

LAMPIRAN 1 KUESIONER



KUESIONER PENELITIAN
PROGRAM STUDI MANAJEMEN – KONSENTRASI MANAJEMEN
PEMASARAN FAKULTAS EKONOMI
UNIVERSITAS ISLAM SULTAN AGUNG SEMARANG

PENGARUH *RELATIONAL* DAN *EMPOWERED*
INTERACTION CAPABILITY* TERHADAP *MARKET
***PERFORMANCE* PADA PERUSAHAAN JASA KREATIF**
SALON KECANTIKAN DI JAWA TENGAH : PERAN
MEDIASI *SOCIAL VALUE CO-CREATION*

Dan tolong-menolonglah kamu dalam (mengerjakan) kebajikan dan takwa, dan jangan tolong-menolong dalam berbuat dosa dan pelanggaran. Dan bertakwalah kamu kepada Allah, sesungguhnya Allah amat berat siksa-Nya [Al-Mâidah/5:2]

TERIMA KASIH ATAS SEGALA KONTRIBUSI
 BAPAK/IBU/SAUDARA/I DALAM PENELITIAN KAMI.
 SEMOGA ALLAH SWT MELIMPAHKAN RAHMAT DAN
 HIDAYAH KEPADA KITA SEKALIAN. AAMIIN...

Petunjuk Umum

1. Isilah titik-titik sesuai dengan kondisi yang sebenarnya
2. Gunakan tanda silang (X) untuk jawaban pertanyaan yang sesuai

I. Identitas Responden

No	Identitas	Penjelasan
1	Nama Responden (boleh tidak diisi)
2	Nama Salon Favorit (yang biasa digunakan)
3	Kota (di Jawa Tengah)
4	Jenis Kelamin	<input type="checkbox"/> Laki-laki <input type="checkbox"/> Perempuan
5	Pekerjaan	<input type="checkbox"/> PNS <input type="checkbox"/> TNI/POLRI <input type="checkbox"/> Pegawai Swasta <input type="checkbox"/> Wirausaha <input type="checkbox"/> Belum Bekerja <input type="checkbox"/> Mahasiswa/Mahasiswi <input type="checkbox"/> Lainnya
6	Status	<input type="checkbox"/> Menikah <input type="checkbox"/> Janda/Duda <input type="checkbox"/> Belum Menikah
7	Umur	<input type="checkbox"/> ≤ 16 tahun <input type="checkbox"/> 17 – 20 tahun <input type="checkbox"/> 21 – 25 tahun <input type="checkbox"/> 26 – 30 tahun <input type="checkbox"/> 31 – 35 tahun <input type="checkbox"/> ≥ 35 tahun
8	Pendidikan Terakhir	<input type="checkbox"/> SD <input type="checkbox"/> SMP <input type="checkbox"/> SMU <input type="checkbox"/> Diploma <input type="checkbox"/> Sarjana S1 <input type="checkbox"/> Pascasarjana (S2 dan S3)
9	Lama berlangganan dengan Salon Favorit	<input type="checkbox"/> Kurang dari 3 tahun <input type="checkbox"/> Antara 3 s/d 6 tahun <input type="checkbox"/> Lebih dari 6 tahun
10	Pengalaman servis pada penyedia layanan utama	<input type="checkbox"/> Kurang dari 3 kali <input type="checkbox"/> Antara 3 s/d 6 kali <input type="checkbox"/> Antara 6 s/d 10 <input type="checkbox"/> Lebih dari 10 kali

Petunjuk Mengisi

Beri tanda X sesuai dengan pendapat, penilaian, persepsi atas pengalaman yang pernah bapak / ibu lakukan. Pilih angka 1 sampai dengan 10 dari kolom yang telah disediakan seperti berikut :

SST	1	2	3	4	5	6	7	8	9	10	SS
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Ket : STS = Sangat Tidak Setuju, SS = Sangat Setuju

Contoh :

No	Pernyataan	Jawaban												
1	Dealer mobil ini dan perwakilannya membuat saya merasa nyaman selama transaksi kami.	<table border="1"> <tr> <td>STS</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>X</td> <td>9</td> <td>10</td> <td>SS</td> </tr> </table>	STS	1	2	3	4	5	6	7	X	9	10	SS
STS	1	2	3	4	5	6	7	X	9	10	SS			

II. VARIABEL PENELITIAN

A. Relational Interaction Capability

No	Pernyataan	Jawaban												
1	Salon Kecantikan langganan saya membuat saya merasa nyaman selama proses transaksi dengannya.	<table border="1"> <tr> <td>STS</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>SS</td> </tr> </table>	STS	1	2	3	4	5	6	7	8	9	10	SS
STS	1	2	3	4	5	6	7	8	9	10	SS			
2	Salon Kecantikan langganan saya mencoba menjalin hubungan baik dengan saya.	<table border="1"> <tr> <td>STS</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>SS</td> </tr> </table>	STS	1	2	3	4	5	6	7	8	9	10	SS
STS	1	2	3	4	5	6	7	8	9	10	SS			
3	Salon Kecantikan langganan saya mendorong komunikasi dua arah dengan saya.	<table border="1"> <tr> <td>STS</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>SS</td> </tr> </table>	STS	1	2	3	4	5	6	7	8	9	10	SS
STS	1	2	3	4	5	6	7	8	9	10	SS			
4	Salon Kecantikan langganan saya menunjukkan minat yang tulus untuk melibatkan saya dalam proses peningkatan kualitas layanan	<table border="1"> <tr> <td>STS</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>SS</td> </tr> </table>	STS	1	2	3	4	5	6	7	8	9	10	SS
STS	1	2	3	4	5	6	7	8	9	10	SS			

B. Empowered Interaction Capability

No	Pernyataan	Jawaban												
1	Salon Kecantikan langganan saya meminta saya untuk memberikan ide atau saran terbaik terkait layanan yang diberikan	<table border="1"> <tr> <td>STS</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>SS</td> </tr> </table>	STS	1	2	3	4	5	6	7	8	9	10	SS
STS	1	2	3	4	5	6	7	8	9	10	SS			
2	Salon Kecantikan langganan saya mendorong saya untuk membuat layanan yang mudah terima pelanggan	<table border="1"> <tr> <td>STS</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>SS</td> </tr> </table>	STS	1	2	3	4	5	6	7	8	9	10	SS
STS	1	2	3	4	5	6	7	8	9	10	SS			
3	Salon Kecantikan langganan saya memberikan kendali atas	<table border="1"> <tr> <td>STS</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>SS</td> </tr> </table>	STS	1	2	3	4	5	6	7	8	9	10	SS
STS	1	2	3	4	5	6	7	8	9	10	SS			

	pemanfaatan layanan sesuai yang saya kehendaki													
4	Salon Kecantikan langganannya saya membiarkan saya berinteraksi dengan mereka dengan cara yang saya sukai.	<table border="1"> <tr> <td>STS</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>SS</td> </tr> </table>	STS	1	2	3	4	5	6	7	8	9	10	SS
STS	1	2	3	4	5	6	7	8	9	10	SS			

