

Lampiran 1



INSTITUT INFORMATIKA DAN BISNISDARMAJAYA

FAKULTAS EKONOMI DAN BISNIS

Jalan Zainal Abidin Pagar Alam No.93 Lampung 35142

KUISIONER

**PENGARUH HARGA DAN KUALITAS PELAYANAN TERHADAP
KEPUTUSAN PEMBELIAN MIE ACEH JAMBOE RAYA BANDAR
LAMPUNG**

IDENTITAS PENELITI

Nama : Ferdian Galang Karnadi
Jurusan : Manajemen
Alamat : Ulubelu Tanggamus
E-Mail : Ferdian.dian@gmail.com

Bandar Lampung, Juni 2019

Hal : Mohon Bantu Pengisian Kuesioner

Kepada Yth.

Bapak/Ibu/Sdr.

DiTempat

Dengan Hormat,

Berkenannya dengan penelitian yang saya lakukan dalam rangka menyelesaikan studi pada program Strata Satu (S1) Manajemen Ibi Darmajaya Bandar Lampung tentang **“PENGARUH KUALITAS PELAYANAN TERHADAP KEPUTUSAN PEMBELIAN MIE ACEH JAMBOE RAYA BANDAR LAMPUNG”** maka saya mohon kesediaan Bapak/Ibu/Sdr untuk mengisi kuesioner terlampir.

Penelitian ini diharapkan dapat memberikan hasil yang bermanfaat, oleh karenanya diharapkan kesediaan Bapak/Ibu/Sdr untuk menjawab kuesioner ini dengan sejujurnya. Perlu diberitahukan bahwa informasi yang Bapak/Ibu/Sdr berikan semata-mata untuk kepentingan penelitian ini. Untuk itu saya menjamin kerahasiaannya. Atas perhatian, bantuan dan kerjasama yang baik dari Bapak/Ibu/Sdr, saya mengucapkan banyak terimakasih.

Hormat saya,

Peneliti

Ferdian Galang Karnadi
PM. 1412110014

KUESIONER PENELITIAN

Pernyataan ini berguna dalam rangka penelitian skripsi yang berjudul :
**PENGARUH KUALITAS PELAYANAN TERHADAP KEPUTUSAN
PEMBELIAN MIE ACEH JAMBOE RAYA BANDAR LAMPUNG**

pengisian daftar pernyataan :

1. Jawablah pernyataan yang diajukan dibawah ini dengan benar dan jujur.
2. Pertanyaan/pernyataan harus dijawab semua jangan sampai ada yang terlewatkan, agar data dapat sepenuhnya di olah oleh peneliti.
3. Berilah tanda (√) pada jawaban yang telah disediakan oleh peneliti.

Kriteria Penilaian :

SS	: Sangat Setuju	5
S	: Setuju	4
CS	: Cukup Setuju	3
TS	: Tidak Setuju	2
STS	: Sangat Tidak Setuju	1

IDENTITAS RESPONDEN

1. Nama :(Dapat dikosongkan)

2. Jenis Kelamin : Laki-laki
 Perempuan

3. Usia :

a. 17 Tahun – 23 Tahun c. 31 Tahun – 37 Tahun
 b. 24 Tahun – 30 Tahun d. > 38 tahun

Kualitas Pelayanan (X)

