

RES	KUALITAS PELAYANAN																				KEPERCAYAAN				KEPUASAN PELANGGAN			LOYALITAS PELANGGAN																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																					
	KP1				KP2				KP3				KP4				KP5				KPR				KPL			LP																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																					
	KP1.1	KP1.2	KP1.3	KP1.4	KP2.1	KP2.2	KP2.3	KP2.4	KP2.5	KP3.1	KP3.2	KP3.3	KP3.4	KP4.1	KP4.2	KP4.3	KP4.4	KP5.1	KP5.2	KP5.3	KP5.4	KP5.5	KPR1	KPR1	KPR1	KPR1	KPL1.1	KPL1.2	KPL1.3	LP1.1	LP1.2	LP1.3	LP2.1	LP2.2	LP2.3	LP3.1	LP3.2	LP3.3																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
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28	5	4	3	5	5	5	5	5	5	4	4	5	2	3	5	5	5	5	4	5	5	5	5	5	5	3	5	5	5	5	5	4	2	1	1	5	5	5	
29	4	3	4	3	5	5	4	5	5	5	5	5	1	5	5	5	5	5	5	5	5	4	5	4	5	4	5	4	5	4	5	5	2	2	2	5	5	5	
30	5	4	4	4	5	4	5	5	5	5	5	4	2	4	4	4	4	5	5	4	5	4	1	4	4	4	4	5	5	5	5	5	5	1	1	1	5	5	5

**LAMPIRAN 2 : *FACTOR ANALYSIS* KUALITAS PELAYANAN
(*TANGIBLES*)**

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.752	.756	4

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.675
Bartlett's Test of Sphericity	Approx. Chi-Square	17.648
	Df	6
	Sig.	.007

Anti-image Matrices

		KP1.1	KP1.2	KP1.3	KP1.4
Anti-image Covariance	KP1.1	.847	.089	.231	.042
	KP1.2	.089	.688	-.098	-.314
	KP1.3	.231	-.098	.782	-.145
	KP1.4	.042	-.314	-.145	.682
Anti-image Correlation	KP1.1	.720 ^a	.116	.283	.055
	KP1.2	.116	.651 ^a	-.133	-.459
	KP1.3	.283	-.133	.722 ^a	-.198
	KP1.4	.055	-.459	-.198	.644 ^a

a. Measures of Sampling Adequacy(MSA)

LAMPIRAN 3 : *FACTOR ANALYSIS KUALITAS PELAYANAN (RELIABILITY)*

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.661	.669	3

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.523
Bartlett's Test of Sphericity	Approx. Chi-Square	46.473
	Df	10
	Sig.	.000

Anti-image Matrices

		KP2.1	KP2.2	KP2.3	KP2.4	KP2.5
Anti-image Covariance	KP2.1	.252	-.194	-.081	-.223	.001
	KP2.2	-.194	.601	-.154	.129	-.101
	KP2.3	-.081	-.154	.796	.063	-.114
	KP2.4	-.223	.129	.063	.306	.103
	KP2.5	.001	-.101	-.114	.103	.839
Anti-image Correlation	KP2.1	.500 ^a	-.499	-.180	-.803	.002
	KP2.2	-.499	.517 ^a	-.222	.301	-.143
	KP2.3	-.180	-.222	.696 ^a	.127	-.140
	KP2.4	-.803	.301	.127	.479 ^a	.203
	KP2.5	.002	-.143	-.140	.203	.695 ^a

a. Measures of Sampling Adequacy(MSA)

**LAMPIRAN 4 : *FACTOR ANALYSIS* KUALITAS PELAYANAN
(*RESPONSIVENESS*)**

Reliability Statistics

Cronbach's Alpha ^a	Cronbach's Alpha Based on Standardized Items ^a	N of Items
.804	.804	2

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.500
Bartlett's Test of Sphericity	Approx. Chi-Square	13.083
	Df	1
	Sig.	.000

Anti-image Matrices

		KP3.1	KP3.4
Anti-image Covariance	KP3.1	.918	.263
	KP3.4	.263	.918
Anti-image Correlation	KP3.1	.500 ^a	.287
	KP3.4	.287	.500 ^a

a. Measures of Sampling Adequacy(MSA)

LAMPIRAN 5 : *FACTOR ANALYSIS KUALITAS PELAYANAN (ASSURANCE)*

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.665	.694	4

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.628
Bartlett's Test of Sphericity	Approx. Chi-Square	19.786
	Df	6
	Sig.	.003

Anti-image Matrices

		KP4.1	KP4.2	KP4.3	KP4.4
Anti-image Covariance	KP4.1	.712	-.182	-.215	.079
	KP4.2	-.182	.531	-.205	-.308
	KP4.3	-.215	-.205	.681	.048
	KP4.4	.079	-.308	.048	.735
Anti-image Correlation	KP4.1	.689 ^a	-.296	-.309	.109
	KP4.2	-.296	.608 ^a	-.341	-.494
	KP4.3	-.309	-.341	.659 ^a	.067
	KP4.4	.109	-.494	.067	.586 ^a

a. Measures of Sampling Adequacy(MSA)

**LAMPIRAN 6 : *FACTOR ANALYSIS* KUALITAS PELAYANAN
(*EMPATHY*)**

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.610	.641	5

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.607
Bartlett's Test of Sphericity	Approx. Chi-Square	24.244
	Df	10
	Sig.	.007

Anti-image Matrices

		KP5.1	KP5.2	KP5.3	KP5.4	KP5.5
Anti-image Covariance	KP5.1	.830	-.298	-.127	.063	-.028
	KP5.2	-.298	.748	.144	-.178	-.058
	KP5.3	-.127	.144	.792	-.107	-.197
	KP5.4	.063	-.178	-.107	.614	-.288
	KP5.5	-.028	-.058	-.197	-.288	.606
Anti-image Correlation	KP5.1	.525 ^a	-.378	-.157	.088	-.039
	KP5.2	-.378	.546 ^a	.188	-.262	-.086
	KP5.3	-.157	.188	.632 ^a	-.154	-.285
	KP5.4	.088	-.262	-.154	.629 ^a	-.472
	KP5.5	-.039	-.086	-.285	-.472	.647 ^a

a. Measures of Sampling Adequacy(MSA)

LAMPIRAN 7 : FACTOR ANALYSIS KEPERCAYAAN**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.661	.669	3

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.594
Bartlett's Test of Sphericity	Approx. Chi-Square	5.326
	Df	3
	Sig.	.149

Anti-image Matrices

		KPR1.1	KPR1.2	KPR1.3
Anti-image Covariance	KPR1.1	.930	-.134	-.145
	KPR1.2	-.134	.864	-.266
	KPR1.3	-.145	-.266	.861
Anti-image Correlation	KPR1.1	.659 ^a	-.149	-.162
	KPR1.2	-.149	.579 ^a	-.308
	KPR1.3	-.162	-.308	.577 ^a

a. Measures of Sampling Adequacy(MSA)

LAMPIRAN 8 : FACTOR ANALYSIS KEPUASAN PELANGGAN

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.661	.669	3

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.560
Bartlett's Test of Sphericity	Approx. Chi-Square	5.165
	Df	3
	Sig.	.160

Anti-image Matrices

		KPL1.1	KPL1.2	KPL1.3
Anti-image Covariance	KPL1.1	.860	-.298	-.072
	KPL1.2	-.298	.844	-.139
	KPL1.3	-.072	-.139	.956
Anti-image Correlation	KPL1.1	.548 ^a	-.349	-.079
	KPL1.2	-.349	.542 ^a	-.155
	KPL1.3	-.079	-.155	.661 ^a

a. Measures of Sampling Adequacy(MSA)

LAMPIRAN 9 : FACTOR ANALYSIS LOYALITAS PELANGGAN

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.805	.812	3

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.585
Bartlett's Test of Sphericity	Approx. Chi-Square	23.459
	Df	3
	Sig.	.000

Anti-image Matrices

		LP2.1	LP2.2	LP2.3
Anti-image Covariance	LP2.1	.751	-.244	.024
	LP2.2	-.244	.465	-.315
	LP2.3	.024	-.315	.560
Anti-image Correlation	LP2.1	.665 ^a	-.413	.036
	LP2.2	-.413	.554 ^a	-.618
	LP2.3	.036	-.618	.582 ^a

a. Measures of Sampling Adequacy(MSA)

LAMPIRAN 10 KUESIONER PENELITIAN

DAFTAR PERTANYAAN (KUESIONER)

Universitas Esa Unggul

Program S-1 Fakultas Ekonomi Program Studi Ilmu Manajemen

Kampus UEU Kebon Jeruk Telp/Fax. (021) 568 2510

KUESIONER PENELITIAN

Responden Yth.

