

KUESIONER

Saya Paulus Ongko Widjojo, mahasiswa Universitas Katolik Widya Mandala Surabaya yang sedang menyelesaikan skripsi dengan judul “Pengaruh Persepsi Nilai Pelanggan Dan Kepuasan Konsumen Terhadap Loyalitas Konsumen *Hypermart* PTC di Surabaya”. Oleh karena itu saya memohon bantuan Bapak/Ibu, Saudara/i sekalian untuk mengisi kuesioner yang saya susun ini.

Jawaban serta identitas Anda merupakan rahasia penelitian dan hasilnya akan dipergunakan untuk kepentingan ilmiah. Tanggapan yang diberikan, akan penulis susun menjadi bahan untuk skripsi. Saya ucapkan terima kasih atas segala bantuan dan kerja sama yang baik dari Bapak/Ibu, Saudara/i sekalian.

Surabaya, Juli 2013

Paulus Ongko widjojo

A. Karakteristik Responden

Petunjuk Pengisian:

Saya mohon kesediaan Anda untuk mengisi beberapa pertanyaan dibawah ini sebagai kelengkapan data penelitian. Beri tanda (√) pada pertanyaan yang tersedia.

1. Sebutkan jenis kelamin Anda?
 Laki-laki
 Perempuan
2. Berapa usia Anda saat ini?
 17-30 tahun
 31-45 tahun
 46-55 tahun
 Lebih dari 55 Tahun
3. Pendidikan terakhir Anda?
 SD
 SMP
 SMA
 D3 / S1
 Lainnya
4. Sudah berapa lama Anda mempunyai kartu member Hypertmart?
 < 1 tahun
 1-2 tahun
 3-4 tahun
 Lebih dari 4 tahun

B. Pertanyaan

Berilah tanda (√) pada salah satu kolom pada setiap nomor:

1 = Sangat Tidak Setuju (STS)

2 = Tidak Setuju (TS)

3 = Netral (N)

4 = Setuju (S)

5 = Sangat Setuju (SS)

No.	Kode	Pertanyaan	STS	TS	N	S	SS
1.	PNP	Persepsi Nilai Pelanggan					
1.	PNP1	Menurut saya produk yang dijual <i>Hypermart</i> bernilai tinggi					
2.	PNP2	Menurut saya karyawan <i>Hypermart</i> yang melayani memiliki nilai <i>plus</i>					
3.	PNP3	Pelayanan yang saya terima memiliki nilai khusus					
4.	PNP4	Citra <i>Hypermart</i> memiliki nilai lebih dibanding dengan <i>Hypermarket</i> lain					
2.	KK	Kepuasan Konsumen					
1.	KK1	Saya puas dengan produk-produk dari <i>Hypermart</i>					
2.	KK2	Pelayanan yang diberikan oleh <i>Hypermart</i> benar-benar memberikan kepuasan					
3.	KK3	Saya merasa puas dengan pelayanan setelah pembelian (purna jual) yang diberikan oleh <i>Hypermart</i>					

3.	LK	Loyalitas Konsumen					
1.	LK1	Saya akan merekomendasikan orang lain untuk mencoba membeli di <i>Hypermart</i>					
2.	LK2	Saya akan mendorong orang lain untuk melakukan bisnis dengan <i>Hypermart</i>					
3.	LK3	Saya berniat untuk membeli lagi di lain waktu					
4.	LK4	Saya akan selalu berkata sesuatu yang positif tentang <i>Hypermart</i>					
5.	LK5	Saya akan mempertimbangkan <i>Hypermart</i> untuk menjadi pilihan pertama					
6.	LK6	Saya akan tetap menjadi pelanggan <i>Hypermart</i> meskipun terjadi kenaikan harga					
7.	LK7	Saya mau membayar dengan harga lebih tinggi dibandingkan tempat lain					

