LAMPIRAN – LAMPIRAN

Lampiran 01. Data Pengiriman Barang JNE *Express* Kabupaten Buleleng

Juni		**Juli**		**Agustus**	
Perusahaan	Jumlah Pengiriman barang	Perusahaan	Jumlah Pengiriman barang	Perusahaan	Jumlah Pengiriman barang
JNE	**7.000**	**JNE**	**6.000**	**JNE**	**1.320**
J&T	6.500	J&T	7.200	J&T	8.000

Lampiran 02. Kuesioner Penelitian

UNIVERSITAS PENDIDIKAN GANESHA
FAKULTAS EKONOMI
JURUSAN MANAJEMEN
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Kepada

Yth. Saudara/i Mahasiswa Jurusan Manajemen Undiksha

Di tempat

Hal : Pengisian Kuisioner

Dengan Hormat,

Saudara/i Mahasiswa Jurusan Manajemen Undiksha, sehubungan dengan penelitian yang saya lakukan untuk menyelesaikan studi di Universitas Pendidikan Ganesha, saya mohon dengan hormat kesediaannya meluangkan waktu untuk mengisi kuisioner ini secara sukarela. Kuisioner ini bertujuan memperoleh data yang digunakan untuk mengetahui **"Pengaruh *Word Of mouth* dan Citra Perusahaan Terhadap Keputusan Penggunaan Jasa Ekspedisi JNE Express Di Kabupaten Buleleng"** data yang diperoleh hanya akan digunakan untuk tujuan akademik dan akan dipergunakan secara konfidensial. Diharapkan agar Saudara/i berkenan untuk menjawab seluruh pernyataan yang ada dengan jujur. Atas kerjasama dan partisipasi yang diberikan saya ucapkan terima kasih.

Hormat Saya,

Ni Ketut Megah Purnama Sari
NIM. 1717041177

KUESIONER PENELITIAN

PENGARUH *WORD OF MOUTH* DAN CITRA PERUSAHAAN TERHADAP KEPUTUSAN PENGGUNAAN JASA EKSPEDISI JNE *EXPRESS* DI KABUPATEN BULELENG

Petunjuk Pengisian

1. Pernyataan di bawah ini hanya semata-mata untuk data penelitian dalam rangka menyusun TAS (Tugas Akhir Skripsi).
2. Isilah data pribadi anda terlebih dahulu.
3. Bacalah dengan teliti setiap pernyataan dan jawablah yang paling sesuai dengan keadaan dan pendapat anda.
4. Berilah tanda centang (√) pada pilihan jawaban yang anda kehendaki pada kolom yang telah tersedia.

Keterangan

Keterangan	Arti	Angka
SS	Sangat Setuju	5
S	Setuju	4
N	Netral	3
TS	Tidak Setuju	2
STS	Sangat Tidak Setuju	1

Identitas Responden

Nama :

Alamat :

Jenis Kelamin :

Umur :

Pekerjaan :

Pernah Menggunakan jasa Ekspedisi JNE *Express*

☐ < 2 kali dalam tiga bulan terakhir

☐ > 2 kali dalam tiga bulan terakhir

Butir Pernyataan

A. WOM (*Word of Mouth*)

No	Pernyataan	SS	S	N	TS	STS
1.	Saya selalu membicarakan hal positif tentang JNE *Express* kepada orang lain					
2.	Saya merekomendasikan JNE *Express* kepada teman serta kerabat saya					
3.	Informasi yang saya berikan menimbulkan minat orang lain untuk menggunakan jasa JNE *Express*					
4.	Saya mencari informasi tentang JNE *Express* dari obrolan orang lain					
5.	Pengalaman orang lain mempengaruhi saya dalam menggunakan jasa JNE *Express*					

B. Citra Perusahaan

No	Pernyataan	SS	S	N	TS	STS
1.	Dari waktu ke waktu JNE *Express* selalu unggul dibandingkan jasa ekspedisi lainnya					
2.	JNE *Express* memiliki reputasi yang baik dikalangan masyarakat					
3.	JNE *Express* membangun komunikasi yang baik antar pelanggan					
4.	Pengiriman barang dilakukan dengan aman dan cepat					
5.	JNE *Express* selalu bertanggung jawab atas keterlambatan ataupun kerusakan dari setiap pengiriman					

C. Keputusan Penggunaan Jasa

No	Pernyataan	SS	S	N	TS	STS
1.	Saya Menggunakan jasa JNE *Express* dengan yakin					
2.	Saya mencari informasi terlebih dahulu sebelum memutuskan untuk menggunakan jasa JNE *Express*					
3.	Saya Jasa JNE *Express* dengan Jasa ekspedisi lainnya sebelum menggunakan jasa					
4	Menggunakan jasa ekspedisi JNE *Express* merupakan pilihan yang tepat					
5	Saya akan selalu menggunakan jasa ekspedisi JNE *Express*					

Lampiran 03. Data Hasil Kuesioner Ordinal

No	Word Of Mouth (X1)						Citra Perusahaan (X2)						Keputusan Penggunaan Jasa (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
1	4	4	5	5	5	23	4	4	4	4	4	20	4	5	5	4	4	22
2	3	3	3	3	3	15	2	3	4	4	4	17	3	4	4	3	3	17
3	5	5	5	5	5	25	5	5	4	4	5	23	4	5	5	4	5	23
4	4	3	4	3	5	19	5	4	5	5	3	22	5	5	5	4	4	23
5	5	5	5	5	5	25	5	5	5	5	5	25	5	5	5	5	5	25
6	3	3	4	4	3	17	2	3	4	3	4	16	3	3	3	4	4	17
7	4	4	5	5	5	23	4	4	4	4	4	20	5	3	3	4	5	20
8	3	2	3	3	4	15	2	3	2	3	3	13	3	3	4	3	4	17
9	3	3	3	3	4	16	2	2	3	3	1	11	2	5	2	3	3	15
10	3	3	3	3	3	15	3	3	3	3	3	15	3	3	3	3	3	15
11	3	3	3	3	4	16	2	3	4	3	3	15	2	3	5	3	3	16
12	4	4	4	4	4	20	4	4	4	4	5	21	4	5	5	5	4	23
13	5	5	4	5	5	24	4	5	4	5	4	22	5	5	5	4	4	23
14	5	4	4	4	4	21	4	4	4	4	4	20	4	4	4	4	4	20
15	3	4	3	4	4	18	4	3	4	3	4	18	3	4	4	4	3	18
16	4	4	4	4	4	20	4	4	4	4	4	20	4	4	4	4	4	20
17	4	5	4	4	4	21	4	3	3	4	5	19	5	5	5	5	5	25
18	2	3	2	3	3	13	4	2	2	3	2	13	2	2	2	3	3	12
19	5	4	4	4	4	21	5	3	4	5	5	22	5	5	5	5	4	24
20	5	5	5	5	5	25	5	5	5	5	5	25	5	5	5	5	5	25
21	5	4	5	4	5	23	4	4	5	4	5	22	4	5	5	5	5	24
22	4	4	4	4	4	20	3	4	4	3	5	19	4	5	3	4	3	19
23	4	3	4	4	3	18	4	2	4	3	3	16	5	2	3	4	3	17

