

LAMPIRAN-LAMPIRAN

Lampiran 1. Kuesioner Penelitian



UNIVERSITAS PENDIDIKAN GANESHA
FAKULTAS EKONOMI JURUSAN MANAJEMEN
PRODI S1 MANAJEMEN

Kepada

Yth. Bapak/Ibu, Saudara/Hal : Pengisian Kuesioner

Dengan Hormat,

Dalam rangka menyelesaikan studi di Universitas Pendidikan Ganesha pada Program Studi S1 Manajemen, dengan ini saya mengadakan penelitian yang berjudul **“Pengaruh Nilai Pelanggan dan Kualitas Pelayanan terhadap Kepuasan Pelanggan di Panamena Coffee”**

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

Singaraja, 3 Desember 2021
Peneliti

Kadek Intan Pramesti Hartana
NIM.1817041274

Identitas Responden

(Beri tanda \surd dapat kotak jawaban)

1. Nama :
2. Alamat :
3. Usia :
1. Jenis Kelamin : Laki-laki Perempuan
2. Apakah anda pernah ke Panamena Coffee ?
IYA TIDAK

Jika anda menjawab IYA, silakan lanjutkan mengisi kuesioner, namun jika menjawab TIDAK silakan berhenti untuk mengisi kuesioner.

Petunjuk Pengisian Kuesioner

Silakan anda pilih jawaban yang menurut anda paling sesuai dengan kondisi yang adadengan memberikan tanda centang (\surd) pada pilihan jawaban yang tersedia.

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

Kualitas Pelayanan

No.	Pernyataan	SS	S	N	TS	STS
1.	Pelayanan yang saya dapatkan dari Panamena Coffe sangat baiksehingga membuat saya nyaman selama berada di tempattersebut.					
2.	Pegawai Panamena Coffee memberikan pelayanan yangterbaik dan memuaskan					
3.	Panamena Coffee memilikitempat yang nyaman serta fasilitas yang bersih.					

4	Pelayanan yang diberikan pegawai Panamena Coffee sangat ramah					
5	Pegawai Panamena Coffee memberikan pelayanan yang cepat dan tanggap sehingga saya tidak perlu menunggu lama untuk dilayani					

Nilai Pelanggan

No.	Pernyataan	SS	S	N	TS	STS
1.	Saya merasa senang saat berada di Panamena Coffee					
2.	Saya bisa berinteraksi dengan banyak teman saat berada di Panamena Coffee					
3.	Harga makanan dan minuman di Panamena Coffee sesuai dengan pelayanan dan fasilitas yang di dapatkan					
4.	Pelayanan yang diberikan oleh pegawai Panamena Coffee sangat memuaskan					

Kepuasan Pelanggan

No	Pernyataan	SS	S	N	TS	STS
1.	Saya merasa puas atas pelayanan yang diberikan oleh Panamena Coffee dan fasilitas yang disediakan.					
2.	Saya akan membeli kembali di Panamena Coffee					
3	Saya akan merekomendasikan Panamena Coffee sebagai tempat nongkrong terbaik di Singaraja,					

4	Panamena Coffee merupakan tempat yang sesuai dengan harapan saya					
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Lampiran 2. Hasil Data Ordinal Responden Sampel Kecil

No	X ₁						X ₂					Y				
	X1.1	X1.2	X1.3	X1.4	X1.5	TX1	X2.1	X2.2	X2.3	X2.4	TX2	Y.1	Y.2	Y.3	Y.4	TY
1	5	5	5	5	5	25	5	5	5	5	20	5	5	5	5	20
2	5	5	4	4	4	22	5	4	4	4	17	4	4	5	5	18
3	3	3	4	4	4	18	3	3	3	4	13	3	3	4	3	13
4	4	4	3	4	3	18	3	4	4	4	15	4	3	3	3	13
5	5	5	4	4	4	22	4	4	4	4	16	4	4	4	4	16
6	4	4	4	5	5	22	4	3	4	4	15	5	4	4	4	17
7	4	4	4	4	4	20	4	4	4	5	17	4	4	4	4	16
8	4	4	5	4	4	21	5	4	5	4	18	4	5	4	4	17
9	4	5	5	4	4	22	4	4	5	4	17	5	4	5	4	18
10	4	4	4	4	4	20	4	4	4	4	16	4	4	4	4	16
11	5	5	5	4	5	24	4	4	4	4	16	5	5	5	4	19
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14	5	5	4	3	4	21	5	5	4	4	18	5	5	4	4	18
15	5	5	5	4	5	24	5	4	4	5	18	4	4	5	4	17
16	4	5	5	5	5	24	5	5	4	5	19	5	5	4	4	18
17	5	5	5	5	5	25	5	5	4	4	18	5	5	4	4	18
18	5	5	5	5	5	25	5	5	5	4	19	5	5	5	4	19
19	3	3	3	3	3	15	3	2	3	4	12	3	3	2	3	11
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21	5	5	4	4	4	22	5	5	4	5	19	5	4	5	4	18
22	5	4	4	4	4	21	5	5	5	5	20	4	4	5	5	18

