

Kuesioner

Yth. responden

Dalam rangka menyusun tugas akhir, saya mahasiswa teknik industri-universitas katoik widya mandala mohon bantuan saudara untuk mengisi kuesioner ini secara lengkap dan benar, untuk memperoleh data yang sehubungan dengan penelitian yang sedang saya lakukan, sebelumnya saya mengucapkan terimakasih atas kesediaan saudara untuk mengisi kuesioner ini.

P.PROFIL

P.1. Nama

P.2. Alamat

P.3. Jenis kelamin

P.4. Usia

P.5. Universitas

Universitas Widya Mandala

Universitas Petra

Universitas Surabaya

Universitas ITS(institut teknologi sepuluh november)

Universitas UNAIR

P.6. Berapa kali Anda mengakses internet dalam 1 minggu?

1-2 kali

Berapa lama Anda dalam 1 kali mengakses

< 1 jam

Berapa lama Anda berlangsung ?

< 1 thn

Dari media mana Anda tahu tentang provider tersebut?

Teman

TV/radio

P.10. Sebutkan keperluan Anda (dari yang paling sering) mengakses internet (lanjutkan mengisi tabel di bawah ini, pilihan boleh lebih dari 1)

Urutan yang Paling Sering	Keperluan
	Download
	E-mail
	Chatting
	Mencari informasi
	Belanja/E-shopping
	Main game/Online game
	Internet Relay Chat

	Video Conferencing
	NewsGroup
	Image Company
	Internet Phone

P.11. Asasan anda memilih INTERNET PROVIDER.

Coba-coba

Fasilitasnya

Anda lebih suka membayar tagihan Internet Provider dimana:

Bank

Gaya hidup anda:

Menyukai kemewahan

Menyukai kebangaran

Sederhana

P.14. Musik apa yang Anda sukai :

Jazz

Rock

P.15. Olahraga apa yang Anda sukai :

Renang

Basket

Jika ya, lanjutkan ke pertanyaan no P. 17. , jika tidak lanjutkan ke pertanyaan

no. T.1

P.17. Bacaan apa yang Anda sukai :

Komik

Koran

Majalah

Novel

P.18. Dalam satu bulan, berapa kira-kira dana yang anda pergunakan untuk membayar tagihan :

Kurang dari Rp250.000

Rp 250.000 ≤ - < Rp 500.000

Rp 500.000 ≤ - < Rp750.000

Lebih dari Rp 750.000

P.19. Berapa Pendapatan orang tua anda selama sebulan :

< 1 juta

Uang saku Anda dalam sebulan :

< 400 ribu

400-<750 ribu

750 ribu-<1 juta

>1 juta

T.SERVICE QUALITY

T.1. Alasan anda dalam memilih provider berdasarkan (urutan yang menurut anda penting Berikan penilaian pada faktor-faktor yang menjadi pertimbangan Anda dalam memilih suatu internet provider dengan menggunakan skala dibawah ini:

- 1 = Sangat tidak penting
2 = Tidak penting
3 = Cukup penting
4 = Penting
5 = Sangat penting

No	Faktor-faktor	Penilaian				
		1	2	3	4	5
1	Kecepatan akses					
2	Keamanan akses (proteksi dari virus, pembajakan, dll)					
3	Kerahasiaan					
4	Kecepatan dalam menangani keluhan pelanggan					
5	Variasi layanan yang ditawarkan					
6	Biaya berlangganan					
7	Kemudahan dalam pembayaran					
8	Informasi dari brosur/iklan yang menarik					
9	Sebagai alat Research and Development					
10	Pertukaran data					
11	Mengurangi biaya kertas dan biaya distribusi					
12	Informasi yang didapatkan lebih cepat dan murah					
13	Sebagai media promosi					
14	Komunikasi Interaktif					

T.2.Saat ini, apakah Anda berlangganan lebih dari satu internet provider? Ya
Tidak

Jika tidak, sebutkan internet provider yang Anda pakai saat ini

.....
Jika ya, isilah tabel di bawah ini:

Urutan yang Paling disukai/Sering diakses	Internet Provider
	Wasantara
	Indosat
	D-Net
	Mitrinet
	Telkomnet.
	Radnet

jenis kelamin(p3)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	pria	102	49.8	49.8	49.8
	wanita	103	50.2	50.2	100.0
	Total	205	100.0	100.0	

usia(p4)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<18thn	9	4.4	4.4	4.4
	18-20thn	90	43.9	43.9	48.3
	21-23thn	93	45.4	45.4	93.7
	>=24thn	13	6.3	6.3	100.0
	Total	205	100.0	100.0	

universitas(p5)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	UWM	44	21.5	21.5	21.5
	UBAYA	45	22.0	22.0	43.4
	UNAIR	40	19.5	19.5	62.9
	PETRA	35	17.1	17.1	80.0
	ITS	41	20.0	20.0	100.0
	Total	205	100.0	100.0	

