

Pengantar Kuesioner



KUESIONER PENELITIAN

Analisis Pengaruh Kualitas Pelayanan Terhadap Kepuasan Nasabah PT.Bank BTPN Syariah cabang Sukowono

Kepada Yth.
Bapak/Ibu/Saudara/I
Di tempat

Assalamu'alaikum Wr. Wb.

Dalam rangka menyelesaikan tugas akhir program sarjana (S1) Universitas Muhammadiyah Jember (UNMUH), kami melaksanakan penelitian dengan judul "ANALISIS PENGARUH KUALITAS PELAYANAN TERHADAP KEPUASAN NASABAH DI BANK BTPN SYARIAH SUKOWONO JEMBER".

Penelitian ini bertujuan untuk mengetahui besarnya pengaruh keandalan, daya tanggap, jaminan, empati, dan bukti fisik terhadap kepuasan nasabah menabung di Bank BTPN Syariah cabang Sukowono.

Sehubungan dengan hal tersebut, peneliti mohon kesediaan dari Bapak/Ibu/Saudara/I untuk berkenan mengisi daftar pertanyaan yang telah tersedia.

Atas kesediaan Bapak/Ibu/Saudara/i meluangkan waktu untuk mengisi kuisisioner ini, peneliti mengucapkan terima kasih dan mohon maaf sekiranya terdapat pertanyaan yang kurang berkenaan di hati Bapak/Ibu/Saudara/i.

Wassalamu'alaikum Wr. Wb

Hormat saya

Reny Yuspidadewi

I. Identitas Peneliti

Nama : Reny Yuspidadewi

NIM : 1310412016

Status : Mahasiswa Fakultas Ekonomi Manajemen
Universitas Muhammadiyah Jember

II. Identitas Responden

(Mohon diisi dan dilingkari pada jawaban yang sesuai)

No. Responden :

1. Nama :
2. Alamat :
3. Usia :tahun
4. Jeniskelamin :
 - a. Pria
 - b. Wanita
5. Jenispekerjaan
 - a. Karyawan
 - b. Mahasiswa/pelajar
 - c. Swasta
 - d. Pegawainegri
 - e. Wiraswasta
 - f. TNI / POLISI



6. Pendidikan terakhir?

- a. SD
- b. SMP
- c. SMA
- d. S1
- e. Lainnya.....

III. Petunjuk Pengisian Angket

1. Daftar pertanyaan atau pertanyaan ini hanya semata-mata untuk data penelitian dalam rangka menyelesaikan studi S-1 di Universitas Muhammadiyah Jember Fakultas Ekonomi Manajemen (MSDM).

2. Ada lima (5) *alternative* jawaban yang dapat dipilih, dan pilih salah satu jawaban yang menurut anda sesuai dengan kenyataan dengan memberi tanda *check list* (√) yaitu:

- SS : Sangat Setuju
- S : Setuju
- RR : Ragu-ragu/ Netral
- TS : Tidak Setuju
- STS : Sangat tidak setuju

Daftar Pertanyaan

- **Variabel Kualitas Pelayanan berupa Wujud Fisik (*Tangibles*) (X1)**

No	Pertanyaan	SS	S	BS	TS	STS
1	Apakah peralatan Bank BTPN Syariah cabang Sukowono ,Jember yang digunakan sudah modern					
2	Apakah fasilitas Bank BTPN Syariah cabang Sukowono ,Jember yang digunakan menarik secara visual					
3	Apakah teknologi Bank BTPN Syariah cabang Sukowono ,Jember yang digunakan sudah maju untuk memudahkan nasabah bertransaksi					
4	Apakah akses lokasi Bank BTPN Syariah cabang Sukowono ,Jember dan lingkungan yang digunakan sudah mendukung					