Lampiran 2 Hasil Kuesioner

No	PNP1	PNP2	PNP3	PNP4	TPNP	PNP
1	3	3	2	4	12	3.00
2	3	2	4	2	11	2.75
3	3	4	2	3	12	3.00
4	4	3	3	3	13	3.25
5	2	3	3	3	11	2.75
6	5	3	5	3	16	4.00
7	3	3	3	4	13	3.25
8	3	3	3	2	11	2.75
9	3	5	3	3	14	3.50
10	4	4	4	4	16	4.00
11	2	3	2	3	10	2.50
12	5	4	5	4	18	4.50
13	2	4	2	3	11	2.75
14	4	2	4	2	12	3.00
15	3	5	3	5	16	4.00
16	5	3	5	4	17	4.25
17	4	5	3	5	17	4.25
18	5	4	3	3	15	3.75
19	2	4	2	4	12	3.00
20	4	2	4	2	12	3.00
21	2	3	4	3	12	3.00
22	5	4	3	3	15	3.75
23	3	4	3	3	13	3.25
24	3	3	3	3	12	3.00
25	2	3	3	3	11	2.75
26	4	3	4	2	13	3.25
27	2	3	2	4	11	2.75
28	3	4	3	2	12	3.00
29	4	4	4	5	17	4.25
30	4	2	4	4	14	3.50
31	4	4	3	4	15	3.75
32	3	4	3	2	12	3.00
33	4	3	4	5	16	4.00
34	4	4	4	3	15	3.75
35	2	3	2	3	10	2.50
36	4	3	4	2	13	3.25
37	3	4	3	4	14	3.50
38	4	3	4	3	14	3.50

Lampiran 2 (lanjutan)

No	PNP1	PNP2	PNP3	PNP4	TPNP	PNP
39	3	4	3	4	14	3.50
40	4	3	5	2	14	3.50
41	3	4	2	3	12	3.00
42	3	2	4	2	11	2.75
43	2	4	2	4	12	3.00
44	4	2	3	3	12	3.00
45	2	4	3	3	12	3.00
46	4	3	4	3	14	3.50
47	2	4	2	3	11	2.75
48	4	2	4	3	13	3.25
49	3	4	3	3	13	3.25
50	4	2	3	2	11	2.75
51	4	4	4	4	16	4.00
52	3	3	3	3	12	3.00
53	3	3	3	3	12	3.00
54	4	4	4	4	16	4.00
55	3	3	3	3	12	3.00
56	4	4	4	4	16	4.00
57	4	4	4	3	15	3.75
58	3	3	3	4	13	3.25
59	3	3	3	5	14	3.50
60	5	5	5	5	20	5.00
61	3	3	3	3	12	3.00
62	5	5	5	5	20	5.00
63	3	3	3	3	12	3.00
64	3	3	3	3	12	3.00
65	5	5	5	5	20	5.00
66	5	5	5	4	19	4.75
67	5	5	5	5	20	5.00
68	4	4	4	4	16	4.00
69	4	4	4	3	15	3.75
70	4	4	3	4	15	3.75
71	3	3	3	4	13	3.25
72	4	4	4	3	15	3.75
73	3	3	3	4	13	3.25
74	4	4	4	3	15	3.75
75	4	4	3	4	15	3.75
76	3	3	3	3	12	3.00

Lampiran 2 (lanjutan)

No	PNP1	PNP2	PNP3	PNP4	TPNP	PNP
77	4	4	4	4	16	4.00
78	3	3	3	3	12	3.00
79	5	5	5	4	19	4.75
80	5	5	5	4	19	4.75
81	4	4	4	5	17	4.25
82	3	3	3	3	12	3.00
83	5	5	5	5	20	5.00
84	4	4	4	3	15	3.75
85	3	3	3	4	13	3.25
86	5	5	3	5	18	4.50
87	4	4	4	5	17	4.25
88	4	4	4	3	15	3.75
89	4	4	4	5	17	4.25
90	3	3	3	5	14	3.50
91	3	3	3	4	13	3.25
92	3	3	3	3	12	3.00
93	4	4	4	3	15	3.75
94	4	4	4	4	16	4.00
95	3	3	3	3	12	3.00
96	4	4	4	5	17	4.25
97	3	3	3	3	12	3.00
98	4	4	4	3	15	3.75
99	4	4	3	4	15	3.75
100	4	4	4	5	17	4.25
101	5	4	4	3	16	4.00
102	3	3	3	4	13	3.25
103	5	5	3	4	17	4.25
104	4	4	4	3	15	3.75
105	3	3	3	3	12	3.00
106	4	4	5	4	17	4.25
107	5	5	4	3	17	4.25
108	3	3	3	4	13	3.25
109	5	5	3	3	16	4.00
110	4	4	4	5	17	4.25
111	4	3	3	3	13	3.25
112	3	4	5	5	17	4.25
113	3	3	3	3	12	3.00
114	4	3	3	3	13	3.25

Lampiran 2 (lanjutan)

