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Lampiran. Angket/Kuisioner Penelitian

A Identitas Responden

Nama :

Usia :

Jenis Kelamin :

Pekerjaan :

Jumlah Penggunaa Jasa :

Jenis Jasa :

B Petunjuk Pengisian

1. Bacalah setiap butir pertanyaan dengan seksama
2. Berilah tanda check list (√) pada salah satu jawaban yang sesuai dengan tanggapan anda pada kolom yang disediakan.

Keterangan

SP	= Sangat Puas	TP	= Tidak Puas
P	= Puas	STP	= Sangat Tidak Puas

INSTITUT AGAMA ISLAM NEGERI KENDARI

C Contoh Pernyataan Angket

No.	Pernyataan	SP	P	TP	STP
1	Biaya Pendaftaran Tergolong Murah	√			

D Pernyataan Angket

No.	Pernyataan	SP	P	TP	STP
Bukti Fisik (*Tangibles*)					
1.	Kantor PT.JAMKRINDO Cabang Kendari mudah diakses				
2.	Kebersihan lingkungan kantor PT.JAMKRINDO cabang Kendari				
3.	Ketersediaan lahan parkir				
4.	Keamanan kantor PT.JAMKRINDO cabang Kendari				
Keandalan (*Realibility*)					
1	Kecepatan karyawan dalam melayani konsumen				
2.	Ketepatan karyawan dalam melayani konsumen				
3.	Karyawan memberikan informasi yang berguna untuk konsumen				
4.	Karyawan memberikan pelayanan sesuai janji				

5.	Sikap karyawan dalam melayani konsumen				
6.	Kejujuran karyawan dalam menjelaskan produk jasa				
Daya Tanggap (*Responsiveness*)					
1.	Ketelitian dan keakuratan karyawan dalam menjelaskan produk				
2.	Karyawan cepat tanggap dalam mengatasi keluhan konsumen				
3.	Karyawan selalu siap/tanggap untuk dimintai bantuan				
4.	Penyampaian informasi yang jelas dari karyawan kepada konsumen				
5.	Ketanggapan karyawan dalam melayani konsumen				
6.	Karyawan memberikan pertolongan yang dapat memudahkan konsumen untuk menggunakan produk				
Jaminan (*Assurance*)					
1.	Professional karyawan dalam melayani konsumen				
2.	Keterampilan yang dimiliki karyawan				
3.	Sikap sopan dan santun karyawan dalam				

	melayani konsumen				
4.	Karyawan mengerti dan memahami kebutuhan konsumen				
5.	Karyawan memiliki pengetahuan yang baik mengenai produk yang dibutuhkan konsumen				
Empati (*Empathy*)					
1.	Karyawan memberikan akses mudah untuk dihubungi atau berkomunikasi				
2.	Karyawan memberikan pelayan tanpa membeda-bedakan konsumen				
3.	Karyawan memberikan perhatian khusus kepada setiap konsumen				
4.	Karyawan memberikan arahan dan masukan kepada konsumen				
5.	Komunikasi karyawan kepada konsumen				
6.	Karyawan memberikan kesungguhan dalam merespon permintaan konsumen				

E Kepuasan Masyarakat

No.	Pernyataan	SP	P	TP	STP
1.	Konsumen mendapatkan kepuasan terhadap suatu produk jasa				

2.	Terpenuhinya keinginan konsumen terhadap suatu produk jasa				
3.	Terpenuhinya kebutuhan konsumen terhadap suatu produk jasa				
4.	Konsumen mengetahui produk jasa secara langsung melalui PT. JAMKRINDO cabang Kendari				
5.	Konsumen mengetahui produk jasa melalui kerabat yang pernah menggunakan produk jasa PT. JAMKRINDO cabang Kendari				
6.	Konsumen mengetahui produk jasa melalui iklan dan media massa				
7.	Saya akan merekomendasikan produk jasa yang digunakan				
8.	Keinginan dan kebutuhan konsumen terpenuhi setelah menggunakan produk jasa				
9.	Saya lebih pilih menggunakan produk jasa dari PT. JAMKRINDO cabang Kendari daripada perusahaan lain				
10.	Citra brand (Brand Image) yang dimiliki PT. JAMKRINDO cabang Kendari adalah yang terbaik				

