

LAMPIRAN

No.	Atribut	1	2	3	4	5
9.	Pegawai di <i>counter</i> penjualan Starbucks Coffee PVJ memahami kebutuhan Saya secara spesifik					
10.	Merek Starbucks Coffee PVJ dapat dipercaya					
11.	Starbucks Coffee PVJ dapat diandalkan					
12.	Starbucks Coffee PVJ sangat bertanggung jawab					
13.	Starbucks Coffee PVJ memahami konsumen					
14.	Starbucks Coffee PVJ selalu profesional					
15.	Saya memilih Starbucks Coffee PVJ dibanding <i>coffee shop</i> lainnya					
16.	Saya menganggap Starbucks Coffee PVJ adalah <i>coffee shop</i> terbaik					
17.	Saya merasa loyal dengan merek Starbucks Coffee PVJ					
18.	Bagi Saya Starbucks Coffee PVJ sama dengan <i>coffee shop</i> lainnya					

KUESIONER PENELITIAN

No. Responden:
Kepada Yth. Saudara/i
di tempat

Dengan hormat,

Berkaitan dengan penelitian yang Saya lakukan dalam rangka menyelesaikan Tugas Akhir Jurusan Manajemen Fakultas Ekonomi Universitas Kristen Maranatha yang berjudul **"Pengaruh Kualitas Pelayanan Terhadap Loyalitas Konsumen Dengan Kepercayaan Sebagai Variabel Mediasi Pada Starbucks Coffee Paris Van Java"**.

Saya mohon kesediaan Saudara/i untuk mengisi/menjawab kuesioner ini dengan sejujur-jujurnya. Jawaban yang Saudara/i diberikan akan dijamin kerahasiaannya dan hanya akan digunakan untuk kepentingan ilmiah.

Atas kerjasama yang baik dan kesungguhan Saudara/i dalam mengisi kuesioner ini, Saya mengucapkan banyak terima kasih.

Peneliti,

Andreas Wibowo

I. IDENTITAS PRIBADI

- Umur :
- Jenis kelamin: P / W
- Tingkat Pendidikan:

II. DAFTAR PERTANYAAN RESPONDEN

PETUNJUK:

Berikan jawaban terhadap semua pernyataan dalam kuesioner ini dengan memberikan penilaian tentang sejauh mana pernyataan itu sesuai dengan realita (sesuai dengan apa yang Anda rasakan), Beri tanda (✓) pada kolom yang telah disediakan.

Keterangan:

- 1: Sangat Tidak Setuju
- 2: Tidak Setuju
- 3: Netral
- 4: Setuju
- 5: Sangat Setuju

1.	Fasilitas <i>counter</i> Starbucks Coffee PVJ memiliki visual yang menarik					
2.	Starbucks Coffee PVJ memiliki peralatan yang terlihat modern					
3.	Ketika Saya memiliki masalah, pegawai Starbucks Coffee PVJ langsung berinisiatif untuk membantu Saya					
4.	Starbucks Coffee PVJ melakukan pelayanan yang benar pada saat pertama kali Saya membeli produk tersebut					
5.	Pegawai di <i>counter</i> penjualan Starbucks Coffee PVJ memberikan pelayanan yang cepat					
6.	Pegawai di <i>counter</i> penjualan Starbucks Coffee PVJ selalu siaga untuk melayani Saya					
7.	Pegawai di <i>counter</i> penjualan Starbucks Coffee PVJ berlaku sopan secara konsisten					
8.	Pegawai di <i>counter</i> penjualan Starbucks Coffee PVJ dapat menjawab pertanyaan Saya					

No.	Atribut	1	2	3	4	5
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UJI VALIDITAS

Factor Analysis

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,692
Bartlett's Test of Sphericity	Approx. Chi-Square	2433,466
	df	153
	Sig.	,000

Communalities

	Initial	Extraction
SQ1	1,000	,652
SQ2	1,000	,524
SQ3	1,000	,401
SQ4	1,000	,727
SQ5	1,000	,859
SQ6	1,000	,347
SQ7	1,000	,438
SQ8	1,000	,551
SQ9	1,000	,408
T1	1,000	,727
T2	1,000	,716
T3	1,000	,460
T4	1,000	,344
T5	1,000	,543
L1	1,000	,697
L2	1,000	,576
L3	1,000	,651
L4	1,000	,253

