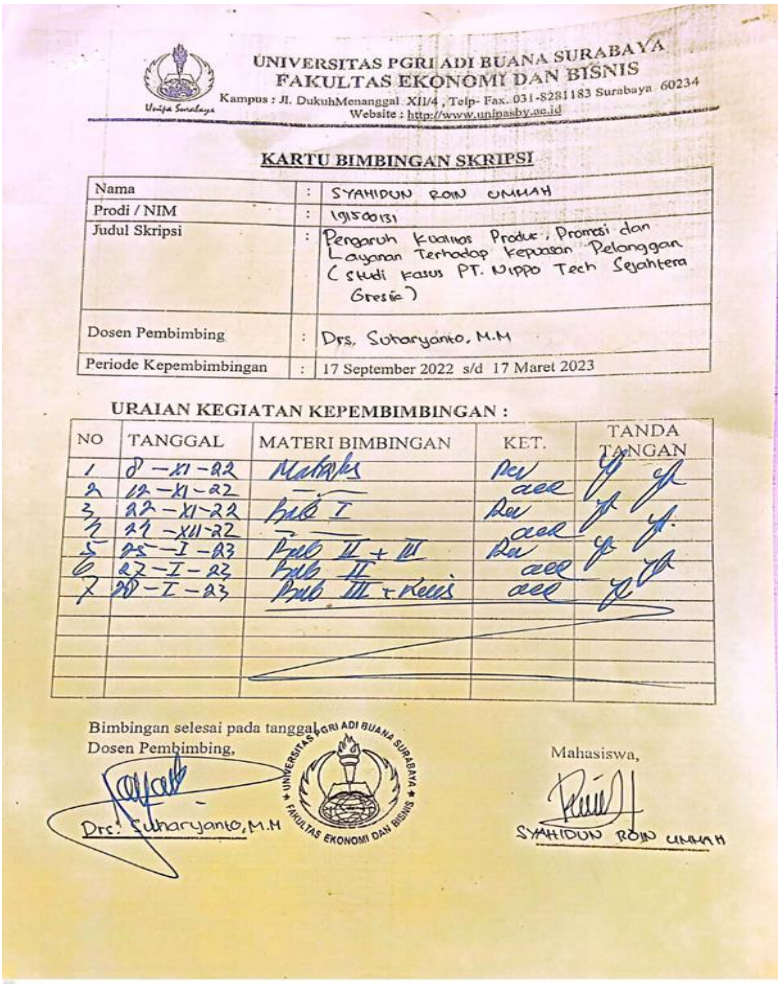
Lampiran 1 Berita Acara Bimbingan Skripsi



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Website : http://www.unipasby.ac.id

KARTU BIMBINGAN SKRIPSI

Nama	:	SYAHIDUN ROJI UMAM
Prodi / NIM	:	19150131
Judul Skripsi	:	Pengaruh Kualitas Produk, Promosi dan Layanan Terhadap Kepuasan Pelanggan (Studi Kasus PT. Nippo Tech Sejahtera Gresik)
Dosen Pembimbing	:	Drs. Suharyanto, M.M
Periode Kepembimbingan	:	17 September 2022 s/d 17 Maret 2023

URAIAN KEGIATAN KEPEMBIMBINGAN :

NO	TANGGAL	MATERI BIMBINGAN	KET.	TANDA TANGAN
1	8-XI-22	Metodes	Rev	
2	12-XI-22	—	acc	
3	22-XI-22	Bab I	Rev	
4	29-XII-22	—	acc	
5	25-I-23	Bab II + III	Rev	
6	27-I-23	Bab II	acc	
7	30-I-23	Bab III + Kuesi	acc	

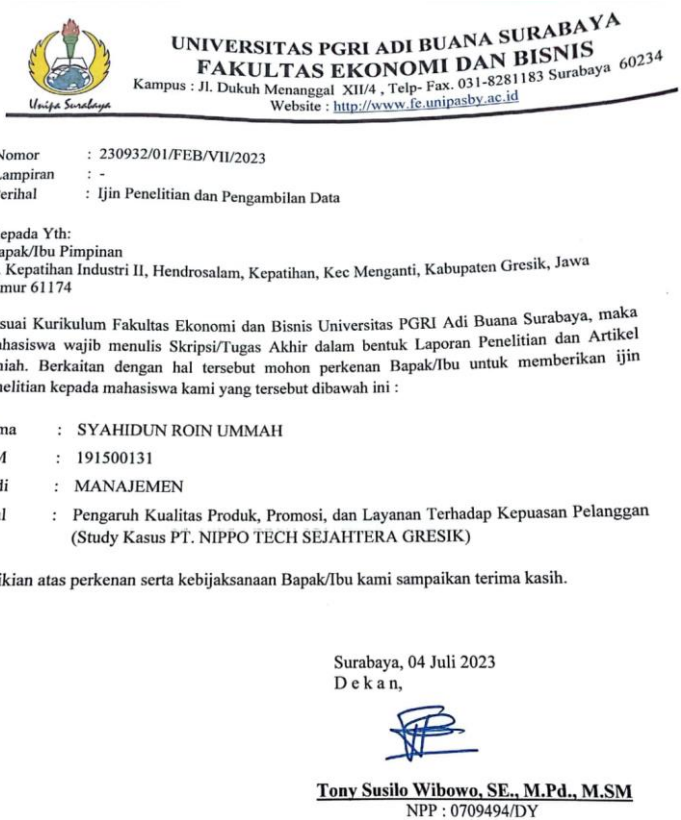
Bimbingan selesai pada tanggal
Dosen Pembimbing,

Drs. Suharyanto, M.M

Mahasiswa,

SYAHIDUN ROJI UMAM

Lampiran 2 Surat Izin Penelitian



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Website : http://www.fe.unipasby.ac.id

Nomor : 230932/01/FEB/VII/2023
Lampiran : -
Perihal : Ijin Penelitian dan Pengambilan Data

Kepada Yth:
Bapak/Ibu Pimpinan
Jl. Kepatihan Industri II, Hendrosalam, Kepatihan, Kec Menganti, Kabupaten Gresik, Jawa Timur 61174