11.	PT. JAMKRINDO Cabang Kendari merupakan perusahaan penjaminan terbaik untuk wilayah Kendari				
12.	Produk jasa PT. JAMKRINDO Cabang Kendari tepat sasaran dengan keinginan dan kebutuhan konsumen				
13.	Produk jasa PT. JAMKRINDO Cabang Kendari dapat diandalkan				
14.	Pelayanan yang diberikan PT. JAMKRINDO Cabang Kendari mencapai harapan yang di inginkan oleh konsumen				
15.	Pelayanan PT. JAMKRINDO Cabang Kendari tidak rumit dan optimal				

INSTITUT AGAMA ISLAM NEGERI KENDARI

Uji Validitas *Tangibles* (Bukti Fisik)

Correlations

		X1.1	X1.2	X1.3	X1.4	Tangibles
X1.1	Pearson Correlation	1	.524**	.533**	.310*	.721**
	Sig. (2-tailed)		.000	.000	.021	.000
	N	55	55	55	55	55
X1.2	Pearson Correlation	.524**	1	.516**	.693**	.861**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	55	55	55	55	55
X1.3	Pearson Correlation	.533**	.516**	1	.507**	.795**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	55	55	55	55	55
X1.4	Pearson Correlation	.310*	.693**	.507**	1	.809**
	Sig. (2-tailed)	.021	.000	.000		.000
	N	55	55	55	55	55
Tangibles	Pearson Correlation	.721**	.861**	.795**	.809**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	55	55	55	55	55

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

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

INSTITUT AGAMA ISLAM NEGERI KENDARI

Uji Validitas *Reliability* (Keandalan)

Correlations

		X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	Reliability
X2.1	Pearson Correlation	1	.512**	.575**	.666**	.569**	.572**	.807**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000
	N	55	55	55	55	55	55	55
X2.2	Pearson Correlation	.512**	1	.560**	.622**	.557**	.613**	.791**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000
	N	55	55	55	55	55	55	55
X2.3	Pearson Correlation	.575**	.560**	1	.515**	.676**	.556**	.797**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000
	N	55	55	55	55	55	55	55
X2.4	Pearson Correlation	.666**	.622**	.515**	1	.642**	.677**	.849**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000
	N	55	55	55	55	55	55	55
X2.5	Pearson Correlation	.569**	.557**	.676**	.642**	1	.470**	.796**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000
	N	55	55	55	55	55	55	55
X2.6	Pearson Correlation	.572**	.613**	.556**	.677**	.470**	1	.812**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000
	N	55	55	55	55	55	55	55
Reliability	Pearson Correlation	.807**	.791**	.797**	.849**	.796**	.812**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	55	55	55	55	55	55	55

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

Uji Validitas *Responsiveness* (Daya Tanggap)

Correlations

		X3.1	X3.2	X3.3	X3.4	X3.5	X3.6	Responsiveness
X3.1	Pearson Correlation	1	.444**	.442**	.347**	.552**	.537**	.745**
	Sig. (2-tailed)		.001	.001	.009	.000	.000	.000
	N	55	55	55	55	55	55	55
X3.2	Pearson Correlation	.444**	1	.524**	.566**	.471**	.515**	.782**
	Sig. (2-tailed)	.001		.000	.000	.000	.000	.000
	N	55	55	55	55	55	55	55
X3.3	Pearson Correlation	.442**	.524**	1	.502**	.514**	.394**	.761**
	Sig. (2-tailed)	.001	.000		.000	.000	.003	.000
	N	55	55	55	55	55	55	55
X3.4	Pearson Correlation	.347**	.566**	.502**	1	.393**	.449**	.721**
	Sig. (2-tailed)	.009	.000	.000		.003	.001	.000
	N	55	55	55	55	55	55	55
X3.5	Pearson Correlation	.552**	.471**	.514**	.393**	1	.323*	.739**
	Sig. (2-tailed)	.000	.000	.000	.003		.016	.000
	N	55	55	55	55	55	55	55
X3.6	Pearson Correlation	.537**	.515**	.394**	.449**	.323*	1	.716**
	Sig. (2-tailed)	.000	.000	.003	.001	.016		.000
	N	55	55	55	55	55	55	55
Responsiveness	Pearson Correlation	.745**	.782**	.761**	.721**	.739**	.716**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	55	55	55	55	55	55	55