Brp kali dlm seminggu(p6)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-2kali	7	3.4	3.4	3.4
	3-4kali	46	22.4	22.4	25.9
	5-6kali	94	45.9	45.9	71.7
	>6kali	58	28.3	28.3	100.0
	Total	205	100.0	100.0	

Brp 1kali dlm jam(p7)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<1jam	18	8.8	8.8	8.8
	1-2jam	51	24.9	24.9	33.7
	3-5jam	102	49.8	49.8	83.4
	>5jam	34	16.6	16.6	100.0
	Total	205	100.0	100.0	

lama berlangganan(p8)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<1thn	19	9.3	9.3	9.3
	1-2thn	94	45.9	45.9	55.1
	3-5thn	85	41.5	41.5	96.6
	>6thn	7	3.4	3.4	100.0
	Total	205	100.0	100.0	

info provider(p9)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	teman	93	45.4	45.4	45.4
	brosur	29	14.1	14.1	59.5
	majalah	53	25.9	25.9	85.4
	koran	21	10.2	10.2	95.6
	tv/radio	9	4.4	4.4	100.0
	Total	205	100.0	100.0	

alasan pemilihan (p11)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	coba-coba	16	7.8	7.8	7.8
	Fasilitasnya	53	25.9	25.9	33.7
	Banyak yang memakainya	74	36.1	36.1	69.8
	murah	62	30.2	30.2	100.0
	Total	205	100.0	100.0	

pembayar tagihan (p12)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	bank	45	22.0	22.0	22.0
	ATM	71	34.6	34.6	56.6
	kantor provider tersebut	89	43.4	43.4	100.0
	Total	205	100.0	100.0	

gaya hidup anda(p13)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	menyukai kemewahan	6	2.9	2.9	2.9
	Menyukai kebugaran	35	17.1	17.1	20.0
	Sederhana	85	41.5	41.5	61.5
	Sering berbelanja	28	13.7	13.7	75.1
	Menyukai tantangan	51	24.9	24.9	100.0
	Total	205	100.0	100.0	

musik yg disukai(p14)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	jazz	18	8.8	8.8	8.8
	pop	83	40.5	40.5	49.3
	R&B	68	33.2	33.2	82.4
	dangdut	1	.5	.5	82.9
	rock	35	17.1	17.1	100.0
	Total	205	100.0	100.0	

olaraga yg disukai(p15)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	renang	29	14.1	14.1	14.1
	s.bola	52	25.4	25.4	39.5
	fitnes	36	17.6	17.6	57.1
	bela diri	11	5.4	5.4	62.4
	basket	70	34.1	34.1	96.6
	volly	7	3.4	3.4	100.0
	Total	205	100.0	100.0	

suka membaca(p16)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	ya	205	100.0	100.0	100.0

bacaan yg disukai(p17)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	komik	61	29.8	29.8	29.8
	majalah	70	34.1	34.1	63.9
	novel	10	4.9	4.9	68.8
	koran	64	31.2	31.2	100.0
	Total	205	100.0	100.0	

membayar tagihan /bln(p18)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Rp 250.000 <= - < Rp 500.000	60	32.2	32.2	32.2
Rp 500.000 <= - < Rp750.000	95	46.3	46.3	78.5
Lebih dari Rp 750.000	44	21.5	21.5	100.0
Total	205	100.0	100.0	

pendapatan orang tua /bln(p19)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1-<5 juta	2	1.0	1.0	1.0
5-<10 juta	101	49.3	49.3	50.2
>=10 juta	102	49.8	49.8	100.0
Total	205	100.0	100.0	

uang saku sebulan(p20)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 400-<750 ribu	73	35.6	35.6	35.6
750 ribu-<1 juta	83	40.5	40.5	76.1
>=1 juta	49	23.9	23.9	100.0
Total	205	100.0	100.0	

donwload(p10.1)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid prioritas1	92	44.9	44.9	44.9
prioritas2	75	36.6	36.6	81.5
prioritas3	4	2.0	2.0	83.4
prioritas4	4	2.0	2.0	85.4
prioritas5	11	5.4	5.4	90.7
prioritas6	14	6.8	6.8	97.6
prioritas7	5	2.4	2.4	100.0
Total	205	100.0	100.0	

