

Lampiran 01. Kuesioner Awal

Ketentuan Skor Tertinggi, Skor Terendah dan Interval Rentangan Skor Kuesioner Awal dan Kuesioner Secara Total Variabel Kualitas Pelayanan, Harga, Kepuasan Pelanggan.

1. Ketentuan Skor Tertinggi, Skor Terendah dan Interval**Rentangan Skor Kuesioner awal Kepuasan Pelanggan**

Ketentuan Skor Tertinggi, Skor Terendah dan Interval

Rentangan Skor Kuesioner Awal:

Apabila jawaban (SS) diberikan skor 5

Apabila jawaban (S) diberikan skor 4

Apabila jawaban (R) diberikan skor 3

Apabila jawaban (TS) diberikan skor 2

Apabila jawaban (STS) diberikan skor 1

- Skor Tertinggi = nilai tertinggi x jumlah pertanyaan x jumlah responden
- Skor Terendah = nilai terendah x jumlah pertanyaan x jumlah responden

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

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

$$\text{Jumlah Pertanyaan} = 4$$

$$\text{Jumlah Responden} = 1$$

$$\text{Skor Tertinggi} = 5 \times 4 \times 1 = 20$$

$$\text{Skor Terendah} = 1 \times 4 \times 1 = 4$$

$$\text{Interval} = \frac{\text{Skor Tertinggi} - \text{Skor Terendah}}{\text{Interval}} = \frac{20-4}{5} = 3,2 = 3$$

$$\text{Interval} = 5$$

Rentan Skor Variabel

| Rentangan Skor | Keterangan Responden |
|----------------|----------------------|
| 17-20 | Sangat Tinggi |
| 13-16 | Tinggi |
| 9-12 | Sedang |
| 5-8 | Rendah |
| 1-4 | Sangat Rendah |

2. Ketentuan Skor Tertinggi, Skor Terendah dan Interval Rentangan Skor Kuesioner Awal Kualitas Pelayanan

Ketentuan Skor Tertinggi, Skor Terendah Dan Interval Rentangan Skor Kuesioner Awal:

Apabila jawaban (SS) diberikan skor 5

Apabila jawaban (S) diberikan skor 4

Apabila jawaban (R) diberikan skor 3

Apabila jawaban (TS) diberikan skor 2

Apabila jawaban (STS) diberikan skor 1

- Skor Tertinggi = nilai tertinggi x jumlah pertanyaan x jumlah responden
- Skor Terendah = nilai terendah x jumlah pertanyaan x jumlah responden

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

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

$$\text{Jumlah Pertanyaan} = 5$$

$$\text{Jumlah Responden} = 1$$

$$\text{Skor Tertinggi} = 5 \times 5 \times 1 = 25$$

$$\text{Skor Terendah} = 1 \times 5 \times 1 = 5$$

$$\text{Interval} = \frac{\text{Skor Tertinggi} - \text{Skor Terendah}}{5} = \frac{25-5}{5} = 4$$

$$\text{Interval} = 5$$

Rentan Skor Variabel

| Rentangan Skor | Keterangan Responden |
|----------------|----------------------|
| 21-25 | Sangat Tinggi |
| 16-20 | Tinggi |
| 11-15 | Sedang |
| 6-10 | Rendah |
| 1-5 | Sangat Rendah |

3. Ketentuan Skor Tertinggi, Skor Terendah dan Interval Rentangan Skor Kuesioner Awal Harga

Ketentuan Skor Tertinggi, Skor Terendah Dan Interval Rentangan

Skor Kuesioner Awal:

Apabila jawaban (SS) diberikan skor 5

Apabila jawaban (S) diberikan skor 4

Apabila jawaban (R) diberikan skor 3

Apabila jawaban (TS) diberikan skor 2

Apabila jawaban (STS) diberikan skor 1

- Skor Tertinggi = nilai tertinggi x jumlah pertanyaan x jumlah responden
- Skor Terendah = nilai terendah x jumlah pertanyaan x jumlah responden

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

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

$$\text{Jumlah Pertanyaan} = 4$$

$$\text{Jumlah Responden} = 1$$

$$\text{Skor Tertinggi} = 5 \times 4 \times 1 = 20$$

$$\text{Skor Terendah} = 1 \times 4 \times 1 = 4$$

$$\text{Interval} = \frac{\text{Skor Tertinggi} - \text{Skor Terendah}}{5} = \frac{20-4}{5} = 3,2 = 3$$

$$\text{Interval} = 5$$

Rentan Skor Variabel

| Rentangan Skor | Keterangan Responden |
|----------------|----------------------|
| 17-20 | Sangat Tinggi |
| 13-16 | Tinggi |
| 9-12 | Sedang |
| 5-8 | Rendah |
| 1-4 | Sangat Rendah |

4. Ketentuan Skor Tertinggi, Skor Terendah dan Interval Rentangan

Skor Kuesioner awal Kepuasan Pelanggan Secara Total

Ketentuan Skor Tertinggi, Skor Terendah dan Interval Rentangan

Skor Kuesioner Awal:

Apabila jawaban (SS) diberikan skor 5

Apabila jawaban (S) diberikan skor 4

Apabila jawaban (R) diberikan skor 3

Apabila jawaban (TS) diberikan skor 2

Apabila jawaban (STS) 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 | = 4 |
| Jumlah Responden | = 10 |
| Skor Tertinggi | = 5 X 4 X 10 = 200 |
| Skor Terendah | = 1 X 4 X 10 = 40 |

$$\text{Interval} = \frac{\text{Skor Tertinggi} - \text{Skor Terendah}}{\text{Interval}} = \frac{200-40}{5} = 32$$

$$\text{Interval} = 5$$

Rentan Skor Variabel

| Rentangan Skor | Keterangan Responden |
|----------------|----------------------|
| 161-200 | Sangat Tinggi |
| 121-160 | Tinggi |
| 81-120 | Sedang |
| 41-80 | Rendah |
| 1-40 | Sangat Rendah |

5. Ketentuan Skor Tertinggi, Skor Terendah dan Interval Rentangan

Skor Kuesioner Awal Kualitas Pelayanan Secara Total

Ketentuan Skor Tertinggi, Skor Terendah Dan Interval Rentangan

Skor Kuesioner Awal:

Apabila jawaban (SS) diberikan skor 5

Apabila jawaban (S) diberikan skor 4

Apabila jawaban (R) diberikan skor 3

Apabila jawaban (TS) diberikan skor 2

Apabila jawaban (STS) 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 | = 5 |
| Jumlah Responden | = 10 |
| Skor Tertinggi | = 5 X 5 X 10 = 250 |
| Skor Terendah | = 1 X 5 X 10 = 50 |

$$\text{Interval} = \frac{\text{Skor Tertinggi} - \text{Skor Terendah}}{\text{Interval}} = \frac{250-50}{5} = 40$$

Interval

5

Rentang Skor Variabel

| Rentangan Skor | Keterangan Responden |
|----------------|----------------------|
| 171-250 | Sangat Tinggi |
| 131-170 | Tinggi |
| 91-130 | Sedang |
| 51-90 | Rendah |
| 1-50 | Sangat Rendah |

6. Ketentuan Skor Tertinggi, Skor Terendah dan Interval Rentangan

Skor Kuesioner Awal Harga Secara Total

Ketentuan Skor Tertinggi, Skor Terendah Dan Interval Rentangan

Skor Kuesioner Awal:

Apabila jawaban (SS) diberikan skor 5

Apabila jawaban (S) diberikan skor 4

Apabila jawaban (R) diberikan skor 3

Apabila jawaban (TS) diberikan skor 2

Apabila jawaban (STS) diberikan skor 1

- Skor Tertinggi = nilai tertinggi x jumlah pertanyaan x jumlah responden
- Skor Terendah = nilai terendah x jumlah pertanyaan x jumlah responden

