

## **LAMPIRAN 1 : Hasil Kuisisioner Penelitian**

### **KUESIONER PENELITIAN**

#### **ANALISIS PENGARUH CUSTOMER SERVICE, KUALITAS PRODUK DAN PERSEPSI HARGA TERHADAP KEPUTUSAN PEMBELIAN APPLE (IPHONE)**

**(MAHASISWA DI UNIVERSITAS 17 AGUSTUS 1945 SURABAYA)**

#### **Tujuan Kuesioner Penelitian**

Kuesioner ini bertujuan untuk pengumpulan data yang berhubungan dengan customer service, kualitas produk dan persepsi harga terhadap keputusan pembelian apple (iphone) (mahasiswa di universitas 17 agustus 1945 surabaya). Penelitian ini dilakukan dalam rangka menyelesaikan skripsi Fakultas Ekonomi jurusan Manajemen di Universitas 17 Agustus 1945 Surabaya. Saya sangat menghargai partisipasi anda dalam menjawab kuesioner ini. Atas kesediaannya dalam meluangkan waktu untuk mengisi kuesioner ini, saya ucapkan terima kasih.

#### **BAGIAN 1 : DATA RESPONDEN**

Pilihlah salah satu jawaban pada setiap pertanyaan dengan memberikan tanda silang (X).

Nama : ..... (jika anda berkenan)

Usia : ..... tahun

Jenis kelamin : Pria / Wanita

## BAGIAN 2 : CARA PENGISIAN

Pilih alternatif jawaban yang paling sesuai menurut anda dan berikan tanda silang (X).

Keterangan :

1. SS = Sangat Setuju (5)
2. S = Setuju (4)
3. C = Cukup (3)
4. TS = Tidak Setuju (2)
5. STS = Sangat Tidak Setuju (1)

### I. Customer Service (X1)

No	Pernyataan	SS	S	C	TS	STS
1	Customer service selalu merespon keluhan konsumen dengan cepat					
2	Customer service memiliki pengetahuan memadai untuk menjawab pertanyaan – pertanyaan konsumen					
3	Konsumen mendapatkan tanggapan atas semua keluhan yang disampaikan					
4	Setiap keluhan dilayani sesuai kebutuhan konsumen					
5	Setiap melayani konsumen, customer service benar-benar membantu memecahkan masalah konsumen sampai selesai					
6	Waktu yang diberikan untuk pelayanan sangat jelas					
7	Solusi atas permasalahan diinformasikan dan ditawarkan dengan detail pada konsumen					
8	Customer service mendengarkan keluhan dengan sabar dan menanggapi dengan baik					
9	Karyawan customer service berpenampilan rapi					
10	Tempat layanan ditata dengan baik, memiliki pendingin ruangan dan terdapat mesin antrian					

## II. Kualitas Produk (X2)

No	Pernyataan	SS	S	C	TS	STS
1	Model iphone jauh lebih menarik daripada smartphone lainnya					
2	Fitur di iphone lebih mudah di gunakan					
3	Kinerja iphone jarang ada kendala					
4	Spesifikasi iphone sesuai dengan yang di tawarkan					
5	Masa pemakaian iphone jauh lebih lama daripada smartphone lain					
6	Di banding dengan smartphone lain iphone jauh lebih kuat dan jarang rusak					
7	Proses klaim kerusakan sangat mudah dan cepat					
8	Iphone memiliki kesan eksklusif bagi pemakainya					
9	Model iphone lebih <i>stylist</i> daripada handphone lainnya					
10	Desain iphone terkesan simple dan elegan					

## III. Persepsi Harga (X3)

No	Pernyataan	SS	S	C	TS	STS
1	Harga iphone sangat murah jika di kaitkan dengan manfaat yang di dapatkan					
2	Harga iphone sesuai dengan kualitas produk yang terdapat di dalamnya					
3	Jika di dibandingkan dengan merk lain harga iphone sedikit lebih mahal					
4	Meskipun sedikit lebih mahal tapi sesuai dengan kepuasan yang didapatkan					
5	Mahalnya harga iphone masih sesuai dengan kemampuan beli konsumen					
6	Iphone juga menawarkan diskon bagi pembeli					
7	Diskon juga terdapat pada pembelian suku cadang					
8	Program diskon sangat bermanfaat					
9	Pembelian iphone dapat di lakukan dengan pembayaran berjangka (cicilan)					
10	Pembayaran berjangka pada iphone sangat					

	meringankan konsumen					
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#### IV. Keputusan Pembelian (Y)

No	Pernyataan	SS	S	C	TS	STS
1	Kualitas dan daya tahan iphone yang membuat saya memutuskan pembelian					
2	Tampilan/model iphone membuat saya tertarik membelinya					
3	Kualitas layar yang baik merupakan factor yang menyebabkan saya memilih iphone daripada merek lain					
4	Saya memilih iphone karena merek iphone terbukti lebih baik daripada handphone lainnya					
5	Merek iphone lebih bergengsi daripada merek lainnya					
6	Agan iphone pasti agan resmi sehingga lebih tenang dan nyaman saat membeli					
7	Agan iphone lebih komunikatif menginformasikan kelebihan dan kekurangan produk sehingga saya lebih tahu tipe apa yang sesuai dengan kebutuhan saya					
8	Agan penjual iphone sering membantu kesulitan konsumen yang terjadi setelah pembelian dari pada agan merek lainnya					
9	Saya membeli iphone pada saat baru diluncurkan					
10	Potongan untuk pembelian lebih dari satu membuat saya lebih memilih produk-produk iphone daripada merek lainnya.					



<b>33</b>	3	3	4	3	4	3	3	3	4	3	33
<b>34</b>	1	2	2	2	2	1	1	2	2	2	17
<b>35</b>	5	4	4	4	4	5	5	4	4	4	43
<b>36</b>	2	2	2	2	2	2	2	2	2	2	20
<b>37</b>	4	5	4	5	4	4	4	5	4	5	44
<b>38</b>	3	4	5	4	5	3	3	4	5	4	40
<b>39</b>	5	2	4	2	4	5	5	2	4	2	35
<b>40</b>	3	4	5	4	5	3	3	4	5	4	40
<b>41</b>	5	3	2	3	2	5	5	3	2	3	33
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<b>43</b>	5	4	4	4	4	5	5	4	4	4	43
<b>44</b>	3	2	4	2	4	3	3	2	4	2	29
<b>45</b>	5	4	2	4	2	5	5	4	2	4	37
<b>46</b>	2	3	4	3	4	2	2	3	4	3	30
<b>47</b>	3	4	4	4	4	3	3	4	4	4	37
<b>48</b>	3	4	2	4	2	3	3	4	2	4	31
<b>49</b>	4	5	1	5	1	4	4	5	1	5	35
<b>50</b>	1	1	4	1	4	1	1	1	4	1	19
<b>51</b>	5	3	2	3	2	5	5	3	2	3	33
<b>52</b>	3	3	4	3	4	3	3	3	4	3	33
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<b>54</b>	3	5	3	5	3	3	3	5	3	5	38
<b>55</b>	5	3	3	3	3	5	5	3	3	3	36
<b>56</b>	2	1	2	1	2	2	2	1	2	1	16
<b>57</b>	3	3	4	3	4	3	3	3	4	3	33
<b>58</b>	1	4	2	4	2	1	1	4	2	4	25
<b>59</b>	5	5	3	5	3	5	5	5	3	5	44
<b>60</b>	2	1	2	1	2	2	2	1	2	1	16
<b>61</b>	3	4	4	4	4	3	3	4	4	4	37
<b>62</b>	1	2	4	2	4	1	1	2	4	2	23
<b>63</b>	2	4	4	4	4	2	2	4	4	4	34
<b>64</b>	2	2	2	2	2	2	2	2	2	2	20
<b>65</b>	3	3	4	3	4	3	3	3	4	3	33
<b>66</b>	1	2	2	2	2	1	1	2	2	2	17
<b>67</b>	5	4	4	4	4	5	5	4	4	4	43

