

LAMPIRAN

1) Uji Validitas dan Reliabilitas

$n = 30$; $\alpha = 0,05$; nilai $r_{\text{tabel}} = 0,361$ diperoleh melalui Tabel Product Moment (r).

Uji Reliabilitas Persepsi

1) Reliabilitas:

Case Processing Summary

		N	%
Cases	Valid	30	90.9
	Excluded ^a	3	9.1
	Total	33	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.838	5

2) Responsiveness

Case Processing Summary

		N	%
Cases	Valid	30	90.9
	Excluded ^a	3	9.1
	Total	33	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.836	5

3) Empathy

Case Processing Summary

		N	%
Cases	Valid	30	90.9
	Excluded ^a	3	9.1
	Total	33	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.858	5

4) Tangibles

Case Processing Summary

		N	%
Cases	Valid	30	90.9
	Excluded ^a	3	9.1
	Total	33	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.827	5

Uji Reliabilitas *Adequate Expectation*

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	0.0
	Total	30	100.0

1) Reliability

Reliability Statistics

Cronbach's Alpha	N of Items
.883	5

2) Responsiveness

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.840	5

3) Empathy

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.951	5

4) Tangibles

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.851	5

Uji Reliabilitas *Desired Expectation*

1) Reliability

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.875	5

2) Responsiveness

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.840	5

3) Empathy

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.893	5

4) Tangibles

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.869	5

Uji Reliabilitas Kepuasan

Case Processing Summary

		N	%
Cases	Valid	30	90.9
	Excluded ^a	3	9.1
	Total	33	100.0

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

Reliability Statistics

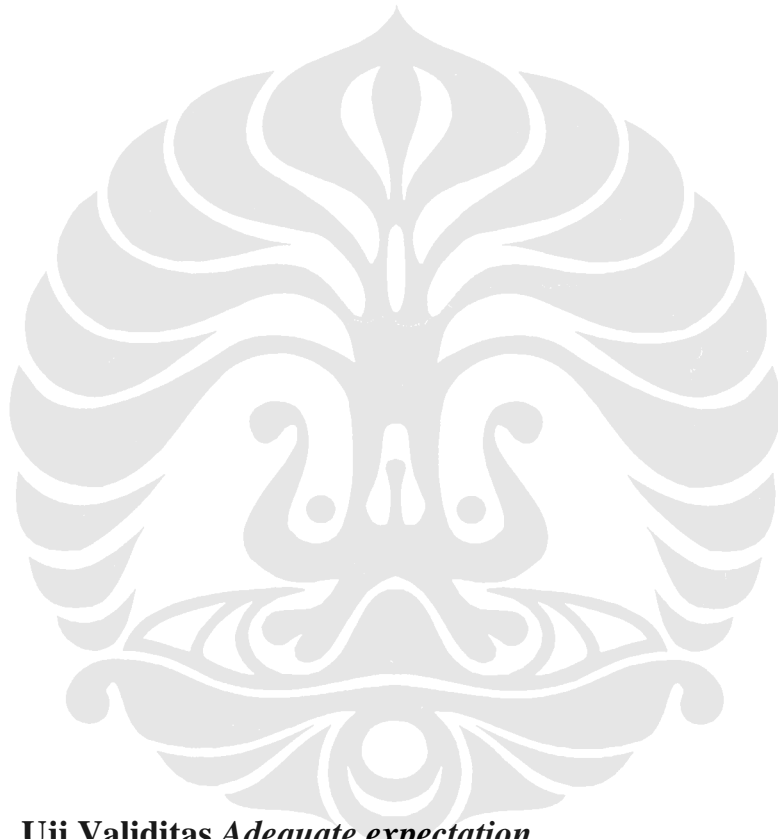
Cronbach's Alpha	N of Items
.932	5



Uji Validitas Persepsi

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Rel.1	198.93	120.133	.689	.948
Rel.2	198.73	120.961	.603	.949
Rel.3	198.73	119.857	.676	.948
Rel.4	198.63	119.895	.773	.947
Rel.5	198.87	119.637	.744	.948
Res.1	198.87	119.637	.602	.949
Res.2	198.83	118.351	.758	.947
Res.3	198.67	118.575	.807	.947
Res.4	198.83	124.282	.375	.952
Res.5	198.63	118.516	.806	.947
Emp.1	198.80	120.097	.681	.948
Emp.2	198.80	121.899	.681	.950



Uji Validitas *Adequate expectation*

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Rel.1	156.80	86.097	.760	.954
Rel.2	156.97	89.137	.515	.958
Rel.3	156.77	86.254	.782	.954
Rel.4	156.60	87.559	.857	.953
Rel.5	156.63	88.447	.789	.954
Res.1	156.73	87.513	.855	.953
Res.2	156.67	87.264	.835	.953
Res.3	156.63	86.447	.890	.952
Res.4	157.03	90.171	.479	.958
Res.5	156.53	89.982	.618	.956
Emp.1	156.60	86.662	.858	.953
Emp.2	156.63	86.861	.854	.953
Emp.3	156.70	86.562	.841	.953
Emp.4	156.67	86.851	.801	.953
Emp.5	156.53	87.154	.797	.953
Tan.1	156.63	90.378	.553	.957
Tan.2	156.57	90.737	.623	.956
Tan.3	156.67	91.609	.420	.959
Tan.4	156.77	90.668	.588	.956
Tan.5	156.60	90.248	.610	.956