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	5,638	31,320	31,320	5,638	31,320	31,320	5,152	28,624	28,624
2	2,185	12,141	43,461	2,185	12,141	43,461	2,395	13,308	41,932
3	2,051	11,396	54,857	2,051	11,396	54,857	2,326	12,925	54,857
4	1,886	10,480	65,337						
5	1,211	6,729	72,066						
6	1,153	6,403	78,469						
7	,741	4,119	82,588						
8	,640	3,554	86,141						
9	,516	2,865	89,006						
10	,454	2,520	91,526						
11	,401	2,230	93,756						
12	,328	1,819	95,576						
13	,212	1,180	96,755						
14	,195	1,085	97,841						
15	,122	,676	98,516						
16	,106	,591	99,108						
17	,100	,554	99,662						
18	,061	,338	100,000						

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component		
	1	2	3
SQ1		,467	-,533
SQ2	,462		-,481
SQ3	,623		
SQ4		,583	,529
SQ5		,851	
SQ6	,522		
SQ7		,640	
SQ8	,645		
SQ9			-,500
T1	,550		,628
T2	,537		,635
T3	,674		
T4	,517		
T5	,726		
L1	,792		
L2	,744		
L3	,782		
L4	-,502		

Extraction Method: Principal Component Analysis.
a. 3 components extracted.

Rotated Component Matrix(a)

	Component		
	1	2	3
SQ1		,755	
SQ2		,665	
SQ3	,609		
SQ4			,810
SQ5			,922
SQ6	,460		
SQ7			,596
SQ8	,462	,459	
SQ9		,510	
T1	,684	-,452	
T2	,667	-,455	
T3	,650		
T4	,563		
T5	,637		
L1	,823		
L2	,743		
L3	,792		
L4	-,479		

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 6 iterations.

Component Transformation Matrix

Component	1	2	3
1	,928	,302	,219
2	-,324	,359	,876
3	,186	-,883	,430

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.

Factor Analysis

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,687
Bartlett's Test of Sphericity	Approx. Chi-Square	2129,550
	df	136
	Sig.	,000

Communalities

	Initial	Extraction
SQ1	1,000	,307
SQ2	1,000	,293
SQ3	1,000	,593
SQ4	1,000	,557
SQ5	1,000	,840
SQ6	1,000	,563
SQ7	1,000	,473
SQ8	1,000	,532
SQ9	1,000	,374
T2	1,000	,213
T3	1,000	,619
T4	1,000	,432
T5	1,000	,575
L1	1,000	,882
L2	1,000	,852
L3	1,000	,815
L4	1,000	,535

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	5,383	31,666	31,666	5,383	31,666	31,666	3,578	21,050	21,050
2	2,178	12,812	44,478	2,178	12,812	44,478	3,388	19,931	40,980
3	1,893	11,136	55,614	1,893	11,136	55,614	2,488	14,634	55,614
4	1,708	10,044	65,658						
5	1,195	7,030	72,688						
6	1,025	6,029	78,718						
7	,679	3,996	82,713						
8	,595	3,498	86,211						
9	,515	3,031	89,241						
10	,450	2,649	91,891						
11	,399	2,344	94,235						
12	,293	1,726	95,961						
13	,210	1,238	97,199						
14	,194	1,144	98,343						
15	,116	,680	99,023						
16	,103	,603	99,626						
17	,064	,374	100,000						

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component		
	1	2	3
SQ1	,429		
SQ2	,499		
SQ3	,630		,427
SQ4		,671	
SQ5		,894	
SQ6	,539		,506
SQ7		,628	
SQ8	,656		
SQ9	,406		
T2	,458		
T3	,670		,405
T4	,501		
T5	,730		
L1	,791		-,429
L2	,745		-,523
L3	,786		
L4	-,509		,524

Extraction Method: Principal Component Analysis.
a 3 components extracted.

Rotated Component Matrix(a)

	Component		
	1	2	3
SQ1			,467
SQ2			
SQ3		,745	
SQ4			,728
SQ5			,904
SQ6		,745	
SQ7			,663
SQ8		,457	,483
SQ9		,606	
T2			
T3		,746	
T4		,628	
T5		,617	
L1	,898		
L2	,909		
L3	,857		
L4	-,724		

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.

a Rotation converged in 4 iterations.

