



**LAMPIRAN 1**  
**KUESIONER PENELITIAN**

## Lampiran 1 : Pengantar Kuesioner



### KUESIONER PENELITIAN ANALISIS PENGARUH KUALITAS LAYANAN, KEPUASAN KONSUMEN DAN KEPERCAYAAN TERHADAP LOYALITAS PELANGGAN DALAM MENGGUNAKAN JASA GO-JEK

(Studi Kasus pada Masyarakat Kec. Sumpalsari Kota Jember)

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Dengan Hormat,

Dengan ini perkenankan diri saya :

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Fakultas/Prog. Studi : Ekonomi/Manajemen

Dalam rangka menyelesaikan penelitian strata satu (S1) pada jurusan Manajemen Universitas Muhammadiyah Jember, penulis melaksanakan penelitian sebagai bentuk tugas dan kewajiban yang harus dilakukan.

Berdasarkan hal tersebut, dimohon dengan hormat kesediaan saudara/i untuk mengisi kuesioner yang peneliti ajukan sesuai dengan keadaan yang sebenarnya dan kerahasiaan dari jawaban yang hanya semata-mata sebagai bahan penelitian penyusunan skripsi, maka sangat dibutuhkan pendapat dari responden untuk melengkapi penelitian ini, informasi yang akan anda berikan sangat berarti bagi penelitian ini.

Atas bantuan dan partisipasinya saya ucapkan terima kasih.

Hormat saya

**Lenny Kristiana Wati**  
**NIM. 14.10.411.310**

## Lampiran 2 : Petunjuk Pengisian Kuesioner Penelitian

## 1. Karakteristik Responden

1. No responden :
2. Jenis kelamin : Laki-laki / Perempuan
3. Usia (beri tanda X pada jawaban)
  - a. 17-20 tahun
  - b. 21-25 tahun
  - c. 26-35 tahun
  - d. > 36 tahun
4. Pekerjaan
  - a. Pelajar / Mahasiswa
  - b. Wiraswasta
  - c. PNS / Pegawai Swasta
  - d. Lainnya :.....
5. Sudah berapa kali menggunakan layanan Jasa Go-Jek di Kota Jember?  
..... kali

## 2. Petunjuk Pengisian

Berikan pernyataan anda dengan memberikan tanda centang (✓) pada kolom yang dianggap paling sesuai dengan pendapat anda. Dimana keterangan dari 5 pilihan jawaban yaitu :

1. SS : Sangat Setuju = skor 5
2. S : Setuju = skor 4
3. KS : Kurang Setuju = skor 3
4. TS : Tidak Setuju = skor 2
5. STS : Sangat Tidak Setuju = skor 1

## Lampiran 3 : Kuesioner Penelitian

### 1. Variabel Kualitas Layanan (X1)

No.	PERNYATAAN	SS	S	KS	TS	STS
1	Driver Go-Jek berpenampilan rapi dan profesional.					
2	Go-Jek memberikan solusi kemudahan transportasi bagi pelanggan.					
3	Go-Jek memberikan layanan yang tepat waktu, tidak terlambat, dan tidak membuat orang menunggu.					
4	Go-Jek merupakan transportasi yang memiliki jaminan layanan terpercaya.					
5	Driver Go-Jek memperlakukan pelanggan secara penuh perhatian.					

### 2. Variabel Kepuasan Konsumen (X2)

No.	PERNYATAAN	SS	S	KS	TS	STS
1	Saya merasa mendapat manfaat contohnya kemudahan, kenyamanan dan efisien seperti apa yang saya harapkan.					
2	Saya menggunakan jasa transportasi Go-Jek secara berulang.					
3	Saya berpendapat bahwa tarif yang ditetapkan perusahaan Go-Jek transparan.					

### 3. Kepercayaan Pelanggan (X3)

No.	PERNYATAAN	SS	S	KS	TS	STS
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1	Saya percaya bahwa Go-Jek berperilaku jujur dengan memunculkan nama driver, nomor polisi kendaraan di aplikasi Go-Jek.					
2	Saya percaya bahwa PT. Go-Jek selalu bertanggung jawab apabila terdapat komplain.					
3	Saya percaya bahwa PT. Go-Jek adalah perusahaan dengan reputasi baik.					

#### 4. Loyalitas Pelanggan (Y)

No.	PE RNYATAAN	SS	S	KS	TS	STS
1	Saya akan tetap menggunakan jasa transportasi Go-Jek.					
2	Saya akan merekomendasikan jasa Go-Jek kepada orang lain.					
3	Saya tidak akan beralih/mudah terpengaruh dengan pesaing lain.					
4	Saya menceritakan pengalaman baik saya terhadap jasa Go-Jek kepada orang lain.					

The logo of Universitas Muhammadiyah Jember is a large, faint watermark in the background. It is a shield-shaped emblem with a scalloped border. Inside the shield, there is a central sunburst or starburst design. The text "UNIVERSITAS MUHAMMADIYAH" is written along the top inner edge of the shield, and "JEMBER" is written along the bottom inner edge.

**LAMPIRAN 2**  
**REKAPITULASI KUESIONER**

### REKAPITULASI RESPONDEN

NO	X1.1	X1.2	X1.3	X1.4	X1.5	X1	X2.1	X2.2	X2.3	X2	X3.1	X3.2	X3.3	X3	Y1.1	Y1.2	Y1.3	Y1.4	Y
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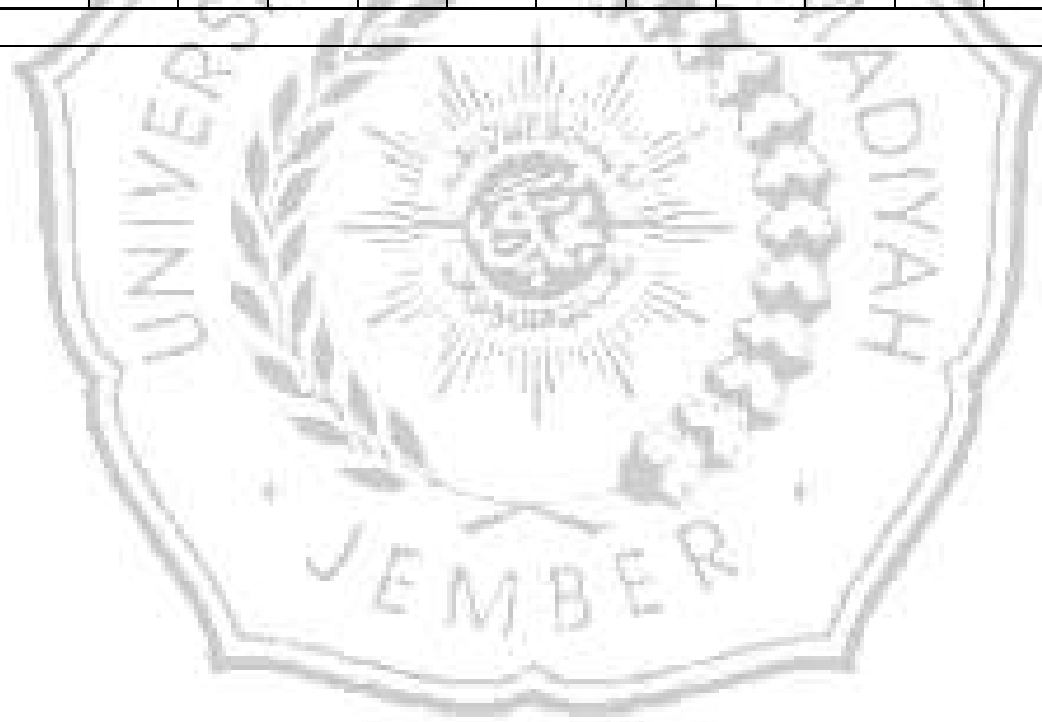
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97	4	5	4	3	4	<b>20</b>	4	5	4	<b>13</b>	4	4	4	<b>12</b>	4	4	4	4	<b>16</b>