C. Social Value Co-Creation (SVCC)

No	Pernyataan	Jawaban												
1	Saya dan Salon Kecantikan langganannya saya membahas cara yang lebih inovatif dalam meningkatkan citra diri saya di masyarakat (misal supaya lebih dikenal)	<table border="1"> <tr> <td>STS</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>SS</td> </tr> </table>	STS	1	2	3	4	5	6	7	8	9	10	SS
STS	1	2	3	4	5	6	7	8	9	10	SS			
2	Saya dan Salon Kecantikan langganannya saya membahas cara meningkatkan prestise pribadi saya di masyarakat (misal lebih dihargai di masyarakat)	<table border="1"> <tr> <td>STS</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>SS</td> </tr> </table>	STS	1	2	3	4	5	6	7	8	9	10	SS
STS	1	2	3	4	5	6	7	8	9	10	SS			
3	Saya dan Salon Kecantikan langganannya saya membahas cara meningkatkan kepercayaan diri di masyarakat (misal lebih percaya diri)	<table border="1"> <tr> <td>STS</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>SS</td> </tr> </table>	STS	1	2	3	4	5	6	7	8	9	10	SS
STS	1	2	3	4	5	6	7	8	9	10	SS			
4	Saya dan Salon Kecantikan langganannya saya membiasakan cara yang lebih baik untuk diterima di masyarakat (lebih diterima dilingkungannya)	<table border="1"> <tr> <td>STS</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>SS</td> </tr> </table>	STS	1	2	3	4	5	6	7	8	9	10	SS
STS	1	2	3	4	5	6	7	8	9	10	SS			

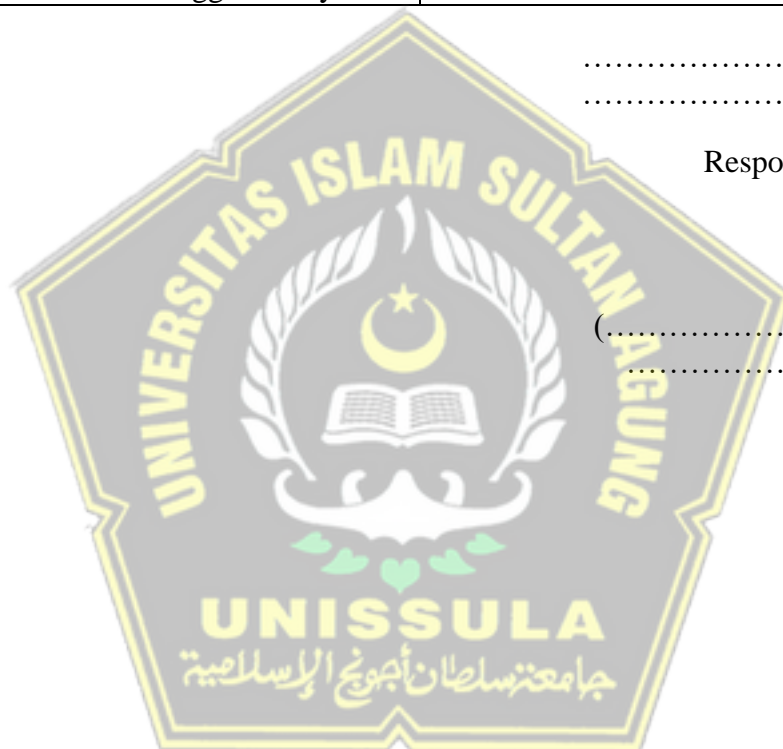
D. Market Performance

No	Pernyataan	Jawaban												
1	Kualitas layanan Salon Kecantikan langganannya saya sesuai harapan saya	<table border="1"> <tr> <td>STS</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>SS</td> </tr> </table>	STS	1	2	3	4	5	6	7	8	9	10	SS
STS	1	2	3	4	5	6	7	8	9	10	SS			
2	Saya merekomendasikan Salon Kecantikan langganannya saya kepada pihak lain	<table border="1"> <tr> <td>STS</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>SS</td> </tr> </table>	STS	1	2	3	4	5	6	7	8	9	10	SS
STS	1	2	3	4	5	6	7	8	9	10	SS			
3	Saya mendorong teman atau kenalan untuk menggunakan Salon Kecantikan langganannya saya	<table border="1"> <tr> <td>STS</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>SS</td> </tr> </table>	STS	1	2	3	4	5	6	7	8	9	10	SS
STS	1	2	3	4	5	6	7	8	9	10	SS			

4	Tarip dan harga yang ditetapkan Salon Kecantikan langganan saya sesuai dengan yang saya harapkan	STS	1	2	3	4	5	6	7	8	9	10	SS
5	Salon Kecantikan langganan saya memberikan pelayanan yang meningkatkan kepuasan saya	STS	1	2	3	4	5	6	7	8	9	10	SS
6	Jika saya menggunakan Jasa Salon, maka saya pasti akan menggunakan Jasa Salon Kecantikan langganan saya	STS	1	2	3	4	5	6	7	8	9	10	SS

.....,
 2020

Responden



(.....
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LAMPIRAN 2 TABULASI DATA



Relational Interaction Capability				x1	Empowered Interaction Capability				x2
x1.1	x1.2	x1.3	x1.4		x2.1	x2.2	x2.3	x2.4	
8	9	7	8	32	8	8	8	9	33
9	9	9	9	36	9	9	9	8	35
8	9	8	8	33	8	9	8	8	33
7	7	9	7	30	7	8	8	8	31
8	10	10	10	38	10	8	7	8	33
8	9	9	7	33	6	7	7	9	29
10	10	10	10	40	10	10	10	10	40
7	7	9	6	29	7	9	10	9	35
7	9	7	6	29	7	6	7	6	26
7	8	8	7	30	9	7	7	7	30
9	7	8	8	32	8	8	8	8	32
9	10	10	10	39	9	10	10	10	39
9	9	8	7	33	8	8	8	9	33
5	8	8	6	27	7	8	6	8	29
9	9	9	9	36	8	8	8	7	31
10	10	10	10	40	10	10	10	10	40
8	9	9	9	35	9	9	9	9	36
9	8	7	8	32	8	9	8	9	34
8	8	9	8	33	8	9	9	9	35
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8	9	7	7	31	6	6	7	8	27
9	9	8	6	32	9	6	8	8	31
10	8	8	9	35	9	9	9	9	36
9	9	9	8	35	7	9	7	9	32
9	10	8	7	34	8	9	8	10	35
8	8	9	8	33	9	6	8	7	30
7	8	8	8	31	8	8	8	8	32
7	7	7	8	29	7	8	7	8	30
10	10	10	10	40	10	10	10	10	40
10	9	9	9	37	9	8	8	9	34
8	7	6	8	29	8	9	9	8	34
8	9	9	8	34	9	9	8	9	35
10	8	10	10	38	8	9	9	8	34
10	10	7	7	34	9	10	10	10	39
7	8	7	8	30	8	7	7	8	30
9	10	10	9	38	9	9	9	9	36
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9	9	8	8	34	8	8	8	8	32
5	7	4	5	21	5	5	5	5	20
7	7	7	7	28	7	7	5	7	26
8	9	9	7	33	8	9	8	10	35
9	10	10	10	39	10	9	10	9	38

