	KUALITAS PELAYANAN																								KEPERCAYAAN				KEPUASAN PELANGGAN			LOYALITAS									
Pernyataan / Responden	KP11	KP12	KP13	KP14	KP21	KP22	KP23	KP24	KP25	KP31	KP32	KP33	KP34	KP41	KP42	KP43	KP44	KP51	KP52	KP53	KP54	KP55	KPR1	KPR2	KPR3	KPR4	KPL1	KPL2	KPL3	LP11	LP12	LP13	LP21	LP22	LP23	LP31	LP32	LP33
1	3	2	4	3	3	3	3	2	2	2	4	4	4	4	2	2	4	3	4	3	1	2	4	3	4	3	5	4	3	4	2	5	2	3	4	2	4	4
2	4	3	4	3	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	2	2	3	3	3	3	3	3	3	3	3	3	3
3	3	3	3	3	3	4	5	5	5	1	1	2	1	4	4	5	3	3	3	2	2	5	4	1	3	4	1	5	5	5	5	5	5	3	3	3	3	3
4	4	4	5	5	4	4	5	5	5	3	2	3	2	5	5	5	3	2	1	3	3	2	4	4	4	4	4	5	5	5	4	4	4	5	5	5	5	5
5	5	5	5	5	5	5	5	5	5	5	2	1	2	3	4	1	2	5	1	1	3	3	3	3	1	3	5	4	4	1	4	2	4	2	4	2	5	5
6	5	5	5	5	4	5	5	4	5	1	1	1	4	5	5	5	5	1	1	1	1	1	5	4	5	4	5	4	4	5	5	5	5	4	4	5	5	5
7	5	5	5	5	5	5	5	5	5	1	1	1	5	5	5	5	5	1	1	1	2	1	5	5	5	5	5	4	4	4	4	5	4	4	4	5	5	5
8	4	4	4	4	4	4	4	3	3	3	4	3	3	3	4	4	4	2	2	3	2	2	4	4	4	4	4	4	4	4	4	4	3	4	3	4	4	4
9	2	4	4	4	4	3	3	2	3	3	4	3	4	2	3	2	4	2	4	4	3	4	3	3	2	2	2	2	3	3	4	2	4	3	3	2	2	2
10	2	4	4	4	4	3	3	2	3	3	4	3	4	2	3	2	3	4	3	3	3	2	2	3	2	2	2	2	2	3	3	2	3	3	3	4	3	2
11	3	4	5	4	3	3	3	4	4	4	4	3	4	4	4	5	5	4	5	4	4	4	5	4	4	4	4	4	4	3	4	5	3	3	3	5	3	3
12	4	5	5	5	4	3	3	1	4	3	2	1	1	3	4	4	5	2	2	3	2	2	4	5	5	5	4	4	4	4	5	5	5	5	5	4	4	4
13	3	4	4	4	3	3	3	3	4	1	2	2	4	4	4	4	4	4	2	4	3	3	3	4	3	3	4	5	5	3	5	5	3	3	3	5	3	3
14	3	4	4	4	1	4	4	1	3	2	4	4	2	4	4	5	4	2	2	2	2	1	4	4	4	4	4	4	5	3	3	3	3	3	3	4	4	3
15	3	4	4	4	2	3	3	2	3	3	3	3	4	4	5	4	3	4	3	3	3	4	2	3	4	4	3	3	3	3	4	3	3	4	2	3	3	4
16	3	4	4	4	4	3	3	3	3	4	3	3	3	4	4	5	4	2	3	2	3	2	4	4	5	4	4	3	4	3	3	4	3	3	3	4	4	4
17	3	4	4	4	4	3	4	4	4	2	1	2	2	4	4	4	3	2	2	1	2	2	4	4	4	4	4	4	3	4	3	4	3	3	4	4	4	4
18	5	3	3	3	3	3	3	3	3	3	3	2	2	3	4	4	3	3	3	3	3	3	3	4	4	3	4	4	3	3	4	4	3	3	3	3	4	3
19	5	4	4	4	4	4	4	4	4	2	2	2	4	4	4	4	4	2	2	2	3	2	4	4	4	4	4	4	4	4	4	4	3	3	3	4	4	4
20	3	4	4	4	4	3	4	4	2	2	2	2	2	4	4	4	3	2	3	2	4	4	4	4	4	4	4	4	4	4	4	4	3	2	2	4	4	4
21	4	2	2	3	2	3	3	2	4	4	2	2	3	4	3	4	3	3	2	2	4	4	3	4	4	4	3	3	2	3	3	3	2	2	1	3	3	2
22	3	1	1	4	2	1	2	2	3	4	3	3	2	2	4	4	4	4	2	2	2	5	5	3	3	2	4	2	2	2	1	1	3	1	1	1	1	1
23	4	2	4	4	2	2	3	3	3	2	2	2	2	3	4	4	3	3	3	3	4	3	4	3	3	4	4	3	2	3	2	3	2	2	2	2	2	3
24	2	2	2	4	2	2	3	2	3	4	3	3	2	2	3	4	4	4	4	4	4	3	3	4	3	4	3	3	3	3	3	3	2	2	2	2	3	2
25	3	3	4	3	3	4	4	2	3	3	3	4	3	3	3	4	4	3	4	4	3	2	3	4	4	3	3	3	3	2	4	4	2	2	2	3	3	3
26	3	3	3	3	2	2	3	2	4	2	3	4	3	2	4	4	3	3	3	4	2	3	3	2	2	3	3	3	3	2	3	3	1	1	1	3	3	3
27	1	2	4	4	1	4	4	1	4	3	3	4	2	4	4	4	4	3	3	3	2	5	4	4	4	4	4	4	4	1	4	4	1	1	1	4	1	4
28	3	3	3	3	2	3	3	2	3	3	2	2	3	3	2	3	4	4	3	3	3	3	2	4	3	3	3	2	2	2	2	2	2	2	2	2	2	2
29	3	3	4	4	3	3	4	4	4	3	3	5	2	4	4	4	4	3	3	1	5	5	5	5	5	5	5	5	5	5	5	5	5	5	3	5	5	5
30	4	3	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	2	3	3	4	4	4	4	3	3	3	4	4	4

