

**Lampiran 01 Jumlah Pelanggan Per Tri-wulan dari bulan Juli 2020 s/d  
September 2021**

Data Jumlah Pelanggan	Juli-Sep (2020)	Okt-Des (2020)	Jan-Mar (2021)	Apr-Jun (2021)	Jul-Sep (2021)
DNI <i>Skin Centre</i> Singaraja	179	180	269	173	134
Bintang <i>Beauty Clinic</i> Singaraja	1849	1944	1871	1931	1619



**Lampiran 02. Hasil obesvasi awal kepuasan pelanggan di DNI Skin Centre**

**Singaraja**

RES	Y <sub>1</sub>	Y <sub>1</sub>	Y <sub>2</sub>	Y <sub>2</sub>	Y <sub>3</sub>	Y <sub>3</sub>	Total	Kategori
Ketut Alit Susanti	3	3	3	3	2	3	16	Rendah
Nita	3	2	1	2	3	2	13	Rendah
Kadek Mertasih	3	3	2	1	3	1	13	Rendah
Desak Meriyani	3	2	2	3	1	2	13	Rendah
Luh Enik Septiani	2	1	1	1	2	2	9	Sangat Rendah
Kadek Agus Suprapta	2	2	3	3	2	2	14	Rendah
Putu Dewik Werdiasih		2	2	2	2	1	11	Sangat Rendah
Yayang Putri	2	1	2	1	2	1	9	Sangat Rendah
Melia Putri	1	2	1	2	1	2	9	Sangat Rendah
Kadek Budiyasa	3	2	3	3	2	3	18	Sedang
Jumlah	24	20	19	21	20	19	123	Rendah

**PENGARUH *BRAND TRUST* DAN *EXPERIENTIAL MARKETING*  
TERHADAP KEPUASAN PELANGGAN DI DNI *SKIN CENTRE*  
SINGARAJA**

Kepada

Yth. Bapak/Ibu, Saudara/i

Hal : Pengisian Kuesioner

Dengan Hormat,

Dalam rangka menyelesaikan studi di Undiksha pada jurusan Manajemen, dengan ini saya mengadakan penelitian berjudul **“Pengaruh *Brand Trust* dan *Experiential Marketing* terhadap Kepuasan Pelanggan di DNI Skin Centre Singaraja”**

Maka dengan ini, saya mohon kesediaan Bapak/Ibu, Saudara/i untuk berkenan mengisi kuisisioner ini. Atas kesediaan dan bantuan Bapak/Ibu, Saudara/i yang turut berpartisipasi dalam mengisi kuesioner penelitian ini, saya ucapkan terimakasih.

Singaraja, 30 November 2021

Peneliti

I Kadek Deny Mahaputra  
NIM. 1817041102

### 1. Ketentuan Skor Tertinggi, Skor Terendah dan Interval Rentangan Skor Kuisioner Awal Per Responden Kepuasan Pelanggan.

Silahkan anda pilih jawaban yang menurut anda paling sesuai dengan kondisi yang ada, dengan mengklik tanda bulat sesuai pilihan anda di google form, dengan ketentuan jawaban yang tersedia adalah sebagai berikut :

Apabila jawaban (SS) Sangat Setuju diberikan skor 5

Apabila jawaban (S) Setuju diberikan skor 4

Apabila jawaban (N) Netral diberikan skor 3

Apabila jawaban (TS) Tidak Setuju diberikan skor 2

Apabila jawaban (STS) Sangat Tidak Setuju diberikan skor 1

Skor Tertinggi = nilai tertinggi x jumlah pertanyaan x jumlah responden

Skor Terendah = nilai terendah x jumlah pertanyaan x jumlah responden

Nilai tertinggi = 5

Nilai Terendah = 1 Jumlah Pertanyaan = 6 Jumlah Responden = 1

Skor Tertinggi =  $5 \times 6 \times 1 = 30$

Skor Terendah =  $1 \times 6 \times 1 = 6$

Interval =  $\frac{\text{Skor Tertinggi} - \text{Skor Terendah}}{5} = \frac{30-6}{5} = 4,8 = 5$

Banyak Kategori 5

#### Interval Rentangan Skor

Rentangan Skor	Keterangan Responden
5-10	Sangat Rendah
11-16	Rendah
17-22	Sedang
23-28	Tinggi
29-34	Sangat Tinggi

**1. Ketentuan Skor Tertinggi, Skor Terendah dan Interval Rentangan Skor Kuisioner Awal Kepuasan Pelanggan Secara Total.**

