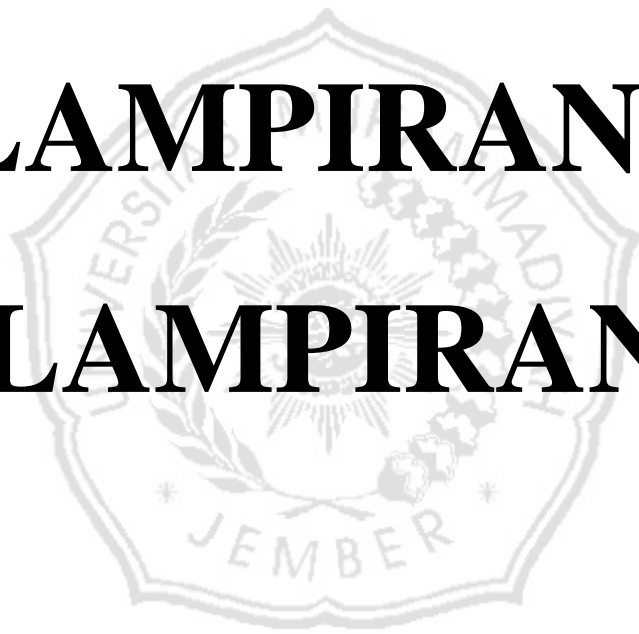


LAMPIRAN - LAMPIRAN





LAMPIRAN 1

KUISIONER

Pengantar Kuisisioner



PENGARUH *CUSTOMER RELATIONSHIP MARKETING* (CRM) TERHADAP LOYALITAS PASIEN RAWAT INAP PUSKESMAS (Studi Kasus : Puskesmas Sumber Sari Jember)

Kepada Yth.

Bapak/Ibu/Saudara/Saudari Responden

Dalam rangka memenuhi tugas akhir Skripsi di Jurusan Manajemen, Fakultas Ekonomi, Universitas Muhammadiyah Jember, bersama ini dengan hormat saya memohon kesediaan Bapak/Ibu/Saudara/Saudari untuk menjadi responden penelitian saya yang berjudul Pengaruh *Customer Relationship Marketing* (CRM) Terhadap Loyalitas Pasien Rawat Inap Puskesmas Sumber Sari Jember.

Untuk itu mohon bantuan Bapak/Ibu/Saudara/Saudari untuk mengisi angket ini berdasarkan kondisi Bapak/Ibu/Saudara/Saudari masing-masing saat ini, apa adanya. Semua informasi yang didapatkan ini akan menjadi bahan penelitian secara akademis. Semua jawaban akan dicantumkan tanpa nama dan akan dirahasiakan. Keberhasilan penelitian ini sangat tergantung pada partisipasi Bapak/Ibu/Saudara/Saudari.

Atas dukungan dan partisipasinya saya mengucapkan banyak terima kasih

Jember, Juli 2018

Peneliti,

Aprilia Tri Wahyuningtyas

NIM.1410411004

Data Responden

Nama :

Jenis kelamin :

Usia :

Jenis Pelayanan : Umum ASKES BPJS

PETUNJUK PENGISIAN ANGKET

- a) Bacalah setiap pernyataan dengan seksama
- b) Isilah semua nomor dengan memilih satu diantara 4 alternatif jawaban dengan memberikan tanda *centang* (✓) pada kolom yang sudah disediakan.
- c) Alternatif jawaban adalah sebagai berikut :
 - SS : Sangat Setuju
 - S : Setuju
 - KS : Kurang Setuju
 - TS : Tidak Setuju
 - STS : Sangat Tidak Setuju
- d) Apabila ada kekeliruan dalam memilih alternative jawaban berikan tanda *sama dengan* (=) pada jawaban yang telah diisi, dan kemudian beri tanda silang pada jawaban yang baru.
- e) Jawablah semua pernyataan yang ada tanpa ada yang terlewat
- f) Kami akan menjamin kerahasiaan identitas jawaban yang Bapak/Ibu/Saudara/Saudari berikan.

Sebelumnya saya ucapkan terimakasih atas waktu yang telah diberikan.