Component Transformation Matrix

Component	1	2	3
1	,693	,651	,311
2	-,191	-,251	,949
3	-,695	,717	,049

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.

Factor Analysis

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,712
Bartlett's Test of Sphericity	Approx. Chi-Square	1870,003
	df	120
	Sig.	,000

Communalities

	Initial	Extraction
SQ1	1,000	,454
SQ2	1,000	,332
SQ4	1,000	,705
SQ5	1,000	,861
SQ6	1,000	,412
SQ7	1,000	,484
SQ8	1,000	,573
SQ9	1,000	,508
T2	1,000	,276
T3	1,000	,443
T4	1,000	,402
T5	1,000	,591
L1	1,000	,877
L2	1,000	,816
L3	1,000	,813
L4	1,000	,474

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	5,042	31,514	31,514	5,042	31,514	31,514	3,499	21,868	21,868
2	2,171	13,570	45,084	2,171	13,570	45,084	3,218	20,111	41,979
3	1,806	11,288	56,373	1,806	11,288	56,373	2,303	14,394	56,373
4	1,585	9,906	66,278						
5	1,144	7,151	73,429						
6	,933	5,828	79,257						
7	,673	4,207	83,464						
8	,548	3,426	86,890						
9	,463	2,896	89,786						
10	,450	2,815	92,600						
11	,369	2,303	94,904						
12	,293	1,830	96,734						
13	,210	1,313	98,047						
14	,128	,797	98,844						
15	,110	,686	99,530						
16	,075	,470	100,000						

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component		
	1	2	3
SQ1	,465		
SQ2	,521		
SQ4		,678	
SQ5		,886	
SQ6	,485		,412
SQ7		,633	
SQ8	,664		
SQ9			,558
T2	,453		
T3	,620		
T4	,489		
T5	,731		
L1	,811		
L2	,777		-,412
L3	,805		
L4	-,531		,429

Extraction Method: Principal Component Analysis.
a. 3 components extracted.

Rotated Component Matrix(a)

	Component		
	1	2	3
SQ1		,568	
SQ2		,485	
SQ4			,772
SQ5			,926
SQ6		,633	
SQ7			,627
SQ8		,598	
SQ9		,688	
T2	,503		
T3		,590	
T4		,569	
T5		,660	
L1	,886		
L2	,877		
L3	,849		
L4	-,681		

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 5 iterations.

Component Transformation Matrix

Component	1	2	3
1	,718	,660	,219
2	-,251	-,048	,967
3	-,649	,750	-,131

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.

Factor Analysis

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,714
Bartlett's Test of Sphericity	Approx. Chi-Square	1753,903
	df	105
	Sig.	,000

Communalities

	Initial	Extraction
SQ1	1,000	,646
SQ2	1,000	,438
SQ4	1,000	,792
SQ5	1,000	,866
SQ7	1,000	,485
SQ8	1,000	,558
SQ9	1,000	,478
T2	1,000	,353
T3	1,000	,364
T4	1,000	,352
T5	1,000	,551
L1	1,000	,858
L2	1,000	,779
L3	1,000	,803
L4	1,000	,407

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	4,847	32,314	32,314	4,847	32,314	32,314	3,701	24,673	24,673
2	2,168	14,452	46,766	2,168	14,452	46,766	2,822	18,815	43,487
3	1,715	11,437	58,202	1,715	11,437	58,202	2,207	14,715	58,202
4	1,546	10,306	68,508						
5	1,132	7,550	76,058						
6	,690	4,602	80,660						
7	,635	4,235	84,895						
8	,534	3,559	88,454						
9	,460	3,066	91,519						
10	,401	2,670	94,190						
11	,335	2,232	96,422						
12	,212	1,411	97,833						
13	,136	,907	98,740						
14	,110	,735	99,475						
15	,079	,525	100,000						

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component		
	1	2	3
SQ1	,474		,564
SQ2	,523		
SQ4		,663	-,510
SQ5		,876	
SQ7		,635	
SQ8	,651		
SQ9			,558
T2	,466		
T3	,594		
T4	,479		
T5	,715		
L1	,822		
L2	,799		
L3	,821		
L4	-,555		

Extraction Method: Principal Component Analysis.
a. 3 components extracted.

