

## LAMPIRAN 1 KUESIONER

### **KUESIONER PENGARUH SERVICE RECOVERY TERHADAP REPURCHASE INTENTION PADA MARKETPLACE (STUDI KASUS PADA KONSUMEN MARKETPLACE)**

No. Kuesioner:.....

Responden Yth,

Kami Timothy Halim dan Jesselyn Angella dari mahasiswa Program Studi Manajemen Kepariwisata Universitas Kristen Petra yang sedang melakukan penelitian mengenai PENGARUH SERVICE RECOVERY TERHADAP REPURCHASE INTENTION PADA MARKETPLACE (STUDI KASUS PADA KONSUMEN MARKETPLACE) dalam rangka untuk menyelesaikan tugas akhir kami. Demi kelancaran penelitian ini, kami memohon partisipasi Bapak/Ibu/Saudara/Saudari untuk meluangkan waktu selama 3 menit guna mengisi kuesioner ini secara lengkap dan benar. Semua informasi yang diperoleh dari kuesioner ini bersifat rahasia dan hanya dipergunakan untuk kepentingan akademis. Terima kasih atas kerjasama dan partisipasinya, Tuhan memberkati.

#### **Screening Responden**

Apakah Anda pernah berbelanja online di marketplace (Shopee, Tokopedia, Lazada)?

- a. Ya, silahkan melanjutkan pertanyaan berikutnya.
- b. Tidak, silahkan berhenti di sini dan terima kasih.

Apakah Anda pernah mengalami kekecewaan yang disebabkan oleh jasa pengiriman atas produk yang anda beli, seperti barang terlambat datang, barang rusak ketika sampai, barang tidak utuh ketika sampai, tidak ada tracking status, barang tidak sampai?



	terjadinya kegagalan layanan sejak awal					
4	Karyawan jasa pengiriman berkomunikasi dengan baik saat pelanggan memberikan keluhan	1	2	3	4	5
5	Karyawan jasa pengiriman menunjukkan kepedulian saat menanggapi keluhan	1	2	3	4	5
6	Karyawan jasa pengiriman mampu menjawab pertanyaan atas masalah yang terjadi	1	2	3	4	5
7	Karyawan jasa pengiriman menjelaskan penyebab atas masalah yang terjadi	1	2	3	4	5
8	Karyawan jasa pengiriman berjanji untuk segera menyelesaikan masalah keluhan	1	2	3	4	5
9	Pihak jasa pengiriman mengakui kesalahan atas masalah yang terjadi	1	2	3	4	5
10	Karyawan jasa pengiriman berupaya untuk menyelesaikan keluhan	1	2	3	4	5
11	Karyawan jasa pengiriman menyelesaikan keluhan dengan sopan	1	2	3	4	5
12	Pihak jasa pengiriman menyelesaikan keluhan sesuai dengan kebutuhan anda	1	2	3	4	5
13	Penyelesaian keluhan dilakukan dengan tepat waktu oleh pihak jasa pengiriman	1	2	3	4	5

14	Karyawan jasa pengiriman menyelesaikan keluhan dengan cepat	1	2	3	4	5
15	Pihak jasa pengiriman menyelesaikan masalah keluhan sesuai dengan prosedur yang ada	1	2	3	4	5
16	Pihak jasa pengiriman memberikan perlakuan yang adil untuk keluhan yang anda sampaikan	1	2	3	4	5
17	Pihak jasa pengiriman memberikan permintaan maaf (verbal) atas kesalahan yang terjadi	1	2	3	4	5
18	Pihak jasa pengiriman memberikan kompensasi seperti voucher, discount, pemberian free ongkir, dll saat terjadi masalah pengiriman	1	2	3	4	5
19	Pihak jasa pengiriman mendengarkan masukan yang anda berikan	1	2	3	4	5
20	Karyawan jasa pengiriman memastikan keluhan yang terjadi tidak akan terulang kembali	1	2	3	4	5
<b>Repurchase Intention</b>						
<b>No.</b>	<b>Pernyataan</b>	<b>STS</b>	<b>TS</b>	<b>N</b>	<b>S</b>	<b>SS</b>
1	Saya akan mempertimbangkan marketplace ini sebagai pilihan pertama saya jika akan membeli produk	1	2	3	4	5

2	Saya akan melakukan pembelian ulang melalui aplikasi marketplace	1	2	3	4	5
3	Saya akan selalu mencari informasi mengenai produk yang dijual dalam marketplace	1	2	3	4	5
4	Saya akan melihat rating dan review dari pelanggan yang telah melakukan transaksi di marketplace	1	2	3	4	5
5	Saya akan mengganti produk yang dipilih apabila produk preferensi pada marketplace terjadi perbandingan harga yang drastis	1	2	3	4	5
6	Kemungkinan saya akan menyampaikan hal positif kepada orang lain mengenai marketplace tersebut	1	2	3	4	5