- **Variabel Kualitas Pelayanan berupa Keandalan (*Reliability*)(X2)**

no	Pertanyaan	SS	S	BS	TS	STS
1	Apakah pelayanan Bank BTPN Syariah cabang Sukowono ,Jember yang disediakan sesuai dengan yang diinformasikan					
2	Apakah petugas Bank BTPN Syariah cabang Sukowono ,Jember tepat waktu dalam melaksanakan keperluan nasabah					
3	Apakah pelayanan Bank BTPN Syariah cabang Sukowono ,Jember yang diberikan sesuai dengan yang dijanjikan					

- **Variabel Kualitas Pelayanan berupa Jaminan (*Assurance*)(X3)**

no	Pertanyaan	SS	S	BS	TS	STS
1	Apakah pegawai Bank BTPN Syariah cabang Sukowono ,Jember mampu menanamkan rasa aman					
2	Apakah pegawai Bank BTPN Syariah cabang Sukowono ,Jember dapat dipercaya					
3	Apakah pegawai Bank BTPN Syariah cabang Sukowono ,Jember mempunyai pengetahuan yang cukup					

- **Variabel Kualitas Pelayanan berupa Daya Tanggap (*Responsiveness*)(X4)**

no	Pertanyaan	SS	S	BS	TS	STS
1	Apakah pegawai Bank BTPN Syariah cabang Sukowono ,Jember memberitahukan mengenai jadwal pelayanan					
2	Apakah pegawai Bank BTPN Syariah cabang Sukowono ,Jember memberikan pelayanan secara cepat dan tepat					
3	Apakah pegawai Bank BTPN Syariah cabang Sukowono ,Jember bersedia menanggapi semua keluhan masalah					

- **Variabel Kualitas Pelayanan berupa Kepedulian (*Emphaty*)(X5)**

no	Pertanyaan	SS	S	BS	TS	STS
1	Apakah pegawai Bank BTPN Syariah cabang Sukowono ,Jember memberikan perhatian personal					
2	Apakah pegawai Bank BTPN Syariah cabang Sukowono ,Jember sungguh-sungguh memperhatikan kepentingan nasabah					
3	Apakah pegawai Bank BTPN Syariah cabang Sukowono ,Jember memberikan perhatian individual kepada perusahaan					

- **Variabel Kepuasan Nasabah (Y)**

no	Pertanyaan	SS	S	BS	TS	STS
1	Apakah Bank BTPN Syariah cabang Sukowono ,Jember tidak ada komplain atau keluhan terhadap pelayanannya					
2	Apakah Bank BTPN Syariah cabang Sukowono ,Jember, Nasabah memberi pujian setelah melakukan transaksi					
3	Apakah melakukan transaksi di Bank BTPN Syariah Sukowono merupakan pengalaman yang bagus					