1. Apabila jawaban (SS) Sangat Setuju diberikan skor 5
  2. Apabila jawaban (S) Setuju diberikan skor 4
  3. Apabila jawaban (N) Netral diberikan skor 3
  4. Apabila jawaban (TS) Tidak Setuju diberikan skor 2
  5. Apabila jawaban (STS) Sangat Tidak Setuju diberikan skor 1
- c) Skor Tertinggi responden = nilai tertinggi x jumlah pertanyaan x jumlah responden
- d) Skor Terendah responden = nilai terendah x jumlah pertanyaan x jumlah responden

$$\text{Nilai tertinggi} = 5$$

$$\text{Nilai Terendah} = 1$$

$$\text{Jumlah Pertanyaan} = 6$$

$$\text{Jumlah Responden} = 10$$

$$\text{Skor Tertinggi} = 5 \times 6 \times 10 = 300$$

$$\text{Skor Terendah} = 1 \times 6 \times 10 = 60$$

$$\text{Nilai Keseluruhan Responden Skor Tertinggi} (5 \times 6 \times 10) = 300$$

$$\text{Skor Terendah} (1 \times 6 \times 10) = 60$$

$$\text{Interval} = \frac{\text{Skor Tertinggi} - \text{Skor Terendah}}{\text{Banyak Kategori}} = \frac{300-60}{5} = 48$$

**Rentangan Skor Keseluruhan Responden**

Rentangan Skor	Keterangan Responden
48-96	Sangat Rendah
97-145	Rendah
146-194	Sedang
195-243	Tinggi
244-292	Sangat Tinggi

### Draft Pertanyaan Kepuasan Pelanggan

	Pernyataan	SS	S	N	TS	STS
No	Kepuasan Pelanggan	5	4	3	2	1
1.	Saya menyukai pelayanan yang ditawarkan dan diberikan oleh DNI <i>Skin Centre</i> Singaraja.					
2.	Fasilitas-fasilitas pelayanan di DNI <i>Skin Centre</i> Singaraja sudah memadai untuk konsumen.					
3.	Saya merasa puas dengan informasi yang diberikan perusahaan tentang layanan dan produk perusahaan DNI <i>Skin Centre</i> Singaraja.					
4.	Saya merasa puas dengan promo penjualan yang diberikan di DNI <i>Skin Centre</i> Singaraja.					
5.	Produk dan fasilitas pelayanan yang diberikan di DNI <i>Skin Centre</i> Singaraja sesuai dengan ekspektasi atau harapan saya sebelum membeli produk dan menggunakan fasilitas pelayanan perusahaan.					
6.	Saya tidak akan berpaling ke produk atau jasa perusahaan lain, selain di DNI <i>Skin Centre</i> Singaraja.					



**Lampiran 03. Tabulasi Data Kuisisioner**

No Res.	Butir Pertanyaan X1				Butir Pertanyaan X2						Butir Pertanyaan X3			
	Item	Item	Item	Total	Item	Item	Item	Item	Item	Total	Item	Item	Item	Total
	1	2	3		1	2	3	4	5		1	2	3	
1	4	4	4	12	4	4	4	4	5	21	4	4	4	12
2	5	5	5	15	4	5	5	5	4	23	5	4	5	14
3	3	3	4	10	3	3	3	3	3	15	3	3	3	9
4	5	5	5	15	5	4	4	4	4	21	5	4	4	13
5	4	4	4	12	3	4	4	4	5	20	4	4	5	13
6	4	5	4	13	4	5	5	4	4	22	4	4	4	12
7	4	4	4	12	5	4	4	4	4	21	4	3	4	11
8	4	4	1	9	3	3	3	3	3	15	1	2	2	5
9	1	2	2	5	2	2	2	3	1	10	3	1	1	5
10	3	3	3	9	4	4	3	3	3	17	3	3	3	9
11	5	5	4	14	4	4	5	5	5	23	5	4	5	14
12	4	5	5	14	4	5	4	5	5	23	5	4	5	14
13	4	4	4	12	4	4	4	4	4	20	4	4	4	12
14	4	4	4	12	4	4	4	4	4	20	4	4	4	12