Terima kasih atas partisipasi Anda

Tuhan Memberkati

## Lampiran 2 Data Responden

No	Responden	Umur	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X18	X19	X20	SUMX	Y1	Y2	Y3	Y4	Y5	Y6	SUMY
1	JENNIFER RESTU ASMORO	17-25	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72	4	5	5	5	5	5	29
2	YVONNE AUDREY	17-25	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	88	4	4	4	5	5	5	27
3	KATH	17-25	2	1	2	2	3	3	2	3	2	2	2	3	3	3	3	3	3	2	44	2	2	1	4	5	1	15
4	BILLY	17-25	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	4	5	74	5	5	4	4	4	4	26
5	THOMAS	17-25	4	5	5	4	5	5	4	5	4	4	4	5	5	5	4	5	5	5	84	4	4	5	5	4	5	27
6	KENNETH	17-25	5	5	5	5	5	5	5	5	5	5	5	5	1	5	5	1	5	5	82	5	5	5	5	5	5	30
7	CATHERINE ELIZABETH	17-25	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72	4	5	5	5	5	5	29
8	FARENZA	17-25	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	88	5	5	5	5	5	5	30
9	JOSEPHINE	17-25	4	3	3	4	4	4	4	4	4	4	4	4	3	4	4	3	4	4	68	4	3	3	3	4	4	21
10	LIENY	17-25	5	5	4	4	4	5	4	5	5	4	4	5	5	4	4	3	4	5	79	4	5	5	5	5	3	27
11	MONICA	17-25	4	4	4	3	3	3	3	3	3	3	3	3	4	4	4	4	4	4	63	4	4	4	4	4	4	24
12	JOVANSKI	17-25	4	4	4	4	4	4	5	4	4	4	4	5	4	4	3	4	4	5	74	4	4	5	4	4	4	25
13	JESSON	17-25	3	2	3	3	3	3	3	3	3	4	4	4	4	3	4	4	4	5	63	4	4	3	4	4	4	24
14	CINDY S	17-25	5	3	4	5	3	2	4	4	5	5	4	2	3	5	5	1	4	2	66	5	5	5	5	5	5	30
15	KARINA	17-25	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	90	4	4	4	5	5	5	27	
16	GERALDY	17-25	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4	2	5	5	73	5	5	5	5	5	5	30
17	IKKE	17-25	3	4	3	4	4	4	4	3	5	5	4	4	3	4	4	2	4	4	68	5	5	5	5	4	4	28
18	LIE YOSUA	17-25	3	3	2	2	1	3	3	4	2	3	5	4	3	4	4	3	4	3	56	5	4	5	5	5	4	28
19	CALISTA	17-25	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	54	4	4	4	4	4	4	24	
20	JULIA T	17-25	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	90	5	5	5	5	5	5	30	
21	RENALDY	17-25	3	3	4	4	3	3	3	3	3	3	2	3	3	3	3	3	3	55	3	3	3	4	4	3	20	
22	RENDA	17-25	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	90	4	5	5	5	5	5	29	
23	IWAN	17-25	4	5	4	5	5	5	4	4	5	5	5	5	5	5	4	3	4	4	81	4	4	4	3	3	3	21
24	KAREN KARUNIA	17-25	4	4	4	4	4	4	4	4	4	5	5	5	4	5	5	4	4	4	77	5	5	5	5	5	5	30
25	GERSHWIN	17-25	5	3	5	4	4	4	5	5	4	5	5	2	3	4	4	2	3	3	70	5	5	5	4	4	5	28
26	-	17-25	4	3	4	3	3	3	4	3	3	3	4	3	3	4	3	3	3	3	59	4	4	4	3	4	4	23
27	LAIKITO W	17-25	3	3	4	4	5	5	4	4	4	4	4	3	4	4	3	4	4	5	71	4	4	4	4	4	4	24
28	WENDY CHYNTIA	17-25	4	3	3	4	4	3	4	4	4	4	4	3	3	4	4	3	4	3	65	5	5	5	5	5	4	29
29	JOSHUA GERALD ADITYA	17-25	4	2	2	2	2	4	5	1	3	3	2	1	2	4	2	1	5	4	49	5	5	5	5	5	5	30
30	MARKUS	17-25	5	4	4	5	3	5	4	4	5	5	3	4	5	4	5	3	5	5	78	5	5	4	4	4	4	26
31	BENITA KRISTI	17-25	2	1	3	3	2	3	3	2	3	3	1	1	4	3	3	4	3	4	47	5	4	5	5	5	5	29
32	CLIFFERN	17-25	4	4	5	5	4	4	4	4	4	5	4	5	4	4	4	5	4	5	78	5	4	4	5	4	5	27
33	RIVALDY	17-25	2	2	3	3	3	3	3	3	3	3	3	3	3	3	2	3	3	51	3	4	3	5	3	3	21	
34	STACIA	17-25	4	3	4	3	4	2	3	3	3	4	4	3	3	3	4	2	3	3	58	3	4	3	3	4	1	18
35	CELLA	17-25	5	4	5	5	5	5	5	5	4	5	5	3	3	5	3	3	5	5	80	5	5	5	5	5	3	28
36	AV VIANNO HATU LELY	17-25	1	3	3	2	2	3	1	1	3	3	3	2	2	2	3	1	3	3	41	3	2	3	5	3	3	19
37	REXY	17-25	1	2	1	1	3	4	2	1	1	4	1	1	3	1	2	1	2	1	32	3	5	5	5	5	5	28
38	JESSICA FANNY	17-25	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72	4	5	5	5	5	5	29
39	YUSTINUS DWI	17-25	4	4	5	4	4	5	5	5	5	5	4	4	4	5	5	4	4	5	81	4	4	5	4	4	5	26
40	NIRELL	17-25	4	3	3	3	4	2	4	4	4	2	4	3	3	3	3	2	3	2	55	3	4	4	4	4	3	22
41	MICHAEL	17-25	3	2	3	3	2	2	1	3	3	3	3	2	2	3	3	2	3	3	46	4	4	5	5	5	4	27
42	FLORIN	17-25	3	3	4	4	3	4	5	3	4	4	4	3	3	5	5	4	5	5	71	2	3	3	4	4	2	18
43	DIONISIUS REVAN	17-25	4	4	3	4	4	3	4	5	4	5	3	5	4	5	3	4	5	4	73	4	5	4	5	4	4	26
44	CATHERINE SATIVA	17-25	4	4	5	4	4	5	5	5	4	5	5	5	5	5	5	2	4	4	80	5	5	5	5	5	5	30
45	-	17-25	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72	4	5	5	5	5	5	29
46	NATASHA MELINDA	17-25	4	5	5	5	5	5	4	5	5	4	5	4	4	4	4	4	5	5	82	5	5	5	5	4	4	28
47	IGNACIO NICOLASE	17-25	3	4	4	4	4	3	4	3	4	4	3	2	4	4	4	4	4	4	66	4	4	4	5	5	5	27
48	TONY	17-25	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	89	5	5	5	5	5	5	30	
49	DENNIS LUKITO	17-25	5	2	4	4	4	4	5	5	4	4	4	4	4	4	4	1	5	5	72	4	5	5	5	5	4	28
50	CAESAR MOGALANA W	17-25	3	2	5	5	5	4	4	5	4	4	5	5	4	5	4	5	5	4	78	5	5	5	5	5	5	30
51	TIFFANY	17-25	3	1	3	2	3	3	4	3	4	4	2	5	4	4	2	4	4	4	60	5	3	5	5	3	5	26
52	PRASATYA ALDO	17-25	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72	4	4	4	4	4	4	24
53	JOANNA	17-25	3	2	3	4	3	2	4	4	4	4	3	3	2	3	2	1	3	4	54	4	4	5	5	5	4	27
54	BILLY	17-25	5	5	4	3	5	4	5	5	4	5	4	3	3	4	4	1	5	4	73	5	5	5	5	5	5	30
55	KEVIN JONATHAN S	17-25	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	55	5	5	5	5	4	5	29
56	MARCELLA	17-25	3	3	3	2	2	2	3	3	3	3	3	2	3	3	3	1	3	3	48	4	5	5	5	4	5	28
57	ALLEN	17-25	4	4	4	4	5	4	5	4	5	5	5	3	3	4	4	2	4	4	73	4	4	4	5	4	4	25
58	KEZIA	17-25	2	2	2	2	2	3	3	3	3	2	2	2	2	2	1	3	3	41	3	4	4	4	4	4	23	
59	MICHELLA	17-25	5	5	5	5	5	5	5	5	5	5	5	3	4	3	3	1	3	3	75	5	5	5	5	5	5	28
60	BETSY	17-25	5	4	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5	88	4	5	3	3	3	4	22
61	NINA	17-25	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72	4	5	5	5	5	5	29
62	TYARA TADENIA T	17-25	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	90	5	5	5	5	5	5	30	
63	LEONARDO	17-25	4	3	4	5	4	3	5	4	4	5	3	4	5	3	4	4	3	5	72	4	3	5	4	3	5	24
64	JASON ANDREAS	17-25	4	5	5	5	4	5	4	4	5	5	5	4	4	5	4	3	5	5	81	4	4	5	5	4	5	27
65	ALBERT CARSWELL	17-25	4	3	2	3	3																					

