

LAMPIRAN

Lampiran 1. Kuesioner

KUESIONER

1. Identitas Responden

Nama :(L/P)

Umur :

Pendidikan : SD/SMP/SMA/Sarjana (S1, S2, S3)

Pekerjaan : PNS/Swasta/Ibu Rumah Tangga/Pelajar/Mahasiswa

Status Perkawinan : Belum Menikah/Menikah/Janda/Duda

Jenis Pasien : Umum/BPJS/Asuransi Lain

Petunjuk pengisian :

Berikan penilaian Bapak/Ibu/Saudara/i dengan tanda silang (X) menurut keadaan yang sesungguhnya dengan kriteria sebagai berikut :

STS	TS	N	S	SS
1	2	3	4	5

Keterangan :

STS : Sangat Tidak Setuju diberi nilai 1

TS : Tidak Setuju diberi nilai 2

N : Netral diberi nilai 3

S : Setuju diberi nilai 4

SS : Sangat Setuju diberi nilai 5

2. Pelayanan Tangible :

a. Fasilitas Fisik

No	Pertanyaan Jenis Fasilitas	STS	TS	N	S	SS
1.	Gedung rumah sakit dilengkapi dengan AC, bersih dan nyaman					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					
2.	Tempat pendaftaran pasien rawat inap teratur, bersih tenang, dingin					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					
3.	Laboratorim, cukup luas, teratur, bersih, tenang, dingin					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					
4.	Kamar rawat inap, cukup luas, bersih, tenang, dingin					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					
5.	Kamar mandi, bersih, wangi, air cukup lancar					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					
6.	Tempat sholat bersih, tenang, disediakan peralatan sholat					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					
7.	Tempat parkir teratur, murah					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					

b. Peralatan

No	Jenis Peralatan	STS	TS	N	S	SS
1.	Peralatan Medis di Ruang Periksa sudah cukup memadai					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					
2.	Peralatan Medis di Ruang Rawat Inap sudah cukup					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					
3.	Peralatan Kursi Roda sudah siap digunakan					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					
4.	Peralatan Ambulan sudah siap digunakan					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					

c. Personil Dokter dan Perawat

No	Jenis Personil dokter dan Perawat	STS	TS	N	S	SS
1.	Menutup aurat sudah memenuhi syariah Islam dan Modis					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					
2.	Berbicara lemah lembut					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					
3.	Mempunyai kemampuan melayani pasien dengan baik/profesional					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					
4.	Pelayanan tanpa melihat status sosial, semua dilayani dengan baik					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					

5.	Pendapat Responden tentang personil dokter & perawat					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					

d. Sarana Komunikasi

No	Jenis Sarana Komunikasi	STS	TS	N	S	SS
1.	Telpon tersedia dengan baik di ruang rawat inap dan dapat digunakan setiap dibutuhkan					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					
2.	Komunikasi pasien dengan dokter sangat baik dan dokter selalu menjelaskan kondisi pasien					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					
3.	Komunikasi pasien dengan perawat, perawat cepat datang bila pasien menekan bel.					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					

e. Ketanggapan (*Responsivements*)

No	Jenis Ketanggapan	STS	TS	N	S	SS
1.	Dokter setiap hari datang periksa pasien					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas?					
2.	Dokter cepat datang dan memeriksa jika ada keluhan pasien					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					
3.	Dokter dan perawat cepat memberikan bantuan					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas?					

3. Keyakinan (*Assurance*)

No	Jenis Keyakinan	STS	TS	N	S	SS
1.	Sopan					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					
2.	Kemampuan pengetahuan banyak					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					
3.	Kepercayaan					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					
4.	Keyakinan					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					
5.	Bebas dari bahaya					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					
6.	Risiko					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					
7.	Keraguan					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					

4. Loyalitas

No	Jenis Loyalitas	STS	TS	N	S	SS
1.	Rekomendasi kepada orang lain					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					
2.	Menggunakan jasa di waktu mendatang					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					
3.	Komitmen terhadap perusahaan					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					

