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LAMPIRAN

Data uji validitas dan reabilitas kualitas pelayanan (X1)

RELIABILITY

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Reliability

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	Definition of Missing	User-defined missing values are treated as missing.
Syntax	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
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Scale: ALL VARIABLES**Case Processing Summary**

		N	%
Cases	Valid	60	100.0
	Excluded ^a	0	.0
	Total	60	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.778	4

Item Statistics

	Mean	Std. Deviation	N
X1.1	3.88	.555	60
X1.2	4.22	.640	60
X1.3	4.25	.704	60
X1.4	4.33	.601	60

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	12.80	2.705	.420	.797
X1.2	12.47	2.050	.720	.647
X1.3	12.43	2.012	.636	.695
X1.4	12.35	2.367	.568	.731

Data uji validitas dan reabilitas daya saing perusahaan (Y1)

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/MODEL=ALPHA

/STATISTICS=DESCRIPTIVE

/SUMMARY=TOTAL.

Reliability

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	Matrix Input	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
Syntax		RELIABILITY
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		/SCALE('ALL VARIABLES') ALL
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		/STATISTICS=DESCRIPTIVE
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Scale: ALL VARIABLES**Case Processing Summary**

		N	%
Cases	Valid	60	100.0
	Excluded ^a	0	.0
	Total	60	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.770	4

Item Statistics

	Mean	Std. Deviation	N
Y1.1	4.30	.720	60
Y1.2	4.38	.585	60
Y1.3	3.93	.516	60
Y1.4	4.27	.660	60

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1.1	12.58	1.874	.662	.664
Y1.2	12.50	2.390	.534	.733
Y1.3	12.95	2.760	.391	.795
Y1.4	12.62	1.935	.722	.626

Data uji validitas dan reabilitas kepuasan konsumen (Y2)

RELIABILITY

/VARIABLES=Y1.1 Y1.2 Y1.3 Y1.4

/SCALE('ALL VARIABLES') ALL

/MODEL=ALPHA

/STATISTICS=DESCRIPTIVE

/SUMMARY=TOTAL.

Reliability

		Notes
Output Created		06-NOV-2021 21:22:16
Comments		
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	N of Rows in Working Data File	60
Missing Value Handling	Matrix Input	
	Definition of Missing	User-defined missing values are treated as missing.
Cases Used		Statistics are based on all cases with valid data for all variables in the procedure.
		RELIABILITY
Syntax		/VARIABLES=Y1.1 Y1.2
		Y1.3 Y1.4
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		ALL
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		/STATISTICS=DESCRIPTIVE
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Scale: ALL VARIABLES**Case Processing Summary**

		N	%
Cases	Valid	60	100.0
	Excluded ^a	0	.0
	Total	60	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.770	4

Item Statistics

	Mean	Std. Deviation	N
Y1.1	4.30	.720	60
Y1.2	4.38	.585	60
Y1.3	3.93	.516	60
Y1.4	4.27	.660	60

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1.1	12.58	1.874	.662	.664
Y1.2	12.50	2.390	.534	.733
Y1.3	12.95	2.760	.391	.795
Y1.4	12.62	1.935	.722	.626

Data tanggapan respondent

Frequencies

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Missing Value Handling	N of Rows in Working Data File	60
	Definition of Missing	User-defined missing values are treated as missing.
Syntax	Cases Used	Statistics are based on all cases with valid data.
		FREQUENCIES VARIABLES=X1.1 X1.2 X1.3 X1.4 Y1.1 Y1.2 Y1.3 Y1.4 Y2.1 Y2.2 Y2.3 /ORDER=ANALYSIS.
Resources	Processor Time	00:00:00.02
	Elapsed Time	00:00:00.01

[DataSet1] D:\1\SURYADI\DATASPSSURIYADI.sav

Statistics

		X1.1	X1.2	X1.3	X1.4	Y1.1	Y1.2	Y1.3
N	Valid	60	60	60	60	60	60	60
	Missing	0	0	0	0	0	0	0

Statistics

		Y1.4	Y2.1	Y2.2	Y2.3
N	Valid	60	60	60	60
	Missing	0	0	0	0

Frequency Table

X1.1

	Frequency	Percent	Valid Percent	Cumulative Percent
RAGU RAGU	13	21.7	21.7	21.7
SETUJU	41	68.3	68.3	90.0
Valid SANGAT SETUJU	6	10.0	10.0	100.0
Total	60	100.0	100.0	

X1.2

	Frequency	Percent	Valid Percent	Cumulative Percent
RAGU RAGU	7	11.7	11.7	11.7
SETUJU	33	55.0	55.0	66.7
Valid SANGAT SETUJU	20	33.3	33.3	100.0
Total	60	100.0	100.0	

X1.3

	Frequency	Percent	Valid Percent	Cumulative Percent
RAGU RAGU	9	15.0	15.0	15.0
SETUJU	27	45.0	45.0	60.0
Valid SANGAT SETUJU	24	40.0	40.0	100.0
Total	60	100.0	100.0	

X1.4

	Frequency	Percent	Valid Percent	Cumulative Percent
RAGU RAGU	4	6.7	6.7	6.7
SETUJU	32	53.3	53.3	60.0
Valid SANGAT SETUJU	24	40.0	40.0	100.0
Total	60	100.0	100.0	