Rotated Component Matrix(a)

	Component		
	1	2	3
SQ1		,775	
SQ2		,632	
SQ4			,829
SQ5			,926
SQ7			,572
SQ8		,607	
SQ9		,632	
T2	,571		
T3	,419	,432	
T4		,446	
T5	,450	,582	
L1	,892		
L2	,858		
L3	,857		
L4	-,628		

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.
a. Rotation converged in 5 iterations.

Component Transformation Matrix

Component	1	2	3
1	,787	,592	,174
2	-,317	,146	,937
3	-,529	,793	-,303

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.

Factor Analysis

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,731
Bartlett's Test of Sphericity	Approx. Chi-Square	1526,593
	df	91
	Sig.	,000

Communalities

	Initial	Extraction
SQ2	1,000	,219
SQ4	1,000	,735
SQ5	1,000	,864
SQ7	1,000	,555
SQ8	1,000	,527
SQ9	1,000	,472
T2	1,000	,260
T3	1,000	,504
T4	1,000	,594
T5	1,000	,615
L1	1,000	,881
L2	1,000	,847
L3	1,000	,804
L4	1,000	,523

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	4,667	33,333	33,333	4,667	33,333	33,333	3,574	25,530	25,530
2	2,119	15,136	48,469	2,119	15,136	48,469	2,574	18,384	43,914
3	1,615	11,535	60,004	1,615	11,535	60,004	2,253	16,090	60,004
4	1,265	9,038	69,043						
5	1,062	7,589	76,631						
6	,651	4,652	81,284						
7	,600	4,282	85,566						
8	,508	3,626	89,193						
9	,406	2,901	92,093						
10	,399	2,850	94,943						
11	,335	2,389	97,333						
12	,180	1,288	98,621						
13	,114	,816	99,437						
14	,079	,563	100,000						

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component		
	1	2	3
SQ2	,456		
SQ4		,764	
SQ5		,902	
SQ7		,617	
SQ8	,630		
SQ9			,534
T2	,499		
T3	,604		
T4	,489		,550
T5	,713		
L1	,845		
L2	,818		
L3	,844		
L4	-,566		,446

Extraction Method: Principal Component Analysis.
a. 3 components extracted.

Rotated Component Matrix(a)

	Component		
	1	2	3
SQ2	,421		
SQ4			,815
SQ5			,923
SQ7			,641
SQ8		,517	,403
SQ9		,666	
T2			
T3		,642	
T4		,754	
T5		,659	
L1	,901		
L2	,906		
L3	,841		
L4	-,719		

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.

a Rotation converged in 5 iterations.

Component Transformation Matrix

Component	1	2	3
1	,798	,558	,229
2	-,188	-,130	,973
3	-,573	,820	-,001

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.

Factor Analysis

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,715
Bartlett's Test of Sphericity	Approx. Chi-Square	1410,918
	df	78
	Sig.	,000

Communalities

	Initial	Extraction
SQ2	1,000	,217
SQ4	1,000	,753
SQ5	1,000	,861
SQ7	1,000	,490
SQ9	1,000	,396
T2	1,000	,322
T3	1,000	,579
T4	1,000	,646
T5	1,000	,628
L1	1,000	,881
L2	1,000	,852
L3	1,000	,804
L4	1,000	,543

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	4,332	33,323	33,323	4,332	33,323	33,323	3,417	26,285	26,285
2	2,067	15,899	49,222	2,067	15,899	49,222	2,425	18,653	44,938
3	1,574	12,106	61,329	1,574	12,106	61,329	2,131	16,390	61,329
4	1,169	8,996	70,324						
5	1,061	8,161	78,485						
6	,643	4,945	83,431						
7	,578	4,447	87,878						
8	,451	3,468	91,346						
9	,406	3,123	94,469						
10	,337	2,594	97,063						
11	,187	1,436	98,498						
12	,115	,887	99,385						
13	,080	,615	100,000						

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component		
	1	2	3
SQ2	,445		
SQ4		,813	
SQ5		,915	
SQ7		,569	
SQ9			,438
T2	,514		
T3	,608		,456
T4	,495		,588
T5	,702		
L1	,874		
L2	,840		
L3	,860		
L4	-,579		,455

Extraction Method: Principal Component Analysis.
a 3 components extracted.

