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LAMPIRAN 1.

KUESIONER PENELITIAN

Bersama ini, saya Tri Siti Hartini mahasiswa Jurusan Manajemen, Sekolah Tinggi Ilmu Ekonomi Binaniaga Bogor mohon kesediaan Saudara/i untuk mengisi daftar kuesioner yang saya berikan. Pertanyaan yang ada di kuesioner ini bertujuan untuk melengkapi data penelitian dalam rangka penyusunan skripsi dengan judul:

“ Analisis Nilai Pelanggan dan Kepuasan Pelanggan serta Pengaruhnya terhadap Loyalitas Pelanggan”.

Oleh karena itu saya sebagai penulis mengharapkan Bapak/ ibu berkenan memberi jawaban atas pertanyaan-pertanyaan di bawah ini sesuai dengan keadaan yang dirasakan oleh Bapak / Ibu selama ini, dengan cara memberikan tanda Cek List (√) pada salah satu kotak pada kolom yang tersedia.

Penilaian dilakukan berdasarkan skala berikut ini :

- Jawaban Sangat Tidak Setuju (STS) : 1
- Jawaban Tidak Setuju (TS) : 2
- Jawaban Kurang Setuju (KS) : 3
- Jawaban Setuju (S) : 4
- Jawaban Sangat Setuju (SS) : 5

I. Identitas Responden

1. Usia

- | | | | |
|----------|-------------------------------------|----------|--------------------------|
| a. 15-30 | ☒ | c. 46-60 | ☐ |
| b. 31-45 | ☐ | d. 61-75 | ☐ |

2. Jenis kelamin :

- | | | | |
|--------------|--------------------------|--------------|-------------------------------------|
| a. Laki-laki | ☐ | b. Perempuan | ☒ |
|--------------|--------------------------|--------------|-------------------------------------|

3. Pendidikan Terakhir :

- | | | | |
|--------|--------------------------|-----------------------|-------------------------------------|
| a. SMP | ☐ | c. Diploma (D1,D2,D3) | ☐ |
| b. SMA | ☐ | d. Sarjana (S1,S2,S3) | ☒ |

4. Pekerjaan

- | | |
|-----------------------------|-------------------------------------|
| a. Pelajar | ☐ |
| b. Wiraswasta | ☐ |
| c. Karyawan Swasta | ☒ |
| d. Karyawan BUMN | ☐ |
| e. Lain-lain/ Tidak bekerja | ☐ |

II. Daftar Pernyataan

1. Varioabel Nilai Pelanggan (X₁).

NO	Pernyataan	1	2	3	4	5
A.	Nilai Emosional (<i>emotional value</i>)					
1.	Sistem nomor antrian yang tersedia memberikan kemudahan					
2.	TAM Service center memberikan pelayanan sesuai dengan waktu yang diberikan.					
3.	Para pelanggan TAM service center yang berkualitas akan merasa aman dalam melakukan perbaikan produk					
4	TAM service center memberikan perhatian secara individual terhadap pelanggannya					
5	Para karyawan TAM service center yang berkualitas selalu bersedia untuk membantu pelanggan					
B.	Nilai Social (<i>social value</i>)					
6..	Para Karyawan TAM sevice center tampak rapih					
7.	Perilaku karyawan TAM service center selalu sopan dengan pelanggan.					
8.	Keinginan pelanggan di TAM service center bogor terpenuhi sesuai dengan harapan.					
9.	Solusi yang diberikan dapat menyelesaikan masalah					

10.	Para karyawan memberi tahu pelanggan secara pasti kapan suatu layanan akan diberikan					
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	Pernyataan	1	2	3	4	5
C.	Kualitas/nilai kinerja (quality/performance)					
11	Fasilitas yang diberikan TAM service center tampak menarik					
12	Produk yang dikeluarkan bisa dihandalkan					
13	Penguasaan produk Para karyawan TAM service center sangat baik					
14.	Komponen untuk perbaikan produk selalu tersedia					
15.	TAM service center bogor tidak akan membuat pelanggannya menunggu lebih lama di bandingkan tempat service lain.					
D.	Harga/nilai uang (price/value of money)					
16	Pelanggan merasa biaya yang dikeluarkan sesuai dengan produk yang didapat					
17	Harga jual kembali produk sangat mudah					
18	Garansi yang diberikan setelah perbaikan sesuai dengan harga yang diberikan.					
19	Harga komponen terjangkau					
20	Proses/transaksi memberikan kemudahan kepada pelanggan.					

2. Variabel Kepuasan Pelanggan (X₂)

NO	Pernyataan	1	2	3	4	5
A.	Kualitas Pelayanan (<i>service quality</i>)					
1.	Tampilan fasilitas-fasilitas TAM service center terlihat bersih dan memberikan kenyamanan					
2.	Setiap keluhan ditanggapi dengan baik					
3.	Para karyawan TAM service center memiliki pengetahuan menjawab pertanyaan-pertanyaan pelanggan					
4.	TAM service center memiliki jam operasi yang nyaman bagi semua pelanggannya					
5.	Para karyawan TAM service center memberikan pelayanan yang cepat.					
B.	Kualitas produk (<i>produk quality</i>)					
6.	Kegunaan produk sesuai yang di harapkan					
7.	Kualitas unit service setelah dilakukan perbaikan memberikan kepuasan					
8.	Bila pelanggan mempunyai masalah mengenai produk, TAM service center menunjukan kesungguhan untuk menyelesaikan					
9.	TAM service center memperhatikan minat pelanggan terhadap produk dengan baik					
10.	TAM service center memberitahukan kegunaan produk dengan cepat					

