

DAFTAR LAMPIRAN

KUESIONER

I. Identitas Responden

Program Studi :
Semester :
Jenis Kelamin :

II. *Petunjuk Pengisian*

- i. Pilihlah salah satu jawaban yang paling tepat menurut Anda
- ii. Berilah tanda Checklist (v) pada jawaban yang dianggap paling benar

Keterangan :

SS = Sangat Setuju
S = Setuju
N = Netral
TS = Tidak Setuju
STS = Sangat Tidak Setuju

KOMPETENSI PUSTAKAWAN

Nomor Butir	Butir Pernyataan Kuesioner	Skala Likert				
		SS	S	N	TS	STS
1	Pegawai perpustakaan melayani peminjaman/pengembalian buku dengan cepat dan tepat					
2	Pegawai perpustakaan melayani dengan cepat menunjukkan letak buku menurut jenisnya					
3	Pegawai perpustakaan melayani peminjaman / pengembalian buku dengan bantuan computer/laptop					
4	Pegawai perpustakaan melayani diskusi saat saya mengalami kesulitan mencari informasi					
5	Pegawai perpustakaan selalu ada di ruangan saat saya berkunjung ke perpustakaan					

KUESIONER

III. Identitas Responden

Program Studi :
Semester :
Jenis Kelamin :

IV. Petunjuk Pengisian

- iii. Pilihlah salah satu jawaban yang paling tepat menurut Anda
- iv. Berilah tanda Checklist (v) pada jawaban yang dianggap paling benar

Keterangan :

Keterangan :

SS = Sangat Setuju
S = Setuju
N = Netral
TS = Tidak Setuju
STS = Sangat Tidak Setuju

Iklm Organisasi

Nomor Butir	Butir Pernyataan Kuesioner	Skala Likert				
		SS	S	N	TS	STS
1	Di dalam perpustakaan terdapat struktur organisasi					
2	Petugas perpustakaan menjalankan tugasnya dengan penuh tanggung jawab					
3	Pada perpustakaan terpasang piagam penghargaan bagi karyawan berprestasi					
4	Petugas dalam melayani pengunjung perpustakaan dengan penuh kehangatan (bersahabat)					
5	Petugas dalam bekerja menggunakan baju seragam dan kartu identitas sehingga memudahkan pengunjung perpustakaan mengenali mereka					

KUESIONER

V. Identitas Responden

Program Studi :
Semester :
Jenis Kelamin :

VI. Petunjuk Pengisian

- v. Pilihlah salah satu jawaban yang paling tepat menurut Anda
- vi. Berilah tanda Checklist (v) pada jawaban yang dianggap paling benar

Keterangan :

SS = Sangat Setuju
S = Setuju
N = Netral
TS = Tidak Setuju
STS = Sangat Tidak Setuju

KEPUASAN PEMUSTAKA

Nomor Butir	Butir Pernyataan Kuesioner	Skala Likert				
		SS	S	N	TS	STS
1	Petugas perpustakaan merespon Mahasiswa saat berkunjung ke Perpustakaan					
2	Petugas perpustakaan membantu Mahasiswa dalam mencari buku referensi yang dibutuhkan					
3	Petugas perpustakaan sangat cepat menemukan buku referensi yang butuhkan Mahasiswa					
4	Fasilitas Wifi (internet) pada Perpustakaan sangat mudah dan cepat untuk diakses oleh Mahasiswa					
5	Kualitas buku referensi yang tersedia pada Perpustakaan sangat baik, edisi terbitan buku referensi masih relative baru (edisi 5 tahun terakhir)					
6	Ketersediaan fasilitas katalog (pencari buku referensi) yang ada pada Perpustakaan sangat membantu Mahasiswa saat mencari buku referensi					
7	Petugas sangat cepat dalam melayani keperluan Mahasiswa saat di Perpustakaan					

KUESIONER

VII. Identitas Responden

Program Studi :
Semester :
Jenis Kelamin :

