LAMPIRAN

KUESIONER

Identitas Responden

Nama :

Jenis Kelamin :

Usia :

Pendidikan :

Petunjuk pengisian :

Isilah jawaban sesuai pendapat anda dengan memberi satu tanda silang (X) pada kotak yang tersedia.

Keterangan :

SS : Sangat Setuju, artinya pernyataan tersebut sangat sesuai persepsi, sikap dan perilaku

S : Setuju, artinya pernyataan tersebut sesuai namun belum sepenuhnya dengan persepsi, sikap dan perilaku

N : Netral

TS : Tidak Setuju, artinya pernyataan tersebut tidak sesuai dengan persepsi, sikap dan perilaku

STS : Sangat Tidak Setuju, artinya pernyataan tersebut sangat tidak sesuai persepsi, sikap dan perilaku

KUALITAS PELAYANAN

No	Pertanyaan	STS (1)	TS (2)	N (3)	S (4)	SS (5)
	Kualitas Pelayanan					
	Bukti Fisik (Tangible)					
1.	Penyelenggara pelatihan menyediakan sarana pengajaran dan peralatan yang modern					
2.	Kondisi fisik tempat pelatihan (ruang meeting, laboratorium) bersih, rapi dan nyaman					
3.	Penampilan petugas operasional penyelenggara pelatihan rapi dan sopan					
4.	Sarana fasilitas gedung pelatihan yang disediakan memadai					
	Keandalan (Reliability)					
5.	Pengajar/fasilitator mampu menyampaikan materi sesuai dengan silabus					
		STS (1)	TS (2)	N (3)	S (4)	SS (5)
6.	Penyelenggara pelatihan mampu menjawab semua pertanyaan saya					
7.	Penyelenggara pelatihan bersikap simpatik dan meyakinkan dalam penanganan masalah yang saya hadapi					
8.	Penyelenggaraan pelatihan sesuai waktu yang ditentukan					
9.	Keakuratan penyelenggara pelatihan dalam melakukan pelayanan jasa (informasi dan jadwal akurat)					
	Daya Tanggap (Responsiveness)					
10.	Penyelenggara pelatihan selalu memberitahukan kepada saya tentang kapan layanan akan dilaksanakan					

11.	Penyelenggara pelatihan memberikan pelayanan yang cepat kepada saya					
12.	Penyelenggara pelatihan selalu bersedia membantu saya					
13.	Penyelenggara pelatihan selalu siap untuk merespon permintaan saya					
	Jaminan (Assurance)					
14.	Saya merasa percaya dengan penyelenggara pelatihan					
15.	Penyelenggara pelatihan membuat saya merasa aman dalam mengikuti pelatihan					
16..	Penyelenggara pelatihan selalu sopan					
17.	Penyelenggara pelatihan mendapat dukungan dari perusahaan dalam melaksanakan tugas mereka dengan baik.					
	Empati					
18.	Penyelenggara pelatihan menghadapi saya dengan cara yang penuh perhatian					
19.	Penyelenggara pelatihan memberikan perhatian pribadi kepada saya					
20.	Penyelenggara pelatihan memahami kebutuhan saya					
21.	Penyelenggara pelatihan mengutamakan kepentingan terbaik saya					
22.	Penyelenggara pelatihan mempunyai jam operasional yang nyaman bagi saya					
	Persepsi Nilai					
	Nilai Kualitas					
23.	Penyelenggara pelatihan memiliki kualitas pelayanan yang konsisten					
24.	Penyelenggara pelatihan					

	menyelenggarakan pelatihan dengan baik					
25.	Penyelenggara pelatihan memiliki standar kualitas pelayanan yang dapat diterima					
26.	Saya merasakan kemudahan dalam berkomunikasi dengan penyelenggara pelatihan					
		STS (1)	TS (2)	N (3)	S (4)	SS (5)
27.	Penyelenggara pelatihan memberikan pelayanan yang konsisten kepada saya					
	Nilai Terhadap Biaya					
28.	Penyelenggara pelatihan menetapkan biaya yang rasional					
29.	Penyelenggara pelatihan menawarkan nilai yang sebanding dengan biaya yang dikeluarkan oleh perusahaan saya					
30.	Jasa yang diberikan oleh penyelenggara pelatihan sesuai dengan biaya yang dikeluarkan perusahaan saya					
	Nilai Sosial					
31.	Dengan mengikuti pelatihan di penyelenggara pelatihan ini saya merasa lebih dihargai oleh rekan kerja yang lain					
32.	Dengan mengikuti pelatihan di penyelenggara pelatihan ini saya memberikan kesan yang baik dimata rekan kerja yang lain					
	Nilai Emosional					
33.	Saya merasa senang dalam menggunakan jasa penyelenggara pelatihan					
34.	Membuat saya ingin menggunakan					

	jasa kembali					
35.	Saya merasa nyaman atas layanan yang diberikan penyelenggara pelatihan					
36.	Saya merasa bahagia dalam menggunakan jasa penyelenggara pelatihan					
	Kepuasan Pelanggan					
37.	Secara keseluruhan saya merasa puas mengikuti pelatihan					
38.	Fasilitas yang disediakan oleh penyelenggara pelatihan melebihi harapan saya					
39.	Menurut saya, kinerja pelayanan penyelenggara pelatihan sudah ideal					
	Niat Perilaku					
40.	Saya akan mengatakan hal – hal positif tentang penyelenggara pelatihan kepada orang lain					
41.	Saya akan merekomendasikan penyelenggara pelatihan kepada orang lain yang membutuhkan pendapat saya					
42.	Saya akan menganjurkan rekan kerja untuk mengikuti pelatihan dipenyelenggara pelatihan ini					
43.	Saya akan mempertimbangkan penyelenggara pelatihan sebagai pilihan pertama ketika membutuhkan pelatihan					
44.	Perusahaan saya akan mengalihkan beberapa kerjasama kepada penyelenggara pelatihan lain yang menawarkan harga yang lebih baik					
45.	Perusahaan saya bersedia membayar harga lebih tinggi dibanding harga penyelenggara pelatihan lain untuk					

	penawaran yang sama					
46.	Saya akan beralih ke penyelenggara pelatihan lain jika pelayanan penyelenggara pelatihan ini ada masalah					
47.	Saya akan mengeluh kepada orang lain jika kinerja penyelenggara pelatihan tidak sesuai dengan harapan saya					

