

LAMPIRAN 1: KUISIONER



KUISIONER

Kepada:

Yth. Bapak/Ibu/Sdr/i

Di Tempat

Dengan Hormat,

Kuisisioner ini ditujukan untuk tugas akhir (skripsi) sebagai salah satu syarat untuk memperoleh gelar sarjana, adapun judul dari skripsi yang saya buat yakni “Pengaruh *Online servicescape* dan *Service Quality* Terhadap Kepuasan Pelanggan Go-Jek Di Jember”. Dengan segenap kerendahan hati, saya memohon kesediaan Saudara/Saudari untuk mengisi kuisisioner ini dengan jujur dan apa adanya.

Informasi yang Saudara/Saudari berikan hanya untuk kepentingan terbatas, dalam artian diperlukan untuk penelitian ini saja. Peneliti menjamin rahasia identitas pribadi dan juga jawaban Saudara/Saudari dalam memberikan kebenaran data para peniliti. Atas bantuan dan kerjasama Saudara/Saudari, sangat berarti bagi kesuksesan saya, atas kesediaan dan partisipasinya, saya mengucapkan terimakasih.

Yang menyatakan,

Retnaning Ayu Pamuji

NIM. 14.10411.354

NOMOR DAN IDENTITAS RESPONDEN: (Di Isi Oleh Peneliti)

1. Nama :
2. Jenis Kelamin :
3. Usia :
4. Fakultas :

PETUNJUK PENGISIAN

1. Dimohon menjawab daftar pertanyaan ini dengan memberi tanda (√) pada salah satu jawaban yang anda anggap benar.
2. Jawaban sejujur-jujurnya, karena hal tersebut sangat membantu kami perlukan dalam penelitian ini.
3. Jika pertanyaan kurang jelas, tanyakan pada peneliti yang menyebarkan angket (kuisisioner) ini.

KETERANGAN

- a) Sangat Setuju (SS) = Skor 5
- b) Setuju (S) = Skor 4
- c) Netral (N) = Skor 3
- d) Tidak Setuju (TS) = Skor 2
- e) Sangat Tidak Setuju (STS) = Skor 1

Terimakasih atas kesediaan mengisi angket ini.

A. Pertanyaan Untuk Variabel Online Servicescape

NO	PERNYATAAN	JAWABAN				
		SS	S	N	TS	STS
1	Menurut saya aplikasi Go-jek memiliki ciri khas yang mudah dihafal dan desain yang menarik.					
2	Saya menggunakan aplikasi Go-jek karena fitur aplikasinya yang mudah dan banyak informasi yang saya dapatkan seperti promo makanan dan lain-lain.					
3	Menurut saya pembayaran via online di aplikasi Go-jek sangat mudah, cepat, aman dan terjaga.					

B. Pertanyaan Untuk Variabel Service Quality

NO	PERNYATAAN	JAWABAN				
		SS	S	N	TS	STS
1	Menurut saya kelengkapan <i>driver</i> Go-jek dan juga komunikasi dengan pelanggan yang di berikan Go-jek sudah sesuai permintaan pelanggan.					
2	Menurut saya <i>driver</i> Go-jek sudah memberikan pelayanan yang tepat dan memuaskan.					
3	Perusahaan Go-jek telah memberikan pelayanan yang cepat (<i>fast respond</i>) dan juga memberikan informasi yang jelas terhadap pelanggan Go-jek.					
4	Menurut saya jaminan keselamatan dan keamanan yang di berikan <i>driver</i> Go-jek sudah menjamin setiap orderan para pelanggan.					
5	Pihak Go-jek telah memberikan pelayanan yang baik terhadap pelanggan.					

C. Pertanyaan Untuk Variabel Kepuasan Pelanggan

NO	PERNYATAAN	JAWABAN				
		SS	S	N	TS	STS
1	Saya merasa puas dan akan tetap menggunakan jasa Go-jek.					
2	Saya seringkali memberi penilaian bintang lima pada <i>driver</i> Go-jek.					
3	Menurut saya pelayanan dari <i>driver</i> Go-jek sudah sesuai harapan yang pelanggan harapkan.					



