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LEMBAR KUESIONER PENELITIAN PROPOSAL
PENGARUH *PERCEIVED VALUE* DAN *SWITCHING COST* TERHADAP
KEPUASAN KONSUMEN PADA LAPTOP ACER DI TOKO WIRA
KOMPUTER BENGKULU

I. IDENTITAS RESPONDEN DAN PENELITI

Assalamu'alaikum Warahmatullahi Wabarakatuh,

Responden yang terhormat,

Saya Ovi yuliantri (NPM: 2261201009), mahasiswa Program Studi Manajemen, Fakultas Ekonomi dan Bisnis, Universitas Muhammadiyah Bengkulu, sedang melakukan penelitian dalam rangka menyelesaikan tugas akhir (skripsi) dengan judul: **“Pengaruh *Perceived Value* Dan *Switching Cost* Terhadap Kepuasan Konsumen Pada Laptop Acer Di Toko Wira Komputer Bengkulu.”**

Sehubungan dengan hal tersebut, saya memohon kesediaan Saudara/Saudari untuk berpartisipasi sebagai responden dengan mengisi kuesioner yang telah disediakan. Jawaban Saudara/Saudari akan sangat membantu dalam proses penyusunan skripsi ini. Seluruh informasi yang diberikan akan dijaga kerahasiaannya dan hanya digunakan untuk kepentingan akademik.

Saya sangat menghargai waktu dan bantuan Saudara/Saudari. Atas perhatian dan kerja sama yang diberikan, saya ucapkan terima kasih yang sebesar-besarnya. Semoga kebaikan Saudara/Saudari mendapatkan balasan dari Allah SWT.

Wassalamu'alikum Warahmatullahi Wabarakatuh.

Hormat Saya.

Ovi Yuliantri

1. Petunjuk Pengisian

1. Mohon menjawab semua pernyataan di bawah ini dengan cara melengkapi isinya
2. Satu jawaban untuk satu pernyataan

Setiap butir pernyataan terdiri atas 5 pilihan jawaban, yaitu :

5 = Sangat Setuju

4 = Setuju

3 = Kurang Setuju

2 = Tidak Setuju

1 = Sangat Tidak Setuju

2. Identitas Responden

Sebelum menjawab pernyataan kuesioner ini, dimohon kepada Bapak/Ibu mengisi identitas diri terlebih dahulu dengan tanda (X)

Nama Responden :

Usia : ☐ 18-25 thn ☐ 26-35 thn ☐ 36-45 thn ☐ 45-70 thn

Jenis Kelamin : ☐ Laki-laki ☐ Perempuan

Pekerjaan : ☐ Mahasiswa ☐ PNS ☐ Wiraswasta ☐ Lainnya

Pendapatan : ☐ Rp. 500-1.000.000 ☐ Rp. 1.000.000-2.000.000
☐ Rp. 2.000.000-5.000.000

Pembelian Laptop : ☐ Pernah (1 kali) ☐ Sering (2-3 kali)
☐ Sering sekali (>4)

II. PERNYATAAN KUESIONER

1. Perceived Value

Tabel Pernyataan Kuesioner Tentang Perceived Value (X_1)

No	Pernyataan	Penilaian				
		SS (5)	S (4)	KS (3)	TS (2)	STS (1)
	Keseuaian harapan					
1	Secara keseluruhan, pengalaman saya sesuai dengan apa yang saya harapkan sebelum mengunjungi/menggunakan layanan ini.					
2	Kualitas produk/layanan yang saya terima melebihi atau setara dengan ekspektasi saya					
	Minat kunjung kembali					
3	Saya berminat untuk kembali menggunakan produk ini di masa mendatang.					
4	Jika saya membutuhkan produk serupa, saya akan memilih tempat ini lagi.					
	Kesediaan merekomendasikan					
5	Saya akan dengan senang hati merekomendasikan produk/layanan ini kepada teman atau keluarga saya.					
6	Saya merasa yakin untuk merekomendasikan produk/layanan ini sebagai pilihan yang sangat baik.					

Sumber: Muh. Syaiful Saehu (2023).

2. Switching Cost

Tabel Pernyataan Kuesioner Tentang Switching Cost (X_2)

No	Pernyataan	Penilaian				
		SS (5)	S (4)	KS (3)	TS (2)	STS (1)
	Biaya Penyiapan (Setup Cost)					
1	Butuh banyak waktu dan usaha bagi saya untuk memahami cara menggunakan produk/layanan ini di awal.					
2	Ada biaya tambahan yang tidak terduga (seperti membeli alat bantu atau aksesoris) agar saya bisa menggunakan					

	produk/layanan ini dengan baik.					
	Biaya Kehilangan Manfaat (Benefit Loss Cost)					
3	Saya merasa harus mengorbankan manfaat yang saya dapatkan dari produk saya sebelumnya setelah beralih ke yang baru ini.					
4	Dibutuhkan waktu yang cukup lama bagi saya untuk benar-benar merasakan kepuasan atau manfaat terbaik dari produk ini					
	Biaya Kehilangan Moneter (Monetary Loss Cost)					
5	Produk ini cepat rusak atau tidak berfungsi dengan baik, sehingga saya harus mengeluarkan biaya perbaikan					
6	Saya mengalami ketidaknyamanan atau kerugian lain (misalnya, pekerjaan tertunda, data hilang) akibat masalah pada produk/layanan ini					

Sumber: M. Rafly Hermawan & Tezar Arianto (2022)