3. Variabel Loyalitas Pelanggan (Y).

NO	Pernyataan	1	2	3	4	5
A.	Kesetian terhadap pembelian ulang produk (<i>Repeat Purchase</i>)					
1..	Saya akan datang kembali untuk perbaikan service di TAM					
2.	Saya akan terus menggunakan produk-produk yang bergaransi TAM .					
B.	Ketahanan terhadap pengaruh yang negatif mengenai perusahaan (<i>Retention</i>).					
3.	Bila ada kekurangan pada produk TAM saya tidak akan langsung beralih					
4.	Saya tidak berniat untuk pindah ke tempat service lain					
C.	Mereferensikan secara total esistensi perusahaan (<i>Referrals</i>)					
5	Saya akan merekomendasikan tentang pelayanan service di TAM yang jauh lebih aman dibandingkan dengan tempat service lain					
6.	Saya akan menceritakan kepada orang lain tentang fasilitas memuaskan yang diberikan TAM					

Lampiran 2.

TABULASI HASIL KUESIONER

Responden	Profil Responden				X1																							X2										Y						X1	X2	Y
	US	JK	PD	PK	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6						
R. 1	2	2	2	2	1	2	3	4	1	2	2	4	5	1	4	2	4	2	4	2	3	4	2	1	4	4	3	4	2	2	3	2	2	2	3	2	2	2	3	3	3	53	28	15		
R. 2	2	2	2	5	5	4	4	4	4	5	5	4	4	3	4	4	4	4	4	4	3	4	4	4	4	4	4	5	3	4	4	4	4	4	4	4	4	4	3	4	4	81	40	23		
R. 3	3	1	2	2	4	3	3	3	4	3	4	3	3	4	4	3	3	2	2	2	2	4	1	3	3	4	4	4	3	3	3	4	4	3	3	2	1	1	2	3	60	35	12			
R. 4	1	1	2	3	4	3	3	3	4	4	4	3	3	3	3	3	3	2	3	3	2	3	3	3	3	3	4	3	4	2	3	3	3	4	3	3	2	3	3	3	62	32	17			
R. 5	1	1	2	3	4	3	3	3	3	4	4	4	3	3	3	3	4	2	3	3	3	3	2	3	3	3	3	2	2	3	2	3	2	3	3	3	3	3	3	3	63	26	18			
R. 6	1	1	2	3	5	3	4	4	4	5	5	5	4	3	3	3	3	2	2	3	3	2	2	3	4	4	4	3	4	4	4	4	3	4	3	3	3	2	3	4	68	38	18			
R. 7	1	1	4	3	2	2	3	4	4	4	3	3	4	4	4	3	3	3	3	3	4	4	3	4	4	4	4	3	3	4	3	4	2	4	4	3	4	3	4	4	67	35	22			
R. 8	1	1	4	4	4	4	4	4	3	2	2	3	3	3	3	3	2	2	1	2	2	2	3	3	4	3	3	4	3	4	3	3	4	4	4	3	4	3	4	4	55	35	22			
R. 9	1	1	4	2	4	2	3	3	3	3	3	2	2	3	3	3	3	2	3	2	2	2	2	2	3	3	3	3	3	2	2	3	3	3	2	3	3	3	3	3	52	28	17			
R. 10	1	1	1	1	3	3	3	3	3	4	4	2	3	3	2	2	2	2	3	2	3	3	2	3	2	3	3	2	2	2	2	2	2	3	3	3	2	2	3	3	55	24	16			
R. 11	1	1	2	1	3	4	4	4	3	3	4	3	4	1	4	3	5	3	4	3	5	4	4	4	4	4	4	4	4	4	4	3	3	4	4	4	4	4	4	3	72	38	23			
R. 12	1	1	3	3	4	4	4	4	4	5	3	4	5	3	4	3	4	1	4	4	4	4	4	4	4	4	4	4	4	4	3	3	4	2	3	4	3	4	3	4	3	76	36	20		
R. 13	4	2	2	5	5	4	5	3	5	5	4	4	1	3	3	4	3	3	3	3	1	4	4	4	4	4	4	4	3	4	4	5	3	4	1	5	4	3	4	4	72	38	21			
