

### Kuisisioner

Nama saya Ahmad, sebagai syarat dalam menyelesaikan program Strata 2 (S2) pada program Magister Manajemen Universitas Indonesia (MMUI), saat ini saya sedang melaksanakan penelitian dengan judul “**Pengaruh corporate Image, Trust, dan Perceived Switching Cost Dalam Perceived Service Quality terhadap Customer Loyalty Pada Kartu Mentari**”. Untuk itu saya, mengharapkan bantuannya dalam pengisian kuisisioner ini. Demi kelancaran pengumpulan data ini, saya memohon kesungguhan dan kejujurannya dalam menjawab pertanyaan-pertanyaan tersebut sesuai dengan petunjuk yang telah diberikan. Penulis menjamin kerahasiaan identitas Bapak/Ibu/saudara/i dan kuisisioner ini diajukan hanya semata-mata untuk kepentingan penelitian ilmiah saja. Atas perhatian dan kerjasamanya, saya ucapkan terima kasih

**Ahmad**

### BAG I

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#### Identitas Responden

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1. Jenis Kelamin :
  - a. Perempuan
  - b. Laki-laki
  
2. Umur :
  - a. < 18 tahun
  - b. 18-24 tahun
  - c. 25-34 tahun
  - d. 35-44 tahun
  - e. > 45 tahun
  
3. Lama Pemakaian :
  - a. 1 bulan – 5 bulan
  - b. ½ tahun – 1 tahun
  - c. > 1 tahun

## BAG II

**Petunjuk Pengisian** : Berilah tanda  $\surd$  pada jawaban yang sesuai dengan pilihan Anda

**STS** : Sangat Tidak Setuju

**TS** : Tidak Setuju

**N** : Netral

**S** : Setuju

**SS** : Sangat Setuju

		STS	TS	N	S	SS
1	Cakupan sinyal MENTARI luas					
2	Pelayanan MENTARI lewat telepon baik					
3	Pelayanan feature MENTARI (GPRS, WAP, 3G, MMS) baik					
4	Promosi MENTARI menarik					
5	Iklan MENTARI sesuai dengan pelayanan yang diberikan					
6	INDOSAT perusahaan yang stabil					
7	INDOSAT perusahaan yang inovatif					
8	INDOSAT memberikan kontribusi sosial kepada masyarakat					
9	Saya percaya pada MENTARI					
10	Saya merasa bahwa MENTARI memberikan pelayanan jasa komunikasi yang baik					
11	Saya percaya sistem penghitungan pemakaian pulsa MENTARI					
12	Saya percaya MENTARI tidak akan berbuat curang dalam penghitungan pemakaian pulsa					
13	Timbul biaya tambahan jika saya berpindah dari MENTARI ke provider lain					
14	pelayanan yang ditawarkan operator lain belum tentu sesuai dengan yang saya butuhkan					
15	Jika saya beralih ke operator lain, saya tidak mampu menggunakan <i>service</i> seperti MMS, GPRS, WAP, dll sampai saya selesai mempelajarinya dengan seksama.					
16	Kalau saya berganti operator, saya khawatir teman dan relasi saya tidak tahu bagaimana menghubungi saya.					
17	Saya akan terus menggunakan MENTARI					
18	MENTARI menjadi pilihan saya saat memilih operator GSM baru					
19	Saya merekomendasikan MENTARI kepada orang lain					
20	Saya mendorong teman-teman untuk menggunakan MENTARI					
21	Walaupun sistem penghitungan pemakaian pulsa operator lain lebih murah saya akan terus menggunakan MENTARI					

