

## LAMPIRAN 1 Data Populasi

NO	Periode	Revenue (rupiah)	TotalCalls	Availability (%)	SCR (%)	ASR (%)	CCR (%)	MHT (detik)
1	Jan-06	503169986568	1006014033.301	97.863	93.608	52.828	97.388	1.290
2	Feb-06	473895006253	977379772.605	97.828	94.032	52.859	97.568	1.295
3	Mar-06	540313463616	1135746139.134	97.894	93.738	52.686	97.563	1.291
4	Apr-06	506779821077	1130064357.084	97.903	93.649	52.692	97.576	1.262
5	May-06	528758327369	1180063821.568	97.951	94.371	52.637	97.569	1.262
6	Jun-06	536989715861	1167440139.878	98.023	95.080	52.651	97.614	1.279
7	Jul-06	571017035570	1215649351.477	98.002	94.578	52.598	97.652	1.279
8	Aug-06	544844852078	1116746587.248	98.040	93.888	52.706	97.672	1.383
9	Sep-06	547698975564	1191896035.094	97.984	93.858	52.624	97.648	1.280
10	Oct-06	609243679369	1257570213.851	98.014	93.650	52.552	97.609	1.286
11	Nov-06	560400808058	1245305245.043	97.942	94.850	52.566	97.659	1.341
12	Dec-06	592517096481	1365791887.484	97.825	93.281	52.434	97.622	1.292
13	Jan-07	594357810546	1291469199.670	97.895	94.228	52.515	97.669	1.327
14	Feb-07	546460509988	1203435021.730	97.761	91.550	52.611	97.542	1.282
15	Mar-07	603160926757	1201787116.347	97.907	94.618	52.613	97.662	1.367
16	Apr-07	591630075563	1219321623.915	97.946	94.750	52.594	97.673	1.355
17	May-07	614731172848	1329155002.396	97.992	94.757	52.474	97.661	1.320
18	Jun-07	615966861376	1292509091.049	98.016	94.731	52.514	97.643	1.346
19	Jul-07	628555534837	1385317183.171	98.025	94.719	52.412	97.666	1.364
20	Aug-07	613745870583	1400825865.083	98.007	94.914	52.395	97.692	1.362
21	Sep-07	589339609963	1328278835.315	97.950	94.400	52.475	97.690	1.409
22	Oct-07	671417255281	1320371753.711	98.009	94.811	52.483	97.678	1.413
23	Nov-07	608602116096	1392963614.619	97.960	94.940	52.404	97.683	1.441
24	Dec-07	680481064677	1427730208.168	97.920	94.612	52.366	97.552	1.707
25	Jan-08	655541580627	1529732292.819	97.971	90.664	52.364	97.240	2.379
26	Feb-08	563568762889	1471952538.109	97.961	90.619	50.992	97.161	2.517
27	Mar-08	639778262956	1641091207.560	97.966	90.682	50.984	97.130	2.547
28	Apr-08	557239560570	1407445647.327	97.969	93.074	53.100	97.602	1.582
29	May-08	554881344590	1432125712.959	97.943	92.919	52.988	97.621	1.534
30	Jun-08	543173260644	1477363657.937	97.997	92.518	52.569	97.538	1.736
31	Jul-08	528700136322	1863382164.229	97.977	92.319	52.213	97.342	2.196
32	Aug-08	565479878908	1890217651.925	97.994	91.964	52.563	97.272	2.505
33	Sep-08	559578253404	1949449425.908	97.982	92.221	52.006	97.206	2.502
34	Oct-08	627250450505	1795212618.122	98.013	92.583	52.198	97.240	2.657
35	Nov-08	583744601941	2025457565.087	97.964	93.456	52.194	97.064	2.668
36	Dec-08	623216253657	2238502882.781	98.014	93.024	51.623	97.076	2.584
37	Jan-09	583821815712	2077344824.323	97.943	92.678	51.843	97.120	2.665
38	Feb-09	527674177942	1916915036.480	97.943	93.697	51.066	97.084	2.648
39	Mar-09	602436182929	2117871060.974	97.834	94.669	50.758	96.972	2.676