Lampiran 2
Rekapitulasi Data Jawaban Responden

No.	X1.1	X1.2	X1.3	X1. 4	X1	X2.1	X2.2	X2. 3	X2	X3.1	X3.2	X3. 3	X3
1	4	4	5	4	17	5	4	5	14	4	5	4	13
2	4	3	4	3	14	3	3	3	9	3	4	3	10
3	5	4	5	5	19	4	4	5	13	5	3	5	13
4	4	3	4	3	14	3	3	3	9	3	4	3	10
5	4	4	5	4	17	4	4	4	12	4	4	4	12
6	4	4	4	4	16	5	4	4	13	4	5	3	12
7	4	4	4	4	16	4	3	3	10	4	5	4	13
8	3	3	3	3	12	3	2	3	8	2	3	2	7
9	5	4	4	4	17	5	4	4	13	4	5	3	12
10	4	4	4	4	16	4	4	4	12	5	5	4	14
11	4	5	5	5	19	5	5	5	15	4	3	5	12
12	4	4	4	5	17	5	4	4	13	5	4	4	13
13	3	3	3	3	12	2	3	2	7	4	3	3	10
14	4	4	4	4	16	3	2	3	8	5	3	4	12
15	4	4	4	3	15	4	3	3	10	4	4	4	12
16	5	5	5	4	19	5	5	5	15	4	4	3	11
17	4	3	3	3	13	2	2	2	6	4	4	3	11
18	5	5	5	5	20	5	4	4	13	4	4	4	12
19	5	5	5	5	20	5	5	5	15	5	5	5	15
20	3	4	4	3	14	3	3	3	9	4	4	4	12
21	4	4	4	4	16	5	4	5	14	4	4	4	12
22	4	3	3	4	14	3	2	2	7	3	3	3	9
23	4	4	4	3	15	4	5	4	13	3	4	4	11
24	5	5	5	4	19	5	4	5	14	4	5	5	14
25	4	4	4	3	15	3	4	3	10	4	4	4	12
26	3	4	3	3	13	2	3	3	8	3	4	3	10
27	5	5	5	4	19	4	4	5	13	5	5	4	14
28	4	4	4	3	15	3	3	3	9	3	4	3	10
29	4	3	4	3	14	3	3	3	9	3	3	4	10
30	4	3	3	3	13	3	3	3	9	3	3	3	9
31	4	4	4	4	16	4	3	4	11	4	5	3	12
32	4	3	5	3	15	3	3	3	9	2	3	2	7
33	3	4	4	4	15	4	4	4	12	5	5	4	14
34	4	4	4	4	16	3	4	4	11	4	4	3	11
35	4	5	5	5	19	4	5	5	14	4	5	3	12
36	4	4	4	3	15	3	4	3	10	3	3	3	9
37	3	4	3	4	14	4	3	3	10	4	3	3	10
38	4	4	4	4	16	4	4	4	12	4	4	4	12
39	5	5	4	4	18	5	5	5	15	4	5	5	14
40	3	4	3	5	15	3	4	4	11	4	4	3	11
41	4	5	5	5	19	4	5	5	14	5	5	4	14
42	4	4	4	4	16	3	3	3	9	2	3	2	7
43	4	4	4	5	17	4	4	4	12	4	4	4	12
44	5	5	5	5	20	5	4	5	14	5	5	5	15

45	4	4	4	5	17	3	4	4	11	4	4	4	12
46	5	4	4	5	18	4	5	5	14	5	4	3	12
47	4	4	4	3	15	4	4	4	12	5	5	4	14
48	4	4	4	3	15	3	3	3	9	2	3	2	7
49	4	4	5	4	17	5	4	4	13	5	4	3	12
50	4	3	3	3	13	4	4	3	11	4	5	4	13

No.	X4.1	X4.2	X4.3	X4	X5.1	X5.2	X5.3	X5	Y1	Y2	Y3	Y
1	3	4	5	12	3	5	4	12	4	5	4	13
2	2	3	2	7	3	4	3	10	4	3	3	10
3	5	5	3	13	4	4	4	12	5	5	5	15
4	3	4	3	10	3	2	3	8	3	4	3	10
5	4	5	5	14	4	4	4	12	5	4	4	13
6	4	4	5	13	4	3	5	12	4	4	4	12
7	5	4	5	14	4	5	5	14	4	4	4	12
8	3	4	3	10	3	3	4	10	3	3	3	9
9	5	5	3	13	4	5	5	14	4	4	4	12
10	3	4	4	11	3	3	4	10	4	4	4	12
11	3	3	3	9	5	5	5	15	5	4	5	14
12	4	4	4	12	3	4	5	12	4	4	4	12
13	2	2	2	6	3	2	3	8	2	2	3	7
14	4	3	4	11	3	4	4	11	4	4	4	12
15	4	4	4	12	3	4	4	11	4	4	4	12
16	5	4	5	14	4	4	5	13	5	4	5	14
17	3	2	2	7	3	4	4	11	3	3	2	8
18	4	5	5	14	5	5	5	15	5	5	4	14
19	5	5	5	15	5	5	5	15	5	5	5	15
20	3	3	3	9	3	3	4	10	3	4	3	10
21	4	4	3	11	4	4	4	12	4	4	4	12
22	3	4	3	10	4	3	3	10	3	3	3	9
23	4	4	4	12	3	5	4	12	4	4	4	12
24	5	5	5	15	4	5	5	14	5	5	5	15
25	4	4	3	11	3	5	5	13	4	4	4	12
26	2	3	2	7	3	3	3	9	3	3	2	8
27	4	4	4	12	4	3	5	12	4	4	4	12
28	3	3	3	9	4	4	4	12	3	4	3	10
29	3	3	3	9	2	3	2	7	2	2	3	7
30	3	3	2	8	3	2	2	7	3	2	3	8
31	4	4	3	11	5	3	5	13	4	4	3	11
32	4	3	4	11	5	5	4	14	3	3	2	8
33	3	3	3	9	4	3	3	10	4	3	3	10
34	4	4	4	12	3	4	3	10	4	3	4	11
35	4	5	4	13	5	5	5	15	5	5	5	15
36	4	3	3	10	3	3	3	9	4	3	4	11
37	4	4	4	12	5	5	4	14	3	4	4	11
38	5	4	5	14	4	5	5	14	4	4	4	12
39	5	4	5	14	5	5	5	15	5	4	5	14
40	4	4	4	12	4	3	4	11	4	4	4	12