VIII. Petunjuk Pengisian

- vii. Pilihlah salah satu jawaban yang paling tepat menurut Anda
- viii. Berilah tanda Checklist (v) pada jawaban yang dianggap paling benar

Keterangan :

SS = Sangat Setuju
S = Setuju
N = Netral
TS = Tidak Setuju
STS = Sangat Tidak Setuju

KEPUASAN PEMUSTAKA

Nomor Butir	Butir Pernyataan Kuesioner	Skala Likert				
		SS	S	N	TS	STS
1	Perpustakaan memiliki fasilitas yang baik dan rapi					
2	Pegawai perpustakaan melayani saya dengan dengan cepat, ketika saya meminjam atau mengembalikan buku di perpustakaan					
3	Pegawai perpustakaan membantu saya dengan sabar, ketika saya mencari buku di perpustakaan					
4	Perpustakaan memiliki akses internet yang cepat					
5	Pegawai perpustakaan melayani saya dengan kalimat lembut dan sopan, ketika saya meminjam buku di perpustakaan					

KOMPETENSI PUSTAKAWAN

RESPONDEN	X1_1	X1_2	X1_3	X1_4	X1_5	TOTAL
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TOTAL	1413	1363	1415	1479	1386	
MEAN	4,0	3,8	4,0	4,2	3,9	4,0
SD	0,96	0,96	0,97	0,84	0,93	

IKLIM ORGANISASI

RESPONDEN	X2_1	X2_2	X2_3	X2_4	X2_5	TOTAL
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KUALITAS PELAYANAN

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TOTAL	1387	1436	1404	1358	1488	
MEAN	3,9	4,0	4,0	3,8	4,2	4,0
SD	0,94	0,98	0,80	0,96	0,75	

KEPUASAN PEMUSTAKA

RESPONDEN	Y2_1	Y2_2	Y2_3	Y2_4	Y2_5	Y2_6	Y2_7	TOTAL
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TOTAL	1416	1439	1386	1404	1363	1411	1413	
MEAN	4,0	4,1	3,9	4,0	3,8	4,0	4,0	3,9
SD	0,97	0,97	0,93	0,80	0,96	0,90	0,96	

UJI NORMALITAS

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NPAR TESTS
/K-S(NORMAL)=X1 X2 Y1 Y2
/MISSING ANALYSIS.

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(OKE) .sav

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One-Sample Kolmogorov-Smirnov Test

		kompetensi	iklim	kualitas	kepuasan
N		355	355	355	355
Normal Parameters ^{a,b}	Mean	20.74	24.06	20.71	27.54
	Std. Deviation	3.720	1.107	2.888	5.794
Most Extreme Differences	Absolute	.126	.311	.113	.132
	Positive	.126	.199	.113	.099
	Negative	-.122	-.311	-.101	-.132
Test Statistic		.126	.311	.113	.132
Asymp. Sig. (2-tailed)		.000 ^c	.000 ^c	.000 ^c	.000 ^c

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

UJI VALIDITAS

GET

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FILE='E:\LASNAWATI-Dj\DATA PENELITIAN\DATA-KOMPETENSI
PUSTAKAWAN.sav'.
DATASET NAME DataSet1 WINDOW=FRONT.
CORRELATIONS
/VARIABLES=X101 X102 X103 X104 X105 TOTAL
/PRINT=TWOTAIL NOSIG
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		Correlations					
		X101	X102	X103	X104	X105	TOTAL
X101	Pearson Correlation	1	.722**	.852**	.781**	.747**	.911**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	355	355	355	355	355	355
X102	Pearson Correlation	.722**	1	.733**	.735**	.705**	.873**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	355	355	355	355	355	355
X103	Pearson Correlation	.852**	.733**	1	.799**	.745**	.918**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	355	355	355	355	355	355
X104	Pearson Correlation	.781**	.735**	.799**	1	.740**	.905**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	355	355	355	355	355	355
X105	Pearson Correlation	.747**	.705**	.745**	.740**	1	.878**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	355	355	355	355	355	355
TOTAL	Pearson Correlation	.911**	.873**	.918**	.905**	.878**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	355	355	355	355	355	355

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

CORRELATIONS

```

/VARIABLES=X201 X202 X203 X204 X205 TOTAL
/PRINT=TWOTAIL NOSIG
/MISSING=PAIRWISE.