## Hasil Uji Reliabilitas

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
psq1	94.60	178.593	.703	.941
psq2	94.73	178.685	.764	.941
psq3	94.77	179.702	.605	.942
psq4	94.80	181.200	.609	.942
psq5	94.63	178.654	.608	.942
psq6	94.83	176.420	.684	.942
ci1	94.70	178.907	.617	.942
ci2	94.63	182.516	.524	.943
ci3	94.57	182.185	.524	.943
ci4	95.47	183.292	.316	.947
ci5	94.77	175.978	.794	.940
t1	94.73	178.616	.768	.941
t2	94.80	178.855	.742	.941
t3	94.80	178.924	.738	.941
t4	94.77	180.806	.636	.942
t5	94.73	178.340	.639	.942
psc1	94.93	176.340	.689	.941
psc2	94.70	178.700	.627	.942
psc3	94.60	181.903	.569	.943
psc4	95.03	186.792	.308	.945
psc5	95.40	181.766	.388	.945
psc6	94.83	176.075	.835	.940
psc7	95.03	176.585	.656	.942
cl1	94.83	179.040	.794	.941
cl2	94.97	180.585	.499	.944
cl3	94.97	182.309	.422	.945
cl4	95.10	178.162	.599	.943
cl5	95.17	179.868	.465	.944

### 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	6

**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
.795	5

**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
.856	5

**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
.798	7

**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

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
psq1	68.7426	175.422	.712	.943
psq2	68.9118	175.592	.698	.943
psq3	68.9191	175.912	.640	.944
psq5	68.9485	174.242	.628	.944
psq6	69.1176	174.031	.675	.943
ci1	68.8971	179.397	.512	.945
ci2	68.8382	179.781	.507	.945
ci3	68.8456	180.235	.516	.945
t1	68.9706	172.103	.748	.942
t2	68.7794	175.566	.778	.942
t3	69.0809	171.675	.750	.942
t4	69.0368	172.065	.751	.942
t5	69.1029	172.271	.782	.942
psc1	69.1985	177.108	.502	.946
psc2	69.1618	173.025	.691	.943
psc3	69.1985	173.286	.639	.944
psc6	69.4853	179.511	.389	.948
cl1	69.0735	169.520	.799	.941
cl2	69.1838	172.462	.694	.943
cl3	69.1618	171.988	.722	.942
cl4	69.1985	171.834	.710	.943