Uji Validitas *Desired expectation*

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Rel.1	165.97	43.689	.568	.961
Rel.2	165.97	43.068	.663	.960
Rel.3	165.87	43.430	.860	.958
Rel.4	165.93	42.616	.903	.957
Rel.5	165.93	43.237	.787	.958
Res.1	166.00	42.621	.827	.958
Res.2	165.90	43.541	.776	.959
Res.3	165.87	43.982	.745	.959
Res.4	165.93	43.995	.542	.962
Res.5	166.03	43.344	.681	.960
Emp.1	165.97	42.516	.879	.957
Emp.2	166.03	42.585	.808	.958
Emp.3	165.93	44.340	.584	.961
Emp.4	166.03	42.723	.785	.958
Emp.5	165.87	43.430	.860	.958
Tan.1	166.07	42.478	.807	.958
Tan.2	166.00	42.759	.803	.958
Tan.3	166.03	44.102	.556	.961
Tan.4	166.00	43.793	.626	.960
Tan.5	165.97	43.620	.682	.960

2) Hasil Regresi

Dimensi Reliability

Regression Analysis: Y versus X1, X2, X3

The regression equation is

$$Y = 7.61 + 0.837 X1 - 0.0696 X2 + 0.031 X3$$

Predictor	Coef	SE Coef	T	P
VIF				
Constant	7.612	7.311	1.04	0.300

X1	0.8374	0.1145	7.31	0.000
	1.071			
X2	-0.06957	0.08101	-0.86	0.393
	1.063			
X3	0.0306	0.1687	0.18	0.856
	1.133			

S = 5.03399 R-Sq = 37.6% R-Sq(adj) = 35.7%

Analysis of Variance

Source	DF	SS	MS	F
P				
Regression	3	1466.25	488.75	19.29
				0.000
Residual Error	96	2432.75	25.34	
Total	99	3899.00		

Source	DF	Seq SS
X1	1	1447.56
X2	1	17.86
X3	1	0.83

Unusual Observations

Obs	X1	Y	Fit	SE Fit	Residual	St Resid
19	31.0	16.000	32.513	1.106	-16.513	-3.36R
22	39.0	27.000	38.712	0.784	-11.712	-2.36R
36	40.0	10.000	39.897	0.736	-29.897	-6.00R
37	19.0	14.000	22.095	2.190	-8.095	-1.79 X
43	44.0	39.000	44.582	1.834	-5.582	-1.19 X
48	43.0	45.000	43.995	2.437	1.005	0.23 X
58	39.0	41.000	40.882	2.261	0.118	0.03 X
59	36.0	41.000	36.171	2.112	4.829	1.06 X
82	25.0	13.000	26.794	1.787	-13.794	-2.93RX

R denotes an observation with a large standardized residual.

X denotes an observation whose X value gives it large leverage.

Durbin-Watson statistic = 1.95261

Correlations: Y, X1, X2, X3

	Y	X1	X2
X1	0.609		
	0.000		
X2	-0.028	0.065	
	0.784	0.519	
X3	0.156	0.258	0.243
	0.122	0.010	0.015

Cell Contents: Pearson correlation
P-Value

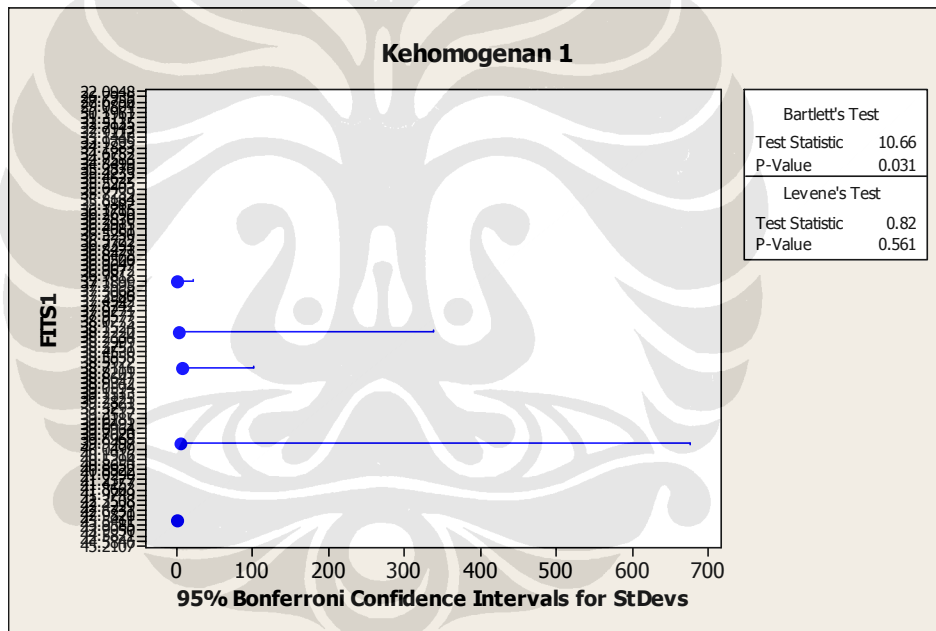
Test for Equal Variances: RESI1 versus FITS1

