

# Lampiran 1

## LEMBAR KUESIONER

### Identitas Responden

1. Nama :
2. Jenis Kelamin :
3. Pendidikan :
4. Masa Kerja :
5. Jabatan :

### Petunjuk Pengisian :

Pada daftar pernyataan, silahkan memilih salah satu jawaban yang sesuai dengan keadaan anda, kemudian beri tanda silang (X) pada masing-masing jawaban pernyataan.

### HUMAN ELEMEN (X1)

No	Pernyataan	Alternatif Jawaban				
		SS	S	RR	TS	STS
1.	Pelayanan sangat menentukan keberhasilan dari suatu perusahaan atau organisasi.					
2.	Organisasi yang bergerak dibidang jasa perlu memperbaiki kualitas pelayanannya agar konsumen merasa puas atas jasa yang ditawarkan.					
3.	Organisasi harus menjalin kerja sama yang baik dengan elemen masyarakat disekitar.					
4.	Kemampuan manusia sangat menentukan keberhasilan dalam suatu organisasi					
5.	Semua yang terlibat dalam perusahaan, baik itu perusahaan produk maupun jasa perlu berinteraksi dengan pelanggan.					
6.	Intervensi yang disampaikan oleh pelanggan atau konsumen harus ditanggapi dengan baik					

	karena menyangkut perbaikan pelayanan demi kelangsungan perusahaan.				
7.	Ketertarikan konsumen untuk menggunakan jasa pada perusahaan tertentu itu tergantung cara penyampaian layanan kepada konsumennya.				
8.	Organisasi harus memperbaiki semua kesalahan-kesalahan yang ditemukan dalam menyangkut pelayanan kepada kosumen.				
9.	Perusahaan/organisasi memperhatikan keluhan-keluhan yang diungkapkan oleh konsumen.				
10.	Perusahaan harus melakukan realibilitas terhadap cara-cara pelayanan yang kurang menguntungkan baik itu kepada pelanggan maupun kepada perusahaan itu sendiri.				
11.	Perusahaan harus merespon segala keluhan pelanggan yang dialamatkan kepada perusahaan tersebut.				
12.	Perusahaan harus mengasuransikan segala asset perusahaan sehingga menjadi jaminan ketika perusahaan telah mengalami musiba.				
13.	Perusahaan harus menanamkan rasa empati kepada setiap pelanggan dengan cara memberikan pelayanan yang sebaik-baiknya.				
14.	Untuk menghindari ancaman terhadap perusahaan maka harus mengkaji faktor-faktor yang mungkin dapat menyebabkan kebangkrutan.				
15.	Perusahaan harus membuka peluang kepada pelanggan untuk menyampaikan keluhan.				

## SERVICESCAPES (X2)

No	Pernyataan	Alternatif Jawaban				
		SS	S	RR	TS	STS
1.	Wujud layanan dalam suatu perusahaan industri jasa ataupun organisasi merupakan salah satu cara untuk meningkatkan kepercayaan kepada masyarakat sebagai pengguna.					
2.	Untuk menunjang kelancaran proses pelayanan maka harus didukung dengan fasilitas fisik yang baik.					
3.	Selain fasilitas fisik maka perlengkapan yang lain juga harus dapat mendukung proses pelayanan.					
4.	Tingkat profesionalisme karyawan adalah salah satu faktor utama yang menentukan baik tidaknya proses pelayanan dalam perusahaan.					
5.	Komunikasi antar sesama karyawan maupun kepada pelanggan harus dibangun.					
6.	Perusahaan berupaya semaksimal mungkin untuk meningkatkan kepuasan pelanggan					
7.	Lingkungan perusahaan yang kondusif dapat menambah kenyamanan dalam pelayanan terhadap pelanggan.					
8.	Perusahaan harus mewujudkan layanan jasa yang sebaik-baiknya kepada pelanggan agar mereka merasa puas.					
9.	Sosiologi dalam perusahaan yang baik merupakan faktor yang dapat mendukung dalam peningkatan pelayanan kepada pelanggan.					
10.	Untuk mempertahankan pelanggan agar tidak beranjak maka semua yang terlibat dalam perusahaan harus bersikap dengan baik dan menjaga emosional.					

11.	Tanggapan produsen terhadap konsumen dapat menarik simpati konsumen.					
12.	Perusahaan berupaya untuk menghindari kemungkinan munculnya tanggapan yang sifatnya negatif terhadap perusahaan.					
13.	Untuk mengetahui prospek masa depan maka peramalan sangat sangat diperlukan untuk kelangsungan perusahaan.					
14.	Untuk menghindari keraguan para konsumen maka perusahaan perlu memberikan kepercayaan melalui peningkatan kualitas pelayanan.					
15.	Standarisasi produk harus selalu dijamin agar tidak menurun melalui pengawasan yang ketat.					

### CORE SERVICE (X3)

No	Pernyataan	Alternatif Jawaban				
		SS	S	RR	TS	STS
1.	Untuk memperbaiki layanan jasa kepada pengguna jasa atau konsumen maka pihak pengelola harus memberikan pelayanan kepada konsumen sesuai dengan prosedur yang ada.					
2.	Untuk menghindari kejenuhan terhadap pelanggan maka perusahaan harus mempermudah proses administrasi yang akan dilakukan oleh konsumen jasa untuk mendapatkan jasa seperti jasa perbankan.					
3.	Pihak pengelola jasa seperti jasa perbankan dan lain sebagainya harus dapat mengambil tindakan yang sesuai dengan konteks ang berlaku.					
4.	Fasilitas harus tersedia agar waktu dan proses pelayanan dapat diminimalisir mungkin untuk menghindari antrian panjang.					
5.	Perlengkapan adalah menyangkut semua yang dibutuhkan dalam perusahaan.					
6.	Kualitas pelayanan dalam organisasi dapat dipengaruhi oleh kondisi keuangan perusahaan atau organisasi.					
7.	Agar tidak terjadi kesalah pahaman dalam memberikan pelayanan maka pegawai harus pandai menyesuaikan dengan pelanggan.					
8.	Pelanggan enggan membeli produk yang ditawarkan apabila kondisi lingkungan yang tidak memadai seperti kerasnya musik yang menimbulkan suara bising yang dapat mengganggu.					
9.	Bersahabat kepada pelanggan adalah cara untuk menarik simpati kepada pelanggan.					

<p>10.</p> <p>11.</p> <p>12.</p> <p>13.</p> <p>14.</p> <p>15.</p>	<p>Sopan harus dimiliki oleh setiap pegawai pemberi pelayanan agar pelanggan merasa dihargai.</p> <p>Pelayanan dengan sikap ramah dapat menjadi daya tarik terhadap pelanggan.</p> <p>Perusahaan perlu menunjukkan kepada konsumen tingginya nilai kualitas produk yang ditawarkan.</p> <p>Apabila perusahaan tidak mampu berkompetisi dalam perbaikan mutu produk maka perusahaan akan berada di ambang kebangkrutan.</p> <p>Penggunaan infrastruktur yang lengkap dan modern dapat menarik perhatian para konsumen.</p> <p>Perusahaan harus membuka kesempatan kepada publik untuk melakukan penilaian terhadap pelayanannya.</p>					
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## SERVICE QUALITY (Y)

No	Pernyataan	Alternatif Jawaban				
		SS	S	RR	TS	STS
1	Untuk menghindari kesulitan konsumen dalam mendapatkan jasa, maka perusahaan harus melakukan pelayanan dengan sistem <i>on line</i> .					
2	Dalam memberikan pelayanan kepada pelanggan harus disesuaikan dengan kemauan pelanggan.					
3	Untuk menarik perhatian pelanggan maka perusahaan harus berupaya mengistimewakan pelanggannya.					
4	Ketertarikan konsumen terhadap suatu perusahaan tertentu untuk membeli produk atau jasa bukan dari segi pelayanan semata tetapi yang terpenting adalah kualitas produk/jasa.					
5	Untuk menciptakan kinerja pelayanan yang baik dalam perusahaan maka tidak terlepas dari kualitas sumber daya manusia karyawannya.					
6	Dengan banyaknya perusahaan yang bergerak dibidang bisnis layanan maka perbaikan pelayanan perlu ditingkatkan agar mampu bersaing dengan perusahaan lain.					
7	Pemeliharaan manajemen utamanya kualitas produk dan pelayanan perlu diperbaiki.					
8	Perbaikan produk harus selalu dilakukan secara berkala agar dapat menyetarai dengan produk perusahaan lain.					
9	Perbandingan dengan produk lain harus dilakukan agar tercipta usaha peningkatan kualitas produk.					
10	Untuk meningkatkan kualitas layanan ( <i>quality service</i> ) maka diupayakan agar karyawan memiliki tingkat profesional yang tinggi.					

11.	Peningkatan kualitas jasa atau produk yang ditawarkan dimaksudkan memuaskan pengguna jasa atau produk tersebut.					
12.	Dalam kemasan khususnya produk barang perlu dilengkapi penjelasan berupa tulisan yang perlu diketahui oleh pengguna tentang produk tersebut, terutama dalam cara penggunaannya dan bahaya yang akan ditimbulkan.					
13.	Perusahaan harus berani memberikan jaminan terhadap mutu produk yang ditawarkan kepada konsumen.					
14.	Perusahaan berusaha semaksimal mungkin untuk meningkatkan kepercayaan kepada konsumen atas produk yang ditawarkan.					
15.	Perusahaan membuat jasa-jasa lanjutan selain jasa utama yang diproduksi yang kemungkinan sangat dibutuhkan oleh konsumen setelah membeli produk yang ditawarkan.					



Lampiran 2

Human Element (X1)

Resp	Pertanyaan															Jml
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
1	4	4	4	5	5	5	4	5	4	4	5	4	3	3	4	63
2	4	3	4	5	5	4	4	3	4	3	4	4	4	5	3	59
3	4	3	4	4	5	4	4	4	5	4	4	5	3	4	3	60
4	4	4	5	5	4	5	5	4	5	5	3	4	4	4	5	66
5	5	5	3	4	4	5	5	4	5	5	5	4	4	4	5	67
6	4	5	4	4	5	4	4	5	5	5	5	4	3	4	4	65
7	5	4	3	4	4	5	4	4	3	5	4	3	4	4	5	61
8	5	5	4	5	4	6	4	4	4	5	4	4	4	3	4	64
9	4	5	2	5	5	5	5	5	4	4	5	3	4	4	5	65
10	6	4	4	5	5	5	4	4	2	4	5	4	3	4	5	63
11	5	4	4	5	5	5	5	5	5	5	5	4	4	3	3	67
12	5	5	4	5	2	4	4	5	5	4	5	4	3	4	3	62
13	4	4	2	5	4	5	3	4	5	4	4	3	4	4	4	58
14	5	5	5	5	5	5	5	5	5	5	5	2	4	3	5	69
15	3	4	5	5	5	5	4	4	4	4	3	4	3	4	4	61
16	4	5	4	5	5	4	5	4	5	5	5	4	4	5	5	69
17	5	4	5	5	5	5	5	5	5	5	3	4	4	4	5	69
18	5	4	4	4	4	4	5	5	5	4	5	4	3	4	4	64
19	5	5	5	5	6	6	5	6	6	5	4	3	4	3	5	69
20	5	5	5	5	5	5	5	5	5	5	5	4	3	3	5	70
21	4	4	4	5	5	4	5	5	5	4	4	2	4	4	5	64
22	4	3	3	5	5	5	4	4	5	4	5	4	3	4	4	62
23	3	5	3	4	4	4	4	4	4	4	3	5	3	4	5	59
24	5	4	3	5	5	5	5	5	5	5	5	3	4	5	5	69
25	4	5	4	4	5	4	4	5	4	4	4	3	5	3	5	63
26	4	4	4	5	5	5	4	4	5	5	5	4	4	5	5	68
27	4	5	4	5	5	5	4	5	4	4	5	2	4	3	4	63
28	4	4	4	5	5	5	4	5	4	4	4	3	5	3	4	64
29	5	4	4	5	5	5	4	4	4	5	5	5	3	3	4	65
30	5	5	5	5	4	5	5	5	5	5	4	4	4	3	5	69
31	4	4	4	4	4	4	4	4	4	4	5	4	3	5	5	62
32	5	5	5	5	5	5	5	5	5	5	4	4	3	4	4	69
33	5	4	5	4	5	5	5	5	5	5	3	2	4	3	5	65
34	5	5	5	5	5	5	5	5	5	5	5	4	3	2	5	69
35	5	5	4	4	5	4	5	4	4	4	5	3	4	4	4	64
36	4	4	4	4	4	4	4	4	4	4	4	5	4	3	5	61
37	4	4	3	4	5	4	4	3	4	4	4	4	4	4	5	60
38	4	4	3	4	5	4	4	3	4	4	4	4	4	4	5	65
39	2	4	2	4	5	5	5	4	5	5	5	5	3	4	5	67
40	4	4	4	5	5	5	5	5	4	4	4	4	5	3	4	67
41	5	2	5	5	5	5	5	5	5	5	5	4	4	4	4	60
42	5	3	3	3	3	4	4	4	5	5	5	5	5	5	5	65
43	5	4	4	4	5	4	5	4	3	3	4	5	5	5	5	65

### Human Element (X1)

Resp	Pertanyaan															Jml
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
43	5	3	4	2	4	2	5	2	5	2	4	3	4	4	4	53
44	5	4	4	3	5	2	3	3	3	5	2	3	3	3	3	51
45	5	5	4	5	5	4	4	4	4	4	4	4	4	5	5	66
46	5	4	4	3	4	4	3	3	3	4	2	4	4	4	4	55
47	4	4	3	2	3	3	3	3	2	3	2	3	4	3	4	46
48	4	3	3	2	3	5	3	2	2	3	5	4	4	4	3	50
49	5	4	5	3	5	5	5	5	3	5	4	3	3	5	4	64
50	4	4	2	5	3	4	4	2	5	3	4	4	5	3	4	56
51	4	3	3	3	3	4	4	5	3	4	5	3	3	4	4	55
52	4	3	4	3	2	3	5	3	3	4	4	4	4	4	4	54
53	5	4	4	3	2	4	4	3	4	4	4	3	4	4	3	55
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55	5	4	4	3	3	4	3	4	4	4	3	4	4	4	4	57
56	5	4	5	3	3	5	5	5	5	4	5	5	4	4	4	66
57	5	4	3	4	3	4	4	4	4	5	4	2	3	3	2	54
58	5	3	3	3	2	5	4	4	4	4	3	3	3	3	4	53
59	5	4	4	4	3	4	5	5	5	5	3	2	4	3	4	60
60	5	3	4	2	2	4	3	4	4	5	4	2	5	4	4	55
61	5	4	4	2	2	2	3	3	3	3	4	4	3	4	4	50
62	5	5	4	5	4	4	4	4	5	5	5	5	4	2	1	62
63	5	4	4	3	4	2	4	4	4	4	3	2	3	3	3	52
64	4	4	3	5	3	2	3	5	3	3	3	4	4	4	3	53
65	4	4	3	3	4	5	4	3	3	4	3	5	2	5	3	55
66	3	5	3	3	4	4	4	3	2	4	5	5	2	2	5	54
67	4	4	3	4	4	4	4	2	3	3	4	4	3	2	4	52
68	4	2	3	4	4	5	3	4	3	2	4	3	4	4	5	54
69	4	3	4	4	4	3	4	3	3	3	6	3	5	4	1	53
70	5	5	6	5	4	4	3	5	4	3	3	3	3	2	5	59
71	4	4	3	4	5	5	4	3	4	4	4	3	4	3	4	58
72	5	5	5	6	5	3	3	3	3	2	3	4	2	2	4	54
73	4	5	3	4	4	3	4	5	3	3	4	4	2	3	2	53
74	5	4	4	4	5	4	5	4	3	4	5	4	5	4	4	64
75	1	5	5	3	3	4	4	4	2	3	4	4	3	4	2	51
76	5	4	4	4	4	3	4	4	4	2	4	3	2	3	2	52
77	4	5	5	5	5	5	4	4	4	3	3	3	2	3	2	57
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82	3	5	3	3	4	2	4	4	3	4	4	4	2	2	4	53
83	4	3	3	3	4	3	5	4	3	5	4	4	3	5	4	59
84	4	3	5	3	5	4	3	3	4	5	4	4	3	3	5	55
85	3	3	3	3	4	4	3	4	3	5	4	5	3	3	4	53
86	5	1	4	4	4	4	4	3	3	3	4	3	4	3	4	53