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17	4	5	4	13	4	4	5	4	4	21	4	4	5	13
18	3	3	3	9	3	3	3	3	3	15	3	3	3	9
19	3	4	3	10	3	4	3	4	3	17	3	4	4	11
20	5	5	5	15	5	5	3	4	4	21	5	5	5	15
21	4	3	4	11	4	4	4	4	4	20	3	3	2	8
22	4	4	4	12	4	5	5	4	3	21	5	4	4	13
23	4	4	4	12	4	4	3	4	4	19	3	4	4	11
24	3	3	4	10	4	4	4	4	4	20	3	3	3	9
25	3	3	3	9	3	3	3	3	3	15	4	3	4	11
26	4	4	4	12	4	4	4	4	4	20	4	4	4	12
27	2	2	1	5	1	5	1	1	5	13	1	5	1	7
28	4	4	5	13	5	4	5	4	4	22	5	4	5	14
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30	4	3	2	9	2	2	2	4	5	15	3	3	4	10
31	4	4	4	12	4	3	4	4	4	19	4	4	5	13
32	4	5	5	14	5	4	5	5	4	23	4	5	5	14
33	4	4	4	12	4	4	3	4	4	19	4	4	3	11
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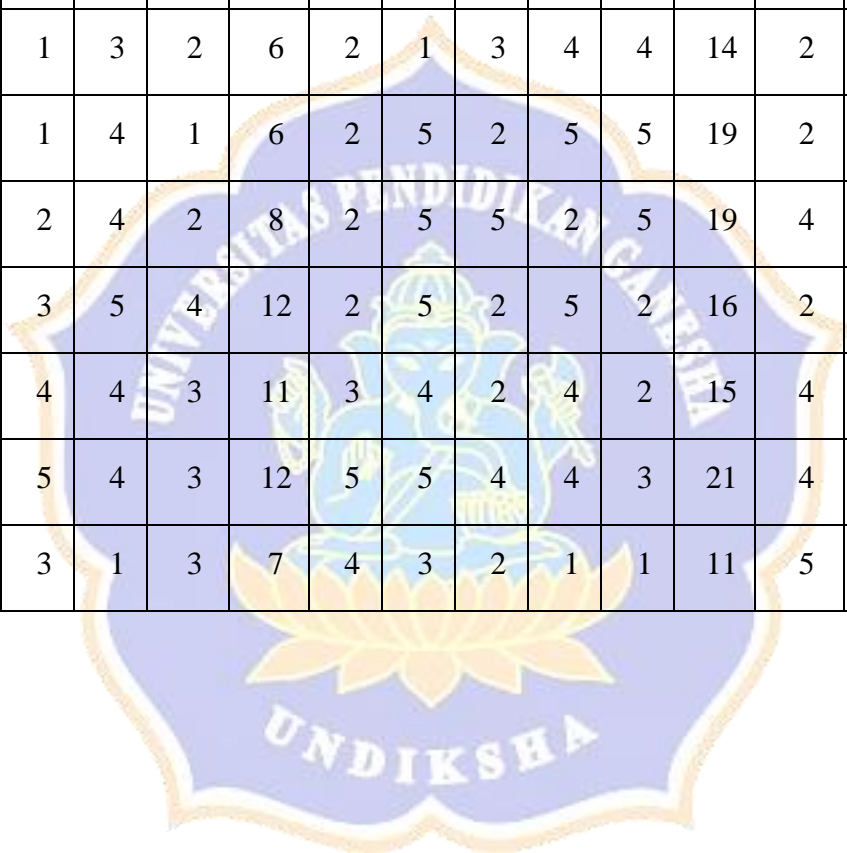


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38	2	2	3	7	1	4	2	3	2	12	2	3	2	7
39	5	4	5	14	4	5	4	4	4	21	4	4	4	12
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42	4	4	4	12	4	3	4	4	4	19	4	4	4	12
43	3	4	3	10	4	4	4	4	4	20	4	4	4	12
44	4	4	4	12	4	5	5	5	5	24	4	4	4	12
45	4	4	1	9	1	2	1	4	1	9	4	4	3	11
46	3	5	4	12	4	3	5	5	5	22	4	4	4	12
47	5	4	4	13	5	4	4	4	5	22	5	4	5	14
48	3	4	3	10	4	4	4	3	4	19	3	3	3	9
49	4	4	4	12	4	4	5	4	4	21	5	4	4	13
50	4	5	5	14	4	4	4	4	5	21	5	5	5	15
51	4	3	4	11	4	4	4	4	4	20	4	4	3	11
52	2	2	2	6	2	2	2	2	2	10	2	2	2	6
53	3	4	5	12	5	5	4	5	5	24	4	5	5	14
54	3	3	3	9	4	4	4	4	3	19	3	3	3	9
55	4	4	4	12	4	4	4	4	4	20	4	4	4	12