R. 14	1	2	2	2	4	4	4	4	4	3	4	5	5	1	5	5	4	5	4	4	1	5	4	5	3	2	3	2	3	3	4	3	3	3	3	3	3	4	4	1	5	80	29	20		
R. 15	2	2	4	5	4	4	4	4	4	3	4	3	3	3	3	3	3	3	3	3	3	3	3	4	5	4	5	4	5	4	4	4	4	3	4	4	3	3	3	4	67	42	21			
R. 16	3	1	2	2	3	2	4	3	4	4	4	3	3	3	3	4	3	3	4	3	3	4	3	4	3	3	3	2	2	3	4	4	3	3	4	3	4	3	4	3	67	30	21			
R. 17	2	1	2	3	3	3	4	2	4	5	4	3	4	4	4	3	3	2	3	4	3	3	2	3	4	4	4	3	4	4	3	4	5	4	4	3	4	4	4	4	66	39	23			
R. 18	1	1	4	3	4	4	5	3	4	4	4	3	5	4	4	4	4	3	3	2	3	3	2	4	5	4	4	4	4	4	4	4	4	3	4	2	3	4	3	3	72	40	19			
R. 19	1	2	1	1	4	3	3	4	3	4	4	5	4	4	3	3	4	4	3	4	3	3	3	4	4	4	4	4	3	4	4	4	4	3	3	3	3	4	3	3	70	38	19			
R. 20	1	2	2	3	4	4	4	3	4	4	3	4	4	4	4	4	3	4	4	1	3	4	4	3	2	3	3	3	4	4	3	4	3	4	4	4	4	4	3	2	68	33	21			
R. 21	1	2	3	1	3	3	2	3	4	4	3	3	4	3	3	4	4	3	4	3	3	3	4	4	4	4	4	3	4	4	4	4	4	3	4	4	4	3	4	3	73	38	21			
R. 22	2	2	2	5	4	4	4	3	4	4	4	5	4	4	4	4	4	4	4	4	4	4	3	3	4	4	4	3	3	4	3	3	4	3	4	3	4	3	3	2	68	35	19			
R. 23	1	1	2	1	3	3	4	3	3	4	3	4	3	4	4	3	4	4	4	4	4	4	5	5	4	2	2	3	3	3	3	3	3	4	3	3	4	5	3	3	68	29	21			
R. 24	1	1	4	3	3	3	4	3	4	4	5	5	4	4	5	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4	4	3	4	4	3	4	4	4	3	3	80	39	21			
R. 25	2	1	4	2	4	3	3	3	4	4	4	4	4	4	4	4	3	3	4	3	3	3	2	2	4	4	4	4	4	3	4	4	4	4	4	3	2	4	4	3	4	69	39	20		
R. 26	1	2	2	3	4	4	4	3	4	3	3	4	4	4	4	4	4	4	3	3	2	2	2	3	3	4	4	4	3	3	4	4	4	3	3	4	3	4	4	4	3	66	36	21		
R. 27	1	1	4	3	4	4	3	4	4	4	4	4	4	4	3	5	5	5	4	4	4	5	5	5	3	4	3	4	4	4	4	4	4	4	3	4	4	4	4	4	80	37	24			
R. 28	1	1	2	3	4	4	4	3	3	4	4	3	4	4	4	4	4	3	3	3	3	3	2	3	4	4	3	4	3	3	4	4	4	3	4	4	3	3	3	4	68	36	21			
R. 29	1	1	2	1	4	4	4	3	4	4	4	3	4	4	4	4	3	4	4	3	4	4	3	4	3	3	3	4	3	3	4	4	3	4	4	4	4	4	5	2	72	34	23			
R. 30	1	1	4	2	4	3	3	4	3	5	5	3	5	4	4	4	4	3	4	4	4	3	4	3	5	4	4	4	4	5	4	4	3	4	4	4	4	3	4	3	77	41	22			
R. 31	2	2	3	3	3	3	4	3	4	4	3	4	4	4	4	4	4	3	4	3	4	4	4	3	5	5	4	4	5	4	4	4	3	3	3	4	4	3	3	2	75	41	19			
R. 32	1	2	2	3	3	3	4	4	4	4	4	5	5	4	4	4	4	4	3	3	3	4	3	3	3	3	4	4	3	3	3	3	4	4	4	4	3	4	3	68	34	21				
R. 33	1	2	3	2	4	4	3	4	3	3	4	3	3	3	4	3	4	4	4	4	4	4	3	4	4	4	3	4	3	4	3	3	4	4	3	3	4	4	3	72	36	21				
R. 34	1	1	2	3	4	4	3	3	4	5	5	4	4	4	3	3	2	3	3	4	3	2	3	4	4	4	4	4	4	4	3	3	2	2	3	3	3	3	2	62	33	17				
R. 35	1	1	2	3	3	3	4	3	3	4	4	3	4	3	3	3	4	4	3	4	3	4	5	4	3	3	4	3	3	3	4	4	4	3	4	4	3	3	4	72	35	21				