Rotated Component Matrix(a)

	Component		
	1	2	3
SQ2	,438		
SQ4			,834
SQ5			,921
SQ7			,615
SQ9		,588	
T2		,413	
T3		,700	
T4		,794	
T5		,675	
L1	,894		
L2	,906		
L3	,837		
L4	-,733		

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.

a Rotation converged in 5 iterations.

Component Transformation Matrix

Component	1	2	3
1	,817	,550	,174
2	-,090	-,176	,980
3	-,570	,816	,094

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.

Factor Analysis

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,714
Bartlett's Test of Sphericity	Approx. Chi-Square	1355,294
	df	66
	Sig.	,000

Communalities

	Initial	Extraction
SQ2	1,000	,225
SQ4	1,000	,720
SQ5	1,000	,884
SQ7	1,000	,465
T2	1,000	,417
T3	1,000	,649
T4	1,000	,625
T5	1,000	,624
L1	1,000	,881
L2	1,000	,855
L3	1,000	,808
L4	1,000	,593

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	4,254	35,453	35,453	4,254	35,453	35,453	3,270	27,252	27,252
2	2,014	16,781	52,234	2,014	16,781	52,234	2,410	20,082	47,334
3	1,479	12,323	64,557	1,479	12,323	64,557	2,067	17,224	64,557
4	1,098	9,153	73,711						
5	,934	7,787	81,498						
6	,623	5,188	86,686						
7	,466	3,881	90,567						
8	,407	3,393	93,960						
9	,338	2,817	96,776						
10	,187	1,557	98,334						
11	,120	1,000	99,334						
12	,080	,666	100,000						

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component		
	1	2	3
SQ2	,449		
SQ4		,771	
SQ5		,907	
SQ7		,649	
T2	,528		
T3	,602		,531
T4	,470		,616
T5	,693		
L1	,877		
L2	,846		
L3	,862		
L4	-,584		,498

Extraction Method: Principal Component Analysis.
a. 3 components extracted.

Rotated Component Matrix(a)

	Component		
	1	2	3
SQ2	,447		
SQ4			,824
SQ5			,937
SQ7			,637
T2		,593	
T3		,782	
T4		,775	
T5		,703	
L1	,874		
L2	,899		
L3	,824		
L4	-,762		

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.
a. Rotation converged in 4 iterations.

Component Transformation Matrix

Component	1	2	3
1	,799	,579	,162
2	-,192	-,009	,981
3	-,570	,815	-,104

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.

Factor Analysis

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,721
Bartlett's Test of Sphericity	Approx. Chi-Square	1275,879
	df	55
	Sig.	,000

Communalities

	Initial	Extraction
SQ4	1,000	,738
SQ5	1,000	,876
SQ7	1,000	,465
T2	1,000	,415
T3	1,000	,656
T4	1,000	,612
T5	1,000	,622
L1	1,000	,892
L2	1,000	,856
L3	1,000	,836
L4	1,000	,610

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	4,094	37,219	37,219	4,094	37,219	37,219	3,062	27,835	27,835
2	2,014	18,307	55,526	2,014	18,307	55,526	2,447	22,249	50,084
3	1,470	13,363	68,889	1,470	13,363	68,889	2,069	18,805	68,889
4	,950	8,637	77,527						
5	,743	6,750	84,277						
6	,552	5,017	89,294						
7	,431	3,916	93,209						
8	,338	3,074	96,284						
9	,204	1,853	98,136						
10	,122	1,112	99,249						
11	,083	,751	100,000						

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component		
	1	2	3
SQ4		,771	
SQ5		,907	
SQ7		,649	
T2	,555		
T3	,598		,543
T4	,492		,587
T5	,679		
L1	,878		
L2	,842		
L3	,872		
L4	-,582		,517

Extraction Method: Principal Component Analysis.
a 3 components extracted.

Rotated Component Matrix(a)

	Component		
	1	2	3
SQ4			,833
SQ5			,934
SQ7			,635
T2		,580	
T3		,794	
T4		,766	
T5		,725	
L1	,874		
L2	,893		
L3	,835		
L4	-,773		

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.
a Rotation converged in 5 iterations.

Component Transformation Matrix

Component	1	2	3
1	,773	,610	,174
2	-,211	-,011	,977
3	-,598	,792	-,121

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.

