

LAMPIRAN 6

**HASIL OLAHAN STATISTIK
PENGARUH PELAYAN DINAS PPB DKI JAKARTA
TERHADAP KEPUASAN PEMOHON IMB**

Universitas
Esa Unggul

**PROGRAM STUDI MAGISTER MANAJEMEN
UNIVERSITAS INDONUA ESA UNGGUL
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Descriptive Statistics

	Mean	Std. Deviation	N
Kepuasan	3.7400	.94351	50
Pelayanan	3.1000	.83910	50

Correlations

		Kepuasan	Pelayanan
Pearson Correlation	Kepuasan	1.000	.549
	Pelayanan	.549	1.000
Sig. (1-tailed)	Kepuasan		.000
	Pelayanan	.000	
N	Kepuasan	50	50
	Pelayanan	50	50

Variables Entered/Removed(b)

Model	Variables Entered	Variables Removed	Method
1	Pelayanan(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	Durbin-Watson
1	.549(a)	.301	.287	.79673	1.829

a Predictors: (Constant), Pelayanan

b Dependent Variable: Kepuasan

ANOVA(b)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	13.150	1	13.150	20.716	.000(a)
	Residual	30.470	48	.635		
	Total	43.620	49			

a Predictors: (Constant), Pelayanan

b Dependent Variable: Kepuasan

Coefficients(a)

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95% Confidence Interval for B	
	B	Std. Error	Beta			Lower Bound	Upper Bound
1 (Constant)	1.826	.435		4.195	.000	.951	2.701
Pelayanan	.617	.136	.549	4.552	.000	.345	.890

a Dependent Variable: Kepuasan

Residuals Statistics(a)

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	2.4435	4.9130	3.7400	.51805	50
Residual	-2.2957	1.3217	.0000	.78856	50
Std. Predicted Value	-2.503	2.264	.000	1.000	50
Std. Residual	-2.881	1.659	.000	.990	50

a Dependent Variable: Kepuasan