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**HUBUNGAN ANTARA AMALAN OPERASI
PERKHIDMATAN DENGAN PRESTASI
TENTERA DARAT MALAYSIA (TDM):
GAYA KEPIMPINAN SEBAGAI MODERASI**



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UNIVERSITI UTARA MALAYSIA
September 2016**

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PERKHIDMATAN DENGAN PRESTASI
TENTERA DARAT MALAYSIA (TDM):
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Oleh
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**Tesis diserahkan kepada
Pusat Pengajian Pengurusan Teknologi dan Logistik,
Universiti Utara Malaysia
bagi memenuhi syarat Ijazah Doktor Falsafah**



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Tandatangan



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ABSTRAK

Kajian berkaitan penyampaian perkhidmatan dalam sektor awam secara amnya dan tentera secara khususnya masih kurang dilakukan. Oleh itu, kajian ini menyelidiki tahap amalan operasi perkhidmatan Tentera Darat Malaysia dan hubungannya dengan prestasi. Kajian ini dilakukan bagi menentukan hubungan yang signifikan antara amalan operasi perkhidmatan dengan prestasi Tentera Darat Malaysia di Semenanjung Malaysia. Selain itu, kajian ini juga bertujuan mengenal pasti sama ada gaya kepimpinan berperanan sebagai moderasi dalam hubungan antara amalan operasi perkhidmatan dengan prestasi Tentera Darat Malaysia. Kaedah penyelidikan yang dijalankan berbentuk kajian lapangan yang menggunakan instrumen borang soal selidik. Data dianalisis menggunakan kaedah korelasi *Pearson*, analisis regresi berganda dan analisis regresi berhierarki. 800 set borang soal selidik telah diedar kepada unit/pasukan dalam organisasi Tentera Darat Malaysia. Kadar pulangan soal selidik sebanyak 244 set (30.5%). Data yang diperoleh melalui borang soal selidik telah dianalisis dengan menggunakan perisian *Statistical Package for Social Science (SPSS)*. Penemuan kajian menunjukkan terdapat hubungan yang signifikan antara beberapa dimensi amalan operasi perkhidmatan seperti amalan kepimpinan, orientasi hubungan, tahap proses penyampaian yang seragam dan penyertaan pelanggan dengan prestasi Tentera Darat Malaysia. Di samping itu, pemboleh ubah moderasi gaya kepimpinan (gaya kepimpinan transformasional dan gaya kepimpinan transaksional) juga bertindak mempengaruhi hubungan antara amalan operasi perkhidmatan dengan prestasi Tentera Darat Malaysia. Hasil kajian ini dapat menyumbang kepada perkembangan teori dan pengetahuan yang mempengaruhi prestasi Tentera Darat Malaysia ke arah percambahan ilmu pengetahuan berkaitan bidang pengurusan operasi lebih-lebih lagi dapat membantu Tentera Darat Malaysia dalam pelaksanaan pengurusan operasi yang lebih efisien dan efektif.

Kata kunci: amalan operasi perkhidmatan, prestasi, gaya kepimpinan, Tentera Darat Malaysia

ABSTRACT

A study on delivery of services in the public sector in general and army in particular is insufficient. This study focuses on the level of service operations practices adopted by Malaysian Army and its relationship with performance. It aims to determine the relationship between the practice of service operations with the performance of the Malaysian Army in Peninsular Malaysia. In addition, this study also aims to identify whether leadership style acts as a moderator in the relationship between the practice of service operations with the performance of the Malaysian Army. Research method carried out was in the form of field study in which questionnaires were used as instrument. Data were analyzed using Pearson correlation, multiple regression and hierarchical regression analysis. 800 sets of questionnaires were sent to a unit in the organization of the Army of Malaysia with a return rate of 244 sets (30.5%). Data collected through questionnaires were analyzed using Statistical Package for Social Science (SPSS). The findings show a significant relationship between the dimensions of the practice of some service operations such as leadership practice, relationship oriented, the process of delivering a uniform, customer participation with the performance of the Malaysian Army. In addition, variables moderation leadership style namely transformational leadership style and transactional leadership style also affect the relationship between the practice of service operations with the performance of the Malaysian Army. The results of this study may contribute to the development of theory and knowledge in influencing the performance of the Malaysian Army to the proliferation of knowledge related to the field of operations management, especially help the Malaysian Army in the implementation of the operational management more efficiently and effectively.

Keywords: service operations practice, performance, leadership style, Malaysian Army

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SENARAI SINGKATAN TATANAMA

ANOVA	: <i>Analysis of Variance</i>
ATM	: Angkatan Tentera Malaysia
BSC	: <i>Balance Scorecard</i>
KMO	: <i>Kaiser- Meyer- Olkin 's Measure of Sampling Adequacy</i>
KAD	: Kor Armor Diraja
KAGAT	: Kor Agama Angkatan Tentera
KJLJD	: Kor Jurutera Letrik dan Jentera DiRaja
KKD	: Kor Kesihatan DiRaja
KOD	: Kor Ordnans DiRaja
KPA	: Kor Perkhidmatan Am
KPD	: Kor Perkhidmatan DiRaja
KPTD	: Kor Polis Tentera DiRaja
KRD	: Kor Risik DiRaja
PKPA	: Pekeliling Kemajuan Perkhidmatan Awam
RAD	: Rejimen Artileri DiRaja
RAJD	: Rejimen Askar Jurutera DiRaja
RAMD	: Rejimen Askar Melayu DiRaja
RRD	: Rejimen Renjer DiRaja
RS	: Rejimen Sempadan
TDM	: Tentera Darat Malaysia
VIF	: <i>Variance inflated factor</i>

BAB SATU

PENGENALAN

1.1 Latar belakang

1.1.1 Tentera Darat Malaysia

Tentera Darat Malaysia (TDM) merupakan salah satu bahagian perkhidmatan Angkatan Tentera Malaysia yang berfungsi untuk mempertahankan kedaulatan negara daripada sebarang ancaman dari dalam negara dan luar negara. TDM merupakan sebuah sistem bersistematik yang mempunyai 16 kor dan rejimen. Kesemuanya mempunyai tanggungjawab yang besar. Tanggungjawab Kor dan Regimen ini berbeza berdasarkan tugas dan kepakaran. Kelompok Tempur melibatkan anggota dan sistem tempur yang berada di barisan hadapan sekali dalam peperangan. Kelompok ini terdiri daripada Kor dan Rejimen seperti Rejimen Askar Melayu DiRaja (RAMD), Rejimen Renjer DiRaja (RRD), Rejimen Sempadan (RS) dan Kor Armor DiRaja (KAD). Kelompok Bantuan Tempur merupakan kelompok kedua yang terdiri daripada anggota dan sistem tentera yang membantu Kelompok Tempur secara langsung dalam peperangan. Kelompok ini terdiri daripada Kor dan Rejimen seperti Rejimen Semboyan DiRaja (RSD), Rejimen Askar Jurutera DiRaja (RAJD), Rejimen Artileri DiRaja (RAD), Kor Polis Tentera DiRaja (KPTD) dan Kor Risik DiRaja (KRD). Kelompok Bantuan Perkhidmatan berperanan menolong kumpulan tempur dan kumpulan sokongan tempur berkaitan operasi ketenteraan yang melibatkan aspek logistik dan perkhidmatan pentadbiran. Kelompok ini mempunyai Rejimen dan Kor seperti Kor Jurutera Letrik dan Jentera DiRaja (KJLJD), Kor Perkhidmatan Am (KPA), Kor Perkhidmatan DiRaja (KPD), Kor

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LAMPIRAN

- INSTRUMEN KAJIAN
- UJIAN KEBOLEHPERCAYAAN (*REALIBILITY TEST*)
- KORELASI *PEARSON*
- UJIAN REGRESI
- *MULTIVARIATE ASSUMPTION* (GRAF)



UUM
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LAMPIRAN A : BORANG SOAL SELIDIK

AMALAN OPERASI PERKHIDMATAN DAN PRESTASI PASUKAN/UNIT TENTERA

Kenyataan dibawah menerangkan tentang amalan operasi perkhidmatan yang mungkin wujud di dalam jabatan anda. Sila bulatkan atau tandakan nombor-nombor berikut bagi menunjukkan sejauh manakah anda bersetuju atau tidak bersetuju dengan kenyataan dibawah.

1 Sangat Tidak Bersetuju 2 Tidak Bersetuju 3 Kurang Setuju 4 Bersetuju 5 Sangat Bersetuju

BAHAGIAN A : AMALAN OPERASI PERKHIDMATAN (KEPIMPINAN)

AKP01	Pihak pengurusan mengamalkan pengurusan yang baik	1	2	3	4	5
AKP02	Pihak pengurusan mempunyai pengetahuan yang baik untuk bertindak balas terhadap kehendak pelanggan	1	2	3	4	5
AKP03	Pihak pengurusan mempunyai kemahiran yang baik untuk menyelesaikan masalah	1	2	3	4	5
AKP04	Pihak pengurusan berfikir secara kritikal dalam membuat keputusan	1	2	3	4	5
AKP05	Pihak pengurusan berhubung secara berkesan dengan pegawai dan anggota	1	2	3	4	5
AKP06	Pihak pengurusan mempunyai kemahiran kepimpinan yang berkesan	1	2	3	4	5
AKP07	Pihak pengurusan mempunyai kemahiran interpersonal yang baik dengan pegawai dan kakitangan	1	2	3	4	5
AKP08	Pihak pengurusan mempunyai pengetahuan dan pengalaman kerja yang baik	1	2	3	4	5

AMALAN OPERASI PERKHIDMATAN (BUDAYA DALAM JABATAN)

BOR09	Secara umum, pelanggan sentiasa diutamakan dalam perkhidmatan jabatan	1	2	3	4	5
BOR10	Penilaian terhadap kualiti diberikan keutamaan yang tinggi dalam jabatan ini	1	2	3	4	5
BOR11	Semangat kerja berpasukan wujud di kalangan pekerja dalam jabatan ini	1	2	3	4	5
BOR12	Pihak pengurusan membangunkan mekanisme/kaedah bagi mendengar pandangan pekerja dalam jabatan ini	1	2	3	4	5
BOR13	Dalam jabatan ini kecemerlangan prestasi anggota diiktiraf	1	2	3	4	5
BOR14	Pihak jabatan memberi penghargaan terhadap kesetiaan pekerja kepada organisasi	1	2	3	4	5

BOR15	Secara umumnya kebajikan anggota adalah sangat penting dalam jabatan ini	1	2	3	4	5
BOR16	Budaya yang menumpukan kepada kos lebih ditekankan berbanding dengan tempoh masa penyampaian perkhidmatan kepada pelanggan dalam jabatan ini	1	2	3	4	5
BOR17	Kepantasan penyebaran maklumat adalah penting kepada jabatan ini	1	2	3	4	5
BOR18	Jabatan ini sentiasa membuat penanda aras dengan jabatan lain	1	2	3	4	5

