

LAMPIRAN A: KUISIONER

Bagian I

Dengan Hormat,

Untuk mendukung kegiatan penelitian sehubungan dengan pencapaian tugas akhir dari program Studi Strata Satu Fakultas Ekonomi, peneliti membutuhkan partisipasi dari responden untuk mengisi kuisisioner yang berhubungan dengan penelitian yang berjudul **“Analisis Pengaruh Service Quality terhadap Customer Commitment dan Customer Loyalty pada pelanggan XL di Surabaya”**.

Intruksi Pengisian Karakteristik Responden

Berilah tanda (X) pada salah satu jawaban pilihan yang paling sesuai menurut Anda.

Karakteristik Responden

1. Jenis kelamin
 - a. Laki-laki
 - b. Perempuan

2. Umur
 - a. < 18 tahun (berhenti disini)
 - b. 18 – 35 tahun
 - c. 35 – 50 tahun
 - d. 50 – 60 tahun
 - e. > 60 tahun (berhenti disini)

3. Apakah Anda berdomisili di Surabaya ?
 - a. Ya
 - b. Tidak (berhenti sampai disini)

4. Apakah Anda masih menggunakan operator seluler XL selama 1 tahun terakhir ?
 - a. Ya
 - b. Tidak (Berhenti sampai disini)

5. Apakah Anda pernah mengalami permasalahan terhadap operator seluler XL minimal dalam 6 bulan terakhir ?
 - a. Ya
 - b. Tidak (Berhenti sampai disini)

Bagian II

Kuisisioner

Instuksi Pengisian

Berilah tanggapan Anda dengan memberikan tanda silang (X) pada skala yang tersedia sesuai dengan tingkat persetujuan Anda. Semakin besar skor yang Anda pilih menunjukkan Anda semakin setuju terhadap pernyataan tersebut dan sebaliknya.

1 = Sangat Tidak Setuju (STS)

2 = Tidak Setuju (TS)

3 = Ragu-ragu atau Netral (N)

4 = Setuju (S)

5 = Sangat Setuju (SS)

No.	Pernyataan	STS	TS	N	S	SS
<i>Service Assurance</i>						
1.	Karyawan XL memiliki kepercayaan diri ketika melayani saya.					
2.	Saya yakin rahasia personal tidak akan dibocorkan oleh karyawan XL.					
3.	Karyawan XL selalu sopan dalam melayani.					
4.	Karyawan XL mampu menjawab pertanyaan saya dengan baik.					
<i>Service Reliability</i>						
1.	Karyawan XL menyelesaikan masalah saya dalam waktu yang dijanjikan.					

2.	Karyawan XL menangani masalah saya dengan serius.					
3.	Karyawan XL memberi layanan dengan baik.					
<i>Affective Commitment</i>						
1.	Saya memiliki pengalaman yang menyenangkan dengan XL.					
2.	Saya memiliki ikatan yang kuat dengan XL (karena sudah lama menggunakan).					
3.	Saya bangga memberitahu orang lain bahwa saya menggunakan XL.					
4.	XL telah banyak memberikan kemudahan komunikasi bagi saya.					
<i>Continuance Commitment</i>						
1.	XL menawarkan layanan paling baik dibanding pesaingnya.					
2.	XL selalu memberikan layanan yang bermanfaat dibanding pesaingnya					
3.	XL terlalu berharga bagi saya untuk berhenti berlangganan.					
<i>Customer Loyalty</i>						
1.	Saya akan merekomendasikan operator XL kepada orang lain.					
2.	Saya akan terus menggunakan operator XL dalam jangka waktu yang lama.					
3.	Saya bersedia membayar harga yang lebih untuk operator XL daripada operator lainnya.					