Sesuai Kurikulum Fakultas Ekonomi dan Bisnis Universitas PGRI Adi Buana Surabaya, maka mahasiswa wajib menulis Skripsi/Tugas Akhir dalam bentuk Laporan Penelitian dan Artikel Ilmiah. Berkaitan dengan hal tersebut mohon perkenan Bapak/Ibu untuk memberikan ijin penelitian kepada mahasiswa kami yang tersebut dibawah ini :

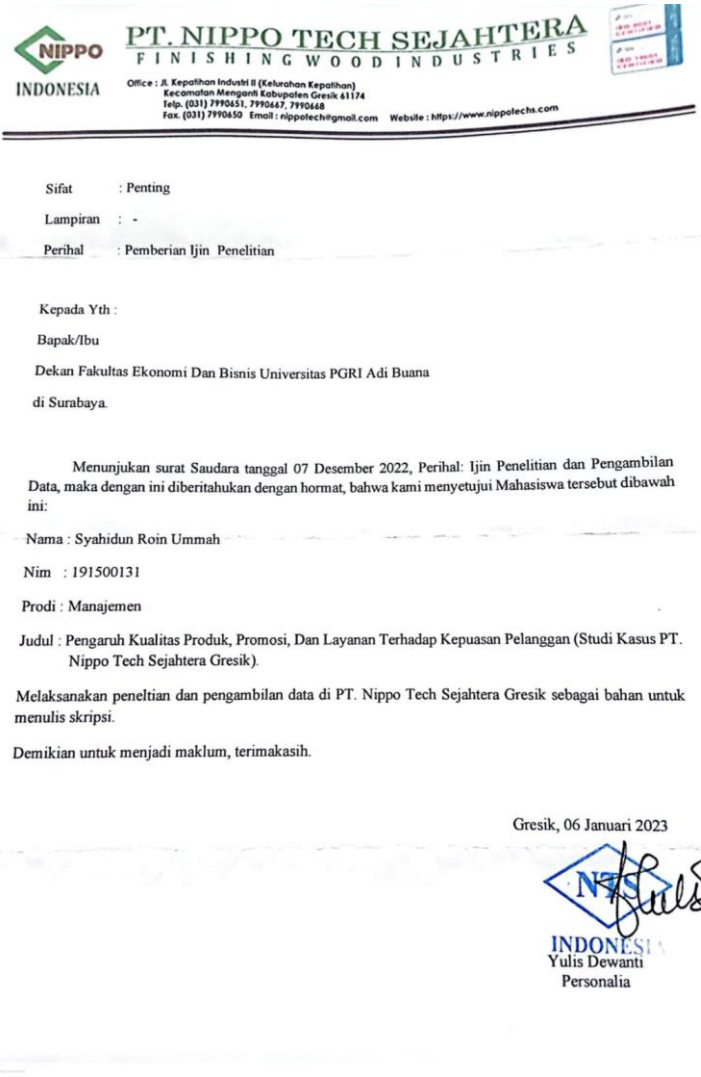
Nama : SYAHIDUN ROIN UMMAH
NIM : 191500131
Prodi : MANAJEMEN
Judul : Pengaruh Kualitas Produk, Promosi, dan Layanan Terhadap Kepuasan Pelanggan (Study Kasus PT. NIPPO TECH SEJAHTERA GRESIK)

Demikian atas perkenan serta kebijaksanaan Bapak/Ibu kami sampaikan terima kasih.

Surabaya, 04 Juli 2023
D e k a n,

Tony Susilo Wibowo, SE., M.Pd., M.SM
NPP : 0709494/DY

Lampiran 3 Surat Izin Balasan



PT. NIPPO TECH SEJAHTERA
FINISHING WOOD INDUSTRIES

NIPPO INDONESIA

Office : Jl. Kepatihan Industri II (Kelurahan Kepatihan)
Kecamatan Menganti Kabupaten Gresik 61174
Telp. (031) 7990651, 7990647, 7990668
Fax. (031) 7990650 Email : nippotech@gmail.com Website : https://www.nippotechs.com

Sifat : Penting

Lampiran : -

Perihal : Pemberian Ijin Penelitian

Kepada Yth :

Bapak/Ibu

Dekan Fakultas Ekonomi Dan Bisnis Universitas PGRI Adi Buana

di Surabaya.

Menunjukan surat Saudara tanggal 07 Desember 2022, Perihal: Ijin Penelitian dan Pengambilan Data, maka dengan ini diberitahukan dengan hormat, bahwa kami menyetujui Mahasiswa tersebut dibawah ini:

Nama : Syahidun Roin Ummah

Nim : 191500131

Prodi : Manajemen

Judul : Pengaruh Kualitas Produk, Promosi, Dan Layanan Terhadap Kepuasan Pelanggan (Studi Kasus PT. Nippo Tech Sejahtera Gresik).

Melaksanakan peneltian dan pengambilan data di PT. Nippo Tech Sejahtera Gresik sebagai bahan untuk menulis skripsi.

Demikian untuk menjadi maklum, terimakasih.

Gresik, 06 Januari 2023

NIPPO INDONESIA

Yulis Dewanti
Personalia

Lampiran 4 Surat Pernyataan Bebas Plagiasi

FAKULTAS EKONOMI DAN BISNIS
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Kampus : Jl. Dukuh Menanggal XII/4 , Telp- Fax. 031-8281183 Surabaya 60234
Website : http://www.unipasby.ac.id

SURAT PERNYATAAN BEBAS PLAGIASI

Yang bertanda tangan di bawah ini :
Nama : I Made Bagus Dwiarta, S.E., M.M.
Jabatan : Ketua Program Studi Manajemen

Menyatakan bahwa

Nama : Syahidun Roin Umaah
NIM : 191500131
Prodi : Manajemen

Telah melakukan uji plagiasi dengan judul arti **"Pengaruh Kualitas Produk, Promosi, dan Layanan Terhadap Kepuasan Pelanggan (Studi Kasus PT. Nippo Tech Sejahtera Gresik)"** dengan hasil Similarity Index 16% sehingga layak untuk mengikuti sidang skripsi.

Demikian surat pernyataan ini kami buat untuk dipergunakan sebagaimana mestinya.