AMALAN OPERASI PERKHIDMATAN (REKA BENTUK DAN SISTEM PENYAMPAIAN PERKHIDMATAN)

SAO19	Aktiviti penyampaian perkhidmatan dilakukan di tempat yang ditetapkan (bilik runding cara)dalam jabatan bukannya mengikut tempat yang bersesuaian/selesa kepada pelanggan	1	2	3	4	5
SAO20	Sumber (pamlet dan buku panduan) penyampaian perkhidmatan disusun di tempat tertentu bukannya boleh diubah-ubah mengikut tempat perkhidmatan dilakukan dalam jabatan ini	1	2	3	4	5
SAO21	Sumber (pamlet dan buku panduan) untuk penyampaian perkhidmatan ditempatkan dalam ruangan untuk memaksimumkan kecekapan dan mengoptimalkan ruang dalam jabatan bukannya untuk kepuasan pelanggan	1	2	3	4	5
SAO22	Jabatan ini tidak membuat pusingan kerja	1	2	3	4	5
SAO23	Setiap pekerja diberikan tugas khusus dalam jabatan bukannya melakukan pelbagai tugas dalam giliran tugas	1	2	3	4	5
SAO24	Apabila mereka bentuk proses penyampaian perkhidmatan jabatan matlamat utama adalah kecekapan sistem bukannya kepuasan pelanggan	1	2	3	4	5
OTT25	Matlamat promosi perkhidmatan jabatan adalah penting untuk menyampaikan perkhidmatan sebanyak mungkin berbanding kepuasan pelanggan	1	2	3	4	5
OTT26	Usaha mempromosikan perkhidmatan jabatan dilakukan untuk menarik pelanggan baru dan bukannya untuk penambahbaikan perkhidmatan bagi meningkatkan kepuasan pelanggan	1	2	3	4	5
OTT27	Memaksimumkan output lebih utama bagi jabatan ini berbanding kepuasan pelanggan	1	2	3	4	5
OTT28	Kepuasan pelanggan jabatan ini adalah lebih penting bukannya memaksimumkan output	1	2	3	4	5
TPP29	Sistem penyampaian perkhidmatan jabatan direka supaya pelbagai cara boleh digunakan untuk melakukan tugas	1	2	3	4	5

TPP30	Proses penyampaian perkhidmatan dalam jabatan adalah diseragamkan (standard) untuk mengurangkan perubahan dalam prosedur kerja	1	2	3	4	5
TPP31	Kebanyakan prosedur kerja tidak boleh ubah suai dalam jabatan ini	1	2	3	4	5
TPP32	Terdapat manual prosedur kerja bertulis yang diketahui oleh semua pekerja dalam jabatan	1	2	3	4	5
TPP33	Kebanyakan aktiviti penyampaian perkhidmatan dalam jabatan ini berorientasikan kehendak pelanggan	1	2	3	4	5
KPD34	Jabatan ini menawarkan jenis perkhidmatan yang luas dan berbeza	1	2	3	4	5
KPD35	Semua perkhidmatan jabatan yang ditawarkan berdasarkan keperluan pelanggan	1	2	3	4	5
KPD36	Perkhidmatan diberikan adalah untuk memuaskan satu atau kelompok kecil pelanggan jabatan sahaja	1	2	3	4	5
KPD37	Perkhidmatan baru secara berterusan ditawarkan kepada pelanggan jabatan	1	2	3	4	5
PTM38	Penggunaan teknologi maklumat adalah untuk mengurangkan kos operasi perkhidmatan jabatan	1	2	3	4	5
PTM39	Tenaga kerja dalam jabatan akan digantikan dengan penggunaan teknologi baru apabila keadaan memerlukan	1	2	3	4	5
PTM40	Pelanggan boleh menghantar atau menerima maklumat mengenai perkhidmatan jabatan melalui penggunaan teknologi maklumat contohnya email, internet, sms, WAP dan sebagainya	1	2	3	4	5
PTM41	Penggunaan teknologi maklumat adalah untuk kepuasan pelanggan jabatan	1	2	3	4	5
PTM42	Keputusan menggunakan teknologi maklumat dibuat untuk penambahbaikan kerja daripada pendapat pegawai dan kakitangan jabatan	1	2	3	4	5
ABP43	Dalam jabatan aktiviti bahagian hadapan pejabat (kaunter) dipisahkan secara fizikal daripada aktiviti bahagian belakang pejabat (operasi)	1	2	3	4	5

ABP44	Pelanggan jabatan tidak boleh menggunakan perkhidmatan yang tidak diperlukan oleh mereka	1	2	3	4	5
ABP45	Dalam jabatan ini kakitangan bekerja di bahagian hadapan pejabat tidak melakukan kerja di bahagian belakang pejabat	1	2	3	4	5
ABP46	Dalam jabatan ini kakitangan bekerja di bahagian hadapan pejabat hanya bekerja di bahagian tersebut sahaja	1	2	3	4	5
PSM47	Pegawai dan kakitangan jabatan ini mempunyai kemahiran kerja yang tinggi	1	2	3	4	5
PSM48	Pegawai dan kakitangan mempunyai keupayaan melakukan pelbagai tugas dalam jabatan ini	1	2	3	4	5
PSM49	Pusingan tugas lazimnya diamalkan dalam jabatan ini	1	2	3	4	5
PSM50	Lebih separuh daripada pegawai adalah lulusan universiti (diploma, ijazah, sarjana) dalam jabatan ini	1	2	3	4	5
PSM51	Latihan adalah elemen yang sangat penting dalam belanjawan jabatan	1	2	3	4	5
PGN52	Proses penyampaian perkhidmatan jabatan direka bentuk supaya pelanggan dapat melakukan aktiviti yang layak dilakukan oleh mereka	1	2	3	4	5
PGN53	Perlaksanaan sebahagian aktiviti penyampaian perkhidmatan oleh pelanggan adalah sebahagian daripada usaha untuk mengurangkan kos jabatan	1	2	3	4	5
PGN54	Pelanggan jabatan akan dimaklumkan dengan lengkap tentang permohonan atau tuntutan yang dikemukakan sebelum penyampaian perkhidmatan diberikan	1	2	3	4	5
PGN55	Pelanggan mengetahui mengenai pengurangan kos hasil daripada penglibatan mereka dalam proses penyampaian perkhidmatan jabatan	1	2	3	4	5
PGN56	Penglibatan pelanggan dalam proses penyampaian perkhidmatan dibuat mengikut keperluan pelanggan jabatan	1	2	3	4	5
RPP57	Prosedur baru untuk penyampaian perkhidmatan dibangunkan secara berterusan dalam jabatan ini	1	2	3	4	5
RPP58	Pendapat pelanggan (dalaman dan luaran) jabatan diambil kira apabila mereka bentuk perkhidmatan yang baru	1	2	3	4	5

RPP59	Terdapat pasukan kerja yang khusus untuk mereka bentuk dan membangunkan perkhidmatan jabatan	1	2	3	4	5
RPP60	Perkhidmatan baru dibangunkan secara berterusan kepada pelanggan jabatan	1	2	3	4	5

Kenyataan dibawah menerangkan tentang gaya kepimpinan yang mungkin wujud di dalam jabatan anda. Sila **bulatkan atau tandakan** nombor-nombor berikut bagi menunjukkan sejauh manakah anda bersetuju atau tidak bersetuju dengan kenyataan dibawah.

BAHAGIAN B : GAYA KEPIMPINAN

GKS61	Pemimpin menyediakan bantuan kepada anggota sebagai pertukaran bagi usaha mereka	1	2	3	4	5
GKS62	Pemimpin memeriksa semula tanggapan-tanggapan yang kritikal untuk memastikan kesesuaiannya	1	2	3	4	5
GKS63	Pemimpin gagal campur tangan sehingga masalah menjadi semakin serius	1	2	3	4	5
GKS64	Pemimpin menumpukan perhatian ke atas kejanggalan, kesilapan, pengecualian dan penyimpanan dari standard yang ditetapkan	1	2	3	4	5
GKS65	Pemimpin bercakap mengenai kepentingan nilai dan kepercayaan Pemimpin	1	2	3	4	5
GKS66	Pemimpin melihat dari pelbagai perspektif apabila menyelesaikan masalah	1	2	3	4	5
GKS67	Pemimpin bercakap secara optimistik mengenai masa depan	1	2	3	4	5
GKS68	Pemimpin menyemai perasaan saling menghormati dalam diri anggota bagi mewujudkan hubungan yang baik dengan mereka	1	2	3	4	5
GKS69	Pemimpin berbincang dalam tempoh masa yang khusus, siapakah yang bertanggungjawab untuk mencapai sasaran prestasi	1	2	3	4	5
GKS70	Pemimpin menunggu sehingga sesuatu kesilapan berlaku sebelum mengambil tindakan	1	2	3	4	5
GKS71	Pemimpin bercakap secara bersemangat mengenai apa yang diperlukan untuk mencapai kejayaan	1	2	3	4	5
GKS72	Pemimpin menegaskan pentingnya mempunyai tujuan yang kukuh	1	2	3	4	5

GKS73	Pemimpin meluangkan masa untuk mengjar dan melatih	1	2	3	4	5
GKS74	Pemimpin menjelaskan kepada para anggota mengenai ganjaran yang mungkin mereka peroleh apabila prestasi bagi sesuatu matlamat tercapai	1	2	3	4	5
GKS75	Pemimpin menunjukkan bahawa mereka percaya sesebuah organisasi itu, "jika tiada kerosakan jangan betulkan"	1	2	3	4	5
GKS76	Pemimpin mengabaikan kepentingan diri sendiri untuk kebaikan sesuatu kumpulan	1	2	3	4	5
GKS77	Pemimpin menganggap para anggota sebagai seorang individu berbanding sebagai ahli dalam kumpulan	1	2	3	4	5
GKS78	Pemimpin membiarkan sesuatu masalah menjadi kronik sebelum mengambil sebarang tindakan	1	2	3	4	5
GKS79	Pemimpin bertindak kearah mewujudkan rasa hormat para anggota terhadap mereka	1	2	3	4	5
GKS80	Pemimpin menumpukan sepenuh perhatian apabila berurusan dengan kesilapan, aduan dan kegagalan	1	2	3	4	5
GKS81	Pemimpin mengambilkira kesan moral dan etika akibat sesuatu keputusan	1	2	3	4	5
GKS82	Pemimpin berjaya mengesan semua kesilapan	1	2	3	4	5
GKS83	Pemimpin menonjolkan kuasa dan keyakinan	1	2	3	4	5
GKS84	Pemimpin menerangkan visi organisasi dengan jelas untuk menarik perhatian para anggota	1	2	3	4	5
GKS85	Pemimpin memberi perhatian secara langsung ke atas kegagalan untuk mencapai standard yang ditetapkan	1	2	3	4	5
GKS86	Pemimpin menganggap seseorang anggota mempunyai keperluan, keupayaan dan aspirasi yang berbeza daripada anggota lain	1	2	3	4	5
GKS87	Pemimpin meminta para anggota melihat masalah dari pelbagai sudut	1	2	3	4	5
GKS88	Pemimpin menolong para anggota untuk meningkatkan kekuatan mereka	1	2	3	4	5
GKS89	Pemimpin mencadangkan pendekatan baharu bagi menyelesaikan tugas	1	2	3	4	5
GKS90	Pemimpin menekankan pentingnya mempunyai matlamat secara bersama	1	2	3	4	5
GKS91	Pemimpin menunjukkan kepuasan apabila para anggota mencapai sasaran yang dijangkakan	1	2	3	4	5
GKS92	Pemimpin menunjukkan keyakinan bahawa matlamat akan dicapai	1	2	3	4	5

Arahan: Bahagian ini mempunyai pernyataan yang menggambarkan tanggapan anda terhadap prestasi jabatan dalam melaksanakan fungsian dan tanggungjawab. Bagi setiap pernyataan, sila tandakan atau bulatkan pilihan terbaik yang dapat menggambarkan tanggapan anda terhadap prestasi jabatan anda berdasarkan kepada skala berikut.