LAMPIRAN 2 : FACTOR ANALYSIS PELAYANAN TANGIBLES

Correlation Matrix[a]

		KP1.1	KP1.2	KP1.3	KP1.4
Correlation	KP1.1	1,000	,390	,289	,232
	KP1.2	,390	1,000	,774	,620
	KP1.3	,289	,774	1,000	,550
	KP1.4	,232	,620	,550	1,000
Sig. (1-tailed)	KP1.1		,017	,060	,109
	KP1.2	,017		,000	,000
	KP1.3	,060	,000		,001
	KP1.4	,109	,000	,001	

a. Determinant = ,205

Inverse of Correlation Matrix

	KP1.1	KP1.2	KP1.3	KP1.4
KP1.1	1,180	-,495	,033	,015
KP1.2	-,495	3,085	-1,800	-,805
KP1.3	,033	-1,800	2,545	-,293
KP1.4	,015	-,805	-,293	1,657

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,715
Bartlett's Test of Sphericity	Approx. Chi-Square	42,486
	df	6
	Sig.	,000

Anti-image Matrices

		KP1.1	KP1.2	KP1.3	KP1.4
Anti-image Covariance	KP1.1	,848	-,136	,011	,007
	KP1.2	-,136	,324	-,229	-,158
	KP1.3	,011	-,229	,393	-,070
	KP1.4	,007	-,158	-,070	,603
Anti-image Correlation	KP1.1	,810[a]	-,259	,019	,010
	KP1.2	-,259	,651[a]	-,643	-,356
	KP1.3	,019	-,643	,694[a]	-,143
	KP1.4	,010	-,356	-,143	,834[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP1.1	1,000	,281
KP1.2	1,000	,839
KP1.3	1,000	,754
KP1.4	1,000	,615