**Reliability Statistics**

Cronbach's Alpha	N of Items
.852	5

**Reliability Statistics**

Cronbach's Alpha	N of Items
.836	3

**Reliability Statistics**

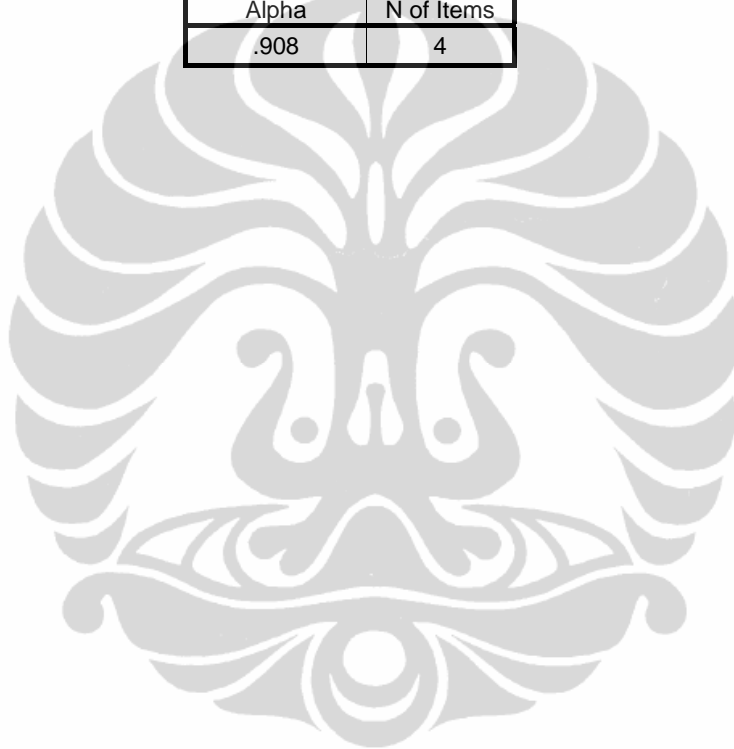
Cronbach's Alpha	N of Items
.904	5

**Reliability Statistics**

Cronbach's Alpha	N of Items
.757	4

**Reliability Statistics**

Cronbach's Alpha	N of Items
.908	4



**Validity dan Reliability Indikator Variabel****Component Matrix(a)**

	Componen t
	1
psq1	.874
psq2	.755
psq3	.811
psq4	.696
psq5	.762
psq6	.816

Extraction Method: Principal Component Analysis.  
a. 1 components extracted.

**Component Matrix(a)**

	Componen t
	1
ci1	.887
ci2	.880
ci3	.894
ci4	.495
ci5	.612

Extraction Method: Principal Component Analysis.  
a. 1 components extracted.

**Component Matrix(a)**

	Componen t
	1
t1	.861
t2	.792
t3	.817
t4	.762
t5	.766

Extraction Method: Principal Component Analysis.  
a. 1 components extracted.

**Component Matrix(a)**

	Componen t
	1
psc1	.724
psc2	.722
psc3	.719
psc4	.539
psc5	.547
psc6	.826
psc7	.661

Extraction Method: Principal Component Analysis.  
a. 1 components extracted.

**Component Matrix(a)**

	Componen t
	1
cl1	.736
cl2	.912
cl3	.855
cl4	.751
cl5	.675

Extraction Method: Principal Component Analysis.  
a. 1 components extracted.

**Component Matrix(a)**

	Componen t
	1
psq1	.823
psq2	.786
psq3	.749
psq5	.772
psq6	.842

Extraction Method: Principal Component Analysis.  
a. 1 components extracted.



**Component Matrix(a)**

	Component
	1
ci1	.845
ci2	.898
ci3	.861

Extraction Method: Principal Component Analysis.  
a. 1 components extracted.

**Component Matrix(a)**

	Component
	1
t1	.819
t2	.846
t3	.890
t4	.872
t5	.835

Extraction Method: Principal Component Analysis.  
a. 1 components extracted.

**Component Matrix(a)**

	Component
	1
psc1	.739
psc2	.850
psc3	.761
psc6	.696

Extraction Method: Principal Component Analysis.  
a. 1 components extracted.

**Component Matrix(a)**

	Component
	1
cl1	.871
cl2	.876
cl3	.910
cl4	.883

Extraction Method: Principal Component Analysis.  
a. 1 components extracted.

## Regression

### Variables Entered/Removed(b)

Model	Variables Entered	Variables Removed	Method
1	psc, ci, psq, t(a)	.	Enter

a All requested variables entered.

b Dependent Variable: cl

### Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.788(a)	.621	.609	.62500514

a Predictors: (Constant), psc, ci, psq, t

### ANOVA(b)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	83.827	4	20.957	53.649	.000(a)
	Residual	51.173	131	.391		
	Total	135.000	135			

a Predictors: (Constant), psc, ci, psq, t

b Dependent Variable: cl

**Coefficients(a)**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	1.29E-016	.054		.000	1.000		
	psq	.096	.099	.096	.963	.337	.293	3.415
	ci	.035	.067	.035	.529	.598	.646	1.547
	t	.476	.102	.476	4.648	.000	.276	3.627
	psc	.274	.073	.274	3.722	.000	.536	1.866

a Dependent Variable: cl

**Collinearity Diagnostics(a)**

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions				
				(Constant)	psq	ci	t	Psc
1	1	2.780	1.000	.00	.03	.04	.03	.04
	2	1.000	1.667	1.00	.00	.00	.00	.00
	3	.684	2.016	.00	.00	.59	.01	.27
	4	.366	2.754	.00	.21	.33	.11	.60
	5	.169	4.052	.00	.76	.04	.85	.09

a Dependent Variable: cl

**Variables Entered/Removed(b)**

Model	Variables Entered	Variables Removed	Method
1	t, psq(a)	.	Enter

a All requested variables entered.

