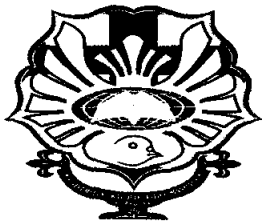


LAMPIRAN

Lampiran 1

Daftar Pertanyaan (KUESIONER)



Universitas Widyamandala

No. Responden :

KUESIONER

Kepada Responden Yth.

Dalam rangka penelitian mengenai **“Pengaruh Kualitas Pelayanan Terhadap Kepuasan Keluarga Pasien Rawat Jalan di Rumah Sakit Jiwa Menur Surabaya”**. Dengan ini peneliti memohon kesediaan saudara untuk berpartisipasi dalam pengisian kuesioner, penelitian ini sangat berguna bagi peneliti dalam rangka syarat akhir penyelesaian skripsi di Program S2 Universitas Widyamandala dan tentunya hasil penelitian ini akan bisa menjadikan masukan bagi Rumah Sakit Jiwa Menur Surabaya dalam meningkatkan kualitas pelayanannya. Dengan kesungguhan saudara dalam memberikan jawaban, peneliti sangat menghargai pendapat saudara dan atas bantuan serta partisipasi saudara, peneliti mengucapkan terima kasih.

BAGIAN I

IDENTITAS RESPONDEN

Nama :

Berilah tanda ($\sqrt{}$) pada setiap pilihan anda

1. Jenis Kelamin :

Perempuan ☐

Laki-laki ☐

2. Usia anda sekarang :

Di bawah 25 tahun ☐

25 tahun – 35 tahun ☐

35 tahun – 45 tahun ☐

lebih dari 45 tahun ☐

3. Apa pendidikan terakhir anda ?

SMP ☐

SMA ☐

Perguruan Tinggi ☐

4. Rata-rata Pengeluaran keluarga dalam 1 Bulan :

Dibawah Rp 750.000,- ☐

Rp 750.000 – Rp 1.500.000 ☐

Rp 1.500.000 – Rp 2.500.000 ☐

> Rp 2.500.000 ☐

5. Apa pekerjaan keluarga pasien

Wiraswasta ☐

Pegawai Swasta ☐

Pegawai Negri / TNI / POLRI ☐

Lain-lain _____

6. Apakah anda termasuk orang yang lebih mementingkan kualitas pelayanan yang baik ?

Ya ☐

Tidak ☐

7. Hubungan anda dengan pasien sebagai

Orang tua

☐

Saudara

☐

Teman/Sahabat

☐

Lain-lain _____

8. Apakah jika keluarga anda sakit, anda selalu datang berobat di Rumah Sakit

Jiwa Menur dan perlu bantuan dokter atau psikiater ?

Ya

☐

Tidak

☐

BAGIAN II**KUALITAS PELAYANAN**

Lingkarilah salah satu jawaban yang tepat menurut anda, alternatif jawaban terdiri dari :

STS : Sangat Tidak Setuju

TS : Tidak Setuju

S : Setuju

SS : Sangat Setuju

NO.	PERYATAAN	TANGGAPAN			
Tangibles (X ₁)					
1.	Pengaturan tata letak pelayanan seperti apotik, ruang tunggu, dan pemeriksaan telah sesuai dengan fungsinya.	STS	TS	S	SS
2.	Peralatan kedokteran di Rumah Sakit Jiwa Menur ini lengkap	STS	TS	S	SS
3.	Kebersihan Rumah Sakit Jiwa Menur ini terjaga dengan baik.	STS	TS	S	SS
4.	Petugas Rumah Sakit Jiwa Menur berpakaian sopan, bersih dan rapi.	STS	TS	S	SS
5.	Lokasi Rumah Sakit Jiwa Menur strategis.	STS	TS	S	SS
Reliability (X ₂)					
6.	Petugas Rumah Sakit Jiwa Menur ini melayani pasien dengan baik	STS	TS	S	SS
7.	Janji yang diberikan pihak Rumah Sakit Jiwa Menur selalu ditepati .	STS	TS	S	SS
8.	Petugas Rumah Sakit Jiwa Menur mampu melaksanakan tugasnya dengan baik	STS	TS	S	SS
Responsiveness (X ₃)					
9.	Petugas Rumah Sakit Jiwa Menur mudah dimintai bantuan	STS	TS	S	SS
10.	Petugas Rumah Sakit Jiwa Menur mampu menangani keluhan atas pelayanan yang diberikan	STS	TS	S	SS
11.	Petugas Rumah Sakit Jiwa Menur meresponi dengan cepat keinginan pasien.	STS	TS	S	SS
Assurance (X ₄)					
12.	Petugas Rumah Sakit Jiwa Menur sopan dan ramah dalam melayani pasien	STS	TS	S	SS
13.	Petugas Rumah Sakit Jiwa Menur melayani pasien dengan profesional	STS	TS	S	SS
14.	Rumah Sakit Jiwa Menur ini memiliki citra dan reputasi yang baik (lingkungan yang	STS	TS	S	SS

	aman, jujur dalam melayani pasien)				
15.	Petugas medis mampu menjawab pertanyaan yang diajukan pasien.	STS	TS	S	SS
Empathy (X₅)					
16.	Petugas Rumah Sakit Jiwa Menur mampu memberikan perhatian akan kebutuhan pasien.	STS	TS	S	SS
17.	Petugas Rumah Sakit Jiwa Menur mudah dimintai bantuan yang diperlukan pasien	STS	TS	S	SS
18.	Petugas Rumah Sakit Jiwa Menur melayani keluhan pasien dengan baik	STS	TS	S	SS

KEPUASAN

NO	PERYATAAN	TANGGAPAN			
19.	Saya sangat puas dengan pelayanan yang diberikan oleh Rumah Sakit Jiwa Menur	STS	TS	S	SS
20.	Saya senang dengan layanan yang diberikan oleh Rumah Sakit Jiwa Menur	STS	TS	S	SS

LAMPIRAN 2A

No	Data Pribadi					
	J. Kelamin	Usia	Pendidikan	Peng/Bln	Pekerjaan	Kualitas
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LAMPIRAN 2B