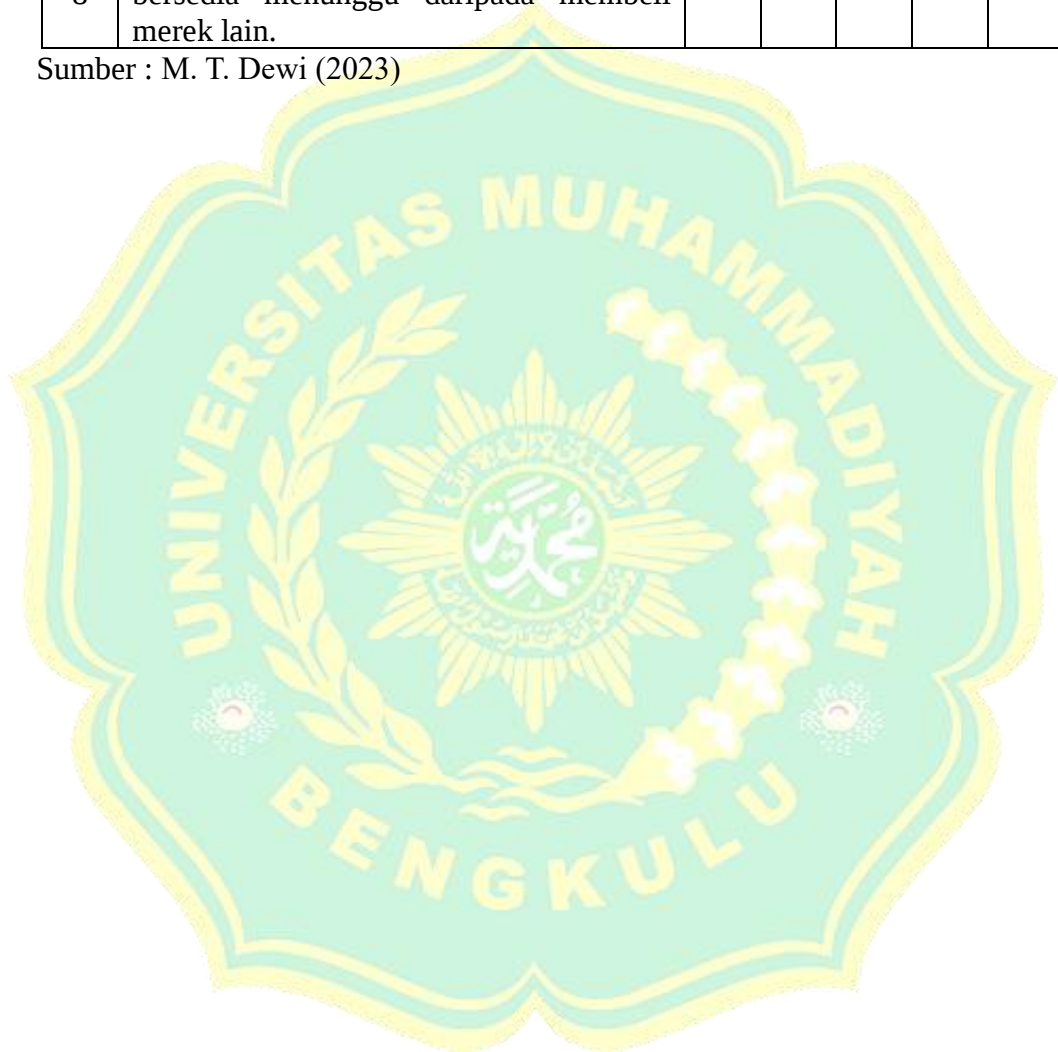
3. Kepuasan Konsumen

Tabel Pernyataan Kuesioner Tentang Kepuasan Konsumen (Y)

No	Pernyataan	Penilaian				
		SS (5)	S (4)	KS (3)	TS (2)	STS (1)
	Kemantapan pada sebuah produk					
1	Saya merasa sangat cocok dan puas dengan produk ini					
2	Walaupun ada merek lain yang menawarkan diskon, saya tetap memilih produk ini.					
	Kebiasaan membeli produk					
3	Saya tidak perlu berpikir lama lagi ketika harus membeli produk sejenis, karena saya langsung memilih merek ini					
4	Saya merasa ada yang kurang jika tidak menggunakan produk ini dalam jangka waktu tertentu.					
	Memberikan rekomendasi pada orang lain					
5	Saya senang menceritakan pengalaman baik saya menggunakan produk ini					

	kepada teman atau keluarga					
6	Saya akan membela dan berbicara positif tentang produk ini jika ada yang mengkritiknya					
	Melakukan pembelian ulang					
7	Saya pasti akan membeli produk ini lagi di masa yang akan datang					
8	Jika stok produk ini habis di toko, saya bersedia menunggu daripada membeli merek lain.					