5. Kepuasan Kaffah

No	Jenis Kepuasan	STS	TS	N	S	SS
1.	Pasien bersyukur mendapatkan fasilitas yang ada dengan baik					
	Bagaimana pendapat Bapak/Ibu/ Saudara/i tentang pernyataan diatas ?					
2.	Pasien merasa tenang di rumah sakit					
	Bagaimana pendapat Bapak/Ibu/ Saudara/i tentang pernyataan diatas ?					
3.	Pasien merasa optimis dapat sembuh dengan cepat					
	Bagaimana pendapat Bapak/Ibu/ Saudara/i tentang pernyataan diatas ?					
4.	Pasien ikhlas menerima semuapelayanan yang diberikan oleh dokter, perawat dan karyawan-karyawan rumah sakit					
	Bagaimana pendapat Bapak/Ibu/ Saudara/i tentang pernyataan diatas ?					

6. Bimbingan Rohani

No	Jenis Bimbingan	STS	TS	N	S	SS
1.	Pasien setiap hari dikunjungi ustadz/ustadzah untuk berdoa					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					
2.	Pasien bersyukur selalu dibimbing sehingga lebih tenang					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					
3.	Pembimbing rohani sabar, ramah dan lemah lembut.					
	Bagaimana pendapat Bapak/ Ibu/ Saudara/i tentang pernyataan diatas ?					

Lampiran 2. Tabulasi Data

X 1	X 2	X 3	X 4	X 5	X 6	X 7	X 8	X 9	X1 0	X1 1	X1 2	X1 3	X1 4	X1 5	X1 6	X1 7	X1 8	X1 9	X2 0	X2 1	X2 2	X2 3	X2 4	X2 5	X2 6	Rata X	Jml X
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3	3	3	4	4	4	3	4	4	4	3	3	3	3	3	3	5	5	4	3	4	5	4	4	4	4	3,69	96	
3	4	3	4	4	4	3	4	4	4	3	3	3	5	4	3	4	4	4	4	3	4	4	4	3	4	3,69	96	
4	3	4	4	4	4	5	4	5	4	4	4	4	4	4	5	5	5	5	4	3	3	3	4	3	5	4	4,08	106
3	3	3	4	4	4	5	4	4	4	3	5	5	5	4	4	5	4	4	3	3	3	4	4	4	4	3	3,88	101
3	3	3	3	3	4	3	3	3	3	4	3	3	3	3	3	4	4	4	4	4	4	4	4	4	5	3	3,50	91
4	4	4	4	4	3	3	4	4	4	4	3	3	3	4	4	4	4	4	4	5	4	4	3	3	4	3,77	98	
4	5	4	3	3	4	3	5	5	5	4	3	3	5	4	4	5	5	5	4	3	4	3	4	3	3	3,96	103	
4	3	4	4	4	4	4	5	4	5	4	2	4	5	5	4	4	4	4	4	4	4	4	4	4	3	4,00	104	
4	4	4	4	4	4	4	4	4	4	4	3	3	4	5	5	4	4	3	5	4	5	3	4	4	4	4,00	104	
5	4	5	4	4	4	3	4	4	3	5	3	3	4	4	3	4	4	4	5	3	3	4	4	4	3	4	3,85	100
3	3	4	4	4	5	4	4	4	3	4	3	3	4	4	3	3	3	3	4	4	5	5	4	4	4	4	3,81	99

Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1.6	Y1.7	Rata Y1	Jml Y1	Y2.1	Y2.2	Y2.3	Rata Y2	Jml Y2
3	3	4	5	3	4	4	3,71	26	4	4	3	3,67	11
4	4	4	3	4	5	4	4,00	28	4	4	4	4,00	12
3	4	3	4	3	3	4	3,43	24	3	4	4	3,67	11
5	5	4	4	4	4	4	4,29	30	4	3	5	4,00	12
4	4	3	4	4	3	3	3,57	25	3	4	4	3,67	11
4	3	4	4	5	4	4	4,00	28	4	5	4	4,33	13
4	4	4	4	5	4	4	4,14	29	4	4	4	4,00	12
4	5	4	3	4	4	3	3,86	27	4	3	4	3,67	11
3	4	4	4	3	4	4	3,71	26	4	3	4	3,67	11
3	3	4	4	3	4	3	3,43	24	4	3	3	3,33	10
4	4	5	3	4	5	5	4,29	30	5	4	4	4,33	13
4	4	3	4	3	3	4	3,57	25	3	4	4	3,67	11
3	3	4	3	3	4	3	3,29	23	4	3	3	3,33	10
3	4	4	5	5	4	3	4,00	28	4	4	4	4,00	12
4	5	5	4	4	4	3	4,14	29	4	4	4	4,00	12
4	4	4	3	4	4	4	3,86	27	4	3	4	3,67	11
4	3	4	4	5	5	4	4,14	29	4	4	4	4,00	12
3	3	4	4	4	3	4	3,57	25	4	4	3	3,67	11
4	4	4	3	5	4	4	4,00	28	4	4	4	4,00	12
4	4	3	4	3	4	4	3,71	26	3	3	4	3,33	10
3	3	4	4	4	4	4	3,71	26	4	4	3	3,67	11
4	4	3	4	3	3	3	3,43	24	3	4	4	3,67	11
5	4	5	5	4	4	4	4,43	31	4	4	4	4,00	12
4	4	4	4	4	3	4	3,86	27	4	4	4	4,00	12
4	3	4	3	5	4	3	3,71	26	4	4	3	3,67	11
4	3	4	4	5	4	4	4,00	28	4	4	3	3,67	11
4	4	4	4	4	4	3	3,86	27	4	4	4	4,00	12

5	5	5	3	3	4	5	4,29	30	5	4	5	4,67	14
3	3	3	4	3	4	4	3,43	24	3	4	3	3,33	10
4	3	4	3	4	5	3	3,71	26	4	4	3	3,67	11
4	3	4	4	3	3	3	3,43	24	4	4	3	3,67	11
3	4	4	4	3	4	3	3,57	25	4	4	4	4,00	12
3	4	4	3	4	4	4	3,71	26	4	4	4	4,00	12
4	5	5	4	4	5	4	4,43	31	4	3	4	3,67	11
4	4	3	4	4	4	4	3,86	27	3	3	4	3,33	10
5	5	4	4	5	4	4	4,43	31	4	3	4	3,67	11
3	4	4	4	4	3	4	3,71	26	4	3	4	3,67	11
4	4	5	4	5	4	4	4,29	30	4	5	4	4,33	13
3	5	4	3	3	4	4	3,71	26	4	4	5	4,33	13
3	3	3	4	4	4	4	3,57	25	3	4	3	3,33	10
3	3	4	4	3	3	4	3,43	24	4	4	3	3,67	11
4	4	3	4	4	4	3	3,71	26	3	4	4	3,67	11
5	4	5	4	4	4	4	4,29	30	4	4	4	4,00	12
3	4	4	4	5	4	4	4,00	28	4	5	4	4,33	13
4	5	4	3	5	4	3	4,00	28	4	4	5	4,33	13
3	4	4	5	5	4	4	4,14	29	4	5	4	4,33	13
4	3	4	4	3	4	3	3,57	25	4	4	4	4,00	12
4	5	5	3	3	4	5	4,14	29	5	4	5	4,67	14
4	4	3	4	4	3	4	3,71	26	3	5	4	4,00	12
4	4	4	3	3	4	3	3,57	25	4	4	4	4,00	12
5	5	4	4	3	3	3	3,86	27	4	4	5	4,33	13
5	4	4	5	4	4	3	4,14	29	4	4	4	4,00	12
4	4	4	3	4	4	4	3,86	27	4	4	4	4,00	12
4	4	4	4	3	4	4	3,86	27	4	4	4	4,00	12
3	3	3	4	4	4	4	3,57	25	3	4	3	3,33	10
5	4	4	4	3	3	4	3,86	27	4	4	4	4,00	12