NO	TANGIBLES (X1)							RELIABILITY (X2)					RESPONSIVENESS (X3)					ASSURANCE (X4)					EMPHATY (X5)					KEPUASAN (Y)				
	X1.1	X1.2	X1.3	X1.4	X1.5	TOT X1	RAT X1	X2.1	X2.2	X2.3	TOT X2	RAT X2	X3.1	X3.2	X3.3	TOT X3	RAT X3	X4.1	X4.2	X4.3	X4.4	TOT X4	RAT X4	X5.1	X5.2	X5.3	TOT X5	RAT X5	Y1.1	Y1.2	TOT Y	RAT Y
1	4	4	4	4	4	20	4,00	4	4	4	12	4,00	4	3	4	11	3,67	4	4	4	4	16	4,00	4	4	4	12	4,00	4	4	8	4,00
2	3	4	3	4	4	18	3,60	4	4	4	12	4,00	4	3	3	10	3,33	4	4	3	3	14	3,50	4	3	3	10	3,33	4	4	8	4,00
3	4	4	4	4	4	20	4,00	4	4	4	12	4,00	4	4	2	10	3,33	4	4	4	4	16	4,00	4	4	4	12	4,00	4	4	8	4,00
4	4	4	4	4	4	20	4,00	4	4	4	12	4,00	4	3	4	11	3,67	3	4	3	4	14	3,50	4	4	4	12	4,00	4	4	8	4,00
5	4	4	4	4	4	20	4,00	4	4	4	12	4,00	4	4	4	12	4,00	4	4	3	3	14	3,50	4	3	3	10	3,33	4	4	8	4,00
6	4	4	4	4	4	20	4,00	4	4	4	12	4,00	4	3	4	11	3,67	4	4	4	4	16	4,00	4	3	3	10	3,33	4	4	8	4,00
7	4	4	4	4	4	20	4,00	4	4	4	12	4,00	4	3	4	11	3,67	4	4	3	3	14	3,50	4	3	3	10	3,33	4	4	8	4,00
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57	2	4	2	4	4	16	3,20	4	4	4	12	4,00	3	3	4	10	3,33	4	4	4	4	16	4,00	4	2	2	8	2,67	4	4	8	4,00
58	3	4	3	4	3	17	3,40	4	4	4	12	4,00	2	4	4	10	3,33	4	4	3	3	14	3,50	4	3	3	10	3,33	4	4	8	4,00
59	4	4	4	4	4	20	4,00	3	4	4	11	3,67	3	4	3	10	3,33	4	4	4	4	16	4,00	4	2	2	8	2,67	4	4	8	4,00
60	4	4	4	4	4	20	4,00	4	4	4	12	4,00	2	3	4	9	3,00	4	4	4	4	16	4,00	4	4	4	12	4,00	4	4	8	4,00
61	2	3	2	3	3	13	2,60	2	1	4	7	2,33	2	3	3	8	2,67	3	3	3	3	12	3,00	2	2	2	6	2,00	3	3	6	3,00
62	4	4	4	4	4	20	4,00	3	4	4	11	3,67	3	4	4	11	3,67	4	4	4	4	16	4,00	4	4	4	12	4,00	4	4	8	4,00
63	4	4	4	4	4	20	4,00	4	4	4	12	4,00	3	2	3	8	2,67	4	4	4	4	16	4,00	4	4	4	12	4,00	4	4	8	4,00
64	4	4	4	4	3	19	3,80	4	3	4	11	3,67	3	3	4	10	3,33	4	4	4	4	16	4,00	3	4	4	11	3,67	4	4	8	4,00
65	4	4	4	4	4	20	4,00	4	3	4	11	3,67	3	4	3	10	3,33	4	4	4	4	16	4,00	4	3	3	10	3,33	4	4	8	4,00
66	4	4	4	4	4	20	4,00	4	4	4	12	4,00	2	3	4	9	3,00	4	4	4	4	16	4,00	4	4	4	12	4,00	4	4	8	4,00
67	4	4	4	4	4	20	4,00	4	4	4	12	4,00	4	3	4	11	3,67	4	4	3	3	14	3,50	3	4	3	10	3,33	4	4	8	4,00
68	4	3	4	3	4	18	3,60	3	4	2	9	3,00	2	4	3	9	3,00	4	3	4	3	14	3,50	4	4	4	12	4,00	4	4	8	4,00
69	2	4	2	4	4	16	3,20	3	4	1	8	2,67	3	2	4	9	3,00	4	3	2	2	11	2,75	3	2	3	8	2,67	3	4	7	3,50
70	4	4	4	4	4	20	4,00	4	4	4	12	4,00	2	4	2	8	2,67	4	4	4	4	16	4,00	4	4	4	12	4,00	4	4	8	4,00
71	3	4	3	4	3	17	3,40	3	4	3	10	3,33	2	3	4	9	3,00	4	4	2	2	12	3,00	3	3	3	9	3,00	4	3	7	3,50
72	2	3	2	3	4	14	2,80	3	4	3	10	3,33	3	4	2	9	3,00	3	4	2	2	11	2,75	4	3	3	10	3,33	4	3	7	3,50
73	4	4	4	4	4	20	4,00	4	4	4	12	4,00	3	3	4	10	3,33	4	4	4	4	16	4,00	4	3	3	10	3,33	4	4	8	4,00
74	4	3	4	3	4	18	3,60	3	4	3	10	3,33	3	4	2	9	3,00	4	4	3	3	14	3,50	3	4	4	11	3,67	4	4	8	4,00
75	2	3	2	3	3	13	2,60	3	4	4	11	3,67	4	3	4	11	3,67	3	4	3	4	14	3,50	3	4	3	10	3,33	4	4	8	4,00
76	3	4	3	4	4	18	3,60	3	4	4	11	3,67	4	4	4	12	4,00	4	3	4	4	15	3,75	3	4	3	10	3,33	4	4	8	4,00
77	4	4	4	4	4	20	4,00	3	4	4	11	3,67	3	4	2	9	3,00	4	2	4	4	14	3,50	4	4	4	12	4,00	4	4	8	4,00
78	3	3	3	3	4	16	3,20	4	4	4	12	4,00	4	3	4	11	3,67	4	4	4	4	16	4,00	4	3	3	10	3,33	4	4	8	4,00
79	2	4	2	4	4	16	3,20	3	4	3	10	3,33	3	4	2	9	3,00	4	4	2	2	12	3,00	4	2	2	8	2,67	3	4	7	3,50
80	3	4	3	4	4	18	3,60	4	4	4	12	4,00	4	3	4	11	3,67	4	4	3	3	14	3,50	3	3	3	9	3,00	4	4	8	4,00
81	4	4	4	4	4	20	4,00	3	4	4	11	3,67	3	4	2	9	3,00	4	4	4	4	16	4,00	4	4	4	12	4,00	4	4	8	4,00
82	4	4	4	4	4	20	4,00	4	4	3	11	3,67	3	4	4	11	3,67	4	4	4	4	16	4,00	4	4	4	12	4,00	4	4	8	4,00
83	3	4	3	4	4	18	3,60	4	4	4	12	4,00	3	4	3	10	3,33	4	4	4	4	16	4,00	4	2	2	8	2,67	4	4	8	4,00
84	3	2	3	2	4	14	2,80	3	4	3	10	3,33	3	4	2	9	3,00	3	4	2	2	11	2,75	3	3	3	9	3,00	4	3	7	3,50
85	4	4	4	4	4	20	4,00	4	2	3	9	3,00	3	3	4	10	3,33	3	4	3	3	13	3,25	4	2	2	8	2,67	4	4	8	4,00
86	4	4	4	4	4	20	4,00	4	4	3	11	3,67	3	4	2	9	3,00	4	4	4	4	16	4,00	4	4	4	12	4,00	4	4	8	4,00
87	4	2	4	2	4	16	3,20	4	4	4	12	4,00	3	2	3	8	2,67	4	4	4	4	16	4,00	4	4	4	12	4,00	4	4	8	4,00
88	2	4	2	4	4	16	3,20	4	4	2	10	3,33	2	3	4	9	3,00	4	3	3	4	14	3,50	4	3	3	10	3,33	4	4	8	4,00
89	3	4	3	4	4	18	3,60	4	4	4	12	4,00	3	4	3	10	3,33	4	4	4	4	16	4,00	4	4	4	12	4,00	4	4	8	4,00
90	3	3	3	3	4	16	3,20	3	3	4	10	3,33	2	4	2	8	2,67	4	3	3	3	13	3,25	4	3	4	11	3,67	4	4	8	4,00
91	4	2	4	2	4	16	3,20	3	4	4	11	3,67	4	3	4	11	3,67	4	4	3	3	14	3,50	3	3	3	9	3,00	4	4	8	4,00
92	3	4	3	4	3	17	3,40	4	4	3	11	3,67	3	4	3	10	3,33	4	3	3	3	13	3,25	3	4	4	11	3,67	4	4	8	4,00
93	4	4	4	4	4	20	4,00	4	4	3	11	3,67	3	4	3	10	3,33	4	4	3	3	14	3,50	4	3	4	11	3,67	4	4	8	4,00
94	4	3	4	3	3	17	3,40	3	4	4	11	3,67	3	4	3	10	3,33	3	4	3	3	13	3,25	4	3	3	10	3,33	4	4	8	4,00
95	3	4	3	4	3	17	3,40	4	3	4	11	3,67	3	4	2	9	3,00	4	4	3	3	14	3,50	3	3	3	9	3,00	4	4	8	4,00