## LAMPIRAN 2 Analisis Data Dengan SPSS

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### Regression

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**Descriptive Statistics**

	Mean	Std. Deviation	N
REVENUE	579234925640.3846	46551863299.24677	39
Total Calls	1451715291.9354	331066202.77511	39
AVAILABILITY	97.9510	.06378	39
SCR	93.5564	1.26451	39
ASR	52.3367	.54975	39
CCR	97.4769	.22918	39
MHT	1.7341	.56356	39

## LAMPIRAN 2 Analisis Data Dengan SPSS (lanjutan)

### Correlations

		REVENUE	Total Calls	AVAILABILITY	SCR	ASR	CCR	MHT
Pearson Correlation	REVENUE	1.000	.268	.322	.053	-.251	-.038	.196
	Total Calls	.268	1.000	.164	-.374	-.669	-.828	.905
	AVAILABILITY	.322	.164	1.000	.080	.016	.068	.127
	SCR	.053	-.374	.080	1.000	.341	.583	-.591
	ASR	-.251	-.669	.016	.341	1.000	.774	-.753
	CCR	-.038	-.828	.068	.583	.774	1.000	-.942
	MHT	.196	.905	.127	-.591	-.753	-.942	1.000
Sig. (1-tailed)	REVENUE	.	.050	.023	.375	.062	.410	.116
	Total Calls	.050	.	.160	.010	.000	.000	.000
	AVAILABILITY	.023	.160	.	.315	.461	.340	.220
	SCR	.375	.010	.315	.	.017	.000	.000
	ASR	.062	.000	.461	.017	.	.000	.000
	CCR	.410	.000	.340	.000	.000	.	.000
	MHT	.116	.000	.220	.000	.000	.000	.
N	REVENUE	39	39	39	39	39	39	39
	Total Calls	39	39	39	39	39	39	39
	AVAILABILITY	39	39	39	39	39	39	39
	SCR	39	39	39	39	39	39	39
	ASR	39	39	39	39	39	39	39
	CCR	39	39	39	39	39	39	39
	MHT	39	39	39	39	39	39	39

### Variables Entered/Removed<sup>b</sup>

Model	Variables Entered	Variables Removed	Method
1	MHT, AVAILABILITY, SCR, ASR, Total Calls, CCR <sup>a</sup>		. Enter

a. All requested variables entered.

b. Dependent Variable: REVENUE

## LAMPIRAN 2 Analisis Data Dengan SPSS (lanjutan)

**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.585 <sup>a</sup>	.343	.219	41128798030.46646

a. Predictors: (Constant), MHT, AVAILABILITY, SCR, ASR, Total Calls, CCR

b. Dependent Variable: REVENUE

**ANOVA<sup>b</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2821839023421796000000.000	6	4703065039036326300000.000	2.780	.027 <sup>a</sup>
	Residual	54130496877788855000000.000	32	1691578027430901700000.000		
	Total	82348887112006810000000.000	38			

a. Predictors: (Constant), MHT, AVAILABILITY, SCR, ASR, Total Calls, CCR

b. Dependent Variable: REVENUE

**Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-30057683064140.035	11135765594314.459		-2.699	.011
	Total Calls	40.361	54.878	.287	.735	.467
	AVAILABILITY	50836040773.347	130245361658.405	.070	.390	.699
	SCR	1523129752.487	7827061802.154	.041	.195	.847
	ASR	-39206473973.163	20029987148.048	-.463	-1.957	.059
	CCR	280872633017.798	109596095277.749	1.383	2.563	.015
	MHT	74805606392.563	60966784458.144	.906	1.227	.229

