	.586	.569	1.84948

a. Predictors: (Constant), propensity_to_trust, perceived_reputation, system_assurance

b. Dependent Variable: customer_trust

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	367.425	3	122.475	35.805	.000 ^a
	Residual	259.963	76	3.421		
	Total	627.388	79			

a. Predictors: (Constant), propensity_to_trust, perceived_reputation, system_assurance

b. Dependent Variable: customer_trust

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-2.239	2.138		-1.047	.298
	perceived_reputation	.442	.159	.291	2.785	.007
	system_assurance	.457	.195	.253	2.343	.022
	propensity_to_trust	.499	.149	.336	3.344	.001

Coefficients^a

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	perceived_reputation	.500	1.999
	system_assurance	.468	2.136
	propensity_to_trust	.539	1.855

a. Dependent Variable: customer_trust

Coefficient Correlations^a

Model			propensity_to_trust	perceived_reputation	system_assurance
1	Correlations	propensity_to_trust	1.000	-.310	-.392
		perceived_reputation	-.310	1.000	-.463
		system_assurance	-.392	-.463	1.000
	Covariances	propensity_to_trust	.022	-.007	-.011
		perceived_reputation	-.007	.025	-.014
		system_assurance	-.011	-.014	.038

a. Dependent Variable: customer_trust

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index
1	1	3.981	1.000
	2	.009	20.775
	3	.006	25.798
	4	.003	34.083

Collinearity Diagnostics^a

Model	Dimension	Variance Proportions			
		(Constant)	perceived_ reputation	system_ assurance	propensity_to_ trust
1	1	.00	.00	.00	.00
	2	.52	.01	.00	.50
	3	.23	.71	.01	.40
	4	.25	.29	.99	.09

a. Dependent Variable: customer_trust

Residuals Statistics^a

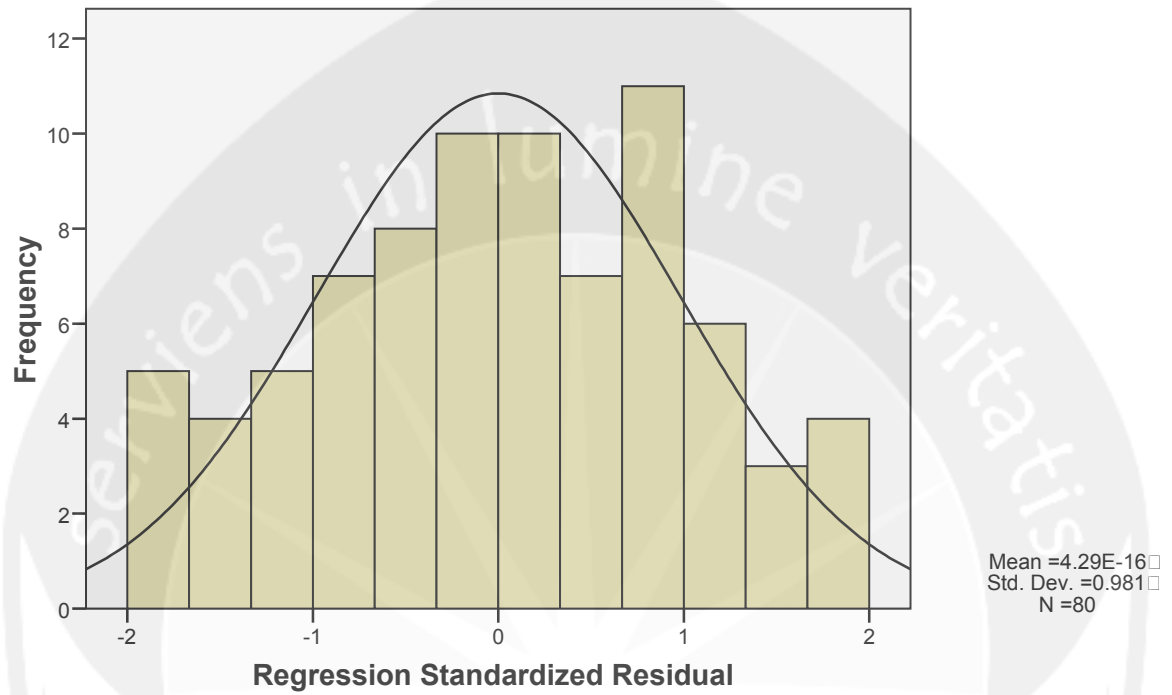
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	13.5890	22.3428	18.5875	2.15660	80
Std. Predicted Value	-2.318	1.741	.000	1.000	80
Standard Error of Predicted Value	.222	.708	.401	.103	80
Adjusted Predicted Value	13.8643	22.4926	18.5885	2.15366	80
Residual	-3.66173	3.48387	.00000	1.81402	80
Std. Residual	-1.980	1.884	.000	.981	80
Stud. Residual	-2.034	1.930	.000	1.004	80
Deleted Residual	-3.86422	3.65750	-.00100	1.90204	80
Stud. Deleted Residual	-2.078	1.966	-.001	1.012	80
Mahal. Distance	.154	10.597	2.963	2.114	80
Cook's Distance	.000	.058	.012	.015	80
Centered Leverage Value	.002	.134	.038	.027	80