e-mail(p10.2)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	prioritas1	55	26.8	26.8	26.8
	prioritas2	60	29.3	29.3	56.1
	prioritas3	47	22.9	22.9	79.0
	prioritas4	24	11.7	11.7	90.7
	prioritas5	19	9.3	9.3	100.0
	Total	205	100.0	100.0	

cahtting(p10.3)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	prioritas1	32	15.6	15.6	15.6
	prioritas2	52	25.4	25.4	41.0
	prioritas3	53	25.9	25.9	66.8
	prioritas4	38	18.5	18.5	85.4
	prioritas5	12	5.9	5.9	91.2
	prioritas6	18	8.8	8.8	100.0
	Total	205	100.0	100.0	

mencari informasi(p10.4)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	prioritas1	26	12.7	12.7	12.7
	prioritas2	16	7.8	7.8	20.5
	prioritas3	60	29.3	29.3	49.8
	prioritas4	53	25.9	25.9	75.6
	prioritas5	42	20.5	20.5	96.1
	prioritas6	8	3.9	3.9	100.0
	Total	205	100.0	100.0	

belanja/e-shopping(p10.5)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	prioritas2	6	2.9	2.9	2.9
	prioritas3	25	12.2	12.2	15.1
	prioritas4	41	20.0	20.0	35.1
	prioritas5	37	18.0	18.0	53.2
	prioritas6	33	16.1	16.1	69.3
	prioritas7	7	3.4	3.4	72.7
	prioritas8	21	10.2	10.2	82.9
	prioritas9	11	5.4	5.4	88.3
	prioritas10	24	11.7	11.7	100.0
	Total	205	100.0	100.0	

maing game(p10.6)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	prioritas3	12	5.9	5.9	5.9
	prioritas4	34	16.6	16.6	22.4
	prioritas5	29	14.1	14.1	36.6
	prioritas6	51	24.9	24.9	61.5
	prioritas7	39	19.0	19.0	80.5
	prioritas8	4	2.0	2.0	82.4
	prioritas9	14	6.8	6.8	89.3
	prioritas11	22	10.7	10.7	100.0
	Total	205	100.0	100.0	

internet relay chat(p10.7)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	prioritas5	6	2.9	2.9	2.9
	prioritas6	10	4.9	4.9	7.8
	prioritas7	63	30.7	30.7	38.5
	prioritas8	36	17.6	17.6	56.1
	prioritas9	30	14.6	14.6	70.7
	prioritas10	29	14.1	14.1	84.9
	prioritas11	31	15.1	15.1	100.0
	Total	205	100.0	100.0	

video conferencing(10.8)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	prioritas2	1	.5	.5	.5
	prioritas5	6	2.9	2.9	3.4
	prioritas6	4	2.0	2.0	5.4
	prioritas7	23	11.2	11.2	16.6
	prioritas8	61	29.8	29.8	46.3
	prioritas9	57	27.8	27.8	74.1
	prioritas10	34	16.6	16.6	90.7
	prioritas11	19	9.3	9.3	100.0
	Total	205	100.0	100.0	

newsgroup(p.10.9)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	prioritas4	5	2.4	2.4	2.4
	prioritas5	33	16.1	16.1	18.5
	prioritas6	34	16.6	16.6	35.1
	prioritas7	16	7.8	7.8	42.9
	prioritas8	15	7.3	7.3	50.2
	prioritas9	38	18.5	18.5	68.8
	prioritas10	45	22.0	22.0	90.7
	prioritas11	19	9.3	9.3	100.0
	Total	205	100.0	100.0	

image company(10.10)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	prioritas6	5	2.4	2.4	2.4
	prioritas7	23	11.2	11.2	13.7
	prioritas8	36	17.6	17.6	31.2
	prioritas9	28	13.7	13.7	44.9
	prioritas10	48	23.4	23.4	68.3
	prioritas11	65	31.7	31.7	100.0
	Total	205	100.0	100.0	

internet phone(p10.11)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	prioritas3	4	2.0	2.0	2.0
	prioritas4	6	2.9	2.9	4.9
	prioritas5	4	2.0	2.0	6.8
	prioritas6	28	13.7	13.7	20.5
	prioritas7	24	11.7	11.7	32.2
	prioritas8	33	16.1	16.1	48.3
	prioritas9	26	12.7	12.7	61.0
	prioritas10	31	15.1	15.1	76.1
	prioritas11	49	23.9	23.9	100.0
	Total	205	100.0	100.0	

internet provider

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	wasantara	24	11.7	11.7	11.7
	indosat	22	10.7	10.7	22.4
	D-net	76	37.1	37.1	59.5
	mitranet	41	20.0	20.0	79.5
	telkomnet	26	12.7	12.7	92.2
	radnet	16	7.8	7.8	100.0
	Total	205	100.0	100.0	

