APPENDIX A: QUESTIONNAIRE

PERTANYAAN

No.: _____

Sebagai bagian dari menyelesaikan gelar sarjana, sebuah penelitian tentang "*Operant and Operand service quality*, terhadap *customer loyalty*, melalui *customer engagement* dan *customer satisfaction* pada pertunjunkan We The Fest di JI EX PO Kemayoran Jakarta. Identitas Anda dan informasi yang diberikan hanya akan digunakan untuk tujuan penelitian ini. Kuesioner dibagi menjadi dua bagian.

BAGIAN 1
Arah:
• Mohon beri tanda silang (x) untuk jawaban setiap pertanyaan di bawah ini.
• Satu pertanyaan hanya bisa memiliki satu jawaban.

Identitas responden

1. Apakah anda pernah menonton pertunjukan We The Fest di JI EX PO Kemayoran Jakarta minimal sebanyak 2 kali dalam 2 tahun? (Jika IYA, lanjut mengisi kuesioner. Jika TIDAK, berhenti mengisi kuesioner).
   a. Iya b. Tidak
2. Negara asal: _____
3. Jenis Kelamin:
   a. Laki-laki b. Wanita
5. Usia:
   a. 18 – 35 b. 35-50 c. 50-60

BAGIAN 2
Arahan:
• Bagian ini terdiri dari dua pulu pertanyaan
• Mohon beri tanda silang (x) untuk jawaban setiap pertanyaan di bawah ini.
• Satu pertanyaan hanya bisa memiliki satu jawaban.
• 1 = Sangat Tidak Setuju; 2 = Tidak setuju; 3 = Netral; 4 = Setuju; 5 = Sangat Setuju.

Operant Service Quality	1	2	3	4	5
1. Menurut saya, penyanyi di We The Fest memberikan penampilan yang bagus					
2. Menurut saya, penyanyi di We The Fest menunjukkan ekspresi yang baik.					
3. Menurut saya, staf We The Fest memberikan layanan yang baik.					

Operand Service Quality	1	2	3	4	5
1. Menurut saya, We The Fest menyediakan sistem tiket yang baik.					
2. Menurut saya, panggung We The Fest didekorasi dengan sangat menarik.					
3. Menurut saya, parkir yang disediakan We The Fest sangat memadai.					
4. Menurut saya, ruang di aula konser We The Fest cukup luas untuk berjalan-jalan.					

Keterlibatan Pelanggan	1	2	3	4	5
1. Saya bangga menjadi penonton pertunjukan we the fest.					
2. Saya selalu berusaha menjaga nama baik We The Fest.					
3. Menurut saya, saya memiliki ikatan emosional dengan acara di We The Fest.					

Kepuasan pelanggan	1	2	3	4	5
1.Menurut saya We The Fest memberikan layanan yang lebih baik dibandingkan dengan pesaing lainnya.					
2. Saya puas dengan layanan yang diberikan selama pertunjukan di We The Fest.					
3. Saya puas dengan kualitas pertunjukan yang saya terima dibandingkan dengan biaya yang saya keluarkan untuk We The Fest.					

Kesetiaan pelanggan	1	2	3	4	5
1. Saya akan mengatakan hal-hal baik tentang We The Fest kepada siapa pun.					
2. . Saya akan bersedia membeli tiket ke We The Fest di masa depan.					
3.Saya tetap akan membeli tiket We The Fest walaupun ada kenaikan harga.					

QUESTIONNAIRE

No.: _____

As part of completing a degree, a study on "Operant and Operand service quality, customer loyalty, customer satisfaction and customer satisfaction at We The Fest visit at JI EX PO Kemayoran Jakarta in Bali Your identity and information provided will only be used for the purpose of this study. This questionnaire is divided into two parts.

Part 1
Instruction:
• Please give cross mark (x) for the answers except question number 3.
• Each question can only have one answer.

Identity of respondents

1. Have you ever watched We The Fest performance at JI EX Kemayoran Jakarta at least two times in two years? (If YES, proceed filling the questionnaire. If NO, stop filling the questionnaire)
   a. Yes b. No
2. Country origin: _____
3. Gender:
   a. Male b. Female
4. Age:
   a. 18 – 35 b. 35-50 c. 50-60

Part 2
Instruction:
• Please give cross mark (x) for answers in each question
• Each question can only have one answer.
• 1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree.

Operant Service Quality	1	2	3	4	5
1.**I think the singers in We The Fest provides a good performances.**					
2. I think singers in the show have a good expression.					
3. I think We The Fest staff provides a good services.					

Operand Service Quality	1	2	3	4	5
1. I think We The Fest provides a good ticketing system					
2. I think the We The Fest stage is attractively decorated.					
3. I think the parking lot provided by We The Fest is adequate.					
4. I think the space in We The Fest's concert hall is spacious enough to walk around.					

Customer Engagement	1	2	3	4	5
1.**I am proud to be the audience of We The Fest shows.**					
2. I will always try to keep up the good name of We The Fest,					
3. I have an emotional attachment to We The Fest shows.					

Customer Satisfaction	1	2	3	4	5
1. I think We The Fest Provides a better services compared to other competitors.					
2. . I think I'm satisfied with the service provided during the performance at We The Fest.					
3. I think I'm satisfied with the quality of the performances I received compared to the expenses I made on We The Fest shows					

Customer Loyalty	1	2	3	4	5
1. I would say great things about We The Fest to anyone.					
2. I would be willing to purchase the ticket to We The Fest in the future.					
3. I would pay the We The Fest ticket regardless there is an increase in price.					

