

LAMPIRAN III

Hasil Uji Validitas dan Uji Reliabilitas

KUALITAS PRODUK

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.596
Approx. Chi-Square	72.597
Bartlett's Test of Sphericity	df
	6
Sig.	.000

Anti-image Matrices

		KP2	KP3	KP4	KP5
Anti-image Covariance	KP2	.469	-.219	.138	-.153
	KP3	-.219	.412	-.122	.031
	KP4	.138	-.122	.190	-.152
	KP5	-.153	.031	-.152	.182
Anti-image Correlation	KP2	.515 ^a	-.497	.461	-.522
	KP3	-.497	.726 ^a	-.436	.114
	KP4	.461	-.436	.547 ^a	-.816
	KP5	-.522	.114	-.816	.605 ^a

a. Measures of Sampling Adequacy(MSA)

Reliability Statistics

Cronbach's Alpha	N of Items
.810	5

TANGIBLES**KMO and Bartlett's Test**

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.683
Approx. Chi-Square		46.098
Bartlett's Test of Sphericity	df	15
	Sig.	.000

Anti-image Matrices

		T1	T2	T3	T4	T5	T6
Anti-image Covariance	T1	.587	-.337	-.027	-.037	-.149	.184
	T2	-.337	.648	-.072	.013	.059	-.085
	T3	-.027	-.072	.522	-.246	-.137	-.099
	T4	-.037	.013	-.246	.604	-.094	-.049
	T5	-.149	.059	-.137	-.094	.565	-.229
	T6	.184	-.085	-.099	-.049	-.229	.669
Anti-image Correlation	T1	.531 ^a	-.547	-.048	-.062	-.259	.293
	T2	-.547	.579 ^a	-.124	.021	.098	-.129
	T3	-.048	-.124	.761 ^a	-.438	-.253	-.167
	T4	-.062	.021	-.438	.774 ^a	-.162	-.077
	T5	-.259	.098	-.253	-.162	.737 ^a	-.373
	T6	.293	-.129	-.167	-.077	-.373	.658 ^a

a. Measures of Sampling Adequacy(MSA)

Reliability Statistics

Cronbach's Alpha	N of Items
.742	6

ASSURANCE**KMO and Bartlett's Test**

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.820
Approx. Chi-Square	61.907
Bartlett's Test of Sphericity	df
	15
	Sig.
	.000

Anti-image Matrices

	A1	A2	A3	A4	A5	A6	
Anti-image Covariance	A1	.417	-.086	-.062	-.225	-.007	-.173
	A2	-.086	.436	-.157	-.081	-.193	.000
	A3	-.062	-.157	.667	.014	-.053	-.092
	A4	-.225	-.081	.014	.487	-.085	.066
	A5	-.007	-.193	-.053	-.085	.552	-.084
	A6	-.173	.000	-.092	.066	-.084	.747
Anti-image Correlation	A1	.784 ^a	-.202	-.118	-.499	-.015	-.310
	A2	-.202	.825 ^a	-.291	-.175	-.394	.000
	A3	-.118	-.291	.880 ^a	.025	-.088	-.130
	A4	-.499	-.175	.025	.792 ^a	-.164	.109
	A5	-.015	-.394	-.088	-.164	.851 ^a	-.131
	A6	-.310	.000	-.130	.109	-.131	.817 ^a

a. Measures of Sampling Adequacy(MSA)

Reliability Statistics

Cronbach's Alpha	N of Items
.834	6

REALIBILITY**KMO and Bartlett's Test**

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.627
Approx. Chi-Square		13.382
Bartlett's Test of Sphericity	df	3
	Sig.	.004

Anti-image Matrices

		R1	R2	R3
Anti-image Covariance	R1	.854	-.153	-.147
	R2	-.153	.687	-.327
	R3	-.147	-.327	.689
Anti-image Correlation	R1	.745 ^a	-.200	-.192
	R2	-.200	.600 ^a	-.475
	R3	-.192	-.475	.601 ^a

a. Measures of Sampling Adequacy(MSA)

