1. Kuesioner Penelitian

Nomor Kuesioner : _____

Saya Kevin Marsena, mahasiswa S1 Manajamen Universitas Bakrie Jakarta. Saat ini saya sedang melakukan penelitian dengan judul **Penggunaan *Multilevel Model* Dalam Pengukuran Kualitas Pelayanan Terhadap Kepuasan Konsumen (Studi Kasus ACE Hardware Jakarta)**. Saya mohon kesediaan Anda untuk berpartisipasi dalam penelitian saya ini. Terima kasih.

Nama Responden : _____

No Telepon : _____

Instruksi :

Beri tanda silang (x) untuk jawaban yang menurut anda sesuai.

1. Apakah Anda pernah berbelanja di **ACE Hardware Jakarta** dalam satu tahun terakhir?

☐ Ya, lanjutkan ke pertanyaan selanjutnya.

☐ Tidak, **berhenti sampai disini.**

2. Umur Anda saat ini : ☐ 17-20 th ☐ 21-24 th ☐ 25-28 th ☐ >28 th

3. Jenis kelamin : ☐ Laki-laki ☐ Perempuan

4. Lokasi tempat tinggal Anda saat ini: ☐ Jakarta Utara ☐ Jakarta Selatan

☐ Jakarta Barat ☐ Jakarta Timur ☐ Jakarta Pusat ☐ Lainnya……

5. Pengeluaran bulanan : ☐ Rp < 1.000.000 ☐ Rp 1.000.000 – Rp 2.000.000

☐ Rp 2.000.001 – Rp 3.000.000 ☐ Rp > 3.000.000

6. Pendidikan terakhir : ☐ SMP ☐ SMA ☐ S1 ☐ Lainnya……

Pilihan Jawaban

1 = Sangat Tidak Setuju (STS), 2 = Tidak Setuju (TS), 3 = Biasa Saja (BS), 4 = Setuju (S), 5 = Sangat Setuju (SS).

No	Pertanyaan	STS	TS	BS	S	SS
1	Saya senang menggunakan produk dari ACE Hardware.	1	2	3	4	5

Artinya : Anda sangat **setuju** bahwa Anda merasa senang menggunakan produk dari ACE Hardware.

***Physical Aspects* / Tampilan Fisik**

No	Pertanyaan	STS	TS	BS	S	SS
1	ACE Hardware memiliki tata ruang yang luas dan memberikan ruang gerak yang cukup.	1	2	3	4	5
2	ACE Hardware memiliki penataan ruangan baik yang mendukung kemudahan mencari barang.	1	2	3	4	5
3	ACE Hardware menyediakan fasilitas trolley atau keranjang belanja untuk para konsumen yang berbelanja.	1	2	3	4	5

4	ACE Hardware memiliki tampilan tempat berbelanja yang bersih.	1	2	3	4	5
5	ACE Hardware memiliki suasana tempat berbelanja yang nyaman.	1	2	3	4	5

Tampilan fisik merupakan hal pertama yang dilihat dan dirasakan konsumen ketika masuk ke toko.

***Reliability* / Kehandalan**

Kemampuan dalam memberikan pelayanan yang dapat diandalkan secara akurat dan konsisten

No	Pertanyaan	STS	TS	BS	S	SS
1	Saya merasa ACE Hardware menyediakan barang yang dibutuhkan.	1	2	3	4	5
2	Saya merasa karyawan ACE Hardware dapat diandalkan (contoh: memberitahu info barang yang saya cari).	1	2	3	4	5
3	Karyawan ACE Hardware memberikan penjelasan yang jelas, tidak berbelit-belit mengenai produk yang dijual.	1	2	3	4	5
4	Karyawan ACE Hardware selalu tanggap dalam melayani permintaan saya.	1	2	3	4	5
5	Menurut saya, tata cara pembayaran di kasir ACE Hardware minim kesalahan.	1	2	3	4	5

***Personal Interaction* / Interaksi antar Pribadi**

Hubungan atau interaksi antara para karyawan ACE Hardware dan konsumen yang dilayaninya.

No	Pertanyaan	STS	TS	BS	S	SS
1	Karyawan ACE Hardware memiliki pengetahuan yang memadai terhadap produknya.	1	2	3	4	5
2	Karyawan ACE Hardware sangat tanggap, terutama jika terdapat pertanyaan atau keluhan dari konsumen.	1	2	3	4	5
3	Karyawan ACE Hardware sangat cepat (contoh: konsumen segera dilayani ketika sedang mencari barang yang diinginkan).	1	2	3	4	5
4	Karyawan ACE Hardware sangat sopan (contoh: mengucapkan salam saat bertemu konsumen)	1	2	3	4	5
5	Karyawan ACE Hardware sangat ramah (contoh: melayani konsumen dengan senyuman)	1	2	3	4	5

***Problem Solving* / Pemecahan Masalah**

Kemampuan pihak ACE Hardware dalam memecahkan masalah atau keluhan yang dihadapi para konsumen.