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Reliability

Reliability Statistics

Cronbach's Alpha	N of Items
.7373	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
SQ4	8.2100	1.9255	.5595	.6651
SQ5	8.3450	1.3829	.7397	.4166
SQ7	8.6250	1.7732	.4268	.8205

Factor Analysis

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.733
Bartlett's Test of Sphericity	Approx. Chi-Square	1173,265
	df	45
	Sig.	,000

Communalities

	Initial	Extraction
SQ4	1,000	,847
SQ5	1,000	,838
T2	1,000	,496
T3	1,000	,677
T4	1,000	,601
T5	1,000	,614
L1	1,000	,893
L2	1,000	,851
L3	1,000	,860
L4	1,000	,617

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	4,083	40,833	40,833	4,083	40,833	40,833	3,046	30,459	30,459
2	1,764	17,637	58,470	1,764	17,637	58,470	2,428	24,276	54,735
3	1,446	14,461	72,931	1,446	14,461	72,931	1,820	18,196	72,931
4	,757	7,569	80,500						
5	,653	6,532	87,032						
6	,433	4,327	91,359						
7	,421	4,212	95,571						
8	,214	2,144	97,715						
9	,146	1,459	99,174						
10	,083	,826	100,000						

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component		
	1	2	3
SQ4		,866	
SQ5		,905	
T2	,556		
T3	,595		,568
T4	,490		,515
T5	,675		
L1	,885		
L2	,848		
L3	,874		
L4	-,586		,522

Extraction Method: Principal Component Analysis.
a 3 components extracted.

Rotated Component Matrix(a)

	Component
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	1	2	3
SQ4			,904
SQ5			,915
T2		,639	
T3		,811	
T4		,729	
T5		,724	
L1	,881		
L2	,888		
L3	,861		
L4	-,771		

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.
a. Rotation converged in 4 iterations.

Component Transformation Matrix

Component	1	2	3
1	,777	,609	,156
2	-,137	-,078	,988
3	-,614	,789	-,023

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.

Reliability

Reliability Statistics

Cronbach's Alpha	N of Items
.8205	2

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
SQ4	4.2450	.6181	.7074	
SQ5	4.3800	.4277	.7074	

Reliability Statistics

Cronbach's Alpha	N of Items
.7420	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
T2	11.1800	4.3594	.4588	.7249
T3	11.6750	4.0094	.5993	.6471
T4	11.7600	4.1230	.5073	.6993
T5	11.5400	3.9783	.5792	.6575

Reliability Statistics

Cronbach's Alpha	N of Items
.4269	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
L1	9.8750	2.4516	.7744	-.3733
L2	9.8550	2.7678	.6892	-.2047
L3	9.9800	2.8237	.7305	-.2240
L4	11.3900	8.5205	-.5667	.9450

Factor Analysis

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,703
Bartlett's Test of Sphericity	Approx. Chi-Square	1082,226
	df	36
	Sig.	,000

Communalities

	Initial	Extraction
SQ4	1,000	,848
SQ5	1,000	,836
T2	1,000	,500
T3	1,000	,643
T4	1,000	,676
T5	1,000	,608
L1	1,000	,936
L2	1,000	,897
L3	1,000	,882

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
	1	3,805	42,283	42,283	3,805	42,283	42,283	2,733	30,366
2	1,763	19,589	61,871	1,763	19,589	61,871	2,276	25,288	55,654
3	1,257	13,966	75,838	1,257	13,966	75,838	1,816	20,183	75,838
4	,744	8,272	84,109						
5	,554	6,155	90,264						
6	,433	4,807	95,071						
7	,215	2,384	97,455						
8	,146	1,627	99,081						
9	,083	,919	100,000						

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component		
	1	2	3
SQ4		,867	

SQ5		,904	
T2	,587		
T3	,650		,468
T4	,518		,566
T5	,707		
L1	,868		
L2	,822		-,466
L3	,855		

Extraction Method: Principal Component Analysis.
a. 3 components extracted.

Rotated Component Matrix(a)

	Component		
	1	2	3
SQ4			,908
SQ5			,913
T2		,632	
T3		,772	
T4		,779	
T5		,699	
L1	,931		
L2	,927		
L3	,897		

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.
a. Rotation converged in 4 iterations.