<b>68</b>	2	2	2	2	2	2	2	2	2	2	20
<b>69</b>	4	5	4	5	4	4	4	5	4	5	44
<b>70</b>	2	1	2	1	2	2	2	1	2	1	16
<b>71</b>	3	4	4	4	4	3	3	4	4	4	37
<b>72</b>	1	2	4	2	4	1	1	2	4	2	23
<b>73</b>	5	4	4	4	4	5	5	4	4	4	43
<b>74</b>	5	3	5	3	5	5	5	3	5	3	42
<b>75</b>	4	4	4	4	4	4	4	4	4	4	40
<b>76</b>	3	5	3	5	3	3	3	5	3	5	38
<b>77</b>	3	5	3	5	3	3	3	5	3	5	38
<b>78</b>	5	3	3	3	3	5	5	3	3	3	36
<b>79</b>	2	1	2	1	2	2	2	1	2	1	16
<b>80</b>	3	3	4	3	4	3	3	3	4	3	33
<b>81</b>	3	4	4	4	4	3	3	4	4	4	37
<b>82</b>	1	2	4	2	4	1	1	2	4	2	23
<b>83</b>	4	1	2	1	2	4	4	1	2	1	22
<b>84</b>	1	1	1	1	1	1	1	1	1	1	10
<b>85</b>	3	5	2	5	2	3	3	5	2	5	35
<b>86</b>	4	3	2	3	2	4	4	3	2	3	30
<b>87</b>	3	3	2	3	2	3	3	3	2	3	27
<b>88</b>	2	2	3	2	3	2	2	2	3	2	23
<b>89</b>	5	4	4	4	4	5	5	4	4	4	43
<b>90</b>	3	2	2	2	2	3	3	2	2	2	23
<b>91</b>	5	4	2	4	2	5	5	4	2	4	37
<b>92</b>	1	1	2	1	2	1	1	1	2	1	13
<b>93</b>	2	4	4	4	4	2	2	4	4	4	34
<b>94</b>	2	2	2	2	2	2	2	2	2	2	20
<b>95</b>	3	3	4	3	4	3	3	3	4	3	33
<b>96</b>	1	2	2	2	2	1	1	2	2	2	17
<b>97</b>	5	4	4	4	4	5	5	4	4	4	43
<b>98</b>	2	2	2	2	2	2	2	2	2	2	20
<b>99</b>	4	5	4	5	4	4	4	5	4	5	44
<b>100</b>	3	4	5	4	5	3	3	4	5	4	40

## 2. Kualitas Produk (X2)

<b>N</b>	<b>i1</b>	<b>i2</b>	<b>i3</b>	<b>i4</b>	<b>i5</b>	<b>i6</b>	<b>i7</b>	<b>i8</b>	<b>i9</b>	<b>i10</b>	<b>total</b>
<b>1</b>	4	4	5	2	4	2	1	4	5	4	35
<b>2</b>	2	2	5	4	2	2	3	4	5	4	33
<b>3</b>	2	2	4	5	2	2	4	5	4	5	35
<b>4</b>	3	3	5	3	3	3	5	3	5	3	36
<b>5</b>	5	5	3	3	5	5	3	3	3	3	38
<b>6</b>	2	2	1	2	2	2	1	2	1	2	17
<b>7</b>	3	3	3	4	3	3	3	4	3	4	33
<b>8</b>	1	1	4	2	1	1	4	2	4	2	22
<b>9</b>	5	5	5	3	5	5	5	3	5	3	44
<b>10</b>	2	2	1	2	2	2	1	2	1	2	17
<b>11</b>	3	3	4	4	3	3	4	4	4	4	36
<b>12</b>	1	1	2	4	1	1	2	4	2	4	22
<b>13</b>	5	5	4	4	5	5	4	4	4	4	44
<b>14</b>	5	5	3	5	5	5	3	5	3	5	44
<b>15</b>	4	4	4	4	4	4	4	4	4	4	40
<b>16</b>	3	3	5	3	3	3	5	3	5	3	36
<b>17</b>	2	2	3	2	2	2	3	2	3	2	23
<b>18</b>	2	2	3	2	2	2	3	2	3	2	23
<b>19</b>	3	3	4	4	3	3	4	4	4	4	36
<b>20</b>	1	1	2	4	1	1	2	4	2	4	22
<b>21</b>	4	4	1	2	4	4	1	2	1	2	25
<b>22</b>	1	1	1	1	1	1	1	1	1	1	10
<b>23</b>	3	3	5	2	3	3	5	2	5	2	33
<b>24</b>	4	4	3	2	4	4	3	2	3	2	31
<b>25</b>	3	3	3	2	3	3	3	2	3	2	27
<b>26</b>	2	2	2	3	2	2	2	3	2	3	23
<b>27</b>	5	5	4	4	5	5	4	4	4	4	44
<b>28</b>	3	3	2	2	3	3	2	2	2	2	24
<b>29</b>	5	5	4	2	5	5	4	2	4	2	38
<b>30</b>	1	1	1	2	1	1	1	2	1	2	13
<b>31</b>	2	2	4	4	2	2	4	4	4	4	32
<b>32</b>	2	2	2	2	2	2	2	2	2	2	20
<b>33</b>	3	3	3	4	3	3	3	4	3	4	33