41	5	5	5	15	4	5	4	13	4	4	5	13
42	3	3	3	9	3	2	3	8	3	3	3	9
43	4	3	3	10	5	3	4	12	4	4	4	12
44	4	4	5	13	5	4	5	14	5	5	4	14
45	3	3	4	10	5	5	5	15	4	4	4	12
46	4	5	5	14	5	4	4	13	5	4	4	13
47	4	5	4	13	4	4	4	12	4	4	4	12
48	2	3	3	8	2	2	2	6	3	3	2	8
49	5	4	4	13	4	4	5	13	4	4	5	13
50	4	3	3	10	4	5	5	14	4	3	4	11



Lampiran 3
Hasil Uji Validitas

Correlations						
		X1.1	X1.2	X1.3	X1.4	X1
X1.1	Pearson Correlation	1	.491**	.601**	.377**	.741**
	Sig. (2-tailed)		.000	.000	.007	.000
	N	50	50	50	50	50
X1.2	Pearson Correlation	.491**	1	.660**	.620**	.859**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	50	50	50	50	50
X1.3	Pearson Correlation	.601**	.660**	1	.452**	.835**
	Sig. (2-tailed)	.000	.000		.001	.000
	N	50	50	50	50	50
X1.4	Pearson Correlation	.377**	.620**	.452**	1	.786**
	Sig. (2-tailed)	.007	.000	.001		.000
	N	50	50	50	50	50
X1	Pearson Correlation	.741**	.859**	.835**	.786**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	50	50	50	50	50

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

Correlations					
		X2.1	X2.2	X2.3	X2
X2.1	Pearson Correlation	1	.646**	.764**	.886**
	Sig. (2-tailed)		.000	.000	.000
	N	50	50	50	50
X2.2	Pearson Correlation	.646**	1	.820**	.898**
	Sig. (2-tailed)	.000		.000	.000
	N	50	50	50	50
X2.3	Pearson Correlation	.764**	.820**	1	.947**
	Sig. (2-tailed)	.000	.000		.000
	N	50	50	50	50
X2	Pearson Correlation	.886**	.898**	.947**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	50	50	50	50

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

Correlations

		X3.1	X3.2	X3.3	X3
X3.1	Pearson Correlation	1	.533**	.639**	.885**
	Sig. (2-tailed)		.000	.000	.000
	N	50	50	50	50
X3.2	Pearson Correlation	.533**	1	.403**	.768**
	Sig. (2-tailed)	.000		.004	.000
	N	50	50	50	50
X3.3	Pearson Correlation	.639**	.403**	1	.826**
	Sig. (2-tailed)	.000	.004		.000
	N	50	50	50	50
X3	Pearson Correlation	.885**	.768**	.826**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	50	50	50	50