a. Dependent Variable: REVENUE

## LAMPIRAN 2 Analisis Data Dengan SPSS (lanjutan)

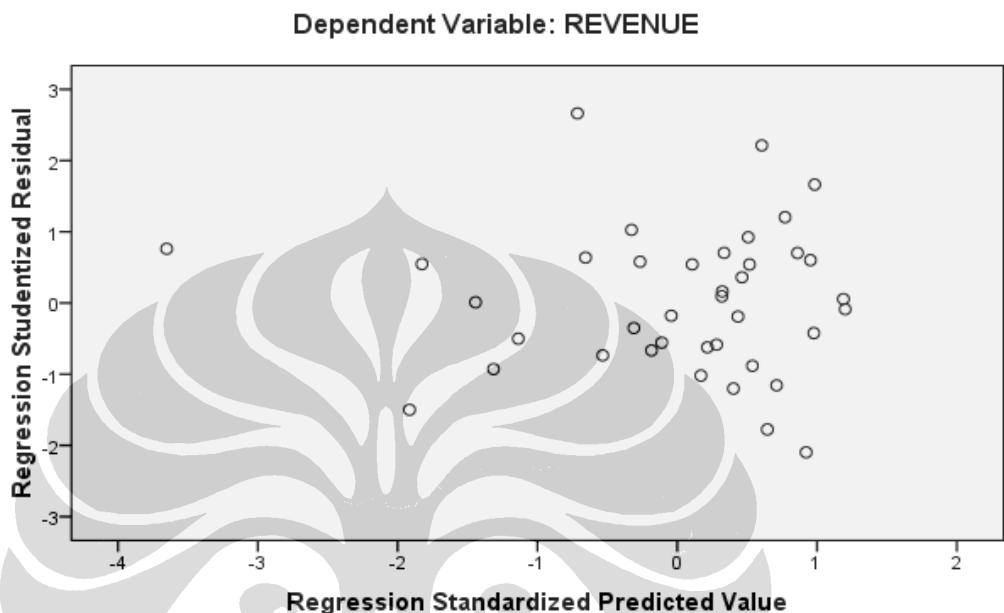
**Residuals Statistics<sup>a</sup>**

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	479722700800.0000	611982442496.0000	579234925640.3870	27250490210.08992	39
Std. Predicted Value	-3.652	1.202	.000	1.000	39
Standard Error of Predicted Value	10212046848.000	28835270656.000	16593410714.263	5386963566.798	39
Adjusted Predicted Value	461393821696.0000	628161183744.0000	577937972288.7600	31121826410.30331	39
Residual	-7.66858E10	95748120576.00000	-.00260	37742373533.49432	39
Std. Residual	-1.865	2.328	.000	.918	39
Stud. Residual	-2.097	2.663	.014	1.023	39
Deleted Residual	-9.69866E10	1.25286E11	1296953351.62453	47283979563.85064	39
Stud. Deleted Residual	-2.222	2.971	.021	1.065	39
Mahal. Distance	1.368	17.704	5.846	4.653	39
Cook's Distance	.000	.313	.039	.063	39
Centered Leverage Value	.036	.466	.154	.122	39

