

LAMPIRAN



Lampiran 1

Kuesioner Penelitian

Mohon kesediaan Bapak/Ibu/Sdr untuk mengisi kuesioner ini. Kuesioner ini merupakan kuesioner yang penulis susun dalam rangka pelaksanaan penelitian. Jawaban yang Bapak/Ibu/Sdr berikan tidak akan mempengaruhi kedudukan maupun jabatan, mengingat kerahasiaan identitas Bapak/Ibu/Sdr akan kami jaga.

IDENTITAS RESPONDEN

No	Identitas	Penjelasan
1	Nama Responden (boleh tidak diisi)
2	Jenis Kelamin	<input type="checkbox"/> Laki-laki <input type="checkbox"/> Perempuan
3	Usia tahun
4	Status	<input type="checkbox"/> Pelajar <input type="checkbox"/> Mahasiswa <input type="checkbox"/> Karyawan <input type="checkbox"/> Wirausaha
5	Asal Daerah
6	Pengalaman perawatan kecantikan disalon	<input type="checkbox"/> Tidak Pernah <input type="checkbox"/> Pernah(sekali) <input type="checkbox"/> Pernah (jarang) <input type="checkbox"/> Pernah (sering)
7	Nama tempat salon kecantikan yang menjadi langganan
8.	Pernahkah anda melakukan perawatan berulang pada salon kecantikan yang sama?	<input type="checkbox"/> Tidak Pernah <input type="checkbox"/> Pernah(sekali) <input type="checkbox"/> Pernah (jarang) <input type="checkbox"/> Pernah (sering)

PETUNJUK PENGISIAN

Berilah tanda (X) pada kolom jawaban yang tersedia sesuai dengan pendapat, persepsi atas pengalaman yang pernah Bapak/Ibu/Sdr lakukan. Pilih angka 1 sampai 10 dari kolom yang sudah disediakan. Skor 1 menunjukkan jawaban *Sangat Tidak Setuju (STS)* atas pernyataan yang diajukan, sedangkan skor 10 menunjukkan *Sangat Setuju (SS)* dengan pernyataan yang diajukan.

STS	1	2	3	4	5	6	7	8	9	10	SS
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Contoh :

1	Saya merasa senang saat dilibatkan dalam pembuatan/pemilihan produk ataupun konten perusahaan	<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><input checked="" type="checkbox"/></td> <td>8</td> <td>9</td> <td>10</td> <td>SS</td> </tr> </table>	STS	1	2	3	4	5	6	<input checked="" type="checkbox"/>	8	9	10	SS
STS	1	2	3	4	5	6	<input checked="" type="checkbox"/>	8	9	10	SS			

1. Individual Interaction Capability

No.	Pertanyaan/ Pernyataan	Jawaban
1	Karyawan salon mampu memahami kebutuhan yang saya inginkan secara lebih spesifik.	STS 1 2 3 4 5 6 7 8 9 10 SS
2	Karyawan salon mampu memahami dan menghargai situasi hati atau <i>mood</i> saya.	STS 1 2 3 4 5 6 7 8 9 10 SS
3	Karyawan salon mampu memenuhi ekpektasi pribadi saya mengenai pelayanan yang saya harapkan.	STS 1 2 3 4 5 6 7 8 9 10 SS
4	Karyawan salon mampu memahami jenis perawatan apa yang cocok dengan tubuh saya. Sehingga, dapat membantu saya dalam memecahkan masalah.	STS 1 2 3 4 5 6 7 8 9 10 SS

2. Relational Interaction Capability

No.	Pertanyaan/ Pernyataan	Jawaban
1	Karyawan salon mampu membangun komunikasi dengan menyapa saya secara sopan. (memanggil sesuai dengan usia saya mbak, ibu)	STS 1 2 3 4 5 6 7 8 9 10 SS
2	Karyawan salon mampu menjalin hubungan dengan saya.	STS 1 2 3 4 5 6 7 8 9 10 SS
3	Selama proses pelayanan, karyawan salon mampu menciptakan rasa nyaman kepada saya.	STS 1 2 3 4 5 6 7 8 9 10 SS
4	Saya merasakan ketulusan ketika karyawan meminta pendapat dari saya.	STS 1 2 3 4 5 6 7 8 9 10 SS
5	Karyawan mampu menciptakan komunikasi dua arah dengan saya	STS 1 2 3 4 5 6 7 8 9 10 SS