97	4	4	4	4	3	19	3,80	4	4	4	12	4,00	3	4	3	10	3,33	4	4	3	3	14	3,50	4	4	4	12	4,00	4	4	8	4,00
98	3	3	3	3	4	16	3,20	4	4	4	12	4,00	4	3	2	9	3,00	4	3	3	3	13	3,25	4	3	3	10	3,33	4	4	8	4,00
99	4	4	4	4	4	20	4,00	4	4	4	12	4,00	4	3	2	9	3,00	4	4	3	3	14	3,50	4	4	4	12	4,00	4	4	8	4,00
##	4	4	4	4	4	20	4,00	4	3	2	9	3,00	4	3	2	9	3,00	4	4	3	3	14	3,50	4	3	3	10	3,33	4	4	8	4,00

LAMPIRAN 3
DATA FREKUENSI JAWABAN RESPONDEN

Frequency Table

JENIS KELAMIN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	PEREMPUAN	44	44.0	44.0	44.0
	LAKI-LAKI	56	56.0	56.0	100.0
	Total	100	100.0	100.0	

USIA

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	DIBAWAH 25 TAHUN	12	12.0	12.0	12.0
	25 TAHUN - 35 TAHUN	20	20.0	20.0	32.0
	35 TAHUN - 45 TAHUN	46	46.0	46.0	78.0
	LEBIH DARI 45 TAHUN	22	22.0	22.0	100.0
	Total	100	100.0	100.0	

PENDIDIKAN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SMP	21	21.0	21.0	21.0
	SMA	66	66.0	66.0	87.0
	PERGURUAN TINGGI	13	13.0	13.0	100.0
	Total	100	100.0	100.0	

PENGELUARAN PER BULAN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	DIBAWAH 750.000	40	40.0	40.0	40.0
	750.000 - 1.500.000	42	42.0	42.0	82.0
	1.500.000 - 2.500.000	16	16.0	16.0	98.0
	> 2.500.000	2	2.0	2.0	100.0
	Total	100	100.0	100.0	

PEKERJAAN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	WIRASWASTA	31	31.0	31.0	31.0
	PEGAWAI SWASTA	35	35.0	35.0	66.0
	PEGAWAI NEGERI / TNI/ POLRI	13	13.0	13.0	79.0
	LAIN-LAIN	21	21.0	21.0	100.0
	Total	100	100.0	100.0	

RESPONDEN LEBIH MEMENTINGKAN KUALITAS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YA	100	100.0	100.0	100.0

Frequency Table

X1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SANGAT TIDAK SETUJU	1	1.0	1.0	1.0
	TIDAK SETUJU	13	13.0	13.0	14.0
	SETUJU	26	26.0	26.0	40.0
	SANGAT SETUJU	60	60.0	60.0	100.0
	Total	100	100.0	100.0	

X1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SANGAT TIDAK SETUJU	4	4.0	4.0	4.0
	TIDAK SETUJU	6	6.0	6.0	10.0
	SETUJU	20	20.0	20.0	30.0
	SANGAT SETUJU	70	70.0	70.0	100.0
	Total	100	100.0	100.0	

X1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SANGAT TIDAK SETUJU	1	1.0	1.0	1.0
	TIDAK SETUJU	13	13.0	13.0	14.0
	SETUJU	25	25.0	25.0	39.0
	SANGAT SETUJU	61	61.0	61.0	100.0
	Total	100	100.0	100.0	

X1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SANGAT TIDAK SETUJU	3	3.0	3.0	3.0
	TIDAK SETUJU	7	7.0	7.0	10.0
	SETUJU	22	22.0	22.0	32.0
	SANGAT SETUJU	68	68.0	68.0	100.0
	Total	100	100.0	100.0	

X1.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	4	4.0	4.0	4.0
	SETUJU	17	17.0	17.0	21.0
	SANGAT SETUJU	79	79.0	79.0	100.0
	Total	100	100.0	100.0	

