

Lampiran 1

KUESIONER

Kepada Yth.

Sdr. Resonden/Nasabah PT. Bank Mandiri (Persero) Tbk. Cabang Situbondo

Di tempat

Berkaitan dengan kegiatan penelitian yang saya lakukan dengan judul **“Analisis Pengaruh Kualitas Layanan terhadap Tingkat Kepuasan Nasabah pada PT. Bank Mandiri (Persero)Tbk. Cabang Situbondo”** sebagai salah satu syarat untuk memperoleh gelar Sarjana Ekonomi pada Fakultas Ekonomi Universitas Muhammadiyah Jember, maka dengan ini saya mengharapkan bantuan saudara untuk mengisi daftar pertanyaan yang saya sertakan di bawah ini.

Agar memperoleh masukan yang berarti, saya berharap kuesioner ini diisi dengan keadaan yang sebenarnya. Semua sumber dan data yang diperoleh dijamin kerahasiaannya.

Atas perhatian dan bantuannya saya mengucapkan banyak terimakasih.

Situbondo, 11 Desember 2017

Hormat saya

Hesti Mukti Mulyana

NIM. 13.104.120.03

Identitas responden

1. Usia : tahun
2. Jenis Kelamin : Laki-laki Perempuan
3. Lama menjadi Nasabah : 3 Tahun
 4 - 5 Tahun
 > 5 Tahun
4. Pendidikan Terakhir : SMP/Sederajat
 SMU/Sederajat
 Diploma
 Sarjana (S1)
 Pascasarjana (S2)
 Doktor (S3)
5. Pekerjaan : PNS/TNI/POLRI
 Pegawai Swasta
 Wiraswasta
 Tani
 Lainnya
6. Tingkat Pendapatan : < Rp. 2 juta
 Rp. 2 juta - Rp. 5 juta
 > Rp. 5 juta

Petunjuk Pengisian :

Berilah tanda chek list (√) pada jawaban yang dipilih.

1. Bila pendapat anda sangat setuju (SS)
2. Bila pendapat anda setuju (S)
3. Bila pendapat anda cukup setuju (CS)
4. Bila tidak setuju (TS)
5. Bila sangat tidak setuju (STS)

A. *Kehandalan/Reliability (X₁)*

Pernyataan	SS	S	CS	TS	STS
1. PT. Bank Mandiri (Persero) Tbk. Cabang Situbondo memiliki kemampuan untuk memberikan pelayanan perbankan seperti yang dijanjikan					
2. Pegawai PT. Bank Mandiri (Persero) Tbk. Cabang Situbondo selalu siap memberikan pelayanan kepada setiap nasabah yang datang					

B. *Daya Tanggap/Responsiveness (X₂)*

Pernyataan	SS	S	CS	TS	STS
1. Pegawai PT. Bank Mandiri (Persero) Tbk. Cabang Situbondo mampu untuk cepat tanggap dalam melayani setiap transaksi yang dilakukan nasabah					
2. Pegawai PT. Bank Mandiri (Persero) Tbk. Cabang Situbondo mampu untuk menangani dan memperhatikan keluhan nasabah					

C. *Jaminan/Assurance (X₃)*

Pernyataan	SS	S	CS	TS	STS
1. PT. Bank Mandiri (Persero) Tbk. Cabang Situbondo memberikan jaminan keamanan atas semua transaksi perbankan yang dilakukan nasabah					
2. Pegawai PT. Bank Mandiri (Persero) Tbk. Cabang Situbondo memiliki pengetahuan dan kecakapan yang baik berkaitan dengan produk dan layanan perbankan					

D. *Empati/Empathy (X₄)*

Pernyataan	SS	S	CS	TS	STS
1. Pegawai PT. Bank Mandiri (Persero) Tbk. Cabang Situbondo bersikap baik dan perhatian dalam memberikan pelayanan kepada nasabah					
2. Pegawai PT. Bank Mandiri (Persero) Tbk. Cabang Situbondo memiliki pemahaman yang baik terhadap keinginan perbankan					