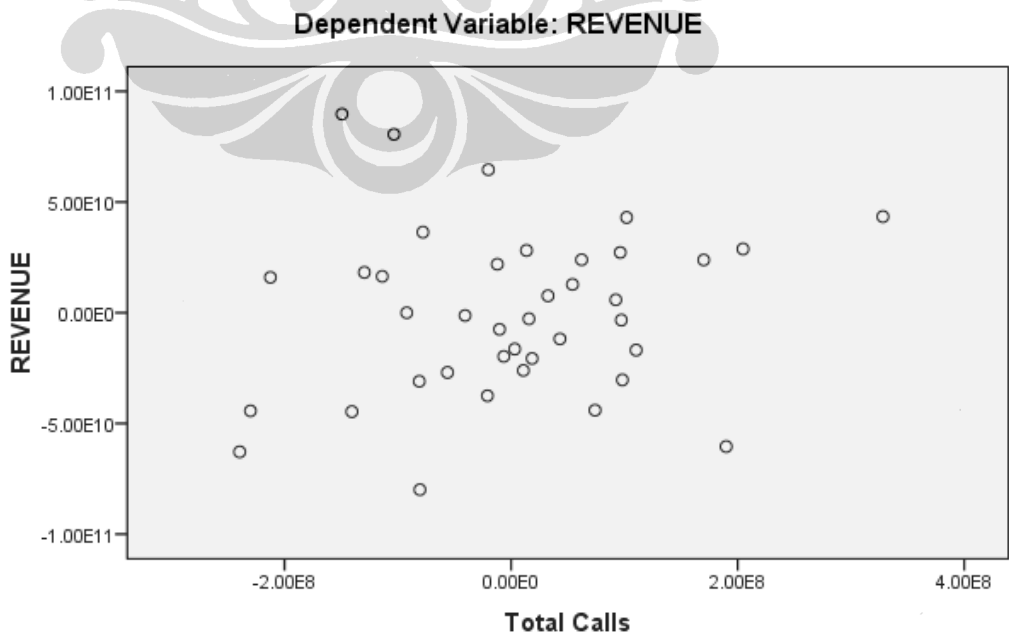
a. Dependent Variable: REVENUE

Charts

Scatterplot

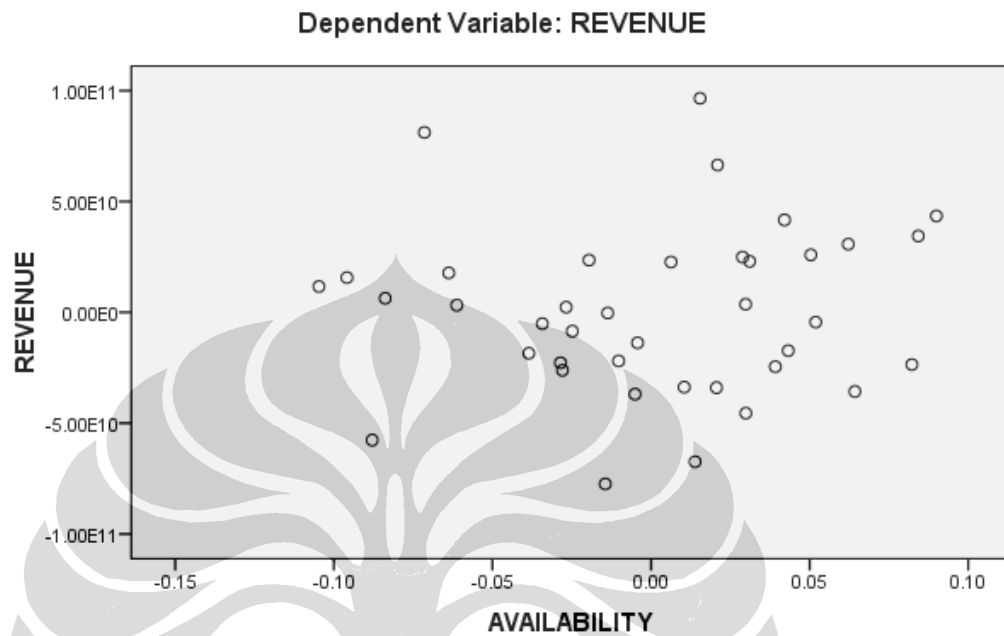


