LAMPIRAN 1

KUESIONER

No. Responden:

Responden yang terhormat,

Dalam rangka penulisan skripsi. Saya mahasiswa Fakultas Ekonomi Universitas Widya Mandala Surabaya melakukan penelitian dengan judul "Pengaruh Ketidakpuasan Konsumen, Kebutuhan Mencari Variasi dan Harga Produk terhadap Keputusan Perpindahan Merek *Handphone* GSM dari Nokia ke Blackberry", maka dengan hormat saya memohon kesediaan Bapak/Ibu/Saudara/i untuk mengisi kuesioner di bawah ini. Data ini saya perlukan sebagai bahan untuk menyusun skripsi saya. Atas perhatian dan kerjasamanya saya ucapkan terima kasih.

Petunjuk Pengisian Kuesioner:

1. Mohon Saudara/i mengisi semua pernyataan yang ada dalam kuesioner ini.
2. Silahkan Saudara/i mengisi kuesioner di bawah ini dengan memberikan tanda silang (X) pada salah satu jawaban yang sesuai menurut Anda.

STS = Jika Anda SANGAT TIDAK SETUJU
TS = Jika Anda TIDAK SETUJU
N = Jika Anda NETRAL
S = Jika Anda SETUJU
SS = Jika Anda SANGAT SETUJU

I. PROFIL RESPONDEN

1. Nama :
2. Usia :
3. Jenis Kelamin : (L / P)

II. KETIDAKPUASAN KONSUMEN (X_1)

No	Pernyataan	STS	TS	N	S	SS
1	Harga *handphone* GSM Nokia lebih mahal dibanding merek lain dengan fitur yang sama.					
2	*Handphone* GSM Nokia sering mengalami kerusakan (*hang*) ketika dipergunakan.					
3	Fitur-fitur tambahan yang terdapat dalam *handphone* GSM Nokia kurang bermanfaat.					
4	Kemampuan baterai Nokia tidak maksimal untuk menopang fitur-fitur yang ada dalam *handphone.*					
5	Spesifikasi produk Nokia yang diiklankan tidak sesuai dengan yang sebenarnya.					
6	Proses perbaikan *handphone* di Nokia *Care Center* memiliki prosedur yang rumit.					
7	Desain *handphone* GSM Nokia tidak menarik.					

III. KEBUTUHAN MENCARI VARIASI (X_2)

No	Pernyataan	STS	TS	N	S	SS
1	Saya merasa tertantang untuk memiliki *handphone* GSM yang memiliki teknologi telepon seluler yang tercanggih.					
2	Meskipun menyukai merek tertentu, saya sering mencoba merek yang					

	baru bagi saya, seperti Blackberry.					
3	Saya berani mencoba *handphone* dengan merek yang masih baru.					
4	Saya sangat tertarik membeli *handphone* dengan merek yang berbeda dari biasanya					
5	Saya ingin mencoba memiliki *handphone* yang sedang terkenal saat ini.					

IV. HARGA PRODUK

No	Pernyataan	STS	TS	N	S	SS
1	Harga *handphone* GSM Blackberry yang saya gunakan saat ini lebih terjangkau dibandingkan dengan harga *handphone* GSM Nokia.					
2	Harga *handphone* GSM Blackberry lebih bervariasi untuk beberapa tipe produk sehingga memudahkan saya untuk memilih.					
3	Harga *handphone* GSM Blackberry yang saya gunakan saat ini lebih sesuai dengan manfaat yang saya peroleh.					

V. PERPINDAHAN MEREK (Y)

No	Pernyataan	STS	TS	N	S	SS
1	Saya berpindah ke merek *handphone* GSM Blackberry karena *handphone* GSM Nokia Saya sering mengalami kerusakan (*hang*).					
2	Saya berpindah ke merek *handphone* GSM Blackberry karena Saya sudah bosan dengan model *handphone* GSM Nokia saya.					
3	Saya berpindah ke merek *handphone* GSM Blackberry karena teknologi yang terdapat pada					

	Blackberry lebih canggih.					
4	Saya berpindah ke merek *handphone* GSM Blackberry karena harga Blackberry relatif terjangkau.					
5	Saya berpindah ke merek *handphone* GSM Blackberry karena fitur tambahan yang ditawarkan lebih berkompeten, seperti: akses internet dan *instant messanging*.					
6	Saya berpindah ke merek *handphone* GSM Blackberry karena Saya tergiur dengan promosi dari provider-provider *handphone* yang menawarkan paket pulsa hemat khusus untuk Blackberry.					

