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LAMPIRAN

LAMPIRAN

Lampiran 1: Biodata Penulis

Identitas Diri

Nama : Muh Hafid
Tempat, Tanggal Lahir : Tontonan, 24 September 1999
Jenis Kelamin : Laki-Laki
Alamat : Asrama HPMM Perintis Kemerdekaan VII No 10 A
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Riwayat Pendidikan

Pendidikan Formal

2005-2006 : TK Aisyah Nurul Huda Tontonan
2006-2011 : MIS GUPPI Cendana
2011-2014 : SMPS Darul Falah Enrekang
2014-2017 : SMAS Darul Falah Enrekang
2017-2021 : Universitas Hasanuddin, Makassar

Riwayat Organisasi

Sekretaris UMUM Pengurus Komisariat Himpunan Pelajar Mahasiswa Massenrempulu (PK-HPMM Kom UNHAS) Periode 2020

Bendahara UMUM Pimpinan Komisariat Ikatan Mahasiswa Muhammadiyah Ekonomi Sosial Politik (Pikom IMM Eksotik UNHAS) Periode 2019-2020

Anggota Bidang Kesekretariatan Ikatan Mahasiswa Manajemen (IMMAJ FEB-UH) Periode 2019-2020

Makassar, 30 Juni 2021

Muh Hafid

Lampiran 2: Kuesioner Penelitian

KUSIONER PENELITIAN
ANALISIS PENGARUH KUALITAS PELAYANAN TERHADAP KEPUASAN
PELANGGAN SERVICE MOTOR HONDA PADA PT. BINTANG KHARISMA
JAYA MAKASSAR

Kepada Yth:

Saudara/i Responden

Di Tempat

Dengan Hormat,

Sehubungan dengan penyusunan skripsi pada Departemen Manajemen Fakultas Ekonomi dan Bisnis Universitas Hasanuddin yang berjudul :

“Analisis Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pelanggan
Service Motor Honda Pada PT. Bintang Kharisma Jaya Makassar”

Saya Muh Hafid memohon kesediaan Saudara/i Rsponden untuk mengisi kusioner yang saya ajukan sesuai pengalaman anda setelah merasakan pelayanan dari PT. Bintang Kharisma Jaya Makassar. Adapun kriteria responden sebagai berikut :

- Responden merupakan pelanggan Service Motor PT. Bintang Kharisma Jaya Makassar
- Responden telah melakukan service di PT. Bintang Kharisma Jaya Makassar Minimal 3 kali service motor.

Peneliti



Muh Hafid

No. Sampel :

Identitas Responden

1. Nama :
2. Usia : tahun
3. Jenis kelamin
 - a. Laki laki
 - b. Perempuan
4. Pekerjaan :

a. Pelajar/Mahasiswa	d. Wirausaha
b. Pegawai Negeri	e. Pegawai swasta
c. Ibu Rumah Tangga	f.

Petunjuk pengisian

Isilah pertanyaan dibawah ini dengan memberi tanda (√) pada alternative jawaban yang tersedia pada kolom jawaban

Adapun makna dari alternated jawaban dikamsud adalah sebagai berikut:

SS = Sangat Setuju CS = Cukup Setuju STS = Sangat Tidak Setuju
 S = Setuju TS = Tidak Setuju

Bukti Fisik		Alternative Jawaban				
No	Pertanyaan	SS	S	CS	TS	STS
1	Karyawan Honda Bintang Motor menggunakan seragam yang senada saat bekerja.					
2	Honda Bintang Motor menyediakan fasilitas yang lengkap					
3	Keadaan ruangan Honda Bintang Motor yang bersih dan rapi					
4	Honda Bintang Motor berada pada lokasi yang sangat strategis					
5	Sarana dan prasarana yang memadai					
6	Honda Bintang Motor memiliki fasilitas fisik sesuai dengan jasa yang ditawarkan					

