

Lampiran 3. Output Analisis dengan SPSS

Umur

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid < 30 tahun	25	29,1	29,1	29,1
Valid 30-40 tahun	45	52,3	52,3	81,4
Valid > 40 tahun	16	18,6	18,6	100,0
Total	86	100,0	100,0	

Jenis kelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Laki-laki	83	96,5	96,5	96,5
Valid Perempuan	3	3,5	3,5	100,0
Total	86	100,0	100,0	

Pendidikan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Diploma	11	12,8	12,8	12,8
Valid S1	71	82,6	82,6	95,3
Valid S2	4	4,7	4,7	100,0
Total	86	100,0	100,0	

Pekerjaan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Swasta	58	67,4	67,4	67,4
Valid PNS/BUMN	25	29,1	29,1	96,5
Valid Wiraswasta	3	3,5	3,5	100,0
Total	86	100,0	100,0	

Validitas dan Reliabilitas

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	86	100,0
	Excluded ^a	0	,0
	Total	86	100,0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,838	,949	5

Inter-Item Correlation Matrix

	X1.1	X1.2	X1.3	X1.4	TX1
X1.1	1,000	,721	,639	,725	,865
X1.2	,721	1,000	,889	,646	,910
X1.3	,639	,889	1,000	,710	,910
X1.4	,725	,646	,710	1,000	,873
TX1	,865	,910	,910	,873	1,000

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	22,9767	35,858	,823	,804
X1.2	22,8837	35,680	,883	,799
X1.3	22,8488	34,812	,879	,791
X1.4	22,8605	34,851	,829	,795
TX1	13,0814	11,464	1,000	,911

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	86	100,0
	Excluded ^a	0	,0
	Total	86	100,0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,831	,974	6

Inter-Item Correlation Matrix

	X2.1	X2.2	X2.3	X2.4	X2.5	TX2
X2.1	1,000	,759	,750	,744	,820	,871
X2.2	,759	1,000	,863	,846	,872	,935
X2.3	,750	,863	1,000	,975	,833	,953
X2.4	,744	,846	,975	1,000	,848	,951
X2.5	,820	,872	,833	,848	1,000	,939
TX2	,871	,935	,953	,951	,939	1,000

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	32,6279	77,954	,843	,805
X2.2	32,6977	74,943	,918	,791
X2.3	32,6628	74,626	,941	,789
X2.4	32,6977	74,778	,939	,789
X2.5	32,6744	75,987	,925	,795
TX2	18,1512	23,306	1,000	,961

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	86	100,0
	Excluded ^a	0	,0
	Total	86	100,0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,816	,897	5

Inter-Item Correlation Matrix

	X3.1	X3.2	X3.3	X3.4	TX3
X3.1	1,000	,602	,522	,533	,842
X3.2	,602	1,000	,448	,578	,810
X3.3	,522	,448	1,000	,468	,763
X3.4	,533	,578	,468	1,000	,793
TX3	,842	,810	,763	,793	1,000

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X3.1	23,3023	26,402	,778	,761
X3.2	23,1163	28,010	,750	,779
X3.3	22,9535	27,998	,684	,785
X3.4	23,1744	28,193	,728	,783
TX3	13,2209	8,927	1,000	,814

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	86	100,0
	Excluded ^a	0	,0
	Total	86	100,0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,831	,932	5

Inter-Item Correlation Matrix

	X4.1	X4.2	X4.3	X4.4	TX4
X4.1	1,000	,712	,543	,627	,827
X4.2	,712	1,000	,662	,596	,862
X4.3	,543	,662	1,000	,749	,872
X4.4	,627	,596	,749	1,000	,870
TX4	,827	,862	,872	,870	1,000

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X4.1	22,8372	39,432	,777	,803
X4.2	22,8721	38,089	,817	,790
X4.3	22,8023	36,984	,825	,781
X4.4	22,7326	37,775	,825	,787
TX4	13,0349	12,340	1,000	,879

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	86	100,0
	Excluded ^a	0	,0
	Total	86	100,0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,827	,966	6

Inter-Item Correlation Matrix

	X5.1	X5.2	X5.3	X5.4	X5.5	TX5
X5.1	1,000	,678	,653	,636	,696	,805
X5.2	,678	1,000	,904	,883	,779	,933
X5.3	,653	,904	1,000	,982	,803	,955
X5.4	,636	,883	,982	1,000	,828	,951
X5.5	,696	,779	,803	,828	1,000	,903
TX5	,805	,933	,955	,951	,903	1,000