BAHAGIAN C : PRESTASI JABATAN

PRS93	Tahap kepuasan pelanggan terhadap produk/perkhidmatan yang disediakan oleh jabatan adalah rendah	1	2	3	4	5
PRS94	Jabatan ini berjaya menyediakan produk/perkhidmatan kepada pelanggan dalam jangka masa yang ditetapkan	1	2	3	4	5
PRS95	Reputasi jabatan di kalangan pelanggan adalah tidak memuaskan	1	2	3	4	5
PRS96	Program latihan kepada kakitangan jabatan tidak berjalan secara berkesan	1	2	3	4	5
PRS97	Risiko keselamatan dan kesihatan kakitangan jabatan semasa bertugas adalah terjamin	1	2	3	4	5
PRS98	Persekitaan kerja di peringkat jabatan dapat menyokong pencapaian matlamat jabatan	1	2	3	4	5
PRS99	Jabatan tidak peka di dalam mengenal pasti perubahan terhadap keperluan pelanggan	1	2	3	4	5
PRS100	Jabatan mengambil masa yang singkat untuk memperkenalkan sesuatu produk/perkhidmatan yang baru	1	2	3	4	5
PRS101	Teknologi yang digunakan oleh jabatan ini untuk melaksanakan tugas/kerja adalah ketinggalan	1	2	3	4	5
PRS102	Jabatan berjaya membentuk prosedur kerja bagi meningkatkan kualiti produk/perkhidmatan yang disediakan	1	2	3	4	5

BAHAGIAN D : MAKLUMAT DEMOGRAFI

(Pengumuman : Semua maklumat yang diberikan akan dirahsiakan)

- 1. Nama Pasukan
- 2. Kompeni/Unit
- 3. Tempoh perkhidmatan : Di pasukan sekarang _____ Tahun
- 4. Jumlah pegawai di Kompeni/Unit anda : _____ Orang
- 5. Jantina :
 - Lelaki
 - Perempuan
- 6. Keturunan :
 - Melayu
 - Cina
 - India
 - Lain-lain
- 7. Umur anda. Sila tandakan (/) :
 - 20 – 30 tahun
 - :31 – 40 tahun
 - :41 – 50 tahun
 - : 50 tahun ke atas
- 8. Kelulusan akademik tertinggi anda
 - Sijil Pelajaran Malaysia (atau setaraf)
 - Sijil Tinggi Pelajaran Malaysia (atau setaraf)
 - Diploma
 - Ijazah
 - Pasca – Ijazah (Sarjana atau Doktor Falsafah)
 - Lain-lain (sila nyatakan) _____

TERIMA KASIH DI ATAS KERJASAMA DAN MASA ANDA

UJIAN KEBOLEHPERCAYAAN (RELIABILITY TEST)

Amalan Kepimpinan (AKP)

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.971	.972	6

Item Statistics

	Mean	Std. Deviation	N
AKP01	3.91	.863	244
AKP03	3.88	.845	244
AKP04	3.80	.778	244
AKP05	3.89	.854	244
AKP07	3.71	.673	244
AKP08	3.86	.830	244

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.842	3.713	3.906	.193	1.052	.005	6

Budaya Organisasi -Orientasi Hubungan (BOO)

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.944	.944	7

Item Statistics

	Mean	Std. Deviation	N
BOO10	3.92	.765	244
BOO11	3.93	.762	244
BOO14	3.95	.784	244
BOO15	3.94	.791	244
BOO16	3.95	.757	244
BOO17	3.91	.751	244
BOO18	3.95	.779	244

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.937	3.914	3.951	.037	1.009	.000	7

Budaya Organisasi -Galakan (BOG)

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.915	.917	3

Item Statistics

	Mean	Std. Deviation	N
BOG09	3.82	.805	244
BOG12	3.90	.855	244
BOG13	3.83	.796	244

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.852	3.824	3.902	.078	1.020	.002	3

Susun Atur Operasi Perkhidmatan (SAO)

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.933	.935	6

Item Statistics

	Mean	Std. Deviation	N
SAO19	3.84	.813	244
SAO20	3.74	.722	244
SAO21	3.86	.830	244
SAO22	3.82	.779	244
SAO23	3.84	.866	244
SAO24	3.75	.831	244

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.810	3.742	3.861	.119	1.032	.003	6

Orientasi Tolak Tarik (OTT)

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.941	.943	3

Item Statistics

	Mean	Std. Deviation	N
OTT25	3.84	.813	244
OTT26	3.74	.722	244
OTT27	3.86	.830	244

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.814	3.742	3.861	.119	1.032	.004	3

Tahap Proses Penyampaian Yang Seragam (TPP)

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.905	.907	3

Item Statistics

	Mean	Std. Deviation	N
TPP29	3.79	.788	244
TPP31	3.74	.722	244
TPP32	3.86	.830	244

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.796	3.742	3.861	.119	1.032	.004	3

Kepelbagaian Perkhidmatan Ditawarkan (KPD)

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.926	.927	3

Item Statistics

	Mean	Std. Deviation	N
KPD34	3.84	.813	244
KPD35	3.80	.774	244
KPD36	3.86	.830	244

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.832	3.795	3.861	.066	1.017	.001	3

Penggunaan Teknologi Maklumat (PTM)

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.902	.906	3

Item Statistics

	Mean	Std. Deviation	N
PTM38	3.79	.792	244
PTM40	3.74	.722	244
PTM41	3.91	.863	244

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.813	3.742	3.906	.164	1.044	.007	3

Hubungan Aktiviti Bahagian Pengurusan Perkhidmatan Dan Pengurusan Operasi (ABP)

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.707	.748	4

Pengkhususan Sumber Manusia (PSM)

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.893	.896	5

Item Statistics

	Mean	Std. Deviation	N
PSM47	3.71	.673	244
PSM48	3.86	.830	244
PSM49	3.85	.768	244
PSM50	3.89	.841	244
PSM51	3.82	.801	244

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.826	3.713	3.889	.176	1.047	.005	5

Penyertaan Pelanggan (PGN)

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.934	.934	5

Item Statistics

	Mean	Std. Deviation	N
PGN52	3.95	.781	244
PGN53	3.93	.766	244
PGN54	3.91	.751	244
PGN55	3.95	.781	244
PGN56	3.92	.765	244

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.930	3.914	3.947	.033	1.008	.000	5

Reka Bentuk dan Pembangunan Perkhidmatan (RPP)

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.889	.890	4

Item Statistics

	Mean	Std. Deviation	N
RPP57	3.89	.849	244
RPP58	3.84	.813	244
RPP59	3.80	.774	244
RPP60	3.86	.830	244

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.847	3.795	3.893	.098	1.026	.002	4

Gaya Kepimpinan Transformasional-Pengaruh Keunggulan (GKT)

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.975	.976	7

Item Statistics

	Mean	Std. Deviation	N
GKT65	3.91	.863	244
GKT68	3.78	.759	244
GKT72	3.88	.845	244
GKT76	3.80	.778	244
GKT79	3.89	.854	244
GKT90	3.84	.810	244
GKT83	3.71	.673	244

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.830	3.713	3.906	.193	1.052	.005	7

Gaya Kepimpinan Transformasional-Motivasi Inspirasi

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.897	.897	4

Item Statistics

	Mean	Std. Deviation	N
GKT67	3.93	.762	244
GKT71	3.95	.784	244
GKT84	3.95	.781	244
GKT92	3.91	.751	244

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.936	3.914	3.951	.037	1.009	.000	4

Gaya Kepimpinan Transformasional-Stimulasi Intelektual

Reliability Statistics

	Cronbach's Alpha Based on	
Cronbach's Alpha	Standardized Items	N of Items
.887	.889	4

Item Statistics

	Mean	Std. Deviation	N
GKT62	3.89	.849	244
GKT66	3.84	.813	244
GKT87	3.80	.774	244
GKT89	3.82	.796	244

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.837	3.795	3.893	.098	1.026	.002	4

Gaya Kepimpinan Transformasional-Pertimbangan Individu

Reliability Statistics

	Cronbach's Alpha Based on	
Cronbach's Alpha	Standardized Items	N of Items
.930	.930	4

Item Statistics

	Mean	Std. Deviation	N
GKT73	3.93	.766	244
GKT77	3.91	.751	244
GKT86	3.95	.781	244
GKT88	3.92	.765	244

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.926	3.914	3.947	.033	1.008	.000	4

Gaya Kepimpinan Transformasional-Ganjaran Kontingensi

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.901	.902	3

Item Statistics

	Mean	Std. Deviation	N
GKT61	3.92	.765	244
GKT74	3.95	.784	244
GKT91	3.95	.779	244

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.940	3.918	3.951	.033	1.008	.000	3

Gaya Kepimpinan Transaksional-Pengurusan Melalui Pengecualian Aktif

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.941	.943	3

Item Statistics

	Mean	Std. Deviation	N
GKT64	3.84	.813	244
GKT80	3.74	.722	244
GKT82	3.86	.830	244

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.814	3.742	3.861	.119	1.032	.004	3

Gaya Kepimpinan Transaksional-Pengurusan Melalui Pengecualian Pasif

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.926	.927	3

Item Statistics

	Mean	Std. Deviation	N
GKT63	3.84	.813	244
GKT70	3.80	.774	244
GKT75	3.86	.830	244

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.832	3.795	3.861	.066	1.017	.001	3

Prestasi

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.840	.842	9

Item Statistics

	Mean	Std. Deviation	N
PRS100	3.94	.791	244
PRS99	3.95	.784	244
PRS96	3.92	.765	244
PRS97	3.93	.762	244
PRS102	3.91	.751	244
PRS101	3.95	.757	244
PRS95	3.86	.830	244
PRS93	3.92	.855	244
PRS94	3.71	.673	244

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.900	3.713	3.951	.238	1.064	.006	9

