

Lampiran 1. Kuesioner Penelitian

Kepada Yth : Sdr/i Responden

Assalamu Alaikum Warahmatullahi Wabarakatu

Saya adalah mahasiswi tingkat akhir Program Pascasarjana Universitas Muslim Indonesia, Fakultas Ekonomi, Jurusan Pemasaran. Dalam rangka memenuhi salah satu syarat kelulusan studi S2, saya sedang melakukan penelitian tentang “Analisis Pengaruh Kualitas Pelayanan Angkutan Umum Berbasis Online (Go-jek) terhadap Kepuasan Pelanggan”. Oleh karena itu dengan kerendahan hati penulis meminta kesediaan saudara/i untuk dapat mengisi kuesioner penelitian ini dengan jujur dan benar. Jawaban yang anda berikan akan dijamin kerahasiaannya dan hanya akan digunakan untuk kepentingan ilmiah. Atas kesediaan dan kerjasama anda, penulis ucapkan terima kasih yang sebesar-besarnya.

Hormat Saya

Andi Irfa Hasyifah Wisani

Pengantar:

- a. Baca dan pahami tiap pertanyaan dalam lembar kuesioner berikut serta diisi dengan teliti, lengkap dan jujur.
- b. Jawaban harus merupakan jawaban pribadi. Dalam hal ini tidak ada jawaban yang benar atau salah, yang penting jawaban saudara/i benar-benar tepat dengan situasi yang dirasakan.
- c. Tiap-tiap jawaban saudara/i berikan pada saya merupakan bantuan yang tidak ternilai bagi saya dalam menyelesaikan penulisan tesis yang sedang saya lakukan.

Petunjuk Pengisian:

- a. Identitas Responden
Jawablah pertanyaan di bawah ini dengan memberikan tanda (√) pada jawaban yang dipilih.
- b. Kuesioner
Pada bagian ini saudara/i diminta untuk dapat menyampaikan pendapat dengan memberikan tanda (√) pada kolom yang telah disediakan sesuai dengan seberapa jauh saudara/i setuju atau tidak setuju dengan pernyataan

yang diajukan. Jika menurut saudara/i tidak ada pernyataan yang tepat, maka jawaban dapat diberikan pada pilihan yang paling mendekati diantara pilihan-pilihan yang ada. Masing-masing kolom menunjukkan seberapa jauh saudara/i setuju dengan pernyataan yang diajukan, diantaranya:

Kriteria Jawaban	Sangat tidak setuju	Tidak setuju	Netral	Setuju	Sangat setuju
	STS	TS	N	S	SS
Skor	1	2	3	4	5

IDENTITAS RESPONDEN

1. Nama :
2. Jenis Kelamin
 Laki-Laki
 Perempuan
3. Usia
 < 20 tahun 26-30 tahun
 21-25 tahun > 30 tahun
4. Berapa kali saudara/i menggunakan layanan Go-ride pada Go-jek?
 1 kali 2-3 kali
 1-2 kali >3 kali

DAFTAR PERTANYAAN

No	Variabel <i>Tangibles</i> (Bukti Fisik)	Skor Pendapat Responden				
	Indikator	1 STS	2 TS	3 N	4 S	5 SS
1	Go-Jek memiliki kendaraan yang baik					
2	Go-Jek memiliki kelengkapan atribut berkendara sesuai dengan peraturan yang berlaku					
3	Driver Go-Jek memberika/menawarkan atribut tambahan untuk pelanggan (masker, jas hujan, shower cap)					

NO	Variabel <i>Reliability</i> (Keandalan)	Skor Pendapat Responden				
	Indikator	1 STS	2 TS	3 N	4 S	5 SS
1	Prosedur pemesanan layanan Go-Jek tidak berbelit-belit					
2	Driver Go-Jek mengantarkan konsumen ke tempat tujuan dengan tepat					
3	Pelayanan Go-Jek dapat dipercaya					

NO	Variabel <i>Responsiveness</i> (Daya Tanggap)	Skor Pendapat Responden				
	Indikator	1 STS	2 TS	3 N	4 S	5 SS
1	Driver Go-Jek dapat memberikan solusi atas permasalahan pelanggan dalam pemesanan layanan					
2	Driver Go-Jek datang tepat waktu					
3	Driver Go-Jek mengantarkan konsumen dengan cepat					