No	Pernyataan	Jawaban				
		SS (5)	S (4)	CS (3)	TS (2)	STS (1)
Tangibles						
1.	Kekenyalan Mie Aceh Jamboe Raya Bandar Lampung dalam keadaan baik.					
2.	Kelengkapan sarana dan prasarana di Mie Aceh Jamboe Raya Bandar Lampung sangat lengkap					
3.	Lahan parkir Mie Aceh Jamboe Raya Bandar Lampung cukup luas					
Reability						
4.	Jam buka dan tutup di Mie Aceh Jamboe Raya Bandar Lampung sesuai jadwal yang ditentukan					
5.	Kemampuan Karyawan di Mie Aceh Jamboe Raya Bandar Lampung dapat dipercaya					
6.	Prosedur pemesana di Mie Aceh Jamboe Raya Bandar Lampung tidak sulit					
Responsiveness						
7.	Mie Aceh Jamboe Raya Bandar Lampung merespons kebutuhan dan keluhan layanan dari konsumen					
8.	Karyawan Mie Aceh Jamboe Raya Bandar Lampung bersikap ramah dan sopan					
9.	Pegawai Mie Aceh Jamboe Raya Bandar Lampung mampu melayani konsumen dengan baik					
Assurance						
10.	Karyawan memiliki kemampuan melayani yang baik					
11.	Karyawan Mie Aceh Jamboe Raya Bandar Lampung memberikan penjelasan menu yang diberikan					
12.	Kararywan Mie Aceh Jamboe Raya Bandar Lampung dapat diandalkan					
Empaty						
13.	Kararywan Mie Aceh Jamboe Raya Bandar Lampung sabar melayani pelanggan					
14.	Kararywan Mie Aceh Jamboe Raya Bandar Lampung menjaga hubungan baik dengan pelanggan					
15.	Kararywan Mie Aceh Jamboe Raya Bandar Lampung menyelesaikan keluhan konsumen dengan cepat					

Keputusan Pembelian (Y)

No	Pernyataan	Jawaban				
		SS (5)	S (4)	CS (3)	TS (2)	STS (1)
1.	Produk yang tersedia pada Mie Aceh Jamboe Raya Bandar Lampung selalu dijaga kebersihannya					
2.	Produk yang disediakan Mie Aceh Jamboe Raya Bandar Lampung selalu dalam keadaan baik					
3.	Produk Mie Aceh Jamboe Raya Bandar Lampung memiliki citarasa yang enak dan khas					
4.	Harga produk Mie Aceh Jamboe Raya Bandar Lampung cukup terjangkau					
5.	Harga produk Mie Aceh Jamboe Raya Bandar Lampung sesuai dengan kuantitas/ jumlah produk yang diberikan					
6.	Harga produk Mie Aceh Jamboe Raya Bandar Lampung sesuai dengan harga-harga secara umum					
7.	yakin akan keputusan membeli di Mie Aceh Jamboe Raya Bandar Lampung					
8.	Melakukan pembelian di Mie Aceh Jamboe Raya Bandar Lampung berulang-ulang					

Lampiran 2

1. Hasil Jawab Kuisisioner Kualitas Pelayanan

No	T1	T2	T3	_T	R1	R2	R3	_R	RE S1	RE S2	RE S3	_R ES	A1	A2	A3	_A	E1	E2	E3	_E
1	3	3	4	10	4	3	4	11	3	2	3	8	3	3	5	11	4	3	4	11
2	3	3	4	10	4	4	4	12	3	3	4	10	4	3	3	10	4	4	4	12
3	3	2	3	8	3	4	4	11	3	2	4	9	4	3	5	12	3	4	4	11
4	2	3	3	8	4	3	3	10	2	3	3	8	3	4	4	11	4	3	3	10
5	3	4	4	11	4	3	3	10	3	4	3	10	3	4	5	12	4	3	3	10
6	4	4	5	13	4	4	4	12	4	4	4	12	4	4	5	13	4	4	4	12
7	3	3	3	9	3	3	4	10	3	3	3	9	3	4	4	11	3	3	3	9
8	3	2	3	8	4	4	4	12	3	2	4	9	4	3	4	11	4	4	4	12
9	3	2	3	8	4	4	4	12	2	2	4	8	4	3	5	12	4	4	4	12
10	3	3	4	10	3	3	4	10	3	3	3	9	3	4	4	11	3	3	4	10
11	3	4	4	11	4	3	4	11	3	4	4	11	3	4	4	11	4	5	4	13
12	4	3	3	10	4	4	3	11	4	3	4	11	4	4	3	11	4	4	3	11
13	4	4	4	12	4	4	3	11	4	4	3	11	4	3	5	12	4	4	3	11
14	3	4	3	10	3	3	3	9	3	4	3	10	3	4	5	12	3	3	3	9
15	3	3	4	10	3	2	4	9	3	3	2	8	2	3	3	8	3	2	4	9
16	4	4	4	12	2	3	3	9	4	4	3	11	3	4	5	12	5	3	3	11
17	3	3	4	10	3	4	5	12	3	3	4	10	4	3	4	11	3	4	5	12
18	4	3	4	11	3	3	3	9	4	3	3	10	3	1	3	7	3	3	3	9
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22	5	3	5	13	3	3	3	9	5	3	3	11	3	2	3	8	3	3	3	9
23	3	5	5	13	4	3	2	9	3	5	3	11	3	1	4	8	4	3	2	9
24	3	3	3	9	3	3	3	9	3	3	3	9	3	4	3	10	3	3	3	9
25	3	4	4	11	4	3	3	10	3	4	3	10	3	4	5	12	4	3	3	10
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27	3	2	3	8	3	4	4	11	3	2	4	9	4	4	3	11	3	4	4	11
28	3	3	2	8	3	5	5	13	3	3	5	11	5	5	4	14	3	5	5	13
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33	5	5	5	15	4	4	4	12	5	5	4	14	4	4	4	12	4	4	4	12
34	4	4	3	11	3	5	3	11	4	4	5	13	5	5	3	13	4	5	3	11
35	5	5	4	14	4	4	4	12	5	5	4	14	4	5	4	13	4	4	4	12
36	3	3	4	10	5	4	4	13	3	3	4	10	4	4	5	13	5	4	4	13