8	7	7	7	29	8	6	8	7	29
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9	9	10	8	36	9	8	9	7	33
10	10	10	10	40	10	10	10	10	40
8	9	8	9	34	8	8	8	8	32
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8	7	8	8	31	8	7	9	8	32
9	9	9	9	36	9	9	9	9	36
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8	9	9	8	34	8	8	7	7	30
8	8	10	10	36	8	8	10	10	36
9	10	10	10	39	9	10	10	10	39
7	8	7	9	31	5	5	6	6	22
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9	9	9	9	36	9	9	9	8	35
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7	7	7	7	28	7	7	7	7	28
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8	8	8	7	31	7	7	8	8	30
8	8	7	7	30	8	7	8	8	31
7	7	7	7	28	5	6	5	5	21
7	6	7	7	27	5	5	7	8	25
8	8	8	8	32	6	7	7	7	27
10	10	10	6	36	5	5	7	10	27

8	8	8	8	32	7	8	7	8	30
10	8	8	9	35	7	7	10	8	32
8	8	8	9	33	8	7	8	8	31
8	8	8	8	32	8	8	8	8	32
9	9	9	9	36	10	10	9	9	38
9	9	9	9	36	9	9	9	9	36
9	9	9	8	35	5	6	6	9	26
10	10	10	8	38	6	7	7	10	30
9	8	9	9	35	8	8	8	9	33
10	10	10	10	40	10	10	10	10	40
8	8	5	7	28	5	5	5	5	20
9	8	9	10	36	9	8	10	9	36
9	10	9	9	37	10	9	10	9	38
7	7	7	7	28	4	4	5	6	19
8	7	7	8	30	6	9	8	9	32
10	10	10	10	40	10	10	8	8	36
10	8	9	9	36	8	9	9	10	36
9	9	9	8	35	5	6	6	9	26
10	10	10	10	40	8	8	9	9	34
6	7	8	7	28	8	8	8	7	31
6	5	6	6	23	8	8	7	7	30
10	10	10	10	40	10	10	10	10	40
8	9	9	7	33	8	8	9	8	33
8	9	9	9	35	8	9	8	9	34
10	10	10	10	40	8	10	8	8	34

UNISSULA
 جامعة سلطان أبوبنوح الإسلامية

Social Value Co-Creation (SVCC)				y1	Market Performance						y2
y1.1	y1.2	y1.3	y1.4		y2.1	y2.2	y2.3	y2.4	y2.5	y2.6	
8	9	9	8	34	9	9	8	9	8	9	52
10	10	10	10	40	9	9	9	9	9	9	54
9	9	8	7	33	8	9	8	10	9	8	52
6	6	7	8	27	9	8	7	7	9	7	47
10	7	8	10	35	9	8	7	7	10	10	51
8	9	7	7	31	8	8	8	8	6	7	45
10	10	10	10	40	10	10	10	9	9	9	57
7	7	8	8	30	8	7	7	6	6	8	42
7	8	7	7	29	7	8	7	7	7	7	43
10	9	9	9	37	8	8	8	8	8	8	48
8	8	8	8	32	8	9	8	9	8	9	51
10	10	10	10	40	10	10	10	10	10	10	60
9	8	8	9	34	8	8	8	8	8	8	48
4	5	4	5	18	8	7	7	9	6	8	45
8	7	7	8	30	8	8	8	8	9	8	49
10	10	10	10	40	10	10	10	10	10	10	60
9	7	8	7	31	7	8	8	8	8	8	47
8	8	8	8	32	8	8	8	7	7	8	46
8	9	8	9	34	8	9	8	8	9	8	50
8	8	9	8	33	8	9	9	8	7	8	49
7	6	7	6	26	9	8	8	7	8	7	47
6	6	9	7	28	6	5	6	5	5	5	32
9	9	8	9	35	8	7	8	7	8	9	47
8	7	9	9	33	10	8	7	9	6	9	49
8	9	8	9	34	8	9	8	7	6	8	46
7	7	7	7	28	8	7	7	8	7	8	45
7	6	7	7	27	7	7	7	7	8	7	43
7	7	8	7	29	7	7	7	8	8	7	44
10	10	10	10	40	10	10	10	10	10	10	60
9	9	10	8	36	9	9	9	8	8	8	51
6	7	7	8	28	7	7	7	7	6	6	40
9	9	9	9	36	9	9	9	9	9	9	54
10	2	2	3	17	10	10	10	10	10	10	60
10	10	10	10	40	10	7	10	9	8	10	54
8	7	8	8	31	8	9	7	8	6	8	46
9	9	9	9	36	9	9	9	9	9	9	54
9	9	8	9	35	10	9	10	10	10	10	59
8	8	8	8	32	8	8	8	8	8	8	48
5	5	5	5	20	6	5	5	5	5	5	31
7	7	7	7	28	7	7	7	7	6	7	41
8	7	8	8	31	10	10	10	10	10	10	60
9	9	6	8	32	8	8	10	9	8	9	52

5	5	5	5	20	8	5	6	8	8	6	41
7	6	6	4	23	9	9	9	10	7	8	52
9	9	10	9	37	8	9	10	10	8	9	54
10	7	8	9	34	9	9	10	9	8	8	53
8	8	8	8	32	8	8	8	8	8	8	48
7	6	7	6	26	8	8	7	8	8	8	47
7	8	7	7	29	7	8	7	7	7	7	43
7	7	7	7	28	9	8	8	8	8	7	48
8	7	8	8	31	7	7	8	7	10	9	48
8	8	9	8	33	8	8	8	8	8	8	48
5	5	5	2	17	5	5	5	6	5	5	31
9	9	9	10	37	9	9	9	9	9	9	54
8	3	3	4	18	8	9	8	9	10	9	53
9	7	7	7	30	8	9	9	9	8	8	51
9	10	10	10	39	9	9	9	10	10	9	56
10	10	10	10	40	10	10	10	10	10	10	60
5	5	5	6	21	8	6	6	7	8	8	43
9	9	9	9	36	9	9	9	8	8	8	51
9	8	7	8	32	9	8	8	9	9	10	53
7	8	10	10	35	9	8	8	5	7	8	45
10	10	10	10	40	10	10	10	10	10	10	60
8	7	8	8	31	9	9	9	9	8	8	52
8	8	8	8	32	9	9	9	9	9	9	54
7	6	6	6	25	8	7	8	7	8	7	45
6	6	6	6	24	6	6	6	8	5	6	37
10	10	10	10	40	10	10	10	10	10	10	60
8	8	9	9	34	8	8	7	7	8	8	46
9	8	8	8	33	8	8	8	9	8	8	49
9	9	9	9	36	9	9	9	9	9	9	54
8	7	8	8	31	8	8	8	8	8	7	47
7	8	8	7	30	7	7	8	8	8	8	46
10	10	10	9	39	9	9	10	10	9	10	57
7	7	7	7	28	6	6	6	6	6	6	36
8	7	8	7	30	9	8	8	8	7	8	48
8	8	8	8	32	8	8	8	8	8	8	48
7	10	7	6	30	10	10	10	9	9	9	57
7	7	7	7	28	9	7	7	7	7	7	44
7	7	8	7	29	7	7	8	9	3	4	38
8	8	9	7	32	9	10	10	9	10	10	58
9	9	9	9	36	10	9	9	9	9	9	55
8	8	9	8	33	8	8	8	8	10	8	50
10	9	10	10	39	8	8	8	8	4	7	43
7	7	7	7	28	7	7	7	7	7	7	42
9	9	8	8	34	9	9	9	9	9	8	53