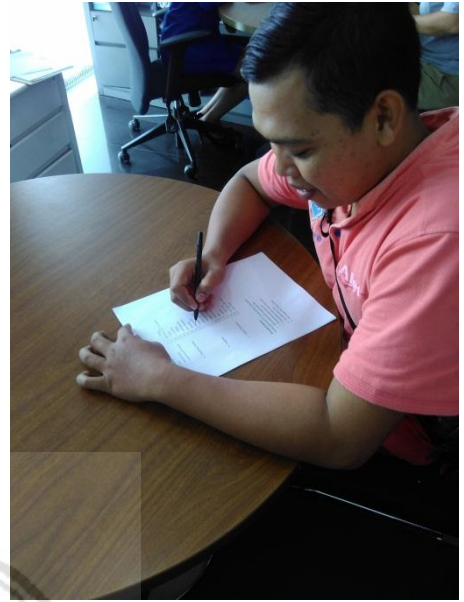
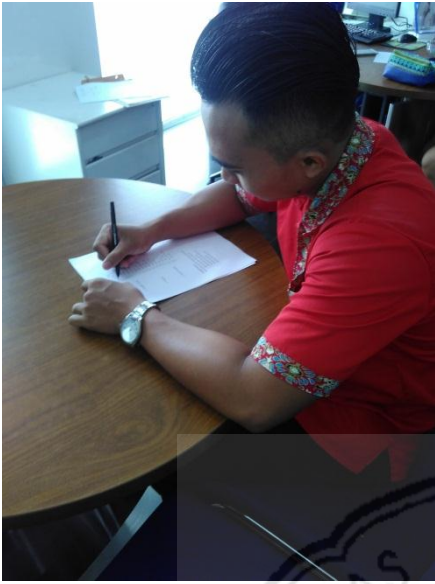
E. *Bukti Fisik/Tangibles (X₅)*

Pernyataan	SS	S	CS	TS	STS
1. PT. Bank Mandiri (Persero) Tbk. Cabang Situbondo memiliki gedung dan ruang pelayanan yang memadai					
2. Pegawai PT. Bank Mandiri (Persero) Tbk. Cabang Situbondo selalu berpenampilan rapi					

F. *Kepuasan Nasabah (Y)*

Pernyataan	SS	S	CS	TS	STS
1. Nasabah tidak memiliki komplain atau keluhan atas layanan PT. Bank Mandiri (Persero) Tbk. Cabang Situbondo					
2. Nasabah merasa nyaman selama melakukan transaksi perbankan di PT. Bank Mandiri (Persero) Tbk. Cabang Situbondo					
3. Nasabah merasa bahwa keinginan dan harapan pelanggan saat melakukan transaksi perbankan di PT. Bank Mandiri (Persero) Tbk. Cabang Situbondo telah terpenuhi					
4. Nasabah akan memberikan referensi yang baik kepada orang lain untuk menggunakan transaksi perbankan di PT. Bank Mandiri (Persero) Tbk. Cabang Situbondo.					