Surabaya, 05 Juli 2023
Ketua Program Studi Manajemen,

I Made Bagus Dwiarta, S.E., M.M.

Lampiran 5 Kuisioner Penelitian

KUESIONER PENELITIAN
PENGARUH KUALITAS PRODUK PROMOSI DAN LAYANAN TERHADAP KEPUASAN PELANGGAN (STUDI KASUS PADA PT. NIPPO TECH SEJAHTERA GRESIK)

Perihal : Permohonan Pengisian Kuesioner Penelitian
Lampiran : Kuesioner Penelitian

Kepada Yth,
Bapak/Ibu
Pelanggan PT. Nippo Tech Sejahtera
Gresik
Dengan Hormat,

Sehubungan dengan kegiatan penelitian yang saya lakukan dengan judul "Pengaruh Kualitas Produk, Promosi dan Layanan Terhadap Kepuasan Pelanggan (studi kasus pada PT. Nippo Tech Sejahtera Gresik)", saya bermaksud untuk mengajukan permohonan pengisian kuesioner. Adapun tujuan dari kuesioner ini yaitu sebagai bahan masukan untuk memperoleh data yang akurat dalam penyusunan skripsi. Oleh karena itu, mohon Bapak/Ibu berkenan mengisi kuesioner dengan sebenar-benarnya. Jawaban-jawaban yang Bapak/Ibu berikan akan saya jamin kerahasiaannya karena kuesioner ini hanya digunakan untuk kegiatan penelitian.

Dengan surat permohonan ini saya ajukan, atas partsipasi dan kesediaan Bapak/Ibu, saya mengucapkan banyak terima kasih.

1. **Petunjuk Pengisian:**
   a. Bapak/Ibu.
   b. Jawaban yang anda berikan hanya akan digunakan Isilah identitas Bapak/Ibu pada tempat yang telah ditentukan.
   c. Daftar pernyataan yang ada dibawah ini mohon diisi dengan teliti, jujur dan merupakan pendapat pribadi.
   d. Daftar pernyataan ini dibuat untuk mengetahui penilaian Bapak/Ibu mengenai hal-hal yang ditanyakan.
   e. Semua pernyataan tidak ada yang benar atau salah semua tergantung pendapat oleh peneliti sebagai data penelitian untuk penyelesaian skripsi.
   f. Berilah jawaban yang paling tepat menurut anda dengan memberikan tanda centang (√) pada kolom skor atau kedalam kotak yang tersedia.
   g. Peneliti mengucapkan Terima Kasih atas partisipasi dan bantuan Bapak/Ibu.

2. **Identitas Responden:**

   1. **Nama : ……**
   2. **Usia : ……..**
   3. **Jenis Kelamin : ……**

Keterangan :
Berilah tanda centang (√) pada jawaban pilihan anda :

STS : Sangat Tidak Setuju
TS : Tidak Setuju
RG : Ragu-ragu

S : Setuju

SS : Sangat Setuju

1. Kualitas Produk

Keistimewaan						
No	Pernyataan	STS	TS	RG	S	SS
1.	Penampilan produk sesuai dengan yang saya inginkan					
2.	Saya merasa merasa puas karena banyaknya berbagai macam produk					
3.	Fitur Produk yang diberikan sesuai dengan manfaat yang saya rasakan					
Daya tahan						
No	Pernyataan	STS	TS	RG	S	SS
4.	Bahan yang digunakan furniture terjamin mutunya					
5.	Warna interior yang diberikan sangat bagus dan tidak mudah pudar					
6.	Daya tahan produk yang diberikan melebihi jangka waktu yang telah di tentukan					
Estetika						
No	Pernyataan	STS	TS	RG	S	SS
7.	Saya merasa puas atas					

	desain yang diberikan					
8.	Kombinasi antara desain produk dan warnanya sangat serasi					
9.	Penampilan produk yang diberikan selalu mengikuti trend furniture saat ini					

2. Promosi

Advertising (periklanan)						
No	Pernyataan	STS	TS	RG	S	SS
10.	Periklanan sangat berperan dalam menarik perhatian saya					
11.	Menggunakan media sosial untuk menawarkan desain produk terbarunya					
12.	Periklanan memliki peran sangat baik dalam kegiatan promosi					
Sales promotion (promosi penjualan)						
No	Pernyataan	STS	TS	RG	S	SS
13.	Promosi penjualan memiliki pengaruh positif terhadap peningkatan penjualan					
14.	Mengalami peningkatan setelah melakukan promosi penjualan					
15.	Merasa puas dengan					

	adanya promosi untuk mengetahui produk terbarunya					
Personal selling (penjualan perseorangan)						
No	Pernyataan	STS	TS	RG	S	SS
16.	Karyawan PT. Nippo Tech Sejahtera Gresik sangat aktif dalam mencari calon pelanggan					
17.	Karyawan PT. Nippo Tech Sejahtera Gresik selalu mengkomunkasikan setiap produk yang ditawarkan					
18.	Karyawan PT . Nippo Tech Sejahtera Gresik piawai dalam menentukan barang atau produk yang diinginkan oleh pelanggan					

3. Layanan

Kehandalan						
No	Pernyataan	STS	TS	RG	S	SS
19.	Saya merasa puas atas kinerja yang dilakukan oleh karyawan PT. Nippo Tech Sejahtera Gresik					
20.	Karyawan PT. Nippo Tech Sejahtera Gresik					

	Selalu menunjukkan sikap professional dalam melayani pelanggan.					
21.	Saya puas dengan kecekatan dan keramahan karyawan dalam melayani pelanggan.					
Daya tanggap						
No	Pernyataan	STS	TS	RG	S	SS
22.	Tanpa diminta karyawan selalu menjelaskan kelebihan atau keunggulan masing-masing produknya					
23.	Karyawan memberikan respon dengan baik dan cepat apabila terdapat complain dari pelanggan.					
24.	Karyawan membangun hubungan yang baik dengan pelanggan sesuai dengan harapan saya					
Jaminan						
No	Pernyataan	STS	TS	RG	S	SS
25.	Saya merasa puas karena karyawan selalu memberikan pelayanan hingga tuntas					
26.	Kesiapan karyawan dalam melayani setiap keluhan pelanggan.					