LAMPIRAN B: TABULASI DATA KUISIONER

SA 1	SA 2	SA 3	SA 4	SR 1	SR 2	SR 3	AC 1	AC 2	AC 3	AC 4	CC 1	CC 2	CC 3	CL 1	CL 2	CL 3
2	3	4	4	2	3	4	2	3	4	4	2	3	4	2	3	4
1	1	1	3	1	1	1	1	1	1	3	1	1	1	1	1	1
1	2	4	3	1	2	4	1	2	1	3	1	2	4	1	2	4
1	2	4	5	1	2	4	1	2	4	1	1	2	4	1	2	4
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1	3	2	4	2	3	4	2	3	4	4	2	3	4	2	3	4
1	1	1	3	1	1	1	1	1	1	3	1	1	1	1	1	1
1	2	4	3	1	2	4	1	2	4	3	1	2	4	1	2	4
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5	5	4	2	4	4	5	1	2	1	4	4	4	4	4	1	4
4	4	3	4	1	5	1	4	1	1	4	3	1	3	3	1	4
1	2	1	1	2	5	2	3	3	3	3	4	2	4	4	1	3
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1	2	4	3	1	2	4	1	2	4	3	1	2	4	1	2	4
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1	1	1	1	1	1	4	1	2	4	5	1	1	1	1	1	1
1	1	1	1	1	4	1	2	4	3	1	1	1	1	1	1	1

LAMPIRAN C: HASIL UJI STATISTIK DESKRIPTIF**Usia**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 18-35 tahun	96	78,0	78,0	78,0
35-50 tahun	25	20,3	20,3	98,4
50-60 tahun	2	1,6	1,6	100,0
Total	123	100,0	100,0	

Jenis Kelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Laki-laki	53	43,1	43,1	43,1
Perempuan	70	56,9	56,9	100,0
Total	123	100,0	100,0	

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
SA1	123	1,0	5,0	2,699	1,3425
SA2	123	1,0	5,0	2,927	1,3800
SA3	123	1,0	5,0	2,976	1,2897
SA4	123	1,0	5,0	3,073	1,3131
SA	123	1,00	5,00	2,9187	1,11183
SR1	123	1,0	5,0	3,293	1,4972
SR2	123	1,0	5,0	3,358	1,4939
SR3	123	1,0	5,0	3,610	1,4465
SR	123	1,00000000000000000000	5,00000000000000000000	3,420054200542006	1,327746079246493
AC1	123	1,0	5,0	2,837	1,4279
AC2	123	1,0	5,0	2,976	1,3086
AC3	123	1,0	5,0	3,236	1,3795
AC4	123	1,0	5,0	3,390	1,2908
AC	123	1,00	5,00	3,1179	,91790
CC1	123	1,0	5,0	3,260	1,2921
CC2	123	1,0	5,0	3,179	1,2216
CC3	123	1,0	5,0	3,512	1,1334
CC	123	1,00000000000000000000	5,00000000000000000000	3,317073170731708	,961796340885993
CL1	123	1,0	5,0	3,211	1,3260
CL2	123	1,0	5,0	3,285	1,3090
CL3	123	1,0	5,0	3,431	1,2219
CL	123	1,00000000000000000000	5,00000000000000000000	3,308943089430896	1,121223255114396
Valid N (listwise)	123				

FREKUENSI**SA1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	32	26,0	26,0	26,0
	2,0	29	23,6	23,6	49,6
	3,0	15	12,2	12,2	61,8
	4,0	38	30,9	30,9	92,7
	5,0	9	7,3	7,3	100,0
	Total	123	100,0	100,0	

SA2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	29	23,6	23,6	23,6
	2,0	20	16,3	16,3	39,8
	3,0	19	15,4	15,4	55,3
	4,0	41	33,3	33,3	88,6
	5,0	14	11,4	11,4	100,0
	Total	123	100,0	100,0	

SA3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	25	20,3	20,3	20,3
	2,0	19	15,4	15,4	35,8
	3,0	22	17,9	17,9	53,7
	4,0	48	39,0	39,0	92,7
	5,0	9	7,3	7,3	100,0
	Total	123	100,0	100,0	

SR3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	19	15,4	15,4	15,4
	2,0	13	10,6	10,6	26,0
	3,0	8	6,5	6,5	32,5
	4,0	40	32,5	32,5	65,0
	5,0	43	35,0	35,0	100,0
	Total	123	100,0	100,0	