KUESIONER PENELITIAN

1. *Trust* (Kepercayaan)

No	Pertanyaan	SS	S	KS	TS	STS
1	Puskesmas menerima semua pasien yang sakit dan menerima semua pelayanan kesehatan.					
2	Puskesmas mampu memberikan rasa aman dan nyaman selama berobat.					
3	Puskesmas konsisten memberikan pelayanan yang baik					

2. *Commitment* (Komitmen)

No	Pertanyaan	SS	S	KS	TS	STS
1	Percaya terhadap pelayanan Puskesmas Sumbersari					
2	Percaya terhadap fasilitas Puskesmas Sumbersari					
3	Percaya terhadap Puskesmas Sumbersari					

3. *Communication (Komunikasi)*

No	Pertanyaan	SS	S	KS	TS	STS
1	Puskesmas Sumbersari memberikan kemudahan dalam memperoleh informasi					
2	Puskesmas Sumbersari memberikan komunikasi yang baik.					
3	Puskesmas Sumbersari memberikan pemahaman kepada pasien dan keluarga pasien					

4. *Conflict Handling (Penanganan Konflik)*

No	Pertanyaan	SS	S	KS	TS	STS
1	Puskesmas Sumbersari memberikan penanganan secara tanggap dan cekatan					
2	Puskesmas Sumbersari memberikan pengobatan sesuai resepnya.					
3	Pihak dokter, perawat serta staf lain selalu menjalin komunikasi yang baik dengan masyarakat					

5. Loyalitas Pasien

No	Pertanyaan	SS	S	KS	TS	STS
1	Tetap berobat di Puskesmas Sumbersari Jember, meskipun Puskesmas lain menawarkan kualitas jasa yang sama.					
2	Menyukai pelayanan yang diberikan Puskesmas Sumbersari					
3	Menyarankan kepada orang lain jika mereka membutuhkan jasa peratan dan pengobatan Puskesmas					





LAMPIRAN 2
REKAPITULASI
RESPONDEN

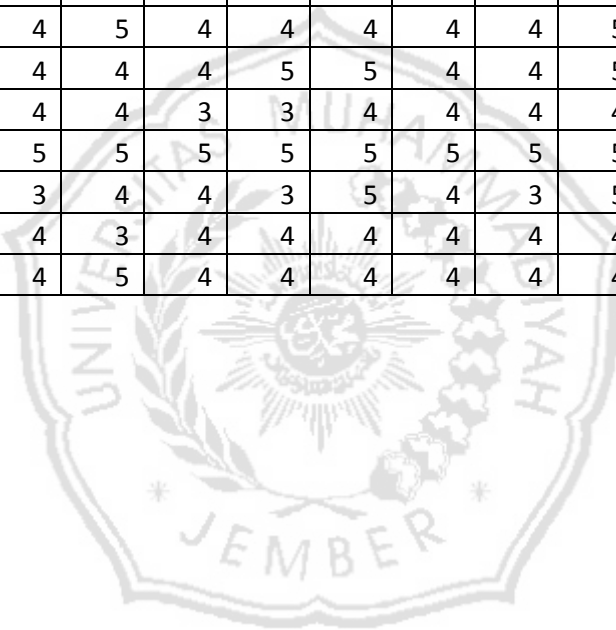
REKAPITULASI RESPONDEN

NO	Trust (X1)			Commitment (X2)			Comunication (X3)			Conflict Handling (X4)			Loyalitas Pelanggan (Y)			X1	X2	X3	X4	Y
	X1.1	X1.2	X1.3	X2.1	X2.2	X2.3	X3.1	X3.2	X3.3	X4.1	X4.2	X4.3	Y1	Y2	Y3					
1	5	4	4	4	4	4	5	4	4	4	4	4	5	4	4	13	12	13	12	13
2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	12	12	12	12	12
3	4	4	4	4	4	5	3	4	4	4	4	5	4	4	4	12	13	11	13	12
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	12	12	12	12	12
5	5	4	4	4	4	4	5	4	4	4	4	4	5	5	5	13	12	13	12	15
6	5	4	5	5	4	4	4	4	5	5	4	4	5	4	4	14	13	13	13	13
7	4	4	4	4	4	4	4	3	3	4	4	4	4	4	4	12	12	10	12	12
8	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	15	15	15	14	15
9	5	4	4	5	4	3	4	4	3	5	4	3	5	4	4	13	12	11	12	13
10	5	4	4	4	4	4	3	4	4	4	4	4	4	4	4	13	12	11	12	12
11	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4	12	12	13	12	12
12	5	5	5	4	4	4	5	5	5	4	4	4	5	5	5	15	12	15	12	15
13	5	4	4	3	3	3	4	4	4	3	3	3	4	4	4	13	15	12	14	12
14	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	12	12	12	12	14
15	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	15	15	15	13	15
16	4	4	4	5	4	4	3	5	5	5	4	4	5	4	4	12	13	13	12	13
17	4	4	4	4	4	4	5	5	4	4	4	4	2	5	5	12	12	14	12	12
18	5	5	4	4	5	5	3	4	5	4	5	5	4	5	4	14	14	12	14	13
19	5	5	4	5	4	4	5	4	4	5	4	4	5	4	4	14	13	13	13	13
20	5	5	4	4	4	5	5	5	4	4	4	5	5	4	4	14	13	14	13	13
21	5	5	5	4	4	4	5	5	5	4	4	4	5	5	4	15	12	15	12	14
22	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	12	12	12	12	12
23	2	3	4	3	4	4	2	3	4	3	4	4	4	4	4	9	11	9	11	12
24	4	5	5	5	5	5	4	5	5	5	5	5	5	5	5	14	15	14	15	15