Kecepatan akses(t1.1)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup penting	60	29.3	29.3	29.3
	Penting	77	37.6	37.6	66.8
	Sangat penting	68	33.2	33.2	100.0
	Total	205	100.0	100.0	

Keamanan akses(t1.2)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup penting	54	26.3	26.3	26.3
	Penting	66	32.2	32.2	58.5
	Sangat penting	85	41.5	41.5	100.0
	Total	205	100.0	100.0	

Kerahasiaan(t1.3)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup penting	39	19.0	19.0	19.0
	Penting	57	27.8	27.8	46.8
	Sangat penting	109	53.2	53.2	100.0
	Total	205	100.0	100.0	

penangani keluhan(t1.4)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup penting	34	16.6	16.6	16.6
	Penting	52	25.4	25.4	42.0
	Sangat penting	119	58.0	58.0	100.0
	Total	205	100.0	100.0	

Biaya berlangganan(t1.5)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup penting	61	29.8	29.8	29.8
	Penting	72	35.1	35.1	64.9
	Sangat penting	72	35.1	35.1	100.0
	Total	205	100.0	100.0	

Kemudahan dlm pembayaran(t1.6)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup penting	67	32.7	32.7	32.7
	Penting	73	35.6	35.6	68.3
	Sangat penting	65	31.7	31.7	100.0
	Total	205	100.0	100.0	

Mengurangi biaya(t1.7)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup penting	47	22.9	22.9	22.9
	Penting	74	36.1	36.1	59.0
	Sangat penting	84	41.0	41.0	100.0
	Total	205	100.0	100.0	

Informasi lbh cepat&murah(t1.8)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup penting	43	21.0	21.0	21.0
	Penting	71	34.6	34.6	55.6
	Sangat penting	91	44.4	44.4	100.0
	Total	205	100.0	100.0	

Sbg media promosi(t1.9)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup penting	82	40.0	40.0	40.0
	Penting	101	49.3	49.3	89.3
	Sangat penting	22	10.7	10.7	100.0
	Total	205	100.0	100.0	

Komunikasi Interaktif(t1.10)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cukup penting	37	18.0	18.0	18.0
	Penting	55	26.8	26.8	44.9
	Sangat penting	113	55.1	55.1	100.0
	Total	205	100.0	100.0	

Crosstabs

prioritas 1 * internet provider Crosstabulation

			internet provider						
			wasantara	indosat	D-net	mitranet	telkomnet	radnet	Total
prioritas 1	download	Count	11	10	33	18	10	10	92
		% within internet provider	45.8%	45.5%	43.1%	43.0%	39.5%	62.5%	44.0%
	E-mail	Count	4	7	23	11	8	2	55
		% within internet provider	16.7%	31.8%	30.3%	26.8%	30.8%	12.5%	26.8%
	chatting	Count	6	3	12	4	5	2	32
		% within internet provider	25.0%	13.0%	15.0%	9.0%	19.2%	12.5%	15.0%
	mencari informasi	Count	3	2	8	8	3	2	26
		% within internet provider	12.5%	9.1%	10.5%	19.5%	11.5%	12.5%	12.7%
Total	Count		24	22	76	41	26	16	205
	% within internet provider		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	8.902 ^a	15	.883
Likelihood Ratio	8.000	15	.870
Linear-by-Linear Association	.042	1	.838
N of Valid Cases	205		

a. 9 cells (37.5%) have expected count less than 5. The minimum expected count is 2.03.

Jenis kelamin(p3) * internet provider

Crosstab

			internet provider						
			wasantara	indosat	D-net	mitranet	telkomnet	radnet	Total
jenis kelamin(p3)	pria	Count	12	7	42	20	14	7	102
		% within internet provider	50.0%	31.0%	55.3%	40.0%	53.8%	40.0%	49.0%
	wanita	Count	12	15	34	21	12	9	103
		% within internet provider	50.0%	68.2%	44.7%	51.2%	46.2%	56.3%	50.2%
Total	Count	24	22	76	41	26	16	205	
	% within internet provider	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.175 ^a	5	.520
Likelihood Ratio	4.245	5	.515
Linear-by-Linear Association	.074	1	.785
N of Valid Cases	205		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 7.96.

Usia(p4) * internet provider

Crosstab

			internet provider						Total
			wasantara	indosat	D-net	mitranet	telkomnet	radnet	
usia(p4)	<18thn&18-23thn	Count	10	9	40	21	10	9	99
		% within internet provider	41.7%	40.0%	52.6%	51.2%	39.5%	50.0%	49.3%
	21-23thn&	Count	14	13	36	20	16	7	106
		% within internet provider	58.3%	59.1%	47.4%	48.8%	61.5%	43.8%	51.7%
Total		Count	24	22	76	41	26	16	205
		% within internet provider	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.028 ^a	5	.696
Likelihood Ratio	3.045	5	.693
Linear-by-Linear Association	.331	1	.560
N of Valid Cases	205		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 7.73.

