

Lampiran 1. Angket

ANGKET

Dengan hormat,

Saya adalah mahasiswi Magister Manajemen Universitas Katolik Widya Mandala Surabaya. Dalam rangka memenuhi persyaratan tugas akhir saya (Tesis) yang berjudul "**Pengaruh Servicescape pada Niat Pembelian Ulang dengan Kepercayaan sebagai Variabel Moderator pada Restoran Makanan Jepang di Surabaya**", saya memohon kesediaan Bapak/Ibu serta Saudara/i sekalian untuk meluangkan waktu mengisi angket ini. Atas kesediaan serta waktu Anda, saya ucapkan terima kasih.

Nama : Christina Eveline H.

NRP : 8112412025

Hormat saya,

Christina Eveline H.

A. Identitas Responden

Nama :

Berikan tanda (x) pada jawaban yang sesuai dengan pilihan Anda.

1. Jenis kelamin:

() Laki-laki () Perempuan

2. Usia:

() < 18 tahun () 18 - < 30 tahun () ≥

30 tahun

3. Pekerjaan:

() Pelajar () Karyawan () Ibu Rumah Tangga () Pengusaha ()
Lain-lain

4. Jenjang Pendidikan:

() S1 () SMA () Lain-lain

5. Mengetahui restoran ini dari:

() Teman / Rekan bisnis () Keluarga () Iklan / Media
cetak / Radio

6. Frekuensi pergi ke restoran ini dalam 6 bulan terakhir:

() 1 kali () 2 kali () 3 kali () 4 kali ()
> 4 kali

7. Biasa makan di restoran ini bersama siapa:

() Teman / Rekan bisnis () Keluarga () Sendiri

B. Variabel Penelitian

Berikan tanda (✓) pada pernyataan yang ada, sesuai dengan pilihan Anda, berdasarkan keterangan berikut ini:

STS : Sangat Tidak Setuju

TS : Tidak Setuju

N : Netral

S : Setuju

SS : Sangat Setuju

1. Ambience

No.	Pernyataan	STS	TS	N	S	SS
1.	Pencahayaan menciptakan suasana hangat					
2.	Pencahayaan membuat saya merasa diterima					
3.	Pencahayaan menciptakan suasana nyaman					
4.	Latar belakang musik menenangkan saya					
5.	Alunan musik membuat saya menikmati makanan dengan baik					
6.	Alunan musik menyenangkan hati saya					
7.	Suasana restoran membuat saya nyaman					
8.	Suasana restoran menenangkan hati dan pikiran					
9.	Suasana yang ada mendukung untuk dapat menikmati makanan					
10.	Suhu ruangan membuat saya nyaman berada di sini					
11.	Suhu ruangan menyegarkan hati dan pikiran					

12.	Aroma udara menggugah selera makan saya					
13.	Aroma restoran menyegarkan hati dan pikiran saya					

2. Tata Ruang

No.	Pernyataan	STS	TS	N	S	SS
1.	Tata letak membuat bagi saya untuk mudah bergerak					
2.	Tata letak memberi saya privasi cukup nyata					
3.	Pengaturan tempat duduk memberi saya ruang yang cukup					
4.	Restoran ini mempunyai tempat duduk yang nyaman					
5.	Ukuran meja memberi kenyamanan bagi saya untuk bergerak					
6.	Pengaturan meja secara visual menarik					

3. Dekorasi

No.	Pernyataan	STS	TS	N	S	SS
1.	Dekorasi ruangan membuat saya terhanyut					
2.	Dekorasi ruangan serasi dengan warna dan interior lainnya					
3.	Warna ruangan menciptakan suasana hangat					
4.	Hiasan atau lukisan menyatu dengan desain visual ruangan					

4. Kepercayaan

1.	Saya percaya pada kualitas produk yang diberikan oleh restoran ini					
2.	Saya yakin lingkungan yang ada di restoran ini sesuai dengan harapan saya					

3.	Saya yakin akan dapat menikmati makanan dengan suasana yang ada di restoran ini					
4.	Saya percaya kualitas produk di restoran ini terjamin dan menyenangkan hati saya					
5.	Saya yakin restoran ini akan membuat saya nyaman berbincang-bincang di sini					

5. Niat Pembelian Ulang

No.	Pernyataan	STS	TS	N	S	SS
1.	Saya ingin kembali ke sini karena ada alunan musik yang mendamaikan hati					
2.	Saya akan sering ke tempat ini karena dekorasi dan desain ruangannya menggambarkan karakter saya					
3.	Saya ingin berada di sini lagi karena tempat ini enak dibuat berbincang-bincang					
4.	Saya berniatan makan di sini lagi dengan keluarga karena suasana yang ada membuat saya nyaman					
5.	Saya berniatan untuk kembali makan di sini dalam waktu dekat karena lingkungannya bersahabat					

Terima kasih.. Tuhan memberkati Anda sekeluarga..