No	Pertanyaan	STS	TS	BS	S	SS
1	ACE Hardware bersedia menangani penukaran barang jika terdapat kerusakan dalam jangka waktu tertentu.	1	2	3	4	5
2	Para karyawan ACE Hardware menunjukkan perhatian yang tulus dalam menghadapi keluhan konsumen (contoh: mendengarkan keluhan *direct/ hotline* konsumen).	1	2	3	4	5

3	Jika terdapat pertanyaan paska pembelian maka ACE Hardware dapat menjawab atau meyakinkan saya untuk penyelesaian.	1	2	3	4	5
4	Jika terdapat komplain mengenai barang yang telah dibeli maka karyawan ACE Hardware selalu menangani dengan tepat.	1	2	3	4	5
5	Jika terdapat komplain mengenai barang yang telah dibeli maka karyawan ACE Hardware selalu menangani dengan cepat.	1	2	3	4	5

***Policy* / Kebijakan**

Suatu kebijakan yang dibentuk oleh ACE Hardware demi menunjang kenyamanan konsumen dalam berbelanja.

No	Pertanyaan	STS	TS	BS	S	SS
1	ACE Hardware memiliki jam operasional yang sesuai dengan harapan saya.	1	2	3	4	5
2	ACE Hardware memiliki kemudahan dalam proses transaksi pembayaran.	1	2	3	4	5
3	ACE Hardware mampu meminimalisir panjang dan waktu antrian di kasir dengan baik.	1	2	3	4	5
4	ACE Hardware memiliki lahan parkir yang cukup luas baik untuk kendaraan beroda empat maupun beroda dua.	1	2	3	4	5
5	ACE Hardware memiliki standar produk yang berkualitas tinggi.	1	2	3	4	5

***Customer Satisfaction* / Kepuasan Konsumen**

Kepuasan konsumen secara keseluruhan dalam berbelanja di ACE Hardware Jakarta.

No	Pertanyaan	STS	TS	BS	S	SS
1	Saya akan menceritakan hal-hal positif tentang ACE Hardware.	1	2	3	4	5
2	Saya akan merekomendasikan kepada kerabat untuk berbelanja di ACE Hardware.	1	2	3	4	5
3	Saya akan selalu memilih ACE Hardware dibandingkan dengan toko serupa, karena pelayanannya yang baik.	1	2	3	4	5
4	Saya akan berbelanja kembali di ACE Hardware pada masa mendatang.	1	2	3	4	5
5	Secara keseluruhan saya puas terhadap pelayanan ACE Hardware.	1	2	3	4	5

Terima Kasih ☺

2. Analisis Karakteristik Responden

Umur

Umur Anda saat ini

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	17-20 th	20	13.3	13.3	13.3
	21-24 th	109	72.7	72.7	86.0
	25-28 th	4	2.7	2.7	88.7
	> 28 th	17	11.3	11.3	100.0
	Total	150	100.0	100.0	

Jenis Kelamin

Jenis Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-laki	65	43.3	43.3	43.3
	Perempuan	85	56.7	56.7	100.0
	Total	150	100.0	100.0	

Lokasi Tempat Tinggal

Lokasi tempat tinggal Anda saat ini

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Jakarta Utara	4	2.7	2.7	2.7
	Jakarta Timur	22	14.7	14.7	17.3
	Jakarta Selatan	56	37.3	37.3	54.7
	Jakarta Barat	14	9.3	9.3	64.0
	Jakarta Pusat	6	4.0	4.0	68.0
	Bogor	3	2.0	2.0	70.0
	Depok	18	12.0	12.0	82.0
	Tangerang	17	11.3	11.3	93.3
	Bekasi	10	6.7	6.7	100.0
	Total	150	100.0	100.0	

Pengeluaran Bulanan

Pengeluaran bulanan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Rp < 1.000.000	22	14.7	14.7	14.7
	Rp 1.000.000 – Rp 2.000.000	59	39.3	39.3	54.0
	Rp 2.000.001 – Rp 3.000.000	26	17.3	17.3	71.3
	Rp > 3.000.000	43	28.7	28.7	100.0
	Total	150	100.0	100.0	