<b>69</b>	4	4	5	4	4	4	5	4	5	4	43
<b>70</b>	2	2	1	2	2	2	1	2	1	2	17
<b>71</b>	3	3	4	4	3	3	4	4	4	4	36
<b>72</b>	1	1	2	4	1	1	2	4	2	4	22
<b>73</b>	5	5	4	4	5	5	4	4	4	4	44
<b>74</b>	5	5	3	5	5	2	3	1	3	5	37
<b>75</b>	4	4	4	4	4	4	4	4	4	4	40
<b>76</b>	3	3	5	3	3	3	5	3	5	3	36
<b>77</b>	3	3	5	3	3	3	5	3	5	3	36
<b>78</b>	5	5	3	3	5	5	3	3	3	3	38
<b>79</b>	2	2	1	2	2	2	1	2	1	2	17
<b>80</b>	3	3	3	4	3	3	3	4	3	4	33
<b>81</b>	3	3	4	4	3	3	4	4	4	4	36
<b>82</b>	1	1	2	4	1	1	2	4	2	4	22
<b>83</b>	4	4	1	2	4	4	1	2	1	2	25
<b>84</b>	1	1	1	1	1	1	1	1	1	1	10
<b>85</b>	3	3	5	2	3	3	5	2	5	2	33
<b>86</b>	4	4	3	2	4	4	3	2	3	2	31
<b>87</b>	3	3	3	2	3	3	3	2	3	2	27
<b>88</b>	2	2	2	3	2	2	2	3	2	3	23
<b>89</b>	5	5	4	4	5	5	4	4	4	4	44
<b>90</b>	3	3	2	2	3	3	2	2	2	2	24
<b>91</b>	5	5	4	2	5	5	4	2	4	2	38
<b>92</b>	1	1	1	2	1	1	1	2	1	2	13
<b>93</b>	2	2	4	4	2	2	4	4	4	4	32
<b>94</b>	2	2	2	2	2	2	2	2	2	2	20
<b>95</b>	3	3	3	4	3	3	3	4	3	4	33
<b>96</b>	1	1	2	2	1	1	2	2	2	2	16
<b>97</b>	5	5	2	4	3	5	4	1	4	4	37
<b>98</b>	2	2	2	2	2	2	2	2	2	2	20
<b>99</b>	4	4	5	4	4	4	5	4	5	4	43
<b>100</b>	3	3	4	5	3	3	4	5	4	5	39

## 3. Persepsi Harga (X3)

<b>N</b>	<b>i1</b>	<b>i2</b>	<b>i3</b>	<b>i4</b>	<b>i5</b>	<b>i6</b>	<b>i7</b>	<b>i8</b>	<b>i9</b>	<b>i10</b>	<b>total</b>
<b>1</b>	1	4	5	3	5	4	1	4	5	4	36
<b>2</b>	5	2	1	4	5	4	2	2	4	4	33
<b>3</b>	4	2	4	5	4	5	2	2	4	5	37
<b>4</b>	5	3	1	3	5	3	3	2	5	3	33
<b>5</b>	3	5	3	3	3	3	5	5	3	3	36
<b>6</b>	1	2	3	2	1	2	2	2	5	2	22
<b>7</b>	3	3	3	4	3	4	3	3	3	4	33
<b>8</b>	4	1	4	2	4	2	1	1	4	2	25
<b>9</b>	5	5	5	3	1	3	5	5	5	3	40
<b>10</b>	1	2	1	2	1	2	2	2	1	2	16
<b>11</b>	4	3	4	4	4	4	3	3	4	4	37
<b>12</b>	2	1	2	4	2	4	1	1	2	4	23
<b>13</b>	4	5	4	4	4	4	1	5	4	4	39
<b>14</b>	3	5	3	5	3	5	5	5	3	5	42
<b>15</b>	4	4	4	4	4	4	4	4	4	4	40
<b>16</b>	5	3	5	3	5	3	3	3	1	3	34
<b>17</b>	3	2	3	2	3	2	2	2	3	2	24
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<b>19</b>	4	3	4	4	4	4	3	3	4	4	37
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<b>21</b>	1	4	1	2	1	2	4	4	1	2	22
<b>22</b>	1	1	1	1	1	1	1	1	1	1	10
<b>23</b>	1	3	5	2	5	2	3	3	5	2	31
<b>24</b>	3	4	3	2	3	2	4	4	3	2	30
<b>25</b>	3	3	3	2	3	2	3	3	3	2	27
<b>26</b>	2	2	2	3	2	3	2	2	2	3	23
<b>27</b>	4	5	1	4	4	4	5	5	4	4	40
<b>28</b>	2	3	2	2	2	2	3	3	2	2	23
<b>29</b>	4	5	4	2	4	2	5	5	4	2	37
<b>30</b>	1	4	1	2	5	2	1	1	5	2	24
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<b>32</b>	2	2	2	2	2	2	2	2	2	2	20
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<b>71</b>	4	3	4	4	4	4	3	3	4	4	37
<b>72</b>	2	1	2	4	2	4	1	1	2	4	23
<b>73</b>	4	5	4	4	4	4	5	5	4	4	43
<b>74</b>	3	5	3	5	3	1	5	5	3	5	38
<b>75</b>	4	4	4	4	4	4	4	4	4	4	40
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<b>79</b>	1	2	1	2	1	2	2	2	1	2	16
<b>80</b>	3	3	3	4	3	4	3	3	3	4	33
<b>81</b>	4	3	4	4	4	4	3	3	4	4	37
<b>82</b>	2	1	2	4	2	4	1	1	2	4	23
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<b>84</b>	1	1	1	1	1	1	1	1	1	1	10
<b>85</b>	1	3	5	2	5	2	3	3	5	2	31
<b>86</b>	3	4	3	2	3	2	4	4	3	2	30
<b>87</b>	3	3	3	2	3	2	3	3	3	2	27
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<b>89</b>	4	5	1	4	4	4	5	5	4	4	40
<b>90</b>	2	3	2	2	2	2	3	3	2	2	23
<b>91</b>	4	5	4	2	4	2	5	5	4	2	37
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<b>93</b>	4	2	4	4	4	4	2	2	4	4	34
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<b>97</b>	4	5	4	4	4	4	1	5	4	4	39
<b>98</b>	2	2	2	2	2	2	2	2	2	2	20
<b>99</b>	2	4	5	4	5	4	4	4	5	4	41
<b>100</b>	3	3	4	5	4	5	3	3	4	5	39

## 4. Keputusan Pembelian (Y)

<b>N</b>	<b>i1</b>	<b>i2</b>	<b>i3</b>	<b>i4</b>	<b>i5</b>	<b>i6</b>	<b>i7</b>	<b>i8</b>	<b>i9</b>	<b>i10</b>	<b>total</b>
<b>1</b>	5	4	4	4	5	4	5	4	4	4	43
<b>2</b>	5	4	2	2	5	4	5	4	5	2	38
<b>3</b>	4	5	2	2	4	5	4	5	2	2	35
<b>4</b>	5	3	3	3	5	3	5	3	3	3	36
<b>5</b>	3	3	5	5	3	3	3	3	5	5	38
<b>6</b>	1	2	2	2	1	2	1	2	2	2	17
<b>7</b>	3	4	3	3	3	4	3	4	3	3	33
<b>8</b>	4	4	1	1	4	2	4	2	1	1	24
<b>9</b>	5	4	5	5	5	3	5	3	5	5	45
<b>10</b>	5	4	2	2	1	2	1	2	2	2	23
<b>11</b>	4	4	3	3	4	4	4	4	3	3	36
<b>12</b>	2	4	1	1	2	4	2	4	1	1	22
<b>13</b>	4	4	5	5	4	4	4	4	5	5	44
<b>14</b>	3	4	5	5	3	5	3	5	5	5	43
<b>15</b>	4	4	4	4	4	4	4	4	4	4	40
<b>16</b>	5	4	3	3	5	3	5	3	3	3	37
<b>17</b>	3	4	2	2	3	5	3	2	2	2	28
<b>18</b>	3	4	2	2	3	2	3	2	2	2	25
<b>19</b>	4	4	3	3	4	4	4	4	3	3	36
<b>20</b>	2	4	1	1	2	4	2	4	5	5	30
<b>21</b>	1	4	4	4	1	2	1	2	4	4	27
<b>22</b>	1	4	1	1	1	1	1	1	1	1	13
<b>23</b>	5	4	3	3	5	2	5	2	3	3	35
<b>24</b>	3	4	4	4	3	2	3	2	4	4	33
<b>25</b>	3	4	3	3	3	2	3	2	3	3	29
<b>26</b>	2	4	2	2	2	3	2	3	2	2	24
<b>27</b>	4	4	5	5	4	4	4	4	5	5	44
<b>28</b>	2	4	3	3	2	2	2	2	3	3	26
<b>29</b>	4	4	5	5	4	2	4	2	5	5	40
<b>30</b>	1	4	5	1	1	2	1	2	5	1	23
<b>31</b>	4	4	2	2	4	4	4	4	2	2	32
<b>32</b>	2	4	2	2	2	2	2	2	2	2	22
<b>33</b>	3	4	3	3	3	4	3	4	3	3	33



