

**Lampiran :**

**Regression**

**Descriptive Statistics**

	Mean	Std. Deviation	N
kepuasan	48.39	2.810	100
tangibles	7.68	2.420	100
reliability	9.95	2.754	100
responsiv	9.90	2.047	100
jaminan	12.57	2.819	100
empati	9.53	2.052	100

**Correlations**

		kepuasan	tangibles	reliability	responsiv	jaminan	empati
Pearson Correlation	kepuasan	1.000	.500	.277	-.134	-.280	.417
	tangibles	.500	1.000	.746	-.675	-.623	.588
	reliability	.277	.746	1.000	-.508	-.378	.461
	responsiv	-.134	-.675	-.508	1.000	.847	-.362
	jaminan	-.280	-.623	-.378	.847	1.000	-.329
	empati	.417	.588	.461	-.362	-.329	1.000
Sig. (1-tailed)	kepuasan	.	.000	.003	.093	.002	.000
	tangibles	.000	.	.000	.000	.000	.000
	reliability	.003	.000	.	.000	.000	.000
	responsiv	.093	.000	.000	.	.000	.000
	jaminan	.002	.000	.000	.000	.	.000
	empati	.000	.000	.000	.000	.000	.
N	kepuasan	100	100	100	100	100	100
	tangibles	100	100	100	100	100	100
	reliability	100	100	100	100	100	100
	responsiv	100	100	100	100	100	100
	jaminan	100	100	100	100	100	100
	empati	100	100	100	100	100	100

**Variables Entered/Removed<sup>a</sup>**

Model	Variables Entered	Variables Removed	Method
1	empati, jaminan, reliability, tangibles, responsiv <sup>b</sup>		Enter

a. Dependent Variable: kepuasan

b. All requested variables entered.

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.643 <sup>a</sup>	.413	.382	2.209	.413	13.231	5	94	.000

a. Predictors: (Constant), empati, jaminan, reliability, tangibles, responsiv

**ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	322.931	5	64.586	13.231	.000 <sup>b</sup>
	Residual	458.859	94	4.881		
	Total	781.790	99			

a. Dependent Variable: kepuasan

b. Predictors: (Constant), empati, jaminan, reliability, tangibles, responsive

Coefficients<sup>a</sup>

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics	
	B	Std. Error	Beta			Zero-order	Partial	Part	Tolerance	VIF
1 (Constant)	37.048	2.372		15.620	.000					
tangibles	.813	.180	.700	4.509	.000	.500	.422	.356	.259	3.864
reliability	-.140	.125	-.137	-1.115	.268	.277	-.114	-.088	.413	2.422
responsiv	.950	.222	.692	4.268	.000	-.134	.403	.337	.238	4.209
jaminan	-.420	.155	-.421	-2.717	.008	-.280	-.270	-.215	.260	3.850
empati	.248	.134	.181	1.850	.067	.417	.187	.146	.651	1.536

a. Dependent Variable: kepuasan

Collinearity Diagnostics<sup>a</sup>

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions					
				(Constant)	tangibles	reliability	responsiv	jaminan	empati
1	1	5.755	1.000	.00	.00	.00	.00	.00	.00
	2	.186	5.567	.00	.04	.02	.01	.02	.01
	3	.029	14.024	.00	.00	.42	.00	.01	.53
	4	.016	18.818	.03	.59	.42	.02	.00	.44
	5	.008	26.984	.51	.34	.07	.04	.56	.02
	6	.005	32.613	.45	.03	.07	.93	.40	.01

a. Dependent Variable: kepuasan