## Lampiran 2 Data Responden (sambungan)

71	LYCIA NAFISI	17-25	1	1	2	4	1	2	2	3	2	4	2	1	1	1	1	4	2	4	38	4	5	4	5	5	5	28
72	STEVEN	17-25	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	90	5	5	5	5	5	5	30
73	ALEXANDER BRYAN	17-25	2	4	3	2	2	5	1	4	2	4	1	1	1	1	1	1	3	1	39	4	5	5	5	3	4	26
74	GRACE	17-25	3	3	3	3	3	3	4	3	4	4	3	4	4	4	2	3	4	60	5	5	5	5	5	5	30	
75	JESSICA DEA	17-25	4	2	3	4	4	2	4	4	4	4	3	2	4	4	1	4	2	59	4	4	5	5	4	3	25	
76	FEBRY	17-25	4	3	5	4	4	4	5	5	5	5	4	5	5	3	2	5	5	78	3	4	4	5	4	5	25	
77	THESIA	17-25	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4	4	4	85	4	4	4	5	5	4	26	
78	CINDY	17-25	4	4	4	3	4	4	5	3	4	4	4	5	5	5	4	5	3	74	5	5	4	5	5	5	29	
79	IRENE CHIQUITA KURNIAWAN	17-25	3	3	4	3	4	4	4	3	4	4	5	3	3	3	4	2	4	64	5	4	5	5	4	5	28	
80	CHIKA	17-25	4	4	4	4	5	2	4	4	3	4	4	4	2	4	4	2	4	64	4	2	5	5	4	4	24	
81	JANSEN	17-25	3	4	2	2	2	2	4	2	4	4	4	2	2	4	2	2	4	51	4	4	4	5	4	5	26	
82	SWANDY JUNAEDY BENJAMIN A	17-25	4	4	5	4	3	4	5	4	3	2	4	2	1	3	3	4	3	59	4	5	4	3	5	3	24	
83	YONATHAN BILLY	17-25	5	4	5	4	5	4	4	5	4	5	5	3	4	5	5	2	3	76	5	4	4	4	5	4	26	
84	GRACIELLA TEGUH	17-25	5	4	5	5	4	4	5	5	5	5	5	4	3	5	5	5	5	84	5	5	5	5	3	5	28	
85	ELOK KURNIA	17-25	4	4	3	3	4	4	4	5	4	4	5	4	4	4	5	4	5	75	5	4	4	4	4	4	25	
86	KEVINA	17-25	3	3	4	4	4	4	4	3	3	4	4	4	2	4	4	3	4	65	5	5	5	5	5	5	30	
87	ALFANDI HALIM	17-25	2	2	3	3	4	2	3	3	4	4	4	3	4	4	3	4	4	58	4	4	5	5	4	4	26	
88	VENDY OKT AVIANUS	17-25	2	3	3	3	2	3	3	2	3	3	2	2	2	2	2	2	2	44	3	3	2	3	3	3	17	
89	DANIEL	17-25	4	3	4	3	3	4	2	2	2	4	3	4	4	4	3	1	4	57	2	2	4	5	4	4	21	
90	STANLEY	17-25	4	3	3	3	4	3	4	4	4	5	4	3	3	4	4	2	4	65	4	3	3	4	4	4	22	
91	VERGINA	17-25	4	4	4	4	4	4	5	4	5	5	4	4	4	4	4	1	4	71	4	5	5	5	5	5	29	
92	THEODORUS WIJAYA	17-25	3	2	5	4	4	5	4	4	5	5	5	4	3	4	4	2	4	72	5	5	5	3	4	5	27	
93	WENNY JESSICA	17-25	4	4	5	5	4	4	5	5	5	5	4	2	2	4	4	1	5	69	4	4	5	5	5	3	26	
94	ANASTASIA	17-25	4	3	4	4	3	4	5	4	5	5	5	5	4	5	5	2	5	77	5	3	5	5	3	3	24	
95	IMMANUEL DEKA SAMUDRA MA	17-25	5	5	5	3	5	5	5	2	3	3	3	3	3	5	3	2	3	66	4	4	5	5	5	5	28	
96	MARIA HELEN	17-25	3	3	3	3	3	2	3	2	3	3	3	2	2	3	3	3	4	52	3	3	5	5	5	2	23	
97	KEVIN CHRISTANTO	17-25	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	54	3	3	4	5	4	4	23	
98	AURELLIA FEBRIANA	17-25	4	4	4	4	4	4	5	5	5	4	5	3	3	4	4	2	3	72	5	5	4	5	4	5	28	
99	NAT	17-25	5	3	5	4	4	4	4	5	5	4	5	5	3	2	3	5	5	73	4	5	3	4	2	3	21	
100	JOVE ENRICO	17-25	5	4	4	5	4	4	4	5	5	4	4	5	4	3	5	5	4	78	3	5	4	5	4	5	26	
101	GRACELLA WIDJAYA PRANATA	17-25	2	2	3	3	3	3	2	3	4	3	3	2	2	3	3	2	3	49	5	5	5	5	5	5	30	
102	AWENLIANG	17-25	4	4	3	3	4	3	3	3	3	3	4	4	3	3	4	3	3	60	4	3	4	3	3	4	21	
103	EVELYN	17-25	3	3	3	4	4	2	3	4	4	4	4	4	4	4	1	3	4	62	5	5	5	5	5	4	29	
104	YANSEN	17-25	5	4	5	4	4	4	5	3	4	5	4	5	5	4	3	4	4	75	4	4	4	3	4	4	23	
105	IVAN	17-25	4	4	5	4	4	5	5	2	3	4	4	4	3	5	4	3	3	70	5	4	5	4	4	3	25	
106	FLORENTINA EVIN	17-25	5	5	4	4	5	4	4	4	4	4	4	4	4	5	5	5	5	80	5	5	5	5	5	5	30	
107	ZILDJIAN	17-25	2	2	2	1	3	3	4	1	1	2	3	4	3	3	3	3	4	47	2	4	5	5	5	2	23	
108	CALVIN WIJAYA JOHAN	17-25	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72	4	5	5	5	5	5	29	
109	SHANICE	17-25	5	3	4	4	4	4	5	4	4	4	4	4	4	4	5	3	3	72	5	5	4	5	4	4	27	
110	LEONY	17-25	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	90	4	5	4	4	5	5	27	
111	STEVANUS	17-25	4	4	4	4	4	4	4	4	4	4	4	3	3	4	4	2	3	65	5	5	4	4	3	4	25	
112	CLAUDIA	17-25	4	4	3	4	4	4	4	4	4	4	3	2	3	3	3	2	3	61	4	3	4	5	5	4	25	
113	KARINA RATNA DEWI	17-25	1	1	3	2	2	1	2	2	2	2	2	2	2	3	2	3	2	4	38	4	3	5	5	3	25	
114	CHIKITTA	17-25	3	2	3	4	4	4	4	2	2	2	2	2	2	2	3	3	3	50	4	4	3	3	3	3	20	
115	MELINDA	17-25	5	5	5	5	4	4	3	5	4	5	4	2	2	5	5	1	5	74	5	5	5	2	5	5	27	
116	CHENKO MAJOURI	17-25	5	5	5	5	5	5	4	5	4	4	5	4	5	5	4	4	4	83	4	3	4	5	4	3	23	
117	JOSEPH DWIPUTRA	17-25	4	4	4	5	5	4	3	4	4	5	5	5	5	5	4	4	4	79	4	5	4	4	4	5	26	
118	TIKA	17-25	4	4	4	4	4	4	5	4	4	4	4	3	4	4	5	5	5	76	5	5	5	5	5	5	30	
119	SHARONT AGATHA	17-25	3	3	3	4	4	4	4	4	4	4	4	4	3	4	4	3	3	66	4	4	5	5	5	5	28	
120	LAURENTIA JEANNE	17-25	4	3	3	4	4	3	3	3	3	3	3	5	3	4	3	2	3	59	4	4	4	4	4	4	24	