HASIL UJI VALIDITAS

Kualitas Pelayanan

Correlations

		Item_1	Item_2	Item_3	Item_4	Item_5	Item_6	Item_7	Item_8	Item_9	Item_10	Item_11	Item_12	Item_13	Item_14	Item_15	Item_16	Item_17	Item_18	Item_19	Item_20	Item_21	Item_22	Skor_Total
Item_1	Pearson Correlation	1	,455(*)	,464(**)	,682(**)	,405(*)	,212	,414(*)	,226	,529(**)	,562(**)	,347	,412(*)	,463(*)	,505(**)	,653(**)	,357	,638(**)	,447(*)	,477(**)	,439(*)	,437(*)	,365(*)	,676(**)
	Sig. (2-tailed)		,011	,010	,000	,026	,261	,023	,231	,003	,001	,060	,024	,010	,004	,000	,053	,000	,013	,008	,015	,016	,047	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_2	Pearson Correlation	,455(*)	1	,629(**)	,510(**)	,132	,172	,526(**)	,222	,323	,244	,179	,197	,299	,302	,426(*)	,261	,302	,267	,229	,172	,113	,217	,451(*)
	Sig. (2-tailed)	,011		,000	,004	,486	,363	,003	,238	,082	,194	,343	,298	,109	,105	,019	,164	,105	,153	,224	,363	,552	,249	,012
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_3	Pearson Correlation	,464(**)	,629(**)	1	,583(**)	,198	,297	,591(**)	,324	,298	,350	,299	,405(*)	,538(**)	,384(*)	,455(*)	,279	,384(*)	,583(**)	,405(*)	,414(*)	,324	,398(*)	,615(**)
	Sig. (2-tailed)	,010	,000		,001	,294	,111	,001	,080	,110	,058	,109	,026	,002	,036	,012	,136	,036	,001	,026	,023	,080	,029	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_4	Pearson Correlation	,682(**)	,510(**)	,583(**)	1	,414(*)	,189	,450(*)	,509(**)	,622(**)	,425(*)	,321	,302	,535(**)	,516(**)	,578(**)	,434(*)	,516(**)	,348	,284	,399(*)	,215	,286	,649(**)
	Sig. (2-tailed)	,000	,004	,001		,023	,317	,013	,004	,000	,019	,084	,105	,002	,004	,001	,016	,004	,060	,129	,029	,254	,125	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_5	Pearson Correlation	,405(*)	,132	,198	,414(*)	1	,286	,294	,549(**)	,262	,385(*)	,485(**)	,469(**)	,388(*)	,468(**)	,405(*)	,394(*)	,579(**)	,315	,257	,361(*)	,372(*)	,359	,576(**)
	Sig. (2-tailed)	,026	,486	,294	,023		,155	,114	,002	,162	,036	,007	,009	,034	,009	,027	,031	,001	,090	,170	,050	,043	,051	,001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_6	Pearson Correlation	,212	,172	,297	,189	,286	1	,491(**)	,485(**)	,258	,331	,310	,264	,413(*)	,688(**)	,583(**)	,435(*)	,451(*)	,294	,335	,392(*)	,390(*)	,539(**)	,569(**)
	Sig. (2-tailed)	,261	,363	,111	,317	,155		,006	,007	,169	,074	,096	,159	,023	,000	,001	,016	,012	,115	,071	,032	,033	,002	,001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_7	Pearson Correlation	,414(*)	,526(**)	,591(**)	,450(*)	,294	,491(**)	1	,498(**)	,485(**)	,515(**)	,184	,153	,307	,508(**)	,408(*)	,434(*)	,226	,450(*)	,344	,370(*)	,386(*)	,249	,598(**)
	Sig. (2-tailed)	,023	,003	,001	,013	,114	,006		,005	,007	,004	,329	,421	,099	,004	,025	,016	,230	,013	,063	,044	,035	,185	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_8	Pearson Correlation	,226	,222	,324	,509(**)	,549(**)	,485(**)	,498(**)	1	,460(*)	,409(*)	,433(*)	,288	,433(*)	,685(**)	,461(*)	,463(**)	,464(**)	,313	,326	,390(*)	,384(*)	,439(*)	,639(**)
	Sig. (2-tailed)	,231	,238	,080	,004	,002	,007	,005		,011	,025	,017	,123	,017	,000	,010	,010	,010	,092	,079	,033	,036	,015	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_9	Pearson Correlation	,529(**)	,323	,298	,622(**)	,262	,258	,485(**)	,460(*)	1	,579(**)	,437(*)	,264	,437(*)	,578(**)	,564(**)	,345	,578(**)	,289	,387(*)	,472(**)	,360	,315	,638(**)
	Sig. (2-tailed)	,003	,082	,110	,000	,162	,169	,007	,011		,001	,016	,158	,016	,001	,001	,062	,001	,121	,035	,008	,051	,090	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_10	Pearson Correlation	,562(**)	,244	,350	,425(*)	,385(*)	,331	,515(**)	,409(*)	,579(**)	1	,697(**)	,661(**)	,610(**)	,580(**)	,492(**)	,563(**)	,480(**)	,602(**)	,667(**)	,587(**)	,648(**)	,454(*)	,782(**)
	Sig. (2-tailed)	,001	,194	,058	,019	,036	,074	,004	,025	,001		,000	,000	,000	,001	,006	,001	,007	,000	,000	,001	,000	,012	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_11	Pearson Correlation	,347	,179	,299	,321	,485(**)	,310	,184	,433(*)	,437(*)	,697(**)	1	,795(**)	,684(**)	,605(**)	,452(*)	,712(**)	,605(**)	,535(**)	,512(**)	,518(**)	,529(**)	,596(**)	,739(**)
	Sig. (2-tailed)	,060	,343	,109	,084	,007	,096	,329	,017	,016	,000		,000	,000	,000	,012	,000	,000	,002	,004	,003	,003	,001	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_12	Pearson Correlation	,412(*)	,197	,405(*)	,302	,469(**)	,264	,153	,288	,264	,661(**)	,795(**)	1	,795(**)	,463(*)	,404(*)	,606(**)	,584(**)	,517(**)	,640(**)	,576(**)	,578(**)	,571(**)	,722(**)
	Sig. (2-tailed)	,024	,298	,026	,105	,009	,159	,421	,123	,158	,000	,000		,000	,010	,027	,000	,001	,003	,000	,001	,001	,001	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_13	Pearson Correlation	,463(*)	,299	,538(**)	,535(**)	,388(*)	,413(*)	,307	,433(*)	,437(*)	,610(**)	,684(**)	,795(**)	1	,605(**)	,582(**)	,712(**)	,725(**)	,642(**)	,698(**)	,723(**)	,529(**)	,596(**)	,830(**)
	Sig. (2-tailed)	,010	,109	,002	,002	,034	,023	,099	,017	,016	,000	,000	,000		,000	,001	,000	,000	,000	,000	,000	,003	,001	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_14	Pearson Correlation	,505(**)	,302	,384(*)	,516(**)	,468(**)	,688(**)	,508(**)	,685(**)	,578(**)	,580(**)	,605(**)	,463(*)	,605(**)	1	,802(**)	,627(**)	,722(**)	,393(*)	,427(*)	,451(*)	,464(**)	,573(**)	,798(**)
	Sig. (2-tailed)	,004	,105	,036	,004	,009	,000	,004	,000	,001	,001	,000	,010	,000		,000	,000	,000	,032	,018	,012	,010	,001	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_15	Pearson Correlation	,653(**)	,426(*)	,455(*)	,578(**)	,405(*)	,583(**)	,408(*)	,461(*)	,564(**)	,492(**)	,452(*)	,404(*)	,582(**)	,802(**)	1	,467(**)	,802(**)	,447(*)	,514(**)	,583(**)	,461(*)	,625(**)	,782(**)
	Sig. (2-tailed)	,000	,019	,012	,001	,027	,001	,025	,010	,001	,006	,012	,027	,001	,000		,009	,000	,013	,004	,001	,010	,000	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_16	Pearson Correlation	,357	,261	,279	,434(*)	,394(*)	,435(*)	,434(*)	,463(**)	,345	,563(**)	,712(**)	,606(**)	,712(**)	,627(**)	,467(**)	1	,491(**)	,555(**)	,560(**)	,551(**)	,463(**)	,505(**)	,732(**)
	Sig. (2-tailed)	,053	,164	,136	,016	,031	,016	,016	,010	,062	,001	,000	,000	,000	,000	,009		,006	,001	,001	,002	,010	,004	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_17	Pearson Correlation	,638(**)	,302	,384(*)	,516(**)	,579(**)	,451(*)	,226	,464(**)	,578(**)	,480(**)	,605(**)	,584(**)	,725(**)	,722(**)	,802(**)	,491(**)	1	,516(**)	,534(**)	,569(**)	,464(**)	,573(**)	,790(**)