No	PNP1	PNP2	PNP3	PNP4	TPNP	PNP
115	3	4	5	5	17	4.25
116	4	4	5	4	17	4.25
117	3	3	4	5	15	3.75
118	3	4	4	4	15	3.75
119	4	3	3	3	13	3.25
120	4	4	3	4	15	3.75
121	4	4	3	4	15	3.75
122	4	4	4	3	15	3.75
123	3	3	3	4	13	3.25
124	4	4	4	3	15	3.75
125	5	5	3	4	17	4.25
126	4	5	4	3	16	4.00
127	5	5	3	4	17	4.25
128	5	4	3	3	15	3.75
129	3	3	5	4	15	3.75
130	4	4	4	5	17	4.25
131	3	4	4	5	16	4.00
132	5	5	3	3	16	4.00
133	4	4	5	5	18	4.50
134	3	3	4	3	13	3.25
135	4	4	3	4	15	3.75
136	4	4	4	5	17	4.25
137	3	3	4	5	15	3.75
138	4	4	4	3	15	3.75
139	4	4	4	5	17	4.25
140	4	4	4	3	15	3.75
141	5	4	3	3	15	3.75
142	3	3	3	3	12	3.00
143	5	5	4	4	18	4.50
144	4	4	4	4	16	4.00
145	3	3	3	3	12	3.00
146	4	4	4	5	17	4.25
147	5	5	3	4	17	4.25
148	3	3	4	3	13	3.25
149	5	5	3	3	16	4.00
150	4	4	4	5	17	4.25

Lampiran 2 (lanjutan)

No	KK1	KK2	KK3	TKK	KK
1	3	3	2	8	2.67
2	3	3	4	10	3.33
3	2	3	2	7	2.33
4	4	2	3	9	3.00
5	2	4	3	9	3.00
6	4	3	4	11	3.67
7	3	3	2	8	2.67
8	3	3	4	10	3.33
9	2	3	2	7	2.33
10	5	4	5	14	4.67
11	2	3	2	7	2.33
12	5	4	5	14	4.67
13	2	3	2	7	2.33
14	3	2	3	8	2.67
15	4	5	4	13	4.33
16	5	3	4	12	4.00
17	4	5	4	13	4.33
18	4	3	4	11	3.67
19	3	4	3	10	3.33
20	3	2	3	8	2.67
21	2	4	3	9	3.00
22	4	2	3	9	3.00
23	2	4	3	9	3.00
24	4	2	3	9	3.00
25	2	4	3	9	3.00
26	3	3	4	10	3.33
27	3	3	2	8	2.67
28	3	2	3	8	2.67
29	4	5	4	13	4.33
30	5	4	5	14	4.67
31	3	4	3	10	3.33
32	3	2	3	8	2.67
33	4	5	4	13	4.33
34	4	3	4	11	3.67
35	2	3	2	7	2.33
36	3	3	4	10	3.33
37	3	4	3	10	3.33
38	4	3	4	11	3.67

Lampiran 2 (lanjutan)

No	KK1	KK2	KK3	TKK	KK
39	3	4	3	10	3.33
40	3	3	4	10	3.33
41	2	4	3	9	3.00
42	3	2	3	8	2.67
43	3	3	2	8	2.67
44	4	3	4	11	3.67
45	2	5	4	11	3.67
46	4	4	5	13	4.33
47	2	4	3	9	3.00
48	4	3	4	11	3.67
49	2	4	3	9	3.00
50	3	2	3	8	2.67
51	3	3	4	10	3.33
52	3	4	3	10	3.33
53	4	4	3	11	3.67
54	4	3	4	11	3.67
55	3	3	4	10	3.33
56	5	5	5	15	5.00
57	4	4	4	12	4.00
58	3	3	5	11	3.67
59	4	4	5	13	4.33
60	4	4	5	13	4.33
61	3	3	4	10	3.33
62	5	5	5	15	5.00
63	3	3	4	10	3.33
64	3	3	4	10	3.33
65	4	4	5	13	4.33
66	5	5	5	15	5.00
67	5	4	4	13	4.33
68	4	4	5	13	4.33
69	4	4	3	11	3.67
70	3	3	4	10	3.33
71	3	3	5	11	3.67
72	4	4	5	13	4.33
73	3	3	4	10	3.33
74	4	4	3	11	3.67
75	3	3	4	10	3.33
76	4	4	4	12	4.00

Lampiran 2 (lanjutan)