98	4	5	4	4	4	<b>21</b>	5	4	4	<b>13</b>	4	4	4	<b>12</b>	4	4	4	4	<b>16</b>
99	4	4	4	4	4	<b>20</b>	4	4	4	<b>12</b>	4	4	4	<b>12</b>	4	4	4	4	<b>16</b>
100	4	5	5	5	4	<b>23</b>	5	5	5	<b>15</b>	5	4	5	<b>14</b>	5	5	5	5	<b>20</b>
101	5	5	5	5	5	<b>25</b>	5	5	5	<b>15</b>	5	5	5	<b>15</b>	5	5	5	5	<b>20</b>
102	4	4	4	4	4	<b>20</b>	4	4	4	<b>12</b>	4	4	4	<b>12</b>	4	4	4	4	<b>16</b>
103	4	5	4	5	4	<b>22</b>	5	5	5	<b>15</b>	5	4	4	<b>13</b>	4	4	4	4	<b>16</b>
104	5	5	4	5	4	<b>23</b>	5	4	4	<b>13</b>	5	5	5	<b>15</b>	5	4	4	4	<b>17</b>
105	4	5	4	4	4	<b>21</b>	4	4	3	<b>11</b>	4	4	4	<b>12</b>	4	4	3	4	<b>15</b>





**LAMPIRAN 3**  
**PERHITUNGAN FREKUENSI**

FREQUENCIES VARIABLES=X1.1 X1.2 X1.3 X1.4 X1.5  
 /STATISTICS=STDDEV MINIMUM MAXIMUM MEAN MEDIAN MODE SUM

/ORDER=ANALYSIS.

## Frequencies X1

		Statistics				
		X1.1	X1.2	X1.3	X1.4	X1.5
N	Valid	105	105	105	105	105
	Missing	0	0	0	0	0
Mean		4.1333	4.7238	4.2476	4.5048	4.2000
Median		4.0000	5.0000	4.0000	5.0000	4.0000
Mode		4.00	5.00	4.00	5.00	4.00
Std. Deviation		.60553	.47017	.67626	.66685	.54420
Minimum		2.00	3.00	2.00	2.00	2.00
Maximum		5.00	5.00	5.00	5.00	5.00
Sum		434.00	496.00	446.00	473.00	441.00

## Frequency Table

		X1.1			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.0	1.0	1.0
	3	10	9.5	9.5	10.5
	4	68	64.8	64.8	75.2
	5	26	24.8	24.8	100.0
Total		105	100.0	100.0	

**X1.2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	1.0	1.0	1.0
	4	27	25.7	25.7	26.7
	5	77	73.3	73.3	100.0
	Total	105	100.0	100.0	

**X1.3**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.0	1.0	1.0
	3	11	10.5	10.5	11.4
	4	54	51.4	51.4	62.9
	5	39	37.1	37.1	100.0
	Total	105	100.0	100.0	

**X1.4**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.0	1.0	1.0
	3	7	6.7	6.7	7.6
	4	35	33.3	33.3	41.0
	5	62	59.0	59.0	100.0
	Total	105	100.0	100.0	

**X1.5**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.0	1.0	1.0
	3	4	3.8	3.8	4.8
	4	73	69.5	69.5	74.3
	5	27	25.7	25.7	100.0
Total		105	100.0	100.0	

FREQUENCIES VARIABLES=X2.1 X2.2 X2.3  
 /STATISTICS=STDDEV MINIMUM MAXIMUM MEAN MEDIAN MODE SUM  
 /ORDER=ANALYSIS.

**Frequencies X2**

**Statistics**

		X2.1	X2.2	X2.3
N	Valid	105	105	105
	Missing	0	0	0
Mean		4.6095	4.4571	4.2952
Median		5.0000	5.0000	4.0000
Mode		5.00	5.00	4.00
Std. Deviation		.50943	.67977	.64932
Minimum		3.00	2.00	2.00
Maximum		5.00	5.00	5.00
Sum		484.00	468.00	451.00

## Frequency Table

X2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	1.0	1.0	1.0
	4	39	37.1	37.1	38.1
	5	65	61.9	61.9	100.0
	Total	105	100.0	100.0	

X2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.0	1.0	1.0
	3	8	7.6	7.6	8.6
	4	38	36.2	36.2	44.8
	5	58	55.2	55.2	100.0
	Total	105	100.0	100.0	

X2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.0	1.0	1.0
	3	8	7.6	7.6	8.6
	4	55	52.4	52.4	61.0
	5	41	39.0	39.0	100.0
	Total	105	100.0	100.0	



```

FREQUENCIES VARIABLES=X3.1 X3.2 X3.3
  /STATISTICS=STDDEV MINIMUM MAXIMUM MEAN MEDIAN MODE SUM

/ORDER=ANALYSIS.

```

### Frequencies X3

**Statistics**

		X3.1	X3.2	X3.3
N	Valid	105	105	105
	Missing	0	0	0
Mean		4.6000	4.0476	4.4095
Median		5.0000	4.0000	4.0000
Mode		5.00	4.00	4.00
Std. Deviation		.56501	.56126	.56662
Minimum		3.00	3.00	3.00
Maximum		5.00	5.00	5.00
Sum		483.00	425.00	463.00