	Sig. (2-tailed)	,000	,105	,036	,004	,001	,012	,230	,010	,001	,007	,000	,001	,000	,000	,000	,006		,004	,002	,001	,010	,001	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_18	Pearson Correlation	,447(*)	,267	,583(**)	,348	,315	,294	,450(*)	,313	,289	,602(**)	,535(**)	,517(**)	,642(**)	,393(*)	,447(*)	,555(**)	,516(**)	1	,662(**)	,609(**)	,606(**)	,506(**)	,713(**)
	Sig. (2-tailed)	,013	,153	,001	,060	,090	,115	,013	,092	,121	,000	,002	,003	,000	,032	,013	,001	,004		,000	,000	,000	,004	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_19	Pearson Correlation	,477(**)	,229	,405(*)	,284	,257	,335	,344	,326	,387(*)	,667(**)	,512(**)	,640(**)	,698(**)	,427(*)	,514(**)	,560(**)	,534(**)	,662(**)	1	,882(**)	,836(**)	,686(**)	,771(**)
	Sig. (2-tailed)	,008	,224	,026	,129	,170	,071	,063	,079	,035	,000	,004	,000	,000	,018	,004	,001	,002	,000		,000	,000	,000	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_20	Pearson Correlation	,439(*)	,172	,414(*)	,399(*)	,361(*)	,392(*)	,370(*)	,390(*)	,472(**)	,587(**)	,516(**)	,576(**)	,723(**)	,451(*)	,583(**)	,551(**)	,569(**)	,609(**)	,882(**)	1	,862(**)	,751(**)	,796(**)
	Sig. (2-tailed)	,015	,363	,023	,029	,050	,032	,044	,033	,008	,001	,003	,001	,000	,012	,001	,002	,001	,000	,000		,000	,000	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_21	Pearson Correlation	,437(*)	,113	,324	,215	,372(*)	,390(*)	,386(*)	,384(*)	,360	,648(**)	,529(**)	,578(**)	,529(**)	,464(**)	,461(*)	,463(**)	,464(**)	,606(**)	,836(**)	,862(**)	1	,637(**)	,735(**)
	Sig. (2-tailed)	,016	,552	,080	,254	,043	,033	,035	,036	,051	,000	,003	,001	,003	,010	,010	,010	,010	,000	,000	,000		,000	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_22	Pearson Correlation	,365(*)	,217	,398(*)	,286	,359	,539(**)	,249	,439(*)	,315	,454(*)	,596(**)	,571(**)	,596(**)	,573(**)	,625(**)	,505(**)	,573(**)	,506(**)	,686(**)	,751(**)	,637(**)	1	,736(**)
	Sig. (2-tailed)	,047	,249	,029	,125	,051	,002	,185	,015	,090	,012	,001	,001	,001	,001	,000	,004	,001	,004	,000	,000	,000		,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Skor_Total	Pearson Correlation	,676(**)	,451(*)	,615(**)	,649(**)	,576(**)	,569(**)	,598(**)	,639(**)	,638(**)	,782(**)	,739(**)	,722(**)	,830(**)	,798(**)	,782(**)	,732(**)	,790(**)	,713(**)	,771(**)	,796(**)	,735(**)	,736(**)	1
	Sig. (2-tailed)	,000	,012	,000	,000	,001	,001	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