b Dependent Variable: psc

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.681(a)	.464	.456	.73778373

a Predictors: (Constant), t, psq

**ANOVA(b)**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	62.605	2	31.302	57.507	.000(a)
	Residual	72.395	133	.544		
	Total	135.000	135			

a Predictors: (Constant), t, psq

b Dependent Variable: psc

**Coefficients(a)**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	4.44E-017	.063		.000	1.000		
	psq	.093	.109	.093	.853	.395	.340	2.937
	t	.603	.109	.603	5.545	.000	.340	2.937

a Dependent Variable: psc

**Collinearity Diagnostics(a)**

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	psq	t
1	1	1.812	1.000	.00	.09	.09
	2	1.000	1.346	1.00	.00	.00
	3	.188	3.106	.00	.91	.91

a Dependent Variable: psc

**Variables Entered/Removed(b)**

Model	Variables Entered	Variables Removed	Method
1	psq(a)	.	Enter

a All requested variables entered.

b Dependent Variable: t

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.812(a)	.660	.657	.58566437

a Predictors: (Constant), psq

**ANOVA(b)**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	89.038	1	89.038	259.583	.000(a)
	Residual	45.962	134	.343		
	Total	135.000	135			

a Predictors: (Constant), psq

b Dependent Variable: t

**Coefficients(a)**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-9.45E-018	.050		.000	1.000		
	psq	.812	.050	.812	16.112	.000	1.000	1.000

a Dependent Variable: t

**Collinearity Diagnostics(a)**

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions	
				(Constant)	psq
1	1	1.000	1.000	1.00	.00
	2	1.000	1.000	.00	1.00

a Dependent Variable: t

**Variables Entered/Removed(b)**

Model	Variables Entered	Variables Removed	Method
1	psq(a)	.	Enter

a All requested variables entered.

b Dependent Variable: ci

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.593(a)	.352	.347	.80813581

a Predictors: (Constant), psq

**ANOVA(b)**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	47.487	1	47.487	72.712	.000(a)
	Residual	87.513	134	.653		
	Total	135.000	135			

a Predictors: (Constant), psq

b Dependent Variable: ci

**Coefficients(a)**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	2.02E-017	.069		.000	1.000		
	psq	.593	.070	.593	8.527	.000	1.000	1.000

a Dependent Variable: ci

**Collinearity Diagnostics(a)**

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions	
				(Constant)	psq
1	1	1.000	1.000	1.00	.00
	2	1.000	1.000	.00	1.00

a Dependent Variable: ci

**Variables Entered/Removed(b)**

Model	Variables Entered	Variables Removed	Method
1	ci, psq(a)	.	Enter

a All requested variables entered.

b Dependent Variable: t

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.813(a)	.660	.655	.58728615

a Predictors: (Constant), ci, psq

**ANOVA(b)**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	89.128	2	44.564	129.206	.000(a)
	Residual	45.872	133	.345		
	Total	135.000	135			

a Predictors: (Constant), ci, psq



b Dependent Variable: t

**Coefficients(a)**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-1.01E-017	.050		.000	1.000		
	psq	.793	.063	.793	12.633	.000	.648	1.543
	ci	.032	.063	.032	.511	.610	.648	1.543

a Dependent Variable: t

**Collinearity Diagnostics(a)**

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	psq	ci
1	1	1.593	1.000	.00	.20	.20
	2	1.000	1.262	1.00	.00	.00
	3	.407	1.979	.00	.80	.80

a Dependent Variable: t

**Variables Entered/Removed(b)**

Model	Variables Entered	Variables Removed	Method
1	ci(a)	.	Enter

a All requested variables entered.