Sumber : M. T. Dewi (2023)



HASIL UJI VALIDITAS

	Item Pertanyaan Kuisisioner	R hitung	R tabel	Ket
Variabel X ₁	1	0,711	0,361	Valid
	2	0,606	0,361	Valid
	3	0,645	0,361	Valid
	4	0,824	0,361	Valid
	5	0,705	0,361	Valid
	6	0,707	0,361	Valid
Variabel X ₂	1	0,719	0,361	Valid
	2	0,791	0,361	Valid
	3	0,760	0,361	Valid
	4	0,708	0,361	Valid
	5	0,750	0,361	Valid
	6	0,707	0,361	Valid
Variabel Y	1	0,974	0,361	Valid
	2	0,862	0,361	Valid
	3	0,708	0,361	Valid
	4	0,790	0,361	Valid
	5	0,770	0,361	Valid
	6	0,859	0,361	Valid
	7	0,961	0,361	Valid
	8	0,707	0,361	Valid

No	Variabel	Alpha Cronbach	Alpha	Keterangan
1	(X ₁)	0,766	0,6	Reliabel
2	(X ₂)	0,734	0,6	Reliabel
3	(Y)	0,813	0,6	Reliabel

Uji Validitas Variabel X₁

Correlations

		Item1	Item2	Item3	Item4	Item5	Item6	Total
Item1	Pearson Correlation	1	.723**	.768**	.812**	.631**	1.000**	.719
	Sig. (2-tailed)		.000	.000	.000	.001	.000	.000
	N	30	30	30	30	30	30	30
Item2	Pearson Correlation	.723**	1	.781**	.749**	.728**	.723**	.791
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30
Item3	Pearson Correlation	.768**	.781**	1	.915**	.639**	.768**	.760
	Sig. (2-tailed)	.000	.000		.000	.001	.000	.000
	N	30	30	30	30	30	30	30
Item4	Pearson Correlation	.812**	.749**	.915**	1	.602**	.812**	.708
	Sig. (2-tailed)	.000	.000	.000		.001	.000	.000
	N	30	30	30	30	30	30	30
Item5	Pearson Correlation	.631**	.728**	.639**	.602**	1	.631**	.750
	Sig. (2-tailed)	.001	.000	.001	.001		.001	.000
	N	30	30	30	30	30	30	30
Item6	Pearson Correlation	1.000**	.723**	.768**	.812**	.631**	1	.707
	Sig. (2-tailed)	.000	.000	.000	.000	.001		.000
	N	30	30	30	30	30	30	30
Total	Pearson Correlation	.719*	.791	.760*	.708	.750	.707	1
	Sig. (2-tailed)	.000	.000	.000	.001	.000	.000	
	N	30	30	30	30	30	30	30

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

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

Reliability Statistics

Cronbach's Alpha	N of Items
.766	6

Uji Validitas Variabel X₂

Correlations

		Item1	Item2	Item3	Item4	Item5	Item6	Total
Item1	Pearson Correlation	1	.723**	.768**	.812**	.631**	1.000**	.719
	Sig. (2-tailed)		.000	.000	.000	.001	.000	.000
	N	30	30	30	30	30	30	30
Item2	Pearson Correlation	.723**	1	.781**	.749**	.728**	.723**	.791
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30
Item3	Pearson Correlation	.768**	.781**	1	.915**	.639**	.768**	.760
	Sig. (2-tailed)	.000	.000		.000	.001	.000	.000
	N	30	30	30	30	30	30	30
Item4	Pearson Correlation	.812**	.749**	.915**	1	.602**	.812**	.708
	Sig. (2-tailed)	.000	.000	.000		.001	.000	.000
	N	30	30	30	30	30	30	30
Item5	Pearson Correlation	.631**	.728**	.639**	.602**	1	.631**	.750
	Sig. (2-tailed)	.001	.000	.001	.001		.001	.000
	N	30	30	30	30	30	30	30
Item6	Pearson Correlation	1.000**	.723**	.768**	.812**	.631**	1	.707
	Sig. (2-tailed)	.000	.000	.000	.000	.001		.000
	N	30	30	30	30	30	30	30
Total	Pearson Correlation	.719	.791	.760	.708	.750	.707	1
	Sig. (2-tailed)	.000	.000	.000	.001	.000	.000	
	N	30	30	30	30	30	30	30

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

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

Reliability Statistics

Cronbach's Alpha	N of Items
.734	6

Uji Validitas Variabel Y

Correlations

		Item1	item2	item3	item4	item5	item6	item7	item8	total
Item1	Pearson Correlation	.764**	.782**	1	.914**	.628**	.764**	.782**	1.000**	.974**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.006
	N	30	30	30	30	30	30	30	30	30
item2	Pearson Correlation	.812**	.749**	.914**	1	.597**	.812**	.749**	.914**	.862
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.304
	N	30	30	30	30	30	30	30	30	30
item3	Pearson Correlation	.630**	.718**	.628**	.597**	1	.630**	.718**	.628**	.708
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.050
	N	30	30	30	30	30	30	30	30	30
item4	Pearson Correlation	1.000**	.730**	.764**	.812**	.630**	1	.730**	.764**	.790
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.905
	N	30	30	30	30	30	30	30	30	30
item5	Pearson Correlation	.730**	1.000**	.782**	.749**	.718**	.730**	1	.782**	.770*
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.031
	N	77	77	77	77	77	77	77	77	30
item6	Pearson Correlation	.764**	.782**	1.000**	.914**	.628**	.764**	.782**	1	.859*
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.036
	N	30	30	30	30	30	30	30	30	30
item7	Pearson Correlation	.812**	.749**	.914**	1.000**	.597**	.812**	.749**	.914**	.961*
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.010
	N	30	30	30	30	30	30	30	30	30
item8	Pearson Correlation	.812**	.749**	.914**	1	.597**	.812**	.749**	.914**	.707**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30
Total	Pearson Correlation	.974**	.862	.708	.790	.770*	.859*	.961*	.707**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30