Lampiran 2. Data Mentah

R	Ambience (X1)												Tata Ruang (X2)						Dekorasi (X3)				Trust (Z1)					Niat Pembelian Ulang (Y1)					
	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q1	Q2	Q3	Q4	Q5	Q6	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q5	Q1	Q2	Q3	Q4	Q5
1	4	4	5	5	1	5	5	4	5	5	4	4	3	5	4	5	4	3	4	3	4	4	4	2	4	4	4	5	5	4	5	4	
2	5	4	4	4	2	3	4	4	5	4	3	3	3	3	4	4	3	3	3	4	4	3	3	3	4	5	5	4	4	4	4		
3	4	5	5	4	1	4	5	3	3	3	5	3	4	3	3	5	3	4	3	3	3	4	3	2	4	3	4	4	4	5	4	4	
4	5	5	4	4	3	3	3	5	4	5	4	4	4	3	4	3	3	4	4	4	5	3	4	4	2	4	4	5	2	3	4	4	
5	4	5	5	5	1	5	5	3	4	4	3	5	2	3	3	3	4	3	4	5	4	4	5	3	3	4	5	4	1	4	5	4	
6	5	4	4	5	2	5	4	4	5	5	4	5	3	4	5	5	4	3	3	4	4	5	4	5	1	4	4	5	3	4	5	5	4
7	4	4	5	5	4	2	2	5	4	5	5	4	4	4	4	5	4	4	4	5	5	3	5	1	5	5	4	4	1	3	3	3	2
8	5	5	4	4	1	4	4	2	3	4	5	3	5	4	5	4	5	5	4	2	3	5	3	2	4	5	5	4	2	4	4	5	5
9	5	4	5	4	3	4	3	3	3	3	4	5	4	4	5	5	4	5	2	4	2	3	3	4	5	4	3	4	5	5	4	4	
10	4	5	4	5	2	5	5	4	5	4	4	3	2	4	5	5	4	5	5	2	5	2	4	4	2	3	4	5	4	2	5	5	
11	4	4	4	4	4	1	1	5	5	5	5	3	3	4	5	4	5	4	5	3	5	2	5	1	3	4	5	5	3	5	5	4	
12	5	5	5	5	1	4	4	2	3	3	4	4	3	4	5	3	5	5	5	3	4	4	3	2	4	5	5	4	2	5	5	5	
13	4	5	5	4	3	4	4	3	3	3	3	4	5	3	4	4	4	5	5	4	4	3	3	3	3	5	5	4	4	4	4	4	
14	5	4	4	5	2	4	5	4	3	4	4	4	3	4	5	3	4	5	3	5	5	5	4	2	3	4	4	3	1	3	3	2	
17	4	4	4	5	4	2	1	5	3	4	4	5	5	4	5	3	4	5	3	3	2	4	2	2	4	5	4	5	2	5	4	5	
18	4	5	5	5	2	5	4	4	5	5	5	4	4	4	5	4	5	3	4	4	2	4	5	1	5	5	4	4	4	5	4	4	
19	4	5	4	5	1	4	4	3	2	3	3	4	5	5	4	4	5	5	2	4	3	5	1	4	4	5	4	3	4	5	5	5	
20	4	5	4	4	3	3	4	5	5	5	4	5	4	4	4	4	4	4	5	3	4	3	3	3	4	5	5	2	4	4	4		
21	5	5	4	5	4	2	2	4	4	5	5	4	5	3	3	5	5	5	5	4	4	4	1	5	4	5	4	3	2	4	5	5	
22	4	4	4	4	2	5	5	3	3	3	4	4	4	4	5	4	5	4	4	4	5	5	2	4	4	4	5	1	4	5	5	5	
24	4	4	5	5	1	5	5	4	5	5	4	4	3	5	4	5	4	4	3	4	4	4	2	4	4	4	4	5	5	4	5	4	
25	5	4	4	4	4	2	3	4	4	5	4	3	3	3	4	4	3	3	4	4	3	3	3	4	5	5	4	4	4	4	4	4	