SA4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	24	19,5	19,5	19,5
	2,0	15	12,2	12,2	31,7
	3,0	26	21,1	21,1	52,8
	4,0	44	35,8	35,8	88,6
	5,0	14	11,4	11,4	100,0
	Total	123	100,0	100,0	

SR1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	24	19,5	19,5	19,5
	2,0	18	14,6	14,6	34,1
	3,0	13	10,6	10,6	44,7
	4,0	34	27,6	27,6	72,4
	5,0	34	27,6	27,6	100,0
	Total	123	100,0	100,0	

SR2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	21	17,1	17,1	17,1
	2,0	20	16,3	16,3	33,3
	3,0	15	12,2	12,2	45,5
	4,0	28	22,8	22,8	68,3
	5,0	39	31,7	31,7	100,0

AC1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	34	27,6	27,6	27,6
	2,0	19	15,4	15,4	43,1
	3,0	18	14,6	14,6	57,7
	4,0	37	30,1	30,1	87,8
	5,0	15	12,2	12,2	100,0
	Total	123	100,0	100,0	

AC2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	21	17,1	17,1	17,1
	2,0	28	22,8	22,8	39,8
	3,0	22	17,9	17,9	57,7
	4,0	37	30,1	30,1	87,8
	5,0	15	12,2	12,2	100,0
	Total	123	100,0	100,0	

AC3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	23	18,7	18,7	18,7
	2,0	16	13,0	13,0	31,7
	3,0	13	10,6	10,6	42,3
	4,0	51	41,5	41,5	83,7
	5,0	20	16,3	16,3	100,0
	Total	123	100,0	100,0	

AC4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	19	15,4	15,4	15,4
	2,0	7	5,7	5,7	21,1
	3,0	27	22,0	22,0	43,1
	4,0	47	38,2	38,2	81,3
	5,0	23	18,7	18,7	100,0
	Total	123	100,0	100,0	

CC3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	12	9,8	9,8	9,8
	2,0	11	8,9	8,9	18,7
	3,0	18	14,6	14,6	33,3
	4,0	66	53,7	53,7	87,0
	5,0	16	13,0	13,0	100,0
	Total	123	100,0	100,0	

CC1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	20	16,3	16,3	16,3
	2,0	13	10,6	10,6	26,8
	3,0	22	17,9	17,9	44,7
	4,0	51	41,5	41,5	86,2
	5,0	17	13,8	13,8	100,0
	Total	123	100,0	100,0	

CC2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	18	14,6	14,6	14,6
	2,0	17	13,8	13,8	28,5
	3,0	24	19,5	19,5	48,0
	4,0	53	43,1	43,1	91,1
	5,0	11	8,9	8,9	100,0
	Total	123	100,0	100,0	

CL1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	23	18,7	18,7	18,7
	2,0	10	8,1	8,1	26,8
	3,0	26	21,1	21,1	48,0
	4,0	46	37,4	37,4	85,4
	5,0	18	14,6	14,6	100,0

	Total	123	100,0	100,0	
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CL2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	18	14,6	14,6	14,6
	2,0	18	14,6	14,6	29,3
	3,0	18	14,6	14,6	43,9
	4,0	49	39,8	39,8	83,7
	5,0	20	16,3	16,3	100,0
	Total	123	100,0	100,0	

CL3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1,0	16	13,0	13,0	13,0
	2,0	9	7,3	7,3	20,3
	3,0	23	18,7	18,7	39,0
	4,0	56	45,5	45,5	84,6
	5,0	19	15,4	15,4	100,0
	Total	123	100,0	100,0	

UJI VALIDITAS (CORRECTED ITEM-TOTAL CORRELATION > 0.197)**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
AC1	9,602	8,078	,402	,209	,519
AC2	9,463	8,054	,486	,237	,456
AC3	9,203	8,114	,428	,211	,498
AC4	9,049	9,834	,232	,088	,637

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
CC1	6,691	4,166	,472	,238	,667
CC2	6,772	3,948	,594	,356	,503
CC3	6,439	4,658	,487	,265	,642

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	6,715	5,336	,689	,497	,798
CL2	6,642	5,068	,769	,592	,717
CL3	6,496	5,875	,666	,462	,818