* Correlation is significant at the 0.05 level (2-tailed).
** Correlation is significant at the 0.01 level (2-tailed).

Persepsi Nilai

Correlations

		Item_1	Item_2	Item_3	Item_4	Item_5	Item_6	Item_7	Item_8	Item_9	Item_10	Item_11	Item_12	Item_13	Item_14	Skor_Total
Item_1	Pearson Correlation	1	,401(*)	,666(**)	,531(**)	,629(**)	,662(**)	,662(**)	,588(**)	,371(*)	,399(*)	,679(**)	,517(**)	,565(**)	,429(*)	,712(**)
	Sig. (2-tailed)		,028	,000	,003	,000	,000	,000	,001	,044	,029	,000	,003	,001	,018	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_2	Pearson Correlation	,401(*)	1	,499(**)	,447(*)	,456(*)	,393(*)	,393(*)	,445(*)	,540(**)	,484(**)	,430(*)	,375(*)	,410(*)	,532(**)	,603(**)
	Sig. (2-tailed)	,028		,005	,013	,011	,032	,032	,014	,002	,007	,018	,041	,025	,002	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_3	Pearson Correlation	,666(**)	,499(**)	1	,455(*)	,435(*)	,443(*)	,568(**)	,621(**)	,600(**)	,532(**)	,669(**)	,480(**)	,525(**)	,643(**)	,720(**)
	Sig. (2-tailed)	,000	,005		,011	,016	,014	,001	,000	,000	,002	,000	,007	,003	,000	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_4	Pearson Correlation	,531(**)	,447(*)	,455(*)	1	,504(**)	,689(**)	,689(**)	,657(**)	,348	,392(*)	,511(**)	,696(**)	,657(**)	,555(**)	,731(**)
	Sig. (2-tailed)	,003	,013	,011		,005	,000	,000	,000	,060	,032	,004	,000	,000	,001	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_5	Pearson Correlation	,629(**)	,456(*)	,435(*)	,504(**)	1	,746(**)	,645(**)	,597(**)	,558(**)	,601(**)	,608(**)	,525(**)	,465(**)	,363(*)	,732(**)
	Sig. (2-tailed)	,000	,011	,016	,005		,000	,000	,000	,001	,000	,000	,003	,010	,049	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_6	Pearson Correlation	,662(**)	,393(*)	,443(*)	,689(**)	,746(**)	1	,831(**)	,783(**)	,500(**)	,595(**)	,646(**)	,695(**)	,579(**)	,376(*)	,811(**)
	Sig. (2-tailed)	,000	,032	,014	,000	,000		,000	,000	,005	,001	,000	,000	,001	,040	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_7	Pearson Correlation	,662(**)	,393(*)	,568(**)	,689(**)	,645(**)	,831(**)	1	,958(**)	,573(**)	,595(**)	,646(**)	,778(**)	,669(**)	,545(**)	,869(**)
	Sig. (2-tailed)	,000	,032	,001	,000	,000	,000		,000	,001	,001	,000	,000	,000	,002	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_8	Pearson Correlation	,588(**)	,445(*)	,621(**)	,657(**)	,597(**)	,783(**)	,958(**)	1	,677(**)	,700(**)	,692(**)	,749(**)	,830(**)	,590(**)	,884(**)
	Sig. (2-tailed)	,001	,014	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000	,001	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_9	Pearson Correlation	,371(*)	,540(**)	,600(**)	,348	,558(**)	,500(**)	,573(**)	,677(**)	1	,969(**)	,728(**)	,601(**)	,501(**)	,690(**)	,801(**)
	Sig. (2-tailed)	,044	,002	,000	,060	,001	,005	,001	,000		,000	,000	,000	,005	,000	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_10	Pearson Correlation	,399(*)	,484(**)	,532(**)	,392(*)	,601(**)	,595(**)	,595(**)	,700(**)	,969(**)	1	,767(**)	,641(**)	,540(**)	,655(**)	,823(**)
	Sig. (2-tailed)	,029	,007	,002	,032	,000	,001	,001	,000	,000		,000	,000	,002	,000	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_11	Pearson Correlation	,679(**)	,430(*)	,669(**)	,511(**)	,608(**)	,646(**)	,646(**)	,692(**)	,728(**)	,767(**)	1	,692(**)	,756(**)	,724(**)	,866(**)
	Sig. (2-tailed)	,000	,018	,000	,004	,000	,000	,000	,000	,000	,000		,000	,000	,000	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_12	Pearson Correlation	,517(**)	,375(*)	,480(**)	,696(**)	,525(**)	,695(**)	,778(**)	,749(**)	,601(**)	,641(**)	,692(**)	1	,826(**)	,712(**)	,852(**)
	Sig. (2-tailed)	,003	,041	,007	,000	,003	,000	,000	,000	,000	,000	,000		,000	,000	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_13	Pearson Correlation	,565(**)	,410(*)	,525(**)	,657(**)	,485(**)	,579(**)	,669(**)	,830(**)	,501(**)	,540(**)	,756(**)	,826(**)	1	,868(**)	,816(**)
	Sig. (2-tailed)	,001	,025	,003	,000	,010	,001	,000	,000	,005	,002	,000	,000		,000	,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Item_14	Pearson Correlation	,429(*)	,532(**)	,643(**)	,555(**)	,363(*)	,376(*)	,545(**)	,590(**)	,690(**)	,655(**)	,724(**)	,712(**)	,868(**)	1	,791(**)
	Sig. (2-tailed)	,018	,002	,000	,001	,049	,040	,002	,001	,000	,000	,000	,000	,000		,000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Skor_Total	Pearson Correlation	,712(**)	,603(**)	,720(**)	,731(**)	,732(**)	,811(**)	,869(**)	,884(**)	,801(**)	,823(**)	,866(**)	,852(**)	,816(**)	,791(**)	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