95% Bonferroni confidence intervals for
standard deviations

Levene's Test (Any Continuous Distribution)

Test statistic = 0.82, p-value = 0.561

Test for Equal Variances: RESI1 versus FITS1



Runs Test: RESI1

Runs test for RESI1

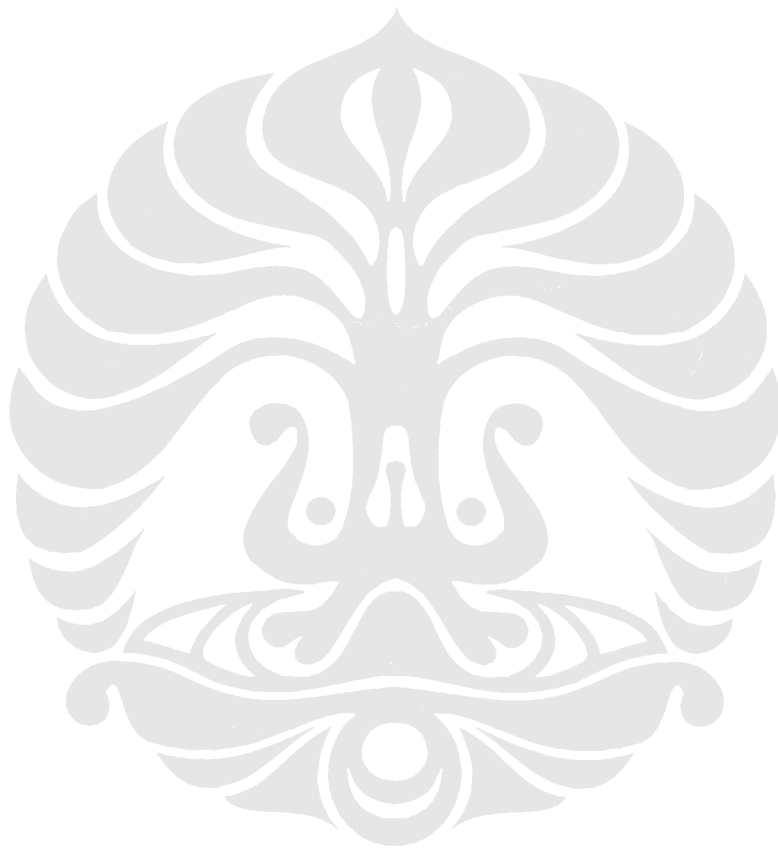
Runs above and below K = $-2.57893E-14$

The observed number of runs = 56

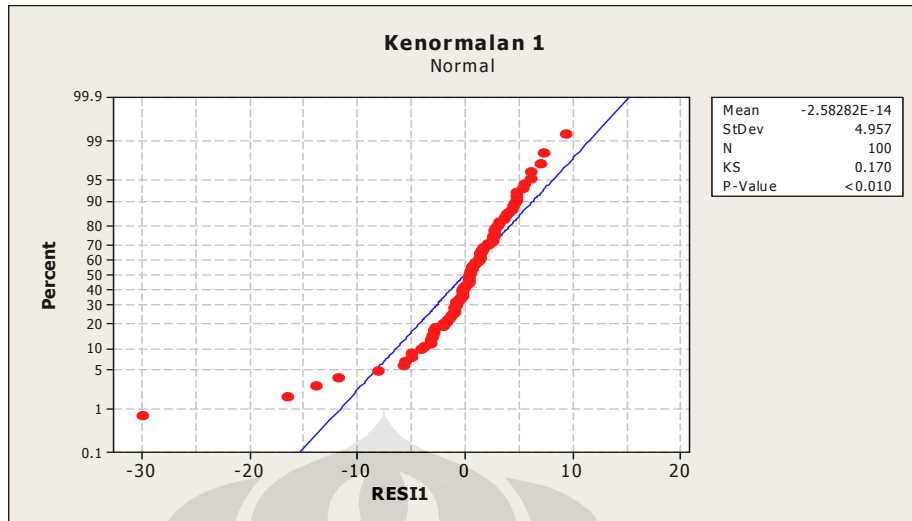
The expected number of runs = 49.72

58 observations above K, 42 below

P-value = 0.195



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Dimensi *Responsiveness*

Regression Analysis: Y versus X1_1, X2_1, X3_1

The regression equation is

$$Y = 0.02 + 0.818 X1_1 - 0.0751 X2_1 + 0.233 X3_1$$

Predictor	Coef	SE Coef	T	P
Constant	0.023	5.808	0.00	0.997
X1_1	0.8181	0.1004	8.15	0.000
	1.171			
X2_1	-0.07510	0.06889	-1.09	0.278
	1.076			
X3_1	0.2330	0.1450	1.61	0.111
	1.253			

S = 4.54789 R-Sq = 49.1% R-Sq(adj) = 47.5%

Analysis of Variance

Source	DF	SS	MS	F
P				
Regression	3	1913.41	637.80	30.84
				0.000
Residual Error	96	1985.59	20.68	
Total	99	3899.00		