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

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

$$\text{Jumlah Pertanyaan} = 4$$

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

$$\text{Skor Tertinggi} = 5 \times 4 \times 10 = 200$$

$$\text{Skor Terendah} = 1 \times 4 \times 10 = 40$$

$$\text{Interval} = \frac{\text{Skor Tertinggi} - \text{Skor Terendah}}{\text{Interval}} = \frac{200-40}{5} = 32$$

Interval

5

Rentang Skor Variabel

| Rentang Skor | Keterangan Responden |
|--------------|----------------------|
| 161-200 | Sangat Tinggi |
| 121-160 | Tinggi |
| 81-120 | Sedang |
| 41-80 | Rendah |
| 1-40 | Sangat Rendah |



KUESIONER

Judul Penelitian : **“Pengaruh Kualitas Pelayanan dan Harga terhadap Kepuasan Pelanggan Cempaka Dewi Salon di Singaraja”**

Sehubungan dengan penyusunan skripsi yang sedang saya tempuh dengan judul yang telah disebutkan diatas, maka dengan hormat saya

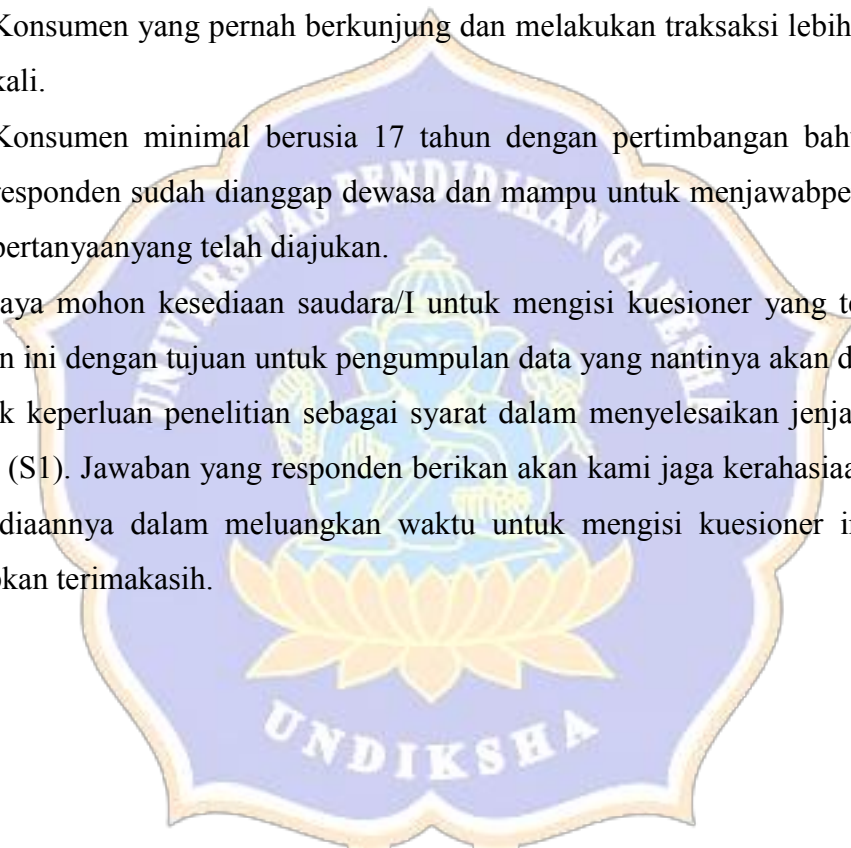
Nama : Komang Trisna Pratania

NIM : 1917041132

Mahasiswa Program Studi S1 Manajemen Universitas Pendidikan GaneshaJika saudara memenuhi kriteria dibawah ini :

- Konsumen yang pernah berkunjung dan melakukan transaksi lebih dari satu kali.
- Konsumen minimal berusia 17 tahun dengan pertimbangan bahwa calon responden sudah dianggap dewasa dan mampu untuk menjawab pertanyaan-pertanyaan yang telah diajukan.

Saya mohon kesediaan saudara/I untuk mengisi kuesioner yang telah saya susun ini dengan tujuan untuk pengumpulan data yang nantinya akan digunakan untuk keperluan penelitian sebagai syarat dalam menyelesaikan jenjang Strata Satu (S1). Jawaban yang responden berikan akan kami jaga kerahasiaanya, atas kesediaannya dalam meluangkan waktu untuk mengisi kuesioner ini , saya ucapkan terimakasih.

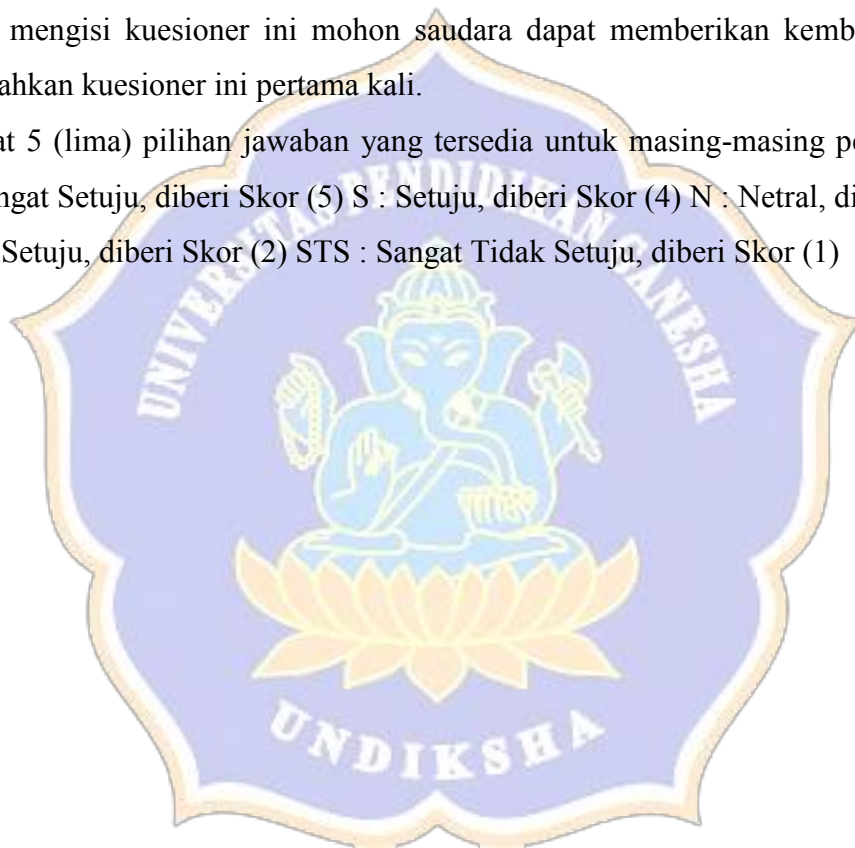


Identitas Responden

1. Nama Lengkap :
2. Alamat :
3. Usia :
4. Jenis Kelamin : Perempuan/Laki-laki

Petunjuk Pengisian Kuesioner

1. Mohon dengan hormat, bantuan dan kesediaan saudara untuk menjawab seluruh pertanyaan/pernyataan dalam kuesioner ini.
2. Berikan tanda centang (√) pada jawaban yang saudara anggap paling sesuai.
3. Setelah mengisi kuesioner ini mohon saudara dapat memberikan kembali kepada yang menyerahkan kuesioner ini pertama kali.
4. Terdapat 5 (lima) pilihan jawaban yang tersedia untuk masing-masing pernyataan, yaitu:
SS : Sangat Setuju, diberi Skor (5) S : Setuju, diberi Skor (4) N : Netral, diberi Skor (3) TS : Tidak Setuju, diberi Skor (2) STS : Sangat Tidak Setuju, diberi Skor (1)