TERIMA KASIH

LAMPIRAN 2

Data Tanggapan Responden terhadap Kuesioner Penelitian untuk variabel Ketidakpuasan Konsumen (A)

No	A1	A2	A3	A4	A5	A6	A7	AT	A
1	2	2	2	1	2	2	1	12	1.71
2	4	5	4	3	4	3	5	28	4
3	2	2	3	1	3	2	3	16	2.29
4	2	3	2	2	2	2	2	15	2.14
5	2	3	2	2	1	3	1	14	2
6	4	4	4	3	3	4	4	26	3.71
7	2	3	1	2	2	2	3	15	2.14
8	4	3	4	5	4	5	3	28	4
9	2	2	2	2	2	2	1	13	1.86
10	2	2	2	1	1	2	1	11	1.57
11	3	2	3	2	2	3	2	17	2.43
12	1	2	2	1	2	2	1	11	1.57
13	4	3	4	5	4	4	3	27	3.86
14	4	4	3	4	4	5	4	28	4
15	3	5	4	4	3	4	5	28	4
16	2	1	2	2	2	3	2	14	2
17	4	3	5	4	3	4	4	27	3.86
18	3	4	4	4	3	5	4	27	3.86
19	2	3	2	2	2	2	1	14	2
20	4	5	4	4	4	5	3	29	4.14
21	2	3	2	2	3	2	2	16	2.29
22	2	3	2	2	1	2	2	14	2
23	3	1	2	2	3	2	2	15	2.14
24	2	2	3	1	2	2	3	15	2.14
25	2	2	2	2	2	3	1	14	2
26	4	4	3	4	3	4	5	27	3.86

27	3	4	3	4	4	4	5	27	3.86
28	1	2	3	2	2	3	2	15	2.14
29	1	2	2	3	2	2	3	15	2.14
30	2	2	3	1	2	2	2	14	2
31	2	2	2	2	2	2	1	13	1.86
32	4	4	5	3	4	3	4	27	3.86
33	2	3	2	2	2	2	3	16	2.29
34	2	1	1	3	3	2	2	14	2
35	2	1	2	2	2	1	3	13	1.86
36	3	2	2	2	2	2	1	14	2
37	2	2	2	2	1	2	1	12	1.71
38	4	4	5	4	3	4	4	28	4
39	4	3	3	4	4	4	3	25	3.57
40	3	5	3	4	3	5	4	27	3.86
41	5	3	4	4	3	4	4	27	3.86
42	2	3	2	3	2	2	1	15	2.14
43	2	2	2	2	2	2	3	15	2.14
44	2	2	2	2	3	3	1	15	2.14
45	4	3	3	4	4	5	4	27	3.86
46	1	3	2	3	2	1	2	14	2
47	4	4	4	4	3	4	4	27	3.86
48	5	5	4	3	3	4	4	28	4
49	4	4	3	4	4	3	5	27	3.86
50	5	4	4	4	3	4	4	28	4
51	4	4	4	4	4	3	4	27	3
52	2	2	2	2	2	1	1	12	4
53	2	2	2	2	3	1	2	14	4
54	2	2	3	2	1	2	2	14	3
55	2	3	2	2	1	2	3	15	4
56	2	2	2	3	1	2	2	14	3
57	2	3	2	2	3	2	1	15	3