23	2	2	2	2	2	10	3	2	2	2	9	2	2	3	3	10
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25	5	5	5	4	4	23	5	4	4	5	18	5	4	4	4	17
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27	5	5	5	5	5	25	5	4	5	5	19	5	5	4	4	18
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29	4	4	4	4	5	21	4	4	4	4	16	5	4	4	4	17
30	5	5	5	5	5	25	4	5	4	5	18	4	4	4	4	16



Lampiran 3. Hasil Data Interval Responden Sampel Kecil

No	X 1						X 2					Y				
	X1.1	X1.2	X1.3	X1.4	X1.5	TX1	X2.1	X2.2	X2.3	X2.4	TX2	Y1	Y2	Y3	Y4	TY
1	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	5.837	20.337
2	4.881	4.341	3.045	3.672	3.685	19.626	4.328	3.126	3.618	3.053	14.125	2.953	3.663	5.223	5.837	17.676
3	2.722	2.281	3.045	3.672	3.685	15.406	2.281	2.308	2.777	3.053	10.419	2.149	2.819	3.892	3.172	12.032
4	3.514	3.045	2.281	3.672	2.788	15.301	2.281	3.126	3.618	3.053	12.078	2.953	2.819	2.849	3.172	11.793
5	4.881	4.341	3.045	3.672	3.685	19.626	3.079	3.126	3.618	3.053	12.877	2.953	3.663	3.892	4.456	14.964
6	3.514	3.045	3.045	5.004	5.017	19.625	3.079	2.308	3.618	3.053	12.059	4.301	3.663	3.892	4.456	16.312
7	3.514	3.045	3.045	3.672	3.685	16.962	3.079	3.126	3.618	4.438	14.262	2.953	3.663	3.892	4.456	14.964
8	3.514	3.045	4.341	3.672	3.685	18.258	4.328	3.126	4.919	3.053	15.426	2.953	4.976	3.892	4.456	16.277
9	3.514	4.341	4.341	3.672	3.685	19.554	3.079	3.126	4.919	3.053	14.177	4.301	3.663	5.223	4.456	17.642
10	3.514	3.045	3.045	3.672	3.685	16.962	3.079	3.126	3.618	3.053	12.877	2.953	3.663	3.892	4.456	14.964
11	4.881	4.341	4.341	3.672	5.017	22.254	3.079	3.126	3.618	3.053	12.877	4.301	4.976	5.223	4.456	18.956
12	4.881	3.045	3.045	5.004	2.788	18.763	4.328	3.126	3.618	3.053	14.125	2.953	3.663	5.223	4.456	16.295
13	4.881	4.341	3.045	5.004	3.685	20.957	4.328	3.126	4.919	4.438	16.811	4.301	4.976	3.892	5.837	19.006
14	4.881	4.341	3.045	2.788	3.685	18.742	4.328	4.410	3.618	3.053	15.409	4.301	4.976	3.892	4.456	17.625
15	4.881	4.341	4.341	3.672	5.017	22.254	4.328	3.126	3.618	4.438	15.510	2.953	3.663	5.223	4.456	16.295
16	3.514	4.341	4.341	5.004	5.017	22.217	4.328	4.410	3.618	4.438	16.794	4.301	4.976	3.892	4.456	17.625
17	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	3.618	3.053	15.409	4.301	4.976	3.892	4.456	17.625
18	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	3.053	16.710	4.301	4.976	5.223	4.456	18.956
19	2.722	2.281	2.281	2.788	2.788	12.861	2.281	1.673	2.777	3.053	9.783	2.149	2.819	2.000	3.172	10.140
20	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	4.456	18.956
21	4.881	4.341	3.045	3.672	3.685	19.626	4.328	4.410	3.618	4.438	16.794	4.301	3.663	5.223	4.456	17.642

22	4.881	3.045	3.045	3.672	3.685	18.329	4.328	4.410	4.919	4.438	18.095	2.953	3.663	5.223	5.837	17.676
23	2.000	1.673	1.673	2.000	2.000	9.346	2.281	1.673	2.000	1.589	7.543	1.589	2.000	2.849	3.172	9.610
24	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	4.456	18.956
25	4.881	4.341	4.341	3.672	3.685	20.922	4.328	3.126	3.618	4.438	15.510	4.301	3.663	3.892	4.456	16.312
26	4.881	3.045	3.045	3.672	5.017	19.661	4.328	4.410	4.919	4.438	18.095	4.301	3.663	3.892	4.456	16.312
27	4.881	4.341	4.341	5.004	5.017	23.585	4.328	3.126	4.919	4.438	16.811	4.301	4.976	3.892	4.456	17.625
28	3.514	3.045	4.341	3.672	5.017	19.590	4.328	4.410	4.919	4.438	18.095	2.953	3.663	3.892	5.837	16.345
29	3.514	3.045	3.045	3.672	5.017	18.294	3.079	3.126	3.618	3.053	12.877	4.301	3.663	3.892	4.456	16.312
30	4.881	4.341	4.341	5.004	5.017	23.585	3.079	4.410	3.618	4.438	15.546	2.953	3.663	3.892	4.456	14.964