Universitas(p5) * internet provider

Crosstab

			internet provider						Total
			wasantara	indosat	D-net	mitranet	telkomnet	radnet	
universitas(p5); swasta		Count	17	14	41	27	17	8	124
		% within internet provider	70.8%	63.6%	53.9%	65.9%	65.4%	50.0%	60.5%
negatif		Count	7	8	35	14	9	8	81
		% within internet provider	29.2%	36.4%	46.1%	34.1%	34.6%	50.0%	39.5%
Total		Count	24	22	76	41	26	16	205
		% within internet provider	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.017 ^a	5	.547
Likelihood Ratio	4.037	5	.544
Linear by Linear Association	.385	1	.535
N of Valid Cases	205		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 6.32.

Brp kali dlm seminggu(p6) * internet provider

Crosstab

			internet provider					
			wasantara	indosat	D-net	mitranet	telkomnet	radnet
Brp kali dlm seminggu(p6)	1-2kali&3-4ka	Count	5	7	20	11	7	3
		% within internet prov	20.8%	31.8%	26.3%	26.8%	26.9%	18.8%
	5-6kali&>6kali	Count	19	15	56	30	19	13
		% within internet prov	79.2%	68.2%	73.7%	73.2%	73.1%	81.2%
Total			24	22	76	41	26	16
			100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.169 ^a	5	.946
Likelihood Ratio	1.216	5	.943
Linear-by-Linear Association	.025	1	.874
N of Valid Cases	205		

a. 1 cells (.5%) have expected count less than 5. The minimum expected count is 4.14.

Brp 1kali dlm 1jam(p7) * internet provider

Crosstab

			internet provider					
			wasantara	indosat	D-net	mitranet	telkomnet	radnet
Brp 1kali dlm 1jam(p7)	<1jam&1-2jam	Count	14	5	26	12	6	6
		% within internet provider	58.3%	22.7%	34.2%	29.3%	23.1%	37.5%
	3-5jam&>5jam	Count	10	17	50	29	20	10
		% within internet provider	41.7%	77.3%	65.8%	70.7%	76.9%	62.5%
Total			24	22	76	41	26	16
			100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	9.495 ^a	5	.091
Likelihood Ratio	9.221	5	.101
Linear-by-Linear Association	2.966	1	.086
N of Valid Cases	205		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.39.

Lama berlangganan(p8) * internet provider

Crosstab									
			internet provider					Total	
			wasantara	indosat	D-net	mitranet	telkomnet		radnet
lama berlangganan(p8)	<1thn&1-2thn	Count	10	11	40	23	12	5	113
		% within internet provider	75.0%	50.0%	52.6%	56.1%	46.2%	56.3%	55.1%
	3-5thn&=>6thn	Count	6	11	36	18	14	7	92
		% within internet provider	25.0%	50.0%	47.4%	43.9%	53.8%	43.8%	44.9%
Total		Count	24	22	76	41	26	10	205
		% within internet provider	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.127 ^a	5	.401
Likelihood Ratio	5.351	5	.375
Linear-by-Linear Association	1.549	1	.213
N of Valid Cases	205		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 7.18.

Info provider(p9) * internet provider

Crosstab									
		internet provider							
		wasantara	indosat	D-net	mitranet	telkomnet	radnet	Total	
info provider(p9)	teman	Count	13	9	32	18	14	7	93
		% within internet provide	54.2%	40.9%	42.1%	43.9%	53.8%	43.8%	45.4%
	brosur	Count	2	3	11	5	5	3	29
		% within internet provide	8.3%	13.6%	14.5%	12.2%	19.2%	18.8%	14.1%
	majalah, koran&tv/radik	Count	9	10	33	18	7	6	83
		% within internet provide	37.5%	45.5%	43.4%	43.9%	20.9%	37.5%	40.5%
Total		Count	24	22	76	41	26	16	205
		% within internet provide	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.217 ^a	10	.937
Likelihood Ratio	4.362	10	.930
Linear-by-Linear Association	.130	1	.719
N of Valid Cases	205		

a. 4 cells (22.2%) have expected count less than 5. The minimum expected count is 2.20.