NO	Variabel <i>Assurance</i> (Jaminan)	Skor Pendapat Responden				
	Indikator	1 STS	2 TS	3 N	4 S	5 SS
1	Driver Go-Jek dapat menjamin keselamatan konsumen					
2	Driver Go-Jek menjaga etika dan kesopanan ketika memberikan pelayanan kepada konsumen					
3	Driver Go-Jek dapat membuat konsumen percaya untuk menggunakan layanan Go-Jek kembali					

N O	Variabel <i>Empathy</i> (Empati)	Skor Pendapat Responden				
	Indikator	1 STS	2 TS	3 N	4 S	5 SS
1	Go-Jek menunjang masyarakat untuk melakukan mobilitas dari suatu tempat ke tempat lain					
2	Go-Jek adalah transportasi yang mengutamakan keselamatan					
3	Driver Go-Jek selalu mendengarkan keinginan konsumen					

N O	Variabel Kepuasan Pelanggan	Skor Pendapat Responden				
	Indikator	1 STS	2 TS	3 N	4 S	5 SS
1	Saya merasa puas dengan pelayanan yang diberikan Go-Jek					
2	Pelayanan yang diberikan Go-Jek membuat saya akan menggunakan layanan Go-Jek kembali					
3	Saya merekomendasikan Go-Jek kepada teman saya/orang lain					

Lampiran 2. Hasil Olah Data SPSS

```
DESCRIPTIVES VARIABLES=X1.1 X1.2 X1.3 X2.1 X2.2 X2.3 X3.1 X3.2
X3.3 X4.1 X4.2 X4.3 X5.1 X5.2 X5.3 Y1 Y2 Y3
/SAVE
/STATISTICS=MEAN STDDEV MIN MAX.
```

Descriptives

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
X1.1	100	2	5	3.71	.782
X1.2	100	1	5	3.64	.847
X1.3	100	1	5	3.24	1.084
X2.1	100	2	5	4.10	.745
X2.2	100	3	5	4.09	.753
X2.3	100	2	5	3.91	.818
X3.1	100	1	5	3.73	.886
X3.2	100	1	5	3.66	.855
X3.3	100	2	5	3.77	.723
X4.1	100	2	5	3.44	.756
X4.2	100	2	5	3.65	.770
X4.3	100	3	5	3.85	.702
X5.1	100	2	5	3.82	.687
X5.2	100	2	5	3.57	.769
X5.3	100	1	5	3.69	.787
Y1	100	2	5	3.97	.703
Y2	100	3	5	4.07	.700
Y3	100	2	5	3.79	.782
Valid N (listwise)	100				

```

FREQUENCIES VARIABLES=X1.1 X1.2 X1.3
  /NTILES=4
  /STATISTICS=MEAN MEDIAN MODE SUM
  /ORDER=ANALYSIS.

```

Frequencies

		Statistics		
		X1.1	X1.2	X1.3
N	Valid	100	100	100
	Missing	0	0	0
Mean		3.71	3.64	3.24
Median		4.00	4.00	3.00
Mode		4	4	3
Sum		371	364	324
Percentiles	25	3.00	3.00	2.00
	50	4.00	4.00	3.00
	75	4.00	4.00	4.00

Frequency Table

X1.1				
	Frequency	Percent	Valid Percent	Cumulative Percent
2	4	4.0	4.0	4.0
3	37	37.0	37.0	41.0
Valid 4	43	43.0	43.0	84.0
5	16	16.0	16.0	100.0
Total	100	100.0	100.0	

X1.2				
	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.0	1.0	1.0
2	7	7.0	7.0	8.0
Valid 3	33	33.0	33.0	41.0
4	45	45.0	45.0	86.0
5	14	14.0	14.0	100.0
Total	100	100.0	100.0	

X1.3

	Frequency	Percent	Valid Percent	Cumulative Percent
1	4	4.0	4.0	4.0
2	23	23.0	23.0	27.0
3	32	32.0	32.0	59.0
Valid 4	27	27.0	27.0	86.0
5	14	14.0	14.0	100.0
Total	100	100.0	100.0	

```

FREQUENCIES VARIABLES=X2.1 X2.2 X2.3
/NTILES=4
/STATISTICS=MEAN MEDIAN MODE SUM
/ORDER=ANALYSIS.