56	3	4	4	11	3	3	3	3	3	15	3	4	4	11
57	4	5	4	13	4	4	5	5	5	23	4	4	4	12
58	5	5	5	15	5	5	5	5	5	25	5	5	5	15
59	4	4	5	13	3	3	4	3	3	16	4	4	4	12
60	4	3	4	11	4	3	3	2	3	15	4	3	4	11
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68	3	3	3	9	4	4	3	3	3	17	3	3	3	9
69	2	2	2	6	3	2	2	2	2	11	3	3	2	8
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71	3	4	4	11	4	4	3	4	4	19	3	3	4	10
72	5	4	5	14	4	5	5	5	4	23	4	5	5	14
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74	3	3	3	9	4	4	4	3	3	18	3	3	3	9
75	4	4	4	12	4	4	4	4	4	20	4	4	4	12
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79	4	4	4	12	4	4	4	4	4	20	4	4	4	12
80	5	5	5	15	5	5	5	5	5	25	5	5	5	15
81	5	2	3	10	4	1	5	1	3	14	5	5	5	15
82	4	4	4	12	5	4	4	4	4	21	4	4	4	12
83	5	5	5	15	5	5	5	5	5	25	5	5	5	15
84	4	4	4	12	4	5	5	5	5	24	4	5	5	14
85	4	4	4	12	4	4	4	4	4	20	4	4	4	12
86	5	4	5	14	5	4	5	5	5	24	4	5	5	14
87	5	5	5	15	5	5	5	5	5	25	5	5	5	15
88	4	5	5	14	5	5	5	5	5	25	5	5	5	15
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93	4	4	4	12	4	4	4	4	4	20	4	4	4	12
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95	4	4	4	12	5	5	4	4	4	22	4	5	5	14
96	4	4	4	12	4	4	4	4	4	20	3	4	4	11
97	5	5	5	15	5	5	5	5	5	25	3	3	5	11

98	5	5	5	15	5	5	5	5	5	25	5	5	5	15
99	4	5	4	13	4	5	4	5	4	22	4	5	4	13
100	3	5	4	12	4	5	2	4	4	19	4	3	5	12
101	4	4	4	12	4	4	4	4	4	20	5	5	5	15
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103	4	4	5	13	5	4	4	4	4	21	4	4	4	12
104	1	3	2	6	2	1	3	4	4	14	2	1	1	4
105	1	4	1	6	2	5	2	5	5	19	2	5	2	9
106	2	4	2	8	2	5	5	2	5	19	4	5	5	14
107	3	5	4	12	2	5	2	5	2	16	2	5	4	11
108	4	4	3	11	3	4	2	4	2	15	4	1	1	6
109	5	4	3	12	5	5	4	4	3	21	4	3	5	12
110	3	1	3	7	4	3	2	1	1	11	5	2	1	8



**Lampiran 04. Analisis Deskriptif Responden Berdasarkan Jenis Kelamin dan Usia**

**Jenis Kelamin**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-laki	36	32.7	32.7	32.7
	Perempuan	74	67.3	67.3	100.0
	Total	110	100.0	100.0	

**Usia**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	15-21	55	50.0	50.0	50.0
	22-28	43	39.1	39.1	89.1
	29-35	5	4.5	4.5	93.6
	36-42	3	2.7	2.7	96.4
	43-49	4	3.6	3.6	100.0
	Total	110	100.0	100.0	



**Lampiran 05. Hasil Uji Validitas dan Reliabilitas Sampel Variabel Terikat  
(Kepuasan Pelanggan)**

**1. Hasil Uji Validitas Kepuasan Pelanggan (Y)**

**Correlations**

		Y.1	Y.2	Y.3	TOTAL
Y.1	Pearson Correlation	1	.476**	.648**	.819**
	Sig. (2-tailed)		.000	.000	.000
	N	110	110	110	110
Y.2	Pearson Correlation	.476**	1	.645**	.822**
	Sig. (2-tailed)	.000		.000	.000
	N	110	110	110	110
Y.3	Pearson Correlation	.648**	.645**	1	.913**
	Sig. (2-tailed)	.000	.000		.000
	N	110	110	110	110
TOTAL	Pearson Correlation	.819**	.822**	.913**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	110	110	110	110

**2. Hasil Uji Reliabilitas Kepuasan Pelanggan (Y)**

**Case Processing Summary**

		N	%
Cases	Valid	110	100.0
	Excluded <sup>a</sup>	0	.0
	Total	110	100.0

**Reliability Statistics**

Cronbach's Alpha	N of Items
.810	3

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y.1	7.86	3.532	.628	.774
Y.2	7.82	3.471	.627	.774
Y.3	7.79	2.497	.752	.644