<b>69</b>	5	4	4	4	5	4	5	4	4	4	43
<b>70</b>	5	4	2	2	1	2	1	2	2	2	23
<b>71</b>	4	4	3	3	4	4	4	4	3	3	36
<b>72</b>	2	4	1	1	2	4	2	4	1	1	22
<b>73</b>	4	4	5	5	4	4	4	4	5	5	44
<b>74</b>	3	4	5	5	3	5	3	5	5	5	43
<b>75</b>	4	4	4	4	4	4	4	4	4	4	40
<b>76</b>	5	4	3	3	5	3	5	3	3	3	37
<b>77</b>	5	4	3	3	5	3	5	3	3	3	37
<b>78</b>	3	4	5	5	3	3	3	3	5	5	39
<b>79</b>	1	4	2	2	1	2	1	2	2	2	19
<b>80</b>	3	4	3	3	3	4	3	4	3	3	33
<b>81</b>	4	4	3	3	4	4	4	4	3	3	36
<b>82</b>	2	4	1	1	2	4	2	4	5	5	30
<b>83</b>	1	4	4	4	1	2	1	2	4	4	27
<b>84</b>	1	4	1	1	1	1	1	1	1	1	13
<b>85</b>	5	4	3	3	5	2	5	2	3	3	35
<b>86</b>	3	4	4	4	3	2	3	2	4	4	33
<b>87</b>	3	4	3	3	3	2	3	2	3	3	29
<b>88</b>	2	4	2	2	2	3	2	3	2	2	24
<b>89</b>	4	4	5	5	4	4	4	4	5	5	44
<b>90</b>	2	4	3	3	2	2	2	2	3	3	26
<b>91</b>	4	4	5	5	4	2	4	2	5	5	40
<b>92</b>	1	4	5	1	1	2	1	2	5	1	23
<b>93</b>	4	4	2	2	4	4	4	4	2	2	32
<b>94</b>	2	4	2	2	2	2	2	2	2	2	22
<b>95</b>	3	4	3	3	3	4	3	4	3	3	33
<b>96</b>	2	4	5	1	2	2	2	2	1	1	22
<b>97</b>	4	4	5	5	4	4	4	4	5	5	44
<b>98</b>	2	4	2	2	2	2	2	2	2	2	22
<b>99</b>	5	4	4	4	5	4	5	4	4	4	43
<b>100</b>	4	4	3	3	4	5	4	5	3	3	38



**LAMPIRAN 2 : Hasil Perhitungan SPSS**

**Regression**

**Notes**

Output Created		21-JAN-2018 22:19:04
Comments		
Input	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	100
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing. Statistics are based on cases with no missing values for any variable used.
	Cases Used	REGRESSION /MISSING LISTWISE /STATISTICS COEFF OUTS R ANOVA /CRITERIA=PIN(.05) POUT(.10) /NOORIGIN /DEPENDENT Y /METHOD=ENTER X1 X2 X3  /SCATTERPLOT=(*SRESID ,*ZPRED) /RESIDUALS HISTOGRAM(ZRESID) NORMPROB(ZRESID) /SAVE RESID.
Syntax		
Resources	Processor Time	00:00:03.34
	Elapsed Time	00:00:04.30
	Memory Required	1956 bytes

Variables Created or Modified	Additional Memory Required for Residual Plots	896 bytes
	RES_1	Unstandardized Residual

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

Model	Variables Entered	Variables Removed	Method
1	X3, X2, X1 <sup>b</sup>	.	Enter

a. Dependent Variable: Y

b. All requested variables entered.

#### Model Summary<sup>b</sup>

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.973 <sup>a</sup>	.947	.945	2.029

a. Predictors: (Constant), X3, X2, X1

b. Dependent Variable: Y

#### ANOVA<sup>a</sup>

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	7084.397	3	2361.466	573.356	.000 <sup>b</sup>
	Residual	395.393	96	4.119		
	Total	7479.790	99			

a. Dependent Variable: Y

b. Predictors: (Constant), X3, X2, X1

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	2.628	.832		3.159	.002
X1	.509	.104	.561	4.906	.000
X2	.206	.104	.214	1.975	.051
X3	.227	.078	.211	2.910	.004