Perkenalkan nama saya Irta Marliza, seorang mahasiswa tingkat akhir di Universitas Esa Unggul, Jakarta Barat. Fakultas Ekonomi Program Studi Ilmu Manajemen Pemasaran. Saya sedang melakukan penelitian mengenai **“Pengaruh Kualitas Pelayanan dan Kepercayaan Terhadap Loyalitas Pelanggan Dengan Mediasi Kepuasan Pelanggan (Studi Kasus Pelanggan Jasa Pengiriman JNE Di Tomang Tangerang)”** dalam rangka menyusun tugas akhir. Maka dari itu saya meminta kesediaan saudara/i untuk pengisian kuesioner ini. **Semua jawaban benar, tidak ada jawaban yang salah.** Terima kasih atas bantuan dan kerjasamanya.

Atas kesediaan dan partisipasi saudara/i, saya ucapkan terima kasih.

Hormat Saya,

Irta Marliza

Bagian I : Data Responden**Petunjuk Pengisian**

Berilah tanda silang (X) pada setiap pilihan jawaban yang tersedia di bawah ini !

Nama :

Usia :

No. Hp :

1. Jenis kelamin :

☐ Laki-laki

☐ Perempuan

2. Pendidikan terakhir responden :

☐ SD

☐ SMP

☐ SMA

☐ Diploma

☐ Sarjana (S1)

☐ Master (S2)

☐ Doktor (S3)

☐ Lainnya.....(sebutkan)

3. Pekerjaan responden :

- ☐ Pelajar / mahasiswa
- ☐ Wiraswasta
- ☐ Pegawai Swasta
- ☐ Guru / Dosen
- ☐ PNS
- ☐ Ibu Rumah Tangga
- ☐ Lainnya.....(sebutkan)

4. Berapa pengeluaran rutin Anda setiap bulannya ?

Pengeluaran rutin termasuk :

- Kebutuhan sehari-hari (makanan, minuman, ongkos transportasi umum atau bensin)
- Tagihan bulanan (listrik, air, tagihan telepon, sewa kontrakan)
- Pendidikan (uang sekolah)
- Servis kendaraan (motor atau mobil)
- Voucher isi ulang

Tidak termasuk :

- Pembelian / cicilan big ticket item (rumah, mobil, arisan), baju.
- Entertainment (nonton bioskop, liburan)
- Biaya tak terduga (berobat ke dokter, kondangan)
- ☐ Kurang Dari Rp. 700.000
- ☐ Rp. 700.000 – Rp. 1.000.000

- ☐ Rp. 1.000.000 – Rp. 1.500.000
- ☐ Rp. 1.500.000 – Rp. 2.000.000
- ☐ Rp. 2.000.000 – Rp. 3.000.000
- ☐ Lebih Dari Rp. 3.000.000

5. Dari mana responden mengetahui keberadaan Perusahaan JNE Tomang,

Tangerang :

- ☐ Teman
- ☐ Promosi
- ☐ Internet
- ☐ Saudara
- ☐ Kebetulan lewat
- ☐ Lainnya.....(sebutkan)

6. Berapa kali dalam satu bulan anda mengunjungi Perusahaan JNE Tomang,

Tangerang:

- ☐ 1 kali
- ☐ 2 kali
- ☐ 3 kali
- ☐ > 3 kali

PERNYATAAN

No	Pernyataan	Jawaban				
		1	2	3	4	5
1.	JNE memiliki sistem <i>tracking</i> yang canggih					
2.	Interior ruang tunggu JNE menarik.					
3.	Karyawan JNE selalu berpenampilan rapi.					
4.	Tampilan ruang tunggu JNE sesuai dengan standar kantor layanan pengiriman.					
5.	Pengiriman barang JNE tepat waktu, sesuai jadwal.					
6.	Ketika pelanggan memiliki masalah, karyawan JNE memberi solusi yang menentramkan hati.					
7.	JNE mengirim tepat waktu sesuai dengan janji yang di berikan.					
8.	Karyawan JNE tidak memberikan informasi yang jelas kepada pelanggan kapan barang sampai.					
9.	Karyawan JNE terlalu sibuk untuk menanggapi permintaan pelanggan dengan cepat.					
10.	Anda mempercayai karyawan JNE.					
11.	Pelanggan merasa aman sewaktu melakukan pengiriman di kantor JNE.					
12.	Karyawan JNE bersikap sopan.					
13.	Karyawan JNE mendapat dukungan yang cukup dari JNE untuk melakukan pekerjaannya.					

No	Pernyataan	Jawaban				
		1	2	3	4	5
14.	Karyawan JNE tidak memberikan perhatian khusus kepada pelanggan.					
15.	Sebenarnya JNE bukan pilihan utama saya.					
16.	JNE tidak memiliki jam operasional yang nyaman bagi pelanggan					
17.	Karyawan JNE memberikan layanan sesuai janjinya (untuk memberikan jasa pengiriman yang terbaik).					
18.	Karyawan JNE tulus melayani saya.					
19.	Karyawan JNE dapat di andalkan dalam melaksanakan tugasnya.					
20.	Saya senang dengan pelayanan karyawan JNE.					
21.	Saya puas dengan kinerja karyawan JNE.					
22.	Saya puas dengan layanan pengiriman yang di berikan oleh karyawan JNE.					
23.	Saya akan terus berlangganan di perusahaan jasa ini.					
24.	Saya yakin kualitas layanan ini secara keseluruhan tidak akan menurun.					
25.	Saya yakin kualitas layanan meningkat di masa yang akan datang.					
26.	Saya tidak akan pindah ke ekspedisi lain.					

No	Pernyataan	Jawaban				
		1	2	3	4	5
27.	Saya tidak akan pindah ke ekspedisi lain walau ada ekspedisi yang lebih dekat dari rumah saya.					
28.	Saya tidak akan pindah walaupun ada ekspedisi lebih murah.					
29.	Saya akan merekomendasikan JNE ini kepada teman-teman saya					
30.	Saya akan bercerita hal-hal yang baik tentang JNE.					
31.	Saya senang apabila teman-teman saya menggunakan jasa pengiriman JNE.					