**Lampiran 06. Hasil Uji Validitas dan Reliabilitas Sampel Variabel Bebas  
(Brand Trust dan Experiential Marketing)**

**1. Hasil Uji Validitas Brand Trust (X1)**

**Correlations**

		X1.1	X1.2	X1.3	TOTAL
X1.1	Pearson Correlation	1	.570**	.654**	.855**
	Sig. (2-tailed)		.000	.000	.000
	N	110	110	110	110
X1.2	Pearson Correlation	.570**	1	.631**	.835**
	Sig. (2-tailed)	.000		.000	.000
	N	110	110	110	110
X1.3	Pearson Correlation	.654**	.631**	1	.898**
	Sig. (2-tailed)	.000	.000		.000
	N	110	110	110	110
TOTAL	Pearson Correlation	.855**	.835**	.898**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	110	110	110	110

**2. Hasil Uji Reliabilitas Brand Trust (X1)**

**Case Processing Summary**

		N	%
Cases	Valid	110	42.3
	Excluded <sup>a</sup>	150	57.7
	Total	260	100.0

### Reliability Statistics

Cronbach's Alpha	N of Items
.826	3

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	7.84	3.019	.682	.762
X1.2	7.69	3.243	.662	.785
X1.3	7.82	2.462	.725	.725

### 3. Hasil Uji Validitas *Experiential Marketing* (X2)

#### Correlations

		X2.1	X2.2	X2.3	X2.4	X2.5	Total
X2.1	Pearson Correlation	1	.478**	.656**	.446**	.552**	.804**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	110	110	110	110	110	110
X2.2	Pearson Correlation	.478**	1	.367**	.452**	.552**	.718**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	110	110	110	110	110	110
X2.3	Pearson Correlation	.656**	.367**	1	.555**	.591**	.816**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	110	110	110	110	110	110
X2.4	Pearson Correlation	.446**	.452**	.555**	1	.533**	.756**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	110	110	110	110	110	110
X2.5	Pearson Correlation	.552**	.552**	.591**	.533**	1	.825**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	110	110	110	110	110	110
	Pearson Correlation	.804**	.718**	.816**	.756**	.825**	1

Total	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	110	110	110	110	110	110

#### 4. Hasil Uji Reliabilitas *Experiential marketing* (X2)

##### Case Processing Summary

		N	%
Cases	Valid	110	42.3
	Excluded <sup>a</sup>	150	57.7
	Total	260	100.0

##### Reliability Statistics

Cronbach's Alpha	N of Items
.844	5

##### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	15.84	9.679	.674	.805
X2.2	15.65	10.598	.564	.834
X2.3	15.80	9.446	.688	.802
X2.4	15.71	10.300	.617	.821
X2.5	15.77	9.498	.707	.796