Dokumentasi



Surat ijin



Lampiran 2

Rekapitulasi Data Jawaban Responden

No.	X1.1	X1.2	X1	X2.1	X2.2	X2	X3.1	X3.2	X3	X4.1	X4.2	X4
1	3	4	7	3	4	7	3	3	6	4	3	7
2	3	3	6	3	3	6	4	5	9	3	4	7
3	5	5	10	5	4	9	4	4	8	5	5	10
4	3	3	6	3	3	6	3	4	7	3	3	6
5	4	3	7	3	4	7	4	4	8	4	3	7
6	4	4	8	3	4	7	4	4	8	2	2	4
7	4	4	8	3	3	6	3	3	6	3	4	7
8	4	3	7	4	3	7	3	4	7	4	4	8
9	5	4	9	5	5	10	4	5	9	5	5	10
10	3	3	6	4	4	8	4	4	8	4	4	8
11	4	4	8	4	4	8	3	4	7	4	3	7
12	3	4	7	5	5	10	5	5	10	5	5	10
13	4	4	8	3	3	6	3	3	6	3	4	7
14	3	3	6	4	4	8	3	3	6	2	2	4
15	3	3	6	3	2	5	3	3	6	3	2	5
16	4	3	7	4	4	8	4	4	8	3	4	7
17	4	3	7	4	4	8	4	4	8	3	4	7
18	4	4	8	5	5	10	5	5	10	5	5	10
19	4	4	8	4	4	8	4	4	8	3	4	7
20	4	4	8	4	4	8	4	4	8	5	4	9
21	3	3	6	4	4	8	2	3	5	3	2	5
22	4	4	8	4	4	8	4	4	8	5	4	9
23	5	4	9	4	4	8	4	4	8	3	2	5
24	5	5	10	4	4	8	4	4	8	4	5	9
25	3	4	7	3	3	6	4	4	8	3	3	6
26	3	4	7	5	5	10	5	5	10	5	4	9
27	3	5	8	5	4	9	4	4	8	4	4	8
28	4	5	9	5	5	10	4	4	8	3	4	7
29	4	5	9	5	5	10	5	5	10	5	5	10
30	3	5	8	3	4	7	4	4	8	4	4	8
31	5	5	10	3	3	6	4	4	8	3	4	7
32	4	3	7	5	5	10	5	5	10	4	5	9
33	4	4	8	4	5	9	4	3	7	2	3	5
34	4	3	7	3	4	7	5	5	10	1	2	3
35	4	3	7	4	4	8	4	4	8	4	4	8
36	4	5	9	4	4	8	5	5	10	4	4	8
37	4	5	9	5	4	9	4	4	8	3	3	6
38	4	4	8	2	2	4	4	4	8	3	2	5

39	3	3	6	3	4	7	4	4	8	3	2	5
40	3	3	6	3	3	6	3	3	6	3	3	6
41	3	4	7	3	5	8	4	4	8	4	4	8
42	4	4	8	5	4	9	4	4	8	4	4	8
43	3	3	6	4	3	7	4	3	7	3	3	6
44	5	4	9	4	3	7	3	4	7	4	4	8
45	5	5	10	5	4	9	5	5	10	5	5	10
46	5	5	10	3	4	7	4	4	8	4	4	8
47	4	4	8	4	3	7	4	4	8	4	3	7
48	3	5	8	4	4	8	5	5	10	5	5	10
49	4	4	8	3	3	6	3	4	7	4	4	8
50	3	4	7	3	3	6	3	3	6	3	4	7
51	2	2	4	3	3	6	2	3	5	2	1	3
52	4	4	8	4	4	8	4	4	8	4	4	8
53	4	4	8	4	3	7	3	3	6	4	4	8
54	4	4	8	4	4	8	3	3	6	4	4	8
55	4	4	8	3	3	6	4	4	8	4	4	8
56	4	4	8	4	4	8	5	5	10	4	4	8
57	3	3	6	2	2	4	3	3	6	2	2	4
58	4	4	8	4	3	7	2	2	4	2	1	3
59	5	5	10	4	4	8	2	3	5	2	2	4
60	5	5	10	4	4	8	3	2	5	4	4	8
61	3	4	7	5	5	10	4	4	8	4	3	7
62	5	4	9	4	5	9	5	5	10	5	5	10
63	2	4	6	4	5	9	4	4	8	4	4	8
64	3	4	7	4	4	8	4	4	8	4	4	8
65	4	5	9	3	3	6	5	5	10	5	5	10
66	4	5	9	4	4	8	4	4	8	4	4	8
67	5	5	10	3	3	6	4	3	7	5	5	10
68	4	5	9	5	4	9	5	4	9	4	5	9
69	4	4	8	4	3	7	3	3	6	3	3	6
70	4	4	8	3	2	5	5	3	8	4	3	7
71	4	4	8	4	5	9	4	4	8	4	4	8
72	4	4	8	2	3	5	5	4	9	4	4	8
73	4	4	8	4	4	8	5	5	10	4	4	8
74	3	4	7	3	3	6	4	4	8	4	4	8
75	4	5	9	5	4	9	4	4	8	4	4	8
76	3	3	6	4	4	8	5	5	10	3	3	6
77	3	3	6	5	5	10	5	4	9	4	4	8
78	3	3	6	4	5	9	5	4	9	4	4	8
79	5	4	9	5	4	9	5	4	9	4	4	8

