

LAMPIRAN 3
UJI VALIDITAS PRE TEST 30 RESPONDEN
VARIABEL KUALITAS PELAYANAN

Correlations

		Z_1	Z_2	Z_3	Z_4	Z_5	Z_6	Z_7	Z_8	Z_9	Z_10	Z_11	Z_12	Z_13	Z_14	TOTAL
Z_1	Pearson Correlation	1	-.102	.243	-.039	-.102	.185	.109	.109	.109	1,000	-.018	.361	.135	-.015	.420
	Sig. (2-tailed)		.593	.195	.839	.593	.327	.568	.568	.568	0,000	.926	.050	.478	.938	.021
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Z_2	Pearson Correlation	-.102	1	-.051	.477	1,000	.246	-.135	-.135	-.135	-.102	-.115	-.052	.133	-.096	.406
	Sig. (2-tailed)	.593		.788	.008	0,000	.191	.476	.476	.476	.593	.544	.787	.484	.613	.026
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Z_3	Pearson Correlation	.243	-.051	1	-.223	-.051	.295	.058	.058	.058	.243	.528	.917	.113	.575	.525
	Sig. (2-tailed)	.195	.788		.235	.788	.114	.760	.760	.760	.195	.003	.000	.552	.001	.003
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Z_4	Pearson Correlation	-.039	.477	-.223	1	.477	.175	.062	.062	.062	-.039	-.012	-.216	.204	.238	.423
	Sig. (2-tailed)	.839	.008	.235		.008	.356	.747	.747	.747	.839	.950	.251	.281	.204	.020
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Z_5	Pearson Correlation	-.102	1,000	-.051	.477	1	.246	-.135	-.135	-.135	-.102	-.115	-.052	.133	-.096	.406
	Sig. (2-tailed)	.593	0,000	.788	.008		.191	.476	.476	.476	.593	.544	.787	.484	.613	.026
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Z_6	Pearson Correlation	.185	.246	.295	.175	.246	1	.249	.249	.249	.185	.176	.322	.903	.239	.673
	Sig. (2-tailed)	.327	.191	.114	.356	.191		.185	.185	.185	.327	.352	.083	.000	.203	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Z_7	Pearson Correlation	.109	-.135	.058	.062	-.135	.249	1	1,000	1,000	.109	.200	.158	.312	.271	.489
	Sig. (2-tailed)	.568	.476	.760	.747	.476	.185		0,000	0,000	.568	.290	.403	.093	.147	.006
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Z_8	Pearson Correlation	.109	-.135	.058	.062	-.135	.249	1,000	1	1,000	.109	.200	.158	.312	.271	.489
	Sig. (2-tailed)	.568	.476	.760	.747	.476	.185	0,000		0,000	.568	.290	.403	.093	.147	.006
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Z_9	Pearson Correlation	.109	-.135	.058	.062	-.135	.249	1,000	1,000	1	.109	.200	.158	.312	.271	.489
	Sig. (2-tailed)	.568	.476	.760	.747	.476	.185	0,000	0,000		.568	.290	.403	.093	.147	.006
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Z_10	Pearson Correlation	1,000	-.102	.243	-.039	-.102	.185	.109	.109	.109	1	-.018	.361	.135	-.015	.420
	Sig. (2-tailed)	0,000	.593	.195	.839	.593	.327	.568	.568	.568		.926	.050	.478	.938	.021
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Z_11	Pearson Correlation	-.018	-.115	.528	-.012	-.115	.176	.200	.200	.200	-.018	1	.395	.159	.744	.435
	Sig. (2-tailed)	.926	.544	.003	.950	.544	.352	.290	.290	.290	.926		.031	.400	.000	.016

N		30	30	30	30	30	30	30	30	30	30	30	30	30	30
Z_12	Pearson	,361 [*]	-,052	,917 ^{**}	-,216	-,052	,322	,158	,158	,158	,361 [*]	,395 [*]	1	,141	,480 ^{**}
	Correlation														
	Sig. (2-tailed)	,050	,787	,000	,251	,787	,083	,403	,403	,403	,050	,031		,456	,007
															,001
N		30	30	30	30	30	30	30	30	30	30	30	30	30	30
Z_13	Pearson	,135	,133	,113	,204	,133	,903 ^{**}	,312	,312	,312	,135	,159	,141	1	,207
	Correlation														
	Sig. (2-tailed)	,478	,484	,552	,281	,484	,000	,093	,093	,093	,478	,400	,456		,272
															,001
N		30	30	30	30	30	30	30	30	30	30	30	30	30	30
Z_14	Pearson	-,015	-,096	,575 ^{**}	,238	-,096	,239	,271	,271	,271	-,015	,744 ^{**}	,480 ^{**}	,207	1
	Correlation														
	Sig. (2-tailed)	,938	,613	,001	,204	,613	,203	,147	,147	,147	,938	,000	,007	,272	,001
N		30	30	30	30	30	30	30	30	30	30	30	30	30	30
TOTAL	Pearson	,420 [*]	,406 [*]	,525 ^{**}	,423 [*]	,406 [*]	,673 ^{**}	,489 ^{**}	,489 ^{**}	,489 ^{**}	,420 [*]	,435 [*]	,569 ^{**}	,582 ^{**}	,563 ^{**}
	Correlation														
	Sig. (2-tailed)	,021	,026	,003	,020	,026	,000	,006	,006	,006	,021	,016	,001	,001	,001
															1
N		30	30	30	30	30	30	30	30	30	30	30	30	30	30

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

* . Correlation is significant at the 0.05 level (2-tailed).