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
SR1	6,967	7,278	,786	,628	,812
SR2	6,902	7,630	,728	,529	,864
SR3	6,650	7,524	,788	,630	,811

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
SA1	8,976	11,434	,721	,557	,806
SA2	8,748	11,223	,719	,529	,806
SA3	8,699	11,720	,724	,537	,805
SA4	8,602	12,274	,628	,412	,844

UJI RELIABILITAS
(Cronbach's Alpha Based on Standardized Items>0.6)

SA

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,855	,855	4

SR

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,879	,880	3

AC

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,604	,602	4

CC

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,699	,701	3

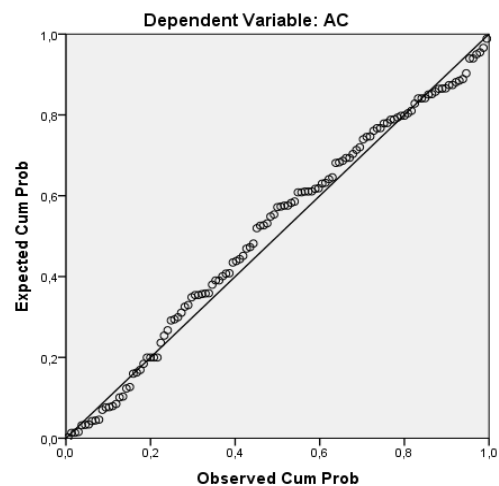
CL

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.842	.842	3

UJI NORMALITAS (Asymp. Sig. (2-tailed)>0.05)
SA, SR, CC → AC

Normal P-P Plot of Regression Standardized Residual



One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		123
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	,84065866
Most Extreme Differences	Absolute	,077
	Positive	,052
	Negative	-,077
Test Statistic		,077
Asymp. Sig. (2-tailed)		,072 ^c

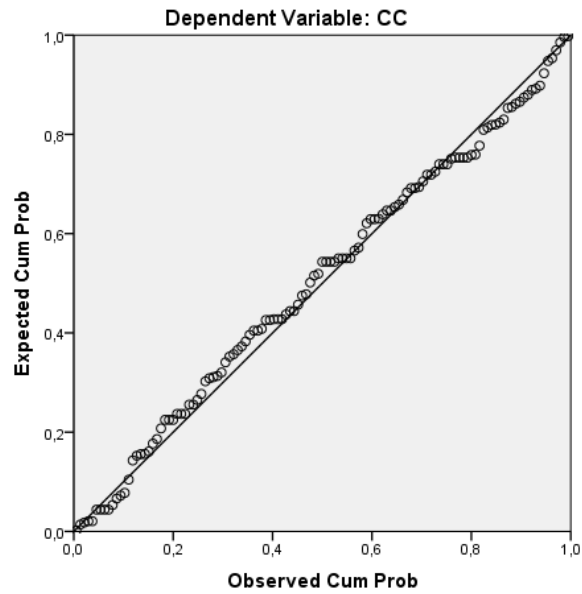
a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

SA, SR → CC

Normal P-P Plot of Regression Standardized Residual



One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		123
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	,84359472
Most Extreme Differences	Absolute	,052
	Positive	,052
	Negative	-,048
Test Statistic		,052
Asymp. Sig. (2-tailed)		,200 ^{c,d}

a. Test distribution is Normal.

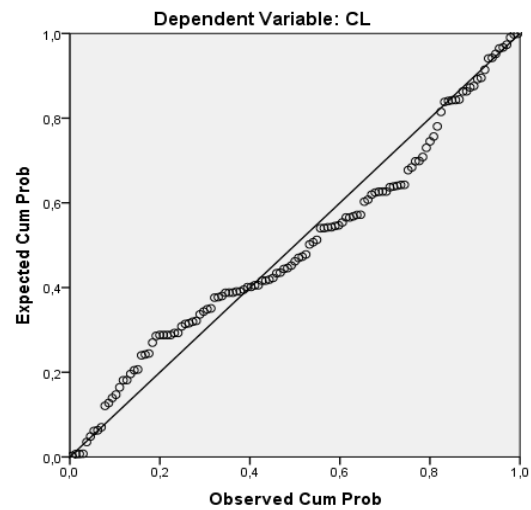
b. Calculated from data.

c. Lilliefors Significance Correction.