### Frequency Table

**X3.1**

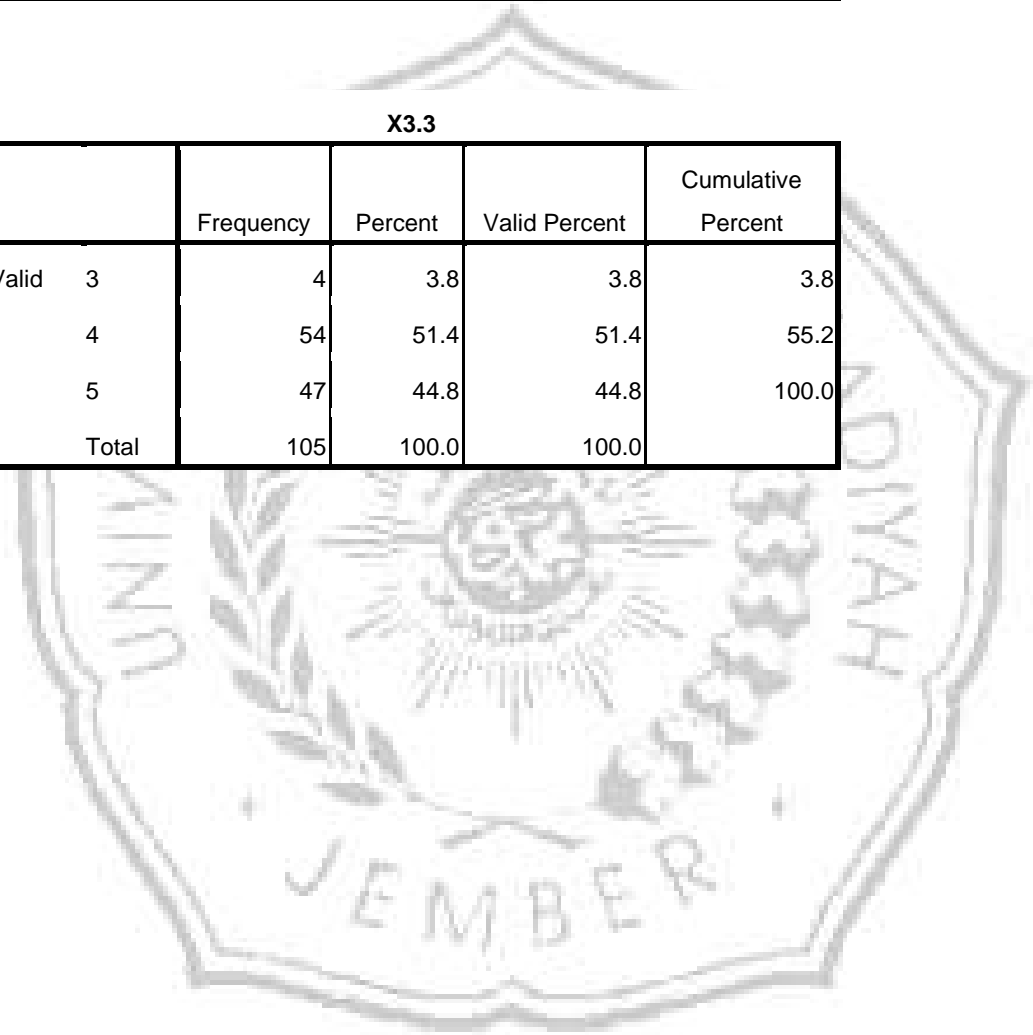
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	4	3.8	3.8	3.8
	4	34	32.4	32.4	36.2
	5	67	63.8	63.8	100.0
Total		105	100.0	100.0	

**X3.2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	14	13.3	13.3	13.3
	4	72	68.6	68.6	81.9
	5	19	18.1	18.1	100.0
	Total	105	100.0	100.0	

**X3.3**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	4	3.8	3.8	3.8
	4	54	51.4	51.4	55.2
	5	47	44.8	44.8	100.0
	Total	105	100.0	100.0	



```

FREQUENCIES VARIABLES=Y1.1 Y1.2 Y1.3 Y1.4
  /STATISTICS=STDDEV MINIMUM MAXIMUM MEAN MEDIAN MODE SUM

/ORDER=ANALYSIS.

```

## Frequencies Y

**Statistics**

		Y1.1	Y1.2	Y1.3	Y1.4
N	Valid	105	105	105	105
	Missing	0	0	0	0
Mean		4.2476	4.3143	3.8667	4.2952
Median		4.0000	4.0000	4.0000	4.0000
Mode		4.00	4.00	4.00	4.00
Std. Deviation		.55089	.57703	.92056	.58710
Minimum		3.00	3.00	1.00	3.00
Maximum		5.00	5.00	5.00	5.00
Sum		446.00	453.00	406.00	451.00

## Frequency Table

**Y1.1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	6	5.7	5.7	5.7
	4	67	63.8	63.8	69.5
	5	32	30.5	30.5	100.0
Total		105	100.0	100.0	

**Y1.2**

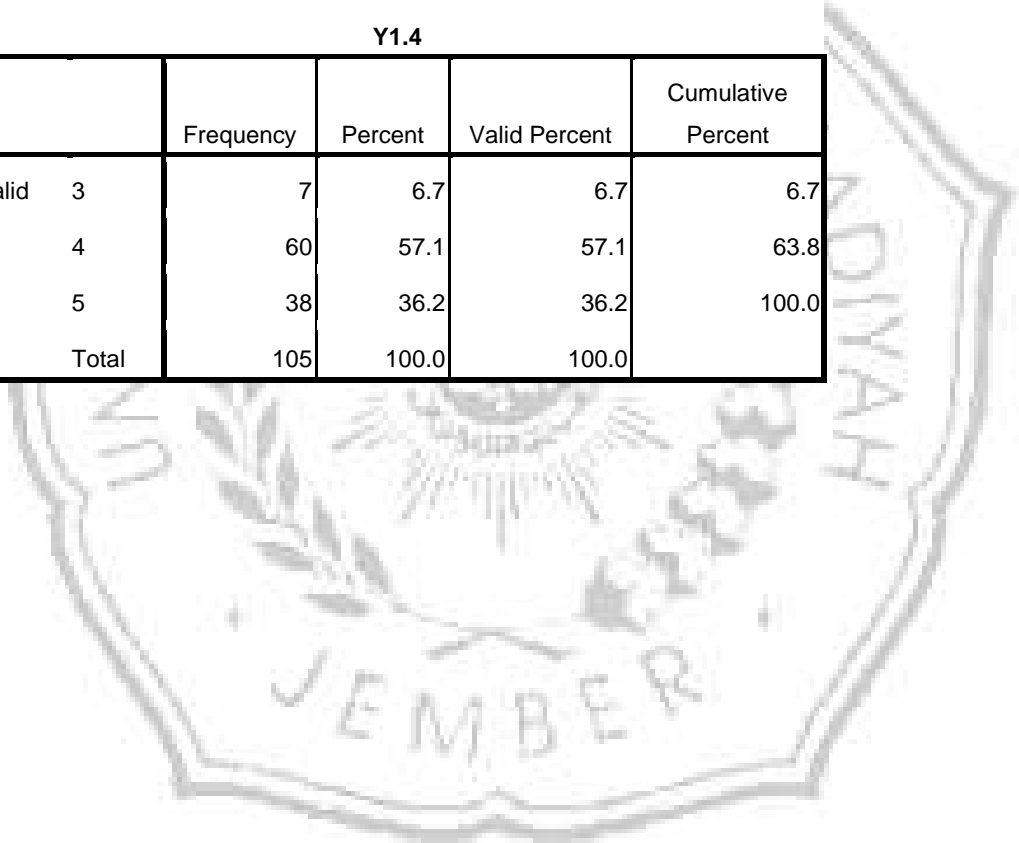
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	6	5.7	5.7	5.7
	4	60	57.1	57.1	62.9
	5	39	37.1	37.1	100.0
Total		105	100.0	100.0	

**Y1.3**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	6	5.7	5.7	5.7
	2	1	1.0	1.0	6.7
	3	13	12.4	12.4	19.0
	4	66	62.9	62.9	81.9
	5	19	18.1	18.1	100.0
	Total	105	100.0	100.0	

**Y1.4**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	7	6.7	6.7	6.7
	4	60	57.1	57.1	63.8
	5	38	36.2	36.2	100.0
	Total	105	100.0	100.0	





**LAMPIRAN 4**  
**UJI VALIDITAS**

```

CORRELATIONS
/VARIABLES=X1.1 X1.2 X1.3 X1.4 X1.5 X1
/PRINT=TWOTAIL NOSIG

/MISSING=PAIRWISE.

