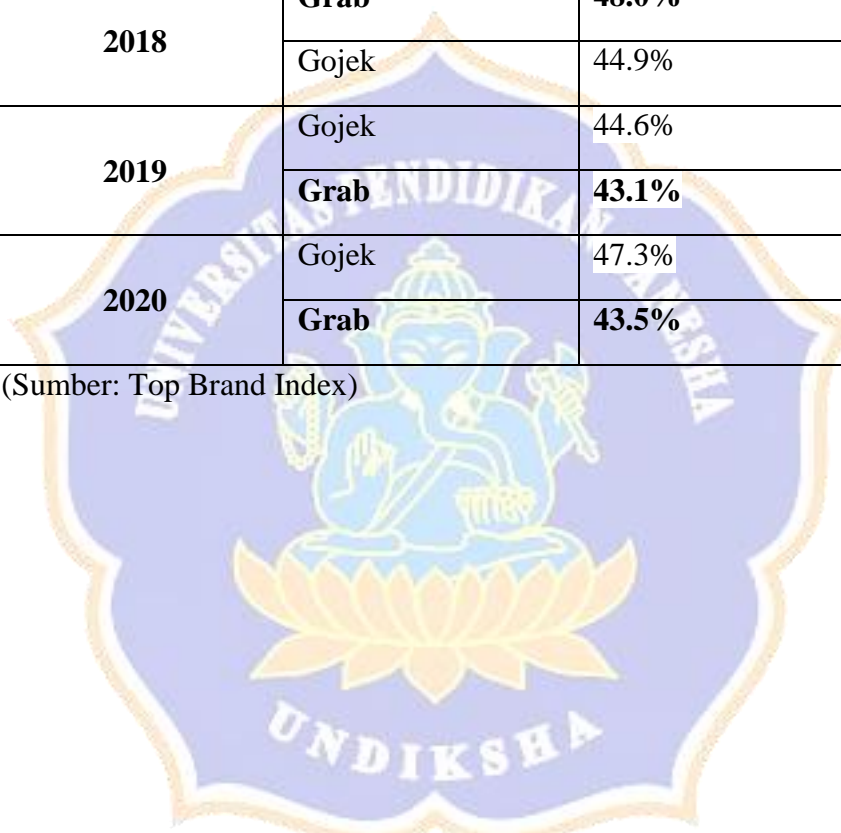


Lampiran 01. Top Brand Index Transportasi Online di Indonesia Tahun 2016-2020

Tahun	Brand	Brand Index
2016	Gojek	80.8%
	Grab	14.7%
2017	Gojek	59.2%
	Grab	28.2%
2018	Grab	48.0%
	Gojek	44.9%
2019	Gojek	44.6%
	Grab	43.1%
2020	Gojek	47.3%
	Grab	43.5%

(Sumber: Top Brand Index)



Lampiran 02. Kuesioner Penelitian

UNIVERSITAS PENDIDIKAN GANESHA
FAKULTAS EKONOMI
JURUSAN MANAJEMEN
Jalan udayana No. 11, Singaraja, Telepon. (0362) 26830
Email : jurusanmanajemen.undiksha@gmail.com

Kepada

Yth. Saudara/i Mahasiswa Prodi S1 Manajemen Undiksha

Di tempat

Hal: Pengisian Kuisisioner

Dengan Hormat,

Dengan rangka menyelesaikan studi di Undiksha pada Jurusan Manajemen, dengan ini saya mengadakan penelitian berjudul **“Peran Kepuasan Pelanggan Memediasi Kualitas Pelayanan Terhadap Loyalitas Pelanggan Grab (Studi Kasus Pada Mahasiswa Prodi S1 Manajemen Universitas Pendidikan Ganesha)”**. Maka dengan ini, saya mohon kesediaan Saudara/i untuk berkenan mengisi kuisisioner ini. Atas kesediaan dan bantuan Saudara/i yang turut berpartisipasi dalam mengisi kuisisioner penelitian ini, saya ucapkan terima kasih.

Hormat Saya,

Kadek Surya Hadi Prawangsa
NIM. 1817041264

1) Identitas Responden

(Beri tanda \surd pada kotak jawaban)

- 1) Nama :
- 2) NIM :
- 3) Jenis Kelamin :
- 4) Usia :
- 5) Semester :
- 6) Pernah menggunakan jasa Grab?