Lampiran 4. Hasil Data Ordinal Responden Sampel Besar

No	X 1						X 2					Y				
	X1.1	X1.2	X1.3	X1.4	X1.5	TX1	X2.1	X2.2	X2.3	X2.4	TX2	Y.1	Y.2	Y.3	Y.4	TY
1	5	5	5	5	5	25	5	5	5	5	20	5	5	5	5	20
2	5	5	4	4	4	22	5	4	4	4	17	4	4	5	5	18
3	3	3	4	4	4	18	3	3	3	4	13	3	3	4	3	13
4	4	4	3	4	3	18	3	4	4	4	15	4	3	3	3	13
5	5	5	4	4	4	22	4	4	4	4	16	4	4	4	4	16
6	4	4	4	5	5	22	4	3	4	4	15	5	4	4	4	17
7	4	4	4	4	4	20	4	4	4	5	17	4	4	4	4	16
8	4	4	5	4	4	21	5	4	5	4	18	4	5	4	4	17
9	4	5	5	4	4	22	4	4	5	4	17	5	4	5	4	18
10	4	4	4	4	4	20	4	4	4	4	16	4	4	4	4	16
11	5	5	5	4	5	24	4	4	4	4	16	5	5	5	4	19
12	5	4	4	5	3	21	5	4	4	4	17	4	4	5	4	17
13	5	5	4	5	4	23	5	4	5	5	19	5	5	4	5	19
14	5	5	4	3	4	21	5	5	4	4	18	5	5	4	4	18
15	5	5	5	4	5	24	5	4	4	5	18	4	4	5	4	17
16	4	5	5	5	5	24	5	5	4	5	19	5	5	4	4	18
17	5	5	5	5	5	25	5	5	4	4	18	5	5	4	4	18
18	5	5	5	5	5	25	5	5	5	4	19	5	5	5	4	19
19	3	3	3	3	3	15	3	2	3	4	12	3	3	2	3	11
20	5	5	5	5	5	25	5	5	5	5	20	5	5	5	4	19
21	5	5	4	4	4	22	5	5	4	5	19	5	4	5	4	18

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26	5	4	4	4	5	22	5	5	5	5	20	5	4	4	4	17
27	5	5	5	5	5	25	5	4	5	5	19	5	5	4	4	18
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46	5	5	4	5	5	24	5	5	5	4	19	5	5	4	4	18

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48	5	5	5	5	5	25	5	5	5	4	19	5	5	5	4	19
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52	5	5	4	5	4	23	4	4	5	5	18	5	5	4	5	19
53	5	4	4	4	4	21	5	5	5	5	20	5	4	4	5	18
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60	5	4	3	4	5	21	5	5	4	5	19	5	5	4	4	18
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63	3	3	5	4	4	19	5	5	5	4	19	5	5	4	4	18
64	3	3	3	3	3	15	3	3	3	3	12	3	3	3	3	12
65	4	3	3	4	4	18	3	4	3	4	14	4	4	4	3	15
66	5	5	5	5	5	25	5	5	5	5	20	5	5	5	5	20
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68	5	5	5	5	5	25	5	5	5	5	20	5	5	5	4	19
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70	4	4	5	5	5	23	4	4	5	5	18	4	4	5	4	17
71	5	4	5	5	5	24	5	3	4	4	16	5	5	5	5	20

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73	5	5	5	5	5	25	5	4	5	5	19	5	5	5	5	20
74	5	5	5	5	5	25	5	5	5	5	20	5	5	5	5	20
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78	5	5	4	5	4	23	4	5	5	5	19	5	5	5	4	19
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85	4	4	4	4	4	20	4	4	4	4	16	4	4	3	3	14
86	5	4	4	4	4	21	4	4	4	4	16	4	3	4	4	15
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101	5	5	5	5	5	25	5	5	5	5	20	5	5	5	5	20
102	5	5	5	5	5	25	5	5	5	5	20	5	5	5	4	19
103	4	4	4	4	4	20	3	4	4	4	15	4	4	4	4	16
104	4	5	5	5	5	24	5	5	4	4	18	5	5	4	4	18
105	5	5	5	5	5	25	5	5	5	5	20	5	5	5	4	19
106	5	5	5	5	5	25	5	5	5	5	20	5	5	4	5	19
107	4	4	4	4	4	20	4	4	4	4	16	4	4	4	4	16
108	2	2	2	2	2	10	2	2	2	2	8	2	2	2	2	8
109	3	3	4	3	3	16	3	3	3	3	12	3	3	3	4	13
110	4	4	4	5	5	22	4	3	3	4	14	4	4	4	4	16