25	4	4	4	4	4	4	5	4	4	4	4	4	3	4	4	12	12	13	12	11
26	4	4	4	4	4	4	4	4	5	4	4	4	4	4	5	12	12	13	12	13
27	4	5	5	4	5	5	4	5	5	4	5	5	4	5	5	14	14	14	14	14
28	5	4	4	4	4	4	4	4	4	4	4	4	4	3	4	13	12	12	12	11
29	3	4	5	4	4	5	5	4	5	4	4	5	5	4	5	12	13	14	13	14
30	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	15	15	15	15	15
31	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	13	12	12	12	12
32	5	4	4	4	4	4	4	4	4	4	4	4	3	4	4	13	12	12	12	11
33	5	5	5	4	4	4	5	5	5	4	4	4	5	5	5	15	12	15	12	15
34	4	4	4	5	5	4	5	5	5	5	5	4	5	4	4	12	14	15	14	13
35	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	13	12	12	12	12
36	5	4	4	4	4	3	4	4	4	4	4	3	4	4	3	13	11	12	11	11
37	5	5	5	4	4	4	5	4	4	4	4	4	5	5	5	15	12	13	12	15
38	4	3	3	5	5	5	4	3	3	5	5	5	4	4	4	10	15	10	13	12
39	4	4	3	3	4	4	4	3	3	3	4	4	4	4	4	11	11	10	11	12
40	4	4	4	3	3	4	4	4	4	3	3	4	4	4	4	12	10	12	10	12
41	5	4	4	4	4	4	5	4	4	4	4	4	5	4	4	13	12	13	12	13
42	4	4	4	3	3	3	5	5	5	3	3	3	5	5	5	12	14	15	13	15
43	5	4	4	5	5	5	5	5	5	5	5	5	5	5	5	13	15	15	12	15
44	4	5	4	4	3	3	4	4	4	4	3	3	4	4	4	13	10	12	10	12
45	5	5	5	4	4	4	4	4	5	4	4	4	4	4	4	15	12	13	12	12
46	4	5	4	3	4	5	4	4	4	3	4	5	5	4	4	13	12	12	12	13
47	5	5	4	5	4	4	5	4	4	5	4	4	4	4	4	14	13	13	13	12
48	5	4	4	5	4	3	4	5	5	5	4	3	4	4	4	13	12	14	12	12
49	5	4	4	4	4	4	3	3	4	4	4	4	4	4	4	13	12	10	12	12
50	4	5	4	5	5	5	5	5	5	5	5	5	5	5	5	13	15	15	13	15
51	4	4	4	5	5	4	5	5	4	5	5	4	4	4	4	12	14	14	14	12
52	3	5	3	4	4	4	3	3	4	4	4	4	4	4	4	11	12	10	12	12
53	4	4	4	4	4	4	5	5	4	4	4	4	4	4	4	12	12	14	12	12

54	5	4	5	5	4	4	4	5	5	5	4	4	5	4	4	14	13	14	13	13
55	4	5	4	5	4	4	5	5	5	5	4	4	5	4	4	13	13	15	13	13
56	5	4	4	4	4	4	4	5	4	4	4	4	4	4	4	13	12	13	12	12
57	4	4	4	4	4	4	5	5	5	4	4	4	4	4	4	12	12	15	12	12
58	4	5	5	5	4	4	4	5	5	5	4	4	4	4	5	14	13	14	13	13
59	5	4	4	5	5	4	5	5	4	5	5	4	5	4	4	13	14	14	14	13
60	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	12	12	12	12	12
61	4	4	3	4	4	4	3	3	3	4	4	4	4	4	4	11	12	9	12	12
62	5	5	5	5	5	5	4	5	4	5	5	5	5	4	5	15	15	13	15	14
63	5	5	2	4	4	4	4	4	4	4	4	4	4	4	5	12	12	12	12	13
64	5	5	5	4	4	4	4	5	5	4	4	4	5	4	4	15	12	14	12	13
65	4	4	4	4	4	4	5	5	4	4	4	4	4	4	4	12	12	14	12	12
66	4	4	5	4	5	4	4	4	5	4	5	4	4	5	4	13	13	13	13	13
67	5	5	4	5	4	4	5	4	4	5	4	4	5	4	4	14	13	13	13	13
68	5	4	4	4	5	5	5	5	4	4	5	5	5	4	4	13	14	14	14	13
69	5	4	4	5	4	4	5	5	5	5	4	4	5	5	4	13	13	15	13	14
70	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	12	12	12	12	12
71	4	4	4	4	4	4	4	3	3	4	4	4	4	4	4	12	12	10	12	12
72	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5	15	15	14	15	15
73	5	4	4	5	4	4	5	4	4	5	4	4	4	4	4	13	13	13	13	12
74	4	4	4	4	4	4	5	5	4	4	4	4	4	4	4	12	12	14	12	12
75	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	12	12	12	12	12
76	5	5	5	4	4	5	4	4	5	4	4	5	4	5	4	15	13	13	13	13
77	5	5	4	5	5	4	5	5	4	5	5	4	5	4	4	14	14	14	14	13
78	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	15	15	15	14	15
79	4	5	4	4	5	4	5	4	4	4	5	4	5	4	4	13	13	13	13	13
80	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	12	12	12	12	12
81	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	15	15	15	15	15
82	5	4	4	5	4	4	5	4	4	5	4	4	5	4	4	13	13	13	13	13