NO	Usia	Jenis Kelamin	Lama Berlangganan
1	21	P	C
2	21	P	C
3	21	P	C
4	23	L	A
5	21	P	B
6	20	P	C
7	21	P	B
8	21	P	A
9	21	P	B
10	22	P	D
11	19	P	C
12	21	L	B
13	20	P	C
14	21	P	D
15	21	P	B
16	24	L	C
17	21	P	A
18	19	L	C
19	21	P	D
20	20	P	A
21	20	P	B
22	19	P	C
23	21	L	B
24	20	P	C
25	20	P	D
26	19	P	C
27	21	P	B
28	20	P	C
29	21	P	B
30	21	P	C
31	21	P	C
32	21	P	D
33	20	P	A
34	20	P	B
35	23	P	C
36	21	L	B
37	20	P	C
38	22	P	A
39	21	P	C
40	21	P	C
41	21	P	C
42	21	L	A
43	21	P	B
44	21	L	B
45	20	L	C
46	20	P	B
47	21	P	B
48	19	P	C
49	20	P	D
50	21	P	A
51	21	P	C
52	21	P	C

53	21	P	C
54	21	L	A
55	21	P	B
56	23	P	C
57	21	P	A
58	21	P	C
59	22	P	C
60	21	P	C
61	21	L	A
62	21	P	B
63	21	L	B
64	19	P	B
65	20	L	A
66	21	L	C
67	24	P	C
68	21	P	C
69	20	L	D
70	20	P	A
71	20	P	B
72	19	P	C
73	21	L	B
74	20	P	C
75	21	L	A
76	21	P	B
77	21	L	B
78	19	P	B
79	20	L	A
80	22	P	B
81	20	L	A
82	21	L	C
83	21	P	C
84	21	P	C
85	20	L	D
86	20	P	A
87	20	P	B
88	19	P	C
89	21	L	B
90	20	P	C
91	20	P	D
92	22	P	C
93	20	P	C
94	21	L	A
95	21	P	B

Sumber: Data primer yang diolah 2018

Keterangan:

Lama Penggunaan

- a. 3 – 6 bulan
- b. 6 – 9 bulan
- c. 9 – 12 bulan
- d. > 1 Tahun



LAMPIRAN 2: REKAPITULASI KUISIONER



NO	X1.1	X1.2	X1.3	X1	X2.1	X2.2	X2.3	X2.4	X2.5	X2	Y.1	Y.2	Y.3	Y
1	4	4	4	12	4	4	4	3	5	20	4	5	5	14
2	5	5	4	14	5	5	5	5	5	25	5	5	5	15
3	4	4	5	13	4	4	4	5	4	21	4	4	5	13
4	4	4	4	12	5	4	4	4	4	21	5	4	4	13
5	5	5	4	14	4	5	5	5	5	24	5	5	5	15
6	4	4	5	13	5	4	4	4	4	21	5	5	2	12
7	4	4	5	13	4	4	4	3	5	20	4	4	4	12
8	4	4	4	12	4	5	5	4	5	23	4	5	4	13
9	4	4	4	12	5	4	4	4	4	21	5	4	4	13
10	5	5	4	14	4	5	5	5	5	24	5	5	5	15
11	4	5	4	13	4	5	5	4	5	23	5	4	4	13
12	4	4	4	12	4	4	3	3	4	18	4	4	4	12
13	5	4	5	14	5	4	4	4	5	22	5	5	5	15
14	4	5	5	14	5	4	4	4	5	22	5	5	5	15
15	4	4	5	13	5	4	5	4	5	23	5	4	4	13
16	4	4	4	12	4	4	4	4	4	20	4	4	4	12
17	5	5	4	14	5	5	5	5	5	25	5	5	5	15
18	4	3	4	11	5	4	4	4	4	21	5	4	4	13
19	4	4	5	13	5	4	4	4	4	21	4	4	4	12
20	4	3	4	11	4	4	4	3	4	19	4	4	4	12
21	4	4	5	13	5	5	5	5	5	25	5	5	5	15
22	4	3	4	11	5	4	4	4	3	20	4	4	4	12
23	4	4	4	12	4	4	4	3	5	20	4	5	5	14
24	5	5	4	14	5	5	5	5	5	25	5	5	5	15
25	4	4	5	13	4	4	4	5	4	21	4	4	5	13
26	5	5	4	14	4	5	5	5	5	24	4	5	5	14
27	4	4	4	12	5	4	4	4	3	20	4	4	4	12
28	4	5	5	14	4	4	5	5	4	22	5	4	5	14
29	4	3	4	11	5	4	4	4	3	20	4	4	4	12
30	4	4	4	12	5	5	5	5	5	25	5	5	5	15
31	5	5	4	14	4	3	3	3	4	17	4	4	4	12
32	3	3	4	10	4	3	3	3	4	17	4	4	4	12
33	3	4	4	11	4	4	4	4	4	20	4	4	4	12
34	4	4	5	13	5	4	4	4	4	21	5	4	4	13
35	5	5	5	15	4	4	4	4	5	21	5	5	5	15
36	4	4	4	12	4	3	3	3	4	17	4	4	4	12
37	4	4	4	12	4	4	3	3	4	18	4	4	4	12
38	4	4	4	12	4	4	4	4	4	20	4	4	4	12
39	5	5	5	15	5	3	3	3	5	19	5	5	5	15
40	4	5	4	13	5	4	4	4	3	20	4	4	4	12
41	4	4	4	12	4	4	4	3	4	19	4	4	4	12
42	5	5	5	15	4	5	5	5	5	24	5	5	5	15
43	5	5	5	15	5	5	5	5	5	25	5	5	5	15
44	3	3	4	10	4	3	3	3	3	16	4	3	3	10
45	4	4	4	12	4	4	4	4	3	19	4	4	4	12
46	4	5	5	14	4	4	4	3	4	19	5	4	4	13
47	4	4	4	12	4	3	3	3	4	17	5	4	4	13
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50	5	5	5	15	4	4	4	4	5	21	5	5	5	15
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53	4	4	4	12	4	4	4	3	3	18	4	4	4	12
54	4	4	4	12	4	4	4	4	4	20	5	4	4	13
55	4	4	4	12	5	4	4	4	4	21	5	4	4	13
56	4	4	4	12	5	4	4	3	3	19	4	4	4	12
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61	4	4	5	13	4	4	4	5	5	22	4	4	4	12
62	5	5	5	15	4	4	4	4	5	21	5	5	5	15
63	4	4	4	12	4	3	3	3	3	16	4	4	4	12
64	5	5	5	15	4	5	5	5	5	24	5	5	5	15
65	5	5	4	14	4	5	5	5	5	24	5	5	5	15
66	4	5	4	13	4	5	5	4	5	23	5	4	4	13
67	4	4	4	12	4	4	4	4	4	20	4	4	4	12
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77	4	4	4	12	5	4	4	4	4	21	5	4	4	13
78	5	5	4	14	4	5	5	5	5	24	5	5	5	15
79	4	4	5	13	5	4	4	4	4	21	4	4	4	12
80	4	4	5	13	4	4	4	3	5	20	4	4	4	12
81	4	4	4	12	4	5	5	4	5	23	4	5	4	13
82	4	4	4	12	5	4	4	4	4	21	5	4	4	13
83	5	5	4	14	4	5	5	5	5	24	5	5	5	15
84	4	5	4	13	4	5	5	4	5	23	5	4	4	13
85	4	4	5	13	4	4	4	3	5	20	4	4	4	12
86	4	4	4	12	4	5	5	4	5	23	4	5	4	13
87	4	4	4	12	5	4	4	4	4	21	5	4	4	13
88	5	5	4	14	4	5	5	5	5	24	5	5	5	15
89	4	5	4	13	4	5	5	4	5	23	5	4	4	13
90	4	4	4	12	4	4	2	4	4	18	4	4	4	12
91	5	4	5	14	5	4	4	4	5	22	5	5	5	15
92	4	5	5	14	5	4	4	4	5	22	5	5	5	15
93	4	4	5	13	5	4	5	4	5	23	5	4	4	13
94	4	4	4	12	4	4	4	4	4	20	4	4	4	12
95	5	5	4	14	5	5	5	5	5	25	5	5	5	15