26	4	5	5	4	1	4	5	3	3	5	4	3	3	4	3	3	5	3	4	3	3	4	3	2	4	3	4	4	4	5	4	4
27	5	5	4	4	3	3	3	5	4	5	4	3	4	3	3	4	3	3	4	4	3	4	3	4	2	4	4	4	5	4	4	4
28	4	5	5	5	1	5	5	3	4	4	3	5	2	3	3	3	4	3	4	3	4	5	4	3	3	4	5	4	1	4	5	4
29	5	4	4	5	2	5	4	5	5	4	3	4	5	5	4	3	3	4	3	4	5	4	3	5	1	4	4	5	3	5	4	
30	4	4	5	5	2	2	2	5	4	5	5	4	4	4	4	4	5	4	4	5	5	3	5	1	5	5	4	1	3	3	2	
31	5	5	4	4	1	4	4	2	3	4	5	3	5	4	5	4	5	4	2	3	5	3	2	4	5	5	4	2	4	4	5	5
32	5	4	5	4	3	4	3	3	3	3	4	5	4	4	5	5	4	5	4	2	3	3	3	4	5	4	3	4	5	5	4	
33	4	5	4	5	2	5	5	4	5	4	4	3	2	4	5	5	4	5	2	5	2	4	4	2	3	4	5	4	2	5	5	4
34	4	4	4	4	2	1	1	5	5	5	5	3	3	4	5	4	5	4	3	5	2	5	5	1	3	4	5	5	3	5	5	4
35	5	5	5	5	1	4	4	2	3	3	4	4	3	4	5	3	5	5	3	4	4	3	2	4	5	5	4	4	2	5	5	5
36	4	5	5	4	3	4	4	3	3	3	3	4	5	3	4	4	4	4	5	5	4	4	3	3	3	5	5	4	4	4	4	
37	5	4	4	5	2	4	5	4	3	4	4	3	4	3	5	3	4	5	3	5	5	4	2	3	4	4	3	1	3	3	2	
38	4	4	4	5	1	2	1	5	3	4	4	5	5	4	5	3	4	5	3	3	2	4	2	2	4	5	4	2	5	4	5	
39	4	5	5	5	2	5	4	4	5	5	5	4	4	5	4	5	3	4	4	2	4	5	1	5	5	4	4	3	4	5	4	
40	4	5	4	5	1	4	4	3	2	3	3	3	4	5	5	4	5	5	4	2	4	3	5	1	4	4	5	4	3	4	5	
41	4	5	4	4	3	3	4	5	5	5	4	5	5	4	4	4	4	4	5	3	4	3	3	3	4	5	5	2	4	4	4	
44	5	5	4	5	3	2	2	4	4	5	5	4	5	3	3	5	5	5	4	4	4	1	5	4	5	4	3	2	4	5	5	
45	4	4	4	4	2	5	5	3	3	4	4	4	4	4	4	4	4	4	5	4	4	5	2	4	4	4	5	1	4	5	5	
46	4	4	5	5	1	5	5	4	5	5	4	4	3	5	4	5	4	4	3	4	3	4	4	2	4	4	4	5	5	4	4	
47	5	4	4	4	2	3	4	4	5	4	3	3	3	4	4	3	3	4	4	3	3	3	3	4	5	5	4	5	4	4	4	
48	4	5	5	4	1	4	5	3	3	5	3	4	3	3	5	3	4	3	3	3	4	3	2	4	3	4	4	4	5	4	4	
49	5	5	4	4	3	3	3	5	5	4	5	4	4	3	4	3	4	4	4	5	3	4	4	2	4	4	5	2	3	4	4	
50	4	5	5	5	1	5	5	3	4	4	3	5	2	3	3	3	4	3	4	5	4	4	5	3	3	4	5	4	1	4	5	
51	5	4	4	5	2	5	4	4	5	5	4	3	4	5	5	4	3	3	4	4	5	4	1	4	4	5	3	4	5	5	4	
53	4	4	5	5	2	2	2	5	4	5	5	4	4	4	4	4	5	4	4	5	5	3	5	1	5	5	4	1	3	3	2	
54	5	5	4	4	1	4	4	2	3	4	5	3	5	4	5	4	5	5	4	2	3	5	3	2	4	5	4	2	4	4	5	