Source	DF	Seq SS
X1_1	1	1850.10
X2_1	1	9.90
X3_1	1	53.40

Unusual Observations

Obs	X1_1	Y	Fit	SE Fit	Residual	St Resid
19	24.0	16.000	23.553	2.017	-7.553	-1.85 X
22	39.0	27.000	38.245	0.678	-11.245	-2.50R
36	40.0	10.000	39.439	0.637	-29.439	-6.54R
37	17.0	14.000	20.639	2.117	-6.639	-1.65 X

43	45.0	39.000	46.121	1.685	-7.121
	-1.69	X			
48	45.0	45.000	44.707	2.037	0.293
	0.07	X			
49	31.0	33.000	30.271	1.645	2.729
	0.64	X			
58	36.0	41.000	39.209	2.051	1.791
	0.44	X			
82	21.0	13.000	24.310	1.946	-11.310
	-2.75	RX			
83	32.0	43.000	33.383	0.999	9.617
	2.17	R			
86	45.0	45.000	46.346	1.868	-1.346
	-0.32	X			

R denotes an observation with a large standardized residual.

X denotes an observation whose X value gives it large leverage.

Durbin-Watson statistic = 2.08669

Correlations: Y, X1_1, X2_1, X3_1

	Y	X1_1	X2_1
X1_1	0.689		
	0.000		
X2_1	-0.024	0.038	

	0.811	0.708	
X3_1	0.352	0.378	0.258
	0.000	0.000	0.010

Cell Contents: Pearson correlation

P-Value

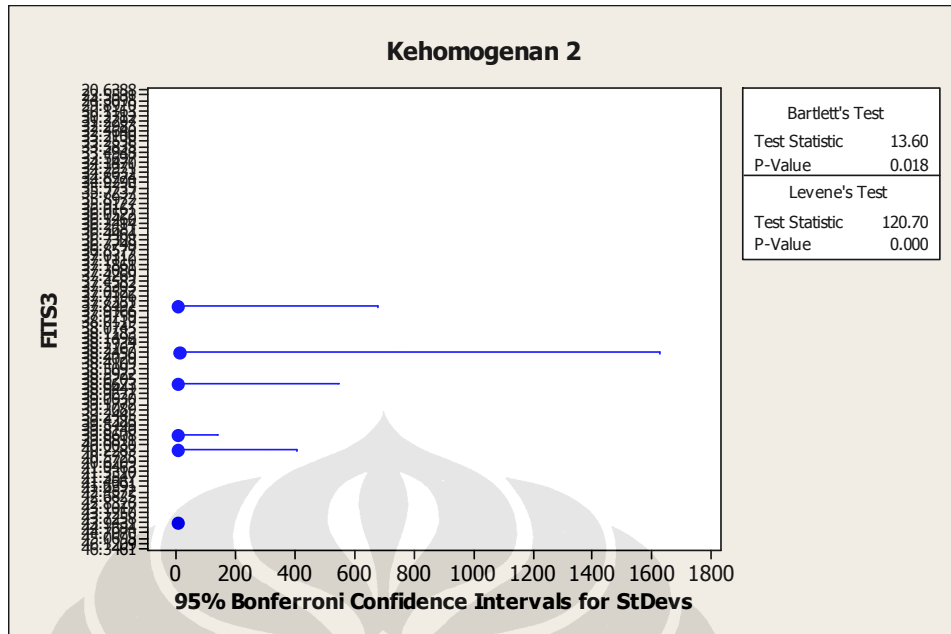
Test for Equal Variances: RESI3 versus FITS3

95% Bonferroni confidence intervals for standard deviations

Levene's Test (Any Continuous Distribution)

