













LAMPIRAN 2

LAMPIRAN 2

ANALISIS DESKRIPTIF

JenisKelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid laki-laki	23	76.7	76.7	76.7
perempuan	7	23.3	23.3	100.0
Total	30	100.0	100.0	

Umur

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid <30	3	10.0	10.0	10.0
30-40	9	30.0	30.0	40.0
41-50	17	56.7	56.7	96.7
>50	1	3.3	3.3	100.0
Total	30	100.0	100.0	

Pendidikan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid S1	16	53.3	53.3	53.3
S2	14	46.7	46.7	100.0
Total	30	100.0	100.0	

Jabatan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Kepala Cabang	16	53.3	53.3	53.3
Auditor Internal	11	36.7	36.7	90.0
Kabag	1	3.3	3.3	93.3
Bag. Akuntansi	2	6.7	6.7	100.0
Total	30	100.0	100.0	

MasaKerja

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<10	14	46.7	46.7	46.7
	10-20	14	46.7	46.7	93.3
	21-30	2	6.7	6.7	100.0
	Total	30	100.0	100.0	

Crosstabs

JenisKelamin * Umur Crosstabulation

			Umur				Total
			<30	30-40	41-50	>50	
JenisKelamin	laki-laki	Count	2	6	14	1	23
		% of Total	6.7%	20.0%	46.7%	3.3%	76.7%
	perempuan	Count	1	3	3	0	7
		% of Total	3.3%	10.0%	10.0%	.0%	23.3%
Total		Count	3	9	17	1	30
		% of Total	10.0%	30.0%	56.7%	3.3%	100.0%

JenisKelamin * Pendidikan Crosstabulation

			Pendidikan		Total
			S1	S2	
JenisKelamin	laki-laki	Count	10	13	23
		% of Total	33.3%	43.3%	76.7%
	perempuan	Count	6	1	7
		% of Total	20.0%	3.3%	23.3%
Total		Count	16	14	30
		% of Total	53.3%	46.7%	100.0%

JenisKelamin * Jabatan Crosstabulation

			Jabatan				Total
			Kepala Cabang	Auditor Internal	Kabag	Bag. Akuntansi	
JenisKelamin	laki-laki	Count	15	6	1	1	23
		% of Total	50.0%	20.0%	3.3%	3.3%	76.7%
	perempuan	Count	1	5	0	1	7
		% of Total	3.3%	16.7%	.0%	3.3%	23.3%
Total		Count	16	11	1	2	30
		% of Total	53.3%	36.7%	3.3%	6.7%	100.0%

JenisKelamin * MasaKerja Crosstabulation

			MasaKerja			Total
			<10	10-20	21-30	
JenisKelamin	laki-laki	Count	10	11	2	23
		% of Total	33.3%	36.7%	6.7%	76.7%
	perempuan	Count	4	3	0	7
		% of Total	13.3%	10.0%	.0%	23.3%
Total		Count	14	14	2	30
		% of Total	46.7%	46.7%	6.7%	100.0%

Umur * Pendidikan Crosstabulation

		Pendidikan		Total	
		S1	S2		
Umur	<30	Count	2	1	3
		% of Total	6.7%	3.3%	10.0%
	30-40	Count	5	4	9
		% of Total	16.7%	13.3%	30.0%
	41-50	Count	8	9	17
		% of Total	26.7%	30.0%	56.7%
	>50	Count	1	0	1
		% of Total	3.3%	.0%	3.3%
Total		Count	16	14	30
		% of Total	53.3%	46.7%	100.0%

Umur * Jabatan Crosstabulation

			Jabatan				Total
			Kepala Cabang	Auditor Internal	Kabag	Bag. Akuntansi	
Umur	<30	Count	0	3	0	0	3
		% of Total	.0%	10.0%	.0%	.0%	10.0%
	30-40	Count	4	4	0	1	9
		% of Total	13.3%	13.3%	.0%	3.3%	30.0%
	41-50	Count	12	3	1	1	17
		% of Total	40.0%	10.0%	3.3%	3.3%	56.7%
	>50	Count	0	1	0	0	1
		% of Total	.0%	3.3%	.0%	.0%	3.3%
Total		Count	16	11	1	2	30
		% of Total	53.3%	36.7%	3.3%	6.7%	100.0%

Umur * MasaKerja Crosstabulation

			MasaKerja			Total
			<10	10-20	21-30	
Umur <30	Count	3	0	0	3	
	% of Total	10.0%	.0%	.0%	10.0%	
30-40	Count	7	2	0	9	
	% of Total	23.3%	6.7%	.0%	30.0%	
41-50	Count	4	12	1	17	
	% of Total	13.3%	40.0%	3.3%	56.7%	
>50	Count	0	0	1	1	
	% of Total	.0%	.0%	3.3%	3.3%	
Total	Count	14	14	2	30	
	% of Total	46.7%	46.7%	6.7%	100.0%	

Pendidikan * MasaKerja Crosstabulation

			MasaKerja			Total
			<10	10-20	21-30	
Pendidikan S1	Count	9	5	2	16	
	% of Total	30.0%	16.7%	6.7%	53.3%	
S2	Count	5	9	0	14	
	% of Total	16.7%	30.0%	.0%	46.7%	
Total	Count	14	14	2	30	
	% of Total	46.7%	46.7%	6.7%	100.0%	

