



From the picture above, it appears that there is no clear pattern, namely point-titiknya spread, then there is no problem heteroskedastisitas indicated.

3.6 Multiple Regression Testing

Multiple regression is used to determine the direction and magnitude of the influence of the independent variables of more than one service and competence which the dependent variable, namely the satisfaction of members.

Table 11
Results of Multiple Linear Regression Analysis
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	2.627	2.813		.934	.353
X1	.653	.105	.599	6.198	.000
X2	.217	.093	.225	2.331	.022

Source: Output SPSS version 21.0

Based on data analysis using IBM SPSS Statistics 21.0 program, the regression equation as follows:

$$Y = 2.627 + 0.653X_1 + 0.217X_2 + e$$

3.7 F Test (Test Simultaneously)

F test was conducted to test whether simultaneously all independent variables affect the dependent variable, with a confidence level of 95% (alpha 5%). The null hypothesis (H_0) to be tested are all the parameters in the model is equal to zero, $H_0: \beta_1 = \beta_2 = 0$, which means there is no influence of independent variables on the dependent variable together. Whereas the alternative hypothesis (H_a) is not all parameters simultaneously equal to zero, $H_a: \beta_1 \neq \beta_2 = 0$ which means that there is influence of independent variables on the dependent variables simultaneously. Making his decision are: $p\text{-value} > 0.05$ accept H_0 , $p\text{-value} < 0.05$ thank H_a

Table 12
Test Results Test F
ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	1635.725	2	817.862	62.604	.000 ^b
Residual	1097.379	84	13.064		
Total	2733.103	86			

Source: Output SPSS version 21.0

Based on the above analysis, it can be seen together there is the influence of the independent variables on the dependent variable. This can be seen in the column sig, whose value is below 0.05 or more precisely 0,000, so H_a is received, while H_0 is rejected.

3.7.1 Test t (Partial Test)

The t-test is intended to determine whether partially independent variables affect the dependent variable, with the following conditions:

$H_0: \beta_1 = 0$, which means there is no influence between independent variables with the dependent variable. $H_a: \beta \neq 0$, meaning there is that there is influence between independent variables with the dependent variable individually. For making his decision are: $p\text{-value} > 0.05$ accept H_0 , $p\text{-value} < 0.05$ thank H_a .

Table 13
Testing Testing Results of t
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	2.627	2.813		.934	.353
X1	.653	.105	.599	6.198	.000
X2	.217	.093	.225	2.331	.022

Source: Output SPSS version 21.0

Based on data analysis using IBM SPSS Statistics 21.0 program, the service produces 0,000 sig, thitung value for this variable by 6.198. Meanwhile the value of the distribution table with an error rate of 5%, and df (nk) is equal to 1,988. Then $t_{count} (6198) > t_{table} (1,988)$. This means service variable (X1) has a positive influence. It is also strengthened by the significant value ($0,000 < 0,050$) means service variable (X1) positive and significant impact member satisfaction (Y), while competence produce sig 0.022, thitung value for this variable by 2,331. Meanwhile the value of the distribution table with an error rate of 5%, and df (nk) is equal to 1,988. Then thitung ($2.331 > t_{table} (1,988)$). This means that the variable competence (X2) has a positive influence. It is also strengthened by the significant value ($0.022 < 0.050$) meaning competence variable (X2) positive and significant impact on member satisfaction (Y).

3.7.2 The coefficient of determination (R²)

In the multiple linear models, will be the amount of the contribution for independent variables together against the dependent variable by looking at the total size of the coefficient of determination (R²). If (R²) gained close to 1 (one), it can be said to be the stronger of the model describes the relationship of independent variables on the dependent variable. Conversely, if (R²) closer to 0 (zero), the weaker the influence of independent variables on the dependent variable.

Table 14
Results Coefficient of Determination
Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.774 ^a	.598	.589	3.614	1.808

Source: Output SPSS version 21.0

Based on the analysis above, it can be seen the value of Adjusted R Square of 0.598 or 59.8%, this indicates that 59.8% member satisfaction dependent variable that can be explained by two independent variables, namely service and competence, while the remaining 40.2% (1 - 59.8%) is explained by other factors not included in this study.