3. Emotional Value Co-creation

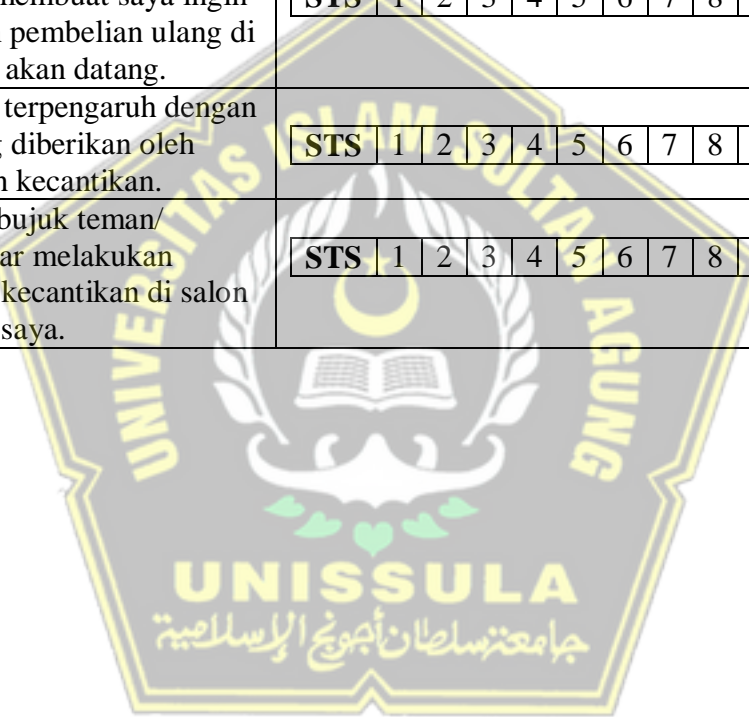
No.	Pertanyaan/ Pernyataan	Jawaban
1	Saya berpartisipasi dalam membantu karyawan salon dengan memberikan masukan mengenai produk yang aman	STS 1 2 3 4 5 6 7 8 9 10 SS
2	Saya berpartisipasi dalam membantu penyedia layanan salon dengan memberikan masukan mengenai produk baru yang nyaman ketika digunakan	STS 1 2 3 4 5 6 7 8 9 10 SS
3	Saya berpartisipasi dalam membantu penyedia layanan membuat produk lebih nikmat, membahagiakan, serta membanggakan ketika digunakan pelanggan	STS 1 2 3 4 5 6 7 8 9 10 SS

4. Social Value Co-creation

No.	Pertanyaan/ Pernyataan	Jawaban
1	Saya berpartisipasi dalam membantu penyedia layanan dalam meningkatkan daya tarik sebuah produk	STS 1 2 3 4 5 6 7 8 9 10 SS
2	Saya berpartisipasi membantu penyedia layanan salon dalam meningkatkan citra merk	STS 1 2 3 4 5 6 7 8 9 10 SS
3	Saya berpartisipasi membantu penyedia layanan salon dalam meningkatkan status pelanggan.	STS 1 2 3 4 5 6 7 8 9 10 SS
4	Saya berpartisipasi membantu penyedia layanan salon dalam meningkatkan citra diri kepada pelanggan	STS 1 2 3 4 5 6 7 8 9 10 SS

5. Market Performance

No.	Pertanyaan/ Pernyataan	Jawaban
1	Kualitas pelayanan salon sesuai dengan harapan saya	STS 1 2 3 4 5 6 7 8 9 10 SS
2	Kepuasan saya meningkat ketika selesai melakukan perawatan salon disana.	STS 1 2 3 4 5 6 7 8 9 10 SS
3	Saya merekomendasikan salon yang biasa saya gunakan kepada saudara, teman, maupun kenalan saya.	STS 1 2 3 4 5 6 7 8 9 10 SS
4	Pelayanan salon yang diberikan membuat saya ingin melakukan pembelian ulang di masa yang akan datang.	STS 1 2 3 4 5 6 7 8 9 10 SS
5	Saya tidak terpengaruh dengan harga yang diberikan oleh pihak salon kecantikan.	STS 1 2 3 4 5 6 7 8 9 10 SS
6	Saya membujuk teman/ kenalan agar melakukan perawatan kecantikan di salon langganan saya.	STS 1 2 3 4 5 6 7 8 9 10 SS