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

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

Reliability Statistics

Cronbach's Alpha	N of Items
.813	8

UJI VALIDITAS
Lampiran Tabulasi Data (X₁)

No. Responden	Pernyataan						Jumlah
	1	2	3	4	5	6	
1	4	3	5	5	4	5	26
2	5	4	3	3	3	2	20
3	3	4	3	5	3	5	23
4	4	4	3	4	3	3	21
5	4	4	4	2	4	4	22
6	3	5	5	4	5	5	27
7	5	5	3	5	4	4	26
8	5	3	3	3	4	3	21
9	3	4	3	4	2	4	20
10	5	4	3	3	3	3	21
11	3	3	4	3	3	2	18
12	5	4	4	5	3	4	25
13	5	4	3	3	3	3	21
14	4	5	4	3	3	3	22
15	4	4	5	4	4	4	25
16	4	4	4	3	4	4	23
17	5	4	4	4	4	4	25
18	5	5	4	5	3	3	25
19	5	5	4	4	3	4	25
20	5	4	4	4	3	4	24
21	4	3	5	5	4	5	26
22	5	4	3	3	3	2	20
23	3	4	3	5	3	5	23
24	4	4	3	4	3	3	21
25	4	4	4	2	4	4	22
26	3	5	5	4	5	5	27
27	5	5	3	5	4	4	26
28	5	3	3	3	4	3	21
29	3	4	3	4	2	4	20
30	5	4	3	3	3	3	21

Lampiran Tabulasi Data (X₂)

No. Responden	Pernyataan						Jumlah
	1	2	3	4	5	6	
1	3	3	3	3	3	3	18
2	4	4	3	4	4	4	23
3	5	5	4	5	5	5	29
4	4	4	4	4	4	4	24
5	4	3	4	4	3	4	22
6	2	4	3	2	4	2	17
7	3	3	3	3	3	3	18
8	3	3	3	3	3	3	18
9	4	4	3	4	4	4	23
10	5	5	4	5	5	5	29
11	4	4	4	4	4	4	24
12	4	3	4	4	3	4	22
13	2	4	3	2	4	2	17
14	3	3	3	3	3	3	18
15	3	3	3	3	3	3	18
16	4	4	3	4	4	4	23
17	5	5	4	5	5	5	29
18	4	4	4	4	4	4	24
19	4	3	4	4	3	4	22
20	2	4	3	2	4	2	17
21	3	3	3	3	3	3	18
22	4	4	3	4	4	4	23
23	5	5	4	5	5	5	29
24	4	4	4	4	4	4	24
25	4	3	4	4	3	4	22
26	2	4	3	2	4	2	17
27	3	3	3	3	3	3	18
28	3	3	3	3	3	3	18
29	4	4	3	4	4	4	23
30	5	5	4	5	5	5	29

Lampiran Tabulasi Data (Y)

No. Responden	Pernyataan								Jumlah
	1	2	3	4	5	6	7	8	
1	3	4	4	3	5	5	4	3	24
2	3	3	4	3	4	5	4	3	22
3	4	4	4	4	3	5	4	4	24
4	4	3	3	4	3	3	3	4	20
5	5	5	4	5	3	4	4	5	26
6	4	4	4	4	5	5	4	4	26
7	4	4	4	4	3	4	4	4	23
8	4	4	4	4	4	3	4	4	23
9	4	4	4	4	4	4	4	4	24
10	3	4	4	3	3	3	4	3	20
11	3	3	4	3	3	2	4	3	18
12	4	4	4	4	3	4	4	4	23

13	4	3	3	4	3	3	3	4	20
14	5	5	4	5	4	3	4	5	26
15	4	4	4	4	4	4	4	4	24
16	4	4	4	4	3	4	4	4	23
17	4	4	4	4	4	4	4	4	24
18	4	4	4	4	4	3	4	4	23
19	3	4	4	3	3	4	4	3	21
20	3	3	4	3	3	4	4	3	20
21	3	4	4	3	5	5	4	3	24
22	3	3	4	3	4	5	4	3	22
23	4	4	4	4	3	5	4	4	24
24	4	3	3	4	3	3	3	4	20
25	5	5	4	5	3	4	4	5	26
26	4	4	4	4	5	5	4	4	26
27	4	4	4	4	3	4	4	4	23
28	4	4	4	4	4	3	4	4	23
29	4	4	4	4	4	4	4	4	24
30	3	4	4	3	3	3	4	3	20



Lampiran Frequencies

[DataSet0]

Statistics																					
		X1 1	X1 2	X1 3	X1 4	X1 5	X1 6	X2 1	X2 2	X2 3	X2 4	X2 5	X2 6	Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8
N	Valid	10 0	10 0	10 0	10 0	10 0	10 0	10 0	10 0	10 0	10 0	10 0	10 0	10 0	10 0	10 0	10 0	10 0	10 0	10 0	
	Missing	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	

Frequency Table

X11					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	6	6,0	6,0	6,0
	3	34	34,0	34,0	40,0
	4	43	43,0	43,0	83,0
	5	17	17,0	17,0	100,0
	Total	100	100,0	100,0	

X12					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	21	21,0	21,0	21,0
	3	54	54,0	54,0	75,0
	4	23	23,0	23,0	98,0
	5	2	2,0	2,0	100,0
	Total	100	100,0	100,0	

X13					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	26	26,0	26,0	26,0
	3	29	29,0	29,0	55,0
	4	20	20,0	20,0	75,0
	5	25	25,0	25,0	100,0
	Total	100	100,0	100,0	