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

Correlations

		X4.1	X4.2	X4.3	X4
X4.1	Pearson Correlation	1	.656**	.660**	.877**
	Sig. (2-tailed)		.000	.000	.000
	N	50	50	50	50
X4.2	Pearson Correlation	.656**	1	.648**	.863**
	Sig. (2-tailed)	.000		.000	.000
	N	50	50	50	50
X4.3	Pearson Correlation	.660**	.648**	1	.890**
	Sig. (2-tailed)	.000	.000		.000
	N	50	50	50	50
X4	Pearson Correlation	.877**	.863**	.890**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	50	50	50	50

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

Correlations

		X5.1	X5.2	X5.3	X5
X5.1	Pearson Correlation	1	.494**	.630**	.813**
	Sig. (2-tailed)		.000	.000	.000
	N	50	50	50	50
X5.2	Pearson Correlation	.494**	1	.667**	.858**
	Sig. (2-tailed)	.000		.000	.000
	N	50	50	50	50
X5.3	Pearson Correlation	.630**	.667**	1	.893**
	Sig. (2-tailed)	.000	.000		.000
	N	50	50	50	50
X5	Pearson Correlation	.813**	.858**	.893**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	50	50	50	50

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

Correlations

		Y1	Y2	Y3	Y
Y1	Pearson Correlation	1	.742**	.767**	.926**
	Sig. (2-tailed)		.000	.000	.000
	N	50	50	50	50
Y2	Pearson Correlation	.742**	1	.655**	.879**
	Sig. (2-tailed)	.000		.000	.000
	N	50	50	50	50
Y3	Pearson Correlation	.767**	.655**	1	.901**
	Sig. (2-tailed)	.000	.000		.000
	N	50	50	50	50
Y	Pearson Correlation	.926**	.879**	.901**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	50	50	50	50

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

Lampiran 4
Hasil Uji Reliabilitas

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	50	100.0
	Excluded ^a	0	.0
	Total	50	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.815	4

Item Statistics

	Mean	Std. Deviation	N
X1.1	4.0600	.58589	50
X1.2	4.0000	.63888	50
X1.3	4.1000	.67763	50
X1.4	3.8800	.77301	50

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
16.0400	4.651	2.15672	4

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	50	100.0
	Excluded ^a	0	.0
	Total	50	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.897	3

Item Statistics

	Mean	Std. Deviation	N
X2.1	3.8000	.90351	50
X2.2	3.7000	.83910	50
X2.3	3.7800	.91003	50

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
11.2800	5.838	2.41627	3

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	50	100.0
	Excluded ^a	0	.0
	Total	50	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.770	3

Item Statistics

	Mean	Std. Deviation	N
X3.1	3.9000	.86307	50
X3.2	4.0600	.76692	50
X3.3	3.5800	.81039	50

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
11.5400	4.090	2.02243	3

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	50	100.0
	Excluded ^a	0	.0
	Total	50	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.847	3

Item Statistics

	Mean	Std. Deviation	N
X4.1	3.7600	.87037	50
X4.2	3.8000	.80812	50
X4.3	3.7000	.97416	50

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
11.2600	5.421	2.32826	3

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	50	100.0
	Excluded ^a	0	.0
	Total	50	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.814	3

Item Statistics

	Mean	Std. Deviation	N
X5.1	3.8000	.85714	50
X5.2	3.8800	1.00285	50
X5.3	4.0800	.89989	50

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
11.7600	5.574	2.36091	3

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	50	100.0
	Excluded ^a	0	.0
	Total	50	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.885	3

Item Statistics

	Mean	Std. Deviation	N
Y1	3.9000	.78895	50
Y2	3.7800	.76372	50
Y3	3.7800	.84007	50

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
11.4600	4.662	2.15908	3

Lampiran 5
Distribusi Frekuensi Jawaban Responden

Frequency Table

X1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	7	14.0	14.0	14.0
	4.00	33	66.0	66.0	80.0
	5.00	10	20.0	20.0	100.0
	Total	50	100.0	100.0	