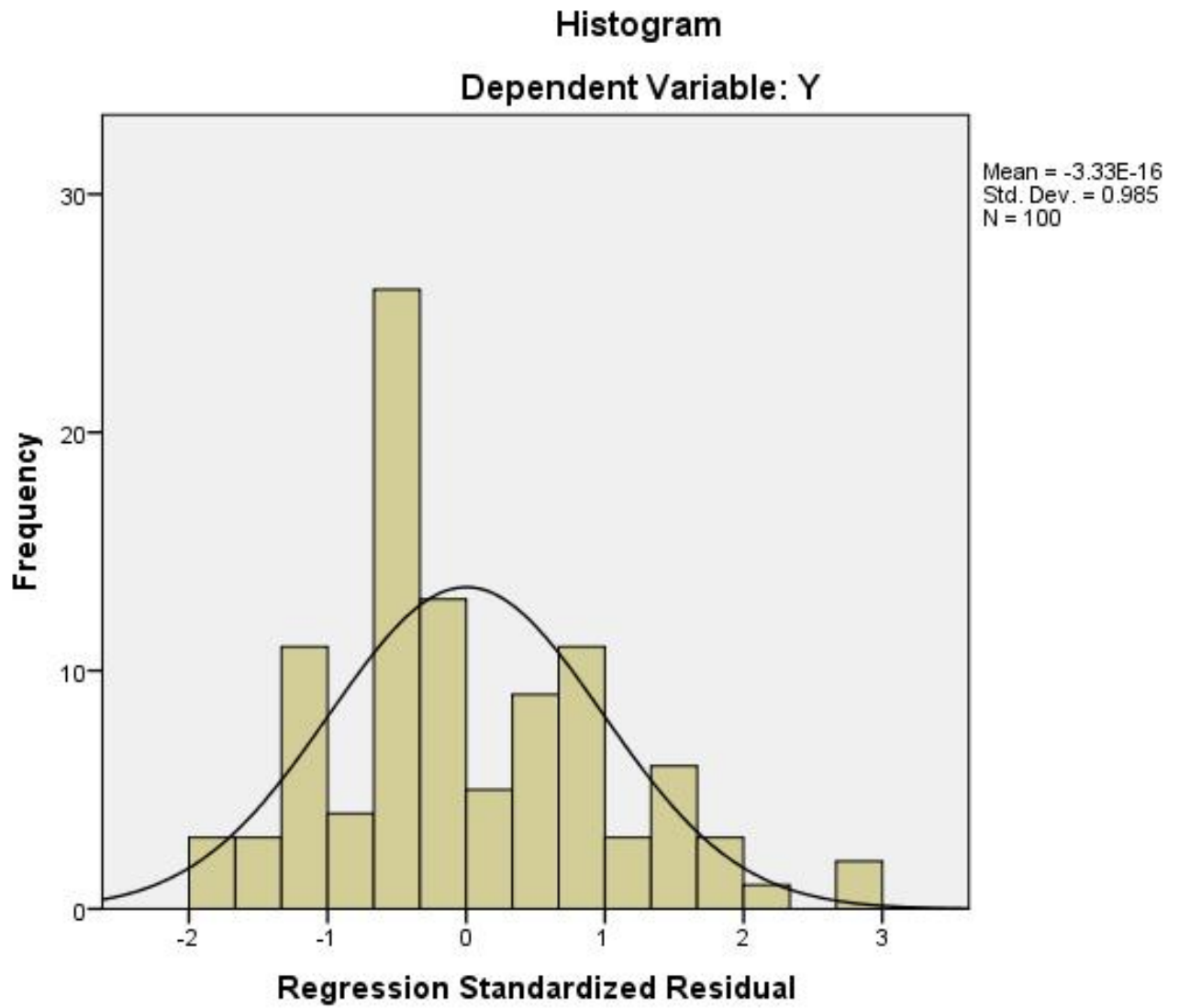
a. Dependent Variable: Y

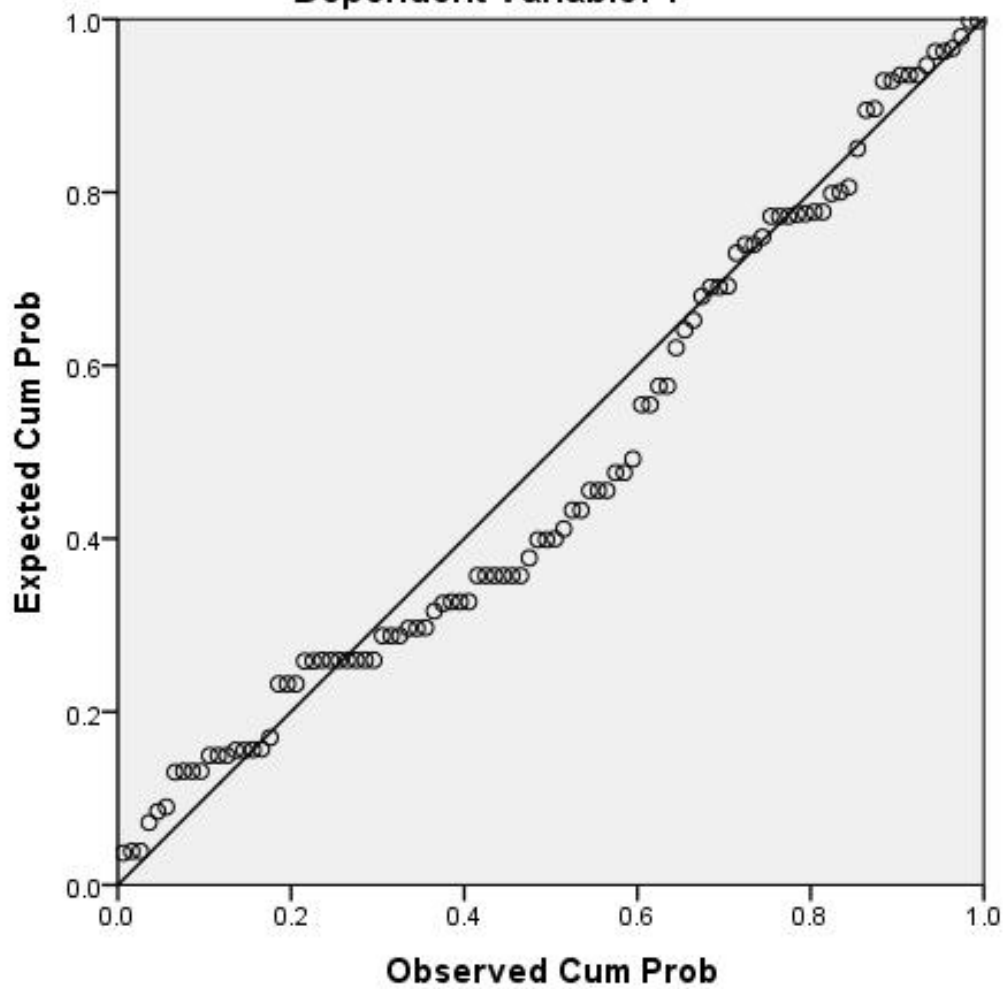
**Residuals Statistics<sup>a</sup>**

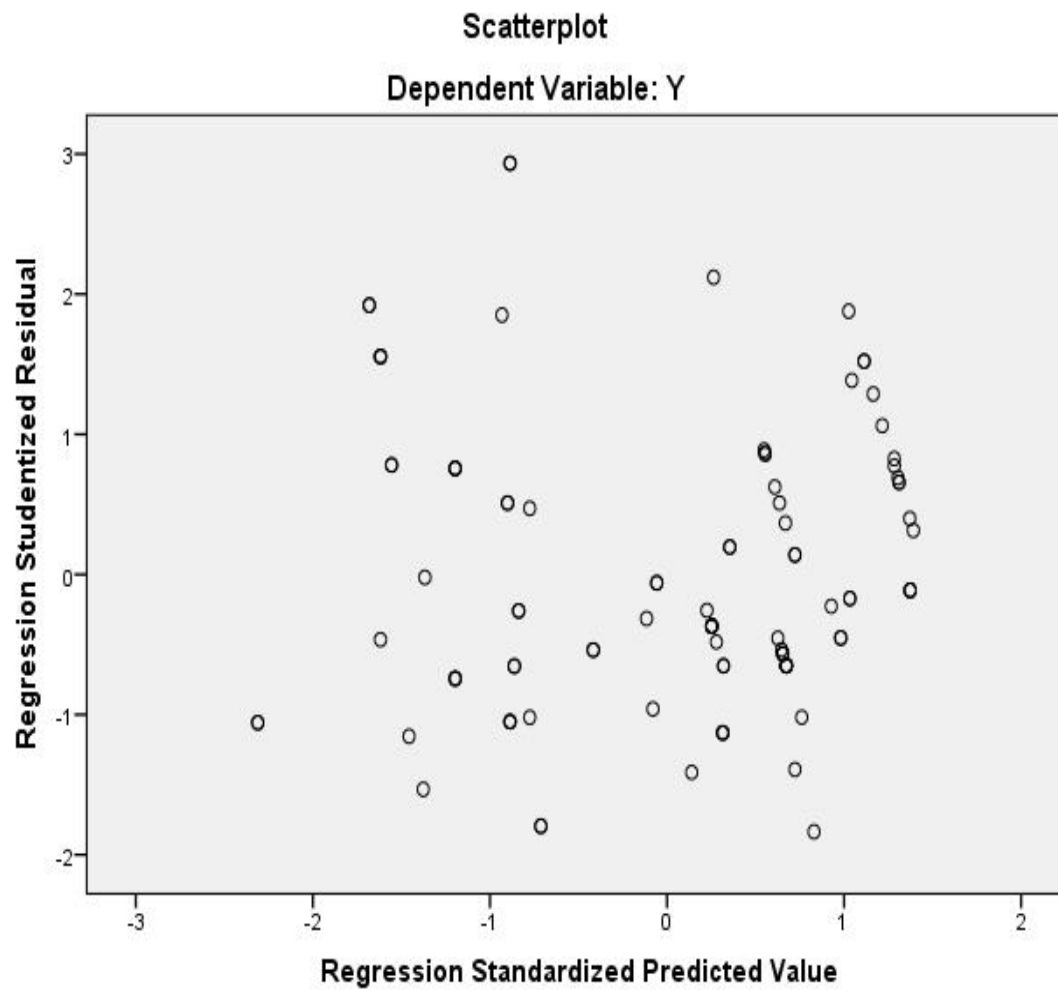
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	12.06	43.38	31.61	8.459	100
Std. Predicted Value	-2.311	1.391	.000	1.000	100
Standard Error of Predicted Value	.227	.992	.380	.142	100
Adjusted Predicted Value	12.24	43.35	31.58	8.464	100
Residual	-3.630	5.892	.000	1.998	100
Std. Residual	-1.789	2.903	.000	.985	100
Stud. Residual	-1.836	2.934	.008	1.014	100
Deleted Residual	-3.824	6.017	.034	2.122	100
Stud. Deleted Residual	-1.859	3.059	.012	1.026	100
Mahal. Distance	.252	22.682	2.970	3.558	100
Cook's Distance	.000	.269	.016	.037	100
Centered Leverage Value	.003	.229	.030	.036	100

a. Dependent Variable: Y

**Charts**



**Normal P-P Plot of Regression Standardized Residual****Dependent Variable: Y**



### NPar Tests

#### One-Sample Kolmogorov-Smirnov Test

		Unstandardize d Residual
N		100
Normal Parameters <sup>a,b</sup>	Mean	0E-7
	Std. Deviation	1.99846617
Most Extreme Differences	Absolute	.115
	Positive	.115
	Negative	-.067
Kolmogorov-Smirnov Z		1.152
Asymp. Sig. (2-tailed)		.141

- a. Test distribution is Normal.  
b. Calculated from data.

### Reliability

Scale: X1

#### Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

#### Reliability Statistics

Cronbach's Alpha	N of Items
.924	10

#### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
item_1	27.98	74.464	.670	.919
item_2	27.84	72.196	.831	.909
item_3	27.86	79.455	.575	.923
item_4	27.84	72.196	.831	.909
item_5	27.86	79.455	.575	.923
item_6	27.92	73.428	.706	.917
item_7	27.98	74.464	.670	.919

item_8	27.84	72.196	.831	.909
item_9	27.86	79.455	.575	.923
item_10	27.84	72.196	.831	.909

### Correlations : X1

#### Correlations

		item_1	item_2	item_3	item_4	item_5	item_6
item_1	Pearson Correlation	1	.480**	.215*	.480**	.215*	.951**
	Sig. (2-tailed)		.000	.032	.000	.032	.000
	N	100	100	100	100	100	100
item_2	Pearson Correlation	.480**	1	.390**	1.000*	.390**	.503**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100
item_3	Pearson Correlation	.215*	.390**	1	.390**	1.000*	.289**
	Sig. (2-tailed)	.032	.000		.000	.000	.004
	N	100	100	100	100	100	100
item_4	Pearson Correlation	.480**	1.000*	.390**	1	.390**	.503**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100