Kehandalan		Alternative Jawaban				
No	Pertanyaan	SS	S	CS	TS	STS
1	Saya melihat kayrawanya sangat cepat dan tepat dalam memberikan pelayanan					
2	Informasi yang diberikan oleh perusahaan akurat					
3	Karyawan mampu memperbaiki kerusakan pada motor					
4	Adanya perubahan positif pada motor setelah perbaikan					
5	Mekanik mengetahui pengetahuan yang luas mengenai kerusakan pada motor					
6	Perbaikan motor selesai dilakukan tepat waktu					

Daya Tanggap		Alternative Jawaban				
No	Pertanyaan	SS	S	CS	TS	STS
1	Jika ada masalah, pihak honda bintang motor simpatik dan memberikan kepastian					
2	Karyawan mampu merespon keluhan pelanggan					
3	Karyawan memenuhi permintaan khusus dari pelanggan					
4	Karyawan tepat mengambil tindakan yang tepat terkait keluhan pelanggan					
5	Karyawan memberikan informasi yang jelas kepada pelanggan					
6	Mekanik cepat memahami keluhan pelanggan					

Jaminan		Alternative Jawaban				
No	Pertanyaan	SS	S	CS	TS	STS
1	Karyawan Honda Bintang Motor dipercaya mampu memperbaiki kerusakan yang dikeluhkan pada motor					
2	Anda merasa aman saat melakukan transaksi					
3	Terampil dalam memberikan pelayanan					
4	Jaminan keamanan dan kenyamanan					
5	Memberikan kredibilitas/ kepercayaan berupa garansi atas perbaikan					
6	Karyawan Honda Bintang Motor memiliki nilai moral yang tinggi					

Empati		Alternative Jawaban				
No	Pertanyaan	SS	S	CS	TS	STS
1	Honda Bintang Motor dapat memahami kebutuhan spesifik pelanggan					
2	Karyawan memberikan perhatian yang penuh kepada pelanggan					
3	Honda Bintang Motor memberikan pelayanan tanpa memandang status social					
4	Honda Bintang Motor mampu memenuhi keinginan pelanggan					
5	Honda Bintang Motor selalu mengutamakan kebutuhan pelanggan					
6	Karyawan memberikan pelayanan yang ramah kepada pelanggan					

Kepuasan Pelanggan		Alternative Jawaban				
No	Pertanyaan	SS	S	CS	TS	STS
1	Saya sering melakukan service motor di Honda Bintang Motor					
2	Saya sering menceritakan pelayanan Honda Bintang Motor ke orang lain					
3	Honda Bintang Motor memiliki citra yang baik dikalangan pelanggan					
4	Saya selalu lebih memilih Honda Bintang Motor dibanding service motor yang lain					
5	Saya merasa keluhan dan kerusakan pada motor saya terselesaikan dengan baik					
6	Pelayanan yang diberikan oleh Honda Bintang Motor memuaskan saya					
7	Honda bintang motor melayani saya dengan sepenuh hati					
8	Saya akan terus melakukan service motor di honda bintang motor					

Lampiran 3: Data Responden

No	Umur	Jenis Kelamin	Pekerjaan
1	2	1	1
2	2	1	1
3	2	2	1
4	2	2	1
5	2	1	1
6	3	1	4
7	3	2	5
8	4	1	2
9	5	1	5
10	5	1	4
11	3	1	4
12	2	1	2
13	2	1	5
14	2	1	2
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16	3	1	2
17	3	1	4
18	3	1	5
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20	2	1	4
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22	4	2	3
23	2	2	3
24	2	2	3
25	3	1	2
26	2	1	4
27	2	1	5
28	2	2	3
29	2	2	1
30	3	1	1
31	3	1	4
32	6	1	6
33	4	1	4
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35	4	1	4
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42	4	1	4

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79	3	1	4
80	4	1	4
81	3	1	4
82	2	2	4
83	4	2	1
84	4	1	2