```

Frequencies**Statistics**

		X2.1	X2.2	X2.3
N	Valid	100	100	100
	Missing	0	0	0
Mean		4.10	4.09	3.91
Median		4.00	4.00	4.00
Mode		4	4	4
Sum		410	409	391
Percentiles	25	4.00	4.00	3.00
	50	4.00	4.00	4.00
	75	5.00	5.00	5.00

Frequency Table**X2.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	2.0	2.0	2.0
3	17	17.0	17.0	19.0
Valid 4	50	50.0	50.0	69.0
5	31	31.0	31.0	100.0
Total	100	100.0	100.0	

X2.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	24	24.0	24.0	24.0
4	43	43.0	43.0	67.0
5	33	33.0	33.0	100.0
Total	100	100.0	100.0	

X2.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	2	2.0	2.0	2.0
3	32	32.0	32.0	34.0
4	39	39.0	39.0	73.0
5	27	27.0	27.0	100.0
Total	100	100.0	100.0	

```

FREQUENCIES VARIABLES=X3.1 X3.2 X3.3
  /NTILES=4
  /STATISTICS=MEAN MEDIAN MODE SUM
  /ORDER=ANALYSIS.

```

Frequencies**Statistics**

		X3.1	X3.2	X3.3
N	Valid	100	100	100
	Missing	0	0	0
Mean		3.73	3.66	3.77
Median		4.00	4.00	4.00
Mode		4	4	4
Sum		373	366	377
Percentiles	25	3.00	3.00	3.00
	50	4.00	4.00	4.00
	75	4.00	4.00	4.00

Frequency Table

X3.1

	Frequency	Percent	Valid Percent	Cumulative Percent
1	3	3.0	3.0	3.0
2	2	2.0	2.0	5.0
3	32	32.0	32.0	37.0
4	45	45.0	45.0	82.0
5	18	18.0	18.0	100.0
Total	100	100.0	100.0	

X3.2

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.0	1.0	1.0
2	6	6.0	6.0	7.0
3	35	35.0	35.0	42.0
4	42	42.0	42.0	84.0
5	16	16.0	16.0	100.0
Total	100	100.0	100.0	

X3.3

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.0	1.0	1.0
3	37	37.0	37.0	38.0
4	46	46.0	46.0	84.0
5	16	16.0	16.0	100.0
Total	100	100.0	100.0	

```

FREQUENCIES VARIABLES=X4.1 X4.2 X4.3
/NTILES=4
/STATISTICS=MEAN MEDIAN MODE SUM
/ORDER=ANALYSIS.

```

Frequencies

		Statistics		
		X4.1	X4.2	X4.3
N	Valid	100	100	100
	Missing	0	0	0
Mean		3.44	3.65	3.85
Median		3.00	4.00	4.00
Mode		3	3	4
Sum		344	365	385
Percentiles	25	3.00	3.00	3.00
	50	3.00	4.00	4.00
	75	4.00	4.00	4.00

Frequency Table

X4.1				
	Frequency	Percent	Valid Percent	Cumulative Percent
2	8	8.0	8.0	8.0
3	48	48.0	48.0	56.0
Valid 4	36	36.0	36.0	92.0
5	8	8.0	8.0	100.0
Total	100	100.0	100.0	

X4.2				
	Frequency	Percent	Valid Percent	Cumulative Percent
2	3	3.0	3.0	3.0
3	44	44.0	44.0	47.0
Valid 4	38	38.0	38.0	85.0
5	15	15.0	15.0	100.0
Total	100	100.0	100.0	

X4.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	33	33.0	33.0	33.0
4	49	49.0	49.0	82.0
5	18	18.0	18.0	100.0
Total	100	100.0	100.0	

```

FREQUENCIES VARIABLES=X5.1 X5.2 X5.3
  /NTILES=4
  /STATISTICS=MEAN MEDIAN MODE SUM
  /ORDER=ANALYSIS.