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2,490	62,249	62,249	2,490	62,249	62,249
2	,826	20,640	82,889			
3	,474	11,839	94,728			
4	,211	5,272	100,000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
KP1.1	,531
KP1.2	,916
KP1.3	,868
KP1.4	,784

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reproduced Correlations

		KP1.1	KP1.2	KP1.3	KP1.4
Reproduced Correlation	KP1.1	,281[a]	,486	,461	,416
	KP1.2	,486	,839[a]	,796	,718
	KP1.3	,461	,796	,754[a]	,681
	KP1.4	,416	,718	,681	,615[a]
Residual[b]	KP1.1		-,096	-,171	-,184
	KP1.2	-,096		-,022	-,099
	KP1.3	-,171	-,022		-,131
	KP1.4	-,184	-,099	-,131	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 5 (83,0%) nonredundant residuals with absolute values greater than 0.05.

LAMPIRAN 3: FACTOR ANALYSIS PELAYANAN RELIABILITY

Correlation Matrix[a]

		KP2.1	KP2.2	KP2.3	KP2.4	KP2.5
Correlation	KP2.1	1,000	,494	,465	,656	,330
	KP2.2	,494	1,000	,863	,475	,557
	KP2.3	,465	,863	1,000	,677	,650
	KP2.4	,656	,475	,677	1,000	,580
	KP2.5	,330	,557	,650	,580	1,000
Sig. (1-tailed)	KP2.1		,003	,005	,000	,037
	KP2.2	,003		,000	,004	,001
	KP2.3	,005	,000		,000	,000
	KP2.4	,000	,004	,000		,000
	KP2.5	,037	,001	,000	,000	

a. Determinant = ,030

Inverse of Correlation Matrix

	KP2.1	KP2.2	KP2.3	KP2.4	KP2.5
KP2.1	2,240	-1,584	1,346	-1,813	,318
KP2.2	-1,584	5,429	-5,169	2,201	-,416
KP2.3	1,346	-5,169	7,201	-3,013	-,501
KP2.4	-1,813	2,201	-3,013	3,632	-,774
KP2.5	,318	-,416	-,501	-,774	1,901

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,620
Bartlett's Test of Sphericity	Approx. Chi-Square	92,599
	df	10
	Sig.	,000

Anti-image Matrices

		KP2.1	KP2.2	KP2.3	KP2.4	KP2.5
Anti-image Covariance	KP2.1	,446	-,130	,083	-,223	,075
	KP2.2	-,130	,184	-,132	,112	-,040
	KP2.3	,083	-,132	,139	-,115	-,037
	KP2.4	-,223	,112	-,115	,275	-,112
	KP2.5	,075	-,040	-,037	-,112	,526
Anti-image Correlation	KP2.1	,572[a]	-,454	,335	-,636	,154
	KP2.2	-,454	,570[a]	-,827	,496	-,129
	KP2.3	,335	-,827	,613[a]	-,589	-,136
	KP2.4	-,636	,496	-,589	,572[a]	-,294
	KP2.5	,154	-,129	-,136	-,294	,890[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP2.1	1,000	,499
KP2.2	1,000	,712
KP2.3	1,000	,833
KP2.4	1,000	,689
KP2.5	1,000	,587

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	3,320	66,395	66,395	3,320	66,395	66,395
2	,762	15,241	81,636			
3	,544	10,886	92,522			
4	,301	6,010	98,532			
5	,073	1,468	100,000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
KP2.1	,706
KP2.2	,844
KP2.3	,913
KP2.4	,830
KP2.5	,766