X14					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	15	15,0	15,0	15,0
	3	38	38,0	38,0	53,0
	4	31	31,0	31,0	84,0
	5	16	16,0	16,0	100,0
	Total	100	100,0	100,0	

X15					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	32	32,0	32,0	32,0
	4	39	39,0	39,0	71,0
	5	29	29,0	29,0	100,0
	Total	100	100,0	100,0	

X16					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	13	13,0	13,0	13,0
	3	23	23,0	23,0	36,0
	4	35	35,0	35,0	71,0
	5	29	29,0	29,0	100,0
	Total	100	100,0	100,0	

X21					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	15	15,0	15,0	15,0
	3	43	43,0	43,0	58,0
	4	31	31,0	31,0	89,0
	5	11	11,0	11,0	100,0
	Total	100	100,0	100,0	

X22					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	8	8,0	8,0	8,0
	3	26	26,0	26,0	34,0
	4	51	51,0	51,0	85,0
	5	15	15,0	15,0	100,0
	Total	100	100,0	100,0	

X23					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	8	8,0	8,0	8,0
	3	19	19,0	19,0	27,0
	4	29	29,0	29,0	56,0
	5	44	44,0	44,0	100,0
	Total	100	100,0	100,0	

X24					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	4	4,0	4,0	4,0
	3	33	33,0	33,0	37,0
	4	49	49,0	49,0	86,0
	5	14	14,0	14,0	100,0
	Total	100	100,0	100,0	

X25					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	19	19,0	19,0	19,0
	3	27	27,0	27,0	46,0
	4	24	24,0	24,0	70,0
	5	30	30,0	30,0	100,0
	Total	100	100,0	100,0	

X26					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	18	18,0	18,0	18,0
	3	31	31,0	31,0	49,0
	4	35	35,0	35,0	84,0
	5	16	16,0	16,0	100,0
	Total	100	100,0	100,0	

Y1					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	8	8,0	8,0	8,0
	3	30	30,0	30,0	38,0
	4	46	46,0	46,0	84,0
	5	16	16,0	16,0	100,0
	Total	100	100,0	100,0	

Y2					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	12	12,0	12,0	12,0
	3	60	60,0	60,0	72,0
	4	4	4,0	4,0	76,0
	5	24	24,0	24,0	100,0
	Total	100	100,0	100,0	

Y3					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	8	8,0	8,0	8,0
	3	30	30,0	30,0	38,0
	4	46	46,0	46,0	84,0
	5	16	16,0	16,0	100,0
	Total	100	100,0	100,0	

Y4					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	8	8,0	8,0	8,0
	3	33	33,0	33,0	41,0
	5	59	59,0	59,0	100,0
	Total	100	100,0	100,0	

Y5					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	12	12,0	12,0	12,0
	3	60	60,0	60,0	72,0
	4	4	4,0	4,0	76,0
	5	24	24,0	24,0	100,0
	Total	100	100,0	100,0	

Y6					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	10	10,0	10,0	10,0
	3	30	30,0	30,0	40,0
	4	47	47,0	47,0	87,0
	5	13	13,0	13,0	100,0
	Total	100	100,0	100,0	

Y7					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	16	16,0	16,0	16,0
	3	62	62,0	62,0	78,0
	4	19	19,0	19,0	97,0
	5	3	3,0	3,0	100,0
	Total	100	100,0	100,0	

Y8					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	23	23,0	23,0	23,0
	3	44	44,0	44,0	67,0
	4	29	29,0	29,0	96,0
	5	4	4,0	4,0	100,0
	Total	100	100,0	100,0	

Regression

[DataSet0]

Variables Entered/Removed ^a			
Model	Variables Entered	Variables Removed	Method
1	X2, X1 ^b	.	Enter

a. Dependent Variable: Y

b. All requested variables entered.

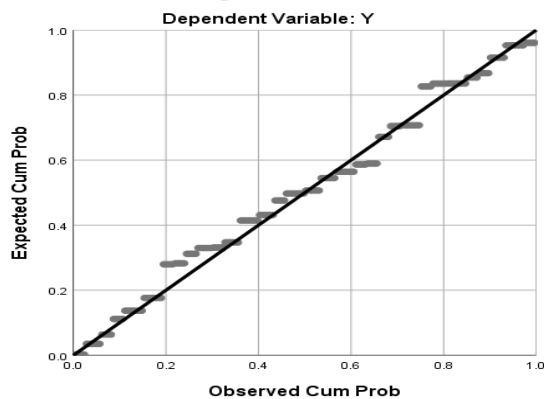
Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.890 ^a	.792	.790	3.958
a. Predictors: (Constant), X2, X1				
b. Dependent Variable: Y				