27.	Perusahaan memberikan jaminan kemanan sesuai harapan pelanggan					

4. Kepuasan pelanggan

Mengatakan hal baik tentang perusahaan kepada orang lain						
No	Pernyataan	STS	TS	RG	S	SS
28.	Saya merasa puas atas produk yang diberikan karena kualitasnya sangat baik					
29.	Layanan yang diberikan Melebihi harapan pelanggan.					
30.	Fasilitas yang diberikan sangat baik sesuai dengan yang saya harapkan					
Merekomendasikan produk kepada orang lain						
No	Pernyataan	STS	TS	RG	S	SS
31.	Karena baik dan terjaminnya kualitas produk yang diberikan saya selalu merekomendasikan kepada orang lain					
32.	Karena sangat bagusnya kombinasi desain produk dan warna, ketersediaan saya merekomendasikan ke oaring lain					

33.	Fitur dan desainnya melebihi harapan saya oleh karena itu saya selalu merekomendasikan produk ke oaring lain					
Membeli kembali produk dari perusahaan yang sama						
No	Pernyataan	STS	TS	RG	S	SS
34.	Saya merasa puas aakan kaulitas produk yang di berikan dan membeli kembali					
35.	Saya merasa puas dengan layanan dan fungsi produk karena sesuai harapan saya					
36.	Banyak terpenuhinya harapan saya, maka saya berminat membeli ulang produk					

Lampiran 6 tabulasi data jawaban responden

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5	4	5	3	5	5	5	4	5	41
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4	5	4	3	3	4	4	2	4	33
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4	4	4	3	4	5	4	4	4	36
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x3									total
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5	4	2	4	5	5	5	4	2	36
5	4	4	4	5	4	5	4	4	39
4	5	4	4	5	5	4	5	4	40
4	4	5	4	5	4	4	4	5	39
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5	5	3	3	5	4	3	3	4	35
4	4	3	4	2	3	4	3	2	29
3	2	3	3	2	3	3	5	5	29

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5	5	5	4	5	3	4	4	4	39
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4	2	3	4	4	5	5	4	1	32
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4	5	4	5	5	4	5	5	5	42
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5	5	5	5	3	5	3	5	5	41
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3	4	5	3	4	3	5	3	3	33
4	4	4	3	3	4	4	3	4	33
3	5	4	5	5	4	5	5	5	41

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4	5	5	5	5	5	5	3	5	42
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5	5	5	5	3	5	5	4	5	42
5	5	4	3	5	5	4	5	4	40
4	4	3	5	2	5	5	5	5	38
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3	5	4	3	2	5	5	5	5	37
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5	5	5	3	5	4	5	5	4	41
5	5	5	5	3	5	5	5	4	42
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5	4	3	4	4	4	4	5	5	38
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4	4	4	4	4	4	3	4	4	35
4	4	4	4	5	5	4	3	4	37
4	4	5	3	4	4	4	3	4	35
4	4	4	3	5	5	5	4	5	39

Lampiran 7 output SPSS

Hasil Uji Validitas

Correlations

		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	otal
X1.1	Pearson Correlation	1	.127	.218*	.226*	.126	.060	.110	.057	.157	.428**
	Sig. (2-tailed)		.166	.017	.013	.170	.512	.233	.539	.086	.000
	N	120	120	120	120	120	120	120	120	120	120
X1.2	Pearson Correlation	.127	1	.349**	.291**	.579**	.242**	.217*	.496**	.172	.694**
	Sig. (2-tailed)	.166		.000	.001	.000	.008	.018	.000	.060	.000
	N	120	120	120	120	120	120	120	120	120	120
X1.3	Pearson Correlation	.218*	.349**	1	.312**	.352**	.172	.198*	.300**	.260**	.621**

	Sig. (2-tailed)	.017	.000		.001	.000	.060	.030	.001	.004	.000
	N	120	120	120	120	120	120	120	120	120	120
X1.14	Pearson Correlation	.226*	.291**	.312**	1	.316**	.018	.212*	.107	.130	.524**
	Sig. (2-tailed)	.013	.001	.001		.000	.844	.020	.245	.157	.000
	N	120	120	120	120	120	120	120	120	120	120
X1.15	Pearson Correlation	.126	.579**	.352**	.316**	1	.238**	.186*	.326**	.243**	.676**
	Sig. (2-tailed)	.170	.000	.000	.000		.009	.042	.000	.007	.000
	N	120	120	120	120	120	120	120	120	120	120
X1.16	Pearson Correlation	.060	.242**	.172	.018	.238**	1	.180*	.239**	.373**	.501**
	Sig. (2-tailed)	.512	.008	.060	.844	.009		.050	.009	.000	.000

	N	120	120	120	120	120	120	120	120	120	120
X1.17	Pearson Correlation	.110	.217*	.198*	.212*	.186*	.180*	1	.038	.143	.458**
	Sig. (2-tailed)	.233	.018	.030	.020	.042	.050		.680	.118	.000
	N	120	120	120	120	120	120	120	120	120	120
X1.18	Pearson Correlation	.057	.496**	.300**	.107	.326**	.239**	.038	1	.310**	.567**
	Sig. (2-tailed)	.539	.000	.001	.245	.000	.009	.680		.001	.000
	N	120	120	120	120	120	120	120	120	120	120
X1.19	Pearson Correlation	.157	.172	.260**	.130	.243**	.373**	.143	.310**	1	.546**
	Sig. (2-tailed)	.086	.060	.004	.157	.007	.000	.118	.001		.000
	N	120	120	120	120	120	120	120	120	120	120

otal	Pearson Correlation	.428**	.694**	.621**	.524**	.676**	.501**	.458**	.567**	.546**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	120	120	120	120	120	120	120	120	120	120