### Human Element (X1)

Resp	Pertanyaan															Jml
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
87	4	4	4	4	4	4	4	4	4	5	3	3	3	2	5	57
88	4	2	4	3	5	3	4	5	4	5	4	4	4	3	4	58
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90	3	4	4	3	4	4	3	5	3	5	3	5	3	2	5	56
91	3	4	2	4	3	4	3	4	3	5	4	4	4	3	4	54
92	4	3	5	4	5	2	5	5	4	5	3	4	2	2	4	57
93	5	4	5	3	3	5	5	5	5	4	4	4	2	2	2	58
94	5	4	3	4	3	4	4	4	4	5	5	4	5	4	4	62
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97	4	3	4	4	2	4	4	3	4	3	4	4	4	5	3	55
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99	4	4	5	5	4	5	5	4	5	5	3	4	4	4	5	68
100	5	5	3	4	4	5	5	4	5	5	5	4	4	4	5	67
101	4	5	4	4	5	4	4	4	5	5	5	4	3	4	4	64
102	5	4	3	4	4	5	4	4	3	5	4	3	4	4	5	61
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105	5	4	4	5	5	5	4	4	2	4	5	4	3	4	5	63
106	5	4	4	5	5	5	5	5	5	5	5	4	4	3	3	67
107	5	5	4	5	2	4	4	5	5	4	5	4	3	4	3	62
108	4	4	2	5	4	5	3	4	5	4	4	3	4	4	4	59
109	5	4	5	5	5	5	5	5	5	5	5	2	4	3	5	68
110	3	4	5	5	5	5	4	4	4	4	3	4	3	4	4	61
111	4	4	4	5	5	4	5	4	5	5	5	4	4	5	5	68
112	5	4	5	5	5	5	5	5	5	5	3	4	4	4	5	69
113	5	4	4	4	4	4	5	5	5	4	5	4	3	4	4	64
114	5	5	5	5	5	5	5	5	5	5	4	3	4	3	5	69
115	5	5	5	5	5	5	5	5	5	5	5	4	3	3	5	70
116	4	4	4	5	5	4	5	5	5	4	4	2	4	4	5	64
117	4	2	3	5	5	5	4	4	5	4	5	4	3	4	4	61
118	3	4	3	4	4	4	4	4	4	4	3	5	3	4	5	58
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120	4	4	4	4	5	4	4	4	4	4	4	3	5	3	5	64
121	4	4	4	5	5	5	4	4	5	5	5	4	4	5	5	68
122	4	4	4	5	5	5	4	4	4	4	3	5	3	4	5	63
123	4	4	4	5	5	5	4	4	4	4	5	5	3	3	4	65
124	5	4	4	5	5	5	4	4	4	5	4	4	4	3	5	69
125	5	5	5	5	4	5	5	5	5	5	4	4	3	5	5	62
126	4	4	4	4	4	4	4	4	4	4	5	4	3	4	4	69
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128	5	4	5	4	5	5	5	5	5	5	3	2	4	3	5	69
129	5	5	5	5	5	5	5	5	5	5	5	4	3	2	5	69

130	5	5	4	4	5	4	5	4	4	4	5	3	4	4	4	64
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**Human Element (X1)**

Resp	Pertanyaan															Jml
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
131	4	4	4	5	4	4	4	4	4	5	4	5	4	3	5	63
132	5	4	3	4	5	5	4	3	4	4	4	4	4	4	5	62
133	4	4	3	4	4	4	4	2	3	3	3	5	5	4	2	54
134	4	2	3	4	4	2	3	5	3	5	5	4	4	5	3	56
135	4	3	4	4	4	3	4	3	3	3	4	5	4	3	5	56
136	5	5	5	5	4	4	3	5	5	3	2	3	5	5	4	63
137	4	4	4	4	5	5	4	3	4	4	3	2	4	4	4	58
138	5	5	5	5	5	3	3	3	3	2	5	5	1	5	1	56
139	4	5	4	4	5	4	4	4	5	5	5	4	3	4	4	64
140	5	4	3	4	4	5	4	4	3	5	4	3	4	4	5	61
141	5	5	4	5	4	5	4	4	4	5	4	4	4	3	4	64
142	4	5	2	5	5	5	5	5	4	4	5	3	4	4	5	65
143	5	4	4	5	5	5	4	4	2	4	5	4	3	4	5	63
144	5	4	4	5	5	5	5	5	5	5	5	4	4	3	3	67
145	5	5	4	5	2	4	4	5	5	4	5	4	3	4	3	62
146	4	4	2	5	4	5	3	4	5	4	4	3	4	4	4	59
147	5	4	5	5	5	5	5	5	5	5	5	2	4	3	5	66
148	3	4	5	5	5	5	4	4	4	4	3	4	3	4	4	61
149	4	4	4	5	5	4	5	4	5	5	5	4	4	5	5	68
150	5	4	5	5	5	5	5	5	5	5	3	4	4	4	5	69

**Servicescapes (X2)**

Resp	Pertanyaan															Jml
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	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
44	2	3	3	3	3	5	2	3	3	3	2	5	5	4	5	51
45	4	4	4	5	5	5	4	4	4	4	3	5	5	2	3	61
46	2	4	4	4	4	4	4	3	3	3	3	4	5	5	4	56
47	2	3	2	3	3	3	3	3	3	2	5	4	5	2	2	45
48	2	4	4	4	3	3	4	3	2	2	5	5	5	5	4	56
49	4	5	5	5	5	5	5	5	5	5	5	5	5	2	5	71
50	2	4	5	3	4	3	3	2	3	4	4	5	4	4	4	54
51	4	4	3	3	4	5	4	3	3	4	4	5	5	4	4	59
52	3	5	3	3	4	4	4	3	2	4	2	3	3	5	5	53
53	4	4	3	4	4	4	4	2	3	3	3	5	5	4	2	54
54	4	2	3	4	4	2	3	2	3	2	5	4	4	5	3	50
55	4	3	4	4	4	3	4	3	3	3	4	5	4	3	5	56
56	5	5	5	5	4	4	3	5	5	3	2	3	4	5	4	62
57	4	4	4	4	5	5	4	3	4	4	3	2	4	4	4	58
58	5	5	5	5	5	3	3	3	3	2	5	5	5	5	5	64
59	4	3	3	3	4	3	2	2	3	2	4	4	4	3	4	48
60	5	5	4	5	5	4	5	4	3	5	2	5	4	5	4	65
61	4	5	5	3	3	4	4	4	2	3	5	3	2	5	2	54
62	5	4	4	4	4	3	4	6	4	2	4	5	4	4	4	60
63	4	5	5	5	5	5	4	4	4	3	3	4	4	5	4	64
64	4	3	4	4	3	4	2	2	2	2	5	4	5	4	5	53
65	5	4	4	5	2	3	5	5	5	5	2	2	4	4	4	59
66	1	2	2	5	5	4	5	2	4	3	2	4	4	4	4	51
67	4	5	5	4	4	5	4	4	5	4	4	4	5	2	3	62
68	5	3	5	4	5	4	3	5	5	5	5	5	4	4	4	66
69	2	4	2	4	5	5	4	4	4	5	2	3	4	4	4	56
70	4	4	4	3	5	5	3	5	5	4	4	2	3	5	1	57
71	3	4	2	3	4	1	4	4	5	5	5	5	4	4	4	57
72	4	4	5	4	3	4	2	3	3	5	4	4	4	4	4	57
73	4	5	4	5	5	5	1	4	3	4	5	5	5	4	4	63
74	5	5	3	5	5	4	5	3	5	5	2	3	4	3	5	62
75	3	4	5	5	3	3	4	5	4	3	3	2	4	5	4	57
76	3	5	4	5	4	5	5	4	2	4	2	4	2	4	4	57
77	4	5	2	4	3	4	4	3	4	3	5	5	4	5	3	58
78	5	3	5	4	4	5	4	5	5	3	4	2	4	3	4	60
79	5	5	5	3	5	5	5	5	5	4	5	3	5	4	4	68
80	4	5	4	3	5	5	5	3	4	5	2	5	4	4	2	60
81	5	2	5	5	3	3	3	4	5	4	4	4	4	5	5	61
82	5	5	3	4	5	5	4	4	4	3	4	5	3	4	4	62
83	4	4	5	5	4	5	4	5	5	4	3	4	4	4	2	62
84	3	3	3	5	4	5	3	5	5	3	2	4	4	5	5	59
85	2	5	5	5	4	4	4	5	5	5	5	4	5	4	4	66
86	5	3	4	3	5	5	4	4	3	5	4	4	4	5	2	60

Servicescapes (X2)

Resp	Pertanyaan															Jml	
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15		
87	4	4	2	4	4	4	5	5	3	4	5	2	5	5	4	60	
88	2	4	3	4	3	2	5	3	4	5	5	5	4	2	5	56	
89	5	2	5	4	4	5	5	4	4	2	3	4	5	4	4	60	
90	5	5	5	3	4	4	4	5	4	4	4	3	4	5	5	64	
91	5	4	5	2	5	4	3	5	3	5	5	2	5	3	4	60	
92	5	3	2	5	5	2	2	4	2	5	2	5	4	5	5	56	
93	4	5	4	4	4	4	5	5	5	4	3	4	5	4	4	64	
94	3	4	4	5	5	5	4	3	5	3	4	5	4	4	4	62	
95	4	5	5	5	3	5	4	4	4	4	2	3	4	5	5	62	
96	4	4	4	4	4	4	5	4	5	4	3	5	3	4	4	61	
97	3	5	4	5	3	4	4	4	4	5	4	3	4	5	4	61	
98	3	4	5	3	5	5	4	4	3	4	4	4	3	4	5	60	
99	5	5	5	3	5	5	5	5	4	4	3	5	3	4	4	65	
100	5	4	4	5	4	5	5	4	4	4	4	5	4	5	4	66	
101	5	4	5	4	4	5	5	5	5	4	3	4	4	4	5	68	
102	4	4	4	4	5	5	4	3	3	3	4	4	4	5	4	60	
103	5	3	3	1	4	4	3	4	2	2	4	3	3	5	4	50	
104	5	5	5	2	4	5	5	4	5	3	3	4	3	5	4	62	
105	4	3	5	4	5	5	5	4	3	5	4	5	3	4	5	64	
106	5	5	4	5	4	4	5	5	4	5	4	5	2	5	5	67	
107	5	4	5	4	5	5	4	5	5	4	3	4	4	5	4	66	
108	4	4	4	3	4	4	4	4	4	5	4	3	3	5	4	59	
109	5	5	5	5	5	5	5	5	5	5	4	5	3	5	5	72	
110	5	4	4	2	4	4	4	4	4	4	2	4	4	4	5	58	
111	5	5	5	2	4	5	5	4	5	4	4	5	3	5	4	65	
112	5	5	5	2	5	5	5	5	5	5	4	5	3	4	5	68	
113	5	5	5	2	5	5	5	5	4	5	3	4	4	5	4	66	
114	5	5	5	4	5	5	5	5	5	5	4	5	4	4	5	71	
115	5	5	5	2	5	5	5	5	5	5	3	4	2	5	4	65	
116	5	5	5	3	5	5	5	5	4	3	4	3	2	4	5	63	
117	5	5	5	2	4	5	4	5	5	5	4	4	3	5	5	66	
118	4	4	4	4	4	4	4	4	4	4	4	5	4	4	4	61	
119	4	4	5	2	5	5	5	5	5	5	3	3	4	4	5	64	
120	5	4	5	2	4	4	4	5	4	4	4	5	3	4	4	61	
121	5	4	5	4	4	5	5	5	5	4	4	5	4	5	5	69	
122	5	5	5	2	4	4	4	4	4	5	3	4	2	5	4	60	
123	5	5	5	2	4	5	4	5	4	4	2	4	4	4	5	62	
124	4	4	4	2	4	4	4	4	4	3	4	3	3	5	4	56	
125	4	5	5	1	5	4	5	5	4	5	4	5	3	4	5	64	
126	4	4	4	4	4	4	4	4	4	4	3	4	4	4	5	60	
127	5	5	5	5	5	5	5	5	5	5	4	4	3	3	4	5	68
128	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	4	73
129	5	5	5	5	5	4	5	5	5	5	5	3	4	5	4	5	70
130	5	5	5	4	4	4	5	4	5	4	4	5	3	5	5	67	

Servicescapes (X2)

Resp	Pertanyaan															Jml
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
131	4	4	5	4	4	5	4	5	4	4	3	3	4	5	4	62
132	5	4	5	5	4	4	5	4	5	5	4	5	3	4	5	67
133	5	5	4	3	5	4	4	3	4	5	4	3	4	4	3	60
134	5	4	5	2	2	4	5	3	5	4	4	5	4	5	5	62
135	5	5	4	3	5	4	3	4	4	4	3	4	5	4	5	62
136	5	4	5	3	3	5	5	5	5	4	5	5	4	4	4	66
137	5	5	3	4	3	4	4	4	4	5	4	2	5	3	5	60
138	5	3	3	3	5	5	4	5	4	5	5	5	3	5	4	64
139	5	4	5	4	4	5	5	5	5	4	3	4	4	4	5	66
140	4	4	4	4	5	5	4	3	3	3	4	4	4	5	4	60
141	5	3	3	1	4	4	3	4	5	2	4	3	3	5	4	53
142	5	5	5	2	4	5	5	4	5	3	3	4	3	5	4	62
143	4	3	5	4	5	5	5	4	3	5	4	5	3	4	5	64
144	5	5	4	5	4	4	5	5	4	5	4	5	2	5	5	67
145	5	4	4	4	5	5	4	5	4	4	3	4	4	5	4	64
146	4	4	4	3	4	4	4	4	4	5	4	3	3	5	4	59
147	5	5	5	5	5	5	5	5	3	5	4	5	3	5	5	70
148	5	4	4	2	4	4	4	4	4	4	2	4	4	4	5	58
149	5	5	5	2	4	5	5	4	5	4	4	5	3	5	4	65
150	5	5	5	2	5	5	5	5	5	5	4	5	3	4	5	68