80	4	3	7	4	5	9	4	5	9	3	4	7
81	2	1	3	3	4	7	4	5	9	4	5	9
82	5	4	9	2	3	5	4	5	9	5	5	10
83	2	2	4	2	2	4	2	3	5	3	3	6
84	4	4	8	4	5	9	4	4	8	4	3	7
85	4	3	7	4	4	8	5	4	9	4	4	8
86	4	4	8	2	4	6	4	5	9	2	2	4
87	4	4	8	4	5	9	4	5	9	5	4	9
88	3	2	5	3	2	5	1	2	3	2	3	5
89	3	4	7	3	3	6	4	5	9	5	4	9
90	5	5	10	4	3	7	4	5	9	5	5	10
91	3	3	6	5	5	10	2	3	5	5	5	10
92	4	4	8	4	4	8	5	5	10	2	3	5
93	3	2	5	5	5	10	2	2	4	2	1	3
94	2	3	5	3	4	7	2	2	4	2	2	4
95	3	3	6	4	4	8	5	4	9	3	3	6
96	4	3	7	4	3	7	4	3	7	3	3	6
97	5	5	10	3	4	7	4	5	9	5	4	9
98	5	4	9	5	5	10	4	3	7	5	5	10
99	2	2	4	3	3	6	4	5	9	5	4	9
100	1	2	3	4	4	8	2	2	4	2	2	4

No.	X5.1	X5.2	X5	Y1	Y2	Y3	Y4	Y
1	3	3	6	3	4	3	4	14
2	3	3	6	4	4	3	4	15
3	5	4	9	5	5	5	4	19
4	3	3	6	4	3	3	3	13
5	3	4	7	4	4	4	4	16
6	3	4	7	3	4	3	3	13
7	3	3	6	4	3	4	3	14
8	5	3	8	4	4	4	4	16
9	5	4	9	5	5	5	5	20
10	4	4	8	4	4	4	4	16
11	3	3	6	4	3	4	4	15
12	4	4	8	5	4	4	4	17
13	3	4	7	4	3	4	3	14
14	2	2	4	2	3	2	3	10
15	3	2	5	3	3	4	3	13
16	4	4	8	4	4	5	4	17
17	4	3	7	4	4	5	4	17
18	5	4	9	4	5	5	5	19

19	2	2	4	3	4	3	3	13
20	3	5	8	4	5	4	4	17
21	2	3	5	3	4	3	3	13
22	4	4	8	4	4	4	4	16
23	3	3	6	3	4	3	3	13
24	5	5	10	4	5	4	5	18
25	1	2	3	2	3	2	2	9
26	4	4	8	5	4	4	5	18
27	4	3	7	3	3	3	3	12
28	4	4	8	5	4	4	4	17
29	4	4	8	5	5	5	5	20
30	5	4	9	4	4	4	4	16
31	3	3	6	4	4	4	4	16
32	5	5	10	5	4	4	4	17
33	3	3	6	4	4	3	3	14
34	3	4	7	3	3	3	3	12
35	4	4	8	5	4	4	4	17
36	5	5	10	4	5	4	4	17
37	4	3	7	4	4	3	4	15
38	3	3	6	3	3	3	4	13
39	4	3	7	4	3	3	3	13
40	3	3	6	3	4	4	4	15
41	4	4	8	3	5	3	4	15
42	4	4	8	3	4	3	4	14
43	3	4	7	4	5	3	3	15
44	4	4	8	3	4	4	4	15
45	3	3	6	4	5	5	5	19
46	4	4	8	3	4	4	4	15
47	4	3	7	4	5	5	5	19
48	4	4	8	2	3	3	4	12
49	3	3	6	4	4	3	3	14
50	3	3	6	5	4	4	4	17
51	3	3	6	2	2	3	2	9
52	3	4	7	4	4	4	4	16
53	4	4	8	3	3	3	3	12
54	5	5	10	3	3	3	3	12
55	4	4	8	3	4	4	3	14
56	4	5	9	4	5	5	4	18
57	4	3	7	3	4	3	3	13
58	2	2	4	3	3	3	2	11
59	3	3	6	3	3	3	3	12