APPENDIX B: QUESTIONNAIRE DATA

OTSQ1	OTSQ2	OTSQ3	OTSQ	ODSQ1	ODSQ2	ODSQ3	ODSQ4	ODSQ	CE1	CE2	CE3	CE	CS1	CS2	CS3	CS	CL1	CL2	CL3	CL
5.00	5.00	5.00	5.00	4.00	5.00	3.00	5.00	4.25	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
4.00	4.00	4.00	4.00	5.00	2.00	4.00	3.00	3.50	3.00	3.00	5.00	3.67	4.00	5.00	3.00	4.00	4.00	5.00	4.00	4.33
4.00	4.00	4.00	4.00	3.00	4.00	4.00	4.00	3.75	4.00	3.00	4.00	3.67	4.00	4.00	4.00	4.00	4.00	4.00	3.00	3.67
4.00	3.00	4.00	3.67	4.00	3.00	5.00	5.00	4.25	4.00	4.00	4.00	4.00	4.00	3.00	4.00	3.67	4.00	3.00	4.00	3.67
4.00	4.00	3.00	3.67	3.00	4.00	3.00	3.00	3.25	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	5.00	4.00	4.00	4.33
5.00	4.00	4.00	4.33	5.00	5.00	3.00	4.00	4.25	5.00	5.00	4.00	4.67	5.00	4.00	5.00	4.67	5.00	5.00	4.00	4.67
4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
5.00	4.00	4.00	4.33	4.00	5.00	5.00	5.00	4.75	5.00	5.00	5.00	5.00	5.00	4.00	5.00	4.67	5.00	5.00	5.00	5.00
5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
5.00	4.00	3.00	4.00	4.00	4.00	4.00	5.00	4.25	5.00	4.00	4.00	4.33	5.00	4.00	5.00	4.67	5.00	4.00	3.00	4.00
4.00	3.00	4.00	3.67	4.00	4.00	4.00	4.00	4.00	4.00	3.00	4.00	3.67	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
4.00	4.00	5.00	4.33	4.00	5.00	4.00	5.00	4.50	5.00	5.00	5.00	5.00	4.00	4.00	4.00	4.00	5.00	4.00	4.00	4.33
4.00	5.00	5.00	4.67	4.00	5.00	3.00	3.00	3.75	3.00	5.00	5.00	4.33	4.00	4.00	4.00	4.00	5.00	5.00	4.00	4.67
4.00	3.00	5.00	4.00	5.00	5.00	4.00	5.00	4.75	5.00	4.00	5.00	4.67	5.00	4.00	4.00	4.33	5.00	5.00	5.00	5.00
5.00	4.00	5.00	4.67	4.00	4.00	4.00	5.00	4.25	4.00	4.00	4.00	4.00	4.00	5.00	5.00	4.67	5.00	5.00	5.00	5.00
4.00	4.00	4.00	4.00	4.00	5.00	3.00	3.00	3.75	5.00	5.00	5.00	5.00	4.00	4.00	5.00	4.33	5.00	5.00	4.00	4.67
4.00	4.00	5.00	4.33	4.00	4.00	4.00	5.00	4.25	5.00	5.00	4.00	4.67	5.00	5.00	5.00	5.00	5.00	5.00	3.00	4.33
5.00	5.00	4.00	4.67	5.00	5.00	3.00	4.00	4.25	5.00	5.00	3.00	4.33	5.00	5.00	5.00	5.00	5.00	5.00	4.00	4.67
4.00	4.00	3.00	3.67	4.00	4.00	3.00	4.00	3.75	4.00	3.00	3.00	3.33	3.00	4.00	4.00	3.67	4.00	4.00	3.00	3.67
5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
4.00	5.00	4.00	4.33	5.00	5.00	4.00	4.00	4.50	5.00	4.00	4.00	4.33	4.00	5.00	5.00	4.67	3.00	4.00	4.00	3.67
4.00	4.00	3.00	3.67	5.00	5.00	4.00	4.00	4.50	5.00	4.00	3.00	4.00	3.00	4.00	4.00	3.67	4.00	5.00	5.00	4.67
4.00	4.00	3.00	3.67	5.00	5.00	3.00	5.00	4.50	5.00	4.00	3.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
4.00	5.00	4.00	4.33	4.00	4.00	4.00	4.00	4.00	5.00	5.00	5.00	5.00	5.00	4.00	5.00	4.67	5.00	4.00	4.00	4.33
4.00	4.00	4.00	4.00	4.00	5.00	4.00	4.00	4.25	4.00	4.00	4.00	4.00	5.00	4.00	4.00	4.33	4.00	4.00	4.00	4.00
4.00	4.00	3.00	3.67	3.00	4.00	3.00	4.00	3.50	4.00	4.00	2.00	3.33	3.00	4.00	4.00	3.67	4.00	4.00	2.00	3.33
5.00	4.00	5.00	4.67	5.00	5.00	3.00	3.00	4.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
5.00	5.00	5.00	5.00	5.00	5.00	5.00	3.00	4.50	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
4.00	5.00	4.00	4.33	5.00	5.00	3.00	5.00	4.50	5.00	5.00	3.00	4.33	5.00	5.00	5.00	5.00	5.00	3.00	2.00	3.33
5.00	4.00	4.00	4.33	4.00	4.00	5.00	5.00	4.50	5.00	4.00	4.00	4.33	5.00	4.00	5.00	4.67	5.00	5.00	4.00	4.67
5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	4.00	4.67
4.00	4.00	3.00	3.67	3.00	5.00	5.00	5.00	4.50	5.00	4.00	5.00	4.67	3.00	3.00	4.00	3.33	3.00	4.00	5.00	4.00
4.00	3.00	3.00	3.33	3.00	5.00	3.00	3.00	3.50	4.00	4.00	4.00	4.00	4.00	3.00	3.00	3.33	5.00	5.00	4.00	4.67
3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
4.00	4.00	5.00	4.33	5.00	5.00	4.00	4.00	4.50	4.00	5.00	5.00	4.67	5.00	4.00	4.00	4.33	5.00	4.00	5.00	4.67
4.00	4.00	5.00	4.33	5.00	5.00	3.00	5.00	4.50	5.00	5.00	4.00	4.67	5.00	5.00	5.00	5.00	5.00	4.00	4.00	4.33
3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	5.00	3.00	3.67
5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	4.00	5.00	4.67	5.00	5.00	5.00	5.00	5.00	5.00	3.00	4.33
5.00	5.00	4.00	4.67	5.00	5.00	4.00	4.00	4.50	4.00	5.00	3.00	4.00	4.00	4.00	5.00	4.33	5.00	5.00	4.00	4.67
4.00	4.00	3.00	3.67	3.00	4.00	3.00	4.00	3.50	3.00	3.00	3.00	3.00	4.00	4.00	4.00	4.00	3.00	3.00	2.00	2.67
5.00	5.00	3.00	4.33	3.00	4.00	2.00	2.00	2.75	3.00	3.00	3.00	3.00	2.00	4.00	3.00	3.00	2.00	2.00	3.00	2.33
4.00	5.00	4.00	4.33	5.00	4.00	5.00	4.00	4.50	3.00	4.00	4.00	3.67	5.00	4.00	5.00	4.67	5.00	5.00	5.00	5.00
4.00	5.00	4.00	4.33	5.00	4.00	5.00	4.00	4.50	3.00	4.00	4.00	3.67	5.00	4.00	5.00	4.67	5.00	5.00	5.00	5.00
5.00	4.00	5.00	4.67	5.00	5.00	5.00	5.00	5.00	5.00	4.00	5.00	4.67	5.00	5.00	5.00	5.00	3.00	4.00	5.00	4.00