No	KK1	KK2	KK3	TKK	KK
77	3	3	5	11	3.67
78	3	3	4	10	3.33
79	5	5	5	15	5.00
80	5	4	5	14	4.67
81	3	5	5	13	4.33
82	3	3	3	9	3.00
83	5	5	5	15	5.00
84	4	4	5	13	4.33
85	3	3	4	10	3.33
86	4	4	4	12	4.00
87	4	4	5	13	4.33
88	4	4	4	12	4.00
89	4	4	5	13	4.33
90	4	5	5	14	4.67
91	4	3	4	11	3.67
92	3	4	3	10	3.33
93	3	3	3	9	3.00
94	4	3	4	11	3.67
95	3	4	3	10	3.33
96	4	4	5	13	4.33
97	3	3	4	10	3.33
98	4	4	4	12	4.00
99	4	4	5	13	4.33
100	4	4	4	12	4.00
101	3	5	4	12	4.00
102	4	3	3	10	3.33
103	4	5	5	14	4.67
104	3	5	4	12	4.00
105	3	3	3	9	3.00
106	5	4	5	14	4.67
107	3	5	5	13	4.33
108	3	3	3	9	3.00
109	4	5	5	14	4.67
110	5	4	5	14	4.67
111	3	3	3	9	3.00
112	5	3	3	11	3.67
113	3	4	3	10	3.33
114	3	4	3	10	3.33

Lampiran 2 (lanjutan)

No	KK1	KK2	KK3	TKK	KK
115	5	3	3	11	3.67
116	5	4	5	14	4.67
117	4	3	3	10	3.33
118	4	3	3	10	3.33
119	4	4	4	12	4.00
120	3	4	4	11	3.67
121	4	4	3	11	3.67
122	4	4	4	12	4.00
123	4	3	4	11	3.67
124	4	4	3	11	3.67
125	3	5	5	13	4.33
126	4	4	5	13	4.33
127	4	3	4	11	3.67
128	3	5	4	12	4.00
129	5	3	4	12	4.00
130	5	4	3	12	4.00
131	4	3	5	12	4.00
132	3	5	4	12	4.00
133	5	3	5	13	4.33
134	4	3	4	11	3.67
135	3	4	3	10	3.33
136	5	4	3	12	4.00
137	5	3	4	12	4.00
138	3	4	3	10	3.33
139	5	4	5	14	4.67
140	5	4	5	14	4.67
141	4	5	4	13	4.33
142	4	3	3	10	3.33
143	4	5	5	14	4.67
144	4	5	4	13	4.33
145	4	3	3	10	3.33
146	5	4	5	14	4.67
147	4	5	4	13	4.33
148	3	3	3	9	3.00
149	4	5	5	14	4.67
150	5	4	5	14	4.67

Lampiran 2 (lanjutan)

No	LK1	LK2	LK3	LK4	LK5	LK6	LK7	TLK	LK
1	4	3	4	3	3	4	3	24	3.43
2	3	3	3	4	3	3	4	23	3.29
3	4	3	3	3	4	3	3	23	3.29
4	4	3	4	3	4	4	3	25	3.57
5	3	3	3	4	3	3	4	23	3.29
6	5	5	4	4	4	4	5	31	4.43
7	4	3	3	3	3	4	4	24	3.43
8	3	3	4	4	4	3	3	24	3.43
9	4	4	5	4	5	3	4	29	4.14
10	4	5	5	5	5	5	4	33	4.71
11	3	3	3	3	3	3	3	21	3.00
12	5	5	5	5	5	5	5	35	5.00
13	3	3	4	4	4	3	3	24	3.43
14	4	3	3	3	3	3	4	23	3.29
15	4	5	5	5	5	5	4	33	4.71
16	5	5	4	4	4	5	5	32	4.57
17	5	4	5	5	5	5	4	33	4.71
18	5	4	5	3	5	4	3	29	4.14
19	3	3	3	4	4	4	3	24	3.43
20	4	3	4	3	3	3	4	24	3.43
21	3	4	4	5	3	3	5	27	3.86
22	5	4	3	3	5	4	3	27	3.86
23	4	4	4	4	4	3	4	27	3.86
24	3	3	4	4	4	4	3	25	3.57
25	3	3	3	3	3	3	4	22	3.14
26	4	4	4	3	4	3	4	26	3.71
27	3	4	3	4	3	4	3	24	3.43
28	3	4	3	3	5	3	3	24	3.43
29	5	5	5	4	4	5	5	33	4.71
30	4	5	4	5	3	5	4	30	4.29
31	5	4	5	5	4	4	4	31	4.43
32	3	3	3	3	5	3	3	23	3.29
33	5	5	5	5	3	5	5	33	4.71
34	4	4	5	4	5	4	4	30	4.29
35	3	3	3	3	3	3	3	21	3.00
36	4	5	4	5	4	3	4	29	4.14
37	4	5	4	5	4	4	4	30	4.29
38	4	3	4	3	4	4	4	26	3.71