X2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SANGAT TIDAK SETUJU	3	3.0	3.0	3.0
	TIDAK SETUJU	9	9.0	9.0	12.0
	SETUJU	26	26.0	26.0	38.0
	SANGAT SETUJU	62	62.0	62.0	100.0
	Total	100	100.0	100.0	

X2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SANGAT TIDAK SETUJU	3	3.0	3.0	3.0
	TIDAK SETUJU	8	8.0	8.0	11.0
	SETUJU	13	13.0	13.0	24.0
	SANGAT SETUJU	76	76.0	76.0	100.0
	Total	100	100.0	100.0	

X2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SANGAT TIDAK SETUJU	3	3.0	3.0	3.0
	TIDAK SETUJU	11	11.0	11.0	14.0
	SETUJU	21	21.0	21.0	35.0
	SANGAT SETUJU	65	65.0	65.0	100.0
	Total	100	100.0	100.0	

x3.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SANGAT TIDAK SETUJU	4	4.0	4.0	4.0
	TIDAK SETUJU	14	14.0	14.0	18.0
	SETUJU	45	45.0	45.0	63.0
	SANGAT SETUJU	37	37.0	37.0	100.0
	Total	100	100.0	100.0	

x3.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	8	8.0	8.0	8.0
	SETUJU	48	48.0	48.0	56.0
	SANGAT SETUJU	44	44.0	44.0	100.0
	Total	100	100.0	100.0	

x3.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SANGAT TIDAK SETUJU	2	2.0	2.0	2.0
	TIDAK SETUJU	19	19.0	19.0	21.0
	SETUJU	40	40.0	40.0	61.0
	SANGAT SETUJU	39	39.0	39.0	100.0
	Total	100	100.0	100.0	

X4.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	5	5.0	5.0	5.0
	SETUJU	20	20.0	20.0	25.0
	SANGAT SETUJU	75	75.0	75.0	100.0
	Total	100	100.0	100.0	

X4.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	4	4.0	4.0	4.0
	SETUJU	27	27.0	27.0	31.0
	SANGAT SETUJU	69	69.0	69.0	100.0
	Total	100	100.0	100.0	

X4.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SANGAT TIDAK SETUJU	1	1.0	1.0	1.0
	TIDAK SETUJU	12	12.0	12.0	13.0
	SETUJU	47	47.0	47.0	60.0
	SANGAT SETUJU	40	40.0	40.0	100.0
	Total	100	100.0	100.0	

X4.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SANGAT TIDAK SETUJU	1	1.0	1.0	1.0
	TIDAK SETUJU	10	10.0	10.0	11.0
	SETUJU	45	45.0	45.0	56.0
	SANGAT SETUJU	44	44.0	44.0	100.0
	Total	100	100.0	100.0	

X5.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SANGAT TIDAK SETUJU	3	3.0	3.0	3.0
	TIDAK SETUJU	5	5.0	5.0	8.0
	SETUJU	25	25.0	25.0	33.0
	SANGAT SETUJU	67	67.0	67.0	100.0
	Total	100	100.0	100.0	

X5.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SANGAT TIDAK SETUJU	4	4.0	4.0	4.0
	TIDAK SETUJU	17	17.0	17.0	21.0
	SETUJU	45	45.0	45.0	66.0
	SANGAT SETUJU	34	34.0	34.0	100.0
	Total	100	100.0	100.0	

X5.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SANGAT TIDAK SETUJU	4	4.0	4.0	4.0
	TIDAK SETUJU	13	13.0	13.0	17.0
	SETUJU	52	52.0	52.0	69.0
	SANGAT SETUJU	31	31.0	31.0	100.0
	Total	100	100.0	100.0	

Y1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	6	6.0	6.0	6.0
	SETUJU	8	8.0	8.0	14.0
	SANGAT SETUJU	86	86.0	86.0	100.0
	Total	100	100.0	100.0	

Y1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SETUJU	2	2.0	2.0	2.0
	SETUJU	14	14.0	14.0	16.0
	SANGAT SETUJU	84	84.0	84.0	100.0
	Total	100	100.0	100.0	

LAMPIRAN 4

HASIL UJI VALIDITAS DAN RELIABILITAS

Correlations

Correlations

		X1.1	X1.2	X1.3	X1.4	X1.5	TOT_X1
X1.1	Pearson Correlation	1	.423**	.991**	.410**	.494**	.841**
	Sig. (2-tailed)	.	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100
X1.2	Pearson Correlation	.423**	1	.413**	.924**	.397**	.812**
	Sig. (2-tailed)	.000	.	.000	.000	.000	.000
	N	100	100	100	100	100	100
X1.3	Pearson Correlation	.991**	.413**	1	.400**	.500**	.837**
	Sig. (2-tailed)	.000	.000	.	.000	.000	.000
	N	100	100	100	100	100	100
X1.4	Pearson Correlation	.410**	.924**	.400**	1	.404**	.805**
	Sig. (2-tailed)	.000	.000	.000	.	.000	.000
	N	100	100	100	100	100	100
X1.5	Pearson Correlation	.494**	.397**	.500**	.404**	1	.661**
	Sig. (2-tailed)	.000	.000	.000	.000	.	.000
	N	100	100	100	100	100	100
TOT_X1	Pearson Correlation	.841**	.812**	.837**	.805**	.661**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.
	N	100	100	100	100	100	100

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

Correlations

Correlations

		X2.1	X2.2	X2.3	TOT_X2
X2.1	Pearson Correlation	1	.420**	.404**	.791**
	Sig. (2-tailed)	.	.000	.000	.000
	N	100	100	100	100
X2.2	Pearson Correlation	.420**	1	.331**	.751**
	Sig. (2-tailed)	.000	.	.001	.000
	N	100	100	100	100
X2.3	Pearson Correlation	.404**	.331**	1	.762**
	Sig. (2-tailed)	.000	.001	.	.000
	N	100	100	100	100
TOT_X2	Pearson Correlation	.791**	.751**	.762**	1
	Sig. (2-tailed)	.000	.000	.000	.
	N	100	100	100	100

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

Correlations

Correlations

		X3.1	X3.2	X3.3	TOT_X3
X3.1	Pearson Correlation	1	.593**	.245*	.784**
	Sig. (2-tailed)	.	.000	.014	.000
	N	100	100	100	100
X3.2	Pearson Correlation	.593**	1	.389**	.834**
	Sig. (2-tailed)	.000	.	.000	.000
	N	100	100	100	100
X3.3	Pearson Correlation	.245*	.389**	1	.716**
	Sig. (2-tailed)	.014	.000	.	.000
	N	100	100	100	100
TOT_X3	Pearson Correlation	.784**	.834**	.716**	1
	Sig. (2-tailed)	.000	.000	.000	.
	N	100	100	100	100

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

* . Correlation is significant at the 0.05 level (2-tailed).