a. Dependent Variable: customer_trust

Charts

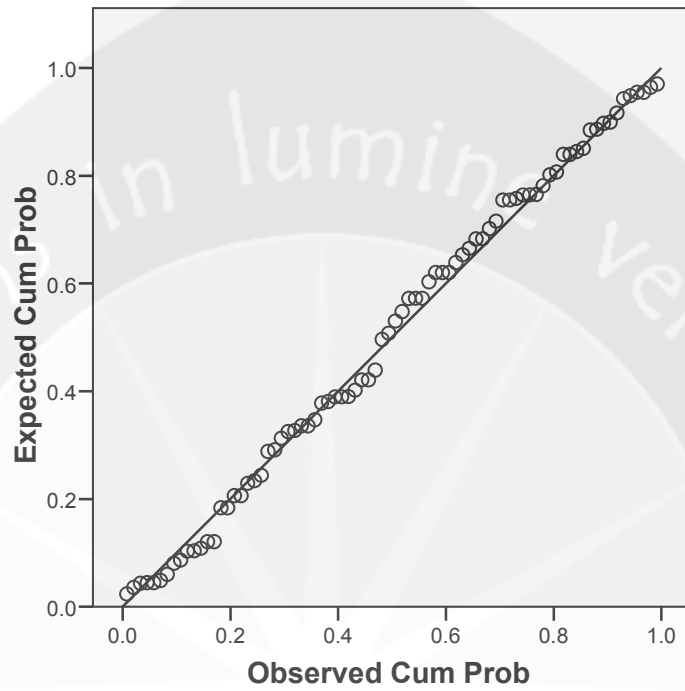
Histogram

Dependent Variable: customer_trust



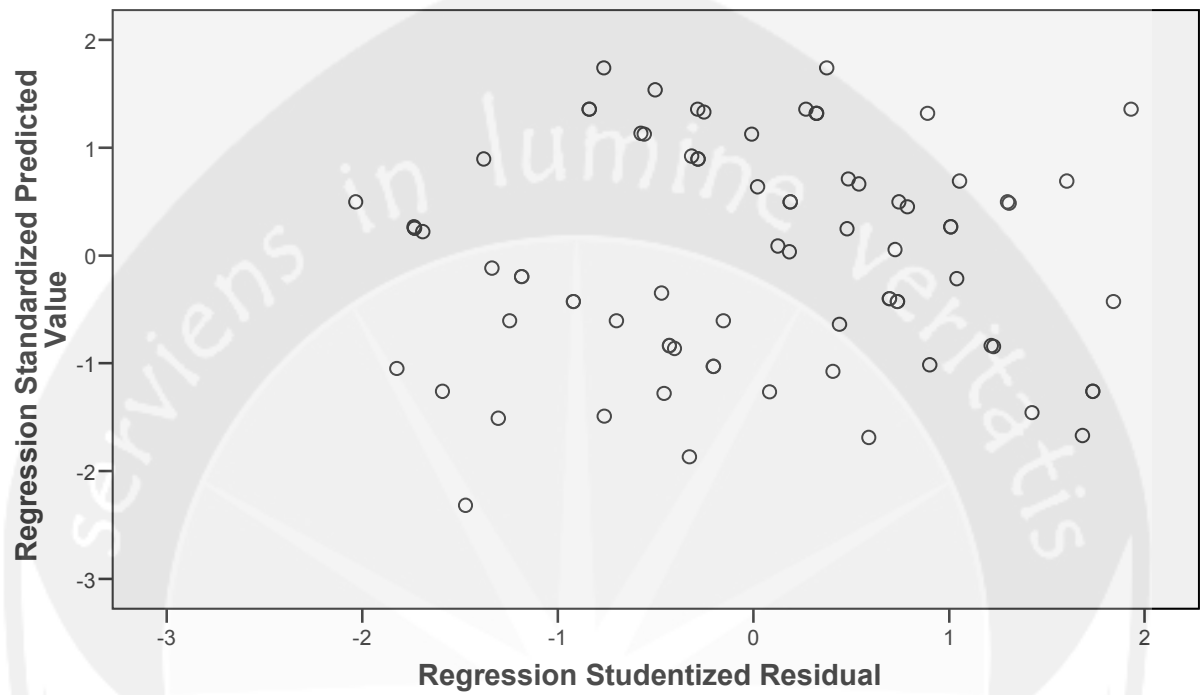
Normal P-P Plot of Regression Standardized Residual