Test statistic = 120.70, p-value = 0.000

Test for Equal Variances: RESI3 versus FITS3



Runs Test: RESI3

Runs test for RESI3

Runs above and below $K = -2.94886E-14$

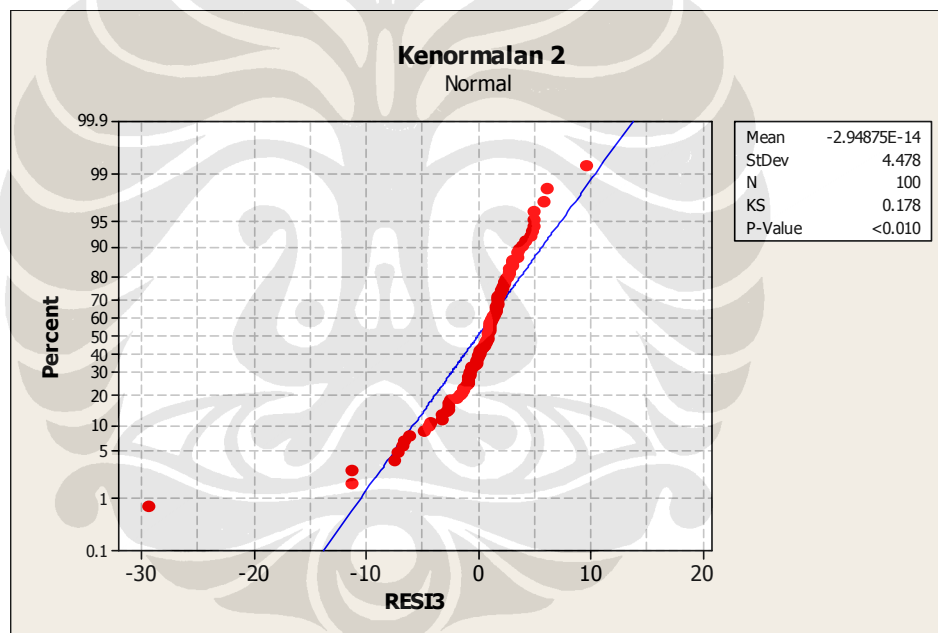
The observed number of runs = 52

The expected number of runs = 48.58

61 observations above K , 39 below

P-value = 0.470

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Dimensi *Empathy*

Regression Analysis: Y versus X1_2, X2_2, X3_2

The regression equation is

$$Y = 6.12 + 0.892 X1_2 - 0.0705 X2_2 + 0.029 X3_2$$

Predictor	Coef	SE Coef	T	P
VIF				
Constant	6.121	7.058	0.87	0.388
X1_2	0.8916	0.1159	7.69	0.000
	1.058			
X2_2	-0.07046	0.07292	-0.97	0.336
	1.046			
X3_2	0.0288	0.1563	0.18	0.854
	1.101			

S = 4.92706 R-Sq = 40.2% R-Sq(adj) = 38.4%

Analysis of Variance

Source	DF	SS	MS	F
P				
Regression	3	1568.51	522.84	21.54
				0.000
Residual Error	96	2330.49	24.28	
Total	99	3899.00		

Source	DF	Seq SS
X1_2	1	1545.83
X2_2	1	21.85
X3_2	1	0.82

Unusual Observations

Obs	X1_2	Y	Fit	SE Fit	Residual	St Resid
19	35.0	16.000	36.157	0.772	-20.157	-4.14R
22	39.0	27.000	39.228	0.751	-12.228	-2.51R
36	39.0	10.000	39.580	0.641	-29.580	-6.06R
37	20.0	14.000	22.287	2.009	-8.287	-1.84 X
48	44.0	45.000	45.656	2.219	-0.656	-0.15 X
58	37.0	41.000	39.702	2.089	1.298	0.29 X
59	40.0	41.000	40.171	1.744	0.829	0.18 X
82	18.0	13.000	20.295	2.444	-7.295	-1.71 X
86	45.0	45.000	47.188	2.504	-2.188	-0.52 X

R denotes an observation with a large standardized residual.

X denotes an observation whose X value gives it large leverage.

Durbin-Watson statistic = 1.83322

Correlations: Y, X1_3, X2_3, X3_3

	Y	X1_3	X2_3
X1_3	0.657		
	0.000		
X2_3	-0.045	-0.014	
	0.657	0.887	
X3_3	0.228	0.266	0.100
	0.022	0.008	0.324

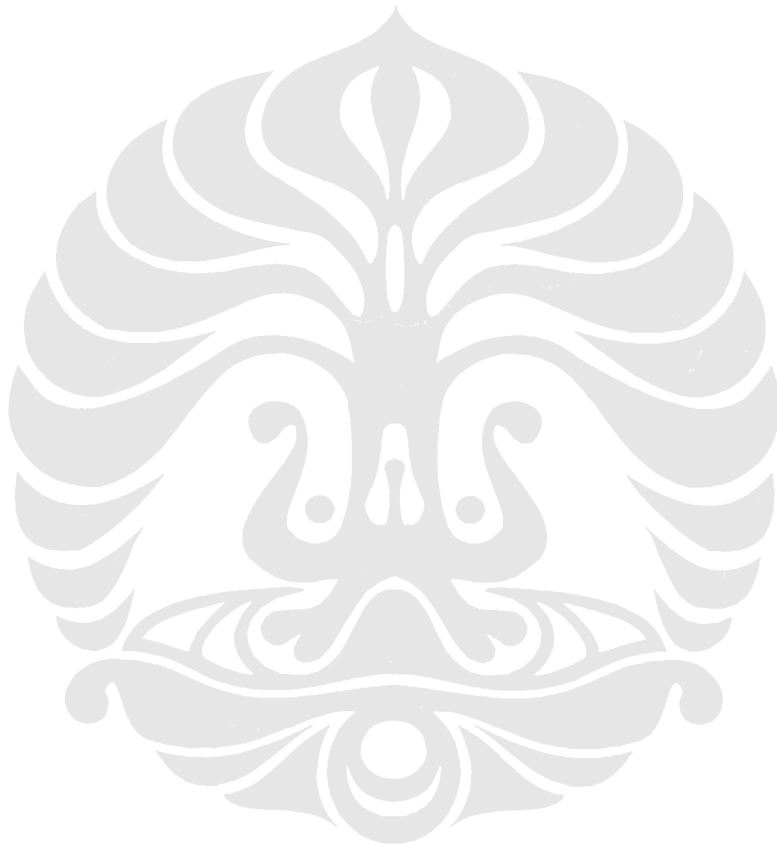
Cell Contents: Pearson correlation
P-Value