Lampiran 4: Hasil Jawaban Responden

TABULASI DATA

No	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X3.1	X3.2	X3.3	X3.4	X3.5	X3.6
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X4.1	X4.2	X4.3	X4.4	X4.5	X4.6	X5.1	X5.2	X5.3	X5.4	X5.5	X5.6	Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8
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Lampiran 5: Hasil Analisis Data

Statistics

		Jenis_kelamin	Umur	Pekerjaan
N	Valid	84	84	84
	Missing	0	0	0

Frequency Table

Jenis_kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki Laki	60	71.4	71.4	71.4
	Perempuan	24	28.6	28.6	100.0
	Total	84	100.0	100.0	

Umur

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	< 20 tahun	1	1.2	1.2	1.2
	20-29 tahun	36	42.9	42.9	44.0
	30-39 tahun	26	31.0	31.0	75.0
	40-49 tahun	15	17.9	17.9	92.9
	50-59 tahun	5	6.0	6.0	98.8
	> 60 tahun	1	1.2	1.2	100.0
	Total	84	100.0	100.0	

Pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Pelajar/Mahasiswa	20	23.8	23.8	23.8
	Pegawai Negeri	19	22.6	22.6	46.4
	Ibu Rumah Tangga	9	10.7	10.7	57.1
	Wirausaha	22	26.2	26.2	83.3
	Pegawai Swasta	10	11.9	11.9	95.2
	Lainya	4	4.8	4.8	100.0
	Total	84	100.0	100.0	

Frequencies

Frequency Table

X1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	20	23.8	23.8	23.8
	5.00	64	76.2	76.2	100.0
	Total	84	100.0	100.0	

X1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	1	1.2	1.2	1.2
	4.00	39	46.4	46.4	47.6
	5.00	44	52.4	52.4	100.0
	Total	84	100.0	100.0	

X1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	1.2	1.2	1.2
	3.00	2	2.4	2.4	3.6
	4.00	36	42.9	42.9	46.4
	5.00	45	53.6	53.6	100.0
	Total	84	100.0	100.0	

X1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	1.2	1.2	1.2
	4.00	39	46.4	46.4	47.6
	5.00	44	52.4	52.4	100.0
	Total	84	100.0	100.0	

X1.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	46	54.8	54.8	54.8
	5.00	38	45.2	45.2	100.0
	Total	84	100.0	100.0	

X1.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	1	1.2	1.2	1.2
	4.00	34	40.5	40.5	41.7
	5.00	49	58.3	58.3	100.0
	Total	84	100.0	100.0	

X2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	1	1.2	1.2	1.2
	4.00	42	50.0	50.0	51.2
	5.00	41	48.8	48.8	100.0
	Total	84	100.0	100.0	

X2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	2	2.4	2.4	2.4
	4.00	64	76.2	76.2	78.6
	5.00	18	21.4	21.4	100.0
	Total	84	100.0	100.0	

X2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	44	52.4	52.4	52.4
	5.00	40	47.6	47.6	100.0
	Total	84	100.0	100.0	

X2.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	1	1.2	1.2	1.2
	4.00	35	41.7	41.7	42.9
	5.00	48	57.1	57.1	100.0
	Total	84	100.0	100.0	

X2.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	57	67.9	67.9	67.9
	5.00	27	32.1	32.1	100.0
	Total	84	100.0	100.0	

X2.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	60	71.4	71.4	71.4
	5.00	24	28.6	28.6	100.0
	Total	84	100.0	100.0	

X3.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	1	1.2	1.2	1.2
	4.00	64	76.2	76.2	77.4
	5.00	19	22.6	22.6	100.0
	Total	84	100.0	100.0	

X3.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	1.2	1.2	1.2
	3.00	5	6.0	6.0	7.1
	4.00	63	75.0	75.0	82.1
	5.00	15	17.9	17.9	100.0
	Total	84	100.0	100.0	

X3.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	24	28.6	28.6	28.6
	4.00	49	58.3	58.3	86.9
	5.00	11	13.1	13.1	100.0
	Total	84	100.0	100.0	