## Lampiran 2 Data Responden (sambungan)

121	PHYLLIA	17-25	5	2	4	4	4	4	5	4	4	4	4	5	5	5	5	4	4	4	76	4	4	5	5	5	5	28
122	JOSEPHINE	17-25	5	3	4	2	5	4	3	4	1	3	2	4	3	2	5	3	4	2	59	5	3	4	3	4	3	22
123	FANI	17-25	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72	4	3	4	4	4	3	22
124	INDRI	17-25	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72	3	4	4	4	4	4	23
125	NATASIA LIE	17-25	5	4	3	5	4	4	4	4	5	4	3	4	4	4	4	3	5	4	73	4	5	5	4	4	4	26
126	APRY	17-25	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72	4	5	5	5	5	5	29
127	ANJANETTE MICHELLE	17-25	5	5	5	4	4	4	4	5	5	5	4	4	5	5	4	5	5	83	5	5	5	5	5	5	30	
128	GITA VENOLITA	17-25	2	2	2	3	4	4	4	3	4	4	4	3	4	4	1	3	3	58	4	4	5	5	4	4	26	
129	ONG	17-25	4	4	4	2	3	4	2	2	4	4	3	2	4	3	4	1	4	3	57	5	5	4	5	3	4	26
130	KEVIN SUSANTO	17-25	5	4	5	5	4	4	4	4	4	4	4	4	5	4	4	5	4	77	4	5	5	5	3	5	27	
131	JASON	17-25	4	5	4	3	4	3	3	4	4	3	4	4	4	3	3	4	4	67	5	5	4	5	5	4	28	
132	PEDRO	17-25	4	3	4	3	5	4	1	3	3	4	4	2	1	4	3	1	4	3	56	5	3	1	5	5	4	23
133	WENNY	17-25	4	4	3	3	4	3	3	3	4	4	4	3	3	3	3	2	3	3	59	3	3	3	3	3	3	18
134	BRYAN	17-25	5	3	5	4	3	4	5	3	5	5	5	3	3	5	5	1	5	5	74	5	5	5	5	5	5	30
135	FEBI EVELYN	17-25	3	3	4	3	4	4	3	5	4	4	5	4	4	4	4	4	4	70	4	5	4	5	3	4	25	
136	JESSICA	17-25	3	2	4	2	5	4	4	4	4	4	3	5	4	3	2	4	3	64	4	4	4	5	5	4	26	
137	JANSEN	17-25	4	3	4	3	4	4	4	5	3	3	4	3	4	3	4	5	4	67	5	5	5	3	4	4	26	
138	KEN	17-25	1	1	1	1	1	2	1	1	1	1	1	1	1	1	1	2	1	20	1	1	4	4	3	4	17	
139	RICKY FERNANDO YONG	17-25	2	2	2	2	3	1	3	2	3	3	3	1	1	3	3	4	4	46	4	5	4	5	5	4	27	
140	RAYMON JULIUS	17-25	3	4	4	3	3	4	3	5	4	5	4	3	3	3	4	4	5	4	68	5	4	5	5	5	5	29
141	FLOREN	17-25	1	1	1	1	1	2	1	1	1	2	2	1	1	2	3	1	2	2	26	5	4	5	5	3	2	24
142	GERRY	17-25	4	3	4	4	4	4	4	4	5	4	3	3	4	4	4	4	4	5	71	5	5	5	5	5	5	30
143	AEMELIA AGATHA	17-25	4	3	5	5	5	4	3	4	5	4	4	4	5	4	2	3	4	73	5	5	5	5	5	4	28	
144	IRENE	17-25	4	3	4	4	4	5	5	5	5	5	5	5	5	5	1	3	4	77	4	4	5	5	2	3	23	
145	FELLYCIA MEGA	17-25	4	5	4	5	4	4	5	5	4	4	4	2	2	4	4	5	4	73	4	4	5	5	3	4	25	
146	JESSICA RUTH	17-25	4	2	3	3	3	3	4	3	3	4	4	3	3	4	3	2	4	3	58	4	5	5	5	5	5	29
147	OLIVIA	17-25	4	4	5	3	5	5	5	5	5	5	4	5	5	3	5	5	5	83	5	5	5	5	5	5	30	
148	JENIFER LAURENS	17-25	5	2	5	4	4	4	4	1	4	5	5	1	1	4	4	1	2	4	60	4	4	5	5	5	5	28
149	PINKI GUST UTI SIXSIANANDA	17-25	5	5	5	5	4	4	5	4	5	5	5	4	3	4	4	4	5	81	3	5	5	5	5	5	28	
150	KEVIN WILLIAM	17-25	1	1	1	1	2	2	3	2	2	2	2	2	2	2	2	2	2	33	1	2	5	5	5	2	20	
151	JEVIN	17-25	4	4	4	4	4	4	4	4	4	4	5	4	3	4	4	4	4	72	4	3	4	4	4	3	22	