4	3	4	4	4	4	4	3,86	27	4	5	4	4,33	13
4	4	4	3	4	3	3	3,57	25	4	5	4	4,33	13
4	4	3	4	5	4	4	4,00	28	3	3	4	3,33	10
4	4	4	4	5	4	4	4,14	29	4	4	4	4,00	12
4	4	3	4	4	4	4	3,86	27	3	4	4	3,67	11
3	3	4	4	3	4	4	3,57	25	4	4	3	3,67	11
5	4	4	4	3	4	4	4,00	28	4	4	4	4,00	12
5	4	4	3	4	5	5	4,29	30	4	3	4	3,67	11
5	3	4	4	3	3	5	3,86	27	4	5	3	4,00	12
4	4	4	3	3	4	4	3,71	26	4	4	4	4,00	12
4	4	3	4	4	4	4	3,86	27	3	4	4	3,67	11
5	4	4	5	5	4	4	4,43	31	4	4	4	4,00	12
4	5	3	4	4	4	4	4,00	28	3	4	4	3,67	11
4	4	4	4	4	4	4	4,00	28	4	4	4	4,00	12
4	5	4	4	3	4	5	4,14	29	4	4	4	4,00	12
4	4	4	3	4	4	4	3,86	27	4	4	4	4,00	12
4	4	4	4	3	3	5	3,86	27	4	5	4	4,33	13
5	4	4	5	4	4	5	4,43	31	4	5	4	4,33	13
4	4	5	3	4	3	3	3,71	26	5	3	4	4,00	12
3	3	3	4	5	4	4	3,71	26	3	4	3	3,33	10
4	4	4	3	5	4	4	4,00	28	4	4	4	4,00	12
4	4	4	3	4	4	4	3,86	27	4	4	4	4,00	12
3	3	3	4	3	4	4	3,43	24	3	4	3	3,33	10
4	4	4	4	3	4	4	3,86	27	4	3	4	3,67	11
4	5	3	4	4	5	4	4,14	29	4	4	5	4,33	13
4	4	4	4	3	3	4	3,71	26	4	4	4	4,00	12
4	4	4	4	3	4	4	3,86	27	4	4	4	4,00	12
4	3	4	3	4	4	4	3,71	26	4	4	3	3,67	11
3	3	4	4	4	4	5	3,86	27	4	4	3	3,67	11

5	5	5	4	4	4	5	4,57	32	4	5	4	4,33	13
4	4	5	3	4	4	3	3,86	27	5	4	4	4,33	13
4	5	3	4	4	3	4	3,86	27	3	5	5	4,33	13
4	4	4	3	5	4	4	4,00	28	4	5	4	4,33	13
5	5	4	4	3	3	4	4,00	28	4	5	5	4,67	14
4	4	4	4	3	3	4	3,71	26	4	4	4	4,00	12
5	5	4	3	4	4	4	4,14	29	4	3	5	4,00	12
5	4	4	4	5	5	3	4,29	30	4	3	4	3,67	11
4	4	4	4	3	3	3	3,57	25	4	4	4	4,00	12
4	4	4	3	3	3	4	3,57	25	4	4	4	4,00	12
5	5	3	4	3	3	3	3,71	26	3	4	5	4,00	12
4	4	4	4	2	4	3	3,57	25	4	4	4	4,00	12
4	4	3	4	3	3	4	3,57	25	3	5	4	4,00	12
4	4	4	4	3	3	4	3,71	26	4	4	4	4,00	12
3	3	4	4	3	3	4	3,43	24	4	5	3	4,00	12

Lampiran 3. Hasil Output SPSS

Frequency Table

X1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	33	33,0	33,0	33,0
	4	55	55,0	55,0	88,0
	5	12	12,0	12,0	100,0
	Total	100	100,0	100,0	

X2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1,0	1,0	1,0
	3	28	28,0	28,0	29,0
	4	57	57,0	57,0	86,0
	5	14	14,0	14,0	100,0
	Total	100	100,0	100,0	

X3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	26	26,0	26,0	26,0
	4	62	62,0	62,0	88,0
	5	12	12,0	12,0	100,0
	Total	100	100,0	100,0	

X4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	21	21,0	21,0	21,0
	4	68	68,0	68,0	89,0
	5	11	11,0	11,0	100,0
	Total	100	100,0	100,0	

X5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	21	21,0	21,0	21,0
	4	68	68,0	68,0	89,0
	5	11	11,0	11,0	100,0
	Total	100	100,0	100,0	