58	3	2	3	2	2	1	2	15	4
59	2	2	2	2	1	3	2	14	4
60	2	2	1	2	3	1	3	14	4
61	4	4	4	4	3	3	5	27	4
62	4	4	4	5	4	5	4	30	3
63	2	2	2	3	1	2	3	15	4
64	2	2	2	2	2	2	3	15	4
65	4	4	4	4	3	4	3	26	4
66	2	2	2	2	1	3	1	13	3
67	1	2	2	2	2	2	1	12	4
68	2	2	3	2	2	2	3	16	4
69	2	2	2	3	3	2	2	16	3
70	4	4	4	4	5	3	3	27	4
71	2	2	2	3	1	2	2	14	3
72	2	2	3	2	3	2	3	17	3
73	5	4	5	4	4	5	4	31	3
74	2	3	1	1	4	4	4	19	3
75	1	2	2	2	3	4	5	19	4
76	2	2	2	1	1	3	2	13	3
77	2	2	2	2	3	3	1	15	5
78	2	2	2	3	3	2	3	17	4
79	2	3	2	2	2	2	1	14	2
80	2	2	2	2	1	1	1	11	3
81	1	2	1	2	3	3	2	14	3
82	2	2	2	2	1	1	2	12	4
83	4	3	4	1	3	3	4	22	3
84	4	4	5	1	5	4	4	27	3
85	2	2	3	1	2	3	2	15	4
86	2	2	2	2	3	2	3	16	2
87	2	2	2	1	2	1	3	13	3
88	1	3	2	3	2	2	1	14	3

89	2	2	3	2	3	2	2	16	4
90	3	3	2	2	2	2	3	17	4
91	4	4	4	4	4	4	5	29	3
92	2	2	1	3	2	2	2	14	3
93	4	4	3	4	4	5	5	29	4
94	3	4	4	4	3	4	5	27	3
95	4	5	5	4	4	3	3	28	4
96	1	2	2	1	2	2	3	13	4
97	4	4	4	4	3	5	4	28	5
98	2	2	2	2	2	2	2	14	4
99	2	2	2	3	1	2	4	16	4
100	4	4	4	4	4	3	4	27	3

Data Tanggapan Responden terhadap Kuesioner Penelitian untuk variabel Kebutuhan Mencari Variasi (B) dan Harga Produk (C)

No	B1	B2	B3	B4	B5	BT	B	C1	C2	C3	C3	CT	C
1	4	4	4	2	4	18	3.6	2	2	4	4	8	2.67
2	4	4	4	4	4	20	4	2	2	2	2	6	2
3	4	2	4	3	4	17	3.4	4	2	4	4	10	3.33
4	4	4	4	4	3	19	3.8	4	2	4	4	10	3.33
5	4	4	4	2	4	18	3.6	2	2	2	2	6	2
6	4	2	4	4	5	19	3.8	2	2	2	2	6	2
7	4	2	2	2	5	15	3	4	4	4	4	12	4
8	3	4	4	4	4	19	3.8	3	3	3	3	9	3
9	4	2	4	4	4	18	3.6	2	2	2	2	6	2
10	3	3	4	2	3	15	3	3	3	3	3	9	3
11	5	4	5	4	5	23	4.6	4	4	3	3	11	3.67
12	3	4	3	2	4	16	3.2	3	2	2	2	7	2.33
13	2	2	2	2	2	10	2	2	2	2	2	6	2
14	3	3	3	3	4	16	3.2	3	3	3	3	9	3
15	3	3	2	2	4	14	2.8	3	3	3	3	9	3
16	4	1	5	3	4	17	3.4	1	2	2	2	5	1.67
17	2	3	1	4	5	15	3	2	4	1	1	7	2.33
18	4	2	4	4	4	18	3.6	2	2	4	4	8	2.67
19	4	4	5	4	5	22	4.4	2	3	1	1	6	2
20	2	2	1	2	2	9	1.8	2	1	2	2	5	1.67
21	4	3	4	4	4	19	3.8	3	4	3	3	10	3.33
22	4	2	4	4	3	17	3.4	4	3	4	4	11	3.67
23	4	4	3	2	3	16	3.2	4	4	3	3	11	3.67
24	4	4	5	3	4	20	4	4	4	4	4	12	4
25	4	4	4	2	5	19	3.8	2	2	2	2	6	2
26	4	4	4	2	5	19	3.8	4	2	3	3	9	3
27	3	2	5	4	3	17	3.4	2	2	3	3	7	2.33