152	SAM HERLABANG	17-25	4	3	3	4	4	4	4	4	5	4	4	3	4	4	5	3	4	3	69	4	4	5	4	5	5	27
153	RICKY JAYAPUTRA	17-25	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72	4	5	5	5	5	5	29	
154	BELLA CHRYSTIANA SANTOSO	17-25	3	1	3	3	3	3	2	1	3	4	1	2	1	1	1	1	1	35	5	5	5	5	5	3	28	
155	DEVI KARTIKA	17-25	2	3	2	2	3	4	1	2	1	4	1	1	1	2	3	4	4	3	43	2	3	5	5	5	3	23
156	VIANNY	17-25	3	3	3	3	3	4	4	3	4	3	3	3	3	3	3	3	3	58	4	3	5	5	5	5	27	
157	ELYTA	17-25	5	4	5	5	4	5	5	5	5	5	4	4	5	5	5	5	5	86	2	5	5	5	5	5	27	
158	NANCY	17-25	5	4	4	5	5	5	4	5	3	5	5	4	4	4	5	4	5	80	5	4	5	4	5	4	27	
159	RICHARD	17-25	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72	4	4	4	4	4	4	24	
160	ANASTASIA WINNIE	17-25	4	4	4	4	4	5	3	2	4	5	4	4	4	5	5	1	3	3	68	4	4	5	5	4	4	26
161	MEI	17-25	4	3	4	3	4	4	4	5	4	4	4	3	3	4	4	4	4	69	5	5	4	5	5	4	28	
162	MEGA INDIRA	17-25	5	5	5	5	5	5	5	4	5	5	4	5	4	4	5	5	4	85	4	5	4	5	5	5	28	
163	VINCENT	17-25	4	3	4	4	4	4	5	4	4	4	4	3	4	4	2	3	2	66	3	4	4	5	5	5	26	
164	VINCENT	17-25	4	5	3	4	4	3	4	3	5	5	3	3	4	3	5	4	4	5	71	4	5	3	5	4	4	25
165	YUCHA	17-25	2	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	86	5	5	5	5	4	5	29	
166	ANGELA PRICILLA	17-25	2	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	69	4	4	4	4	4	4	24	
167	FIAN CUNDAWAN	17-25	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72	4	5	5	5	5	5	29	
168	-	17-25	4	5	4	5	5	5	5	5	5	5	4	5	5	5	5	5	5	87	5	5	4	5	5	5	29	
169	NICO	17-25	2	1	2	1	1	2	2	2	2	2	2	1	1	1	2	1	1	2	28	4	4	5	4	4	4	25
170	FELIX OCTAVIUS	17-25	3	2	2	2	1	2	3	2	4	4	3	1	1	2	2	2	4	4	44	4	3	5	5	4	5	26
171	PUSURA	17-25	3	1	4	1	3	1	1	1	1	3	1	1	1	1	1	1	1	27	4	4	4	5	5	5	27	
172	VERNANDO YOSUA	17-25	4	5	4	3	4	5	4	5	5	4	4	5	4	4	4	4	5	78	4	5	5	4	5	5	28	
173	RICHARD LEIMINATA	17-25	4	5	4	5	4	4	3	4	3	3	4	4	4	4	3	4	5	71	5	5	5	3	4	4	26	
174	SHANNEN	17-25	5	5	5	4	4	3	4	4	3	5	5	1	1	4	4	4	3	4	68	5	4	5	5	5	4	28
175	HELEN	17-25	5	3	5	5	5	5	4	4	4	5	4	3	3	5	4	2	4	3	73	4	4	4	5	5	5	27
176	SHERLY	17-25	2	4	2	3	4	4	4	4	4	4	3	3	4	4	3	4	5	65	4	4	4	5	4	5	26	
177	VANIA	17-25	4	3	3	3	2	3	2	3	3	4	3	3	4	5	3	3	3	4	58	4	4	5	5	4	4	26
178	RIANDY	17-25	4	5	5	5	5	5	1	4	5	5	3	4	5	4	2	4	5	76	5	5	5	5	5	5	30	
179	JEVON	17-25	3	5	5	3	4	4	4	5	4	5	4	4	5	4	4	3	5	76	4	4	4	5	4	4	25	

### Lampiran 3 Uji Validitas X dan Y

<b>Attribute</b>	<b>Corrected Item-Total Correlation</b>
X2	.712
X3	.717
X4	.766
X5	.799
X6	.774
X7	.722
X8	.737
X9	.742
X10	.781
X11	.713
X12	.809
X13	.727
X14	.698
X15	.797
X16	.775
X18	.498
X19	.707
X20	.675
Y1	.460
Y2	.529
Y3	.501
Y4	.399
Y5	.447
Y6	.619