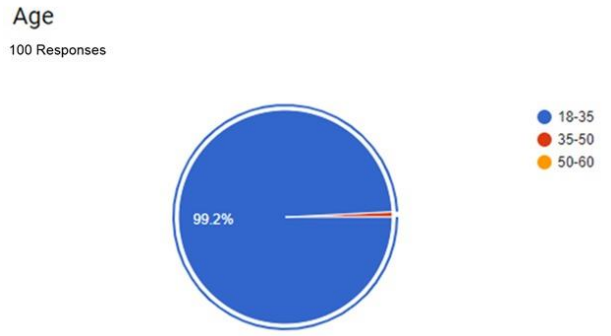
3.00	3.00	3.00	3.00	1.00	5.00	1.00	4.00	2.75	3.00	4.00	4.00	3.67	1.00	4.00	5.00	3.33	3.00	5.00	5.00	4.33
5.00	5.00	4.00	4.67	5.00	4.00	5.00	5.00	4.75	5.00	5.00	4.00	4.67	3.00	5.00	5.00	4.33	4.00	3.00	4.00	3.67
1.00	1.00	2.00	1.33	4.00	4.00	4.00	5.00	4.25	1.00	2.00	2.00	1.67	4.00	4.00	4.00	4.00	5.00	4.00	5.00	4.67
4.00	4.00	4.00	4.00	3.00	4.00	3.00	4.00	3.50	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	5.00	3.00	4.00
5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
4.00	4.00	5.00	4.33	4.00	4.00	5.00	4.00	4.25	5.00	5.00	4.00	4.67	5.00	4.00	5.00	4.67	4.00	5.00	5.00	4.67
5.00	4.00	4.00	4.33	5.00	4.00	5.00	4.00	4.50	5.00	4.00	5.00	4.67	4.00	5.00	5.00	4.67	4.00	4.00	5.00	4.33
5.00	4.00	4.00	4.33	4.00	4.00	5.00	5.00	4.50	4.00	5.00	4.00	4.33	5.00	5.00	4.00	4.67	5.00	5.00	5.00	5.00
5.00	4.00	5.00	4.67	3.00	3.00	3.00	4.00	3.25	3.00	3.00	3.00	3.00	4.00	4.00	3.00	3.67	3.00	4.00	4.00	3.67
4.00	4.00	3.00	3.67	4.00	4.00	4.00	3.00	3.75	4.00	4.00	2.00	3.33	3.00	3.00	3.00	3.00	4.00	3.00	3.00	3.33
4.00	5.00	3.00	4.00	3.00	4.00	2.00	3.00	3.00	3.00	3.00	1.00	2.33	2.00	3.00	4.00	3.00	3.00	2.00	1.00	2.00
4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
5.00	4.00	5.00	4.67	5.00	4.00	5.00	5.00	4.75	5.00	5.00	5.00	5.00	4.00	5.00	5.00	4.67	5.00	4.00	2.00	3.67
4.00	4.00	4.00	4.00	4.00	5.00	2.00	4.00	3.75	5.00	4.00	2.00	3.67	4.00	4.00	4.00	4.00	4.00	4.00	2.00	3.33
5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
4.00	3.00	5.00	4.00	5.00	5.00	5.00	3.00	4.50	5.00	5.00	4.00	4.67	5.00	3.00	5.00	4.33	4.00	4.00	4.00	4.00
5.00	4.00	4.00	4.33	3.00	4.00	4.00	4.00	3.75	3.00	3.00	3.00	3.00	3.00	4.00	4.00	3.67	4.00	2.00	1.00	2.33
4.00	4.00	2.00	3.33	3.00	4.00	3.00	4.00	3.50	3.00	3.00	3.00	3.00	3.00	4.00	4.00	3.67	3.00	3.00	2.00	2.67
4.00	5.00	5.00	4.67	4.00	4.00	4.00	5.00	4.25	5.00	5.00	5.00	5.00	4.00	5.00	5.00	4.67	5.00	4.00	4.00	4.33
5.00	4.00	5.00	4.67	4.00	5.00	5.00	4.00	4.50	5.00	5.00	4.00	4.67	5.00	4.00	5.00	4.67	5.00	5.00	4.00	4.67
5.00	4.00	5.00	4.67	4.00	5.00	4.00	4.00	4.25	4.00	5.00	5.00	4.67	4.00	4.00	4.00	4.00	5.00	5.00	4.00	4.67
4.00	5.00	4.00	4.33	4.00	5.00	4.00	4.00	4.25	5.00	5.00	4.00	4.67	4.00	4.00	5.00	4.33	4.00	4.00	4.00	4.00
4.00	4.00	3.00	3.67	4.00	5.00	4.00	2.00	3.75	5.00	5.00	4.00	4.67	3.00	2.00	2.00	2.33	5.00	4.00	3.00	4.00
5.00	4.00	3.00	4.00	5.00	4.00	5.00	4.00	4.50	5.00	5.00	5.00	5.00	4.00	5.00	5.00	4.67	4.00	5.00	3.00	4.00
5.00	4.00	4.00	4.33	4.00	4.00	3.00	4.00	3.75	5.00	4.00	3.00	4.00	4.00	4.00	5.00	4.33	4.00	5.00	3.00	4.00
4.00	4.00	4.00	4.00	4.00	5.00	4.00	5.00	4.50	4.00	4.00	5.00	4.33	4.00	4.00	5.00	4.33	4.00	5.00	4.00	4.33
4.00	4.00	3.00	3.67	5.00	5.00	4.00	5.00	4.75	5.00	4.00	4.00	4.33	3.00	4.00	5.00	4.00	4.00	5.00	4.00	4.33
4.00	4.00	4.00	4.00	5.00	4.00	4.00	4.00	4.25	4.00	4.00	3.00	3.67	4.00	5.00	4.00	4.33	4.00	4.00	4.00	4.00
4.00	5.00	5.00	4.67	3.00	3.00	4.00	4.00	3.50	4.00	4.00	4.00	4.00	5.00	5.00	4.00	4.67	5.00	5.00	4.00	4.67
5.00	4.00	5.00	4.67	5.00	4.00	4.00	4.00	4.25	4.00	4.00	5.00	4.33	4.00	5.00	4.00	4.33	4.00	5.00	4.00	4.33
4.00	5.00	4.00	4.33	4.00	5.00	4.00	4.00	4.25	5.00	4.00	5.00	4.67	4.00	5.00	4.00	4.33	4.00	4.00	5.00	4.33
3.00	3.00	3.00	3.00	3.00	4.00	3.00	3.00	3.25	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.00	2.67
5.00	4.00	5.00	4.67	4.00	4.00	5.00	5.00	4.50	4.00	4.00	5.00	4.33	5.00	4.00	4.00	4.33	4.00	5.00	4.00	4.33
4.00	5.00	4.00	4.33	5.00	4.00	5.00	4.00	4.50	4.00	4.00	5.00	4.33	4.00	5.00	4.00	4.33	4.00	4.00	5.00	4.33
4.00	4.00	4.00	4.00	5.00	5.00	4.00	3.00	4.25	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	4.00	4.67
4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	3.00	3.67
4.00	4.00	4.00	4.00	4.00	5.00	4.00	5.00	4.50	5.00	5.00	4.00	4.67	4.00	5.00	5.00	4.67	5.00	5.00	4.00	4.67
5.00	5.00	4.00	4.67	4.00	4.00	3.00	3.00	3.50	5.00	4.00	4.00	4.33	4.00	4.00	4.00	4.00	4.00	4.00	3.00	3.67
5.00	5.00	4.00	4.67	5.00	4.00	3.00	5.00	4.25	5.00	5.00	2.00	4.00	4.00	5.00	5.00	4.67	5.00	5.00	3.00	4.33
3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
5.00	5.00	5.00	5.00	4.00	5.00	5.00	5.00	4.75	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
5.00	5.00	4.00	4.67	4.00	5.00	4.00	4.00	4.25	5.00	4.00	4.00	4.33	5.00	5.00	5.00	5.00	5.00	4.00	4.00	4.33
5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	4.00	4.67	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
4.00	5.00	5.00	4.67	4.00	4.00	4.00	3.00	3.75	4.00	4.00	5.00	4.33	4.00	4.00	5.00	4.33	5.00	5.00	5.00	5.00
4.00	4.00	3.00	3.67	5.00	3.00	3.00	3.00	3.50	5.00	5.00	3.00	4.33	3.00	3.00	3.00	3.00	5.00	5.00	1.00	3.67
4.00	4.00	3.00	3.67	3.00	3.00	3.00	3.00	3.00	4.00	4.00	3.00	3.67	3.00	3.00	5.00	3.67	4.00	3.00	3.00	3.33
5.00	5.00	5.00	5.00	3.00	5.00	5.00	5.00	4.50	5.00	5.00	5.00	5.00	4.00	4.00	4.00	4.00	3.00	3.00	3.00	3.00
4.00	4.00	5.00	4.33	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	4.00	4.00	4.33	4.00	4.00	4.00	4.00
3.00	4.00	3.00	3.33	4.00	3.00	3.00	3.00	3.25	2.00	3.00	1.00	2.00	2.00	3.00	3.00	2.67	3.00	3.00	1.00	2.33