Y1.1

	Frequency	Percent	Valid Percent	Cumulative Percent
RAGU RAGU	9	15.0	15.0	15.0
SETUJU	24	40.0	40.0	55.0
Valid SANGAT SETUJU	27	45.0	45.0	100.0
Total	60	100.0	100.0	

Y1.2

	Frequency	Percent	Valid Percent	Cumulative Percent
RAGU RAGU	3	5.0	5.0	5.0
SETUJU	31	51.7	51.7	56.7
Valid SANGAT SETUJU	26	43.3	43.3	100.0
Total	60	100.0	100.0	

Y1.3

	Frequency	Percent	Valid Percent	Cumulative Percent
RAGU RAGU	10	16.7	16.7	16.7
SETUJU	44	73.3	73.3	90.0
Valid SANGAT SETUJU	6	10.0	10.0	100.0
Total	60	100.0	100.0	

Y1.4

	Frequency	Percent	Valid Percent	Cumulative Percent
RAGU RAGU	7	11.7	11.7	11.7
SETUJU	30	50.0	50.0	61.7
Valid SANGAT SETUJU	23	38.3	38.3	100.0
Total	60	100.0	100.0	

Y2.1

	Frequency	Percent	Valid Percent	Cumulative Percent
RAGU RAGU	6	10.0	10.0	10.0
SETUJU	41	68.3	68.3	78.3
Valid SANGAT SETUJU	13	21.7	21.7	100.0
Total	60	100.0	100.0	

Y2.2

	Frequency	Percent	Valid Percent	Cumulative Percent
RAGU RAGU	4	6.7	6.7	6.7
Valid SETUJU	23	38.3	38.3	45.0
SANGAT SETUJU	33	55.0	55.0	100.0

Y2.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid SETUJU	26	43.3	43.3	43.3
SANGAT SETUJU	34	56.7	56.7	100.0
Total	60	100.0	100.0	

Data rata rata tanggapan respondent (mean)

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X1.1	60	3	5	3.88	.555
X1.2	60	3	5	4.22	.640
X1.3	60	3	5	4.25	.704
X1.4	60	3	5	4.33	.601
Y1.1	60	3	5	4.30	.720
Y1.2	60	3	5	4.38	.585
Y1.3	60	3	5	3.93	.516
Y1.4	60	3	5	4.27	.660
Y2.1	60	3	5	4.12	.555
Y2.2	60	3	5	4.48	.624
Y2.3	60	4	5	4.57	.500
Valid N (listwise)	60				

Data uji jalur 1

Regression

Notes

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	Cases Used	Statistics are based on cases with no missing values for any variable used.
Syntax		REGRESSION
		/MISSING LISTWISE
		/STATISTICS COEFF
		OUTS R ANOVA
		/CRITERIA=PIN(.05)
		POUT(.10)
		/NOORIGIN
		/DEPENDENT TOTALY1
		/METHOD=ENTER
		TOTALX.
Resources	Processor Time	00:00:00.02
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	Memory Required	1820 bytes
	Additional Memory Required for Residual Plots	0 bytes

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Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	TOTALX ^b	.	Enter

a. Dependent Variable: TOTALY1

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.919 ^a	.845	.843	.763

a. Predictors: (Constant), TOTALX

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	184.413	1	184.413	316.729	.000 ^b
	Residual	33.770	58	.582		
	Total	218.183	59			

a. Dependent Variable: TOTALY1

b. Predictors: (Constant), TOTALX

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.711	.858		1.994	.051
	TOTALX	.909	.051	.919	17.797	.000

a. Dependent Variable: TOTALY1

Data uji jalur 2

Regression

Notes

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	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	60
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on cases with no missing values for any variable used.
Syntax		REGRESSION
		/MISSING LISTWISE
		/STATISTICS COEFF
		OUTS R ANOVA
		/CRITERIA=PIN(.05)
		POUT(.10)
		/NOORIGIN
		/DEPENDENT TOTALY2
		/METHOD=ENTER
		TOTALX TOTALY1.
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Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	TOTALY1, TOTALX ^b	.	Enter

a. Dependent Variable: TOTALY2

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.611 ^a	.374	.352	1.060

a. Predictors: (Constant), TOTALY1, TOTALX

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	38.265	2	19.133	17.022	.000 ^b
	Residual	64.068	57	1.124		
	Total	102.333	59			

a. Dependent Variable: TOTALY2

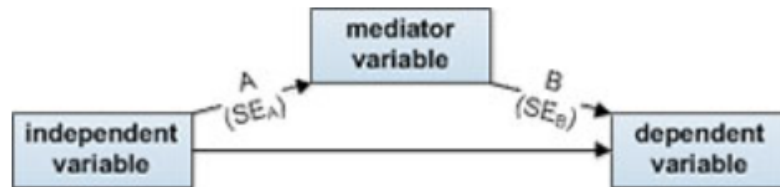
b. Predictors: (Constant), TOTALY1, TOTALX

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	6.042	1.233		4.902	.000
TOTALX	.071	.180	.104	.391	.697
TOTALY1	.352	.182	.514	1.931	.058

a. Dependent Variable: TOTALY2

Data kalkulator sobel

A: ?B: ?SE_A: ?SE_B: ?**Calculate!**

Sobel test statistic: 2.79011601

One-tailed probability: 0.00263446

Two-tailed probability: 0.00526892