Component Transformation Matrix

Component	1	2	3
1	,757	,632	,166
2	-,178	-,046	,983
3	-,629	,774	-,078

Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.

Reliability

Reliability Statistics

Cronbach's Alpha	N of Items
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Reliability Statistics

Cronbach's Alpha	N of Items
.9450	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
L1	7.5650	3.6339	.9203	.8923
L2	7.5450	3.9477	.8610	.9379
L3	7.6700	4.0916	.8777	.9264

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Regression

Variables Entered/Removed(b)

Model	Variables Entered	Variables Removed	Method
1	TOTAL_T, TOTAL_SQ (a)	.	Enter

a All requested variables entered.

b Dependent Variable: TOTAL_L

Model Summary(b)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,860(a)	,740	,737	1,08407

a Predictors: (Constant), TOTAL_T, TOTAL_SQ

b Dependent Variable: TOTAL_L

ANOVA(b)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	657,662	2	328,831	279,805	,000(a)
	Residual	231,518	197	1,175		
	Total	889,180	199			

a Predictors: (Constant), TOTAL_T, TOTAL_SQ

b Dependent Variable: TOTAL_L

Coefficients(a)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	,134	,640		,210	,834
	TOTAL_SQ	,184	,058	,116	3,157	,002
	TOTAL_T	,682	,030	,838	22,849	,000

a Dependent Variable: TOTAL_L

Residuals Statistics(a)

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	4,3316	14,7440	12,2100	1,81792	200
Std. Predicted Value	-4,334	1,394	,000	1,000	200
Standard Error of Predicted Value	,08092	,34567	,12431	,04675	200
Adjusted Predicted Value	4,4823	14,7402	12,2094	1,81029	200
Residual	-2,4688	2,5276	,0000	1,07861	200
Std. Residual	-2,277	2,332	,000	,995	200
Stud. Residual	-2,289	2,364	,000	1,003	200
Deleted Residual	-2,4934	2,5985	,0006	1,09688	200
Stud. Deleted Residual	-2,314	2,392	,001	1,008	200
Mahal. Distance	,114	19,238	1,990	2,928	200
Cook's Distance	,000	,063	,006	,011	200
Centered Leverage Value	,001	,097	,010	,015	200

a Dependent Variable: TOTAL_L

Regression

Variables Entered/Removed(b)

Model	Variables Entered	Variables Removed	Method
1	TOTAL_T, TOTAL_SQ (a)	.	Enter

a All requested variables entered.

b Dependent Variable: TOTAL_L

Model Summary(b)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,803(a)	,645	,641	1,07421

a Predictors: (Constant), TOTAL_T, TOTAL_SQ

b Dependent Variable: TOTAL_L

ANOVA(b)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	406,969	2	203,485	176,340	,000(a)
	Residual	223,863	194	1,154		
	Total	630,832	196			

a Predictors: (Constant), TOTAL_T, TOTAL_SQ

b Dependent Variable: TOTAL_L

Coefficients(a)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	,898	,700		1,283	,201
	TOTAL_SQ	,186	,058	,139	3,221	,001
	TOTAL_T	,633	,035	,775	18,010	,000

a Dependent Variable: TOTAL_L

Residuals Statistics(a)

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	8,7140	14,5967	12,3503	1,44096	197
Residual	-2,6130	2,2816	,0000	1,06872	197
Std. Predicted Value	-2,523	1,559	,000	1,000	197
Std. Residual	-2,432	2,124	,000	,995	197

a Dependent Variable: TOTAL_L

NPar Tests

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		197
Normal Parameters(a,b)	Mean	,0000000
	Std. Deviation	1,06871896
Most Extreme Differences	Absolute	,080
	Positive	,080
	Negative	-,078
Kolmogorov-Smirnov Z		1,123
Asymp. Sig. (2-tailed)		,161

a Test distribution is Normal.

b Calculated from data.