X3.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	1	1.2	1.2	1.2
	4.00	67	79.8	79.8	81.0
	5.00	16	19.0	19.0	100.0
	Total	84	100.0	100.0	

X3.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	68	81.0	81.0	81.0
	5.00	16	19.0	19.0	100.0
	Total	84	100.0	100.0	

X3.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	1	1.2	1.2	1.2
	4.00	63	75.0	75.0	76.2
	5.00	20	23.8	23.8	100.0
	Total	84	100.0	100.0	

X4.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	54	64.3	64.3	64.3
	5.00	30	35.7	35.7	100.0
	Total	84	100.0	100.0	

X4.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	59	70.2	70.2	70.2
	5.00	25	29.8	29.8	100.0
	Total	84	100.0	100.0	

X4.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	64	76.2	76.2	76.2
	5.00	20	23.8	23.8	100.0
	Total	84	100.0	100.0	

X4.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	60	71.4	71.4	71.4
	5.00	24	28.6	28.6	100.0
	Total	84	100.0	100.0	

X4.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	2.4	2.4	2.4
	3.00	1	1.2	1.2	3.6
	4.00	48	57.1	57.1	60.7
	5.00	33	39.3	39.3	100.0
	Total	84	100.0	100.0	

X4.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	1	1.2	1.2	1.2
	4.00	65	77.4	77.4	78.6
	5.00	18	21.4	21.4	100.0
	Total	84	100.0	100.0	

X5.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	2	2.4	2.4	2.4
	4.00	69	82.1	82.1	84.5
	5.00	13	15.5	15.5	100.0
	Total	84	100.0	100.0	

X5.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	9	10.7	10.7	10.7
	4.00	60	71.4	71.4	82.1
	5.00	15	17.9	17.9	100.0
	Total	84	100.0	100.0	

X5.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	53	63.1	63.1	63.1
	5.00	31	36.9	36.9	100.0
	Total	84	100.0	100.0	

X5.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	1	1.2	1.2	1.2
	4.00	64	76.2	76.2	77.4
	5.00	19	22.6	22.6	100.0
	Total	84	100.0	100.0	

X5.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	57	67.9	67.9	67.9
	5.00	27	32.1	32.1	100.0
	Total	84	100.0	100.0	

X5.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.00	58	69.0	69.0	69.0
	5.00	26	31.0	31.0	100.0
	Total	84	100.0	100.0	

Y.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	32	16.2	38.1	38.1
	4.00	43	21.8	51.2	89.3
	5.00	9	4.6	10.7	100.0
	Total	84	42.6	100.0	
Missing	System	113	57.4		
Total		197	100.0		

Y.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	.5	1.2	1.2
	3.00	35	17.8	41.7	42.9
	4.00	40	20.3	47.6	90.5
	5.00	8	4.1	9.5	100.0
	Total	84	42.6	100.0	
Missing	System	113	57.4		
Total		197	100.0		

Y.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	1.0	2.4	2.4
	3.00	28	14.2	33.3	35.7
	4.00	45	22.8	53.6	89.3
	5.00	9	4.6	10.7	100.0
	Total	84	42.6	100.0	
Missing	System	113	57.4		
Total		197	100.0		

Y.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	28	14.2	33.3	33.3
	4.00	47	23.9	56.0	89.3
	5.00	9	4.6	10.7	100.0
	Total	84	42.6	100.0	
Missing	System	113	57.4		
Total		197	100.0		

Y.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	.5	1.2	1.2
	3.00	31	15.7	36.9	38.1
	4.00	44	22.3	52.4	90.5
	5.00	8	4.1	9.5	100.0
	Total	84	42.6	100.0	
Missing	System	113	57.4		
Total		197	100.0		

Y.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	37	18.8	44.0	44.0
	4.00	38	19.3	45.2	89.3
	5.00	9	4.6	10.7	100.0
	Total	84	42.6	100.0	
Missing	System	113	57.4		
Total		197	100.0		

Y.7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	39	19.8	47.0	47.0
	4.00	40	20.3	48.2	95.2