* Correlation is significant at the 0.05 level (2-tailed).
** Correlation is significant at the 0.01 level (2-tailed).

Kepuasan Konsumen

Correlations

		Item_1	Item_2	Item_3	Skor_Total
Item_1	Pearson Correlation	1	,581(**)	,753(**)	,881(**)
	Sig. (2-tailed)		,001	,000	,000
	N	30	30	30	30
Item_2	Pearson Correlation	,581(**)	1	,616(**)	,852(**)
	Sig. (2-tailed)	,001		,000	,000
	N	30	30	30	30
Item_3	Pearson Correlation	,753(**)	,616(**)	1	,893(**)
	Sig. (2-tailed)	,000	,000		,000
	N	30	30	30	30
Skor_Total	Pearson Correlation	,881(**)	,852(**)	,893(**)	1
	Sig. (2-tailed)	,000	,000	,000	
	N	30	30	30	30

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

Niat Perilaku

Correlations

		Item_1	Item_2	Item_3	Item_4	Item_5	Item_6	Item_7	Item_8	Skor_Total
Item_1	Pearson Correlation	1	,827(**)	,807(**)	,782(**)	-,618(**)	,567(**)	-,538(**)	-,389(*)	,768(**)
	Sig. (2-tailed)		,000	,000	,000	,000	,001	,002	,034	,000
	N	30	30	30	30	30	30	30	30	30
Item_2	Pearson Correlation	,827(**)	1	,807(**)	,840(**)	-,603(**)	,467(**)	-,497(**)	-,363(*)	,785(**)
	Sig. (2-tailed)	,000		,000	,000	,000	,009	,005	,048	,000
	N	30	30	30	30	30	30	30	30	30
Item_3	Pearson Correlation	,807(**)	,807(**)	1	,734(**)	-,571(**)	,553(**)	-,573(**)	-,383(*)	,761(**)
	Sig. (2-tailed)	,000	,000		,000	,001	,002	,001	,037	,000
	N	30	30	30	30	30	30	30	30	30
Item_4	Pearson Correlation	,782(**)	,840(**)	,734(**)	1	-,753(**)	,540(**)	-,549(**)	-,470(**)	,657(**)
	Sig. (2-tailed)	,000	,000	,000		,000	,002	,002	,009	,000
	N	30	30	30	30	30	30	30	30	30
Item_5	Pearson Correlation	-,618(**)	-,603(**)	-,571(**)	-,753(**)	1	-,770(**)	,458(*)	,390(*)	-,444(*)
	Sig. (2-tailed)	,000	,000	,001	,000		,000	,011	,033	,014
	N	30	30	30	30	30	30	30	30	30
Item_6	Pearson Correlation	,567(**)	,467(**)	,553(**)	,540(**)	-,770(**)	1	-,364(*)	-,527(**)	,447(*)
	Sig. (2-tailed)	,001	,009	,002	,002	,000		,048	,003	,013
	N	30	30	30	30	30	30	30	30	30
Item_7	Pearson Correlation	-,538(**)	-,497(**)	-,573(**)	-,549(**)	,458(*)	-,364(*)	1	,646(**)	-,083
	Sig. (2-tailed)	,002	,005	,001	,002	,011	,048		,000	,661
	N	30	30	30	30	30	30	30	30	30
Item_8	Pearson Correlation	-,389(*)	-,363(*)	-,383(*)	-,470(**)	,390(*)	-,527(**)	,646(**)	1	,071
	Sig. (2-tailed)	,034	,048	,037	,009	,033	,003	,000		,708
	N	30	30	30	30	30	30	30	30	30
Skor_Total	Pearson Correlation	,768(**)	,785(**)	,761(**)	,657(**)	-,444(*)	,447(*)	-,083	,071	1
	Sig. (2-tailed)	,000	,000	,000	,000	,014	,013	,661	,708	
	N	30	30	30	30	30	30	30	30	30