< 2 kali dalam setahun

> 2 kali dalam setahun

2) Petunjuk Pengisian Kuesioner

Silahkan Anda pilih jawaban yang menurut Anda paling sesuai dengan kondisi yang ada dengan memberikan tanda centang (\surd) pada pilihan jawaban yang tersedia.

- SS : Sangat Setuju
 S : Setuju
 N : Netral
 TS : Tidak Setuju
 STS : Sangat Tidak Setuju

3) Butir Pernyataan

A. Kualitas Pelayanan

No	Pernyataan	SS	S	N	TS	STS
1	Fasilitas yang ditawarkan oleh Grab lengkap dan sesuai harapan.					
2	Pelayanan <i>driver</i> Grab sudah memuaskan.					
3	Respon dari Grab sudah tanggap terhadap keluhan pelanggan.					
4	Wawasan <i>Driver</i> Grab sudah mampu					

	memenuhi standar kualitas pelayanan.					
5	Mudah berkomunikasi dengan <i>Driver</i> Grab dalam melakukan pelayanan.					

B. Kepuasan Pelanggan

No	Pernyataan	SS	S	N	TS	STS
1	Pelayanan jasa Grab sesuai dengan harapan.					
2	Segala bentuk pelayanan tambahan yang ditawarkan Grab seperti grabfood, grabcar dll membuat saya puas					
3	Transaksi pembayaran di Grab dapat dilakukan dengan banyak cara.					
4	Jika saya ingin menggunakan jasa transportasi online maka saya akan menggunakan jasa Grab.					
5	Grab selalu memberikan solusi dan melakukan perbaikan berdasarkan keluhan dari pelanggan.					

C. Loyalitas Pelanggan

No	Pernyataan	SS	S	N	TS	STS
1	Saya akan kembali menggunakan jasa di Grab pada masa mendatang.					
2	Saya selalu menyukai setiap pelayanan yang diberikan oleh Grab.					
3	Grab adalah situs jasa transportasi <i>online</i> terbaik yang pernah saya gunakan.					
4	Saya selalu menyukai dalam menggunakan jasa Grab.					

5	Saya akan merekomendasikan kepada teman dan kerabat saya untuk menggunakan untuk menggunakan jasa Grab.					
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Lampiran 03. Data Kuesioner

Hasil Data Kuesioner Ordinal

X1						X2						Y					
X1.1	X1.2	X1.3	X1.4	X1.5	TX1	X2.1	X2.2	X2.3	X2.4	X2.5	TX2	Y.1	Y.2	Y.3	Y.4	Y.5	TY
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5	5	5	5	5	25	5	5	4	4	5	23	5	5	5	5	5	25
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Hasil Data Kuesioner Interval