```

		Correlations					
		X201	X202	X203	X204	X205	TOTAL
X201	Pearson Correlation	1	.981**	.435**	.981**	.980**	.738**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	355	355	355	355	355	355
X202	Pearson Correlation	.981**	1	.423**	.961**	.961**	.717**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	355	355	355	355	355	355
X203	Pearson Correlation	.435**	.423**	1	.432**	.413**	.677**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	355	355	355	355	355	355
X204	Pearson Correlation	.981**	.961**	.432**	1	.961**	.723**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	355	355	355	355	355	355
X205	Pearson Correlation	.980**	.961**	.413**	.961**	1	.714**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	355	355	355	355	355	355
TOTAL	Pearson Correlation	.738**	.717**	.677**	.723**	.714**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	355	355	355	355	355	355

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

CORRELATIONS

```

/VARIABLES=Y101 Y102 Y103 Y104 Y105 TOTAL
/PRINT=TWOTAIL NOSIG
/MISSING=PAIRWISE.

```

		Correlations					
		Y101	Y102	Y103	Y104	Y105	TOTAL
Y101	Pearson Correlation	1	.603**	.506**	.477**	.445**	.767**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	355	355	355	355	355	355
Y102	Pearson Correlation	.603**	1	.541**	.581**	.542**	.823**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	355	355	355	355	355	355
Y103	Pearson Correlation	.506**	.541**	1	.454**	.489**	.772**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	355	355	355	355	355	355
Y104	Pearson Correlation	.477**	.581**	.454**	1	.604**	.788**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	355	355	355	355	355	355
Y105	Pearson Correlation	.445**	.542**	.489**	.604**	1	.785**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	355	355	355	355	355	355
TOTAL	Pearson Correlation	.767**	.823**	.772**	.788**	.785**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	355	355	355	355	355	355

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

CORRELATIONS

/VARIABLES=Y201 Y202 Y203 Y204 Y205 Y206 Y207 TOTAL
 /PRINT=TWOTAIL NOSIG
 /MISSING=PAIRWISE.

		Correlations							
		Y201	Y202	Y203	Y204	Y205	Y206	Y207	TOTAL
Y201	Pearson Correlation	1	.806**	.695**	.569**	.642**	.652**	.737**	
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	
	N	355	355	355	355	355	355	355	
Y202	Pearson Correlation	.806**	1	.784**	.599**	.703**	.737**	.780**	
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	
	N	355	355	355	355	355	355	355	
Y203	Pearson Correlation	.695**	.784**	1	.624**	.731**	.723**	.759**	
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	
	N	355	355	355	355	355	355	355	
Y204	Pearson Correlation	.569**	.599**	.624**	1	.651**	.622**	.614**	
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	
	N	355	355	355	355	355	355	355	
Y205	Pearson Correlation	.642**	.703**	.731**	.651**	1	.806**	.694**	
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	
	N	355	355	355	355	355	355	355	
Y206	Pearson Correlation	.652**	.737**	.723**	.622**	.806**	1	.774**	
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	
	N	355	355	355	355	355	355	355	
Y207	Pearson Correlation	.737**	.780**	.759**	.614**	.694**	.774**	1	
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		
	N	355	355	355	355	355	355	355	
TOTAL	Pearson Correlation	.846**	.896**	.880**	.781**	.865**	.878**	.887**	
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	
	N	355	355	355	355	355	355	355	