**Core Service (X3)**

Resp	Jawaban Pertanyaan															Jml
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
1	4	4	4	2	4	4	5	4	5	4	4	5	4	5	4	62
2	4	4	3	3	2	4	5	2	4	3	4	5	4	4	4	56
3	4	4	3	4	4	5	4	3	4	4	4	4	4	4	4	59
4	4	3	3	2	2	4	5	3	3	3	3	5	3	4	3	50
5	5	3	2	3	2	4	4	2	4	4	3	4	3	4	3	50
6	4	3	3	4	3	4	4	2	4	4	3	4	3	3	5	53

7	5	4	4	3	3	4	4	5	4	4	4	4	4	4	5	61
8	4	4	5	4	4	5	5	5	5	5	4	5	4	5	4	68
9	5	3	3	4	3	4	4	3	3	3	3	4	3	4	4	53
10	4	2	2	3	2	5	5	2	5	4	2	5	2	2	2	47
11	5	3	3	4	4	2	3	3	4	3	3	3	3	4	3	50
12	4	4	5	3	4	4	4	4	3	4	4	4	4	2	3	56
13	2	5	4	5	3	3	3	2	4	4	5	3	5	2	2	52
14	4	4	4	4	4	4	4	2	4	4	4	4	4	3	2	55
15	5	5	5	4	4	5	3	5	5	5	5	3	5	3	5	67
16	5	3	3	2	2	3	3	2	4	4	3	3	3	4	5	49
17	1	4	3	3	3	3	3	4	5	4	4	3	4	3	3	50
18	4	5	5	4	4	3	4	5	4	4	5	4	5	2	4	62
19	3	5	4	4	3	3	5	4	4	3	5	5	5	4	3	60
20	4	5	5	4	4	2	4	4	4	3	5	4	5	4	4	61
21	5	3	4	2	2	3	1	2	4	2	3	2	3	3	2	41
22	4	5	3	4	4	4	5	5	5	4	5	5	5	4	2	64
23	3	4	4	4	4	4	5	5	4	4	4	5	4	4	5	63
24	4	4	3	4	4	3	3	3	4	4	4	3	4	2	2	51
25	5	4	5	4	2	5	5	5	5	4	4	5	4	3	4	64
26	4	3	2	4	4	4	3	3	4	4	3	3	3	4	5	53
27	4	5	5	4	4	4	5	5	4	4	5	5	5	3	4	66
28	4	4	2	3	3	1	5	5	5	5	4	5	4	4	4	58
29	5	3	3	3	3	4	4	3	4	2	3	4	3	2	2	48
30	4	3	2	4	3	4	5	4	5	4	3	5	3	4	5	58
31	5	2	2	1	4	4	2	3	2	2	2	2	2	4	5	42
32	4	4	4	3	4	4	3	4	4	4	4	3	4	4	3	56
33	3	5	6	4	2	5	2	5	3	5	5	2	5	2	5	58
34	5	3	2	3	3	3	3	6	5	5	3	3	3	4	3	53
35	6	3	4	4	4	3	3	4	4	4	3	3	3	4	5	56
36	4	3	2	2	2	3	3	3	4	3	3	3	3	3	5	46
37	6	5	5	2	2	5	5	5	5	5	5	6	5	3	3	65
38	3	4	4	3	2	4	3	3	3	4	4	3	4	3	4	51
39	6	4	3	4	4	5	5	4	5	5	4	5	4	4	3	64
40	4	5	3	5	4	3	5	5	3	3	5	5	5	4	4	63
41	3	3	3	3	2	5	4	4	4	4	3	4	3	2	5	52
42	4	4	4	4	3	4	5	5	5	5	4	5	4	3	5	64
43	2	3	4	2	2	4	3	4	4	4	3	3	3	4	4	49

### Core Service (X3)

Resp	Jawaban Pertanyaan															Jml
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
44	4	4	4	2	2	2	3	3	3	3	4	3	4	2	3	46
45	5	4	4	1	4	4	5	4	4	5	4	5	4	2	5	60
46	5	5	4	3	5	3	5	3	4	5	5	5	5	2	3	62



47	4	2	3	4	5	3	5	5	4	4	2	5	2	4	4	56
48	4	4	3	4	4	4	5	4	3	5	4	5	4	4	5	62
49	5	5	5	4	4	5	4	5	3	5	5	4	5	2	4	65
50	4	3	2	4	4	5	5	5	4	4	3	5	3	3	5	59
51	4	4	4	5	2	5	4	5	4	5	4	4	4	2	4	60
52	4	2	4	4	5	4	5	5	5	4	2	5	2	2	3	56
53	4	4	3	4	4	5	4	5	4	5	4	4	4	4	4	62
54	2	3	4	4	2	5	5	5	5	5	3	5	3	5	3	59
55	4	4	3	5	4	5	4	4	4	4	4	4	4	5	5	63
56	4	4	3	4	5	4	4	4	4	4	4	4	4	4	4	60
57	4	2	4	4	4	5	4	5	4	4	2	4	2	4	5	57
58	3	4	4	4	1	4	5	4	5	5	4	5	4	4	5	61
59	4	3	4	4	3	5	4	5	4	5	3	4	3	2	5	58
60	5	4	4	3	5	4	5	4	4	4	4	5	4	5	5	65
61	5	4	4	4	5	4	4	4	4	4	4	4	4	4	5	63
62	3	5	3	5	4	5	4	5	4	4	6	4	5	2	5	63
63	5	4	5	3	1	4	4	4	5	4	4	4	4	4	4	59
64	4	5	4	5	2	4	4	5	4	4	5	4	5	5	4	64
65	5	4	5	3	4	4	4	4	4	4	4	4	4	4	5	62
66	3	5	2	5	3	5	4	5	4	5	5	4	5	5	4	64
67	5	4	4	4	3	4	4	4	4	4	4	4	4	3	5	60
68	4	4	4	4	4	4	4	6	4	5	4	4	4	5	4	63
69	5	3	5	5	3	4	3	4	4	4	3	3	3	5	4	58
70	4	4	4	1	4	5	4	5	4	5	4	4	4	4	5	61
71	5	4	2	4	5	4	4	4	5	4	4	4	4	1	4	58
72	4	5	4	3	4	5	4	5	4	4	5	4	5	2	5	63
73	3	4	4	5	3	4	5	4	4	4	4	5	4	4	4	61
74	4	4	3	5	4	5	4	5	4	4	4	4	4	3	5	62
75	4	3	4	4	5	4	4	4	4	4	3	4	3	3	4	57
76	4	5	4	5	4	5	5	4	4	3	4	5	4	4	5	65
77	4	4	3	4	5	4	4	4	4	4	4	4	4	3	4	59
78	4	5	4	3	4	5	4	4	4	4	5	4	5	4	5	64
79	3	4	4	4	3	4	5	4	5	4	4	5	4	5	4	62
80	4	5	3	4	2	4	4	4	5	5	5	4	5	4	5	63
81	1	4	4	4	4	5	4	5	5	5	4	4	4	3	4	60
82	4	3	4	4	5	4	5	4	3	4	3	5	3	4	5	60
83	3	4	4	1	5	5	4	5	4	4	4	4	4	5	4	60
84	4	3	5	3	5	4	3	3	4	5	3	3	3	4	4	56
85	3	3	3	3	4	4	3	4	3	5	3	3	3	5	4	53
86	5	5	4	4	4	4	4	3	3	3	2	4	5	4	4	58

**Core Service (X3)**

Resp	Jawaban Pertanyaan															Jml
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
87	4	4	4	4	4	4	4	4	4	4	5	4	4	3	4	60
88	4	2	4	3	5	3	4	5	4	5	2	4	2	2	4	53

89	3	3	3	4	4	4	5	4	4	5	3	5	3	4	5	59
90	3	4	4	3	4	4	3	5	3	5	4	3	4	5	4	58
91	3	4	2	4	3	4	3	4	3	5	4	3	4	5	5	56
92	4	3	5	4	5	2	5	5	4	5	3	5	3	5	3	61
93	5	4	5	3	3	5	5	5	5	4	4	5	4	4	4	65
94	5	4	3	4	3	4	4	4	4	5	4	4	4	4	3	59
95	5	3	3	3	2	5	4	4	4	4	3	4	3	4	4	55
96	4	3	4	5	5	3	1	4	4	4	3	4	3	5	5	57
97	3	4	3	4	4	5	4	4	4	4	4	4	4	4	4	59
98	4	3	3	4	3	5	4	6	3	4	3	4	3	4	5	57
99	3	5	2	4	5	4	5	4	4	5	5	5	5	3	4	63
100	4	3	5	4	3	4	4	4	4	4	3	4	3	5	5	59
101	3	5	5	4	4	4	4	3	4	4	6	4	5	3	5	62
102	3	4	3	4	4	5	4	5	4	5	4	4	4	3	4	60
103	2	5	3	5	4	5	4	4	5	4	5	4	5	2	4	61
104	3	4	3	4	5	4	5	4	5	3	4	5	4	5	4	62
105	4	3	3	4	3	5	4	4	4	4	3	4	3	4	4	56
106	4	3	3	3	3	4	4	3	3	4	3	4	3	3	5	52
107	4	3	4	3	2	3	5	3	3	4	3	5	3	5	4	54
108	5	4	4	3	2	4	4	3	4	4	4	4	4	3	4	56
109	5	4	4	2	2	4	2	3	4	4	4	2	4	4	3	51
110	5	4	4	3	3	4	3	4	4	4	4	3	4	4	5	58
111	5	4	5	3	3	5	5	5	5	4	4	5	4	4	4	65
112	5	4	3	4	3	4	4	4	4	5	4	4	4	5	4	61
113	5	3	3	3	2	5	4	4	4	4	3	4	3	3	4	54
114	5	4	4	4	3	4	5	5	5	5	4	5	4	3	3	63
115	5	3	4	2	2	4	3	4	4	5	3	3	3	2	3	50
116	5	4	4	2	2	2	3	3	3	3	4	3	4	2	3	47
117	5	5	4	5	4	4	4	4	5	5	5	4	5	2	3	64
118	5	4	4	3	4	2	4	4	4	4	4	4	4	3	4	57
119	4	4	3	5	3	2	3	5	3	3	4	3	4	3	5	54
120	4	4	3	3	4	5	4	3	3	4	4	4	4	3	4	56
121	3	5	3	3	4	4	4	3	2	4	5	4	5	2	4	55
122	4	4	3	4	4	4	4	2	3	3	4	4	4	3	5	55
123	4	2	3	4	4	5	3	4	3	2	2	3	2	2	4	47
124	4	3	4	4	4	3	4	3	3	3	3	4	3	2	3	50
125	5	5	5	5	4	4	3	5	4	3	5	3	5	4	4	64
126	4	4	3	4	5	5	4	3	4	4	4	4	4	4	4	60
127	5	5	5	5	5	3	3	3	3	2	5	3	5	3	5	60
128	4	5	3	4	4	3	4	5	3	3	5	4	5	4	3	59
129	5	4	4	4	5	4	5	4	3	4	4	5	4	4	3	62
130	1	5	5	3	3	4	4	4	2	3	5	4	5	4	2	54

**Core Service (X3)**

Resp	Jawaban Pertanyaan	Jml
------	--------------------	-----

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
131	5	4	4	4	4	3	4	4	4	2	4	4	4	4	4	58
132	4	5	5	5	5	5	4	4	4	3	5	4	5	4	3	65
133	4	3	4	4	5	4	2	4	2	4	3	2	3	4	5	53
134	4	2	4	3	4	3	5	3	3	4	2	5	2	5	3	52
135	4	2	2	3	5	3	4	4	5	4	2	4	2	5	3	52
136	3	5	5	2	4	3	3	4	4	4	5	3	5	4	5	59
137	3	5	3	3	4	2	4	4	3	4	5	4	5	5	4	58
138	4	3	3	3	4	3	5	4	3	5	3	5	3	3	4	55
139	4	3	5	3	5	4	3	3	4	5	3	3	3	4	4	56
140	3	3	3	3	4	4	3	4	3	5	3	3	3	5	4	53
141	5	1	4	4	4	4	4	3	3	3	1	4	1	5	4	50
142	4	4	4	4	4	4	4	4	4	5	4	4	4	4	3	60
143	4	2	4	3	5	3	4	5	4	5	2	4	2	5	4	56
144	3	3	3	4	4	4	5	4	4	5	3	5	3	4	4	56
145	3	4	4	3	4	4	3	5	3	5	4	3	4	4	4	57
146	3	4	2	4	3	4	3	4	3	5	4	3	4	4	4	54
147	4	3	5	4	5	2	5	6	4	5	3	5	3	5	3	61
148	5	4	5	3	3	5	5	6	5	4	4	5	4	4	4	65
149	5	4	3	4	3	4	4	4	4	5	4	4	4	4	3	59
150	5	3	3	3	2	6	4	4	4	4	3	4	3	4	4	55

### Kualitas Layanan (Y)

Resp	Jawaban Pertanyaan															Jml
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
1	3	4	4	4	4	3	3	4	3	4	4	3	4	4	4	55
2	4	4	4	4	4	3	4	4	5	5	4	3	5	4	4	61
3	4	4	4	4	4	3	4	4	5	5	2	3	4	2	3	47
4	2	2	4	3	4	3	2	5	4	4	4	4	5	4	3	61
5	4	4	5	3	5	4	4	5	3	4	4	3	5	4	3	62
6	4	4	5	3	5	4	4	5	4	5	3	2	4	3	2	59
7	5	5	4	2	5	5	5	5	5	4	3	2	3	4	2	55
8	4	4	4	4	4	4	4	4	4	4	2	3	4	5	3	57
9	3	4	4	3	4	4	3	4	2	4	5	4	5	5	3	57