Lampiran 2 (lanjutan)

No	LK1	LK2	LK3	LK4	LK5	LK6	LK7	TLK	LK
39	4	5	4	5	4	4	4	30	4.29
40	4	5	4	4	4	3	5	29	4.14
41	4	3	3	3	4	3	3	23	3.29
42	3	3	3	4	3	3	4	23	3.29
43	3	4	4	3	4	4	3	25	3.57
44	4	4	4	3	3	4	3	25	3.57
45	3	3	3	4	4	3	4	24	3.43
46	4	4	4	5	4	4	4	29	4.14
47	3	3	3	4	4	3	3	23	3.29
48	4	4	4	3	3	4	4	26	3.71
49	4	4	4	4	4	3	4	27	3.86
50	3	3	3	5	3	3	3	23	3.29
51	4	4	3	4	4	4	3	26	3.71
52	3	3	4	3	3	3	4	23	3.29
53	3	3	4	3	3	3	4	23	3.29
54	4	4	3	4	4	4	3	26	3.71
55	3	3	3	3	3	3	3	21	3.00
56	4	4	5	4	4	4	5	30	4.29
57	3	4	4	3	4	3	4	25	3.57
58	4	3	3	4	3	4	3	24	3.43
59	5	3	4	5	3	5	4	29	4.14
60	5	5	4	5	5	5	4	33	4.71
61	3	3	3	3	3	3	3	21	3.00
62	5	5	5	5	5	5	5	35	5.00
63	3	3	3	3	3	3	3	21	3.00
64	3	3	3	3	3	3	3	21	3.00
65	5	5	4	5	5	5	4	33	4.71
66	4	5	5	4	5	4	5	32	4.57
67	5	5	4	5	5	5	4	33	4.71
68	4	4	4	4	4	4	4	28	4.00
69	3	4	4	3	4	3	4	25	3.57
70	4	3	3	4	4	4	3	25	3.57
71	4	3	3	4	3	4	3	24	3.43
72	3	4	4	3	4	3	4	25	3.57
73	4	3	3	4	3	4	3	24	3.43
74	3	4	4	3	4	3	4	25	3.57
75	4	3	3	4	4	4	3	25	3.57
76	3	3	4	3	3	3	4	23	3.29

Lampiran 2 (lanjutan)

No	LK1	LK2	LK3	LK4	LK5	LK6	LK7	TLK	LK
77	4	4	3	4	4	4	3	26	3.71
78	3	3	3	3	3	3	3	21	3.00
79	4	5	5	4	5	4	5	32	4.57
80	4	5	4	4	5	4	4	30	4.29
81	5	4	5	5	4	5	5	33	4.71
82	3	3	3	3	3	3	3	21	3.00
83	5	5	5	5	5	5	5	35	5.00
84	3	4	4	3	4	3	4	25	3.57
85	4	3	3	4	3	4	3	24	3.43
86	5	3	4	5	5	5	4	31	4.43
87	5	4	4	5	4	5	4	31	4.43
88	3	4	4	3	4	3	4	25	3.57
89	5	4	4	5	4	5	4	31	4.43
90	5	3	5	5	3	5	5	31	4.43
91	4	3	3	4	3	4	3	24	3.43
92	3	3	4	3	3	3	4	23	3.29
93	3	4	3	3	4	3	3	23	3.29
94	4	4	3	4	4	4	3	26	3.71
95	3	3	4	3	3	3	4	23	3.29
96	5	4	4	5	4	5	4	31	4.43
97	3	3	3	3	3	3	3	21	3.00
98	3	4	4	3	4	3	4	25	3.57
99	4	3	4	4	4	4	4	27	3.86
100	5	4	4	5	4	5	4	31	4.43
101	4	5	5	5	4	4	5	32	4.57
102	3	3	3	3	3	3	3	21	3.00
103	5	5	5	5	5	5	5	35	5.00
104	4	4	5	4	4	4	5	30	4.29
105	3	3	3	3	3	3	3	21	3.00
106	4	4	4	4	3	4	4	27	3.86
107	5	4	5	4	5	5	5	33	4.71
108	3	3	3	3	3	3	3	21	3.00
109	5	5	5	5	5	5	5	35	5.00
110	5	5	4	4	3	5	4	30	4.29
111	3	3	3	3	4	3	3	22	3.14
112	4	3	3	4	3	4	3	24	3.43
113	3	4	4	3	3	3	4	24	3.43
114	3	4	4	3	3	3	4	24	3.43