83	3	4	4	5	4	4	4	4	4	5	4	4	4	4	4	11	13	12	13	12
84	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	12	12	12	12	12
85	5	5	5	4	4	4	5	5	5	4	4	4	5	5	5	15	12	15	12	15
86	5	4	4	4	4	4	5	4	4	4	4	4	5	4	4	13	12	13	12	13
87	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	12	12	12	12	12
88	4	4	4	4	4	5	3	4	4	4	4	5	4	4	4	12	13	11	13	12
89	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	12	12	12	12	12
90	5	4	4	4	4	4	5	4	4	4	4	4	5	5	5	13	12	13	12	15
91	5	4	5	5	4	4	4	4	5	5	4	4	5	4	4	14	13	13	13	13
92	4	4	4	4	4	4	4	3	3	4	4	4	4	4	4	12	12	10	12	12
93	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	15	15	15	15	15
94	5	4	4	5	4	3	4	4	3	5	4	3	5	4	4	13	12	11	12	13
95	5	4	4	4	4	4	3	4	4	4	4	4	4	4	4	13	12	11	12	12
96	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4	12	12	13	12	12





LAMPIRAN 3

FREKUENSI

Frequencies

Statistics

		X1.1	X1.2	X1.3
N	Valid	96	96	96
	Missing	0	0	0

Frequency Table

X1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1,0	1,0	1,0
	3	3	3,1	3,1	4,2
	4	42	43,8	43,8	47,9
	5	50	52,1	52,1	100,0
	Total	96	100,0	100,0	

X1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	2,1	2,1	2,1
	4	62	64,6	64,6	66,7
	5	32	33,3	33,3	100,0
	Total	96	100,0	100,0	

X1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1,0	1,0	1,0
	3	4	4,2	4,2	5,2
	4	67	69,8	69,8	75,0
	5	24	25,0	25,0	100,0
	Total	96	100,0	100,0	

Frequencies

Statistics

		X2.1	X2.2	X2.3
N	Valid	96	96	96
	Missing	0	0	0

Frequency Table

X2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	6	6,3	6,3	6,3
	4	58	60,4	60,4	66,7
	5	32	33,3	33,3	100,0
	Total	96	100,0	100,0	

X2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	4	4,1	4,2	4,2
	4	71	74,0	74,0	78,1
	5	21	21,9	21,9	100,0
	Total	96	100,0	100,0	

X2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	7	7,3	7,3	7,3
	4	67	69,8	70,8	78,1
	5	22	22,9	21,9	100,0
	Total	96	100,0	100,0	

Frequencies

Statistics

		X3.1	X3.2	X3.3
N	Valid	96	96	96
	Missing	0	0	0

Frequency Table

X3.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1,0	1,0	1,0
	3	9	10,1	9,4	10,4
	4	44	45,1	45,8	56,3
	5	42	43,8	43,8	100,0
	Total	96	100,0	100,0	

X3.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	9	10,4	9,4	9,4
	4	51	53,1	53,1	62,5
	5	36	37,5	37,5	100,0
	Total	96	100,0	100,0	

X3.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	8	8,3	8,3	8,3
	4	55	57,3	57,3	65,6
	5	33	34,4	34,4	100,0
	Total	96	100,0	100,0	

Frequencies

Statistics

		X4.1	X4.2	X4.3
N	Valid	96	96	96
	Missing	0	0	0

Frequency Table

X4.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	6	6,3	6,3	6,3
	4	58	60,4	60,4	66,7
	5	32	33,3	33,3	100,0
Total		96	100,0	100,0	