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

UJI RELIABILITAS

```
RELIABILITY
  /VARIABLES=Y101 Y102 Y103 Y104 Y105
  /SCALE('ALL VARIABLES') ALL
  /MODEL=ALPHA.
```

Reliability

[DataSet2] E:\LASNAWATI-Dj\DATA-KOMPETENSI PUSTAKAWAN_1.sav

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	355	100.0
	Excluded ^a	0	.0
	Total	355	100.0

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

Reliability Statistics

Cronbach's	
Alpha	N of Items
.938	5

```

RELIABILITY
/VARIABLES=X201 X202 X203 X204 X205
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA.

```

Reliability

[DataSet2] E:\LASNAWATI-Dj\DATA-KOMPETENSI PUSTAKAWAN_1.sav

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	355	100.0
	Excluded ^a	0	.0
	Total	355	100.0

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

Reliability Statistics

Cronbach's	
Alpha	N of Items
.914	5

```

RELIABILITY
/VARIABLES=Y101 Y102 Y103 Y104 Y105
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA.

```

Reliability

[DataSet0] E:\LASNAWATI-Dj\DATA PENELITIAN\DATA-KUALITAS PELAYANAN.sav

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	355	100.0
	Excluded ^a	0	.0
	Total	355	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.844	5


```

RELIABILITY
/VARIABLES=Y201 Y202 Y203 Y204 Y205 Y206 Y207
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA.

```

Reliability

```

DataSet0] E:\LASNAWATI-Dj\DATA PENELITIAN\DATA-KUALITAS
PELAYANAN.sav

```

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	355	100.0
	Excluded ^a	0	.0
	Total	355	100.0

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

Reliability Statistics

Cronbach's	
Alpha	N of Items
.941	7

HASIL UJI STATISTIK

Kompetensi Pustakawan (X1) terhadap Kualitas Pelayanan (Y1)

```

GET
  FILE='E:\LASNAWATI-Dj\DATA PENELITIAN\DATA-NORMALITAS-
(OKE).sav'.
DATASET NAME DataSet1 WINDOW=FRONT.
GET
  FILE='E:\LASNAWATI-Dj\DATA PENELITIAN\DATA-OLAH SEM.sav'.
DATASET NAME DataSet2 WINDOW=FRONT.
DATASET ACTIVATE DataSet1.
DATASET CLOSE DataSet2.
GET
  FILE='E:\LASNAWATI-Dj\DATA-VALIDITAS\DATA-KOMPETENSI
PUSTAKAWAN_1.sav'.
DATASET NAME DataSet3 WINDOW=FRONT.
DATASET ACTIVATE DataSet1.
DATASET CLOSE DataSet3.
REGRESSION
  /MISSING LISTWISE
  /STATISTICS COEFF OUTS R ANOVA
  /CRITERIA=PIN(.05) POUT(.10)
  /NOORIGIN
  /DEPENDENT Y1
  /METHOD=ENTER X1.

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	kompetensi ^b	.	Enter

a. Dependent Variable: kualitas

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.719 ^a	.518	.516	2.009

a. Predictors: (Constant), kompetensi

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1528.430	1	1528.430	378.817	.000 ^b
	Residual	1424.263	353	4.035		
	Total	2952.693	354			

a. Dependent Variable: kualitas

b. Predictors: (Constant), kompetensi

Coefficients ^a					
Model		Unstandardized Coefficients		Standardized Coefficients	Sig.
		B	Std. Error	Beta	
1	(Constant)	9.129	.605		.000
	kompetensi	.559	.029	.719	.000

a. Dependent Variable: kualitas

Iklim Organisasi (X2) terhadap Kualitas Pelayanan (Y1)