7	8	8	8	31	8	8	8	8	8	8	48
8	8	8	8	32	9	7	7	8	8	8	47
10	1	1	1	13	10	10	10	10	10	10	60
5	4	6	6	21	7	9	9	8	9	8	50
9	9	9	9	36	9	9	8	10	9	8	53
10	10	10	10	40	10	10	10	10	10	10	60
10	8	10	9	37	10	10	9	10	9	10	58
7	7	8	8	30	8	9	8	9	8	8	50
10	10	10	10	40	10	10	10	10	8	10	58
7	7	7	7	28	8	8	7	8	10	9	50
5	3	4	7	19	6	7	8	7	7	8	43
10	10	10	10	40	10	10	10	10	10	10	60
9	9	9	9	36	9	9	8	10	10	7	53
7	7	7	7	28	9	8	8	8	9	8	50
9	8	9	8	34	8	9	8	9	10	8	52
8	7	7	6	28	8	7	6	8	8	7	44
8	7	8	8	31	9	8	8	9	9	9	52
10	6	10	10	36	10	10	10	10	10	10	60
5	8	9	7	29	8	7	6	8	7	6	42
8	8	7	9	32	7	8	9	8	8	8	48
8	8	8	9	33	9	9	8	8	8	9	51
8	8	9	8	33	10	10	10	10	10	10	60
9	9	9	6	33	9	9	9	8	6	9	50
7	7	6	6	26	7	7	6	6	6	6	38
8	8	8	8	32	9	9	9	8	9	9	53
8	7	8	6	29	8	9	8	8	8	8	49
7	7	8	9	31	8	6	7	9	10	10	50
5	5	6	5	21	8	9	8	9	10	9	53
4	3	9	9	25	8	8	7	9	7	7	46
3	3	3	3	12	8	5	5	8	7	5	38
6	2	5	9	22	10	10	10	10	10	10	60
7	6	8	8	29	7	7	7	7	7	7	42
7	7	7	7	28	7	7	7	7	7	8	43
10	6	10	6	32	10	10	10	10	10	10	60
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8	7	9	9	33	9	9	9	9	9	9	54
6	6	6	6	24	6	6	6	6	6	6	36
8	8	8	8	32	9	8	8	8	8	8	49
7	7	8	8	30	7	8	7	7	7	7	43
8	8	8	8	32	8	8	8	8	8	8	48
7	7	8	7	29	7	7	8	9	3	4	38
6	4	6	7	23	8	8	8	8	6	8	46
5	5	5	5	20	8	7	7	7	6	7	42
5	5	5	5	20	7	10	8	10	10	5	50

7	6	1	8	22	8	8	8	10	10	10	54
8	6	7	7	28	9	10	7	9	5	9	49
8	9	8	8	33	8	8	8	8	8	8	48
8	6	8	8	30	8	8	8	8	8	8	48
9	9	9	9	36	9	9	9	9	8	9	53
8	7	8	8	31	9	9	9	9	9	9	54
9	7	9	9	34	10	10	10	8	9	10	57
8	7	7	8	30	9	8	9	9	9	8	52
9	9	9	9	36	9	9	10	9	9	8	54
10	9	10	10	39	10	10	10	10	10	10	60
5	7	8	8	28	7	8	9	8	9	9	50
10	10	9	7	36	9	5	8	8	9	10	49
9	9	9	9	36	9	9	10	10	9	10	57
7	5	6	5	23	5	6	6	8	6	6	37
5	3	4	7	19	6	7	8	7	7	8	43
10	10	10	10	40	10	10	10	10	10	10	60
8	4	4	4	20	10	10	10	10	10	10	60
9	7	9	9	34	10	10	10	8	9	10	57
10	9	9	9	37	8	9	9	9	9	10	54
8	8	8	9	33	7	8	8	6	6	4	39
7	7	7	7	28	8	8	8	7	7	7	45
9	10	9	9	37	10	9	9	10	10	10	58
9	8	7	7	31	8	8	6	8	9	9	48
4	5	3	4	16	9	10	9	9	9	10	56
10	10	8	10	38	8	10	10	9	10	10	57



LAMPIRAN 3 HASIL ANALISIS DATA



ANALISIS DESKRIPTIF

Statistics

		x1.1	x1.2	x1.3	x1.4
N	Valid	199	199	199	199
	Missing	0	0	0	0

		x1.1		Valid Percent	Cumulative Percent
		Frequency	Percent		
Valid	5	2	1,0	1,0	1,0
	6	7	3,5	3,5	4,5
	7	26	13,1	13,1	17,6
	8	71	35,7	35,7	53,3
	9	52	26,1	26,1	79,4
	10	41	20,6	20,6	100,0
	Total	199	100,0	100,0	

		x1.2		Valid Percent	Cumulative Percent
		Frequency	Percent		
Valid	4	1	,5	,5	,5
	5	1	,5	,5	1,0
	6	5	2,5	2,5	3,5
	7	30	15,1	15,1	18,6
	8	61	30,7	30,7	49,2
	9	54	27,1	27,1	76,4
	10	47	23,6	23,6	100,0
	Total	199	100,0	100,0	

x1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	3	1,5	1,5	1,5
	5	1	,5	,5	2,0
	6	6	3,0	3,0	5,0
	7	39	19,6	19,6	24,6
	8	57	28,6	28,6	53,3
	9	49	24,6	24,6	77,9
	10	44	22,1	22,1	100,0
Total		199	100,0	100,0	

x1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5	1	,5	,5	,5
	6	16	8,0	8,0	8,5
	7	37	18,6	18,6	27,1
	8	62	31,2	31,2	58,3
	9	42	21,1	21,1	79,4
	10	41	20,6	20,6	100,0
Total		199	100,0	100,0	