Regression

Variables Entered/Removed(b)

Model	Variables Entered	Variables Removed	Method
1	TOTAL_T, TOTAL_SQ (a)	.	Enter

a All requested variables entered.

b Dependent Variable: TOTAL_L

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,803(a)	,645	,641	1,07421

a Predictors: (Constant), TOTAL_T, TOTAL_SQ

ANOVA(b)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	406,969	2	203,485	176,340	,000(a)
	Residual	223,863	194	1,154		
	Total	630,832	196			

a Predictors: (Constant), TOTAL_T, TOTAL_SQ

b Dependent Variable: TOTAL_L

Coefficients(a)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	,898	,700		1,283	,201		
	TOTAL_SQ	,186	,058	,139	3,221	,001	,987	1,013
	TOTAL_T	,633	,035	,775	18,010	,000	,987	1,013

a Dependent Variable: TOTAL_L

Collinearity Diagnostics(a)

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	TOTAL_SQ	TOTAL_T
1	1	2,973	1,000	,00	,00	,00
	2	,019	12,477	,00	,67	,44
	3	,008	19,385	,99	,33	,56

a Dependent Variable: TOTAL_L

Regression

Variables Entered/Removed(b)

Model	Variables Entered	Variables Removed	Method
1	TOTAL_T, TOTAL_SQ (a)	.	Enter

a All requested variables entered.

b Dependent Variable: ABS

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,453(a)	,205	,197	,53962

a Predictors: (Constant), TOTAL_T, TOTAL_SQ

ANOVA(b)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	14,557	2	7,279	24,996	,000(a)
	Residual	56,491	194	,291		
	Total	71,048	196			

a Predictors: (Constant), TOTAL_T, TOTAL_SQ

b Dependent Variable: ABS

Coefficients(a)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	1,924	,352		5,471	,000		
	TOTAL_SQ	,091	,029	,202	3,137	,002	,987	1,013
	TOTAL_T	-,117	,018	-,429	-6,655	,000	,987	1,013

a Dependent Variable: ABS

Collinearity Diagnostics(a)

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	TOTAL_SQ	TOTAL_T
1	1	2,973	1,000	,00	,00	,00
	2	,019	12,477	,00	,67	,44
	3	,008	19,385	,99	,33	,56

a Dependent Variable: ABS

Regression

Variables Entered/Removed(b)

Model	Variables Entered	Variables Removed	Method
1	TOTAL_T, TOTAL_SQ (a)	.	Enter

a All requested variables entered.

b Dependent Variable: ABS

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,453(a)	,205	,197	,53962

a Predictors: (Constant), TOTAL_T, TOTAL_SQ

ANOVA(b)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	14,557	2	7,279	24,996	,000(a)
	Residual	56,491	194	,291		
	Total	71,048	196			

a Predictors: (Constant), TOTAL_T, TOTAL_SQ

b Dependent Variable: ABS

Coefficients(a)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,924	,352		5,471	,000
	TOTAL_SQ	,091	,029	,202	3,137	,002
	TOTAL_T	-,117	,018	-,429	-6,655	,000

a Dependent Variable: ABS

Regression

Variables Entered/Removed(b)

Model	Variables Entered	Variables Removed	Method
1	TOTAL_T, TOTAL_SQ (a)	.	Enter

a All requested variables entered.

b Dependent Variable: TOTAL_L

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,803(a)	,645	,641	1,07421

a Predictors: (Constant), TOTAL_T, TOTAL_SQ

ANOVA(b)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	406,969	2	203,485	176,340	,000(a)
	Residual	223,863	194	1,154		
	Total	630,832	196			

a Predictors: (Constant), TOTAL_T, TOTAL_SQ

b Dependent Variable: TOTAL_L

Coefficients(a)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	,898	,700		1,283	,201
	TOTAL_SQ	,186	,058	,139	3,221	,001
	TOTAL_T	,633	,035	,775	18,010	,000

a Dependent Variable: TOTAL_L

Regression

Variables Entered/Removed(b)

Model	Variables Entered	Variables Removed	Method
1	TOTAL_SQ (a)	.	Enter

a All requested variables entered.

b Dependent Variable: TOTAL_T

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,115(a)	,013	,008	2,18868

a Predictors: (Constant), TOTAL_SQ

ANOVA(b)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	12,462	1	12,462	2,602	,108(a)
	Residual	934,116	195	4,790		
	Total	946,579	196			

a Predictors: (Constant), TOTAL_SQ

b Dependent Variable: TOTAL_T

Coefficients(a)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	13,933	1,020		13,663	,000
	TOTAL_SQ	,188	,117	,115	1,613	,108

a Dependent Variable: TOTAL_T