Alasan pemilihan (p11) * internet provider

Crosstab

		internet provider						Total
		wasantara	indosat	D-net	mitranet	telkomnet	radnet	
alasan pemilihan coba-coba&Fasilitas (p11)	Count	7	8	23	16	9	6	69
	% within internet prov	29.2%	36.4%	30.3%	39.0%	34.6%	37.5%	33.7%
	Banyak yang Count	17	14	53	25	17	10	136
memakainya&murah	% within internet prov	70.8%	63.6%	69.7%	61.0%	65.4%	62.5%	66.3%
	Count	24	22	76	41	26	16	205
Total	% within internet prov	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.326 ^a	5	.932
Likelihood Ratio	1.324	5	.932
Linear-by-Linear Association	.434	1	.510
N of Valid Cases	205		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.39.

Pembayar tagihan (p12) * internet provider

Crosstab

		internet provider						Total
		wasantara	indosat	D-net	mitranet	telkomnet	radnet	
pembayar tagihan bank&ATM (p12)	Count	11	13	42	25	16	9	116
	% within internet provi	45.8%	59.1%	55.3%	61.0%	61.5%	56.3%	56.6%
	kantor provider terse	Count	13	9	34	16	10	89
	% within internet provi	54.2%	40.9%	44.7%	39.0%	38.5%	43.8%	43.4%
	Count	24	22	76	41	26	16	205
Total	% within internet provi	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.822 ^a	5	.873
Likelihood Ratio	1.815	5	.874
Linear-by-Linear Association	.825	1	.364
N of Valid Cases	205		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 0.95.

Gaya hidup anda(p13) * internet provider

			internet provider					
			wasantara	indosat	D-net	mitranet	telkomnet	radnet
gaya hidup anda(p13)	menyukai kemewahan	Count	11	8	25	15	4	6
	Menyukai kebugaran&Sering berolahraga	% within internet prov	45.8%	36.4%	32.9%	36.6%	15.4%	37.5%
	Sederhana&Menyukai tantangan	Count	13	14	51	26	22	10
		% within internet prov	54.2%	63.6%	67.1%	63.4%	84.6%	62.5%
Total			24	22	76	41	26	16
			100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.836 ^a	5	.322
Likelihood Ratio	6.313	5	.277
Linear by Linear Association	1.939	1	.164
N of Valid Cases	205		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.39.

Musik yg disukai(p14) * internet provider

		internet provider						Total
		wasantara	indosat	D-net	mitranet	telkomnet	radnet	
musik yg disukai(p14)	jazz,dangdut	Count	6	4	21	10	7	54
		% within internet prov	25.0%	18.2%	27.6%	24.4%	26.9%	26.3%
	pop&R&B	Count	18	18	55	31	19	151
		% within internet prov	75.0%	81.8%	72.4%	75.6%	73.1%	73.7%
Total		Count	24	22	76	41	26	205
		% within internet prov	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.954 ^a	5	.855
Likelihood Ratio	1.943	5	.857
Linear-by-Linear Association	.714	1	.398
N of Valid Cases	205		

a. 1 cells (8.3%) have expected count less than 5. The minimum expected count is 4.21.

Olaraga yg disukai(p15) * internet provider

Crosstab

			internet provider						Total
			wasantara	indosat	D-net	mitranet	telkomnet	radnet	
olaraga yg disukai(p15)	renang,bela diri&volley	Count	6	4	17	7	11	2	47
		% within internet provider	25.0%	10.2%	22.4%	17.1%	42.3%	12.5%	22.9%
	s bola&fitness	Count	10	12	35	17	8	6	88
		% within internet provider	41.7%	54.5%	46.1%	41.5%	30.8%	37.5%	42.9%
	basket	Count	8	6	24	17	7	8	70
		% within internet provider	33.3%	27.3%	31.6%	41.5%	20.9%	50.0%	34.1%
Total		Count	24	22	76	41	26	16	205
		% within internet provider	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	10.475 ^a	10	.400
Likelihood Ratio	9.756	10	.462
Linear-by-Linear Association	.170	1	.680
N of Valid Cases	205		

a. 1 cells (5.6%) have expected count less than 5. The minimum expected count is 3.67.

Suka membaca(p16) * internet provider

Crosstab

			internet provider						Total
			wasantara	indosat	D-net	mitranet	telkomnet	radnet	
suka membaca(p16)	ya	Count	24	22	76	41	26	16	205
		% within internet provider	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Total		Count	24	22	76	41	26	16	205
		% within internet provider	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value
Pearson Chi-Square	. ^a
N of Valid Cases	205

a. No statistics are computed because suka membaca(p16) is a constant.