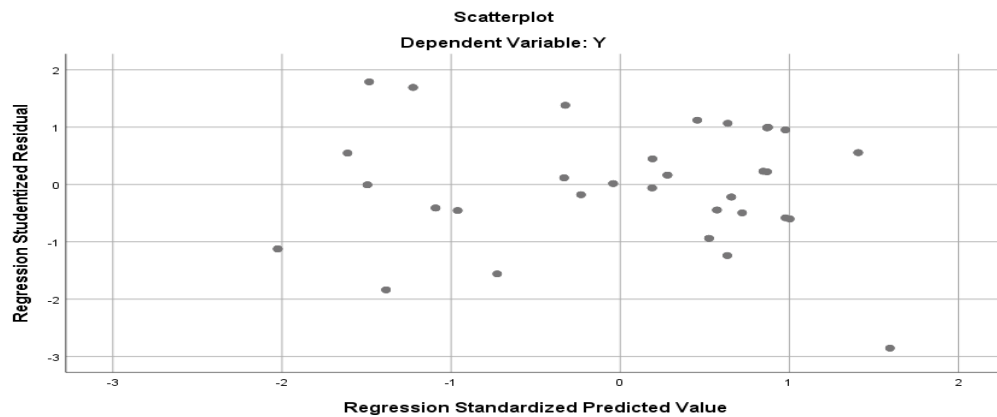
ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	205.792	2	68.597	14.379	.000 ^b
	Residual	1817.200	97	15.666		
	Total	2022.992	99			
a. Dependent Variable: Y						
b. Predictors: (Constant), X2, X1						

Residuals Statistics ^a					
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	19.33	24.09	21.99	1.315	100
Std. Predicted Value	-2.025	1.594	.000	1.000	100
Standard Error of Predicted Value	.410	1.147	.701	.175	100
Adjusted Predicted Value	19.57	24.51	22.01	1.308	100
Residual	-11.088	6.960	.000	3.908	100
Std. Residual	-2.802	1.759	.000	.987	100
Stud. Residual	-2.855	1.790	-.002	1.003	100
Deleted Residual	-11.515	7.209	-.020	4.034	100
Stud. Deleted Residual	-2.948	1.807	-.004	1.013	100
Mahal. Distance	.288	9.009	2.975	2.071	100
Cook's Distance	.000	.078	.008	.014	100
Centered Leverage Value	.002	.076	.025	.017	100
a. Dependent Variable: Y					

Charts

Normal P-P Plot of Regression Standardized Residual





NPar Tests

[DataSet0]

One-Sample Kolmogorov-Smirnov Test

	X1	X2	Y
N	100	100	100
Normal Parameters ^{a,b}	Mean	21,46	22,07
	Std. Deviation	2,914	3,415
Most Extreme Differences	Absolute	,161	,297
	Positive	,161	,175
	Negative	-,108	-,297
Test Statistic	,161	,297	,141
Asymp. Sig. (2-tailed)	,200 ^c	,190 ^c	,160 ^c

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

Lampiran Rekapitulasi Variabel

**Tabulasi Data
(X1)**

No. Responden	Pertanyaan						Jumlah
	1	2	3	4	5	6	
1	3	2	2	4	3	5	19
2	4	3	3	4	5	5	24
3	3	2	2	3	3	4	17
4	4	4	4	3	4	4	23
5	4	3	4	2	4	3	20
6	3	3	2	3	3	4	18
7	3	3	5	5	5	4	25
8	3	4	5	4	5	5	26
9	2	3	3	3	3	5	19
10	3	2	2	5	3	3	18
11	5	3	3	3	4	2	20
12	4	3	3	2	4	2	18
13	5	3	5	3	4	4	24
14	3	2	2	5	3	4	19
15	3	3	2	4	3	4	19
16	4	4	5	4	5	5	27
17	5	2	5	3	4	3	22
18	4	3	3	3	5	4	22
19	4	3	3	2	5	5	22
20	4	4	3	4	5	2	22
21	2	3	3	3	3	4	18
22	5	4	4	2	4	3	22
23	4	4	3	5	5	5	26
24	4	5	5	3	4	5	26
25	3	3	2	4	3	3	18
26	5	3	4	4	4	2	22
27	4	4	4	5	5	3	25
28	5	3	4	3	4	3	22
29	4	3	5	2	4	3	21
30	4	4	5	3	4	4	24
31	4	3	4	4	4	5	24
32	4	2	4	4	4	3	21
33	3	2	2	4	3	5	19
34	4	3	3	4	5	5	24
35	3	2	2	3	3	4	17
36	4	4	4	3	4	4	23
37	4	3	4	2	4	3	20
38	3	3	2	3	3	4	18
39	3	3	5	5	5	4	25
40	3	4	5	4	5	5	26
41	2	3	3	3	3	5	19
42	3	2	2	5	3	3	18

43	5	3	3	3	4	2	20
44	4	3	3	2	4	2	18
45	5	3	5	3	4	4	24
46	3	2	2	5	3	4	19
47	3	3	2	4	3	4	19
48	4	4	5	4	5	5	27
49	5	2	5	3	4	3	22
50	4	3	3	3	5	4	22
51	4	3	3	2	5	5	22
52	4	4	3	4	5	2	22
53	2	3	3	3	3	4	18
54	5	4	4	2	4	3	22
55	4	4	3	5	5	5	26
56	4	5	5	3	4	5	26
57	3	3	2	4	3	3	18
58	5	3	4	4	4	2	22
59	4	4	4	5	5	3	25
60	5	3	4	3	4	3	22
61	4	3	5	2	4	3	21
62	4	4	5	3	4	4	24
63	4	3	4	4	4	5	24
64	4	2	4	4	4	3	21
65	3	2	2	4	3	5	19
66	4	3	3	4	5	5	24
67	3	2	2	3	3	4	17
68	4	4	4	3	4	4	23
69	4	3	4	2	4	3	20
70	3	3	2	3	3	4	18
71	3	3	5	5	5	4	25
72	3	4	5	4	5	5	26
73	2	3	3	3	3	5	19
74	3	2	2	5	3	3	18
75	5	3	3	3	4	2	20
76	4	3	3	2	4	2	18
77	5	3	5	3	4	4	24
78	3	2	2	5	3	4	19
79	3	3	2	4	3	4	19
80	4	4	5	4	5	5	27
81	3	2	2	4	3	5	19
82	4	3	3	4	5	5	24
83	3	2	2	3	3	4	17
84	4	4	4	3	4	4	23
85	4	3	4	2	4	3	20
86	3	3	2	3	3	4	18
87	3	3	5	5	5	4	25
88	3	4	5	4	5	5	26
89	2	3	3	3	3	5	19
90	3	2	2	5	3	3	18
91	5	3	3	3	4	2	20