**Lampiran 07. Hasil Output Perhitungan SPSS 20.00 For Windows**

**Uji Asumsi Klasik**

**(1) Uji Normalitas**

**Variables Entered/Removed<sup>a</sup>**

Model	Variables Entered	Variables Removed	Method
1	X2, X1 <sup>b</sup>	.	Enter

**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.838 <sup>a</sup>	.702	.697	1.405

**ANOVA<sup>a</sup>**

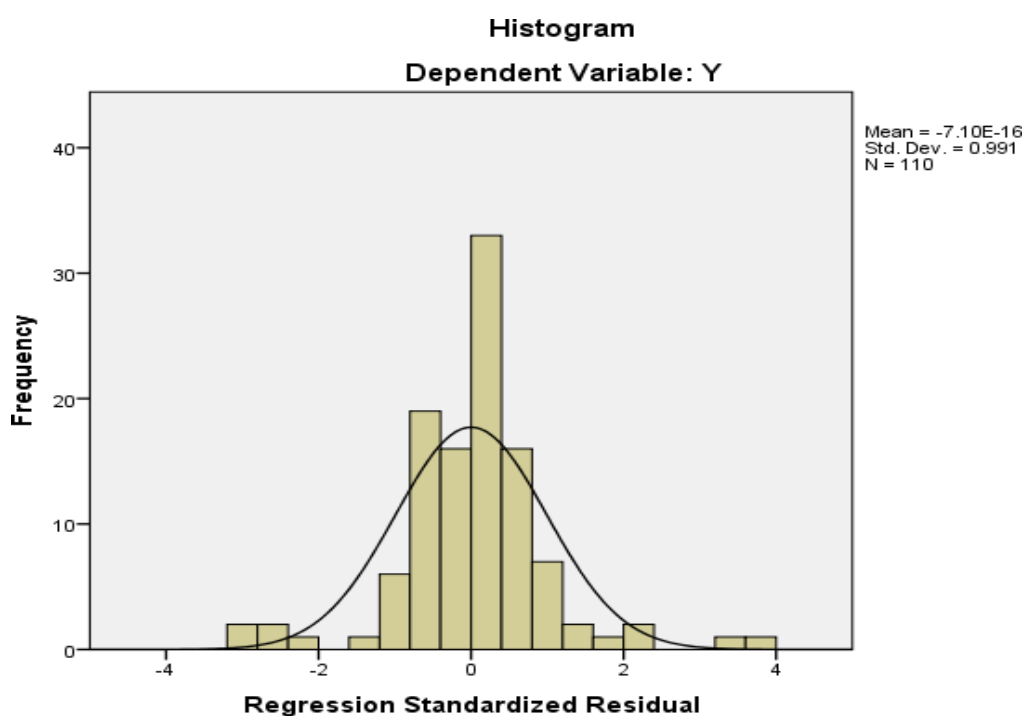
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	498.278	2	249.139	126.295	.000 <sup>b</sup>
	Residual	211.077	107	1.973		
	Total	709.355	109			

**Coefficients<sup>a</sup>**

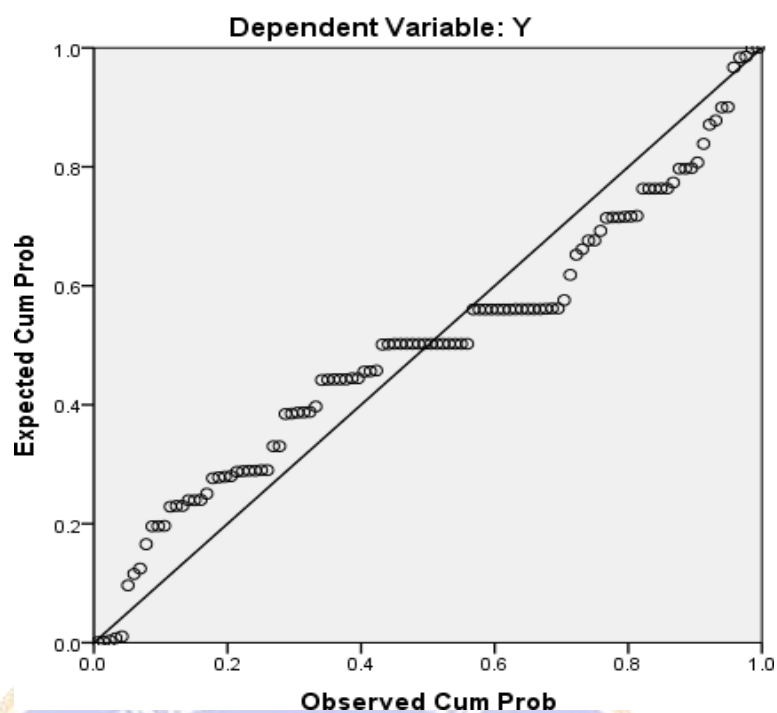
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.808	.714		1.133	.260
	X1	.581	.094	.559	6.205	.000
	X2	.210	.060	.318	3.533	.001

**Residuals Statistics<sup>a</sup>**

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	5.82	14.79	11.74	2.138	110
Std. Predicted Value	-2.768	1.427	.000	1.000	110
Residual	-4.358	5.433	.000	1.392	110
Std. Residual	-3.103	3.869	.000	.991	110