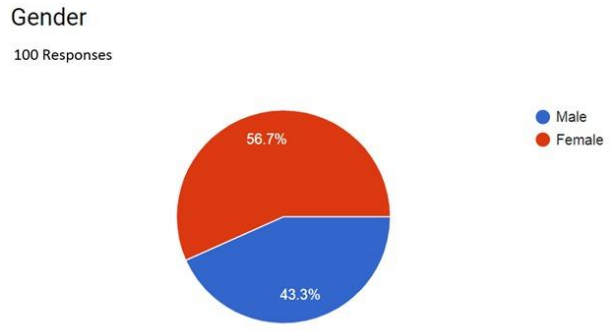
APPENDIX C: ANALYSIS SUMMARY

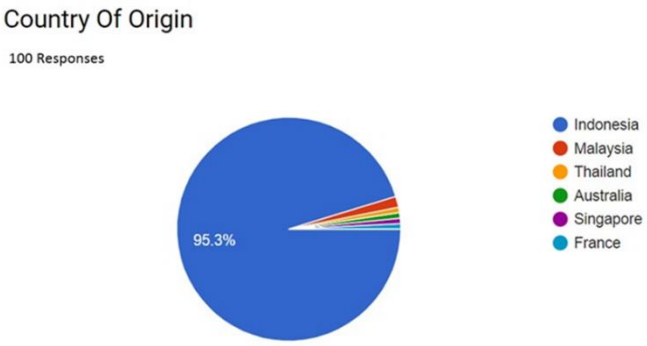
Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 - 35 tahun	99	99.2	99.2	99.2
	36 - 50 tahun	1	99.2	0.08	0.08
	51 - 60 tahun	0	0	0	0
	Total	100	100.0	100.0	

AGE	RESPONDENTS
18-35	99
35-50	1
36-40	0







Decribtion Of Mean Rating Index

No	Interval	Statement
1	$1.00 \leq x < 1.80$	Strongly Disagree
2	$1.80 \leq x < 2.60$	Disagree
3	$2.60 \leq x < 3.40$	Neutral
4	$3.40 \leq x < 4.20$	Agree
5	$4.20 \leq x < 5.00$	Strongly Agree

Operant Service Quality

Descriptive Statistic of Operant Service Quality

Indicators	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean	Std Dev	Statement
OTSQ1	1	0	7	51	41	4.31	0.6919	Strongly Agree
OTSQ2	1	0	11	52	36	4.22	0.7189	Strongly Agree
OTSQ3	0	2	24	37	37	4.09	0.82993	Agree
Average Mean: 4.206								

Operand Service Quality

Descriptive Statistic of Operand Service Quality

Indicators	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean	Std Dev	Statement
ODSQ1	1	0	20	38	41	4.18	0.8212	Agree
ODSQ2	0	1	10	40	49	4.37	0.7057	Strongly Agree
ODSQ3	1	3	28	35	33	3.96	0.9092	Agree
ODSQ4	0	2	21	38	39	4.14	0.8167	Agree
Average Mean = 4.1625								

Customer Engagement

Descriptive Statistic of Customer Engagement

Indicators	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean	Std Dev	Statement
CE1	1	1	17	26	55	4.33	0.86521	Strongly Agree
CE2	0	1	17	38	44	4.25	0.77035	Strongly Agree
CE3	2	5	21	33	39	4.02	0.99979	Agree
Average Mean 4.203								

Customer Satisfaction

Descriptive Statistic of Customer Satisfaction

Indicators	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean	Std Dev	Statement
CS1	1	3	18	38	40	4.13	0.883	Agree
CS2	0	1	15	45	39	4.22	0.732	Strongly Agree
CS3	0	1	13	35	51	4.36	0.745	Strongly Agree
Average Mean 4.358								

Customer Loyalty

Descriptive Statistic of Customer Loyalty

Indicators	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean	Std Dev	Statement
CL1	0	1	15	34	50	4.33	0.76614	Strongly Agree
CL2	0	3	13	34	50	4.31	0.81001	Strongly Agree
CL3	4	7	20	38	31	3.85	1.0679	Agree
Average Mean 4.163								

Operant Service Quality

Statistics

		OTSQ1	OTSQ2	OTSQ3
N	Valid	100	100	100
	Missing	0	0	0
Mean		4.31	4.22	4.09

OTSQ1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	3	7	7.0	7.0	8.0
	4	51	51.0	51.0	59.0
	5	41	41.0	41.0	100.0
	Total	100	100.0	100.0	

