

LAMPIRAN 6
HASIL UJI RELIABILITAS

Uji Reliabilitas Kualitas Pelayanan (KP1 – KP4)

Reliability Statistics	
Cronbach's Alpha	N of Items
.690	4

Uji Reliabilitas Kualitas Pelayanan (KP5 – KP7)

Reliability Statistics	
Cronbach's Alpha	N of Items
.708	3

Uji Reliabilitas Kualitas Pelayanan (KP8 – KP11)

Reliability Statistics	
Cronbach's Alpha	N of Items
.844	4

Uji Reliabilitas Kualitas Pelayanan (KP12 – KP14)

Reliability Statistics	
Cronbach's Alpha	N of Items
.916	3

Uji Reliabilitas Kualitas Pelayanan (KP15 – KP18)

Reliability Statistics	
Cronbach's Alpha	N of Items
.826	4

Uji Reliabilitas Kepuasan Pelanggan

Reliability Statistics

Cronbach's Alpha	N of Items
.928	5

Uji Reliabilitas Loyalitas Pelanggan

Reliability Statistics

Cronbach's Alpha	N of Items
.871	4