** Correlation is significant at the 0.01 level (2-tailed).
* Correlation is significant at the 0.05 level (2-tailed).

Kualitas Pelayanan

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,759	,955	23

Inter-Item Correlation Matrix

	Item_1	Item_2	Item_3	Item_4	Item_5	Item_6	Item_7	Item_8	Item_9	Item_10	Item_11	Item_12	Item_13	Item_14	Item_15	Item_16	Item_17	Item_18	Item_19	Item_20	Item_21	Item_22	Skor_Total
Item_1	1,000	,455	,464	,682	,405	,212	,414	,226	,529	,562	,347	,412	,463	,505	,653	,357	,638	,447	,477	,439	,437	,365	,676
Item_2	,455	1,000	,629	,510	,132	,172	,526	,222	,323	,244	,179	,197	,299	,302	,426	,261	,302	,267	,229	,172	,113	,217	,451
Item_3	,464	,629	1,000	,583	,198	,297	,591	,324	,298	,350	,299	,405	,538	,384	,455	,279	,384	,583	,405	,414	,324	,398	,615
Item_4	,682	,510	,583	1,000	,414	,189	,450	,509	,622	,425	,321	,302	,535	,516	,578	,434	,516	,348	,284	,399	,215	,286	,649
Item_5	,405	,132	,198	,414	1,000	,266	,294	,549	,262	,385	,485	,469	,388	,468	,405	,394	,579	,315	,257	,361	,372	,359	,576
Item_6	,212	,172	,297	,189	,266	1,000	,491	,485	,258	,331	,310	,264	,413	,688	,583	,435	,451	,294	,335	,392	,390	,539	,569
Item_7	,414	,526	,591	,450	,294	,491	1,000	,498	,485	,515	,184	,153	,307	,508	,408	,434	,226	,450	,344	,370	,386	,249	,598
Item_8	,226	,222	,324	,509	,549	,485	,498	1,000	,460	,409	,433	,288	,433	,685	,461	,463	,464	,313	,326	,390	,384	,439	,639
Item_9	,529	,323	,298	,622	,262	,258	,485	,460	1,000	,579	,437	,264	,437	,578	,564	,345	,578	,289	,387	,472	,360	,315	,638
Item_10	,562	,244	,350	,425	,385	,331	,515	,409	,579	1,000	,697	,661	,610	,580	,492	,563	,480	,602	,667	,587	,648	,454	,782
Item_11	,347	,179	,299	,321	,485	,310	,184	,433	,437	,697	1,000	,795	,684	,605	,452	,712	,605	,535	,512	,516	,529	,596	,739
Item_12	,412	,197	,405	,302	,469	,264	,153	,288	,264	,661	,795	1,000	,795	,463	,404	,606	,584	,517	,640	,576	,578	,571	,722
Item_13	,463	,299	,538	,535	,388	,413	,307	,433	,437	,610	,684	,795	1,000	,605	,582	,712	,725	,642	,698	,723	,529	,596	,830
Item_14	,505	,302	,384	,516	,468	,688	,508	,685	,578	,580	,605	,463	,605	1,000	,802	,627	,722	,393	,427	,451	,464	,573	,798
Item_15	,653	,426	,455	,578	,405	,583	,408	,461	,564	,492	,452	,404	,582	,802	1,000	,467	,802	,447	,514	,583	,461	,625	,782
Item_16	,357	,261	,279	,434	,394	,435	,434	,463	,345	,563	,712	,606	,712	,627	,467	1,000	,491	,555	,560	,551	,463	,505	,732
Item_17	,638	,302	,384	,516	,579	,451	,226	,464	,578	,480	,605	,584	,725	,722	,802	,491	1,000	,516	,534	,589	,464	,573	,790
Item_18	,447	,267	,583	,348	,315	,294	,450	,313	,289	,602	,535	,517	,642	,393	,447	,555	,516	1,000	,662	,609	,606	,506	,713
Item_19	,477	,229	,405	,284	,257	,335	,344	,326	,387	,667	,512	,640	,698	,427	,514	,560	,534	,662	1,000	,882	,836	,686	,771
Item_20	,439	,172	,414	,399	,361	,392	,370	,390	,472	,587	,516	,576	,723	,451	,583	,551	,589	,609	,882	1,000	,862	,751	,796
Item_21	,437	,113	,324	,215	,372	,390	,386	,384	,360	,648	,529	,578	,529	,464	,461	,463	,464	,606	,836	,862	1,000	,637	,735
Item_22	,365	,217	,398	,286	,359	,539	,249	,439	,315	,454	,596	,571	,596	,573	,625	,505	,573	,506	,686	,751	,637	1,000	,736
Skor_Total	,676	,451	,615	,649	,576	,569	,598	,639	,638	,782	,739	,722	,830	,798	,782	,732	,790	,713	,771	,796	,735	,736	1,000

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
Item_1	187,53	283,982	,659	.	,750
Item_2	187,23	288,254	,427	.	,754
Item_3	187,37	285,413	,596	.	,752
Item_4	187,40	283,559	,630	.	,750
Item_5	187,40	283,903	,551	.	,750
Item_6	187,53	284,740	,546	.	,751
Item_7	187,43	285,978	,579	.	,752
Item_8	187,57	282,461	,616	.	,749
Item_9	187,60	284,041	,618	.	,750
Item_10	187,53	277,706	,765	.	,744
Item_11	187,30	281,597	,723	.	,748
Item_12	187,37	282,033	,705	.	,748
Item_13	187,30	279,803	,819	.	,746
Item_14	187,40	282,386	,787	.	,748
Item_15	187,50	283,500	,771	.	,749
Item_16	187,27	283,306	,718	.	,749
Item_17	187,40	282,524	,779	.	,748
Item_18	187,40	282,317	,697	.	,749
Item_19	187,63	279,068	,755	.	,745
Item_20	187,53	280,189	,783	.	,746
Item_21	187,57	280,392	,717	.	,747
Item_22	187,43	282,047	,721	.	,748
Skor_Total	95,90	73,955	1,000	.	,949