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

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

Uji Validitas *Assurance* (Jaminan)

Correlations

		X4.1	X4.2	X4.3	X4.4	X4.5	Assurance
X4.1	Pearson Correlation	1	.530**	.584**	.413**	.435**	.771**
	Sig. (2-tailed)		.000	.000	.002	.001	.000
	N	55	55	55	55	55	55
X4.2	Pearson Correlation	.530**	1	.397**	.609**	.437**	.775**
	Sig. (2-tailed)	.000		.003	.000	.001	.000
	N	55	55	55	55	55	55
X4.3	Pearson Correlation	.584**	.397**	1	.610**	.412**	.792**
	Sig. (2-tailed)	.000	.003		.000	.002	.000
	N	55	55	55	55	55	55
X4.4	Pearson Correlation	.413**	.609**	.610**	1	.459**	.809**
	Sig. (2-tailed)	.002	.000	.000		.000	.000
	N	55	55	55	55	55	55
X4.5	Pearson Correlation	.435**	.437**	.412**	.459**	1	.695**
	Sig. (2-tailed)	.001	.001	.002	.000		.000
	N	55	55	55	55	55	55
Assurance	Pearson Correlation	.771**	.775**	.792**	.809**	.695**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	55	55	55	55	55	55

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

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Uji Validitas *Empathy* (Empati)

Correlations

		X5.1	X5.2	X5.3	X5.4	X5.5	X5.6	Empathy
X5.1	Pearson Correlation	1	.161	.456**	.487**	.648**	.442**	.713**
	Sig. (2-tailed)		.241	.000	.000	.000	.001	.000
	N	55	55	55	55	55	55	55
X5.2	Pearson Correlation	.161	1	.402**	.372**	.313*	.351**	.582**
	Sig. (2-tailed)	.241		.002	.005	.020	.009	.000
	N	55	55	55	55	55	55	55
X5.3	Pearson Correlation	.456**	.402**	1	.506**	.675**	.458**	.780**
	Sig. (2-tailed)	.000	.002		.000	.000	.000	.000
	N	55	55	55	55	55	55	55
X5.4	Pearson Correlation	.487**	.372**	.506**	1	.470**	.625**	.777**
	Sig. (2-tailed)	.000	.005	.000		.000	.000	.000
	N	55	55	55	55	55	55	55
X5.5	Pearson Correlation	.648**	.313*	.675**	.470**	1	.455**	.803**
	Sig. (2-tailed)	.000	.020	.000	.000		.000	.000
	N	55	55	55	55	55	55	55
X5.6	Pearson Correlation	.442**	.351**	.458**	.625**	.455**	1	.773**
	Sig. (2-tailed)	.001	.009	.000	.000	.000		.000
	N	55	55	55	55	55	55	55
Empathy	Pearson Correlation	.713**	.582**	.780**	.777**	.803**	.773**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	55	55	55	55	55	55	55

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

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

Uji Validitas Kepuasan (Y)