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

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

Correlations

		X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2.9	otal
X2.1	Pearson Correlation	1	.213*	.122	.092	.103	.283**	.254**	.116	.177	.480**
	Sig. (2-tailed)		.020	.183	.318	.261	.002	.005	.205	.054	.000
	N	120	120	120	120	120	120	120	120	120	120
X2.2	Pearson Correlation	.213*	1	.420**	.279**	.115	.272**	.180*	.155	.227*	.582**
	Sig. (2-tailed)	.020		.000	.002	.210	.003	.050	.091	.013	.000
	N	120	120	120	120	120	120	120	120	120	120
X2.3	Pearson Correlation	.122	.420**	1	.198*	.145	.060	.051	.211*	.299**	.501**
	Sig. (2-tailed)	.183	.000		.030	.115	.517	.580	.021	.001	.000
	N	120	120	120	120	120	120	120	120	120	120
X2.4	Pearson Correlation	.092	.279**	.198*	1	.405**	.323**	.052	.314**	.074	.589**
	Sig. (2-tailed)	.318	.002	.030		.000	.000	.572	.000	.424	.000
	N	120	120	120	120	120	120	120	120	120	120
X2.5	Pearson Correlation	.103	.115	.145	.405**	1	.278**	.148	.162	.042	.522**

	Sig. (2-tailed)	.261	.210	.115	.000		.002	.106	.078	.648	.000
	N	120	120	120	120	120	120	120	120	120	120
X2.6	Pearson Correlation	.283**	.272**	.060	.323**	.278**	1	.226*	.137	.076	.583**
	Sig. (2-tailed)	.002	.003	.517	.000	.002		.013	.135	.408	.000
	N	120	120	120	120	120	120	120	120	120	120
X2.7	Pearson Correlation	.254**	.180*	.051	.052	.148	.226*	1	.141	.285**	.493**
	Sig. (2-tailed)	.005	.050	.580	.572	.106	.013		.124	.002	.000
	N	120	120	120	120	120	120	120	120	120	120
X2.8	Pearson Correlation	.116	.155	.211*	.314**	.162	.137	.141	1	.152	.523**
	Sig. (2-tailed)	.205	.091	.021	.000	.078	.135	.124		.097	.000
	N	120	120	120	120	120	120	120	120	120	120
X2.9	Pearson Correlation	.177	.227*	.299**	.074	.042	.076	.285**	.152	1	.470**
	Sig. (2-tailed)	.054	.013	.001	.424	.648	.408	.002	.097		.000
	N	120	120	120	120	120	120	120	120	120	120

ot al	Pearson Correlation	.480**	.582**	.501**	.589**	.522**	.583**	.493**	.523**	.470**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	120	120	120	120	120	120	120	120	120	120

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

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

Correlations

		X3.1	X3.2	X3.3	X3.4	X3.5	X3.6	X3.7	X3.8	X3.9	total
X3.1	Pearson Correlation	1	.223*	.340**	.267**	.306**	.418**	.129	.356**	.258**	.595**
	Sig. (2-tailed)		.015	.000	.003	.001	.000	.160	.000	.004	.000
	N	120	120	120	120	120	120	120	120	120	120
X3.2	Pearson Correlation	.223*	1	.358**	.343**	.362**	.331**	.181*	.313**	.344**	.613**
	Sig. (2-tailed)	.015		.000	.000	.000	.000	.048	.001	.000	.000
	N	120	120	120	120	120	120	120	120	120	120
X3.3	Pearson Correlation	.340**	.358**	1	.269**	.291**	.326**	.247**	.265**	.511**	.638**
	Sig. (2-tailed)	.000	.000		.003	.001	.000	.007	.003	.000	.000
	N	120	120	120	120	120	120	120	120	120	120
X3.4	Pearson Correlation	.267**	.343**	.269**	1	.507**	.464**	.470**	.425**	.237**	.700**
	Sig. (2-tailed)	.003	.000	.003		.000	.000	.000	.000	.009	.000
	N	120	120	120	120	120	120	120	120	120	120

X3.35	Pearson Correlation	.306**	.362**	.291**	.507**	1	.521**	.488**	.181*	.255**	.694**
	Sig. (2-tailed)	.001	.000	.001	.000		.000	.000	.048	.005	.000
	N	120	120	120	120	120	120	120	120	120	120
X3.36	Pearson Correlation	.418**	.331**	.326**	.464**	.521**	1	.364**	.368**	.130	.691**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.158	.000
	N	120	120	120	120	120	120	120	120	120	120
X3.37	Pearson Correlation	.129	.181*	.247**	.470**	.488**	.364**	1	.183*	-.003	.556**
	Sig. (2-tailed)	.160	.048	.007	.000	.000	.000		.045	.970	.000
	N	120	120	120	120	120	120	120	120	120	120
X3.38	Pearson Correlation	.356**	.313**	.265**	.425**	.181*	.368**	.183*	1	.378**	.602**
	Sig. (2-tailed)	.000	.001	.003	.000	.048	.000	.045		.000	.000

	N	120	120	120	120	120	120	120	120	120	120
X3.39	Pearson Correlation	.258**	.344**	.511**	.237**	.255**	.130	-.003	.378**	1	.550**
	Sig. (2-tailed)	.004	.000	.000	.009	.005	.158	.970	.000		.000
	N	120	120	120	120	120	120	120	120	120	120
otal	Pearson Correlation	.595**	.613**	.638**	.700**	.694**	.691**	.556**	.602**	.550**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	120	120	120	120	120	120	120	120	120	120

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

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

Correlations

		Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8	Y.9	otal
Y.1	Pearson Correlation	1	.389**	.480**	.270**	.287**	.314**	.183*	.453**	.370**	.658**
	Sig. (2-tailed)		.000	.000	.003	.001	.000	.045	.000	.000	.000
	N	120	120	120	120	120	120	120	120	120	120
Y.2	Pearson Correlation	.389**	1	.390**	.318**	.177	.348**	.323**	.277**	.304**	.617**
	Sig. (2-tailed)	.000		.000	.000	.053	.000	.000	.002	.001	.000
	N	120	120	120	120	120	120	120	120	120	120
Y.3	Pearson Correlation	.480**	.390**	1	.170	.196*	.283**	.350**	.363**	.227*	.608**
	Sig. (2-tailed)	.000	.000		.064	.032	.002	.000	.000	.013	.000
	N	120	120	120	120	120	120	120	120	120	120
Y.4	Pearson Correlation	.270**	.318**	.170	1	.225*	.270**	.259**	.308**	.333**	.571**
	Sig. (2-tailed)	.003	.000	.064		.014	.003	.004	.001	.000	.000
	N	120	120	120	120	120	120	120	120	120	120