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reproduced Correlations

		KP2.1	KP2.2	KP2.3	KP2.4	KP2.5
Reproduced Correlation	KP2.1	,499[a]	,596	,644	,586	,541
	KP2.2	,596	,712[a]	,770	,701	,647
	KP2.3	,644	,770	,833[a]	,758	,699
	KP2.4	,586	,701	,758	,689[a]	,636
	KP2.5	,541	,647	,699	,636	,587[a]
Residual[b]	KP2.1		-,102	-,180	,070	-,211
	KP2.2	-,102		,093	-,226	-,090
	KP2.3	-,180	,093		-,080	-,049
	KP2.4	,070	-,226	-,080		-,057
	KP2.5	-,211	-,090	-,049	-,057	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 9 (90,0%) nonredundant residuals with absolute values greater than 0.05.

LAMPIRAN 4: FACTOR ANALYSIS PELAYANAN RESPONSIVENESS

Correlation Matrix[a]

		KP3.1	KP3.2	KP3.3	KP3.4
Correlation	KP3.1	1,000	,451	,219	-,147
	KP3.2	,451	1,000	,737	,257
	KP3.3	,219	,737	1,000	,066
	KP3.4	-,147	,257	,066	1,000
Sig. (1-tailed)	KP3.1		,006	,123	,220
	KP3.2	,006		,000	,085
	KP3.3	,123	,000		,364
	KP3.4	,220	,085	,364	

a. Determinant = ,277

Inverse of Correlation Matrix

	KP3.1	KP3.2	KP3.3	KP3.4
KP3.1	1,486	-1,162	,499	,484
KP3.2	-1,162	3,327	-2,138	-,885
KP3.3	,499	-2,138	2,436	,462
KP3.4	,484	-,885	,462	1,268

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,408
Bartlett's Test of Sphericity	Approx. Chi-Square	34,437
	df	6
	Sig.	,000

Anti-image Matrices

		KP3.1	KP3.2	KP3.3	KP3.4
Anti-image Covariance	KP3.1	,673	-,235	,138	,257
	KP3.2	-,235	,301	-,264	-,210
	KP3.3	,138	-,264	,411	,150
	KP3.4	,257	-,210	,150	,788
Anti-image Correlation	KP3.1	,369[a]	-,523	,262	,353
	KP3.2	-,523	,443[a]	-,751	-,431
	KP3.3	,262	-,751	,459[a]	,263
	KP3.4	,353	-,431	,263	,195[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP3.1	1,000	,666
KP3.2	1,000	,905
KP3.3	1,000	,716
KP3.4	1,000	,834

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	1,994	49,845	49,845	1,994	49,845	49,845
2	1,128	28,189	78,035	1,128	28,189	78,035
3	,703	17,585	95,619			
4	,175	4,381	100,000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component	
	1	2
KP3.1	,583	-,571
KP3.2	,946	,100
KP3.3	,844	,057
KP3.4	,215	,888

Extraction Method: Principal Component Analysis.

a. 2 components extracted.

Reproduced Correlations

		KP3.1	KP3.2	KP3.3	KP3.4
Reproduced Correlation	KP3.1	,666[a]	,495	,460	-,382
	KP3.2	,495	,905[a]	,804	,292
	KP3.3	,460	,804	,716[a]	,232
	KP3.4	-,382	,292	,232	,834[a]
Residual[b]	KP3.1		-,044	-,241	,235
	KP3.2	-,044		-,067	-,035
	KP3.3	-,241	-,067		-,166
	KP3.4	,235	-,035	-,166	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 4 (66,0%) nonredundant residuals with absolute values greater than 0.05.