1. Variabel Kepuasan Pelanggan

| NO | Pernyataan Kepuasan Pelanggan | SS | S | R | TS | STS |
|----|---------------------------------------------------------------------------------------------------------------------|----|---|---|----|-----|
| | | 5 | 4 | 3 | 2 | 1 |
| 1. | Jika saya ingin menggunakan jasa salon saya akan menggunakan jasa dari Cempaka Dewi Salon. | | | | | |
| 2. | Saya akan menceritakan pengalaman jasa yang sudah saya dapatkan dari Cempaka Dewi Salon ke pada krabat-krabat saya. | | | | | |
| 3. | Saya ingin mencoba perawatan-perawatan lain yang belum saya coba di Cempaka Dewi Salon. | | | | | |
| 4. | Saya akan merekomendasikan jasa Cempaka Dewi Salon kepada krabat-krabat saya. | | | | | |

2. Variabel Kualitas Pelayanan

| NO | Pernyataan Kualitas Pelayanan | SS | S | R | TS | STS |
|----|-------------------------------------------------------------------------------------------------------------------------------------------|----|---|---|----|-----|
| | | 5 | 4 | 3 | 2 | 1 |
| 1. | Fasilitas yang diberikan Cempaka Dewi Salon seperti sofa tunggu, hairshower, meja rias dalam keadaan baik dan bagus. | | | | | |
| 2. | Karyawan Cempaka Dewi Salon handal dan profesional dalam pelayanan dari ujung rambut hingga ujung kaki. | | | | | |
| 3. | Karyawan Cempaka Dewi Salon cepat dan tanggap dan tentunya ramah dalam melayani kebutuhan pelanggan. | | | | | |
| 4. | Karyawan Cempaka Dewi Salon mampu memberi jaminan atas jasa yang sudah diberikan kepada pelanggan karna sudah memiliki sertifikat khusus. | | | | | |
| 5. | Karyawan Cempaka Dewi Salon memberikan pelayanan tanpa memandang status sosial serta selalu menanyakan kenyamanan | | | | | |

| | | | | | |
|------------|--|--|--|--|--|
| pelanggan. | | | | | |
|------------|--|--|--|--|--|

3. Variabel Harga

| NO | Pernyataan Harga | SS | S | R | TS | STS |
|----|-----------------------------------------------------------------------------------------------------------------|----|---|---|----|-----|
| | | 5 | 4 | 3 | 2 | 1 |
| 1. | Harga yang ditawarkan Cempaka Dewi Salon relative terjangkau dan masih bisa dijangkau semua kalangan pelanggan. | | | | | |
| 2. | Harga yang ditawarkan Cempaka Dewi Salon sesuai dengan kualitas jasa yang di dapat pelanggan. | | | | | |
| 3. | Harga yang di tawarkan Cempaka Dewi Salon dapat bersaing dengan jasa salon serupa. | | | | | |
| 4. | Harga yang ditawarkan Cempaka Dewi Salon sesuai dengan manfaat dari perawatan yang saya inginkan | | | | | |



Lampiran 03. Data Kuesioner

| Responden | Kualitas Pelayanan (X1) | | | | | | Harga (X2) | | | | | Kepuasan Pelanggan (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 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 3 | 4 | 15 | 4 | 4 | 4 | 4 | 16 |
| 2 | 5 | 5 | 5 | 4 | 5 | 24 | 3 | 4 | 5 | 4 | 16 | 5 | 5 | 5 | 5 | 20 |
| 3 | 4 | 5 | 5 | 4 | 5 | 23 | 3 | 5 | 4 | 4 | 16 | 5 | 5 | 5 | 5 | 20 |
| 4 | 5 | 4 | 3 | 4 | 5 | 21 | 3 | 5 | 3 | 4 | 15 | 5 | 4 | 4 | 5 | 18 |
| 5 | 4 | 5 | 5 | 4 | 4 | 22 | 4 | 4 | 3 | 5 | 16 | 5 | 5 | 4 | 5 | 19 |
| 6 | 5 | 4 | 5 | 4 | 5 | 23 | 3 | 3 | 4 | 4 | 14 | 4 | 4 | 5 | 5 | 18 |
| 7 | 3 | 3 | 2 | 3 | 3 | 14 | 3 | 2 | 4 | 3 | 12 | 3 | 2 | 4 | 3 | 12 |
| 8 | 4 | 4 | 5 | 3 | 3 | 19 | 5 | 4 | 2 | 2 | 13 | 4 | 5 | 4 | 5 | 18 |
| 9 | 4 | 5 | 4 | 3 | 3 | 19 | 3 | 3 | 4 | 3 | 13 | 5 | 5 | 5 | 5 | 20 |
| 10 | 5 | 5 | 5 | 3 | 4 | 22 | 5 | 3 | 5 | 3 | 16 | 5 | 5 | 5 | 5 | 20 |
| 11 | 4 | 3 | 5 | 4 | 4 | 20 | 5 | 3 | 3 | 4 | 15 | 5 | 4 | 4 | 3 | 16 |
| 12 | 3 | 5 | 4 | 4 | 3 | 19 | 3 | 5 | 3 | 5 | 16 | 5 | 5 | 5 | 5 | 20 |
| 13 | 4 | 4 | 4 | 4 | 4 | 20 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 5 | 20 |
| 14 | 5 | 5 | 5 | 5 | 5 | 25 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 |
| 15 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 4 | 5 | 5 | 19 | 4 | 5 | 5 | 5 | 19 |
| 16 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 |
| 17 | 5 | 4 | 3 | 4 | 5 | 21 | 4 | 5 | 4 | 4 | 17 | 4 | 5 | 4 | 3 | 16 |
| 18 | 5 | 5 | 3 | 4 | 5 | 22 | 4 | 5 | 5 | 4 | 18 | 4 | 5 | 5 | 3 | 17 |
| 19 | 5 | 5 | 4 | 4 | 5 | 23 | 5 | 4 | 4 | 5 | 18 | 5 | 4 | 4 | 5 | 18 |
| 20 | 3 | 2 | 2 | 3 | 3 | 13 | 3 | 4 | 2 | 3 | 12 | 3 | 2 | 2 | 3 | 10 |
| 21 | 3 | 3 | 2 | 2 | 3 | 13 | 3 | 2 | 2 | 3 | 10 | 3 | 3 | 2 | 2 | 10 |
| 22 | 3 | 3 | 2 | 3 | 3 | 14 | 3 | 3 | 5 | 5 | 16 | 3 | 3 | 3 | 2 | 11 |
| 23 | 3 | 3 | 4 | 4 | 4 | 18 | 3 | 4 | 3 | 2 | 12 | 4 | 3 | 4 | 3 | 14 |
| 24 | 4 | 3 | 3 | 4 | 4 | 18 | 4 | 4 | 4 | 3 | 15 | 4 | 3 | 3 | 4 | 14 |