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39	4	4	5	13	3	4	3	10	4	4	4	12	4	2	3	9	3	4	3	10
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2. Hasil Jawaban Kuisisioner Keputusan Pembelian

KP1	KP2	KP3	KP4	KP5	KP6	KP7	KP8	KP_TOTAL
4	4	5	4	5	4	5	5	36
4	4	4	4	4	5	5	4	34
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4	3	4	4	3	3	5	4	30
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4	5	5	5	4	4	5	5	37
4	3	4	4	5	3	3	4	30
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3	3	3	5	3	4	3	3	27
3	4	4	3	2	4	2	4	26
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3	5	5	5	4	4	2	5	33
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3	2	3	4	4	3	3	3	25
3	3	2	3	2	4	1	4	22
4	4	3	3	4	4	1	3	26
3	3	5	4	3	3	3	5	29
4	3	4	5	3	4	4	4	31
4	4	4	4	5	4	2	4	31
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5	5	4	4	5	5	4	4	36
3	3	4	5	3	5	2	4	29
3	4	3	4	4	4	3	3	28
3	4	4	3	4	4	4	4	30
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3	3	5	5	5	3	3	5	32
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3	4	4	3	5	3	4	5	31
4	3	3	3	4	4	4	3	28
3	3	2	3	1	3	4	4	23
4	5	3	3	3	4	5	3	30
4	5	4	4	2	4	4	4	31
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5	4	4	4	2	4	5	4	32
4	5	5	3	3	2	4	5	31
4	5	5	3	4	2	4	5	32
4	3	4	3	5	3	2	4	28

Lampiran 3

Hasil Jawaban Karakteristik Responden

1. Hasil Jawaban Karakteristik Responden Berdasarkan Jenis Kelamin

Jenis_Kelamin				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Laki - Laki	67	69.8	69.8	69.8
Perempuan	29	30.2	30.2	100.0
Total	96	100.0	100.0	

2. Hasil Jawaban Karakteristik Responden Berdasarkan Usia

Usia				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 17 Tahun – 23 Tahun	37	38.5	38.5	38.5
24 Tahun – 30 Tahun	29	30.2	30.2	68.8
31 Tahun – 37 Tahun	18	18.8	18.8	87.5
> 38 tahun	12	12.5	12.5	100.0
Total	96	100.0	100.0	

Lampiran 4

Hasil Jawaban Responden

1. Hasil Persentase Jawaban Responden Kualitas Pelayanan

T1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	2.1	2.1	2.1
2	4	4.2	4.2	6.3
3	39	40.6	40.6	46.9
4	34	35.4	35.4	82.3
5	17	17.7	17.7	100.0
Total	96	100.0	100.0	