Lampiran 5. Hasil Data Interval Pertanyaan Responden Sampel Besar

No	X 1						X 2					Y				
	X1.1	X1.2	X1.3	X1.4	X1.5	TX1	X2.1	X2.2	X2.3	X2.4	TX2	Y1	Y2	Y3	Y4	TY
1	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	5.837	20.337
2	4.881	4.341	3.045	3.672	3.685	19.626	4.328	3.126	3.618	3.053	14.125	2.953	3.663	5.223	5.837	17.676
3	2.722	2.281	3.045	3.672	3.685	15.406	2.281	2.308	2.777	3.053	10.419	2.149	2.819	3.892	3.172	12.032
4	3.514	3.045	2.281	3.672	2.788	15.301	2.281	3.126	3.618	3.053	12.078	2.953	2.819	2.849	3.172	11.793
5	4.881	4.341	3.045	3.672	3.685	19.626	3.079	3.126	3.618	3.053	12.877	2.953	3.663	3.892	4.456	14.964
6	3.514	3.045	3.045	5.004	5.017	19.625	3.079	2.308	3.618	3.053	12.059	4.301	3.663	3.892	4.456	16.312
7	3.514	3.045	3.045	3.672	3.685	16.962	3.079	3.126	3.618	4.438	14.262	2.953	3.663	3.892	4.456	14.964
8	3.514	3.045	4.341	3.672	3.685	18.258	4.328	3.126	4.919	3.053	15.426	2.953	4.976	3.892	4.456	16.277
9	3.514	4.341	4.341	3.672	3.685	19.554	3.079	3.126	4.919	3.053	14.177	4.301	3.663	5.223	4.456	17.642
10	3.514	3.045	3.045	3.672	3.685	16.962	3.079	3.126	3.618	3.053	12.877	2.953	3.663	3.892	4.456	14.964
11	4.881	4.341	4.341	3.672	5.017	22.254	3.079	3.126	3.618	3.053	12.877	4.301	4.976	5.223	4.456	18.956
12	4.881	3.045	3.045	5.004	2.788	18.763	4.328	3.126	3.618	3.053	14.125	2.953	3.663	5.223	4.456	16.295
13	4.881	4.341	3.045	5.004	3.685	20.957	4.328	3.126	4.919	4.438	16.811	4.301	4.976	3.892	5.837	19.006
14	4.881	4.341	3.045	2.788	3.685	18.742	4.328	4.410	3.618	3.053	15.409	4.301	4.976	3.892	4.456	17.625
15	4.881	4.341	4.341	3.672	5.017	22.254	4.328	3.126	3.618	4.438	15.510	2.953	3.663	5.223	4.456	16.295
16	3.514	4.341	4.341	5.004	5.017	22.217	4.328	4.410	3.618	4.438	16.794	4.301	4.976	3.892	4.456	17.625
17	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	3.618	3.053	15.409	4.301	4.976	3.892	4.456	17.625
18	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	3.053	16.710	4.301	4.976	5.223	4.456	18.956
19	2.722	2.281	2.281	2.788	2.788	12.861	2.281	1.673	2.777	3.053	9.783	2.149	2.819	2.000	3.172	10.140
20	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	4.456	18.956