```

## Correlations X1

		Correlations					
		X1.1	X1.2	X1.3	X1.4	X1.5	X1
X1.1	Pearson Correlation	1	.299**	.388**	.332**	.444**	.672**
	Sig. (2-tailed)		.002	.000	.001	.000	.000
	N	105	105	105	105	105	105
X1.2	Pearson Correlation	.299**	1	.489**	.480**	.368**	.687**
	Sig. (2-tailed)	.002		.000	.000	.000	.000
	N	105	105	105	105	105	105
X1.3	Pearson Correlation	.388**	.489**	1	.573**	.491**	.818**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	105	105	105	105	105	105
X1.4	Pearson Correlation	.332**	.480**	.573**	1	.382**	.771**
	Sig. (2-tailed)	.001	.000	.000		.000	.000
	N	105	105	105	105	105	105
X1.5	Pearson Correlation	.444**	.368**	.491**	.382**	1	.718**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	105	105	105	105	105	105
X1	Pearson Correlation	.672**	.687**	.818**	.771**	.718**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	105	105	105	105	105	105

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

```

CORRELATIONS
/VARIABLES=X2.1 X2.2 X2.3 X2
/PRINT=TWOTAIL NOSIG

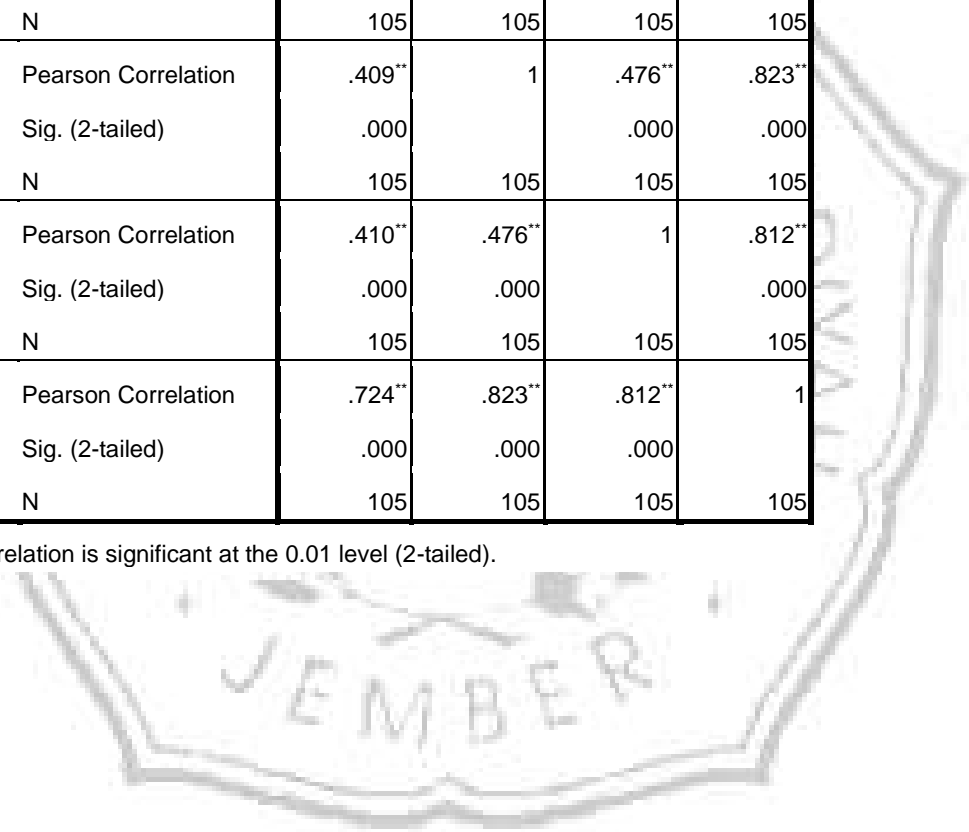
/MISSING=PAIRWISE.

```

## Correlations X2

		X2.1	X2.2	X2.3	X2
X2.1	Pearson Correlation	1	.409**	.410**	.724**
	Sig. (2-tailed)		.000	.000	.000
	N	105	105	105	105
X2.2	Pearson Correlation	.409**	1	.476**	.823**
	Sig. (2-tailed)	.000		.000	.000
	N	105	105	105	105
X2.3	Pearson Correlation	.410**	.476**	1	.812**
	Sig. (2-tailed)	.000	.000		.000
	N	105	105	105	105
X2	Pearson Correlation	.724**	.823**	.812**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	105	105	105	105

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



```

CORRELATIONS
/VARIABLES=X3.1 X3.2 X3.3 X3
/PRINT=TWOTAIL NOSIG

/MISSING=PAIRWISE.

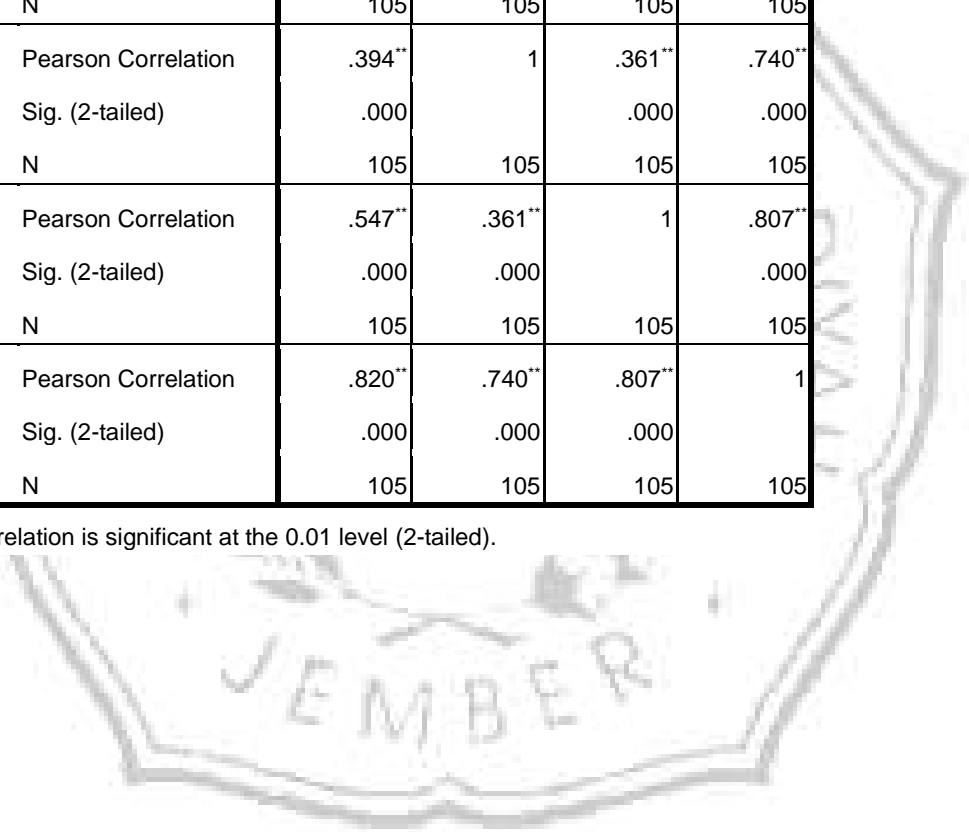
```