	5.00	4	2.0	4.8	100.0
	Total	83	42.1	100.0	
Missing	System	114	57.9		
Total		197	100.0		

Y.8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	.5	1.2	1.2
	3.00	30	15.2	36.1	37.3
	4.00	44	22.3	53.0	90.4
	5.00	8	4.1	9.6	100.0
	Total	83	42.1	100.0	
Missing	System	114	57.9		
Total		197	100.0		

Reliability

Scale: X1

Case Processing Summary

		N	%
Cases	Valid	84	100.0
	Excluded ^a	0	.0
	Total	84	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.771	7

Item Statistics

	Mean	Std. Deviation	N
X1.1	4.7619	.42848	84
X1.2	4.5119	.52627	84
X1.3	4.4881	.61102	84
X1.4	4.5000	.57035	84
X1.5	4.4524	.50072	84
X1.6	4.5714	.52148	84
X1	27.2857	2.17084	84

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	49.8095	16.975	.479	.761
X1.2	50.0595	16.249	.548	.748
X1.3	50.0833	15.162	.697	.723
X1.4	50.0714	15.995	.555	.745
X1.5	50.1190	15.913	.672	.737
X1.6	50.0000	15.639	.713	.730
X1	27.2857	4.713	1.000	.772

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
54.5714	18.850	4.34169	7

Scale: X2**Case Processing Summary**

		N	%
Cases	Valid	84	100.0
	Excluded ^a	0	.0
	Total	84	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.716	7

Item Statistics

	Mean	Std. Deviation	N
X2.1	4.4762	.52587	84
X2.2	4.1905	.45194	84
X2.3	4.4762	.50243	84
X2.4	4.5595	.52299	84
X2.5	4.3214	.46983	84
X2.6	4.2857	.45447	84
X2	26.3095	1.62047	84

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	48.1429	9.064	.367	.699
X2.2	48.4286	9.453	.305	.711
X2.3	48.1429	8.991	.418	.692
X2.4	48.0595	8.683	.502	.677
X2.5	48.2976	8.910	.489	.683
X2.6	48.3333	8.851	.535	.678
X2	26.3095	2.626	1.000	.545

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
52.6190	10.504	3.24095	7

Scale: X3**Case Processing Summary**

		N	%
Cases	Valid	84	100.0
	Excluded ^a	0	.0
	Total	84	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.774	7

Item Statistics

	Mean	Std. Deviation	N
X3.1	4.2143	.44101	84
X3.2	4.0952	.52913	84
X3.3	3.8452	.63043	84
X3.4	4.1786	.41539	84
X3.5	4.1905	.39504	84
X3.6	4.2262	.44859	84
X3	24.7500	2.01126	84

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X3.1	45.2857	14.134	.558	.754
X3.2	45.4048	13.328	.666	.735
X3.3	45.6548	12.735	.678	.724
X3.4	45.3214	14.293	.546	.757
X3.5	45.3095	14.072	.659	.749
X3.6	45.2738	13.743	.672	.742
X3	24.7500	4.045	1.000	.784

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
49.5000	16.181	4.02253	7

RELIABILITY

```

/VARIABLES=X4.1 X4.2 X4.3 X4.4 X4.5 X4.6 X4
/SCALE('X4') ALL
/MODEL=ALPHA
/STATISTICS=DESCRIPTIVE SCALE
/SUMMARY=TOTAL.