Correlations

		Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8	Y.9	Y.10	Y.11	Y.12	Y.13	Y.14	Y.15	Kepuasan
Y.1	Pearson Correlation	1	.376**	.514**	.449**	.627**	.410**	.446**	.474**	.375**	.635**	.655**	.331*	.551**	.517**	.579**	.752**
	Sig. (2-tailed)		.005	.000	.001	.000	.002	.001	.000	.005	.000	.000	.013	.000	.000	.000	.000
	N	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55
Y.2	Pearson Correlation	.376**	1	.484**	.274*	.336*	.531**	.568**	.536**	.494**	.558**	.110	.613**	.382**	.472**	.243	.642**
	Sig. (2-tailed)	.005		.000	.043	.012	.000	.000	.000	.000	.000	.425	.000	.004	.000	.074	.000
	N	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55
Y.3	Pearson Correlation	.514**	.484**	1	.414**	.569**	.493**	.687**	.469**	.581**	.470**	.483**	.318*	.359**	.537**	.424**	.728**
	Sig. (2-tailed)	.000	.000		.002	.000	.000	.000	.000	.000	.000	.000	.018	.007	.000	.001	.000
	N	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55
Y.4	Pearson Correlation	.449**	.274*	.414**	1	.450**	.597**	.353**	.464**	.233	.525**	.458**	.171	.454**	.424**	.453**	.640**
	Sig. (2-tailed)	.001	.043	.002		.001	.000	.008	.000	.087	.000	.000	.212	.000	.001	.001	.000
	N	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55
Y.5	Pearson Correlation	.627**	.336*	.569**	.450**	1	.546**	.637**	.627**	.494**	.541**	.589**	.274*	.653**	.617**	.638**	.805**
	Sig. (2-tailed)	.000	.012	.000	.001		.000	.000	.000	.000	.000	.000	.043	.000	.000	.000	.000
	N	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55
Y.6	Pearson Correlation	.410**	.531**	.493**	.597**	.546**	1	.588**	.550**	.473**	.523**	.148	.449**	.373**	.606**	.337*	.715**
	Sig. (2-tailed)	.002	.000	.000	.000	.000		.000	.000	.000	.000	.282	.001	.005	.000	.012	.000
	N	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55
Y.7	Pearson Correlation	.446**	.568**	.687**	.353**	.637**	.588**	1	.499**	.602**	.486**	.506**	.478**	.553**	.655**	.409**	.787**
	Sig. (2-tailed)	.001	.000	.000	.008	.000	.000		.000	.000	.000	.000	.000	.000	.000	.002	.000
	N	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55
Y.8	Pearson Correlation	.474**	.536**	.469**	.464**	.627**	.550**	.499**	1	.256	.659**	.283*	.424**	.523**	.485**	.473**	.718**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.059	.000	.036	.001	.000	.000	.000	.000
	N	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55
Y.9	Pearson Correlation	.375**	.494**	.581**	.233	.494**	.473**	.602**	.256	1	.504**	.450**	.441**	.494**	.571**	.301*	.675**
	Sig. (2-tailed)	.005	.000	.000	.087	.000	.000	.000	.059		.000	.001	.001	.000	.000	.025	.000
	N	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55
Y.10	Pearson Correlation	.635**	.558**	.470**	.525**	.541**	.523**	.486**	.659**	.504**	1	.498**	.524**	.687**	.517**	.497**	.810**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000
Y.11	Pearson Correlation	.655**	.110	.483**	.458**	.589**	.148	.506**	.283*	.450**	.498**	1	.143	.645**	.428**	.539**	.657**
	Sig. (2-tailed)	.000	.425	.000	.000	.000	.282	.000	.036	.001	.000		.297	.000	.001	.000	.000
	N	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55
Y.12	Pearson Correlation	.331*	.613**	.318*	.171	.274*	.449**	.478**	.424**	.441**	.524**	.143	1	.437**	.476**	.178	.573**
	Sig. (2-tailed)	.013	.000	.018	.212	.043	.001	.000	.001	.001	.000	.297		.001	.000	.193	.000
	N	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55