Pendidikan Terakhir

Pendidikan terakhir

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SMA	67	44.7	44.7	44.7
	D3	13	8.7	8.7	53.3
	S1	70	46.7	46.7	100.0
	Total	150	100.0	100.0	

2. Pre test

Physical Aspects

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Physical1	16.20	4.855	.392	.257	.785
Physical2	15.90	4.231	.722	.532	.655
Physical3	15.60	5.214	.410	.268	.766
Physical4	15.67	4.920	.555	.427	.720
Physical5	15.83	4.695	.662	.519	.685

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.767	.775	5

Reliability

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Reliability1	14.57	5.289	.598	.376	.735
Reliability2	14.77	5.357	.636	.547	.722
Reliability3	14.93	5.651	.683	.559	.714
Reliability4	14.73	6.547	.419	.182	.788
Reliability5	14.87	5.223	.524	.349	.767

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.787	.792	5

Personal Interaction

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Personal1	14.47	5.223	.531	.575	.790
Personal2	14.37	4.861	.614	.559	.766
Personal3	14.47	5.292	.571	.332	.780
Personal4	14.30	4.286	.671	.715	.749
Personal5	14.27	4.961	.604	.713	.769

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.809	.809	5

Problem Solving

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Problem1	13.80	3.545	.375	.275	.792
Problem2	14.07	3.168	.619	.414	.756
Problem3	13.73	2.961	.614	.480	.757
Problem4	13.70	3.183	.694	.856	.738
Problem5	13.77	2.875	.764	.851	.708

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.803	.812	5

Policy

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Policy1	14.70	3.666	.504	.627	.559
Policy2	14.60	3.490	.594	.669	.521
Policy3	14.93	3.651	.373	.320	.607
Policy4	14.93	3.720	.365	.272	.599
Policy5	14.70	3.183	.381	.313	.614

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.647	.680	5

Kepuasan Konsumen

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Satisfaction1	15.50	3.707	.575	.644	.810
Satisfaction2	15.33	3.402	.636	.618	.792
Satisfaction3	15.40	3.421	.582	.418	.807
Satisfaction4	15.00	3.379	.587	.491	.806
Satisfaction5	15.17	2.971	.761	.621	.752

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.829	.829	5

4. Uji Validitas

Pearson Correlation

Correlations

		agregg ate_ph ysical	agreggate_r eliability	agreggate_p ersonal	agreggate_ problem	agreggate _policy	agreggate_sat isfaction
agreggate_ph ysical	Pearson Correlation	1	.458**	.455**	.356**	.348**	.379**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	150	150	150	150	150	150
agreggate_reli ability	Pearson Correlation	.458**	1	.688**	.384**	.346**	.367**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	150	150	150	150	150	150
agreggate_pe rsonal	Pearson Correlation	.455**	.688**	1	.475**	.456**	.413**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	150	150	150	150	150	150

Correlations

		agregg ate_ph ysical	agreggate_r eliability	agreggate_p ersonal	agreggate_ problem	agreggate _policy	agreggate_sat isfaction
agreggate_pr oblem	Pearson Correlation	.356**	.384**	.475**	1	.592**	.680**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	150	150	150	150	150	150
agreggate_pol icy	Pearson Correlation	.348**	.346**	.456**	.592**	1	.700**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	150	150	150	150	150	150
agreggate_sat isfaction	Pearson Correlation	.379**	.367**	.413**	.680**	.700**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	150	150	150	150	150	150

**. Correlation is significant at the 0.01 level (2-tailed).

Physical Aspects

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Physical1	16.35	3.290	.341	.137	.572
Physical2	16.13	3.413	.366	.189	.555
Physical3	16.01	3.557	.265	.083	.611
Physical4	15.89	3.605	.397	.333	.544
Physical5	16.05	3.347	.493	.380	.496

Reliability

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Reliability1	14.81	3.911	.289	.093	.688
Reliability2	15.10	3.218	.545	.407	.575
Reliability3	15.15	3.415	.537	.366	.584
Reliability4	15.05	3.514	.504	.299	.599
Reliability5	15.17	3.670	.320	.113	.682

Personal Interaction

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Personal1	14.94	4.057	.408	.254	.696
Personal2	15.09	4.072	.401	.240	.699
Personal3	15.05	3.876	.457	.223	.678
Personal4	14.83	3.496	.590	.529	.620
Personal5	14.85	3.858	.528	.482	.650