9	4	4	3	4	4	4	4	1	4	4	2	4	5	2	4	53
10	4	3	3	4	4	4	4	4	4	4	4	5	5	4	4	60
11	5	4	4	5	4	4	5	5	3	5	4	4	4	4	5	65
12	4	4	4	4	5	4	4	5	4	4	2	4	5	2	4	59
13	2	3	5	3	5	4	2	4	4	2	4	3	4	4	3	52
14	3	2	4	4	4	4	3	4	3	3	2	3	4	2	4	49
15	4	5	4	4	4	3	4	5	2	4	2	2	4	2	4	53
16	3	2	3	3	5	3	3	6	4	3	5	4	5	5	3	56
17	4	4	4	4	4	4	4	5	3	4	5	3	4	5	4	61
18	4	4	4	4	4	5	4	4	4	4	2	4	4	2	4	57
19	3	2	5	3	4	5	3	5	4	3	4	3	5	4	3	58
20	4	4	4	4	4	3	4	4	3	4	4	3	4	4	4	57
21	3	2	4	4	4	4	3	4	4	3	4	4	4	4	4	55
22	4	2	4	4	4	4	4	4	4	4	5	4	5	5	4	61
23	3	5	4	3	4	5	3	5	3	3	4	5	4	4	3	58
24	4	5	4	4	4	4	4	4	4	4	3	4	4	3	4	59
25	4	2	4	4	4	4	4	4	4	4	4	4	4	4	4	58
26	5	4	4	5	4	4	5	5	3	5	4	3	4	4	5	64
27	4	4	4	4	4	4	4	4	2	4	2	3	4	2	4	53
28	2	4	4	2	4	4	2	4	4	2	4	3	4	4	2	49
29	4	5	4	4	5	5	4	5	5	4	2	4	4	2	4	61
30	6	4	4	5	5	4	5	4	3	5	5	4	5	5	5	68
31	4	3	5	4	4	4	4	4	5	4	4	3	5	4	4	61
32	3	4	4	3	4	4	3	4	4	3	3	4	3	3	3	52
33	5	4	4	5	4	3	5	4	3	5	2	3	3	2	5	57
34	4	2	3	4	4	4	4	4	4	4	3	4	4	3	4	55
35	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	59
36	3	2	5	3	4	4	3	4	4	3	4	4	4	4	3	54
37	5	5	5	5	5	5	5	3	5	5	5	5	4	5	5	72
38	4	4	5	4	4	4	4	5	4	4	3	4	4	3	4	60
39	4	2	4	3	4	3	4	4	4	4	4	4	2	4	4	54
40	4	4	4	4	4	4	4	4	3	4	3	5	4	3	4	58
41	2	4	4	2	5	2	2	5	4	2	3	3	4	3	2	47
42	4	4	4	4	4	4	4	5	3	4	2	2	2	2	4	52
43	5	4	4	5	4	4	5	5	4	5	4	4	4	4	5	66

### Kualitas Layanan (Y)

Reep	Jawaban Pertanyaan															Jml
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
44	4	4	3	4	4	4	4	4	3	4	3	3	3	3	4	54
45	3	4	4	3	4	2	3	5	3	3	4	4	3	4	3	52
46	5	4	4	5	4	4	5	4	4	5	3	4	3	3	5	62
47	4	4	4	4	4	4	4	2	4	4	3	3	4	3	4	55
48	4	4	4	4	4	5	4	5	3	4	4	4	5	4	4	62
49	2	2	4	2	4	4	2	4	5	2	4	2	4	4	2	47

50	4	5	4	4	4	4	4	4	3	4	5	4	5	5	4	63
51	4	4	4	4	4	4	4	5	4	4	4	1	2	4	4	56
52	3	2	3	3	4	3	3	3	3	3	4	4	3	4	4	49
53	2	4	4	2	4	4	2	5	4	2	4	5	4	4	4	54
54	4	2	4	4	3	3	4	3	2	4	3	5	4	3	3	51
55	3	4	4	3	4	4	3	5	4	3	2	4	3	2	3	51
56	4	4	5	4	5	4	4	5	4	4	3	4	2	3	4	59
57	2	3	3	2	4	4	2	4	3	2	4	5	5	4	4	51
58	4	2	4	4	4	3	4	5	2	4	4	5	2	4	4	55
59	3	4	4	3	4	3	3	4	5	3	5	5	4	5	4	59
60	2	2	4	2	4	4	2	4	2	2	4	4	4	4	4	48
61	3	4	4	3	5	4	3	4	4	3	4	5	2	4	2	54
62	4	4	4	4	4	4	4	4	3	4	3	4	4	3	4	57
63	4	4	4	4	4	4	4	4	4	4	3	4	2	3	4	56
64	5	4	4	5	4	2	5	5	5	5	2	4	2	2	2	56
65	3	2	4	3	4	4	3	4	4	3	4	5	5	4	4	56
66	3	5	4	3	4	4	3	3	4	3	3	4	5	3	3	54
67	3	4	4	3	4	3	3	4	4	3	4	4	2	4	3	52
68	3	4	3	3	5	2	3	3	4	3	3	5	4	3	3	51
69	4	5	3	4	5	4	4	2	3	4	3	4	4	3	4	56
70	3	4	3	3	1	3	3	4	4	3	4	4	4	4	5	52
71	5	5	3	5	4	5	5	6	5	5	4	5	5	4	4	69
72	3	4	3	3	3	3	3	4	4	3	5	4	4	5	5	56
73	5	4	4	5	5	5	5	4	4	5	4	4	3	4	5	66
74	5	5	4	5	4	5	6	5	5	5	4	4	4	4	4	68
75	4	4	3	4	4	4	4	4	4	4	3	4	4	3	4	57
76	5	4	3	5	3	5	5	4	4	5	3	4	2	3	3	58
77	4	5	3	4	3	4	4	4	4	4	3	4	4	3	3	56
78	4	4	4	4	4	4	4	4	3	4	4	4	2	4	4	57
79	4	4	4	4	4	5	4	5	4	4	4	5	5	4	4	64
80	4	4	3	4	4	4	4	4	4	4	3	5	4	3	4	58
81	4	4	2	4	4	4	4	4	4	4	2	4	2	2	4	52
82	5	5	4	5	4	5	5	5	5	5	4	4	4	4	4	68
83	4	4	4	4	4	4	4	4	4	4	4	5	4	4	4	61
84	4	3	5	4	4	3	4	4	4	4	4	5	4	4	2	58
85	4	3	4	4	3	4	4	3	5	4	3	6	4	3	4	57
86	4	4	4	4	4	5	4	4	4	4	4	4	4	4	4	61

### Kualitas Layanan (Y)

Resp	Jawaban Pertanyaan															Jml
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
87	5	4	5	5	2	4	5	4	4	5	3	5	4	3	2	60
88	4	5	4	4	4	5	4	5	5	4	3	4	4	2	4	61
89	3	4	4	3	5	5	3	4	4	3	4	2	4	2	2	52
90	4	4	4	4	4	4	4	5	5	4	4	5	4	3	2	60

91	4	3	4	4	3	4	4	3	4	4	4	3	3	3	4	54
92	2	3	4	2	4	3	2	4	4	2	4	4	4	4	4	50
93	4	3	4	4	3	3	4	4	4	4	2	4	4	2	4	53
94	2	4	4	2	4	4	2	4	4	2	4	2	4	5	4	51
95	5	4	5	5	3	4	5	5	4	5	4	4	4	4	4	65
96	4	3	5	4	4	4	4	3	4	4	5	4	4	3	4	59
97	2	2	4	2	2	4	2	3	4	2	4	3	4	3	3	44
98	5	4	4	5	5	5	5	5	5	5	4	4	4	4	4	68
99	2	4	4	2	4	5	2	4	3	2	4	5	5	3	3	52
100	4	5	4	4	1	5	4	5	5	4	4	3	4	4	4	80
101	4	4	4	4	4	4	4	4	4	4	4	4	4	5	4	61
102	2	4	2	2	4	3	2	3	3	2	4	4	4	4	4	47
103	4	5	4	4	4	5	4	4	2	4	5	4	4	4	3	60
104	2	3	4	2	4	4	2	3	4	2	5	5	5	4	4	53
105	2	2	2	2	2	4	2	4	5	2	4	5	4	3	3	46
106	5	4	4	5	2	5	5	2	4	5	3	4	4	4	5	61
107	5	3	3	5	3	5	5	3	3	5	4	3	5	3	4	59
108	2	4	3	2	4	4	2	4	4	2	5	5	4	5	4	54
109	4	4	3	4	4	4	4	3	4	4	4	4	5	4	4	59
110	4	3	4	4	3	5	4	2	5	4	5	4	4	3	3	57
111	4	4	5	4	4	4	4	3	4	4	5	5	4	4	4	62
112	5	2	4	5	4	4	5	4	3	5	5	5	5	5	5	66
113	4	4	5	4	5	5	4	5	5	4	5	4	5	3	3	65
114	3	5	5	3	4	4	3	3	4	3	4	5	5	5	4	60
115	4	4	4	4	5	5	4	4	5	4	5	5	5	5	5	66
116	4	3	4	4	3	4	4	3	4	4	4	4	4	4	4	57
117	2	4	3	2	4	4	2	4	2	2	5	5	5	5	5	54
118	4	3	3	4	4	5	4	4	3	4	5	5	5	5	5	63
119	2	4	4	2	4	4	2	3	4	2	5	5	4	5	4	54
120	5	3	4	5	5	4	5	2	5	5	4	4	4	4	5	64
121	4	3	4	4	3	1	4	3	4	4	4	4	4	4	4	54
122	4	3	5	4	4	4	4	2	5	4	5	5	5	5	4	63
123	2	3	4	2	4	3	5	2	4	2	4	5	4	4	4	52
124	4	4	5	4	5	4	4	5	4	4	5	4	5	3	5	65
125	4	3	5	4	4	3	4	4	4	4	4	4	4	4	3	58
126	3	2	4	3	3	3	3	3	4	3	4	4	3	4	4	50
127	2	3	4	2	4	4	2	4	4	2	5	4	4	4	4	52
128	5	4	5	5	4	4	5	5	5	5	5	5	5	4	5	71
129	2	4	5	2	4	4	2	4	5	2	4	4	4	4	4	54
130	4	5	5	4	5	4	4	1	5	4	5	5	5	5	5	66

### Kualitas Layanan (Y)

Resp	Jawaban Pertanyaan															Jml
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
131	4	4	4	4	4	4	4	4	4	4	4	5	4	4	5	62

132	2	4	5	2	4	2	2	4	3	2	5	5	5	5	5	55
133	4	3	4	4	5	4	4	4	5	4	4	5	5	5	4	64
134	2	3	4	2	3	4	2	4	4	2	4	4	4	4	4	50
135	2	2	4	2	2	2	2	2	4	2	4	4	4	4	4	44
136	5	4	5	5	4	4	5	2	5	3	4	4	4	4	4	62
137	5	3	4	5	3	3	4	3	5	5	5	3	4	5	4	61
138	2	4	4	2	4	3	4	4	4	4	5	5	5	3	5	58
139	4	3	5	4	4	3	5	4	4	4	4	2	4	3	5	58
140	4	3	4	4	3	4	5	3	5	3	3	3	3	4	4	55
141	4	4	4	4	4	5	5	4	4	3	3	2	2	2	4	54
142	6	4	5	5	2	4	4	4	4	4	5	1	2	3	3	55
143	4	5	4	4	4	5	5	5	5	4	4	3	5	4	5	66
144	3	4	4	3	5	5	5	4	4	4	5	4	4	4	5	63
145	4	4	4	4	4	4	5	5	5	4	3	5	2	3	2	58
146	4	3	5	4	3	4	4	3	4	4	3	3	3	2	5	54
147	2	3	4	2	4	3	5	4	4	2	5	3	5	5	5	56
148	4	3	4	4	3	3	4	4	3	4	4	3	5	3	3	54
149	2	4	4	2	4	4	4	4	4	2	4	2	4	3	4	51
150	6	4	5	5	3	4	4	5	4	5	4	2	2	3	5	60

## Distribusi Frekuensi Data Variabel *Human Element* ( $X_1$ )

### Statistics

Total

	Valid		
		Missing	
N			150
			1
Mean			60.97
Median			61.74(a)
Std. Deviation			5.602
Skewness			-.257
Std. Error of Skewness			.198
Kurtosis			-.924
Std. Error of Kurtosis			.394
Range			24
Minimum			46
Maximum			70
Percentiles	10		53.28(b)
	25		55.88
	50		61.74
	75		65.21
	90		68.48

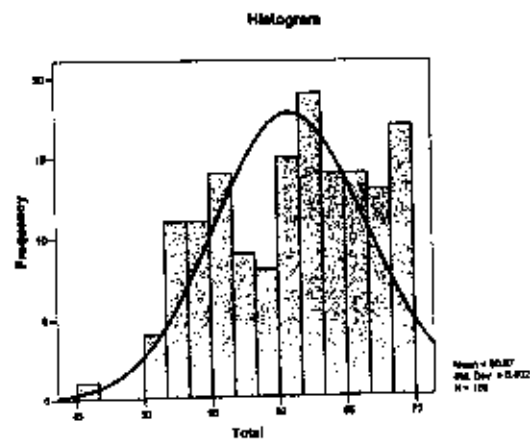
a. Calculated from grouped data.

b. Percentiles are calculated from grouped data.



### Distribusi Frekuensi Data Variabel *Human Element* ( $X_1$ )

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	46	1	.7	.7	.7
	50	2	1.3	1.3	2.0
	51	2	1.3	1.3	3.3
	52	4	2.6	2.7	6.0
	53	7	4.6	4.7	10.7
	54	11	7.3	7.3	18.0
	55	9	6.0	6.0	24.0
	56	5	3.3	3.3	27.3
	57	4	2.6	2.7	30.0
	58	5	3.3	3.3	33.3
	59	8	5.3	5.3	38.7
	60	5	3.3	3.3	42.0
	61	10	6.6	6.7	48.7
	62	9	6.0	6.0	54.7
	63	10	6.6	6.7	61.3
	64	14	9.3	9.3	70.7
	65	10	6.6	6.7	77.3
	66	4	2.6	2.7	80.0
	67	7	4.6	4.7	84.7
	68	6	4.0	4.0	88.7
69	15	9.9	10.0	98.7	
70	2	1.3	1.3	100.0	
	Total	150	99.3	100.0	
Missing	System	1	.7		
Total		151	100.0		



## Distribusi Frekuensi Data Variabel *Servicescapes* ( $X_2$ )

### Statistics

Total

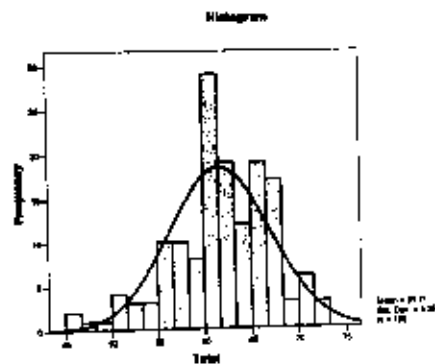
N	Valid	150
	Missing	
Mean		61.71
Median		62.00
Std. Deviation		5.390
Skewness		-.505
Std. Error of Skewness		.198
Kurtosis		.390
Std. Error of Kurtosis		.394
Range		28
Minimum		45
Maximum		73
Percentiles	10	55.10
	25	59.00
	50	62.00
	75	66.00
	90	68.00

a Calculated from grouped data.

b Percentiles are calculated from grouped data.