Sumber: Data primer yang diolah 2018

LAMPIRAN 3:
FREKUENSI PERNYATAAN
RESPONDEN



LAMPIRAN: FREKUENSI PERNYATAAN RESPONDEN

1. Usia

Statistics		
Usia		
N	Valid	95
	Missing	0
Mean		20.72

Usia					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	19	9	9.5	9.5	9.5
	20	26	27.4	27.4	36.8
	21	50	52.6	52.6	89.5
	22	5	5.3	5.3	94.7
	23	3	3.2	3.2	97.9
	24	2	2.1	2.1	100.0
	Total	95	100.0	100.0	

2. Jenis Kelamin

Statistics		
Jenis Kelamin		
N	Valid	95
	Missing	0

Jenis Kelamin					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	L	24	25.3	25.3	25.3
	P	71	74.7	74.7	100.0
	Total	95	100.0	100.0	

3. Lama Berlangganan

Statistics		
Lama Berlangganan		
N	Valid	95
	Missing	0

Lama Berlangganan					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	A	18	18.9	18.9	18.9
	B	28	29.5	29.5	48.4
	C	40	42.1	42.1	90.5
	D	9	9.5	9.5	100.0
	Total	95	100.0	100.0	

1. Online Servicescape

		Statistics		
		X1.1	X1.2	X1.3
N	Valid	95	95	95
	Missing	0	0	0
Mean		4.22	4.27	4.33

X1.1					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	3.2	3.2	3.2
	4	68	71.6	71.6	74.7
	5	24	25.3	25.3	100.0
	Total	95	100.0	100.0	

X1.2					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	7	7.4	7.4	7.4
	4	55	57.9	57.9	65.3
	5	33	34.7	34.7	100.0
	Total	95	100.0	100.0	

X1.3					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	64	67.4	67.4	67.4
	5	31	32.6	32.6	100.0
	Total	95	100.0	100.0	

2. Service Quality

		Statistics				
		X2.1	X2.2	X2.3	X2.4	X2.5
N	Valid	95	95	95	95	95
	Missing	0	0	0	0	0
Mean		4.42	4.21	4.15	4.02	4.35

X2.1					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	55	57.9	57.9	57.9
	5	40	42.1	42.1	100.0
Total		95	100.0	100.0	

X2.2					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	8	8.4	8.4	8.4
	4	59	62.1	62.1	70.5
	5	28	29.5	29.5	100.0
Total		95	100.0	100.0	

X2.3					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	2.1	2.1	2.1
	3	10	10.5	10.5	12.6
	4	55	57.9	57.9	70.5
	5	28	29.5	29.5	100.0
	Total	95	100.0	100.0	

X2.4					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	21	22.1	22.1	22.1
	4	51	53.7	53.7	75.8
	5	23	24.2	24.2	100.0
	Total	95	100.0	100.0	

X2.5					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	11	11.6	11.6	11.6
	4	40	42.1	42.1	53.7
	5	44	46.3	46.3	100.0
	Total	95	100.0	100.0	

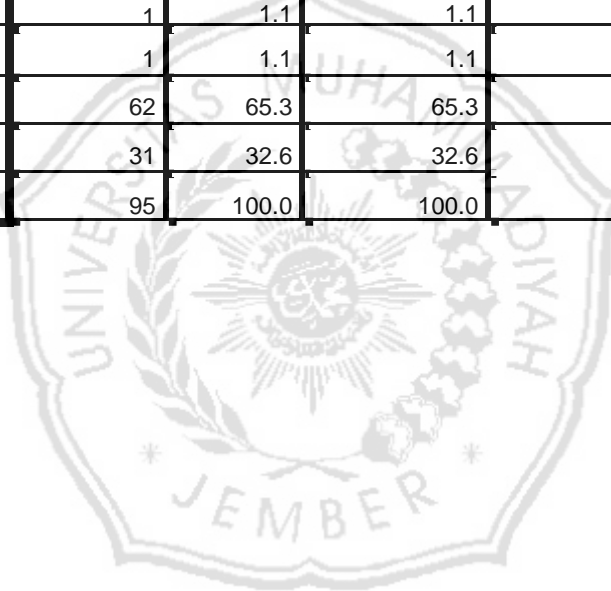
3. Kepuasan Pelanggan

Statistics				
		Y.1	Y.2	Y.3
N	Valid	95	95	95
	Missing	0	0	0
Mean		4.51	4.35	4.29