21	4.881	4.341	3.045	3.672	3.685	19.626	4.328	4.410	3.618	4.438	16.794	4.301	3.663	5.223	4.456	17.642
22	4.881	3.045	3.045	3.672	3.685	18.329	4.328	4.410	4.919	4.438	18.095	2.953	3.663	5.223	5.837	17.676
23	2.000	1.673	1.673	2.000	2.000	9.346	2.281	1.673	2.000	1.589	7.543	1.589	2.000	2.849	3.172	9.610
24	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	4.456	18.956
25	4.881	4.341	4.341	3.672	3.685	20.922	4.328	3.126	3.618	4.438	15.510	4.301	3.663	3.892	4.456	16.312
26	4.881	3.045	3.045	3.672	5.017	19.661	4.328	4.410	4.919	4.438	18.095	4.301	3.663	3.892	4.456	16.312
27	4.881	4.341	4.341	5.004	5.017	23.585	4.328	3.126	4.919	4.438	16.811	4.301	4.976	3.892	4.456	17.625
28	3.514	3.045	4.341	3.672	5.017	19.590	4.328	4.410	4.919	4.438	18.095	2.953	3.663	3.892	5.837	16.345
29	3.514	3.045	3.045	3.672	5.017	18.294	3.079	3.126	3.618	3.053	12.877	4.301	3.663	3.892	4.456	16.312
30	4.881	4.341	4.341	5.004	5.017	23.585	3.079	4.410	3.618	4.438	15.546	2.953	3.663	3.892	4.456	14.964
31	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	5.837	20.337
32	2.722	2.281	1.673	2.788	2.788	12.253	2.281	2.308	2.000	2.078	8.667	2.149	3.663	2.849	3.172	11.832
33	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	5.837	20.337
34	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	5.837	20.337
35	3.514	3.045	2.281	3.672	3.685	16.198	2.281	3.126	2.777	3.053	11.236	2.953	2.819	2.849	3.172	11.793
36	3.514	3.045	2.281	3.672	3.685	16.198	2.281	3.126	3.618	3.053	12.078	2.149	3.663	2.849	3.172	11.832
37	3.514	3.045	4.341	5.004	5.017	20.921	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	4.456	18.956
38	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	3.053	16.710	4.301	4.976	3.892	5.837	19.006
39	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	5.837	20.337
40	3.514	3.045	3.045	3.672	3.685	16.962	3.079	3.126	3.618	3.053	12.877	2.953	4.976	5.223	4.456	17.608
41	3.514	3.045	4.341	5.004	5.017	20.921	4.328	3.126	4.919	4.438	16.811	4.301	3.663	5.223	5.837	19.023
42	4.881	4.341	4.341	5.004	5.017	23.585	4.328	3.126	3.618	4.438	15.510	4.301	4.976	5.223	5.837	20.337
43	4.881	4.341	4.341	3.672	5.017	22.254	4.328	4.410	3.618	3.053	15.409	4.301	4.976	3.892	4.456	17.625
44	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	4.456	18.956
45	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	3.892	4.456	17.625
46	4.881	4.341	3.045	5.004	5.017	22.289	4.328	4.410	4.919	3.053	16.710	4.301	4.976	3.892	4.456	17.625

47	3.514	2.281	2.281	2.788	2.788	13.653	2.281	2.308	2.777	2.078	9.443	2.953	2.819	3.892	3.172	12.837
48	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	3.053	16.710	4.301	4.976	5.223	4.456	18.956
49	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	5.837	20.337
50	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	4.456	18.956
51	4.881	4.341	3.045	3.672	3.685	19.626	4.328	4.410	3.618	3.053	15.409	2.953	4.976	3.892	4.456	16.277
52	4.881	4.341	3.045	5.004	3.685	20.957	3.079	3.126	4.919	4.438	15.562	4.301	4.976	3.892	5.837	19.006
53	4.881	3.045	3.045	3.672	3.685	18.329	4.328	4.410	4.919	4.438	18.095	4.301	3.663	3.892	5.837	17.693
54	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	5.837	20.337
55	4.881	4.341	4.341	5.004	5.017	23.585	3.079	4.410	4.919	4.438	16.846	4.301	4.976	3.892	4.456	17.625
56	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	5.837	20.337
57	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	3.892	4.456	17.625
58	3.514	2.281	2.281	2.788	2.788	13.653	2.281	2.308	2.777	2.078	9.443	2.149	3.663	2.849	3.172	11.832
59	3.514	4.341	4.341	3.672	5.017	20.886	4.328	4.410	4.919	4.438	18.095	2.953	3.663	3.892	4.456	14.964
60	4.881	3.045	2.281	3.672	5.017	18.898	4.328	4.410	3.618	4.438	16.794	4.301	4.976	3.892	4.456	17.625
61	4.881	4.341	3.045	5.004	3.685	20.957	4.328	3.126	4.919	4.438	16.811	2.953	3.663	3.892	5.837	16.345
62	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	5.837	20.337
63	2.722	2.281	4.341	3.672	3.685	16.702	4.328	4.410	4.919	3.053	16.710	4.301	4.976	3.892	4.456	17.625
64	2.722	2.281	2.281	2.788	2.788	12.861	2.281	2.308	2.777	2.078	9.443	2.149	2.819	2.849	3.172	10.989
65	3.514	2.281	2.281	3.672	3.685	15.434	2.281	3.126	2.777	3.053	11.236	2.953	3.663	3.892	3.172	13.680
66	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	5.837	20.337
67	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	3.892	4.456	17.625
68	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	4.456	18.956
69	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	3.892	5.837	19.006
70	3.514	3.045	4.341	5.004	5.017	20.921	3.079	3.126	4.919	4.438	15.562	2.953	3.663	5.223	4.456	16.295
71	4.881	3.045	4.341	5.004	5.017	22.289	4.328	2.308	3.618	3.053	13.307	4.301	4.976	5.223	5.837	20.337
72	3.514	3.045	3.045	3.672	3.685	16.962	3.079	3.126	3.618	3.053	12.877	4.301	3.663	3.892	4.456	16.312