X1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	10	20.0	20.0	20.0
	4.00	30	60.0	60.0	80.0
	5.00	10	20.0	20.0	100.0
	Total	50	100.0	100.0	

X1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	9	18.0	18.0	18.0
	4.00	27	54.0	54.0	72.0
	5.00	14	28.0	28.0	100.0
	Total	50	100.0	100.0	

X1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	18	36.0	36.0	36.0
	4.00	20	40.0	40.0	76.0
	5.00	12	24.0	24.0	100.0
	Total	50	100.0	100.0	

X2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	6.0	6.0	6.0
	3.00	17	34.0	34.0	40.0
	4.00	17	34.0	34.0	74.0
	5.00	13	26.0	26.0	100.0
	Total	50	100.0	100.0	

X2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	4	8.0	8.0	8.0
	3.00	15	30.0	30.0	38.0
	4.00	23	46.0	46.0	84.0
	5.00	8	16.0	16.0	100.0
	Total	50	100.0	100.0	

X2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	6.0	6.0	6.0
	3.00	18	36.0	36.0	42.0
	4.00	16	32.0	32.0	74.0
	5.00	13	26.0	26.0	100.0
	Total	50	100.0	100.0	

X3.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	4	8.0	8.0	8.0
	3.00	9	18.0	18.0	26.0
	4.00	25	50.0	50.0	76.0
	5.00	12	24.0	24.0	100.0
	Total	50	100.0	100.0	

X3.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	13	26.0	26.0	26.0
	4.00	21	42.0	42.0	68.0
	5.00	16	32.0	32.0	100.0
	Total	50	100.0	100.0	

X3.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	4	8.0	8.0	8.0
	3.00	19	38.0	38.0	46.0
	4.00	21	42.0	42.0	88.0
	5.00	6	12.0	12.0	100.0
	Total	50	100.0	100.0	

X4.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	4	8.0	8.0	8.0
	3.00	14	28.0	28.0	36.0
	4.00	22	44.0	44.0	80.0
	5.00	10	20.0	20.0	100.0
	Total	50	100.0	100.0	

X4.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	4.0	4.0	4.0
	3.00	16	32.0	32.0	36.0
	4.00	22	44.0	44.0	80.0
	5.00	10	20.0	20.0	100.0
	Total	50	100.0	100.0	

X4.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	5	10.0	10.0	10.0
	3.00	18	36.0	36.0	46.0
	4.00	14	28.0	28.0	74.0
	5.00	13	26.0	26.0	100.0
Total		50	100.0	100.0	

X5.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	4.0	4.0	4.0
	3.00	18	36.0	36.0	40.0
	4.00	18	36.0	36.0	76.0
	5.00	12	24.0	24.0	100.0
Total		50	100.0	100.0	

X5.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	5	10.0	10.0	10.0
	3.00	13	26.0	26.0	36.0
	4.00	15	30.0	30.0	66.0
	5.00	17	34.0	34.0	100.0
Total		50	100.0	100.0	

X5.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	6.0	6.0	6.0
	3.00	9	18.0	18.0	24.0
	4.00	19	38.0	38.0	62.0
	5.00	19	38.0	38.0	100.0
Total		50	100.0	100.0	

Y1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	4.0	4.0	4.0
	3.00	12	24.0	24.0	28.0
	4.00	25	50.0	50.0	78.0
	5.00	11	22.0	22.0	100.0
Total		50	100.0	100.0	

Y2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	6.0	6.0	6.0
	3.00	12	24.0	24.0	30.0
	4.00	28	56.0	56.0	86.0
	5.00	7	14.0	14.0	100.0
Total		50	100.0	100.0	

Y3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	4	8.0	8.0	8.0
	3.00	12	24.0	24.0	32.0
	4.00	25	50.0	50.0	82.0
	5.00	9	18.0	18.0	100.0
Total		50	100.0	100.0	