Responden	Pernyataan							KUALITAS PELAYANAN														KEPERCAYAAN			KEPUASAN PELANGGAN			LOYALITAS PELANGGAN													
	Gender	Usia	Pendidikan	Pekerjaan	Pengeluaran	Informasi	Transaksi	KP1.1	KP1.2	KP1.3	KP1.4	KP2.1	KP2.2	KP2.4	KP3.1	KP3.4	KP4.1	KP4.2	KP4.3	KP4.4	KP5.2	KP5.4	KP5.5	KPR1.1	KPR1.2	KPR1.3	KPL1.1	KPL1.2	KPL1.3	LP1.1	LP1.2	LP1.3	LP2.1	LP2.2	LP2.3	LP3.1	LP3.2	LP3.3			
1	2	1	1	6	4	5	2	4	4	4	4	5	5	5	2	2	4	4	4	4	4	1	1	2	5	5	5	5	5	5	4	3	4	3	4	1	3	3	5	5	4
2	2	1	1	1	4	1	2	5	5	5	5	5	4	5	4	1	5	5	5	5	2	2	2	5	5	5	5	3	4	3	2	2	1	4	5	5	4	5	4		
3	2	2	3	3	6	4	2	5	5	4	4	5	5	5	1	1	5	5	5	4	2	2	2	5	5	4	5	5	4	5	4	5	4	1	1	1	4	3	4		
4	1	1	2	3	4	4	2	4	4	4	4	5	5	5	2	2	5	5	5	5	5	5	1	1	4	4	4	4	4	4	4	2	1	2	5	5	5	5	5		
5	1	1	3	3	4	5	2	4	4	4	4	3	5	5	4	2	3	4	4	4	4	2	1	1	3	5	5	4	4	5	4	4	5	1	2	3	3	4	3		
6	1	2	3	2	6	1	2	4	4	4	4	4	5	5	5	4	2	5	5	5	5	2	2	2	5	5	5	4	5	5	4	5	5	2	2	2	4	4	4		
7	2	2	1	3	3	4	2	5	4	4	4	4	5	5	5	2	4	5	4	5	3	2	2	2	5	5	5	5	5	5	4	4	5	2	1	3	5	5	5		
8	2	1	1	1	4	1	2	4	4	4	4	4	5	5	5	4	2	5	4	4	4	5	1	1	5	4	5	5	4	5	5	5	5	5	1	1	2	5	5		
9	2	1	1	1	3	1	2	5	4	4	4	4	5	4	5	4	2	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	2	2	2	5	4	5			
10	2	1	1	1	2	1	1	4	5	5	5	5	4	4	4	1	4	4	3	3	1	1	2	4	3	4	4	4	4	5	5	4	5	3	3	2	5	5	5		
11	2	1	1	1	3	4	5	2	5	4	5	5	5	4	5	4	2	4	5	4	3	2	2	2	5	5	5	4	4	4	5	5	5	2	2	4	4	5	5		
12	2	1	1	1	3	3	1	2	4	4	5	4	5	4	5	4	2	5	5	5	3	2	2	2	3	4	3	4	3	4	5	4	5	5	5	5	5	5	5		
13	2	1	1	3	4	3	2	5	4	4	4	4	5	5	1	2	5	5	5	5	3	2	2	2	4	4	3	4	3	3	5	5	5	1	1	5	5	5	5		
14	2	2	3	3	4	4	2	4	4	4	4	3	4	5	5	5	1	4	5	4	5	1	1	1	5	4	5	4	5	4	5	5	5	2	2	2	5	4	5		
15	2	1	1	1	1	1	1	4	4	4	4	4	5	5	5	1	2	4	4	4	4	2	1	3	5	5	5	4	4	4	5	5	5	1	1	1	5	5	5		
16	2	2	3	6	5	4	2	4	4	4	4	4	5	5	5	5	1	3	5	5	5	2	1	2	5	4	5	4	4	5	5	5	5	2	1	1	5	5	5		
17	2	2	3	6	5	4	2	4	4	4	4	4	5	5	5	5	2	4	5	3	2	2	2	5	5	5	5	5	5	4	4	5	2	1	3	3	5	5	5		
18	2	1	1	1	3	4	2	5	4	4	4	4	5	5	5	1	5	5	4	5	5	2	2	2	4	4	5	4	4	5	5	4	5	5	2	2	5	5	5		
19	1	1	1	1	2	1	2	4	4	4	4	4	5	4	1	5	5	5	5	5	1	3	3	5	5	5	5	5	5	5	5	5	5	1	1	5	5	5	5		
20	1	2	3	2	6	4	2	5	4	5	4	4	4	4	4	2	4	4	4	4	5	1	1	2	5	5	5	5	5	5	5	5	5	2	2	2	5	5	5		
21	2	2	3	2	6	1	2	5	4	4	4	4	3	5	5	5	2	4	4	4	5	4	2	2	2	5	5	5	4	5	4	4	5	2	2	2	5	4	5		
22	1	1	1	1	1	1	1	4	4	4	4	4	5	5	5	5	4	5	4	4	2	1	1	5	4	5	5	5	5	5	5	5	3	3	3	4	4	4			
23	2	1	1	1	1	3	1	5	5	5	5	5	5	5	5	5	4	5	4	5	2	2	2	5	4	5	5	5	4	5	5	4	5	2	2	5	4	4	5		
24	2	1	1	1	2	5	2	5	4	4	5	5	5	4	5	5	2	4	4	4	4	2	2	2	5	5	5	5	5	5	5	2	2	2	5	4	4	5	5		
25	2	1	1	6	3	5	1	5	5	5	5	5	5	5	3	2	1	5	5	5	5	1	1	5	5	5	5	5	5	4	4	4	2	2	2	4	4	5	5		
26	2	1	1	1	2	1	2	4	5	5	4	4	3	4	2	2	4	5	4	5	1	2	3	5	4	5	5	5	5	5	5	5	2	2	4	4	5	5	5		
27	2	1	1	1	4	4	2	4	5	5	5	5	5	5	1	2	4	4	4	5	2	2	1	5	4	5	5	5	5	4	4	5	2	2	2	5	5	5	5		
28	2	1	1	1	2	1	2	4	4	4	4	3	4	3	1	1	3	5	5	5	2	2	2	5	5	5	4	4	5	5	4	5	2	1	1	5	5	5	5		
29	1	2	1	1	1	5	1	4	4	4	5	4	4	5	1	5	5	5	5	5	5	2	2	2	5	5	5	5	4	5	4	4	5	2	2	2	5	5	5		
30	2	1	1	1	2	1	2	4	4	4	4	4	5	5	5	2	4	4	4	4	4	2	2	2	5	5	5	5	5	4	5	5	5	1	1	5	5	5	5		
31	2	2	3	3	4	1	2	5	4	4	4	4	5	5	5	2	2	4	4	4	4	2	2	2	5	4	5	5	5	3	5	5	1	3	3	5	5	5	4		
32	1	2	3	3	6	1	2	4	4	5	5	5	4	5	2	5	5	5	5	5	2	1	1	5	5	5	4	4	5	3	4	3	2	2	2	4	4	4	5		
33	1	2	3	3	5	4	2	4	4	4	4	4	5	5	5	2	2	4	4	5	3	1	1	1	5	4	5	5	5	5	4	5	4	2	1	3	3	5	5		
34	2	1	1	1	3	1	2	4	4	4	4	4	4	5	1	4	5	5	5	5	2	2	2	5	5	5	5	5	5	4	5	2	1	2	5	5	5	5	5		
35	1	2	3	2	6	1	2	5	5	4	5	5	5	5	2	5	5	5	5	3	2	2	2	3	5	5	5	5	5	3	4	3	5	5	5	5	5	5	5		
36	1	1	1	1	2	1	1	5	4	4	5	5	5	5	5	4	4	5	4	5	5	2	2	2	5	5	5	5	4	4	4	2	2	2	5	4	4	5	5		
37	2	1	1	1	2	1	1	4	5	4	5	5	5	5	5	5	4	4	4	4	4	1	1	2	4	4	4	5	5	5	3	5	5	1	1	1	5	5	5		
38	2	1	1	1	4	1	1	4	4	5	5	5	4	5	2	4	5	5	5	5	4	5	5	5	4	4	5	4	4	5	5	5	5	1	1	1	4	3	4		
39	2	2	3	3	4	1	2	5	4	5	5	5	4	5	5	4	5	5	5	3	1	1	1	5	5	4	5	4	5	5	5	5	5	5	5	5	5	5	5		
40	2	2	1	3	3	5	2	4	4	4	4	4	5	5	5	1	4	3	4	4	4	2	2	2	5	5	5	4	4	5	5	5	5	1	2	3	3	4	3		
41	2	1	1	1	3	1	1	5	5	5	4	5	5	5	2	4	4	5	4	5	4	2	2	2</																	