```
GET
  FILE='E:\LASNAWATI-Dj\DATA PENELITIAN\DATA-NORMALITAS-
(OKE).sav'.
DATASET NAME DataSet1 WINDOW=FRONT.
REGRESSION
  /MISSING LISTWISE
  /STATISTICS COEFF OUTS R ANOVA
  /CRITERIA=PIN(.05) POUT(.10)
  /NOORIGIN
  /DEPENDENT Y1
  /METHOD=ENTER X2.
```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	iklim ^b	.	Enter

a. Dependent Variable: kualitas

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.779 ^a	.607	.516	2.015

a. Predictors: (Constant), iklim

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1528.430	1	1528.430	378.817	.000 ^b
	Residual	1424.263	353	4.035		

Total	2952.693	354			
-------	----------	-----	--	--	--

a. Dependent Variable: kualitas

b. Predictors: (Constant), iklim

Coefficients ^a					
Model		Unstandardized Coefficients		Standardized Coefficients	Sig.
		B	Std. Error	Beta	
1	(Constant)	9.129	.605		.000
	iklim	.621	.064	.631	.000

a. Dependent Variable: kualitas

Kompetensi Pustakawan (X1) terhadap Kepuasan Pemustaka (Y2)

```

REGRESSION
  /MISSING LISTWISE
  /STATISTICS COEFF OUTS R ANOVA
  /CRITERIA=PIN(.05) POUT(.10)
  /NOORIGIN
  /DEPENDENT Y2
  /METHOD=ENTER X1.

```

Regression

Variables Entered/Removed ^a			
Model	Variables Entered	Variables Removed	Method
1	kompetensi ^b	.	Enter

a. Dependent Variable: kepuasan

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.701 ^a	.491	.490	4.139

a. Predictors: (Constant), kompetensi

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	5833.727	1	5833.727	340.461	.000 ^b
	Residual	6048.583	353	17.135		
	Total	11882.310	354			

a. Dependent Variable: kepuasan

b. Predictors: (Constant), kompetensi

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.904	1.246		3.936	.000
	kompetensi	1.091	.059	.701	18.452	.000

a. Dependent Variable: kepuasan

Iklim Organisasi (X2) terhadap Kepuasan Pemustaka (Y2)

```

REGRESSION
  /MISSING LISTWISE
  /STATISTICS COEFF OUTS R ANOVA
  /CRITERIA=PIN(.05) POUT(.10)
  /NOORIGIN
  /DEPENDENT Y2
  /METHOD=ENTER X2.

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
-------	-------------------	-------------------	--------

1	iklim ^b	.	Enter
---	--------------------	---	-------

- a. Dependent Variable: kepuasan
b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.814 ^a	.663	.471	4.139

- a. Predictors: (Constant), iklim

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	5833.727	1	5833.727	340.461	.000 ^b
	Residual	6048.583	353	17.135		
	Total	11882.310	354			

- a. Dependent Variable: kepuasan
b. Predictors: (Constant), iklim

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.14	1.246		3.936	.000
	iklim	0.493	.056	.632	17.622	.000