60	3	3	6	3	3	3	3	12
61	4	5	9	4	4	4	4	16
62	5	5	10	5	4	5	5	19
63	3	3	6	4	4	3	3	14
64	4	3	7	3	4	4	4	15
65	4	4	8	4	4	3	3	14
66	3	3	6	5	3	4	3	15
67	3	3	6	4	4	3	3	14
68	4	4	8	3	4	4	4	15
69	3	3	6	4	4	4	3	15
70	4	3	7	4	4	3	3	14
71	4	4	8	4	4	3	3	14
72	4	5	9	3	4	3	3	13
73	4	3	7	3	4	3	4	14
74	4	4	8	4	4	3	3	14
75	5	4	9	5	5	4	4	18
76	4	3	7	4	4	3	3	14
77	5	4	9	3	3	4	4	14
78	4	3	7	4	4	3	3	14
79	4	4	8	3	4	4	4	15
80	3	3	6	4	4	4	4	16
81	5	4	9	3	4	3	3	13
82	4	3	7	3	3	3	3	12
83	3	3	6	2	2	2	2	8
84	5	4	9	4	3	3	4	14
85	3	4	7	4	4	3	4	15
86	3	4	7	4	3	3	3	13
87	4	4	8	3	4	4	3	14
88	4	5	9	2	3	2	2	9
89	3	4	7	3	4	4	4	15
90	4	5	9	4	4	5	4	17
91	4	4	8	3	3	3	3	12
92	3	4	7	4	4	3	3	14
93	2	2	4	3	2	3	2	10
94	4	5	9	3	3	3	3	12
95	3	4	7	4	4	3	3	14
96	4	5	9	4	4	3	4	15
97	5	4	9	5	4	4	4	17
98	4	3	7	5	5	3	4	17
99	4	4	8	3	4	3	3	13
100	5	5	10	2	2	2	3	9

Lampiran 3

Hasil Uji Validitas

Correlations

		X1.1	X1.2	X1
X1.1	Pearson Correlation	1	.627**	.899**
	Sig. (2-tailed)		.000	.000
	N	100	100	100
X1.2	Pearson Correlation	.627**	1	.904**
	Sig. (2-tailed)	.000		.000
	N	100	100	100
X1	Pearson Correlation	.899**	.904**	1
	Sig. (2-tailed)	.000	.000	
	N	100	100	100

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

Correlations

		X2.1	X2.2	X2
X2.1	Pearson Correlation	1	.653**	.909**
	Sig. (2-tailed)		.000	.000
	N	100	100	100
X2.2	Pearson Correlation	.653**	1	.909**
	Sig. (2-tailed)	.000		.000
	N	100	100	100
X2	Pearson Correlation	.909**	.909**	1
	Sig. (2-tailed)	.000	.000	
	N	100	100	100

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

Correlations

		X3.1	X3.2	X3
X3.1	Pearson Correlation	1	.752**	.941**
	Sig. (2-tailed)		.000	.000
	N	100	100	100
X3.2	Pearson Correlation	.752**	1	.931**
	Sig. (2-tailed)	.000		.000
	N	100	100	100
X3	Pearson Correlation	.941**	.931**	1
	Sig. (2-tailed)	.000	.000	
	N	100	100	100

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

Correlations

		X4.1	X4.2	X4
X4.1	Pearson Correlation	1	.801**	.947**
	Sig. (2-tailed)		.000	.000
	N	100	100	100
X4.2	Pearson Correlation	.801**	1	.951**
	Sig. (2-tailed)	.000		.000
	N	100	100	100
X4	Pearson Correlation	.947**	.951**	1
	Sig. (2-tailed)	.000	.000	
	N	100	100	100