KORELASI PEARSON

Correlations

		AKP	SAO	OTT	TPP	KPD	PTM	ABP	PSM	PGN	RPP	BOR1	BOR2	PRES1	PRES2
AKP	Pearson Correlation	1	.938**	.985**	.967**	.987**	.969**	.991**	.897**	.017	.961**	.028	.604**	.032	.989**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.787	.000	.661	.000	.622	.000
	N	244	244	244	244	244	244	244	244	244	244	244	244	244	244
SAO	Pearson Correlation	.938**	1	.946**	.937**	.936**	.932**	.932**	.970**	.026	.973**	.040	.778**	.042	.924**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.681	.000	.537	.000	.516	.000
	N	244	244	244	244	244	244	244	244	244	244	244	244	244	244
OTT	Pearson Correlation	.985**	.946**	1	.966**	.988**	.962**	.980**	.898**	.040	.964**	.049	.611**	.051	.971**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.539	.000	.448	.000	.432	.000
	N	244	244	244	244	244	244	244	244	244	244	244	244	244	244
TPP	Pearson Correlation	.967**	.937**	.966**	1	.963**	.994**	.957**	.898**	.020	.947**	.035	.617**	.041	.958**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.753	.000	.587	.000	.528	.000
	N	244	244	244	244	244	244	244	244	244	244	244	244	244	244
KPD	Pearson Correlation	.987**	.936**	.988**	.963**	1	.960**	.987**	.890**	.025	.969**	.039	.602**	.042	.968**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.696	.000	.541	.000	.514	.000
	N	244	244	244	244	244	244	244	244	244	244	244	244	244	244
PTM	Pearson Correlation	.969**	.932**	.962**	.994**	.960**	1	.957**	.891**	.016	.943**	.029	.609**	.035	.961**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.808	.000	.649	.000	.585	.000
	N	244	244	244	244	244	244	244	244	244	244	244	244	244	244
ABP	Pearson Correlation	.991**	.932**	.980**	.957**	.987**	.957**	1	.885**	.024	.960**	.036	.598**	.039	.962**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.705	.000	.577	.000	.540	.000
	N	244	244	244	244	244	244	244	244	244	244	244	244	244	244
PSM	Pearson Correlation	.897**	.970**	.898**	.898**	.890**	.891**	.885**	1	.018	.960**	.034	.861**	.037	.892**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.775	.000	.598	.000	.568	.000
	N	244	244	244	244	244	244	244	244	244	244	244	244	244	244
PGN	Pearson Correlation	.017	.026	.040	.020	.025	.016	.024	.018	1	.027	.974**	.035	.968**	.012
	Sig. (2-tailed)	.787	.681	.539	.753	.696	.808	.705	.775		.672	.000	.585	.000	.854
	N	244	244	244	244	244	244	244	244	244	244	244	244	244	244
RPP	Pearson Correlation	.961**	.973**	.964**	.947**	.969**	.943**	.960**	.960**	.027	1	.043	.744**	.046	.942**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.672		.506	.000	.476	.000
	N	244	244	244	244	244	244	244	244	244	244	244	244	244	244
BOR1	Pearson Correlation	.028	.040	.049	.035	.039	.029	.036	.034	.974**	.043	1	.049	.996**	.023
	Sig. (2-tailed)	.661	.537	.448	.587	.541	.649	.577	.598	.000	.506		.446	.000	.721
	N	244	244	244	244	244	244	244	244	244	244	244	244	244	244
BOR2	Pearson Correlation	.604**	.778**	.611**	.617**	.602**	.609**	.598**	.861**	.035	.744**	.049	1	.051	.599**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.585	.000	.446		.430	.000
	N	244	244	244	244	244	244	244	244	244	244	244	244	244	244
PRES1	Pearson Correlation	.032	.042	.051	.041	.042	.035	.039	.037	.968**	.046	.996**	.051	1	.027
	Sig. (2-tailed)	.622	.516	.432	.528	.514	.585	.540	.568	.000	.476	.000	.430		.676

	N	244	244	244	244	244	244	244	244	244	244	244	244	244	
PRES2	Pearson Correlation	.989**	.924**	.971**	.958**	.968**	.961**	.962**	.892**	.012	.942**	.023	.599**	.027	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.854	.000	.721	.000	.676	
	N	244	244	244	244	244	244	244	244	244	244	244	244	244	244

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



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Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.997 ^a	.994	.993	.04238	.994	2958.807	12	231	.000
2	.998 ^b	.995	.995	.03692	.002	19.345	4	227	.000
3	.998 ^c	.996	.996	.03354	.001	3.286	21	206	.000

a. Predictors: (Constant), RPP, PGN, BOR2, meanptm, BOR1, meanabp, SAO, meanott, PSM, meankpd, meantpp, meanakp

b. Predictors: (Constant), RPP, PGN, BOR2, meanptm, BOR1, meanabp, SAO, meanott, PSM, meankpd, meantpp, meanakp, meanINS, meanTIM, meanUNG

c. Predictors: (Constant), RPP, PGN, BOR2, meanptm, BOR1, meanabp, SAO, meanott, PSM, meankpd, meantpp, meanakp, meanINS, meanTIM, meanSTI, meanUNG, BOR2xmeanINS, OTTxmeanUNG, akpxmeanTIM, PGMxmeanTIM, BOR2xmeanUNG, TPPxmeanINS, BOR1xmeanSTI, BOR2xmeanSTI, BOR2xmeanTIM, SAOxmeanINS, BOR1xmeanINS, ABPxmeanINS, SAOxmeanUNG, BOR1xmeanUNG, PSMxmeanINS, OTTxmeanTIM, PTMxmeanUNG, RPPxmeanSTI, KPDxmeanINS, PGMxmeanSTI, PSMxmeanUNG

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	63.763	12	5.314	2958.807	.000 ^b
	Residual	.415	231	.002		
	Total	64.178	243			
2	Regression	63.869	16	3.992	2928.883	.000 ^c
	Residual	.309	227	.001		
	Total	64.178	243			
3	Regression	63.946	37	1.728	1536.218	.000 ^d
	Residual	.232	206	.001		
	Total	64.178	243			

a. Dependent Variable: PREST

b. Predictors: (Constant), RPP, PGN, BOR2, meanptm, BOR1, meanabp, SAO, meanott, PSM, meankpd, meantpp, meanakp

c. Predictors: (Constant), RPP, PGN, BOR2, meanptm, BOR1, meanabp, SAO, meanott, PSM, meankpd, meantpp, meanakp, meanINS, meanTIM, meanSTI, meanUNG

d. Predictors: (Constant), RPP, PGN, BOR2, meanptm, BOR1, meanabp, SAO, meanott, PSM, meankpd, meantpp, meanakp, meanINS, meanTIM, meanSTI, meanUNG, BOR2xmeanINS, OTTxmeanUNG, akpxmeanTIM, PGMxmeanTIM, BOR2xmeanUNG, TPPxmeanINS, BOR1xmeanSTI, BOR2xmeanSTI, BOR2xmeanTIM, SAOxmeanINS, BOR1xmeanINS, ABPxmeanINS, SAOxmeanUNG, BOR1xmeanUNG, PSMxmeanINS, OTTxmeanTIM, PTMxmeanUNG, RPPxmeanSTI, KPDxmeanINS, PGMxmeanSTI, PSMxmeanUNG

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	.014	.023		.629	.530		
	meanakp	.682	.040	1.003	17.005	.000	.008	124.415
	BOR1	.698	.018	.904	37.940	.000	.049	20.274
	BOR2	.007	.011	.010	.639	.524	.104	9.641
	SAO	-.030	.023	-.041	-1.309	.192	.028	35.904

meanott	-.021	.029	-.031	-.735	.463	.016	63.494
meantpp	.035	.040	.049	.864	.388	.009	113.371
meankpd	-.034	.038	-.049	-.899	.370	.009	108.232
meanptm	.001	.039	.001	.022	.982	.009	108.407
meanabp	-.319	.031	-.478	-10.299	.000	.013	76.931
PSM	-.010	.032	-.013	-.310	.757	.017	59.326
PGN	-.034	.018	-.046	-1.917	.057	.049	20.359
RPP	.022	.034	.031	.658	.511	.013	77.868
2 (Constant)	.025	.020		1.244	.215		
meanakp	.671	.081	.987	8.322	.000	.002	662.715
BOR1	.587	.022	.761	26.521	.000	.026	38.782
BOR2	.004	.010	.006	.417	.677	.103	9.687
SAO	-.024	.021	-.033	-1.167	.244	.027	36.757
meanott	.000	.026	.000	-.010	.992	.015	65.552
meantpp	.015	.037	.021	.401	.689	.008	125.339
meankpd	-.011	.033	-.016	-.318	.751	.009	112.181
meanptm	-.005	.035	-.007	-.134	.894	.008	118.129
meanabp	-.340	.029	-.510	-11.608	.000	.011	91.021
PSM	.003	.028	.003	.090	.928	.016	61.061
PGN	.242	.040	.321	6.015	.000	.007	134.445
RPP	.033	.064	.045	.514	.608	.003	366.955
meanUNG	.008	.060	.011	.127	.899	.003	361.202
meanINS	.060	.021	.079	2.865	.005	.028	35.754
meanSTI	-.021	.061	-.029	-.348	.728	.003	318.822
meanTIM	-.228	.027	-.309	-8.365	.000	.016	64.305
3 (Constant)	-.046	.114		-.401	.689		
meanakp	1.042	.183	1.533	5.704	.000	.000	4119.402
BOR1	.683	.157	.884	4.345	.000	.000	2362.538
BOR2	.055	.079	.081	.694	.488	.001	780.711
SAO	-.092	.178	-.125	-.515	.607	.000	3359.256
meanott	-.054	.212	-.078	-.255	.799	.000	5390.823
meantpp	.029	.096	.041	.303	.762	.001	1027.287
meankpd	.118	.169	.173	.698	.486	.000	3493.728
meanptm	-.102	.159	-.144	-.641	.522	.000	2876.875
meanabp	-.644	.161	-.966	-3.991	.000	.000	3340.775
PSM	-.058	.221	-.074	-.262	.794	.000	4541.834
PGN	.452	.203	.601	2.221	.027	.000	4174.098
RPP	-.170	.153	-.235	-1.118	.265	.000	2514.853
meanUNG	.205	.211	.297	.969	.334	.000	5367.936
meanINS	-.666	.147	-.871	-4.532	.000	.000	2109.077