T2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	4	4.2	4.2	4.2
3	38	39.6	39.6	43.8
4	35	36.5	36.5	80.2
5	19	19.8	19.8	100.0
Total	96	100.0	100.0	

T3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	1.0	1.0	1.0
2	5	5.2	5.2	6.3
3	31	32.3	32.3	38.5
4	38	39.6	39.6	78.1
5	21	21.9	21.9	100.0
Total	96	100.0	100.0	

R1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	1.0	1.0	1.0
2	2	2.1	2.1	3.1
3	45	46.9	46.9	50.0
4	41	42.7	42.7	92.7
5	7	7.3	7.3	100.0
Total	96	100.0	100.0	

R2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	1	1.0	1.0	1.0
3	34	35.4	35.4	36.5
4	40	41.7	41.7	78.1
5	21	21.9	21.9	100.0
Total	96	100.0	100.0	

R3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	3	3.1	3.1	3.1
3	27	28.1	28.1	31.3
4	46	47.9	47.9	79.2
5	20	20.8	20.8	100.0
Total	96	100.0	100.0	

RES1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	2.1	2.1	2.1
2	5	5.2	5.2	7.3
3	38	39.6	39.6	46.9
4	34	35.4	35.4	82.3
5	17	17.7	17.7	100.0
Total	96	100.0	100.0	

RES2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	5	5.2	5.2	5.2
3	37	38.5	38.5	43.8
4	35	36.5	36.5	80.2
5	19	19.8	19.8	100.0
Total	96	100.0	100.0	

RES3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	1	1.0	1.0	1.0
3	34	35.4	35.4	36.5
4	39	40.6	40.6	77.1
5	22	22.9	22.9	100.0
Total	96	100.0	100.0	

A1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	1	1.0	1.0	1.0
3	33	34.4	34.4	35.4
4	40	41.7	41.7	77.1
5	22	22.9	22.9	100.0
Total	96	100.0	100.0	

A2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	2.1	2.1	2.1
2	3	3.1	3.1	5.2
3	33	34.4	34.4	39.6
4	48	50.0	50.0	89.6
5	10	10.4	10.4	100.0
Total	96	100.0	100.0	

A3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	25	26.0	26.0	26.0
4	53	55.2	55.2	81.3
5	18	18.8	18.8	100.0
Total	96	100.0	100.0	

E1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	1.0	1.0	1.0
2	1	1.0	1.0	2.1
3	44	45.8	45.8	47.9
4	42	43.8	43.8	91.7
5	8	8.3	8.3	100.0
Total	96	100.0	100.0	

E2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	1	1.0	1.0	1.0
3	34	35.4	35.4	36.5
4	39	40.6	40.6	77.1
5	22	22.9	22.9	100.0
Total	96	100.0	100.0	

E3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	4	4.2	4.2	4.2
3	29	30.2	30.2	34.4
4	44	45.8	45.8	80.2
5	19	19.8	19.8	100.0
Total	96	100.0	100.0	

2. Hasil Persentase Jawaban Responden Keputusan Pembelian

KP1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	1.0	1.0	1.0
2	1	1.0	1.0	2.1
3	45	46.9	46.9	49.0
4	41	42.7	42.7	91.7
5	8	8.3	8.3	100.0
Total	96	100.0	100.0	

KP2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	1	1.0	1.0	1.0
3	28	29.2	29.2	30.2
4	54	56.3	56.3	86.5
5	13	13.5	13.5	100.0
Total	96	100.0	100.0	

KP3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	4	4.2	4.2	4.2
3	19	19.8	19.8	24.0
4	41	42.7	42.7	66.7
5	32	33.3	33.3	100.0
Total	96	100.0	100.0	

KP4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	1.0	1.0	1.0
2	6	6.3	6.3	7.3
3	34	35.4	35.4	42.7
4	38	39.6	39.6	82.3
5	17	17.7	17.7	100.0
Total	96	100.0	100.0	