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|----|---|---|---|---|---|----|---|---|---|---|----|---|---|---|---|----|
| 25 | 3 | 2 | 3 | 3 | 3 | 14 | 3 | 3 | 3 | 2 | 11 | 3 | 2 | 3 | 2 | 10 |
| 26 | 3 | 2 | 2 | 3 | 3 | 13 | 3 | 2 | 2 | 3 | 10 | 3 | 2 | 3 | 3 | 11 |
| 27 | 3 | 4 | 5 | 5 | 3 | 20 | 3 | 4 | 3 | 4 | 14 | 5 | 3 | 5 | 4 | 17 |
| 28 | 5 | 5 | 5 | 4 | 5 | 24 | 5 | 5 | 4 | 4 | 18 | 5 | 4 | 4 | 3 | 16 |
| 29 | 5 | 5 | 4 | 4 | 5 | 23 | 5 | 4 | 4 | 5 | 18 | 5 | 4 | 4 | 5 | 18 |
| 30 | 4 | 5 | 5 | 4 | 4 | 22 | 4 | 4 | 5 | 5 | 18 | 5 | 5 | 4 | 5 | 19 |
| 31 | 5 | 5 | 4 | 5 | 4 | 23 | 4 | 5 | 5 | 4 | 18 | 4 | 5 | 5 | 4 | 18 |
| 32 | 5 | 5 | 5 | 4 | 5 | 24 | 5 | 5 | 4 | 4 | 18 | 5 | 4 | 4 | 3 | 16 |
| 33 | 5 | 3 | 3 | 5 | 4 | 20 | 4 | 2 | 3 | 4 | 13 | 5 | 4 | 5 | 5 | 19 |
| 34 | 5 | 3 | 5 | 4 | 4 | 21 | 4 | 4 | 3 | 3 | 14 | 5 | 4 | 3 | 4 | 16 |
| 35 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 |
| 36 | 4 | 5 | 3 | 5 | 4 | 21 | 4 | 3 | 5 | 3 | 15 | 4 | 5 | 3 | 5 | 17 |
| 37 | 4 | 4 | 2 | 3 | 3 | 16 | 3 | 2 | 2 | 3 | 10 | 3 | 2 | 4 | 3 | 12 |
| 38 | 4 | 3 | 3 | 4 | 4 | 18 | 4 | 2 | 3 | 2 | 11 | 4 | 3 | 4 | 2 | 13 |
| 39 | 4 | 3 | 4 | 3 | 4 | 18 | 4 | 3 | 2 | 3 | 12 | 4 | 4 | 3 | 2 | 13 |
| 40 | 3 | 4 | 5 | 5 | 3 | 20 | 3 | 4 | 3 | 4 | 14 | 5 | 3 | 5 | 4 | 17 |
| 41 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 5 | 20 |
| 42 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 5 | 20 |
| 43 | 3 | 5 | 4 | 4 | 4 | 20 | 4 | 3 | 3 | 4 | 14 | 4 | 3 | 4 | 5 | 16 |
| 44 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 5 | 20 |
| 45 | 4 | 3 | 4 | 4 | 4 | 19 | 4 | 4 | 3 | 3 | 14 | 4 | 4 | 3 | 4 | 15 |
| 46 | 4 | 4 | 3 | 4 | 3 | 18 | 3 | 3 | 4 | 4 | 14 | 4 | 4 | 3 | 4 | 15 |
| 47 | 4 | 5 | 4 | 5 | 4 | 22 | 4 | 4 | 5 | 4 | 17 | 4 | 5 | 4 | 5 | 18 |
| 48 | 4 | 3 | 2 | 4 | 3 | 16 | 3 | 3 | 2 | 2 | 10 | 3 | 4 | 2 | 3 | 12 |
| 49 | 3 | 2 | 2 | 3 | 3 | 13 | 3 | 2 | 2 | 3 | 10 | 3 | 2 | 2 | 3 | 10 |
| 50 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 5 | 20 |
| 51 | 4 | 5 | 5 | 4 | 4 | 22 | 4 | 4 | 5 | 5 | 18 | 5 | 5 | 4 | 5 | 19 |

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|----|---|---|---|---|---|----|---|---|---|---|----|---|---|---|---|----|
| 52 | 5 | 5 | 4 | 5 | 4 | 23 | 4 | 5 | 5 | 4 | 18 | 4 | 5 | 5 | 4 | 18 |
| 53 | 3 | 3 | 2 | 3 | 3 | 14 | 3 | 2 | 2 | 2 | 9 | 3 | 2 | 2 | 3 | 10 |
| 54 | 5 | 5 | 5 | 4 | 5 | 24 | 5 | 4 | 4 | 4 | 17 | 5 | 4 | 4 | 5 | 18 |
| 55 | 4 | 5 | 5 | 4 | 4 | 22 | 4 | 5 | 4 | 4 | 17 | 5 | 4 | 4 | 3 | 16 |
| 56 | 4 | 5 | 5 | 4 | 4 | 22 | 4 | 5 | 3 | 3 | 15 | 4 | 3 | 5 | 4 | 16 |
| 57 | 3 | 3 | 2 | 3 | 3 | 14 | 3 | 2 | 2 | 2 | 9 | 3 | 3 | 3 | 2 | 11 |
| 58 | 3 | 3 | 4 | 4 | 3 | 17 | 3 | 2 | 2 | 3 | 10 | 3 | 3 | 2 | 2 | 10 |
| 59 | 4 | 5 | 3 | 5 | 4 | 21 | 4 | 3 | 5 | 3 | 15 | 4 | 5 | 3 | 5 | 17 |
| 60 | 4 | 4 | 2 | 3 | 3 | 16 | 3 | 2 | 2 | 3 | 10 | 3 | 2 | 4 | 3 | 12 |
| 61 | 4 | 3 | 3 | 4 | 4 | 18 | 4 | 2 | 3 | 2 | 11 | 4 | 3 | 4 | 2 | 13 |
| 62 | 4 | 3 | 4 | 3 | 4 | 18 | 4 | 3 | 2 | 3 | 12 | 4 | 4 | 3 | 2 | 13 |
| 63 | 3 | 4 | 5 | 5 | 3 | 20 | 3 | 4 | 3 | 4 | 14 | 5 | 3 | 5 | 4 | 17 |
| 64 | 5 | 5 | 5 | 4 | 5 | 24 | 5 | 5 | 4 | 4 | 18 | 5 | 4 | 4 | 5 | 18 |
| 65 | 4 | 5 | 5 | 4 | 4 | 22 | 4 | 4 | 5 | 5 | 18 | 5 | 5 | 4 | 5 | 19 |
| 66 | 5 | 5 | 4 | 3 | 4 | 21 | 4 | 3 | 5 | 3 | 15 | 4 | 3 | 3 | 4 | 14 |
| 67 | 4 | 3 | 2 | 3 | 3 | 15 | 3 | 4 | 2 | 4 | 13 | 3 | 2 | 3 | 4 | 12 |
| 68 | 4 | 3 | 2 | 4 | 3 | 16 | 3 | 3 | 2 | 2 | 10 | 3 | 4 | 2 | 3 | 12 |
| 69 | 3 | 3 | 2 | 3 | 3 | 14 | 3 | 2 | 3 | 3 | 11 | 3 | 2 | 3 | 3 | 11 |
| 70 | 3 | 4 | 4 | 2 | 3 | 16 | 3 | 4 | 2 | 3 | 12 | 3 | 4 | 2 | 2 | 11 |
| 71 | 3 | 3 | 2 | 3 | 3 | 14 | 3 | 3 | 2 | 2 | 10 | 3 | 3 | 3 | 2 | 11 |
| 72 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 3 | 4 | 3 | 14 | 4 | 4 | 4 | 4 | 16 |
| 73 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 |
| 74 | 3 | 2 | 2 | 3 | 3 | 13 | 3 | 2 | 2 | 3 | 10 | 3 | 2 | 3 | 3 | 11 |
| 75 | 5 | 4 | 5 | 4 | 4 | 22 | 4 | 5 | 4 | 5 | 18 | 4 | 4 | 5 | 5 | 18 |
| 76 | 3 | 5 | 4 | 5 | 3 | 20 | 3 | 4 | 3 | 3 | 13 | 4 | 3 | 3 | 4 | 14 |
| 77 | 3 | 3 | 3 | 3 | 3 | 15 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 |
| 78 | 3 | 4 | 4 | 4 | 4 | 19 | 4 | 3 | 3 | 4 | 14 | 4 | 3 | 4 | 5 | 16 |