X1					X2					Y				
4	4	4	4	4	4	4	3	4	3	4	4	4	4	4
2,078	2,889	2,442	3,352	3,921	2,174	2,713	1,893	2,983	2,020	3,575	2,778	2,935	2,697	3,817
3,155	3,905	3,499	4,590	5,017	3,299	3,816	3,559	4,024	4,001	4,711	3,802	4,035	3,688	4,945
3,155	3,905	3,499	4,590	5,017	3,299	3,816	2,554	2,983	4,001	4,711	3,802	4,035	3,688	4,945
3,155	3,905	3,499	3,352	5,017	3,299	3,816	2,554	2,983	2,917	4,711	2,778	2,935	3,688	4,945
2,078	3,905	3,499	3,352	3,921	2,174	2,713	3,559	4,024	4,001	4,711	3,802	2,935	3,688	4,945
3,155	2,889	3,499	3,352	5,017	3,299	2,713	2,554	2,983	4,001	3,575	2,778	4,035	3,688	4,945
1,000	2,105	2,442	3,352	2,806	1,000	1,000	1,000	2,085	2,020	2,499	1,000	2,935	1,974	2,718
2,078	2,889	3,499	3,352	3,921	3,299	2,713	3,559	4,024	4,001	3,575	3,802	2,935	3,688	3,817
2,078	3,905	2,442	2,214	3,921	3,299	3,816	2,554	4,024	2,917	4,711	3,802	4,035	3,688	3,817
3,155	3,905	3,499	2,214	3,921	3,299	3,816	3,559	4,024	4,001	4,711	3,802	4,035	3,688	4,945
2,078	2,105	3,499	3,352	3,921	3,299	3,816	3,559	2,983	2,917	4,711	2,778	2,935	1,974	4,945
1,000	3,905	2,442	3,352	2,806	3,299	3,816	3,559	4,024	2,917	4,711	3,802	4,035	3,688	3,817
2,078	2,889	2,442	3,352	3,921	3,299	3,816	3,559	4,024	4,001	4,711	3,802	4,035	3,688	4,945
3,155	3,905	3,499	4,590	5,017	2,174	2,713	2,554	2,983	4,001	3,575	2,778	2,935	2,697	3,817
3,155	3,905	3,499	4,590	5,017	3,299	2,713	3,559	4,024	2,917	3,575	3,802	4,035	3,688	3,817
2,078	2,889	2,442	3,352	3,921	2,174	2,713	2,554	2,983	2,917	3,575	2,778	2,935	2,697	3,817
3,155	2,889	1,813	3,352	5,017	2,174	3,816	2,554	2,983	2,917	3,575	3,802	2,935	1,974	3,817
3,155	3,905	1,813	3,352	5,017	2,174	3,816	3,559	2,983	2,917	3,575	3,802	4,035	1,974	3,817
3,155	3,905	2,442	3,352	5,017	3,299	2,713	2,554	4,024	2,917	4,711	2,778	2,935	3,688	3,817
1,000	1,000	1,000	2,214	2,806	1,000	1,000	1,000	2,085	2,020	2,499	1,000	1,000	1,974	2,718
1,000	2,105	1,000	1,000	2,806	1,000	1,000	1,000	2,085	1,000	2,499	1,992	1,000	1,000	2,718
1,000	2,105	1,000	2,214	2,806	1,000	1,906	1,000	1,000	1,000	2,499	1,992	2,031	1,000	2,718
1,000	2,105	2,442	3,352	3,921	2,174	2,713	1,893	2,085	2,917	3,575	1,992	2,935	1,974	3,817
2,078	2,105	1,813	3,352	3,921	2,174	2,713	2,554	2,085	2,020	3,575	1,992	2,031	2,697	3,817
1,000	1,000	1,813	2,214	2,806	1,000	1,000	1,893	1,000	1,000	2,499	1,000	2,031	1,000	2,718

1,000	1,000	1,000	2,214	2,806	1,000	1,000	1,000	2,085	2,020	2,499	1,000	2,031	1,974	2,718
1,000	2,889	3,499	4,590	2,806	1,000	2,713	1,893	2,983	2,020	4,711	1,992	4,035	2,697	4,945
3,155	3,905	3,499	3,352	5,017	3,299	3,816	2,554	2,983	2,020	4,711	2,778	2,935	1,974	2,718
3,155	3,905	2,442	3,352	5,017	3,299	2,713	2,554	4,024	2,917	4,711	2,778	2,935	3,688	3,817
2,078	3,905	3,499	3,352	3,921	2,174	2,713	3,559	4,024	4,001	4,711	3,802	2,935	3,688	4,945
3,155	3,905	2,442	4,590	3,921	2,174	3,816	3,559	2,983	2,917	3,575	3,802	4,035	2,697	4,945
3,155	3,905	3,499	3,352	5,017	3,299	3,816	2,554	2,983	2,020	4,711	2,778	2,935	1,974	2,718
3,155	3,905	3,499	4,590	5,017	3,299	3,816	3,559	4,024	4,001	4,711	3,802	4,035	3,688	4,945
3,155	2,105	3,499	3,352	3,921	2,174	2,713	1,893	2,085	2,020	4,711	2,778	2,031	2,697	3,817
2,078	2,889	2,442	3,352	3,921	2,174	2,713	2,554	2,983	2,917	3,575	2,778	2,935	2,697	3,817
2,078	3,905	1,813	4,590	3,921	2,174	1,906	3,559	2,085	2,020	3,575	3,802	2,031	3,688	3,817
2,078	2,889	1,000	2,214	2,806	1,000	1,000	1,000	2,085	2,917	2,499	1,000	2,935	1,974	2,718
2,078	2,105	1,813	3,352	3,921	2,174	1,000	1,893	1,000	1,000	3,575	1,992	2,935	1,000	3,817
2,078	2,105	2,442	2,214	3,921	2,174	1,906	1,000	2,085	2,917	3,575	2,778	2,031	1,000	3,817
1,000	2,889	3,499	4,590	2,806	1,000	2,713	1,893	2,983	2,020	4,711	1,992	4,035	2,697	4,945
3,155	3,905	3,499	4,590	5,017	3,299	3,816	3,559	4,024	4,001	4,711	3,802	4,035	3,688	4,945
3,155	3,905	3,499	4,590	5,017	3,299	3,816	3,559	4,024	4,001	4,711	3,802	4,035	3,688	4,945
1,000	3,905	2,442	3,352	3,921	2,174	1,906	1,893	2,983	2,917	3,575	1,992	2,935	3,688	3,817
3,155	3,905	3,499	4,590	5,017	3,299	3,816	3,559	4,024	4,001	4,711	3,802	4,035	3,688	4,945
2,078	2,105	2,442	3,352	3,921	2,174	2,713	1,893	2,085	2,917	3,575	2,778	2,031	2,697	3,817
2,078	2,889	1,813	3,352	2,806	1,000	1,906	2,554	2,983	2,917	3,575	2,778	2,031	2,697	3,817
2,078	3,905	2,442	4,590	3,921	2,174	2,713	3,559	2,983	4,001	3,575	3,802	2,935	3,688	3,817
2,078	2,105	1,000	3,352	2,806	1,000	1,906	1,000	1,000	2,020	2,499	2,778	1,000	1,974	2,718
1,000	1,000	1,000	2,214	2,806	1,000	1,000	1,000	2,085	2,020	2,499	1,000	1,000	1,974	2,718
3,155	3,905	3,499	4,590	5,017	3,299	3,816	3,559	4,024	4,001	4,711	3,802	4,035	3,688	4,945
2,078	3,905	3,499	3,352	3,921	2,174	2,713	3,559	4,024	4,001	4,711	3,802	2,935	3,688	4,945
3,155	3,905	2,442	4,590	3,921	2,174	3,816	3,559	2,983	2,917	3,575	3,802	4,035	2,697	4,945
1,000	2,105	1,000	2,214	2,806	1,000	1,000	1,000	1,000	2,020	2,499	1,000	1,000	1,974	1,000