item_5	Pearson Correlation	.215*	.390**	1.000*	.390**	1	.289**
	Sig. (2-tailed)	.032	.000	.000	.000		.004
	N	100	100	100	100	100	100
item_6	Pearson Correlation	.951**	.503**	.289**	.503**	.289**	1
	Sig. (2-tailed)	.000	.000	.004	.000	.004	
	N	100	100	100	100	100	100
item_7	Pearson Correlation	1.000*	.480**	.215*	.480**	.215*	.951**
	Sig. (2-tailed)	.000	.000	.032	.000	.032	.000



item_8	N	100	100	100	100	100	100
	Pearson Correlation	.480**	1.000*	.390**	1.000*	.390**	.503**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
item_9	N	100	100	100	100	100	100
	Pearson Correlation	.215*	.390**	1.000*	.390**	1.000*	.289**
	Sig. (2-tailed)	.032	.000	.000	.000	.000	.004
item_10	N	100	100	100	100	100	100
	Pearson Correlation	.480**	1.000*	.390**	1.000*	.390**	.503**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
Skor_total	N	100	100	100	100	100	100
	Pearson Correlation	.743**	.869**	.648**	.869**	.648**	.774**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100

### Correlations

		item_7	item_8	item_9	item_10	Skor_total
item_1	Pearson Correlation	1.000	.480**	.215*	.480**	.743*
	Sig. (2-tailed)	.000	.000	.032	.000	.000
	N	100	100	100	100	100
item_2	Pearson Correlation	.480**	1.000	.390**	1.000**	.869**
	Sig. (2-tailed)	.000	.000	.000	.000	.000
	N	100	100	100	100	100
item_3	Pearson Correlation	.215*	.390**	1.000	.390**	.648**
	Sig. (2-tailed)	.032	.000	.000	.000	.000
	N	100	100	100	100	100
item_4	Pearson Correlation	.480**	1.000*	.390**	1.000	.869**
	Sig. (2-tailed)	.000	.000	.000	.000	.000
	N	100	100	100	100	100
item_5	Pearson Correlation	.215*	.390**	1.000*	.390**	.648
	Sig. (2-tailed)	.032	.000	.000	.000	.000

	N	100	100	100	100	100
item_6	Pearson Correlation	.951**	.503**	.289**	.503**	.774**
	Sig. (2-tailed)	.000	.000	.004	.000	.000
	N	100	100	100	100	100
item_7	Pearson Correlation	1**	.480**	.215*	.480**	.743*
	Sig. (2-tailed)		.000	.032	.000	.000
	N	100	100	100	100	100
item_8	Pearson Correlation	.480**	1**	.390**	1.000**	.869**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
item_9	Pearson Correlation	.215*	.390**	1**	.390**	.648**
	Sig. (2-tailed)	.032	.000		.000	.000
	N	100	100	100	100	100
item_10	Pearson Correlation	.480**	1.000*	.390**	1**	.869**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
Skor_total	Pearson Correlation	.743**	.869**	.648**	.869**	1**
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