Responden	Profil Responden				X1																					X2										Y						X1	X2	Y
	US	JK	PD	PK	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6				
R. 36	1	2	2	1	1	1	2	3	3	4	4	3	3	2	3	3	3	2	2	2	3	3	3	3	4	3	3	2	2	3	4	3	4	2	2	2	2	2	2	2	54	30	12	
R. 37	1	2	4	5	1	1	3	2	3	4	4	2	3	2	2	3	3	2	3	4	3	3	2	2	2	2	3	3	3	3	3	3	3	3	3	2	3	2	2	4	54	28	16	
R. 38	1	2	4	4	2	2	3	2	4	4	4	3	3	3	3	3	3	2	3	2	4	3	3	3	5	5	5	2	4	4	4	3	3	4	3	3	3	4	4	4	73	39	21	
R. 39	1	1	2	3	2	2	2	3	2	4	4	4	4	4	3	3	3	3	3	2	2	2	2	2	5	5	5	5	5	5	3	3	3	4	3	3	3	3	3	3	69	43	18	
R. 40	1	2	4	5	2	2	2	2	3	3	3	4	4	4	4	4	4	4	4	4	3	3	3	2	4	4	4	4	4	5	5	5	5	5	4	4	4	4	4	4	80	45	24	
R. 41	1	2	2	3	3	3	3	3	3	3	3	3	3	2	3	3	3	3	3	3	3	3	3	5	5	5	5	4	4	4	4	4	4	4	4	4	4	4	4	80	44	24		
R. 42	2	1	4	3	3	3	3	3	3	3	3	3	2	4	4	4	4	4	3	3	3	3	3	2	3	3	3	3	3	4	3	3	3	4	3	3	3	3	3	3	61	32	18	
R. 43	1	2	2	3	3	3	3	3	3	3	3	3	3	2	2	2	2	2	2	4	4	4	4	4	5	5	5	5	5	5	3	3	3	3	3	3	3	3	3	3	76	42	18	
R. 44	1	2	4	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1	1	1	1	1	1	34	20	6	
R. 45	1	2	3	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	40	24		
R. 46	1	1	2	1	4	3	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	3	4	4	4	4	3	4	4	4	4	4	3	4	4	4	4	4	4	77	38	24	
R. 47	1	1	4	3	4	3	4	3	4	3	4	4	3	4	4	4	4	4	3	3	4	4	3	4	4	4	4	3	4	4	4	4	4	3	4	4	4	4	4	4	77	38	24	
R. 48	1	1	4	4	5	4	5	4	3	5	5	3	4	3	5	3	5	2	3	5	4	4	3	4	4	4	4	2	5	3	4	4	3	4	5	4	5	4	4	4	78	37	26	
R. 49	1	2	1	1	4	4	4	3	4	4	4	4	3	3	3	4	4	4	3	3	3	4	3	4	4	4	4	3	4	4	4	3	3	4	4	4	3	4	3	3	72	37	21	
R. 50	1	2	4	3	4	3	4	1	4	4	4	4	4	4	3	3	3	3	3	4	3	4	3	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	77	39	24		
R. 51	1	1	4	3	4	3	4	2	4	4	4	3	3	3	3	3	4	3	4	3	3	3	3	3	3	4	4	4	3	4	3	4	4	4	4	4	4	4	3	72	37	23		
R. 52	1	2	1	1	4	4	4	4	4	4	4	3	3	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	4	3	4	4	4	4	4	3	4	4	76	37	23	
R. 53	1	2	2	1	1	3	3	2	3	2	3	2	2	3	3	3	3	2	3	2	2	2	2	2	3	3	3	3	2	3	2	2	4	4	3	2	2	2	2	3	51	29	14	
R. 54	2	1	2	3	1	1	2	1	1	3	3	3	3	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	3	3	2	2	2	2	2	3	43	22	13		
R. 55	1	2	3	1	4	3	4	3	3	4	3	4	4	4	3	4	4	3	4	4	3	4	4	4	4	4	3	4	3	3	3	4	3	3	3	3	3	3	3	4	70	34	21	
R. 56	1	1	2	1	4	4	4	4	4	4	4	3	4	4	3	3	3	3	4	3	5	3	3	4	4	4	4	4	3	4	3	3	3	3	3	3	3	3	3	4	69	35	19	
R. 57	1	2	4	3	5	4	5	4	4	3	4	5	4	5	5	4	4	4	4	5	5	4	5	5	5	5	4	4	4	4	4	5	4	4	4	5	4	5	4	5	89	43	27	
R. 58	1	2	2	3	5	5	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	5	5	5	4	4	4	4	4	5	4	4	83	42	25	
R. 59	1	2	4	3	4	4	4	4	5	4	5	4	5	4	4	4	5	5	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	80	41	23	
R. 60	1	2	2	1	4	4	4	3	4	5	5	5	4	5	4	4	4	4	5	5	4	4	4	4	4	5	5	4	5	5	4	4	1	4	4	4	1	2	4	3	75	41	18	
R. 61	1	2	3	1	1	2	3	3	3	3	2	1	1	1	1	3	3	3	3	1	2	3	2	1	1	2	3	2	2	3	1	2	2	3	2	1	2	1	1	2	38	21	9	
R. 62	1	1	2	3	4	5	4	5	5	4	5	4	4	4	5	5	5	5	4	4	4	4	5	4	4	5	5	5	5	5	4	4	5	4	5	4	4	4	5	4	89	46	26	
R. 63	1	1	3	3	4	3	4	2	3	2	3	3	3	3	3	4	4	2	2	3	4	4	2	4	2	3	4	4	2	4	4	3	4	3	2	5	3	2	3	2	64	33	17	
R. 64	1	2	2	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	3	4	4	3	4	4	3	4	4	4	4	4	4	3	3	4	4	4	74	38	22	
R. 65	1	1	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	81	41	24		
R. 66	1	1	2	3	4	4	3	4	5	4	5	4	5	4	3	1	2	2	2	3	4	4	2	2	4	4	4	4	4	4	4	5	3	4	4	4	3	3	3	3	72	40	20	
R. 67	1	1	2	3	1	4	4	3	4	4	4	4	4	3	4	3	3	3	5	3	4	3	4	4	5	3	3	4	3	4	4	3	4	5	3	3	4	3	4	4	74	38	21	
R. 68	1	1	4	3	4	4	4	5	4	4	4	5	4	4	4	5	4	4	4	5	4	5	4	5	5	4	4	5	4	4	2	3	4	4	4	4	4	4	4	81	39	24		
R. 69	1	2	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	40	24		
R. 70	1	1	2	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	40	24		
R. 71	1	1	2	3	4	5	5	5	4	4	4	5	4	4	4	5	4	5	4	4	4	5	5	4	4	4	4	4	4	4	4	5	4	4	4	4	5	4	84	41	25			