28	2	2	4	2	1	11	2.2	2	2	2	2	6	2
29	2	2	2	4	2	12	2.4	1	1	1	1	3	1
30	4	2	4	2	2	14	2.8	4	4	4	4	12	4
31	4	4	2	4	4	18	3.6	4	4	4	4	12	4
32	4	4	3	5	5	21	4.2	3	3	3	3	9	3
33	2	3	4	3	4	16	3.2	3	3	3	3	9	3
34	2	2	3	2	4	13	2.6	3	3	3	3	9	3
35	4	4	2	4	5	19	3.8	4	4	4	4	12	4
36	2	2	2	2	3	11	2.2	2	2	2	2	6	2
37	2	2	4	4	5	17	3.4	4	3	4	4	11	3.67
38	2	2	4	4	4	16	3.2	2	3	2	2	7	2.33
39	2	3	4	2	3	14	2.8	2	3	2	2	7	2.33
40	4	4	2	4	3	17	3.4	4	5	4	4	13	4.33
41	2	2	3	2	4	13	2.6	3	3	4	4	10	3.33
42	2	2	2	4	3	13	2.6	2	2	2	2	6	2
43	4	4	5	5	4	22	4.4	5	5	5	5	15	5
44	4	3	4	4	4	19	3.8	3	3	3	3	9	3
45	4	3	4	4	4	19	3.8	4	4	4	4	12	4
46	2	2	4	4	4	16	3.2	2	2	2	2	6	2
47	4	2	4	4	3	17	3.4	2	2	2	2	6	2
48	2	2	4	2	3	13	2.6	2	2	3	3	7	2.33
49	3	4	2	4	3	16	3.2	4	4	3	3	11	3.67
50	4	5	4	4	5	22	4	4	5	2	2	11	4
51	5	5	5	4	4	23	4	4	4	4	4	12	5
52	5	4	3	3	3	18	2	1	5	3	3	9	4
53	3	4	4	3	3	17	2	1	4	4	4	9	3
54	4	3	2	4	4	17	2	2	5	4	4	11	3
55	4	4	3	4	5	20	2	4	4	4	4	12	4
56	3	4	4	4	4	19	2	2	2	4	4	8	4
57	4	4	5	4	2	19	2	1	5	2	2	8	4
58	3	3	2	2	3	13	2	2	5	2	2	9	3

59	5	5	4	4	3	21	2	2	2	4	4	8	4
60	2	2	2	1	5	12	2	4	4	2	2	10	2
61	4	4	5	4	4	21	4	2	4	1	1	7	4
62	5	5	5	2	4	21	4	2	2	4	4	8	4
63	4	5	5	4	3	21	2	2	4	1	1	7	4
64	4	3	4	5	2	18	2	2	1	2	2	5	4
65	5	3	4	5	2	19	4	1	4	4	4	9	4
66	4	5	4	3	2	18	2	1	3	2	2	6	4
67	3	2	2	4	2	13	2	4	4	4	4	12	3
68	5	4	4	5	5	23	2	2	2	2	2	6	5
69	5	4	4	3	2	18	2	4	5	4	4	13	4
70	5	5	5	4	3	22	4	4	4	3	3	11	4
71	5	3	4	4	2	18	2	4	4	4	4	12	4
72	4	4	3	4	5	20	2	2	4	2	2	8	4
73	5	4	4	5	4	22	4	5	5	5	5	15	4
74	4	4	4	5	2	19	3	2	5	2	2	9	4
75	4	4	4	4	2	18	3	2	5	2	2	9	4
76	4	5	4	4	4	21	2	4	4	2	2	10	4
77	4	4	3	4	2	17	2	5	2	2	2	9	3
78	5	5	4	4	4	22	2	4	4	3	3	11	4
79	4	3	4	4	3	18	2	2	4	1	1	7	4
80	4	4	4	5	5	22	2	2	2	4	4	8	4
81	4	4	4	5	4	21	2	3	4	4	4	11	4
82	5	4	5	5	3	22	2	4	5	2	2	11	4
83	4	5	5	4	3	21	3	4	4	4	4	12	4
84	4	4	4	4	4	20	4	4	4	4	4	12	4
85	2	4	5	4	5	20	2	2	5	2	2	9	4
86	3	4	4	3	3	17	2	4	4	3	3	11	3
87	4	2	2	4	4	16	2	2	4	5	5	11	3
88	4	5	3	4	3	19	2	1	4	4	4	9	4
89	4	4	4	4	4	20	2	1	3	4	4	8	4