Pendidikan * Jabatan Crosstabulation

			Jabatan				Total
			Kepala Cabang	Auditor Internal	Kabag	Bag. Akuntansi	
Pendidikan S1	Count	4	9	1	2	16	
	% of Total	13.3%	30.0%	3.3%	6.7%	53.3%	
S2	Count	12	2	0	0	14	
	% of Total	40.0%	6.7%	.0%	.0%	46.7%	
Total	Count	16	11	1	2	30	
	% of Total	53.3%	36.7%	3.3%	6.7%	100.0%	

Jabatan * MasaKerja Crosstabulation

		MasaKerja			Total	
		<10	10-20	21-30		
Jabatan	Kepala Cabang	Count	6	9	1	16
		% of Total	20.0%	30.0%	3.3%	53.3%
	Auditor Internal	Count	7	3	1	11
		% of Total	23.3%	10.0%	3.3%	36.7%
	Kabag	Count	0	1	0	1
		% of Total	.0%	3.3%	.0%	3.3%
	Bag. Akuntansi	Count	1	1	0	2
		% of Total	3.3%	3.3%	.0%	6.7%
Total		Count	14	14	2	30
		% of Total	46.7%	46.7%	6.7%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
PengalamanAudit	30	5	10	8.20	1.157
PemahamanIndustri	30	3	10	7.23	1.977
Responsif	30	2	10	7.30	1.968
StandarUmum	30	4	10	7.47	1.252
Independensi	30	5	10	7.97	1.098
Hati2	30	6	10	8.30	.988
Komitmen	30	4	8	7.00	1.145
Pimpinan	30	4	10	7.63	1.520
PekerjaanLapangan	30	4	10	7.73	1.258
Etika	30	4	10	8.40	1.133
Skeptis	30	6	10	7.80	.925
Portofolio	30	5	15	11.87	1.814
KepuasanKlien	30	8	20	15.27	2.196
Valid N (listwise)	30				



LAMPIRAN 3

UJI VALIDITAS

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
PA1	4.07	.409	.663	.440	. ^a
PA2	4.13	.395	.663	.440	. ^a

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
PIK1	3.77	.944	.868	.753	. ^a
PIK2	3.47	1.154	.868	.753	. ^a

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
RES1	3.63	.999	.824	.678	. ^a
RES2	3.67	1.126	.824	.678	. ^a

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
STUM1	3.80	.303	.802	.643	. ^a
STUM2	3.63	.585	.802	.643	. ^a

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
IND1	4.20	.441	.584	.342	.(a)
IND2	3.77	.323	.584	.342	.(a)

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
HAT1	4.10	.231	.833	.695	. ^a
HAT2	4.20	.303	.833	.695	. ^a

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
KOM1	3.43	.530	.553	.306	. ^a
KOM2	3.57	.323	.553	.306	. ^a

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
PKL1	3.93	.409	.609	.371	. ^a
PKL2	3.80	.579	.609	.371	. ^a

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
ETIK1	4.27	.409	.594	.353	. ^a
ETIK2	4.13	.395	.594	.353	. ^a

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
SKEP1	4.00	.276	.477	.227	. ^a
SKEP2	3.80	.303	.477	.227	. ^a

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
PORTO1	7.90	1.748	.717	.570	.868
PORTO2	7.87	1.292	.858	.736	.737
PORTO3	7.97	1.620	.733	.595	.852

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
KEPKLIEN1	11.37	3.482	.619	.457	.901
KEPKLIEN2	11.40	2.593	.721	.581	.871
KEPKLIEN3	11.60	2.455	.836	.734	.819
KEPKLIEN4	11.43	2.737	.886	.793	.804

UJI RELIABILITAS

Reliability Statistics Pengalaman Audit

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.797	.797	2

Reliability Statistics Pemahaman Industri Klien

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.927	.929	2

Reliability Statistics Responsif

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.902	.903	2

Reliability Statistics Menaati Standar Umum

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.864	.890	2

**Reliability Statistics
Independensi**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.732	.738	2

**Reliability Statistics
Hati-Hati**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.905	.909	2

**Reliability Statistics
Komitmen**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.698	.712	2

**Reliability Statistics
Pimpinan KAP**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.900	.901	2

**Reliability Statistics
Pekerjaan Lapangan**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.750	.757	2

**Reliability Statistics
Etika**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.746	.746	2

**Reliability Statistics
Skeptis**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.645	.646	2

**Reliability Statistics
Portofolio**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.877	.877	3

**Reliability Statistics
Kepuasan Klien**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.885	.891	4

UJI ASUMSI KLASIK

Uji Normalitas

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		30
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	.42434165
Most Extreme Differences	Absolute	.083
	Positive	.070
	Negative	-.083
Kolmogorov-Smirnov Z		.454
Asymp. Sig. (2-tailed)		.986

a. Test distribution is Normal.

b. Calculated from data.