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X5.1	29,0814	66,146	,761	,804
X5.2	29,0233	63,670	,916	,787
X5.3	28,9767	63,482	,943	,785
X5.4	29,0116	63,847	,940	,787
X5.5	29,0581	64,173	,879	,791
TX5	16,1279	19,783	1,000	,948

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	86	100,0
	Excluded ^a	0	,0
	Total	86	100,0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,841	,899	4

Inter-Item Correlation Matrix

	Y.1	Y.2	Y.3	TY
Y.1	1,000	,464	,642	,849
Y.2	,464	1,000	,526	,772
Y.3	,642	,526	1,000	,880
TY	,849	,772	,880	1,000

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y.1	21,2674	11,422	,774	,792
Y.2	21,2558	12,428	,682	,830
Y.3	21,3721	10,942	,813	,773
TY	12,7791	4,104	1,000	,782

Uji normalitas

NPar Tests

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		86
Normal Parameters ^{a,b}	Mean	0E-7
	Std. Deviation	,39111257
	Absolute	,079
Most Extreme Differences	Positive	,051
	Negative	-,079
Kolmogorov-Smirnov Z		,734
Asymp. Sig. (2-tailed)		,654

a. Test distribution is Normal.

b. Calculated from data.

Regression

Descriptive Statistics

	Mean	Std. Deviation	N
Kepuasan (Y)	4,2669	,64911	86
Tangible (X1)	3,2709	,84681	86
Reliability (X2)	3,6302	,96553	86
Responsiveness (X3)	3,3052	,74696	86
Assurance (X4)	3,2587	,87821	86
Empathy (X5)	3,2256	,88957	86

Correlations

		Kepuasan (Y)	Tangible (X1)	Reliability (X2)
Pearson Correlation	Kepuasan (Y)	1,000	,553	,653
	Tangible (X1)	,553	1,000	,388
	Reliability (X2)	,653	,388	1,000
	Responsiveness (X3)	,550	,278	,461
	Assurance (X4)	,443	,366	,270
	Empathy (X5)	,439	,344	,302
Sig. (1-tailed)	Kepuasan (Y)	.	,000	,000
	Tangible (X1)	,000	.	,000
	Reliability (X2)	,000	,000	.
	Responsiveness (X3)	,000	,005	,000
	Assurance (X4)	,000	,000	,006
	Empathy (X5)	,000	,001	,002
N	Kepuasan (Y)	86	86	86
	Tangible (X1)	86	86	86
	Reliability (X2)	86	86	86
	Responsiveness (X3)	86	86	86
	Assurance (X4)	86	86	86
	Empathy (X5)	86	86	86

Correlations

		Assurance (X3)	Responsiveness (X4)	Empathy (X5)
Pearson Correlation	Kepuasan (Y)	,550	,443	,439
	Tangible (X1)	,278	,366	,344
	Reliability (X2)	,461	,270	,302
	Responsiveness (X3)	1,000	,259	,243
	Assurance (X4)	,259	1,000	,211
	Empathy (X5)	,243	,211	1,000
Sig. (1-tailed)	Kepuasan (Y)	,000	,000	,000
	Tangible (X1)	,005	,000	,001
	Reliability (X2)	,000	,006	,002
	Responsiveness (X3)	.	,008	,012
	Assurance (X4)	,008	.	,025
	Empathy (X5)	,012	,025	.
N	Kepuasan (Y)	86	86	86
	Tangible (X1)	86	86	86
	Reliability (X2)	86	86	86
	Responsiveness (X3)	86	86	86
	Assurance (X4)	86	86	86
	Empathy (X5)	86	86	86

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Empathy (X5), Assurance (X4), Responsiveness (X3), Tangible (X1), Reliability (X2) ^b	.	Enter

a. Dependent Variable: Kepuasan (Y)

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,798 ^a	,637	,614	,40315	1,980

a. Predictors: (Constant), Emphaty (X5), Assurance (X4), Responsivenes (X3), Tangible (X1), Reliability (X2)

b. Dependent Variable: Kepuasan (Y)

ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	22,811	5	4,562	28,071	,000 ^b
	Residual	13,002	80	,163		
	Total	35,814	85			

a. Dependent Variable: Kepuasan (Y)

b. Predictors: (Constant), Emphaty (X5), Assurance (X4), Responsivenes (X3), Tangible (X1), Reliability (X2)