90	4	4	5	4	4	21	2	2	4	4	4	10	4
91	5	5	5	5	4	24	4	2	2	2	2	6	5
92	5	5	4	5	5	24	2	2	4	2	2	8	5
93	4	4	4	5	3	20	4	2	4	2	2	8	4
94	4	4	4	4	2	18	4	4	4	4	4	12	4
95	4	3	4	4	5	20	4	2	4	2	2	8	4
96	5	5	5	4	3	22	2	2	4	4	4	10	4
97	5	4	4	3	5	21	4	1	4	4	4	9	4
98	3	2	4	2	3	14	2	2	2	2	2	6	3
99	5	5	5	4	4	23	2	2	4	5	5	11	5
100	4	3	5	5	4	21	4	4	4	4	4	12	4

Data Tanggapan Responden terhadap Kuesioner Penelitian untuk variabel Perpindahan Merek (Y)

No	Y1	Y2	Y3	Y4	Y5	Y6	YT	Y	RES_1
1	2	2	4	2	4	2	16	2.67	-0.77065
2	4	4	2	4	4	4	22	3.67	0.21044
3	3	2	3	4	4	3	19	3.17	-0.18653
4	5	5	3	4	4	3	24	4	0.59134
5	4	4	2	4	4	4	22	3.67	0.19789
6	2	2	4	3	4	4	19	3.17	-0.27317
7	4	4	4	2	4	3	21	3.5	0.23372
8	4	4	4	2	4	2	20	3.33	-0.03665
9	3	4	5	4	5	3	24	4	0.52669
10	5	5	4	5	3	4	26	4.33	0.98813
11	2	4	4	2	4	4	20	3.33	-0.14785
12	2	2	4	4	4	4	20	3.33	-0.07785
13	2	2	4	4	2	3	17	2.83	-0.3728
14	2	3	4	2	3	2	16	2.67	-0.62693
15	4	4	2	4	4	3	21	3.5	0.25733
16	2	2	4	4	3	4	19	3.17	-0.2969
17	2	2	3	2	2	2	13	2.17	-1.14652
18	4	4	4	2	5	4	23	3.83	0.46402
19	2	2	3	2	4	4	17	2.83	-0.73729
20	2	2	5	2	4	3	18	3	-0.19186
21	2	2	4	2	5	3	18	3	-0.40412
22	2	2	5	3	5	4	21	3.5	0.158
23	2	2	5	4	4	4	21	3.5	0.18799
24	4	2	4	4	4	5	23	3.83	0.43974
25	2	2	4	2	5	3	18	3	-0.49424
26	4	4	3	3	4	3	21	3.5	0.12549
27	4	2	4	4	2	1	17	2.83	-0.53078

28	2	2	5	2	3	3	17	2.83	-0.45267
29	4	4	5	3	2	2	20	3.33	-0.03891
30	4	4	4	2	5	4	23	3.83	0.58798
31	5	4	5	4	4	5	27	4.5	1.14826
32	4	4	4	2	2	2	18	3	-0.42544
33	4	1	5	3	4	2	19	3.17	-0.18133
34	2	3	1	4	4	2	16	2.67	-0.61401
35	4	2	4	4	3	2	19	3.17	-0.21053
36	4	4	4	4	3	3	22	3.67	0.37613
37	5	5	4	2	4	3	23	3.83	0.48226
38	4	4	4	2	5	2	21	3.5	0.16588
39	3	4	5	4	3	3	22	3.67	0.36988
40	3	3	2	3	3	4	18	3	-0.24254
41	4	4	3	5	4	3	23	3.83	0.63186
42	4	4	3	5	2	3	21	3.5	0.16308
43	4	4	3	3	4	4	22	3.67	0.28293
44	4	4	4	4	4	3	23	3.83	0.40442
45	2	2	4	2	4	4	18	3	-0.31373
46	3	3	4	2	5	4	21	3.5	0.08215
47	5	4	5	4	1	2	21	3.5	0.11563
48	5	5	4	5	4	4	27	4.5	1.24227
49	2	4	4	2	3	4	19	3.17	-0.09094
50	5	4	4	5	4	3	25	4	4.83998
51	2	3	3	3	3	2	16	4	-4.20099
52	1	5	5	4	4	4	23	3	2.42389
53	2	4	4	5	5	1	21	3	0.52092
54	2	2	3	2	5	1	15	4	-5.42987
55	2	3	5	4	5	2	21	4	0.52385
56	2	5	2	3	2	4	18	3	-2.57192
57	2	4	2	3	2	2	15	3	-5.54046
58	1	4	5	4	5	2	21	3	0.68885