Partial Regression Plot

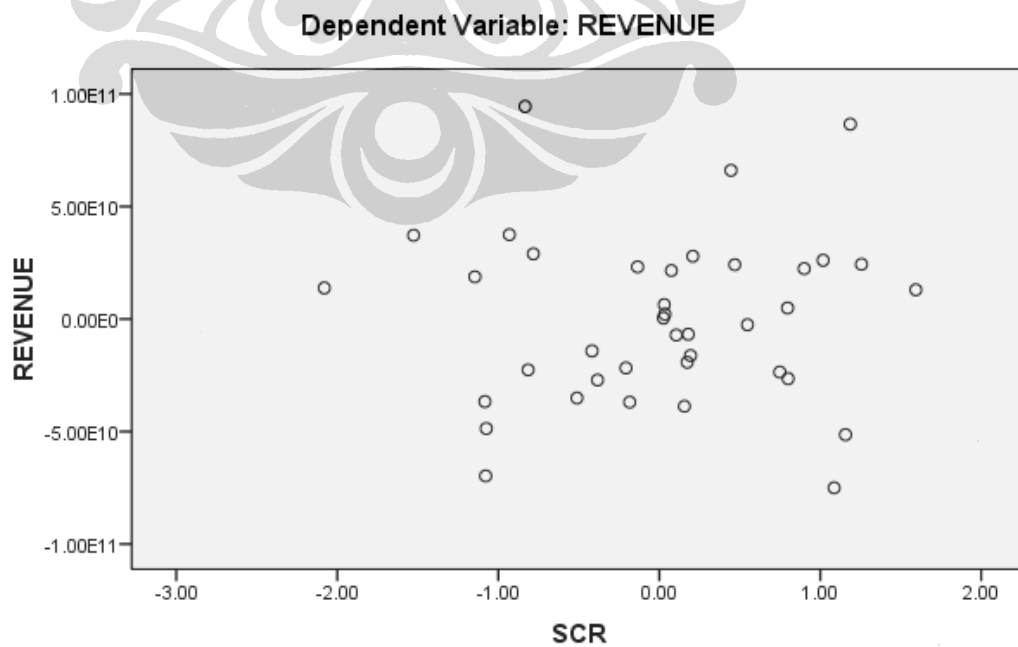


LAMPIRAN 2 Analisis Data Dengan SPSS (lanjutan)