Responden	Profil Responden				X1																				X2										Y						X1	X2	Y	
	US	JK	PD	PK	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6				
R. 72	1	2	4	3	4	3	4	4	4	4	4	3	4	3	3	4	3	4	4	4	1	4	2	4	4	4	4	4	4	3	3	4	4	3	3	2	2	3	4	4	66	37	18	
R. 73	1	1	2	2	3	2	3	2	3	4	4	2	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4	4	4	4	3	2	2	2	4	3	2	3	3	3	63	33	18	
R. 74	1	2	2	1	4	4	4	5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	4	5	5	5	5	5	5	5	4	5	5	5	4	4	5	5	95	48	28	
R. 75	1	1	2	3	3	4	4	4	4	3	3	4	4	4	4	4	4	4	3	3	4	4	3	3	3	4	4	4	3	3	3	4	4	4	4	4	4	4	4	74	36	24		
R. 76	1	1	4	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	40	24			
R. 77	1	1	4	2	1	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	2	2	2	2	2	4	4	4	4	4	3	3	3	3	3	3	2	2	2	2	2	56	35	13
R. 78	1	2	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	2	2	2	2	2	4	4	5	4	5	4	4	4	4	4	4	4	4	4	74	42	24		
R. 79	1	1	2	3	3	2	3	2	3	3	3	3	2	3	3	2	3	3	3	3	2	2	3	2	3	3	3	3	2	3	3	3	3	2	3	3	3	3	3	56	28	18		
R. 80	1	1	2	2	3	3	3	2	3	3	3	2	3	4	3	3	3	3	3	3	2	2	3	2	3	3	3	4	2	3	4	3	3	2	2	3	2	3	3	56	30	15		
R. 81	1	2	3	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	3	4	3	3	4	4	76	39	21
R. 82	1	2	2	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	79	39	24		
R. 83	2	1	2	2	4	5	5	4	5	5	5	5	4	4	4	4	4	4	4	4	4	4	4	3	4	5	5	4	5	5	5	5	5	5	4	4	4	4	4	4	86	47	24	
R. 84	1	2	2	1	3	3	2	3	2	3	4	4	3	3	3	3	2	3	3	3	2	3	1	3	2	2	3	2	1	3	3	3	2	3	3	2	2	2	3	3	48	24	15	
R. 85	1	1	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	40	24			
R. 86	1	1	2	1	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	81	41	24			
R. 87	2	1	4	3	5	4	5	5	3	3	5	5	5	5	4	5	5	5	5	5	4	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	97	50	28		
R. 88	1	2	2	1	3	2	3	3	2	4	2	3	3	3	4	3	4	3	4	4	4	4	4	4	4	3	4	4	4	4	4	4	3	3	5	4	2	4	3	3	4	74	38	20
R. 89	1	1	4	3	4	3	4	3	4	4	4	4	4	4	4	4	4	4	3	4	4	4	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	77	40	23		
R. 90	1	2	1	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	100	50	30			
R. 91	2	1	3	2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	80	40	24			
R. 92	1	1	2	3	2	3	2	3	2	3	2	3	2	3	4	2	3	2	3	4	2	3	2	2	3	3	3	3	3	2	2	3	3	2	3	4	1	2	2	2	50	27	14	
R. 93	1	1	2	3	2	3	4	3	3	3	2	3	3	3	2	2	3	3	3	3	3	2	3	3	4	3	4	3	2	2	3	3	4	3	2	2	3	3	3	2	57	31	15	
R. 94	1	1	4	3	4	4	3	4	4	4	4	4	4	4	4	4	4	4	3	3	3	3	4	4	3	3	4	3	3	2	3	3	3	3	3	4	3	3	63	30	19			
R. 95	1	1	2	3	4	3	4	3	3	3	4	3	3	3	4	4	4	4	3	4	3	4	3	3	4	3	3	3	4	4	4	3	4	3	4	4	4	3	3	69	35	21		
R. 96	1	1	4	3	3	3	3	3	2	3	3	3	3	3	3	3	3	3	3	4	3	3	1	1	2	1	3	2	2	2	2	2	2	2	2	1	3	1	1	3	2	39	20	11
R. 97	1	2	4	3	4	3	4	4	4	4	5	5	4	4	4	4	5	4	5	3	3	4	4	4	3	3	4	4	4	4	4	4	4	4	4	4	4	4	76	38	23			
R. 98	1	2	2	5	3	3	3	2	3	3	3	3	2	3	3	2	3	2	3	3	3	3	3	3	3	3	3	2	3	3	3	2	3	3	3	3	3	3	58	28	18			
R. 99	1	1	2	3	2	2	3	3	2	3	3	2	3	2	3	3	3	3	4	2	2	2	2	2	2	2	3	3	2	3	3	2	3	2	2	2	2	3	48	25	15			
R. 100	1	2	4	4	4	3	3	4	4	3	3	3	4	3	4	4	4	4	4	3	3	3	3	3	4	3	3	4	4	3	3	3	4	3	3	4	3	3	4	4	67	34	21	
					JUMLAH																																		6999	3602	2038			