Statistics

		x2.1	x2.2	x2.3	x2.4
N	Valid	199	199	199	199
	Missing	0	0	0	0

x2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	,5	,5	,5
	3	1	,5	,5	1,0
	4	3	1,5	1,5	2,5
	5	13	6,5	6,5	9,0
	6	19	9,5	9,5	18,6
	7	31	15,6	15,6	34,2
	8	63	31,7	31,7	65,8
	9	41	20,6	20,6	86,4
	10	27	13,6	13,6	100,0
	Total	199	100,0	100,0	

x2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	,5	,5	,5
	4	1	,5	,5	1,0
	5	11	5,5	5,5	6,5
	6	15	7,5	7,5	14,1
	7	30	15,1	15,1	29,1
	8	59	29,6	29,6	58,8
	9	54	27,1	27,1	85,9
	10	28	14,1	14,1	100,0
	Total	199	100,0	100,0	

x2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5	10	5,0	5,0	5,0
	6	14	7,0	7,0	12,1
	7	38	19,1	19,1	31,2
	8	63	31,7	31,7	62,8
	9	42	21,1	21,1	83,9
	10	32	16,1	16,1	100,0
	Total	199	100,0	100,0	

x2.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	1	,5	,5	,5
	5	7	3,5	3,5	4,0
	6	7	3,5	3,5	7,5
	7	29	14,6	14,6	22,1
	8	63	31,7	31,7	53,8
	9	56	28,1	28,1	81,9
	10	36	18,1	18,1	100,0
	Total	199	100,0	100,0	

Statistics

		y1.1	y1.2	y1.3	y1.4
N	Valid	199	199	199	199
	Missing	0	0	0	0

y1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	1,0	1,0	1,0
	4	5	2,5	2,5	3,5
	5	17	8,5	8,5	12,1
	6	9	4,5	4,5	16,6
	7	40	20,1	20,1	36,7
	8	55	27,6	27,6	64,3
	9	36	18,1	18,1	82,4
	10	35	17,6	17,6	100,0
	Total	199	100,0	100,0	

y1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	,5	,5	,5
	2	2	1,0	1,0	1,5
	3	5	2,5	2,5	4,0
	4	7	3,5	3,5	7,5
	5	13	6,5	6,5	14,1
	6	23	11,6	11,6	25,6
	7	47	23,6	23,6	49,2
	8	39	19,6	19,6	68,8
	9	37	18,6	18,6	87,4
	10	25	12,6	12,6	100,0
Total	199	100,0	100,0		

y1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	1,0	1,0	1,0
	2	1	,5	,5	1,5
	3	3	1,5	1,5	3,0
	4	7	3,5	3,5	6,5
	5	12	6,0	6,0	12,6
	6	14	7,0	7,0	19,6
	7	33	16,6	16,6	36,2
	8	59	29,6	29,6	65,8
	9	38	19,1	19,1	84,9
	10	30	15,1	15,1	100,0
Total	199	100,0	100,0		

y1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	,5	,5	,5
	2	1	,5	,5	1,0
	3	2	1,0	1,0	2,0
	4	7	3,5	3,5	5,5
	5	10	5,0	5,0	10,6
	6	23	11,6	11,6	22,1
	7	36	18,1	18,1	40,2
	8	51	25,6	25,6	65,8
	9	42	21,1	21,1	86,9
	10	26	13,1	13,1	100,0
Total	199	100,0	100,0		

Statistics

		y2.1	y2.2	y2.3	y2.4	y2.5	y2.6
N	Valid	199	199	199	199	199	199
	Missing	0	0	0	0	0	0

y2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5	5	2,5	2,5	2,5
	6	8	4,0	4,0	6,5
	7	29	14,6	14,6	21,1
	8	68	34,2	34,2	55,3
	9	52	26,1	26,1	81,4
	10	37	18,6	18,6	100,0
	Total	199	100,0	100,0	

y2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5	8	4,0	4,0	4,0
	6	9	4,5	4,5	8,5
	7	32	16,1	16,1	24,6
	8	61	30,7	30,7	55,3
	9	52	26,1	26,1	81,4
	10	37	18,6	18,6	100,0
	Total	199	100,0	100,0	

y2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5	5	2,5	2,5	2,5
	6	13	6,5	6,5	9,0
	7	36	18,1	18,1	27,1
	8	66	33,2	33,2	60,3
	9	38	19,1	19,1	79,4
	10	41	20,6	20,6	100,0
	Total	199	100,0	100,0	

y2.4

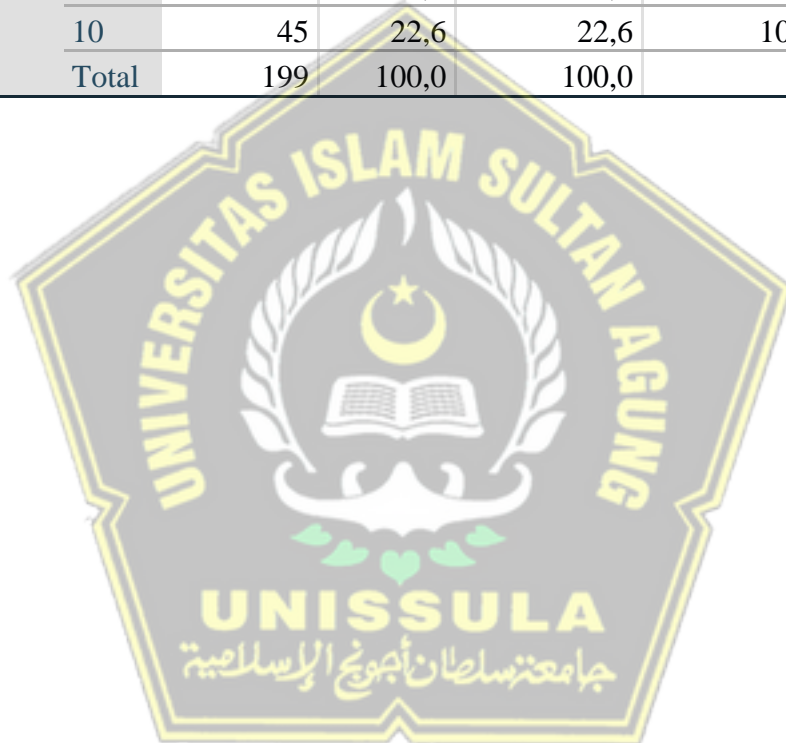
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5	5	2,5	2,5	2,5
	6	8	4,0	4,0	6,5
	7	32	16,1	16,1	22,6
	8	67	33,7	33,7	56,3
	9	48	24,1	24,1	80,4
	10	39	19,6	19,6	100,0
	Total	199	100,0	100,0	

y2.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	1,0	1,0	1,0
	4	1	,5	,5	1,5
	5	8	4,0	4,0	5,5
	6	20	10,1	10,1	15,6
	7	22	11,1	11,1	26,6
	8	60	30,2	30,2	56,8
	9	42	21,1	21,1	77,9
	10	44	22,1	22,1	100,0
		Total	199	100,0	100,0

y2.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	3	1,5	1,5	1,5
	5	7	3,5	3,5	5,0
	6	9	4,5	4,5	9,5
	7	29	14,6	14,6	24,1
	8	66	33,2	33,2	57,3
	9	40	20,1	20,1	77,4
	10	45	22,6	22,6	100,0
Total	199	100,0	100,0		