Bacaan yg disukai(p17) * internet provider

	internet provider						Total
	wasantara	indosat	D-net	mitranet	telkomnet	radnet	
bacaan yg disukai(koran&majalah	8	6	26	16	11	4	71
	33.3%	27.3%	34.2%	39.0%	42.3%	25.0%	34.6%
novel&kemik	16	16	50	25	15	12	134
	66.7%	72.7%	65.8%	61.0%	57.7%	75.0%	65.4%
Total	24	22	76	41	26	16	205
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.232 ^a	5	.816
Likelihood Ratio	2.263	5	.812
Linear-by-Linear Association	.134	1	.715
N of Valid Cases	205		

a. 0 cells (.0%) have expected count less than 5.
The minimum expected count is 5.54.

Membayar tagihan /bln(p18) * internet provider

Crosstab

			internet provider						Total
			wasantara	indosat	D-net	mitranet	telkomnet	radnet	
membayar tagihan /bln(p18)	Rp 250.000 <= - <	Count	2	7	24	18	9	6	66
	500.000	% within internet pro	8.3%	31.8%	31.6%	43.9%	34.6%	37.5%	32.2%
	Rp 500.000 <= - <	Count	17	10	34	16	12	6	95
	Rp750.000	% within internet pro	70.8%	45.5%	44.7%	39.0%	40.2%	37.5%	40.3%
	Lebih dari Rp 750.	Count	5	5	18	7	5	4	44
		% within internet pro	20.8%	22.7%	23.7%	17.1%	19.2%	25.0%	21.5%
Total		Count	24	22	76	41	26	16	205
		% within internet pro	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	10.661 ^a	10	.370
Likelihood Ratio	12.045	10	.280
Linear-by-Linear Association	2.266	1	.132
N of Valid Cases	205		

a. 2 cells (11.1%) have expected count less than 5. The minimum expected count is 3.43.

Pendapatan orang tua /bln(p19) * internet provider

Crosstab									
			internet provider						Total
			wasantara	indosat	D-net	mitranet	telkomnet	radnet	
pendapatan oran tua /bln(p19)	< 1 juta, 1-<5 juta	Count	11	8	38	20	19	7	103
		% within internet prov	45.8%	36.4%	50.0%	48.8%	73.1%	43.8%	50.2%
	>= 10 juta	Count	13	14	38	21	1	9	102
		% within internet prov	54.2%	63.6%	50.0%	51.2%	26.9%	56.2%	49.8%
Total		Count	24	22	76	41	26	16	205
		% within internet prov	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	7.611 ^a	5	.179
Likelihood Ratio	7.848	5	.165
Linear-by-Linear Association	1.849	1	.174
N of Valid Cases	205		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 7.96.

Uang saku sebulan(p20) * internet provider

Crosstab									
			internet provider						Total
			wasantara	indosat	D-net	mitranet	telkomnet	radnet	
uang saku sebulan(p20)	400-<750 ribu	Count	9	8	26	18	10	2	73
		% within internet prov	37.5%	36.4%	34.2%	43.9%	38.5%	12.5%	35.6%
	750 ribu-<1 juta	Count	10	8	35	14	10	6	83
		% within internet prov	41.7%	36.4%	46.1%	34.1%	36.5%	37.5%	40.5%
	>=1 juta	Count	5	6	15	9	6	6	49
		% within internet prov	20.8%	27.3%	19.7%	22.0%	23.1%	50.0%	23.9%
Total		Count	24	22	76	41	26	16	205
		% within internet prov	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	9.534 ^a	10	.495
Likelihood Ratio	9.543	10	.481
Linear-by-Linear Association	1.669	1	.196
N of Valid Cases	205		

a. 1 cells (5.8%) have expected count less than 5. The minimum expected count is 3.82.

MANOVA for provider s = 5 m = 2,0 n = 94,0

Criterion	Test Statistic	Approx F	DF	P
Wilk's	0.74260	1,173	(50; 869)	0,196
Lawley-Hotelling	0.31039	1,170	(50; 942)	0,200
Pillai's	0.28561	1,175	(50; 970)	0,193
Roy's	0.13023			

One-way ANOVA: cepat versus provider

Analysis of Variance for cepat

Source	DF	SS	MS	F	P
provider	5	1.470	0.294	0.46	0.803
Error	199	126.218	0.634		
Total	204	127.688			

Level	N	Mean	StDev
D-net	76	4.0658	0,7543
indosat	22	3.9545	0,8439
mitranet	41	3.9756	0,8212
radnet	16	4.1875	0,8342
telkomne	26	3.9231	0,8449
wasantar	24	4.1667	0,7614
Pooled StDev = 0,7964			

One-way ANOVA: aman versus provider

Analysis of Variance for aman

Source	DF	SS	MS	F	P
provider	5	5.304	1.061	1.64	0.152
Error	199	129.008	0.648		
Total	204	134.312			