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|-----|---|---|---|---|---|----|---|---|---|---|----|---|---|---|---|----|
| 79 | 4 | 3 | 4 | 4 | 4 | 19 | 4 | 3 | 4 | 4 | 15 | 3 | 4 | 4 | 3 | 14 |
| 80 | 5 | 5 | 4 | 5 | 5 | 24 | 5 | 4 | 5 | 5 | 19 | 4 | 5 | 5 | 4 | 18 |
| 81 | 4 | 5 | 3 | 5 | 4 | 21 | 4 | 3 | 5 | 3 | 15 | 4 | 5 | 3 | 5 | 17 |
| 82 | 4 | 4 | 2 | 3 | 3 | 16 | 3 | 2 | 2 | 3 | 10 | 3 | 2 | 4 | 3 | 12 |
| 83 | 4 | 3 | 3 | 4 | 4 | 18 | 4 | 2 | 3 | 2 | 11 | 4 | 3 | 4 | 2 | 13 |
| 84 | 4 | 3 | 4 | 3 | 4 | 18 | 4 | 3 | 2 | 3 | 12 | 4 | 4 | 3 | 2 | 13 |
| 85 | 3 | 4 | 5 | 5 | 3 | 20 | 3 | 4 | 3 | 4 | 14 | 5 | 3 | 5 | 4 | 17 |
| 86 | 5 | 5 | 5 | 4 | 5 | 24 | 5 | 5 | 4 | 4 | 18 | 5 | 4 | 4 | 5 | 18 |
| 87 | 4 | 5 | 5 | 4 | 4 | 22 | 4 | 4 | 5 | 5 | 18 | 5 | 5 | 4 | 5 | 19 |
| 88 | 5 | 5 | 4 | 3 | 4 | 21 | 4 | 3 | 5 | 3 | 15 | 4 | 3 | 3 | 4 | 14 |
| 89 | 4 | 3 | 2 | 3 | 3 | 15 | 3 | 4 | 2 | 4 | 13 | 3 | 2 | 3 | 4 | 12 |
| 90 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 3 | 4 | 15 | 4 | 4 | 4 | 4 | 16 |
| 91 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 5 | 20 |
| 92 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 4 | 4 | 18 | 5 | 5 | 5 | 5 | 20 |
| 93 | 5 | 5 | 5 | 4 | 5 | 24 | 5 | 5 | 4 | 4 | 18 | 5 | 4 | 4 | 5 | 18 |
| 94 | 4 | 5 | 5 | 4 | 4 | 22 | 4 | 4 | 5 | 5 | 18 | 5 | 5 | 4 | 5 | 19 |
| 95 | 5 | 4 | 5 | 4 | 5 | 23 | 5 | 4 | 4 | 4 | 17 | 4 | 4 | 5 | 5 | 18 |
| 96 | 3 | 3 | 4 | 4 | 3 | 17 | 3 | 2 | 2 | 3 | 10 | 3 | 2 | 4 | 3 | 12 |
| 97 | 4 | 4 | 5 | 4 | 4 | 21 | 5 | 4 | 5 | 5 | 19 | 4 | 5 | 4 | 5 | 18 |
| 98 | 4 | 5 | 4 | 3 | 4 | 20 | 5 | 5 | 4 | 5 | 19 | 5 | 5 | 5 | 5 | 20 |
| 99 | 5 | 5 | 5 | 3 | 4 | 22 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 5 | 20 |
| 100 | 4 | 3 | 5 | 4 | 4 | 20 | 5 | 5 | 5 | 4 | 19 | 5 | 4 | 4 | 3 | 16 |
| 101 | 3 | 5 | 4 | 4 | 3 | 19 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 5 | 20 |
| 102 | 4 | 4 | 4 | 4 | 4 | 20 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 5 | 20 |
| 103 | 5 | 5 | 5 | 5 | 5 | 25 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 |
| 104 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 4 | 5 | 5 | 19 | 4 | 5 | 5 | 5 | 19 |
| 105 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 |

| | | | | | | | | | | | | | | | | |
|-----|---|---|---|---|---|----|---|---|---|---|----|---|---|---|---|----|
| 106 | 5 | 4 | 3 | 4 | 5 | 21 | 4 | 5 | 4 | 4 | 17 | 4 | 5 | 4 | 3 | 16 |
| 107 | 5 | 5 | 3 | 4 | 5 | 22 | 4 | 5 | 5 | 4 | 18 | 4 | 5 | 5 | 3 | 17 |
| 108 | 5 | 5 | 4 | 4 | 5 | 23 | 5 | 4 | 4 | 5 | 18 | 5 | 4 | 4 | 5 | 18 |
| 109 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 20 | 5 | 5 | 5 | 5 | 20 |
| 110 | 4 | 5 | 5 | 4 | 4 | 22 | 4 | 4 | 5 | 5 | 18 | 5 | 5 | 4 | 5 | 19 |
| 111 | 5 | 5 | 4 | 5 | 4 | 23 | 4 | 5 | 5 | 4 | 18 | 4 | 5 | 5 | 4 | 18 |
| 112 | 3 | 3 | 4 | 3 | 3 | 16 | 3 | 2 | 4 | 4 | 13 | 3 | 4 | 4 | 4 | 15 |
| 113 | 5 | 5 | 5 | 4 | 5 | 24 | 5 | 4 | 4 | 4 | 17 | 5 | 4 | 4 | 5 | 18 |
| 114 | 4 | 5 | 5 | 4 | 4 | 22 | 4 | 5 | 4 | 4 | 17 | 5 | 4 | 4 | 3 | 16 |
| 115 | 4 | 5 | 5 | 4 | 4 | 22 | 4 | 5 | 3 | 3 | 15 | 4 | 3 | 5 | 4 | 16 |
| 116 | 3 | 3 | 2 | 3 | 3 | 14 | 3 | 2 | 2 | 2 | 9 | 3 | 3 | 3 | 2 | 11 |
| 117 | 3 | 2 | 4 | 4 | 3 | 16 | 3 | 4 | 4 | 3 | 14 | 4 | 3 | 5 | 5 | 17 |
| 118 | 4 | 5 | 3 | 5 | 4 | 21 | 4 | 3 | 5 | 3 | 15 | 4 | 5 | 3 | 5 | 17 |
| 119 | 4 | 4 | 2 | 3 | 3 | 16 | 3 | 2 | 2 | 3 | 10 | 3 | 2 | 4 | 3 | 12 |
| 120 | 4 | 3 | 3 | 4 | 4 | 18 | 4 | 2 | 3 | 2 | 11 | 4 | 3 | 4 | 2 | 13 |
| 121 | 4 | 3 | 4 | 3 | 4 | 18 | 4 | 3 | 2 | 3 | 12 | 4 | 4 | 3 | 2 | 13 |
| 122 | 3 | 4 | 5 | 5 | 3 | 20 | 3 | 4 | 3 | 4 | 14 | 5 | 3 | 5 | 4 | 17 |
| 123 | 5 | 5 | 5 | 4 | 5 | 24 | 5 | 5 | 4 | 4 | 18 | 5 | 4 | 4 | 5 | 18 |
| 124 | 4 | 5 | 5 | 4 | 4 | 22 | 4 | 4 | 5 | 5 | 18 | 5 | 5 | 4 | 5 | 19 |
| 125 | 5 | 5 | 4 | 3 | 4 | 21 | 4 | 3 | 5 | 3 | 15 | 4 | 3 | 3 | 4 | 14 |
| 126 | 3 | 3 | 2 | 3 | 3 | 14 | 3 | 2 | 2 | 2 | 9 | 3 | 2 | 2 | 3 | 10 |
| 127 | 5 | 5 | 5 | 4 | 5 | 24 | 5 | 4 | 4 | 4 | 17 | 5 | 4 | 4 | 5 | 18 |
| 128 | 4 | 5 | 5 | 4 | 4 | 22 | 4 | 5 | 4 | 4 | 17 | 5 | 4 | 4 | 3 | 16 |
| 129 | 4 | 5 | 5 | 4 | 4 | 22 | 4 | 5 | 3 | 3 | 15 | 4 | 3 | 5 | 4 | 16 |
| 130 | 3 | 3 | 2 | 3 | 3 | 14 | 3 | 2 | 2 | 2 | 9 | 3 | 3 | 3 | 2 | 11 |