Lampiran 4

Titik Presentase Distribusi F untuk Probabilita = 0,05

df untuk penyebut (N2)	df untuk pembilang (N1)														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
91	3.95	3.10	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.94	1.90	1.86	1.83	1.80	1.78
92	3.94	3.10	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.94	1.89	1.86	1.83	1.80	1.78
93	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93	1.89	1.86	1.83	1.80	1.78
94	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93	1.89	1.86	1.83	1.80	1.77
95	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93	1.89	1.86	1.82	1.80	1.77
96	3.94	3.09	2.70	2.47	2.31	2.19	2.11	2.04	1.98	1.93	1.89	1.85	1.82	1.80	1.77
97	3.94	3.09	2.70	2.47	2.31	2.19	2.11	2.04	1.98	1.93	1.89	1.85	1.82	1.80	1.77
98	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.98	1.93	1.89	1.85	1.82	1.79	1.77
99	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.98	1.93	1.89	1.85	1.82	1.79	1.77
100	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.97	1.93	1.89	1.85	1.82	1.79	1.77
101	3.94	3.09	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.93	1.88	1.85	1.82	1.79	1.77
102	3.93	3.09	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.82	1.79	1.77
103	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.82	1.79	1.76
104	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.82	1.79	1.76
105	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.81	1.79	1.76
106	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.84	1.81	1.79	1.76
107	3.93	3.08	2.69	2.46	2.30	2.18	2.10	2.03	1.97	1.92	1.88	1.84	1.81	1.79	1.76
108	3.93	3.08	2.69	2.46	2.30	2.18	2.10	2.03	1.97	1.92	1.88	1.84	1.81	1.78	1.76
109	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92	1.88	1.84	1.81	1.78	1.76
110	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92	1.88	1.84	1.81	1.78	1.76
111	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92	1.88	1.84	1.81	1.78	1.76
112	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.96	1.92	1.88	1.84	1.81	1.78	1.76
113	3.93	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.92	1.87	1.84	1.81	1.78	1.76
114	3.92	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.81	1.78	1.75
115	3.92	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.81	1.78	1.75
116	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.81	1.78	1.75
117	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.80	1.78	1.75
118	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.80	1.78	1.75
119	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.78	1.75
120	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.78	1.75
121	3.92	3.07	2.68	2.45	2.29	2.17	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.77	1.75
122	3.92	3.07	2.68	2.45	2.29	2.17	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.77	1.75
123	3.92	3.07	2.68	2.45	2.29	2.17	2.08	2.01	1.96	1.91	1.87	1.83	1.80	1.77	1.75
124	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.96	1.91	1.87	1.83	1.80	1.77	1.75
125	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.96	1.91	1.87	1.83	1.80	1.77	1.75
126	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.95	1.91	1.87	1.83	1.80	1.77	1.75
127	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.95	1.91	1.86	1.83	1.80	1.77	1.75
128	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.95	1.91	1.86	1.83	1.80	1.77	1.75
129	3.91	3.07	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.80	1.77	1.74
130	3.91	3.07	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.80	1.77	1.74
131	3.91	3.07	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.80	1.77	1.74
132	3.91	3.06	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.79	1.77	1.74
133	3.91	3.06	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.79	1.77	1.74
134	3.91	3.06	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.83	1.79	1.77	1.74
135	3.91	3.06	2.67	2.44	2.28	2.17	2.08	2.01	1.95	1.90	1.86	1.82	1.79	1.77	1.74

Lampiran 3

Titik Presentase Distribusi t

Titik Persentase Distribusi t (df = 81 –120)

Pr df	0.25 0.50	0.10 0.20	0.05 0.10	0.025 0.050	0.01 0.02	0.005 0.010	0.001 0.002
81	0.67753	1.29209	1.66388	1.98930	2.37327	2.63790	3.19392
82	0.67749	1.29196	1.66365	1.98932	2.37269	2.63712	3.19262
83	0.67746	1.29183	1.66342	1.98896	2.37212	2.63637	3.19135
84	0.67742	1.29171	1.66320	1.98861	2.37156	2.63563	3.19011
85	0.67739	1.29159	1.66298	1.98827	2.37102	2.63491	3.18890
86	0.67735	1.29147	1.66277	1.98793	2.37049	2.63421	3.18772
87	0.67732	1.29136	1.66256	1.98761	2.36998	2.63353	3.18657
88	0.67729	1.29125	1.66235	1.98729	2.36947	2.63286	3.18544
89	0.67726	1.29114	1.66216	1.98698	2.36898	2.63220	3.18434
90	0.67723	1.29103	1.66196	1.98667	2.36850	2.63157	3.18327
91	0.67720	1.29092	1.66177	1.98638	2.36803	2.63094	3.18222
92	0.67717	1.29082	1.66159	1.98609	2.36757	2.63033	3.18119
93	0.67714	1.29072	1.66140	1.98580	2.36712	2.62973	3.18019
94	0.67711	1.29062	1.66123	1.98552	2.36667	2.62915	3.17921
95	0.67708	1.29053	1.66105	1.98525	2.36624	2.62858	3.17825
96	0.67705	1.29043	1.66088	1.98498	2.36582	2.62802	3.17731
97	0.67703	1.29034	1.66071	1.98472	2.36541	2.62747	3.17639
98	0.67700	1.29025	1.66055	1.98446	2.36500	2.62693	3.17548
99	0.67698	1.29016	1.66039	1.98422	2.36461	2.62641	3.17460
100	0.67695	1.29007	1.66023	1.98397	2.36422	2.62589	3.17374
101	0.67693	1.28999	1.66008	1.98373	2.36384	2.62539	3.17289
102	0.67690	1.28991	1.65993	1.98350	2.36346	2.62489	3.17206
103	0.67688	1.28982	1.65978	1.98326	2.36310	2.62441	3.17125
104	0.67686	1.28974	1.65964	1.98304	2.36274	2.62393	3.17045
105	0.67683	1.28967	1.65950	1.98282	2.36239	2.62347	3.16967
106	0.67681	1.28959	1.65936	1.98260	2.36204	2.62301	3.16890
107	0.67679	1.28951	1.65922	1.98238	2.36170	2.62256	3.16815
108	0.67677	1.28944	1.65909	1.98217	2.36137	2.62212	3.16741
109	0.67675	1.28937	1.65895	1.98197	2.36105	2.62169	3.16669
110	0.67673	1.28930	1.65882	1.98177	2.36073	2.62126	3.16598
111	0.67671	1.28922	1.65870	1.98157	2.36041	2.62085	3.16528
112	0.67669	1.28916	1.65857	1.98137	2.36010	2.62044	3.16460
113	0.67667	1.28909	1.65845	1.98118	2.35980	2.62004	3.16392
114	0.67665	1.28902	1.65833	1.98099	2.35950	2.61964	3.16326
115	0.67663	1.28896	1.65821	1.98081	2.35921	2.61926	3.16262
116	0.67661	1.28889	1.65810	1.98063	2.35892	2.61888	3.16198
117	0.67659	1.28883	1.65798	1.98045	2.35864	2.61850	3.16135
118	0.67657	1.28877	1.65787	1.98027	2.35837	2.61814	3.16074
119	0.67656	1.28871	1.65775	1.98010	2.35809	2.61778	3.16013
120	0.67654	1.28865	1.65765	1.97993	2.35782	2.61742	3.15954

(DF = n-K) DF = 100 – 3 = 97

Keterangan : K = Jumlah variabel

n = jumlah observasi / responden.