Problem Solving

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Problem1	14.20	4.107	.478	.257	.817
Problem2	14.44	4.006	.609	.388	.775
Problem3	14.21	3.762	.639	.427	.765
Problem4	14.21	4.111	.649	.494	.766
Problem5	14.28	3.948	.659	.507	.760

Policy

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Policy1	15.18	3.853	.329	.174	.565
Policy2	14.98	3.845	.443	.225	.521
Policy3	15.43	3.629	.306	.110	.580
Policy4	15.45	3.349	.348	.178	.561
Policy5	15.02	3.496	.409	.204	.522

Kepuasan Konsumen

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Satisfaction1	15.89	3.994	.617	.477	.820
Satisfaction2	15.81	3.741	.682	.521	.803
Satisfaction3	15.89	3.895	.566	.360	.836
Satisfaction4	15.63	3.779	.687	.501	.802
Satisfaction5	15.64	3.843	.708	.516	.797

5. Uji Reliabilitas

Physical Aspects

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.610	.623	5

Item Statistics

	Mean	Std. Deviation	N
Physical1	3.75	.794	150
Physical2	3.98	.719	150
Physical3	4.09	.763	150
Physical4	4.22	.612	150
Physical5	4.06	.637	150

Inter-Item Correlation Matrix

	Physical1	Physical2	Physical3	Physical4	Physical5
Physical1	1.000	.321	.149	.182	.255
Physical2	.321	1.000	.187	.117	.325
Physical3	.149	.187	1.000	.229	.168
Physical4	.182	.117	.229	1.000	.552
Physical5	.255	.325	.168	.552	1.000

Reliability

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.679	.683	5

Item Statistics

	Mean	Std. Deviation	N
Reliability1	4.01	.671	150
Reliability2	3.72	.715	150
Reliability3	3.67	.650	150
Reliability4	3.77	.639	150
Reliability5	3.65	.742	150

Inter-Item Correlation Matrix

	Reliability1	Reliability2	Reliability3	Reliability4	Reliability5
Reliability1	1.000	.200	.174	.223	.234
Reliability2	.200	1.000	.567	.502	.208
Reliability3	.174	.567	1.000	.429	.265
Reliability4	.223	.502	.429	1.000	.211
Reliability5	.234	.208	.265	.211	1.000

Personal Interaction

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.717	.717	5

Item Statistics

	Mean	Std. Deviation	N
Personal1	3.75	.685	150
Personal2	3.60	.685	150
Personal3	3.64	.707	150
Personal4	3.86	.733	150
Personal5	3.84	.656	150

Inter-Item Correlation Matrix

	Personal1	Personal2	Personal3	Personal4	Personal5
Personal1	1.000	.432	.245	.318	.180
Personal2	.432	1.000	.282	.208	.245
Personal3	.245	.282	1.000	.420	.352
Personal4	.318	.208	.420	1.000	.679
Personal5	.180	.245	.352	.679	1.000

Problem Solving

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.813	.818	5

Item Statistics

	Mean	Std. Deviation	N
Problem1	3.63	.699	150
Problem2	3.39	.633	150
Problem3	3.63	.691	150
Problem4	3.63	.574	150
Problem5	3.55	.619	150

Inter-Item Correlation Matrix

	Problem1	Problem2	Problem3	Problem4	Problem5
Problem1	1.000	.449	.409	.342	.332
Problem2	.449	1.000	.461	.443	.537
Problem3	.409	.461	1.000	.577	.534
Problem4	.342	.443	.577	1.000	.642
Problem5	.332	.537	.534	.642	1.000

Policy

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.604	.618	5

Item Statistics

	Mean	Std. Deviation	N
Policy1	3.83	.670	150
Policy2	4.03	.572	150
Policy3	3.59	.787	150
Policy4	3.57	.855	150
Policy5	3.99	.737	150

Inter-Item Correlation Matrix

	Policy1	Policy2	Policy3	Policy4	Policy5
Policy1	1.000	.382	.212	.107	.229
Policy2	.382	1.000	.284	.222	.271
Policy3	.212	.284	1.000	.191	.157
Policy4	.107	.222	.191	1.000	.389
Policy5	.229	.271	.157	.389	1.000