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

Correlations

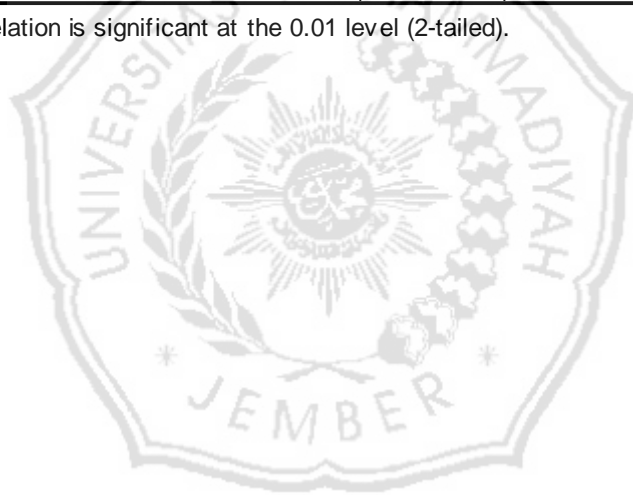
		X5.1	X5.2	X5
X5.1	Pearson Correlation	1	.617**	.905**
	Sig. (2-tailed)		.000	.000
	N	100	100	100
X5.2	Pearson Correlation	.617**	1	.893**
	Sig. (2-tailed)	.000		.000
	N	100	100	100
X5	Pearson Correlation	.905**	.893**	1
	Sig. (2-tailed)	.000	.000	
	N	100	100	100

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

Correlations

		Y1	Y2	Y3	Y4	Y
Y1	Pearson Correlation	1	.543**	.569**	.528**	.804**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
Y2	Pearson Correlation	.543**	1	.538**	.638**	.811**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
Y3	Pearson Correlation	.569**	.538**	1	.718**	.849**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
Y4	Pearson Correlation	.528**	.638**	.718**	1	.862**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
Y	Pearson Correlation	.804**	.811**	.849**	.862**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

** . 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	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.770	2

Item Statistics

	Mean	Std. Deviation	N
X1.1	3.7200	.85375	100
X1.2	3.8000	.87617	100

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
7.5200	2.434	1.56011	2

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.790	2

Item Statistics

	Mean	Std. Deviation	N
X2.1	3.7800	.83581	100
X2.2	3.8200	.83339	100

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
7.6000	2.303	1.51757	2

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.857	2

Item Statistics

	Mean	Std. Deviation	N
X3.1	3.8500	.91425	100
X3.2	3.9200	.84900	100

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
7.7700	2.724	1.65056	2

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.889	2

Item Statistics

	Mean	Std. Deviation	N
X4.1	3.6700	.98530	100
X4.2	3.6300	1.02154	100

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
7.3000	3.626	1.90427	2

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.762	2

Item Statistics

	Mean	Std. Deviation	N
X5.1	3.6800	.83943	100
X5.2	3.6500	.79614	100

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
7.3300	2.163	1.47062	2

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.850	4

Item Statistics

	Mean	Std. Deviation	N
Y1	3.6500	.80873	100
Y2	3.8100	.72048	100
Y3	3.5300	.75819	100
Y4	3.5400	.73057	100

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
14.5300	6.292	2.50839	4

Lampiran 5

Distribusi Frekuensi Jawaban Responden

Frequency Table

X1.1

		Frequency	Percent	Valid Percent	Cumulativ e Percent
Valid	1.00	1	1.0	1.0	1.0
	2.00	6	6.0	6.0	7.0
	3.00	30	30.0	30.0	37.0
	4.00	46	46.0	46.0	83.0
	5.00	17	17.0	17.0	100.0
	Total		100	100.0	100.0

X1.2

		Frequency	Percent	Valid Percent	Cumulativ e Percent
Valid	1.00	1	1.0	1.0	1.0
	2.00	6	6.0	6.0	7.0
	3.00	26	26.0	26.0	33.0
	4.00	46	46.0	46.0	79.0
	5.00	21	21.0	21.0	100.0
	Total		100	100.0	100.0

X2.1

		Frequency	Percent	Valid Percent	Cumulativ e Percent
Valid	2.00	6	6.0	6.0	6.0
	3.00	30	30.0	30.0	36.0
	4.00	44	44.0	44.0	80.0
	5.00	20	20.0	20.0	100.0
	Total		100	100.0	100.0

X2.2

		Frequency	Percent	Valid Percent	Cumulativ e Percent
Valid	2.00	6	6.0	6.0	6.0
	3.00	27	27.0	27.0	33.0
	4.00	46	46.0	46.0	79.0
	5.00	21	21.0	21.0	100.0
	Total		100	100.0	100.0