Correlations

Correlations

		X4.1	X4.2	X4.3	X4.4	TOT_X4
X4.1	Pearson Correlation	1	.340**	.481**	.457**	.721**
	Sig. (2-tailed)	.	.001	.000	.000	.000
	N	100	100	100	100	100
X4.2	Pearson Correlation	.340**	1	.337**	.318**	.618**
	Sig. (2-tailed)	.001	.	.001	.001	.000
	N	100	100	100	100	100
X4.3	Pearson Correlation	.481**	.337**	1	.756**	.865**
	Sig. (2-tailed)	.000	.001	.	.000	.000
	N	100	100	100	100	100
X4.4	Pearson Correlation	.457**	.318**	.756**	1	.852**
	Sig. (2-tailed)	.000	.001	.000	.	.000
	N	100	100	100	100	100
TOT_X4	Pearson Correlation	.721**	.618**	.865**	.852**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.
	N	100	100	100	100	100

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

Correlations

Correlations

		X5.1	X5.2	X5.3	TOT_X5
X5.1	Pearson Correlation	1	.253*	.258**	.605**
	Sig. (2-tailed)	.	.011	.009	.000
	N	100	100	100	100
X5.2	Pearson Correlation	.253*	1	.898**	.903**
	Sig. (2-tailed)	.011	.	.000	.000
	N	100	100	100	100
X5.3	Pearson Correlation	.258**	.898**	1	.903**
	Sig. (2-tailed)	.009	.000	.	.000
	N	100	100	100	100
TOT_X5	Pearson Correlation	.605**	.903**	.903**	1
	Sig. (2-tailed)	.000	.000	.000	.
	N	100	100	100	100

*. Correlation is significant at the 0.05 level (2-tailed).

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

Correlations

Correlations

		Y1.1	Y1.2	TOT_Y
Y1.1	Pearson Correlation	1	.541**	.903**
	Sig. (2-tailed)	.	.000	.000
	N	100	100	100
Y1.2	Pearson Correlation	.541**	1	.850**
	Sig. (2-tailed)	.000	.	.000
	N	100	100	100
TOT_Y	Pearson Correlation	.903**	.850**	1
	Sig. (2-tailed)	.000	.000	.
	N	100	100	100

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

Reliability

***** Method 1 (space saver) will be used for this analysis *****
 R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
X1.1	14.3200	5.1087	.7296	.8035
X1.2	14.2100	5.1575	.6777	.8187
X1.3	14.3100	5.1252	.7228	.8054
X1.4	14.2200	5.2642	.6739	.8191
X1.5	14.0200	6.4844	.5380	.8536

Reliability Coefficients

N of Cases = 100.0

N of Items = 5

Alpha = .8521

Reliability

***** Method 1 (space saver) will be used for this analysis *****
 R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
X2.1	7.1000	1.6465	.5048	.4967
X2.2	6.9500	1.7854	.4471	.5757
X2.3	7.0900	1.6989	.4370	.5912

Reliability Coefficients

N of Cases = 100.0

N of Items = 3

Alpha = .6521

Reliability

***** Method 1 (space saver) will be used for this analysis *****
 R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
X3.1	7.0200	1.3127	.4890	.5565
X3.2	6.9700	1.2819	.6198	.3933
X3.3	7.0300	1.4435	.3513	.7428

Reliability Coefficients

N of Cases = 100.0

N of Items = 3

Alpha = .6666

Reliability

***** Method 1 (space saver) will be used for this analysis *****
 R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
X4.1	10.2300	2.5425	.5309	.7387
X4.2	10.2800	2.7693	.3899	.7997
X4.3	10.6700	1.9203	.7088	.6359
X4.4	10.6100	1.9777	.6875	.6497

Reliability Coefficients

N of Cases = 100.0

N of Items = 4

Alpha = .7712

Reliability

***** Method 1 (space saver) will be used for this analysis *****
 R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
X5.1	6.1900	2.3979	.2626	.9453
X5.2	6.6600	1.4186	.7370	.4101
X5.3	6.6500	1.5025	.7525	.4023

Reliability Coefficients

N of Cases = 100.0

N of Items = 3

Alpha = .7351

Reliability

***** Method 1 (space saver) will be used for this analysis *****
 R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
Y1.1	3.8200	.1895	.5410	.
Y1.2	3.8000	.2828	.5410	.

Reliability Coefficients

N of Cases = 100.0

N of Items = 2

Alpha = .6931

LAMPIRAN 5
ASUMSI KLASIK

1. Uji Normalitas

NPar Tests

One-Sample Kolmogorov-Smirnov Test

			Unstandardiz ed Residual
N			100
Normal Parameters ^{a,b}	Mean		.0000000
	Std. Deviation		.16827482
Most Extreme Differences	Absolute		.066
	Positive		.066
	Negative		-.065
Kolmogorov-Smirnov Z			.664
Asymp. Sig. (2-tailed)			.770

- a. Test distribution is Normal.
- b. Calculated from data.