6. Analisis Regresi

a. Variabel *Physical Aspects*

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.968	.322		6.104	.000
	agreggate_physical	.491	.080	.452	6.161	.000

a. Dependent Variable: agreggate_satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.452[a]	.204	.199	.43078

a. Predictors: (Constant), agreggate_physical

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	7.043	1	7.043	37.953	.000[a]
	Residual	27.464	148	.186		
	Total	34.507	149			

a. Predictors: (Constant), agreggate_physical

b. Dependent Variable: agreggate_satisfaction

b. Variabel *Reliability*

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.163	.297		7.295	.000
	agreggate_reliability	.473	.078	.445	6.044	.000

a. Dependent Variable: agreggate_satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.445[a]	.198	.193	.43243

a. Predictors: (Constant), agreggate_reliability

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	6.832	1	6.832	36.534	.000[a]
	Residual	27.675	148	.187		
	Total	34.507	149			

a. Predictors: (Constant), agreggate_reliability

b. Dependent Variable: agreggate_satisfaction

c. Variabel *Personal Interaction*

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.941	.266		7.293	.000
	agreggate_personal	.535	.071	.529	7.583	.000

a. Dependent Variable: agreggate_satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.529[a]	.280	.275	.40977

a. Predictors: (Constant), agreggate_personal

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	9.656	1	9.656	57.506	.000[a]
	Residual	24.851	148	.168		
	Total	34.507	149			

a. Predictors: (Constant), agreggate_personal

b. Dependent Variable: agreggate_satisfaction

d. Variabel *Problem Solving*

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.985	.242		8.186	.000
	agreggate_problem	.549	.067	.557	8.150	.000

a. Dependent Variable: agreggate_satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.557[a]	.310	.305	.40115

a. Predictors: (Constant), agreggate_problem

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	10.690	1	10.690	66.429	.000[a]
	Residual	23.817	148	.161		
	Total	34.507	149			

a. Predictors: (Constant), agreggate_problem

b. Dependent Variable: agreggate_satisfaction

e. Variabel *Policy*

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.683	.276		6.103	.000
	agreggate_policy	.594	.072	.561	8.254	.000

a. Dependent Variable: agreggate_satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.561[a]	.315	.311	.39958

a. Predictors: (Constant), agreggate_policy

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	10.877	1	10.877	68.125	.000[a]
	Residual	23.630	148	.160		
	Total	34.507	149			

a. Predictors: (Constant), agreggate_policy

b. Dependent Variable: agreggate_satisfaction

f. All Variables

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.512	.325		1.577	.117
	agreggate_physical	.150	.079	.138	1.897	.060
	agreggate_reliability	.080	.091	.075	.874	.383
	agreggate_personal	.059	.101	.058	.586	.559
	agreggate_problem	.297	.076	.301	3.923	.000
	agreggate_policy	.329	.081	.311	4.040	.000

a. Dependent Variable: agreggate_satisfaction

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.684[a]	.468	.450	.35697

a. Predictors: (Constant), agreggate_policy, agreggate_physical, agreggate_problem, agreggate_reliability, agreggate_personal

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	16.157	5	3.231	25.358	.000[a]
	Residual	18.350	144	.127		
	Total	34.507	149			

a. Predictors: (Constant), agreggate_policy, agreggate_physical, agreggate_problem, agreggate_reliability, agreggate_personal

b. Dependent Variable: agreggate_satisfaction

7. Analisis Deskriptif

a. Variabel *Physical Aspects*

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Physical1	150	2	5	3.75	.794
Physical2	150	2	5	3.98	.719
Physical3	150	2	5	4.09	.763
Physical4	150	3	5	4.22	.612
Physical5	150	2	5	4.06	.637
Valid N (listwise)	150				

b. Variabel *Reliability*

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Reliability1	150	2	5	4.01	.671
Reliability2	150	2	5	3.72	.715
Reliability3	150	2	5	3.67	.650
Reliability4	150	2	5	3.77	.639
Reliability5	150	1	5	3.65	.742
Valid N (listwise)	150				

c. Variabel *Personal Interaction*

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Personal1	150	2	5	3.75	.685
Personal2	150	2	5	3.60	.685
Personal3	150	2	5	3.64	.707
Personal4	150	2	5	3.86	.733
Personal5	150	2	5	3.84	.656
Valid N (listwise)	150				

d. Variabel *Problem Solving*

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Problem1	150	2	5	3.63	.699
Problem2	150	2	5	3.39	.633
Problem3	150	2	5	3.63	.691
Problem4	150	2	5	3.63	.574
Problem5	150	2	5	3.55	.619
Valid N (listwise)	150				

e. Variabel *Policy*

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Policy1	150	2	5	3.83	.670
Policy2	150	2	5	4.03	.572
Policy3	150	2	5	3.59	.787
Policy4	150	1	5	3.57	.855
Policy5	150	2	5	3.99	.737
Valid N (listwise)	150				