

LAMPIRAN 7
Uji Validitas dan Reabilitas Kepuasan Konsumen 155 Responden

	p13	p14	p15	p16	p17	p18	p19	p20	p21	p22	p23	p24	Total
p13 Pearson Correlation	1	,470*	,568*	,513*	,384*	,140	,309*	,256*	,302*	,309*	,394*	,400*	,595**
Sig. (2-tailed)		,000	,000	,000	,000	,081	,000	,001	,000	,000	,000	,000	,000
N	155	155	155	155	155	155	155	155	155	155	155	155	155
p14 Pearson Correlation	,470*	1	,700*	,498*	,420*	,340*	,383*	,353*	,381*	,314*	,472*	,504*	,693**
Sig. (2-tailed)	,000		,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
N	155	155	155	155	155	155	155	155	155	155	155	155	155
p15 Pearson Correlation	,568*	,700*	1	,367*	,322*	,313*	,420*	,381*	,208*	,264*	,486*	,460*	,651**
Sig. (2-tailed)	,000	,000		,000	,000	,000	,000	,000	,010	,001	,000	,000	,000
N	155	155	155	155	155	155	155	155	155	155	155	155	155
p16 Pearson Correlation	,513*	,498*	,367*	1	,544*	,332*	,436*	,313*	,465*	,396*	,451*	,431*	,677**
Sig. (2-tailed)	,000	,000	,000		,000	,000	,000	,000	,000	,000	,000	,000	,000
N	155	155	155	155	155	155	155	155	155	155	155	155	155
p17 Pearson Correlation	,384*	,420*	,322*	,544*	1	,538*	,434*	,425*	,312*	,370*	,325*	,578*	,687**
Sig. (2-tailed)	,000	,000	,000	,000		,000	,000	,000	,000	,000	,000	,000	,000
N	155	155	155	155	155	155	155	155	155	155	155	155	155

	Sig. (2-tailed)	,000	,000	,000	,000		,000	,000	,000	,000	,000	,000	,000	
	N	155	155	155	155	155	155	155	155	155	155	155	155	
p18	Pearson Correlation	,140	,340*	,313*	,332*	,538*	1	,583*	,632*	,317*	,511*	,442*	,517*	,669**
	Sig. (2-tailed)	,081	,000	,000	,000	,000		,000	,000	,000	,000	,000	,000	,000
	N	155	155	155	155	155	155	155	155	155	155	155	155	155
p19	Pearson Correlation	,309*	,383*	,420*	,436*	,434*	,583*	1	,785*	,466*	,560*	,747*	,524*	,771**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000	,000
	N	155	155	155	155	155	155	155	155	155	155	155	155	155
p20	Pearson Correlation	,256*	,353*	,381*	,313*	,425*	,632*	,785*	1	,618*	,640*	,664*	,529*	,765**
	Sig. (2-tailed)	,001	,000	,000	,000	,000	,000	,000		,000	,000	,000	,000	,000
	N	155	155	155	155	155	155	155	155	155	155	155	155	155
p21	Pearson Correlation	,302*	,381*	,208*	,465*	,312*	,317*	,466*	,618*	1	,667*	,667*	,509*	,682**
	Sig. (2-tailed)	,000	,000	,010	,000	,000	,000	,000	,000		,000	,000	,000	,000
	N	155	155	155	155	155	155	155	155	155	155	155	155	155
p22	Pearson Correlation	,309*	,314*	,264*	,396*	,370*	,511*	,560*	,640*	,667*	1	,657*	,580*	,721**
	Sig. (2-tailed)	,000	,000	,001	,000	,000	,000	,000	,000	,000		,000	,000	,000
	N	155	155	155	155	155	155	155	155	155	155	155	155	155
p23	Pearson Correlation	,394*	,472*	,486*	,451*	,325*	,442*	,747*	,664*	,667*	,657*	1	,663*	,807**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000		,000	,000

N		155	155	155	155	155	155	155	155	155	155	155	155	155
p24	Pearson Correlation	,400*	,504*	,460*	,431*	,578*	,517*	,524*	,529*	,509*	,580*	,663*	1	,791**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000		,000
	N	155	155	155	155	155	155	155	155	155	155	155	155	155
Total	Pearson Correlation	,595*	,693*	,651*	,677*	,687*	,669*	,771*	,765*	,682*	,721*	,807*	,791*	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	
	N	155	155	155	155	155	155	155	155	155	155	155	155	155

Reliability Statistics

Cronbach's Alpha	N of Items
,907	12



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