Lampiran 2 (lanjutan)

No	LK1	LK2	LK3	LK4	LK5	LK6	LK7	TLK	LK
115	4	3	3	4	3	4	3	24	3.43
116	4	5	4	5	4	4	4	30	4.29
117	3	3	3	3	3	3	3	21	3.00
118	3	3	3	3	4	3	3	22	3.14
119	4	5	4	4	3	4	4	28	4.00
120	4	5	4	5	4	4	4	30	4.29
121	4	3	4	3	4	4	4	26	3.71
122	4	5	4	5	4	4	4	30	4.29
123	3	4	3	4	3	3	3	23	3.29
124	4	3	4	3	4	4	4	26	3.71
125	5	4	5	4	5	5	5	33	4.71
126	4	5	4	5	5	4	4	31	4.43
127	4	5	3	5	5	4	3	29	4.14
128	3	5	5	3	4	3	5	28	4.00
129	3	4	3	4	3	3	3	23	3.29
130	4	3	4	3	4	4	4	26	3.71
131	3	3	3	3	4	3	3	22	3.14
132	3	5	5	3	5	3	5	29	4.14
133	4	4	3	4	4	4	3	26	3.71
134	3	4	3	4	3	3	3	23	3.29
135	4	3	4	3	4	4	4	26	3.71
136	4	3	4	3	4	4	4	26	3.71
137	3	4	3	4	3	3	3	23	3.29
138	4	3	4	3	4	4	4	26	3.71
139	4	4	4	4	4	4	4	28	4.00
140	4	5	4	5	5	4	4	31	4.43
141	4	5	5	5	4	4	5	32	4.57
142	3	3	3	3	3	3	3	21	3.00
143	5	5	5	5	5	5	5	35	5.00
144	4	4	5	4	4	4	5	30	4.29
145	3	3	3	3	3	3	3	21	3.00
146	4	4	4	4	3	4	4	27	3.86
147	5	4	5	4	5	5	5	33	4.71
148	3	4	3	4	3	3	3	23	3.29
149	5	4	5	4	5	5	5	33	4.71
150	5	5	4	4	3	5	4	30	4.29

Lampiran 3 Karakteristik Responden

Jenis Kelamin	Jumlah	Persentase (%)
Pria	63	42
Wanita	87	58
Total	150	100,00

Usia	Jumlah	Persentase (%)
17 – 30 Tahun	42	28
31 – 45 Tahun	61	40,67
46 – 55 Tahun	29	19,33
Di atas 55 Tahun	18	12
Total	150	100,00

Pendidikan	Jumlah	Persentase (%)
SD	16	10,67
SMP	22	14,67
SMA	32	21,33
D3/S1	66	44
Lainnya	14	9,33
Total	150	100,00

Lama Memiliki	Jumlah	Persentase (%)
< 1 Tahun	33	22
1 – 2 Tahun	48	32
3 – 4 Tahun	42	28
Lainnya	27	18
Total	150	100,00

Lampiran 4 Uji Validitas

Correlations

		PNP1	PNP2	PNP3	PNP4	TPNP
PNP1	Pearson Correlation	1	.508**	.519**	.179*	.768**
	Sig. (2-tailed)		.000	.000	.028	.000
	N	150	150	150	150	150
PNP2	Pearson Correlation	.508**	1	.202*	.405**	.734**
	Sig. (2-tailed)	.000		.013	.000	.000
	N	150	150	150	150	150
PNP3	Pearson Correlation	.519**	.202*	1	.277**	.692**
	Sig. (2-tailed)	.000	.013		.001	.000
	N	150	150	150	150	150
PNP4	Pearson Correlation	.179*	.405**	.277**	1	.665**
	Sig. (2-tailed)	.028	.000	.001		.000
	N	150	150	150	150	150
TPNP	Pearson Correlation	.768**	.734**	.692**	.665**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	150	150	150	150	150

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

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

Lampiran 4 (lanjutan)

Correlations

		KK1	KK2	KK3	TKK
KK1	Pearson Correlation	1	.210**	.548**	.761**
	Sig. (2-tailed)		.010	.000	.000
	N	150	150	150	150
KK2	Pearson Correlation	.210**	1	.442**	.699**
	Sig. (2-tailed)	.010		.000	.000
	N	150	150	150	150
KK3	Pearson Correlation	.548**	.442**	1	.864**
	Sig. (2-tailed)	.000	.000		.000
	N	150	150	150	150
TKK	Pearson Correlation	.761**	.699**	.864**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	150	150	150	150

