

Lampiran 8
Hasil Uji Reliabilitas 30 Responden

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.

Sumber : Hasil Output Software Statistik,2019

Reliability Statistics

Cronbach's Alpha	N of Items
.823	30

Sumber : Hasil Output Software Statistik,2019

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	86.8333	46.420	.418	.816
X1.2	86.6000	45.903	.595	.812
X1.3	86.7000	44.838	.542	.811
X1.4	86.4000	45.628	.519	.812
X1.5	86.5333	46.395	.364	.817
X1.6	86.5333	45.361	.509	.812
X1.7	86.3667	44.516	.526	.811
X1.8	87.0000	46.138	.311	.819
X1.9	86.5000	45.086	.521	.811
X1.10	86.9000	46.093	.431	.815
X2.1	86.5000	45.086	.521	.811
X2.2	86.9000	46.093	.431	.815
X2.3	86.5667	46.185	.418	.816
X2.4	86.5667	45.909	.458	.814
X2.5	86.4333	46.392	.422	.816
X2.6	86.6000	45.903	.595	.812
X2.7	86.7000	44.838	.542	.811
X2.8	86.4000	45.628	.519	.812

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.9	86.6000	45.559	.419	.815
X2.10	86.5333	45.361	.509	.812
Z1	86.6333	45.068	.380	.817
Z2	87.3000	47.390	.155	.826
Z3	86.7000	47.734	.195	.823
Z4	86.8333	48.557	.026	.833
Z5	86.8667	47.982	.067	.832
Y1	86.3667	48.378	.105	.826
Y2	86.5333	47.361	.201	.823
Y3	86.6000	49.766	-.086	.831
Y4	86.4000	47.352	.194	.824
Y5	86.9667	50.723	-.194	.837

Sumber : Hasil Output Software Statistik,2019

Lampiran 9

Hasil Analisis Jalur

Sub Struktur 1

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.446 ^a	.199	.188	2.43886

- a. Predictors: (Constant), KUALITASLAYANAN, KUALITASPRODUK
 Sumber : Hasil Output Software Statistik,2019

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	216.634	2	108.317	18.211	.000 ^b
	Residual	874.359	147	5.948		
	Total	1090.993	149			

- a. Dependent Variable: KEPUASANPELANGGAN
 b. Predictors: (Constant), KUALITASLAYANAN, KUALITASPRODUK
 Sumber : Hasil Output Software Statistik,2019

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.616	1.259		3.667	.000
	KUALITASPRODUK	.196	.051	.312	3.819	.000
	KUALITASLAYANAN	.147	.057	.211	2.587	.011

- a. Dependent Variable: KEPUASANPELANGGAN
 Sumber : Hasil Output Software Statistik,2019

Sub Sturtur 2

Model Summary

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.754 ^a	.569	.560	1.84302

- a. Predictors: (Constant), KEPUASANPELANGGAN,
 b. KUALITASLAYANAN, KUALITASPRODUK
 Sumber : Hasil Output Software Statistik,2019

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	655.172	3	218.391	64.295	.000 ^b
	Residual	495.922	146	3.397		
	Total	1151.093	149			

- a. Dependent Variable: LOYALITASPELANGGAN
 b. Predictors: (Constant), KEPUASANPELANGGAN, KUALITASLAYANAN,
 KUALITASPRODUK
 Sumber : Hasil Output Software Statistik,2019

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.020	.994		.020	.984
	KUALITASPRODUK	.089	.041	.137	2.176	.031
	KUALITASLAYANAN	.093	.044	.129	2.104	.037
	KEPUASANPELANGGAN	.644	.062	.627	10.335	.000

- a. Dependent Variable: LOYALITASPELANGGAN
 Sumber : Hasil Output Software Statistik,2019