55	5	4	5	4	3	4	3	3	3	3	4	5	4	4	5	5	4	5	2	4	2	3	3	4	5	4	3	4	5	5	4		
56	4	5	4	5	2	5	5	4	5	4	4	3	2	4	5	5	4	5	5	2	5	2	4	2	3	4	2	3	4	5	5	4	
57	4	4	4	4	2	1	1	5	5	5	5	3	3	4	5	5	4	5	4	3	5	2	5	5	1	3	4	5	5	5	4		
59	5	5	5	5	1	4	4	2	3	3	4	3	4	5	3	5	5	5	3	4	4	3	2	4	5	5	4	4	5	5	5	5	
62	4	5	5	4	3	4	4	3	3	3	3	4	5	3	4	4	4	5	5	4	5	5	4	3	3	3	5	5	4	4	4	4	
64	5	4	4	5	2	4	5	4	3	3	4	4	3	4	5	3	4	5	3	5	5	4	2	3	3	4	5	5	4	4	4	4	
65	4	4	4	5	1	2	1	5	3	4	4	5	5	4	5	3	4	5	3	2	4	2	2	4	5	4	5	2	5	4	4	5	
66	4	5	5	5	2	5	4	4	5	5	5	4	4	5	4	5	3	4	4	2	4	5	1	5	5	4	4	3	4	5	4	4	
67	4	5	4	5	1	4	4	3	2	3	3	3	4	5	5	4	5	5	2	4	3	5	1	4	4	5	4	3	4	5	5	5	
68	4	5	4	4	3	3	4	5	5	5	4	5	5	4	4	4	4	4	4	5	3	4	3	3	3	4	5	5	2	4	4	4	
69	5	5	4	5	3	2	2	4	4	5	5	4	5	3	3	5	5	5	4	4	4	1	5	4	5	4	3	2	4	5	5	5	
70	4	4	4	4	2	5	5	3	3	3	4	4	4	4	5	4	5	4	5	4	4	5	5	2	4	4	4	4	5	1	4	5	5
71	4	4	5	5	1	5	5	4	5	5	4	4	3	5	4	5	4	4	3	4	3	4	4	2	4	4	4	5	5	4	5	4	
72	5	4	4	4	2	3	4	4	5	4	3	3	3	4	4	3	3	4	4	3	3	3	3	4	5	5	4	5	4	4	4	4	
73	4	5	5	4	1	4	5	3	3	3	5	3	3	4	3	3	5	3	4	3	3	4	2	4	3	4	4	4	5	4	4	4	
74	5	5	4	4	3	3	3	5	5	4	5	4	4	3	3	4	4	4	4	5	3	4	4	2	4	4	5	2	3	4	4	4	
75	4	5	5	5	1	5	5	3	4	4	3	5	2	3	3	3	4	3	4	5	4	4	5	3	3	4	5	4	1	4	5	4	
76	5	4	4	5	2	5	4	4	5	5	4	5	3	4	5	5	4	3	3	4	4	5	4	5	1	4	4	5	5	4	5	4	
77	4	4	5	5	2	2	2	5	4	5	5	4	4	4	4	5	4	4	4	5	5	3	5	1	5	5	4	4	1	3	3	2	
80	5	5	4	4	1	4	4	2	3	4	5	3	5	4	5	4	5	5	4	2	3	5	3	2	4	5	5	4	2	4	4	5	5
81	5	4	5	4	3	4	3	3	3	3	4	5	4	4	5	5	4	5	2	4	2	3	3	3	4	5	4	3	4	5	5	4	
82	4	5	4	5	2	5	5	4	5	4	4	3	2	4	5	5	4	5	5	2	5	2	4	4	2	3	4	5	4	2	5	5	
83	4	4	4	4	2	1	1	5	5	5	5	3	3	4	5	4	5	4	3	5	2	5	5	1	3	4	5	5	3	5	5	4	
84	5	5	5	5	1	4	4	2	3	3	4	4	3	4	5	3	5	5	5	3	4	4	3	2	4	5	5	4	2	5	5	5	
86	4	5	5	4	3	4	4	3	3	3	3	4	5	3	4	4	4	4	5	5	4	4	3	3	3	5	5	4	4	4	4		
87	5	4	4	5	2	4	5	4	3	4	4	3	4	4	3	5	3	4	5	3	5	5	4	2	3	4	4	3	1	3	3	2	