24	5	5	5	5	4	24	4	4	3	3	4	18	5	4	5	3	3	20
25	5	5	5	3	5	23	3	5	5	4	3	20	5	5	5	5	3	23
26	3	3	4	4	5	19	3	3	3	3	3	15	4	5	5	3	3	20
27	4	3	4	5	5	21	3	4	4	4	4	19	4	3	4	3	4	18
28	4	4	3	4	4	19	4	2	2	4	2	14	4	3	3	4	4	18
29	5	3	3	3	5	19	4	5	3	4	3	19	5	5	3	3	3	19
30	3	3	4	2	3	15	4	2	4	3	3	16	3	3	4	3	4	17
31	5	5	5	5	5	25	5	5	5	5	5	25	5	5	5	5	5	25
32	4	4	4	4	4	20	4	4	4	4	4	20	4	4	4	4	4	20
33	4	5	3	4	5	21	5	5	3	3	4	20	5	5	5	5	2	22
34	5	5	5	5	5	25	5	5	5	5	5	25	5	5	5	5	5	25
35	3	4	3	3	3	16	3	3	3	3	3	15	3	3	3	3	3	15
36	4	4	5	5	5	23	5	4	4	5	5	23	5	5	5	5	5	25
37	5	5	5	5	5	25	5	4	4	4	4	21	5	4	4	4	5	22
38	3	2	2	2	2	11	2	2	2	3	2	11	2	4	3	2	1	12
39	4	4	4	3	3	18	4	4	5	5	5	23	5	4	4	4	5	22
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41	4	4	4	4	5	21	4	4	5	4	4	21	4	5	4	4	5	22
42	3	3	2	2	2	12	3	3	3	3	3	15	3	3	5	2	3	16
43	5	5	5	5	4	24	4	5	5	4	4	22	5	5	4	5	4	23
44	4	4	4	3	5	20	4	4	4	4	4	20	4	5	5	4	4	22
45	2	4	2	3	2	13	4	3	2	4	5	18	3	3	3	2	3	14
46	3	3	3	3	3	15	3	3	3	3	3	15	3	3	3	3	3	15
47	5	5	5	5	5	25	5	5	5	5	5	25	5	5	5	5	5	25
48	3	2	2	2	4	13	2	2	3	2	3	12	2	5	5	2	2	16
49	5	5	5	5	5	25	4	5	5	5	5	24	5	5	5	5	4	24
50	4	4	4	4	4	20	4	4	4	4	4	20	4	4	4	4	4	20
51	4	5	5	4	5	23	5	5	4	4	4	22	4	5	4	4	4	21

52	4	4	4	4	4	20	4	4	4	4	4	20	4	4	4	4	4	20
53	4	5	4	4	3	20	4	4	3	4	4	19	3	5	4	4	4	20
54	3	4	4	4	5	20	2	3	3	3	3	14	3	5	5	3	2	18
55	3	4	4	2	4	17	3	4	4	4	5	20	5	5	5	3	2	20
56	5	4	4	3	3	19	2	3	5	5	4	19	4	4	5	3	2	18
57	5	5	5	5	5	25	5	5	5	5	5	25	5	5	5	5	5	25
58	3	4	4	4	5	20	4	5	4	4	4	21	5	5	5	5	5	25
59	2	2	3	3	5	15	3	2	3	2	3	13	3	2	4	3	2	14
60	4	4	4	4	5	21	5	4	5	4	4	22	5	3	3	4	4	19
61	4	4	4	5	5	22	4	4	5	5	5	23	4	5	5	4	4	22
62	4	5	4	4	4	21	4	4	5	4	4	21	5	5	5	5	4	24
63	4	4	4	4	4	20	3	3	4	4	3	17	4	4	4	3	3	18
64	4	4	3	3	3	17	3	3	4	4	4	18	4	4	3	3	3	17
65	5	5	3	3	3	19	4	4	4	4	3	19	4	3	5	4	4	20
66	4	4	4	4	3	19	4	3	4	4	3	18	4	3	3	3	3	16
67	3	3	4	5	5	20	4	4	3	4	2	17	2	5	5	3	3	18
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72	5	5	4	4	3	21	3	5	4	3	4	19	5	5	3	3	4	20
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74	5	5	5	5	4	24	5	5	5	4	5	24	5	5	5	4	5	24
75	5	5	5	4	3	22	5	5	5	5	5	25	5	5	5	5	5	25
76	5	5	5	5	5	25	5	5	5	5	5	25	5	4	4	4	4	21
77	3	3	3	4	4	17	2	3	3	5	4	17	3	4	5	3	3	18
78	5	5	5	5	5	25	5	5	5	5	5	25	5	5	5	5	5	25
79	4	4	4	4	4	20	4	4	4	4	4	20	4	4	4	4	4	20
80	4	5	4	4	5	22	4	5	4	5	5	23	4	5	5	4	5	23

81	3	4	3	3	4	17	3	3	4	4	4	18	3	4	3	3	4	17
82	4	4	4	4	4	20	4	4	4	4	4	20	4	4	4	4	4	20
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84	4	4	3	4	4	19	3	4	4	3	4	18	4	4	3	4	4	19
85	4	4	4	4	4	20	4	4	4	4	4	20	4	4	4	4	4	20
86	4	4	4	4	4	20	4	4	4	4	4	20	4	4	4	4	4	20
87	3	3	3	3	3	15	3	3	3	3	3	15	3	3	3	3	3	15
88	5	5	5	5	5	25	5	5	5	5	5	25	5	5	5	5	5	25
89	4	4	4	3	3	18	3	4	4	4	3	18	4	4	3	4	3	18
90	3	3	3	3	3	15	3	3	3	3	3	15	3	3	3	3	3	15
91	4	4	4	4	4	20	4	4	4	4	4	20	4	4	4	4	4	20
92	3	4	4	3	4	18	4	3	3	3	4	17	4	4	3	4	3	18
93	3	3	2	2	3	13	3	2	3	3	2	13	3	3	3	2	3	14
94	4	4	4	4	4	20	4	4	4	4	4	20	4	4	4	4	4	20
95	3	3	3	3	3	15	3	3	3	3	3	15	3	3	3	3	3	15
96	4	4	4	3	3	18	4	4	4	3	4	19	4	4	4	3	3	18
97	5	5	5	5	5	25	5	5	5	5	5	25	5	5	5	5	5	25
98	3	3	3	4	4	17	4	3	3	4	4	18	4	3	4	3	3	17
99	4	4	4	4	4	20	4	4	4	4	4	20	4	4	4	4	4	20
100	4	4	4	4	4	20	4	4	4	4	4	20	4	4	4	4	4	20