Dependent Variable: customer_trust



Scatterplot

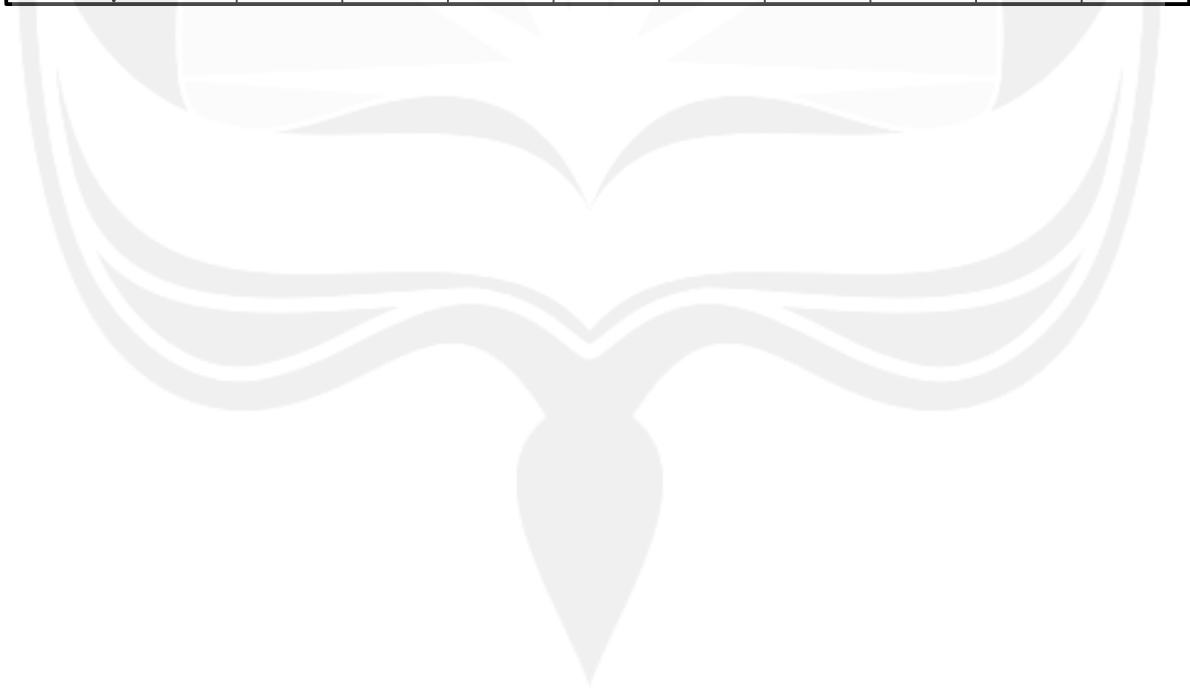
Dependent Variable: customer_trust





Case Summaries

	pernah	pr_1	pr_2	pr_3	pr_4	sa_1	sa_2	sa_3	sa_4	ptt_1
1	1	4	3	3	4	4	3	4	4	4
2	1	4	4	4	4	4	3	4	4	4
3	1	4	4	4	2	3	3	4	4	4
4	1	4	4	4	4	4	3	4	4	3
5	1	4	3	4	3	3	4	3	3	3
6	1	4	4	4	4	4	3	4	4	4
7	1	5	4	4	4	4	5	4	4	4
8	1	4	4	4	4	4	3	4	4	4
9	1	4	2	4	4	3	2	4	4	3
10	1	4	4	4	5	4	5	5	5	4
11	1	4	4	4	5	5	4	4	4	4
12	1	4	5	4	4	4	4	4	4	3
13	1	4	4	4	4	4	4	5	5	4
14	1	5	4	5	4	4	4	4	5	3
15	1	4	4	4	4	4	3	4	4	3
16	1	4	3	4	3	3	4	3	3	3
17	1	3	2	4	3	4	2	4	4	3
18	1	4	3	4	4	5	4	4	4	4
19	1	5	5	5	4	4	4	4	5	4
20	1	4	3	3	4	4	3	4	4	3
21	1	5	4	4	4	4	5	4	4	4
22	1	4	3	4	4	4	3	4	4	3
23	1	4	4	4	4	4	3	4	4	4
24	1	4	4	4	3	3	3	4	4	3
25	1	3	4	3	3	4	3	4	4	4
26	1	5	4	4	4	4	5	4	4	4
27	1	4	4	4	4	4	3	4	4	3
28	1	4	4	4	4	4	4	4	5	4
29	1	4	4	4	4	4	3	4	4	3
30	1	5	4	4	4	4	4	5	4	4
31	1	4	4	4	2	3	3	4	4	3
32	1	4	3	4	3	3	4	3	3	3
33	1	5	4	4	4	4	5	4	4	4
34	1	4	2	4	4	4	2	4	4	3
35	1	4	5	4	4	4	4	4	4	4
36	1	4	4	4	4	3	3	4	4	3
37	1	4	4	4	4	4	3	4	4	3
38	1	3	2	4	3	4	2	4	3	3
39	1	5	5	5	5	4	4	4	5	4
40	1	4	3	3	4	4	3	4	4	3
41	1	4	3	4	4	4	3	4	4	4
42	1	4	4	4	4	4	4	4	4	4
43	1	5	4	4	4	4	4	5	4	4
44	1	4	3	3	4	4	3	4	4	4
45	1	4	4	4	4	4	3	4	4	4
46	1	4	2	4	4	4	3	4	4	3
47	1	4	4	4	5	4	5	5	5	4