### Distribusi Frekuensi Data Variabel *Servicescapes* ( $X_2$ )

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	45	1	.7	.7	.7
	46	1	.7	.7	1.3
	48	1	.7	.7	2.0
	49	1	.7	.7	2.7
	50	2	1.3	1.3	4.0
	51	2	1.3	1.3	5.3
	53	3	2.0	2.0	7.3
	54	3	2.0	2.0	9.3
	55	1	.7	.7	10.0
	56	9	6.0	6.0	16.0
	57	5	3.3	3.3	19.3
	58	5	3.3	3.3	22.7
	59	8	5.3	5.3	28.0
	60	20	13.3	13.3	41.3
	61	9	6.0	6.0	47.3
	62	15	10.0	10.0	57.3
	63	4	2.7	2.7	60.0
	64	12	8.0	8.0	68.0
	65	8	5.3	5.3	73.3
	66	11	7.3	7.3	80.7
	67	8	5.3	5.3	86.0
	68	9	6.0	6.0	92.0
	69	3	2.0	2.0	94.0
	70	3	2.0	2.0	96.0
	71	3	2.0	2.0	98.0
	72	2	1.3	1.3	99.3
	73	1	.7	.7	100.0
	Total	150	100.0	100.0	



## Distribusi Frekuensi Data Variabel *Core Service* ( $X_3$ )

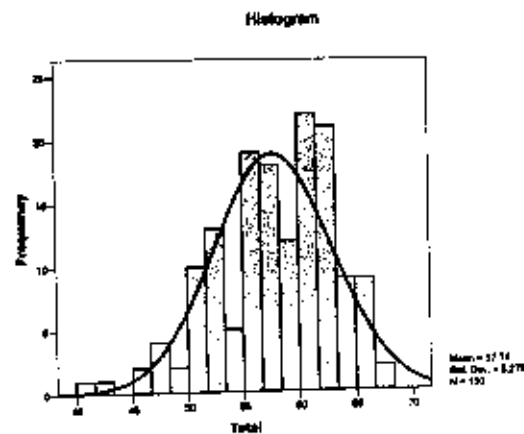
		Statistic
Total		
N	Valid	150
	Missing	0
Mean		57.74
Median		58.50(a)
Std. Deviation		5.276
Skewness		-.636
Std. Error of Skewness		.198
Kurtosis		.118
Std. Error of Kurtosis		.394
Range		27
Minimum		41
Maximum		68
Percentiles	10	50.30(b)
	25	54.38
	50	58.50
	75	61.80
	90	64.06

a. Calculated from grouped data.

b. Percentiles are calculated from grouped data.

### Distribusi Frekuensi Data Variabel Core Service (X<sub>3</sub>)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	41	1	.7	.7	.7
	42	1	.7	.7	1.3
	46	2	1.3	1.3	2.7
	47	3	2.0	2.0	4.7
	48	1	.7	.7	5.3
	49	2	1.3	1.3	6.7
	50	7	4.7	4.7	11.3
	51	3	2.0	2.0	13.3
	52	5	3.3	3.3	16.7
	53	8	5.3	5.3	22.0
	54	5	3.3	3.3	25.3
	55	6	4.0	4.0	29.3
	56	13	8.7	8.7	38.0
	57	6	4.0	4.0	42.0
	58	12	8.0	8.0	50.0
	59	12	8.0	8.0	58.0
	60	13	8.7	8.7	66.7
	61	9	6.0	6.0	72.7
	62	11	7.3	7.3	80.0
	63	10	6.7	6.7	86.7
	64	9	6.0	6.0	92.7
	65	8	5.3	5.3	98.0
	66	1	.7	.7	98.7
	67	1	.7	.7	99.3
	68	1	.7	.7	100.0
Total		150	100.0	100.0	



## Distribusi Frekuensi Data Variabel Kualitas Layanan (Y)

### Statistics

Total

	Valid	150
	Missing	
Mean		57.27
Median		57.00(a)
Std. Deviation		5.587
Skewness		.157
Std. Error of Skewness		.198
Kurtosis		-.169
Std. Error of Kurtosis		.394
Range		28
Minimum		44
Maximum		72
Percentiles	10	50.56(b)
	25	53.40
	50	57.00
	75	60.85
	90	65.00

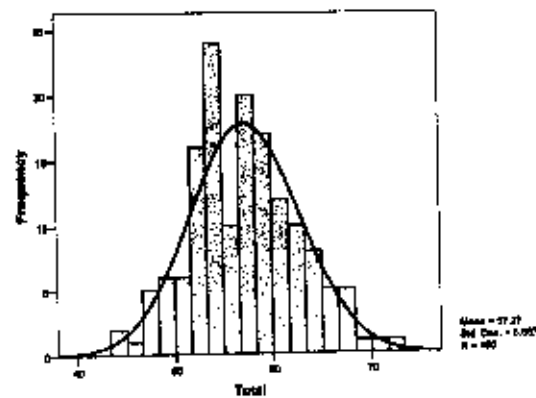
a. Calculated from grouped data.

b. Percentiles are calculated from grouped data.

## Distribusi Frekuensi Data Variabel Kualitas Layanan (Y)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	44	2	1.3	1.3	1.3
	46	1	.7	.7	2.0
	47	4	2.7	2.7	4.7
	48	1	.7	.7	5.3
	49	3	2.0	2.0	7.3
	50	3	2.0	2.0	9.3
	51	6	4.0	4.0	13.3
	52	11	7.3	7.3	20.7
	53	5	3.3	3.3	24.0
	54	15	10.0	10.0	34.0
	55	9	6.0	6.0	40.0
	56	10	6.7	6.7	46.7
	57	10	6.7	6.7	53.3
	58	10	6.7	6.7	60.0
	59	9	6.0	6.0	66.0
	60	8	5.3	5.3	71.3
	61	12	8.0	8.0	79.3
	62	6	4.0	4.0	83.3
	63	4	2.7	2.7	86.0
	64	4	2.7	2.7	88.7
	65	4	2.7	2.7	91.3
66	5	3.3	3.3	94.7	
68	6	3.3	3.3	98.0	
69	1	.7	.7	98.7	
71	1	.7	.7	99.3	
72	1	.7	.7	100.0	
	Total	150	100.0	100.0	

Histogram



## Lampiran 4

### Pengaruh X1 dan X2 terhadap Y

#### Descriptive Statistics

	Mean	Std. Deviation	N
Y	57.2867	5.58722	150
X1	60.9733	5.60195	150
X2	61.7133	5.38994	150

#### Correlations

		Y	X1	X2
Pearson Correlation	Y	1.000	.722	.890
	X1	.722	1.000	.599
	X2	.890	.599	1.000
Sig. (1-tailed)	Y	.	.000	.000
	X1	.000	.	.000
	X2	.000	.000	.
N	Y	150	150	150
	X1	150	150	150
	X2	150	150	150

#### Variables Entered/Removed(b)

Model	Variables Entered	Variables Removed	Method
1	X2, X1(a)	.	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					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.824(a)	.679	.002	5.58184	.679	1.144	2	147	.322	1.178

a. Predictors: (Constant), X2, X1

b. Dependent Variable: Y



## ANOVA(b)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	671.258	2	335.628	10.772	.000(a)
	Residual	4580.077	147	31.157		
	Total	4651.333	149			

a Predictors: (Constant), X2, X1

b Dependent Variable: Y

## Coefficients(a)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95% Confidence Interval for B		Correlations			Collinearity Statistics		
		B	Std. Error	Beta			Lower Bound	Upper Bound	Zero-order	Partial	Part	Tolerance	VIF	
1	(Constant)	49.133	5.736		8.565	.000	37.796	60.489						
	X1	.406	.102	.107	3.980	.000	.095	.308	.122	.086	.085	.641	1.560	
	X2	.727	.106	.026	6.858	.000	.183	.236	.090	.021	.021	.641	1.560	

a Dependent Variable: Y

## Coefficient Correlations(a)

Model		X2	X1
1	Correlations	X2	1.000
		X1	-.599
	Covariances	X2	.011
		X1	-.006

a Dependent Variable: Y

## Collinearity Diagnostics(a)

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	X1	X2
1	1	2.993	1.000	.00	.00	.00
	2	.004	26.452	.94	.37	.07
	3	.003	30.908	.06	.63	.93

a Dependent Variable: Y

Residuals Statistics(a)

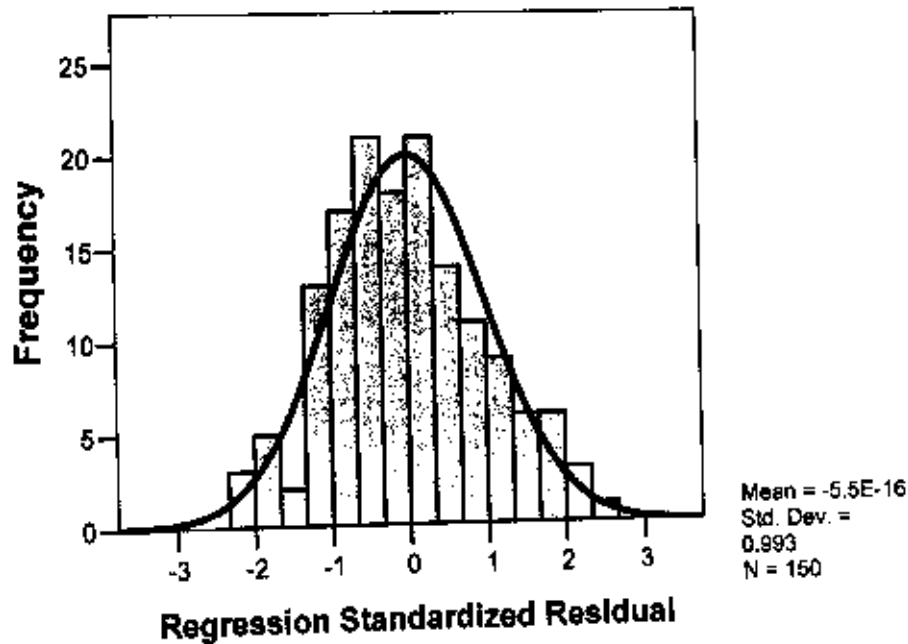
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	55.2274	58.3955	57.2667	.69154	150
Std. Predicted Value	-2.949	1.632	.000	1.000	150
Standard Error of Predicted Value	.457	1.617	.754	.235	150
Adjusted Predicted Value	55.2467	58.7060	57.2603	.70948	150
Residual	-12.74603	14.88272	.00000	5.54426	150
Std. Residual	-2.283	2.666	.000	.993	150
Stud. Residual	-2.301	2.676	.001	1.003	150
Deleted Residual	-12.94720	14.99288	.00633	5.65464	150
Stud. Deleted Residual	-2.336	2.734	.001	1.009	150
Mahal. Distance	.004	11.513	1.987	2.071	150
Cook's Distance	.000	.079	.007	.012	150
Centered Leverage Value	.000	.077	.013	.014	150

a Dependent Variable: Y

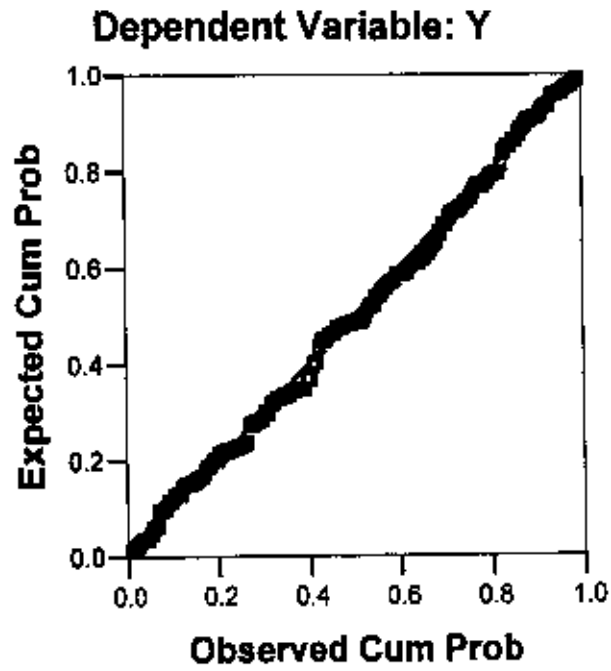
## Charts

### Histogram

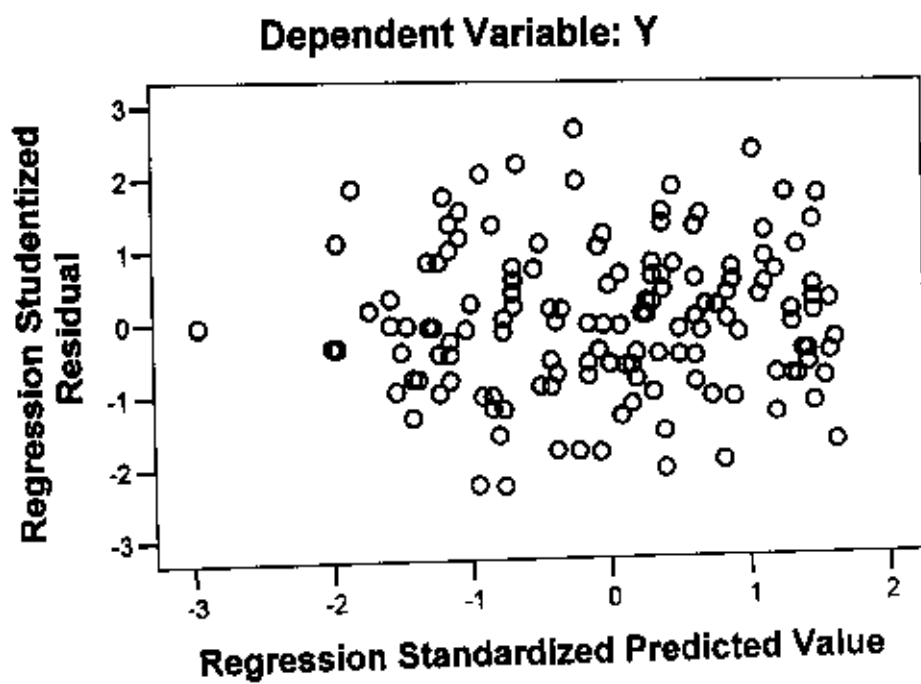
Dependent Variable: Y



### Normal P-P Plot of Regression Standardized Residual

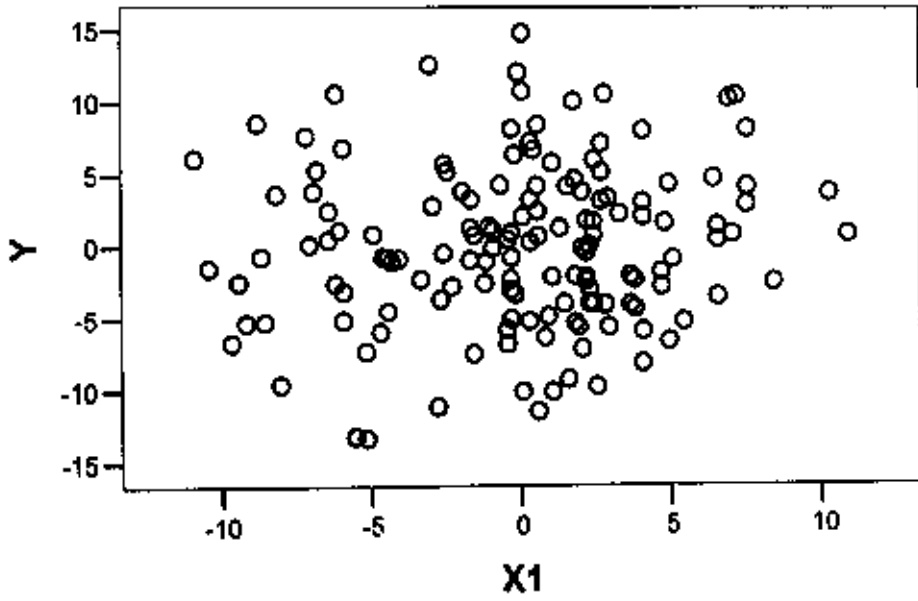


### Scatterplot



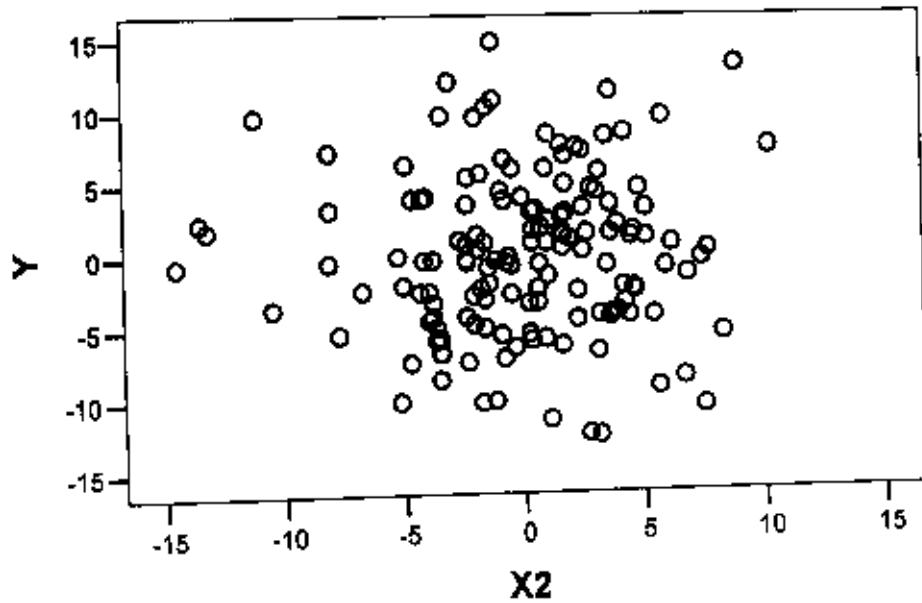
### Partial Regression Plot

Dependent Variable: Y



### Partial Regression Plot

Dependent Variable: Y



## Pengaruh X1 dan X3 terhadap Y

Descriptive Statistics

	Mean	Std. Deviation	N
Y	57.2667	5.58722	150
X1	60.9733	5.60195	150
X3	57.7400	5.27554	150