Lampiran 04. Output SPSS Ordinal

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	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
.888	.888	5

Item Statistics

	Mean	Std. Deviation	N
X1.1	3.9100	.81767	100
X1.2	3.9600	.81551	100
X1.3	3.9000	.84686	100
X1.4	3.8500	.85723	100
X1.5	4.0700	.85582	100

Inter-Item Correlation Matrix

	X1.1	X1.2	X1.3	X1.4	X1.5
X1.1	1.000	.752	.702	.615	.413
X1.2	.752	1.000	.682	.627	.366
X1.3	.702	.682	1.000	.730	.609
X1.4	.615	.627	.730	1.000	.634
X1.5	.413	.366	.609	.634	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	15.7800	8.052	.736	.635	.861
X1.2	15.7300	8.138	.716	.634	.866
X1.3	15.7900	7.562	.828	.686	.839
X1.4	15.8400	7.671	.785	.632	.850
X1.5	15.6200	8.501	.582	.468	.896

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
19.6900	12.135	3.48357	5

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	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
.879	.880	5

Item Statistics

	Mean	Std. Deviation	N
X2.1	3.7800	.88283	100
X2.2	3.7600	.92245	100
X2.3	3.9100	.85393	100
X2.4	3.9300	.76877	100
X2.5	3.8700	.90626	100

Inter-Item Correlation Matrix

	X2.1	X2.2	X2.3	X2.4	X2.5
X2.1	1.000	.604	.456	.558	.545
X2.2	.604	1.000	.665	.603	.663
X2.3	.456	.665	1.000	.637	.611
X2.4	.558	.603	.637	1.000	.596
X2.5	.545	.663	.611	.596	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	15.4700	8.615	.637	.441	.870
X2.2	15.4900	7.848	.773	.606	.837
X2.3	15.3400	8.449	.708	.550	.853
X2.4	15.3200	8.826	.718	.526	.853
X2.5	15.3800	8.117	.727	.534	.849

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
19.2500	12.694	3.56293	5

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	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	.840	5

Item Statistics

	Mean	Std. Deviation	N
Y.1	4.0000	.88763	100
Y.2	4.1700	.87681	100
Y.3	4.1200	.86783	100
Y.4	3.8100	.83720	100
Y.5	3.7400	.91696	100

Inter-Item Correlation Matrix

	Y.1	Y.2	Y.3	Y.4	Y.5
Y.1	1.000	.454	.407	.720	.571
Y.2	.454	1.000	.610	.540	.344
Y.3	.407	.610	1.000	.463	.306
Y.4	.720	.540	.463	1.000	.698
Y.5	.571	.344	.306	.698	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	15.8400	7.570	.682	.538	.794
Y.2	15.6700	7.941	.603	.460	.816
Y.3	15.7200	8.224	.545	.401	.831
Y.4	16.0300	7.383	.793	.684	.764
Y.5	16.1000	7.808	.594	.500	.819

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
19.8400	11.691	3.41926	5

Correlations

Correlations

		X1.1	X1.2	X1.3	X1.4	X1.5	TX1
X1.1	Pearson Correlation	1	.752**	.702**	.615**	.413**	.834**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100
X1.2	Pearson Correlation	.752**	1	.682**	.627**	.366**	.820**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100
X1.3	Pearson Correlation	.702**	.682**	1	.730**	.609**	.897**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100
X1.4	Pearson Correlation	.615**	.627**	.730**	1	.634**	.870**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100
X1.5	Pearson Correlation	.413**	.366**	.609**	.634**	1	.732**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100
TX1	Pearson Correlation	.834**	.820**	.897**	.870**	.732**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100

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

Correlations

Correlations

		X2.1	X2.2	X2.3	X2.4	X2.5	TX2
X2.1	Pearson Correlation	1	.604**	.456**	.558**	.545**	.772**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100
X2.2	Pearson Correlation	.604**	1	.665**	.603**	.663**	.867**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100
X2.3	Pearson Correlation	.456**	.665**	1	.637**	.611**	.818**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100
X2.4	Pearson Correlation	.558**	.603**	.637**	1	.596**	.814**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100
X2.5	Pearson Correlation	.545**	.663**	.611**	.596**	1	.836**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100
TX2	Pearson Correlation	.772**	.867**	.818**	.814**	.836**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100

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

Correlations

Correlations

		Y.1	Y.2	Y.3	Y.4	Y.5	TY
Y.1	Pearson Correlation	1	.454**	.407**	.720**	.571**	.809**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100
Y.2	Pearson Correlation	.454**	1	.610**	.540**	.344**	.754**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100
Y.3	Pearson Correlation	.407**	.610**	1	.463**	.306**	.711**
	Sig. (2-tailed)	.000	.000		.000	.002	.000
	N	100	100	100	100	100	100
Y.4	Pearson Correlation	.720**	.540**	.463**	1	.698**	.875**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100
Y.5	Pearson Correlation	.571**	.344**	.306**	.698**	1	.753**
	Sig. (2-tailed)	.000	.000	.002	.000		.000
	N	100	100	100	100	100	100
TY	Pearson Correlation	.809**	.754**	.711**	.875**	.753**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100

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

Regression

Descriptive Statistics

	Mean	Std. Deviation	N
TY	19.8400	3.41926	100
TX1	19.6900	3.48357	100
TX2	19.2500	3.56293	100

Correlations

		TY	TX1	TX2
Pearson Correlation	TY	1.000	.879	.884
	TX1	.879	1.000	.855
	TX2	.884	.855	1.000
Sig. (1-tailed)	TY	.	.000	.000

		TX1	.000	.	.000
		TX2	.000	.000	.
N		TY	100	100	100
		TX1	100	100	100
		TX2	100	100	100

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
1	.915[a]	.837	.834	1.39337

a. Predictors: (Constant), TX2, TX1

b. Dependent Variable: TY

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	969.117	2	484.558	249.583	.000[b]
	Residual	188.323	97	1.941		
	Total	1157.440	99			

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
1	(Constant)	1.900	.818		2.321	.000					
	TX1	.448	.078	.457	5.782	.000	.879	.506	.237	.269	3.721
	TX2	.473	.076	.493	6.243	.000	.884	.535	.256	.269	3.721

a. Dependent Variable: TY

Coefficient Correlations[a]

Model			TX2	TX1
1	Correlations	TX2	1.000	-.855
		TX1	-.855	1.000
	Covariances	TX2	.006	-.005
		TX1	-.005	.006

a. Dependent Variable: TY

Collinearity Diagnostics[a]

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	TX1	TX2
1	1	2.976	1.000	.00	.00	.00
	2	.020	12.313	.98	.06	.09
	3	.005	25.612	.01	.94	.91