88	4	4	4	5	1	2	1	5	3	4	5	5	4	5	3	4	5	3	2	4	2	2	4	5	1	5	5	4	4	5	2	5	4	4	5
89	4	5	5	5	2	5	4	4	5	5	5	4	4	5	3	4	4	5	3	2	4	2	4	5	1	5	5	4	4	3	4	4	5	4	
90	4	5	4	5	1	4	4	3	2	3	3	4	5	5	4	4	5	5	4	2	4	3	5	1	4	4	5	4	3	4	4	5	5		
91	4	5	4	4	3	3	4	5	5	4	5	5	4	4	4	4	4	4	5	2	4	3	4	3	3	3	4	5	5	5	2	4	4	4	
92	5	5	4	5	3	2	2	4	4	5	5	4	5	3	3	5	5	5	4	4	4	4	1	5	4	5	4	3	2	4	5	5	5		
93	4	4	4	4	2	5	5	3	3	4	4	4	5	4	5	4	5	4	5	2	4	4	4	4	4	5	1	4	5	5	5	5			
94	4	4	5	5	1	5	5	4	5	5	4	4	3	5	4	5	4	4	3	4	4	4	2	4	4	4	4	5	5	4	5	4			
96	5	4	4	4	2	3	4	4	5	4	3	3	3	4	4	3	3	4	4	3	3	3	3	4	5	5	4	5	4	4	4	4	4		
97	4	5	5	4	1	4	5	3	3	5	3	4	3	3	5	3	4	3	3	4	3	2	4	3	4	4	4	4	5	4	4	4	4		
98	5	5	4	4	3	3	3	5	5	4	5	4	4	3	3	4	4	4	5	3	4	4	2	4	4	5	2	3	4	4	4	4	4		
99	4	5	5	5	1	5	5	3	4	4	3	5	2	3	3	4	3	4	5	4	4	5	3	3	4	5	4	1	4	5	4	4	4		
100	5	4	4	5	2	5	4	4	5	5	4	5	3	4	5	5	4	3	3	4	4	5	4	5	1	4	4	5	3	4	5	5	4		
101	4	4	5	5	2	2	2	5	4	5	5	4	4	4	4	5	4	4	5	5	3	5	1	5	5	4	4	1	3	3	3	2			
102	5	5	4	4	1	4	4	2	3	4	5	3	5	4	5	4	5	5	4	2	3	5	3	2	4	5	5	4	2	4	4	5			
103	5	4	5	4	3	4	3	3	3	3	4	5	4	4	5	5	4	5	2	4	2	3	3	3	4	5	4	3	4	5	5	4			
104	4	5	4	5	2	5	5	4	5	4	4	3	2	4	5	5	4	5	5	2	5	2	4	4	2	3	4	5	4	2	5	5			
105	4	4	4	4	2	1	1	5	5	5	5	3	3	4	5	4	5	4	3	5	2	5	1	3	4	5	5	3	5	5	4				
106	5	5	5	5	1	4	4	2	3	3	4	4	3	4	5	3	5	5	5	3	4	4	3	2	4	5	5	4	2	5	5	5			
107	4	5	5	4	3	4	4	3	3	3	4	5	3	4	4	4	4	5	5	4	4	3	3	3	5	5	4	4	4	4	4				
108	5	4	4	5	2	4	5	4	3	4	4	4	3	5	3	4	5	3	5	5	5	4	2	3	4	4	3	1	3	3	2				
109	4	4	4	5	1	2	1	5	3	4	4	5	5	4	5	3	4	5	3	2	4	2	2	4	5	4	5	2	5	4	4	5			
110	4	5	5	5	2	5	4	4	5	5	5	4	4	5	3	4	4	5	2	4	2	4	5	1	5	5	4	4	3	4	5	4			
111	4	5	4	5	1	4	4	3	2	3	3	4	5	5	4	5	5	4	5	2	4	3	5	1	4	4	5	4	3	4	5	5			
112	4	5	4	4	3	3	4	5	5	5	4	5	5	4	4	4	4	4	5	3	4	3	3	4	5	5	2	4	4	4	4				
113	5	5	4	5	3	2	2	4	4	5	5	4	5	3	3	5	5	5	5	4	4	4	1	5	4	5	4	3	2	4	5	5			
114	4	4	5	4	4	5	5	5	3	4	5	4	5	5	4	5	5	4	5	4	4	4	5	5	5	4	4	5	4	4	5	5			