OTSQ2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	3	11	11.0	11.0	12.0
	4	52	52.0	52.0	64.0
	5	36	36.0	36.0	100.0
	Total	100	100.0	100.0	

OTSQ3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2	2.0	2.0	2.0
	3	24	24.0	24.0	26.0
	4	37	37.0	37.0	63.0
	5	37	37.0	37.0	100.0
	Total	100	100.0	100.0	

Operand Service Quality

Statistics

		ODSQ1	ODSQ2	ODSQ3	ODSQ4
N	Valid	100	100	100	100
	Missing	0	0	0	0
Mean		4.180	4.370	3.960	4.140
Std. Deviation		.8212	.7057	.9092	.8167

ODSQ1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.0	1	1.0	1.0	1.0
	3.0	20	20.0	20.0	21.0
	4.0	38	38.0	38.0	59.0
	5.0	41	41.0	41.0	100.0
	Total	100	100.0	100.0	

ODSQ2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.0	1	1.0	1.0	1.0
	3.0	10	10.0	10.0	11.0
	4.0	40	40.0	40.0	51.0
	5.0	49	49.0	49.0	100.0
	Total	100	100.0	100.0	

ODSQ3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.0	1	1.0	1.0	1.0
	2.0	3	3.0	3.0	4.0
	3.0	28	28.0	28.0	32.0
	4.0	35	35.0	35.0	67.0
	5.0	33	33.0	33.0	100.0
	Total	100	100.0	100.0	

ODSQ4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.0	2	2.0	2.0	2.0
	3.0	21	21.0	21.0	23.0
	4.0	38	38.0	38.0	61.0
	5.0	39	39.0	39.0	100.0
	Total	100	100.0	100.0	

Customer Engangement

Statistics

		CE1	CE2	CE3
N	Valid	100	100	100
	Missing	0	0	0
Mean		4.33	4.25	4.02

CE1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.0	1	1.0	1.0	1.0
	2.0	1	1.0	1.0	2.0
	3.0	17	17.0	17.0	19.0
	4.0	26	26.0	26.0	45.0
	5.0	55	55.0	55.0	100.0
	Total	100	100.0	100.0	

CE2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.0	1	1.0	1.0	1.0
	3.0	17	17.0	17.0	18.0
	4.0	38	38.0	38.0	56.0
	5.0	44	44.0	44.0	100.0
	Total	100	100.0	100.0	

CE3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.0	2	2.0	2.0	2.0
	2.0	5	5.0	5.1	7.1
	3.0	21	21.0	21.2	28.3
	4.0	32	32.0	32.3	60.6
	5.0	39	39.0	39.4	100.0
	Total	99	99.0	100.0	
Missing	System	1	1.0		
Total		100	100.0		

Customer Satisfaction

Statistics

		CS1	CS2	CS3
N	Valid	100	100	100
	Missing	0	0	0
Mean		4.130	4.220	4.360
Std. Deviation		.8837	.7328	.7456

CS1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.0	1	1.0	1.0	1.0
	2.0	3	3.0	3.0	4.0
	3.0	18	18.0	18.0	22.0
	4.0	38	38.0	38.0	60.0
	5.0	40	40.0	40.0	100.0
	Total	100	100.0	100.0	

CS2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.0	1	1.0	1.0	1.0
	3.0	15	15.0	15.0	16.0
	4.0	45	45.0	45.0	61.0
	5.0	39	39.0	39.0	100.0
	Total	100	100.0	100.0	

CS3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.0	1	1.0	1.0	1.0
	3.0	13	13.0	13.0	14.0
	4.0	35	35.0	35.0	49.0
	5.0	51	51.0	51.0	100.0
	Total	100	100.0	100.0	

Customer Loyalty

Statistics

		CL1	CL2	CL3
N	Valid	100	100	100
	Missing	0	0	0
Mean		4.330	4.310	3.850
Std. Deviation		.7661	.8127	1.0672

CL1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.0	1	1.0	1.0	1.0
	3.0	15	15.0	15.0	16.0
	4.0	34	34.0	34.0	50.0
	5.0	50	50.0	50.0	100.0
	Total	100	100.0	100.0	

CL2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.0	3	3.0	3.0	3.0
	3.0	13	13.0	13.0	16.0
	4.0	34	34.0	34.0	50.0
	5.0	50	50.0	50.0	100.0
	Total	100	100.0	100.0	

CL3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.0	4	4.0	4.0	4.0
	2.0	7	7.0	7.0	11.0
	3.0	20	20.0	20.0	31.0
	4.0	38	38.0	38.0	69.0
	5.0	31	31.0	31.0	100.0
	Total	100	100.0	100.0	

OPERANT SERVICE QUALITY

Validity Test

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	**(VALIDITAS)** Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
OTSQ1	8.310	1.751	.699	.498	.623
OTSQ2	8.400	1.818	.606	.415	.716
OTSQ3	8.530	1.625	.565	.337	.775

Reliability Test

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.780	.787	3

Operand Service Quality

Validity Test

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	**(VALIDITAS)** Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
ODSQ1	12.470	3.464	.546	.346	.637
ODSQ2	12.280	4.183	.389	.198	.723
ODSQ3	12.690	3.125	.577	.415	.617
ODSQ4	12.510	3.505	.534	.326	.644

Reliability Test

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.721	.718	4

Customer Engagement

Validity Test

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
CE1	8.27	2.421	.706	.603	.693
CE2	8.35	2.614	.748	.624	.670
CE3	8.58	2.367	.560	.318	.866

Reliability Test

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.810	.823	3

CUSTOMER SATISFACTION

Validity Test

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
CS1	8.580	1.802	.617	.381	.787
CS2	8.490	2.071	.682	.480	.709
CS3	8.350	2.048	.676	.474	.713

Reliability Test

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.805	.812	3

CUSTOMER LOYALTY

Validity Test

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
CL1	8.160	2.802	.557	.397	.716
CL2	8.180	2.371	.714	.525	.544
CL3	8.640	2.031	.542	.336	.771

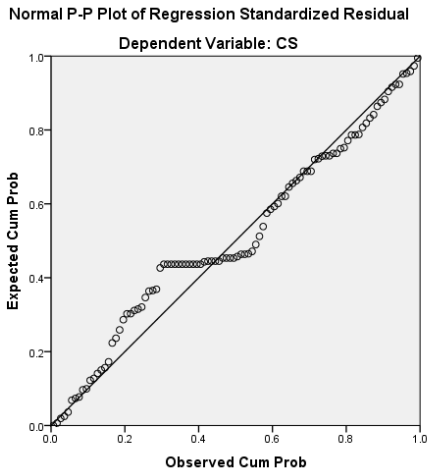
Reliability Test

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.757	.775	3

Normality Tet (Asymp. Sig. (2-tailed)>0.05)