#### Lampiran 4 Hasil Uji Reliabilitas X dan Y

**Reliability Statistics**

Variabel	Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items	Keterangan
X	.956	.958	18	Reliabel
Y	.753	.751	6	Reliabel

## Lampiran 5 Hasil Uji Analisis Deskriptif

### Descriptive Statistics

No.	Pernyataan Service Recovery	Mean	Std. Dev
X2	Karyawan jasa pengiriman paham atas masalah yang anda alami	3.77	1.044
X3	Karyawan jasa pengiriman memberikan penjelasan atas terjadinya kegagalan layanan sejak awal	3.49	1.143
X4	Karyawan jasa pengiriman berkomunikasi dengan baik saat pelanggan memberikan keluhan	3.82	1.001
X5	Karyawan jasa pengiriman menunjukkan kepedulian saat menanggapi keluhan	3.71	1.052
X6	Karyawan jasa pengiriman mampu menjawab pertanyaan atas masalah yang terjadi	3.82	.974
X7	Karyawan jasa pengiriman menjelaskan penyebab atas masalah yang terjadi	3.79	.975
X8	Karyawan jasa pengiriman berjanji untuk segera menyelesaikan masalah keluhan	3.86	1.059
X9	Pihak jasa pengiriman mengakui kesalahan atas masalah yang terjadi	3.76	1.133
X10	Karyawan jasa pengiriman berupaya untuk menyelesaikan keluhan	3.84	1.016
X11	Karyawan jasa pengiriman menyelesaikan keluhan dengan sopan	4.09	.850
X12	Pihak jasa pengiriman menyelesaikan keluhan sesuai dengan kebutuhan anda	3.88	1.007
X13	Penyelesaian keluhan dilakukan dengan tepat waktu oleh pihak jasa pengiriman	3.47	1.177
X14	Karyawan jasa pengiriman menyelesaikan keluhan dengan cepat	3.39	1.168
X15	Pihak jasa pengiriman menyelesaikan masalah keluhan sesuai dengan prosedur yang ada	3.88	1.007
X16	Pihak jasa pengiriman memberikan perlakuan yang adil untuk keluhan yang anda sampaikan	3.80	.956
X18	Pihak jasa pengiriman memberikan kompensasi seperti voucher, discount, pemberian free ongkir, dll saat terjadi masalah pengiriman	3.06	1.365
X19	Pihak jasa pengiriman mendengarkan masukan yang anda berikan	3.85	.921
X20	Karyawan jasa pengiriman memastikan keluhan yang terjadi tidak akan terulang kembali	3.81	1.064
<b>Rata-Rata</b>		<b>3.73</b>	
<b>Pernyataan Rerpurchase Intention</b>			
Y1	Saya akan mempertimbangkan marketplace ini sebagai pilihan pertama saya jika akan membeli produk	4.18	.824
Y2	Saya akan melakukan pembelian ulang melalui aplikasi marketplace	4.28	.829
Y3	Saya akan selalu mencari informasi mengenai produk yang dijual dalam marketplace	4.45	.766
Y4	Saya akan melihat rating dan review dari pelanggan yang telah melakukan transaksi di marketplace	4.58	.726
Y5	Saya akan mengganti produk yang dipilih apabila produk preferensi pada marketplace terjadi perbandingan harga yang drastis	4.35	.775
Y6	Kemungkinan saya akan menyampaikan hal positif kepada orang lain mengenai marketplace tersebut	4.21	.918
<b>Rata-Rata</b>		<b>4,34</b>	

## Lampiran 6 Hasil Uji Analisis Faktor

		Correlation Matrix <sup>a</sup>																	
		X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X18	X19	X20
Correlation	X2	1.000	.609	.707	.654	.636	.537	.631	.564	.580	.581	.588	.469	.449	.609	.594	.246	.500	.399
	X3	.609	1.000	.626	.604	.626	.619	.488	.559	.550	.533	.586	.506	.480	.552	.552	.436	.529	.483
	X4	.707	.626	1.000	.714	.704	.670	.607	.571	.602	.627	.693	.491	.469	.642	.555	.345	.513	.459
	X5	.654	.604	.714	1.000	.677	.598	.634	.629	.709	.664	.668	.556	.482	.647	.640	.434	.540	.533
	X6	.636	.626	.704	.677	1.000	.669	.612	.606	.573	.604	.659	.605	.553	.631	.605	.375	.501	.421
	X7	.537	.619	.670	.598	.669	1.000	.576	.524	.551	.578	.564	.530	.545	.576	.545	.338	.522	.487
	X8	.631	.488	.607	.634	.612	.576	1.000	.562	.680	.563	.664	.522	.503	.664	.560	.320	.526	.525
	X9	.564	.559	.571	.629	.606	.524	.562	1.000	.655	.576	.659	.582	.521	.541	.577	.448	.589	.479
	X1	.580	.550	.602	.709	.573	.551	.680	.655	1.000	.732	.723	.546	.549	.663	.621	.286	.569	.601
	X1	.581	.533	.627	.664	.604	.578	.563	.576	.732	1.000	.649	.430	.468	.610	.568	.185	.498	.516
	X1	.588	.586	.693	.668	.659	.564	.664	.659	.723	.649	1.000	.587	.512	.756	.693	.373	.556	.577
	X1	.469	.506	.491	.556	.605	.530	.522	.582	.546	.430	.587	1.000	.773	.620	.628	.515	.522	.493
	X1	.449	.480	.469	.482	.553	.545	.503	.521	.549	.468	.512	.773	1.000	.589	.599	.490	.510	.539
	X1	.609	.552	.642	.647	.631	.576	.664	.541	.663	.610	.756	.620	.589	1.000	.716	.332	.611	.619
	X1	.594	.552	.555	.640	.605	.545	.560	.577	.621	.568	.693	.628	.599	.716	1.000	.422	.603	.564
	X1	.246	.436	.345	.434	.375	.338	.320	.448	.286	.185	.373	.515	.490	.332	.422	1.000	.476	.487
	X1	.500	.529	.513	.540	.501	.522	.526	.589	.569	.498	.556	.522	.510	.611	.603	.476	1.000	.607
	X2	.399	.483	.459	.533	.421	.487	.525	.479	.601	.516	.577	.493	.539	.619	.564	.487	.607	1.000

### KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.948
Approx. Chi-Square		2492,579
Bartlett's Test of Sphericity	df	153
	Sig.	.000

## Lampiran 6 Hasil Uji Analisis Faktor (sambungan)

		Anti-image Matrices																		
		X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X18	X19	X20	
Anti-image Covariance	X2	.350	-.090	-.099	-.034	-.022	.048	-.091	-.041	.012	-.012	.038	.008	-.010	-.017	-.062	.072	-.020	.031	
	X3	-.090	.424	-.017	-.004	-.044	-.091	.059	-.012	-.021	-.007	-.021	-.001	.011	.001	.001	-.082	-.021	-.020	
	X4	-.099	-.017	.285	-.061	-.043	-.085	.011	.012	.013	-.021	-.067	.023	-.004	-.021	.049	-.025	-.006	.018	
	X5	-.034	-.004	-.061	.289	-.038	-.006	-.018	-.017	-.070	-.049	.024	-.027	.061	-.015	-.039	-.088	.026	-.007	
	X6	-.022	-.044	-.043	-.038	.322	-.070	-.037	-.030	.036	-.039	-.026	-.041	-.017	-.012	-.012	-.007	.013	.056	
	X7	.048	-.091	-.085	-.006	-.070	.393	-.057	.000	.016	-.036	.029	-.009	-.043	.007	-.015	.039	-.033	-.029	
	X8	-.091	.059	.011	-.018	-.037	-.057	.378	-.002	-.073	.029	-.039	.003	-.005	-.047	.035	-.016	-.010	-.025	
	X9	-.041	-.012	.012	-.017	-.030	.000	-.002	.387	-.056	-.031	-.063	-.042	.001	.052	.005	-.066	-.081	.031	
	X10	.012	-.021	.013	-.070	.036	.016	-.073	-.056	.262	-.089	-.050	-.005	-.039	.007	-.001	.072	-.022	-.049	
	X11	-.012	-.007	-.021	-.049	-.039	-.036	.029	-.031	-.089	.345	-.021	.049	-.034	-.005	-.011	.093	-.008	-.041	
	X12	.038	-.021	-.067	.024	-.026	.029	-.039	-.063	-.050	-.021	.254	-.024	.047	-.076	-.061	-.013	.033	-.022	
	X13	.008	-.001	.023	-.027	-.041	-.009	.003	-.042	-.005	.049	-.024	.301	-.165	-.036	-.026	-.046	-.001	.027	
	X14	-.010	.011	-.004	.061	-.017	-.043	-.005	.001	-.039	-.034	.047	-.165	.323	-.024	-.035	-.069	.015	-.042	
	X15	-.017	.001	-.021	-.015	-.012	.007	-.047	.052	.007	-.005	-.076	-.036	-.024	.273	-.063	.064	-.056	-.063	
	X16	-.062	.001	.049	-.039	-.012	-.015	.035	.005	-.001	-.011	-.061	-.026	-.035	-.063	.344	-.025	-.082	-.011	
	X18	.072	-.082	-.025	-.088	-.007	.039	-.016	-.066	.072	.093	-.013	-.046	-.069	.064	-.025	.485	-.082	-.119	
	X19	-.020	-.021	-.006	.026	.013	-.033	-.010	-.081	-.022	-.008	.033	-.001	.015	-.056	-.051	-.082	.438	-.086	
	X20	.031	-.020	.018	-.007	.056	-.029	-.025	.031	-.049	-.041	-.022	.027	-.042	-.063	-.011	-.119	-.086	.420	
	Anti-image Correlation	X2	.938 <sup>a</sup>	-.233	-.312	-.108	-.067	.130	-.249	-.112	.041	-.035	.129	.024	-.029	-.054	-.180	.174	-.052	.082
		X3	-.233	.965 <sup>a</sup>	-.048	-.011	-.119	-.222	.147	-.031	-.063	-.019	-.064	-.002	.030	.002	.004	-.181	-.049	-.047
X4		-.312	-.048	.946 <sup>a</sup>	-.214	-.142	-.254	.034	.036	.048	-.066	-.249	.080	-.014	-.076	.157	-.068	-.018	.051	
X5		-.108	-.011	-.214	.955 <sup>a</sup>	-.125	-.018	-.054	-.050	-.254	-.156	.090	-.091	.199	-.053	-.124	-.236	.074	-.021	
X6		-.067	-.119	-.142	-.125	.969 <sup>a</sup>	-.196	-.105	-.085	.125	-.117	-.092	-.131	-.053	-.041	-.036	-.017	.035	.153	
X7		.130	-.222	-.254	-.018	-.196	.955 <sup>a</sup>	-.148	.001	.050	-.099	.091	-.026	-.121	.022	-.040	.090	-.080	-.071	
X8		-.249	.147	.034	-.054	-.105	-.148	.960 <sup>a</sup>	-.006	-.231	.081	-.127	.009	-.014	-.145	.098	-.038	-.023	-.063	
X9		-.112	-.031	.036	-.050	-.085	.001	-.006	.963 <sup>a</sup>	-.176	-.086	-.201	-.123	.002	.160	.014	-.152	-.197	.076	
X10		.041	-.063	.048	-.254	.125	.050	-.231	-.176	.942 <sup>a</sup>	-.297	-.195	-.019	-.134	.025	-.003	.203	-.064	-.147	
X11		-.035	-.019	-.066	-.156	-.117	-.099	.081	-.086	-.297	.954 <sup>a</sup>	-.072	.151	-.101	-.016	-.033	.227	-.020	-.109	
X12		.129	-.064	-.249	.090	-.092	.091	-.127	-.201	-.195	-.072	.945 <sup>a</sup>	-.087	.165	-.291	-.207	-.038	.098	-.067	
X13		.024	-.002	.080	-.091	-.131	-.026	.009	-.123	-.019	.151	-.087	.929 <sup>a</sup>	-.530	-.126	-.081	-.122	-.002	.077	
X14		-.029	-.030	-.014	.199	-.053	-.121	-.014	.002	-.134	-.101	.165	-.530	.914 <sup>a</sup>	-.082	-.104	-.174	.041	-.114	
X15		-.054	.002	-.076	-.053	-.041	.022	-.145	.160	.025	-.016	-.291	-.126	-.082	.955 <sup>a</sup>	-.207	.175	-.161	-.186	
X16		-.180	-.004	.157	-.124	-.036	-.040	.098	.014	-.003	-.033	-.207	-.081	-.104	-.207	.966 <sup>a</sup>	-.060	-.132	-.028	
X18		.174	-.181	-.068	-.236	-.017	.090	-.038	-.152	.203	.227	-.038	-.122	-.174	.175	-.060	.859 <sup>a</sup>	-.177	-.264	
X19		-.052	-.049	-.018	.074	.035	-.080	-.023	-.197	-.064	-.020	.098	-.002	.041	-.161	-.132	-.177	.964 <sup>a</sup>	-.200	
X20		.082	-.047	.051	-.021	.153	-.071	-.063	.076	-.147	-.109	-.067	.077	-.114	-.186	-.028	-.264	-.200	.948 <sup>a</sup>	