X3.1

		Frequency	Percent	Valid Percent	Cumulativ e Percent
Valid	1.00	1	1.0	1.0	1.0
	2.00	9	9.0	9.0	10.0
	3.00	17	17.0	17.0	27.0
	4.00	50	50.0	50.0	77.0
	5.00	23	23.0	23.0	100.0
	Total	100	100.0	100.0	

X3.2

		Frequency	Percent	Valid Percent	Cumulativ e Percent
Valid	2.00	6	6.0	6.0	6.0
	3.00	22	22.0	22.0	28.0
	4.00	46	46.0	46.0	74.0
	5.00	26	26.0	26.0	100.0
	Total	100	100.0	100.0	

X4.1

		Frequency	Percent	Valid Percent	Cumulativ e Percent
Valid	1.00	1	1.0	1.0	1.0
	2.00	13	13.0	13.0	14.0
	3.00	25	25.0	25.0	39.0
	4.00	40	40.0	40.0	79.0
	5.00	21	21.0	21.0	100.0
	Total	100	100.0	100.0	

X4.2

		Frequency	Percent	Valid Percent	Cumulativ e Percent
Valid	1.00	3	3.0	3.0	3.0
	2.00	13	13.0	13.0	16.0
	3.00	20	20.0	20.0	36.0
	4.00	46	46.0	46.0	82.0
	5.00	18	18.0	18.0	100.0
	Total	100	100.0	100.0	

X5.1

		Frequency	Percent	Valid Percent	Cumulativ e Percent
Valid	1.00	1	1.0	1.0	1.0
	2.00	5	5.0	5.0	6.0
	3.00	35	35.0	35.0	41.0
	4.00	43	43.0	43.0	84.0
	5.00	16	16.0	16.0	100.0
	Total	100	100.0	100.0	

X5.2

		Frequency	Percent	Valid Percent	Cumulativ e Percent
Valid	2.00	6	6.0	6.0	6.0
	3.00	37	37.0	37.0	43.0
	4.00	43	43.0	43.0	86.0
	5.00	14	14.0	14.0	100.0
	Total	100	100.0	100.0	

Y1

		Frequency	Percent	Valid Percent	Cumulativ e Percent
Valid	2.00	7	7.0	7.0	7.0
	3.00	35	35.0	35.0	42.0
	4.00	44	44.0	44.0	86.0
	5.00	14	14.0	14.0	100.0
	Total	100	100.0	100.0	

Y2

		Frequency	Percent	Valid Percent	Cumulativ e Percent
Valid	2.00	4	4.0	4.0	4.0
	3.00	25	25.0	25.0	29.0
	4.00	57	57.0	57.0	86.0
	5.00	14	14.0	14.0	100.0
	Total	100	100.0	100.0	

Y3

		Frequency	Percent	Valid Percent	Cumulativ e Percent
Valid	2.00	5	5.0	5.0	5.0
	3.00	48	48.0	48.0	53.0
	4.00	36	36.0	36.0	89.0
	5.00	11	11.0	11.0	100.0
Total		100	100.0	100.0	

Y4

		Frequency	Percent	Valid Percent	Cumulativ e Percent
Valid	2.00	6	6.0	6.0	6.0
	3.00	42	42.0	42.0	48.0
	4.00	44	44.0	44.0	92.0
	5.00	8	8.0	8.0	100.0
Total		100	100.0	100.0	



Lampiran 6

Hasil Analisis Regresi Linier Berganda

Regression

Descriptive Statistics

	Mean	Std. Deviation	N
Y	14.5300	2.50839	100
X1	7.5200	1.56011	100
X2	7.6000	1.51757	100
X3	7.7700	1.65056	100
X4	7.3000	1.90427	100
X5	7.3300	1.47062	100