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



### Uji Kolmogorov-Smirnov

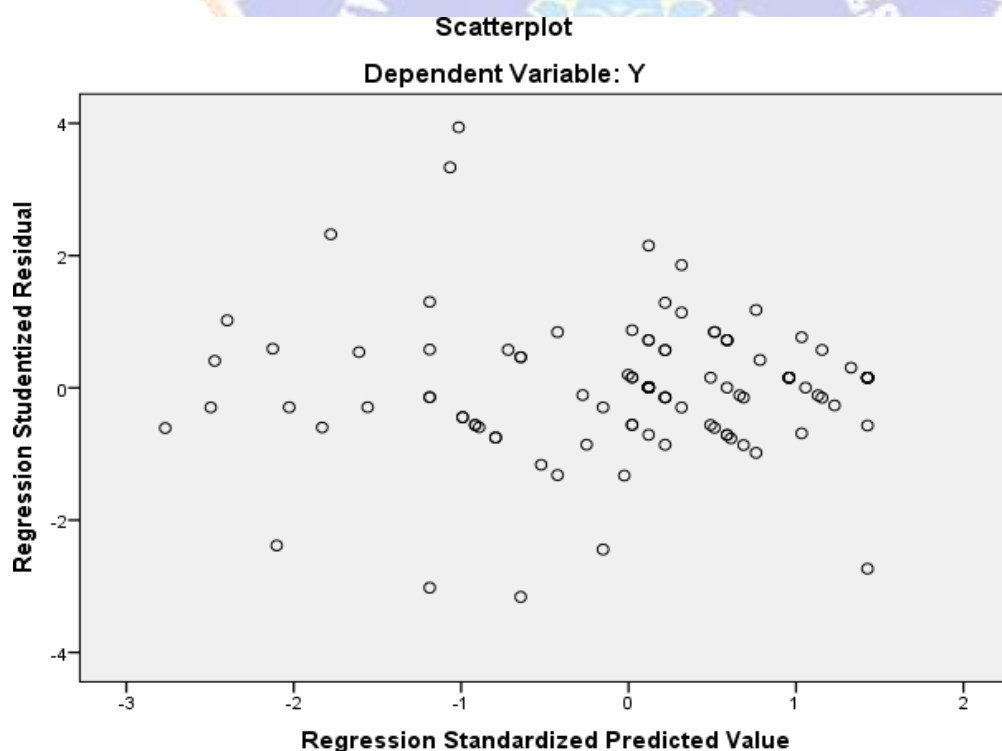
#### One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		110
Normal Parameters <sup>a,b</sup>	Mean	0E-7
	Std. Deviation	1.39157530
Most Extreme Differences	Absolute	.138
	Positive	.138
	Negative	-.118
Kolmogorov-Smirnov Z		1.442
Asymp. Sig. (2-tailed)		.031

## (1) Uji Multikolinieritas

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics	
		B	Std. Error	Beta			Zero-order	Partial	Part	Tolerance	VIF
1	(Constant)	.808	.714		1.133	.260					
	X1	.581	.094	.559	6.205	.000	.817	.514	.327	.343	2.919
	X2	.210	.060	.318	3.533	.001	.772	.323	.186	.343	2.919