Correlations

		Y	X1	X3
Pearson Correlation	Y	1.000	.622	.526
	X1	.622	1.000	.160
	X3	.526	.160	1.000
Sig. (1-tailed)	Y	.	.000	.000
	X1	.000	.	.000
	X3	.000	.000	.
N	Y	150	150	150
	X1	150	150	150
	X3	150	150	150

Variables Entered/Removed(b)

Model	Variables Entered	Variables Removed	Method
1	X3, X1(a)	.	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					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.763(a)	.582	.013	5.55022	.582	1.996	2	147	.139	1.174

- a Predictors: (Constant), X3, X1  
 b Dependent Variable: Y

## ANOVA(b)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	923.002	2	461.501	14.981	.000(a)
	Residual	4528.332	147	30.805		
	Total	4851.333	149			

a Predictors: (Constant), X3, X1

b Dependent Variable: Y

## Coefficients(a)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95% Confidence Interval for B		Correlations			Collinearity Statistics		
		B	Std. Error	Beta			Lower Bound	Upper Bound	Zero-order	Partial	Part	Tolerance	VIF	
1	(Constant)	57.582	7.670		7.505	.000	42.405	72.719						
	X1	.304	.082	.105	3.707	.000	.058	.267	.122	.104	.103	.975	1.026	
	X3	.715	.067	.109	6.218	.000	.288	.057	.128	.106	.107	.975	1.026	

a Dependent Variable: Y

## Coefficient Correlations(a)

Model		X3	X1
1	Correlations	X3	1.000
		X1	.160
	Covariances	X3	.008
		X1	.001

a Dependent Variable: Y

## Collinearity Diagnostics(a)

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	X1	X3
1	1	2.988	1.000	.00	.00	.00
	2	.010	17.652	.00	.42	.42
	3	.002	35.845	1.00	.57	.58

a Dependent Variable: Y

Residuals Statistics(a)

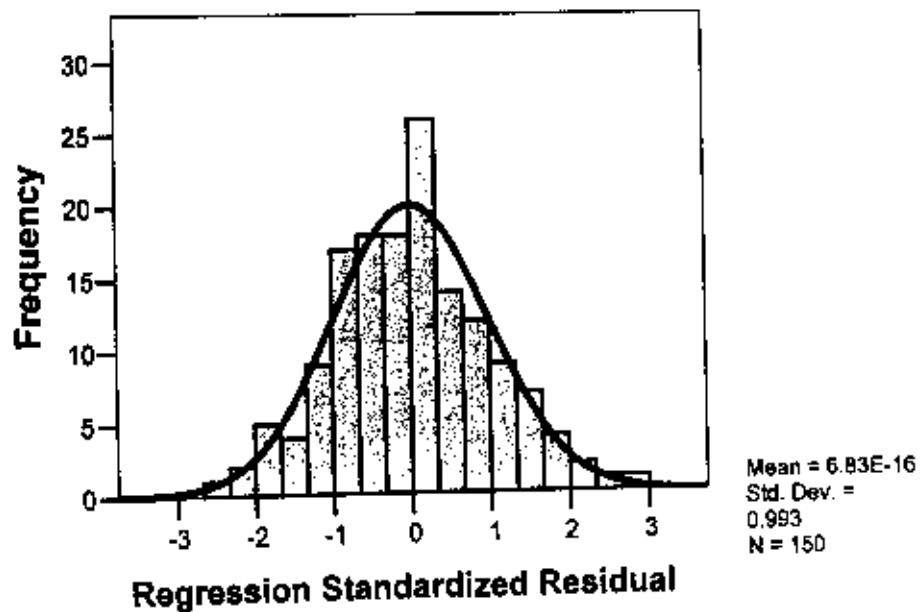
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	55.4929	59.5130	57.2667	.90858	150
Std. Predicted Value	-1.952	2.472	.000	1.000	150
Standard Error of Predicted Value	.454	1.512	.759	.202	150
Adjusted Predicted Value	55.4053	59.8750	57.2701	.91964	150
Residual	-13.40959	15.87216	.00000	5.51285	150
Std. Residual	-2.418	2.824	.000	.993	150
Stud. Residual	-2.444	2.851	.000	1.002	150
Deleted Residual	-13.71645	15.98207	-.00345	5.81328	150
Stud. Deleted Residual	-2.486	2.924	.000	1.009	150
Mahal. Distance	.003	10.070	1.987	1.704	150
Cook's Distance	.000	.054	.008	.009	150
Centered Leverage Value	.000	.068	.013	.011	150

a. Dependent Variable: Y

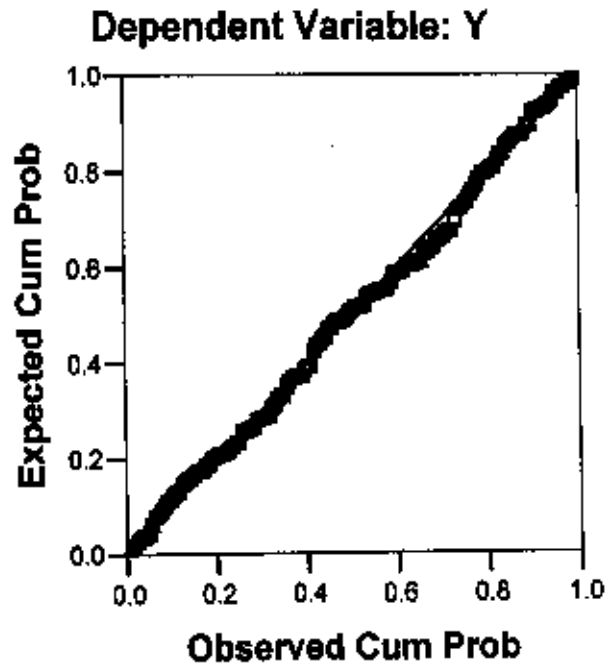
## Charts

### Histogram

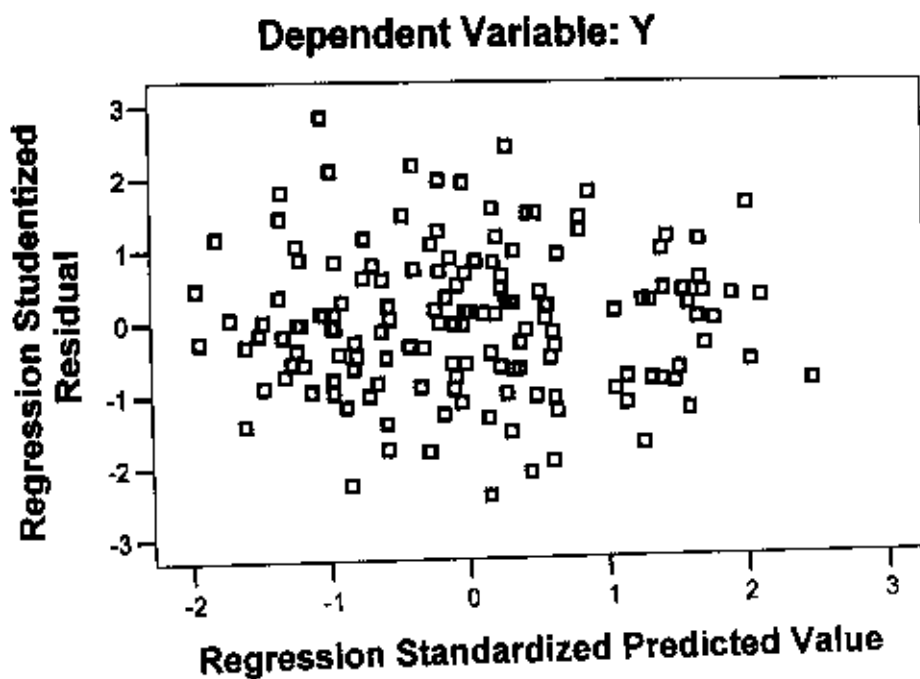
#### Dependent Variable: Y



### Normal P-P Plot of Regression Standardized Residual



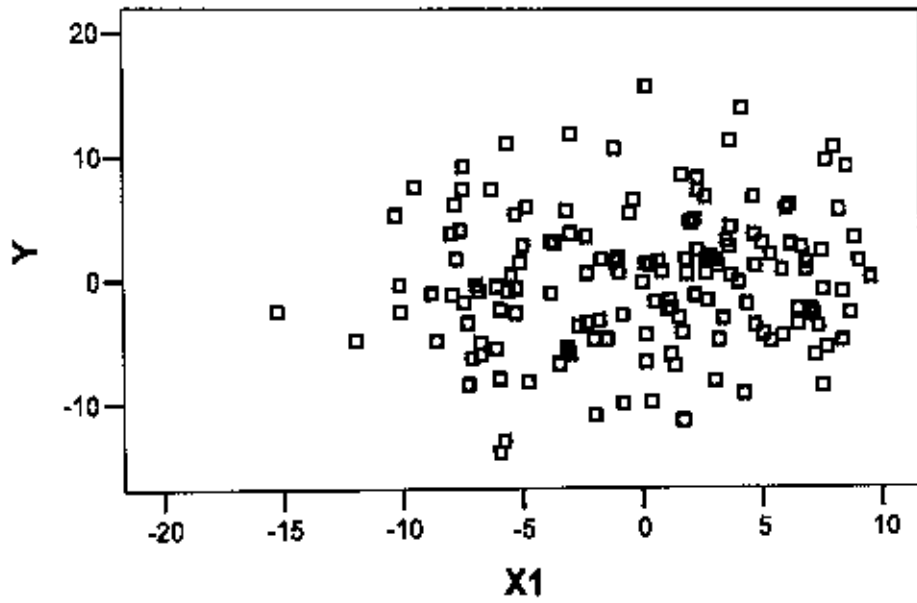
### Scatterplot





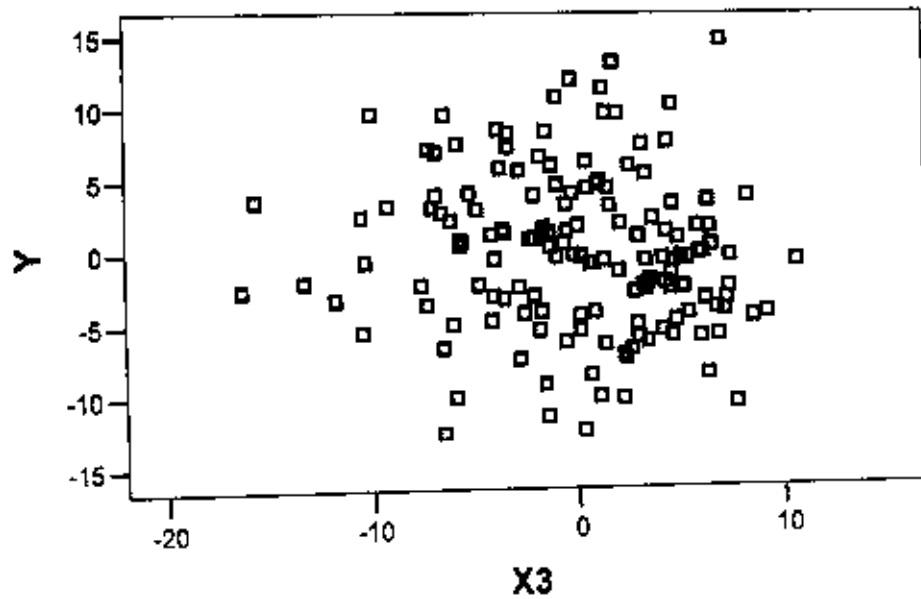
### Partial Regression Plot

Dependent Variable: Y



### Partial Regression Plot

Dependent Variable: Y



## Pengaruh X2 dan X3 terhadap Y

### Descriptive Statistic

	Mean	Std. Deviation	N
Y	57.2867	5.58722	150
X2	61.7133	5.36994	150
X3	57.7400	5.27554	150

### Correlations

		Y	X2	X3
Pearson Correlation	Y	1.000	.990	.526
	X2	.990	1.000	.040
	X3	.526	.040	1.000
Sig. (1-tailed)	Y	.	.000	.000
	X2	.000	.	.000
	X3	.000	.000	.
N	Y	150	150	150
	X2	150	150	150
	X3	150	150	150

### Variables Entered/Removed(b)

Model	Variables Entered	Variables Removed	Method
1	X3, X2(a)	.	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					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.852(a)	.425	.010	5.56014	.425	1.727	2	147	.181	1.207

a. Predictors: (Constant), X3, X2

b. Dependent Variable: Y

## ANOVA(b)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	906.800	2	453.400	14.666	.000(a)
	Residual	4544.533	147	30.915		
	Total	4651.333	149			

a Predictors: (Constant), X3, X2

b Dependent Variable: Y

## Coefficients(a)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95% Confidence Interval for B		Correlations			Collinearity Statistics		
		B	Std. Error				Beta	Lower Bound	Upper Bound	Zero-order	Partial	Part	Tolerance	VIF
1	(Constant)	59.314	7.376		8.041	.000	44.736	73.891						
	X2	.388	.085	.085	4.564	.000	.079	.255	.090	.085	.085	.998	1.002	
	X3	.729	.086	.122	8.476	.000	.300	.041	.126	.123	.122	.998	1.002	

a Dependent Variable: Y

## Coefficient Correlations(a)

Model			X3	X2
1	Correlations	X3	1.000	.040
		X2	.040	1.000
	Covariances	X3	.007	.000
		X2	.000	.007

a Dependent Variable: Y

## Collinearity Diagnostics(a)

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	X2	X3
1	1	2.989	1.000	.00	.00	.00
	2	.008	19.103	.00	.44	.52
	3	.003	34.430	1.00	.56	.48

a Dependent Variable: Y

Residuals Statistics(a)