Correlations

		Y	X1	X2	X3	X4	X5
Pearson Correlation	Y	1.000	.492	.425	.562	.588	.407
	X1	.492	1.000	.183	.321	.413	.101
	X2	.425	.183	1.000	.286	.322	.263
	X3	.562	.321	.286	1.000	.536	.323
	X4	.588	.413	.322	.536	1.000	.466
	X5	.407	.101	.263	.323	.466	1.000
Sig. (1-tailed)	Y	.	.000	.000	.000	.000	.000
	X1	.000	.	.035	.001	.000	.160
	X2	.000	.035	.	.002	.001	.004
	X3	.000	.001	.002	.	.000	.001
	X4	.000	.000	.001	.000	.	.000
	X5	.000	.160	.004	.001	.000	.
N	Y	100	100	100	100	100	100
	X1	100	100	100	100	100	100
	X2	100	100	100	100	100	100
	X3	100	100	100	100	100	100
	X4	100	100	100	100	100	100
	X5	100	100	100	100	100	100

Variables Entered/Removed

Model	Variables Entered	Variables Removed	Method
1	X5, X1 ^a , X2, X3, X4	.	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	.738 ^a	.544	.520	1.73821	.544	22.433	5	94	.000

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

b. Dependent Variable: Y

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	338.899	5	67.780	22.433	.000 ^a
	Residual	284.011	94	3.021		
	Total	622.910	99			

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

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)	1.871	1.339		1.398	.166					
	X1	.439	.125	.273	3.506	.001	.492	.340	.244	.800	1.251
	X2	.324	.124	.196	2.617	.010	.425	.261	.182	.862	1.160
	X3	.396	.128	.261	3.090	.003	.562	.304	.215	.681	1.469
	X4	.268	.124	.203	2.149	.034	.588	.216	.150	.543	1.842
	X5	.254	.137	.149	1.849	.068	.407	.187	.129	.750	1.333

a. Dependent Variable: Y

Collinearity Diagnostics

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions					
				(Constant)	X1	X2	X3	X4	X5
1	1	5.863	1.000	.00	.00	.00	.00	.00	.00
	2	.039	12.206	.06	.46	.23	.04	.00	.00
	3	.036	12.707	.00	.01	.02	.00	.55	.27
	4	.026	15.061	.04	.04	.45	.14	.10	.40
	5	.024	15.524	.02	.26	.17	.76	.04	.00
	6	.012	22.431	.89	.22	.12	.07	.30	.33

a. Dependent Variable: Y

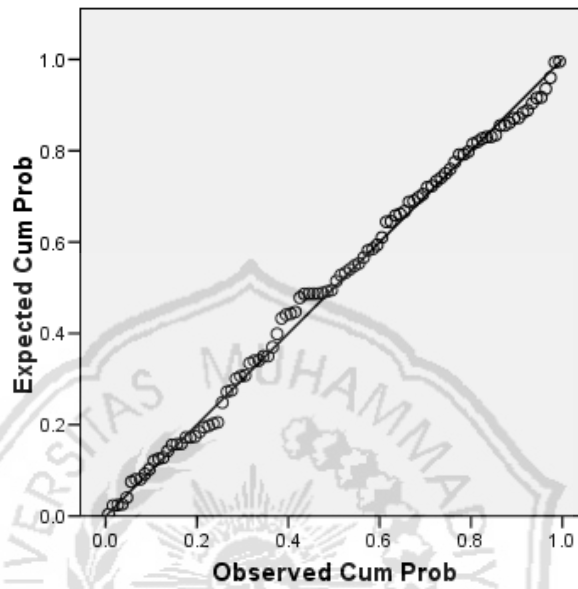
Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	9.8797	17.9175	14.5300	1.85020	100
Std. Predicted Value	-2.513	1.831	.000	1.000	100
Standard Error of Predicted Value	.205	.789	.405	.133	100
Adjusted Predicted Value	9.9611	17.8562	14.5616	1.82519	100
Residual	-4.64675	4.52672	.00000	1.69375	100
Std. Residual	-2.673	2.604	.000	.974	100
Stud. Residual	-2.727	2.623	-.009	1.004	100
Deleted Residual	-4.83404	4.59234	-.03159	1.80061	100
Stud. Deleted Residual	-2.826	2.710	-.009	1.015	100
Mahal. Distance	.383	19.403	4.950	4.019	100
Cook's Distance	.000	.098	.011	.018	100
Centered Leverage Value	.004	.196	.050	.041	100

a. Dependent Variable: Y

Normal P-P Plot of Regression Standardized Residual

Dependent Variable: Y



Observed Cum Prob

Scatterplot

Dependent Variable: Y