3,155	3,905	3,499	3,352	5,017	3,299	2,713	2,554	2,983	2,917	4,711	2,778	2,935	3,688	4,945
2,078	3,905	3,499	3,352	3,921	2,174	3,816	2,554	2,983	2,020	4,711	2,778	2,935	1,974	2,718
2,078	3,905	3,499	3,352	3,921	2,174	3,816	1,893	2,085	2,917	3,575	1,992	4,035	2,697	3,817
1,000	2,105	1,000	2,214	2,806	1,000	1,000	1,000	1,000	1,000	2,499	1,992	2,031	1,000	2,718
1,000	2,105	2,442	3,352	2,806	1,000	1,000	1,000	2,085	2,020	2,499	1,992	1,000	1,000	2,718
2,078	3,905	1,813	4,590	3,921	2,174	1,906	3,559	2,085	2,020	3,575	3,802	2,031	3,688	3,817
2,078	2,889	1,000	2,214	2,806	1,000	1,000	1,000	2,085	2,917	2,499	1,000	2,935	1,974	2,718
2,078	2,105	1,813	3,352	3,921	2,174	1,000	1,893	1,000	1,000	3,575	1,992	2,935	1,000	3,817
2,078	2,105	2,442	2,214	3,921	2,174	1,906	1,000	2,085	2,917	3,575	2,778	2,031	1,000	3,817
1,000	2,889	3,499	4,590	2,806	1,000	2,713	1,893	2,983	2,020	4,711	1,992	4,035	2,697	4,945
3,155	3,905	3,499	3,352	5,017	3,299	3,816	2,554	2,983	2,917	4,711	2,778	2,935	3,688	4,945
2,078	3,905	3,499	3,352	3,921	2,174	2,713	3,559	4,024	4,001	4,711	3,802	2,935	3,688	4,945
3,155	3,905	2,442	2,214	3,921	2,174	1,906	3,559	2,085	2,917	3,575	1,992	2,031	2,697	4,945
2,078	2,105	1,000	2,214	2,806	1,000	2,713	1,000	2,983	1,000	2,499	1,000	2,031	2,697	2,718
2,078	2,105	1,000	3,352	2,806	1,000	1,906	1,000	1,000	2,020	2,499	2,778	1,000	1,974	2,718
1,000	2,105	1,000	2,214	2,806	1,000	1,000	1,893	2,085	2,020	2,499	1,000	2,031	1,974	2,718
1,000	2,889	2,442	1,000	2,806	1,000	2,713	1,000	2,085	1,000	2,499	2,778	1,000	1,000	2,718
1,000	2,105	1,000	2,214	2,806	1,000	1,906	1,000	1,000	1,000	2,499	1,992	2,031	1,000	2,718
2,078	2,889	2,442	3,352	3,921	2,174	1,906	2,554	2,085	2,020	3,575	2,778	2,935	2,697	3,817
2,078	2,889	2,442	3,352	3,921	2,174	2,713	2,554	2,983	2,917	3,575	2,778	2,935	2,697	3,817
1,000	1,000	1,000	2,214	2,806	1,000	1,000	1,000	2,085	2,020	2,499	1,000	2,031	1,974	2,718
3,155	2,889	3,499	3,352	3,921	2,174	3,816	2,554	4,024	2,917	3,575	2,778	4,035	3,688	3,817
1,000	3,905	2,442	4,590	2,806	1,000	2,713	1,893	2,085	2,917	3,575	1,992	2,031	2,697	4,945
1,000	2,105	1,813	2,214	2,806	1,000	1,906	1,893	2,085	2,020	2,499	1,992	2,031	1,974	2,718
1,000	2,889	2,442	3,352	3,921	2,174	1,906	1,893	2,983	2,917	3,575	1,992	2,935	3,688	3,817
2,078	2,105	2,442	3,352	3,921	2,174	1,906	2,554	2,983	2,020	2,499	2,778	2,935	1,974	3,817
3,155	3,905	2,442	4,590	5,017	3,299	2,713	3,559	4,024	2,917	3,575	3,802	4,035	2,697	4,945
1,000	2,105	1,000	2,214	2,806	1,000	1,906	1,893	2,085	1,000	1,000	1,992	2,031	1,000	2,718