Lampiran 6
Hasil Analisis Regresi Linier Berganda

Regression

Descriptive Statistics

	Mean	Std. Deviation	N
Y	11.4600	2.15908	50
X1	16.0400	2.15672	50
X2	11.2800	2.41627	50
X3	11.5400	2.02243	50
X4	11.2600	2.32826	50
X5	11.7600	2.36091	50

Correlations

	Y	X1	X2	X3	X4	X5	
Pearson Correlation	Y	1.000	.851	.855	.713	.808	.743
	X1	.851	1.000	.832	.594	.721	.631
	X2	.855	.832	1.000	.670	.734	.638
	X3	.713	.594	.670	1.000	.568	.566
	X4	.808	.721	.734	.568	1.000	.669
	X5	.743	.631	.638	.566	.669	1.000
Sig. (1-tailed)	Y		.000	.000	.000	.000	.000
	X1	.000		.000	.000	.000	.000
	X2	.000	.000		.000	.000	.000
	X3	.000	.000	.000		.000	.000
	X4	.000	.000	.000	.000		.000
	X5	.000	.000	.000	.000	.000	
N	Y	50	50	50	50	50	50
	X1	50	50	50	50	50	50
	X2	50	50	50	50	50	50
	X3	50	50	50	50	50	50
	X4	50	50	50	50	50	50
	X5	50	50	50	50	50	50

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	X5, X3 ^a , X1, X4, X2		Enter

a. All requested variables entered.

b. Dependent Variable: Y

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	.932 ^a	.868	.853	.82657	.868	58.067	5	44	.000

a. Predictors: (Constant), X5, X3, X1, X4, X2

b. Dependent Variable: Y

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	198.359	5	39.672	58.067	.000 ^a
	Residual	30.061	44	.683		
	Total	228.420	49			

a. Predictors: (Constant), X5, X3, X1, X4, X2

b. Dependent Variable: Y

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics	
		B	Std. Error	Beta			Zero-order	Partial	Part	Tolerance	VIF
1	(Constant)	-1.756	1.006		-1.744	.088					
	X1	.300	.104	.299	2.874	.006	.851	.398	.157	.276	3.626
	X2	.204	.100	.228	2.039	.048	.855	.294	.111	.238	4.197
	X3	.173	.081	.162	2.126	.039	.713	.305	.116	.516	1.937
	X4	.203	.083	.219	2.440	.019	.808	.345	.133	.372	2.689
	X5	.156	.072	.170	2.149	.037	.743	.308	.118	.477	2.098

a. Dependent Variable: Y

Collinearity Diagnostiĉs

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions					
				(Constant)	X1	X2	X3	X4	X5
1	1	5.932	1.000	.00	.00	.00	.00	.00	.00
	2	.025	15.312	.32	.00	.07	.01	.09	.03
	3	.016	19.371	.01	.01	.16	.11	.01	.70
	4	.014	20.869	.07	.02	.00	.54	.30	.16
	5	.010	24.280	.00	.04	.26	.31	.58	.11
	6	.003	41.656	.60	.93	.51	.03	.02	.01

a. Dependent Variable: Y

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	7.4577	15.2663	11.4600	2.01200	50
Std. Predicted Value	-1.989	1.892	.000	1.000	50
Standard Error of Predicted Value	.158	.503	.277	.075	50
Adjusted Predicted Value	7.5328	15.2975	11.4687	2.00142	50
Residual	-2.19489	1.65968	.00000	.78326	50
Std. Residual	-2.655	2.008	.000	.948	50
Stud. Residual	-3.121	2.103	-.005	1.025	50
Deleted Residual	-3.03259	1.81997	-.00872	.92100	50
Stud. Deleted Residual	-3.497	2.192	-.013	1.066	50
Mahal. Distance	.818	17.136	4.900	3.299	50
Cook's Distance	.000	.620	.031	.091	50
Centered Leverage Value	.017	.350	.100	.067	50

a. Dependent Variable: Y

Normal P-P Plot of Regression Standardized Residual

Dependent Variable: Y