HASIL UJI VALIDITAS

		Correlations				
		x1.1	x1.2	x1.3	x1.4	x1
x1.1	Pearson Correlation	1	,619**	,633**	,583**	,830**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	199	199	199	199	199
x1.2	Pearson Correlation	,619**	1	,686**	,577**	,848**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	199	199	199	199	199
x1.3	Pearson Correlation	,633**	,686**	1	,635**	,878**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	199	199	199	199	199
x1.4	Pearson Correlation	,583**	,577**	,635**	1	,830**
	Sig. (2-tailed)	,000	,000	,000		,000
	N	199	199	199	199	199
x1	Pearson Correlation	,830**	,848**	,878**	,830**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	199	199	199	199	199

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

Correlations

		x2.1	x2.2	x2.3	x2.4	x2
x2.1	Pearson Correlation	1	,755**	,536**	,357**	,822**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	199	199	199	199	199
x2.2	Pearson Correlation	,755**	1	,635**	,526**	,890**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	199	199	199	199	199
x2.3	Pearson Correlation	,536**	,635**	1	,647**	,844**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	199	199	199	199	199
x2.4	Pearson Correlation	,357**	,526**	,647**	1	,745**
	Sig. (2-tailed)	,000	,000	,000		,000
	N	199	199	199	199	199
x2	Pearson Correlation	,822**	,890**	,844**	,745**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	199	199	199	199	199

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

Correlations

		y1.1	y1.2	y1.3	y1.4	y1
y1.1	Pearson Correlation	1	,678**	,663**	,623**	,827**
	Sig. (2-tailed)		,000	,000	,000	,000
	N	199	199	199	199	199
y1.2	Pearson Correlation	,678**	1	,803**	,742**	,912**
	Sig. (2-tailed)	,000		,000	,000	,000
	N	199	199	199	199	199
y1.3	Pearson Correlation	,663**	,803**	1	,800**	,922**
	Sig. (2-tailed)	,000	,000		,000	,000
	N	199	199	199	199	199
y1.4	Pearson Correlation	,623**	,742**	,800**	1	,891**
	Sig. (2-tailed)	,000	,000	,000		,000
	N	199	199	199	199	199
y1	Pearson Correlation	,827**	,912**	,922**	,891**	1
	Sig. (2-tailed)	,000	,000	,000	,000	
	N	199	199	199	199	199

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

Correlations

		y2.1	y2.2	y2.3	y2.4	y2.5	y2.6	y2
y2.1	Pearson Correlation	1	,735**	,742**	,621**	,619**	,674**	,850**
	Sig. (2-tailed)		,000	,000	,000	,000	,000	,000
	N	199	199	199	199	199	199	199
y2.2	Pearson Correlation	,735**	1	,843**	,655**	,637**	,681**	,884**
	Sig. (2-tailed)	,000		,000	,000	,000	,000	,000
	N	199	199	199	199	199	199	199
y2.3	Pearson Correlation	,742**	,843**	1	,671**	,649**	,711**	,897**
	Sig. (2-tailed)	,000	,000		,000	,000	,000	,000
	N	199	199	199	199	199	199	199
y2.4	Pearson Correlation	,621**	,655**	,671**	1	,577**	,585**	,795**
	Sig. (2-tailed)	,000	,000	,000		,000	,000	,000
	N	199	199	199	199	199	199	199
y2.5	Pearson Correlation	,619**	,637**	,649**	,577**	1	,728**	,835**
	Sig. (2-tailed)	,000	,000	,000	,000		,000	,000
	N	199	199	199	199	199	199	199
y2.6	Pearson Correlation	,674**	,681**	,711**	,585**	,728**	1	,861**
	Sig. (2-tailed)	,000	,000	,000	,000	,000		,000
	N	199	199	199	199	199	199	199
y2	Pearson Correlation	,850**	,884**	,897**	,795**	,835**	,861**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	
	N	199	199	199	199	199	199	199

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

HASIL UJI RELIABILITAS

X1

Case Processing Summary

		N	%
Cases	Valid	199	100,0
	Excluded ^a	0	,0
	Total	199	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,868	4

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	25,13	10,151	,704	,837
x1.2	25,06	9,815	,728	,828
x1.3	25,21	9,006	,763	,813
x1.4	25,31	9,648	,686	,845

X2

Case Processing Summary

		N	%
Cases	Valid	199	100,0
	Excluded ^a	0	,0
	Total	199	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,843	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
x2.1	24,39	11,866	,649	,819
x2.2	24,17	11,607	,788	,751
x2.3	24,16	12,600	,718	,785
x2.4	23,91	14,113	,576	,843

Y1

Case Processing Summary

		N	%
Cases	Valid	199	100,0
	Excluded ^a	0	,0
	Total	199	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,911	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
y1.1	22,75	24,914	,709	,914
y1.2	23,18	21,429	,831	,873
y1.3	22,90	21,454	,853	,865
y1.4	22,93	22,930	,805	,883

Y2

Case Processing Summary

		N	%
Cases	Valid	199	100,0
	Excluded ^a	0	,0
	Total	199	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,924	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
y2.1	41,20	33,057	,787	,910
y2.2	41,27	31,691	,830	,903
y2.3	41,31	31,478	,848	,901
y2.4	41,21	33,794	,711	,919
y2.5	41,38	30,610	,742	,917
y2.6	41,28	31,130	,790	,909

HASIL UJI REGRESI LINIER BERGANDA

Output Regresi persamaan 1

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	x2, x1 ^b		. Enter

a. Dependent Variable: y1

b. All requested variables entered.

Model Summary^b

Model	R	Adjusted R Square	Std. Error of the Estimate	R Square Change	Change Statistics			Sig. F Change	Durbin - Watson
					F	df1	df2		
1	,526 ^a	,277	5,348	,277	37,562	2	196	,000	1,825

a. Predictors: (Constant), x2, x1

b. Dependent Variable: y1

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2148,569	2	1074,284	37,562	,000 ^b
	Residual	5605,643	196	28,600		
	Total	7754,211	198			

a. Dependent Variable: y1

b. Predictors: (Constant), x2, x1

Model	Coefficients ^a					Collinearity Statistics	
	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Tolerance	VIF
	B	Std. Error	Beta				
1 (Constant)	4,177	3,314		1,260	,209		
x1	,243	,117	,158	2,079	,039	,642	1,557
x2	,567	,103	,417	5,501	,000	,642	1,557