## (2) Uji Heterokedastisitas



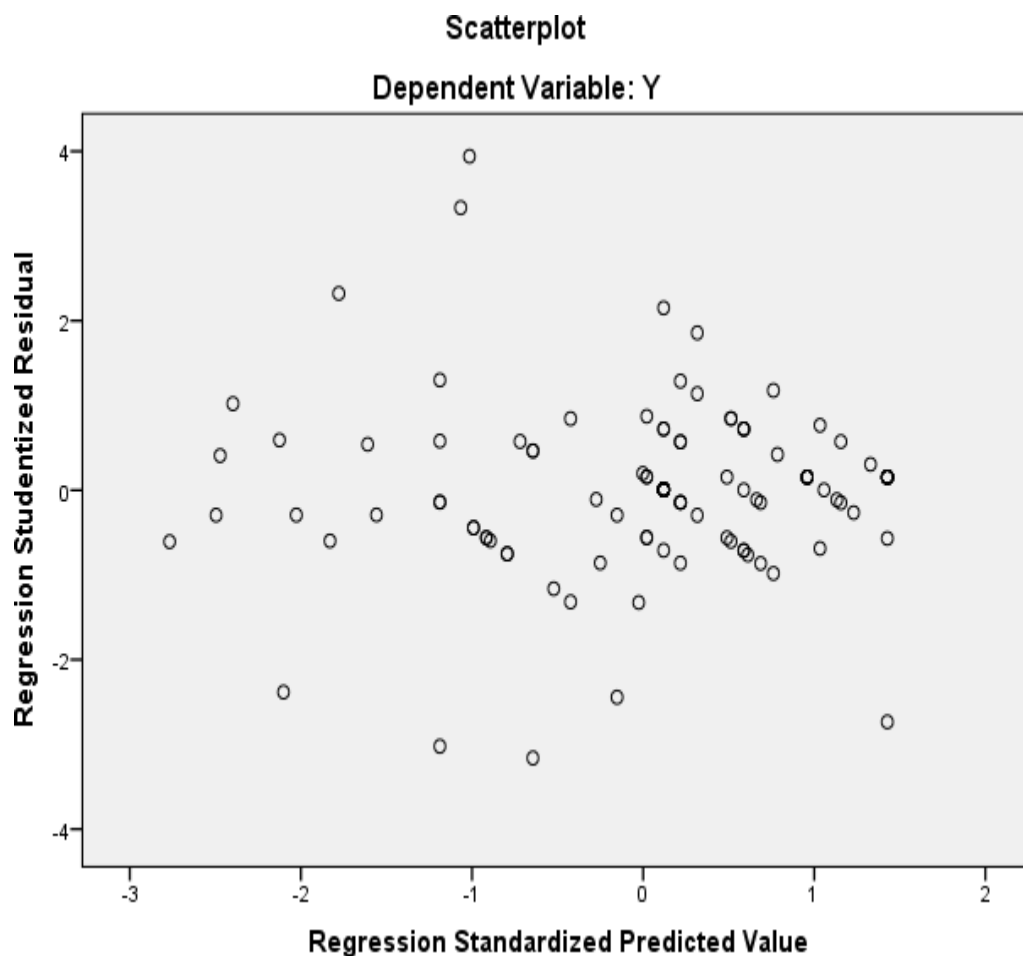


**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	.808	.714		1.133	.260
X1	.581	.094	.559	6.205	.000
X2	.210	.060	.318	3.533	.001

**Residuals Statistics<sup>a</sup>**

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	5.82	14.79	11.74	2.138	110
Std. Predicted Value	-2.768	1.427	.000	1.000	110
Standard Error of Predicted Value	.135	.604	.216	.084	110
Adjusted Predicted Value	5.89	14.90	11.74	2.146	110
Residual	-4.358	5.433	.000	1.392	110
Std. Residual	-3.103	3.869	.000	.991	110
Stud. Residual	-3.161	3.940	.000	1.010	110
Deleted Residual	-4.522	5.637	.001	1.448	110
Stud. Deleted Residual	-3.304	4.242	.001	1.041	110
Mahal. Distance	.020	19.182	1.982	2.818	110
Cook's Distance	.000	.234	.014	.041	110
Centered Leverage Value	.000	.176	.018	.026	110



**Uji Heterokedastisitas**

**GlejserCoefficients**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.347	.522		4.492	.000
	Brand Trust	-.060	.069	-.140	-.879	.382
	Experiential Marketing	-.038	.044	-.138	-.864	.390

a. Dependent Variable: Abs\_Res

**Lampiran 08. Hasil Output Perhitungan SPSS 20.00 For Windows Analisis Regresi Linier Berganda**

**Variables Entered/Removed<sup>a</sup>**

Model	Variables Entered	Variables Removed	Method
1	X2, X1 <sup>b</sup>	.	Enter

**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.838 <sup>a</sup>	.702	.697	1.405	1.933

**ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	498.278	2	249.139	126.295	.000 <sup>b</sup>
	Residual	211.077	107	1.973		
	Total	709.355	109			

**Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics	
		B	Std. Error	Beta			Zero-order	Partial	Part	Tolerance	VIF
1	(Constant)	.808	.714		1.133	.260					
	X1	.581	.094	.559	6.205	.000	.817	.514	.327	.343	2.919
	X2	.210	.060	.318	3.533	.001	.772	.323	.186	.343	2.919

**Coefficient Correlations<sup>a</sup>**

Model			X2	X1
1	Correlations	X2	1.000	-.811
		X1	-.811	1.000
	Covariances	X2	.004	-.005
		X1	-.005	.009

**Collinearity Diagnostics<sup>a</sup>**

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	X1	X2
1	1	2.969	1.000	.00	.00	.00
	2	.024	11.099	.97	.13	.06
	3	.007	20.074	.03	.87	.94

**Residuals Statistics<sup>a</sup>**

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	5.82	14.79	11.74	2.138	110
Std. Predicted Value	-2.768	1.427	.000	1.000	110
Standard Error of Predicted Value	.135	.604	.216	.084	110
Adjusted Predicted Value	5.89	14.90	11.74	2.146	110
Residual	-4.358	5.433	.000	1.392	110
Std. Residual	-3.103	3.869	.000	.991	110
Stud. Residual	-3.161	3.940	.000	1.010	110
Deleted Residual	-4.522	5.637	.001	1.448	110
Stud. Deleted Residual	-3.304	4.242	.001	1.041	110
Mahal. Distance	.020	19.182	1.982	2.818	110
Cook's Distance	.000	.234	.014	.041	110
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