

LAMPIRAN 5

HASIL UJI VALIDITAS

KMO dan MSA Kualitas Pelayanan (Tangibles)

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.662
Bartlett's Test of Sphericity	Approx. Chi-Square	24.077
	df	6
	Sig.	.001

Anti-image Matrices

		KP1	KP2	KP3	KP4
Anti-image Covariance	KP1	.825	-.259	-.038	-.038
	KP2	-.259	.735	-.106	-.106
	KP3	-.038	-.106	.574	-.326
	KP4	-.038	-.106	-.326	.574
Anti-image Correlation	KP1	.705 ^a	-.333	-.056	-.056
	KP2	-.333	.732 ^a	-.163	-.163
	KP3	-.056	-.163	.631 ^a	-.569
	KP4	-.056	-.163	-.569	.631 ^a

a. Measures of Sampling Adequacy(MSA)

KMO dan MSA Kualitas Pelayanan (Reliability)

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.672
Bartlett's Test of Sphericity	Approx. Chi-Square	15.871
	df	3
	Sig.	.001

Anti-image Matrices

		KP5	KP6	KP7
Anti-image Covariance	KP5	.757	-.193	-.193
	KP6	-.193	.683	-.276
	KP7	-.193	-.276	.683
Anti-image Correlation	KP5	.717 ^a	-.269	-.269
	KP6	-.269	.655 ^a	-.404
	KP7	-.269	-.404	.655 ^a

a. Measures of Sampling Adequacy(MSA)

KMO dan MSA Kualitas Pelayanan (Responsiveness)

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.748
Bartlett's Test of Sphericity	Approx. Chi-Square	57.863
	df	6
	Sig.	.000

Anti-image Matrices

		KP8	KP9	KP10	KP11
Anti-image Covariance	KP8	.499	-.161	-.116	.033
	KP9	-.161	.421	-.146	.019
	KP10	-.116	-.146	.272	-.217
	KP11	.033	.019	-.217	.478
Anti-image Correlation	KP8	.820 ^a	-.352	-.315	.068
	KP9	-.352	.791 ^a	-.432	.043
	KP10	-.315	-.432	.693 ^a	-.600
	KP11	.068	.043	-.600	.717 ^a

a. Measures of Sampling Adequacy(MSA)

KMO dan MSA Kualitas Pelayanan (Assurance)

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.706
Bartlett's Test of Sphericity	Approx. Chi-Square	68.156
	df	3
	Sig.	.000

Anti-image Matrices

		KP12	KP13	KP14
Anti-image Covariance	KP12	.250	-.143	-.008
	KP13	-.143	.169	-.134
	KP14	-.008	-.134	.326
Anti-image Correlation	KP12	.724 ^a	-.695	-.028
	KP13	-.695	.638 ^a	-.571
	KP14	-.028	-.571	.785 ^a

a. Measures of Sampling Adequacy(MSA)

KMO dan MSA Kualitas Pelayanan (Empathy)

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.727
Bartlett's Test of Sphericity	Approx. Chi-Square	49.592
	df	6
	Sig.	.000

Anti-image Matrices

		KP15	KP16	KP17	KP18
Anti-image Covariance	KP15	.324	-.192	-.212	-.105
	KP16	-.192	.639	.107	-.119
	KP17	-.212	.107	.417	-.131
	KP18	-.105	-.119	-.131	.506
Anti-image Correlation	KP15	.690 ^a	-.422	-.575	-.260
	KP16	-.422	.707 ^a	.207	-.210
	KP17	-.575	.207	.689 ^a	-.286
	KP18	-.260	-.210	-.286	.842 ^a

a. Measures of Sampling Adequacy(MSA)

KMO dan MSA Kepuasan Pelanggan

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.755
Bartlett's Test of Sphericity	Approx. Chi-Square	171.827
	df	10
	Sig.	.000

Anti-image Matrices

		KK1	KK2	KK3	KK4	KK5
Anti-image Covariance	KK1	.669	-.276	-.125	-.020	-.067
	KK2	-.276	.691	-.109	.011	-.072
	KK3	-.125	-.109	.621	-.220	-.097
	KK4	-.020	.011	-.220	.630	-.240
	KK5	-.067	-.072	-.097	-.240	.673
Anti-image Correlation	KK1	.745 ^a	-.407	-.193	-.031	-.100
	KK2	-.407	.736 ^a	-.167	.017	-.105
	KK3	-.193	-.167	.785 ^a	-.351	-.150
	KK4	-.031	.017	-.351	.720 ^a	-.368
	KK5	-.100	-.105	-.150	-.368	.785 ^a

a. Measures of Sampling Adequacy(MSA)

KMO dan MSA Loyalitas Pelanggan

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.750
Bartlett's Test of Sphericity	Approx. Chi-Square	138.603
	df	6
	Sig.	.000

Anti-image Matrices

		LP1	LP2	LP3	LP4
Anti-image Covariance	LP1	.707	-.206	-.094	-.070
	LP2	-.206	.523	-.237	-.187
	LP3	-.094	-.237	.651	-.076
	LP4	-.070	-.187	-.076	.755
Anti-image Correlation	LP1	.791 ^a	-.339	-.139	-.096
	LP2	-.339	.691 ^a	-.406	-.298
	LP3	-.139	-.406	.759 ^a	-.108
	LP4	-.096	-.298	-.108	.810 ^a

a. Measures of Sampling Adequacy(MSA)