3,155	3,905	3,499	4,590	5,017	3,299	3,816	3,559	4,024	4,001	4,711	3,802	4,035	3,688	4,945
3,155	3,905	3,499	3,352	3,921	2,174	2,713	2,554	2,983	4,001	3,575	3,802	4,035	3,688	3,817
2,078	2,105	1,813	3,352	3,921	2,174	1,000	1,893	1,000	1,000	3,575	1,992	2,935	1,000	3,817
2,078	2,105	2,442	2,214	3,921	2,174	1,906	1,000	2,085	2,917	3,575	2,778	2,031	1,000	3,817
1,000	2,889	3,499	4,590	2,806	1,000	2,713	1,893	2,983	2,020	4,711	1,992	4,035	2,697	4,945
3,155	3,905	3,499	3,352	5,017	3,299	3,816	2,554	4,024	4,001	4,711	3,802	2,935	3,688	4,945
3,155	3,905	3,499	4,590	5,017	3,299	3,816	3,559	4,024	4,001	4,711	3,802	4,035	3,688	4,945
3,155	2,889	3,499	4,590	5,017	3,299	2,713	2,554	2,983	2,917	4,711	2,778	2,935	3,688	4,945
2,078	2,889	2,442	3,352	3,921	2,174	1,906	2,554	2,983	2,917	3,575	2,778	2,935	2,697	3,817
3,155	2,889	1,813	3,352	5,017	2,174	2,713	2,554	2,085	2,917	3,575	3,802	2,935	1,974	3,817
3,155	3,905	1,813	3,352	5,017	2,174	3,816	2,554	2,085	2,917	3,575	3,802	4,035	1,974	3,817
1,000	3,905	2,442	3,352	2,806	2,174	2,713	2,554	2,983	2,917	3,575	1,992	4,035	2,697	3,817
3,155	2,889	1,813	2,214	5,017	3,299	3,816	2,554	2,085	2,020	2,499	3,802	2,935	1,974	2,718
2,078	2,889	2,442	3,352	3,921	3,299	2,713	2,554	2,983	2,917	3,575	2,778	2,935	2,697	3,817
3,155	3,905	2,442	4,590	5,017	3,299	3,816	3,559	2,983	4,001	4,711	3,802	4,035	2,697	4,945
1,000	2,105	1,813	2,214	2,806	1,000	1,906	1,893	2,085	2,020	2,499	1,992	2,031	1,974	2,718
3,155	2,889	3,499	3,352	2,806	1,000	2,713	1,893	4,024	2,020	2,499	1,992	4,035	2,697	3,817
3,155	3,905	3,499	4,590	5,017	3,299	2,713	2,554	4,024	4,001	3,575	2,778	4,035	3,688	4,945
3,155	3,905	3,499	4,590	3,921	2,174	2,713	3,559	4,024	4,001	4,711	3,802	2,935	2,697	4,945
3,155	3,905	1,813	3,352	5,017	2,174	3,816	3,559	2,983	2,917	3,575	3,802	4,035	1,974	3,817
3,155	3,905	2,442	3,352	5,017	3,299	2,713	2,554	4,024	2,917	4,711	2,778	2,935	3,688	3,817
1,000	1,000	1,000	2,214	2,806	1,000	1,000	1,000	2,085	2,020	2,499	1,000	1,000	1,974	2,718
1,000	2,105	1,000	1,000	2,806	1,000	1,000	1,000	2,085	1,000	2,499	1,992	1,000	1,000	2,718
1,000	2,105	1,000	2,214	2,806	1,000	1,906	1,000	1,000	1,000	2,499	1,992	2,031	1,000	2,718
1,000	2,105	2,442	3,352	3,921	2,174	2,713	1,893	2,085	2,917	3,575	1,992	2,935	1,974	3,817
2,078	2,105	1,813	3,352	3,921	2,174	2,713	2,554	2,085	2,020	3,575	1,992	2,031	2,697	3,817
1,000	1,000	1,813	2,214	2,806	1,000	1,000	1,893	1,000	1,000	2,499	1,000	2,031	1,000	2,718
1,000	1,000	1,000	2,214	2,806	1,000	1,000	1,000	2,085	2,020	2,499	1,000	2,031	1,974	2,718
1,000	2,889	3,499	4,590	2,806	1,000	2,713	1,893	2,983	2,020	4,711	1,992	4,035	2,697	4,945