Correlation Matrix[a]

		KP3.2	KP3.3	KP3.1
Correlation	KP3.2	1,000	,737	,451
	KP3.3	,737	1,000	,219
	KP3.1	,451	,219	1,000
Sig. (1-tailed)	KP3.2		,000	,006
	KP3.3	,000		,123
	KP3.1	,006	,123	

a. Determinant = ,351

Inverse of Correlation Matrix

	KP3.2	KP3.3	KP3.1
KP3.2	2,709	-1,815	-,824
KP3.3	-1,815	2,267	,322
KP3.1	-,824	,322	1,301

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,509
Bartlett's Test of Sphericity	Approx. Chi-Square	28,408
	df	3
	Sig.	,000

Anti-image Matrices

		KP3.2	KP3.3	KP3.1
Anti-image Covariance	KP3.2	,369	-,296	-,234
	KP3.3	-,296	,441	,109
	KP3.1	-,234	,109	,769
Anti-image Correlation	KP3.2	,506[a]	-,733	-,439
	KP3.3	-,733	,508[a]	,188
	KP3.1	-,439	,188	,524[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP3.2	1,000	,867
KP3.3	1,000	,717
KP3.1	1,000	,388

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	1,971	65,714	65,714	1,971	65,714	65,714
2	,808	26,931	92,645			
3	,221	7,355	100,000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
KP3.2	,931
KP3.3	,846
KP3.1	,623

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reproduced Correlations

		KP3.2	KP3.3	KP3.1
Reproduced Correlation	KP3.2	,867[a]	,788	,580
	KP3.3	,788	,717[a]	,527
	KP3.1	,580	,527	,388[a]
Residual[b]	KP3.2		-,051	-,129
	KP3.3	-,051		-,308
	KP3.1	-,129	-,308	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 3 (100,0%) nonredundant residuals with absolute values greater than 0.05.

LAMPIRAN 5: FACTOR ANALYSIS PELAYANAN ASSURANCE

Correlation Matrix[a]

		KP4.1	KP4.2	KP4.3	KP4.4
Correlation	KP4.1	1,000	,496	,524	,221
	KP4.2	,496	1,000	,580	,042
	KP4.3	,524	,580	1,000	,384
	KP4.4	,221	,042	,384	1,000
Sig. (1-tailed)	KP4.1		,003	,001	,120
	KP4.2	,003		,000	,414
	KP4.3	,001	,000		,018
	KP4.4	,120	,414	,018	

a. Determinant = ,353

Inverse of Correlation Matrix

	KP4.1	KP4.2	KP4.3	KP4.4
KP4.1	1,508	-,474	-,463	-,136
KP4.2	-,474	1,750	-,914	,383
KP4.3	-,463	-,914	2,017	-,635
KP4.4	-,136	,383	-,635	1,258

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,627
Bartlett's Test of Sphericity	Approx. Chi-Square	27,935
	df	6
	Sig.	,000

Anti-image Matrices

		KP4.1	KP4.2	KP4.3	KP4.4
Anti-image Covariance	KP4.1	,663	-,180	-,152	-,072
	KP4.2	-,180	,571	-,259	,174
	KP4.3	-,152	-,259	,496	-,250
	KP4.4	-,072	,174	-,250	,795
Anti-image Correlation	KP4.1	,775[a]	-,292	-,265	-,099
	KP4.2	-,292	,601[a]	-,487	,258
	KP4.3	-,265	-,487	,620[a]	-,398
	KP4.4	-,099	,258	-,398	,457[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP4.1	1,000	,626
KP4.2	1,000	,595
KP4.3	1,000	,761
KP4.4	1,000	,208

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2,189	54,735	54,735	2,189	54,735	54,735
2	,976	24,392	79,128			
3	,512	12,805	91,933			
4	,323	8,067	100,000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
KP4.1	,791
KP4.2	,772
KP4.3	,872
KP4.4	,456

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reproduced Correlations

		KP4.1	KP4.2	KP4.3	KP4.4
Reproduced Correlation	KP4.1	,626[a]	,610	,690	,361
	KP4.2	,610	,595[a]	,673	,352
	KP4.3	,690	,673	,761[a]	,398
	KP4.4	,361	,352	,398	,208[a]
Residual[b]	KP4.1		-,114	-,166	-,139
	KP4.2	-,114		-,093	-,310
	KP4.3	-,166	-,093		-,013
	KP4.4	-,139	-,310	-,013	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 5 (83,0%) nonredundant residuals with absolute values greater than 0.05.