b Dependent Variable: t

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.502(a)	.252	.247	.86782781

a Predictors: (Constant), ci

**ANOVA(b)**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	34.081	1	34.081	45.253	.000(a)
	Residual	100.919	134	.753		
	Total	135.000	135			

a Predictors: (Constant), ci

b Dependent Variable: t

**Coefficients(a)**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-3.43E-017	.074		.000	1.000		
	ci	.502	.075	.502	6.727	.000	1.000	1.000

a Dependent Variable: t

**Variables Entered/Removed(b)**

Model	Variables Entered	Variables Removed	Method
1	t, ci(a)	.	Enter

- a All requested variables entered.
- b Dependent Variable: cl

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.759(a)	.576	.570	.65584595

a Predictors: (Constant), t, ci

**ANOVA(b)**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	77.792	2	38.896	90.428	.000(a)
	Residual	57.208	133	.430		
	Total	135.000	135			

- a Predictors: (Constant), t, ci
- b Dependent Variable: cl

**Coefficients(a)**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	1.40E-016	.056		.000	1.000		
	ci	.059	.065	.059	.901	.369	.748	1.338
	t	.728	.065	.728	11.149	.000	.748	1.338

a Dependent Variable: cl

**Collinearity Diagnostics(a)**

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	ci	t
1	1	1.502	1.000	.00	.25	.25
	2	1.000	1.226	1.00	.00	.00
	3	.498	1.738	.00	.75	.75

a Dependent Variable: cl

**Collinearity Diagnostics(a)**

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions	
				(Constant)	ci
1	1	1.000	1.000	1.00	.00
	2	1.000	1.000	.00	1.00

a Dependent Variable: t

**Variables Entered/Removed(b)**

Model	Variables Entered	Variables Removed	Method
1	t, ci(a)	.	Enter

a All requested variables entered.

b Dependent Variable: cl

**Variables Entered/Removed(b)**

Model	Variables Entered	Variables Removed	Method
1	t, ci(a)	.	Enter

a All requested variables entered.

b Dependent Variable: cl

**ANOVA(b)**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	77.792	2	38.896	90.428	.000(a)
	Residual	57.208	133	.430		
	Total	135.000	135			

a Predictors: (Constant), t, ci

b Dependent Variable: cl

**Coefficients(a)**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	1.40E-016	.056		.000	1.000		
	ci	.059	.065	.059	.901	.369	.748	1.338
	t	.728	.065	.728	11.149	.000	.748	1.338

a Dependent Variable: cl

**Collinearity Diagnostics(a)**

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	ci	t
1	1	1.502	1.000	.00	.25	.25
	2	1.000	1.226	1.00	.00	.00
	3	.498	1.738	.00	.75	.75

a. Dependent Variable: cl

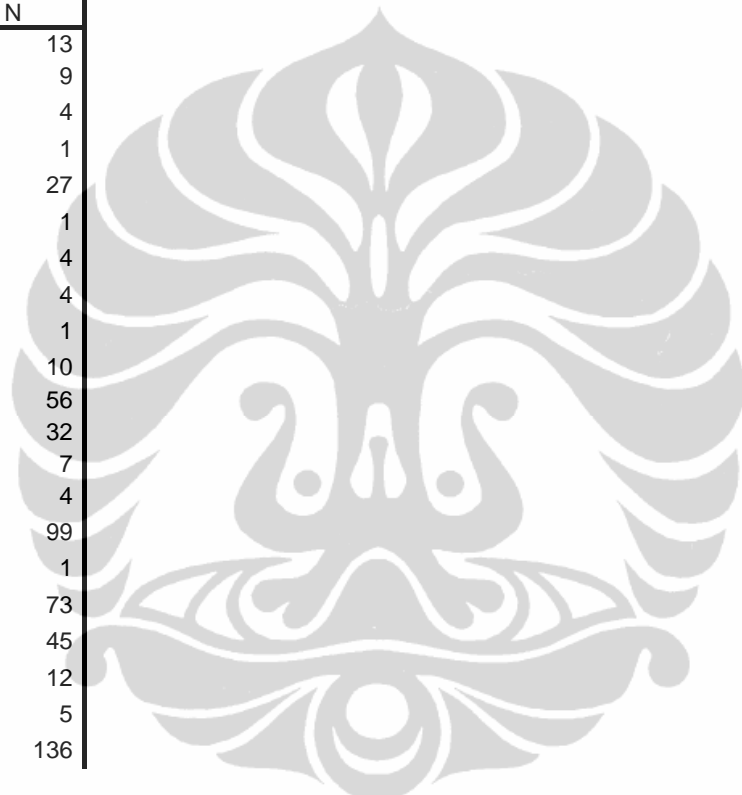
**Univariate Analysis of Variance**  
Between-Subjects Factors