*Kolmogorov Smirnov Model 1 (OTSQ, ODSQ, CE*CS)*



One-Sample Kolmogorov-Smirnov Test

		M1
N		44
Normal Parameters[a,b]	Mean	.5267
	Std. Deviation	.17491
Most Extreme Differences	Absolute	.100
	Positive	.100
	Negative	-.046
Test Statistic		.100
Asymp. Sig. (2-tailed)		.200[c,d]

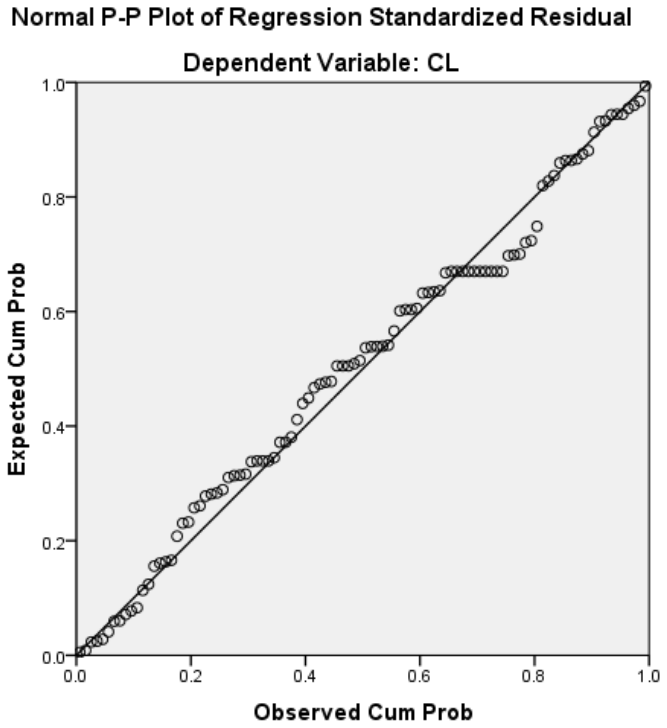
a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

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

*Kolmogorov Smirnov Model 2 (OTSQ, ODSQ, CE,CS*CL)*



One-Sample Kolmogorov-Smirnov Test

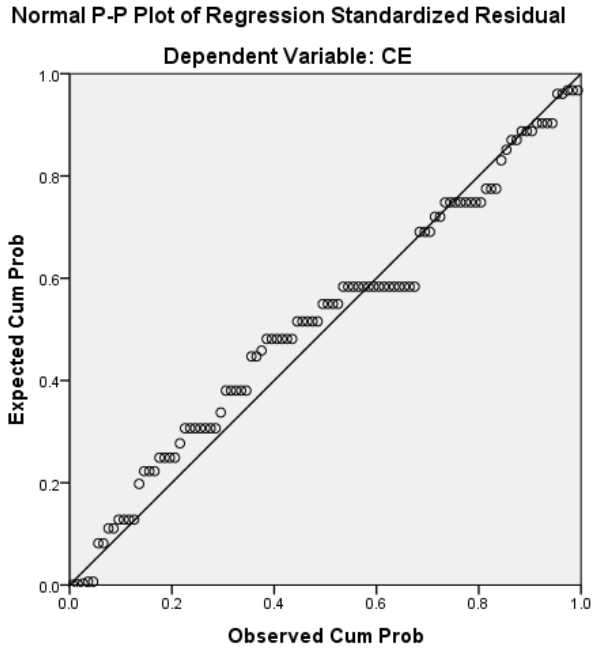
		Unstandardized Residual
N		100
Normal Parameters[a,b]	Mean	.0000000
	Std. Deviation	.50230184
Most Extreme Differences	Absolute	.079
	Positive	.079
	Negative	-.078
Test Statistic		.079
Asymp. Sig. (2-tailed)		.126[c]

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

*Kolmogorov Smirnov Model 3 (OTSQ*CE)*



One-Sample Kolmogorov-Smirnov Test

		M2
N		100
Normal Parameters[a,b]	Mean	.0162
	Std. Deviation	.43667
Most Extreme Differences	Absolute	.086
	Positive	.086
	Negative	-.074
Test Statistic		.086
Asymp. Sig. (2-tailed)		.065[c]

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

MULTIKOLINEARITY TEST (TOLERANCE>0.1 DAN VIF<10

*Model 1 (OTSQ, ODSQ, CE*CS)*

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	.020	.294		.069	.945		
	ODSQ	.558	.093	.502	6.017	.000	.458	2.184
	OTSQ	.368	.088	.343	4.206	.000	.479	2.088
	CE	.082	.085	.091	.958	.340	.350	2.860

a. Dependent Variable: CS

*Model 2 (OTSQ, ODSQ, CE,CS*CL)*

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	.567	.367		1.545	.126		
	ODSQ	.162	.147	.133	1.101	.274	.335	2.989
	CE	.280	.105	.287	2.662	.009	.422	2.367
	CS	.412	.127	.378	3.244	.002	.362	2.764