Uji Multikolinieritas

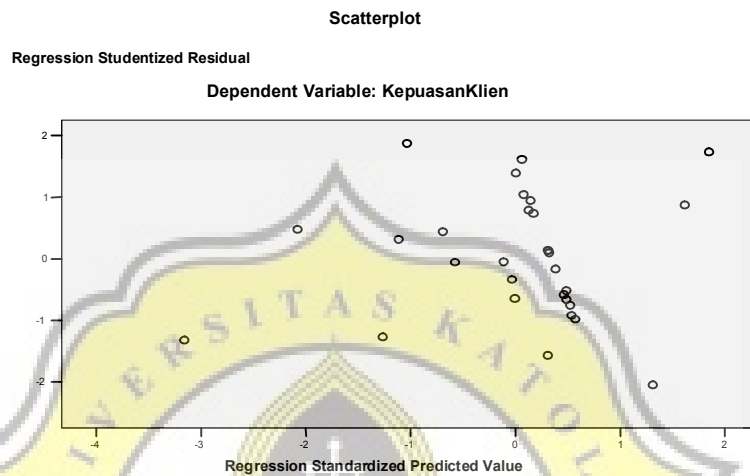
Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients		Sig.	Collinearity Statistics	
		B	Std. Error	Beta	t		Tolerance	VIF
1	(Constant)	2.549	2.749		.927	.367		
	PengalamanAudit	.997	.195	.525	5.116	.000	.221	4.517
	PemahamanIndustri	.162	.084	.146	1.936	.071	.410	2.442
	Responsif	.439	.111	.393	3.945	.001	.235	4.252
	StandarUmum	.248	.102	.141	2.426	.027	.687	1.456
	Independensi	-.206	.123	-.103	-1.673	.114	.618	1.618
	Hati2	-.074	.192	-.033	-.384	.706	.314	3.185
	Komitmen	.274	.110	.143	2.488	.024	.706	1.417
	Pimpinan	-.130	.098	-.090	-1.328	.203	.506	1.977
	PekerjaanLapangan	.323	.113	.185	2.867	.011	.561	1.782
	Etika	-.031	.115	-.016	-.269	.791	.666	1.501
	Skeptis	.077	.133	.032	.577	.572	.742	1.347
	PERG.AUDITOR	1.102	.363	.234	3.039	.008	.394	2.538
	Portofolio	-.023	.072	-.019	-.315	.757	.664	1.506

a. Dependent Variable: KepuasanKlien

Uji Heterokedastisitas

a. Grafik Scatterplot



b. Uji Glejser

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.835	5.343		.531	.603
	PengalamanAudit	-.010	.290	-.014	-.033	.974
	PemahamanIndustri	-.065	.121	-.157	-.532	.602
	Responsif	-.138	.188	-.333	-.734	.474
	StandarUmum	-.212	.277	-.282	-.766	.455
	Independensi	-.157	.203	-.212	-.773	.451
	Hati2	-.272	.295	-.331	-.923	.370
	Komitmen	.000	.211	.001	.002	.998
	Pimpinan	.176	.163	.329	1.083	.295
	PekerjaanLapangan	.261	.223	.410	1.172	.258
	Etika	-.003	.222	-.004	-.012	.991
	Skeptis	.262	.208	.298	1.260	.226
	PERG.AUDITOR	.144	.553	.083	.261	.797
	Portofolio	-.062	.118	-.137	-.523	.608

a. Dependent Variable: abs_res



LAMPIRAN 4

UJI REGRESI LINEAR BERGANDA

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.981 ^a	.963	.932	.571

a. Predictors: (Constant), Portofolio, Etika, Responsif, Independensi, PekerjaanLapangan, StandarUmum, Skeptis, Komitmen, PERG.AUDITOR, Pimpinan, PemahamanIndustri, Hati2, PengalamanAudit

b. Dependent Variable: KepuasanKlien

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	134.645	13	10.357	31.735	.000 ^a
	Residual	5.222	16	.326		
	Total	139.867	29			

a. Predictors: (Constant), Portofolio, Etika, Responsif, Independensi, PekerjaanLapangan, StandarUmum, Skeptis, Komitmen, PERG.AUDITOR, Pimpinan, PemahamanIndustri, Hati2, PengalamanAudit

b. Dependent Variable: KepuasanKlien

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.549	2.749		.927	.367
	PengalamanAudit	.997	.195	.525	5.116	.000
	PemahamanIndustri	.162	.084	.146	1.936	.071
	Responsif	.439	.111	.393	3.945	.001
	StandarUmum	.248	.102	.141	2.426	.027
	Independensi	-.206	.123	-.103	-1.673	.114
	Hati2	-.074	.192	-.033	-.384	.706
	Komitmen	.274	.110	.143	2.488	.024
	Pimpinan	-.130	.098	-.090	-1.328	.203
	PekerjaanLapangan	.323	.113	.185	2.867	.011
	Etika	-.031	.115	-.016	-.269	.791
	Skeptis	.077	.133	.032	.577	.572
	PERG.AUDITOR	1.102	.363	.234	3.039	.008
	Portofolio	-.023	.072	-.019	-.315	.757

a. Dependent Variable: KepuasanKlien