3,155	3,905	3,499	3,352	5,017	3,299	3,816	2,554	2,983	2,020	4,711	2,778	2,935	1,974	2,718
2,078	3,905	3,499	3,352	3,921	2,174	2,713	3,559	4,024	4,001	4,711	3,802	2,935	3,688	4,945
3,155	3,905	2,442	2,214	3,921	2,174	1,906	3,559	2,085	2,917	3,575	1,992	2,031	2,697	4,945
2,078	2,105	1,000	2,214	2,806	1,000	2,713	1,000	2,983	1,000	2,499	1,000	2,031	2,697	2,718
2,078	2,105	1,000	3,352	2,806	1,000	1,906	1,000	1,000	2,020	2,499	2,778	1,000	1,974	2,718
1,000	2,105	1,000	2,214	2,806	1,000	1,000	1,893	2,085	2,020	2,499	1,000	2,031	1,974	2,718
1,000	2,889	2,442	1,000	2,806	1,000	2,713	1,000	2,085	1,000	2,499	2,778	1,000	1,000	2,718
1,000	2,105	1,000	2,214	2,806	1,000	1,906	1,000	1,000	1,000	2,499	1,992	2,031	1,000	2,718
2,078	2,889	2,442	3,352	3,921	2,174	1,906	2,554	2,085	2,020	3,575	2,778	2,935	2,697	3,817
2,078	2,889	2,442	3,352	3,921	2,174	2,713	2,554	2,983	2,917	3,575	2,778	2,935	2,697	3,817
1,000	1,000	1,000	2,214	2,806	1,000	1,000	1,000	2,085	2,020	2,499	1,000	2,031	1,974	2,718
3,155	2,889	3,499	3,352	3,921	2,174	3,816	2,554	4,024	2,917	3,575	2,778	4,035	3,688	3,817
1,000	3,905	2,442	4,590	2,806	1,000	2,713	1,893	2,085	2,917	3,575	1,992	2,031	2,697	4,945
1,000	2,105	1,813	2,214	2,806	1,000	1,906	1,893	2,085	2,020	2,499	1,992	2,031	1,974	2,718
1,000	2,889	2,442	3,352	3,921	2,174	1,906	1,893	2,983	2,917	3,575	1,992	2,935	3,688	3,817
2,078	2,105	2,442	3,352	3,921	2,174	1,906	2,554	2,983	2,020	2,499	2,778	2,935	1,974	3,817
3,155	3,905	2,442	4,590	5,017	3,299	2,713	3,559	4,024	2,917	3,575	3,802	4,035	2,697	4,945
1,000	2,105	1,000	2,214	2,806	1,000	1,906	1,893	2,085	1,000	1,000	1,992	2,031	1,000	2,718
3,155	3,905	3,499	4,590	5,017	3,299	3,816	3,559	4,024	4,001	4,711	3,802	4,035	3,688	4,945
3,155	3,905	3,499	4,590	5,017	3,299	2,713	3,559	4,024	2,917	3,575	3,802	4,035	3,688	3,817
2,078	2,889	2,442	3,352	3,921	2,174	2,713	2,554	2,983	2,917	3,575	2,778	2,935	2,697	3,817
3,155	2,889	1,813	3,352	5,017	2,174	3,816	2,554	2,983	2,917	3,575	3,802	2,935	1,974	3,817
3,155	3,905	1,813	3,352	5,017	2,174	3,816	3,559	2,983	2,917	3,575	3,802	4,035	1,974	3,817
3,155	3,905	2,442	3,352	5,017	3,299	2,713	2,554	4,024	2,917	4,711	2,778	2,935	3,688	3,817
1,000	2,105	1,000	2,214	2,806	1,000	1,906	1,000	1,000	1,000	2,499	1,992	2,031	1,000	2,718
1,000	2,105	2,442	3,352	3,921	2,174	2,713	1,893	2,085	2,917	3,575	1,992	2,935	1,974	3,817
2,078	1,000	1,813	3,352	1,000	2,174	1,906	1,000	2,085	2,020	3,575	1,992	2,031	2,697	3,817
1,000	3,905	1,813	2,214	5,017	1,000	2,713	1,893	2,983	1,000	2,499	2,778	2,031	3,688	2,718