Lampiran 2

Hasil Penelitian**Frequencies****Statistics**

		IIC1	IIC2	IIC3	IIC4
N	Valid	203	203	203	203
	Missing	0	0	0	0

Frequency Table

		IIC1			Cumulative Percent
		Frequency	Percent	Valid Percent	
Valid	4	2	1.0	1.0	1.0
	5	6	3.0	3.0	3.9
	6	12	5.9	5.9	9.9
	7	16	7.9	7.9	17.7
	8	57	28.1	28.1	45.8
	9	58	28.6	28.6	74.4
	10	52	25.6	25.6	100.0
	Total	203	100.0	100.0	

IIC2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	4	2.0	2.0	2.0
2	13	6.4	6.4	8.4
3	11	5.4	5.4	13.8
4	14	6.9	6.9	20.7
5	26	12.8	12.8	33.5
6	18	8.9	8.9	42.4
7	21	10.3	10.3	52.7
8	47	23.2	23.2	75.9
9	27	13.3	13.3	89.2
10	22	10.8	10.8	100.0
Total	203	100.0	100.0	

IIC3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	1	.5	.5	.5
4	4	2.0	2.0	2.5
5	8	3.9	3.9	6.4
6	17	8.4	8.4	14.8
7	18	8.9	8.9	23.6
8	58	28.6	28.6	52.2
9	51	25.1	25.1	77.3
10	46	22.7	22.7	100.0
Total	203	100.0	100.0	

IIC4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	2	1.0	1.0	1.0
4	5	2.5	2.5	3.4
5	14	6.9	6.9	10.3
6	11	5.4	5.4	15.8
7	28	13.8	13.8	29.6
8	59	29.1	29.1	58.6
9	49	24.1	24.1	82.8
10	35	17.2	17.2	100.0
Total	203	100.0	100.0	

Frequencies**Statistics**

		RIC1	RIC2	RIC3	RIC4
N	Valid	203	203	203	203
	Missing	0	0	0	0

Frequency Table**RIC1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 5	3	1.5	1.5	1.5
6	7	3.4	3.4	4.9
7	26	12.8	12.8	17.7
8	70	34.5	34.5	52.2
9	57	28.1	28.1	80.3
10	40	19.7	19.7	100.0
Total	203	100.0	100.0	

RIC2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	1	.5	.5	.5
	5	2	1.0	1.0	1.5
	6	5	2.5	2.5	3.9
	7	30	14.8	14.8	18.7
	8	63	31.0	31.0	49.8
	9	55	27.1	27.1	76.8
	10	47	23.2	23.2	100.0
	Total	203	100.0	100.0	

RIC3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	3	1.5	1.5	1.5
	5	2	1.0	1.0	2.5
	6	6	3.0	3.0	5.4
	7	39	19.2	19.2	24.6
	8	58	28.6	28.6	53.2
	9	52	25.6	25.6	78.8
	10	43	21.2	21.2	100.0
	Total	203	100.0	100.0	

RIC4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	1	.5	.5	.5
	5	1	.5	.5	1.0
	6	16	7.9	7.9	8.9
	7	37	18.2	18.2	27.1
	8	63	31.0	31.0	58.1
	9	46	22.7	22.7	80.8
	10	39	19.2	19.2	100.0
	Total	203	100.0	100.0	

Frequencies**Statistics**

		EVC1	EVC2	EVC3	EVC4	EVC5
N	Valid	203	203	203	203	203
	Missing	0	0	0	0	0

Frequency Table**EVC1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.5	.5	.5
	3	4	2.0	2.0	2.5
	4	13	6.4	6.4	8.9
	5	15	7.4	7.4	16.3
	6	16	7.9	7.9	24.1
	7	42	20.7	20.7	44.8
	8	46	22.7	22.7	67.5
	9	37	18.2	18.2	85.7
	10	29	14.3	14.3	100.0
	Total	203	100.0	100.0	