X4.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	5	5,1	4,2	4,2
	4	71	74,0	74,0	78,1
	5	20	20,9	21,9	100,0
Total		96	100,0	100,0	

X4.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	7	7,3	7,3	7,3
	4	68	70,8	70,8	78,1
	5	21	21,9	21,9	100,0
Total		96	100,0	100,0	

Frequencies

Statistics

		Y1	Y2	Y3
N	Valid	96	96	96
	Missing	0	0	0

Frequency Table

Y1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1,0	1,0	1,0
	3	2	2,1	2,1	3,1
	4	51	53,1	53,1	56,3
	5	42	43,8	43,8	100,0
	Total	96	100,0	100,0	

Y2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	4	4,1	1,0	1,0
	4	67	69,9	72,9	74,0
	5	24	25,0	26,0	100,0
	Total	96	100,0	100,0	

Y3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	3,1	1,0	1,0
	4	68	72,9	72,9	74,0
	5	25	26,0	26,0	100,0
	Total	96	100,0	100,0	

LAMPIRAN 4

UJI VALIDITAS



Correlations

		X1.1	X1.2	X1.3	X1
X1.1	Pearson Correlation	1	,334**	,267**	,744**
	Sig. (2-tailed)		,001	,009	,000
	N	96	96	96	96
X1.2	Pearson Correlation	,334**	1	,428**	,759**
	Sig. (2-tailed)	,001		,000	,000
	N	96	96	96	96
X1.3	Pearson Correlation	,267**	,428**	1	,744**
	Sig. (2-tailed)	,009	,000		,000
	N	96	96	96	96
X1	Pearson Correlation	,744**	,759**	,744**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	96	96	96	96

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

Correlations

		X2.1	X2.2	X2.3	X2
X2.1	Pearson Correlation	1	,552**	,219*	,588**
	Sig. (2-tailed)		,000	,032	,000
	N	96	96	96	96
X2.2	Pearson Correlation	,552**	1	,650**	,724**
	Sig. (2-tailed)	,000		,000	,000
	N	96	96	96	96
X2.3	Pearson Correlation	,219*	,650**	1	,600**
	Sig. (2-tailed)	,032	,000		,000
	N	96	96	96	96
X2	Pearson Correlation	,588**	,724**	,600**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	96	96	96	96

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

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

Correlations

		X3.1	X3.2	X3.3	X3
X3.1	Pearson Correlation	1	,519**	,227*	,747**
	Sig. (2-tailed)		,000	,026	,000
	N	96	96	96	96
X3.2	Pearson Correlation	,519**	1	,667**	,900**
	Sig. (2-tailed)	,000		,000	,000
	N	96	96	96	96
X3.3	Pearson Correlation	,227*	,667**	1	,765**
	Sig. (2-tailed)	,026	,000		,000
	N	96	96	96	96
X3	Pearson Correlation	,747**	,900**	,765**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	96	96	96	96

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

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

Correlations

		X4.1	X4.2	X4.3	X4
X4.1	Pearson Correlation	1	,552**	,219*	,571**
	Sig. (2-tailed)		,000	,032	,000
	N	96	96	96	96
X4.2	Pearson Correlation	,552**	1	,650**	,700**
	Sig. (2-tailed)	,000		,000	,000
	N	96	96	96	96
X4.3	Pearson Correlation	,219*	,650**	1	,559**
	Sig. (2-tailed)	,032	,000		,000
	N	96	96	96	96
X4	Pearson Correlation	,571**	,700**	,559**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	96	96	96	96

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

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

Correlations

		Y1	Y2	Y3	Y
Y1	Pearson Correlation	1	,292**	,292**	,730**
	Sig. (2-tailed)		,004	,004	,000
	N	96	96	96	96
Y2	Pearson Correlation	,292**	1	,700**	,811**
	Sig. (2-tailed)	,004		,000	,000
	N	96	96	96	96
Y3	Pearson Correlation	,292**	,700**	1	,811**
	Sig. (2-tailed)	,004	,000		,000
	N	96	96	96	96
Y	Pearson Correlation	,730**	,811**	,811**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	96	96	96	96

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





LAMPIRAN 5
UJI REABILITAS

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	96	100,0
	Excluded ^a	0	,0
	Total	96	100,0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,602	,611	3

Item Statistics

	Mean	Std. Deviation	N
X1.1	4,47	,615	96
X1.2	4,31	,509	96
X1.3	4,19	,549	96

Inter-Item Correlation Matrix

	X1.1	X1.2	X1.3
X1.1	1,000	,334	,267
X1.2	,334	1,000	,428
X1.3	,267	,428	1,000

Inter-Item Covariance Matrix

	X1.1	X1.2	X1.3
X1.1	,378	,105	,090
X1.2	,105	,259	,120
X1.3	,090	,120	,301

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X1.1	8,50	,800	,354	,130	,599
X1.2	8,66	,860	,475	,236	,419
X1.3	8,78	,846	,416	,201	,494