KP5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	2.1	2.1	2.1
2	7	7.3	7.3	9.4
3	33	34.4	34.4	43.8
4	37	38.5	38.5	82.3
5	17	17.7	17.7	100.0
Total	96	100.0	100.0	

KP6

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	2	2.1	2.1	2.1
3	36	37.5	37.5	39.6
4	46	47.9	47.9	87.5
5	12	12.5	12.5	100.0
Total	96	100.0	100.0	

KP7

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	3.1	3.1	3.1
2	9	9.4	9.4	12.5
3	24	25.0	25.0	37.5
4	38	39.6	39.6	77.1
5	22	22.9	22.9	100.0
Total	96	100.0	100.0	

KP8

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	3	3.1	3.1	3.1
3	18	18.8	18.8	21.9
4	43	44.8	44.8	66.7
5	32	33.3	33.3	100.0
Total	96	100.0	100.0	

Lampiran 5

Hasil Uji Validitas

1. Hasil Uji Validitas Kualitas Pelayanan

		Correlations			
		T1	T2	T3	T_TOTAL
T1	Pearson Correlation	1	.113	.199	.649**
	Sig. (2-tailed)		.551	.292	.000
	N	30	30	30	30
T2	Pearson Correlation	.113	1	.340	.664**
	Sig. (2-tailed)	.551		.066	.000
	N	30	30	30	30
T3	Pearson Correlation	.199	.340	1	.759**
	Sig. (2-tailed)	.292	.066		.000
	N	30	30	30	30
T_TOTAL	Pearson Correlation	.649**	.664**	.759**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	30	30	30	30

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

Correlations

		R1	R2	R3	R_TOTAL
R1	Pearson Correlation	1	.155	.089	.624**
	Sig. (2-tailed)		.413	.641	.000
	N	30	30	30	29
R2	Pearson Correlation	.155	1	.166	.711**
	Sig. (2-tailed)	.413		.382	.000
	N	30	30	30	29
R3	Pearson Correlation	.089	.166	1	.634**
	Sig. (2-tailed)	.641	.382		.000
	N	30	30	30	29
R_TOTAL	Pearson Correlation	.624**	.711**	.634**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	29	29	29	29

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

Correlations

		RES1	RES2	RES3	RES_TOTAL
RES1	Pearson Correlation	1	-.067	.236	.576**
	Sig. (2-tailed)		.728	.217	.001
	N	29	29	29	29
RES2	Pearson Correlation	-.067	1	.139	.625**
	Sig. (2-tailed)	.728		.465	.000
	N	29	30	30	30
RES3	Pearson Correlation	.236	.139	1	.626**
	Sig. (2-tailed)	.217	.465		.000
	N	29	30	30	30
RES_TOTAL	Pearson Correlation	.576**	.625**	.626**	1
	Sig. (2-tailed)	.001	.000	.000	
	N	29	30	30	30

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

Correlations

		A1	A2	A3	A_TOTAL
A1	Pearson Correlation	1	.152	.331	.647**
	Sig. (2-tailed)		.422	.074	.000
	N	30	30	30	30
A2	Pearson Correlation	.152	1	.573**	.769**
	Sig. (2-tailed)	.422		.001	.000
	N	30	30	30	30
A3	Pearson Correlation	.331	.573**	1	.845**
	Sig. (2-tailed)	.074	.001		.000
	N	30	30	30	30
A_TOTAL	Pearson Correlation	.647**	.769**	.845**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	30	30	30	30

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

Correlations

		E1	E2	E3	E_TOTAL
E1	Pearson Correlation	1	.374*	.338	.756**
	Sig. (2-tailed)		.042	.068	.000
	N	30	30	30	30
E2	Pearson Correlation	.374*	1	.175	.700**
	Sig. (2-tailed)	.042		.356	.000
	N	30	30	30	30
E3	Pearson Correlation	.338	.175	1	.726**
	Sig. (2-tailed)	.068	.356		.000
	N	30	30	30	30
E_TOTAL	Pearson Correlation	.756**	.700**	.726**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	30	30	30	30

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

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

	Sig. (2-tailed)	.311	.422	.074	.000	.037	.422	.120		.000
	N	30	30	30	30	30	30	30	30	30
KP_TOTAL	Pearson Correlation	.518**	.751**	.759**	.644**	.518**	.751**	.782**	.644**	1
	Sig. (2-tailed)	.003	.000	.000	.000	.003	.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).