```

Frequencies**Statistics**

		X5.1	X5.2	X5.3
N	Valid	100	100	100
	Missing	0	0	0
Mean		3.82	3.57	3.69
Median		4.00	3.00	4.00
Mode		4	3	4
Sum		382	357	369
Percentiles	25	3.00	3.00	3.00
	50	4.00	3.00	4.00
	75	4.00	4.00	4.00

Frequency Table**X5.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	1	1.0	1.0	1.0
3	31	31.0	31.0	32.0
4	53	53.0	53.0	85.0
5	15	15.0	15.0	100.0
Total	100	100.0	100.0	

X5.2

	Frequency	Percent	Valid Percent	Cumulative Percent
2	4	4.0	4.0	4.0
3	48	48.0	48.0	52.0
Valid 4	35	35.0	35.0	87.0
5	13	13.0	13.0	100.0
Total	100	100.0	100.0	

X5.3

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.0	1.0	1.0
2	4	4.0	4.0	5.0
Valid 3	33	33.0	33.0	38.0
4	49	49.0	49.0	87.0
5	13	13.0	13.0	100.0
Total	100	100.0	100.0	

```

FREQUENCIES VARIABLES=Y1 Y2 Y3
  /NTILES=4
  /STATISTICS=MEAN MEDIAN MODE SUM
  /ORDER=ANALYSIS.

```

Frequencies**Statistics**

		Y1	Y2	Y3
N	Valid	100	100	100
	Missing	0	0	0
Mean		3.97	4.07	3.79
Median		4.00	4.00	4.00
Mode		4	4	4
Sum		397	407	379
Percentiles	25	4.00	4.00	3.00
	50	4.00	4.00	4.00
	75	4.00	5.00	4.00

Frequency Table

Y1

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.0	1.0	1.0
3	23	23.0	23.0	24.0
Valid 4	54	54.0	54.0	78.0
5	22	22.0	22.0	100.0
Total	100	100.0	100.0	

Y2

	Frequency	Percent	Valid Percent	Cumulative Percent
3	21	21.0	21.0	21.0
Valid 4	51	51.0	51.0	72.0
5	28	28.0	28.0	100.0
Total	100	100.0	100.0	

Y3

	Frequency	Percent	Valid Percent	Cumulative Percent
2	3	3.0	3.0	3.0
3	34	34.0	34.0	37.0
Valid 4	44	44.0	44.0	81.0
5	19	19.0	19.0	100.0
Total	100	100.0	100.0	

```

CORRELATIONS
/VARIABLES=X1.1 X1.2 X1.3 X1
/PRINT=TWOTAIL NOSIG
/MISSING=PAIRWISE.

```

Correlations

		Bukti Fisik
X1.1	Pearson Correlation	.785**
	Sig. (2-tailed)	.000
	N	100
X1.2	Pearson Correlation	.714**
	Sig. (2-tailed)	.000
	N	100
X1.3	Pearson Correlation	.790**
	Sig. (2-tailed)	.000
	N	100
Bukti Fisik	Pearson Correlation	1
	Sig. (2-tailed)	
	N	100

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

```

CORRELATIONS
/VARIABLES=X2.1 X2.2 X2.3 X2
/PRINT=TWOTAIL NOSIG
/MISSING=PAIRWISE.

```

Correlations

		Keandalan
X2.1	Pearson Correlation	.770**
	Sig. (2-tailed)	.000
	N	100
X2.2	Pearson Correlation	.805**
	Sig. (2-tailed)	.000
	N	100
X2.3	Pearson Correlation	.840**
	Sig. (2-tailed)	.000
	N	100
Keandalan	Pearson Correlation	1
	Sig. (2-tailed)	
	N	100

CORRELATIONS
 /VARIABLES=X3.1 X3.2 X3.3 X3
 /PRINT=TWOTAIL NOSIG
 /MISSING=PAIRWISE.

Correlations

		Daya Tanggap
X3.1	Pearson Correlation	.824**
	Sig. (2-tailed)	.000
	N	100
X3.2	Pearson Correlation	.878**
	Sig. (2-tailed)	.000
	N	100
X3.3	Pearson Correlation	.751**
	Sig. (2-tailed)	.000
	N	100
Daya Tanggap	Pearson Correlation	1
	Sig. (2-tailed)	
	N	100

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

CORRELATIONS
 /VARIABLES=X4.1 X4.2 X4.3 X4
 /PRINT=TWOTAIL NOSIG
 /MISSING=PAIRWISE.