Y.13	Pearson Correlation	.551**	.382**	.359**	.454**	.653**	.373**	.553**	.523**	.494**	.687**	.645**	.437**	1	.465**	.597**	.763**
	Sig. (2-tailed)	.000	.004	.007	.000	.000	.005	.000	.000	.000	.000	.000	.001		.000	.000	.000
	N	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55
Y.14	Pearson Correlation	.517**	.472**	.537**	.424**	.617**	.606**	.655**	.485**	.571**	.517**	.428**	.476**	.465**	1	.372**	.759**
	Sig. (2-tailed)	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.001	.000	.000		.005	.000
	N	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55
Y.15	Pearson Correlation	.579**	.243	.424**	.453**	.638**	.337*	.409**	.473**	.301*	.497**	.539**	.178	.597**	.372**	1	.663**
	Sig. (2-tailed)	.000	.074	.001	.001	.000	.012	.002	.000	.025	.000	.000	.193	.000	.005		.000
	N	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55
Kepuasan	Pearson Correlation	.752**	.642**	.728**	.640**	.805**	.715**	.787**	.718**	.675**	.810**	.657**	.573**	.763**	.759**	.663**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55

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

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

Uji Reliabilitas *Tangibles* (Bukti Fisik)

Case Processing Summary

		N	%
Cases	Valid	55	100.0
	Excluded[a]	0	.0
	Total	55	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.808	4

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	9.95	3.238	.531	.800
X1.2	10.20	2.719	.734	.704

X1.3	10.16	2.954	.630	.756
X1.4	10.16	2.695	.615	.767

Uji Reliabilitas *Reliability* (Keandalan)

Case Processing Summary

		N	%
Cases	Valid	55	100.0
	Excluded[a]	0	.0
	Total	55	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.893	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	17.09	7.455	.707	.876
X2.2	17.05	7.830	.699	.877
X2.3	17.02	7.685	.701	.876
X2.4	17.07	7.476	.775	.865
X2.5	17.11	7.840	.708	.876
X2.6	17.11	7.247	.706	.877

Uji Reliabilitas *Responsiveness* (Daya Tanggap)

Case Processing Summary

	N	%

Cases	Valid	55	100.0
	Excluded[a]	0	.0
	Total	55	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.838	6

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	17.11	5.247	.618	.811
X3.2	17.20	5.200	.674	.800
X3.3	17.05	5.090	.631	.808
X3.4	16.98	5.389	.592	.816
X3.5	17.13	5.113	.594	.816
X3.6	17.07	5.328	.577	.819

Uji Reliabilitas *Assurance* (Jaminan)

Case Processing Summary

		N	%
Cases	Valid	55	100.0
	Excluded[a]	0	.0
	Total	55	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.827	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X4.1	13.53	4.032	.628	.791
X4.2	13.67	3.965	.627	.792
X4.3	13.45	3.808	.642	.788
X4.4	13.60	3.874	.680	.776
X4.5	13.53	4.402	.543	.815

Uji Reliabilitas *Empathy* (Empati)

Case Processing Summary

		N	%
Cases	Valid	55	100.0
	Excluded[a]	0	.0
	Total	55	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.831	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X5.1	16.96	5.665	.585	.807
X5.2	16.98	6.018	.408	.840
X5.3	16.98	5.463	.676	.790
X5.4	17.09	5.455	.670	.791

X5.5	16.91	5.084	.687	.785
X5.6	17.07	4.958	.620	.803

Uji Reliabilitas Kepuasan Masyarakat (Konsumen)

Case Processing Summary

		N	%
Cases	Valid	55	100.0
	Excluded[a]	0	.0
	Total	55	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.930	15

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y.1	48.07	38.254	.699	.925
Y.2	47.98	40.314	.588	.928
Y.3	48.13	39.521	.683	.925
Y.4	48.09	39.529	.573	.929
Y.5	48.04	38.776	.770	.923
Y.6	48.18	38.781	.659	.926
Y.7	48.15	38.534	.746	.923
Y.8	48.11	39.840	.673	.926
Y.9	48.00	39.815	.621	.927
Y.10	48.07	37.698	.768	.922
Y.11	48.00	39.519	.595	.928
Y.12	47.96	41.073	.515	.929

Y.13	48.02	39.389	.724	.924
Y.14	48.05	39.164	.717	.924
Y.15	48.02	39.685	.605	.927

Uji Multikolinieritas

Variables Entered/Removed[a]

Model	Variables Entered	Variables Removed	Method
1	Empathy, Reliability, Tangibles, Responsiveness, Assurance[b]	.	Enter

a. Dependent Variable: Kepuasan

b. All requested variables entered.