Lampiran 04. Output SPSS

Correlations

| | | Correlations | | | | | |
|------|---------------------|--------------|--------|--------|--------|--------|--------|
| | | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | TX1 |
| X1.1 | Pearson Correlation | 1 | .587** | .436** | .365** | .840** | .785** |
| | Sig. (2-tailed) | | .000 | .000 | .000 | .000 | .000 |
| | N | 130 | 130 | 130 | 130 | 130 | 130 |
| X1.2 | Pearson Correlation | .587** | 1 | .616** | .484** | .594** | .838** |
| | Sig. (2-tailed) | .000 | | .000 | .000 | .000 | .000 |
| | N | 130 | 130 | 130 | 130 | 130 | 130 |
| X1.3 | Pearson Correlation | .436** | .616** | 1 | .495** | .558** | .815** |
| | Sig. (2-tailed) | .000 | .000 | | .000 | .000 | .000 |
| | N | 130 | 130 | 130 | 130 | 130 | 130 |
| X1.4 | Pearson Correlation | .365** | .484** | .495** | 1 | .475** | .690** |
| | Sig. (2-tailed) | .000 | .000 | .000 | | .000 | .000 |
| | N | 130 | 130 | 130 | 130 | 130 | 130 |
| X1.5 | Pearson Correlation | .840** | .594** | .558** | .475** | 1 | .849** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | | .000 |
| | N | 130 | 130 | 130 | 130 | 130 | 130 |
| TX1 | Pearson Correlation | .785** | .838** | .815** | .690** | .849** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | |
| | N | 130 | 130 | 130 | 130 | 130 | 130 |

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

Correlations

| | | Correlations | | | | |
|------|---------------------|--------------|--------|--------|--------|--------|
| | | X2.1 | X2.2 | X2.3 | X2.4 | TX2 |
| X2.1 | Pearson Correlation | 1 | .540** | .581** | .517** | .769** |
| | Sig. (2-tailed) | | .000 | .000 | .000 | .000 |
| | N | 130 | 130 | 130 | 130 | 130 |
| X2.2 | Pearson Correlation | .540** | 1 | .534** | .633** | .829** |
| | Sig. (2-tailed) | .000 | | .000 | .000 | .000 |
| | N | 130 | 130 | 130 | 130 | 130 |
| X2.3 | Pearson Correlation | .581** | .534** | 1 | .644** | .850** |
| | Sig. (2-tailed) | .000 | .000 | | .000 | .000 |
| | N | 130 | 130 | 130 | 130 | 130 |
| X2.4 | Pearson Correlation | .517** | .633** | .644** | 1 | .849** |
| | Sig. (2-tailed) | .000 | .000 | .000 | | .000 |
| | N | 130 | 130 | 130 | 130 | 130 |
| TX2 | Pearson Correlation | .769** | .829** | .850** | .849** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | |
| | N | 130 | 130 | 130 | 130 | 130 |

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



Correlations

| | | Correlations | | | | |
|-----|---------------------|--------------|--------|--------|--------|--------|
| | | Y.1 | Y.2 | Y.3 | Y.4 | TY |
| Y.1 | Pearson Correlation | 1 | .631** | .608** | .631** | .852** |
| | Sig. (2-tailed) | | .000 | .000 | .000 | .000 |
| | N | 130 | 130 | 130 | 130 | 130 |
| Y.2 | Pearson Correlation | .631** | 1 | .465** | .567** | .818** |
| | Sig. (2-tailed) | .000 | | .000 | .000 | .000 |
| | N | 130 | 130 | 130 | 130 | 130 |
| Y.3 | Pearson Correlation | .608** | .465** | 1 | .533** | .778** |
| | Sig. (2-tailed) | .000 | .000 | | .000 | .000 |
| | N | 130 | 130 | 130 | 130 | 130 |
| Y.4 | Pearson Correlation | .631** | .567** | .533** | 1 | .846** |
| | Sig. (2-tailed) | .000 | .000 | .000 | | .000 |
| | N | 130 | 130 | 130 | 130 | 130 |
| TY | Pearson Correlation | .852** | .818** | .778** | .846** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | |
| | N | 130 | 130 | 130 | 130 | 130 |

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|-----|-------|
| Cases | Valid | 130 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 130 | 100.0 |

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

Reliability Statistics

| Cronbach's Alpha | Cronbach's Alpha Based on Standardized Items | N of Items |
|------------------|-------------------------------------------------------|------------|
| .848 | .857 | 5 |

Item Statistics

| | Mean | Std. Deviation | N |
|------|--------|----------------|-----|
| X1.1 | 4.0846 | .75775 | 130 |
| X1.2 | 4.1154 | .95345 | 130 |
| X1.3 | 3.9154 | 1.09993 | 130 |
| X1.4 | 3.9154 | .72641 | 130 |
| X1.5 | 3.9462 | .75031 | 130 |

Inter-Item Correlation Matrix

| | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 |
|------|-------|-------|-------|-------|-------|
| X1.1 | 1.000 | .587 | .436 | .365 | .840 |
| X1.2 | .587 | 1.000 | .616 | .484 | .594 |
| X1.3 | .436 | .616 | 1.000 | .495 | .558 |
| X1.4 | .365 | .484 | .495 | 1.000 | .475 |
| X1.5 | .840 | .594 | .558 | .475 | 1.000 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Squared Multiple Correlation | Cronbach's Alpha if Item Deleted |
|------|----------------------------|--------------------------------|----------------------------------|------------------------------|----------------------------------|
| X1.1 | 15.8923 | 8.252 | .674 | .729 | .815 |
| X1.2 | 15.8615 | 7.190 | .716 | .524 | .800 |
| X1.3 | 16.0615 | 6.818 | .650 | .477 | .830 |
| X1.4 | 16.0615 | 8.849 | .551 | .331 | .843 |
| X1.5 | 16.0308 | 7.953 | .766 | .761 | .793 |

Scale Statistics

| Mean | Variance | Std. Deviation | N of Items |
|---------|----------|----------------|------------|
| 19.9769 | 11.759 | 3.42916 | 5 |

Reliability

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|-----|-------|
| Cases | Valid | 130 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 130 | 100.0 |

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

Reliability Statistics

| Cronbach's Alpha | Cronbach's Alpha Based on Standardized Items | N of Items |
|------------------|-------------------------------------------------------|------------|
| .838 | .844 | 4 |

Item Statistics

| | Mean | Std. Deviation | N |
|------|--------|----------------|-----|
| X2.1 | 3.9231 | .76367 | 130 |
| X2.2 | 3.7231 | 1.05665 | 130 |
| X2.3 | 3.6615 | 1.11058 | 130 |
| X2.4 | 3.7077 | .94374 | 130 |

Inter-Item Correlation Matrix

| | X2.1 | X2.2 | X2.3 | X2.4 |
|------|-------|-------|-------|-------|
| X2.1 | 1.000 | .540 | .581 | .517 |
| X2.2 | .540 | 1.000 | .534 | .633 |
| X2.3 | .581 | .534 | 1.000 | .644 |
| X2.4 | .517 | .633 | .644 | 1.000 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Squared Multiple Correlation | Cronbach's Alpha if Item Deleted |
|------|----------------------------|--------------------------------|----------------------------------|------------------------------|----------------------------------|
| X2.1 | 11.0923 | 7.108 | .639 | .417 | .816 |
| X2.2 | 11.2923 | 5.790 | .666 | .469 | .799 |
| X2.3 | 11.3538 | 5.471 | .691 | .505 | .790 |
| X2.4 | 11.3077 | 6.044 | .724 | .537 | .772 |