Y.1					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	47	49.5	49.5	49.5
	5	48	50.5	50.5	100.0
	Total	95	100.0	100.0	

Y.2					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	1.1	1.1	1.1
	4	60	63.2	63.2	64.2
	5	34	35.8	35.8	100.0
	Total	95	100.0	100.0	

Y.3					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.1	1.1	1.1
	3	1	1.1	1.1	2.1
	4	62	65.3	65.3	67.4
	5	31	32.6	32.6	100.0
	Total	95	100.0	100.0	



LAMPIRAN 4:
HASIL UJI VALIDITAS



LAMPIRAN: HASIL UJI VALIDITAS

1. *Online Servicescape*

		Correlations			
		X1.1	X1.2	X1.3	X1
X1.1	Pearson Correlation	1	.673**	.238*	.836**
	Sig. (2-tailed)		.000	.020	.000
	N	95	95	95	95
X1.2	Pearson Correlation	.673**	1	.210*	.854**
	Sig. (2-tailed)	.000		.041	.000
	N	95	95	95	95
X1.3	Pearson Correlation	.238*	.210*	1	.596**
	Sig. (2-tailed)	.020	.041		.000
	N	95	95	95	95
X1	Pearson Correlation	.836**	.854**	.596**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	95	95	95	95
** Correlation is significant at the 0.01 level (2-tailed).					
* Correlation is significant at the 0.05 level (2-tailed).					

2. Service Quality

		Correlations					
		X2.1	X2.2	X2.3	X2.4	X2.5	X2
X2.1	Pearson Correlation	1	.021	.066	.130	-.091	.256*
	Sig. (2-tailed)		.837	.525	.208	.380	.012
	N	95	95	95	95	95	95
X2.2	Pearson Correlation	.021	1	.804**	.684**	.512**	.863**
	Sig. (2-tailed)	.837		.000	.000	.000	.000
	N	95	95	95	95	95	95
X2.3	Pearson Correlation	.066	.804**	1	.699**	.529**	.891**
	Sig. (2-tailed)	.525	.000		.000	.000	.000
	N	95	95	95	95	95	95
X2.4	Pearson Correlation	.130	.684**	.699**	1	.373**	.828**
	Sig. (2-tailed)	.208	.000	.000		.000	.000
	N	95	95	95	95	95	95
X2.5	Pearson Correlation	-.091	.512**	.529**	.373**	1	.683**
	Sig. (2-tailed)	.380	.000	.000	.000		.000
	N	95	95	95	95	95	95
X2	Pearson Correlation	.256*	.863**	.891**	.828**	.683**	1
	Sig. (2-tailed)	.012	.000	.000	.000	.000	
	N	95	95	95	95	95	95

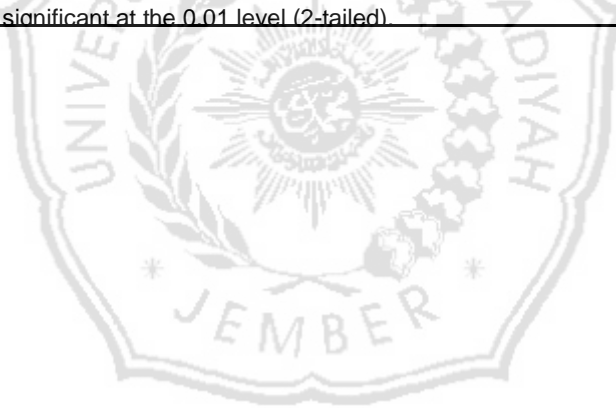
* Correlation is significant at the 0.05 level (2-tailed)

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

3. Kepuasan Pelanggan

		Correlations			
		Y.1	Y.2	Y.3	Y
Y.1	Pearson Correlation	1	.437**	.384**	.736**
	Sig. (2-tailed)		.000	.000	.000
	N	95	95	95	95
Y.2	Pearson Correlation	.437**	1	.676**	.861**
	Sig. (2-tailed)	.000		.000	.000
	N	95	95	95	95
Y.3	Pearson Correlation	.384**	.676**	1	.851**
	Sig. (2-tailed)	.000	.000		.000
	N	95	95	95	95
Y	Pearson Correlation	.736**	.861**	.851**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	95	95	95	95