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
12,97	1,567	1,252	3

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	96	100,0
	Excluded ^a	0	,0
	Total	96	100,0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,717	,730	3

Item Statistics

	Mean	Std. Deviation	N
X2.1	4,27	,571	96
X2.2	4,18	,481	96
X2.3	4,15	,523	96

Inter-Item Correlation Matrix

	X2.1	X2.2	X2.3
X2.1	1,000	,552	,219
X2.2	,552	1,000	,650
X2.3	,219	,650	1,000

Inter-Item Covariance Matrix

	X2.1	X2.2	X2.3
X2.1	,326	,152	,065
X2.2	,152	,231	,163
X2.3	,065	,163	,273

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X2.1	8,32	,831	,417	,338	,786
X2.2	8,42	,730	,766	,598	,358
X2.3	8,45	,860	,472	,450	,704

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
12,59	1,591	1,261	3

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	96	100,0
	Excluded ^a	0	,0
	Total	96	100,0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,722	,728	3

Item Statistics

	Mean	Std. Deviation	N
X3.1	4,32	,688	96
X3.2	4,28	,627	96
X3.3	4,26	,603	96

Inter-Item Correlation Matrix

	X3.1	X3.2	X3.3
X3.1	1,000	,519	,227
X3.2	,519	1,000	,667
X3.3	,227	,667	1,000

Inter-Item Covariance Matrix

	X3.1	X3.2	X3.3
X3.1	,474	,224	,094
X3.2	,224	,394	,252
X3.3	,094	,252	,363

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X3.1	8,54	1,261	,411	,295	,800
X3.2	8,58	1,025	,750	,588	,367
X3.3	8,60	1,315	,501	,465	,681

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
12,86	2,371	1,540	3

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	96	100,0
	Excluded ^a	0	,0
	Total	96	100,0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,717	,730	3

Item Statistics

	Mean	Std. Deviation	N
X4.1	4,27	,571	96
X4.2	4,18	,481	96
X4.3	4,15	,523	96

Inter-Item Correlation Matrix

	X4.1	X4.2	X4.3
X4.1	1,000	,552	,219
X4.2	,552	1,000	,650
X4.3	,219	,650	1,000

Inter-Item Covariance Matrix

	X4.1	X4.2	X4.3
X4.1	,326	,152	,065
X4.2	,152	,231	,163
X4.3	,065	,163	,273

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X4.1	8,32	,831	,417	,338	,786
X4.2	8,42	,730	,766	,598	,358
X4.3	8,45	,860	,472	,450	,704

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
12,59	1,591	1,261	3

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	96	100,0
	Excluded ^a	0	,0
	Total	96	100,0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,664	,692	3

Item Statistics

	Mean	Std. Deviation	N
Y1	4,40	,589	96
Y2	4,25	,459	96
Y3	4,25	,459	96

Inter-Item Correlation Matrix

	Y1	Y2	Y3
Y1	1,000	,292	,292
Y2	,292	1,000	,700
Y3	,292	,700	1,000

Inter-Item Covariance Matrix

	Y1	Y2	Y3
Y1	,347	,079	,079
Y2	,079	,211	,147
Y3	,079	,147	,211

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Y1	8,50	,716	,317	,100	,824
Y2	8,65	,715	,583	,498	,441
Y3	8,65	,715	,583	,498	,441

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
12,90	1,379	1,174	3



LAMPIRAN 6
ANALISIS REGRESI LINIER
BERGANDA

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	X1, X2, X3, X4 ^b	.	Enter

a. Dependent Variable: Y

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	,745 ^a	,555	,535	,800	,555	28,368	4	91	,000

a. Predictors: (Constant), X4, X3, X1, X2

b. Dependent Variable: Y

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	72,676	4	18,169	28,368	,000 ^b
	Residual	58,283	91	,640		
	Total	130,958	95			

a. Dependent Variable: Y

b. Predictors: (Constant), X4, X3, X1, X2

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95,0% Confidence Interval for B		Correlations			Collinearity Statistics	
	B	Std. Error				Lower Bound	Upper Bound	Zero-order	Partial	Part	Tolerance	VIF
	1 (Constant)	3,302	1,111				2,973	,004	1,096	5,509		
X1	,340	,086	,363	3,958	,000	,169	,511	,606	,383	,582	,582	1,718
X2	,592	,169	,594	3,501	,001	,256	,928	,556	,345	,170	,170	5,882
X3	,213	,071	,279	3,013	,003	,072	,353	,621	,301	,571	,571	1,752
X4	,404	,198	,349	2,038	,044	,798	,010	,483	-,209	,167	,167	5,995