Y.5	Pearson Correlation	.287**	.177	.196*	.225*	1	.237**	.175	.123	.212*	.511**
	Sig. (2-tailed)	.001	.053	.032	.014		.009	.056	.181	.020	.000
	N	120	120	120	120	120	120	120	120	120	120
Y.6	Pearson Correlation	.314**	.348**	.283**	.270**	.237**	1	.313**	.453**	.280**	.627**
	Sig. (2-tailed)	.000	.000	.002	.003	.009		.001	.000	.002	.000
	N	120	120	120	120	120	120	120	120	120	120
Y.7	Pearson Correlation	.183*	.323**	.350**	.259**	.175	.313**	1	.368**	.370**	.610**
	Sig. (2-tailed)	.045	.000	.000	.004	.056	.001		.000	.000	.000
	N	120	120	120	120	120	120	120	120	120	120
Y.8	Pearson Correlation	.453**	.277**	.363**	.308**	.123	.453**	.368**	1	.478**	.686**
	Sig. (2-tailed)	.000	.002	.000	.001	.181	.000	.000		.000	.000

	N	120	120	120	120	120	120	120	120	120	120
Y.9	Pearson Correlation	.370**	.304**	.227*	.333**	.212*	.280**	.370**	.478**	1	.649**
	Sig. (2-tailed)	.000	.001	.013	.000	.020	.002	.000	.000		.000
	N	120	120	120	120	120	120	120	120	120	120
otal	Pearson Correlation	.658**	.617**	.608**	.571**	.511**	.627**	.610**	.686**	.649**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	120	120	120	120	120	120	120	120	120	120

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

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

UJI RELIABILITAS

X1

Reliability Statistics

Cronbach's Alpha	N of Items
.720	9

X2

Reliability Statistics

Cronbach's Alpha	N of Items
.674	9

X3

Reliability Statistics

Cronbach's Alpha	N of Items
.801	9

Y

Reliability Statistics

Cronbach's Alpha	N of Items
.788	9

UJI NORMALITAS

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		120
Normal Parameters[a,b]	Mean	.0000000
	Std. Deviation	3.40775903
Most Extreme Differences	Absolute	.073
	Positive	.041
	Negative	-.073
Test Statistic		.073
Asymp. Sig. (2-tailed)		.170[c]

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

```
REGRESSION
  /DESCRIPTIVES MEAN STDDEV CORR SIG N
  /MISSING LISTWISE
  /STATISTICS COEFF OUTS R ANOVA COLLIN TOL
  /CRITERIA=PIN(.05) POUT(.10)
  /NOORIGIN
  /DEPENDENT Y
  /METHOD=ENTER X1 X2 X3
  /SCATTERPLOT=(*SRESID ,*ZPRED)
  /RESIDUALS       DURBIN       HISTOGRAM(ZRESID)
NORMPROB(ZRESID)
  /SAVE RESID.
```

Regression

Notes

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	Weight	<none>
	Split File	<none>
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Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on cases with no missing values for any variable used.

Syntax		REGRESSION /DESCRIPTIVES MEAN STDDEV CORR SIG N /MISSING LISTWISE /STATISTICS COEFF OUTS R ANOVA COLLIN TOL /CRITERIA=PIN(.05) POUT(.10) /NOORIGIN /DEPENDENT Y /METHOD=ENTER X1 X2 X3 /SCATTERPLOT=(*SRESID ,*ZPRED) /RESIDUALS DURBIN HISTOGRAM(ZRESID) NORMPROB(ZRESID) /SAVE RESID.
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	Memory Required	4160 bytes
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Variables Created or Modified	RES_8	Unstandardized Residual

Descriptive Statistics

	Mean	Std. Deviation	N
Y	38.69	4.522	120
X1	39.21	3.588	120
X2	39.44	3.616	120
X3	38.09	4.892	120

Variables Entered/Removed[a]

Model	Variables Entered	Variables Removed	Method
1	X3, X1, X2[b]	.	Enter

a. Dependent Variable: Y

b. All requested variables entered.

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.631[a]	.398	.382	3.554	1.705

a. Predictors: (Constant), X3, X1, X2

b. Dependent Variable: Y

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	968.166	3	322.722	25.546	.000[b]

	Residual	1465.426	116	12.633		
	Total	2433.592	119			

a. Dependent Variable: Y

b. Predictors: (Constant), X3, X1, X2

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	19.066	5.004		3.810	.000		
	X1	-.283	.094	-.225	-3.010	.003	.932	1.073
	X2	.539	.106	.431	5.077	.000	.719	1.390
	X3	.248	.081	.268	3.075	.003	.681	1.468

a. Dependent Variable: Y

Collinearity Diagnostics[a]

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions			
				(Constant)	X1	X2	X3
1	1	3.980	1.000	.00	.00	.00	.00

2	.011	19.162	.04	.26	.03	.48
3	.007	24.457	.06	.25	.40	.41
4	.003	39.134	.90	.49	.57	.11

a. Dependent Variable: Y

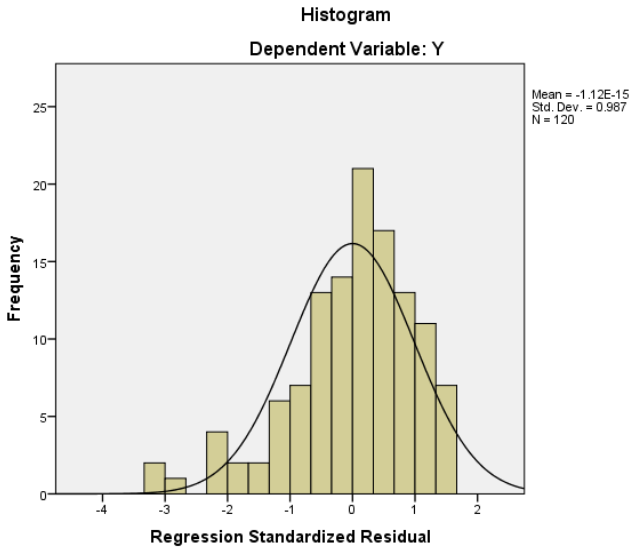
Residuals Statistics[a]