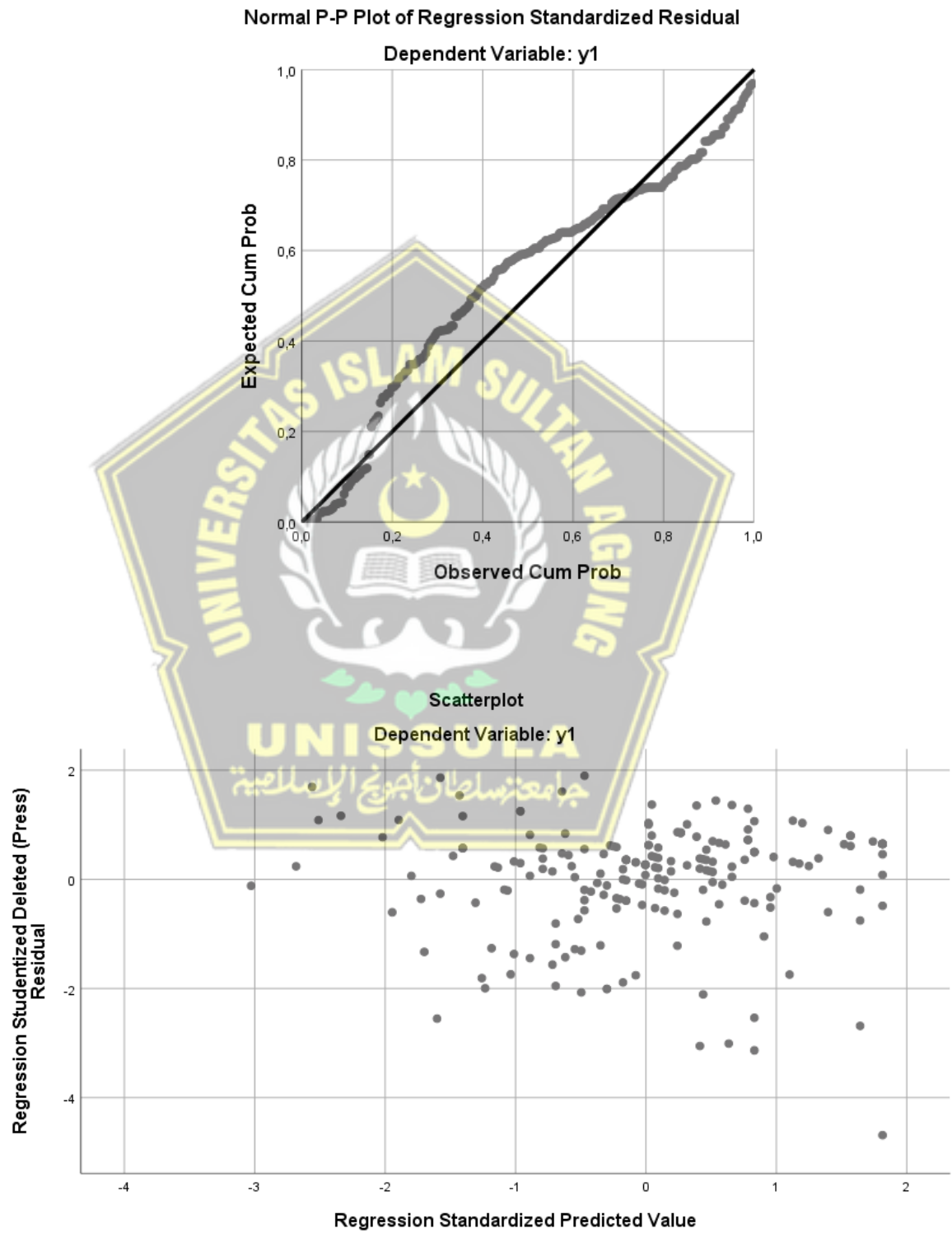
a. Dependent Variable: y1

Model	Dimension	Eigenvalue	Collinearity Diagnostics ^a		Variance Proportions	
			Condition Index	(Constant)	x1	x2
1	1	2,984	1,000	,00	,00	,00
	2	,010	17,262	,67	,00	,62
	3	,006	22,065	,33	1,00	,38

a. Dependent Variable: y1

	Residuals Statistics ^a				
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	20,61	36,56	30,59	3,294	199
Std. Predicted Value	-3,028	1,814	,000	1,000	199
Standard Error of Predicted Value	,383	1,330	,625	,203	199
Adjusted Predicted Value	20,65	37,10	30,58	3,308	199
Residual	-23,565	9,963	,000	5,321	199
Std. Residual	-4,406	1,863	,000	,995	199
Stud. Residual	-4,456	1,886	,001	1,004	199
Deleted Residual	-24,097	10,214	,009	5,415	199
Stud. Deleted Residual	-4,688	1,899	-,003	1,015	199
Mahal. Distance	,022	11,243	1,990	2,132	199
Cook's Distance	,000	,149	,006	,014	199
Centered Leverage Value	,000	,057	,010	,011	199

a. Dependent Variable: y1



Output Regresi persamaan 2

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	y1, x1, x2 ^b	.	Enter

a. Dependent Variable: y2

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	R Square Change	Change Statistics			Sig. F Change	Durbin-Watson
						F Change	df1	df2		
1	,723 ^a	,523	,516	4,684	,523	71,340	3	195	,000	1,922

a. Predictors: (Constant), y1, x1, x2

b. Dependent Variable: y2

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	4696,475	3	1565,492	71,340	,000 ^b
	Residual	4279,123	195	21,944		
	Total	8975,598	198			

a. Dependent Variable: y2

b. Predictors: (Constant), y1, x1, x2

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.	Collinearity Statistics	
	B	Std. Error				Tolerance	VIF

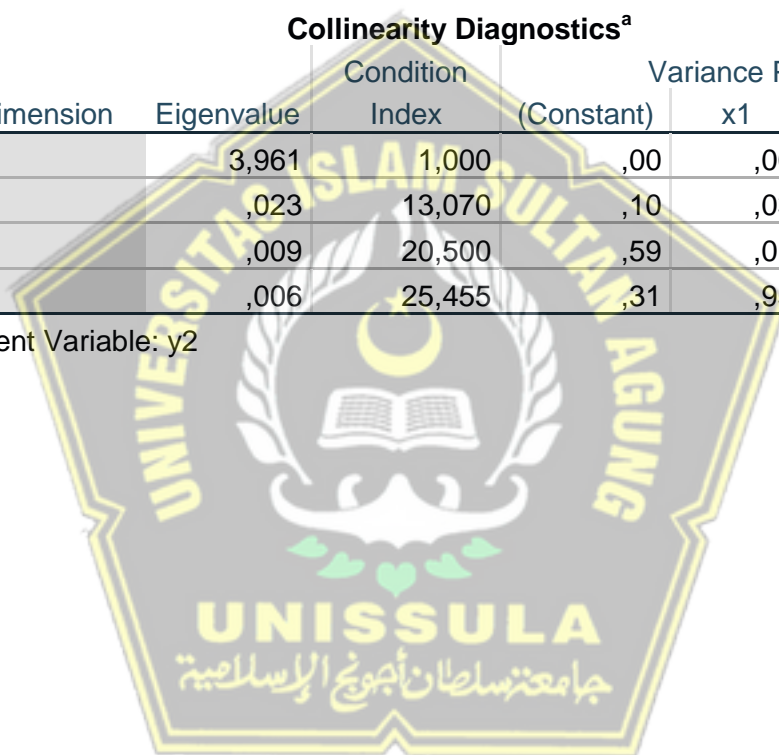
1	(Constant)	7,993	2,915		2,742	,007		
	x1	,708	,104		,426	6,832	,000	,629 1,591
	x2	,314	,097		,215	3,242	,001	,557 1,797
	y1	,250	,063		,233	4,003	,000	,723 1,383