### Correlations X3

Correlations

		X3.1	X3.2	X3.3	X3
X3.1	Pearson Correlation	1	.394**	.547**	.820**
	Sig. (2-tailed)		.000	.000	.000
	N	105	105	105	105
X3.2	Pearson Correlation	.394**	1	.361**	.740**
	Sig. (2-tailed)	.000		.000	.000
	N	105	105	105	105
X3.3	Pearson Correlation	.547**	.361**	1	.807**
	Sig. (2-tailed)	.000	.000		.000
	N	105	105	105	105
X3	Pearson Correlation	.820**	.740**	.807**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	105	105	105	105

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





CORRELATIONS  
 /VARIABLES=Y1.1 Y1.2 Y1.3 Y1.4 Y  
 /PRINT=TWOTAIL NOSIG  
 /MISSING=PAIRWISE.

## Correlations Y

		Y1.1	Y1.2	Y1.3	Y1.4	Y
Y1.1	Pearson Correlation	1	.630**	.597**	.574**	.808**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	105	105	105	105	105
Y1.2	Pearson Correlation	.630**	1	.605**	.859**	.890**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	105	105	105	105	105
Y1.3	Pearson Correlation	.597**	.605**	1	.501**	.849**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	105	105	105	105	105
Y1.4	Pearson Correlation	.574**	.859**	.501**	1	.834**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	105	105	105	105	105
Y	Pearson Correlation	.808**	.890**	.849**	.834**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	105	105	105	105	105

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





**LAMPIRAN 5**  
**UJI RELIABILITAS**

RELIABILITY  
 /VARIABLES=X1.1 X1.2 X1.3 X1.4 X1.5 X1  
 /SCALE('ALL VARIABLES') ALL  
 /MODEL=ALPHA  
 /SUMMARY=TOTAL.

## Reliability X1

### Scale: ALL VARIABLES

**Case Processing Summary**

		N	%
Cases	Valid	105	100.0
	Excluded <sup>a</sup>	0	.0
	Total	105	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.788	6

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	39.49	15.964	.585	.764
X1.2	38.90	16.556	.623	.770
X1.3	39.37	14.774	.756	.732
X1.4	39.11	15.102	.697	.742
X1.5	39.42	16.034	.650	.760
X1	21.81	4.790	1.000	.784

```

RELIABILITY
/VARIABLES=X2.1 X2.2 X2.3 X2
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA

/SUMMARY=TOTAL.

```

## Reliability X2

### Scale: ALL VARIABLES

**Case Processing Summary**

		N	%
Cases	Valid	105	100.0
	Excluded <sup>a</sup>	0	.0
	Total	105	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.820	4

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	22.11	6.583	.623	.816
X2.2	22.27	5.678	.719	.761
X2.3	22.43	5.824	.710	.769
X2	13.36	2.118	1.000	.690

```

RELIABILITY
/VARIABLES=X3.1 X3.2 X3.3 X3
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA

/SUMMARY=TOTAL.

```

## Reliability X3

### Scale: ALL VARIABLES

**Case Processing Summary**

		N	%
Cases	Valid	105	100.0
	Excluded <sup>a</sup>	0	.0
	Total	105	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.822	4

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X3.1	21.51	4.983	.729	.771
X3.2	22.07	5.236	.619	.805
X3.3	21.70	5.018	.710	.777
X3	13.06	1.785	1.000	.697

```

RELIABILITY
/VARIABLES=Y1.1 Y1.2 Y1.3 Y1.4 Y
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA

/SUMMARY=TOTAL.

```

## Reliability Y

### Scale: ALL VARIABLES

**Case Processing Summary**

		N	%
Cases	Valid	105	100.0
	Excluded <sup>a</sup>	0	.0
	Total	105	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.823	5

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1.1	29.20	16.219	.758	.799
Y1.2	29.13	15.636	.858	.782
Y1.3	29.58	13.765	.772	.757
Y1.4	29.15	15.861	.787	.791
Y	16.72	4.971	1.000	.843

The logo of Universitas Muhammadiyah Jember is a large, faint watermark in the background. It is a shield-shaped emblem with a scalloped border. Inside the shield, there is a central sunburst or star-like symbol. The text "UNIVERSITAS MUHAMMADIYAH" is written along the top inner edge of the shield, and "JEMBER" is written along the bottom inner edge. The text is in a serif font.

**LAMPIRAN 6**  
**UJI NORMALITAS, REGRESI LINEAR**  
**BERGANDA, UJI ASUMSI KLASIK dan**  
**UJI HIPOTESIS**

```

REGRESSION
  /MISSING LISTWISE
  /STATISTICS COEFF OUTS BCOV R ANOVA COLLIN TOL
  /CRITERIA=PIN(.05) POUT(.10)
  /NOORIGIN
  /DEPENDENT Y
  /METHOD=ENTER X1 X2 X3

  /RESIDUALS NORM(ZRESID) .

```

## Regression

**Variables Entered/Removed<sup>b</sup>**

Model	Variables Entered	Variables Removed	Method
1	X3, X1, X2 <sup>a</sup>		. Enter

a. All requested variables entered.

b. Dependent Variable: Y

**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.752 <sup>a</sup>	.566	.553	1.490

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

b. Dependent Variable: Y

**ANOVA<sup>b</sup>**

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	292.701	3	97.567	43.936	.000 <sup>a</sup>
	Residual	224.289	101	2.221		
	Total	516.990	104			