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

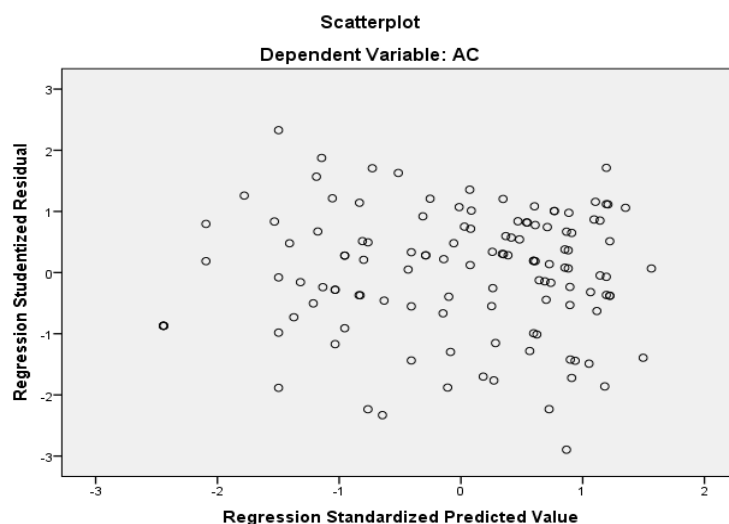
SA, SR, AC, CC → CL

Normal P-P Plot of Regression Standardized Residual



One-Sample Kolmogorov-Smirnov Test		
		unstan
N		123
Normal Parameters ^{a,b}	Mean	-.0366
	Std. Deviation	.53982
Most Extreme Differences	Absolute	.075
	Positive	.075
	Negative	-.061
Test Statistic		.075
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.		

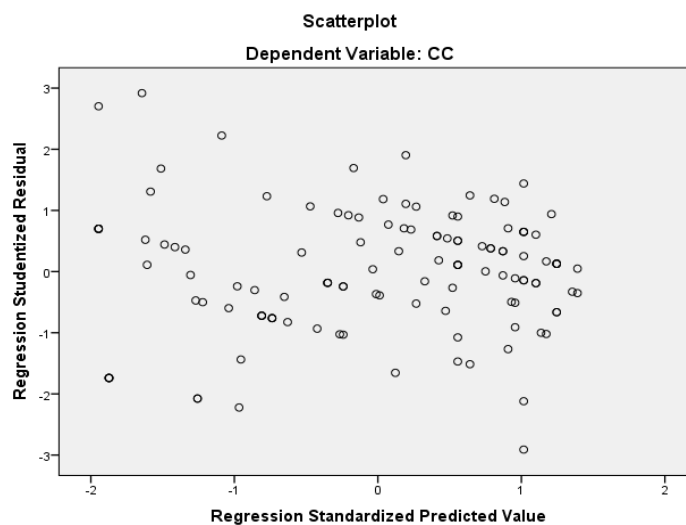
UJI HETEROKEDASTISITAS
SA, SR, CC → AC



Correlations						
			Unstandardized Residual	SA	SR	CC
Spearman's rho	Unstandardized Residual	Correlation Coefficient	1,000	,038	,031	,045
		Sig. (2-tailed)	.	,678	,731	,624
		N	123	123	123	123
	SA	Correlation Coefficient	,038	1,000	,449**	,254**
		Sig. (2-tailed)	,678	.	,000	,005
		N	123	123	123	123
	SR	Correlation Coefficient	,031	,449**	1,000	,450**
		Sig. (2-tailed)	,731	,000	.	,000
		N	123	123	123	123
	CC	Correlation Coefficient	,045	,254**	,450**	1,000
		Sig. (2-tailed)	,624	,005	,000	.
		N	123	123	123	123