Persepsi Nilai

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,773	,960	15

Inter-Item Correlation Matrix

	Item_1	Item_2	Item_3	Item_4	Item_5	Item_6	Item_7	Item_8	Item_9	Item_10	Item_11	Item_12	Item_13	Item_14	Skor_Total
Item_1	1,000	,401	,666	,531	,629	,662	,662	,588	,371	,399	,679	,517	,565	,429	,712
Item_2	,401	1,000	,499	,447	,456	,393	,393	,445	,540	,484	,430	,375	,410	,532	,603
Item_3	,666	,499	1,000	,455	,435	,443	,568	,621	,600	,532	,669	,480	,525	,643	,720
Item_4	,531	,447	,455	1,000	,504	,689	,689	,657	,348	,392	,511	,696	,657	,555	,731
Item_5	,629	,456	,435	,504	1,000	,746	,645	,597	,558	,601	,608	,525	,465	,363	,732
Item_6	,662	,393	,443	,689	,746	1,000	,831	,783	,500	,595	,646	,695	,579	,376	,811
Item_7	,662	,393	,568	,689	,645	,831	1,000	,958	,573	,595	,646	,778	,669	,545	,869
Item_8	,588	,445	,621	,657	,597	,783	,958	1,000	,677	,700	,692	,749	,630	,590	,884
Item_9	,371	,540	,600	,348	,558	,500	,573	,677	1,000	,969	,728	,601	,501	,690	,801
Item_10	,399	,484	,532	,392	,601	,595	,595	,700	,969	1,000	,767	,641	,540	,655	,823
Item_11	,679	,430	,669	,511	,608	,646	,646	,692	,728	,767	1,000	,692	,756	,724	,866
Item_12	,517	,375	,480	,696	,525	,695	,778	,749	,601	,641	,692	1,000	,826	,712	,852
Item_13	,565	,410	,525	,657	,465	,579	,669	,630	,501	,540	,756	,826	1,000	,868	,816
Item_14	,429	,532	,643	,555	,363	,376	,545	,590	,690	,655	,724	,712	,868	1,000	,791
Skor_Total	,712	,603	,720	,731	,732	,811	,869	,884	,801	,823	,866	,852	,816	,791	1,000

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
Item_1	113,30	163,183	,694	.	,762
Item_2	113,17	164,420	,580	.	,765
Item_3	113,23	163,633	,704	.	,763
Item_4	113,07	161,099	,710	.	,759
Item_5	113,17	161,592	,712	.	,760
Item_6	113,40	158,386	,793	.	,754
Item_7	113,40	157,421	,856	.	,752
Item_8	113,43	157,702	,873	.	,753
Item_9	113,40	156,593	,779	.	,752
Item_10	113,43	156,599	,804	.	,751
Item_11	113,27	159,375	,855	.	,756
Item_12	113,17	157,454	,838	.	,752
Item_13	113,17	159,178	,800	.	,756
Item_14	113,20	158,717	,772	.	,755
Skor_Total	58,73	42,892	1,000	.	,952

Kepuasan Konsumen

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,854	,928	4

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
Item_1	20,73	6,202	,827	.	,811
Item_2	21,03	6,033	,775	.	,812
Item_3	20,90	6,231	,846	.	,810
Skor_Total	12,53	2,189	1,000	.	,843

Niat Perilaku

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,534	,485	9

Inter-Item Correlation Matrix

	Item_1	Item_2	Item_3	Item_4	Item_5	Item_6	Item_7	Item_8	Skor_Total
Item_1	1,000	,827	,807	,782	-,618	,567	-,538	-,389	,768
Item_2	,827	1,000	,807	,840	-,603	,467	-,497	-,363	,785
Item_3	,807	,807	1,000	,734	-,571	,553	-,573	-,383	,761
Item_4	,782	,840	,734	1,000	-,753	,540	-,549	-,470	,657
Item_5	-,618	-,603	-,571	-,753	1,000	-,770	,458	,390	-,444
Item_6	,567	,467	,553	,540	-,770	1,000	-,364	-,527	,447
Item_7	-,538	-,497	-,573	-,549	,458	-,364	1,000	,646	-,083
Item_8	-,389	-,363	-,383	-,470	,390	-,527	,646	1,000	,071
Skor_Total	,768	,785	,761	,657	-,444	,447	-,083	,071	1,000