Correlations

		Jaminan
X4.1	Pearson Correlation	.817**
	Sig. (2-tailed)	.000
	N	100
X4.2	Pearson Correlation	.790**
	Sig. (2-tailed)	.000
	N	100
X4.3	Pearson Correlation	.829**
	Sig. (2-tailed)	.000
	N	100
Jaminan	Pearson Correlation	1
	Sig. (2-tailed)	
	N	100

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

```

CORRELATIONS
/VARIABLES=X5.1 X5.2 X5.3 X5
/PRINT=TWOTAIL NOSIG
/MISSING=PAIRWISE.

```

Correlations

		Empati
X5.1	Pearson Correlation	.697**
	Sig. (2-tailed)	.000
	N	100
X5.2	Pearson Correlation	.865**
	Sig. (2-tailed)	.000
	N	100
X5.3	Pearson Correlation	.756**
	Sig. (2-tailed)	.000
	N	100
Empati	Pearson Correlation	1
	Sig. (2-tailed)	
	N	100

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

```

CORRELATIONS
/VARIABLES=Y1 Y2 Y3 Y
/PRINT=TWOTAIL NOSIG
/MISSING=PAIRWISE.

```

Correlations

		Kepuasan
Y1	Pearson Correlation	.758**
	Sig. (2-tailed)	.000
	N	100
Y2	Pearson Correlation	.839**
	Sig. (2-tailed)	.000
	N	100
Y3	Pearson Correlation	.641**
	Sig. (2-tailed)	.000
	N	100
Kepuasan	Pearson Correlation	1
	Sig. (2-tailed)	
	N	100

RELIABILITY

```

/VARIABLES=X1.1 X1.2 X1.3 X2.1 X2.2 X2.3 X3.1 X3.2 X3.3 X4.1
X4.2 X4.3 X5.1 X5.2 X5.3 Y1 Y2 Y3
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/STATISTICS=DESCRIPTIVE SCALE
/SUMMARY=TOTAL.

```

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	N of Items
.861	18

Item Statistics

	Mean	Std. Deviation	N
X1.1	3.71	.782	100
X1.2	3.64	.847	100
X1.3	3.24	1.084	100
X2.1	4.10	.745	100
X2.2	4.09	.753	100
X2.3	3.91	.818	100
X3.1	3.73	.886	100
X3.2	3.66	.855	100
X3.3	3.77	.723	100
X4.1	3.44	.756	100
X4.2	3.65	.770	100
X4.3	3.85	.702	100
X5.1	3.82	.687	100
X5.2	3.57	.769	100
X5.3	3.69	.787	100
Y1	3.97	.703	100
Y2	4.07	.700	100
Y3	3.79	.782	100

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	63.99	54.454	.463	.855
X1.2	64.06	55.693	.317	.861
X1.3	64.46	51.604	.490	.855
X2.1	63.60	56.384	.310	.861
X2.2	63.61	54.968	.437	.856
X2.3	63.79	53.582	.515	.852
X3.1	63.97	53.868	.443	.856
X3.2	64.04	53.332	.508	.853
X3.3	63.93	53.924	.562	.851
X4.1	64.26	53.447	.578	.850
X4.2	64.05	55.361	.389	.858
X4.3	63.85	54.937	.479	.854
X5.1	63.88	55.743	.409	.857
X5.2	64.13	52.498	.658	.846
X5.3	64.01	54.394	.465	.854
Y1	63.73	53.714	.602	.849
Y2	63.63	54.276	.548	.851
Y3	63.91	55.719	.350	.859

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
67.70	60.414	7.773	18

```

REGRESSION
  /DESCRIPTIVES MEAN STDDEV CORR SIG N
  /MISSING LISTWISE
  /STATISTICS COEFF OUTS R ANOVA COLLIN TOL CHANGE ZPP
  /CRITERIA=PIN(.05) POUT(.10)
  /NOORIGIN
  /DEPENDENT Y
  /METHOD=ENTER X1 X2 X3 X4 X5
  /SCATTERPLOT=(*ZRESID ,*ZPRED)
  /RESIDUALS DURBIN NORMPROB(ZRESID)
  /SAVE PRED.