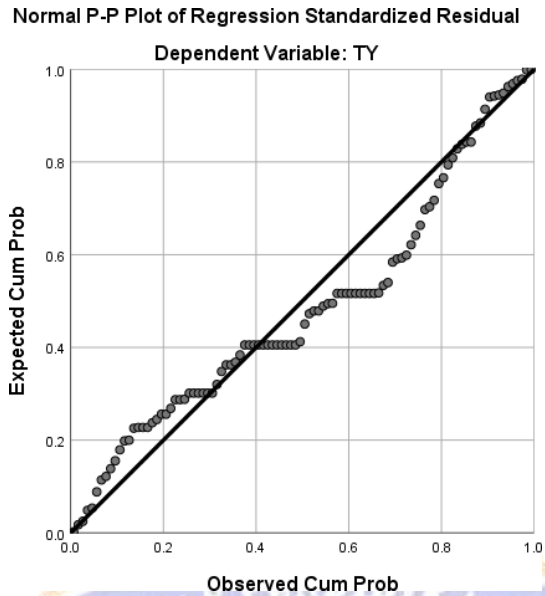
a. Dependent Variable: TY

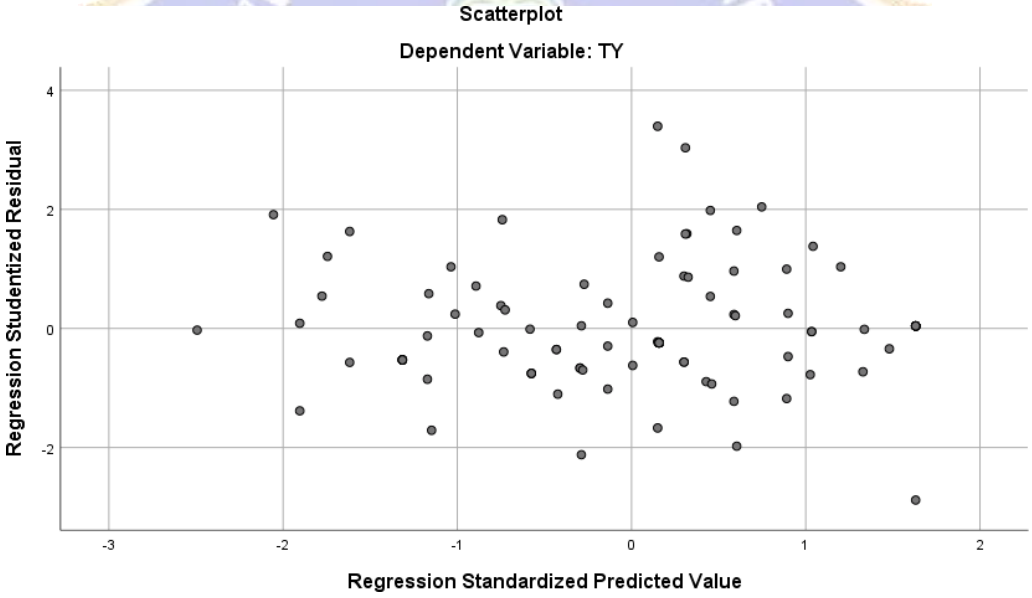
Residuals Statistics[a]

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	12.0385	24.9426	19.8400	3.12875	100
Std. Predicted Value	-2.493	1.631	.000	1.000	100
Standard Error of Predicted Value	.145	.462	.228	.078	100
Adjusted Predicted Value	12.0416	25.0944	19.8383	3.13396	100
Residual	-3.94258	4.69094	.00000	1.37922	100
Std. Residual	-2.830	3.367	.000	.990	100
Stud. Residual	-2.884	3.396	.001	1.005	100
Deleted Residual	-4.09445	4.77302	.00169	1.42296	100
Stud. Deleted Residual	-3.000	3.599	.004	1.025	100
Mahal. Distance	.075	9.894	1.980	2.189	100
Cook's Distance	.000	.120	.011	.021	100
Centered Leverage Value	.001	.100	.020	.022	100

a. Dependent Variable: TY

Charts


Normal P-P Plot of Regression Standardized Residual
Dependent Variable: TY
Expected Cum Prob
Observed Cum Prob
0.0
0.2
0.4
0.6
0.8
1.0


Scatterplot
Dependent Variable: TY
Regression Studentized Residual
Regression Standardized Predicted Value
4
2
0
-2
-3
-2
-1
0
1
2

Lampiran 05. Data Hasil Kuesioner Interval

No	*Word of Mouth* (X1)						Citra Perusahaan (X2)						Keputusan Penggunaan Jasa (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**
1	3,347	3,154	4,256	4,281	4,289	**19,327**	2,917	2,940	3,025	3,488	3,731	**16,101**	2,907	4,148	4,352	3,248	3,890	**18,544**
2	2,270	2,091	2,015	2,085	2,174	**10,635**	1,000	2,007	3,025	3,488	3,731	**13,251**	1,978	3,008	3,240	2,189	2,907	**13,322**
3	4,516	4,379	4,256	4,281	4,289	**21,720**	4,155	4,075	3,025	3,488	4,913	**19,656**	2,907	4,148	4,352	3,248	5,011	**19,665**
4	3,347	2,091	3,039	2,085	4,289	**14,851**	4,155	2,940	4,233	4,716	2,755	**18,798**	4,083	4,148	4,352	3,248	3,890	**19,720**
5	4,516	4,379	4,256	4,281	4,289	**21,720**	4,155	4,075	4,233	4,716	4,913	**22,092**	4,083	4,148	4,352	4,409	5,011	**22,002**
6	2,270	2,091	3,039	3,105	2,174	**12,678**	1,000	2,007	3,025	2,332	3,731	**12,096**	1,978	2,133	2,312	3,248	3,890	**13,562**
7	3,347	3,154	4,256	4,281	4,289	**19,327**	2,917	2,940	3,025	3,488	3,731	**16,101**	4,083	2,133	2,312	3,248	5,011	**16,788**
8	2,270	1,000	2,015	2,085	3,138	**10,508**	1,000	2,007	1,000	2,332	2,755	**9,094**	1,978	2,133	3,240	2,189	3,890	**13,429**
9	2,270	2,091	2,015	2,085	3,138	**11,599**	1,000	1,000	2,015	2,332	1,000	**7,347**	1,000	4,148	1,000	2,189	2,907	**11,243**
10	2,270	2,091	2,015	2,085	2,174	**10,635**	1,927	2,007	2,015	2,332	2,755	**11,036**	1,978	2,133	2,312	2,189	2,907	**11,519**
11	2,270	2,091	2,015	2,085	3,138	**11,599**	1,000	2,007	3,025	2,332	2,755	**11,119**	1,000	2,133	4,352	2,189	2,907	**12,580**
12	3,347	3,154	3,039	3,105	3,138	**15,783**	2,917	2,940	3,025	3,488	4,913	**17,282**	2,907	4,148	4,352	4,409	3,890	**19,704**
13	4,516	4,379	3,039	4,281	4,289	**20,502**	2,917	4,075	3,025	4,716	3,731	**18,465**	4,083	4,148	4,352	3,248	3,890	**19,720**
14	4,516	3,154	3,039	3,105	3,138	**16,951**	2,917	2,940	3,025	3,488	3,731	**16,101**	2,907	3,008	3,240	3,248	3,890	**16,293**
15	2,270	3,154	2,015	3,105	3,138	**13,681**	2,917	2,007	3,025	2,332	3,731	**14,012**	1,978	3,008	3,240	3,248	2,907	**14,382**
16	3,347	3,154	3,039	3,105	3,138	**15,783**	2,917	2,940	3,025	3,488	3,731	**16,101**	2,907	3,008	3,240	3,248	3,890	**16,293**
17	3,347	4,379	3,039	3,105	3,138	**17,007**	2,917	2,007	2,015	3,488	4,913	**15,339**	4,083	4,148	4,352	4,409	5,011	**22,002**
18	1,000	2,091	1,000	2,085	2,174	**8,351**	2,917	1,000	1,000	2,332	1,872	**9,121**	1,000	1,000	1,000	2,189	2,907	**8,096**
19	4,516	3,154	3,039	3,105	3,138	**16,951**	4,155	2,007	3,025	4,716	4,913	**18,816**	4,083	4,148	4,352	4,409	3,890	**20,880**
20	4,516	4,379	4,256	4,281	4,289	**21,720**	4,155	4,075	4,233	4,716	4,913	**22,092**	4,083	4,148	4,352	4,409	5,011	**22,002**

