

LAMPIRAN 3 UJI RELIABILITAS DAN VALIDITAS KUALITAS LAYANAN

DIMENSI KUALITAS LAYANAN : BUKTI FISIK**KMO and Bartlett's Test**

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.754
Bartlett's Test of Sphericity	Approx. Chi-Square	29.970
	Df	6
	Sig.	.000

Anti-image Matrices

		KL1	KL2	KL3	KL4
Anti-image Covariance	KL1	.644	-.216	-.166	-.053
	KL2	-.216	.657	-.151	-.059
	KL3	-.166	-.151	.541	-.255
	KL4	-.053	-.059	-.255	.674
Anti-image Correlation	KL1	.773 ^a	-.331	-.282	-.080
	KL2	-.331	.781 ^a	-.253	-.089
	KL3	-.282	-.253	.720 ^a	-.422
	KL4	-.080	-.089	-.422	.752 ^a

a. Measures of Sampling Adequacy(MSA)

Component Matrix^a

	Component 1
KL1	.772
KL2	.764
KL3	.839
KL4	.731

Reliability Statistics

Cronbach's Alpha		Cronbach's Alpha Based on Standardized Items	N of Items
	.771	.781	4

Extraction Method:

Principal Component

Analysis.

a. 1 components

extracted.

DIMENSI KUALITAS LAYANAN: KEHANDALAN

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.683
Bartlett's Test of Sphericity	Approx. Chi-Square	44.826
	Df	10
	Sig.	.000

Anti-image Matrices

		KL5	KL6	KL7	KL8	KL9
Anti-image Covariance	KL5	.462	-.229	-.076	.132	-.224
	KL6	-.229	.444	-.151	-.234	.070
	KL7	-.076	-.151	.672	.007	-.109
	KL8	.132	-.234	.007	.650	-.222
	KL9	-.224	.070	-.109	-.222	.584
Anti-image Correlation	KL5	.655 ^a	-.506	-.137	.241	-.431
	KL6	-.506	.662 ^a	-.277	-.435	.138
	KL7	-.137	-.277	.854 ^a	.010	-.174
	KL8	.241	-.435	.010	.600 ^a	-.360
	KL9	-.431	.138	-.174	-.360	.689 ^a

a. Measures of Sampling Adequacy(MSA)

Component Matrix^a

	Component 1
KL5	.798
KL6	.826
KL7	.720
KL8	.630
KL9	.744

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.796	.799	5

Extraction Method:

Principal Component Analysis.

a. 1 components extracted.

DIMENSI KUALITAS LAYANAN: DAYA TANGGAP

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.628
Bartlett's Test of Sphericity	Approx. Chi-Square	19.402
	Df	6
	Sig.	.004

Anti-image Matrices

		KI10	KL11	KL12	KI13
Anti-image Covariance	KI10	.777	-.308	-.088	.008
	KL11	-.308	.736	-.088	-.100
	KL12	-.088	-.088	.670	-.336
	KI13	.008	-.100	-.336	.691
Anti-image Correlation	KI10	.628 ^a	-.408	-.122	.011
	KL11	-.408	.658 ^a	-.126	-.140
	KL12	-.122	-.126	.624 ^a	-.494
	KI13	.011	-.140	-.494	.607 ^a

a. Measures of Sampling Adequacy(MSA)

Component Matrix^a

	Component 1
KI10	.639
KL11	.720
KL12	.760
KI13	.718

Reliability Statistics

Cronbach's Alpha Based on Standardized		Items	N of Items
Cronbach's Alpha	Alpha		
	.673	.672	4

Extraction Method:

Principal Component Analysis.

a. 1 components extracted.

DIMENSI KUALITAS LAYANAN: JAMINAN

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.683
Bartlett's Test of Sphericity	Approx. Chi-Square	23.693
	Df	6
	Sig.	.001

Anti-image Matrices

		KL14	KL15	KL16	KL17
Anti-image Covariance	KL14	.781	-.211	-.184	.019
	KL15	-.211	.681	-.031	-.240
	KL16	-.184	-.031	.654	-.274
	KL17	.019	-.240	-.274	.609
Anti-image Correlation	KL14	.711 ^a	-.289	-.257	.028
	KL15	-.289	.702 ^a	-.047	-.373
	KL16	-.257	-.047	.685 ^a	-.434
	KL17	.028	-.373	-.434	.649 ^a

a. Measures of Sampling Adequacy(MSA)

Component Matrix^a

	Component 1
KL14	.657
KL15	.758
KL16	.771
KL17	.789

Reliability Statistics

Cronbach's Alpha		Cronbach's Alpha Based on Standardized Items		N of Items
Alpha	Items			
.714	.732			4

Extraction Method:

Principal Component

Analysis.

a. 1 components extracted.