Pernyataan Responden	Gender	Usia	Pendidikan	Pekerjaan	Pengeluaran	Informasi	Transaksi	KUALITAS PELAYANAN															KEPERCAYAAN			KEPUASAN PELANGGAN			LOYALITAS PELANGGAN													
								KP1.1	KP1.2	KP1.3	KP1.4	KP2.1	KP2.2	KP2.3	KP2.4	KP3.1	KP3.4	KP4.1	KP4.2	KP4.3	KP4.4	KP5.2	KP5.4	KP5.5	KPR1.1	KPR1.2	KPR1.3	KPL1.1	KPL1.2	KPL1.3	LP1.1	LP1.2	LP1.3	LP2.1	LP2.2	LP2.3	LP3.1	LP3.2	LP3.3			
80	1	1	1	1	1	2	2	3	3	4	4	4	4	5	2	1	5	4	4	4	2	2	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5		
81	1	1	1	1	1	2	1	2	3	4	4	4	3	5	5	2	4	4	5	4	5	2	2	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5		
82	2	1	1	1	1	2	1	2	4	4	4	4	5	4	5	2	2	4	4	4	5	2	2	2	5	5	5	5	5	5	5	4	5	4	5	4	2	2	5	5	5	
83	2	1	1	1	1	5	1	2	3	3	3	3	5	5	5	2	2	2	4	4	5	4	2	2	2	5	5	5	5	5	5	5	5	5	5	4	2	2	2	5	4	5
84	1	2	2	2	3	5	5	2	5	5	5	5	5	4	4	4	5	2	5	4	4	1	1	1	5	5	5	4	4	5	4	5	4	5	4	1	1	2	5	5	5	
85	1	2	1	1	2	6	1	2	3	3	3	3	5	5	5	2	1	5	5	5	3	1	1	1	5	5	5	5	5	5	4	3	4	5	5	5	5	5	5	5		
86	2	2	1	1	2	5	5	1	4	5	3	3	4	4	5	2	5	4	4	4	4	2	2	1	4	4	5	5	5	5	5	5	5	5	5	5	1	1	1	5	5	5
87	2	1	1	1	3	5	1	2	2	4	3	3	3	5	4	5	3	2	4	4	5	3	3	2	5	5	5	5	5	5	3	4	3	2	2	2	2	5	5	5		
88	2	2	2	2	6	4	1	2	3	3	3	3	4	4	5	2	1	5	5	5	5	1	3	3	5	5	5	3	5	5	4	4	4	2	2	2	2	4	4	5		
89	1	1	1	2	1	5	3	1	3	4	4	4	3	5	5	4	2	2	5	5	5	5	1	1	1	5	5	5	5	5	5	3	5	5	5	2	2	2	5	4	5	
90	2	1	1	1	1	5	4	2	5	4	4	3	3	5	5	5	2	5	4	4	5	4	2	2	2	5	5	5	4	4	5	5	5	5	5	2	2	2	5	4	5	
91	1	2	1	1	3	4	5	2	3	3	3	3	3	4	3	2	4	5	5	5	5	2	2	2	2	5	4	5	5	5	5	4	5	1	1	2	5	5	5	5		
92	2	2	2	2	1	5	1	2	5	5	5	5	5	4	5	2	4	4	4	5	4	5	2	2	2	5	5	5	5	4	5	5	5	5	5	2	2	2	4	4	5	
93	2	1	1	1	3	4	1	2	3	4	4	3	1	4	5	2	4	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	5	4	1	1	2	5	5	5		
94	1	1	1	3	1	4	1	2	3	3	2	3	3	3	4	3	2	4	5	5	5	5	1	1	1	5	5	5	5	5	5	4	5	5	5	5	2	2	2	5	4	5
95	2	2	2	3	5	6	5	2	4	3	3	3	4	4	3	4	1	4	3	5	5	5	3	3	2	5	5	5	4	5	4	5	5	5	2	1	1	5	5	5		
96	1	2	3	3	5	4	1	2	4	4	3	3	4	3	5	5	1	4	4	5	4	4	1	1	2	5	5	5	5	4	3	4	5	4	5	3	3	3	4	4	4	
97	1	1	1	1	2	5	1	2	4	4	4	4	4	5	5	2	5	4	4	4	5	2	2	2	5	5	5	5	5	5	5	5	5	5	2	2	2	5	5	5		
98	2	1	1	1	4	3	4	2	3	4	4	4	4	5	5	2	5	5	5	5	5	5	1	1	5	4	5	3	4	3	5	5	5	5	2	2	2	4	4	5		
99	1	1	1	6	1	9	2	3	3	3	3	3	3	5	5	5	4	5	4	5	2	2	2	2	5	5	5	5	5	5	5	5	5	2	2	2	5	4	4	5		
100	2	2	1	1	5	4	4	2	3	4	5	3	5	5	5	5	5	4	5	4	5	2	2	2	5	5	5	5	3	5	5	5	5	5	5	2	2	2	4	4	5	
101	2	1	1	1	1	5	1	1	3	4	4	4	5	5	5	2	4	4	4	4	4	2	1	3	4	5	5	5	5	5	5	5	5	5	5	1	3	3	5	5	4	
102	2	1	1	1	1	2	4	1	3	3	5	3	4	4	5	1	5	4	4	4	5	3	2	2	2	5	5	5	5	4	4	5	5	5	5	5	2	1	3	3	5	5
103	2	2	1	1	1	3	1	2	1	5	3	3	3	5	5	5	1	4	3	4	4	4	1	1	2	5	5	5	5	5	5	5	5	4	4	5	2	3	4	3		
104	1	2	2	2	5	5	5	2	3	4	4	3	3	5	5	5	4	5	5	5	5	5	1	1	1	5	5	4	4	5	5	5	4	4	4	4	5	5	4	4		
105	2	1	2	3	3	5	1	2	3	4	4	4	2	5	5	5	5	4	4	5	2	2	2	2	5	5	5	5	5	5	5	5	5	5	5	2	2	2	5	4	5	
106	2	2	2	2	5	4	3	2	3	4	4	4	5	5	5	2	5	3	4	4	4	2	2	1	4	5	4	5	5	5	5	5	5	4	5	1	2	3	3	4	3	
107	2	1	1	1	4	4	1	2	5	5	5	4	5	4	5	2	5	5	5	5	4	1	3	3	5	5	5	5	4	5	4	4	4	5	1	1	1	4	3	4		
108	2	2	2	2	3	5	1	2	3	4	4	4	5	5	5	1	4	4	5	3	2	2	1	5	5	4	5	5	5	5	4	5	5	5	2	1	3	3	5	5		
109	1	2	1	1	5	5	1	2	3	4	3	3	3	5	5	2	5	4	4	3	3	1	1	1	5	5	5	5	5	5	5	5	5	5	3	3	2	5	5	5		
110	1	1	1	2	3	4	1	2	4	4	4	3	3	5	5	5	2	4	5	5	5	3	2	1	2	4	4	5	3	5	5	5	5	5	5	5	5	5	5	5		
111	2	2	2	2	3	3	5	1	2	3	3	3	3	5	5	2	3	3	5	5	5	5	1	2	3	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5		
112	1	2	1	1	2	6	1	2	3	4	5	4	5	5	5	5	2	5	5	5	5	2	2	2	5	4	5	5	5	5	5	5	5	5	5	1	1	5	5	5		
113	1	1	1	1	2	5	1	2	4	4	4	4	5	5	5	5	5	5	5	5	5	2	1	3	5	5	5	5	5	5	5	5	5	4	2	2	2	5	5	5		
114	1	2	2	2	2	5	1	2	4	3	4	4	4	5	4	5	1	5	5	5	5	5	1	1	2	4	3	4	5	4	5	4	4	4	2	2	2	4	4	5		
115	2	1	1	1	1	4	1	2	3	4	4	4	3	5	5	5	2	4	4	4	4	2	2	4	4	5	5	4	4	4	3	5	5	5	1	1	1	5	5	5		
116	1	1	1	2	5	5	5	2	4	4	4	4	4	5	5	5	2	4	5	4	4	3	3	2	2	5	5	5	4	5	5	5	5	5	5	1	1	2	5	5	5	
117	2	2	1	1	3	5	1	2	3	3	3	3	4	4	5	5	5	4	5	5	5	2	2	2	4	5	5	5	5	5	5	5	5	5	5	2	1	1	5	5	5	
118	1	1	1	1	1	2	4	2	4	4	5	5	5	5	5	5	2	4	5	5	5	5	5	5	5	5	5	5	4	4	5	5	4	5	5	1	1	5	5	4		
119	2	1	1	1	1	4	1	2	3	4	4	4	4	5	5	5</																										

LAMPIRAN 12 : *FACTOR ANALYSIS KUALITAS PELAYANAN (TANGIBLES)*

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.752	.754	4

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.			.753
Bartlett's Test of Sphericity	Approx. Chi-Square		140.934
	Df		6
	Sig.		.000

Anti-image Matrices

		KP1.1	KP1.2	KP1.3	KP1.4
Anti-image Covariance	KP1.1	.672	-.127	-.132	-.221
	KP1.2	-.127	.769	-.198	-.048
	KP1.3	-.132	-.198	.632	-.210
	KP1.4	-.221	-.048	-.210	.645
Anti-image Correlation	KP1.1	.763 ^a	-.177	-.203	-.335
	KP1.2	-.177	.789 ^a	-.284	-.067
	KP1.3	-.203	-.284	.741 ^a	-.329
	KP1.4	-.335	-.067	-.329	.733 ^a

a. Measures of Sampling Adequacy(MSA)

LAMPIRAN 13 : *FACTOR ANALYSIS KUALITAS PELAYANAN (RELIABILITY)*

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.661	.669	3

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.627
Bartlett's Test of Sphericity	Approx. Chi-Square	75.626
	Df	3
	Sig.	.000

Anti-image Matrices

		KP2.1	KP2.2	KP2.4
Anti-image Covariance	KP2.1	.683	-.156	-.327
	KP2.2	-.156	.854	-.143
	KP2.4	-.327	-.143	.688
Anti-image Correlation	KP2.1	.599 ^a	-.204	-.478
	KP2.2	-.204	.746 ^a	-.187
	KP2.4	-.478	-.187	.601 ^a
	KP2.5	-.423	.695 ^a	-.204

a. Measures of Sampling Adequacy(MSA)

LAMPIRAN 14 : *FACTOR ANALYSIS KUALITS PELAYANAN (RESPONSIVENESS)*

Reliability Statistics

Cronbach's Alpha ^a	Cronbach's Alpha Based on Standardized Items ^a	N of Items
.804	.804	2

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.500
Bartlett's Test of Sphericity	Approx. Chi-Square	13.083
	Df	1
	Sig.	.000

Anti-image Matrices

		KP3.1	KP3.4
Anti-image Covariance	KP3.1	.918	.263
	KP3.4	.263	.918
Anti-image Correlation	KP3.1	.500 ^a	.287
	KP3.4	.287	.500 ^a

a. Measures of Sampling Adequacy(MSA)

LAMPIRAN 15 : *FACTOR ANALYSIS KUALITAS PELAYANAN (ASSURANCE)*

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.665	.694	4

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.			.627
Bartlett's Test of Sphericity	Approx. Chi-Square		137.680
	Df		6
	Sig.		.000

Anti-image Matrices

		KP4.1	KP4.2	KP4.3	KP4.4
Anti-image Covariance	KP4.1	.712	-.182	-.215	.079
	KP4.2	-.182	.531	-.205	-.308
	KP4.3	-.215	-.205	.681	.048
	KP4.4	.079	-.308	.048	.735
Anti-image Correlation	KP4.1	.687 ^a	-.296	-.309	.109
	KP4.2	-.296	.604 ^a	-.341	-.494
	KP4.3	-.309	-.341	.690 ^a	.067
	KP4.4	.109	-.494	.067	.524 ^a

a. Measures of Sampling Adequacy(MSA)

LAMPIRAN 16 : *FACTOR ANALYSIS KUALITAS PELAYANAN (EMPATHY)*

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.610	.641	5

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.			.609
Bartlett's Test of Sphericity	Approx. Chi-Square		206.839
	Df		3
	Sig.		.000

Anti-image Matrices

		KP5.2	KP5.4	KP5.5
Anti-image Covariance	KP5.2	.685	-.189	.023
	KP5.4	-.189	.312	-.252
	KP5.5	.023	-.252	.374
Anti-image Correlation	KP5.2	.742 ^a	-.410	.045
	KP5.4	-.410	.568 ^a	-.739
	KP5.5	.045	-.739	.594 ^a

a. Measures of Sampling Adequacy(MSA)