48	1	4	4	4	4	3	4	4	4	4
49	1	4	4	4	4	4	3	4	4	3
50	1	4	3	4	4	5	4	4	4	4
51	1	5	4	4	5	4	4	4	5	4
52	1	5	4	4	4	4	5	4	4	4
53	1	4	3	4	4	4	3	4	4	4
54	1	4	4	4	4	4	3	4	4	4
55	1	4	4	4	3	3	3	4	4	4

[illegible]

Case Summaries

	ptt_2	ptt_3	ptt_4	ct_1	ct_2	ct_3	ct_4	ct_5
1	4	3	2	4	2	3	3	3
2	4	4	4	3	5	4	4	4
3	2	2	2	2	2	3	3	3
4	3	3	3	4	4	3	4	4
5	4	3	3	3	3	3	4	3
6	3	4	4	4	4	4	4	5
7	4	4	5	4	4	4	4	4
8	2	2	4	4	3	4	4	4
9	3	3	2	3	2	3	3	3
10	4	4	3	4	5	4	5	4
11	4	4	3	4	4	4	4	4
12	3	3	4	4	3	3	3	3
13	4	4	4	5	4	3	5	3
14	3	3	4	4	4	4	4	4
15	3	3	3	4	5	4	4	4
16	3	3	3	4	4	4	4	3
17	3	3	2	3	3	3	4	3
18	4	4	3	4	5	4	5	4
19	4	4	4	5	4	4	4	4
20	3	3	3	3	3	3	4	3
21	4	4	5	4	4	4	5	5
22	3	3	2	3	3	3	4	3
23	4	4	4	4	4	4	4	4
24	3	3	2	3	4	3	3	4
25	4	4	4	4	3	3	3	3
26	4	4	3	4	4	4	4	4
27	3	3	4	3	4	3	3	3
28	4	4	3	3	5	4	5	5
29	3	3	4	4	3	3	3	3
30	4	4	4	5	4	3	5	3
31	3	3	2	1	4	4	3	3
32	3	3	3	1	3	3	3	3
33	4	4	5	4	4	4	4	4
34	4	3	2	1	3	3	3	3
35	3	3	4	4	4	4	4	5
36	4	4	4	3	5	4	4	4
37	3	3	3	4	3	3	3	3
38	4	3	2	3	4	3	5	3
39	4	4	4	5	4	4	4	4
40	3	3	3	4	3	4	4	4
41	4	3	2	4	3	4	4	4
42	3	3	4	4	4	4	4	4
43	4	4	4	4	4	4	5	4
44	4	3	2	3	3	3	4	3
45	3	4	4	4	3	3	3	3
46	4	3	2	3	3	3	4	3
47	4	4	3	4	5	4	5	4
48	4	4	4	4	5	4	5	4
49	3	3	3	3	4	3	3	3
50	3	4	3	4	3	3	3	3
51	4	4	4	3	5	4	5	4
52	4	4	5	5	5	5	5	5
53	4	3	2	4	4	3	4	4
54	4	4	4	4	4	4	4	5
55	3	3	2	4	4	3	4	4