Lampiran 3. Output SPSS

Lampiran 3.1. Uji Validitas x1

		Correlations													
		x1.1	x1.2	x1.3	x1.4	x1.5	x1.6	x1.7	x1.8	x1.9	x1.10	x1.11	x1.12	x1.13	x1Total
x1.1	Pearson Correlation	1	,715**	,754**	,326**	,514**	,386**	,552**	,430**	,445**	,698**	,241**	,104	,097	,675**
	Sig. (2-tailed)		,000	,000	,000	,000	,000	,000	,000	,000	,000	,005	,230	,263	,000
x1.2	N	134	134	134	134	134	134	134	134	134	134	134	134	134	134
	Pearson Correlation	,715**	1	,592	,397	,553**	,475	,673**	,576**	,498	,589	,293	,120	,174	,719**
x1.3	Sig. (2-tailed)		,000	,000	,000	,000	,000	,000	,000	,000	,000	,001	,167	,044	,000
	N	134	134	134	134	134	134	134	134	134	134	134	134	134	134
x1.4	Pearson Correlation	,754**	,592**	1	,368**	,495**	,438**	,472**	,355**	,350**	,628**	,189	,271**	,277**	,662**
	Sig. (2-tailed)		,000	,000	,000	,000	,000	,000	,000	,000	,000	,029	,002	,001	,000
x1.5	N	134	134	134	134	134	134	134	134	134	134	134	134	134	134
	Pearson Correlation	,514**	,553**	,495*	,780**	1	,857**	,596**	,667**	,654**	,466	,478	,549**	,484**	,881**
x1.6	Sig. (2-tailed)		,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	134	134	134	134	134	134	134	134	134	134	134	134	134	134
x1.7	Pearson Correlation	,386**	,475**	,438**	,658**	,857**	1	,581**	,588**	,551**	,269**	,402**	,740**	,559**	,818**
	Sig. (2-tailed)		,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
x1.8	N	134	134	134	134	134	134	134	134	134	134	134	134	134	134
	Pearson Correlation	,430**	,576**	,355**	,577**	,667**	,588**	,781**	1	,828**	,495**	,485	,398**	,390**	,822**
x1.9	Sig. (2-tailed)		,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	134	134	134	134	134	134	134	134	134	134	134	134	134	134
x1.10	Pearson Correlation	,445**	,498**	,350**	,483**	,654**	,551**	,711**	,828**	1	,567**	,418**	,314**	,284**	,775**
	Sig. (2-tailed)		,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,001	,000
x1.11	N	134	134	134	134	134	134	134	134	134	134	134	134	134	134
	Pearson Correlation	,698**	,589**	,628**	,375**	,466**	,269**	,518**	,495**	,567**	1	,322**	,016	,082	,646**
x1.12	Sig. (2-tailed)		,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,852	,347	,000
	N	134	134	134	134	134	134	134	134	134	134	134	134	134	134
x1.12	Pearson Correlation	,241**	,293**	,189	,366**	,478**	,402**	,426**	,485**	,418**	,322**	1	,475**	,483**	,578**
	Sig. (2-tailed)		,005	,001	,029	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000

	N	134	134	134	134	134	134	134	134	134	134	134	134	134	134
x1.13	Pearson Correlation	,097	,174*	,277**	,488**	,484**	,559**	,317**	,390**	,284**	,082	,483**	,668**	1	,560**
	Sig. (2-tailed)	,263	,044	,001	,000	,000	,000	,000	,000	,001	,347	,000	,000	,000	,000
	N	134	134	134	134	134	134	134	134	134	134	134	134	134	134
x1Total	Pearson Correlation	,675**	,719**	,662**	,731**	,881**	,818**	,819**	,822**	,775**	,646**	,578	,583**	,560**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	134	134	134	134	134	134	134	134	134	134	134	134	134	134

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

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

Lampiran 3.2. Uji Validitas x2

		Correlations						
		x2.1	x2.2	x2.3	x2.4	x2.5	x2.6	x2Total
x2.1	Pearson Correlation	1	,677**	,524**	,264**	,384**	,326**	,830**
	Sig. (2-tailed)		,000	,000	,002	,000	,000	,000
x2.2	N	134	134	134	134	134	134	134
	Pearson Correlation	,677**	1	,557**	,300**	,215*	,301**	,773**
x2.3	Sig. (2-tailed)	,000		,000	,000	,012	,000	,000
	N	134	134	134	134	134	134	134
x2.4	Pearson Correlation	,524**	,557**	1	,507**	,489**	-,150	,718**
	Sig. (2-tailed)	,000	,000		,000	,000	,083	,000
x2.5	N	134	134	134	134	134	134	134
	Pearson Correlation	,264**	,300**	,507**	1	,434**	,205*	,645**
x2.6	Sig. (2-tailed)	,002	,000	,000		,000	,018	,000
	N	134	134	134	134	134	134	134
x2Total	Pearson Correlation	,384**	,215*	,489**	,434**	1	-,071	,596**
	Sig. (2-tailed)	,000	,012	,000	,000		,415	,000
x2Total	N	134	134	134	134	134	134	134
	Pearson Correlation	,326**	,301**	-,150	,205*	-,071	1	,420**
x2Total	Sig. (2-tailed)	,000	,000	,083	,018	,415		,000
	N	134	134	134	134	134	134	134