LAMPIRAN 17 : *FACTOR ANALYSIS KEPERCAYAAN*

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.661	.669	3

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.627
Bartlett's Test of Sphericity	Approx. Chi-Square	75.626
	Df	3
	Sig.	.000

Anti-image Matrices

		KPR1.1	KPR1.2	KPR1.3
Anti-image Covariance	KPR1.1	.683	-.156	-.327
	KPR1.2	-.156	.854	-.143
	KPR1.3	-.327	-.143	.688
Anti-image Correlation	KPR1.1	.599 ^a	-.204	-.478
	KPR1.2	-.204	.746 ^a	-.187
	KPR1.3	-.478	-.187	.601 ^a

a. Measures of Sampling Adequacy(MSA)

LAMPIRAN 18 : FACTOR ANALYSIS KEPUASAN PELANGGAN

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.661	.669	3

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.627
Bartlett's Test of Sphericity	Approx. Chi-Square	75.626
	Df	3
	Sig.	.000

Anti-image Matrices

		KPL1.1	KPL1.2	KPL1.3
Anti-image Covariance	KPL1.1	.683	-.156	-.327
	KPL1.2	-.156	.854	-.143
	KPL1.3	-.327	-.143	.688
Anti-image Correlation	KPL1.1	.599 ^a	-.204	-.478
	KPL1.2	-.204	.746 ^a	-.187
	KPL1.3	-.478	-.187	.601 ^a

a. Measures of Sampling Adequacy(MSA)

LAMPIRAN 19 : FACTOR ANALYSIS LOYALITAS PELANGGAN

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.661	.669	3

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.627
Bartlett's Test of Sphericity	Approx. Chi-Square	75.626
	Df	3
	Sig.	.000

Anti-image Matrices

		LP1.1	LP1.2	LP1.3
Anti-image Covariance	LP1.1	.683	-.156	-.327
	LP1.2	-.156	.854	-.143
	LP1.3	-.327	-.143	.688
Anti-image Correlation	LP1.1	.599 ^a	-.204	-.478
	LP1.2	-.204	.746 ^a	-.187
	LP1.3	-.478	-.187	.601 ^a

a. Measures of Sampling Adequacy(MSA)

LAMPIRAN 20 : HASIL Uji ANOVA (ONE WAY) - JENIS KELAMIN

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
Tangible	1.470	1	153	.227
Reliability	.002	1	153	.962
Responsiveness	3.770	1	153	.054
Assurance	1.343	1	153	.248
Empathy	.290	1	153	.591
KPR	5.199	1	153	.024
KPL	.145	1	153	.704
LP	2.326	1	153	.426

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Tangible	Between Groups	.714	1	.714	.713	.400
	Within Groups	153.286	153	1.002		
	Total	154.000	154			
Reliability	Between Groups	.537	1	.537	.536	.465
	Within Groups	153.463	153	1.003		
	Total	154.000	154			
Responsive ness	Between Groups	2.163	1	2.163	2.180	.142
	Within Groups	151.837	153	.992		
	Total	154.000	154			

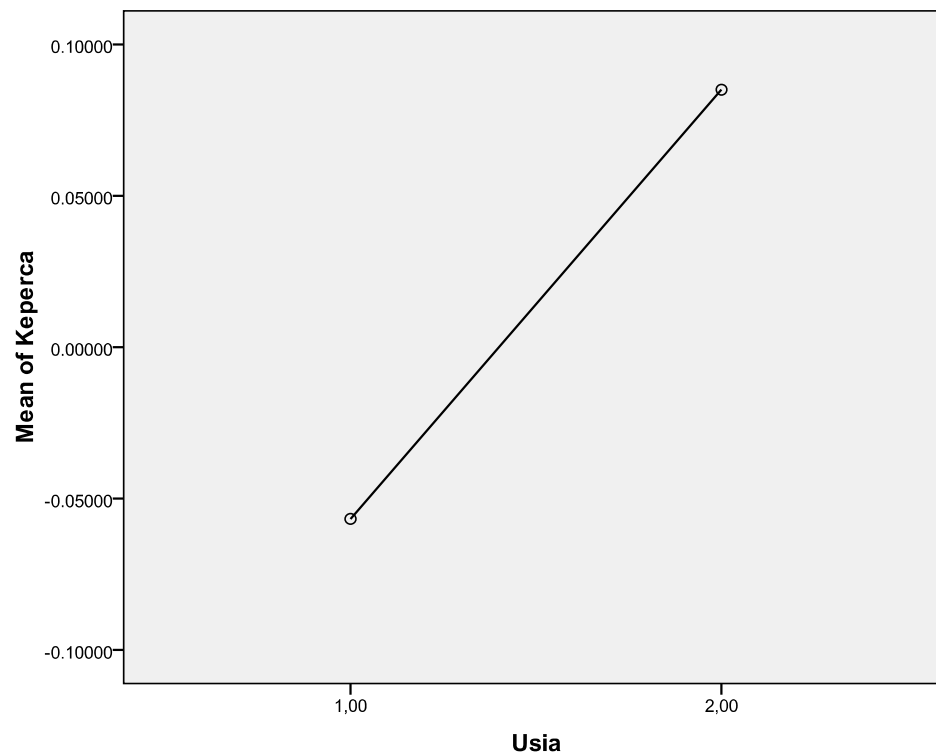
ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Assurance	Between Groups	1.014	1	1.014	1.014	.316
	Within Groups	152.986	153	1.000		
	Total	154.000	154			
Empathy	Between Groups	.095	1	.095	.094	.759
	Within Groups	153.905	153	1.006		
	Total	154.000	154			
KPR	Between Groups	.645	1	.645	.644	.424
	Within Groups	153.355	153	1.002		
	Total	154.000	154			
KPL	Between Groups	.385	1	.385	.383	.537
	Within Groups	153.615	153	1.004		
	Total	154.000	154			
LP	Between Groups	.004	1	.004	.004	.952
	Within Groups	153.996	153	1.007		
	Total	154.000	154			

LAMPIRAN 21 : HASIL UJI ANOVA (ONE WAY) - USIA

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
Tangible	.168	1	153	.683
Reliability	.006	1	153	.937
Responsiveness	1.392	1	153	.240
Assurance	.636	1	153	.426
Empathy	5.678	1	153	.018
KPR	1.502	1	153	.222
KPL	2.794	1	153	.097
LP	.000	1	153	.999



ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Tangible	Between Groups	1.311	1	1.311	1.314	.253
	Within Groups	152.689	153	.998		
	Total	154.000	154			
Reliability	Between Groups	.043	1	.043	.043	.836
	Within Groups	153.957	153	1.006		
	Total	154.000	154			
Responsive ness	Between Groups	.101	1	.101	.101	.752
	Within Groups	153.899	153	1.006		
	Total	154.000	154			
Assurance	Between Groups	.206	1	.206	.205	.651
	Within Groups	153.794	153	1.005		
	Total	154.000	154			
Empathy	Between Groups	8.169	1	8.169	8.571	.004
	Within Groups	145.831	153	.953		
	Total	154.000	154			
KPR	Between Groups	.747	1	.747	.746	.389
	Within Groups	153.253	153	1.002		
	Total	154.000	154			
KPL	Between Groups	2.097	1	2.097	2.113	.148
	Within Groups	151.903	153	.993		
	Total	154.000	154			
LP	Between Groups	.118	1	.118	.117	.732
	Within Groups	153.882				
	Total	154.000	154			

LAMPIRAN 22 : HASIL Uji ANOVA (ONE WAY) - PENDIDIKAN

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
Tangible	.149	2	152	.861
Reliability	.969	2	152	.382
Responsiveness	2.807	2	152	.064
Assurance	.647	2	152	.525
Empathy	.027	2	152	.974
KPR	.213	2	152	.808
KPL	1.376	2	152	.256
LP	.235	2	152	.791