DIMENSI KUALITAS LAYANAN: EMPATI

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.726
Bartlett's Test of Sphericity	Approx. Chi-Square	70.357
	Df	10
	Sig.	.000

Anti-image Matrices

		KL18	KL19	KL20	KL21	KL22
Anti-image Covariance	KL18	.393	-.162	-.044	.108	-.187
	KL19	-.162	.342	-.168	-.180	.119
	KL20	-.044	-.168	.349	-.005	-.148
	KL21	.108	-.180	-.005	.593	-.183
	KL22	-.187	.119	-.148	-.183	.428
Anti-image Correlation	KL18	.748 ^a	-.441	-.118	.223	-.457
	KL19	-.441	.676 ^a	-.485	-.399	.312
	KL20	-.118	-.485	.800 ^a	-.011	-.384
	KL21	.223	-.399	-.011	.725 ^a	-.363
	KL22	-.457	.312	-.384	-.363	.680 ^a

a. Measures of Sampling Adequacy(MSA)

Component Matrix^a

	Component 1
KL18	.828
KL19	.838
KL20	.878
KL21	.691
KL22	.792

Extraction Method:

Principal Component
Analysis.

a. 1 components
extracted.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized	
	Items	N of Items
.831	.865	5

UJI RELIABILITAS DAN VALIDITAS KEPUASAN EMOSIONAL

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.708
Bartlett's Test of Sphericity	Approx. Chi-Square	37.550
	df	6
	Sig.	.000

Anti-image Matrices

		KE1	KE2	KE3	KE4
Anti-image Covariance	KE1	.498	-.171	-.256	-.061
	KE2	-.171	.652	.079	-.236
	KE3	-.256	.079	.515	-.188
	KE4	-.061	-.236	-.188	.541
Anti-image Correlation	KE1	.718 ^a	-.300	-.506	-.117
	KE2	-.300	.695 ^a	.135	-.397
	KE3	-.506	.135	.670 ^a	-.356
	KE4	-.117	-.397	-.356	.745 ^a

a. Measures of Sampling Adequacy(MSA)

Component Matrix^a

Component	
1	
KE1	.840
KE2	.710
KE3	.796
KE4	.827

Extraction Method:
Principal Component
Analysis.

a. 1 components
extracted.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	
	Items	N of Items
.780	.804	4

UJI RELIABILITAS DAN VALIDITAS

KUALITAS RELASIONAL DIMESI: PERSEPSI KEPERCAYAAN PELANGGAN

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.715
Bartlett's Test of Sphericity	Approx. Chi-Square	38.755
	df	6
	Sig.	.000

Anti-image Matrices

		KR1	KR2	KR3	KR4
Anti-image Covariance	KR1	.531	-.210	-.207	.109
	KR2	-.210	.525	-.110	-.144
	KR3	-.207	-.110	.457	-.227
	KR4	.109	-.144	-.227	.664
Anti-image Correlation	KR1	.680 ^a	-.397	-.421	.184
	KR2	-.397	.773 ^a	-.224	-.244
	KR3	-.421	-.224	.717 ^a	-.412
	KR4	.184	-.244	-.412	.678 ^a

a. Measures of Sampling Adequacy(MSA)

Component Matrix^a

		Component 1
KR1		.782
KR2		.839
KR3		.870
KR4		.680

Extraction Method:
Principal Component
Analysis.

a. 1 components
extracted.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.793	.804	4

DIMENSI KUALITAS RELASIONAL: PERSEPSI KEPUASAN PELANGGAN

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.500
Bartlett's Test of Sphericity	Approx. Chi-Square	5.546
	df	1
	Sig.	.019

Anti-image Matrices

		KR6	KR7
Anti-image Covariance	KR6	.817	-.349
	KR7	-.349	.817
Anti-image Correlation	KR6	.500 ^a	-.427
	KR7	-.427	.500 ^a

a. Measures of Sampling Adequacy(MSA)

Component Matrix^a

		Component
		1
KR6		.845
KR7		.845

Extraction Method:
Principal Component
Analysis.

a. 1 components
extracted.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.545	.599	2

UJI RELIABILITAS DAN VALIDITAS

CUSTOMER LOYALTY

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.698
Bartlett's Test of Sphericity	Approx. Chi-Square	48.450
	df	6
	Sig.	.000

Anti-image Matrices

		LP1	LP2	LP3	LP4
Anti-image Covariance	LP1	.666	-.065	-.107	-.079
	LP2	-.065	.284	-.218	-.190
	LP3	-.107	-.218	.347	.072
	LP4	-.079	-.190	.072	.656
Anti-image Correlation	LP1	.893 ^a	-.150	-.222	-.119
	LP2	-.150	.640 ^a	-.695	-.441
	LP3	-.222	-.695	.657 ^a	.152
	LP4	-.119	-.441	.152	.725 ^a

a. Measures of Sampling Adequacy(MSA)

Component Matrix^a

	Component 1
LP1	.749
LP2	.915
LP3	.860
LP4	.696

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items		N of Items
.821	.820	4	

Extraction Method:
Principal Component
Analysis.

a. 1 components
extracted.