21	4,516	3,154	4,256	3,105	4,289	**19,320**	2,917	2,940	4,233	3,488	4,913	**18,490**	2,907	4,148	4,352	4,409	5,011	**20,826**
22	3,347	3,154	3,039	3,105	3,138	**15,783**	1,927	2,940	3,025	2,332	4,913	**15,137**	2,907	4,148	2,312	3,248	2,907	**15,522**
23	3,347	2,091	3,039	3,105	2,174	**13,756**	2,917	1,000	3,025	2,332	2,755	**12,029**	4,083	1,000	2,312	3,248	2,907	**13,551**
24	4,516	4,379	4,256	4,281	3,138	**20,569**	2,917	2,940	2,015	2,332	3,731	**13,935**	4,083	3,008	4,352	2,189	2,907	**16,538**
25	4,516	4,379	4,256	2,085	4,289	**19,525**	1,927	4,075	4,233	3,488	2,755	**16,478**	4,083	4,148	4,352	4,409	2,907	**19,898**
26	2,270	2,091	3,039	3,105	4,289	**14,793**	1,927	2,007	2,015	2,332	2,755	**11,036**	2,907	4,148	4,352	2,189	2,907	**16,502**
27	3,347	2,091	3,039	4,281	4,289	**17,047**	1,927	2,940	3,025	3,488	3,731	**15,111**	2,907	2,133	3,240	2,189	3,890	**14,358**
28	3,347	3,154	2,015	3,105	3,138	**14,759**	2,917	1,000	1,000	3,488	1,872	**10,276**	2,907	2,133	2,312	3,248	3,890	**14,490**
29	4,516	2,091	2,015	2,085	4,289	**14,996**	2,917	4,075	2,015	3,488	2,755	**15,249**	4,083	4,148	2,312	2,189	2,907	**15,639**
30	2,270	2,091	3,039	1,000	2,174	**10,574**	2,917	1,000	3,025	2,332	2,755	**12,029**	1,978	2,133	3,240	2,189	3,890	**13,429**
31	4,516	4,379	4,256	4,281	4,289	**21,720**	4,155	4,075	4,233	4,716	4,913	**22,092**	4,083	4,148	4,352	4,409	5,011	**22,002**
32	3,347	3,154	3,039	3,105	3,138	**15,783**	2,917	2,940	3,025	3,488	3,731	**16,101**	2,907	3,008	3,240	3,248	3,890	**16,293**
33	3,347	4,379	2,015	3,105	4,289	**17,134**	4,155	4,075	2,015	2,332	3,731	**16,309**	4,083	4,148	4,352	4,409	1,922	**18,913**
34	4,516	4,379	4,256	4,281	4,289	**21,720**	4,155	4,075	4,233	4,716	4,913	**22,092**	4,083	4,148	4,352	4,409	5,011	**22,002**
35	2,270	3,154	2,015	2,085	2,174	**11,698**	1,927	2,007	2,015	2,332	2,755	**11,036**	1,978	2,133	2,312	2,189	2,907	**11,519**
36	3,347	3,154	4,256	4,281	4,289	**19,327**	4,155	2,940	3,025	4,716	4,913	**19,749**	4,083	4,148	4,352	4,409	5,011	**22,002**
37	4,516	4,379	4,256	4,281	4,289	**21,720**	4,155	2,940	3,025	3,488	3,731	**17,339**	4,083	3,008	3,240	3,248	5,011	**18,590**
38	2,270	1,000	1,000	1,000	1,000	**6,270**	1,000	1,000	1,000	2,332	1,872	**7,204**	1,000	3,008	2,312	1,000	1,000	**8,320**
39	3,347	3,154	3,039	2,085	2,174	**13,799**	2,917	2,940	4,233	4,716	4,913	**19,718**	4,083	3,008	3,240	3,248	5,011	**18,590**
40	3,347	3,154	3,039	4,281	4,289	**18,109**	2,917	2,940	4,233	3,488	3,731	**17,309**	2,907	4,148	4,352	3,248	3,890	**18,544**
41	3,347	3,154	3,039	3,105	4,289	**16,933**	2,917	2,940	4,233	3,488	3,731	**17,309**	2,907	4,148	3,240	3,248	5,011	**18,554**
42	2,270	2,091	1,000	1,000	1,000	**7,361**	1,927	2,007	2,015	2,332	2,755	**11,036**	1,978	2,133	4,352	1,000	2,907	**12,370**
43	4,516	4,379	4,256	4,281	3,138	**20,569**	2,917	4,075	4,233	3,488	3,731	**18,444**	4,083	4,148	3,240	4,409	3,890	**19,769**
44	3,347	3,154	3,039	2,085	4,289	**15,914**	2,917	2,940	3,025	3,488	3,731	**16,101**	2,907	4,148	4,352	3,248	3,890	**18,544**