Lampiran 5

Tabel r_{tabel} Produk Moment

Pada Sig. 0,05 (Two Tail)

N	r	N	r	N	r	N	r	N	r	N	r
1	0.997	41	0.301	20	0.423	60	0.25	81	0.216	100	0.195
2	0.95	42	0.297	21	0.413	61	0.248	82	0.215	101	0.194
3	0.878	43	0.294	22	0.404	62	0.246	83	0.213	102	0.193
4	0.811	44	0.291	23	0.396	63	0.244	84	0.212	103	0.192
5	0.754	45	0.288	24	0.388	64	0.242	85	0.211	104	0.191
6	0.707	46	0.285	25	0.381	65	0.24	86	0.21	105	0.19
7	0.666	47	0.282	26	0.374	66	0.239	87	0.208	106	0.189
8	0.632	48	0.279	27	0.367	67	0.237	88	0.207	107	0.188
9	0.602	49	0.276	28	0.361	68	0.235	89	0.206	108	0.187
10	0.576	50	0.273	29	0.355	69	0.234	90	0.205	109	0.187
11	0.553	51	0.271	30	0.349	70	0.232	91	0.204	110	0.186
12	0.532	52	0.268	31	0.344	71	0.23	92	0.203	111	0.185
13	0.514	53	0.266	32	0.339	72	0.229	93	0.202	112	0.184
14	0.497	54	0.263	33	0.334	73	0.227	94	0.201	113	0.183
15	0.482	55	0.261	34	0.329	74	0.226	95	0.2	114	0.182
16	0.468	56	0.259	35	0.325	75	0.224	96	0.199	115	0.182
17	0.456	57	0.256	36	0.32	76	0.223	97	0.198	116	0.181
18	0.444	58	0.254	37	0.316	77	0.221	98	0.197	117	0.18
19	0.433	59	0.252	38	0.312	78	0.22	99	0.196	118	0.179

Lampiran 6

Hasil Validitas Output SPSS, Nilai Pelanggan (X1)

Correlations																					
	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	X1.11	X1.12	X1.13	X1.14	X1.15	X1.16	X1.17	X1.18	X1.19	X1.20	Total
X1.1 Pearson Correlation	1	.681**	.614**	.462**	.545**	.383**	.523**	.459**	.385**	.427**	.420**	.451**	.398**	.372**	.204**	.471**	.320**	.354**	.359**	.568**	.674**
Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.042	.000	.001	.000	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.2 Pearson Correlation	.681**	1	.673**	.635**	.616**	.320**	.460**	.525**	.460**	.434**	.532**	.503**	.439**	.517**	.392**	.447**	.438**	.378**	.500**	.550**	.749**
Sig. (2-tailed)	.000		.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.3 Pearson Correlation	.614**	.673**	1	.451**	.571**	.355**	.445**	.458**	.463**	.314**	.475**	.499**	.524**	.436**	.386**	.422**	.464**	.419**	.486**	.589**	.711**
Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.4 Pearson Correlation	.462**	.635**	.451**	1	.426**	.281**	.397**	.523**	.540**	.302**	.529**	.517**	.507**	.541**	.450**	.404**	.396**	.433**	.494**	.459**	.693**
Sig. (2-tailed)	.000	.000	.000		.000	.005	.000	.000	.000	.002	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.5 Pearson Correlation	.545**	.616**	.571**	.426**	1	.570**	.607**	.461**	.456**	.446**	.414**	.498**	.382**	.450**	.375**	.329**	.377**	.315**	.439**	.531**	.693**
Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.001	.000	.001	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.6 Pearson Correlation	.383**	.320**	.355**	.281**	.570**	1	.664**	.399**	.506**	.365**	.284**	.282**	.294**	.201**	.377**	.435**	.350**	.193**	.362**	.388**	.560**
Sig. (2-tailed)	.000	.001	.000	.005	.000		.000	.000	.000	.000	.004	.004	.003	.045	.000	.000	.000	.054	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.7 Pearson Correlation	.523**	.460**	.445**	.397**	.607**	.664**	1	.514**	.525**	.406**	.399**	.420**	.402**	.404**	.355**	.447**	.374**	.291**	.332**	.465**	.663**
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.003	.001	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.8 Pearson Correlation	.459**	.525**	.458**	.523**	.461**	.399**	.514**	1	.669**	.505**	.606**	.541**	.509**	.557**	.476**	.526**	.385**	.440**	.496**	.506**	.749**
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.9 Pearson Correlation	.385**	.460**	.463**	.540**	.456**	.506**	.525**	.669**	1	.402**	.593**	.453**	.486**	.422**	.492**	.423**	.397**	.398**	.438**	.454**	.700**
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.10 Pearson Correlation	.427**	.434**	.314**	.302**	.446**	.365**	.406**	.505**	.402**	1	.485**	.492**	.327**	.476**	.360**	.392**	.391**	.313**	.299**	.353**	.604**
Sig. (2-tailed)	.000	.000	.001	.002	.000	.000	.000	.000	.000		.000	.000	.001	.000	.000	.000	.000	.002	.003	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.11 Pearson Correlation	.420**	.532**	.475**	.529**	.414**	.284**	.399**	.606**	.593**	.485**	1	.637**	.657**	.547**	.561**	.508**	.429**	.517**	.466**	.434**	.740**
Sig. (2-tailed)	.000	.000	.000	.000	.000	.004	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.12 Pearson Correlation	.451**	.503**	.499**	.517**	.498**	.282**	.420**	.541**	.453**	.492**	.637**	1	.696**	.802**	.616**	.468**	.336**	.539**	.569**	.559**	.773**
Sig. (2-tailed)	.000	.000	.000	.000	.000	.004	.000	.000	.000	.000	.000		.000	.000	.000	.000	.001	.000	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.13 Pearson Correlation	.398**	.439**	.524**	.507**	.382**	.294**	.402**	.509**	.486**	.327**	.657**	.696**	1	.623**	.627**	.489**	.459**	.504**	.569**	.482**	.733**
Sig. (2-tailed)	.000	.000	.000	.000	.000	.003	.000	.000	.000	.001	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.14 Pearson Correlation	.372**	.517**	.436**	.541**	.450**	.201**	.404**	.557**	.422**	.476**	.547**	.802**	.623**	1	.644**	.464**	.314**	.512**	.614**	.523**	.744**
Sig. (2-tailed)	.000	.000	.000	.000	.000	.045	.000	.000	.000	.000	.000	.000	.000		.000	.000	.001	.000	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.15 Pearson Correlation	.204**	.392**	.386**	.450**	.375**	.377**	.355**	.476**	.492**	.360**	.561**	.616**	.627**	.644**	1	.459**	.421**	.494**	.597**	.423**	.685**
Sig. (2-tailed)	.042	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.16 Pearson Correlation	.471**	.447**	.422**	.404**	.329**	.435**	.447**	.526**	.423**	.392**	.508**	.468**	.489**	.464**	.459**	1	.563**	.607**	.582**	.612**	.720**
Sig. (2-tailed)	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.17 Pearson Correlation	.320**	.438**	.464**	.396**	.377**	.350**	.374**	.385**	.397**	.391**	.429**	.336**	.459**	.314**	.421**	.563**	1	.576**	.632**	.533**	.654**
Sig. (2-tailed)	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.001	.000	.001	.000	.000		.000	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.18 Pearson Correlation	.354**	.378**	.419**	.433**	.315**	.193**	.291**	.440**	.398**	.313**	.517**	.539**	.504**	.512**	.494**	.607**	.576**	1	.597**	.621**	.681**
Sig. (2-tailed)	.000	.000	.000	.000	.001	.054	.003	.000	.000	.002	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.19 Pearson Correlation	.359**	.500**	.486**	.494**	.439**	.362**	.332**	.496**	.438**	.299**	.466**	.569**	.569**	.614**	.597**	.582**	.632**	.597**	1	.735**	.760**
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.20 Pearson Correlation	.568**	.550**	.589**	.459**	.531**	.388**	.465**	.506**	.454**	.353**	.434**	.559**	.482**	.523**	.423**	.612**	.533**	.621**	.735**	1	.775**
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Total Pearson Correlation	.674**	.749**	.711**	.693**	.693**	.560**	.663**	.749**	.700**	.604**	.740**	.773**	.733**	.744**	.685**	.720**	.654**	.681**	.760**	.775**	1
Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