Test for Equal Variances: RESI5 versus FITS5

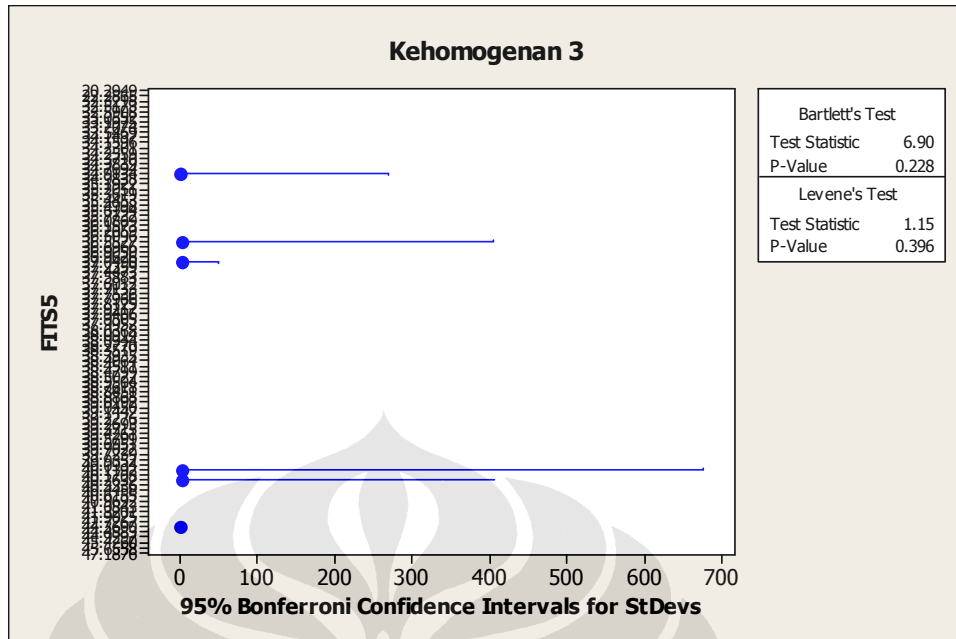
95% Bonferroni confidence intervals for
standard deviations

Levene's Test (Any Continuous Distribution)

Test statistic = 1.15, p-value = 0.396



Test for Equal Variances: RESI5 versus FITS5



Runs Test: RESI5

Runs test for RESI5

Runs above and below $K = -2.14447E-14$

The observed number of runs = 47

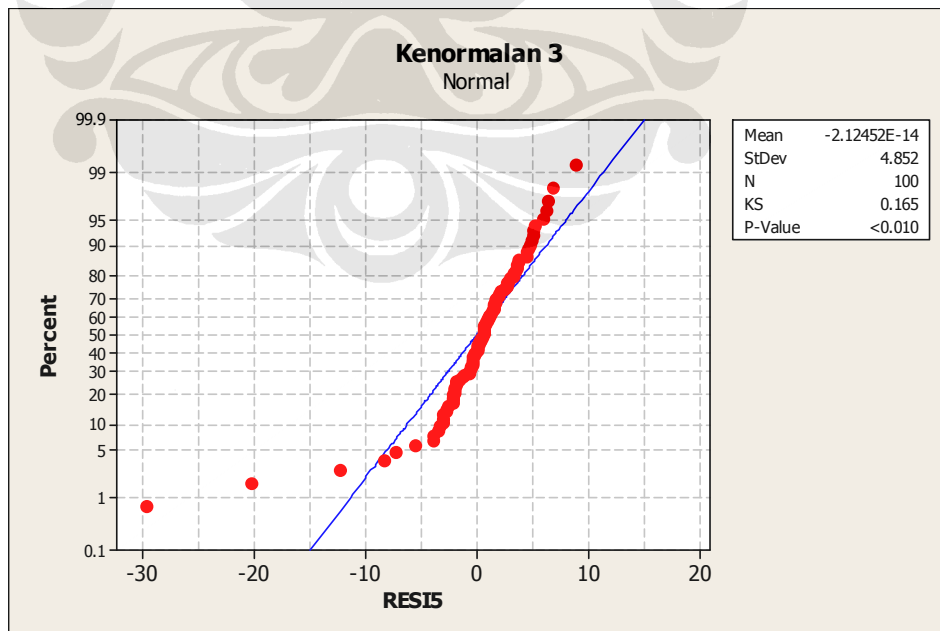
The expected number of runs = 49.38

59 observations above K , 41 below

P-value = 0.621



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Dimensi Tangibles

The regression equation is

$$Y = 3.45 + 0.777 X1_3 - 0.0359 X2_3 + 0.140 X3_3$$

Predictor	Coef	SE Coef	T	P
Constant	3.454	7.738	0.45	0.656
X1_3	0.77745	0.09673	8.04	0.000
X2_3	-0.03592	0.06607	-0.54	0.588
X3_3	0.1399	0.1786	0.78	0.435