EVC2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	4	2.0	2.0	2.0
3	5	2.5	2.5	4.4
4	8	3.9	3.9	8.4
5	14	6.9	6.9	15.3
6	16	7.9	7.9	23.2
7	34	16.7	16.7	39.9
8	51	25.1	25.1	65.0
9	40	19.7	19.7	84.7
10	31	15.3	15.3	100.0
Total	203	100.0	100.0	

EVC3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	1.0	1.0	1.0
3	7	3.4	3.4	4.4
4	10	4.9	4.9	9.4
5	12	5.9	5.9	15.3
6	15	7.4	7.4	22.7
7	42	20.7	20.7	43.3
8	45	22.2	22.2	65.5
9	42	20.7	20.7	86.2
10	28	13.8	13.8	100.0
Total	203	100.0	100.0	

EVC4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	4	2.0	2.0	2.0
2	2	1.0	1.0	3.0
3	7	3.4	3.4	6.4
4	11	5.4	5.4	11.8
5	13	6.4	6.4	18.2
6	19	9.4	9.4	27.6
7	39	19.2	19.2	46.8
8	49	24.1	24.1	70.9
9	35	17.2	17.2	88.2
10	24	11.8	11.8	100.0
Total	203	100.0	100.0	

EVC5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	1	.5	.5	.5
3	3	1.5	1.5	2.0
4	2	1.0	1.0	3.0
5	19	9.4	9.4	12.3
6	24	11.8	11.8	24.1
7	41	20.2	20.2	44.3
8	69	34.0	34.0	78.3
9	39	19.2	19.2	97.5
10	5	2.5	2.5	100.0
Total	203	100.0	100.0	

Frequencies

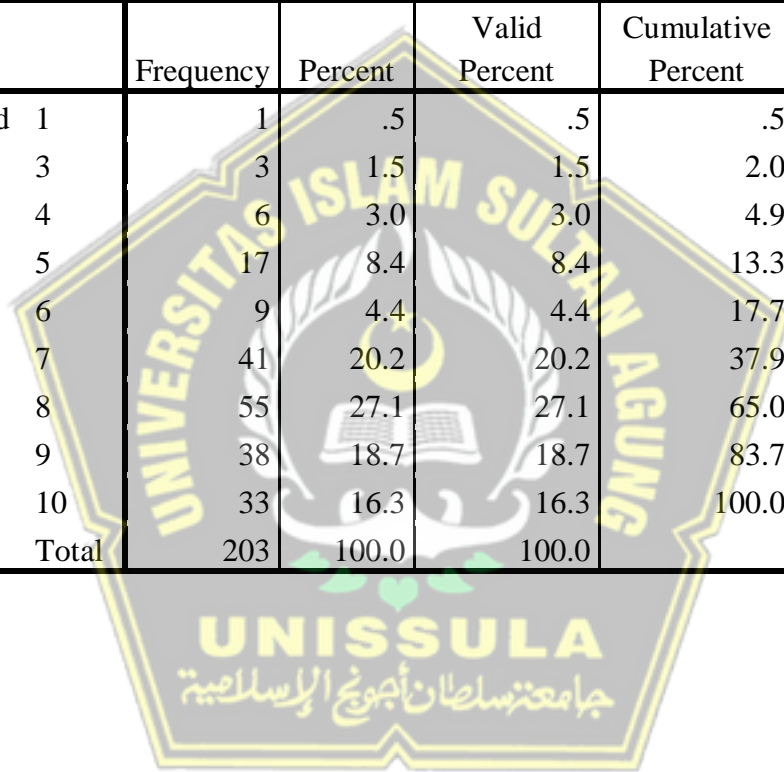
Statistics

		SVC1	SVC2	SVC3	SVC4
N	Valid	203	203	203	203
	Missing	0	0	0	0

Frequency Table

SVC1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.5	.5	.5
	3	3	1.5	1.5	2.0
	4	6	3.0	3.0	4.9
	5	17	8.4	8.4	13.3
	6	9	4.4	4.4	17.7
	7	41	20.2	20.2	37.9
	8	55	27.1	27.1	65.0
	9	38	18.7	18.7	83.7
	10	33	16.3	16.3	100.0
	Total	203	100.0	100.0	