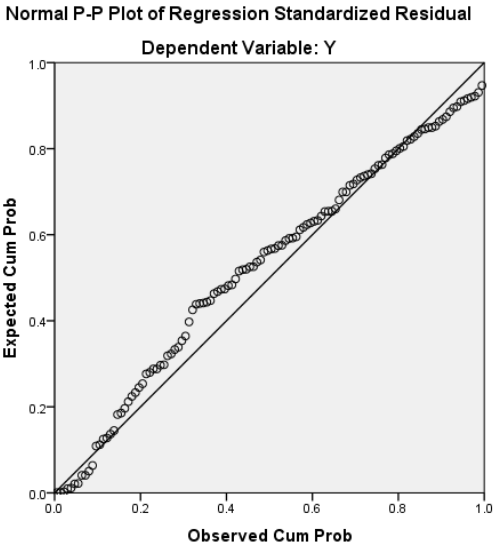
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	30.70	45.33	38.69	2.852	120
Std. Predicted Value	-2.803	2.329	.000	1.000	120
Standard Error of Predicted Value	.337	1.801	.616	.204	120
Adjusted Predicted Value	30.57	45.80	38.69	2.849	120
Residual	-11.551	5.739	.000	3.509	120
Std. Residual	-3.250	1.615	.000	.987	120
Stud. Residual	-3.322	1.644	.000	1.004	120
Deleted Residual	-12.066	5.948	-.003	3.633	120
Stud. Deleted Residual	-3.477	1.656	-.005	1.019	120
Mahal. Distance	.076	29.578	2.975	3.298	120
Cook's Distance	.000	.123	.009	.019	120

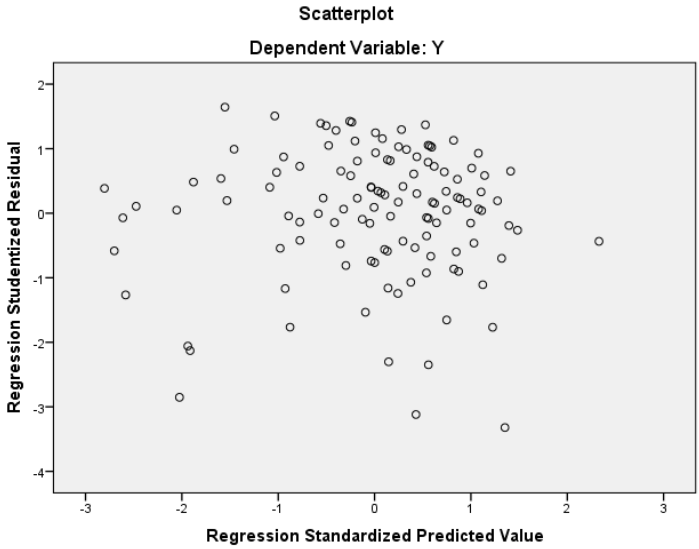
Centered Leverage Value	.001	.249	.025	.028	120

a. Dependent Variable: Y

Charts




Normal P-P Plot of Regression Standardized Residual
Dependent Variable: Y
Expected Cum Prob
Observed Cum Prob
0.0
0.2
0.4
0.6
0.8
1.0



Frequency Table

X1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	KS	5	4.2	4.2	4.2
	RAGU-RAGU	7	5.8	5.8	10.0
	S	51	42.5	42.5	52.5
	SS	57	47.5	47.5	100.0
	Total	120	100.0	100.0	

X1.2

	Frequency	Percent	Valid Percent	Cumulative Percent

Valid	KS	1	.8	.8	.8
	RAGU-RAGU	15	12.5	12.5	13.3
	S	52	43.3	43.3	56.7
	SS	52	43.3	43.3	100.0
	Total	120	100.0	100.0	

X1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	KS	1	.8	.8	.8
	RAGU-RAGU	11	9.2	9.2	10.0
	S	60	50.0	50.0	60.0
	SS	48	40.0	40.0	100.0
	Total	120	100.0	100.0	

X1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	1	.8	.8	.8
	KS	1	.8	.8	1.7

	RAGU-RAGU	8	6.7	6.7	8.3
	S	52	43.3	43.3	51.7
	SS	58	48.3	48.3	100.0
	Total	120	100.0	100.0	

X1.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	KS	2	1.7	1.7	1.7
	RAGU-RAGU	16	13.3	13.3	15.0
	S	51	42.5	42.5	57.5
	SS	51	42.5	42.5	100.0
	Total	120	100.0	100.0	

X1.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	KS	1	.8	.8	.8
	RAGU-RAGU	14	11.7	11.7	12.5

	S	44	36.7	36.7	49.2
	SS	61	50.8	50.8	100.0
	Total	120	100.0	100.0	

X1.7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	RAGU-RAGU	17	14.2	14.2	14.2
	S	36	30.0	30.0	44.2
	SS	67	55.8	55.8	100.0
	Total	120	100.0	100.0	

X1.9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	KS	1	.8	.8	.8
	RAGU-RAGU	9	7.5	7.5	8.3
	S	47	39.2	39.2	47.5
	SS	63	52.5	52.5	100.0
	Total	120	100.0	100.0	

X1.8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	KS	1	.8	.8	.8
	RAGU-RAGU	12	10.0	10.0	10.8
	S	41	34.2	34.2	45.0
	SS	66	55.0	55.0	100.0
	Total	120	100.0	100.0	

Frequency Table

X2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	KS	3	2.5	2.5	2.5
	RAGU-RAGU	5	4.2	4.2	6.7
	S	57	47.5	47.5	54.2
	SS	55	45.8	45.8	100.0
	Total	120	100.0	100.0	

X2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	KS	2	1.7	1.7	1.7
	RAGU-RAGU	8	6.7	6.7	8.3
	S	41	34.2	34.2	42.5
	SS	69	57.5	57.5	100.0
	Total	120	100.0	100.0	

X2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	KS	2	1.7	1.7	1.7
	RAGU-RAGU	7	5.8	5.8	7.5
	S	45	37.5	37.5	45.0
	SS	66	55.0	55.0	100.0
	Total	120	100.0	100.0	