		N
lama	1.00	27
	2.00	10
	3.00	99
umur	1.00	1
	2.00	73
	3.00	45
	4.00	12
	5.00	5

**Descriptive Statistics**

Dependent Variable: cl

lama	umur	Mean	Std. Deviation	N
1.00	2.00	.3724907	.69226530	13
	3.00	-.0075879	.72550608	9
	4.00	.1739489	1.09623071	4
	5.00	-.9055333	.	1
	Total	.1690500	.77311787	27
2.00	1.00	.1835805	.	1
	2.00	.6656766	.91607754	4
	3.00	.1835750	.93369413	4
	4.00	.1651685	.	1
	Total	.3745755	.79569417	10
3.00	2.00	-.1530053	1.10197491	56
	3.00	.1017933	1.01365792	32
	4.00	.1392745	.88496567	7
	5.00	-.9935294	.91636529	4
	Total	-.0839405	1.06373005	99
Total	1.00	.1835805	.	1
	2.00	-.0145645	1.05362667	73
	3.00	.0871866	.93909568	45
	4.00	.1529905	.86903149	12
	5.00	-.9759302	.79457074	5
	Total	.0000000	1.00000000	136



**Tests of Between-Subjects Effects**

Dependent Variable: cl

Source	Type III Sum of Squares	df	Mean Square	F	Sig.
Corrected Model	10.440(a)	11	.949	.945	.500
Intercept	.050	1	.050	.050	.823
lama	.483	2	.242	.240	.787
umur	3.991	4	.998	.993	.414
lama * umur	2.635	5	.527	.525	.757
Error	124.560	124	1.005		
Total	135.000	136			
Corrected Total	135.000	135			

a R Squared = .077 (Adjusted R Squared = -.005)

**Estimated Marginal Means**

**1. Grand Mean**

Dependent Variable: cl

Mean	Std. Error	95% Confidence Interval	
		Lower Bound	Upper Bound
-.006(a)	.175	-.352	.340

a Based on modified population marginal mean.



## 2. lama

### Estimates

Dependent Variable: cl

lama	Mean	Std. Error	95% Confidence Interval	
			Lower Bound	Upper Bound
1.00	-.092(a)	.300	-.686	.503
2.00	.300(a)	.396	-.485	1.084
3.00	-.226(a)	.167	-.556	.103

a Based on modified population marginal mean.

### Pairwise Comparisons

Dependent Variable: cl

(I) lama	(J) lama	Mean Difference (I-J)	Std. Error	Sig. (a)	95% Confidence Interval for Difference(a)	
					Lower Bound	Upper Bound
1.00	2.00	-.391(b,c)	.497	.433	-1.375	.593
	3.00	.135(b,c)	.344	.696	-.545	.815
2.00	1.00	.391(b,c)	.497	.433	-.593	1.375
	3.00	.526(b,c)	.430	.223	-.325	1.377
3.00	1.00	-.135(b,c)	.344	.696	-.815	.545
	2.00	-.526(b,c)	.430	.223	-1.377	.325

Based on estimated marginal means

a Adjustment for multiple comparisons: Least Significant Difference (equivalent to no adjustments).

b An estimate of the modified population marginal mean (I).

c An estimate of the modified population marginal mean (J).