59	2	4	5	4	5	2	22	3	1.35985
60	3	4	4	3	4	4	22	3	1.71611
61	4	4	5	5	4	1	23	2	2.74422
62	2	3	4	4	2	1	16	3	-4.1368
63	2	3	5	4	5	4	23	2	2.3667
64	2	5	5	4	5	2	23	2	2.41984
65	2	4	4	5	4	2	21	3	0.8302
66	4	3	4	4	3	2	20	2	-0.61847
67	3	5	4	4	2	4	22	4	1.66829
68	4	4	4	4	4	4	24	2	3.30532
69	4	2	4	3	4	2	19	4	-1.35186
70	4	4	4	4	5	4	25	4	4.80852
71	4	4	4	2	5	1	20	4	-0.43938
72	4	2	4	4	4	2	20	3	-0.51166
73	4	4	2	2	4	2	18	5	-1.96722
74	3	4	4	4	3	1	19	3	-1.39001
75	4	4	4	4	4	2	22	3	1.6441
76	3	4	4	2	3	1	17	3	-3.6224
77	5	4	5	4	5	4	27	3	6.55238
78	3	4	3	2	5	4	21	4	0.49393
79	2	2	2	2	2	2	12	2	-8.56241
80	3	3	3	3	5	2	19	3	-1.76865
81	3	4	2	2	5	3	19	4	-1.56634
82	4	4	5	3	4	1	21	4	0.33663
83	2	3	1	4	5	1	16	4	-4.29006
84	4	2	4	4	4	2	20	4	-0.09864
85	4	4	5	4	4	4	25	3	4.45003
86	2	2	1	2	5	2	14	4	-6.36695
87	4	3	4	4	4	1	20	4	-0.42721
88	4	2	4	4	4	2	20	3	-0.54731
89	4	4	3	2	4	4	21	3	0.45688

90	4	4	5	3	4	4	24	3	3.50344
91	4	4	4	2	4	2	20	2	-0.31982
92	3	4	2	4	3	4	20	3	-0.7425
93	3	4	2	4	5	4	22	3	1.86586
94	3	3	4	3	3	3	19	4	-1.03041
95	4	4	4	5	5	4	26	3	5.8344
96	4	4	3	5	5	4	25	3	4.34348
97	4	4	5	5	5	4	27	3	6.82489
98	4	4	5	5	4	2	24	2	3.54946
99	4	4	3	5	4	2	22	4	1.42835
100	3	3	4	3	3	1	17	4	-3.13276

LAMPIRAN 3

Uji Validitas

Correlations

		Y1	Y2	Y3	Y4	Y5	Y6	YT
Y1	Pearson Correlation	1	.693(**)	-.051	.393(**)	-.102	-.053	.713(**)
	Sig. (2-tailed)		.000	.727	.005	.480	.716	.000
	N	50	50	50	50	50	50	50
Y2	Pearson Correlation	.693(**)	1	-.167	.206	-.012	.088	.682(**)
	Sig. (2-tailed)	.000		.245	.151	.936	.544	.000
	N	50	50	50	50	50	50	50
Y3	Pearson Correlation	.632 (**)	.167	1	.183	.048	-.034	.863(**)
	Sig. (2-tailed)	.000	.245		.203	.743	.814	.000
	N	50	50	50	50	50	50	50
Y4	Pearson Correlation	.393(**)	.206	-.183	1	-.252	.122	.481(**)
	Sig. (2-tailed)	.005	.151	.203		.078	.399	.000
	N	50	50	50	50	50	50	50
Y5	Pearson Correlation	-.102	-.012	-.048	-.252	1	.404(**)	.310(*)
	Sig. (2-tailed)	.480	.936	.743	.078		.004	.029
	N	50	50	50	50	50	50	50
Y6	Pearson Correlation	-.053	.088	-.034	.122	.404(**)	1	.491(**)
	Sig. (2-tailed)	.716	.544	.814	.399	.004		.000
	N	50	50	50	50	50	50	50
YT	Pearson Correlation	.713(**)	.682(**)	.144	.481(**)	.310(*)	.491(**)	1
	Sig. (2-tailed)	.000	.000	.319	.000	.029	.000	
	N	50	50	50	50	50	50	50