- a. Dependent Variable: kepuasan

Kualitas Pelayanan (Y1) terhadap Kepuasan Pemustaka (Y2)

```

REGRESSION
  /MISSING LISTWISE
  /STATISTICS COEFF OUTS R ANOVA
  /CRITERIA=PIN(.05) POUT(.10)
  /NOORIGIN
  /DEPENDENT Y2
  /METHOD=ENTER Y1.

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	kualitas ^b	.	Enter

a. Dependent Variable: kepuasan

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.744 ^a	.554	.553	3.874

a. Predictors: (Constant), kualitas

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	6585.344	1	6585.344	438.860	.000 ^b
	Residual	5296.966	353	15.006		
	Total	11882.310	354			

a. Dependent Variable: kepuasan

b. Predictors: (Constant), kualitas

Coefficients^a

Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	3.397	1.491		2.279	.023
	kualitas	1.493	.071	.744	20.949	.000

a. Dependent Variable: kepuasan

GET

FILE='G:\LASNAWATI-Dj\DATA PENELITIAN\DATA-NORMALITAS-(OKE).sav'.

DATASET NAME DataSet1 WINDOW=FRONT.

REGRESSION

/MISSING LISTWISE

/STATISTICS COEFF OUTS R ANOVA

/CRITERIA=PIN(.05) POUT(.10)

/NOORIGIN

/DEPENDENT Y2

/METHOD=ENTER X1 Y1.

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	kualitas, kompetensi ^b	.	Enter

a. Dependent Variable: kepuasan

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.781 ^a	.611	.608	3.625

a. Predictors: (Constant), kualitas, kompetensi

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	7256.565	2	3628.282	276.097	.000 ^b
	Residual	4625.745	352	13.141		
	Total	11882.310	354			

a. Dependent Variable: kepuasan

b. Predictors: (Constant), kualitas, kompetensi

Coefficients^a

Model		Unstandardized Coefficients B	Standard Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	-4.220	1.400		-3.015	.003
	kompetensi	.533	.075	.342	7.147	.000
	kualitas	.999	.096	.498	10.405	.000

a. Dependent Variable: kepuasan

GET

FILE='G:\LASNAWATI-Dj\DATA PENELITIAN\DATA-NORMALITAS-(OKE).sav'.

DATASET NAME DataSet1 WINDOW=FRONT.

REGRESSION

/MISSING LISTWISE

/STATISTICS COEFF OUTS R ANOVA

```

/CRITERIA=PIN(.05) POUT(.10)
/NOORIGIN
/DEPENDENT Y2
/METHOD=ENTER X1 Y1.

```

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	kualitas, iklim ^b	.	Enter

a. Dependent Variable: kepuasan

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.745 ^a	.554	.552	3.879

a. Predictors: (Constant), kualitas, iklim

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	6587.242	2	3293.621	218.950	.000 ^b
	Residual	5295.068	352	15.043		
	Total	11882.310	354			

a. Dependent Variable: kepuasan

b. Predictors: (Constant), kualitas, iklim

Coefficients^a

Model		Unstandardized Coefficients B	Standard Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	-1.808	4.718		.383	.702
	iklim	-.066	.186	.513	8.355	.723
	kualitas	1.494	.071	.745	20.925	.000

a. Dependent Variable: kepuasan

Estimates (Group number 1 - Default model)

Scalar Estimates (Group number 1 - Default model)

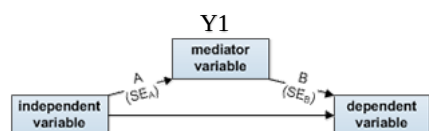
Maximum Likelihood Estimates

Regression Weights: (Group number 1 - Default model)

	Estimate	SE	C.R	P	Label
Y1 <----- X1	.759	.029	7.663	***	par_1
Y1 <----- X2	.711	.097	6.315	***	par_2
Y2 <----- X1	.536	.065	5.621	***	par_3
Y2 <----- X2	.433	.074	7.213	***	par_4
Y2 <----- Y1	.997	.096	4.108	***	par_5

Standardized Regression Weights: (Group number 1 - Default model)

	Estimate
Y1 <----- X1	.719
Y1 <----- X2	.631
Y2 <----- X1	.701
Y2 <----- X2	.631
Y2 <----- Y1	.744



X1

Y2

Y1

A: ?

B: ?

SE_A: ?

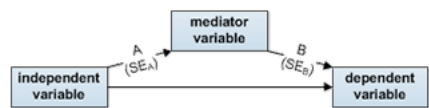
SE_B: ?

Calculate!

Sobel test statistic: 9.61008883

One-tailed probability: 0.0

Two-tailed probability: 0.0



X2

Y2

A: 0.63 ?

B: 0.74 ?

SE_A: 0.064 ?SE_B: 0.071 ?**Calculate!**

Sobel test statistic: 7.15645191

One-tailed probability: 0.0

Two-tailed probability: 0.0