45	1,000	3,154	1,000	2,085	1,000	**8,240**	2,917	2,007	1,000	3,488	4,913	**14,324**	1,978	2,133	2,312	1,000	2,907	**10,331**
46	2,270	2,091	2,015	2,085	2,174	**10,635**	1,927	2,007	2,015	2,332	2,755	**11,036**	1,978	2,133	2,312	2,189	2,907	**11,519**
47	3,419	3,781	2,543	4,369	3,214	**17,326**	1,000	3,770	3,884	4,194	4,121	**16,969**	2,083	2,623	4,352	2,789	2,108	**13,954**
48	4,545	3,781	2,543	3,113	4,334	**18,316**	1,000	2,479	2,749	3,010	2,958	**12,197**	3,308	2,623	4,352	3,884	2,108	**16,274**
49	2,474	2,617	2,543	2,084	3,214	**12,932**	1,000	2,479	1,936	2,051	2,958	**10,425**	3,308	3,789	3,143	3,884	3,321	**17,445**
50	3,419	3,781	2,543	3,113	4,334	**17,190**	3,202	3,770	2,749	4,194	4,121	**18,036**	2,083	2,623	4,352	2,789	3,321	**15,167**
51	3,419	2,617	3,721	4,369	4,334	**18,461**	3,202	2,479	2,749	3,010	4,121	**15,561**	2,083	3,789	3,143	2,789	3,321	**15,125**
52	2,474	1,859	2,543	3,113	3,214	**13,204**	2,050	2,479	1,936	2,051	2,958	**11,475**	2,083	1,845	3,143	1,990	2,108	**11,168**
53	3,347	4,379	3,039	3,105	2,174	**16,043**	2,917	2,940	2,015	3,488	3,731	**15,091**	1,978	4,148	3,240	3,248	3,890	**16,504**
54	2,270	3,154	3,039	3,105	4,289	**15,856**	1,000	2,007	2,015	2,332	2,755	**10,109**	1,978	4,148	4,352	2,189	1,922	**14,588**
55	2,270	3,154	3,039	1,000	3,138	**12,600**	1,927	2,940	3,025	3,488	4,913	**16,293**	4,083	4,148	4,352	2,189	1,922	**16,693**
56	4,516	3,154	3,039	2,085	2,174	**14,968**	1,000	2,007	4,233	4,716	3,731	**15,687**	2,907	3,008	4,352	2,189	1,922	**14,377**
57	4,516	4,379	4,256	4,281	4,289	**21,720**	4,155	4,075	4,233	4,716	4,913	**22,092**	4,083	4,148	4,352	4,409	5,011	**22,002**
58	2,270	3,154	3,039	3,105	4,289	**15,856**	2,917	4,075	3,025	3,488	3,731	**17,236**	4,083	4,148	4,352	4,409	5,011	**22,002**
59	1,000	1,000	2,015	2,085	4,289	**10,389**	1,927	1,000	2,015	1,000	2,755	**8,697**	1,978	1,000	3,240	2,189	1,922	**10,329**
60	3,347	3,154	3,039	3,105	4,289	**16,933**	4,155	2,940	4,233	3,488	3,731	**18,547**	4,083	2,133	2,312	3,248	3,890	**15,666**
61	3,347	3,154	3,039	4,281	4,289	**18,109**	2,917	2,940	4,233	4,716	4,913	**19,718**	2,907	4,148	4,352	3,248	3,890	**18,544**
62	3,347	4,379	3,039	3,105	3,138	**17,007**	2,917	2,940	4,233	3,488	3,731	**17,309**	4,083	4,148	4,352	4,409	3,890	**20,880**
63	3,347	3,154	3,039	3,105	3,138	**15,783**	1,927	2,007	3,025	3,488	2,755	**13,201**	2,907	3,008	3,240	2,189	2,907	**14,250**
64	3,347	3,154	2,015	2,085	2,174	**12,776**	1,927	2,007	3,025	3,488	3,731	**14,178**	2,907	3,008	2,312	2,189	2,907	**13,323**
65	4,516	4,379	2,015	2,085	2,174	**15,169**	2,917	2,940	3,025	3,488	2,755	**15,124**	2,907	2,133	4,352	3,248	3,890	**16,529**
66	3,347	3,154	3,039	3,105	2,174	**14,819**	2,917	2,007	3,025	3,488	2,755	**14,191**	2,907	2,133	2,312	2,189	2,907	**12,448**
67	2,270	2,091	3,039	4,281	4,289	**15,969**	2,917	2,940	2,015	3,488	1,872	**13,231**	1,000	4,148	4,352	2,189	2,907	**14,595**
68	3,347	3,154	2,015	3,105	2,174	**13,795**	2,917	1,000	1,000	3,488	1,872	**10,276**	2,907	2,133	2,312	3,248	3,890	**14,490**

69	2,270	3,154	4,256	3,105	3,138	**15,923**	2,917	2,940	4,233	4,716	3,731	**18,537**	2,907	4,148	2,312	3,248	3,890	**16,505**
70	3,347	3,154	3,039	3,105	4,289	**16,933**	1,927	2,940	4,233	4,716	2,755	**16,571**	2,907	4,148	4,352	3,248	1,922	**16,577**
71	3,347	3,154	4,256	3,105	4,289	**18,151**	2,917	2,940	3,025	4,716	4,913	**18,511**	4,083	4,148	4,352	4,409	5,011	**22,002**
72	4,516	4,379	3,039	3,105	2,174	**17,212**	1,927	4,075	3,025	2,332	3,731	**15,091**	4,083	4,148	2,312	2,189	3,890	**16,621**
73	2,270	2,091	3,039	2,085	3,138	**12,623**	2,917	2,007	3,025	3,488	3,731	**15,168**	1,978	3,008	3,240	2,189	2,907	**13,322**
74	4,516	4,379	4,256	4,281	3,138	**20,569**	4,155	4,075	4,233	3,488	4,913	**20,863**	4,083	4,148	4,352	3,248	5,011	**20,842**
75	4,516	4,379	4,256	3,105	2,174	**18,430**	4,155	4,075	4,233	4,716	4,913	**22,092**	4,083	4,148	4,352	4,409	5,011	**22,002**
76	4,516	4,379	4,256	4,281	4,289	**21,720**	4,155	4,075	4,233	4,716	4,913	**22,092**	4,083	3,008	3,240	3,248	3,890	**17,469**
77	2,270	2,091	2,015	3,105	3,138	**12,618**	1,000	2,007	2,015	4,716	3,731	**13,469**	1,978	3,008	4,352	2,189	2,907	**14,433**
78	4,516	4,379	4,256	4,281	4,289	**21,720**	4,155	4,075	4,233	4,716	4,913	**22,092**	4,083	4,148	4,352	4,409	5,011	**22,002**
79	3,347	3,154	3,039	3,105	3,138	**15,783**	2,917	2,940	3,025	3,488	3,731	**16,101**	2,907	3,008	3,240	3,248	3,890	**16,293**
80	3,347	4,379	3,039	3,105	4,289	**18,158**	2,917	4,075	3,025	4,716	4,913	**19,646**	2,907	4,148	4,352	3,248	5,011	**19,665**
81	2,270	3,154	2,015	2,085	3,138	**12,662**	1,927	2,007	3,025	3,488	3,731	**14,178**	1,978	3,008	2,312	2,189	3,890	**13,377**
82	3,347	3,154	3,039	3,105	3,138	**15,783**	2,917	2,940	3,025	3,488	3,731	**16,101**	2,907	3,008	3,240	3,248	3,890	**16,293**
83	2,270	2,091	2,015	2,085	2,174	**10,635**	1,927	2,007	2,015	2,332	2,755	**11,036**	1,978	2,133	2,312	2,189	2,907	**11,519**
84	3,347	3,154	2,015	3,105	3,138	**14,759**	1,927	2,940	3,025	2,332	3,731	**13,956**	2,907	3,008	2,312	3,248	3,890	**15,365**
85	3,347	3,154	3,039	3,105	3,138	**15,783**	2,917	2,940	3,025	3,488	3,731	**16,101**	2,907	3,008	3,240	3,248	3,890	**16,293**
86	2,474	1,859	2,543	3,113	3,214	**13,204**	2,050	2,479	1,936	2,051	2,958	**11,475**	2,083	1,845	3,143	1,990	2,108	**11,168**
87	3,419	1,859	1,805	3,113	3,214	**13,410**	2,050	2,479	2,749	2,051	2,029	**11,358**	2,083	1,845	2,159	2,789	2,108	**10,983**
88	2,474	1,000	1,805	2,084	2,292	**9,655**	1,000	1,000	1,936	1,000	1,000	**5,936**	1,000	1,000	2,159	1,000	1,000	**6,159**
89	2,474	1,000	1,000	2,084	2,292	**8,850**	1,000	1,000	1,000	2,051	2,029	**7,080**	1,000	1,000	2,159	1,990	1,000	**7,149**
90	2,474	2,617	3,721	4,369	2,292	**15,474**	1,000	2,479	1,936	3,010	2,029	**10,454**	3,308	1,845	4,352	2,789	3,321	**15,614**
91	3,347	3,154	3,039	3,105	3,138	**15,783**	2,917	2,940	3,025	3,488	3,731	**16,101**	2,907	3,008	3,240	3,248	3,890	**16,293**
92	2,270	3,154	3,039	2,085	3,138	**13,686**	2,917	2,007	2,015	2,332	3,731	**13,002**	2,907	3,008	2,312	3,248	2,907	**14,383**

