

HASIL UJI RELIABILITAS

TANGIBLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.602	.603	3

Inter-Item Correlation Matrix

	KP1	KP2	KP3
KP1	1.000	.312	.351
KP3	.312	1.000	.345
KP4	.351	.345	1.000

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
KP1	6.0333	.861	.403	.164	.513
KP3	6.0667	.823	.400	.161	.520
KP4	5.9000	.852	.430	.185	.475

REABILITY

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.848	.843	5

Inter-Item Correlation Matrix

	KP5	KP6	KP7	KP8	KP9
KP5	1.000	.745	.729	.735	.091
KP6	.745	1.000	.716	.779	.290
KP7	.729	.716	1.000	.697	.172
KP8	.735	.779	.697	1.000	.218
KP9	.091	.290	.172	.218	1.000

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
KP5	11.8000	4.510	.752	.675	.792
KP6	11.7333	4.478	.837	.712	.773
KP7	11.7667	4.392	.750	.614	.791
KP8	11.6000	3.834	.793	.674	.778
KP9	11.6333	6.033	.215	.124	.912

RESPONSIVENESS**Case Processing Summary**

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.704	.702	4

Inter-Item Correlation Matrix

	KP10	KP11	KP12	KP13
KP10	1.000	.380	.376	.355
KP11	.380	1.000	.135	.510
KP12	.376	.135	1.000	.466
KP13	.355	.510	.466	1.000

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
KP10	9.5000	1.086	.478	.253	.648
KP11	9.4333	1.151	.467	.337	.653
KP12	9.5333	1.292	.427	.300	.678
KP13	9.6333	.930	.600	.422	.564

ASSURANCE**Case Processing Summary**

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.788	.789	4

Inter-Item Correlation Matrix

	KP14	KP15	KP16	KP17
KP14	1.000	.730	.536	.354
KP15	.730	1.000	.302	.413
KP16	.536	.302	1.000	.568
KP17	.354	.413	.568	1.000

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
KP14	8.9000	1.059	.702	.659	.678
KP15	8.9667	1.275	.607	.604	.730
KP16	8.9333	1.237	.565	.506	.753
KP17	8.9000	1.472	.536	.416	.768

EMPATHY**Case Processing Summary**

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.798	.802	5

Inter-Item Correlation Matrix

	KP18	KP19	KP20	KP21	KP22
KP18	1.000	.410	.191	.307	.659
KP19	.410	1.000	.343	.332	.489
KP20	.191	.343	1.000	.615	.419
KP21	.307	.332	.615	1.000	.717
KP22	.659	.489	.419	.717	1.000

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
KP18	11.9000	1.886	.486	.499	.791
KP19	12.1000	2.024	.500	.288	.783
KP20	12.0667	1.926	.504	.409	.783
KP21	12.0333	1.689	.652	.668	.735
KP22	11.9000	1.748	.797	.742	.696

KEPUASAN PELANGGAN**Case Processing Summary**

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.749	.763	3

Inter-Item Correlation Matrix

	K1	K2	K3
K1	1.000	.526	.523
K2	.526	1.000	.505
K3	.523	.505	1.000

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
K1	6.3000	.493	.603	.366	.653
K2	6.2000	.579	.589	.349	.651
K3	6.2333	.737	.589	.347	.686

BERLANGGANAN**Case Processing Summary**

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.714	.720	3

Inter-Item Correlation Matrix

	LP1	LP2	LP3
LP1	1.000	.318	.533
LP2	.318	1.000	.533
LP3	.533	.533	1.000

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
LP1	5.50	2.328	.886	.793	.960
LP2	5.60	2.179	.916	.860	.937
LP3	5.50	1.983	.943	.893	.918

PERILAKUPERPINDAHAN**Case Processing Summary**

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.646	.653	3

Inter-Item Correlation Matrix

	LP4	LP5	LP6
LP4	1.000	.443	.520
LP5	.443	1.000	.191
LP6	.520	.191	1.000

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
LP4	5.9000	.576	.626	.393	.319
LP5	5.8000	.717	.353	.199	.679
LP6	6.2333	.599	.416	.272	.614

REKOMENDASI**Case Processing Summary**

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.739	.743	3

Inter-Item Correlation Matrix

	LP7	LP8	LP9
LP7	1.000	.432	.465
LP8	.432	1.000	.574
LP9	.465	.574	1.000

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
LP7	6.3000	.631	.505	.257	.729
LP8	6.1667	.626	.583	.365	.631
LP9	6.2000	.648	.612	.387	.603