Lampiran 6

Hasil Uji Reliabilitas

1. Hasil Uji Reliabilitas Kualitas pelayanan

Reliability Statistics

Cronbach's Alpha	N of Items
.452	3

Reliability Statistics

Cronbach's Alpha	N of Items
.323	3

Reliability Statistics

Cronbach's Alpha	N of Items
.236	3

Reliability Statistics

Cronbach's Alpha	N of Items
.546	3

Reliability Statistics

Cronbach's Alpha	N of Items
.622	3

2. Hasil Uji Reliabilitas Keputusan Pembelian

Reliability Statistics

Cronbach's Alpha	N of Items
.825	8

Lampiran 7

Hasil Uji Normalitas

One-Sample Kolmogorov-Smirnov Test

		T_TOTAL	R_TOTAL	RES_TOTAL	A_TOTAL	E_TOTAL	KP_TOTAL
N		96	96	96	96	96	96
Normal Parameters ^{a,b}	Mean	11.10	11.24	11.18	11.44	11.23	30.22
	Std. Deviation	1.944	1.527	1.654	1.541	1.619	3.688
	Most Extreme Differences						
	Absolute	.136	.128	.128	.133	.131	.122
	Positive	.136	.125	.126	.133	.109	.072
	Negative	-.124	-.128	-.128	-.128	-.131	-.122
Kolmogorov-Smirnov Z		1.332	1.257	1.255	1.299	1.283	1.197
Asymp. Sig. (2-tailed)		.058	.085	.086	.068	.074	.114

a. Test distribution is Normal.

b. Calculated from data.

Lampiran 8

Hasil Uji Heteroskedastistas

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	1.542	1.704		.905	.368
T_TOTAL	-.132	.160	-.163	-.823	.413
R_TOTAL	.334	.279	.324	1.195	.235
RES_TOTAL	.228	.195	.239	1.165	.247
A_TOTAL	-.287	.165	-.281	-1.735	.086
E_TOTAL	-.098	.259	-.101	-.380	.705

a. Dependent Variable: abresid

Lampiran 9

Hasil Uji Autokorelasi

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.723 ^a	.523	.497	2.617	1.814

a. Predictors: (Constant), E_TOTAL, T_TOTAL, A_TOTAL, RES_TOTAL, R_TOTAL

b. Dependent Variable: KP_TOTAL

Lampiran 9

Hasil Uji Multikolinieritas

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	12.703	2.833		4.484	.000		
T_TOTAL	.662	.266	.349	2.487	.015	.269	3.713
R_TOTAL	-1.008	.464	-.417	-2.171	.033	.143	6.977
RES_TOTAL	-1.153	.325	-.517	-3.548	.001	.249	4.008
A_TOTAL	1.223	.274	.511	4.455	.000	.403	2.483
E_TOTAL	1.816	.431	.797	4.215	.000	.148	6.752

a. Dependent Variable: KP_TOTAL

Lampiran 10

Hasil Uji Regresi Berganda

ANOVA^b

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	676.254	5	135.251	19.756	.000 ^a
Residual	616.153	90	6.846		
Total	1292.406	95			

a. Predictors: (Constant), E_TOTAL, T_TOTAL, A_TOTAL, RES_TOTAL, R_TOTAL

b. Dependent Variable: KP_TOTAL

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	12.703	2.833		4.484	.000
T_TOTAL	.662	.266	.349	2.487	.015
R_TOTAL	-1.008	.464	-.417	-2.171	.033
RES_TOTAL	-1.153	.325	-.517	-3.548	.001
A_TOTAL	1.223	.274	.511	4.455	.000
E_TOTAL	1.816	.431	.797	4.215	.000

a. Dependent Variable: KP_TOTAL