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



LAMPIRAN 5:
HASIL UJI RELIABILITAS



LAMPIRAN: HASIL UJI RELIABILITAS

1. *Online Servicescape*

Case Processing Summary			
		N	%
Cases	Valid	95	100.0
	Excluded ^a	0	.0
	Total	95	100.0

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

Reliability Statistics	
Cronbach's	
Alpha	N of Items
.648	3

2. *Service Quality*

Case Processing Summary			
		N	%
Cases	Valid	95	100.0
	Excluded ^a	0	.0
	Total	95	100.0

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

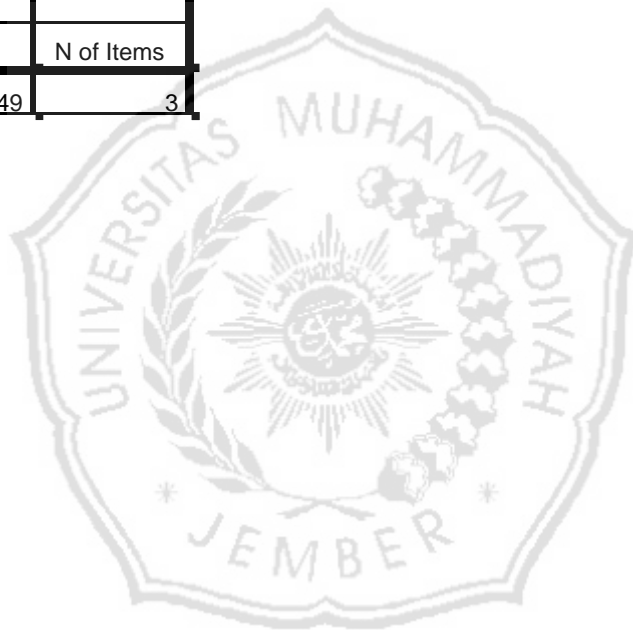
Reliability Statistics	
Cronbach's	
Alpha	N of Items
.769	5

3. Kepuasan Pelanggan

Case Processing Summary			
		N	%
Cases	Valid	95	100.0
	Excluded ^a	0	.0
	Total	95	100.0

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

Reliability Statistics	
Cronbach's Alpha	N of Items
.749	3



LAMPIRAN 6:
HASIL UJI REGRESI, UJI ASUMSI
KLASIK, DAN UJI HIPOTESIS



LAMPIRAN 6:

HASIL UJI UJI REGRESI, 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
  /SCATTERPLOT=(*SRESID ,*ZPRED)
  /RESIDUALS HISTOGRAM(ZRESID) NORMPROB(ZRESID) .
    