X6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	20	20,0	20,0	20,0
	4	69	69,0	69,0	89,0
	5	11	11,0	11,0	100,0
	Total	100	100,0	100,0	

X7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	26	26,0	26,0	26,0
	4	60	60,0	60,0	86,0
	5	14	14,0	14,0	100,0
	Total	100	100,0	100,0	

X8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	24	24,0	24,0	24,0
	4	65	65,0	65,0	89,0
	5	11	11,0	11,0	100,0
	Total	100	100,0	100,0	

X9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	22	22,0	22,0	22,0
	4	68	68,0	68,0	90,0
	5	10	10,0	10,0	100,0
	Total	100	100,0	100,0	

X10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	26	26,0	26,0	26,0
	4	62	62,0	62,0	88,0
	5	12	12,0	12,0	100,0
	Total	100	100,0	100,0	

X11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	26	26,0	26,0	26,0
	4	62	62,0	62,0	88,0
	5	12	12,0	12,0	100,0
	Total	100	100,0	100,0	

X12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1,0	1,0	1,0
	3	38	38,0	38,0	39,0
	4	47	47,0	47,0	86,0
	5	14	14,0	14,0	100,0
	Total	100	100,0	100,0	

X13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	27	27,0	27,0	27,0
	4	68	68,0	68,0	95,0
	5	5	5,0	5,0	100,0
	Total	100	100,0	100,0	

X14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	27	27,0	27,0	27,0
	4	69	69,0	69,0	96,0
	5	4	4,0	4,0	100,0
	Total	100	100,0	100,0	

X15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	27	27,0	27,0	27,0
	4	62	62,0	62,0	89,0
	5	11	11,0	11,0	100,0
	Total	100	100,0	100,0	

X16

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	28	28,0	28,0	28,0
	4	58	58,0	58,0	86,0
	5	14	14,0	14,0	100,0
	Total	100	100,0	100,0	

X17

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	23	23,0	23,0	23,0
	4	65	65,0	65,0	88,0
	5	12	12,0	12,0	100,0
	Total	100	100,0	100,0	

X18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	21	21,0	21,0	21,0
	4	67	67,0	67,0	88,0
	5	12	12,0	12,0	100,0
	Total	100	100,0	100,0	

X19

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	25	25,0	25,0	25,0
	4	61	61,0	61,0	86,0
	5	14	14,0	14,0	100,0
	Total	100	100,0	100,0	

X20

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	36	36,0	36,0	36,0
	4	52	52,0	52,0	88,0
	5	12	12,0	12,0	100,0
	Total	100	100,0	100,0	

X21

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	28	28,0	28,0	28,0
	4	58	58,0	58,0	86,0
	5	14	14,0	14,0	100,0
	Total	100	100,0	100,0	

X22

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	20	20,0	20,0	20,0
	4	63	63,0	63,0	83,0
	5	17	17,0	17,0	100,0
	Total	100	100,0	100,0	

X23

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	21	21,0	21,0	21,0
	4	74	74,0	74,0	95,0
	5	5	5,0	5,0	100,0
	Total	100	100,0	100,0	

X24

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	27	27,0	27,0	27,0
	4	73	73,0	73,0	100,0
	Total	100	100,0	100,0	

X25

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	26	26,0	26,0	26,0
	4	68	68,0	68,0	94,0
	5	6	6,0	6,0	100,0
	Total	100	100,0	100,0	

X26

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	25	25,0	25,0	25,0
	4	66	66,0	66,0	91,0
	5	9	9,0	9,0	100,0
	Total	100	100,0	100,0	

Frequencies**Statistics**

	Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1.6	Y1.7
N Valid	100	100	100	100	100	100	100
Missing	0	0	0	0	0	0	0

Frequency Table**Y1.1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	23	23,0	23,0	23,0
	4	59	59,0	59,0	82,0
	5	18	18,0	18,0	100,0
	Total	100	100,0	100,0	

Y1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	24	24,0	24,0	24,0
	4	58	58,0	58,0	82,0
	5	18	18,0	18,0	100,0
	Total	100	100,0	100,0	

Y1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	21	21,0	21,0	21,0
	4	68	68,0	68,0	89,0
	5	11	11,0	11,0	100,0
	Total	100	100,0	100,0	