a. Dependent Variable: Y

Coefficient Correlations^a

Model			X4	X3	X1	X2
1	Correlations	X4	1,000	,084	-,262	-,880
		X3	,084	1,000	-,509	-,227
		X1	-,262	-,509	1,000	,155
		X2	-,880	-,227	,155	1,000
	Covariances	X4	,039	,001	-,004	-,029
		X3	,001	,005	-,003	-,003
		X1	-,004	-,003	,007	,002
		X2	-,029	-,003	,002	,029

a. Dependent Variable: Y

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions				
				(Constant)	X1	X2	X3	X4
1	1	4,982	1,000	,00	,00	,00	,00	,00
	2	,009	24,092	,05	,06	,02	,50	,02
	3	,005	30,122	,32	,26	,06	,19	,01
	4	,004	36,715	,56	,62	,01	,28	,01
	5	,001	88,237	,07	,06	,91	,03	,96

a. Dependent Variable: Y

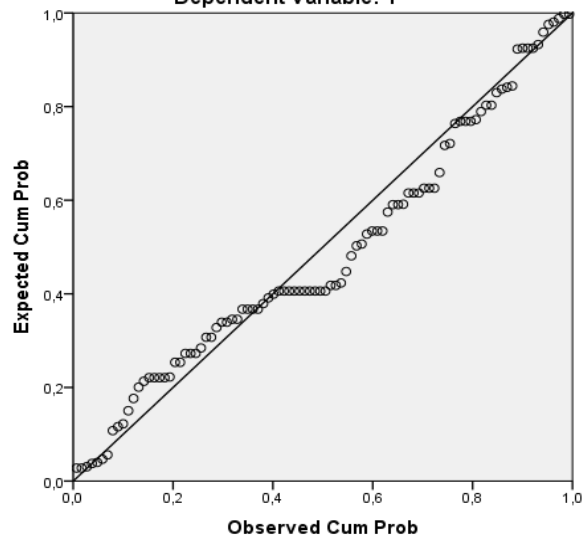
Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	10,34	15,22	12,90	,875	96
Std. Predicted Value	-2,918	2,658	,000	1,000	96
Standard Error of Predicted Value	,095	,488	,169	,069	96
Adjusted Predicted Value	10,11	15,27	12,89	,876	96
Residual	-1,531	2,257	,000	,783	96
Std. Residual	-1,913	2,820	,000	,979	96
Stud. Residual	-1,958	2,843	,002	1,003	96
Deleted Residual	-1,640	2,294	,004	,824	96
Stud. Deleted Residual	-1,990	2,962	,006	1,018	96
Mahal. Distance	,349	34,403	3,958	4,892	96
Cook's Distance	,000	,136	,011	,020	96
Centered Leverage Value	,004	,362	,042	,051	96