```

Regression

Descriptive Statistics

	Mean	Std. Deviation	N
Kepuasan	3.9433	.54031	100
Bukti Fisik	3.5300	.69161	100
Keandalan	4.0333	.62226	100
Daya Tanggap	3.7200	.67457	100
Jaminan	3.6467	.60269	100
Empati	3.6933	.57964	100

Correlations

	Kepuasan	Bukti Fisik	Keandalan	Daya Tanggap	Jaminan	Empati
Pearson Correlation	Kepuasan	.339	.503	.523	.396	.496
	Bukti Fisik	1.000	.240	.300	.475	.438
	Keandalan	.503	1.000	.399	.178	.309
	Daya Tanggap	.523	.300	1.000	.290	.410
	Jaminan	.396	.475	.290	1.000	.541
	Empati	.496	.438	.410	.541	1.000
Sig. (1-tailed)	Kepuasan	.000	.000	.000	.000	.000
	Bukti Fisik	.000	.008	.001	.000	.000
	Keandalan	.000	.008	.000	.038	.001
	Daya Tanggap	.000	.001	.000	.002	.000
	Jaminan	.000	.000	.038	.002	.000
	Empati	.000	.000	.001	.000	.000
N	Kepuasan	100	100	100	100	100
	Bukti Fisik	100	100	100	100	100
	Keandalan	100	100	100	100	100
	Daya Tanggap	100	100	100	100	100
	Jaminan	100	100	100	100	100
	Empati	100	100	100	100	100

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Empati, Keandalan, Bukti Fisik, Daya Tanggap, Jaminan ^b		Enter

a. Dependent Variable: Kepuasan

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.677 ^a	.459	.430	.40795	.459	15.932	5	94	.000	1.502

a. Predictors: (Constant), Empati, Keandalan, Bukti Fisik, Daya Tanggap, Jaminan

b. Dependent Variable: Kepuasan

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	13.257	5	2.651	15.932	.000 ^b
	Residual	15.644	94	.166		
	Total	28.901	99			

a. Dependent Variable: Kepuasan

b. Predictors: (Constant), Empati, Keandalan, Bukti Fisik, Daya Tanggap, Jaminan

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	.846	.359		2.358	.020		
	Bukti Fisik	.024	.070	.031	.346	.730	.711	1.407
	Keandalan	.261	.073	.300	3.556	.001	.808	1.237
	Daya Tanggap	.216	.071	.270	3.051	.003	.738	1.356
	Jaminan	.125	.085	.140	1.466	.146	.634	1.577
	Empati	.190	.091	.204	2.079	.040	.601	1.665

a. Dependent Variable: Kepuasan

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions					
				(Constant)	Bukti Fisik	Keandalan	Daya Tanggap	Jaminan	Empati
1	1	5.916	1.000	.00	.00	.00	.00	.00	.00
	2	.028	14.514	.01	.36	.14	.19	.08	.00
	3	.018	18.002	.04	.58	.00	.21	.23	.09
	4	.018	18.382	.05	.05	.41	.55	.05	.04
	5	.011	23.190	.13	.00	.02	.04	.31	.85
	6	.010	24.770	.76	.00	.43	.00	.33	.02

a. Dependent Variable: Kepuasan

Residuals Statistics^a

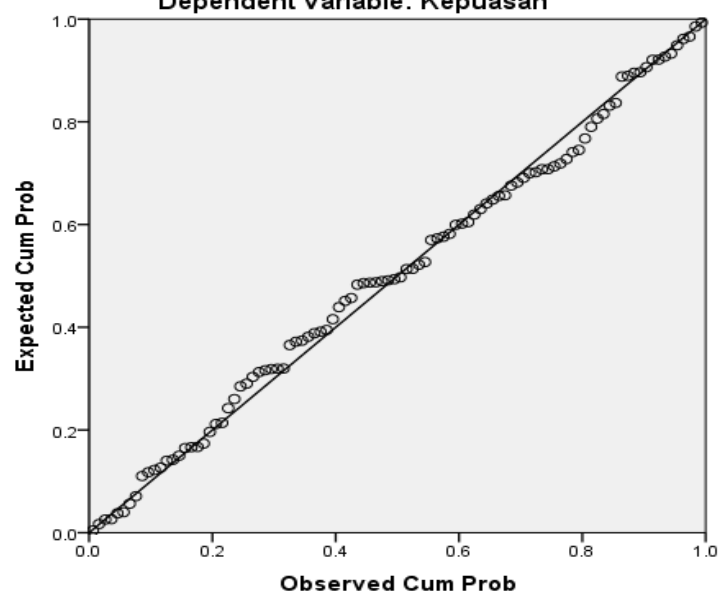
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	3.1230	4.9248	3.9433	.36594	100
Residual	-1.07648	1.00998	.00000	.39751	100
Std. Predicted Value	-2.242	2.682	.000	1.000	100
Std. Residual	-2.639	2.476	.000	.974	100