### 3. umur

#### Estimates

Dependent Variable: cl

umur	Mean	Std. Error	95% Confidence Interval	
			Lower Bound	Upper Bound
1.00	.184(a)	1.002	-1.800	2.167
2.00	.295	.196	-.093	.683
3.00	.093	.209	-.322	.507
4.00	.159	.394	-.621	.940
5.00	-.950(a)	.560	-2.058	.159

a. Based on modified population marginal mean.

#### Pairwise Comparisons

Dependent Variable: cl

(I) umur	(J) umur	Mean Difference (I-J)	Std. Error	Sig.(a)	95% Confidence Interval for Difference(a)	
					Lower Bound	Upper Bound
1.00	2.00	-.111(b)	1.021	.913	-2.133	1.910
	3.00	.091(b)	1.024	.929	-1.936	2.118
	4.00	.024(b)	1.077	.982	-2.108	2.156
	5.00	1.133(b,c)	1.148	.326	-1.140	3.406
2.00	1.00	.111(c)	1.021	.913	-1.910	2.133
	3.00	.202	.287	.482	-.365	.770
	4.00	.136	.440	.759	-.736	1.007
	5.00	1.245(*,c)	.594	.038	.070	2.420
3.00	1.00	-.091(c)	1.024	.929	-2.118	1.936
	2.00	-.202	.287	.482	-.770	.365

	4.00	-.067	.446	.881	-.950	.817
	5.00	1.042(c)	.598	.084	-.142	2.226
4.00	1.00	-.024(c)	1.077	.982	-2.156	2.108
	2.00	-.136	.440	.759	-1.007	.736
	3.00	.067	.446	.881	-.817	.950
	5.00	1.109(c)	.685	.108	-.247	2.465
5.00	1.00	-1.133(b,c)	1.148	.326	-3.406	1.140
	2.00	-1.245(*,b)	.594	.038	-2.420	-.070
	3.00	-1.042(b)	.598	.084	-2.226	.142
	4.00	-1.109(b)	.685	.108	-2.465	.247

Based on estimated marginal means

\* The mean difference is significant at the .05 level.

a Adjustment for multiple comparisons: Least Significant Difference (equivalent to no adjustments).

b An estimate of the modified population marginal mean (I).

c An estimate of the modified population marginal mean (J).

#### Univariate Tests

Dependent Variable: cl

	Sum of Squares	df	Mean Square	F	Sig.
Contrast	4.480	4	1.120	1.115	.353
Error	124.560	124	1.005		

The F tests the effect of umur. This test is based on the linearly independent pairwise comparisons among the estimated marginal means.

## 4. lama \* umur

Dependent Variable: cl

lama	umur	Mean	Std. Error	95% Confidence Interval	
				Lower Bound	Upper Bound
1.00	1.00	.(a)	.	.	.
	2.00	.372	.278	-.178	.923
	3.00	-.008	.334	-.669	.654
	4.00	.174	.501	-.818	1.166
	5.00	-.906	1.002	-2.889	1.078
2.00	1.00	.184	1.002	-1.800	2.167
	2.00	.666	.501	-.326	1.658
	3.00	.184	.501	-.808	1.175
	4.00	.165	1.002	-1.819	2.149
	5.00	.(a)	.	.	.
3.00	1.00	.(a)	.	.	.
	2.00	-.153	.134	-.418	.112
	3.00	.102	.177	-.249	.452
	4.00	.139	.379	-.611	.889
	5.00	-.994	.501	-1.985	-.002

a This level combination of factors is not observed, thus the corresponding population marginal mean is not estimable.