2. Uji Multikolinearitas

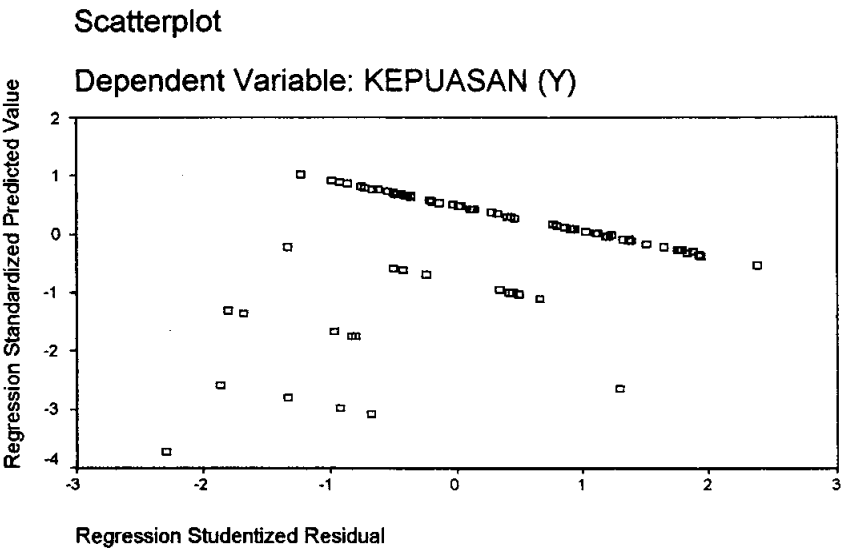
Coefficients

Mode		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics	
		B	Std. Error	Beta			Zero-order	Partial	Part	Tolerance	VIF
1	(Constant)	.938	.148		6.358	.000					
	TANGIBLES (X1)	.250	.052	.336	4.779	.000	.840	.442	.195	.337	2.971
	RELIABILITY (X2)	.187	.051	.266	3.694	.000	.825	.356	.151	.322	3.104
	RESPONSIVENESS (X3)	.109	.041	.114	2.658	.009	.334	.264	.109	.907	1.103
	ASSURANCE (X4)	.201	.066	.230	3.021	.003	.831	.297	.123	.287	3.479
	EMPATHY (X5)	.104	.043	.152	2.415	.018	.737	.242	.099	.419	2.388

a. Dependent Variable: KEPUASAN (Y)

3. Uji Heterokedastisitas

Charts



4. Uji Autokorelasi

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.918 ^a	.843	.835	.17269	1.934

a. Predictors: (Constant), EMPATHY (X5), RESPONSIVENESS (X3), TANGIBLES (X1), RELIABILITY (X2), ASSURANCE (X4)

b. Dependent Variable: KEPUASAN (Y)

LAMPIRAN 6
HASIL ANALISIS REGRESI LINIER BERGANDA

Regression

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	EMPATHY (X5), RESPONSIVENESS (X3), TANGIBLES (X1), RELIABILITY (X2), ASSURANCE (X4)		Enter

- a. All requested variables entered.
b. Dependent Variable: KEPUASAN (Y)

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.918 ^a	.843	.835	.17269

- a. Predictors: (Constant), EMPATHY (X5),
RESPONSIVENESS (X3), TANGIBLES (X1),
RELIABILITY (X2), ASSURANCE (X4)

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	15.087	5	3.017	101.176	.000 ^a
	Residual	2.803	94	.030		
	Total	17.890	99			

- a. Predictors: (Constant), EMPATHY (X5), RESPONSIVENESS (X3), TANGIBLES (X1),
RELIABILITY (X2), ASSURANCE (X4)
b. Dependent Variable: KEPUASAN (Y)

Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations		
		B	Std. Error	Beta			Zero-order	Partial	Part
1	(Constant)	.938	.148		6.358	.000			
	TANGIBLES (X1)	.250	.052	.336	4.779	.000	.840	.442	.195
	RELIABILITY (X2)	.187	.051	.266	3.694	.000	.825	.356	.151
	RESPONSIVENESS (X3)	.109	.041	.114	2.658	.009	.334	.264	.109
	ASSURANCE (X4)	.201	.066	.230	3.021	.003	.831	.297	.123
	EMPATHY (X5)	.104	.043	.152	2.415	.018	.737	.242	.099

- a. Dependent Variable: KEPUASAN (Y)

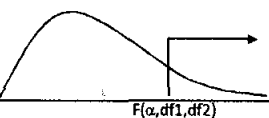
Lampiran 7

Interprestasi Nilai Koefisien Korelasi

No	Koefisien korelasi (r)	Interpretasi
1	0,00-0,25	<i>No associations or low association (weak association)</i>
2	0,26-0,50	<i>Moderately low association (moderately weak association)</i>
3	0,51-0,75	<i>Moderately high association (moderately strong association)</i>
4	0,76-1,00	<i>High association (strong association up to perfect association)</i>

Sumber: Champion, Dean, J., 1981, Basic Statistic For Social Research
(Second Edition), New York: Macmillan Publishing Co., p. 302

TABLE F

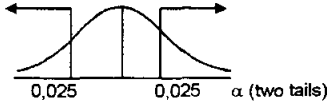
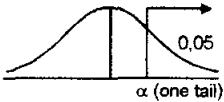
 $\alpha = 5\%$ 

Nominator df ₁	Denominator df ₂					
	1	2	3	4	5	6
1.	161,45	199,50	215,71	224,58	230,16	233,99
2.	18,51	19,00	19,16	19,25	19,30	19,33
3.	10,13	9,55	9,28	9,12	9,01	8,94
4.	7,71	6,94	6,59	6,39	6,26	6,16
5.	6,61	5,79	5,41	5,19	5,05	4,95
6.	5,99	5,14	4,76	4,53	4,39	4,28
7.	5,59	4,74	4,35	4,12	3,97	3,87
8.	5,32	4,46	4,07	3,84	3,69	3,58
9.	5,12	4,26	3,86	3,63	3,48	3,37
10.	4,96	4,10	3,71	3,48	3,33	3,22
11.	4,84	3,98	3,59	3,36	3,20	3,09
12.	4,75	3,89	3,49	3,26	3,11	3,00
13.	4,67	3,81	3,41	3,18	3,03	2,92
14.	4,60	3,74	3,34	3,11	2,96	2,85
15.	4,54	3,68	3,29	3,06	2,90	2,79
16.	4,49	3,63	3,24	3,01	2,85	2,74
17.	4,45	3,59	3,20	2,96	2,81	2,70
18.	4,41	3,55	3,16	2,93	2,77	2,66
19.	4,38	3,52	3,13	2,90	2,74	2,63
20.	4,35	3,49	3,10	2,87	2,71	2,60
21.	4,32	3,47	3,07	2,84	2,68	2,57
22.	4,30	3,44	3,05	2,82	2,66	2,55
23.	4,28	3,42	3,03	2,80	2,64	2,53
24.	4,26	3,40	3,01	2,78	2,62	2,51
25.	4,24	3,39	2,99	2,76	2,60	2,49
26.	4,23	3,37	2,98	2,74	2,59	2,47
27.	4,21	3,35	2,96	2,73	2,57	2,46
28.	4,20	3,34	2,95	2,71	2,56	2,45
29.	4,18	3,33	2,93	2,70	2,55	2,43
30.	4,17	3,32	2,92	2,69	2,53	2,42
31.	4,16	3,30	2,91	2,68	2,52	2,41
32.	4,15	3,29	2,90	2,67	2,51	2,40
33.	4,14	3,28	2,89	2,66	2,50	2,39
34.	4,13	3,28	2,88	2,65	2,49	2,38
35.	4,12	3,27	2,87	2,64	2,49	2,37
36.	4,11	3,26	2,87	2,63	2,48	2,36
37.	4,11	3,25	2,86	2,63	2,47	2,36
38.	4,10	3,24	2,85	2,62	2,46	2,35
39.	4,09	3,24	2,85	2,61	2,46	2,34
40.	4,08	3,23	2,84	2,61	2,45	2,34
41.	4,08	3,23	2,83	2,60	2,44	2,33
42.	4,07	3,22	2,83	2,59	2,44	2,32
43.	4,07	3,21	2,82	2,59	2,43	2,32
44.	4,06	3,21	2,82	2,58	2,43	2,31
45.	4,06	3,20	2,81	2,58	2,42	2,31
46.	4,05	3,20	2,81	2,57	2,42	2,30
47.	4,05	3,20	2,80	2,57	2,41	2,30
48.	4,04	3,19	2,80	2,57	2,41	2,29
49.	4,04	3,19	2,79	2,56	2,40	2,29
50.	4,03	3,18	2,79	2,56	2,40	2,29
51.	4,03	3,18	2,79	2,55	2,40	2,28
52.	4,03	3,18	2,78	2,55	2,39	2,28
53.	4,02	3,17	2,78	2,55	2,39	2,28
54.	4,02	3,17	2,78	2,54	2,39	2,27
55.	4,02	3,16	2,77	2,54	2,38	2,27
56.	4,01	3,16	2,77	2,54	2,38	2,27
57.	4,01	3,16	2,77	2,53	2,38	2,26
58.	4,01	3,16	2,76	2,53	2,37	2,26
59.	4,00	3,15	2,76	2,53	2,37	2,26
60.	4,00	3,15	2,76	2,53	2,37	2,25