1,000	2,889	2,442	2,214	2,806	1,000	1,000	2,554	2,085	2,020	2,499	1,000	2,031	1,974	4,945
1,000	2,889	3,499	4,590	2,806	1,000	2,713	3,559	2,983	2,020	4,711	1,992	4,035	2,697	4,945
1,000	3,905	1,813	3,352	5,017	3,299	1,906	2,554	2,983	2,020	4,711	1,992	2,935	1,974	2,718
2,078	2,105	3,499	3,352	3,921	2,174	2,713	3,559	2,085	2,020	4,711	3,802	2,935	3,688	4,945
3,155	3,905	2,442	2,214	3,921	2,174	1,906	3,559	2,085	2,917	3,575	1,992	2,031	2,697	4,945
2,078	2,105	1,000	2,214	2,806	1,000	2,713	1,000	2,983	1,000	2,499	1,000	2,031	2,697	2,718
2,078	2,105	1,000	3,352	2,806	1,000	1,906	1,000	1,000	2,020	2,499	2,778	1,000	1,974	2,718
1,000	2,105	1,000	2,214	2,806	1,000	1,000	1,893	2,085	2,020	2,499	1,000	2,031	1,974	2,718
1,000	2,889	2,442	1,000	2,806	1,000	2,713	1,000	2,085	1,000	2,499	2,778	1,000	1,000	2,718
1,000	2,105	1,000	2,214	2,806	1,000	1,906	1,000	1,000	1,000	2,499	1,992	2,031	1,000	2,718
3,155	3,905	3,499	3,352	5,017	3,299	3,816	2,554	2,983	2,917	4,711	2,778	2,935	3,688	4,945
2,078	3,905	3,499	3,352	3,921	2,174	2,713	3,559	4,024	4,001	4,711	3,802	2,935	3,688	4,945



Lampiran 04. Output SPSS

UJI VALIDITAS X1

Correlations

	X1.1	X1.2	X1.3	X1.4	X1.5	TX1
Pearson Correlation	1	.611**	.505**	.464**	.781**	.805**
X1.1 Sig. (2-tailed)		.000	.000	.000	.000	.000
N	150	150	150	150	150	150
Pearson Correlation	.611**	1	.635**	.541**	.676**	.856**
X1.2 Sig. (2-tailed)	.000		.000	.000	.000	.000
N	150	150	150	150	150	150
Pearson Correlation	.505**	.635**	1	.611**	.540**	.831**
X1.3 Sig. (2-tailed)	.000	.000		.000	.000	.000
N	150	150	150	150	150	150
Pearson Correlation	.464**	.541**	.611**	1	.488**	.749**
X1.4 Sig. (2-tailed)	.000	.000	.000		.000	.000
N	150	150	150	150	150	150
Pearson Correlation	.781**	.676**	.540**	.488**	1	.837**
X1.5 Sig. (2-tailed)	.000	.000	.000	.000		.000
N	150	150	150	150	150	150
Pearson Correlation	.805**	.856**	.831**	.749**	.837**	1
TX1 Sig. (2-tailed)	.000	.000	.000	.000	.000	
N	150	150	150	150	150	150