Correlation Matrix[a]

		KP4.1	KP4.2	KP4.3
Correlation	KP4.1	1,000	,496	,524
	KP4.2	,496	1,000	,580
	KP4.3	,524	,580	1,000
Sig. (1-tailed)	KP4.1		,003	,001
	KP4.2	,003		,000
	KP4.3	,001	,000	

a. Determinant = ,444

Inverse of Correlation Matrix

	KP4.1	KP4.2	KP4.3
KP4.1	1,493	-,433	-,531
KP4.2	-,433	1,633	-,721
KP4.3	-,531	-,721	1,697

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,695
Bartlett's Test of Sphericity	Approx. Chi-Square	22,048
	df	3
	Sig.	,000

Anti-image Matrices

		KP4.1	KP4.2	KP4.3
Anti-image Covariance	KP4.1	,670	-,177	-,210
	KP4.2	-,177	,612	-,260
	KP4.3	-,210	-,260	,589
Anti-image Correlation	KP4.1	,735[a]	-,277	-,334
	KP4.2	-,277	,688[a]	-,433
	KP4.3	-,334	-,433	,672[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP4.1	1,000	,648
KP4.2	1,000	,698
KP4.3	1,000	,721

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2,068	68,929	68,929	2,068	68,929	68,929
2	,515	17,176	86,105			
3	,417	13,895	100,000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
KP4.1	,805
KP4.2	,836
KP4.3	,849

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reproduced Correlations

		KP4.1	KP4.2	KP4.3
Reproduced Correlation	KP4.1	,648[a]	,673	,684
	KP4.2	,673	,698[a]	,710
	KP4.3	,684	,710	,721[a]
Residual[b]	KP4.1		-,177	-,160
	KP4.2	-,177		-,129
	KP4.3	-,160	-,129	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 3 (100,0%) nonredundant residuals with absolute values greater than 0.05.

LAMPIRAN 6: FACTOR ANALYSIS PELAYANAN EMPATHY

Correlation Matrix[a]

		KP5.1	KP5.2	KP5.3	KP5.4	KP5.5
Correlation	KP5.1	1,000	,404	,399	,410	,477
	KP5.2	,404	1,000	,673	,403	,369
	KP5.3	,399	,673	1,000	,228	,120
	KP5.4	,410	,403	,228	1,000	,405
	KP5.5	,477	,369	,120	,405	1,000
Sig. (1-tailed)	KP5.1		,013	,014	,012	,004
	KP5.2	,013		,000	,014	,022
	KP5.3	,014	,000		,112	,264
	KP5.4	,012	,014	,112		,013
	KP5.5	,004	,022	,264	,013	

a. Determinant = ,216

Inverse of Correlation Matrix

	KP5.1	KP5.2	KP5.3	KP5.4	KP5.5
KP5.1	1,604	,062	-,538	-,318	-,594
KP5.2	,062	2,284	-1,405	-,408	-,538
KP5.3	-,538	-1,405	2,076	,120	,478
KP5.4	-,318	-,408	,120	1,377	-,270
KP5.5	-,594	-,538	,478	-,270	1,534

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,644
Bartlett's Test of Sphericity	Approx. Chi-Square	40,564
	df	10
	Sig.	,000

Anti-image Matrices

		KP5.1	KP5.2	KP5.3	KP5.4	KP5.5
Anti-image Covariance	KP5.1	,624	,017	-,162	-,144	-,242
	KP5.2	,017	,438	-,296	-,130	-,154
	KP5.3	-,162	-,296	,482	,042	,150
	KP5.4	-,144	-,130	,042	,726	-,128
	KP5.5	-,242	-,154	,150	-,128	,652
Anti-image Correlation	KP5.1	,721[a]	,032	-,295	-,214	-,379
	KP5.2	,032	,623[a]	-,645	-,230	-,288
	KP5.3	-,295	-,645	,539[a]	,071	,268
	KP5.4	-,214	-,230	,071	,798[a]	-,186
	KP5.5	-,379	-,288	,268	-,186	,620[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP5.1	1,000	,606
KP5.2	1,000	,793
KP5.3	1,000	,895
KP5.4	1,000	,573
KP5.5	1,000	,738