Denominator df ₂	Nominator df ₁					
	1	2	3	4	5	6
61.	4,00	3,15	2,76	2,52	2,37	2,25
62.	4,00	3,15	2,75	2,52	2,36	2,25
63.	3,99	3,14	2,75	2,52	2,36	2,25
64.	3,99	3,14	2,75	2,52	2,36	2,24
65.	3,99	3,14	2,75	2,51	2,36	2,24
66.	3,99	3,14	2,74	2,51	2,35	2,24
67.	3,98	3,13	2,74	2,51	2,35	2,24
68.	3,98	3,13	2,74	2,51	2,35	2,24
69.	3,98	3,13	2,74	2,50	2,35	2,23
70.	3,98	3,13	2,74	2,50	2,35	2,23
71.	3,98	3,13	2,73	2,50	2,34	2,23
72.	3,97	3,12	2,73	2,50	2,34	2,23
73.	3,97	3,12	2,73	2,50	2,34	2,23
74.	3,97	3,12	2,73	2,50	2,34	2,22
75.	3,97	3,12	2,73	2,49	2,34	2,22
76.	3,97	3,12	2,72	2,49	2,33	2,22
77.	3,97	3,12	2,72	2,49	2,33	2,22
78.	3,96	3,11	2,72	2,49	2,33	2,22
79.	3,96	3,11	2,72	2,49	2,33	2,22
80.	3,96	3,11	2,72	2,49	2,33	2,21
81.	3,96	3,11	2,72	2,48	2,33	2,21
82.	3,96	3,11	2,72	2,48	2,33	2,21
83.	3,96	3,11	2,71	2,48	2,32	2,21
84.	3,95	3,11	2,71	2,48	2,32	2,21
85.	3,95	3,10	2,71	2,48	2,32	2,21
86.	3,95	3,10	2,71	2,48	2,32	2,21
87.	3,95	3,10	2,71	2,48	2,32	2,2
88.	3,95	3,10	2,71	2,48	2,32	2,2
89.	3,95	3,10	2,71	2,47	2,32	2,2
90.	3,95	3,10	2,71	2,47	2,32	2,2
91.	3,95	3,10	2,70	2,47	2,31	2,2
92.	3,94	3,10	2,70	2,47	2,31	2,2
93.	3,94	3,09	2,70	2,47	2,31	2,2
94.	3,94	3,09	2,70	2,47	2,31	2,2
95.	3,94	3,09	2,70	2,47	2,31	2,2
96.	3,94	3,09	2,70	2,47	2,31	2,19
97.	3,94	3,09	2,70	2,47	2,31	2,19
98.	3,94	3,09	2,70	2,46	2,31	2,19
99.	3,94	3,09	2,70	2,46	2,31	2,19
100.	3,94	3,09	2,70	2,46	2,31	2,19
101.	3,94	3,09	2,69	2,46	2,30	2,19
102.	3,93	3,09	2,69	2,46	2,30	2,19
103.	3,93	3,08	2,69	2,46	2,30	2,19
104.	3,93	3,08	2,69	2,46	2,30	2,19
105.	3,93	3,08	2,69	2,46	2,30	2,19
106.	3,93	3,08	2,69	2,46	2,30	2,19
107.	3,93	3,08	2,69	2,46	2,30	2,18
108.	3,93	3,08	2,69	2,46	2,30	2,18
109.	3,93	3,08	2,69	2,45	2,30	2,18
110.	3,93	3,08	2,69	2,45	2,30	2,18
111.	3,93	3,08	2,69	2,45	2,30	2,18
112.	3,93	3,08	2,69	2,45	2,30	2,18
113.	3,93	3,08	2,68	2,45	2,29	2,18
114.	3,92	3,08	2,68	2,45	2,29	2,18
115.	3,92	3,08	2,68	2,45	2,29	2,18
116.	3,92	3,07	2,68	2,45	2,29	2,18
117.	3,92	3,07	2,68	2,45	2,29	2,18
118.	3,92	3,07	2,68	2,45	2,29	2,18
119.	3,92	3,07	2,68	2,45	2,29	2,18
120.	3,92	3,07	2,68	2,45	2,29	2,18