meanSTI	-.048	.185	-.065	-.258	.797	.000	3602.381
meanTIM	.284	.157	.385	1.805	.072	.000	2597.572
akpxmeanTIM	-.080	.045	-.630	-1.784	.076	.000	7102.429
BOR1xmeanUNG	-.006	.040	-.043	-.139	.890	.000	5533.261
BOR1xmeanINS	.089	.017	.838	5.151	.000	.001	1509.749
BOR1xmeanSTI	-.097	.053	-.725	-1.826	.069	.000	8986.806
BOR2xmeanUNG	-.013	.019	-.125	-.687	.493	.001	1872.116
BOR2xmeanINS	.008	.024	.058	.314	.754	.001	1965.836
BOR2xmeanSTI	.003	.019	.030	.162	.871	.001	1997.497
BOR2xmeanTIM	-.008	.021	-.066	-.395	.693	.001	1589.076
SAOxmeanUNG	.014	.032	.142	.447	.655	.000	5794.791
SAOxmeanINS	.001	.028	.005	.025	.980	.000	2470.327
OTTxmeanUNG	-.055	.038	-.577	-1.460	.146	.000	8921.623
OTTxmeanTIM	.071	.036	.563	1.993	.048	.000	4546.341
TPPxmeanINS	.002	.022	.016	.095	.925	.001	1574.462
KPDxmeanINS	-.029	.041	-.224	-.690	.491	.000	6007.387
PTMxmeanUNG	.016	.034	.167	.477	.634	.000	7014.764
ABPxmeanINS	.067	.040	.534	1.688	.093	.000	5713.104
PSMxmeanUNG	-.008	.042	-.073	-.177	.860	.000	9647.662
PSMxmeanINS	.024	.036	.171	.665	.507	.000	3792.462
PGMxmeanSTI	.050	.049	.373	1.020	.309	.000	7649.146
PGMxmeanTIM	-.103	.016	-1.011	-6.302	.000	.001	1467.328
RPPxmeanSTI	.047	.034	.473	1.386	.167	.000	6634.664

a. Dependent Variable: PREST

Excluded Variables^a

Model	Beta In	t	Sig.	Partial Correlation	Collinearity Statistics		
					Tolerance	VIF	Minimum Tolerance
1 meanUNG	.029 ^b	.343	.732	.023	.004	253.523	.002
meanINS	.073 ^b	2.370	.019	.154	.029	34.300	.008
meanSTI	-.035 ^b	-.435	.664	-.029	.004	224.585	.003
meanTIM	-.305 ^b	-8.165	.000	-.474	.016	64.198	.008
akpxmeanUNG	-.018 ^b	-.381	.704	-.025	.013	75.199	.003
akpxmeanINS	.062 ^b	1.972	.050	.129	.028	35.437	.007

akpxmeanSTI	-.026 ^b	-.570	.569	-.038	.014	72.859	.006
akpxmeanTIM	-.111 ^b	-3.365	.001	-.217	.025	40.712	.007
BOR1xmeanUNG	.007 ^b	.177	.860	.012	.018	54.273	.006
BOR1xmeanINS	.008 ^b	.213	.832	.014	.018	54.655	.008
BOR1xmeanSTI	-.010 ^b	-.237	.813	-.016	.017	57.599	.008
BOR1xmeanTIM	-.278 ^b	-7.188	.000	-.428	.015	65.041	.008
BOR2xmeanUNG	-.034 ^b	-.692	.490	-.046	.012	85.193	.005
BOR2xmeanINS	.041 ^b	1.363	.174	.090	.031	31.866	.008
BOR2xmeanSTI	-.013 ^b	-.256	.799	-.017	.011	92.394	.008
BOR2xmeanTIM	-.122 ^b	-3.890	.000	-.248	.027	37.202	.008
SAOxmeanUNG	-.019 ^b	-.383	.702	-.025	.012	85.890	.005
SAOxmeanINS	.057 ^b	1.823	.070	.119	.028	35.189	.008
SAOxmeanSTI	-.021 ^b	-.433	.665	-.029	.012	85.857	.008
SAOxmeanTIM	-.119 ^b	-3.629	.000	-.233	.025	40.427	.008
OTTxmeanUNG	-.017 ^b	-.392	.695	-.026	.015	66.596	.006
OTTxmeanINS	.064 ^b	1.990	.048	.130	.027	37.384	.008
OTTxmeanSTI	-.022 ^b	-.522	.602	-.034	.015	64.835	.008
OTTxmeanTIM	-.116 ^b	-3.418	.001	-.220	.023	43.106	.008
TPPxmeanUNG	-.019 ^b	-.404	.687	-.027	.013	75.009	.005
TPPxmeanINS	.064 ^b	2.091	.038	.137	.029	34.293	.007
TPPxmeanSTI	-.028 ^b	-.597	.551	-.039	.013	76.108	.007
TPPxmeanTIM	-.109 ^b	-3.261	.001	-.210	.024	41.281	.008
KPDxmeanUNG	-.016 ^b	-.374	.709	-.025	.015	67.163	.006
KPDxmeanINS	.063 ^b	2.001	.047	.131	.028	35.849	.008
KPDxmeanSTI	-.024 ^b	-.568	.570	-.037	.015	65.475	.008
KPDxmeanTIM	-.115 ^b	-3.419	.001	-.220	.024	42.204	.008
PTMxmeanUNG	-.018 ^b	-.390	.697	-.026	.013	76.039	.005
PTMxmeanINS	.063 ^b	2.031	.043	.133	.029	34.387	.008
PTMxmeanSTI	-.027 ^b	-.582	.561	-.038	.013	76.919	.008
PTMxmeanTIM	-.109 ^b	-3.303	.001	-.213	.024	40.865	.008
ABPxmeanUNG	-.017 ^b	-.375	.708	-.025	.014	69.044	.006
ABPxmeanINS	.064 ^b	2.034	.043	.133	.028	36.271	.008
ABPxmeanSTI	-.024 ^b	-.543	.587	-.036	.015	66.723	.008
ABPxmeanTIM	-.113 ^b	-3.348	.001	-.216	.024	42.286	.008
PSMxmeanUNG	-.024 ^b	-.451	.653	-.030	.010	101.593	.005
PSMxmeanINS	.056 ^b	1.834	.068	.120	.029	34.161	.008
PSMxmeanSTI	-.021 ^b	-.409	.683	-.027	.010	96.996	.008

PSMxmeanTIM	-.126 ^b	-3.867	.000	-.247	.025	40.083	.008
PGMxmeanUNG	.021 ^b	.561	.575	.037	.019	51.787	.006
PGMxmeanINS	-.025 ^b	-.631	.528	-.042	.017	57.653	.008
PGMxmeanSTI	.008 ^b	.215	.830	.014	.018	55.259	.008
PGMxmeanTIM	-.302 ^b	-8.094	.000	-.471	.016	63.811	.008
RPPxmeanUNG	-.015 ^b	-.311	.756	-.021	.013	77.384	.005
RPPxmeanINS	.061 ^b	1.930	.055	.126	.028	35.918	.008
RPPxmeanSTI	-.017 ^b	-.374	.709	-.025	.013	74.232	.006
RPPxmeanTIM	-.124 ^b	-3.710	.000	-.238	.024	42.382	.008
2 akpxmeanUNG	-.010 ^c	-.252	.801	-.017	.013	76.609	.001
akpxmeanINS	.032 ^c	.863	.389	.057	.016	64.085	.001
akpxmeanSTI	.000 ^c	.009	.992	.001	.012	80.477	.001
akpxmeanTIM	.033 ^c	.927	.355	.062	.017	58.821	.001
BOR1xmeanUNG	.014 ^c	.370	.712	.025	.015	65.737	.002
BOR1xmeanINS	-.117 ^c	-2.625	.009	-.172	.010	96.228	.002
BOR1xmeanSTI	.005 ^c	.143	.887	.009	.014	69.475	.002
BOR1xmeanTIM	-.140 ^c	-3.157	.002	-.206	.010	95.972	.002
BOR2xmeanUNG	.015 ^c	.341	.733	.023	.011	90.564	.001
BOR2xmeanINS	.001 ^c	.039	.969	.003	.020	50.451	.002
BOR2xmeanSTI	.036 ^c	.748	.455	.050	.009	110.244	.001
BOR2xmeanTIM	-.001 ^c	-.027	.979	-.002	.020	50.839	.002
SAOxmeanUNG	-.002 ^c	-.041	.967	-.003	.011	88.876	.001
SAOxmeanINS	.024 ^c	.644	.520	.043	.016	62.883	.001
SAOxmeanSTI	.010 ^c	.213	.832	.014	.010	96.619	.001
SAOxmeanTIM	.029 ^c	.824	.411	.055	.017	59.752	.002
OTTxmeanUNG	-.010 ^c	-.269	.788	-.018	.015	67.575	.001
OTTxmeanINS	.031 ^c	.816	.415	.054	.015	68.139	.001
OTTxmeanSTI	-.001 ^c	-.030	.976	-.002	.014	71.018	.001
OTTxmeanTIM	.033 ^c	.897	.371	.060	.016	62.266	.002
TPPxmeanUNG	-.010 ^c	-.258	.796	-.017	.013	76.711	.001
TPPxmeanINS	.031 ^c	.837	.404	.056	.016	63.718	.001
TPPxmeanSTI	-.001 ^c	-.033	.973	-.002	.012	84.268	.001
TPPxmeanTIM	.035 ^c	.995	.321	.066	.017	59.275	.002
KPDxmeanUNG	-.009 ^c	-.243	.808	-.016	.015	68.158	.001
KPDxmeanINS	.029 ^c	.777	.438	.052	.015	65.941	.001
KPDxmeanSTI	-.002 ^c	-.048	.962	-.003	.014	71.708	.001
KPDxmeanTIM	.029 ^c	.814	.416	.054	.016	60.660	.002