a. Dependent Variable: CL

*Model 3 (OTSQ*CE)*

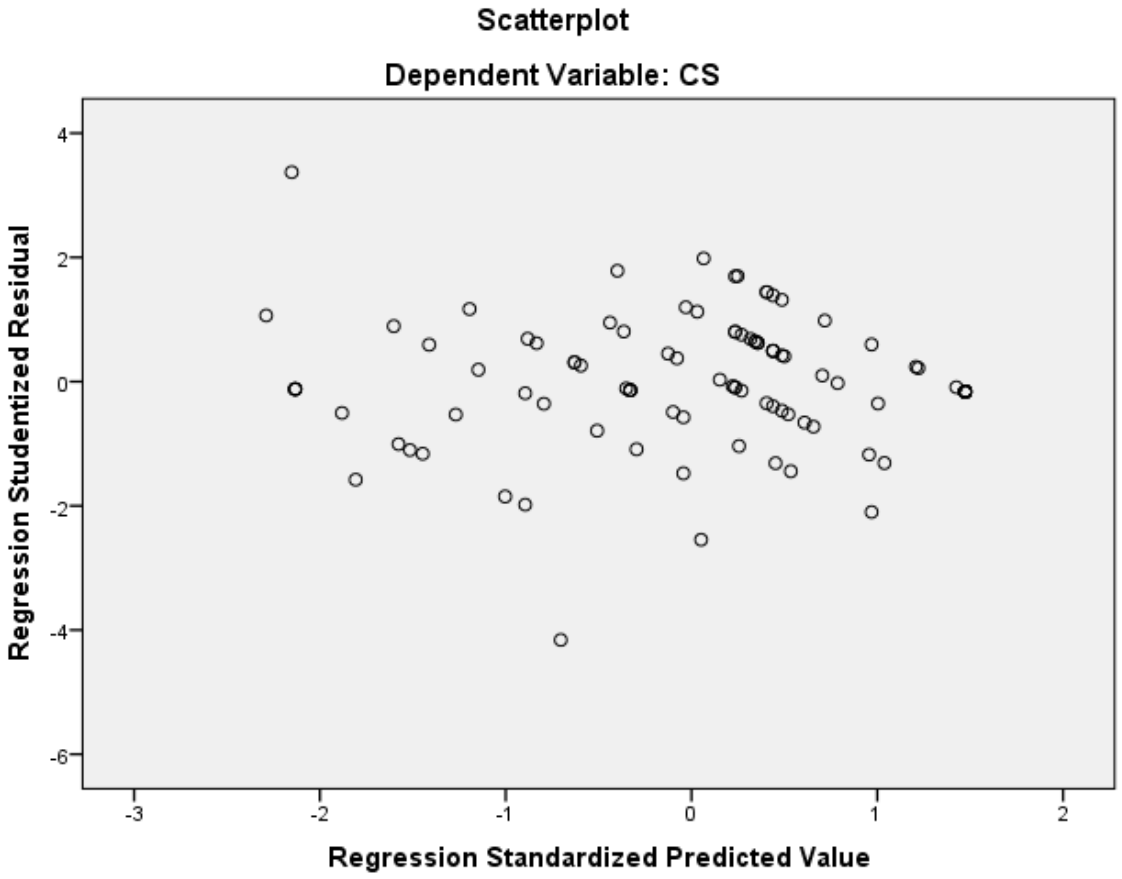
Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	.596	.362		1.645	.103		
	OTSQ	.857	.085	.713	10.065	.000	1.000	1.000

a. Dependent Variable: CE

UJI HETEROKEDASTISITAS (Sig. (2-tailed)>0.05)

*Model 1 (OTSQ, ODSQ, CE*CS)*

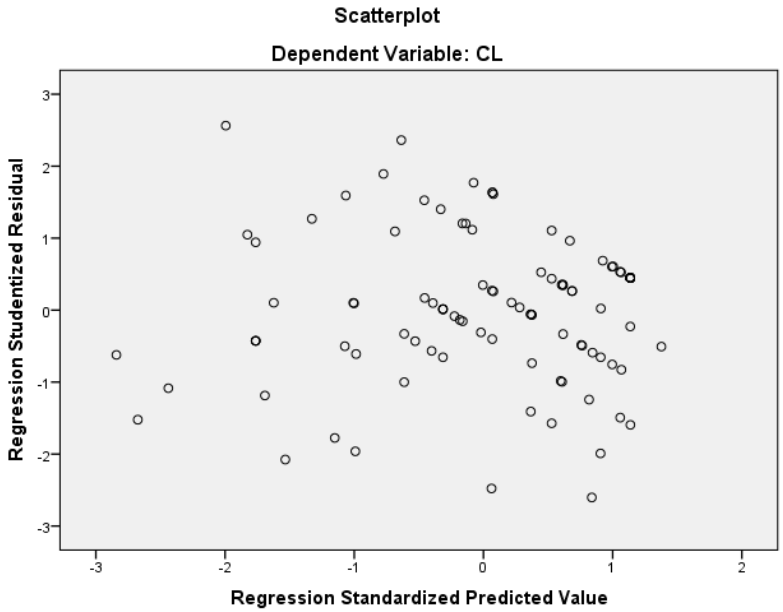


Correlations

			Unstandardized Residual	OTSQ	ODSQ	CE
Spearman's rho	Unstandardized Residual	Correlation Coefficient	1.000	.033	-.117	.013
		Sig. (2-tailed)	.	.745	.247	.895
		N	100	100	100	100
	OTSQ	Correlation Coefficient	.033	1.000	.619**	.667**
		Sig. (2-tailed)	.745	.	.000	.000
		N	100	100	100	100
	ODSQ	Correlation Coefficient	-.117	.619**	1.000	.727**
		Sig. (2-tailed)	.247	.000	.	.000
		N	100	100	100	100
	CE	Correlation Coefficient	.013	.667**	.727**	1.000
		Sig. (2-tailed)	.895	.000	.000	.
		N	100	100	100	100

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

*Model 2 (OTSQ, ODSQ, CE,CS*CL)*

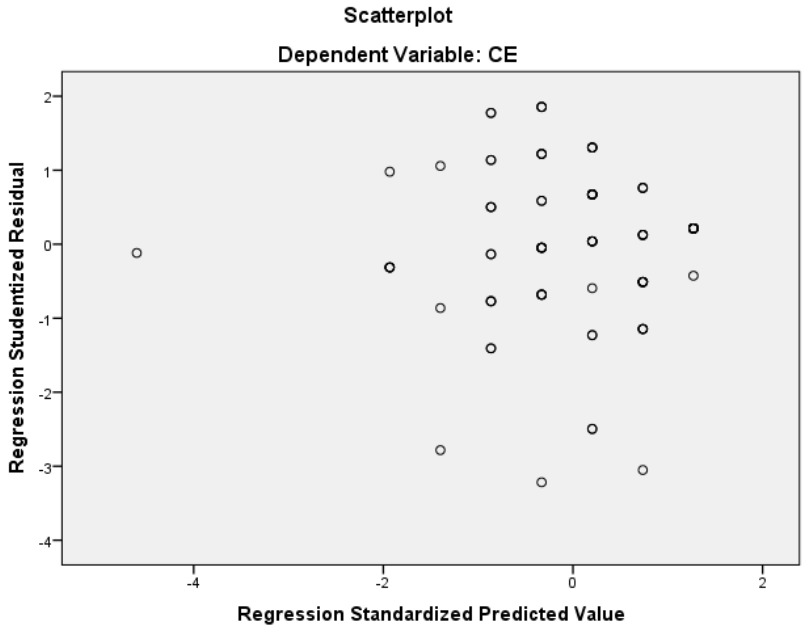


Correlations

			OTSQ	ODSQ	CE	CS	Unstandardized Residual
Spearman's rho	OTSQ	Correlation Coefficient	1.000	.619**	.667**	.768**	.108
		Sig. (2-tailed)	.	.000	.000	.000	.286
		N	100	100	100	100	100
	ODSQ	Correlation Coefficient	.619**	1.000	.727**	.731**	.068
		Sig. (2-tailed)	.000	.	.000	.000	.503
		N	100	100	100	100	100
	CE	Correlation Coefficient	.667**	.727**	1.000	.721**	.071
		Sig. (2-tailed)	.000	.000	.	.000	.484
		N	100	100	100	100	100
	CS	Correlation Coefficient	.768**	.731**	.721**	1.000	.095
		Sig. (2-tailed)	.000	.000	.000	.	.348
		N	100	100	100	100	100
	Unstandardized Residual	Correlation Coefficient	.108	.068	.071	.095	1.000
		Sig. (2-tailed)	.286	.503	.484	.348	.
		N	100	100	100	100	100