73	4.881	4.341	4.341	5.004	5.017	23.585	4.328	3.126	4.919	4.438	16.811	4.301	4.976	5.223	5.837	20.337
74	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	5.837	20.337
75	4.881	4.341	4.341	5.004	3.685	22.253	4.328	4.410	4.919	3.053	16.710	4.301	4.976	5.223	4.456	18.956
76	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	5.837	20.337
77	4.881	3.045	4.341	3.672	5.017	20.957	4.328	4.410	3.618	4.438	16.794	2.953	4.976	3.892	3.172	14.993
78	4.881	4.341	3.045	5.004	3.685	20.957	3.079	4.410	4.919	4.438	16.846	4.301	4.976	5.223	4.456	18.956
79	4.881	4.341	4.341	5.004	5.017	23.585	3.079	4.410	4.919	4.438	16.846	4.301	4.976	3.892	4.456	17.625
80	4.881	4.341	4.341	5.004	3.685	22.253	4.328	4.410	4.919	3.053	16.710	4.301	4.976	5.223	4.456	18.956
81	3.514	3.045	4.341	5.004	3.685	19.589	3.079	2.308	3.618	3.053	12.059	2.953	2.819	2.849	4.456	13.077
82	3.514	3.045	3.045	3.672	3.685	16.962	3.079	3.126	3.618	3.053	12.877	2.953	3.663	3.892	4.456	14.964
83	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	5.837	20.337
84	2.722	2.281	2.281	2.788	2.788	12.861	2.281	2.308	2.777	2.078	9.443	2.149	2.819	2.849	3.172	10.989
85	3.514	3.045	3.045	3.672	3.685	16.962	3.079	3.126	3.618	3.053	12.877	2.953	3.663	2.849	3.172	12.637
86	4.881	3.045	3.045	3.672	3.685	18.329	3.079	3.126	3.618	3.053	12.877	2.953	2.819	3.892	4.456	14.121
87	3.514	3.045	3.045	3.672	3.685	16.962	3.079	3.126	3.618	3.053	12.877	2.953	4.976	3.892	4.456	16.277
88	4.881	4.341	4.341	5.004	5.017	23.585	3.079	4.410	4.919	4.438	16.846	4.301	3.663	5.223	5.837	19.023
89	4.881	4.341	4.341	5.004	5.017	23.585	3.079	4.410	4.919	4.438	16.846	4.301	4.976	5.223	5.837	20.337
90	3.514	3.045	3.045	3.672	3.685	16.962	3.079	3.126	3.618	3.053	12.877	2.953	3.663	3.892	5.837	16.345
91	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	3.053	16.710	4.301	4.976	5.223	4.456	18.956
92	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	5.837	20.337
93	4.881	4.341	4.341	3.672	3.685	20.922	4.328	4.410	3.618	3.053	15.409	4.301	4.976	3.892	4.456	17.625
94	4.881	4.341	4.341	5.004	3.685	22.253	4.328	3.126	4.919	4.438	16.811	4.301	4.976	3.892	4.456	17.625
95	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	5.837	20.337
96	4.881	4.341	4.341	5.004	3.685	22.253	3.079	4.410	4.919	3.053	15.461	4.301	4.976	3.892	4.456	17.625
97	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	5.837	20.337
98	4.881	4.341	4.341	5.004	3.685	22.253	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	4.456	18.956

99	2.000	1.000	1.000	2.000	2.000	8.000	1.000	1.000	2.000	1.000	5.000	1.000	2.000	2.000	4.456	9.456
100	4.881	1.673	4.341	2.788	5.017	18.701	2.281	3.126	3.618	4.438	13.463	2.953	3.663	3.892	4.456	14.964
101	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	5.837	20.337
102	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	4.456	18.956
103	3.514	3.045	3.045	3.672	3.685	16.962	2.281	3.126	3.618	3.053	12.078	2.953	3.663	3.892	4.456	14.964
104	3.514	4.341	4.341	5.004	5.017	22.217	4.328	4.410	3.618	3.053	15.409	4.301	4.976	3.892	4.456	17.625
105	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	5.223	4.456	18.956
106	4.881	4.341	4.341	5.004	5.017	23.585	4.328	4.410	4.919	4.438	18.095	4.301	4.976	3.892	5.837	19.006
107	3.514	3.045	3.045	3.672	3.685	16.962	3.079	3.126	3.618	3.053	12.877	2.953	3.663	3.892	4.456	14.964
108	2.000	1.673	1.673	2.000	2.000	9.346	1.483	1.673	2.000	1.589	6.745	1.589	2.000	2.000	2.000	7.589
109	2.722	2.281	3.045	2.788	2.788	13.625	2.281	2.308	2.777	2.078	9.443	2.149	2.819	2.849	4.456	12.273
110	3.514	3.045	3.045	5.004	5.017	19.625	3.079	2.308	2.777	3.053	11.217	2.953	3.663	3.892	4.456	14.964