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

UJI VALIDITAS X2

Correlations

	X2.1	X2.2	X2.3	X2.4	X2.5	TX2
X2.1 Pearson Correlation	1	.660**	.700**	.649**	.661**	.851**
X2.1 Sig. (2-tailed)		.000	.000	.000	.000	.000
X2.1 N	150	150	150	150	150	150
X2.2 Pearson Correlation	.660**	1	.616**	.645**	.547**	.819**
X2.2 Sig. (2-tailed)	.000		.000	.000	.000	.000
X2.2 N	150	150	150	150	150	150
X2.3 Pearson Correlation	.700**	.616**	1	.687**	.687**	.872**
X2.3 Sig. (2-tailed)	.000	.000		.000	.000	.000
X2.3 N	150	150	150	150	150	150
X2.4 Pearson Correlation	.649**	.645**	.687**	1	.713**	.869**
X2.4 Sig. (2-tailed)	.000	.000	.000		.000	.000
X2.4 N	150	150	150	150	150	150
X2.5 Pearson Correlation	.661**	.547**	.687**	.713**	1	.843**
X2.5 Sig. (2-tailed)	.000	.000	.000	.000		.000
X2.5 N	150	150	150	150	150	150
TX2 Pearson Correlation	.851**	.819**	.872**	.869**	.843**	1
TX2 Sig. (2-tailed)	.000	.000	.000	.000	.000	
TX2 N	150	150	150	150	150	150

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

UJI VALIDITAS Y

Correlations

		Y1	Y2	Y3	Y4	Y5	TY
Y1	Pearson Correlation	1	.585**	.634**	.664**	.743**	.865**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	150	150	150	150	150	150
Y2	Pearson Correlation	.585**	1	.532**	.514**	.558**	.780**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	150	150	150	150	150	150
Y3	Pearson Correlation	.634**	.532**	1	.563**	.650**	.811**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	150	150	150	150	150	150
Y4	Pearson Correlation	.664**	.514**	.563**	1	.646**	.829**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	150	150	150	150	150	150
Y5	Pearson Correlation	.743**	.558**	.650**	.646**	1	.856**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	150	150	150	150	150	150
TY	Pearson Correlation	.865**	.780**	.811**	.829**	.856**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	150	150	150	150	150	150

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

UJI RELIABILITAS X1

Case Processing Summary

		N	%
	Valid	150	100.0
Cases	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
.876	5

UJI RELIABILITAS X2

Case Processing Summary

		N	%
	Valid	150	100.0
Cases	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
.905	5

UJI RELIABILITAS 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
.886	5

PENGARUH X1 KE X2

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	TX1 ^b		Enter

a. Dependent Variable: TX2

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.911 ^a	.829	.828	1.70608

a. Predictors: (Constant), TX1

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2095.590	1	2095.590	719.961	.000 ^b
	Residual	430.784	148	2.911		
	Total	2526.373	149			

a. Dependent Variable: TX2

b. Predictors: (Constant), TX1

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-1.298	.748		-1.736	.085
	TX1	1.011	.038	.911	26.832	.000

a. Dependent Variable: TX2

PENGARUH X1, X2 KE Y

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	TX2, TX1 ^b	.	Enter

a. Dependent Variable: TY

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.945 ^a	.893	.892	1.26473

a. Predictors: (Constant), TX2, TX1

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1964.607	2	982.304	614.115	.000 ^b
	Residual	235.133	147	1.600		
	Total	2199.740	149			

a. Dependent Variable: TY

b. Predictors: (Constant), TX2, TX1

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.510	.560		2.697	.008
	TX1	.385	.068	.371	5.684	.000
	TX2	.555	.061	.594	9.104	.000

a. Dependent Variable: TY