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2,571	51,416	51,416	2,571	51,416	51,416
2	1,034	20,677	72,093	1,034	20,677	72,093
3	,619	12,385	84,478			
4	,526	10,526	95,004			
5	,250	4,996	100,000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component	
	1	2
KP5.1	,755	,189
KP5.2	,813	-,364
KP5.3	,687	-,651
KP5.4	,672	,348
KP5.5	,646	,567

Extraction Method: Principal Component Analysis.

a. 2 components extracted.

Reproduced Correlations

		KP5.1	KP5.2	KP5.3	KP5.4	KP5.5
Reproduced Correlation	KP5.1	,606[a]	,545	,396	,573	,594
	KP5.2	,545	,793[a]	,795	,420	,319
	KP5.3	,396	,795	,895[a]	,235	,075
	KP5.4	,573	,420	,235	,573[a]	,631
	KP5.5	,594	,319	,075	,631	,738[a]
Residual[b]	KP5.1		-,141	,003	-,163	-,117
	KP5.2	-,141		-,122	-,016	,050
	KP5.3	,003	-,122		-,007	,045
	KP5.4	-,163	-,016	-,007		-,226
	KP5.5	-,117	,050	,045	-,226	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 6 (60,0%) nonredundant residuals with absolute values greater than 0.05.

Correlation Matrix[a]

		KP5.1	KP5.2	KP5.4	KP5.5
Correlation	KP5.1	1,000	,404	,410	,477
	KP5.2	,404	1,000	,403	,369
	KP5.4	,410	,403	1,000	,405
	KP5.5	,477	,369	,405	1,000
Sig. (1-tailed)	KP5.1		,013	,012	,004
	KP5.2	,013		,014	,022
	KP5.4	,012	,014		,013
	KP5.5	,004	,022	,013	

a. Determinant = ,449

Inverse of Correlation Matrix

	KP5.1	KP5.2	KP5.4	KP5.5
KP5.1	1,464	-,302	-,287	-,471
KP5.2	-,302	1,333	-,327	-,215
KP5.4	-,287	-,327	1,370	-,297
KP5.5	-,471	-,215	-,297	1,424

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,760
Bartlett's Test of Sphericity	Approx. Chi-Square	21,474
	df	6
	Sig.	,002

Anti-image Matrices

		KP5.1	KP5.2	KP5.4	KP5.5
Anti-image Covariance	KP5.1	,683	-,155	-,143	-,226
	KP5.2	-,155	,750	-,179	-,113
	KP5.4	-,143	-,179	,730	-,152
	KP5.5	-,226	-,113	-,152	,702
Anti-image Correlation	KP5.1	,742[a]	-,216	-,203	-,326
	KP5.2	-,216	,781[a]	-,242	-,156
	KP5.4	-,203	-,242	,773[a]	-,213
	KP5.5	-,326	-,156	-,213	,750[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP5.1	1,000	,598
KP5.2	1,000	,519
KP5.4	1,000	,547
KP5.5	1,000	,572

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2,235	55,875	55,875	2,235	55,875	55,875
2	,652	16,303	72,177			
3	,594	14,854	87,032			
4	,519	12,968	100,000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
KP5.1	,773
KP5.2	,720
KP5.4	,740
KP5.5	,756

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reproduced Correlations

		KP5.1	KP5.2	KP5.4	KP5.5
Reproduced Correlation	KP5.1	,598[a]	,557	,572	,584
	KP5.2	,557	,519[a]	,533	,545
	KP5.4	,572	,533	,547[a]	,559
	KP5.5	,584	,545	,559	,572[a]
Residual[b]	KP5.1		-,153	-,162	-,108
	KP5.2	-,153		-,129	-,176
	KP5.4	-,162	-,129		-,154
	KP5.5	-,108	-,176	-,154	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 6 (100,0%) nonredundant residuals with absolute values greater than 0.05.