Y1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	27	27,0	27,0	27,0
	4	66	66,0	66,0	93,0
	5	7	7,0	7,0	100,0
	Total	100	100,0	100,0	

Y1.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1,0	1,0	1,0
	3	38	38,0	38,0	39,0
	4	42	42,0	42,0	81,0
	5	19	19,0	19,0	100,0
	Total	100	100,0	100,0	

Y1.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	26	26,0	26,0	26,0
	4	66	66,0	66,0	92,0
	5	8	8,0	8,0	100,0
	Total	100	100,0	100,0	

Y1.7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	25	25,0	25,0	25,0
	4	65	65,0	65,0	90,0
	5	10	10,0	10,0	100,0
	Total	100	100,0	100,0	

Frequencies**Statistics**

		Y2.1	Y2.2	Y2.3
N	Valid	100	100	100
	Missing	0	0	0

Frequency Table

Y2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	20	20,0	20,0	20,0
	4	75	75,0	75,0	95,0
	5	5	5,0	5,0	100,0
	Total	100	100,0	100,0	

Y2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	17	17,0	17,0	17,0
	4	67	67,0	67,0	84,0
	5	16	16,0	16,0	100,0
	Total	100	100,0	100,0	

Y2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	20	20,0	20,0	20,0
	4	69	69,0	69,0	89,0
	5	11	11,0	11,0	100,0
	Total	100	100,0	100,0	

Correlations

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
,741	26

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
,668	7

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
,680	3

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Rata X ^b	.	Enter

- a. Dependent Variable: Rata Y1
 b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,532 ^a	,283	,276	,23963

- a. Predictors: (Constant), Rata X
 b. Dependent Variable: Rata Y1

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2,225	1	2,225	38,745	,000 ^b
	Residual	5,627	98	,057		
	Total	7,852	99			

- a. Dependent Variable: Rata Y1
 b. Predictors: (Constant), Rata X

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	1,182	,432		2,740	,007		
Rata X	,697	,112	,532	6,225	,000	1,000	1,000

- a. Dependent Variable: Rata Y1

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions	
				(Constant)	Rata X
1	1	1,998	1,000	,00	,00
	2	,002	35,989	1,00	1,00

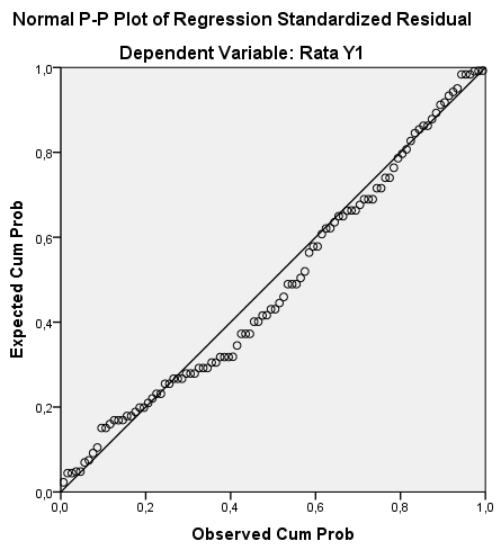
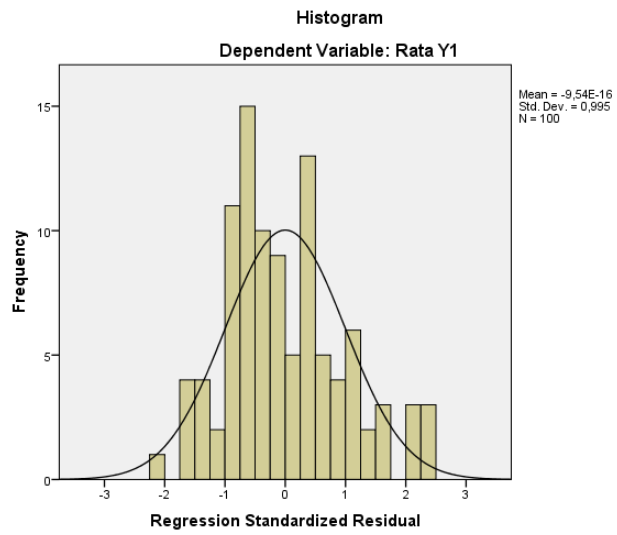
a. Dependent Variable: Rata Y1