	PTMxmeanUNG	-.011 ^c	-.269	.788	-.018	.013	77.743	.001
	PTMxmeanINS	.031 ^c	.840	.402	.056	.016	63.753	.001
	PTMxmeanSTI	-.001 ^c	-.017	.987	-.001	.012	85.143	.001
	PTMxmeanTIM	.036 ^c	1.002	.317	.067	.017	59.229	.002
	ABPxmeanUNG	-.010 ^c	-.257	.798	-.017	.014	70.065	.001
	ABPxmeanINS	.032 ^c	.867	.387	.058	.015	65.870	.001
	ABPxmeanSTI	.000 ^c	.009	.993	.001	.014	73.106	.001
	ABPxmeanTIM	.032 ^c	.902	.368	.060	.016	60.690	.002
	PSMxmeanUNG	.006 ^c	.135	.893	.009	.009	106.678	.001
	PSMxmeanINS	.020 ^c	.549	.584	.036	.015	65.009	.002
	PSMxmeanSTI	.021 ^c	.422	.674	.028	.009	113.877	.001
	PSMxmeanTIM	.024 ^c	.665	.507	.044	.016	61.046	.002
	PGMxmeanUNG	.026 ^c	.708	.480	.047	.016	62.255	.002
	PGMxmeanINS	-.154 ^c	-3.529	.001	-.229	.011	93.977	.002
	PGMxmeanSTI	.019 ^c	.519	.605	.034	.015	65.844	.002
	PGMxmeanTIM	-.177 ^c	-4.106	.000	-.263	.011	93.830	.002
	RPPxmeanUNG	.000 ^c	-.002	.998	.000	.013	79.145	.001
	RPPxmeanINS	.024 ^c	.628	.531	.042	.015	68.227	.002
	RPPxmeanSTI	.010 ^c	.239	.811	.016	.012	82.927	.001
	RPPxmeanTIM	.025 ^c	.687	.493	.046	.016	63.057	.002
3	akpxmeanUNG	.523 ^d	.562	.575	.039	2.030E-05	49257.883	2.030E-05
	akpxmeanINS	.542 ^d	.857	.393	.060	4.385E-05	22806.414	4.385E-05
	akpxmeanSTI	2.114 ^d	1.824	.070	.126	1.291E-05	77432.093	1.291E-05
	BOR1xmeanTIM	.407 ^d	.674	.501	.047	4.821E-05	20743.051	4.821E-05
	SAOxmeanSTI	-.748 ^d	-.839	.402	-.059	2.212E-05	45209.246	2.212E-05
	SAOxmeanTIM	.997 ^d	1.872	.063	.130	6.102E-05	16388.900	6.102E-05
	OTTxmeanINS	.192 ^d	.350	.727	.024	5.824E-05	17169.486	5.824E-05
	OTTxmeanSTI	.523 ^d	.536	.593	.037	1.849E-05	54090.480	1.849E-05
	TPPxmeanUNG	.561 ^d	.267	.790	.019	3.970E-06	#####	3.970E-06
	TPPxmeanSTI	.115 ^d	.189	.850	.013	4.800E-05	20833.645	4.800E-05
	TPPxmeanTIM	.464 ^d	1.067	.287	.074	9.275E-05	10781.432	8.648E-05
	KPDxmeanUNG	1.103 ^d	1.075	.284	.075	1.663E-05	60140.345	1.564E-05
	KPDxmeanSTI	-.455 ^d	-.387	.699	-.027	1.275E-05	78426.555	1.275E-05
	KPDxmeanTIM	1.062 ^d	-1.918	.057	-.133	5.646E-05	17713.121	5.646E-05
	PTMxmeanINS	-.270 ^d	-.459	.647	-.032	5.095E-05	19627.734	4.737E-05
	PTMxmeanSTI	.267 ^d	.476	.635	.033	5.585E-05	17903.650	5.585E-05
	PTMxmeanTIM	.173 ^d	.478	.633	.033	.000	7469.628	8.345E-05

ABPxmeanUNG	.696 ^d	.683	.495	.048	1.692E-05	59098.166	1.681E-05
ABPxmeanSTI	1.232 ^d	1.621	.106	.113	3.011E-05	33209.651	3.011E-05
ABPxmeanTIM	-.917 ^d	-1.670	.096	-.116	5.758E-05	17366.933	5.758E-05
PSMxmeanSTI	-	-1.376	.170	-.096	1.909E-05	52389.554	1.909E-05
PSMxmeanTIM	1.316 ^d	1.920	.056	.133	4.800E-05	20831.818	4.800E-05
PGMxmeanUNG	.151 ^d	.191	.849	.013	2.807E-05	35627.017	2.807E-05
PGMxmeanINS	-	-2.043	.042	-.141	3.853E-05	25954.095	3.853E-05
RPPxmeanUNG	2.161 ^d	1.747	.082	.121	1.134E-05	88170.053	1.134E-05
RPPxmeanINS	.006 ^d	.011	.991	.001	6.295E-05	15885.930	6.295E-05
RPPxmeanTIM	-.375 ^d	-.833	.406	-.058	8.658E-05	11550.022	8.514E-05

a. Dependent Variable: PREST

b. Predictors in the Model: (Constant), RPP, PGN, BOR2, meanptm, BOR1, meanabp, SAO, meanott, PSM, meankpd, meantpp, meanakp

c. Predictors in the Model: (Constant), RPP, PGN, BOR2, meanptm, BOR1, meanabp, SAO, meanott, PSM, meankpd, meantpp, meanakp, meanINS, meanTIM, meanSTI, meanUNG

d. Predictors in the Model: (Constant), RPP, PGN, BOR2, meanptm, BOR1, meanabp, SAO, meanott, PSM, meankpd, meantpp, meanakp, meanINS, meanTIM, meanSTI, meanUNG, BOR2xmeanINS, OTTxmeanUNG, akpxmeanTIM, PGMxmeanTIM, BOR2xmeanUNG, TPPxmeanINS, BOR1xmeanSTI, BOR2xmeanSTI, BOR2xmeanTIM, SAOxmeanINS, BOR1xmeanINS, ABPxmeanINS, SAOxmeanUNG, BOR1xmeanUNG, PSMxmeanINS, OTTxmeanTIM, PTMxmeanUNG, RPPxmeanSTI, KPDxmeanINS, PGMxmeanSTI, PSMxmeanUNG

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.997 ^a	.994	.993	.04238	.994	2958.807	12	231	.000
2	.998 ^b	.996	.996	.03367	.002	135.880	1	230	.000
3	.998 ^c	.996	.996	.03355	.000	1.097	18	212	.357

a. Predictors: (Constant), RPP, PGN, BOR2, meanptm, BOR1, meanabp, SAO, meanott, PSM, meankpd, meantpp, meanakp

b. Predictors: (Constant), RPP, PGN, BOR2, meanptm, BOR1, meanabp, SAO, meanott, PSM, meankpd, meantpp, meanakp, meanGEN

c. Predictors: (Constant), RPP, PGN, BOR2, meanptm, BOR1, meanabp, SAO, meanott, PSM, meankpd, meantpp, meanakp, meanGEN, BOR2xmeanGEN, KPDxmeanTIF, akpxmeanGEN, BOR1xmeanGEN, BOR2xmeanSIF, PGNxmeanSIF, TPPxmeanGEN, SAOxmeanGEN, BOR1xmeanTIF, PSMxmeanTIF, RPPxmeanGEN, PGMxmeanGEN, PSMxmeanGEN, TPPxmeanSIF, SAOxmeanSIF, OTTxmeanGEN, ABPxmeanGEN, BOR2xmeanTIF

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	63.763	12	5.314	2958.807	.000 ^b
	Residual	.415	231	.002		
	Total	64.178	243			
2	Regression	63.917	13	4.917	4336.396	.000 ^c
	Residual	.261	230	.001		
	Total	64.178	243			
3	Regression	63.940	31	2.063	1832.896	.000 ^d

Residual	.239	212	.001	
Total	64.178	243		

a. Dependent Variable: PREST

b. Predictors: (Constant), RPP, PGN, BOR2, meanptm, BOR1, meanabp, SAO, meanott, PSM, meankpd, meantpp, meanakp

c. Predictors: (Constant), RPP, PGN, BOR2, meanptm, BOR1, meanabp, SAO, meanott, PSM, meankpd, meantpp, meanakp, meanGEN

d. Predictors: (Constant), RPP, PGN, BOR2, meanptm, BOR1, meanabp, SAO, meanott, PSM, meankpd, meantpp, meanakp, meanGEN, BOR2xmeanGEN, KPDxmeanTIF, akpxmeanGEN, BOR1xmeanGEN, BOR2xmeanSIF, PGNxmeanSIF, TPPxmeanGEN, SAOxmeanGEN, BOR1xmeanTIF, PSMxmeanTIF, RPPxmeanGEN, PGMxmeanGEN, PSMxmeanGEN, TPPxmeanSIF, SAOxmeanSIF, OTTxmeanGEN, ABPxmeanGEN, BOR2xmeanTIF

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	.014	.023		.629	.530		
meanakp	.682	.040	1.003	17.005	.000	.008	124.415
BOR1	.698	.018	.904	37.940	.000	.049	20.274
BOR2	.007	.011	.010	.639	.524	.104	9.641
SAO	-.030	.023	-.041	-1.309	.192	.028	35.904
meanott	-.021	.029	-.031	-.735	.463	.016	63.494
meantpp	.035	.040	.049	.864	.388	.009	113.371
meankpd	-.034	.038	-.049	-.899	.370	.009	108.232
meanptm	.001	.039	.001	.022	.982	.009	108.407
meanabp	-.319	.031	-.478	-10.299	.000	.013	76.931
PSM	-.010	.032	-.013	-.310	.757	.017	59.326
PGN	-.034	.018	-.046	-1.917	.057	.049	20.359
RPP	.022	.034	.031	.658	.511	.013	77.868
2 (Constant)	-.002	.018		-.107	.915		
meanakp	.687	.032	1.011	21.570	.000	.008	124.442
BOR1	.821	.018	1.063	45.529	.000	.032	30.862
BOR2	.008	.009	.012	.897	.371	.104	9.641
SAO	-.023	.019	-.031	-1.245	.214	.028	35.946
meanott	-.026	.023	-.037	-1.119	.264	.016	63.512
meantpp	.031	.032	.044	.980	.328	.009	113.381
meankpd	-.018	.030	-.026	-.590	.556	.009	108.465
meanptm	-.008	.031	-.011	-.246	.806	.009	108.467
meanabp	-.325	.025	-.488	-13.230	.000	.013	76.973
PSM	-.022	.025	-.028	-.853	.394	.017	59.420
PGN	.026	.015	.034	1.690	.092	.043	23.013
RPP	.025	.027	.034	.912	.363	.013	77.872
meanGEN	-.176	.015	-.243	-11.657	.000	.041	24.596
3 (Constant)	-.068	.111		-.611	.542		
meanakp	.892	.209	1.312	4.264	.000	.000	5395.083