a. Dependent Variable: y2

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition		Variance Proportions			
			Index	(Constant)	x1	x2	y1	
1	1	3,961	1,000	,00	,00	,00	,00	,00
	2	,023	13,070	,10	,03	,01	,90	
	3	,009	20,500	,59	,01	,62	,10	
	4	,006	25,455	,31	,95	,37	,00	

a. Dependent Variable: y2

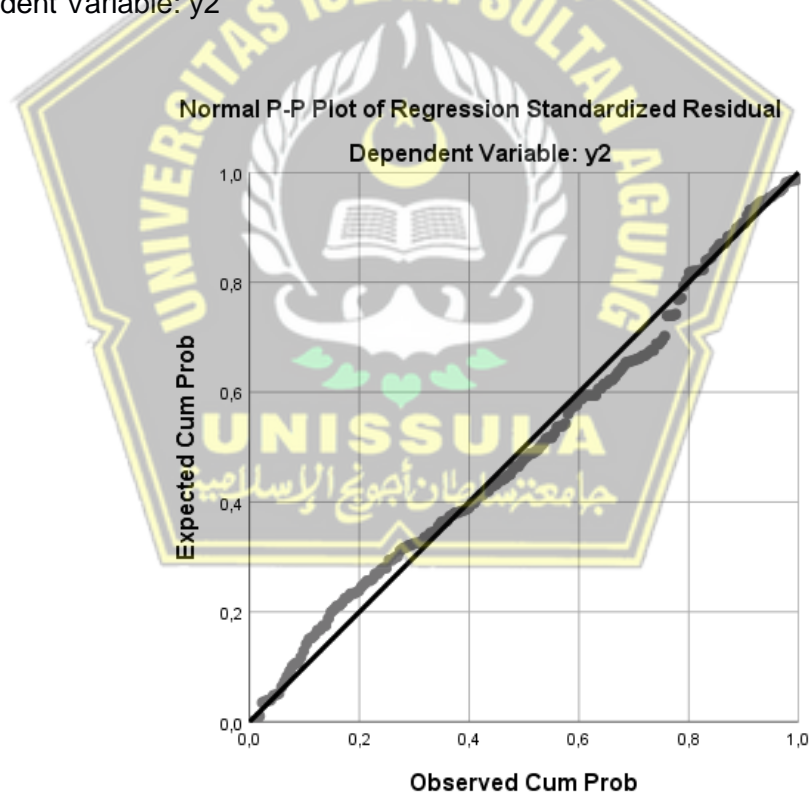


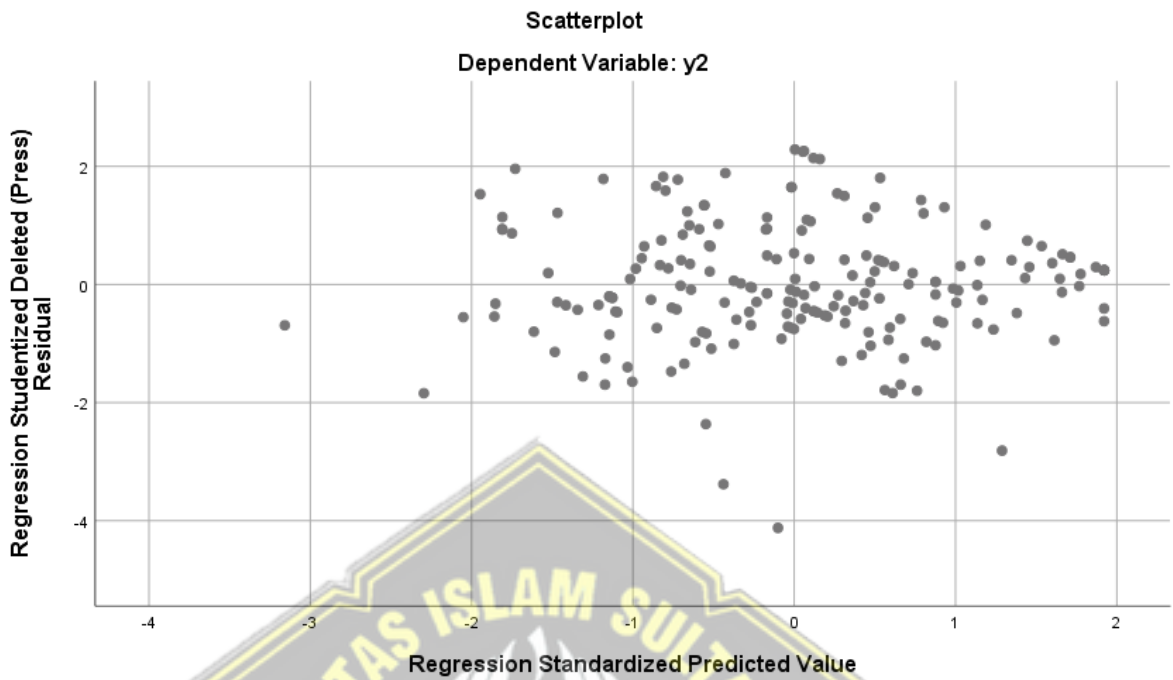
Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	34,15	58,88	49,53	4,870	199
Std. Predicted Value	-3,158	1,921	,000	1,000	199

Standard Error of Predicted Value	,338	1,630	,626	,222	199
Adjusted Predicted Value	34,34	58,96	49,51	4,872	199
Residual	-18,036	10,451	,000	4,649	199
Std. Residual	-3,850	2,231	,000	,992	199
Stud. Residual	-3,963	2,261	,002	1,007	199
Deleted Residual	-19,107	10,775	,014	4,787	199
Stud. Deleted Residual	-4,122	2,285	,001	1,015	199
Mahal. Distance	,036	22,990	2,985	3,098	199
Cook's Distance	,000	,233	,008	,021	199
Centered Leverage Value	,000	,116	,015	,016	199

a. Dependent Variable: y2





Sobel Test

Output Persamaan 1

Input:		Test statistic:	Std. Error:	p-value:
a	0.243	Sobel test: 1.84012524	0.03301406	0.06574985
b	0.250	Aroian test: 1.79590763	0.03382691	0.07250921
s _a	0.117	Goodman test: 1.88777847	0.03218068	0.0590557
s _b	0.063	Reset all	Calculate	

Output Persamaan 2

Input:		Test statistic:	Std. Error:	p-value:
a	0.567	Sobel test: 3.21905429	0.04403467	0.00128614
b	0.250	Aroian test: 3.18466204	0.04451022	0.00144923
s _a	0.103	Goodman test: 3.25458541	0.04355393	0.00113558
s _b	0.063	Reset all	Calculate	