92	4	3	3	2	4	2	18
93	5	3	5	3	4	4	24
94	3	2	2	5	3	4	19
95	3	3	2	4	3	4	19
96	4	4	5	4	5	5	27
97	5	2	5	3	4	3	22
98	4	3	3	3	5	4	22
99	4	3	3	2	5	5	22
100	4	4	3	4	5	2	22
Rata-rata	3,71	3,06	3,44	3,48	3,97	3,8	3,57
Jumlah	371	306	344	348	397	380	

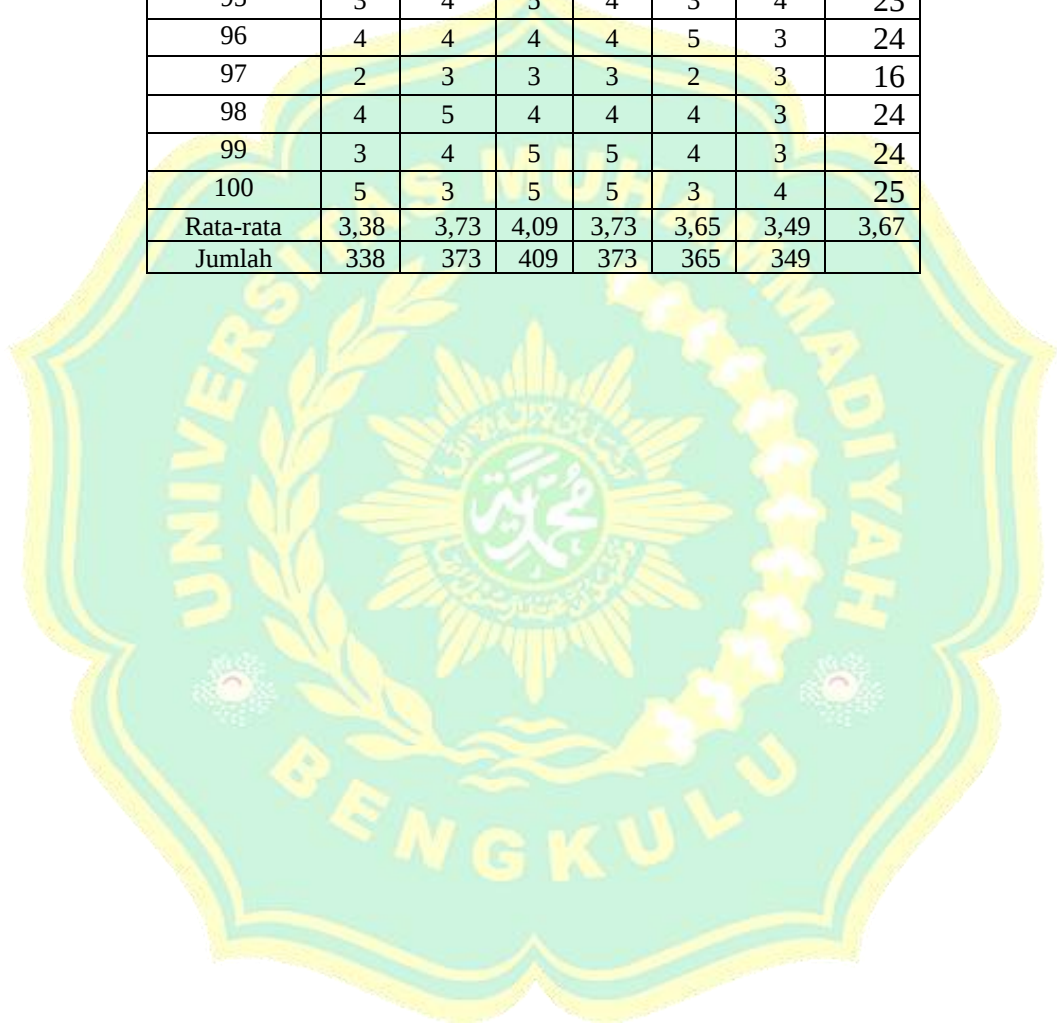


(X2)