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

SA, SR, → CC



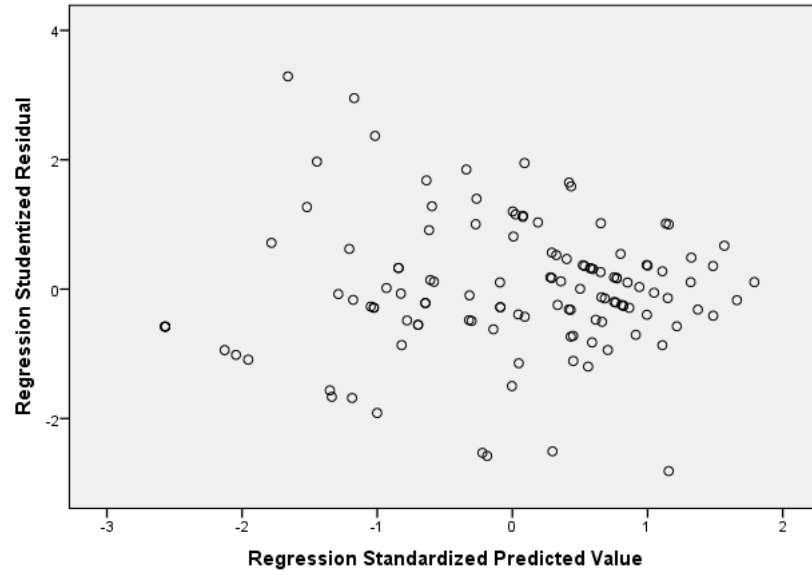
Correlations					
			Unstandardized Residual	SA	SR
Spearman's rho	Unstandardized Residual	Correlation Coefficient	1,000	-,008	,018
		Sig. (2-tailed)	.	,932	,841
		N	123	123	123
	SA	Correlation Coefficient	-,008	1,000	,449**
		Sig. (2-tailed)	,932	.	,000
		N	123	123	123
	SR	Correlation Coefficient	,018	,449**	1,000
		Sig. (2-tailed)	,841	,000	.
		N	123	123	123

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

SA, SR, AC, CC → C CL

Scatterplot

Dependent Variable: CL



SA, SR, AC, CC → C CL

Correlations								
			Unstandardized Residual	SA	SR	AC	CC	
Spearman's rho	Unstandardized Residual	Correlation Coefficient	1,000	,088	,054	,003	,096	
		Sig. (2-tailed)	.	,333	,552	,972	,292	
		N	123	123	123	123	123	
	SA	Correlation Coefficient	,088	1,000	,449**	,231*	,254**	
		Sig. (2-tailed)	,333	.	,000	,010	,005	
		N	123	123	123	123	123	
	SR	Correlation Coefficient	,054	,449**	1,000	,335**	,450**	
		Sig. (2-tailed)	,552	,000	.	,000	,000	
		N	123	123	123	123	123	
	AC	Correlation Coefficient	,003	,231*	,335**	1,000	,335**	
		Sig. (2-tailed)	,972	,010	,000	.	,000	
		N	123	123	123	123	123	
	CC	Correlation Coefficient	,096	,254**	,450**	,335**	1,000	
		Sig. (2-tailed)	,292	,005	,000	,000	.	
		N	123	123	123	123	123	
	**. Correlation is significant at the 0.01 level (2-tailed).							
	*. Correlation is significant at the 0.05 level (2-tailed).							

UJI MULTIKOLINEARITAS (TOLERANCE>0.1 DAN VIF<10)

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,785	,309		5,780	,000
	SA	,058	,078	,070	,739	,461
	SR	,157	,072	,228	2,199	,030
	CC	,189	,091	,198	2,065	,041

Coefficients^a

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	SA	,782	1,279
	SR	,657	1,523
	CC	,769	1,300

a. Dependent Variable: AC

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2,033	,246		8,246	,000
	SA	,067	,078	,077	,857	,393
	SR	,318	,065	,440	4,870	,000

Coefficients^a

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	SA	,787	1,271
	SR	,787	1,271

a. Dependent Variable: CC

Coefficients^a

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	SA	,778	1,285
	SR	,631	1,584
	AC	,839	1,192
	CC	,743	1,346