TABEL t

Example:
Pr (t > = 0.025
Pr (t > = 0.05
Pr (t > = 0.10



Pr df	0,10	0,05	0,025	0,010
1.	3,0777	6,3138	12,7062	31,8205
2.	1,8856	2,9200	4,3027	6,9646
3.	1,6377	2,3534	3,1824	4,5407
4.	1,5332	2,1318	2,7764	3,7469
5.	1,4759	2,0150	2,5706	3,3649
6.	1,4398	1,9432	2,4469	3,1427
7.	1,4149	1,8946	2,3646	2,9980
8.	1,3968	1,8595	2,3060	2,8965
9.	1,3830	1,8331	2,2622	2,8214
10.	1,3722	1,8125	2,2330	2,7638
11.	1,3634	1,7959	2,2010	2,7181
12.	1,3562	1,7823	2,1788	2,6810
13.	1,3502	1,7709	2,1604	2,6503
14.	1,3450	1,7613	2,1448	2,6245
15.	1,3406	1,7531	2,1314	2,6025
16.	1,3368	1,7459	2,1199	2,5835
17.	1,3334	1,7396	2,1098	2,5669
18.	1,3304	1,7341	2,1009	2,5524
19.	1,3277	1,7291	2,0930	2,5395
20.	1,3253	1,7247	2,0860	2,5280
21.	1,3232	1,7207	2,0796	2,5176
22.	1,3212	1,7171	2,0739	2,5083
23.	1,3195	1,7139	2,0687	2,4999
24.	1,3178	1,7109	2,0639	2,4922
25.	1,3163	1,7081	2,0595	2,4851
26.	1,3150	1,7056	2,0555	2,4786
27.	1,3137	1,7033	2,0518	2,4727
28.	1,3125	1,7011	2,0484	2,4671
29.	1,3114	1,6991	2,0452	2,4620
30.	1,3104	1,6973	2,0423	2,4573
31.	1,3095	1,6955	2,0395	2,4528
32.	1,3086	1,6939	2,0369	2,4487
33.	1,3077	1,6924	2,0345	2,4448
34.	1,3070	1,6909	2,0322	2,4411
35.	1,3062	1,6896	2,0301	2,4377
36.	1,3055	1,6883	2,0281	2,4345
37.	1,3049	1,6871	2,0262	2,4314
38.	1,3042	1,6860	2,0244	2,4286
39.	1,3036	1,6849	2,0227	2,4258
40.	1,3031	1,6839	2,0211	2,4233
41.	1,3025	1,6829	2,0195	2,4208
42.	1,3020	1,6820	2,0181	2,4185
43.	1,3016	1,6811	2,0167	2,4163
44.	1,3011	1,6802	2,0154	2,4141
45.	1,3006	1,6794	2,0141	2,4121
46.	1,3002	1,6787	2,0129	2,4102
47.	1,2998	1,6779	2,0117	2,4083
48.	1,2994	1,6772	2,0106	2,4066
49.	1,2991	1,6766	2,0096	2,4049
50.	1,2987	1,6759	2,0086	2,4033
51.	1,2984	1,6753	2,0076	2,4017
52.	1,2980	1,6747	2,0066	2,4002
53.	1,2977	1,6741	2,0057	2,3988
54.	1,2974	1,6736	2,0049	2,3974
55.	1,2971	1,6730	2,0040	2,3961
56.	1,2969	1,6725	2,0032	2,3948
57.	1,2966	1,6720	2,0025	2,3936
58.	1,2963	1,6716	2,0017	2,3924
59.	1,2961	1,6711	2,0010	2,3912
60.	1,2958	1,6706	2,0003	2,3901

Pr df	0,10	0,05	0,025	0,010
61.	1,2956	1,6702	1,9996	2,3890
62.	1,2954	1,6698	1,9990	2,3880
63.	1,2951	1,6694	1,9983	2,3870
64.	1,2949	1,6690	1,9977	2,3860
65.	1,2947	1,6686	1,9971	2,3851
66.	1,2945	1,6683	1,9966	2,3842
67.	1,2943	1,6679	1,9960	2,3833
68.	1,2941	1,6676	1,9955	2,3824
69.	1,2939	1,6672	1,9949	2,3816
70.	1,2938	1,6669	1,9944	2,3808
71.	1,2936	1,6666	1,9939	2,3800
72.	1,2934	1,6663	1,9935	2,3793
73.	1,2933	1,6660	1,9930	2,3785
74.	1,2931	1,6657	1,9925	2,3778
75.	1,2929	1,6654	1,9921	2,3771
76.	1,2928	1,6652	1,9917	2,3764
77.	1,2926	1,6649	1,9913	2,3758
78.	1,2925	1,6646	1,9908	2,3751
79.	1,2924	1,6644	1,9905	2,3745
80.	1,2922	1,6641	1,9901	2,3739
81.	1,2921	1,6639	1,9897	2,3733
82.	1,2920	1,6636	1,9893	2,3727
83.	1,2918	1,6634	1,9890	2,3721
84.	1,2917	1,6632	1,9886	2,3716
85.	1,2916	1,6630	1,9883	2,3710
86.	1,2915	1,6628	1,9879	2,3705
87.	1,2914	1,6626	1,9876	2,3700
88.	1,2912	1,6624	1,9873	2,3695
89.	1,2911	1,6622	1,9870	2,3690
90.	1,2910	1,6620	1,9867	2,3685
91.	1,2909	1,6618	1,9864	2,3680
92.	1,2908	1,6616	1,9861	2,3676
93.	1,2907	1,6614	1,9858	2,3671
94.	1,2906	1,6612	1,9855	2,3667
95.	1,2905	1,6611	1,9853	2,3662
96.	1,2904	1,6609	1,9850	2,3658
97.	1,2903	1,6607	1,9847	2,3654
98.	1,2902	1,6606	1,9845	2,3650
99.	1,2902	1,6604	1,9842	2,3646
100.	1,2901	1,6602	1,9840	2,3642
101.	1,2900	1,6601	1,9837	2,3638
102.	1,2899	1,6599	1,9835	2,3635
103.	1,2898	1,6598	1,9833	2,3631
104.	1,2897	1,6596	1,9830	2,3627
105.	1,2897	1,6595	1,9828	2,3624
106.	1,2896	1,6594	1,9826	2,3620
107.	1,2895	1,6592	1,9824	2,3617
108.	1,2894	1,6591	1,9822	2,3614
109.	1,2894	1,6590	1,9820	2,3610
110.	1,2893	1,6588	1,9818	2,3607
111.	1,2892	1,6587	1,9816	2,3604
112.	1,2892	1,6586	1,9814	2,3601
113.	1,2891	1,6585	1,9812	2,3598
114.	1,2890	1,6583	1,9810	2,3595
115.	1,2890	1,6582	1,9808	2,3592
116.	1,2889	1,6581	1,9806	2,3589
117.	1,2888	1,6580	1,9804	2,3586
118.	1,2888	1,6579	1,9803	2,3584
119.	1,2887	1,6578	1,9801	2,3581
120.	1,2886	1,6577	1,9799	2,3578

Sumber: SPSS for Windows Ver. 11.0.0, SPSS Inc., 1989 - 2001.

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