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

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

Correlations

		A1	A2	A3	A4	A5	A6	A7	AT
A1	Pearson Correlation	1	.634(**)	.765(**)	.729(**)	.715(**)	.753(**)	.688(**)	.883(**)
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000
	N	50	50	50	50	50	50	50	50
A2	Pearson Correlation	.634(**)	1	.644(**)	.642(**)	.538(**)	.662(**)	.696(**)	.812(**)
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000
	N	50	50	50	50	50	50	50	50
A3	Pearson Correlation	.765(**)	.644(**)	1	.629(**)	.616(**)	.706(**)	.685(**)	.843(**)
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000
	N	50	50	50	50	50	50	50	50
A4	Pearson Correlation	.729(**)	.642(**)	.629(**)	1	.734(**)	.793(**)	.689(**)	.874(**)
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000
	N	50	50	50	50	50	50	50	50
A5	Pearson Correlation	.715(**)	.538(**)	.616(**)	.734(**)	1	.684(**)	.693(**)	.824(**)
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000
	N	50	50	50	50	50	50	50	50
A6	Pearson Correlation	.753(**)	.662(**)	.706(**)	.793(**)	.684(**)	1	.621(**)	.873(**)
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000
	N	50	50	50	50	50	50	50	50
A7	Pearson Correlation	.688(**)	.696(**)	.685(**)	.689(**)	.693(**)	.621(**)	1	.859(**)
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000
	N	50	50	50	50	50	50	50	50
AT	Pearson Correlation	.883(**)	.812(**)	.843(**)	.874(**)	.824(**)	.873(**)	.859(**)	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	
	N	50	50	50	50	50	50	50	50

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

Correlations

		B1	B2	B3	B4	B5	BT
B1	Pearson Correlation	1	.447(**)	.391(**)	.270	.388(**)	.775(**)
	Sig. (2-tailed)		.001	.005	.058	.005	.000
	N	50	50	50	50	50	50
B2	Pearson Correlation	.447(**)	1	.015	.149	.316(*)	.586(**)
	Sig. (2-tailed)	.001		.917	.301	.025	.000
	N	50	50	50	50	50	50
B3	Pearson Correlation	.391(**)	.015	1	.135	.200	.576(**)
	Sig. (2-tailed)	.005	.917		.352	.163	.000
	N	50	50	50	50	50	50
B4	Pearson Correlation	.270	.149	.135	1	.261	.573(**)
	Sig. (2-tailed)	.058	.301	.352		.067	.000
	N	50	50	50	50	50	50
B5	Pearson Correlation	.388(**)	.316(*)	.200	.261	1	.671(**)
	Sig. (2-tailed)	.005	.025	.163	.067		.000
	N	50	50	50	50	50	50
BT	Pearson Correlation	.775(**)	.586(**)	.576(**)	.573(**)	.671(**)	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	50	50	50	50	50	50

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

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

Correlations

		C1	C2	C3	CT
C1	Pearson Correlation	1	.724(**)	.784(**)	.944(**)
	Sig. (2-tailed)		.000	.000	.000
	N	50	50	50	50
C2	Pearson Correlation	.724(**)	1	.523(**)	.847(**)
	Sig. (2-tailed)	.000		.000	.000
	N	50	50	50	50
C3	Pearson Correlation	.784(**)	.523(**)	1	.867(**)
	Sig. (2-tailed)	.000	.000		.000
	N	50	50	50	50
CT	Pearson Correlation	.944(**)	.847(**)	.867(**)	1
	Sig. (2-tailed)	.000	.000	.000	
	N	50	50	50	50

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

LAMPIRAN 4

Reliability

Warnings

The space saver method is used. That is, the covariance matrix is not calculated or used in the analysis.