BOR1	.726	.144	.941	5.056	.000	.001	1973.538
BOR2	.069	.068	.102	1.016	.311	.002	573.024
SAO	.138	.178	.188	.779	.437	.000	3338.124
meanott	-.580	.243	-.844	-2.387	.018	.000	7122.180
meantpp	.130	.155	.182	.842	.401	.000	2653.826
meankpd	.395	.196	.578	2.015	.045	.000	4698.733
meanptm	-.031	.033	-.044	-.956	.340	.008	123.428
meanabp	-.344	.176	-.516	-1.949	.053	.000	3990.029
PSM	-.138	.197	-.177	-.701	.484	.000	3632.750
PGN	.237	.145	.316	1.634	.104	.000	2129.117
RPP	-.156	.162	-.215	-.966	.335	.000	2822.135
meanGEN	-.295	.094	-.408	-3.152	.002	.001	953.831
akpxmeanGEN	-.049	.052	-.390	-.940	.348	.000	9832.187
BOR1xmeanGEN	.048	.026	.468	1.845	.066	.000	3665.827
BOR1xmeanTIF	-.029	.025	-.229	-1.178	.240	.000	2153.132
BOR2xmeanGEN	.000	.013	.003	.029	.977	.002	642.111
BOR2xmeanTIF	.064	.037	.622	1.711	.089	.000	7534.048
BOR2xmeanSIF	-.078	.033	-.762	-2.350	.020	.000	6001.976
SAOxmeanGEN	-.045	.029	-.342	-1.534	.127	.000	2827.961
SAOxmeanSIF	.003	.031	.034	.110	.912	.000	5487.142
OTTxmeanGEN	.058	.042	.461	1.392	.166	.000	6252.419
TPPxmeanGEN	.021	.021	.161	.995	.321	.001	1501.524
TPPxmeanSIF	-.039	.031	-.397	-1.279	.202	.000	5496.990
KPDxmeanTIF	.015	.025	.163	.615	.539	.000	4022.350
ABPxmeanGEN	.002	.044	.015	.041	.967	.000	7192.135
PSMxmeanGEN	.001	.040	.010	.036	.971	.000	4861.669
PSMxmeanTIF	.027	.034	.263	.799	.425	.000	6159.802
PGMxmeanGEN	-.049	.026	-.487	-1.908	.058	.000	3710.707
PGNxmeanSIF	-.001	.023	-.008	-.046	.963	.001	1854.083
RPPxmeanGEN	.045	.040	.345	1.109	.268	.000	5510.260

a. Dependent Variable: PREST

Excluded Variables^a

Model	Beta In	t	Sig.	Partial Correlation	Collinearity Statistics			
					Tolerance	VIF	Minimum Tolerance	
1	meanGEN	-.243 ^b	-11.657	.000	-.609	.041	24.596	.008

meanTIF	b				0.000		0.000
meanSIF	b				0.000		0.000
akpxmeanGEN	-.185 ^b	-7.286	.000	-.433	.035	28.357	.007
AKPxmeanTIF	-.022 ^b	-.523	.602	-.034	.015	65.677	.006
AKPxmeanSIF	-.022 ^b	-.499	.618	-.033	.015	66.217	.006
BOR1xmeanGEN	-.234 ^b	-8.712	.000	-.498	.029	34.025	.008
BOR1xmeanTIF	.002 ^b	.041	.967	.003	.015	67.483	.008
BOR1xmeanSIF	.002 ^b	.046	.963	.003	.015	65.669	.007
BOR2xmeanGEN	-.176 ^b	-7.215	.000	-.430	.038	26.077	.008
BOR2xmeanTIF	-.032 ^b	-.663	.508	-.044	.012	85.099	.008
BOR2xmeanSIF	-.042 ^b	-.885	.377	-.058	.012	80.849	.007
SAOxmeanGEN	-.189 ^b	-7.644	.000	-.450	.037	27.151	.008
SAOxmeanTIF	-.022 ^b	-.463	.644	-.030	.013	78.599	.008
SAOxmeanSIF	-.025 ^b	-.540	.590	-.036	.013	78.462	.008
OTTxmeanGEN	-.189 ^b	-7.380	.000	-.438	.035	28.878	.008
OTTxmeanTIF	-.021 ^b	-.518	.605	-.034	.017	58.572	.007
OTTxmeanSIF	-.021 ^b	-.529	.597	-.035	.017	58.582	.008
TPPxmeanGEN	-.183 ^b	-7.223	.000	-.430	.036	27.987	.008
TPPxmeanTIF	-.023 ^b	-.521	.603	-.034	.015	67.423	.007
TPPxmeanSIF	-.024 ^b	-.560	.576	-.037	.015	67.608	.007
KPDxmeanGEN	-.186 ^b	-7.301	.000	-.434	.035	28.343	.008
KPDxmeanTIF	-.021 ^b	-.529	.597	-.035	.017	58.582	.008
KPDxmeanSIF	-.020 ^b	-.491	.624	-.032	.017	59.387	.005
PTMxmeanGEN	-.185 ^b	-7.290	.000	-.433	.035	28.266	.008
PTMxmeanTIF	-.022 ^b	-.504	.615	-.033	.015	68.210	.008
PTMxmeanSIF	-.023 ^b	-.534	.594	-.035	.015	68.421	.008
ABPxmeanGEN	-.188 ^b	-7.287	.000	-.433	.034	29.040	.008
ABPxmeanTIF	-.020 ^b	-.495	.621	-.033	.017	59.672	.008
ABPxmeanSIF	-.020 ^b	-.486	.627	-.032	.017	60.399	.008
PSMxmeanGEN	-.189 ^b	-7.784	.000	-.457	.038	26.540	.008
PSMxmeanTIF	-.025 ^b	-.490	.625	-.032	.011	93.717	.008
PSMxmeanSIF	-.031 ^b	-.608	.544	-.040	.011	93.221	.007
PGMxmeanGEN	-.236 ^b	-9.030	.000	-.512	.030	33.060	.008
PGNxmeanTIF	.021 ^b	.502	.616	.033	.016	63.927	.008
PGNxmeanSIF	.022 ^b	.523	.602	.034	.016	62.112	.007
RPPxmeanGEN	-.188 ^b	-7.583	.000	-.447	.036	27.462	.008
RPPxmeanTIF	-.018 ^b	-.419	.676	-.028	.015	67.773	.008

	RPPxmeanSIF	-.020 ^b	-.448	.654	-.030	.015	68.377	.008
2	meanTIF	. ^c				0.000		0.000
	meanSIF	. ^c				0.000		0.000
	akpxmeanGEN	.001 ^c	.017	.987	.001	.017	57.451	.007
	AKPxmeanTIF	-.039 ^c	-1.152	.251	-.076	.015	65.793	.006
	AKPxmeanSIF	-.039 ^c	-1.132	.259	-.075	.015	66.340	.006
	BOR1xmeanGEN	-.007 ^c	-.172	.864	-.011	.010	98.319	.008
	BOR1xmeanTIF	-.007 ^c	-.193	.847	-.013	.015	67.513	.008
	BOR1xmeanSIF	-.005 ^c	-.142	.887	-.009	.015	65.688	.007
	BOR2xmeanGEN	-.006 ^c	-.213	.832	-.014	.020	50.009	.008
	BOR2xmeanTIF	-.042 ^c	-1.081	.281	-.071	.012	85.136	.008
	BOR2xmeanSIF	-.048 ^c	-1.271	.205	-.084	.012	80.864	.007
	SAOxmeanGEN	-.006 ^c	-.188	.851	-.012	.017	57.675	.008
	SAOxmeanTIF	-.042 ^c	-1.117	.265	-.074	.013	78.763	.008
	SAOxmeanSIF	-.043 ^c	-1.160	.247	-.076	.013	78.594	.008
	OTTxmeanGEN	.003 ^c	.083	.934	.006	.017	60.499	.008
	OTTxmeanTIF	-.037 ^c	-1.139	.256	-.075	.017	58.673	.007
	OTTxmeanSIF	-.036 ^c	-1.133	.258	-.075	.017	58.675	.008
	TPPxmeanGEN	-.007 ^c	.221	.825	.015	.017	57.906	.007
	TPPxmeanTIF	-.046 ^c	-1.335	.183	-.088	.015	67.649	.007
	TPPxmeanSIF	-.047 ^c	-1.375	.171	-.090	.015	67.829	.007
	KPDxmeanGEN	.005 ^c	.157	.875	.010	.017	59.059	.007
	KPDxmeanTIF	-.036 ^c	-1.133	.258	-.075	.017	58.675	.008
	KPDxmeanSIF	-.035 ^c	-1.085	.279	-.072	.017	59.482	.005
	PTMxmeanGEN	.003 ^c	.096	.923	.006	.017	58.120	.007
	PTMxmeanTIF	-.045 ^c	-1.302	.194	-.086	.015	68.431	.008
	PTMxmeanSIF	-.047 ^c	-1.357	.176	-.089	.015	68.653	.008
	ABPxmeanGEN	.002 ^c	.054	.957	.004	.017	59.219	.008
	ABPxmeanTIF	-.035 ^c	-1.085	.279	-.071	.017	59.764	.008
	ABPxmeanSIF	-.035 ^c	-1.076	.283	-.071	.017	60.494	.008
	PSMxmeanGEN	-.002 ^c	-.060	.952	-.004	.017	59.811	.008
	PSMxmeanTIF	-.051 ^c	-1.257	.210	-.083	.011	93.997	.008
	PSMxmeanSIF	-.054 ^c	-1.322	.187	-.087	.011	93.431	.007
	PGMxmeanGEN	-.020 ^c	-.477	.634	-.032	.010	98.833	.008
	PGNxmeanTIF	.002 ^c	.067	.947	.004	.016	64.078	.008
	PGNxmeanSIF	.002 ^c	.071	.943	.005	.016	62.270	.007
	RPPxmeanGEN	.005 ^c	.142	.887	.009	.016	61.115	.008

RPPxmeanTIF	-.038 ^c	-1.102	.272	-.073	.015	67.936	.008
RPPxmeanSIF	-.038 ^c	-1.093	.276	-.072	.015	68.516	.008
3 meanTIF	. ^d				0.000		0.000
meanSIF	. ^d				0.000		0.000
AKPxmeanTIF	.117 ^d	.134	.894	.009	2.315E-05	43196.122	2.315E-05
AKPxmeanSIF	1.043 ^d	1.225	.222	.084	2.414E-05	41418.208	2.414E-05
BOR1xmeanSIF	-.242 ^d	-.553	.581	-.038	9.156E-05	10921.206	9.156E-05
SAOxmeanTIF	-.391 ^d	-.365	.716	-.025	1.531E-05	65324.729	1.531E-05
OTTxmeanTIF	-.579 ^d	-.701	.484	-.048	2.584E-05	38696.264	2.382E-05
OTTxmeanSIF	. ^d				0.000		0.000
TPPxmeanTIF	.195 ^d	.207	.836	.014	2.002E-05	49952.326	1.953E-05
KPDxmeanGEN	-.042 ^d	-.088	.930	-.006	7.711E-05	12968.127	7.711E-05
KPDxmeanSIF	2.728 ^d	2.021	.045	.138	9.491E-06	#####	9.491E-06
PTMxmeanGEN	1.114 ^d	-1.734	.084	-.119	4.206E-05	23774.471	4.206E-05
PTMxmeanTIF	.616 ^d	.736	.462	.051	2.513E-05	39799.664	2.403E-05
PTMxmeanSIF	2.598 ^d	1.348	.179	.092	4.699E-06	#####	4.699E-06
ABPxmeanTIF	1.302 ^d	1.154	.250	.079	1.375E-05	72727.212	1.375E-05
ABPxmeanSIF	2.257 ^d	1.929	.055	.132	1.264E-05	79116.892	1.264E-05
PSMxmeanSIF	1.118 ^d	1.015	.311	.070	1.447E-05	69117.334	1.447E-05
PGNxmeanTIF	.330 ^d	.776	.439	.053	9.740E-05	10267.251	9.740E-05
RPPxmeanTIF	.424 ^d	.697	.486	.048	4.762E-05	20998.561	4.762E-05
RPPxmeanSIF	.865 ^d	1.486	.139	.102	5.152E-05	19409.144	5.152E-05