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

b. Dependent Variable: Y



Coefficients<sup>a</sup>

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-1.058	1.588		-.667	.507		
	X1	.146	.101	.143	1.443	.152	.435	2.301
	X2	.487	.156	.318	3.131	.002	.416	2.404
	X3	.619	.172	.371	3.607	.000	.406	2.462

a. Dependent Variable: Y

Coefficient Correlations<sup>a</sup>

Model			X3	X1	X2
1	Correlations	X3	1.000	-.407	-.449
		X1	-.407	1.000	-.382
		X2	-.449	-.382	1.000
	Covariances	X3	.029	-.007	-.012
		X1	-.007	.010	-.006
		X2	-.012	-.006	.024

a. Dependent Variable: Y

Collinearity Diagnostics<sup>a</sup>

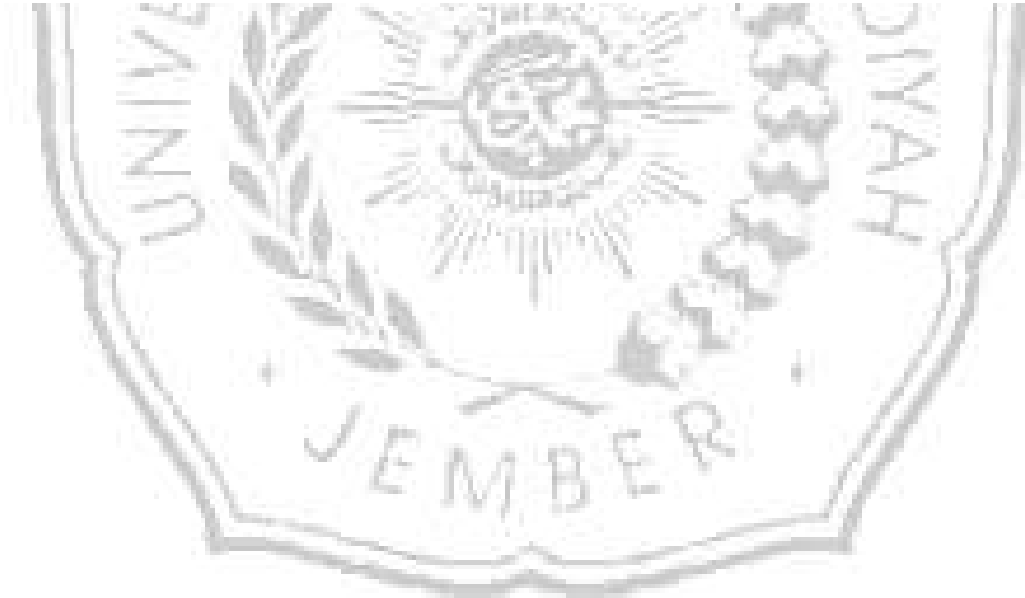
Model	Dimension	Eigenvalue	Condition Index	Variance Proportions			
				(Constant)	X1	X2	X3
1	1	3.987	1.000	.00	.00	.00	.00
	2	.006	24.827	.95	.02	.13	.04
	3	.003	34.995	.05	.60	.73	.04
	4	.003	36.656	.00	.37	.14	.92

a. Dependent Variable: Y

**Residuals Statistics<sup>a</sup>**

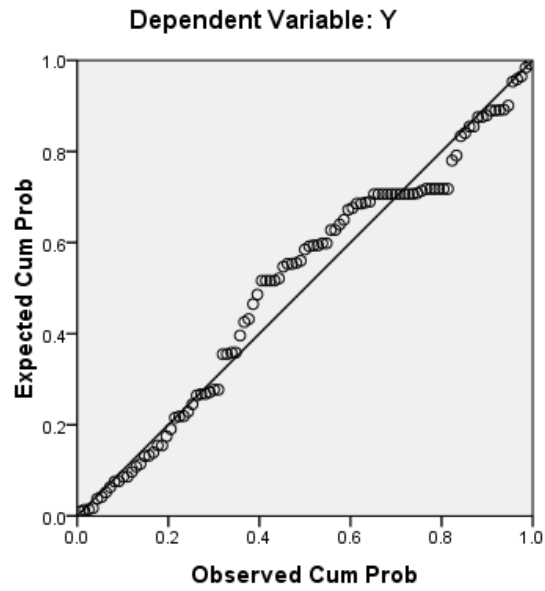
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	10.17	19.19	16.72	1.678	105
Std. Predicted Value	-3.909	1.471	.000	1.000	105
Standard Error of Predicted Value	.159	.686	.276	.092	105
Adjusted Predicted Value	9.67	19.16	16.72	1.699	105
Residual	-3.482	3.606	.000	1.469	105
Std. Residual	-2.337	2.420	.000	.985	105
Stud. Residual	-2.377	2.435	.001	1.006	105
Deleted Residual	-3.604	3.650	.002	1.530	105
Stud. Deleted Residual	-2.434	2.497	.000	1.015	105
Mahal. Distance	.193	21.064	2.971	3.181	105
Cook's Distance	.000	.129	.011	.019	105
Centered Leverage Value	.002	.203	.029	.031	105