Niat Perilaku

Correlations

		Item_1	Item_2	Item_3	Item_4	Item_5	Item_6	Item_7	Item_8	Skor_Total
Item_1	Pearson Correlation	1	,508(**)	,327	,327	,279	,464(**)	,208	,277	,649(**)
	Sig. (2-tailed)		,004	,077	,077	,136	,010	,270	,138	,000
	N	30	30	30	30	30	30	30	30	30
Item_2	Pearson Correlation	,508(**)	1	,675(**)	,675(**)	,201	,498(**)	,257	,167	,758(**)
	Sig. (2-tailed)	,004		,000	,000	,288	,005	,171	,378	,000
	N	30	30	30	30	30	30	30	30	30
Item_3	Pearson Correlation	,327	,675(**)	1	,598(**)	,091	,405(*)	,262	,191	,672(**)
	Sig. (2-tailed)	,077	,000		,000	,632	,026	,161	,311	,000
	N	30	30	30	30	30	30	30	30	30
Item_4	Pearson Correlation	,327	,675(**)	,598(**)	1	,205	,514(**)	,262	,191	,723(**)
	Sig. (2-tailed)	,077	,000	,000		,277	,004	,161	,311	,000
	N	30	30	30	30	30	30	30	30	30
Item_5	Pearson Correlation	,279	,201	,091	,205	1	,360	,161	-,051	,466(**)
	Sig. (2-tailed)	,136	,288	,632	,277		,050	,394	,787	,010
	N	30	30	30	30	30	30	30	30	30
Item_6	Pearson Correlation	,464(**)	,498(**)	,405(*)	,514(**)	,360	1	,461(*)	,384(*)	,801(**)
	Sig. (2-tailed)	,010	,005	,026	,004	,050		,010	,036	,000
	N	30	30	30	30	30	30	30	30	30
Item_7	Pearson Correlation	,208	,257	,262	,262	,161	,461(*)	1	,757(**)	,623(**)
	Sig. (2-tailed)	,270	,171	,161	,161	,394	,010		,000	,000
	N	30	30	30	30	30	30	30	30	30
Item_8	Pearson Correlation	,277	,167	,191	,191	-,051	,384(*)	,757(**)	1	,526(**)
	Sig. (2-tailed)	,138	,378	,311	,311	,787	,036	,000		,003
	N	30	30	30	30	30	30	30	30	30
Skor_Total	Pearson Correlation	,649(**)	,758(**)	,672(**)	,723(**)	,466(**)	,801(**)	,623(**)	,526(**)	1
	Sig. (2-tailed)	,000	,000	,000	,000	,010	,000	,000	,003	
	N	30	30	30	30	30	30	30	30	30

** Correlation is significant at the 0.01 level (2-tailed).
* Correlation is significant at the 0.05 level (2-tailed).

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,761	,864	9

Inter-Item Correlation Matrix

	Item_1	Item_2	Item_3	Item_4	Item_5	Item_6	Item_7	Item_8	Skor_Total
Item_1	1,000	,508	,327	,327	,279	,464	,208	,277	,649
Item_2	,508	1,000	,675	,675	,201	,498	,257	,167	,758
Item_3	,327	,675	1,000	,598	,091	,405	,262	,191	,672
Item_4	,327	,675	,598	1,000	,205	,514	,262	,191	,723
Item_5	,279	,201	,091	,205	1,000	,360	,161	-,051	,466
Item_6	,464	,498	,405	,514	,360	1,000	,461	,384	,801
Item_7	,208	,257	,262	,262	,161	,461	1,000	,757	,623
Item_8	,277	,167	,191	,191	-,051	,384	,757	1,000	,526
Skor_Total	,649	,758	,672	,723	,466	,801	,623	,526	1,000

Inter-Item Correlation Matrix

	Item_1	Item_2	Item_3	Item_4	Item_5	Item_6	Item_7	Item_8	Skor_Total
Item_1	1,000	,508	,327	,327	,279	,464	,208	,277	,649
Item_2	,508	1,000	,675	,675	,201	,498	,257	,167	,758
Item_3	,327	,675	1,000	,598	,091	,405	,262	,191	,672
Item_4	,327	,675	,598	1,000	,205	,514	,262	,191	,723
Item_5	,279	,201	,091	,205	1,000	,360	,161	-,051	,466
Item_6	,464	,498	,405	,514	,360	1,000	,461	,384	,801
Item_7	,208	,257	,262	,262	,161	,461	1,000	,757	,623
Item_8	,277	,167	,191	,191	-,051	,384	,757	1,000	,526
Skor_Total	,649	,758	,672	,723	,466	,801	,623	,526	1,000

1. Persamaan (1) Y : β1X1+ β2X2+ β3X3+e

X1, X2,X3 terhadap y

Variables Entered/Removed

Model	Variables Entered	Variables Removed	Method
1	X1, X3, X2[a]	.	Enter

a. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.773[a]	.598	.593	2.290

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

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1833.210	3	611.070	116.479	.000[a]
	Residual	1232.849	235	5.246		
	Total	3066.059	238			

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

b. Dependent Variable: Y

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.505	1.955		1.282	.201
	X2	.284	.056	.444	5.094	.000
	X3	.603	.168	.247	3.577	.000
	X1	.065	.036	.136	1.799	.073

a. Dependent Variable: Y

2. Persamaan (2) X3: β1X1+β2X2+e

Variables Entered/Removed

Model	Variables Entered	Variables Removed	Method
1	X2, X1[a]	.	Enter

a. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.800[a]	.640	.637	.885

a. Predictors: (Constant), X2, X1

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	328.957	2	164.478	210.076	.000[a]
	Residual	184.776	236	.783		
	Total	513.732	238			

a. Predictors: (Constant), X2, X1

b. Dependent Variable: X3

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.588	.754		-.780	.436
	X1	.033	.014	.167	2.376	.018
	X2	.172	.018	.656	9.337	.000

a. Dependent Variable: X3

3. Persamaan (3) X2: β1X1+e

Variables Entered/Removed[b]

Model	Variables Entered	Variables Removed	Method
1	X1[a]	.	Enter

a. All requested variables entered.

b. Dependent Variable: X2

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.831[a]	.691	.690	3.123

a. Predictors: (Constant), X1

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	5174.084	1	5174.084	530.615	.000[a]
	Residual	2311.012	237	9.751		
	Total	7485.096	238			

a. Predictors: (Constant), X1

b. Dependent Variable: X2

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.567	2.661		-.213	.831
	X1	.627	.027	.831	23.035	.000

a. Dependent Variable: X2