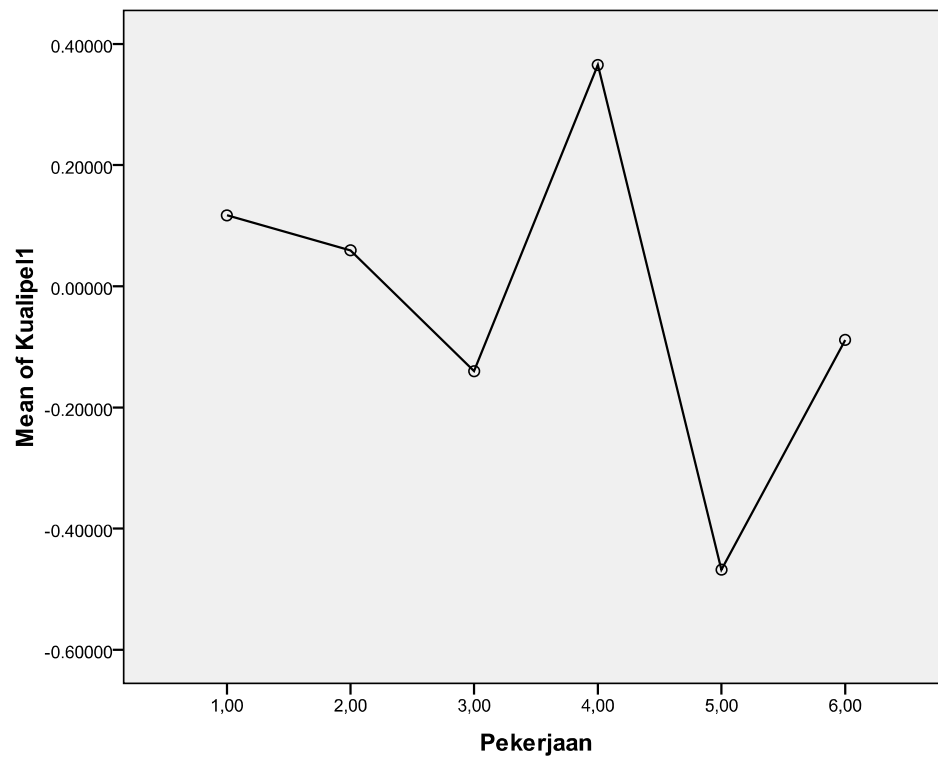
ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Tangible	Between Groups	1.002	2	.501	.498	.609
	Within Groups	152.998	152	1.007		
	Total	154.000	154			
Reliability	Between Groups	2.838	2	1.419	1.427	.243
	Within Groups	151.162	152	.994		
	Total	154.000	154			
Responsiveness	Between Groups	1.726	2	.863	.862	.425
	Within Groups	152.274	152	1.002		
	Total	154.000	154			
Assurance	Between Groups	2.704	2	1.352	1.358	.260
	Within Groups	151.296	152	.995		
	Total	154.000	154			
Empathy	Between Groups	2.392	2	1.196	1.199	.304
	Within Groups	151.608	152	.997		
	Total	154.000	154			
KPR	Between Groups	1.337	2	.669	.666	.515
	Within Groups	152.663	152	1.004		
	Total	154.000	154			
KPL	Between Groups	.238	2	.119	.118	.889
	Within Groups	153.762	152	1.012		
	Total	154.000	154			
LP	Between Groups	.157	2	.078	.078	.925
	Within Groups	153.843	152	1.012		
	Total	154.000	154			

LAMPIRAN 23 : HASIL Uji ANOVA (ONE WAY) - PEKERJAAN

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
Tangible	1.046	5	149	.393
Reliability	.860	5	149	.510
Responsiveness	2.580	5	149	.029
Assurance	1.085	5	149	.371
Empathy	1.272	5	149	.279
KPR	4.044	5	149	.002
KPL	3.201	5	149	.009
LP	.647	5	149	.665



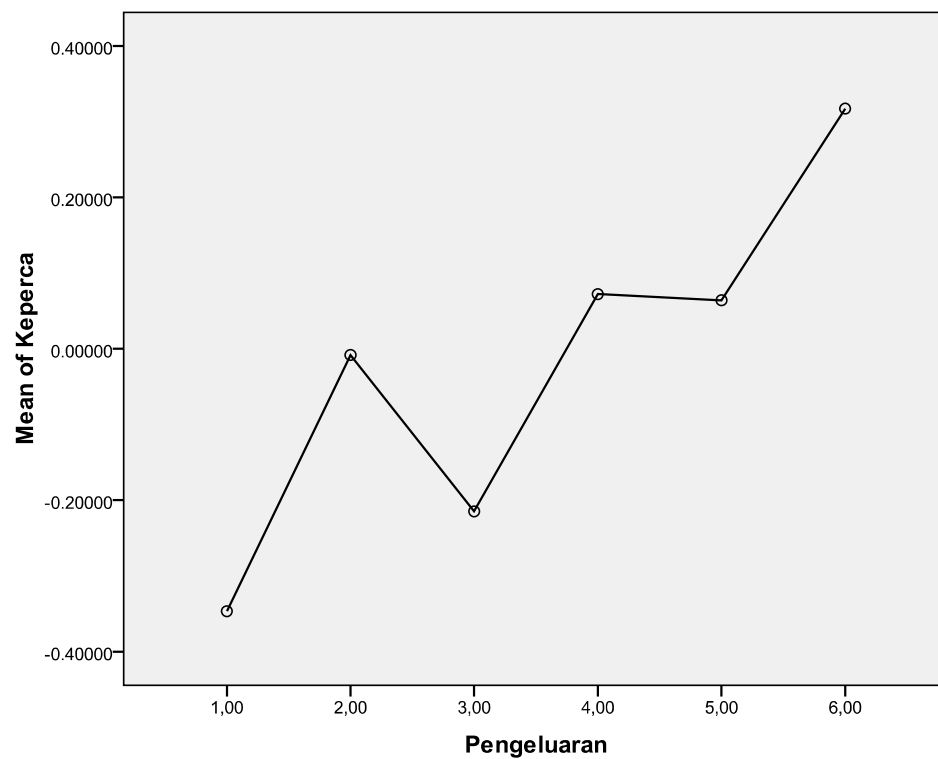
ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Tangible	Between Groups	4.775	5	.955	.954	.448
	Within Groups	149.225	149	1.002		
	Total	154.000	154			
Reliability	Between Groups	2.808	5	.562	.553	.736
	Within Groups	151.192	149	1.015		
	Total	154.000	154			
Responsiveness	Between Groups	10.659	5	2.132	2.216	.056
	Within Groups	143.341	149	.962		
	Total	154.000	154			
Assurance	Between Groups	7.811	5	1.562	1.592	.166
	Within Groups	146.189	149	.981		
	Total	154.000	154			
Empathy	Between Groups	6.018	5	1.204	1.212	.306
	Within Groups	147.982	149	.993		
	Total	154.000	154			
KPR	Between Groups	9.706	5	1.941	2.005	.081
	Within Groups	144.294	149	.968		
	Total	154.000	154			
KPL	Between Groups	6.984	5	1.397	1.416	.222
	Within Groups	147.016	149	.987		
	Total	154.000	154			
LP	Between Groups	2.551	5	.510	.502	.774
	Within Groups	151.449	149	1.016		
	Total	154.000	154			

LAMPIRAN 24 : HASIL Uji ANOVA (ONE WAY) - PENGELUARAN

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
Tangible	.470	5	149	.798
Reliability	1.334	5	149	.253
Responsiveness	.996	5	149	.422
Assurance	.836	5	149	.526
Empathy	1.254	5	149	.287
KPR	1.514	5	149	.189
KPL	1.836	5	149	.109
LP	.736	5	149	.597



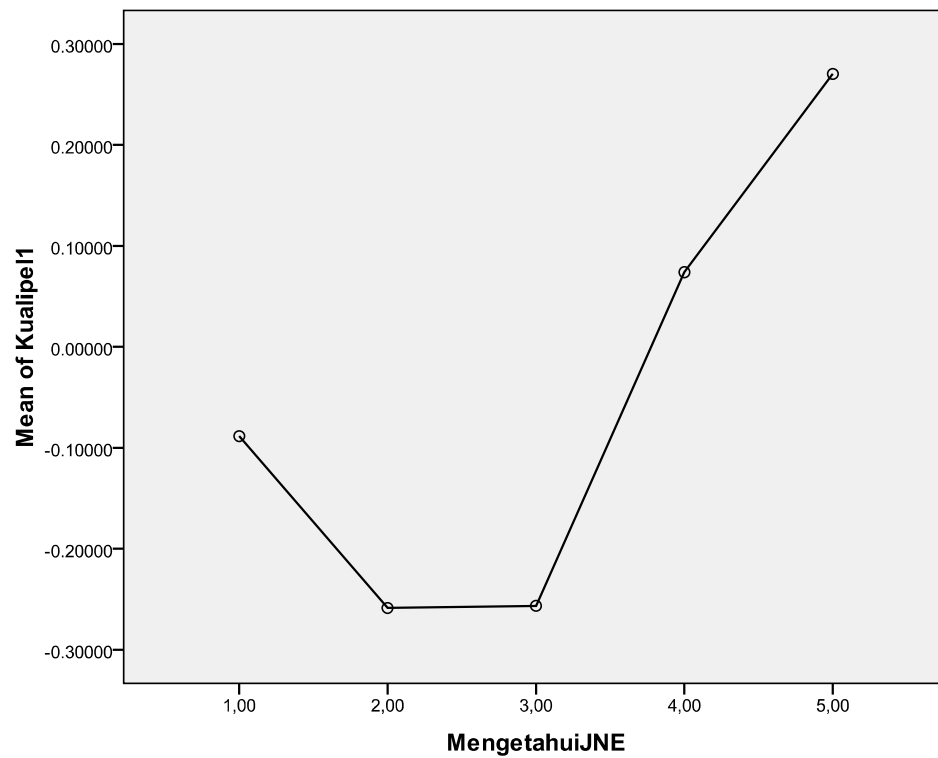
ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Tangible	Between Groups	3.787	5	.757	.751	.586
	Within Groups	150.213	149	1.008		
	Total	154.000	154			
Reliability	Between Groups	2.560	5	.512	.504	.773
	Within Groups	151.440	149	1.016		
	Total	154.000	154			
Responsiveness	Between Groups	3.213	5	.643	.635	.673
	Within Groups	150.787	149	1.012		
	Total	154.000	154			
Assurance	Between Groups	13.995	5	2.799	2.979	.014
	Within Groups	140.005	149	.940		
	Total	154.000	154			
Empathy	Between Groups	6.687	5	1.337	1.353	.245
	Within Groups	147.313	149	.989		
	Total	154.000	154			
KPR	Between Groups	4.213	5	.843	.838	.525
	Within Groups	149.787	149	1.005		
	Total	154.000	154			
KPL	Between Groups	9.591	5	1.918	1.979	.085
	Within Groups	144.409	149	.969		
	Total	154.000	154			
LP	Between Groups	2.409	5	.482	.474	.796
	Within Groups	151.591	149	1.017		
	Total	154.000	154			