SVC2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	1.5	1.5	1.5
2	2	1.0	1.0	2.5
3	6	3.0	3.0	5.4
4	7	3.4	3.4	8.9
5	13	6.4	6.4	15.3
6	24	11.8	11.8	27.1
7	47	23.2	23.2	50.2
8	38	18.7	18.7	69.0
9	40	19.7	19.7	88.7
10	23	11.3	11.3	100.0
Total	203	100.0	100.0	

SVC3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	1.5	1.5	1.5
2	1	.5	.5	2.0
3	4	2.0	2.0	3.9
4	8	3.9	3.9	7.9
5	13	6.4	6.4	14.3
6	14	6.9	6.9	21.2
7	34	16.7	16.7	37.9
8	56	27.6	27.6	65.5
9	40	19.7	19.7	85.2
10	30	14.8	14.8	100.0
Total	203	100.0	100.0	

SVC4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	1.0	1.0	1.0
2	3	1.5	1.5	2.5
3	3	1.5	1.5	3.9
4	7	3.4	3.4	7.4
5	10	4.9	4.9	12.3
6	23	11.3	11.3	23.6
7	37	18.2	18.2	41.9
8	51	25.1	25.1	67.0
9	44	21.7	21.7	88.7
10	23	11.3	11.3	100.0
Total	203	100.0	100.0	

Frequencies

Statistics

		MP1	MP2	MP3	MP4	MP5
N	Valid	203	203	203	203	203
	Missing	0	0	0	0	0

Frequency Table

MP1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 4	1	.5	.5	.5
5	5	2.5	2.5	3.0
6	8	3.9	3.9	6.9
7	29	14.3	14.3	21.2
8	67	33.0	33.0	54.2
9	56	27.6	27.6	81.8
10	37	18.2	18.2	100.0
Total	203	100.0	100.0	

MP2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 4	1	.5	.5	.5
5	8	3.9	3.9	4.4
6	9	4.4	4.4	8.9
7	32	15.8	15.8	24.6
8	59	29.1	29.1	53.7
9	58	28.6	28.6	82.3
10	36	17.7	17.7	100.0
Total	203	100.0	100.0	

MP3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	1	.5	.5	.5
5	5	2.5	2.5	3.0
6	13	6.4	6.4	9.4
7	35	17.2	17.2	26.6
8	66	32.5	32.5	59.1
9	42	20.7	20.7	79.8
10	41	20.2	20.2	100.0
Total	203	100.0	100.0	

MP4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 5	6	3.0	3.0	3.0
6	8	3.9	3.9	6.9
7	31	15.3	15.3	22.2
8	67	33.0	33.0	55.2
9	52	25.6	25.6	80.8
10	39	19.2	19.2	100.0
Total	203	100.0	100.0	

MP5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	2	1.0	1.0	1.0
4	1	.5	.5	1.5
5	9	4.4	4.4	5.9
6	20	9.9	9.9	15.8
7	24	11.8	11.8	27.6
8	60	29.6	29.6	57.1
9	43	21.2	21.2	78.3
10	44	21.7	21.7	100.0
Total	203	100.0	100.0	

Correlations

Correlations

		IIC1	IIC2	IIC3	IIC4	IIC
IIC1	Pearson Correlation	1	.228**	.692**	.522**	.719**
	Sig. (2-tailed)		.001	.000	.000	.000
	N	203	203	203	203	203
IIC2	Pearson Correlation	.228**	1	.270**	.401**	.722**
	Sig. (2-tailed)	.001		.000	.000	.000
	N	203	203	203	203	203
IIC3	Pearson Correlation	.692**	.270**	1	.698**	.803**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	203	203	203	203	203
IIC4	Pearson Correlation	.522**	.401**	.698**	1	.824**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	203	203	203	203	203
IIC	Pearson Correlation	.719**	.722**	.803**	.824**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	203	203	203	203	203

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

Reliability**Scale: ALL VARIABLES****Case Processing Summary**

		N	%
Cases	Valid	203	100.0
	Excluded ^a	0	.0
	Total	203	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.726	4