**. Correlation is significant

Correlations

		X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2.9	X2.10	Total
X2.1	Pearson Correlation	1	.767**	.609**	.572**	.647**	.582**	.540**	.427**	.347**	.375**	.773**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100
X2.2	Pearson Correlation	.767**	1	.756**	.654**	.727**	.664**	.563**	.583**	.362**	.423**	.852**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100
X2.3	Pearson Correlation	.609**	.756**	1	.597**	.675**	.652**	.537**	.518**	.332**	.460**	.797**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.001	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100
X2.4	Pearson Correlation	.572**	.654**	.597**	1	.574**	.582**	.430**	.436**	.484**	.422**	.753**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100
X2.5	Pearson Correlation	.647**	.727**	.675**	.574**	1	.646**	.552**	.575**	.338**	.465**	.816**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.001	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100
X2.6	Pearson Correlation	.582**	.664**	.652**	.582**	.646**	1	.636**	.582**	.388**	.577**	.824**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100
X2.7	Pearson Correlation	.540**	.563**	.537**	.430**	.552**	.636**	1	.757**	.499**	.534**	.786**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100
X2.8	Pearson Correlation	.427**	.583**	.518**	.436**	.575**	.582**	.757**	1	.491**	.576**	.772**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100
X2.9	Pearson Correlation	.347**	.362**	.332**	.484**	.338**	.388**	.499**	.491**	1	.442**	.607**
	Sig. (2-tailed)	.000	.000	.001	.000	.001	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100
X2.10	Pearson Correlation	.375**	.423**	.460**	.422**	.465**	.577**	.534**	.576**	.442**	1	.681**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100	100	100	100	100	100
Total	Pearson Correlation	.773**	.852**	.797**	.753**	.816**	.824**	.786**	.772**	.607**	.681**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100	100	100

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

Correlations

		Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Total
Y.1	Pearson Correlation	1	.540**	.579**	.695**	.620**	.552**	.816**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100
Y.2	Pearson Correlation	.540**	1	.579**	.598**	.650**	.413**	.779**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100
Y.3	Pearson Correlation	.579**	.579**	1	.738**	.604**	.554**	.838**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100	100
Y.4	Pearson Correlation	.695**	.598**	.738**	1	.649**	.570**	.875**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100	100
Y.5	Pearson Correlation	.620**	.650**	.604**	.649**	1	.535**	.830**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100	100
Y.6	Pearson Correlation	.552**	.413**	.554**	.570**	.535**	1	.735**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100	100
Total	Pearson Correlation	.816**	.779**	.838**	.875**	.830**	.735**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100

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