X2.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	KS	3	2.5	2.5	2.5
	RAGU-RAGU	14	11.7	11.7	14.2

	S	47	39.2	39.2	53.3
	SS	56	46.7	46.7	100.0
	Total	120	100.0	100.0	

X2.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	1	.8	.8	.8
	KS	1	.8	.8	1.7
	RAGU-RAGU	15	12.5	12.5	14.2
	S	36	30.0	30.0	44.2
	SS	67	55.8	55.8	100.0
	Total	120	100.0	100.0	

X2.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	1	.8	.8	.8
	KS	4	3.3	3.3	4.2
	RAGU-RAGU	13	10.8	10.8	15.0
	S	37	30.8	30.8	45.8
	SS	65	54.2	54.2	100.0
	Total	120	100.0	100.0	

X2.7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	1	.8	.8	.8
	KS	2	1.7	1.7	2.5
	RAGU-RAGU	10	8.3	8.3	10.8
	S	49	40.8	40.8	51.7
	SS	58	48.3	48.3	100.0
	Total	120	100.0	100.0	

X2.8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	KS	5	4.2	4.2	4.2
	RAGU-RAGU	15	12.5	12.5	16.7
	S	37	30.8	30.8	47.5
	SS	63	52.5	52.5	100.0
	Total	120	100.0	100.0	

X2.9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	KS	1	.8	.8	.8
	RAGU-RAGU	12	10.0	10.0	10.8
	S	39	32.5	32.5	43.3
	SS	68	56.7	56.7	100.0
	Total	120	100.0	100.0	

Frequency Table

X3.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	3	2.5	2.5	2.5
	KS	5	4.2	4.2	6.7
	RAGU-RAGU	14	11.7	11.7	18.3
	S	41	34.2	34.2	52.5
	SS	57	47.5	47.5	100.0
	Total	120	100.0	100.0	

X3.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	1	.8	.8	.8

	KS	6	5.0	5.0	5.8
	RAGU-RAGU	13	10.8	10.8	16.7
	S	43	35.8	35.8	52.5
	SS	57	47.5	47.5	100.0
	Total	120	100.0	100.0	

X3.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	1	.8	.8	.8
	KS	3	2.5	2.5	3.3
	RAGU-RAGU	15	12.5	12.5	15.8
	S	53	44.2	44.2	60.0
	SS	48	40.0	40.0	100.0
	Total	120	100.0	100.0	

X3.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	KS	3	2.5	2.5	2.5
	RAGU-RAGU	19	15.8	15.8	18.3
	S	40	33.3	33.3	51.7

	SS	58	48.3	48.3	100.0
	Total	120	100.0	100.0	

X3.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	KS	4	3.3	3.3	3.3
	RAGU-RAGU	16	13.3	13.3	16.7
	S	42	35.0	35.0	51.7
	SS	58	48.3	48.3	100.0
	Total	120	100.0	100.0	

X3.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	KS	5	4.2	4.2	4.2
	RAGU-RAGU	17	14.2	14.2	18.3
	S	48	40.0	40.0	58.3
	SS	50	41.7	41.7	100.0
	Total	120	100.0	100.0	

X3.7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	3	2.5	2.5	2.5
	KS	5	4.2	4.2	6.7
	RAGU-RAGU	20	16.7	16.7	23.3
	S	38	31.7	31.7	55.0
	SS	54	45.0	45.0	100.0
	Total	120	100.0	100.0	

X3.8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	1	.8	.8	.8
	KS	1	.8	.8	1.7
	RAGU-RAGU	16	13.3	13.3	15.0
	S	55	45.8	45.8	60.8
	SS	47	39.2	39.2	100.0
	Total	120	100.0	100.0	

X3.9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	2	1.7	1.7	1.7
	KS	4	3.3	3.3	5.0
	RAGU-RAGU	12	10.0	10.0	15.0
	S	33	27.5	27.5	42.5
	SS	69	57.5	57.5	100.0
	Total	120	100.0	100.0	

Frequency Table

Y.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	KS	1	.8	.8	.8
	RAGU-RAGU	13	10.8	10.8	11.7
	S	46	38.3	38.3	50.0
	SS	60	50.0	50.0	100.0
	Total	120	100.0	100.0	

Y.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	KS	1	.8	.8	.8
	RAGU-RAGU	15	12.5	12.5	13.3
	S	42	35.0	35.0	48.3
	SS	62	51.7	51.7	100.0
	Total	120	100.0	100.0	

Y.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	RAGU-RAGU	22	18.3	18.3	18.3
	S	41	34.2	34.2	52.5
	SS	57	47.5	47.5	100.0
	Total	120	100.0	100.0	

Y.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	KS	5	4.2	4.2	4.2

	RAGU-RAGU	16	13.3	13.3	17.5
	S	51	42.5	42.5	60.0
	SS	48	40.0	40.0	100.0
	Total	120	100.0	100.0	

Y.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	KS	13	10.8	10.8	10.8
	RAGU-RAGU	22	18.3	18.3	29.2
	S	34	28.3	28.3	57.5
	SS	51	42.5	42.5	100.0
	Total	120	100.0	100.0	

Y.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	1	.8	.8	.8
	RAGU-RAGU	16	13.3	13.3	14.2
	S	33	27.5	27.5	41.7
	SS	70	58.3	58.3	100.0

	Total	120	100.0	100.0	

Y.7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	KS	3	2.5	2.5	2.5
	RAGU-RAGU	26	21.7	21.7	24.2
	S	36	30.0	30.0	54.2
	SS	55	45.8	45.8	100.0
	Total	120	100.0	100.0	

Y.8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	KS	5	4.2	4.2	4.2
	RAGU-RAGU	13	10.8	10.8	15.0
	S	27	22.5	22.5	37.5
	SS	75	62.5	62.5	100.0
	Total	120	100.0	100.0	

Y.9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	1	.8	.8	.8
	KS	3	2.5	2.5	3.3
	RAGU-RAGU	13	10.8	10.8	14.2
	S	34	28.3	28.3	42.5
	SS	69	57.5	57.5	100.0
	Total	120	100.0	100.0	