Reliability Statistics

Cronbach's Alpha	N of Items
.668	3

RESPONSIVE**KMO and Bartlett's Test**

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.729
Approx. Chi-Square		46.536
Bartlett's Test of Sphericity	df	6
	Sig.	.000

Anti-image Matrices

		RS1	RS2	RS3	RS4
Anti-image Covariance	RS1	.803	-.182	-.001	-.055
	RS2	-.182	.547	-.132	-.067
	RS3	-.001	-.132	.333	-.231
	RS4	-.055	-.067	-.231	.354
Anti-image Correlation	RS1	.828 ^a	-.275	-.001	-.103
	RS2	-.275	.824 ^a	-.309	-.152
	RS3	-.001	-.309	.672 ^a	-.673
	RS4	-.103	-.152	-.673	.692 ^a

a. Measures of Sampling Adequacy(MSA)

Reliability Statistics

Cronbach's Alpha	N of Items
.765	4

EMPHATY**KMO and Bartlett's Test**

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.590
Approx. Chi-Square		26.861
Bartlett's Test of Sphericity	df	6
	Sig.	.000

Anti-image Matrices

		E1	E2	E3	E4
Anti-image Covariance	E1	.551	-.340	-.117	.001
	E2	-.340	.549	.052	-.132
	E3	-.117	.052	.722	-.327
	E4	.001	-.132	-.327	.695
Anti-image Correlation	E1	.584 ^a	-.619	-.186	.002
	E2	-.619	.568 ^a	.082	-.213
	E3	-.186	.082	.593 ^a	-.462
	E4	.002	-.213	-.462	.629 ^a

a. Measures of Sampling Adequacy(MSA)

Reliability Statistics

Cronbach's Alpha	N of Items
.705	4

HARGA

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.716
Approx. Chi-Square	90.847
Bartlett's Test of Sphericity	df
	15
	Sig.
	.000

Anti-image Matrices

		P1	P2	P3	P4	P5	P6
Anti-image Covariance	P1	.336	-.166	-.138	.120	-.157	.051
	P2	-.166	.349	.006	-.148	-.034	-.017
	P3	-.138	.006	.369	-.133	.131	-.248
	P4	.120	-.148	-.133	.425	-.177	.035
	P5	-.157	-.034	.131	-.177	.353	-.126
	P6	.051	-.017	-.248	.035	-.126	.442
Anti-image Correlation	P1	.695 ^a	-.486	-.393	.319	-.457	.131
	P2	-.486	.819 ^a	.018	-.385	-.098	-.043
	P3	-.393	.018	.641 ^a	-.336	.363	-.615
	P4	.319	-.385	-.336	.713 ^a	-.458	.081
	P5	-.457	-.098	.363	-.458	.709 ^a	-.320
	P6	.131	-.043	-.615	.081	-.320	.722 ^a

a. Measures of Sampling Adequacy(MSA)

Reliability Statistics

Cronbach's Alpha	N of Items
.856	6

WAKTU

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.701
Approx. Chi-Square		22.421
Bartlett's Test of Sphericity	df	3
	Sig.	.000

Anti-image Matrices

		W1	W2	W3
Anti-image Covariance	W1	.633	-.233	-.184
	W2	-.233	.592	-.233
	W3	-.184	-.233	.633
Anti-image Correlation	W1	.712 ^a	-.380	-.291
	W2	-.380	.680 ^a	-.381
	W3	-.291	-.381	.712 ^a

a. Measures of Sampling Adequacy(MSA)

Reliability Statistics

Cronbach's Alpha	N of Items
.779	3

INTERAKSI

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.789
Approx. Chi-Square		62.499
Bartlett's Test of Sphericity	df	10
	Sig.	.000