## Post Hoc Tests

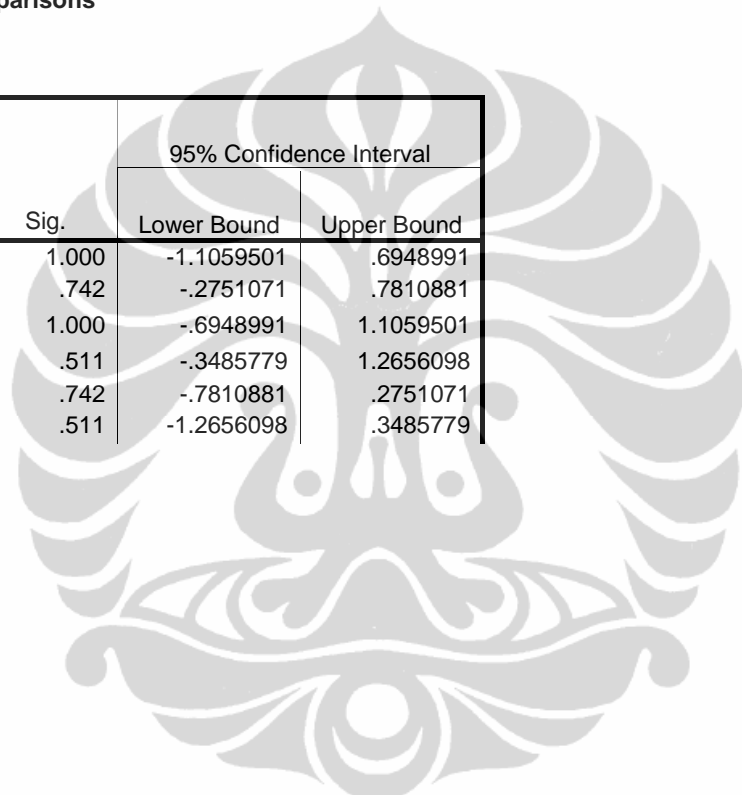
### lama

## Multiple Comparisons

Dependent Variable: cl  
Bonferroni

(I) lama	(J) lama	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
1.00	2.00	-.2055255	.37101962	1.000	-1.1059501	.6948991
	3.00	.2529905	.21760240	.742	-.2751071	.7810881
2.00	1.00	.2055255	.37101962	1.000	-.6948991	1.1059501
	3.00	.4585160	.33256270	.511	-.3485779	1.2656098
3.00	1.00	-.2529905	.21760240	.742	-.7810881	.2751071
	2.00	-.4585160	.33256270	.511	-1.2656098	.3485779

Based on observed means.



### Analisis Multiple Regression

#### Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.788(a)	.621	.609	.62500514

a Predictors: (Constant), psc, ci, psq, t

#### ANOVA(b)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	83.827	4	20.957	53.649	.000(a)
	Residual	51.173	131	.391		
	Total	135.000	135			

a Predictors: (Constant), psc, ci, psq, t

b Dependent Variable: cl

#### Coefficients(a)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.29E-016	.054		.000	1.000
	psq	.096	.099	.096	.963	.337
	ci	.035	.067	.035	.529	.598
	t	.476	.102	.476	4.648	.000
	psc	.274	.073	.274	3.722	.000

a Dependent Variable: cl

#### Variables Entered/Removed(b)

Model	Variables Entered	Variables Removed	Method
1	psc, ci, psq, t(a)	.	Enter

a All requested variables entered.

b Dependent Variable: cl

#### Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.681(a)	.464	.456	.73778373

a Predictors: (Constant), t, psq

#### ANOVA(b)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	62.605	2	31.302	57.507	.000(a)
	Residual	72.395	133	.544		
	Total	135.000	135			

a Predictors: (Constant), t, psq

b Dependent Variable: psc

#### Coefficients(a)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.44E-017	.063		.000	1.000
	psq	.093	.109	.093	.853	.395
	t	.603	.109	.603	5.545	.000

a Dependent Variable: psc

#### Variables Entered/Removed(b)

Model	Variables Entered	Variables Removed	Method
1	t, psq(a)	.	Enter

a All requested variables entered.

b Dependent Variable: psc