## Reliability

Scale: X2

### Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.899	10

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
item_1	27.28	63.476	.741	.882
item_2	27.32	63.998	.730	.883
item_3	27.18	64.897	.710	.885
item_4	27.21	71.117	.472	.899
item_5	27.32	63.937	.738	.883
item_6	27.37	64.498	.697	.885
item_7	27.26	65.629	.679	.887
item_8	27.28	72.143	.406	.903
item_9	27.14	64.344	.743	.882
item_10	27.16	70.358	.526	.896

**Correlations****Correlations**

		item_1	item_2	item_3	item_4	item_5	item_6
item_1	Pearson Correlation	1	.972**	.431**	.157	.978**	.920**
	Sig. (2-tailed)		.000	.000	.119	.000	.000
	N	100	100	100	100	100	100
item_2	Pearson Correlation	.972**	1	.411**	.141	.947**	.911**
	Sig. (2-tailed)	.000		.000	.162	.000	.000
	N	100	100	100	100	100	100
item_3	Pearson Correlation	.431**	.411**	1	.311**	.468**	.370**
	Sig. (2-tailed)	.000	.000		.002	.000	.000
	N	100	100	100	100	100	100
item_4	Pearson Correlation	.157	.141	.311**	1	.135	.135

	Sig. (2-tailed)	.119	.162	.002		.181	.179
	N	100	100	100	100	100	100
item_5	Pearson Correlation	.978**	.947**	.468**	.135	1	.893**
	Sig. (2-tailed)	.000	.000	.000	.181		.000
	N	100	100	100	100	100	100
item_6	Pearson Correlation	.920**	.911**	.370**	.135	.893**	1
	Sig. (2-tailed)	.000	.000	.000	.179	.000	
	N	100	100	100	100	100	100
item_7	Pearson Correlation	.400**	.450**	.858**	.340**	.385**	.453**
	Sig. (2-tailed)	.000	.000	.000	.001	.000	.000
	N	100	100	100	100	100	100
item_8	Pearson Correlation	.047	.027	.389**	.843**	.103	.075
	Sig. (2-tailed)	.642	.787	.000	.000	.306	.459
	N	100	100	100	100	100	100
item_9	Pearson Correlation	.480**	.462**	.976**	.339**	.470**	.421**
	Sig. (2-tailed)	.000	.000	.000	.001	.000	.000
	N	100	100	100	100	100	100
item_10	Pearson Correlation	.215*	.201*	.364**	.946**	.195	.169
	Sig. (2-tailed)	.032	.045	.000	.000	.051	.093
	N	100	100	100	100	100	100
Skor_total	Pearson Correlation	.805**	.794**	.777**	.564**	.801**	.769**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100

### Correlations

		item_7	item_8	item_9	item_10	Skor_total
item_1	Pearson Correlation	.400	.047**	.480**	.215	.805**
	Sig. (2-tailed)	.000	.642	.000	.032	.000
	N	100	100	100	100	100
item_2	Pearson Correlation	.450**	.027	.462**	.201	.794**
	Sig. (2-tailed)	.000	.787	.000	.045	.000
	N	100	100	100	100	100
item_3	Pearson Correlation	.858**	.389**	.976	.364**	.777**
	Sig. (2-tailed)	.000	.000	.000	.000	.000
	N	100	100	100	100	100
item_4	Pearson Correlation	.340	.843	.339**	.946	.564

	Sig. (2-tailed)	.001	.000	.001	.000	.000
	N	100	100	100	100	100
item_5	Pearson Correlation	.385**	.103**	.470**	.195	.801
	Sig. (2-tailed)	.000	.306	.000	.051	.000
	N	100	100	100	100	100
item_6	Pearson Correlation	.453**	.075**	.421**	.169	.769**
	Sig. (2-tailed)	.000	.459	.000	.093	.000
	N	100	100	100	100	100
item_7	Pearson Correlation	1**	.272**	.885**	.337**	.751**
	Sig. (2-tailed)		.006	.000	.001	.000
	N	100	100	100	100	100
item_8	Pearson Correlation	.272	1	.334**	.848**	.507
	Sig. (2-tailed)	.006		.001	.000	.000
	N	100	100	100	100	100
item_9	Pearson Correlation	.885**	.334**	1**	.390**	.803**
	Sig. (2-tailed)	.000	.001		.000	.000
	N	100	100	100	100	100
item_10	Pearson Correlation	.337*	.848*	.390**	1**	.611
	Sig. (2-tailed)	.001	.000	.000		.000
	N	100	100	100	100	100
Skor_total	Pearson Correlation	.751**	.507**	.803**	.611**	1**
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

## Reliability

Scale: X2

### Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.852	10

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
item_1	27.72	54.507	.485	.845
item_2	27.53	51.848	.611	.833
item_3	27.61	52.644	.600	.834
item_4	27.45	55.482	.512	.842
item_5	27.42	52.893	.586	.835
item_6	27.57	55.783	.502	.843
item_7	27.73	54.037	.468	.847
item_8	27.59	51.517	.610	.833
item_9	27.41	53.113	.592	.835
item_10	27.46	54.554	.593	.836

### Correlations: X2

### Correlations

		item_1	item_2	item_3	item_4	item_5	item_6
item_1	Pearson Correlation	1	.309**	.370**	.294**	.390**	.275**
	Sig. (2-tailed)		.002	.000	.003	.000	.006
	N	100	100	100	100	100	100
item_2	Pearson Correlation	.309**	1	.312**	.157	.334**	.096
	Sig. (2-tailed)	.002		.002	.118	.001	.341

	N	100	100	100	100	100	100
item_3	Pearson Correlation	.370**	.312**	1	.291**	.617**	.361**
	Sig. (2-tailed)	.000	.002		.003	.000	.000
	N	100	100	100	100	100	100
item_4	Pearson Correlation	.294**	.157	.291**	1	.254*	.705**
	Sig. (2-tailed)	.003	.118	.003		.011	.000
	N	100	100	100	100	100	100
item_5	Pearson Correlation	.390**	.334**	.617**	.254*	1	.393**
	Sig. (2-tailed)	.000	.001	.000	.011		.000
	N	100	100	100	100	100	100
item_6	Pearson Correlation	.275**	.096	.361**	.705**	.393**	1
	Sig. (2-tailed)	.006	.341	.000	.000	.000	
	N	100	100	100	100	100	100
item_7	Pearson Correlation	.271**	.688**	.250*	.195	.193	.065
	Sig. (2-tailed)	.006	.000	.012	.052	.055	.521
	N	100	100	100	100	100	100
item_8	Pearson Correlation	.310**	.899**	.406**	.235*	.255*	.144
	Sig. (2-tailed)	.002	.000	.000	.019	.010	.154
	N	100	100	100	100	100	100
item_9	Pearson Correlation	.335**	.430**	.586**	.252*	.727**	.304**
	Sig. (2-tailed)	.001	.000	.000	.011	.000	.002
	N	100	100	100	100	100	100
item_10	Pearson Correlation	.376**	.234*	.359**	.827**	.331**	.829**
	Sig. (2-tailed)	.000	.019	.000	.000	.001	.000
	N	100	100	100	100	100	100
Skor_total	Pearson Correlation	.600**	.708**	.695**	.609**	.684**	.599**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100