```

Regression

Notes		
Output Created		08-JUL-2018 03:00:30
Comments		
Input	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	95
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on cases with no missing values for any variable used.
Syntax		REGRESSION /MISSING LISTWISE /STATISTICS COEFF OUTS BCOV R ANOVA COLLIN TOL /CRITERIA=PIN(.05) POUT(.10) /NOORIGIN /DEPENDENT Y /METHOD=ENTER X1 X2 /SCATTERPLOT=(*SRESID ,*ZPRED) /RESIDUALS HISTOGRAM(ZRESID) NORMPROB(ZRESID).
Resources	Processor Time	00:00:00.62
	Elapsed Time	00:00:00.86
	Memory Required	1940 bytes
	Additional Memory Required for Residual Plots	904 bytes

Variables Entered/Removed ^a			
Model	Variables Entered	Variables Removed	Method
1	X2, X1 ^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
1	.823 ^a	.677	.670	.726

a. Predictors: (Constant), X2, X1

b. Dependent Variable: Y

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	101.495	2	50.747	96.379	.000 ^b
	Residual	48.442	92	.527		
	Total	149.937	94			

a. Dependent Variable: Y

b. Predictors: (Constant), X2, X1

Coefficients ^a								
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	1.116	.871		1.282	.203		
	X1	.562	.073	.531	7.651	.000	.729	1.371
	X2	.228	.039	.410	5.911	.000	.729	1.371

a. Dependent Variable: Y