LAMPIRAN 25 : HASIL Uji ANOVA (ONE WAY) - INFORMASI

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
Tangible	1.630	4	150	.170
Reliability	1.732	4	150	.146
Responsiveness	.152	4	150	.962
Assurance	1.513	4	150	.201
Empathy	.698	4	150	.594
KPR	.770	4	150	.546
KPL	1.698	4	150	.153
LP	.512	4	150	.727



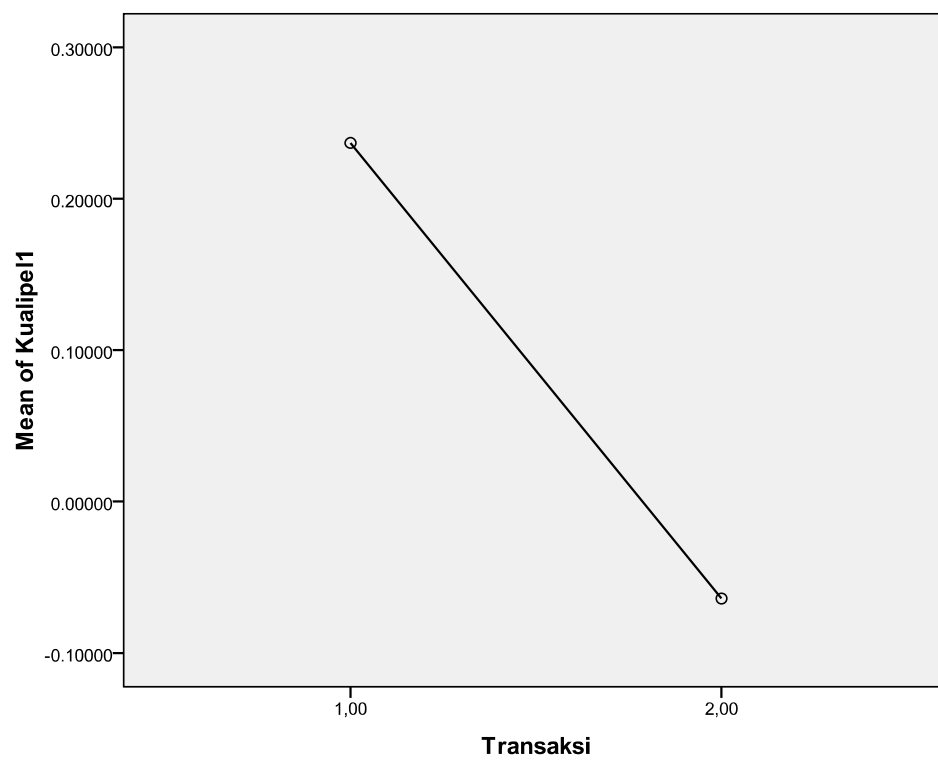
ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Tangible	Between Groups	3.252	4	.813	.809	.521
	Within Groups	150.748	150	1.005		
	Total	154.000	154			
Reliability	Between Groups	1.853	4	.463	.457	.767
	Within Groups	152.147	150	1.014		
	Total	154.000	154			
Responsiveness	Between Groups	1.559	4	.390	.383	.820
	Within Groups	152.441	150	1.016		
	Total	154.000	154			
Assurance	Between Groups	2.311	4	.578	.571	.684
	Within Groups	151.689	150	1.011		
	Total	154.000	154			
Empathy	Between Groups	3.827	4	.957	.956	.434
	Within Groups	150.173	150	1.001		
	Total	154.000	154			
KPR	Between Groups	1.855	4	.464	.457	.767
	Within Groups	152.145	150	1.014		
	Total	154.000	154			
KPL	Between Groups	2.906	4	.726	.721	.579
	Within Groups	151.094	150	1.007		
	Total	154.000	154			
LP	Between Groups	.816	4	.204	.200	.938
	Within Groups	153.184	150	1.021		
	Total	154.000	154			

LAMPIRAN 26 : HASIL Uji ANOVA (ONE WAY) - TRANSAKSI

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
Tangible	3.970	1	153	.048
Reliability	.452	1	153	.502
Responsiveness	6.952	1	153	.009
Assurance	6.544	1	153	.011
Empathy	.682	1	153	.410
KPR	3.341	1	153	.070
KPL	.781	1	153	.378
LP	.072	1	153	.789



ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Tangible	Between Groups	2.351	1	2.351	2.372	.126
	Within Groups	151.649	153	.991		
	Total	154.000	154			
Reliability	Between Groups	.002	1	.002	.002	.968
	Within Groups	153.998	153	1.007		
	Total	154.000	154			
Responsiveness	Between Groups	3.218	1	3.218	3.265	.073
	Within Groups	150.782	153	.986		
	Total	154.000	154			
Assurance	Between Groups	3.291	1	3.291	3.341	.070
	Within Groups	150.709	153	.985		
	Total	154.000	154			
Empathy	Between Groups	.221	1	.221	.220	.640
	Within Groups	153.779	153	1.005		
	Total	154.000	154			
KPR	Between Groups	3.136	1	3.136	3.181	.077
	Within Groups	150.864	153	.986		
	Total	154.000	154			
KPL	Between Groups	1.099	1	1.099	1.100	.296
	Within Groups	152.901	153	.999		
	Total	154.000	154			
LP	Between Groups	.011	1	.011	.011	.916
	Within Groups	153.989	153	1.006		
	Total	154.000	154			

LAMPIRAN 26 : OUTPUT UJI SEM LISREL 8.51

L I S R E L 8.51

BY

Karl G. Jöreskog & Dag Sörbom

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The following lines were read from file D:\lisrelirta\IRTA.pr2:

raw data from file data1.psf

latent variables: KPLN KPRC KPLG LPG

relationship:

!KP11 = KPLN

!KP12 = KPLN

!KP13 = KPLN

!KP14 = KPLN

!KP21 = KPLN

!KP22 = KPLN

!KP24 = KPLN

!KP31 = KPLN

!KP34 = KPLN

KP41 = KPLN

KP42 = KPLN

KP43 = KPLN

!KP44 = KPLN

!KP52 = KPLN

!KP54 = KPLN

!KP55 = KPLN

KPR11 = KPRC

KPR12 = KPRC

KPR13 = KPRC

KPL11 = KPLG

KPL12 = KPLG

```

KPL13 = KPLG
!LP11 = LPG
LP12 = LPG
!LP13 = LPG
!LP21 = LPG
!LP22 = LPG
!LP23 = LPG
!LP31 = LPG
LP32 = LPG
!LP33 = LPG

```

```

KPLG = KPLN
LPG = KPLG KPLN
LPG = KPRC

```

```

!set error covariance of LP13 and LP11 free
!set error covariance of LP33 and LP31 free
set error covariance of KP42 and LP32 free
set error covariance of LP32 and LP12 free
!set error covariance of LP31 and KP43 free

```

```

admissibility check off
path diagram
end of problem

```

Sample Size = 155

Covariance Matrix

	KPL11	KPL12	KPL13	LP12	LP32	KP41
-----	-----	-----	-----	-----	-----	
KPL11	0.56					
KPL12	0.23	0.38				
KPL13	0.29	0.15	0.34			
LP12	0.20	0.15	0.13	0.40		
LP32	0.20	0.12	0.15	0.16	0.47	
KP41	0.11	0.10	0.09	0.12	0.10	0.46
KP42	0.10	0.09	0.08	0.15	0.07	0.23

KP43	0.13	0.13	0.13	0.15	0.11	0.25
KPR11	0.20	0.12	0.16	0.18	0.14	0.10
KPR12	0.18	0.14	0.15	0.16	0.14	0.09
KPR13	0.17	0.11	0.15	0.15	0.14	0.10

Covariance Matrix

	KP42	KP43	KPR11	KPR12	KPR13
-----	-----	-----	-----	-----	-----
KP42	0.37				
KP43	0.25	0.43			
KPR11	0.16	0.14	0.52		
KPR12	0.15	0.14	0.26	0.46	
KPR13	0.11	0.10	0.27	0.21	0.33