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	,331	,364		,912	,364
	SA	,215	,082	,213	2,626	,010
	SR	,171	,076	,202	2,243	,027
	AC	,247	,095	,202	2,592	,011
	CC	,300	,097	,258	3,105	,002

a. Dependent Variable: CL

UJI LINEARITAS (Linearity<0.05; Deviation from Linearity>0.05)

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
AC * SA	Between Groups	(Combined)	14,583	15	,972	1,179	,299
		Linearity	5,477	1	5,477	6,644	,011
		Deviation from Linearity	9,105	14	,650	,789	,679
Within Groups			88,208	107	,824		
Total			102,791	122			

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
AC * SR	Between Groups	(Combined)	20,859	12	1,738	2,334	,011
		Linearity	12,893	1	12,893	17,310	,000
		Deviation from Linearity	7,966	11	,724	,972	,476
Within Groups			81,931	110	,745		
Total			102,791	122			

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
AC * CC	Between Groups	(Combined)	22,617	12	1,885	2,586	,005
		Linearity	10,897	1	10,897	14,952	,000
		Deviation from Linearity	11,720	11	1,065	1,462	,156
Within Groups			80,173	110	,729		
Total			102,791	122			

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
CC * SA	Between Groups	(Combined)	16,899	15	1,127	1,256	,243
		Linearity	8,876	1	8,876	9,898	,002
		Deviation from Linearity	8,023	14	,573	,639	,827
Within Groups			95,958	107	,897		
Total			112,856	122			

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
CC * SR	Between Groups	(Combined)	41,083	12	3,424	5,247	,000
		Linearity	25,504	1	25,504	39,087	,000
		Deviation from Linearity	15,579	11	1,416	2,171	,021
Within Groups			71,773	110	,652		
Total			112,856	122			

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
CL * SA	Between Groups	(Combined)	47,976	15	3,198	3,247	,000
		Linearity	27,734	1	27,734	28,156	,000
		Deviation from Linearity	20,242	14	1,446	1,468	,136
Within Groups			105,395	107	,985		
Total			153,371	122			

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
CL * SR	Between Groups	(Combined)	57,743	12	4,812	5,535	,000
		Linearity	37,507	1	37,507	43,144	,000
		Deviation from Linearity	20,236	11	1,840	2,116	,025
Within Groups			95,628	110	,869		

Total	153,371	122		
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ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
CL * AC	Between Groups	(Combined)	55,300	14	3,950	4,350	,000
		Linearity	25,407	1	25,407	27,979	,000
		Deviation from Linearity	29,893	13	2,299	2,532	,004
Within Groups			98,071	108	,908		
Total			153,371	122			

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
CL * CC	Between Groups	(Combined)	46,653	12	3,888	4,007	,000
		Linearity	35,238	1	35,238	36,322	,000
		Deviation from Linearity	11,415	11	1,038	1,070	,392
Within Groups			106,718	110	,970		
Total			153,371	122			

KOEFISIEN KORELASI (R) DAN KOEFISIEN DETERMINASI (R²)

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,402 ^a	,161	,140	,85119

a. Predictors: (Constant), CC, SA, SR

b. Dependent Variable: AC\

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,480 ^a	,231	,218	,850595630869 161

a. Predictors: (Constant), SR, SA

b. Dependent Variable: CC

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,630 ^a	,396	,376	,885788782241 543

a. Predictors: (Constant), CC, SA, AC, SR

b. Dependent Variable: CL

REGRESI BERGANDA

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	,331	,364		,912	,364		
	SA	,215	,082	,213	2,626	,010	,778	1,285
	SR	,171	,076	,202	2,243	,027	,631	1,584
	AC	,247	,095	,202	2,592	,011	,839	1,192
	CC	,300	,097	,258	3,105	,002	,743	1,346

a. Dependent Variable: CL

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	1,785	,309		5,780	,000		
	SA	,058	,078	,070	,739	,461	,782	1,279
	SR	,157	,072	,228	2,199	,030	,657	1,523
	CC	,189	,091	,198	2,065	,041	,769	1,300

a. Dependent Variable: AC

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	2,033	,246		8,246	,000		
	SA	,067	,078	,077	,857	,393	,787	1,271
	SR	,318	,065	,440	4,870	,000	,787	1,271

a. Dependent Variable: CC