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

Lampiran 4 (lanjutan)

Correlations

		LK1	LK2	LK3	LK4	LK5	LK6	LK7	TLK
LK1	Pearson Correlation	1	.462**	.548**	.590**	.471**	.877**	.502**	.823**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150	150	150
LK2	Pearson Correlation	.462**	1	.571**	.575**	.510**	.465**	.564**	.772**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000
	N	150	150	150	150	150	150	150	150
LK3	Pearson Correlation	.548**	.571**	1	.388**	.538**	.538**	.824**	.811**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000
	N	150	150	150	150	150	150	150	150
LK4	Pearson Correlation	.590**	.575**	.388**	1	.351**	.650**	.390**	.737**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000
	N	150	150	150	150	150	150	150	150
LK5	Pearson Correlation	.471**	.510**	.538**	.351**	1	.438**	.390**	.682**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000
	N	150	150	150	150	150	150	150	150
LK6	Pearson Correlation	.877**	.465**	.538**	.650**	.438**	1	.453**	.819**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000
	N	150	150	150	150	150	150	150	150
LK7	Pearson Correlation	.502**	.564**	.824**	.390**	.390**	.453**	1	.758**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000
	N	150	150	150	150	150	150	150	150
TLK	Pearson Correlation	.823**	.772**	.811**	.737**	.682**	.819**	.758**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	
	N	150	150	150	150	150	150	150	150

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

Lampiran 5 Uji Reliabilitas

Case Processing Summary

		N	%
Cases	Valid	150	100.0
	Excluded ^a	0	.0
	Total	150	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.679	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
PNP1	10.8467	3.218	.540	.558
PNP2	10.8467	3.460	.508	.583
PNP3	10.9867	3.611	.443	.624
PNP4	10.9200	3.577	.364	.679

Lampiran 5 (lanjutan)

Case Processing Summary

		N	%
Cases	Valid	150	100.0
	Excluded ^a	0	.0
	Total	150	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.670	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
KK1	7.5000	2.144	.454	.611
KK2	7.4733	2.399	.373	.707
KK3	7.2933	1.725	.637	.347

Lampiran 5 (lanjutan)

Case Processing Summary

		N	%
Cases	Valid	150	100.0
	Excluded ^a	0	.0
	Total	150	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.886	7

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
LK1	22.9400	12.137	.748	.861
LK2	22.9467	12.225	.673	.871
LK3	22.9400	12.258	.733	.863
LK4	22.9133	12.482	.626	.877
LK5	22.9467	13.017	.565	.883
LK6	22.9867	12.107	.741	.862
LK7	22.9667	12.650	.665	.872

Lampiran 6 Analisis Regresi Linier Berganda

Variables Entered/Removed

Model	Variables Entered	Variables Removed	Method
1	KK, PNP ^a		. Enter

a. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.781 ^a	.611	.605	.36494	1.472

a. Predictors: (Constant), KK, PNP

b. Dependent Variable: LK

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	30.709	2	15.354	115.288	.000 ^a
	Residual	19.578	147	.133		
	Total	50.287	149			

a. Predictors: (Constant), KK, PNP

b. Dependent Variable: LK

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	.988	.190		5.211	.000		
	PNP	.501	.082	.509	6.130	.000	.384	2.604
	KK	.273	.072	.315	3.797	.000	.384	2.604

a. Dependent Variable: LK

Lampiran 6 (lanjutan)

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	PNP	KK
1	1	2.977	1.000	.00	.00	.00
	2	.017	13.127	.93	.05	.18
	3	.006	22.325	.07	.95	.82

a. Dependent Variable: LK

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	2.8790	4.8628	3.8249	.45398	150
Residual	-.94787	.75959	.00000	.36248	150
Std. Predicted Value	-2.084	2.286	.000	1.000	150
Std. Residual	-2.597	2.081	.000	.993	150