Partial Regression Plot

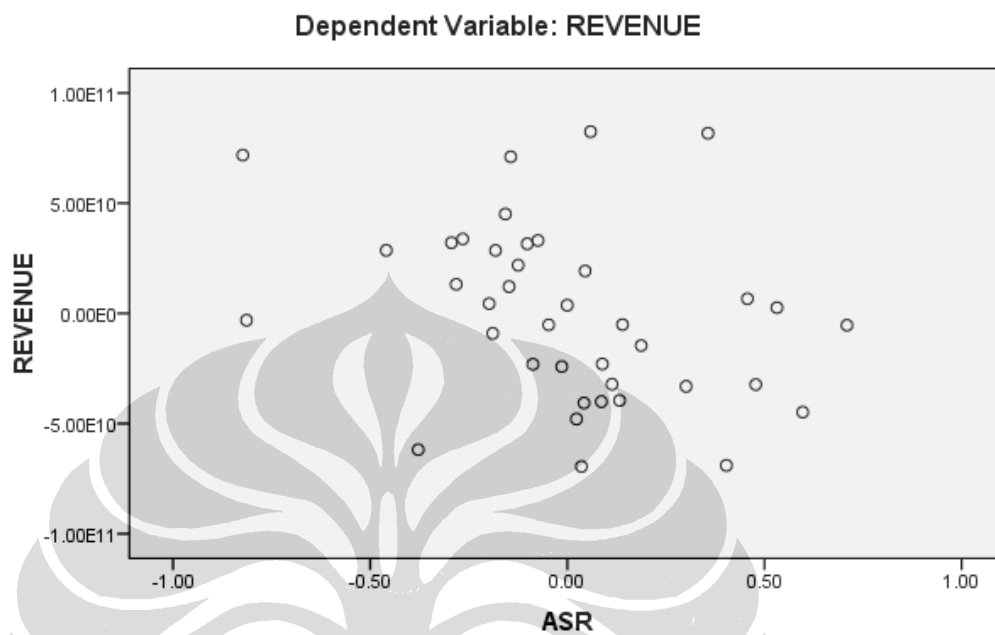


Partial Regression Plot

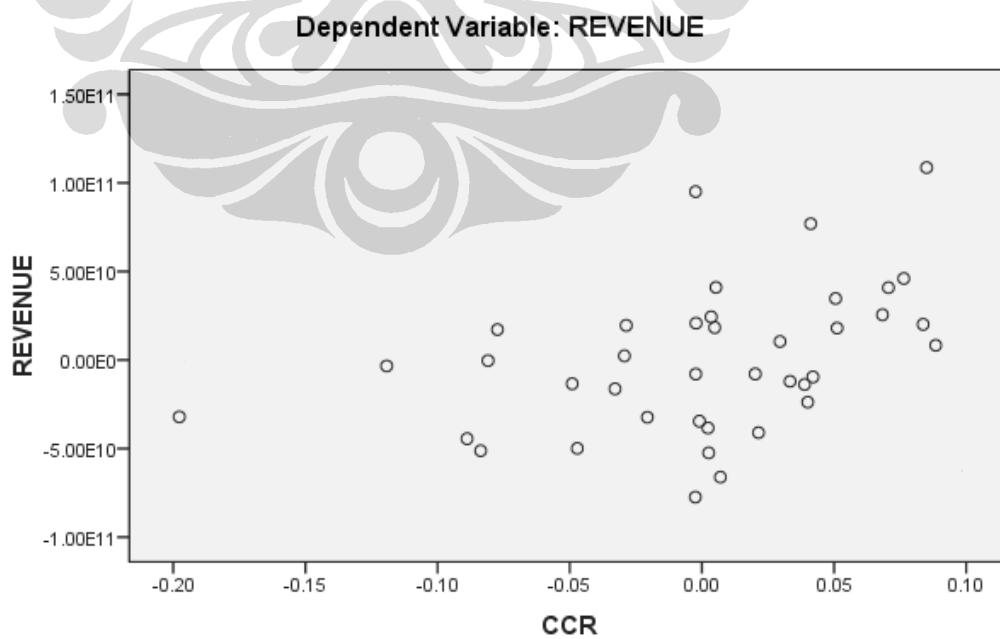


## LAMPIRAN 2 Analisis Data Dengan SPSS (lanjutan)

### Partial Regression Plot



### Partial Regression Plot

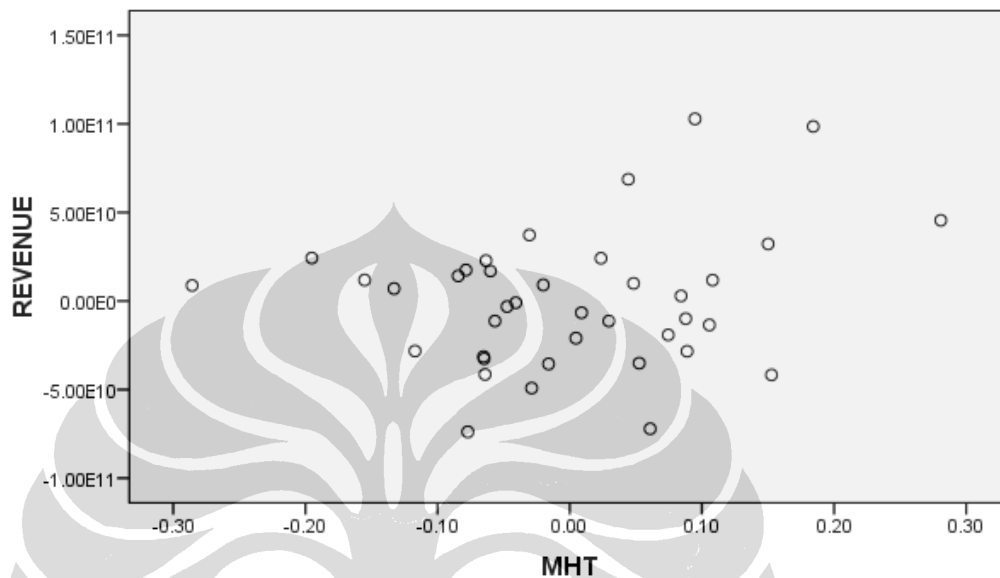




## LAMPIRAN 2 Analisis Data Dengan SPSS (lanjutan)

### Partial Regression Plot

Dependent Variable: REVENUE



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