Communalities		
	Initial	Extraction
X2	1.000	.670
X3	1.000	.562
X4	1.000	.718
X5	1.000	.710
X6	1.000	.668
X7	1.000	.583
X8	1.000	.626
X9	1.000	.599
X10	1.000	.695
X11	1.000	.688
X12	1.000	.720
X13	1.000	.704
X14	1.000	.677
X15	1.000	.693
X16	1.000	.656
X18	1.000	.706
X19	1.000	.586
X20	1.000	.571

**Lampiran 6 Hasil Uji Analisis Faktor (sambungan)**

Total Variance Explained									
Component	Initial Eigenvalues			Loadings			Loadings		
	Total	% of Variance	Cumulative %	Total	Variance	Cumulative %	Total	% of Variance	Cumulative %
1	10.592	58.843	58.843	10.592	58.843	58.843	7.475	41.526	41.526
2	1.241	6.896	65.740	1.241	6.896	65.740	4.358	24.214	65.740
3	.820	4.554	70.294						
4	.700	3.887	74.180						
5	.561	3.116	77.296						
6	.527	2.929	80.225						
7	.477	2.652	82.877						
8	.450	2.500	85.377						
9	.401	2.229	87.606						
10	.368	2.047	89.653						
11	.318	1.769	91.422						
12	.286	1.591	93.013						
13	.279	1.548	94.561						
14	.258	1.435	95.996						
15	.210	1.166	97.162						
16	.191	1.059	98.221						
17	.172	.956	99.177						
18	.148	.823	100.000						

Component Matrix <sup>a</sup>		
	Component	
	1	2
X2	.757	-.310
X3	.749	-.026
X4	.804	-.269
X5	.831	-.142
X6	.807	-.128
X7	.759	-.087
X8	.777	-.152
X9	.773	.042
X10	.819	-.157
X11	.761	-.330
X12	.842	-.107
X13	.749	.378
X14	.723	.393
X15	.832	-.035
X16	.804	.100
X18	.526	.655
X19	.735	.216
X20	.705	.272

Rotated Component Matrix <sup>a</sup>		
	Component	
	1	2
X2	.798	.184
X3	.627	.412
X4	.811	.245
X5	.760	.364
X6	.733	.361
X7	.670	.367
X8	.722	.325
X9	.607	.481
X10	.759	.345
X11	.812	.170
X12	.749	.399
X13	.394	.741
X14	.363	.738
X15	.699	.452
X16	.599	.546
X18	.051	.839
X19	.475	.600
X20	.419	.629

## Lampiran 6 Hasil Uji Analisis Faktor (sambungan)

**Component Transformation Matrix**

Component	1	2
1	,816	,577
2	-,577	,816

Extraction Method: Principal

Component Analysis.

Rotation Method: Varimax with Kaiser

Normalization.

### Lampiran 7 Hasil Uji Asumsi Klasik dan Regresi Linear Berganda

Correlations				
		SUMY	SUMX1	SUMX2
Pearson Correlation	SUMY	1.000	.391	.259
	SUMX1	.391	1.000	.761
	SUMX2	.259	.761	1.000
Sig. (1-tailed)	SUMY		.000	.000
	SUMX1	.000		.000
	SUMX2	.000	.000	
N	SUMY	179	179	179
	SUMX1	179	179	179
	SUMX2	179	179	179

Variables Entered/Removed <sup>a</sup>			
Model	Variables Entered	Variables Removed	Method
1	SUMX2, SUMX1 <sup>b</sup>		Enter

Model Summary <sup>b</sup>					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.410 <sup>a</sup>	.169	.159	2,977	1,882

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	292.898	2	146.449	16.278	.000 <sup>b</sup>
	Residual	1583.426	176	8.997		
	Total	1876.324	178			

Coefficients <sup>a</sup>								
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	20.249	1.078		18.790	.000		
	SUMX1	.141	.033	.460	4.312	.000	.422	2.372
	SUMX2	-.065	.076	-.091	-.853	.395	.422	2.372

**Lampiran 7 Hasil Uji Asumsi Klasik dan Regresi Linear Berganda (sambungan)**

Collinearity Diagnostics <sup>a</sup>						
Model		Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	SUMX1	SUMX2
1	1	2.955	1.000	.00	.00	.00
	2	.033	9.490	.82	.02	.27
	3	.012	15.824	.18	.97	.73

Residuals Statistics <sup>a</sup>					
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	21.83	28.28	26.06	1.283	179
Std. Predicted Value	-3.302	1.727	.000	1.000	179
Standard Error of Predicted Value	.225	.784	.369	.121	179
Adjusted Predicted Value	22.18	28.21	26.06	1.284	179
Residual	-9.042	5.539	.000	2.983	179
Std. Residual	-3.014	1.847	.000	.994	179
Stud. Residual	-3.035	1.860	.000	1.003	179
Deleted Residual	-9.167	5.621	.003	3.032	179
Stud. Deleted Residual	-3.109	1.874	-.002	1.009	179
Mahal. Distance	.010	11.172	1.989	2.169	179
Cook's Distance	.000	.071	.006	.010	179
Centered Leverage Value	.000	.063	.011	.012	179

## Lampiran 7 Hasil Uji Asumsi Klasik dan Regresi Linear Berganda (sambungan)