a. Dependent Variable: LK

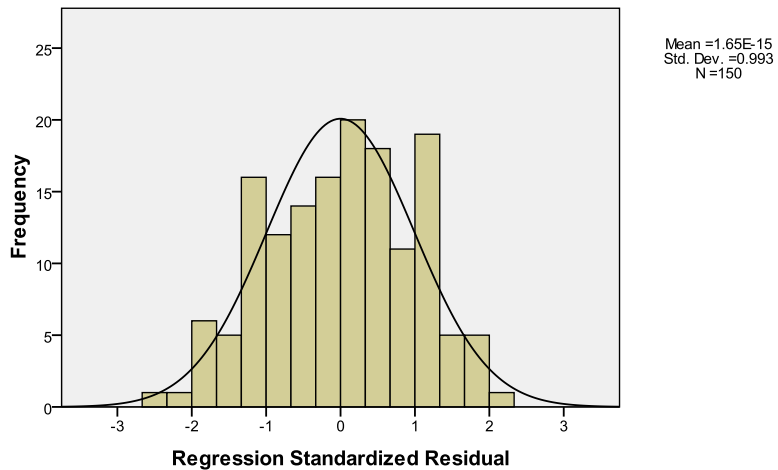
Descriptive Statistics

	N	Skewness		Kurtosis	
	Statistic	Statistic	Std. Error	Statistic	Std. Error
Unstandardized Residual	150	-.130	.198	-.646	.394
Valid N (listwise)	150				

Lampiran 6 (lanjutan)

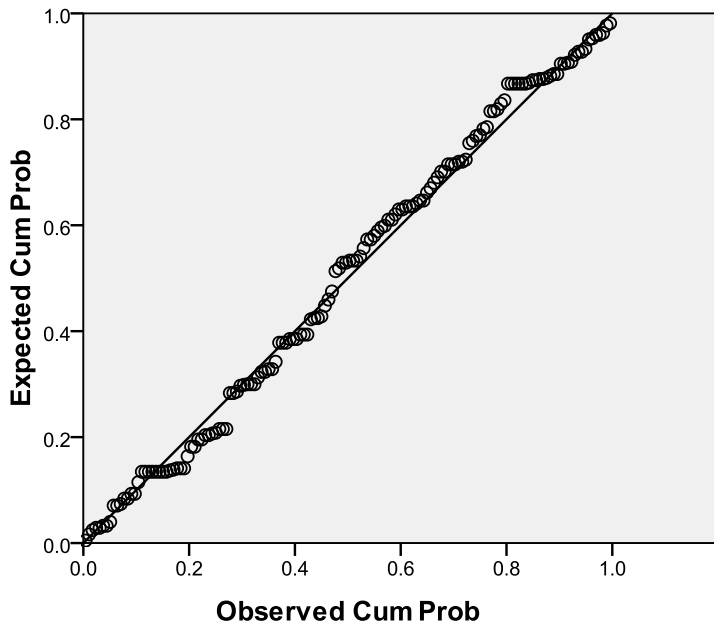
Histogram

Dependent Variable: LK



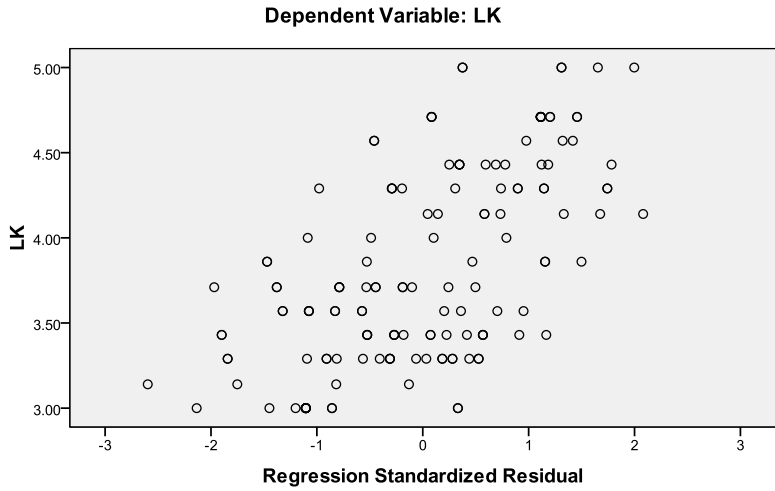
Normal P-P Plot of Regression Standardized Residual

Dependent Variable: LK



Lampiran 6 (lanjutan)

Scatterplot



Lampiran 6 (lanjutan)

Variables Entered/Removed

Model	Variables Entered	Variables Removed	Method
1	KK, PNP ^a		. Enter

a. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.162 ^a	.026	.013	.19772

a. Predictors: (Constant), KK, PNP

b. Dependent Variable: ABS_RES

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	.156	2	.078	1.993	.140 ^a
	Residual	5.747	147	.039		
	Total	5.903	149			

a. Predictors: (Constant), KK, PNP

b. Dependent Variable: ABS_RES

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.109	.103		1.058	.292
	PNP	.063	.044	.186	1.418	.158
	KK	-.009	.039	-.032	-.243	.808

a. Dependent Variable: ABS_RES