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

*Model 3 (OTSQ*CE)*



Correlations

			OTSQ	Unstandardized Residual
Spearman's rho	OTSQ	Correlation Coefficient	1.000	.025
		Sig. (2-tailed)	.	.808
		N	100	100
	Unstandardized Residual	Correlation Coefficient	.025	1.000
		Sig. (2-tailed)	.808	.
		N	100	100

Linearity Test

*Model 1 (OTSQ, ODSQ, CE*CS)*

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
CS * ODSQ	Between Groups	(Combined)	29.306	9	3.256	19.275	.000
		Linearity	26.587	1	26.587	157.380	.000
		Deviation from Linearity	2.718	8	.340	2.011	.054
	Within Groups		15.204	90	.169		
	Total		44.510	99			

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
CS * OTSQ	Between Groups	(Combined)	29.408	7	4.201	25.594	.000
		Linearity	22.278	1	22.278	135.718	.000
		Deviation from Linearity	7.131	6	1.188	7.240	.000
	Within Groups		15.102	92	.164		
	Total		44.510	99			

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
CS * CE	Between Groups	(Combined)	25.072	9	2.786	12.899	.000
		Linearity	21.879	1	21.879	101.302	.000
		Deviation from Linearity	3.194	8	.399	1.848	.078
	Within Groups		19.438	90	.216		
	Total		44.510	99			

*Model 2 (ODSQ, CE,CS*CL)*

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
CL * ODSQ	Between Groups	(Combined)	23.101	9	2.567	7.727	.000
		Linearity	21.328	1	21.328	64.202	.000
		Deviation from Linearity	1.773	8	.222	.667	.719
	Within Groups		29.898	90	.332		
	Total		52.999	99			

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
CL * CE	Between Groups	(Combined)	30.907	9	3.434	13.990	.000
		Linearity	22.326	1	22.326	90.953	.000
		Deviation from Linearity	8.580	8	1.073	4.369	.000
	Within Groups		22.092	90	.245		
	Total		52.999	99			

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
CL * CS	Between Groups	(Combined)	29.990	8	3.749	14.826	.000
		Linearity	24.666	1	24.666	97.553	.000
		Deviation from Linearity	5.324	7	.761	3.008	.007
	Within Groups		23.009	91	.253		
	Total		52.999	99			

*Model 3 (OTSQ*CE)*

Case Processing Summary

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
CE * OTSQ	100	100.0%	0	0.0%	100	100.0%

Coefficient Correlation (R) and Coefficient Correlation determination.

*MULTIPLE 1 (OTSQ, ODSQ, CE*CS)*

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.833[a]	.694	.685	.376387306524516

a. Predictors: (Constant), CE, OTSQ, ODSQ

b. Dependent Variable: CS

*MULTIPLE 2 (OTSQ, ODSQ, CE,CS*CL)*

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.727[a]	.529	.514	.510089929700965

a. Predictors: (Constant), CS, CE, ODSQ

b. Dependent Variable: CL

*SINGLE 3 (OTSQ*CE)*

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate

1	.713[a]	.508	.503	.529017277055852

a. Predictors: (Constant), OTSQ

b. Dependent Variable: CE

Regression Analysis

MULTIPLE (OTSQ, ODSQ, CE*CS)

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.020	.294		.069	.945
	OTSQ	.368	.088	.343	4.206	.000
	ODSQ	.558	.093	.502	6.017	.000
	CE	.082	.085	.091	.958	.340

a. Dependent Variable: CS

MULTIPLE 2 (OTSQ, ODSQ, CE,CS*CL)

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.567	.367		1.545	.126
	ODSQ	.162	.147	.133	1.101	.274
	CE	.280	.105	.287	2.662	.009
	CS	.412	.127	.378	3.244	.002

a. Dependent Variable: CL

***MULTIPLE 3* (OTSQ*CE)**

Coefficient[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.596	.362		1.645	.103
	OTSQ	.857	.085	.713	10.065	.000

a. Dependent Variable: CE

Test F (SIG<0.05)

Variabel	***Sig.***	**Standar**	**Keterangan**
OTSQ,ODSQ,CE>CS	0.00	0.05	Hipotesis diterima
ODSQ,CE,CS>CL	0.00	0.05	Hipotesis diterima
OTSQ>CE	0.00	0.05	Hipotesis diterima

MULTIPLE OTSQ,ODSQ,CE>CS

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	30.910	3	10.303	72.729	.000[b]
	Residual	13.600	96	.142		
	Total	44.510	99			

a. Dependent Variable: CS

b. Predictors: (Constant), CE, OTSQ, ODSQ

MULTIPLE ODSQ,CE,CS>CL

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	28.020	3	9.340	35.897	.000[b]
	Residual	24.978	96	.260		
	Total	52.999	99			

a. Dependent Variable: CL

b. Predictors: (Constant), CS, CE, ODSQ

SINGLE OTSQ>CE

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	28.352	1	28.352	101.307	.000[b]
	Residual	27.426	98	.280		
	Total	55.778	99			

a. Dependent Variable: CE

b. Predictors: (Constant), OTSQ

T Test (SIG<0.05)

Variabel	***Sig.***	**Standar**	**Keterangan**
OT>CE	0.000	0.05	Hypothesis Accepted
OT>CS	0.000	0.05	Hypothesis Accepted
OD>CS	0.000	0.05	Hypothesis Accepted
CE>CS	0.340	0.05	Hypothesis Rejected
OD>CL	0.274	0.05	Hypothesis Rejected
CE>CL	0.009	0.05	Hypothesis Accepted
CS>CL	0.002	0.05	Hypothesis Accepted

MULTIPLE OTSQ,ODSQ,CE>CS

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.020	.294		.069	.945
	OTSQ	.368	.088	.343	4.206	.000
	ODSQ	.558	.093	.502	6.017	.000
	CE	.082	.085	.091	.958	.340

a. Dependent Variable: CS

MULTIPLE OTSQ,ODSQ,CE,CS>CL

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.567	.367		1.545	.126
	ODSQ	.162	.147	.133	1.101	.274
	CE	.280	.105	.287	2.662	.009
	CS	.412	.127	.378	3.244	.002

a. Dependent Variable: CL

SINGLE OTSQ>CE

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.596	.362		1.645	.103
	OTSQ	.857	.085	.713	10.065	.000

a. Dependent Variable: CE