Lampiran 9

Hasil Uji Asumsi Klasik

A. Normalitas

Variables Entered/Removed[a]

Model	Variables Entered	Variables Removed	Method
1	Kepuasan Pelanggan, Kualitas Pelayanan[b]	.	Enter

a. Dependent Variable: Loyalitas Pelanggan

b. All requested variables entered.

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.543[a]	.295	.283	1.031

a. Predictors: (Constant), Kepuasan Pelanggan, Kualitas Pelayanan

b. Dependent Variable: Loyalitas Pelanggan

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	51.979	2	25.990	24.446	.000[b]
	Residual	124.387	117	1.063		
	Total	176.367	119			

a. Dependent Variable: Loyalitas Pelanggan

b. Predictors: (Constant), Kepuasan Pelanggan, Kualitas Pelayanan

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t
		B	Std. Error	Beta	
1	(Constant)	3.181	.895		3.554
	Kualitas Pelayanan	.037	.023	.170	1.659
	Kepuasan Pelanggan	.235	.058	.416	4.049

a. Dependent Variable: Loyalitas Pelanggan

Residuals Statistics[a]

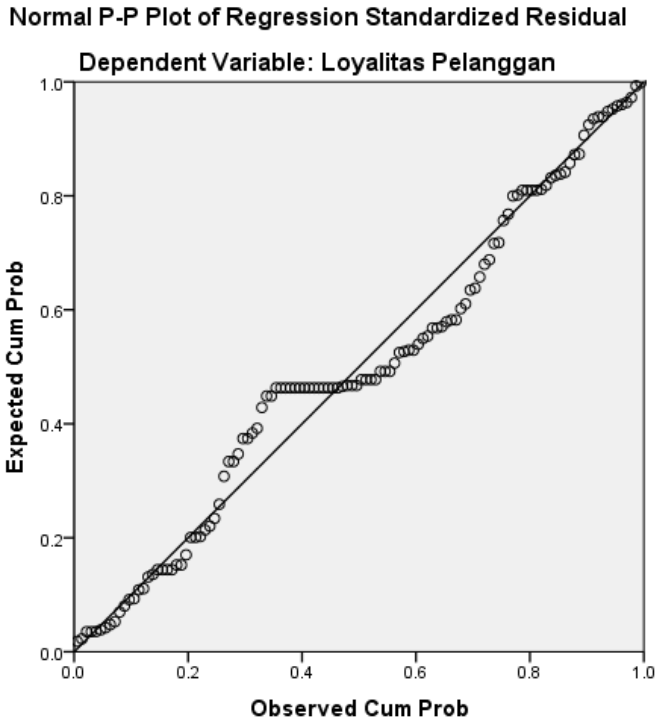
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	7.73	11.07	9.28	.661	120
Residual	-2.155	3.102	.000	1.022	120
Std. Predicted Value	-2.346	2.699	.000	1.000	120
Std. Residual	-2.090	3.009	.000	.992	120

a. Dependent Variable: Loyalitas Pelanggan

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		120
Normal Parameters[a,b]	Mean	.0000000
	Std. Deviation	1.02238466
Most Extreme Differences	Absolute	.115
	Positive	.092
	Negative	-.115
Kolmogorov-Smirnov Z		1.259
Asymp. Sig. (2-tailed)		.084

a. Test distribution is Normal.



B. Uji Mulikolonearitas

Coefficients[a]

Model		Collinearity Statistics	
		Tolerance	VIF
1	Kualitas Pelayanan	.571	1.750
	Kepuasan Pelanggan	.571	1.750

a. Dependent Variable: Loyalitas Pelanggan

C. Uji Heteroskedastisitas

Uji Heteroskedastisitas yang digunakan adalah Uji Glesjer. Berikut ini adalah hasil perhitungan melalui SPSS

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.551	.577		-.955	.342
	Kualitas Pelayanan	.023	.015	.186	1.557	.122
	Kepuasan Pelanggan	.013	.037	.041	.345	.731

a. Dependent Variable: RES2