3.7.3 Correlation

Correlation test does not distinguish between types of variables (no dependent and independent variables), the relationship is expressed in the form of the correlation coefficient. Correlation test aims to examine the relationship between two variables that do not show the functional relationship (related does not mean due). The correlation coefficient has a value between -1 and +1. The nature of the correlation coefficient is plus (+) and minus (-)

Table 15
Correlation Analysis
Correlations

		X1	X2	Y
X1	Pearson Correlation	1	.699**	.757**
	Sig. (2-tailed)		.000	.000
	N	87	87	87
X2	Pearson Correlation	.699**	1	.644**
	Sig. (2-tailed)	.000		.000
	N	87	87	87
Y	Pearson Correlation	.757**	.644**	1
	Sig. (2-tailed)	.000	.000	
	N	87	87	87

Source: Output SPSS version 21.0

Based on the results of correlation above the variable service with competencies have a strong correlation is 0.699, p-value indicates the results on the column sig. (2-tailed) 0.000 < 0.05, which means that there is a correlation between the ministry with competence. Variable service with satisfaction that member has a strong correlation 0.757, p-value indicates the results on the column sig. (2-tailed) 0.000 < 0.05, which means that there is a correlation between a correlation between satisfaction with the service members. Variable competence with member satisfaction has a strong correlation is 0.644, p-value indicates the results on the column sig. (2-tailed) 0.000 < 0.05, which means that there is a correlation between competence with member satisfaction.

4. Discussion

From the analysis of statistical data in this study can be explained, among others: Based on the test results F (simultaneously), it can be seen together there is the influence of the independent variables on (care and competence) on the dependent variable (satisfaction of members). This can be seen in the column sig, whose value is below 0.05 or more precisely 0,000, so H_a is received, while H_o is rejected, can be seen in Table 3.12.

Based on t test (partial), the service produces 0,000 sig, thitung value for this variable by 6.198. Meanwhile the value of the distribution table with an error rate of 5%, and df (nk) is equal to 1,988. Then thitung (6198) > t table (1,988). This means service variable (X1) has a positive influence. It is also strengthened by the significant value (0,000 < 0,050) means service variable (X1) positive and significant impact member satisfaction (Y), while competence produce sig 0.022, thitung value for this variable by 2,331. Meanwhile the value of the distribution table with an error rate of 5%, and df (nk) is equal to 1,988. Then thitung (2.331) > t table (1,988). This means that the variable competence (X2) has a positive influence. It is also strengthened by the significant value (0.022 < 0.050) meaning competence variable (X2) positive and significant impact on member satisfaction (Y). Can be seen in Table 3.13.

Based on data analysis using IBM SPSS Statistics 21.0 program, the regression equation as follows :

$$Y = 2.627 + 0.653X_1 + 0.217X_2 + e$$

Based on the analysis above, it can be seen the value of Adjusted R Squere of 0.598 or 59.8%, this indicates that 59.8% member satisfaction dependent variable that can be explained by two independent variables, namely service and competence, while the remaining 40.2% (1 - 59.8%) is explained by other factors not included in this study, can be seen in Table 3:14.

Based on the results of correlation above the variable service with competencies have a strong correlation is 0.699, p-value indicates the results on the column sig. (2-tailed) 0.000 < 0.05, which means that there is a correlation between the ministry with competence. Variable service with satisfaction that member has a strong correlation 0.757, p-value indicates the results on the column sig. (2-tailed) 0.000 < 0.05, which means that there is a correlation between a correlation between satisfaction with the service members. Variable competence with member satisfaction has a strong correlation is 0.644, p-value indicates the results on the column sig. (2-tailed) 0.000 < 0.05, which means that there is a correlation between competence with member satisfaction, can be seen in Table 3:15.

5 Conclusion

Based on research that has been done shows that:

1. Services have a positive and significant influence on the satisfaction of members of the CU Melati Depok.
2. Competence has a positive and significant influence on the satisfaction of members of the CU Melati Depok.
3. Service and competence together have positive and significant impact on the variable satisfaction of members in the CU Melati Depok.

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