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,353	,260		5,206	,000
	Tangible (X1)	,178	,060	,232	2,951	,004
	Reliability (X2)	,243	,054	,361	4,471	,000
	Responsivenes (X3)	,206	,067	,237	3,066	,003
	Assurance (X4)	,122	,055	,165	2,236	,028
	Emphaty (X5)	,115	,054	,157	2,132	,036

Coefficients^a

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Tangible (X1)	,732	1,366
	Reliability (X2)	,695	1,438
	Responsivenes (X3)	,757	1,320
	Assurance (X4)	,830	1,205
	Emphaty (X5)	,837	1,194

a. Dependent Variable: Kepuasan (Y)

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	Tangible (X1)	Reliability (X2)
1	1	5,803	1,000	,00	,00	,00
	2	,054	10,347	,00	,00	,00
	3	,050	10,760	,00	,03	,33
	4	,039	12,182	,03	,80	,04
	5	,032	13,517	,13	,12	,58
	6	,021	16,458	,84	,04	,03

Collinearity Diagnostics^a

Model	Dimension	Variance Proportions		
		Responsiveness (X3)	Assurance (X4)	Emphaty (X5)
1	1	,00	,00	,00
	2	,00	,48	,57
	3	,15	,20	,25
	4	,11	,10	,07
	5	,26	,18	,07
	6	,48	,04	,05

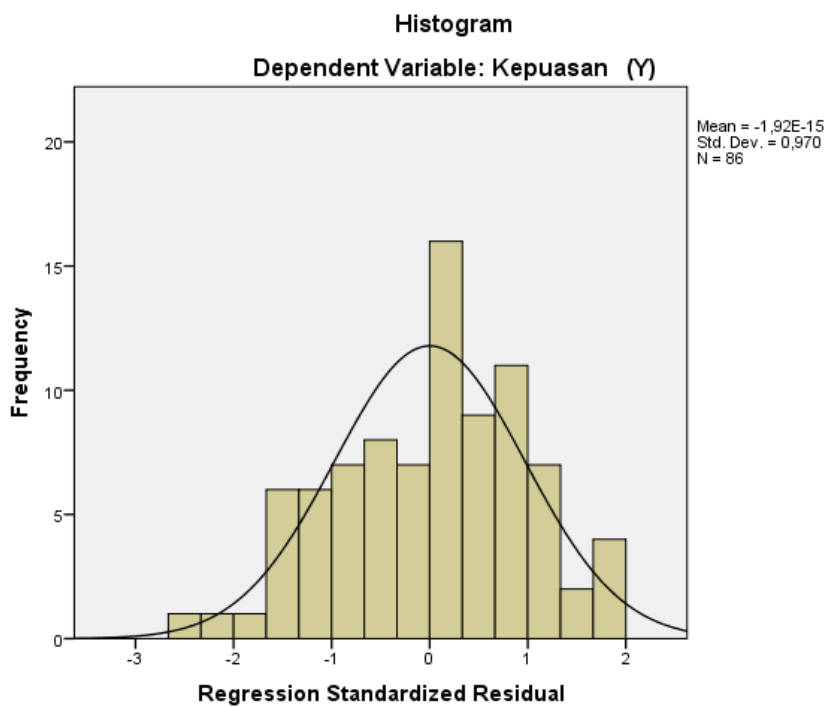
a. Dependent Variable: Kepuasan (Y)

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	2,4396	4,9908	4,2669	,51804	86
Std. Predicted Value	-3,527	1,397	,000	1,000	86
Standard Error of Predicted Value	,058	,168	,103	,026	86
Adjusted Predicted Value	2,5324	5,0259	4,2656	,51159	86
Residual	-,96995	,73909	,00000	,39111	86
Std. Residual	-2,406	1,833	,000	,970	86
Stud. Residual	-2,474	1,884	,002	1,008	86
Deleted Residual	-1,02591	,80433	,00126	,42297	86
Stud. Deleted Residual	-2,559	1,915	,000	1,018	86
Mahal. Distance	,796	13,820	4,942	2,977	86
Cook's Distance	,000	,084	,014	,019	86
Centered Leverage Value	,009	,163	,058	,035	86

a. Dependent Variable: Kepuasan (Y)

Charts



Normal P-P Plot of Regression Standardized Residual