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

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

Lampiran 3.3. Uji Validitas x3

		Correlations				
		x3.1	x3.2	x3.3	x3.4	x3Total
x3.1	Pearson Correlation	1	,406 **	,424 **	,348 **	,726 **
	Sig. (2-tailed)		,000	,000	,000	,000
x3.2	N	134	134	134	134	134
	Pearson Correlation	,406 **	1	,301 **	,303 **	,642 **
x3.3	Sig. (2-tailed)	,000		,000	,000	,000
	N	134	134	134	134	134
x3.4	Pearson Correlation	,424 **	,301 **	1	,520 **	,781 **
	Sig. (2-tailed)	,000	,000		,000	,000
x3.4	N	134	134	134	134	134
	Pearson Correlation	,348 **	,303 **	,520 **	1	,777 **
x3Total	Sig. (2-tailed)	,000	,000	,000	,000	,000
	N	134	134	134	134	134

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

Lampiran 3.4. Uji Validitas z1

		Correlations					
		z1.1	z1.2	z1.3	z1.4	z1.5	z1Total
z1.1	Pearson Correlation	1	,557**	,382**	,739**	,027	,676**
	Sig. (2-tailed)		,000	,000	,000	,755	,000
	N	134	134	134	134	134	134
z1.2	Pearson Correlation	,557**	1	,736**	,779**	,255**	,846**
	Sig. (2-tailed)	,000		,000	,000	,003	,000
	N	134	134	134	134	134	134
z1.3	Pearson Correlation	,382**	,736**	1	,654**	,575**	,872**
	Sig. (2-tailed)	,000	,000		,000	,000	,000
	N	134	134	134	134	134	134
z1.4	Pearson Correlation	,739**	,779**	,654**	1	,356**	,899**
	Sig. (2-tailed)	,000	,000	,000		,000	,000
	N	134	134	134	134	134	134
z1.5	Pearson Correlation	,027	,255**	,575**	,356**	1	,594**
	Sig. (2-tailed)	,755	,003	,000	,000		,000
	N	134	134	134	134	134	134
z1Total	Pearson Correlation	,676**	,846**	,872**	,899**	,594**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	
	N	134	134	134	134	134	134

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

Lampiran 3.5. Uji Validitas y1

Correlations						
	y1.1	y1.2	y1.3	y1.4	y1.5	y1Total
y1.1	Pearson Correlation	1	,891 **	,357 **	,387 **	,631 **
	Sig. (2-tailed)		,000	,000	,000	,000
y1.2	N	134	134	134	134	134
	Pearson Correlation	,891 **	1	,416 **	,414 **	,643 **
y1.3	Sig. (2-tailed)	,000		,000	,000	,000
	N	134	134	134	134	134
y1.4	Pearson Correlation	,357 **	,416 **	1	,690 **	,345 **
	Sig. (2-tailed)	,000	,000		,000	,000
y1.5	N	134	134	134	134	134
	Pearson Correlation	,387 **	,414 **	,690 **	1	,438 **
y1Total	Sig. (2-tailed)	,000	,000	,000	,000	,000
	N	134	134	134	134	134

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

Lampiran 3.6. Uji Reliabilitas x1

Case Processing Summary

	N	%
Cases	Valid	134 100,0
	Excluded ^a	0 ,0
	Total	134 100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,921	13

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
x1.1	47,0597	35,575	,606	,917
x1.2	47,2239	35,438	,660	,915
x1.3	46,8657	36,523	,603	,917
x1.4	47,2761	34,938	,670	,914
x1.5	47,3134	33,345	,850	,907
x1.6	47,3060	33,643	,770	,910
x1.7	46,8881	35,258	,783	,911
x1.8	47,1343	33,801	,777	,910
x1.9	47,0746	34,205	,719	,912
x1.10	47,0224	36,368	,581	,917
x1.11	47,3657	38,038	,525	,919
x1.12	47,5522	36,745	,507	,920
x1.13	47,4403	37,286	,489	,920

Lampiran 3.7. Uji Reliabilitas x2

Case Processing Summary

		N	%
Cases	Valid	134	100,0
	Excluded ^a	0	,0
	Total	134	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,748	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
x2.1	18,8433	3,171	,674	,650
x2.2	19,0746	3,859	,647	,669
x2.3	18,8955	4,019	,573	,690
x2.4	18,9552	4,254	,485	,713
x2.5	18,8284	4,339	,414	,730
x2.6	18,9851	4,752	,184	,789