```

Scale: X4

Case Processing Summary

		N	%
Cases	Valid	84	100.0
	Excluded ^a	0	.0
	Total	84	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.762	7

Item Statistics

	Mean	Std. Deviation	N
X4.1	4.3571	.48204	84
X4.2	4.2976	.45996	84
X4.3	4.2381	.42848	84
X4.4	4.2857	.45447	84
X4.5	4.3333	.62736	84
X4.6	4.2024	.43297	84
X4	25.7143	1.91111	84

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X4.1	47.0714	12.645	.505	.741
X4.2	47.1310	12.597	.551	.737
X4.3	47.1905	12.397	.672	.727
X4.4	47.1429	12.172	.703	.721
X4.5	47.0952	12.015	.506	.733
X4.6	47.2262	12.635	.581	.737
X4	25.7143	3.652	1.000	.735

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
51.4286	14.609	3.82221	7

Scale: X5**Case Processing Summary**

		N	%
Cases	Valid	84	100.0
	Excluded ^a	0	.0
	Total	84	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.782	7

Item Statistics

	Mean	Std. Deviation	N
X5.1	4.1310	.40419	84
X5.2	4.0714	.53291	84
X5.3	4.3690	.48545	84
X5.4	4.2143	.44101	84
X5.5	4.3214	.46983	84
X5.6	4.3095	.46507	84
X5	25.4167	2.03113	84

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X5.1	46.7024	14.910	.458	.775
X5.2	46.7619	13.726	.631	.749
X5.3	46.4643	13.890	.657	.750
X5.4	46.6190	13.925	.724	.748
X5.5	46.5119	13.650	.758	.741
X5.6	46.5238	13.722	.744	.743
X5	25.4167	4.126	1.000	.818

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
50.8333	16.502	4.06227	7

Scale: Y**Case Processing Summary**

		N	%
Cases	Valid	84	100.0
	Excluded ^a	0	.0
	Total	84	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.779	7

Item Statistics

	Mean	Std. Deviation	N
Y.1	4.5714	.68170	84
Y.2	3.8690	.70761	84
Y.3	4.4167	.51969	84
Y.4	4.4405	.62770	84
Y.5	4.4762	.50243	84
Y.6	4.5000	.50300	84
Y.7	4.4335	.61342	84
Y.8	4.4276	.66923	84
Y	26.2738	2.54289	84

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y.1	47.9762	21.228	.664	.740
Y.2	48.6786	21.257	.630	.743
Y.3	48.1310	22.742	.576	.760
Y.4	48.1071	20.964	.784	.730
Y.5	48.0714	22.645	.621	.758
Y.6	48.0476	22.624	.624	.757
Y.7	48.0464	22.677	.646	.736
Y.8	48.6475	21.443	.684	.714
Y	26.2738	6.466	1.000	.804

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
52.5476	25.865	5.08578	7

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Regression

Descriptive Statistics

	Mean	Std. Deviation	N
Y1	33.1446	2.73698	83
X.1	22.2289	2.22143	83
X.2	22.0964	2.00374	83
X.3	22.2651	2.18690	83
X.4	22.0120	1.95370	83
X.5	25.8434	3.76272	83

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	X.5, X.3, X.4, X.2, X.1 ^b	.	Enter

a. Dependent Variable: Y1

b. All requested variables entered.

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Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	R Square Change	Change Statistics			Durbin-Watson	
						F Change	df1	df2		Sig. F Change
1	.934 ^a	.872	.863	1.01174	.872	104.619	5	77	.000	1.655

a. Predictors: (Constant), X.5, X.3, X.4, X.2, X.1

b. Dependent Variable: Y

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ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	535.447	5	107.089	104.619	.000 ^b
	Residual	78.818	77	1.024		
	Total	614.265	82			

a. Dependent Variable: Y

b. Predictors: (Constant), X.5, X.3, X.4, X.2, X.1

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		Coefficients ^a							
		Unstandardized Coefficients		Standardized Coefficients			Correlations		
Model		B	Std. Error	Beta	t	Sig.	Zero-order	Partial	Part
1	(Constant)	2.610	1.767		.345	.731			
	X.1	1.046	.996	.849	11.017	.000	.873	.782	.450
	X.2	.449	.084	.329	5.353	.000	.393	.521	.219
	X.3	.613	.097	.409	3.120	.001	.737	.367	.490
	X.4	.268	.080	.192	3.034	.003	.442	.385	.138
	X.5	.373	.082	.127	4.180	.002	.129	.333	.166

a. Dependent Variable: Y