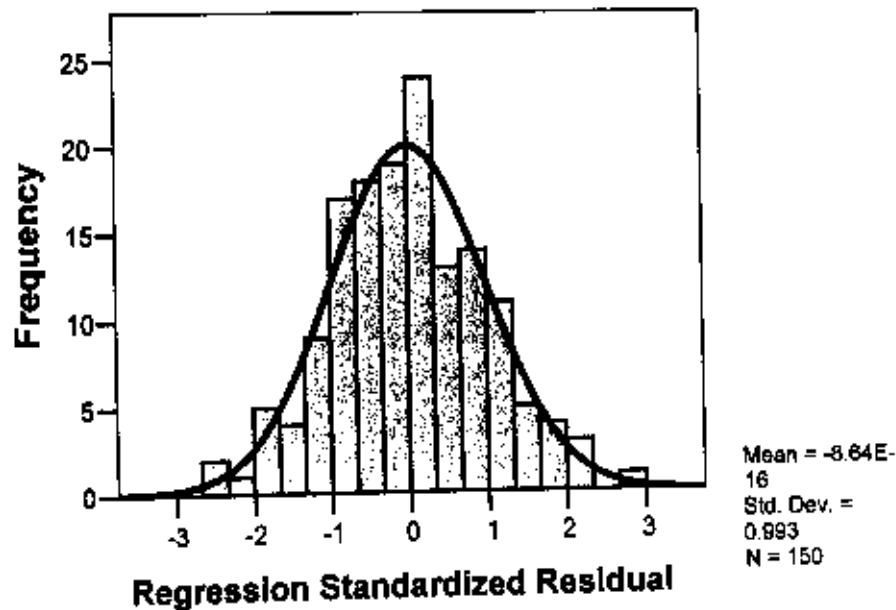
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	54.8204	59.5468	57.2667	.84663	150
Std. Predicted Value	-2.889	2.693	.000	1.000	150
Standard Error of Predicted Value	.455	1.619	.748	.242	150
Adjusted Predicted Value	54.6638	59.9119	57.2666	.86548	150
Residual	-14.03492	15.82382	.00000	5.52270	150
Std. Residual	-2.524	2.846	.000	.993	150
Stud. Residual	-2.543	2.875	.000	1.003	150
Deleted Residual	-14.24305	16.14417	.00008	5.62830	150
Stud. Deleted Residual	-2.592	2.949	.001	1.010	150
Mahai. Distance	.005	11.645	1.987	2.140	150
Cook's Distance	.000	.088	.006	.012	150
Centered Leverage Value	.000	.078	.013	.014	150

a. Dependent Variable: Y

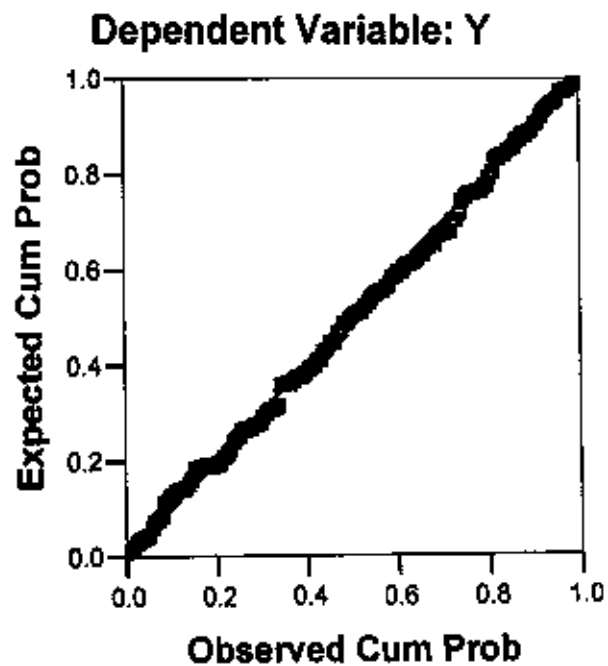
## Charts

### Histogram

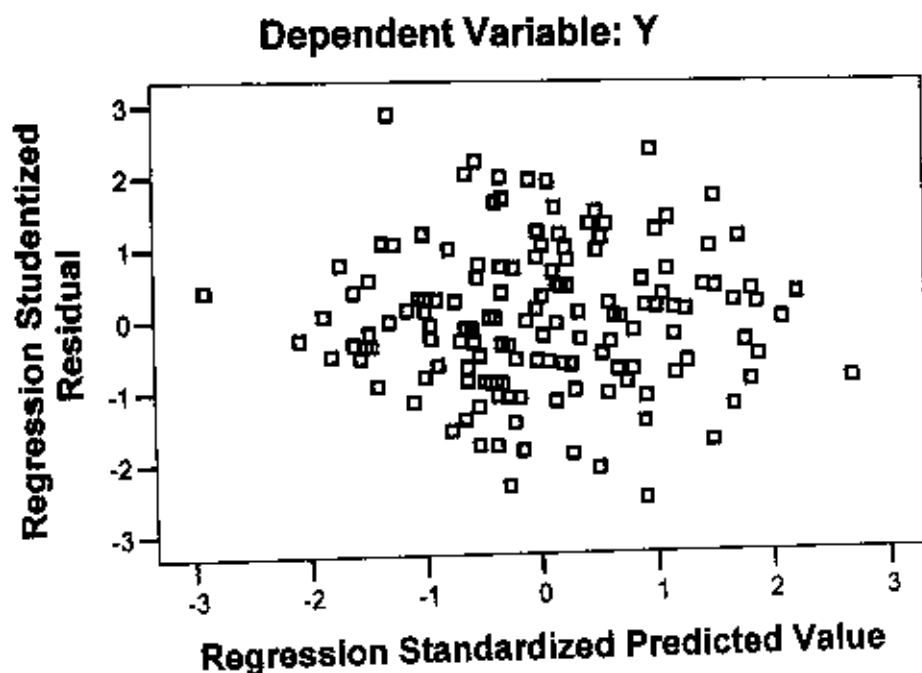
Dependent Variable: Y



### Normal P-P Plot of Regression Standardized Residual

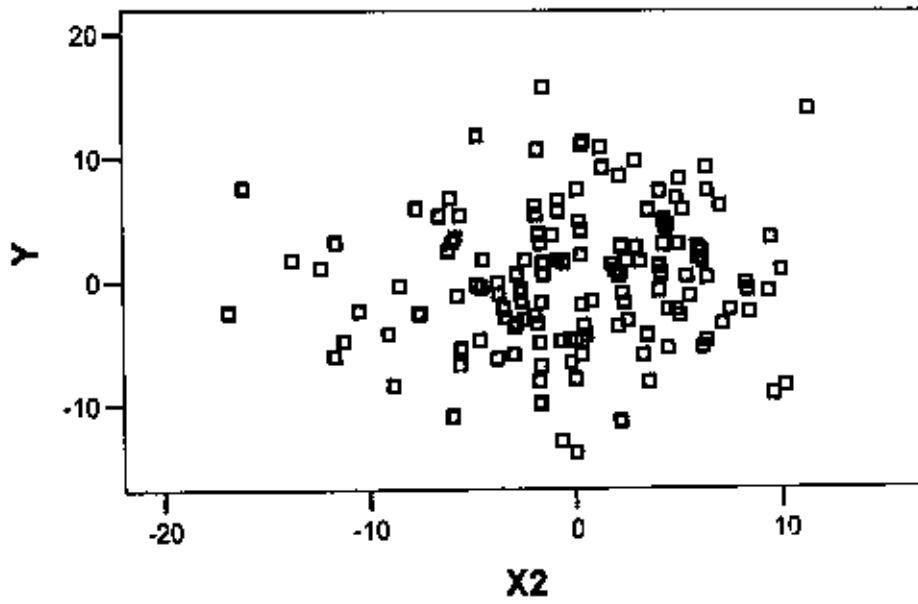


### Scatterplot



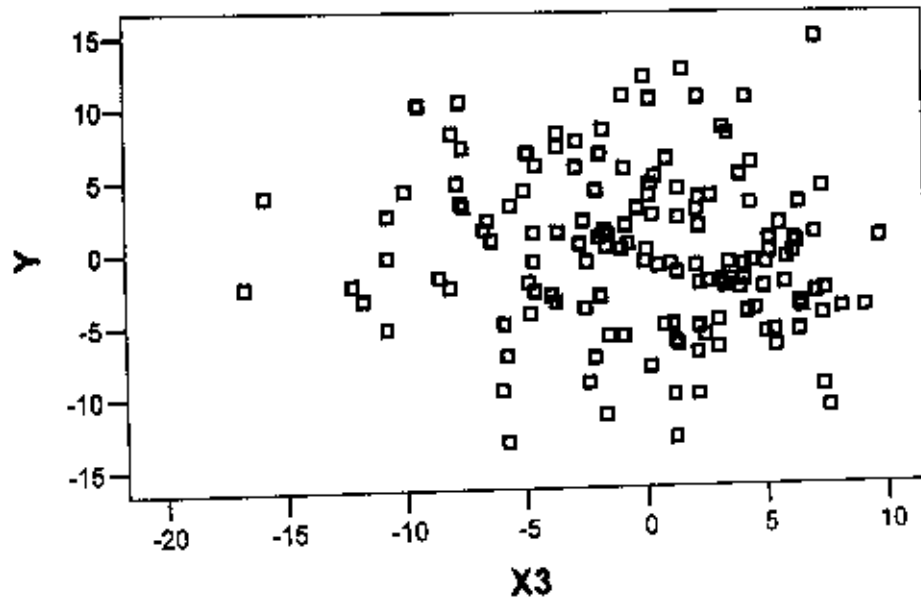
### Partial Regression Plot

Dependent Variable: Y



### Partial Regression Plot

Dependent Variable: Y



# Regression

## Descriptive Statistics

	Mean	Std. Deviation	N
Y	57.2667	5.58722	150
X1	60.9733	5.60195	150
X2	61.7133	5.36994	150
X3	57.7400	5.27554	150

## Correlations

		Y	X1	X2	X3
Pearson Correlation	Y	1.000	.522	.990	.726
	X1	.522	1.000	.599	.160
	X2	.990	.599	1.000	.040
	X3	.726	.160	.040	1.000
Sig. (1-tailed)	Y	.	.000	.000	.000
	X1	.000	.	.000	.000
	X2	.000	.000	.	.000
	X3	.000	.000	.000	.
N	Y	150	150	150	150
	X1	150	150	150	150
	X2	150	150	150	150
	X3	150	150	150	150

## Variables Entered/Removed(b)

Model	Variables Entered	Variables Removed	Method
1	X3, X2, X1(a)		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					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.965(a)	.931	.007	5.56689	.931	1.363	3	146	.256	1.193

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

b Dependent Variable: Y

## ANOVA(b)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	526.756	3	275.585	8.882	.000(a)
	Residual	4524.577	146	30.990		
	Total	4651.333	149			

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

b Dependent Variable: Y

## Coefficients(a)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95% Confidence Interval for B		Correlations			Collinearity Statistics		
		B	Std. Error				Lower Bound	Upper Bound	Zero-order	Partial	Part	Tolerance	VIF	
1	(Constant)	58.727	8.058		7.040	.000	40.801	72.652						
	X1	.383	.103	.083	3.718	.000	.121	.287	.122	.066	.068	.623	1.606	
	X2	.837	.106	.036	7.896	.000	.172	.246	.090	.029	.028	.638	1.567	
	X3	.617	.088	.111	7.011	.000	.291	.056	.126	.110	.109	.970	1.031	

a Dependent Variable: Y

## Coefficient Correlations(a)

Model		X3	X2	X1
1	Correlations	X3	1.000	-.071
		X2	-.071	1.000
		X1	.170	-.601
Covariances	X3	.008	-.001	
	X2	-.001	.011	
	X1	.002	-.007	

a Dependent Variable: Y

## Collinearity Diagnostics(a)

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions			
				(Constant)	X1	X2	X3
1	1	3.983	1.000	.00	.00	.00	.00
	2	.011	18.987	.00	.12	.06	.42
	3	.003	35.659	.03	.59	.93	.00
	4	.002	41.450	.96	.28	.01	.58

a Dependent Variable: Y



Residuals Statistics(a)

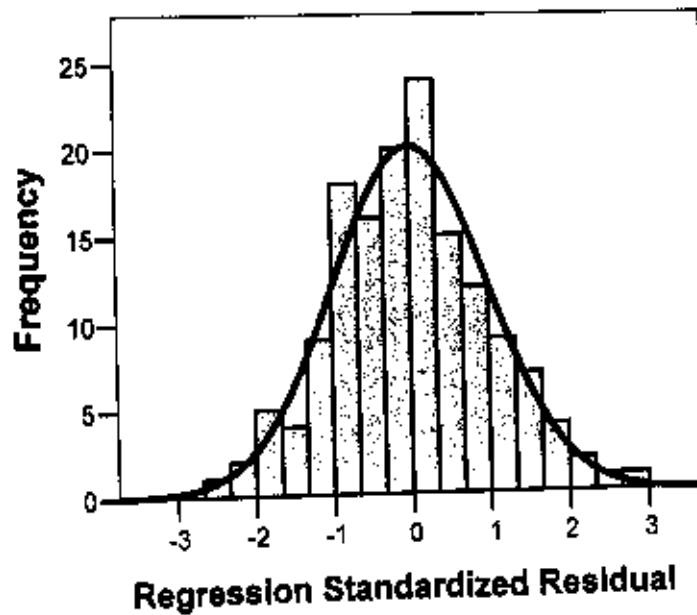
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	55.4558	59.5314	57.2667	.92234	150
Std. Predicted Value	-1.963	2.455	.000	1.000	150
Standard Error of Predicted Value	.480	1.924	.872	.259	150
Adjusted Predicted Value	55.3838	59.8953	57.2640	.94184	150
Residual	-13.53988	15.73003	.00000	5.51058	150
Std. Residual	-2.432	2.828	.000	.990	150
Stud. Residual	-2.466	2.855	.000	1.002	150
Deleted Residual	-13.91406	16.05570	.00262	5.65025	150
Stud. Deleted Residual	-2.510	2.928	.001	1.009	150
Mahal. Distance	.115	16.804	2.980	2.569	150
Cook's Distance	.000	.065	.006	.010	150
Centered Leverage Value	.001	.113	.020	.017	150