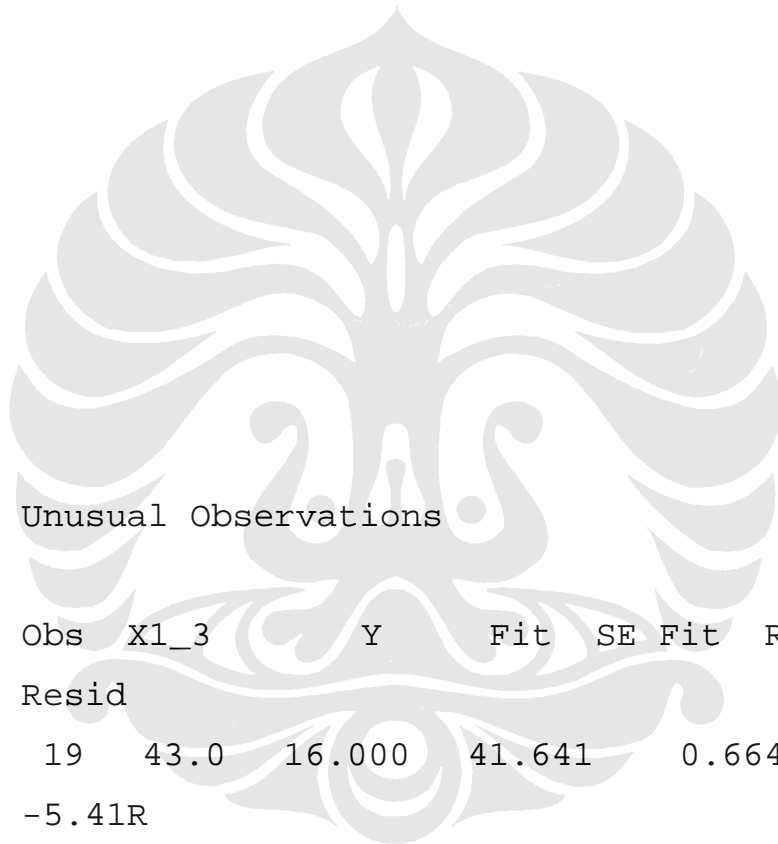
S = 4.78536 R-Sq = 43.6% R-Sq(adj) = 41.9%

Analysis of Variance

Source	DF	SS	MS	F
Regression	3	1700.64	566.88	24.75
Residual Error	96	2198.36	22.90	
Total	99	3899.00		

Source	DF	Seq SS
X1_3	1	1681.70

X2_3	1	4.89
X3_3	1	14.05



Unusual Observations

Obs	X1_3	Y	Fit	SE Fit	Residual	St Resid
19	43.0	16.000	41.641	0.664	-25.641	-5.41R
36	40.0	10.000	38.889	0.739	-28.889	-6.11R
37	18.0	14.000	22.125	2.194	-8.125	-1.91 X
48	45.0	45.000	44.374	1.986	0.626	0.14 X

58	37.0	41.000	38.154	1.957	2.846
0.65 X					
82	10.0	13.000	15.906	2.930	-2.906
-0.77 X					
86	45.0	45.000	44.553	2.291	0.447
0.11 X					

R denotes an observation with a large standardized residual.

X denotes an observation whose X value gives it large leverage.

Durbin-Watson statistic = 1.91658

Correlations: Y, X1_3, X2_3, X3_3

	Y	X1_3	X2_3
X1_3	0.657		
	0.000		
X2_3	-0.045	-0.014	
	0.657	0.887	
X3_3	0.228	0.266	0.100
	0.022	0.008	0.324

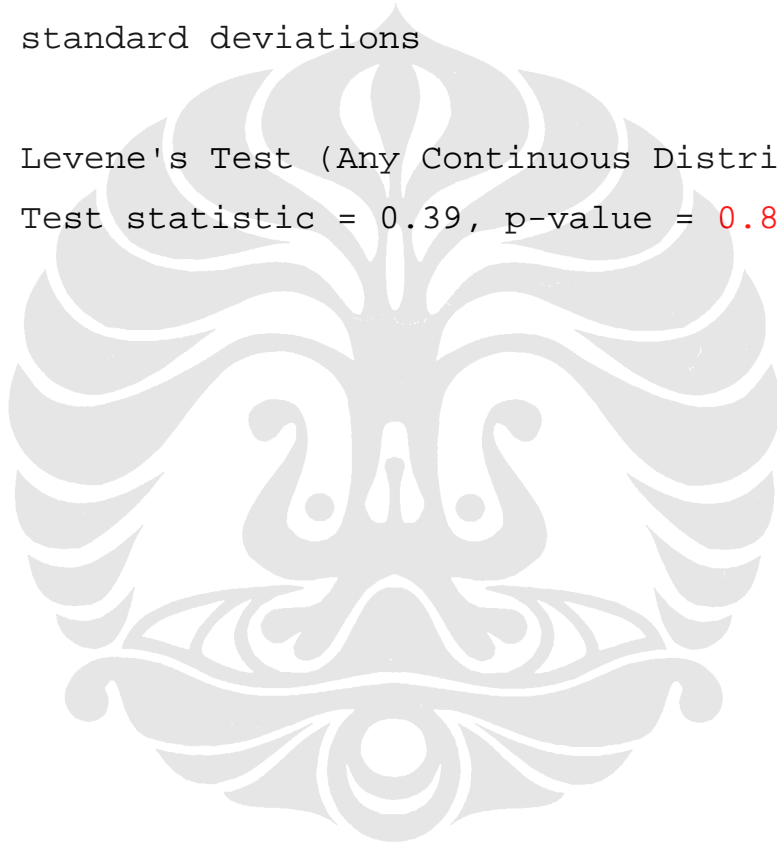
Cell Contents: Pearson correlation
P-Value