Level	N	Mean	StDev
D-net	76	4,0526	0,8310
indosat	22	3,9545	0,8439
mitranet	41	4,3171	0,7886
radnet	16	3,9375	0,7719
telkomne	26	4,2308	0,8152
wasantar	24	4,4167	0,7173
Pooled StDev = 0.8052			

One-way ANOVA: rahasia versus provider

Analysis of Variance for rahasia

Source	DF	SS	MS	F	P
provider	5	3,598	0,720	1,19	0,316
Error	199	120,500	0,606		
Total	204	124,098			

Level	N	Mean	StDev
D-net	76	4,2368	0,8621
indosat	22	4,1818	0,7950
mitranet	41	4,3415	0,7940
radnet	16	4,4375	0,7274
telkomne	26	4,5000	0,6481
wasantar	24	4,5833	0,5836
Pooled StDev = 0,7782			

One-way ANOVA: keluhan versus provider

Analysis of Variance for keluhan

Source	DF	SS	MS	F	P
provider	5	1,453	0,291	0,50	0,778
Error	199	116,303	0,584		
Total	204	117,756			

Level	N	Mean	StDev
D-net	76	4,4079	0,7690
indosat	22	4,4091	0,7964
mitranet	41	4,3659	0,7334
radnet	16	4,6875	0,7042
telkomne	26	4,4231	0,8086
wasantar	24	4,3333	0,7614
Pooled StDev = 0,7645			

One-way ANOVA: biaya versus provider

Analysis of Variance for biaya

Source	DF	SS	MS	F	P
provider	5	6,399	1,280	2,02	0,077
Error	199	126,011	0,633		
Total	204	132,410			

Level	N	Mean	StDev
D-net	76	3,9605	0,8237
indosat	22	4,0455	0,8439
mitranet	41	3,8537	0,7925
radnet	16	4,4375	0,6292
telkomne	26	4,2308	0,7646

wasantar 24 4,2500 0,7940

Pooled StDev = 0,7958

One-way ANOVA: bayar versus provider

Analysis of Variance for bayar

Source	DF	SS	MS	F	P
provider	5	3,265	0,653	1,01	0,413
Error	199	128,715	0,647		
Total	204	131,980			

Level	N	Mean	StDev
D-net	76	3,8947	0,8259
indosat	22	4,2273	0,7516
mitranet	41	4,0244	0,7241
radnet	16	4,0000	0,8165
telkomne	26	3,8462	0,8806
wasantar	24	4,1667	0,8165

Pooled StDev = 0,8042

One-way ANOVA: kurang versus provider

Analysis of Variance for kurang

Source	DF	SS	MS	F	P
provider	5	4,219	0,844	1,40	0,226
Error	199	120,103	0,604		
Total	204	124,322			

Level	N	Mean	StDev
D-net	76	4,2895	0,7800
indosat	22	4,0455	0,7222

mitranet 41 4,2927 0,7157
 radnet 16 4,1250 0,8851
 telkomne 26 4,1154 0,7656
 wasantar 24 3,8750 0,8502
 Pooled StDev = 0.7769

One-way ANOVA: info versus provider

Analysis of Variance for info

Source	DF	SS	MS	F	P
provider	5	0.930	0.186	0.30	0.910
Error	199	121.831	0.612		
Total	204	122.761			

Level	N	Mean	StDev
D-net	76	4.2368	0.7809
indosat	22	4.0909	0.8679
mitranet	41	4.2927	0.6798
radnet	16	4.1250	0.8062
telkomne	26	4.3077	0.7359
wasantar	24	4.2500	0.8969
Pooled StDev =		0.7824	

One-way ANOVA: promosi versus provider

Analysis of Variance for promosi

Source	DF	SS	MS	F	P
provider	5	1.270	0.254	0.59	0.705
Error	199	85.169	0.428		
Total	204	86.439			

Level	N	Mean	StDev
D-net	76	3,7763	0,6851
indosat	22	3,5909	0,5903
mitranet	41	3,6585	0,6168
radnet	16	3,5625	0,5123
telkomne	26	3,6923	0,6177
wasantar	24	3,7917	0,7790
Pooled StDev = 0,6542			

One-way ANOVA: comaktif versus provider

Analysis of Variance for comaktif

Source	DF	SS	MS	F	P
provider	5	8,607	1,721	3,03	0,012
Error	199	113,218	0,569		
Total	204	121,824			

Level	N	Mean	StDev
D-net	76	4,5395	0,7013
indosat	22	4,2727	0,7673
mitranet	41	4,3902	0,7028
radnet	16	4,4375	0,7274
telkomne	26	3,8846	0,9519
wasantar	24	4,3750	0,7697

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