Lampiran 6. Hasil Output SPSS

Uji Deskripsi Sampel Kecil

Uji Reabilitas (X1)

Reliability Statistics

Cronbach's Alpha	N of Items
.910	5

Item Statistics

	Mean	Std. Deviation	N
X1.1	4.4667	.77608	30
X1.2	4.4333	.77385	30
X1.3	4.3333	.75810	30
X1.4	4.2333	.72793	30
X1.5	4.3000	.79438	30

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	17.3000	7.114	.746	.896
X1.2	17.3333	6.851	.829	.878
X1.3	17.4333	6.944	.823	.880
X1.4	17.5333	7.430	.717	.901
X1.5	17.4667	7.016	.751	.895

Uji Reabilitas (X2)

Reliability Statistics

Cronbach's Alpha	N of Items
.888	4

Item Statistics

	Mean	Std. Deviation	N
X2.1	4.4667	.73030	30
X2.2	4.2000	.84690	30
X2.3	4.2333	.72793	30
X2.4	4.4000	.67466	30

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	12.8333	3.937	.769	.851
X2.2	13.1000	3.472	.795	.844
X2.3	13.0667	3.926	.778	.848
X2.4	12.9000	4.300	.695	.879

Uji Reabilitas (Y)**Reliability Statistics**

Cronbach's Alpha	N of Items
.839	4

Item Statistics

	Mean	Std. Deviation	N
Y1	4.4000	.77013	30
Y2	4.2000	.76112	30
Y3	4.2333	.72793	30
Y4	4.0333	.55605	30

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1	12.4667	2.947	.715	.778
Y2	12.6667	2.851	.778	.746
Y3	12.6333	3.275	.617	.821
Y4	12.8333	3.799	.610	.828

Uji Validitas (X1)

Correlations

	X1.1	X1.2	X1.3	X1.4	X1.5	X1
X1.1 Pearson Correlation	1	.857**	.606**	.594**	.548**	.842**
X1.1 Sig. (2-tailed)		.000	.000	.001	.002	.000
X1.1 N	30	30	30	30	30	30
X1.2 Pearson Correlation	.857**	1	.745**	.610**	.623**	.895**
X1.2 Sig. (2-tailed)	.000		.000	.000	.000	.000
X1.2 N	30	30	30	30	30	30
X1.3 Pearson Correlation	.606**	.745**	1	.667**	.802**	.890**
X1.3 Sig. (2-tailed)	.000	.000		.000	.000	.000
X1.3 N	30	30	30	30	30	30
X1.4 Pearson Correlation	.594**	.610**	.667**	1	.650**	.816**
X1.4 Sig. (2-tailed)	.001	.000	.000		.000	.000
X1.4 N	30	30	30	30	30	30
X1.5 Pearson Correlation	.548**	.623**	.802**	.650**	1	.846**
X1.5 Sig. (2-tailed)	.002	.000	.000	.000		.000
X1.5 N	30	30	30	30	30	30
X1 Pearson Correlation	.842**	.895**	.890**	.816**	.846**	1
X1 Sig. (2-tailed)	.000	.000	.000	.000	.000	
X1 N	30	30	30	30	30	30

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

Uji Validitas (X2)

Correlations

	X2.1	X2.2	X2.3	X2.4	X2
X2.1 Pearson Correlation	1	.736**	.696**	.588**	.872**
X2.1 Sig. (2-tailed)		.000	.000	.001	.000
X2.1 N	30	30	30	30	30
X2.2 Pearson Correlation	.736**	1	.705**	.640**	.900**
X2.2 Sig. (2-tailed)	.000		.000	.000	.000
X2.2 N	30	30	30	30	30
X2.3 Pearson Correlation	.696**	.705**	1	.646**	.877**
X2.3 Sig. (2-tailed)	.000	.000		.000	.000
X2.3 N	30	30	30	30	30
X2.4 Pearson Correlation	.588**	.640**	.646**	1	.817**
X2.4 Sig. (2-tailed)	.001	.000	.000		.000
X2.4 N	30	30	30	30	30
X2 Pearson Correlation	.872**	.900**	.877**	.817**	1
X2 Sig. (2-tailed)	.000	.000	.000	.000	
X2 N	30	30	30	30	30

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

Uji Validitas (Y)

Correlations

		Y1	Y2	Y3	Y4	Y
Y1	Pearson Correlation	1	.800**	.504**	.451*	.857**
	Sig. (2-tailed)		.000	.004	.012	.000
	N	30	30	30	30	30
Y2	Pearson Correlation	.800**	1	.535**	.554**	.890**
	Sig. (2-tailed)	.000		.002	.001	.000
	N	30	30	30	30	30
Y3	Pearson Correlation	.504**	.535**	1	.576**	.791**
	Sig. (2-tailed)	.004	.002		.001	.000
	N	30	30	30	30	30
Y4	Pearson Correlation	.451*	.554**	.576**	1	.749**
	Sig. (2-tailed)	.012	.001	.001		.000
	N	30	30	30	30	30
Y	Pearson Correlation	.857**	.890**	.791**	.749**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	30	30	30	30	30