Case Summaries

	ptt_2	ptt_3	ptt_4	ct_1	ct_2	ct_3	ct_4	ct_5
56	3	4	4	4	3	3	4	3
57	4	4	3	4	4	4	3	3
58	4	4	3	4	5	4	5	5
59	3	3	4	4	4	3	4	4
60	4	3	2	3	3	4	4	3
61	4	4	4	4	3	3	3	3
62	3	3	2	3	2	3	3	3
63	4	3	3	3	3	3	4	3
64	3	4	4	4	4	4	4	5
65	4	4	5	5	4	4	4	4
66	2	2	4	4	4	4	4	4
67	3	3	2	1	2	2	3	3
68	4	4	3	4	5	4	5	5
69	4	3	2	3	4	3	5	3
70	4	4	4	4	4	3	4	4
71	3	3	3	4	3	3	4	4
72	2	3	2	3	3	3	4	3
73	2	2	4	4	4	4	3	3
74	4	4	3	4	5	4	5	4
75	3	4	3	3	5	4	5	4
76	4	4	4	4	4	5	5	5
77	3	3	3	4	4	3	5	3
78	3	4	3	4	3	3	3	3
79	4	4	5	5	4	3	5	3
80	4	4	4	4	4	4	4	5



Lampiran 7

TABEL DISTRIBUSI
r satu sisi (*one tail*)

Df	5%	DF	5%	DF	5%	DF	5%
1	0.951	51	0.179	101	0.127	151	0.104
2	0.800	52	0.177	102	0.127	152	0.104
3	0.687	53	0.175	103	0.126	153	0.103
4	0.608	54	0.174	104	0.125	154	0.103
5	0.551	55	0.172	105	0.125	155	0.103
6	0.507	56	0.171	106	0.124	156	0.102
7	0.472	57	0.169	107	0.124	157	0.102
8	0.443	58	0.168	108	0.123	158	0.102
9	0.419	59	0.166	109	0.123	159	0.102
10	0.398	60	0.165	110	0.122	160	0.101
11	0.380	61	0.164	111	0.121	161	0.101
12	0.365	62	0.162	112	0.121	162	0.101
13	0.351	63	0.161	113	0.120	163	0.100
14	0.338	64	0.160	114	0.120	164	0.100
15	0.327	65	0.159	115	0.119	165	0.100
16	0.317	66	0.157	116	0.119	166	0.099
17	0.308	67	0.156	117	0.118	167	0.099
18	0.299	68	0.155	118	0.118	168	0.099
19	0.291	69	0.154	119	0.117	169	0.098
20	0.284	70	0.153	120	0.117	170	0.098
21	0.277	71	0.152	121	0.116	171	0.098
22	0.271	72	0.151	122	0.116	172	0.098
23	0.265	73	0.150	123	0.115	173	0.097
24	0.260	74	0.149	124	0.115	174	0.097
25	0.255	75	0.148	125	0.114	175	0.097
26	0.250	76	0.147	126	0.114	176	0.097
27	0.245	77	0.146	127	0.114	177	0.096
28	0.241	78	0.145	128	0.113	178	0.096
29	0.237	79	0.144	129	0.113	179	0.096
30	0.233	80	0.143	130	0.112	180	0.095
31	0.229	81	0.142	131	0.112	181	0.095
32	0.225	82	0.141	132	0.111	182	0.095
33	0.222	83	0.140	133	0.111	183	0.095
34	0.219	84	0.140	134	0.111	184	0.094
35	0.216	85	0.139	135	0.110	185	0.094
36	0.213	86	0.138	136	0.110	186	0.094
37	0.210	87	0.137	137	0.109	187	0.094
38	0.207	88	0.136	138	0.109	188	0.093
39	0.204	89	0.136	139	0.109	189	0.093
40	0.202	90	0.135	140	0.108	190	0.093
41	0.199	91	0.134	141	0.108	191	0.093
42	0.197	92	0.133	142	0.107	192	0.092
43	0.195	93	0.133	143	0.107	193	0.092
44	0.192	94	0.132	144	0.107	194	0.092
45	0.190	95	0.131	145	0.106	195	0.092
46	0.188	96	0.131	146	0.106	196	0.091
47	0.186	97	0.130	147	0.106	197	0.091
48	0.184	98	0.129	148	0.105	198	0.091
49	0.182	99	0.129	149	0.105	199	0.091
50	0.181	100	0.128	150	0.105	200	0.091

Sumber: Singgih Santoso (2002:390).
 Buku Latihan SPSS Statistik Parametrik;