Anti-image Matrices

		I1	I2	I3	I4	I5
Anti-image Covariance	I1	.587	-.103	-.240	.060	-.017
	I2	-.103	.459	-.050	-.213	-.042
	I3	-.240	-.050	.434	-.042	-.148
	I4	.060	-.213	-.042	.418	-.171
	I5	-.017	-.042	-.148	-.171	.456
Anti-image Correlation	I1	.754 ^a	-.199	-.475	.122	-.032
	I2	-.199	.813 ^a	-.111	-.487	-.091
	I3	-.475	-.111	.789 ^a	-.099	-.333
	I4	.122	-.487	-.099	.754 ^a	-.392
	I5	-.032	-.091	-.333	-.392	.827 ^a

a. Measures of Sampling Adequacy(MSA)

Reliability Statistics

Cronbach's Alpha	N of Items
.850	5

RELATIONSHIP QUALITY**KMO and Bartlett's Test**

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.836
	Approx. Chi-Square	172.396
Bartlett's Test of Sphericity	df	45
	Sig.	.000

Reliability Statistics

Cronbach's Alpha	N of Items
.915	10

Anti-image Matrices

		KH1	KH2	KH3	KH4	KH5	KH6	KH7	KH8	KH9	KH10
Anti-image Covariance	KH1	.444	-.020	.054	-.095	.043	-.004	-.148	-.167	.056	.027
	KH2	-.020	.263	-.017	.037	-.037	-.121	-.096	.041	-.059	-.035
	KH3	.054	-.017	.290	-.179	-.043	-.010	-.076	-.117	.151	-.089
	KH4	-.095	.037	-.179	.380	.017	-.075	.051	.123	-.180	-.050
	KH5	.043	-.037	-.043	.017	.277	-.129	-.007	-.059	-.066	-.056
	KH6	-.004	-.121	-.010	-.075	-.129	.292	.016	.007	.020	.098
	KH7	-.148	-.096	-.076	.051	-.007	.016	.274	-.020	-.060	-.029
	KH8	-.167	.041	-.117	.123	-.059	.007	-.020	.383	-.119	-.031
	KH9	.056	-.059	.151	-.180	-.066	.020	-.060	-.119	.399	-.075
	KH10	.027	-.035	-.089	-.050	-.056	.098	-.029	-.031	-.075	.551
Anti-image Correlation	KH1	.812 ^a	-.058	.150	-.232	.122	-.010	-.425	-.405	.133	.055
	KH2	-.058	.887 ^a	-.061	.116	-.138	-.437	-.356	.128	-.181	-.091
	KH3	.150	-.061	.783 ^a	-.540	-.153	-.033	-.270	-.351	.445	-.222
	KH4	-.232	.116	-.540	.738 ^a	.052	-.224	.160	.321	-.462	-.109
	KH5	.122	-.138	-.153	.052	.901 ^a	-.451	-.026	-.180	-.197	-.143
	KH6	-.010	-.437	-.033	-.224	-.451	.842 ^a	.056	.020	.058	.243
	KH7	-.425	-.356	-.270	.160	-.026	.056	.878 ^a	-.061	-.181	-.076
	KH8	-.405	.128	-.351	.321	-.180	.020	-.061	.819 ^a	-.304	-.068
	KH9	.133	-.181	.445	-.462	-.197	.058	-.181	-.304	.779 ^a	-.159
	KH10	.055	-.091	-.222	-.109	-.143	.243	-.076	-.068	-.159	.911 ^a

a. Measures of Sampling Adequacy(MSA)

Lampiran IV
Hasil Uji Regresi Linier Berganda

UJI t

Coefficients^a					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	-.042	.080		-.529	.602
Kualitas Pelayanan	.399	.181	.399	2.202	.037
SQxInteraksi	.052	.063	.065	.833	.413
Kualitas Produk	-.058	.085	-.058	-.682	.502
Price	.544	.125	.544	4.352	.000
Waktu	.068	.111	.068	.614	.545

a. Dependent Variable: Kualitas Hubungan