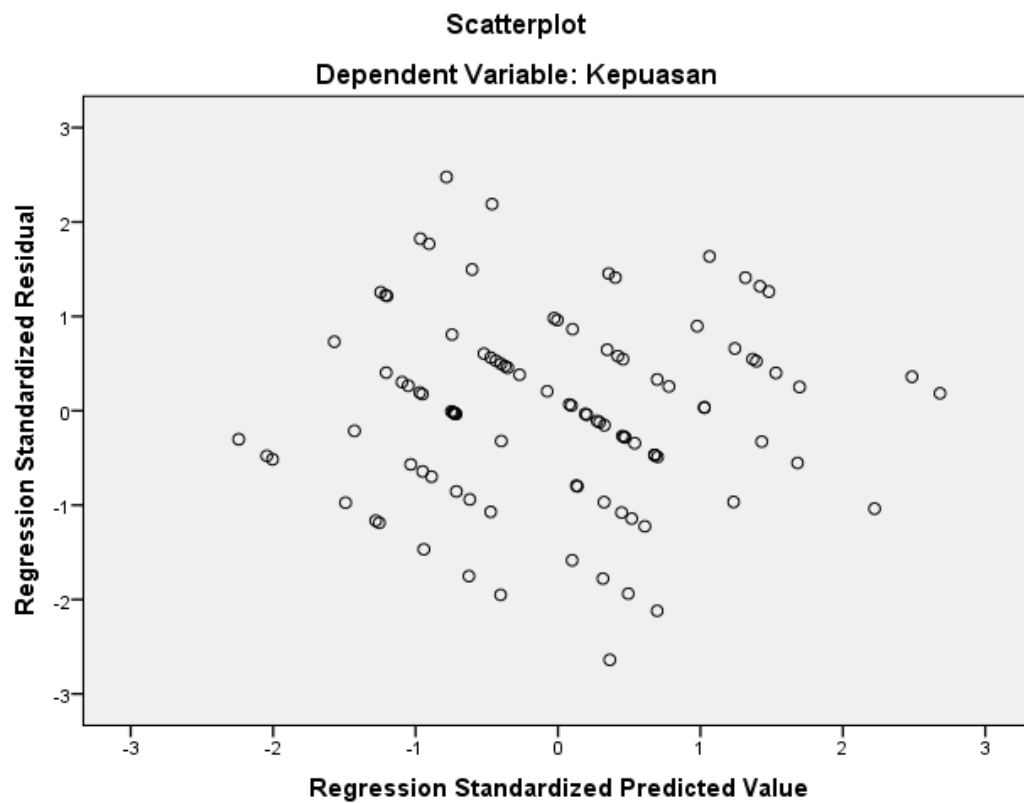
a. Dependent Variable: Kepuasan

Charts

Normal P-P Plot of Regression Standardized Residual

Dependent Variable: Kepuasan





UJI NORMALITAS

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NPAR TESTS
  /K-S (NORMAL) =PRE_1
  /MISSING ANALYSIS.

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NPar Tests

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Predicted Value
N		100
Normal Parameters ^{a,b}	Mean	3.9433333
	Std. Deviation	.36594204
Most Extreme Differences	Absolute	.078
	Positive	.078
	Negative	-.052
Kolmogorov-Smirnov Z		.781
Asymp. Sig. (2-tailed)		.575

a. Test distribution is Normal.

b. Calculated from data.