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.882[a]	.778	.756	3.312

a. Predictors: (Constant), Empathy, Reliability, Tangibles, Responsiveness, Assurance

b. Dependent Variable: Kepuasan

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1888.317	5	377.663	34.433	.000[b]
	Residual	537.428	49	10.968		
	Total	2425.745	54			

a. Dependent Variable: Kepuasan

b. Predictors: (Constant), Empathy, Reliability, Tangibles, Responsiveness, Assurance

Coefficients[a]

	Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
	B	Std. Error	Beta	t	Sig.	Tolerance	VIF
(Constant)	8.071	3.682		2.192	.033		
Tangibles	.621	.409	.204	1.519	.135	.251	3.992
Reliability	.189	.274	.092	.693	.492	.254	3.941
Responsiveness	-.145	.338	-.058	-.429	.670	.244	4.100
Assurance	.096	.438	.035	.218	.828	.176	5.680
Empathy	1.594	.324	.655	4.920	.000	.255	3.915

dent Variable: Kepuasan

Collinearity Diagnostics[a]

				Variance Proportions					
Model	Dimension	Eigenvalue	Condition Index	(Constant)	Tangibles	Reliability	Responsiveness	Assurance	Empathy
1	1	5.968	1.000	.00	.00	.00	.00	.00	.00
	2	.015	19.625	.73	.05	.03	.00	.01	.00
	3	.006	30.956	.01	.19	.53	.03	.01	.16
	4	.005	36.116	.09	.70	.00	.01	.13	.28
	5	.003	42.544	.15	.06	.29	.95	.01	.00
	6	.003	48.163	.02	.00	.14	.01	.85	.55

a. Dependent Variable: Kepuasan

Residuals Statistics[a]

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	36.18	59.24	51.49	5.913	55
Residual	-11.099	6.486	.000	3.155	55
Std. Predicted Value	-2.590	1.310	.000	1.000	55
Std. Residual	-3.351	1.958	.000	.953	55

a. Dependent Variable: Kepuasan

Uji Heteroskedastisitas

Variables Entered/Removed[a]

Model	Variables Entered	Variables Removed	Method
1	Empathy, Reliability, Tangibles, Responsiveness, Assurance[b]	.	Enter

a. Dependent Variable: Abs_Res

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.335[a]	.112	.022	2.21746

a. Predictors: (Constant), Empathy, Reliability, Tangibles, Responsiveness, Assurance

ANOVA[a]

	Sum of Squares	df	Mean Square	F	Sig.
Regression	30.435	5	6.087	1.238	.306[b]
Residual	240.940	49	4.917		
Total	271.375	54			

endent Variable: Abs_Res

ictors: (Constant), Empathy, Reliability, Tangibles, Responsiveness, Assurance

Coefficients[a]

Model		Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	t	Sig.	Collinearity Statistics Tolerance	Collinearity Statistics VIF
1	(Constant)	4.952	2.465		2.009	.050		
	Tangibles	-.496	.274	-.487	-1.810	.076	.251	3.992
	Reliability	.194	.183	.283	1.059	.295	.254	3.941
	Responsiveness	.054	.226	.065	.237	.813	.244	4.100
	Assurance	-.131	.293	-.143	-.446	.658	.176	5.680
	Empathy	.053	.217	.065	.243	.809	.255	3.915

Collinearity Diagnostics[a]

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions (Constant)	Tangibles	Reliability	Responsiveness	Assurance	Empathy
1	1	5.968	1.000	.00	.00	.00	.00	.00	.00
	2	.015	19.625	.73	.05	.03	.00	.01	.00
	3	.006	30.956	.01	.19	.53	.03	.01	.16
	4	.005	36.116	.09	.70	.00	.01	.13	.28
	5	.003	42.544	.15	.06	.29	.95	.01	.00
	6	.003	48.163	.02	.00	.14	.01	.85	.55

a. Dependent Variable: Abs_Res

INSTITUT AGAMA ISLAM NEGERI
KENDARI

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