### Correlations

		item_7	item_8	item_9	item_10	Skor_total
item_1	Pearson Correlation	.271	.310**	.335**	.376**	.600**
	Sig. (2-tailed)	.006	.002	.001	.000	.000
	N	100	100	100	100	100
item_2	Pearson Correlation	.688**	.899	.430**	.234	.708**
	Sig. (2-tailed)	.000	.000	.000	.019	.000

	N	100	100	100	100	100
item_3	Pearson Correlation	.250**	.406**	.586	.359**	.695**
	Sig. (2-tailed)	.012	.000	.000	.000	.000
	N	100	100	100	100	100
item_4	Pearson Correlation	.195**	.235	.252**	.827	.609*
	Sig. (2-tailed)	.052	.019	.011	.000	.000
	N	100	100	100	100	100
item_5	Pearson Correlation	.193**	.255**	.727**	.331*	.684
	Sig. (2-tailed)	.055	.010	.000	.001	.000
	N	100	100	100	100	100
item_6	Pearson Correlation	.065**	.144	.304**	.829**	.599**
	Sig. (2-tailed)	.521	.154	.002	.000	.000
	N	100	100	100	100	100
item_7	Pearson Correlation	1**	.717**	.204*	.124	.593
	Sig. (2-tailed)		.000	.041	.220	.000
	N	100	100	100	100	100
item_8	Pearson Correlation	.717**	1**	.292**	.221*	.710*
	Sig. (2-tailed)	.000		.003	.027	.000
	N	100	100	100	100	100
item_9	Pearson Correlation	.204**	.292**	1**	.368*	.686**
	Sig. (2-tailed)	.041	.003		.000	.000
	N	100	100	100	100	100
item_10	Pearson Correlation	.124**	.221*	.368**	1**	.676**
	Sig. (2-tailed)	.220	.027	.000		.000
	N	100	100	100	100	100
Skor_total	Pearson Correlation	.593**	.710**	.686**	.676**	1**
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

## Reliability

Scale: X3

## Case Processing Summary



		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.883	10

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
item_1	28.35	62.371	.587	.873
item_2	28.40	66.424	.435	.883
item_3	28.41	63.234	.501	.880
item_4	28.57	59.116	.710	.864
item_5	28.47	59.848	.716	.863
item_6	28.46	65.160	.520	.878
item_7	28.47	59.848	.716	.863
item_8	28.45	64.270	.584	.873
item_9	28.42	60.327	.646	.869
item_10	28.49	59.364	.700	.864

**Correlations: X3**

**Correlations**

		item_1	item_2	item_3	item_4	item_5	item_6
item_1	Pearson Correlation	1	.207*	.218*	.361**	.852**	.288**
	Sig. (2-tailed)		.039	.029	.000	.000	.004
	N	100	100	100	100	100	100
item_2	Pearson Correlation	.207*	1	-.015	.170	.307**	.852**
	Sig. (2-tailed)	.039		.882	.090	.002	.000
	N	100	100	100	100	100	100
item_3	Pearson Correlation	.218*	-.015	1	.734**	.301**	.035
	Sig. (2-tailed)	.029	.882		.000	.002	.731
	N	100	100	100	100	100	100
item_4	Pearson Correlation	.361**	.170	.734**	1	.429**	.216*
	Sig. (2-tailed)	.000	.090	.000		.000	.031
	N	100	100	100	100	100	100
item_5	Pearson Correlation	.852**	.307**	.301**	.429**	1	.384**
	Sig. (2-tailed)	.000	.002	.002	.000		.000
	N	100	100	100	100	100	100
item_6	Pearson Correlation	.288**	.852**	.035	.216*	.384**	1
	Sig. (2-tailed)	.004	.000	.731	.031	.000	
	N	100	100	100	100	100	100
item_7	Pearson Correlation	.852**	.307**	.301**	.429**	1.000*	.384**
	Sig. (2-tailed)	.000	.002	.002	.000	.000	.000
	N	100	100	100	100	100	100
item_8	Pearson Correlation	.350**	.821**	.083	.268**	.447**	.893**
	Sig. (2-tailed)	.000	.000	.410	.007	.000	.000
	N	100	100	100	100	100	100
item_9	Pearson Correlation	.278**	.142	.747**	.756**	.358**	.194
	Sig. (2-tailed)	.005	.157	.000	.000	.000	.053
	N	100	100	100	100	100	100

item_10	Pearson Correlation	.301**	.214*	.637**	.912**	.377**	.264**
	Sig. (2-tailed)	.002	.033	.000	.000	.000	.008
	N	100	100	100	100	100	100
Skor_total	Pearson Correlation	.678**	.536**	.611**	.783**	.784**	.609**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100

### Correlations

		item_7	item_8	item_9	item_10	Skor_total
item_1	Pearson Correlation	.852	.350*	.278*	.301**	.678**
	Sig. (2-tailed)	.000	.000	.005	.002	.000
	N	100	100	100	100	100
item_2	Pearson Correlation	.307*	.821	.142	.214	.536**
	Sig. (2-tailed)	.002	.000	.157	.033	.000
	N	100	100	100	100	100
item_3	Pearson Correlation	.301*	.083	.747	.637**	.611**
	Sig. (2-tailed)	.002	.410	.000	.000	.000
	N	100	100	100	100	100
item_4	Pearson Correlation	.429**	.268	.756**	.912	.783**
	Sig. (2-tailed)	.000	.007	.000	.000	.000
	N	100	100	100	100	100
item_5	Pearson Correlation	1.000*	.447**	.358**	.377**	.784
	Sig. (2-tailed)	.000	.000	.000	.000	.000
	N	100	100	100	100	100
item_6	Pearson Correlation	.384**	.893**	.194	.264*	.609**
	Sig. (2-tailed)	.000	.000	.053	.008	.000
	N	100	100	100	100	100
item_7	Pearson Correlation	1**	.447**	.358**	.377**	.784**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
item_8	Pearson Correlation	.447**	1**	.244	.316**	.663**
	Sig. (2-tailed)	.000		.014	.001	.000
	N	100	100	100	100	100

item_9	Pearson Correlation	.358**	.244	1**	.840**	.731**
	Sig. (2-tailed)	.000	.014		.000	.000
	N	100	100	100	100	100
item_10	Pearson Correlation	.377**	.316*	.840**	1**	.774**
	Sig. (2-tailed)	.000	.001	.000		.000
	N	100	100	100	100	100
Skor_total	Pearson Correlation	.784**	.663**	.731**	.774**	1**
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100