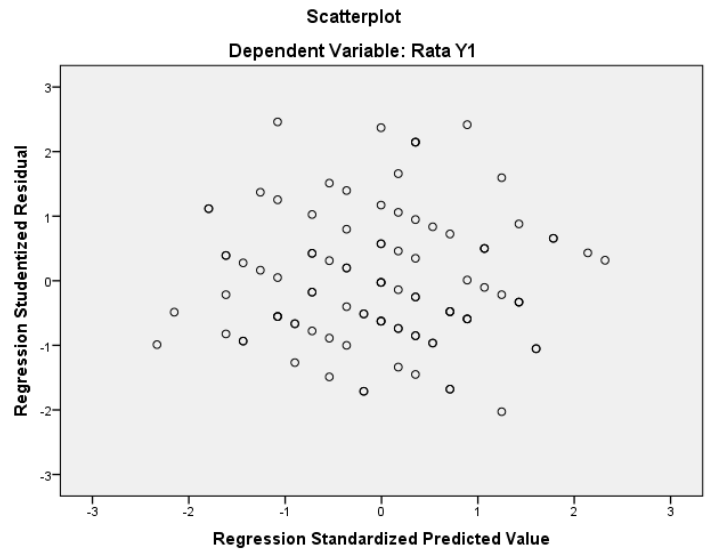
Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	3,5149	4,2120	3,8643	,14991	100
Std. Predicted Value	-2,330	2,320	,000	1,000	100
Standard Error of Predicted Value	,024	,061	,033	,009	100
Adjusted Predicted Value	3,5308	4,2070	3,8643	,14967	100
Residual	-,47973	,58310	,00000	,23841	100
Std. Residual	-2,002	2,433	,000	,995	100
Stud. Residual	-2,028	2,460	,000	1,004	100
Deleted Residual	-,49238	,59606	,00000	,24269	100
Stud. Deleted Residual	-2,062	2,527	,003	1,014	100
Mahal. Distance	,000	5,431	,990	1,223	100
Cook's Distance	,000	,067	,009	,012	100
Centered Leverage Value	,000	,055	,010	,012	100

a. Dependent Variable: Rata Y1

Charts





Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Rata Y1, Rata X ^b	.	Enter

- a. Dependent Variable: Rata Y2
 b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,571 ^a	,326	,312	,26467

- a. Predictors: (Constant), Rata Y1, Rata X
 b. Dependent Variable: Rata Y2

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3,288	2	1,644	23,471	,000 ^b
	Residual	6,795	97	,070		
	Total	10,083	99			

- a. Dependent Variable: Rata Y2
 b. Predictors: (Constant), Rata Y1, Rata X

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	,535	,495		1,082	,282		
	Rata X	,649	,146	,437	4,441	,000	,717	1,395
	Rata Y1	,229	,112	,202	2,052	,043	,717	1,395

- a. Dependent Variable: Rata Y2

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	Rata X	Rata Y1
1	1	2,996	1,000	,00	,00	,00
	2	,003	33,416	,38	,03	,85
	3	,001	45,643	,62	,97	,15

a. Dependent Variable: Rata Y2

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	3,4590	4,3369	3,9167	,18225	100
Std. Predicted Value	-2,511	2,306	,000	1,000	100
Standard Error of Predicted Value	,026	,076	,044	,012	100
Adjusted Predicted Value	3,4690	4,3139	3,9169	,18216	100
Residual	-,61366	,81952	,00000	,26199	100
Std. Residual	-2,319	3,096	,000	,990	100
Stud. Residual	-2,334	3,137	,000	1,003	100
Deleted Residual	-,62194	,84123	-,00027	,26910	100
Stud. Deleted Residual	-2,390	3,292	,001	1,016	100
Mahal. Distance	,001	7,145	1,980	1,685	100
Cook's Distance	,000	,087	,009	,015	100
Centered Leverage Value	,000	,072	,020	,017	100

a. Dependent Variable: Rata Y2