Responden	Pertanyaan						Total
	1	2	3	4	5	6	
1	3	4	5	3	5	3	23
2	3	2	2	3	2	5	17
3	3	4	5	4	3	4	23
4	4	5	3	3	5	4	24
5	3	4	5	4	3	2	21
6	5	3	5	4	3	5	25
7	2	3	3	2	3	3	16
8	4	4	4	4	5	4	25
9	4	4	4	4	5	3	24
10	2	3	3	3	2	5	18
11	4	5	4	4	4	2	23
12	3	4	5	5	4	4	25
13	3	4	5	3	5	4	24
14	3	2	2	3	2	2	14
15	3	4	5	4	3	4	23
16	4	4	4	4	5	3	24
17	2	3	3	3	2	3	16
18	4	5	4	4	4	3	24
19	3	4	5	5	4	3	24
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21	3	4	5	4	3	2	21
22	5	3	4	4	4	4	24
23	4	4	4	4	5	3	24
24	2	3	3	3	2	5	18
25	4	5	4	4	4	3	24
26	3	4	5	5	4	5	26
27	4	4	4	4	5	4	25
28	2	3	3	3	2	2	15
29	4	5	4	4	4	4	25
30	3	4	5	5	4	3	24
33	3	4	5	3	5	4	24
32	5	3	5	4	3	2	22
33	3	4	5	3	5	3	23
34	3	2	2	3	2	5	17
35	3	4	5	4	3	4	23
36	4	5	3	3	5	4	24
37	3	4	5	4	3	2	21
38	5	3	5	4	3	5	25
39	2	3	3	2	3	3	16
40	4	4	4	4	5	4	25
41	4	4	4	4	5	3	24

42	2	3	3	3	2	5	18
43	4	5	4	4	4	2	23
44	3	4	5	5	4	4	25
45	3	4	5	3	5	4	24
46	3	2	2	3	2	2	14
47	3	4	5	4	3	4	23
48	4	4	4	4	5	3	24
49	2	3	3	3	2	3	16
50	4	5	4	4	4	3	24
51	3	4	5	5	4	3	24
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65	3	4	5	3	5	3	23
66	3	2	2	3	2	5	17
67	3	4	5	4	3	4	23
68	4	5	3	3	5	4	24
69	3	4	5	4	3	2	21
70	5	3	5	4	3	5	25
71	2	3	3	2	3	3	16
72	4	4	4	4	5	4	25
73	4	4	4	4	5	3	24
74	2	3	3	3	2	5	18
75	4	5	4	4	4	2	23
76	3	4	5	5	4	4	25
77	3	4	5	3	5	4	24
78	3	2	2	3	2	2	14
79	3	4	5	4	3	4	23
80	4	4	4	4	5	3	24
81	3	4	5	3	5	3	23
82	3	2	2	3	2	5	17
83	3	4	5	4	3	4	23
84	4	5	3	3	5	4	24
85	3	4	5	4	3	2	21

86	5	3	5	4	3	5	25
87	2	3	3	2	3	3	16
88	4	4	4	4	5	4	25
89	4	4	4	4	5	3	24
90	2	3	3	3	2	5	18
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93	3	4	5	3	5	4	24
94	3	2	2	3	2	2	14
95	3	4	5	4	3	4	23
96	4	4	4	4	5	3	24
97	2	3	3	3	2	3	16
98	4	5	4	4	4	3	24
99	3	4	5	5	4	3	24
100	5	3	5	5	3	4	25
Rata-rata	3,38	3,73	4,09	3,73	3,65	3,49	3,67
Jumlah	338	373	409	373	365	349	



(Y)

Responden	Pertanyaan								Total
	1	2	3	4	5	6	7	8	
1	5	5	5	3	5	4	3	3	33
2	4	3	4	5	3	3	3	2	27
3	3	3	3	5	3	3	2	3	25
4	3	3	3	3	3	4	4	4	27
5	4	3	4	5	3	4	4	3	30
6	3	2	3	3	2	2	2	3	20
7	4	4	4	5	4	5	3	4	33
8	4	5	4	5	5	4	3	4	34
9	2	2	2	2	2	3	3	2	18
10	4	3	4	5	3	3	3	4	29
11	5	5	5	3	5	4	2	2	31
12	4	3	4	5	3	3	3	4	29
13	3	3	3	5	3	4	3	3	27
14	3	3	3	3	3	4	2	3	24
15	4	3	4	5	3	2	4	4	29
16	5	5	5	3	5	4	3	2	32
17	4	3	4	5	3	5	4	3	31
18	3	3	3	5	3	4	3	4	28
19	3	3	3	3	3	3	5	3	26
20	4	3	4	5	3	3	3	2	27
21	5	5	5	3	5	4	3	3	33
22	4	3	4	5	3	5	3	3	30
23	4	5	4	5	5	4	3	3	33
24	2	2	2	2	2	3	4	5	22
25	4	3	4	5	3	3	3	3	28
26	5	5	5	3	5	4	3	4	34
27	4	3	4	5	3	5	3	2	29
28	3	3	3	5	3	4	4	3	28
29	3	3	3	3	3	4	3	3	25
30	4	3	4	5	3	2	3	5	29
33	4	5	4	5	5	4	3	3	33
32	2	2	2	2	2	5	3	2	20
33	5	5	5	3	5	4	3	3	33
34	4	3	4	5	3	3	3	2	27
35	3	3	3	5	3	3	2	3	25
36	3	3	3	3	3	4	4	4	27
37	4	3	4	5	3	4	4	3	30
38	3	2	3	3	2	2	2	3	20
39	4	4	4	5	4	5	3	4	33
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41	2	2	2	2	2	3	3	2	18
42	4	3	4	5	3	3	3	4	29
43	5	5	5	3	5	4	2	2	31
44	4	3	4	5	3	3	3	4	29
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49	4	3	4	5	3	5	4	3	31

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59	4	3	4	5	3	5	3	2	29
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Rata-rata	3,7	3,4	3,7	4,1	3,4	3,63	3,09	3,14	3,52
Jumlah	370	340	370	410	340	363	309	314	