a. Dependent Variable: Y

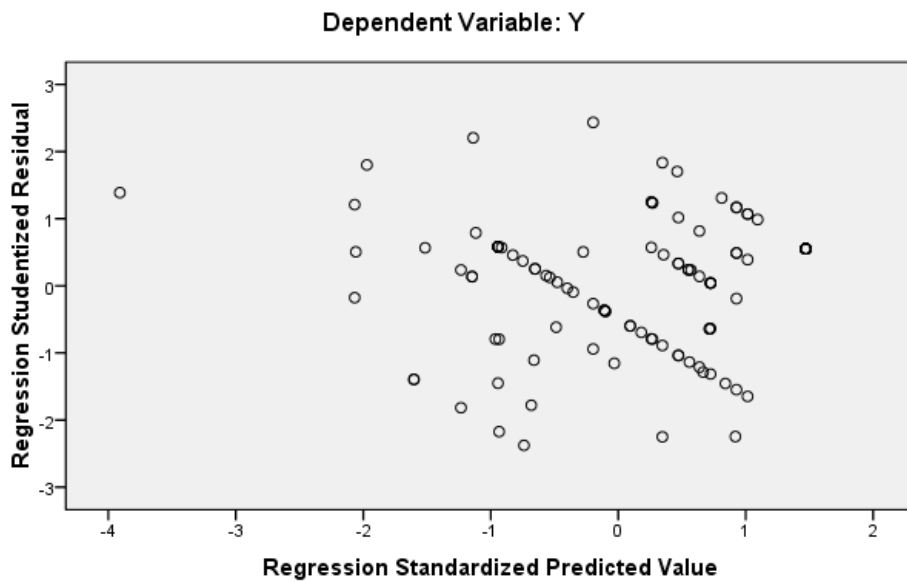


# Charts

Normal P-P Plot of Regression Standardized Residual



Scatterplot





**LAMPIRAN 7**  
**TABEL r**

Tabel r signifikansi 0,05

df	r	df	R	df	r	df	r
1	0.997	41	0.301	81	0.216	121	0.177
2	0.95	42	0.297	82	0.215	122	0.176
3	0.878	43	0.294	83	0.213	123	0.176
4	0.811	44	0.291	84	0.212	124	0.175
5	0.754	45	0.288	85	0.211	125	0.174
6	0.707	46	0.285	86	0.21	126	0.174
7	0.666	47	0.282	87	0.208	127	0.173
8	0.632	48	0.279	88	0.207	128	0.172
9	0.602	49	0.276	89	0.206	129	0.172
10	0.576	50	0.273	90	0.205	130	0.171
11	0.553	51	0.271	91	0.204	131	0.17
12	0.532	52	0.268	92	0.203	132	0.17
13	0.514	53	0.266	93	0.202	133	0.169
14	0.497	54	0.263	94	0.201	134	0.168
15	0.482	55	0.261	95	0.2	135	0.168
16	0.468	56	0.259	96	0.199	136	0.167
17	0.456	57	0.256	97	0.198	137	0.167
18	0.444	58	0.254	98	0.197	138	0.166
19	0.433	59	0.252	99	0.196	139	0.165
20	0.423	60	0.25	100	0.195	140	0.165
21	0.413	61	0.248	101	0.194	141	0.164
22	0.404	62	0.246	102	0.193	142	0.164
23	0.396	63	0.244	103	0.192	143	0.163
24	0.388	64	0.242	104	0.191	144	0.163
25	0.381	65	0.24	105	0.19	145	0.162
26	0.374	66	0.239	106	0.189	146	0.161
27	0.367	67	0.237	107	0.188	147	0.161

<b>28</b>	0.361	<b>68</b>	0.235	<b>108</b>	0.187	<b>148</b>	0.16
<b>29</b>	0.355	<b>69</b>	0.234	<b>109</b>	0.187	<b>149</b>	0.16
<b>30</b>	0.349	<b>70</b>	0.232	<b>110</b>	0.186	<b>150</b>	0.159
<b>31</b>	0.344	<b>71</b>	0.23	<b>111</b>	0.185	<b>151</b>	0.159
<b>32</b>	0.339	<b>72</b>	0.229	<b>112</b>	0.184	<b>152</b>	0.158
<b>33</b>	0.334	<b>73</b>	0.227	<b>113</b>	0.183	<b>153</b>	0.158
<b>34</b>	0.329	<b>74</b>	0.226	<b>114</b>	0.182	<b>154</b>	0.157
<b>35</b>	0.325	<b>75</b>	0.224	<b>115</b>	0.182	<b>155</b>	0.157
<b>36</b>	0.32	<b>76</b>	0.223	<b>116</b>	0.181	<b>156</b>	0.156
<b>37</b>	0.316	<b>77</b>	0.221	<b>117</b>	0.18	<b>157</b>	0.156
<b>38</b>	0.312	<b>78</b>	0.22	<b>118</b>	0.179	<b>158</b>	0.155
<b>39</b>	0.308	<b>79</b>	0.219	<b>119</b>	0.179	<b>159</b>	0.155
<b>40</b>	0.304	<b>80</b>	0.217	<b>120</b>	0.178	<b>160</b>	0.154





**LAMPIRAN 8**  
**TABEL t**

**Tabel t (Pada taraf signifikansi 0,05) 1 sisi (0,05) dan 2 sisi (0,025)**

Df	Signifikansi		Df	Signifikansi	
	0.025	0.05		0.025	0.05
1	12.706	6.314	52	2.007	1.675
2	4.303	2.920	53	2.006	1.674
3	3.182	2.353	54	2.005	1.674
4	2.776	2.132	55	2.004	1.673
5	2.571	2.015	56	2.003	1.673
6	2.147	1.943	57	2.002	1.672
7	2.365	1.8+5	58	2.002	1.672
8	2.306	1.80	59	2.001	1.671
9	2.262	1.863	60	2.000	1.671
10	2.228	1.832	61	2.000	1.670
11	2.201	1.716	62	1.999	1.660
12	2.179	1.792	63	1.998	1.669
13	2.160	1.781	64	1.998	1.669
14	2.145	1.771	65	1.997	1.669
15	2.131	1.763	66	1.997	1.668
16	2.120	1.756	67	1.996	1.668
17	2.110	1.740	68	1.995	1.668
18	2.101	1.744	69	1.995	1.667
19	2.093	1.739	70	1.994	1.667
20	2.086	1.725	71	1.994	1.667
21	2.080	1.721	72	1.993	1.666
22	2.074	1.727	73	1.993	1.666
23	2.069	1.714	74	1.993	1.666
24	2.06.	1.711	75	1.992	1.665
25	2.060	1.718	76	1.992	1.665
26	2.056	1.706	77	1.991	1.665
27	2.052	1.703	78	1.991	1.665
28	2.048	1.701	79	1.990	1.664
29	2.045	1.609	80	1.990	1.664
30	2.042	1.697	81	1.990	1.664
31	2.040	1.696	82	1.989	1.664
32	2.037	1.694	83	1.989	1.663
33	2.035	1.692	84	1.989	1.663
34	2.032	1.691	85	1.988	1.663
35	2.030	1.690	86	1.988	1.663
36	2.028	1.688	87	1.988	1.663
37	2.026	1.687	88	1.987	1.662
38	2.024	1.686	89	1.987	1.662
39	2.023	1.685	90	1.987	1.662
40	2.021	1.684	91	1.986	1.661
41	2.020	1.683	92	1.986	1.661
42	2.018	1.682	93	1.985	1.661
43	2.017	1.681	94	1.985	1.661
44	2.015	1.680	95	1.985	1.661
45	2.014	1.679	96	1.984	1.660
46	2.013	1.679	97	1.984	1.660
47	2.012	1.678	98	1.984	1.660
48	2.011	1.677	99	1.984	1.660
49	2.010	1.677	100	1.983	1.660
50	2.019	1.676	101	1.983	1.660
51	2.008	1.675	102	1.983	1.659