Case Processing Summary

		N	%
Cases	Valid	50	50.0
	Excluded(a)	50	50.0
	Total	100	100.0

a Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.672	21

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
A1	62.3400	51.372	.598	.619
A2	62.2200	52.991	.492	.632
A3	62.3200	53.977	.483	.635
A4	62.3800	54.975	.358	.647
A5	62.5000	55.969	.410	.646
A6	62.1600	53.362	.452	.636
A7	62.3800	49.791	.570	.616
B1	61.8800	58.475	.210	.664
B2	62.2200	58.216	.221	.663
B3	61.7000	61.439	-.020	.688
B4	61.9200	57.340	.262	.659
B5	61.4200	59.555	.125	.672
C1	62.2600	56.809	.305	.654
C2	62.3000	57.071	.289	.656
C3	62.2600	56.809	.314	.654
Y1	61.8600	58.000	.187	.667
Y2	61.9400	57.445	.222	.663
Y3	61.3200	65.120	-.248	.703
Y4	61.9800	64.183	-.179	.702
Y5	61.4800	62.132	-.051	.688
Y6	61.9600	60.856	.045	.678

LAMPIRAN 5

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
A1	100	1	5	2.51	1.078
A2	100	1	5	2.61	1.063
A3	100	1	5	2.57	1.103
A4	100	1	5	2.51	1.115
A5	100	1	5	2.54	1.141
A6	100	1	5	2.74	1.160
A7	100	1	5	2.75	1.282
A_RATA	100	2	4	2.60	.933
Valid N (listwise)	100				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
B1	100	2	5	3.86	.876
B2	100	2	5	3.74	.991
B3	100	1	5	3.90	.905
B4	100	1	5	3.75	.957
B5	100	2	5	3.77	.983
B_RATA	100	2	5	3.80	.616
Valid N (listwise)	100				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
C1	100	1	5	2.55	1.114
C2	100	1	5	3.47	1.159
C3	100	1	5	3.18	1.167
C_RATA	100	1	5	3.07	.793
Valid N (listwise)	100				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Y1	100	1	5	3.15	1.048
Y2	100	1	5	3.61	.942
Y3	100	1	5	3.77	1.024
Y4	100	2	5	3.38	1.042
Y5	100	1	5	3.94	1.003
Y6	100	1	5	2.56	1.157
Y_RATA	100	2	5	3.40	.519
Valid N (listwise)	100				

LAMPIRAN 6

Regression

Variables Entered/Removed[b]

Model	Variables Entered	Variables Removed	Method
1	C, A, B[a]	.	Enter

a. All requested variables entered.

b. Dependent Variable: Y

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.858[a]	.737	.729	.22587	2.037

a. Predictors: (Constant), C, A, B

b. Dependent Variable: Y

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	13.713	3	4.571	89.597	.000[a]
	Residual	4.898	96	.051		
	Total	18.611	99			

a. Predictors: (Constant), C, A, B

b. Dependent Variable: Y

Coefficients(a)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	0.591	0.217		2.716	0.008		
	A	0.084	0.062	0.090	1.360	0.177	0.624	1.601
	B	0.365	0.053	0.556	6.824	0.000	0.413	2.419
	C	0.287	0.078	0.296	3.672	0.000	0.421	2.373

Collinearity Diagnostics[a]

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions			
				(Constant)	A	B	C
1	1	3.974	1.000	.00	.00	.00	.00
	2	.015	16.492	.31	.01	.00	.45
	3	.007	23.097	.24	.99	.06	.05
	4	.004	31.818	.45	.00	.94	.50

a. Dependent Variable: Y

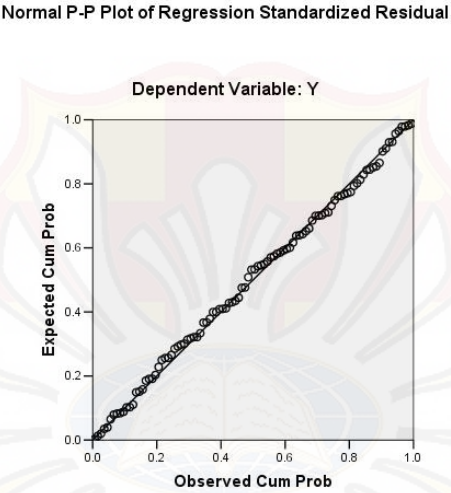
Residuals Statistics[a]

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	2.6268	4.1134	3.4000	.37218	100
Residual	-.48346	.57391	.00000	.22242	100
Std. Predicted Value	-2.078	1.917	.000	1.000	100
Std. Residual	-2.140	2.541	.000	.985	100

a. Dependent Variable: Y

LAMPIRAN 7

Chart
Uji Normalitas



Uji Heteroskeditas