UJI VALIDITAS PRE TEST 30 RESPONDEN
VARIABEL CUSTOMER RELATIONSHIP MANAGEMENT

Correlations

		X_15	X_16	X_17	X_18	X_19	X_20	X_21	X_22	TOTAL
X_15	Pearson Correlation	1	,934**	,152	,219	,269	,152	,328	,870**	,726**
	Sig. (2-tailed)		,000	,424	,246	,151	,423	,077	,000	,000
	N	30	30	30	30	30	30	30	30	30
X_16	Pearson Correlation	,934**	1	,180	,147	,246	,199	,244	,932**	,711**
	Sig. (2-tailed)	,000		,341	,437	,190	,291	,194	,000	,000
	N	30	30	30	30	30	30	30	30	30
X_17	Pearson Correlation	,152	,180	1	,159	,103	,903*	,141	,312	,592**
	Sig. (2-tailed)	,424	,341		,400	,590	,000	,456	,093	,001
	N	30	30	30	30	30	30	30	30	30
X_18	Pearson Correlation	,219	,147	,159	1	,046	,176	,395*	,200	,449*
	Sig. (2-tailed)	,246	,437	,400		,810	,352	,031	,290	,013
	N	30	30	30	30	30	30	30	30	30
X_19	Pearson Correlation	,269	,246	,103	,046	1	,197	,076	,224	,555**
	Sig. (2-tailed)	,151	,190	,590	,810		,297	,691	,235	,001
	N	30	30	30	30	30	30	30	30	30
	Pearson Correlation	,152	,199	,903**	,176	,197	1	,322	,249	,657**
	Sig. (2-tailed)	,423	,291	,000	,352	,297		,083	,185	,000
	N	30	30	30	30	30	30	30	30	30
X_21	Pearson Correlation	,328	,244	,141	,395*	,076	,322	1	,158	,532**
	Sig. (2-tailed)	,077	,194	,456	,031	,691	,083		,403	,002
	N	30	30	30	30	30	30	30	30	30
X_22	Pearson Correlation	,870**	,932**	,312	,200	,224	,249	,158	1	,722**
	Sig. (2-tailed)	,000	,000	,093	,290	,235	,185	,403		,000
	N	30	30	30	30	30	30	30	30	30
TOTAL	Pearson Correlation	,726**	,711**	,592**	,449*	,555**	,657*	,532**	,722**	1
	Sig. (2-tailed)	,000	,000	,001	,013	,001	,000	,002	,000	
	N	30	30	30	30	30	30	30	30	30

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

* . Correlation is significant at the 0.05 level (2-tailed).

**UJI VALIDITAS PRE TEST 30 RESPONDEN
VARIABEL PERCEIVE OF CUSTOMER RETENTION**

Correlations

		Y_23	Y_24	Y_25	Y_26	Y_27	Y_28	total
Y_23	Pearson Correlation	1	,193	-,013	,170	1,000**	1,000**	,794**
	Sig. (2-tailed)		,307	,944	,368	0,000	0,000	,000
	N	30	30	30	30	30	30	30
Y_24	Pearson Correlation	,193	1	,395*	,159	,193	,193	,564**
	Sig. (2-tailed)	,307		,031	,400	,307	,307	,001
	N	30	30	30	30	30	30	30
Y_25	Pearson Correlation	-,013	,395*	1	,141	-,013	-,013	,448*
	Sig. (2-tailed)	,944	,031		,456	,944	,944	,013
	N	30	30	30	30	30	30	30
Y_26	Pearson Correlation	,170	,159	,141	1	,170	,170	,519**
	Sig. (2-tailed)	,368	,400	,456		,368	,368	,003
	N	30	30	30	30	30	30	30
Y_27	Pearson Correlation	1,000**	,193	-,013	,170	1	1,000**	,794**
	Sig. (2-tailed)	0,000	,307	,944	,368		0,000	,000
	N	30	30	30	30	30	30	30
Y_28	Pearson Correlation	1,000**	,193	-,013	,170	1,000**	1	,794**
	Sig. (2-tailed)	0,000	,307	,944	,368	0,000		,000
	N	30	30	30	30	30	30	30
TOTAL	Pearson Correlation	,794**	,564**	,448*	,519**	,794**	,794**	1
	Sig. (2-tailed)	,000	,001	,013	,003	,000	,000	
	N	30	30	30	30	30	30	30

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

* . Correlation is significant at the 0.05 level (2-tailed).