Scale Statistics

| Mean | Variance | Std. Deviation | N of Items |
|---------|----------|----------------|------------|
| 15.0154 | 10.294 | 3.20848 | 4 |

Reliability

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|-----|-------|
| Cases | Valid | 130 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 130 | 100.0 |

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

Reliability Statistics

| Cronbach's Alpha | Cronbach's Alpha Based on Standardized Items | N of Items |
|------------------|----------------------------------------------|------------|
| .834 | .843 | 4 |

Item Statistics

| | Mean | Std. Deviation | N |
|-----|--------|----------------|-----|
| Y.1 | 4.1615 | .76558 | 130 |
| Y.2 | 3.8538 | 1.01242 | 130 |
| Y.3 | 3.9385 | .88706 | 130 |
| Y.4 | 3.9154 | 1.07137 | 130 |

Inter-Item Correlation Matrix

| | Y.1 | Y.2 | Y.3 | Y.4 |
|-----|-------|-------|-------|-------|
| Y.1 | 1.000 | .631 | .608 | .631 |
| Y.2 | .631 | 1.000 | .465 | .567 |
| Y.3 | .608 | .465 | 1.000 | .533 |
| Y.4 | .631 | .567 | .533 | 1.000 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Squared Multiple Correlation | Cronbach's Alpha if Item Deleted |
|-----|----------------------------|--------------------------------|----------------------------------|------------------------------|----------------------------------|
| Y.1 | 11.7077 | 6.038 | .755 | .571 | .765 |
| Y.2 | 12.0154 | 5.395 | .647 | .448 | .799 |
| Y.3 | 11.9308 | 6.003 | .615 | .410 | .811 |
| Y.4 | 11.9538 | 5.037 | .682 | .472 | .786 |

Scale Statistics

| Mean | Variance | Std. Deviation | N of Items |
|---------|----------|----------------|------------|
| 15.8692 | 9.463 | 3.07626 | 4 |

Regression

Descriptive Statistics

| | Mean | Std. Deviation | N |
|-----|---------|----------------|-----|
| TY | 15.8692 | 3.07626 | 130 |
| TX1 | 19.9769 | 3.42916 | 130 |
| TX2 | 15.0154 | 3.20848 | 130 |

Correlations

| | | TY | TX1 | TX2 |
|---------------------|-----|-------|-------|-------|
| Pearson Correlation | TY | 1.000 | .844 | .859 |
| | TX1 | .844 | 1.000 | .840 |
| | TX2 | .859 | .840 | 1.000 |
| Sig. (1-tailed) | TY | . | .000 | .000 |
| | TX1 | .000 | . | .000 |
| | TX2 | .000 | .000 | . |
| N | TY | 130 | 130 | 130 |
| | TX1 | 130 | 130 | 130 |
| | TX2 | 130 | 130 | 130 |

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^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 | .888 ^a | .789 | .785 | 1.42572 | .789 | 236.788 | 2 | 127 | .000 |

a. Predictors: (Constant), TX2, TX1

b. Dependent Variable: TY

ANOVA^a

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|-----|-------------|---------|-------------------|
| 1 | Regression | 962.627 | 2 | 481.313 | 236.788 | .000 ^b |
| | Residual | 258.150 | 127 | 2.033 | | |
| | Total | 1220.777 | 129 | | | |

a. Dependent Variable: TY

b. Predictors: (Constant), TX2, TX1

Coefficients^a

| Model | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Correlations | | | Collinearity Statistics | |
|------------|-----------------------------|------------|---------------------------|-------|------|--------------|---------|------|-------------------------|-------|
| | B | Std. Error | Beta | | | Zero-order | Partial | Part | Tolerance | VIF |
| | | | | | | | | | | |
| (Constant) | 1.076 | .744 | | 1.447 | .150 | | | | | |
| 1 TX1 | .374 | .067 | .417 | 5.549 | .000 | .844 | .442 | .226 | .295 | 3.394 |
| TX2 | .487 | .072 | .508 | 6.761 | .000 | .859 | .514 | .276 | .295 | 3.394 |

a. Dependent Variable: TY

Coefficient Correlations^a

| Model | | TX2 | TX1 |
|-------|--------------|-----|-------|
| 1 | Correlations | TX2 | 1.000 |
| | | TX1 | -.840 |
| | Covariances | TX2 | .005 |
| | | TX1 | -.004 |

a. Dependent Variable: TY

Collinearity Diagnostics^a

| Model | Dimension | Eigenvalue | Condition Index | Variance Proportions | | |
|-------|-----------|------------|-----------------|----------------------|-----|-----|
| | | | | (Constant) | TX1 | TX2 |
| 1 | 1 | 2.972 | 1.000 | .00 | .00 | .00 |
| 1 | 2 | .023 | 11.330 | .76 | .02 | .18 |
| | 3 | .005 | 23.737 | .23 | .98 | .82 |

a. Dependent Variable: TY

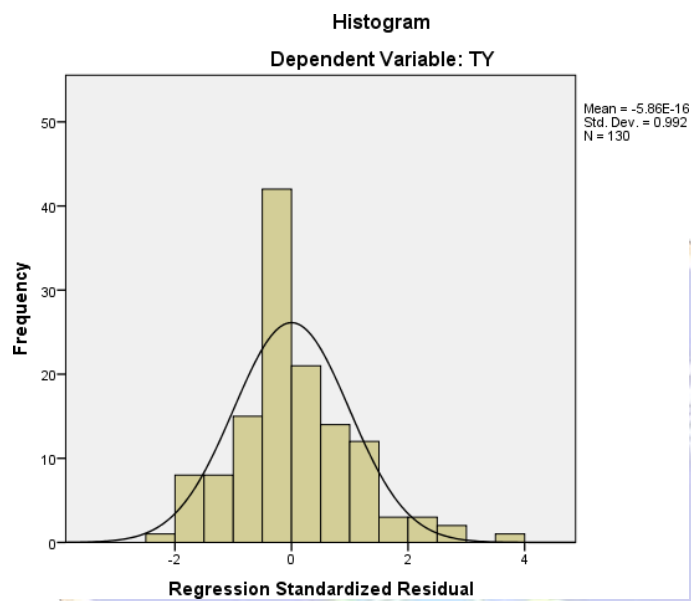
Residuals Statistics^a

| | Minimum | Maximum | Mean | Std. Deviation | N |
|-----------------------------------|----------|---------|---------|----------------|-----|
| Predicted Value | 10.7010 | 20.1782 | 15.8692 | 2.73171 | 130 |
| Std. Predicted Value | -1.892 | 1.577 | .000 | 1.000 | 130 |
| Standard Error of Predicted Value | .125 | .481 | .207 | .063 | 130 |
| Adjusted Predicted Value | 10.6899 | 20.1831 | 15.8716 | 2.72607 | 130 |
| Residual | -3.11226 | 5.47852 | .00000 | 1.41463 | 130 |
| Std. Residual | -2.183 | 3.843 | .000 | .992 | 130 |
| Stud. Residual | -2.319 | 3.866 | -.001 | 1.005 | 130 |
| Deleted Residual | -3.51171 | 5.54675 | -.00237 | 1.45308 | 130 |