Correlations**Correlations**

		RIC1	RIC2	RIC3	RIC4	RIC
RIC1	Pearson Correlation	1	.632**	.643**	.607**	.838**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	203	203	203	203	203
RIC2	Pearson Correlation	.632**	1	.694**	.588**	.852**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	203	203	203	203	203
RIC3	Pearson Correlation	.643**	.694**	1	.646**	.880**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	203	203	203	203	203
RIC4	Pearson Correlation	.607**	.588**	.646**	1	.838**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	203	203	203	203	203
RIC	Pearson Correlation	.838**	.852**	.880**	.838**	1

Sig. (2-tailed)	.000	.000	.000	.000	
N	203	203	203	203	203

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	203	100.0
	Excluded ^a	0	.0
	Total	203	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.874	4

Correlations

Correlations

	EVC1	EVC2	EVC3	EVC4	EVC5	EVC
EVC1 Pearson Correlation	1	.760**	.770**	.782**	.461**	.883**
Sig. (2-tailed)		.000	.000	.000	.000	.000
N	203	203	203	203	203	203
EVC2 Pearson Correlation	.760**	1	.795**	.796**	.429**	.891**
Sig. (2-tailed)	.000		.000	.000	.000	.000
N	203	203	203	203	203	203
EVC3 Pearson Correlation	.770**	.795**	1	.879**	.495**	.925**
Sig. (2-tailed)	.000	.000		.000	.000	.000
N	203	203	203	203	203	203
EVC4 Pearson Correlation	.782**	.796**	.879**	1	.542**	.939**
Sig. (2-tailed)	.000	.000	.000		.000	.000
N	203	203	203	203	203	203

EVC5	Pearson Correlation	.461**	.429**	.495**	.542**	1	.649**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	203	203	203	203	203	203
EVC	Pearson Correlation	.883**	.891**	.925**	.939**	.649**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	203	203	203	203	203	203

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	203	100.0
	Excluded ^a	0	.0
	Total	203	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.915	5

Correlations

		SVC1	SVC2	SVC3	SVC4	SVC
SVC1	Pearson Correlation	1	.720**	.701**	.658**	.847**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	203	203	203	203	203
SVC2	Pearson Correlation	.720**	1	.824**	.773**	.923**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	203	203	203	203	203
SVC3	Pearson Correlation	.701**	.824**	1	.825**	.931**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	203	203	203	203	203
SVC4	Pearson Correlation	.658**	.773**	.825**	1	.904**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	203	203	203	203	203
SVC	Pearson Correlation	.847**	.923**	.931**	.904**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	203	203	203	203	203

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	203	100.0
	Excluded ^a	0	.0
	Total	203	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.923	4

Correlations

	MP1	MP2	MP3	MP4	MP5	MP
MP1 Pearson Correlation	1	.756**	.771**	.640**	.601**	.869**
Sig. (2-tailed)		.000	.000	.000	.000	.000
N	203	203	203	203	203	203
MP2 Pearson Correlation	.756**	1	.850**	.668**	.614**	.900**
Sig. (2-tailed)	.000		.000	.000	.000	.000
N	203	203	203	203	203	203
MP3 Pearson Correlation	.771**	.850**	1	.680**	.626**	.910**
Sig. (2-tailed)	.000	.000		.000	.000	.000
N	203	203	203	203	203	203
MP4 Pearson Correlation	.640**	.668**	.680**	1	.572**	.820**
Sig. (2-tailed)	.000	.000	.000		.000	.000
N	203	203	203	203	203	203
MP5 Pearson Correlation	.601**	.614**	.626**	.572**	1	.808**
Sig. (2-tailed)	.000	.000	.000	.000		.000
N	203	203	203	203	203	203
MP Pearson Correlation	.869**	.900**	.910**	.820**	.808**	1
Sig. (2-tailed)	.000	.000	.000	.000	.000	
N	203	203	203	203	203	203

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	203	100.0
	Excluded ^a	0	.0
	Total	203	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.910	5