93	2,270	2,091	1,000	1,000	2,174	**8,535**	1,927	1,000	2,015	2,332	1,872	**9,146**	1,978	2,133	2,312	1,000	2,907	**10,331**
94	3,347	3,154	3,039	3,105	3,138	**15,783**	2,917	2,940	3,025	3,488	3,731	**16,101**	2,907	3,008	3,240	3,248	3,890	**16,293**
95	2,270	2,091	2,015	2,085	2,174	**10,635**	1,927	2,007	2,015	2,332	2,755	**11,036**	1,978	2,133	2,312	2,189	2,907	**11,519**
96	3,347	3,154	3,039	2,085	2,174	**13,799**	2,917	2,940	3,025	2,332	3,731	**14,946**	2,907	3,008	3,240	2,189	2,907	**14,250**
97	4,516	4,379	4,256	4,281	4,289	**21,720**	4,155	4,075	4,233	4,716	4,913	**22,092**	4,083	4,148	4,352	4,409	5,011	**22,002**
98	2,270	2,091	2,015	3,105	3,138	**12,618**	2,917	2,007	2,015	3,488	3,731	**14,157**	2,907	2,133	3,240	2,189	2,907	**13,375**
99	3,347	3,154	3,039	3,105	3,138	**15,783**	2,917	2,940	3,025	3,488	3,731	**16,101**	2,907	3,008	3,240	3,248	3,890	**16,293**
100	3,347	3,154	3,039	3,105	3,138	**15,783**	2,917	2,940	3,025	3,488	3,731	**16,101**	2,907	3,008	3,240	3,248	3,890	**16,293**

Lampiran 06. Output SPSS Interval

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	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
.869	.869	5

Item Statistics

	Mean	Std. Deviation	N
X1.1	3.2279	.91411	100
X1.2	3.0687	.94168	100
X1.3	2.9164	.91019	100
X1.4	3.0096	.91661	100
X1.5	3.2655	.90892	100

Inter-Item Correlation Matrix

	X1.1	X1.2	X1.3	X1.4	X1.5
X1.1	1.000	.724	.648	.549	.402
X1.2	.724	1.000	.631	.542	.346
X1.3	.648	.631	1.000	.691	.571
X1.4	.549	.542	.691	1.000	.594
X1.5	.402	.346	.571	.594	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	12.2602	9.076	.710	.590	.837
X1.2	12.4195	9.082	.679	.579	.844
X1.3	12.5717	8.738	.791	.629	.816
X1.4	12.4785	8.986	.727	.559	.832
X1.5	12.2226	9.804	.561	.408	.872

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
15.4881	13.823	3.71796	5

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	100.0

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

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	13.0821	9.288	.704	.537	.807
Y.2	12.8483	9.376	.659	.460	.819
Y.3	12.5820	10.263	.534	.357	.850
Y.4	12.9933	9.036	.783	.638	.786
Y.5	12.4721	9.241	.629	.482	.828

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.877	.877	5

Item Statistics

	Mean	Std. Deviation	N
X2.1	2.6315	.97477	100
X2.2	2.6933	.92343	100
X2.3	2.9022	.94352	100
X2.4	3.3350	.93811	100
X2.5	3.5712	.98381	100

Inter-Item Correlation Matrix

	X2.1	X2.2	X2.3	X2.4	X2.5
X2.1	1.000	.553	.462	.546	.577
X2.2	.553	1.000	.645	.582	.652
X2.3	.462	.645	1.000	.636	.593
X2.4	.546	.582	.636	1.000	.632
X2.5	.577	.652	.593	.632	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	12.5018	10.299	.631	.418	.868
X2.2	12.4400	10.036	.737	.557	.843
X2.3	12.2311	10.110	.700	.530	.852
X2.4	11.7982	10.021	.724	.536	.846
X2.5	11.5621	9.674	.745	.559	.841

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
15.1333	15.200	3.89871	5

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded[a]	0	.0
	Total	100	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
.850	.850	5

Item Statistics

	Mean	Std. Deviation	N
Y.1	2.9124	.94226	100
Y.2	3.1461	.96726	100
Y.3	3.4125	.91201	100
Y.4	3.0011	.92067	100
Y.5	3.5223	1.02562	100

Inter-Item Correlation Matrix

	Y.1	Y.2	Y.3	Y.4	Y.5
Y.1	1.000	.514	.434	.703	.589
Y.2	.514	1.000	.555	.587	.475
Y.3	.434	.555	1.000	.482	.313
Y.4	.703	.587	.482	1.000	.666
Y.5	.589	.475	.313	.666	1.000

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
15.9945	14.216	3.77047	5

Correlations

Correlations

		X1.1	X1.2	X1.3	X1.4	X1.5	TX1
X1.1	Pearson Correlation	1	.724**	.648**	.549**	.402**	.821**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100
X1.2	Pearson Correlation	.724**	1	.631**	.542**	.346**	.804**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100
X1.3	Pearson Correlation	.648**	.631**	1	.691**	.571**	.874**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100
X1.4	Pearson Correlation	.549**	.542**	.691**	1	.594**	.833**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100
X1.5	Pearson Correlation	.402**	.346**	.571**	.594**	1	.717**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100
TX1	Pearson Correlation	.821**	.804**	.874**	.833**	.717**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	