**LAMPIRAN 9**  
**TABEL f**

**Tabel F**  
**(Taraf Signifikansi 0,05)**

Df 2	Df1							
	1	2	3	4	5	6	7	8
1	161	199	216	225	230	234	237	239
2	18.51	19.00	19.16	19.25	19.30	19.33	19.35	19.37
3	10.13	9.55	9.28	9.12	9.01	8.94	8.89	8.85
4	7.71	6.94	6.59	6.39	6.26	6.16	6.09	6.04
5	6.61	5.79	5.41	5.19	5.05	4.95	4.88	4.82
6	5.99	5.14	4.76	4.53	4.39	4.28	4.21	4.15
7	5.59	4.74	4.35	4.12	3.97	3.87	3.79	3.73
8	5.32	4.46	4.07	3.84	3.69	3.58	3.50	3.44
9	5.12	4.25	3.86	3.63	3.48	3.37	3.29	3.23
10	4.96	4.10	3.71	3.48	3.33	3.22	3.14	3.07
11	4.84	3.98	3.59	3.36	3.20	3.09	3.01	2.95
12	4.75	3.89	3.49	3.26	3.11	3.00	2.91	2.85
13	4.67	3.81	3.41	3.18	3.03	2.92	2.83	2.77
14	4.60	3.74	3.34	3.11	2.96	2.85	2.76	2.70
15	4.54	3.68	3.29	3.06	2.90	2.79	2.71	2.64
16	4.49	3.63	3.24	3.01	2.85	2.74	2.66	2.59
17	4.45	3.59	3.20	2.96	2.81	2.70	2.61	2.55
18	4.41	3.55	3.16	2.93	2.77	2.66	2.58	2.51
19	4.38	3.52	3.13	2.90	2.74	2.63	2.54	2.48
20	4.35	3.49	3.10	2.87	2.71	2.60	2.51	2.45
21	4.32	3.47	3.07	2.84	2.68	2.57	2.49	2.42
22	4.30	3.44	3.05	2.82	2.66	2.55	2.46	2.40
23	4.28	3.42	3.03	2.80	2.64	2.53	2.44	2.37
24	4.26	3.40	3.01	2.78	2.62	2.51	2.42	2.36
25	4.24	3.39	2.99	2.76	2.60	2.49	2.40	2.34
26	4.23	3.37	2.98	2.74	2.59	2.47	2.39	2.32
27	4.21	3.35	2.96	2.73	2.57	2.46	2.37	2.31
28	4.20	3.34	2.95	2.71	2.56	2.45	2.36	2.29
29	4.18	3.33	2.93	2.70	2.55	2.43	2.35	2.28
30	4.17	3.32	2.92	2.69	2.53	2.42	2.33	2.27
31	4.16	3.30	2.91	2.68	2.52	2.41	2.32	2.25
32	4.15	3.29	2.90	2.67	2.51	2.40	2.31	2.24
33	4.14	3.28	2.89	2.66	2.50	2.39	2.30	2.23
34	4.13	3.28	2.88	2.65	2.49	2.38	2.29	2.23
35	4.12	3.27	2.87	2.64	2.49	2.37	2.28	2.22
36	4.11	3.26	2.87	2.63	2.48	2.36	2.27	2.21
37	4.11	3.25	2.86	2.63	2.47	2.36	2.26	2.20
38	4.10	3.24	2.85	2.62	2.46	2.35	2.26	2.19
39	4.09	3.24	2.85	2.61	2.46	2.34	2.25	2.19
40	4.08	3.23	2.84	2.61	2.45	2.34	2.24	2.18
41	4.08	3.23	2.83	2.60	2.44	2.33	2.24	2.17
42	4.07	3.22	2.83	2.59	2.44	2.32	2.23	2.17
43	4.07	3.21	2.82	2.59	2.43	2.32	2.23	2.16
44	4.06	3.21	2.82	2.58	2.43	2.31	2.23	2.16
45	4.06	3.20	2.81	2.58	2.42	2.31	2.22	2.15

46	4.05	3.20	2.81	2.57	2.42	2.30	2.22	2.15
47	4.05	3.20	2.80	2.57	2.41	2.30	2.21	2.14
48	4.04	3.19	2.70	2.57	2.41	2.29	2.21	2.14
49	4.04	3.19	2.79	2.56	2.40	2.29	2.20	2.13
50	4.03	3.18	2.79	2.56	2.40	2.29	2.20	2.13
51	4.03	3.18	2.79	2.55	2.40	2.28	2.20	2.13
52	4.03	3.18	2.78	2.55	2.39	2.28	2.19	2.12
53	4.02	3.17	2.78	2.55	2.39	2.28	2.19	2.12
54	4.02	3.17	2.78	2.54	2.39	2.27	2.18	2.12
55	4.02	3.16	2.77	2.54	2.38	2.27	2.18	2.11
56	4.01	3.16	2.77	2.54	2.38	2.27	2.18	2.11
57	4.01	3.16	2.77	2.53	2.38	2.26	2.18	2.11
58	4.01	3.16	2.76	2.53	2.37	2.26	2.17	2.10
59	4.00	3.15	2.76	2.53	2.37	2.26	2.17	2.10
60	4.00	3.15	2.76	2.53	2.37	2.25	2.17	2.10
61	4.00	3.15	2.76	2.53	2.37	2.25	2.16	2.09
62	4.00	3.15	2.75	2.52	2.36	2.25	2.16	2.09
63	3.99	3.14	2.75	2.52	2.36	2.25	2.16	2.09
64	3.99	3.14	2.75	2.52	2.36	2.24	2.16	2.09
65	3.99	3.14	2.75	2.51	2.36	2.24	2.15	2.08
66	3.99	3.14	2.74	2.51	2.35	2.24	2.15	2.08
67	3.98	3.13	2.74	2.51	2.35	2.24	2.15	2.08
68	3.98	3.13	2.74	2.51	2.35	2.24	2.15	2.08
69	3.98	3.13	2.74	2.50	2.35	2.23	2.15	2.08
70	3.98	3.13	2.74	2.50	2.35	2.23	2.14	2.07
71	3.98	3.13	2.73	2.50	2.34	2.23	2.14	2.07
72	3.97	3.12	2.73	2.50	2.34	2.23	2.14	2.07
73	3.97	3.12	2.73	2.50	2.34	2.23	2.14	2.07
74	3.97	3.12	2.73	2.50	2.34	2.22	2.14	2.07
75	3.97	3.12	2.73	2.49	2.34	2.22	2.13	2.06
76	3.97	3.12	2.72	2.49	2.33	2.22	2.13	2.06
77	3.97	3.12	2.72	2.49	2.33	2.22	2.13	2.06
78	3.96	3.11	2.72	2.49	2.33	2.22	2.13	2.06
79	3.96	3.11	2.72	2.49	2.33	2.22	2.13	2.06
80	3.96	3.11	2.72	2.49	2.33	2.21	2.13	2.06
81	3.96	3.11	2.72	2.48	2.33	2.21	2.12	2.05
82	3.96	3.11	2.72	2.48	2.33	2.21	2.12	2.05
83	3.96	3.11	2.71	2.48	2.32	2.21	2.12	2.05
84	3.95	3.11	2.71	2.48	2.32	2.21	2.12	2.05
85	3.95	3.10	2.71	2.48	2.32	2.21	2.12	2.05
86	3.95	3.10	2.71	2.48	2.32	2.21	2.12	2.05
87	3.95	3.10	2.71	2.48	2.32	2.20	2.12	2.05
88	3.95	3.10	2.71	2.48	2.32	2.20	2.12	2.05
89	3.95	3.10	2.71	2.47	2.32	2.20	2.11	2.04
90	3.95	3.10	2.71	2.47	2.32	2.20	2.11	2.04
91	3.95	3.10	2.70	2.47	2.31	2.20	2.11	2.04
92	3.94	3.10	2.70	2.47	2.31	2.20	2.11	2.04
93	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04
94	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04
95	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04
96	3.94	3.09	2.70	2.47	2.31	2.19	2.11	2.04

<b>97</b>	3.94	3.09	2.70	2.47	2.31	2.19	2.11	2.04
<b>98</b>	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03
<b>99</b>	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03
<b>100</b>	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03
<b>101</b>	3.94	3.09	2.69	2.46	2.30	2.19	2.10	2.03
<b>102</b>	3.93	3.09	2.69	2.46	2.30	2.19	2.10	2.03
<b>103</b>	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03
<b>104</b>	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03
<b>105</b>	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03