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

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

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Uji Reabilitas (X1)

Reliability Statistics

Cronbach's Alpha	N of Items
.939	5

Item Statistics

	Mean	Std. Deviation	N
X1.1	4.5273	.73832	110
X1.2	4.4273	.84004	110
X1.3	4.4273	.84004	110
X1.4	4.4273	.75976	110
X1.5	4.4182	.75882	110

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	17.7000	8.450	.814	.929
X1.2	17.8000	7.776	.855	.921
X1.3	17.8000	7.831	.841	.924
X1.4	17.8000	8.198	.854	.921
X1.5	17.8091	8.321	.821	.927

Uji Reabilitas (X2)**Reliability Statistics**

Cronbach's Alpha	N of Items
.930	4

Item Statistics

	Mean	Std. Deviation	N
X2.1	4.4273	.82905	110
X2.2	4.3727	.84440	110
X2.3	4.3818	.80117	110
X2.4	4.4182	.75882	110

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	13.1727	4.933	.821	.913
X2.2	13.2273	4.801	.846	.905
X2.3	13.2182	4.924	.866	.898
X2.4	13.1818	5.251	.811	.917

Uji Reabilitas (Y)

Reliability Statistics

Cronbach's Alpha	N of Items
.887	4

Item Statistics

	Mean	Std. Deviation	N
Y1	4.4909	.78688	110
Y2	4.4364	.77255	110
Y3	4.2727	.75309	110
Y4	4.1636	.67085	110

Item-Total Statistic

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1	12.8727	3.598	.823	.827
Y2	12.9273	3.738	.783	.843
Y3	13.0909	3.827	.774	.847
Y4	13.2000	4.418	.640	.895

Uji Validitas (X1)

Correlations

	X1.1	X1.2	X1.3	X1.4	X1.5	X1	
X1.1	Pearson Correlation	1	.832**	.698**	.723**	.700**	.878**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	110	110	110	110	110	110
X1.2	Pearson Correlation	.832**	1	.753**	.804**	.696**	.913**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	110	110	110	110	110	110
X1.3	Pearson Correlation	.698**	.753**	1	.775**	.811**	.903**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	110	110	110	110	110	110
X1.4	Pearson Correlation	.723**	.804**	.775**	1	.769**	.907**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	110	110	110	110	110	110
X1.5	Pearson Correlation	.700**	.696**	.811**	.769**	1	.885**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	110	110	110	110	110	110
X1	Pearson Correlation	.878**	.913**	.903**	.907**	.885**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	110	110	110	110	110	110

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

Uji Validitas (X2)

Correlations

	X2.1	X2.2	X2.3	X2.4	X2	
X2.1	Pearson Correlation	1	.780**	.774**	.720**	.902**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	110	110	110	110	110
X2.2	Pearson Correlation	.780**	1	.805**	.742**	.918**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	110	110	110	110	110
X2.3	Pearson Correlation	.774**	.805**	1	.791**	.926**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	110	110	110	110	110
X2.4	Pearson Correlation	.720**	.742**	.791**	1	.890**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	110	110	110	110	110
X2	Pearson Correlation	.902**	.918**	.926**	.890**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	110	110	110	110	110

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

Uji Validitas (Y)

Correlations

		Y1	Y2	Y3	Y4	Y
Y1	Pearson Correlation	1	.822**	.716**	.576**	.909**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	110	110	110	110	110
Y2	Pearson Correlation	.822**	1	.677**	.534**	.885**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	110	110	110	110	110
Y3	Pearson Correlation	.716**	.677**	1	.637**	.878**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	110	110	110	110	110
Y4	Pearson Correlation	.576**	.534**	.637**	1	.781**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	110	110	110	110	110
Y	Pearson Correlation	.909**	.885**	.878**	.781**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	110	110	110	110	110

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

Uji Determinasi R

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.907 ^a	.822	.819	1.260534	.822	247.532	2	107	.000

a. Predictors: (Constant), X2, X1

b. Dependent Variable: Y

Uji F

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	786.629	2	393.314	247.532	.000 ^b
	Residual	170.017	107	1.589		
	Total	956.646	109			

a. Dependent Variable: Y

b. Predictors: (Constant), X2, X1

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Coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics	
	B	Std. Error	Beta			Zero-order	Partial	Part	Tolerance	VIF
(Constant)	2.499	.668		3.740	.000					
1 X1	.446	.071	.563	6.320	.000	.891	.521	.258	.209	4.781
X2	.356	.086	.369	4.137	.000	.869	.371	.169	.209	4.781

a. Dependent Variable: Y

