

Uji Validitas Variabel Kualitas Produk (X_1)

No	r Hitung	r Tabel	Keterangan
1	0.694	0.361	Valid
2	0.525	0.361	Valid
3	0.637	0.361	Valid
4	0.523	0.361	Valid
5	0.540	0.361	Valid
6	0.722	0.361	Valid

Uji Validitas Variabel Kualitas Pelayanan (X_2)

No	r Hitung	r Tabel	Keterangan
1	0.759	0.361	Valid
2	0.578	0.361	Valid
3	0.611	0.361	Valid
4	0.608	0.361	Valid
5	0.530	0.361	Valid
6	0.370	0.361	Valid
7	0.687	0.361	Valid
8	0.694	0.361	Valid
9	0.758	0.361	Valid
10	0.686	0.361	Valid
11	0.267	0.361	Tidak Valid
12	0.373	0.361	Valid
13	0.530	0.361	Valid

Uji Validitas Kepuasan Pelanggan (Y)

No	r Hitung	r Tabel	Keterangan
1	0.647	0.361	Valid
2	0.745	0.361	Valid
3	0.757	0.361	Valid
4	0.724	0.361	Valid
5	0.424	0.361	Valid
6	0.558	0.361	Valid
7	0.301	0.361	Tidak Valid
8	0.645	0.361	Valid

LAMPIRAN UJI RELIABILITAS VARIABEL KUALITAS PRODUK

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.610	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Item1	19.33	3.471	.333	.610
Item2	19.10	4.714	.290	.585
Item3	18.90	4.438	.450	.528
Item4	18.73	5.375	.442	.583
Item5	19.13	4.533	.263	.600
Item6	18.80	4.234	.571	.487

LAMPIRAN UJI RELIABILITAS VARIABEL KUALITAS PELAYANAN

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.844	12

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Item1	41.47	20.326	.705	.818
Item2	41.60	21.352	.490	.833
Item3	41.47	21.292	.525	.831
Item4	41.73	20.961	.512	.831
Item5	41.53	21.844	.436	.837
Item6	41.57	22.875	.243	.850
Item7	41.70	19.941	.596	.825
Item8	41.77	19.357	.594	.825
Item9	41.57	19.702	.685	.817
Item10	41.80	20.648	.603	.825
Item12	41.60	23.283	.274	.845
Item13	41.60	22.041	.416	.838

UJI RELIABILITAS VARIABEL KEPUASAN PELANGGAN

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.759	7

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Item1	22.73	8.409	.554	.730
Item2	22.97	6.999	.635	.694
Item3	23.07	6.754	.611	.697
Item4	23.10	7.197	.578	.707
Item5	22.73	8.616	.301	.761
Item6	23.00	8.138	.386	.747
Item8	23.00	6.897	.406	.762

LAMPIRAN Uji Normalitas Kualitas Produk

Tests of Normality

	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
X1	.057	225	.074	.972	225	.000

a. Lilliefors Significance Correction

LAMPIRAN Uji Normalitas Kualitas Pelayanan

Tests of Normality

	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
X2	.052	225	.200*	.991	225	.211

a. Lilliefors Significance Correction

*. This is a lower bound of the true significance.

LAMPIRAN Uji Normalitas Kepuasan Pelanggan

Tests of Normality

	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
Y	.058	225	.061	.973	225	.000

a. Lilliefors Significance Correction

LAMPIRAN UJI LINEARITAS Y*X1

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Y * X1	Between Groups	(Combined)	540.481	16	33.780	1.966	.017
		Linearity	93.268	1	93.268	5.429	.021
		Deviation from Linearity	447.214	15	29.814	1.735	.046
	Within Groups		3573.359	208	17.180		
	Total		4113.840	224			

LAMPIRAN UJI LINEARITAS Y*X2

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Y * X2	Between Groups	(Combined)	488.985	27	18.111	.984	.492
		Linearity	155.742	1	155.742	8.464	.004
		Deviation from Linearity	333.243	26	12.817	.697	.862
	Within Groups		3624.855	197	18.400		
	Total		4113.840	224			

LAMPIRAN UJI MULTIKOLENIARITAS

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	23.590	2.792		8.449	.000		
	X1	-.129	.065	-.131	-1.995	.047	.988	1.012
	X2	.138	.050	.182	2.778	.006	.988	1.012

a. Dependent Variable: Y

LAMPIRAN UJI HETEROKEDASTISITAS

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-8.070	5.806		-1.390	.166
	LNx2	1.418	1.302	.073	1.089	.277
	LNx1	1.394	.807	.116	1.728	.085

a. Dependent Variable: LNEi2

LAMPIRAN UJI t

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	23.590	2.792		8.449	.000
	X1	-.129	.065	-.131	-1.995	.047
	X2	.138	.050	.182	2.778	.006

a. Dependent Variable: Y

LAMPIRAN UJI F

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	228.360	2	114.180	6.524	.002 ^a
	Residual	3885.480	222	17.502		
	Total	4113.840	224			

a. Predictors: (Constant), X2, X1

b. Dependent Variable: Y

LAMPIRAN ANALISIS DETERMINASI

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.236 ^a	.056	.047	4.184

a. Predictors: (Constant), X2, X1

b. Dependent Variable: Y