

3) Validitas Kepuasan Pelanggan

		Correlations							
		Y1	Y2	Y3	Y5	Y6	Y7	Y8	SCORE
Y1	Pearson Correlation	1	.781**	.471**	.479**	.412*	.110	.218	.678**
	Sig. (2-tailed)		.000	.009	.007	.024	.563	.247	.000
	N	30	30	30	30	30	30	30	30
Y2	Pearson Correlation	.781**	1	.532**	.636**	.527**	.339	.334	.837**
	Sig. (2-tailed)	.000		.002	.000	.003	.067	.071	.000
	N	30	30	30	30	30	30	30	30
Y3	Pearson Correlation	.471**	.532**	1	.385*	.286	.405*	.405*	.715**
	Sig. (2-tailed)	.009	.002		.036	.126	.026	.027	.000
	N	30	30	30	30	30	30	30	30
Y5	Pearson Correlation	.479**	.636**	.385*	1	.247	.056	.083	.539**
	Sig. (2-tailed)	.007	.000	.036		.189	.767	.664	.002
	N	30	30	30	30	30	30	30	30
Y6	Pearson Correlation	.412*	.527**	.286	.247	1	.659**	.448*	.735**
	Sig. (2-tailed)	.024	.003	.126	.189		.000	.013	.000
	N	30	30	30	30	30	30	30	30
Y7	Pearson Correlation	.110	.339	.405*	.056	.659**	1	.302	.611**
	Sig. (2-tailed)	.563	.067	.026	.767	.000		.105	.000
	N	30	30	30	30	30	30	30	30
Y8	Pearson Correlation	.218	.334	.405*	.083	.448*	.302	1	.593**
	Sig. (2-tailed)	.247	.071	.027	.664	.013	.105		.001
	N	30	30	30	30	30	30	30	30
SCORE	Pearson Correlation	.678**	.837**	.715**	.539**	.735**	.611**	.593**	1
	Sig. (2-tailed)	.000	.000	.000	.002	.000	.000	.001	
	N	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).

4) Reliabilitas *All Variables*

Case Processing Summary

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

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

Reliability Statistics

Cronbach's Alpha	N of Items
.923	29