a. Dependent Variable: Y

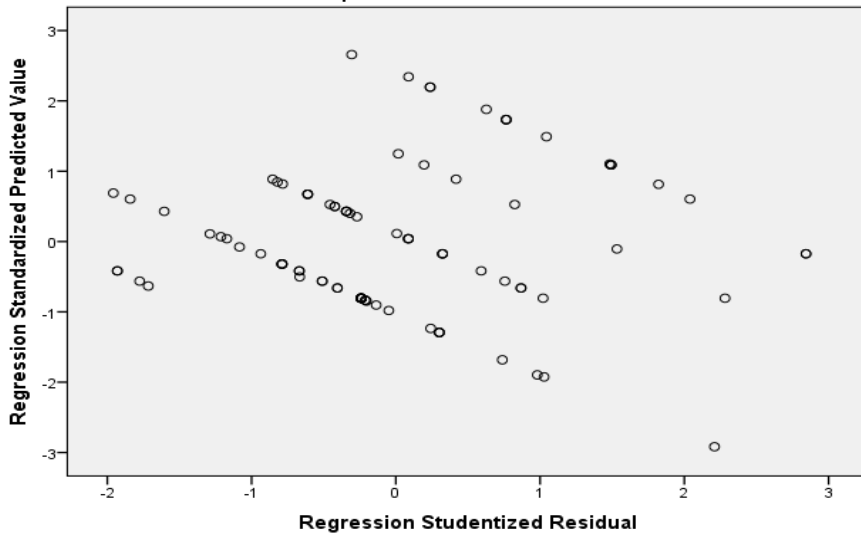
Charts

Normal P-P Plot of Regression Standardized Residual
Dependent Variable: Y



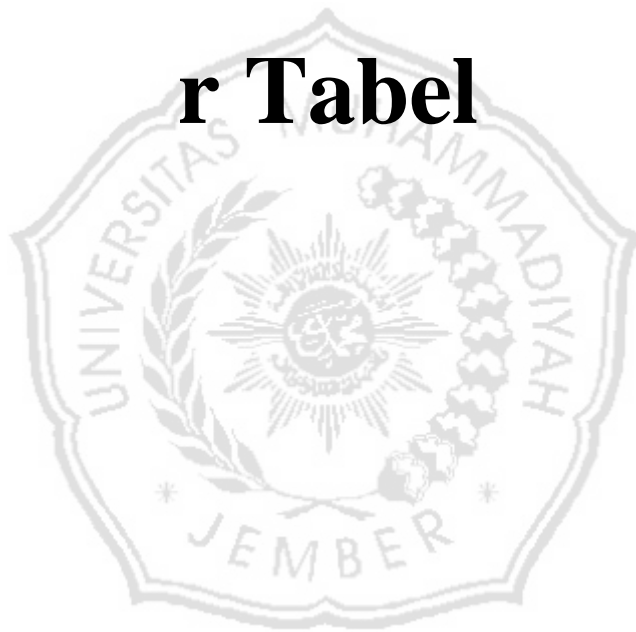
Scatterplot

Dependent Variable: Y



LAMPIRAN 7

r Tabel



Tabel r (Sign 0,05)


df	R	df	r	Df	r	df	r
1	0,9969	26	0,3739	51	0,2706	76	0,2227
2	0,9500	27	0,3673	52	0,2681	77	0,2213
3	0,8783	28	0,3610	53	0,2656	78	0,2199
4	0,8114	29	0,3550	54	0,2632	79	0,2185
5	0,7545	30	0,3494	55	0,2609	80	0,2172
6	0,7067	31	0,3440	56	0,2586	81	0,2159
7	0,6664	32	0,3388	57	0,2564	82	0,2146
8	0,6319	33	0,3338	58	0,2542	83	0,2133
9	0,6021	34	0,3291	59	0,2521	84	0,2120
10	0,5760	35	0,3246	60	0,2500	85	0,2108
11	0,5529	36	0,3202	61	0,2480	86	0,2096
12	0,5324	37	0,3160	62	0,2461	87	0,2084
13	0,5140	38	0,3120	63	0,2441	88	0,2072
14	0,4973	39	0,3081	64	0,2423	89	0,2061
15	0,4821	40	0,3044	65	0,2404	90	0,2050
16	0,4683	41	0,3008	66	0,2387	91	0,2039
17	0,4555	42	0,2973	67	0,2369	92	0,2028
18	0,4438	43	0,2940	68	0,2352	93	0,2017
19	0,4329	44	0,2907	69	0,2335	94	0,2006
20	0,4227	45	0,2876	70	0,2319	95	0,1996
21	0,4132	46	0,2845	71	0,2303	96	0,1986
22	0,4044	47	0,2816	72	0,2287	97	0,1975
23	0,3961	48	0,2787	73	0,2272	98	0,1966
24	0,3882	49	0,2759	74	0,2257	99	0,1956
25	0,3809	50	0,2732	75	0,2242	100	0,1946



LAMPIRAN 8

t Tabel

Tabel Distribusi t			
df	0,1	0,05	0,025
70	1,2940	1,6669	1,9944
71	1,2940	1,6666	1,9939
72	1,2930	1,6663	1,9935
73	1,2930	1,6660	1,9930
74	1,2930	1,6657	1,9925
75	1,2929	1,6654	1,9921
76	1,2928	1,6651	1,9917
77	1,2926	1,6649	1,9912
78	1,2925	1,6646	1,9908
79	1,2924	1,6644	1,9904
80	1,2922	1,6641	1,9901
81	1,2921	1,6639	1,9897
82	1,2919	1,6636	1,9893
83	1,2918	1,6634	1,9889
84	1,2917	1,6632	1,9886
85	1,2916	1,6629	1,9883
86	1,2915	1,6628	1,9879
87	1,2914	1,6626	1,9876
88	1,2912	1,6623	1,9873
89	1,2911	1,6622	1,9869
90	1,2910	1,6619	1,9867
91	1,2909	1,6618	1,9864
92	1,2908	1,6616	1,9860
93	1,2907	1,6614	1,9858
94	1,2906	1,6612	1,9855
95	1,2905	1,6610	1,9852
96	1,2904	1,6609	1,9849
97	1,2903	1,6607	1,9847
98	1,2902	1,6605	1,9845
99	1,2902	1,6604	1,9842
100	1,2901	1,6602	1,9839



LAMPIRAN 9
DOKUMENTASI







LAMPIRAN 10
SURAT PENELITIAN