Lampiran 3.8. Uji Reliabilitas x3

Case Processing Summary

		N	%
Cases	Valid	134	100,0
	Excluded ^a	0	,0
	Total	134	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,712	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
x3.1	11,7836	2,036	,505	,646
x3.2	11,5299	2,296	,423	,693
x3.3	11,4328	1,841	,566	,606
x3.4	11,5299	1,740	,519	,642

Lampiran 3.9. Uji Reliabilitas z1

Case Processing Summary

		N	%
Cases	Valid	134	100,0
	Excluded ^a	0	,0
	Total	134	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,834	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
z1.1	16,1493	3,677	,509	,832
z1.2	16,4030	3,295	,753	,770
z1.3	16,1866	2,950	,770	,758
z1.4	16,2836	3,032	,826	,744
z1.5	16,2313	3,758	,369	,874

Lampiran 3.10. Uji Reliabilitas y1

Case Processing Summary

		N	%
Cases	Valid	134	100,0
	Excluded ^a	0	,0
	Total	134	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,843	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
y1.1	15,2239	4,581	,729	,789
y1.2	15,2313	4,540	,768	,779
y1.3	14,5522	5,121	,537	,840
y1.4	14,4925	5,109	,589	,826
y1.5	14,6194	4,388	,643	,816

Lampiran 3.11. Uji Regresi Hirarkikal x1z1

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					
					R Square Change	F Change	df1	df2	Sig. F Change	
1	,849 ^a	,720	,716	,28468		,720	168,788	2	131	,000
2	,860 ^b	,739	,733	,27591		,019	9,459	1	130	,003

a. Predictors: (Constant), Z1H, X1C

b. Predictors: (Constant), Z1H, X1C, X1CZ1H

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3,954	,036		111,204	,000
	X1C	,638	,052	,591	12,298	,000
	Z1H	,559	,057	,468	9,751	,000
	(Constant)	3,985	,036		111,029	,000
	X1C	,868	,090	,804	9,633	,000
	Z1H	,680	,068	,570	9,992	,000
2	X1CZ1H	,380	,124	,294	3,076	,003

a. Dependent Variable: Y1

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3,451	,036		96,610	,000
	X1C	,638	,052	,591	12,298	,000
	Z1L	,559	,057	,468	9,751	,000
	(Constant)	3,373	,043		78,690	,000
	X1C	,526	,062	,487	8,457	,000
	Z1L	,680	,068	,570	9,992	,000
2	X1CZ1L	,380	,124	,185	3,076	,003

a. Dependent Variable: Y1

Lampiran 3.12. Uji Regresi Hirarkikal x2z1

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	,676 ^a	,457	,448	,39683	,457	55,076	2	131	,000
2	,709 ^b	,503	,491	,38114	,046	12,004	1	130	,001

a. Predictors: (Constant), Z1H, X2C

b. Predictors: (Constant), Z1H, X2C, X2CZ1H

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1	(Constant)	3,983	,051	78,002	,000
	X2C	,365	,097		
	Z1H	,616	,085		
2	(Constant)	4,020	,050	80,087	,000
	X2C	,818	,129		
	Z1H	,567	,083		
	X2CZ1H	,783	,226	,327	,465 ,001

a. Dependent Variable: Y1

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1	(Constant)	3,429	,052	66,396	,000
	X2C	,365	,097		
	Z1L	,616	,085		
2	(Constant)	3,509	,055	64,079	,000
	X2C	,761	,147		
	Z1L	,567	,083		
	X2CZ1L	,783	,226	,350	,465 ,001

a. Dependent Variable: Y1

Lampiran 3.13. Uji Regresi Hirarkikal x3z1

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	,749 ^a	,561	,554	,35669	,561	83,742	2	131	,000
2	,757 ^b	,573	,563	,35315	,012	3,636	1	130	,059

a. Predictors: (Constant), Z1H, X3C

b. Predictors: (Constant), Z1H, X3C, X3CZ1H

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1	(Constant)	4,005	,044	91,113	,000
	X3C	,490	,070	,411	6,985
	Z1H	,665	,070	,557	9,474
2	(Constant)	3,982	,045	88,162	,000
	X3C	,322	,112	,270	2,876
	Z1H	,591	,080	,495	7,418
	X3CZ1H	-,290	,152	-,197	-1,907

a. Dependent Variable: Y1

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1	(Constant)	3,407	,044	76,911	,000
	X3C	,490	,070	,411	6,985
	Z1L	,665	,070	,557	9,474
2	(Constant)	3,450	,049	69,722	,000
	X3C	,583	,085	,489	6,870
	Z1L	,591	,080	,495	7,418
	X3CZ1L	-,290	,152	-,142	-1,907

a. Dependent Variable: Y1