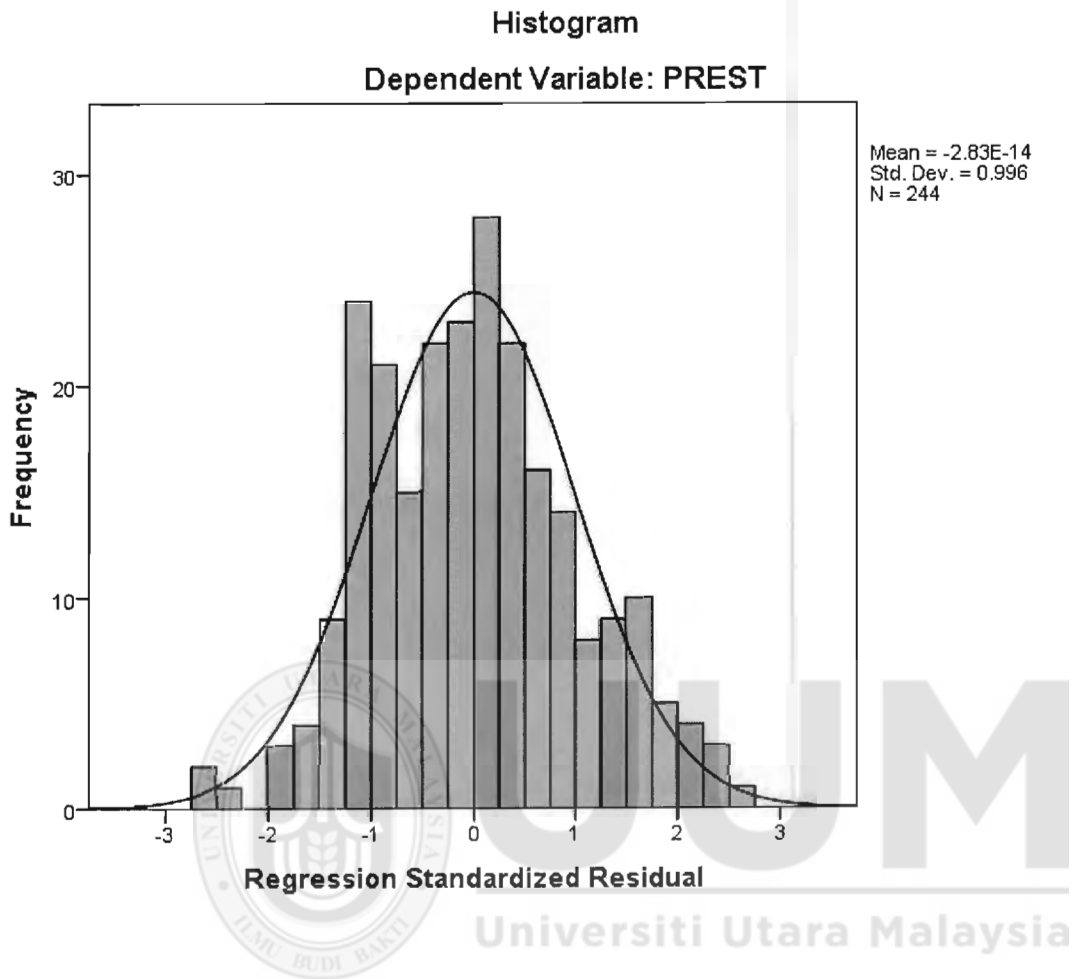
a. Dependent Variable: PREST

b. Predictors in the Model: (Constant), RPP, PGN, BOR2, meanptm, BOR1, meanabp, SAO, meanott, PSM, meankpd, meantpp, meanakp

c. Predictors in the Model: (Constant), RPP, PGN, BOR2, meanptm, BOR1, meanabp, SAO, meanott, PSM, meankpd, meantpp, meanakp, meanGEN

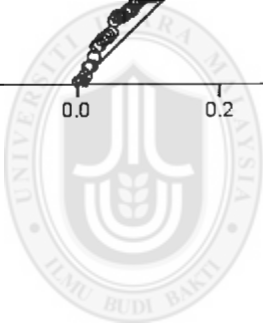
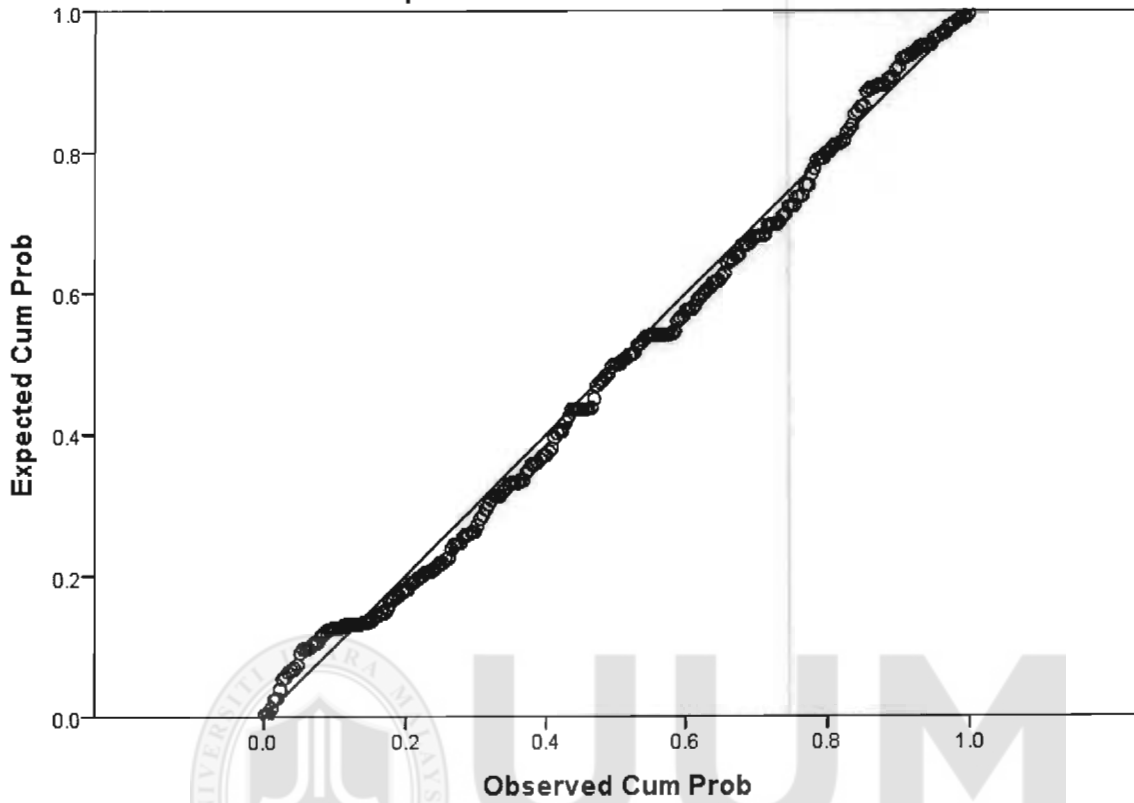
d. Predictors in the Model: (Constant), RPP, PGN, BOR2, meanptm, BOR1, meanabp, SAO, meanott, PSM, meankpd, meantpp, meanakp, meanGEN, BOR2xmeanGEN, KPDxmeanTIF, akpxmeanGEN, BOR1xmeanGEN, BOR2xmeanSIF, PGNxmeanSIF, TPPxmeanGEN, SAOxmeanGEN, BOR1xmeanTIF, PSMxmeanTIF, RPPxmeanGEN, PGMxmeanGEN, PSMxmeanGEN, TPPxmeanSIF, SAOxmeanSIF, OTTxmeanGEN, ABPxmeanGEN, BOR2xmeanTIF

MULTIVARIATE ASSUMPTION



Normal P-P Plot of Regression Standardized Residual

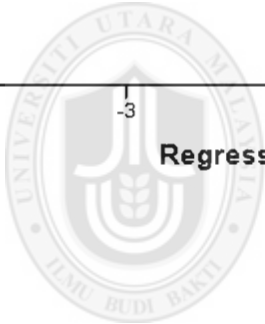
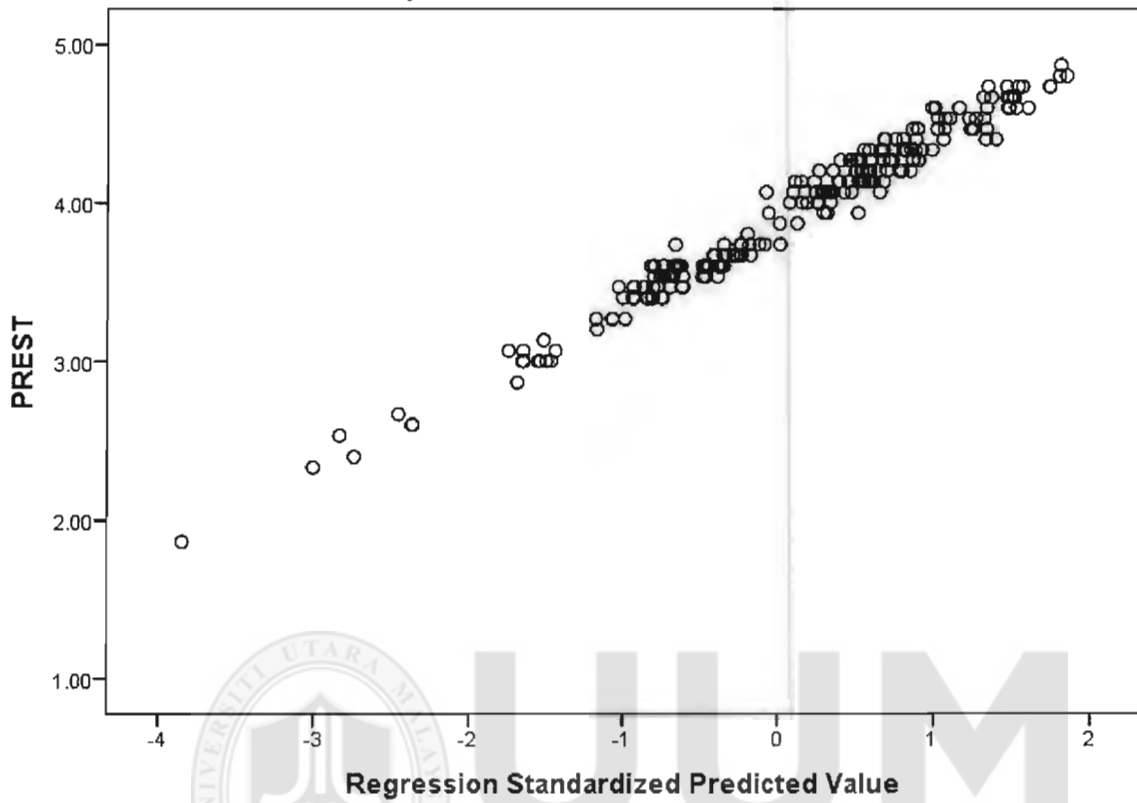
Dependent Variable: PREST



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Scatterplot

Dependent Variable: PREST



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