REGRESSION

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	RIC, IIC ^b	.	Enter

a. Dependent Variable: EVC

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	.447 ^a	.200	.192	7.270	.200	24.988	2	200	.000	1.868

a. Predictors: (Constant), RIC, IIC

b. Dependent Variable: EVC

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2641.521	2	1320.760	24.988	.000 ^b
	Residual	10571.366	200	52.857		
	Total	13212.887	202			

a. Dependent Variable: EVC

b. Predictors: (Constant), RIC, IIC

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	10.690	4.209		2.540	.012		
IIC	.479	.127	.313	3.773	.000	.580	1.724
RIC	.343	.163	.175	2.109	.036	.580	1.724

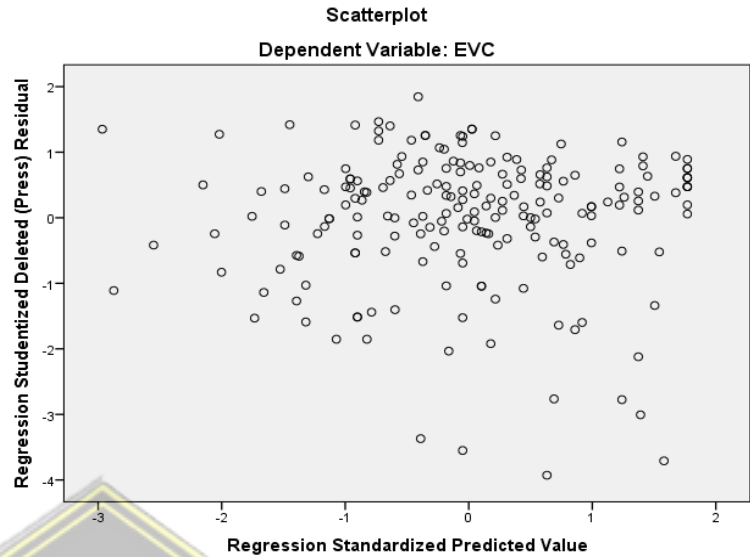
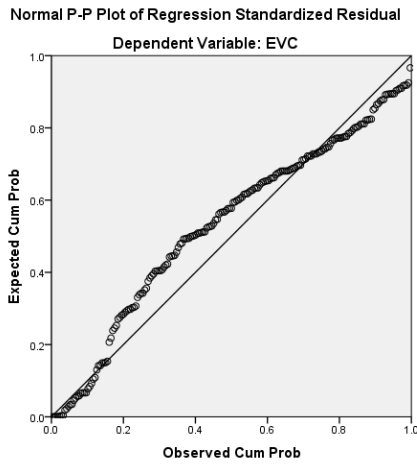
a. Dependent Variable: EVC

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	26.46	43.59	37.19	3.616	203
Std. Predicted Value	-2.966	1.770	.000	1.000	203
Standard Error of Predicted Value	.514	1.999	.844	.264	203
Adjusted Predicted Value	25.94	43.58	37.18	3.617	203
Residual	-27.475	13.293	.000	7.234	203
Std. Residual	-3.779	1.828	.000	.995	203
Stud. Residual	-3.793	1.835	.001	1.003	203
Deleted Residual	-27.681	13.386	.008	7.346	203
Stud. Deleted Residual	-3.928	1.846	-.003	1.014	203
Mahal. Distance	.015	14.278	1.990	2.109	203
Cook's Distance	.000	.080	.005	.010	203
Centered Leverage Value	.000	.071	.010	.010	203

a. Dependent Variable: EVC

Charts



REGRESSION

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	RIC, IIC ^b	.	Enter

a. Dependent Variable: SVC

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	.453 ^a	.205	.197	6.052	.205	25.757	2	200	.000	1.941

a. Predictors: (Constant), RIC, IIC

b. Dependent Variable: SVC

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1886.814	2	943.407	25.757	.000 ^b
	Residual	7325.442	200	36.627		
	Total	9212.256	202			

a. Dependent Variable: SVC

b. Predictors: (Constant), RIC, IIC

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	8.057	3.503		2.300	.022
IIC	.420	.106	.329	3.974	.000
RIC	.268	.136	.164	1.977	.049

