

**Lampiran 6. Hasil Analisis Regresi I
(Pengaruh Kualitas Pelayanan Terhadap Kepuasan)**

Descriptive Statistics

	Mean	Std. Deviation	N
KEPUASAN	4,2424	,9778	198
KUALITAS	3,9100	,5157	198

Correlations

		KEPUASAN	KUALITAS
Pearson Correlation	KEPUASAN	1,000	,798
	KUALITAS	,798	1,000
Sig. (1-tailed)	KEPUASAN	,	,000
	KUALITAS	,000	,
N	KEPUASAN	198	198
	KUALITAS	198	198

Variables Entered/Removed(b)

Model	Variables Entered	Variables Removed	Method
1	KUALITAS (a)		Enter

a All requested variables entered.

b Dependent Variable: KEPUASAN

Model Summary(b)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				Durbin-Watson	
					R Square Change	F Change	df1	df2		Sig. F Change
1	,798(a)	,638	,636	,5902	,638	344,809	1	196	,000	1,838

a Predictors: (Constant), KUALITAS

b Dependent Variable: KEPUASAN

ANOVA(b)

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	120,097	1	120,097	344,809	,000(a)
Residual	68,267	196	,348		
Total	188,364	197			

a Predictors: (Constant), KUALITAS
b Dependent Variable: KEPUASAN

Coefficients(a)

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	-1,678	,322		-5,218	,000
	KUALITAS	1,514	,082	,798	18,569	,000

a Dependent Variable: KEPUASAN

Casewise Diagnostics(a)

Case Number	Std. Residual	KEPUASAN
65	3,137	5,00

a Dependent Variable: KEPUASAN

Residuals Statistics(a)

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	2,6753	5,8928	4,2424	,7808	198
Residual	-1,2431	1,8516	3,790E-16	,5887	198
Std. Predicted Value	-2,007	2,114	,000	1,000	198
Std. Residual	-2,106	3,137	,000	,997	198

a Dependent Variable: KEPUASAN