Test for Equal Variances: RESI7 versus FITS7

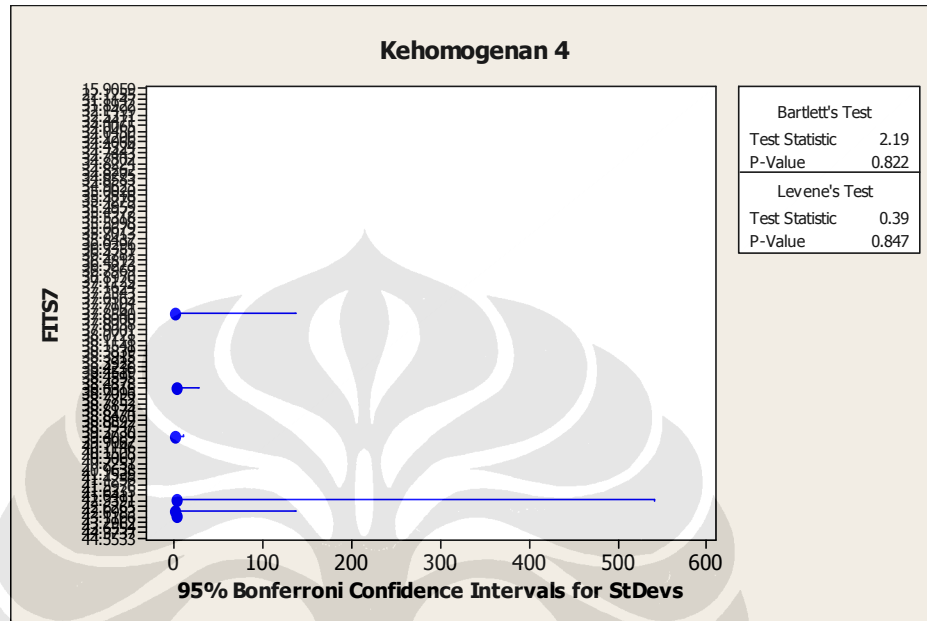
95% Bonferroni confidence intervals for
standard deviations

Levene's Test (Any Continuous Distribution)

Test statistic = 0.39, p-value = 0.847



Test for Equal Variances: RESI7 versus FITS7



Runs Test: RESI7

Runs test for RESI7

Runs above and below $K = -2.15158E-14$

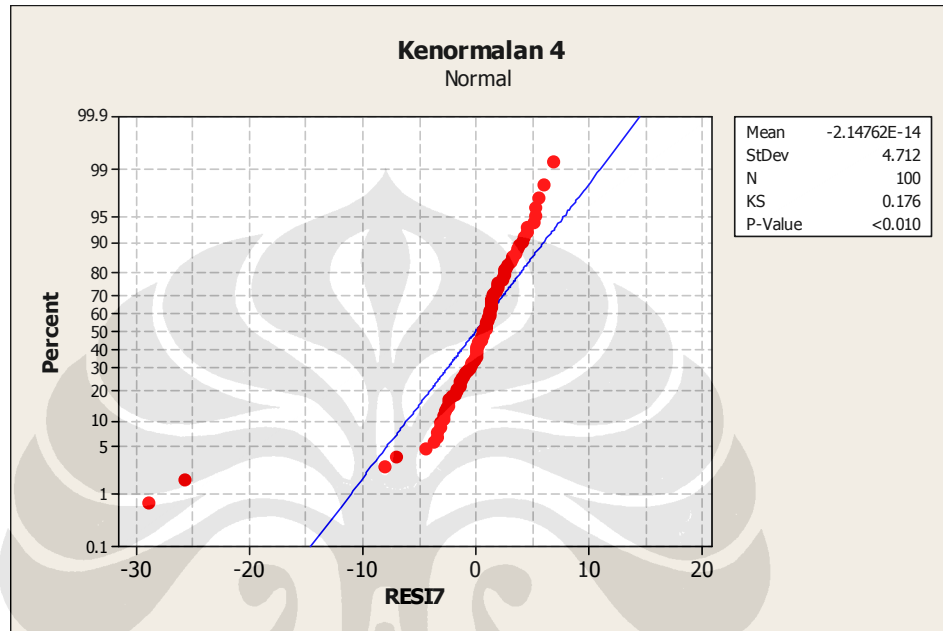
The observed number of runs = 44

The expected number of runs = 48.58

61 observations above K , 39 below

P-value = 0.333

Kenormalan



Frequencies

Statistics

		agama	pekerjaan	pengeluaran	pendidikan	usia	lama
N	Valid	100	100	100	100	100	100
	Missing	0	0	0	0	0	0
Mean		1,06	4,19	2,65	4,06	2,55	4,26
Std. Error of Mean		,034	,239	,128	,109	,118	,176
Median		1,00	3,00	2,00	4,00	2,50	5,00
Std. Deviation		,343	2,390	1,282	1,090	1,184	1,762
Variance		,118	5,711	1,644	1,188	1,402	3,103
Range		2	8	4	5	5	5
Minimum		1	1	1	1	1	1
Maximum		3	9	5	6	6	6
Percentiles	25	1,00	3,00	2,00	3,00	2,00	3,00
	50	1,00	3,00	2,00	4,00	2,50	5,00
	75	1,00	7,00	4,00	5,00	3,00	6,00