N	100	100	100	100	100	100

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

Correlations

Correlations

		X2.1	X2.2	X2.3	X2.4	X2.5	TX2
X2.1	Pearson Correlation	1	.553**	.462**	.546**	.577**	.770**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100
X2.2	Pearson Correlation	.553**	1	.645**	.582**	.652**	.836**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100
X2.3	Pearson Correlation	.462**	.645**	1	.636**	.593**	.813**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100
X2.4	Pearson Correlation	.546**	.582**	.636**	1	.632**	.828**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100
X2.5	Pearson Correlation	.577**	.652**	.593**	.632**	1	.847**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100
TX2	Pearson Correlation	.770**	.836**	.813**	.828**	.847**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100

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

Correlations

Correlations

		Y.1	Y.2	Y.3	Y.4	Y.5	TY
Y.1	Pearson Correlation	1	.514**	.434**	.703**	.589**	.819**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100
Y.2	Pearson Correlation	.514**	1	.555**	.587**	.475**	.792**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100
Y.3	Pearson Correlation	.434**	.555**	1	.482**	.313**	.696**
	Sig. (2-tailed)	.000	.000		.000	.002	.000

	N	100	100	100	100	100	100
Y.4	Pearson Correlation	.703**	.587**	.482**	1	.666**	.868**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100
Y.5	Pearson Correlation	.589**	.475**	.313**	.666**	1	.779**
	Sig. (2-tailed)	.000	.000	.002	.000		.000
	N	100	100	100	100	100	100
TY	Pearson Correlation	.819**	.792**	.696**	.868**	.779**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100

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

Regression

Descriptive Statistics

	Mean	Std. Deviation	N
TY	15.9940	3.77015	100
TX1	15.4878	3.71765	100
TX2	15.1332	3.89865	100

Correlations

		TY	TX1	TX2
Pearson Correlation	TY	1.000	.842	.859
	TX1	.842	1.000	.821
	TX2	.859	.821	1.000
Sig. (1-tailed)	TY	.	.000	.000
	TX1	.000	.	.000
	TX2	.000	.000	.
N	TY	100	100	100
	TX1	100	100	100
	TX2	100	100	100

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
1	.892[a]	.795	.791	1.72398

a. Predictors: (Constant), TX2, TX1

b. Dependent Variable: TY

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1118.897	2	559.448	188.232	.000[b]
	Residual	288.295	97	2.972		
	Total	1407.192	99			

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
1	(Constant)	1.878	.755		2.486	.000					
	TX1	.424	.082	.418	5.194	.000	.842	.466	.239	.326	3.071
	TX2	.499	.078	.516	6.403	.000	.859	.545	.294	.326	3.071

a. Dependent Variable: TY

Coefficient Correlations[a]

Model			TX2	TX1
1	Correlations	TX2	1.000	-.821
		TX1	-.821	1.000

Covariances	TX2	.006	-.005
	TX1	-.005	.007

a. Dependent Variable: TY

Collinearity Diagnostics[a]

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	TX1	TX2
1	1	2.954	1.000	.01	.00	.00
	2	.036	9.082	.97	.06	.12
	3	.010	16.982	.03	.94	.87

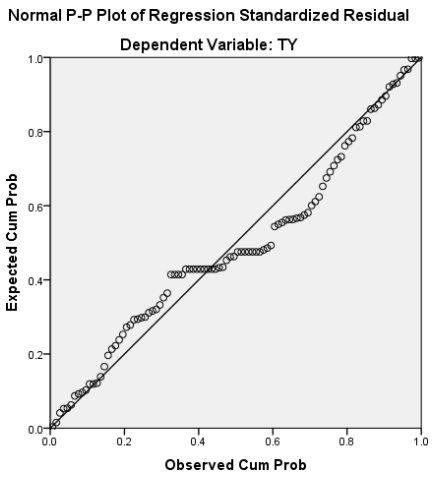
a. Dependent Variable: TY

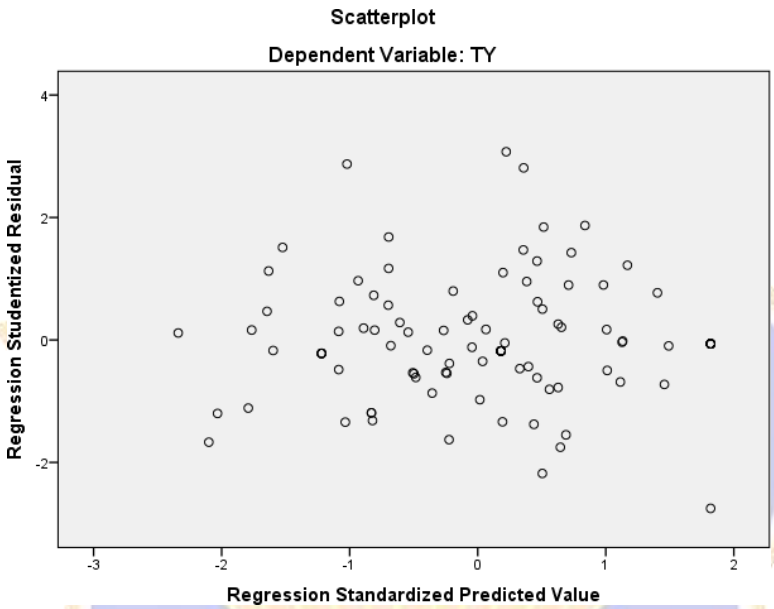
Residuals Statistics[a]

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	8.1297	22.1078	15.9940	3.36184	100
Std. Predicted Value	-2.339	1.819	.000	1.000	100
Standard Error of Predicted Value	.174	.568	.284	.092	100
Adjusted Predicted Value	8.1149	22.3190	15.9948	3.36253	100
Residual	-4.63879	5.26097	.00000	1.70648	100
Std. Residual	-2.691	3.052	.000	.990	100
Stud. Residual	-2.751	3.073	.000	1.004	100
Deleted Residual	-4.85005	5.33657	-.00084	1.75730	100
Stud. Deleted Residual	-2.851	3.218	.002	1.022	100
Mahal. Distance	.019	9.762	1.980	2.014	100
Cook's Distance	.000	.115	.010	.018	100
Centered Leverage Value	.000	.099	.020	.020	100

a. Dependent Variable: TY

Charts


Normal P-P Plot of Regression Standardized Residual
Dependent Variable: TY
Expected Cum Prob
Observed Cum Prob
0.0
0.2
0.4
0.6
0.8
1.0


Scatterplot
Dependent Variable: TY
Regression Studentized Residual
Regression Standardized Predicted Value
4
2
0
-2
-3
-2
-1
0
1
2