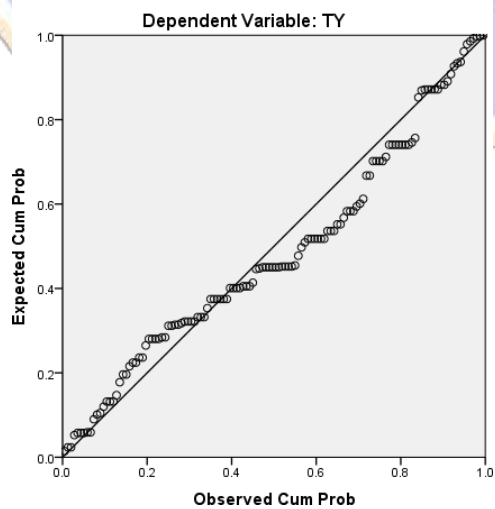
| | | | | | |
|-------------------------|--------|--------|-------|-------|-----|
| Stud. Deleted Residual | -2.360 | 4.100 | .003 | 1.021 | 130 |
| Mahal. Distance | .000 | 13.681 | 1.985 | 2.058 | 130 |
| Cook's Distance | .000 | .230 | .009 | .024 | 130 |
| Centered Leverage Value | .000 | .106 | .015 | .016 | 130 |

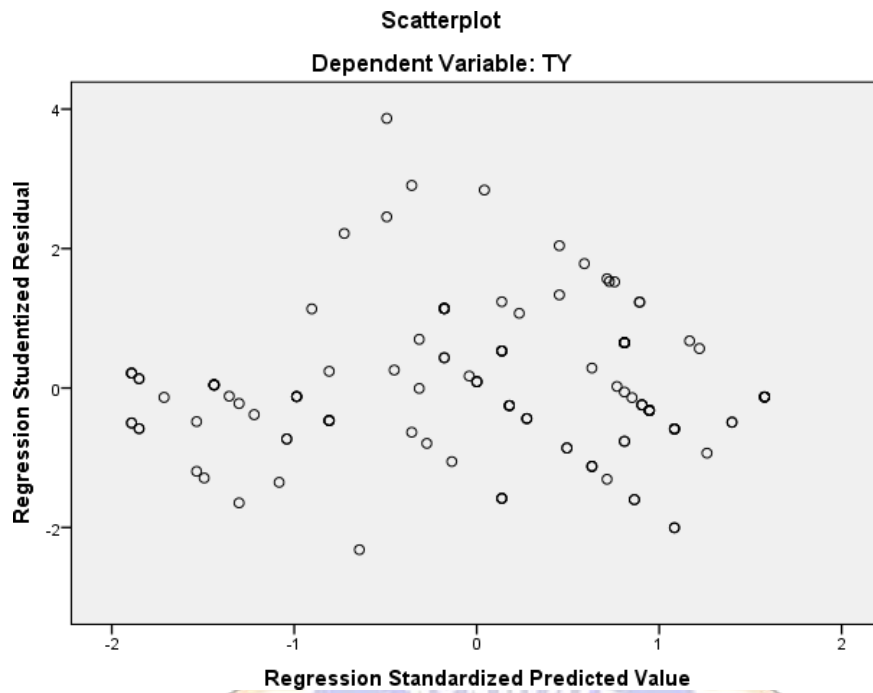
a. Dependent Variable: TY

Charts



Normal P-P Plot of Regression Standardized Residual





NPar Tests

One-Sample Kolmogorov-Smirnov Test

| | | Unstandardized Residual |
|----------------------------------|----------------|-------------------------|
| N | | 130 |
| Normal Parameters ^{a,b} | Mean | 0E-7 |
| | Std. Deviation | 1.41462562 |
| | Absolute | .110 |
| Most Extreme Differences | Positive | .110 |
| | Negative | -.079 |
| Kolmogorov-Smirnov Z | | 1.250 |
| Asymp. Sig. (2-tailed) | | .088 |

a. Test distribution is Normal.

b. Calculated from data.

UJI HETEROSKEDASTISITAS METODE GLEJSER

Variables Entered/Removed^a

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

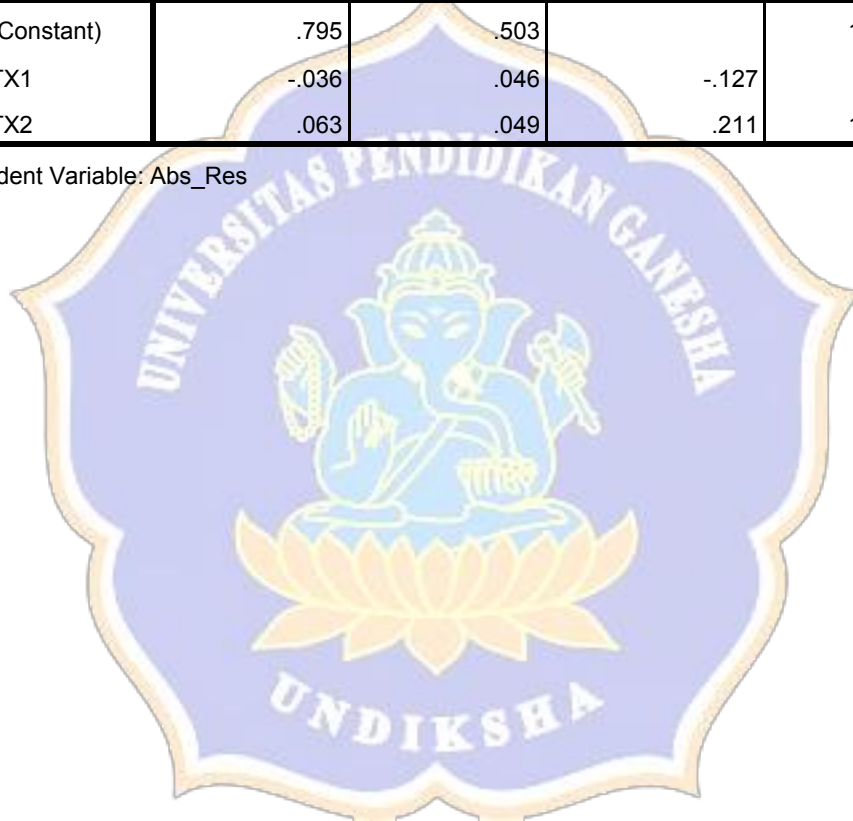
a. Dependent Variable: Abs_Res

b. All requested variables entered.

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|------------|-----------------------------|------------|---------------------------|-------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | .795 | .503 | | 1.583 | .116 |
| | TX1 | -.036 | .046 | -.127 | -.783 | .435 |
| | TX2 | .063 | .049 | .211 | 1.298 | .197 |

a. Dependent Variable: Abs_Res



RIWAYAT HIDUP



Komang Trisna Pratania lahir di Singaraja 07 Oktober 2000. Penulis lahir dari pasangan suami istri Nyoman Agus Iriana dan Ni Made Parmita. Penulis berkebangsaan Indonesia dan beragama Hindu. Kini penulis beralamat di Desa Baktiseraga Dusun Tista Gang Darma, Kecamatan Buleleng, Kabupaten Buleleng, Provinsi Bali. Penulis menyelesaikan pendidikan dasar di SD Negeri 2 Banjar Tegal dan lulus pada tahun 2013. Kemudian penulis melanjutkan di SMP Negeri 4 Singaraja lulus pada tahun 2016. Pada tahun 2019 penulis lulus dari SMA Negeri 4 Singaraja jurusan Ekonomi dan Ilmu Pengetahuan Sosial dan melanjutkan ke Universitas Pendidikan Ganesha Jurusan Manajemen. Pada semester akhir 2023 penulis telah menyelesaikan skripsi yang berjudul “Pengaruh Kualitas Pelayanan dan Harga terhadap Kepuasan Pelanggan Cempaka Dewi Salon di Singaraja”.