a. Dependent Variable: SVC

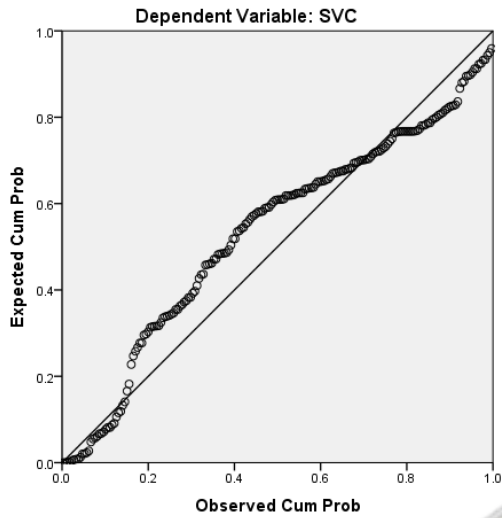
Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	21.06	35.58	30.18	3.056	203
Std. Predicted Value	-2.985	1.766	.000	1.000	203
Standard Error of Predicted Value	.428	1.664	.702	.220	203
Adjusted Predicted Value	20.51	35.88	30.18	3.057	203
Residual	-24.931	10.533	.000	6.022	203
Std. Residual	-4.119	1.740	.000	.995	203
Stud. Residual	-4.138	1.754	.000	1.003	203
Deleted Residual	-25.162	10.700	.003	6.119	203
Stud. Deleted Residual	-4.317	1.763	-.003	1.014	203
Mahal. Distance	.015	14.278	1.990	2.109	203
Cook's Distance	.000	.092	.005	.012	203
Centered Leverage Value	.000	.071	.010	.010	203

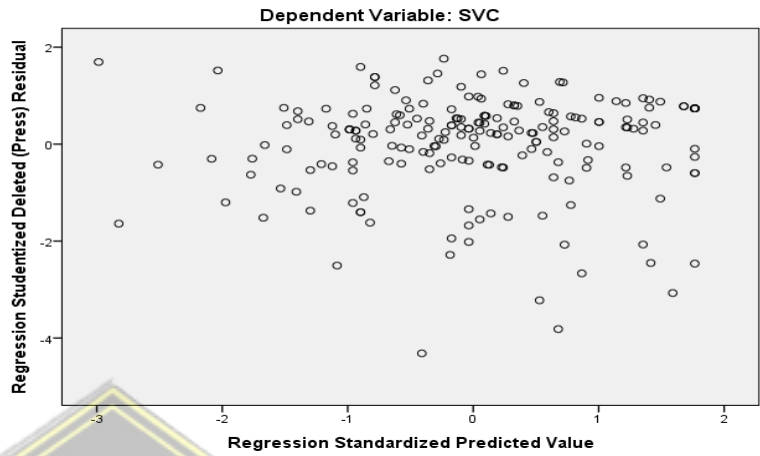
a. Dependent Variable: SVC

Charts

Normal P-P Plot of Regression Standardized Residual



Scatterplot



Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	SVC, EVC ^b		Enter

a. Dependent Variable: MP

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	df 1	df 2	Sig. F Change	
1	.519 ^a	.269	.262	4.880	.269	36.856	2	200	.000	1.839

a. Predictors: (Constant), SVC, EVC

b. Dependent Variable: MP

ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	1755.637	2	877.818	36.856	.000 ^b
Residual	4763.536	200	23.818		
Total	6519.172	202			

a. Dependent Variable: MP

b. Predictors: (Constant), SVC, EVC

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	27.070	1.693		15.993	.000
EVC	.165	.066	.236	2.502	.013
SVC	.266	.079	.316	3.353	.001

a. Dependent Variable: MP

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	30.12	45.97	41.24	2.948	203
Std. Predicted Value	-3.773	1.604	.000	1.000	203
Standard Error of Predicted Value	.343	1.600	.549	.225	203
Adjusted Predicted Value	29.18	45.90	41.21	2.994	203
Residual	-12.307	15.601	.000	4.856	203
Std. Residual	-2.522	3.197	.000	.995	203
Stud. Residual	-2.538	3.255	.003	1.007	203
Deleted Residual	-12.462	16.180	.033	4.978	203
Stud. Deleted Residual	-2.573	3.337	.004	1.014	203
Mahal. Distance	.001	20.718	1.990	3.075	203
Cook's Distance	.000	.304	.009	.028	203
Centered Leverage Value	.000	.103	.010	.015	203

a. Dependent Variable: MP

Charts