Number of Iterations = 13

LISREL Estimates (Maximum Likelihood)

Measurement Equations

$$\text{KPL11} = 0.69 * \text{KPLG}, \text{Errorvar.} = 0.16, R^2 = 0.72$$

(0.041)
3.80

$$\text{KPL12} = 0.40 * \text{KPLG}, \text{Errorvar.} = 0.25, R^2 = 0.35$$

(0.058) (0.032)
6.85 7.79

$$\text{KPL13} = 0.49 * \text{KPLG}, \text{Errorvar.} = 0.14, R^2 = 0.59$$

(0.058) (0.025)
8.42 5.67

$$\text{LP12} = 0.58 * \text{LPG}, \text{Errorvar.} = 0.016, R^2 = 0.96$$

$$\text{LP32} = 0.51 * \text{LPG}, \text{Errorvar.} = 0.17, R^2 = 0.62$$

(0.097) (0.087)
5.30 2.01

$$\text{KP41} = 0.47 * \text{KPLN}, \text{Errorvar.} = 0.24, R^2 = 0.47$$

(0.052) (0.034)

8.92 7.18

KP42 = 0.48*KPLN, Errorvar.= 0.13 , R² = 0.64
 (0.045) (0.024)
 10.80 5.33

KP43 = 0.51*KPLN, Errorvar.= 0.17 , R² = 0.61
 (0.049) (0.029)
 10.54 5.76

KPR11 = 0.57*KPRC, Errorvar.= 0.19 , R² = 0.63
 (0.053) (0.035)
 10.69 5.43

KPR12 = 0.46*KPRC, Errorvar.= 0.25 , R² = 0.46
 (0.052) (0.034)
 8.78 7.23

KPR13 = 0.46*KPRC, Errorvar.= 0.11 , R² = 0.66
 (0.042) (0.022)
 10.99 5.05

Error Covariance for LP32 and LP12 = -0.17
 (0.026)
 -6.52

Error Covariance for KP42 and LP32 = -0.04
 (0.011)
 -3.60

Structural Equations

KPLG = 0.43*KPLN, Errorvar.= 0.66 , R² = 0.22
 (0.088) (0.13)
 4.90 5.21

LPG = 0.35*KPLG + 0.20*KPLN + 0.28*KPRC, Errorvar.= 0.69 , R² = 0.36
 (0.094) (0.10) (0.090) (0.089)
 3.68 1.96 3.08 7.71

Reduced Form Equations

$$\text{KPLG} = 0.43 \cdot \text{KPLN} + 0.0 \cdot \text{KPRC}, \text{ Errorvar.} = 0.66, R^2 = 0.22$$

(0.088)
4.90

$$\text{LPG} = 0.35 \cdot \text{KPLN} + 0.28 \cdot \text{KPRC}, \text{ Errorvar.} = 0.77, R^2 = 0.28$$

(0.095) (0.090)
3.67 3.08

Correlation Matrix of Independent Variables

	KPLN	KPRC
KPLN	1.00	
KPRC	0.54 (0.08) 7.11	1.00

Covariance Matrix of Latent Variables

	KPLG	LPG	KPLN	KPRC
KPLG	0.85			
LPG	0.45	1.07		
KPLN	0.43	0.50	1.00	
KPRC	0.23	0.46	0.54	1.00

Goodness of Fit Statistics

Degrees of Freedom = 110

Minimum Fit Function Chi-Square = 4216.87 (P = 0.0)

Normal Theory Weighted Least Squares Chi-Square = 99,69 (P = 0.0)

Estimated Non-centrality Parameter (NCP) = 111.11

90 Percent Confidence Interval for NCP = (47.06 ; 279.87)

Minimum Fit Function Value = 5.99

Population Discrepancy Function Value (F0) = 2.89

90 Percent Confidence Interval for F0 = (1.99 ; 3.09)

Root Mean Square Error of Approximation (RMSEA) = 0.49

90 Percent Confidence Interval for RMSEA = (0.099 ; 0.17)

P-Value for Test of Close Fit (RMSEA < 0.05) = 0.00

Expected Cross-Validation Index (ECVI) = 6.90

90 Percent Confidence Interval for ECVI = (5.98 ; 7.08)

ECVI for Saturated Model = 1.77

ECVI for Independence Model = 18.65

Chi-Square for Independence Model with 231 Degrees of Freedom = 4216.87

Independence AIC = 2872.53

Model AIC = 603.76

Saturated AIC = 821.81

Independence CAIC = 2937.17

Model CAIC = 959.92

Saturated CAIC = 1998.79

Normed Fit Index (NFI) = 0.95

Non-Normed Fit Index (NNFI) = 0.91

Parsimony Normed Fit Index (PNFI) = 0.49

Comparative Fit Index (CFI) = 0.95

Incremental Fit Index (IFI) = 0.95

Relative Fit Index (RFI) = 0.87

Critical N (CN) = 136.96

Root Mean Square Residual (RMR) = 0.11

Standardized RMR = 0.050

Goodness of Fit Index (GFI) = 0.88

Adjusted Goodness of Fit Index (AGFI) = 0.75

Parsimony Goodness of Fit Index (PGFI) = 0.41

Time used: 0.059 Seconds

LAMPIRAN KUESIONER PRETEST

Bagian II : Pertanyaan Utama

Petunjuk Pengisian :

Berilah tanda silang (X) pada pilihan jawaban yang tersedia dibawah ini sesuai dengan kecenderungan jawaban anda.

Keterangan Pilihan Jawaban

- | | |
|---------------------------------|------------------|
| 1. Sangat Tidak Setuju | 4. Setuju |
| 2. Tidak Setuju | 5. Sangat Setuju |
| 3. Antara Setuju & Tidak Setuju | |

PERTANYAAN

No	Pernyataan	Jawaban				
		1	2	3	4	5
1.	JNE memiliki sistem <i>tracking</i> yang canggih.					
2.	Interior ruang tunggu JNE menarik.					
3.	Karyawan JNE selalu berpenampilan rapi.					
4.	Tampilan ruang tunggu JNE sesuai dengan standar kantor layanan pengiriman.					
5.	Pengiriman barang JNE tepat waktu, sesuai jadwal.					
6.	Ketika pelanggan memiliki masalah, karyawan JNE memberi solusi yang menentramkan hati.					
7.	Karyawan JNE dapat di percaya					

No	Pernyataan	Jawaban				
		1	2	3	4	5
8.	JNE mengirim tepat waktu sesuai dengan janji yang di berikan.					
9.	JNE memiliki data resi pengiriman pelanggan yang akurat.					
10.	Karyawan JNE tidak memberikan informasi yang jelas kepada pelanggan kapan barang sampai.					
11.	Anda tidak menerima pelayanan cepat dari karyawan JNE.					
12.	Karyawan JNE tidak bersedia membantu , apabila pelanggan mengalami kebingungan.					
13.	Karyawan JNE terlalu sibuk untuk menanggapi permintaan pelanggan dengan cepat.					
14.	Anda mempercayai karyawan JNE.					
15.	Pelanggan merasa aman sewaktu melakukan pengiriman di kantor JNE.					
16.	Karyawan JNE bersikap sopan.					
17.	Karyawan JNE mendapat dukungan yang cukup dari JNE untuk melakukan pekerjaannya.					
18.	JNE tidak memberikan perhatian kusus kepada para pelanggan.					
19.	Karyawan JNE tidak memberikan perhatian kusus kepada pelanggan.					
20.	Karyawan JNE tidak memahami keinginan pelanggan.					

No	Pernyataan	Jawaban				
		1	2	3	4	5
21.	Sebenarnya JNE bukan pilihan utama saya.					
22.	JNE tidak memiliki jam operasional yang nyaman bagi pelanggan					
23.	Karyawan JNE memberikan layanan sesuai janjinya (untuk memberikan jasa pengiriman yang terbaik).					
24.	Karyawan JNE tulus melayani saya.					
25.	Karyawan JNE dapat di andalkan dalam melaksanakan tugasnya.					
26.	Karyawan JNE bersikap jujur.					
27.	Saya senang dengan pelayanan karyawan JNE.					
28.	Saya puas dengan kinerja karyawan JNE.					
29.	Saya puas dengan layanan pengiriman yang di berikan oleh karyawan JNE.					
30.	Saya akan terus berlangganan di perusahaan jasa ini.					
31.	Saya yakin kualitas layanan ini secara keseluruhan tidak akan menurun.					
32.	Saya yakin kualitas layanan meningkat di masa yang akan datang.					
33.	Saya tidak akan pindah ke ekspedisi lain.					

No	Pernyataan	Jawaban				
		1	2	3	4	5
34.	Saya tidak akan pindah ke ekspedisi lain walau ada ekspedisi yang lebih dekat dari rumah saya.					
35.	Saya tidak akan pindah walaupun ada ekspedisi lebih murah.					
36.	Saya akan merekomendasikan JNE ini kepada teman-teman saya					
37.	Saya akan bercerita hal-hal yang baik tentang JNE.					
38.	Saya senang apabila teman-teman saya menggunakan jasa pengiriman JNE.					