a. Dependent Variable: Y

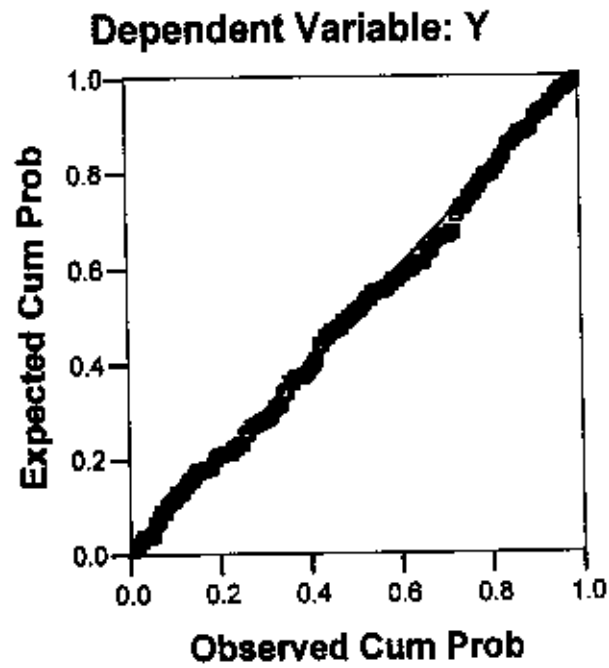
## Charts

### Histogram

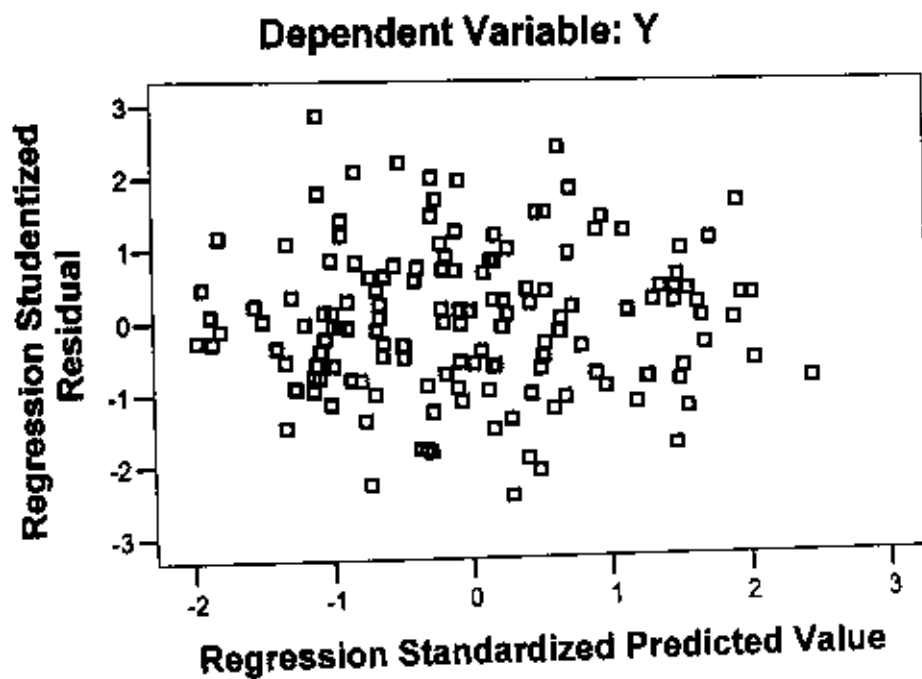
Dependent Variable: Y



### Normal P-P Plot of Regression Standardized Residual

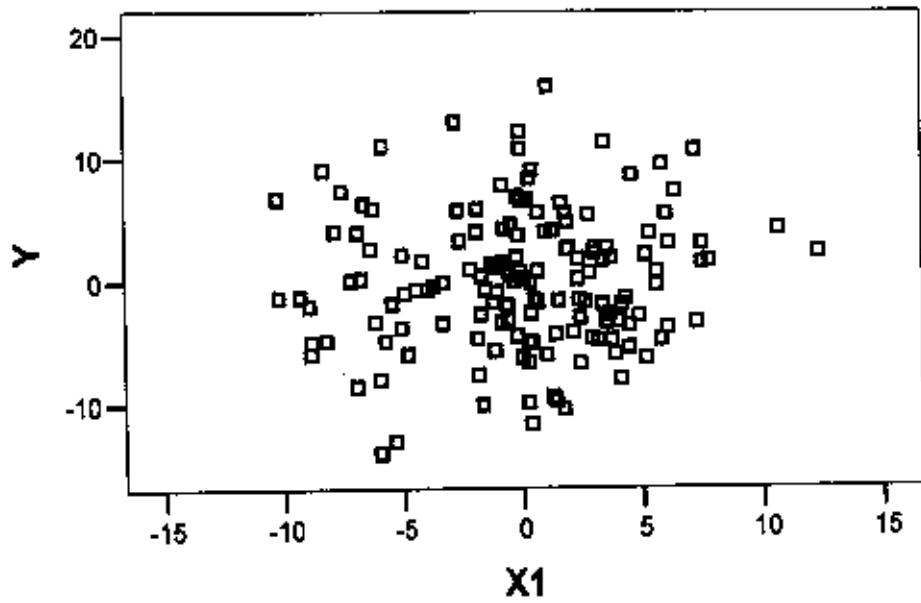


### Scatterplot



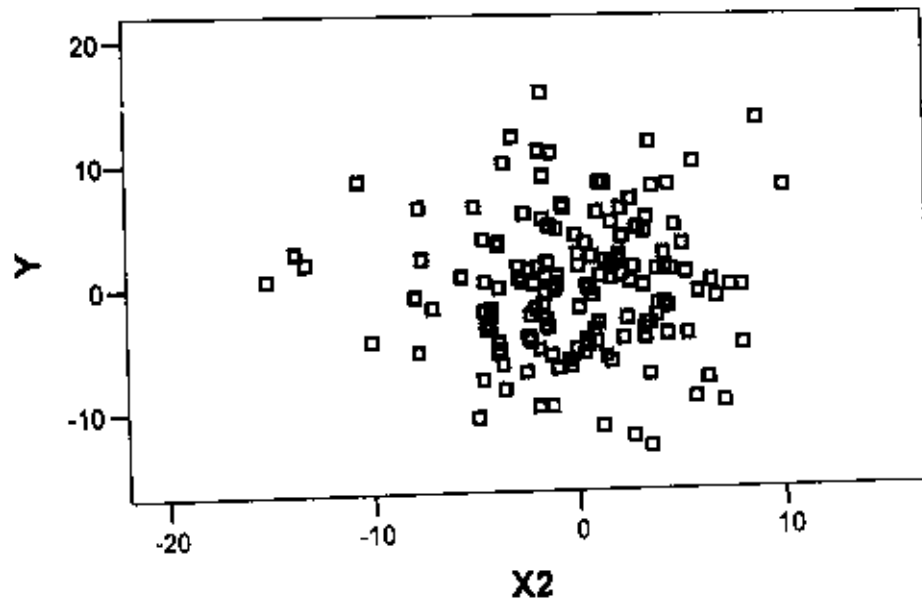
### Partial Regression Plot

Dependent Variable: Y



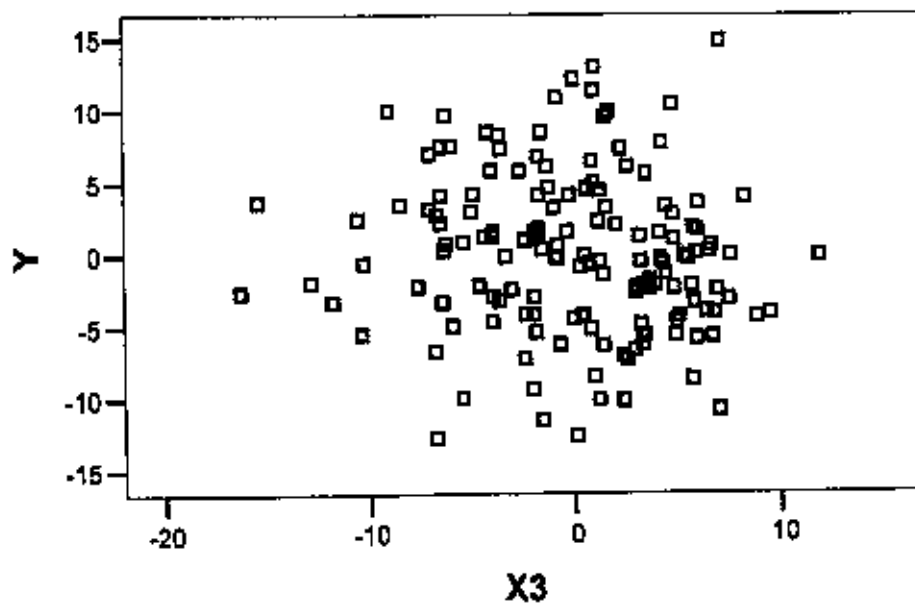
### Partial Regression Plot

Dependent Variable: Y



## Partial Regression Plot

Dependent Variable: Y



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### Reliability (X1)

#### Case Processing Summary

		N	%
Cases	Valid	150	100.0
	Excluded(a)	0	.0
	Total	150	100.0

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

#### Reliability Statistics

Cronbach's Alpha	N of Items
.824	15

#### Item Statistics

	Mean	Std. Deviation	N
butir1	4.3733	.71931	150
butir2	4.0333	.82284	150
butir3	3.8800	.85074	150
butir4	4.2200	.86135	150
butir5	4.2733	.91150	150
butir6	4.2867	.83816	150
butir7	4.1867	.72710	150
butir8	4.1467	.78908	150
butir9	4.1000	.89555	150
butir10	4.2400	.79157	150
butir11	4.1400	.82763	150
butir12	3.8933	.92066	150
butir13	3.8933	.86345	150
butir14	3.9267	.87544	150
butir15	4.1267	.96445	150

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
butir1	57.3487	44.255	.208	.826
butir2	57.8867	42.566	.328	.820
butir3	57.8400	43.464	.230	.827
butir4	57.5000	37.755	.760	.791
butir5	57.4467	40.464	.472	.811
butir6	57.4333	40.543	.517	.808
butir7	57.5333	41.324	.526	.809
butir8	57.5733	40.528	.559	.806
butir9	57.6200	40.076	.519	.808
butir10	57.4800	41.943	.409	.815
butir11	57.5800	43.681	.219	.827
butir12	57.8267	40.547	.458	.812
butir13	57.8267	39.433	.591	.803
butir14	57.7933	39.937	.548	.806
butir15	57.5933	42.270	.284	.825

**Scale Statistics**

Mean	Variance	Std. Deviation	N of Items
61.7200	46.767	6.83862	15

## Reliability (X2)

### Case Processing Summary

		N	%
Cases	Valid	150	100.0
	Excluded(a)	0	.0
	Total	150	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.888	15

### Item Statistics

	Mean	Std. Deviation	N
butir1	4.3667	.87789	150
butir2	4.2667	.77431	150
butir3	4.3267	.83944	150
butir4	3.8133	1.08304	150
butir5	4.2733	.74991	150
butir6	4.3733	.76454	150
butir7	4.2400	.83288	150
butir8	4.1933	.84103	150
butir9	4.0867	.90440	150
butir10	4.0133	.93397	150
butir11	3.9067	.85410	150
butir12	4.1133	.87881	150
butir13	3.9067	.90744	150
butir14	4.2200	.83441	150
butir15	4.2400	.82478	150

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
butir1	57.9733	58.281	.478	.884
butir2	58.0733	59.585	.441	.886
butir3	58.0133	57.960	.532	.882
butir4	58.5267	55.298	.558	.882
butir5	58.0667	60.626	.366	.888
butir6	57.9667	59.898	.421	.888
butir7	58.1000	57.889	.543	.882
butir8	58.1467	54.247	.848	.869
butir9	58.2533	57.036	.557	.881
butir10	58.3267	57.591	.494	.884
butir11	58.4333	56.180	.668	.876
butir12	58.2267	54.324	.800	.870
butir13	58.4333	56.126	.626	.878
butir14	58.1200	55.959	.705	.875
butir15	58.1000	61.178	.279	.892

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
62.3400	65.481	8.09079	15



## Reliability (X3)

### Case Processing Summary

		N	%
Cases	Valid	150	100.0
	Excluded(a)	0	.0
	Total	150	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.855	15

### Item Statistics

	Mean	Std. Deviation	N
butir1	3.9200	.87868	150
butir2	3.7800	.88135	150
butir3	3.6533	.88981	150
butir4	3.5867	.89862	150
butir5	3.7867	.85598	150
butir6	3.8000	.85922	150
butir7	3.9867	.85127	150
butir8	4.0067	.86309	150
butir9	3.9200	.71908	150
butir10	4.0933	.78018	150
butir11	3.7533	.88186	150
butir12	4.0133	.79416	150
butir13	3.7733	.87582	150
butir14	3.7800	.87224	150
butir15	3.7867	.80816	150

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
butir1	53.6800	46.447	.518	.844
butir2	53.6200	44.001	.739	.832
butir3	53.9467	49.480	.253	.859
butir4	54.0133	49.208	.270	.858
butir5	53.6133	44.931	.676	.836
butir6	53.8000	46.342	.635	.838
butir7	53.6133	49.165	.296	.856
butir8	53.5933	48.297	.365	.853
butir9	53.6800	50.380	.247	.857
butir10	53.5067	50.426	.216	.859
butir11	53.8467	43.903	.748	.831
butir12	53.5867	49.560	.289	.856
butir13	53.8267	44.077	.736	.832
butir14	53.8400	44.874	.666	.836
butir15	53.8333	45.227	.696	.835

**Scale Statistics**

Mean	Variance	Std. Deviation	N of Items
57.6000	53.423	7.30908	15

## Reliability (Y)

### Case Processing Summary

		N	%
Cases	Valid	150	100.0
	Excluded(a)	0	.0
	Total	150	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.923	15

### Item Statistics

	Mean	Std. Deviation	N
butir1	3.6533	.96924	150
butir2	3.6533	.87460	150
butir3	3.8933	.62043	150
butir4	3.6467	.95634	150
butir5	3.7067	.85567	150
butir6	3.9133	.76795	150
butir7	3.7467	.95669	150
butir8	3.7067	.89403	150
butir9	3.9067	.82207	150
butir10	3.6733	.94476	150
butir11	3.9133	.83495	150
butir12	3.6533	.92965	150
butir13	3.8400	.93464	150
butir14	3.7333	.87214	150
butir15	3.8600	.80293	150

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
butir1	53.0467	71.065	.784	.913
butir2	53.0467	78.582	.353	.927
butir3	52.8067	73.687	.742	.915
butir4	53.0533	72.346	.710	.916
butir5	52.9933	73.725	.705	.916
butir6	52.7867	80.387	.278	.928
butir7	52.9533	71.186	.768	.913
butir8	52.9933	74.315	.629	.918
butir9	52.7933	73.910	.724	.916
butir10	53.0267	71.597	.771	.914
butir11	52.7867	74.384	.676	.917
butir12	52.8467	73.728	.640	.918
butir13	52.8600	72.027	.751	.914
butir14	52.9667	74.361	.643	.918
butir15	52.8400	79.008	.362	.926

**Scale Statistics**

Mean	Variance	Std. Deviation	N of Items
56.7000	84.815	9.20953	15