Coefficient Correlations ^a				
Model			X2	X1
1	Correlations	X2	1.000	-.520
		X1	-.520	1.000
	Covariances	X2	.001	-.001
		X1	-.001	.005

a. Dependent Variable: Y

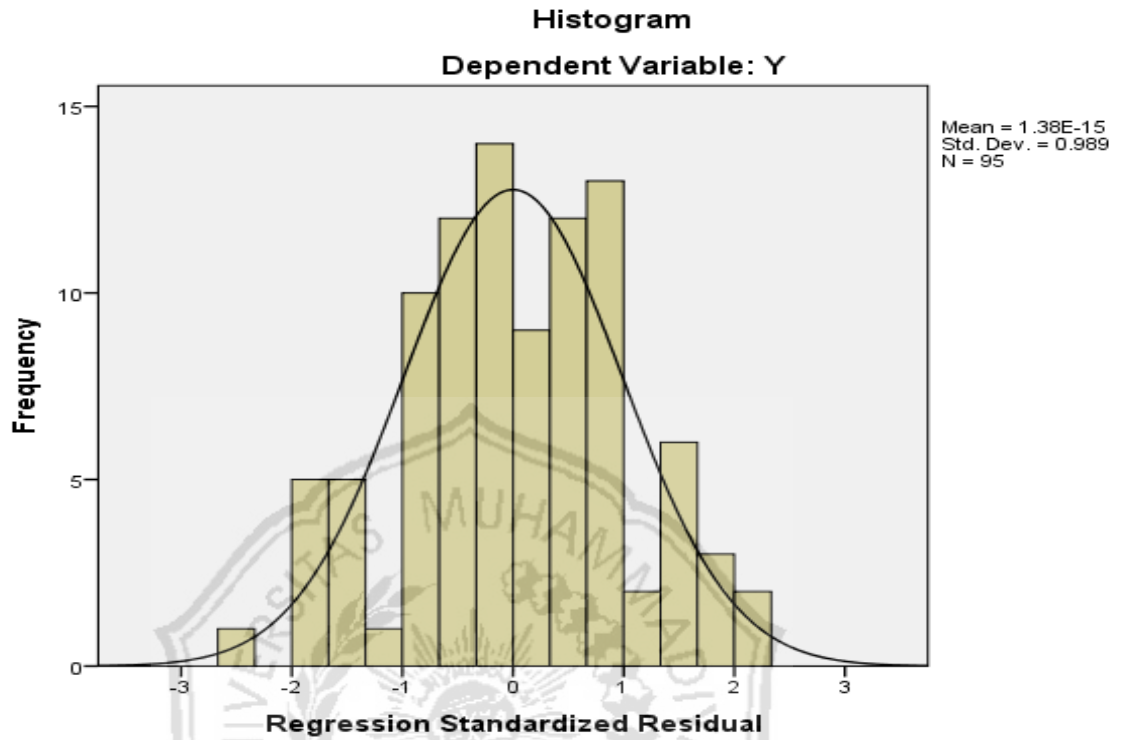
Collinearity Diagnostics ^a						
Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	X1	X2
1	1	2.990	1.000	.00	.00	.00
	2	.006	22.889	.48	.03	.86
	3	.004	27.030	.52	.97	.14

a. Dependent Variable: Y

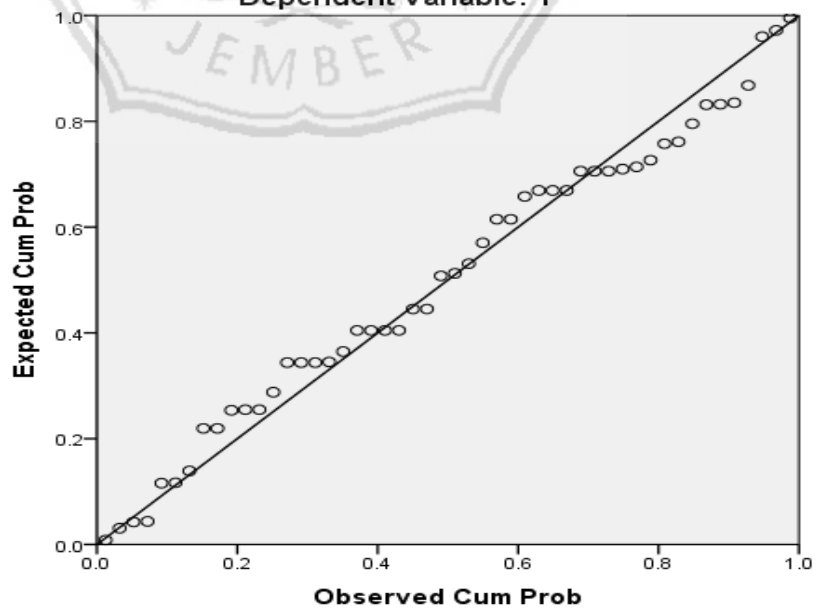
Residuals Statistics ^a					
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	10.39	15.25	13.15	1.039	95
Std. Predicted Value	-2.656	2.025	.000	1.000	95
Standard Error of Predicted Value	.076	.231	.123	.039	95
Adjusted Predicted Value	10.42	15.27	13.14	1.040	95
Residual	-1.794	1.576	.000	.718	95
Std. Residual	-2.473	2.172	.000	.989	95
Stud. Residual	-2.532	2.189	.004	1.007	95
Deleted Residual	-1.881	1.601	.006	.744	95
Stud. Deleted Residual	-2.611	2.236	.005	1.016	95
Mahal. Distance	.050	8.496	1.979	1.979	95
Cook's Distance	.000	.118	.012	.024	95
Centered Leverage Value	.001	.090	.021	.021	95

a. Dependent Variable: Y

Charts

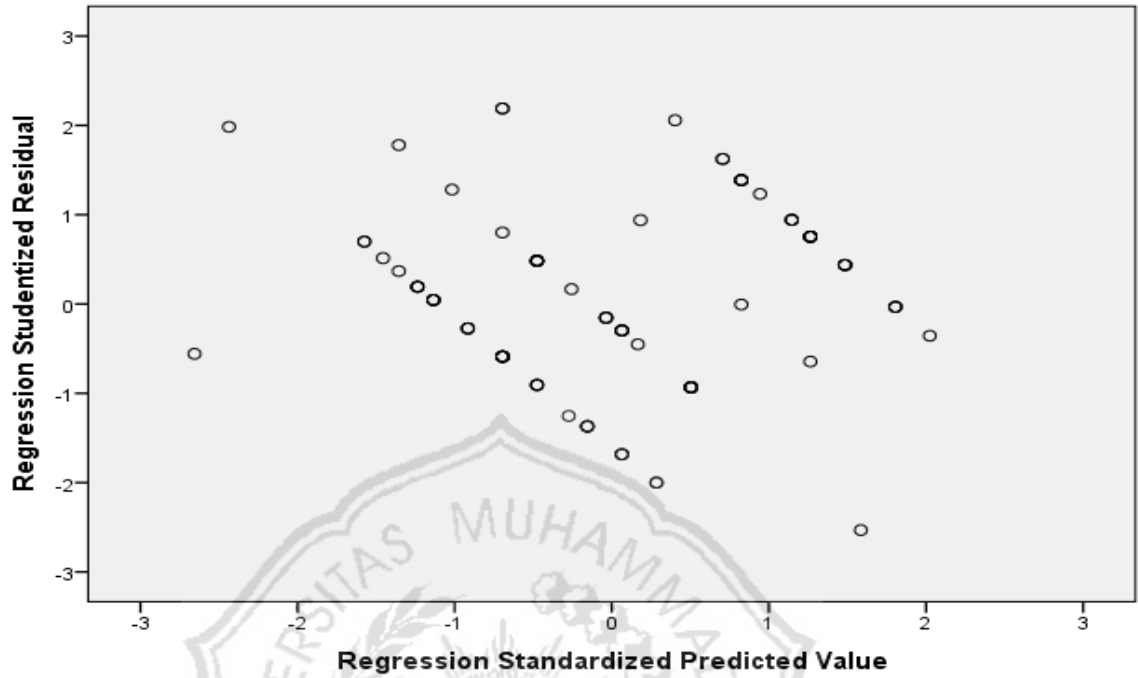


Normal P-P Plot of Regression Standardized Residual
Dependent Variable: Y



Scatterplot

Dependent Variable: Y



LAMPIRAN 7

DOKUMENTASI