LAMPIRAN 7: FACTOR ANALYSIS KEPERCAYAAN

Correlation Matrix[a]

		KPR1	KPR2	KPR3	KPR4
Correlation	KPR1	1,000	,296	,554	,385
	KPR2	,296	1,000	,663	,403
	KPR3	,554	,663	1,000	,591
	KPR4	,385	,403	,591	1,000
Sig. (1-tailed)	KPR1		,056	,001	,018
	KPR2	,056		,000	,014
	KPR3	,001	,000		,000
	KPR4	,018	,014	,000	

a. Determinant = ,247

Inverse of Correlation Matrix

	KPR1	KPR2	KPR3	KPR4
KPR1	1,473	,190	-,863	-,133
KPR2	,190	1,810	-1,278	-,048
KPR3	-,863	-1,278	2,805	-,811
KPR4	-,133	-,048	-,811	1,550

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,689
Bartlett's Test of Sphericity	Approx. Chi-Square	37,488
	df	6
	Sig.	,000

Anti-image Matrices

		KPR1	KPR2	KPR3	KPR4
Anti-image Covariance	KPR1	,679	,071	-,209	-,058
	KPR2	,071	,552	-,252	-,017
	KPR3	-,209	-,252	,357	-,187
	KPR4	-,058	-,017	-,187	,645
Anti-image Correlation	KPR1	,729[a]	,116	-,424	-,088
	KPR2	,116	,673[a]	-,567	-,028
	KPR3	-,424	-,567	,627[a]	-,389
	KPR4	-,088	-,028	-,389	,805[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KPR1	1,000	,484
KPR2	1,000	,578
KPR3	1,000	,831
KPR4	1,000	,575

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2,468	61,699	61,699	2,468	61,699	61,699
2	,710	17,755	79,454			
3	,577	14,437	93,891			
4	,244	6,109	100,000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
KPR1	,696
KPR2	,760
KPR3	,911
KPR4	,758

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reproduced Correlations

		KPR1	KPR2	KPR3	KPR4
Reproduced Correlation	KPR1	,484[a]	,529	,634	,528
	KPR2	,529	,578[a]	,693	,577
	KPR3	,634	,693	,831[a]	,691
	KPR4	,528	,577	,691	,575[a]
Residual[b]	KPR1		-,233	-,080	-,143
	KPR2	-,233		-,030	-,173
	KPR3	-,080	-,030		-,100
	KPR4	-,143	-,173	-,100	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 5 (83,0%) nonredundant residuals with absolute values greater than 0.05.

LAMPIRAN 8: FACTOR ANALYSIS KEPUASAN PELANGGAN

Correlation Matrix[a]

		KPL1	KPL2	KPL3
Correlation	KPL1	1,000	,432	,279
	KPL2	,432	1,000	,826
	KPL3	,279	,826	1,000
Sig. (1-tailed)	KPL1		,009	,068
	KPL2	,009		,000
	KPL3	,068	,000	

a. Determinant = ,252

Inverse of Correlation Matrix

	KPL1	KPL2	KPL3
KPL1	1,259	-,799	,309
KPL2	-,799	3,659	-2,801
KPL3	,309	-2,801	3,228

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,534
Bartlett's Test of Sphericity	Approx. Chi-Square	37,442
	df	3
	Sig.	,000

Anti-image Matrices

		KPL1	KPL2	KPL3
Anti-image Covariance	KPL1	,794	-,173	,076
	KPL2	-,173	,273	-,237
	KPL3	,076	-,237	,310
Anti-image Correlation	KPL1	,620[a]	-,372	,153
	KPL2	-,372	,520[a]	-,815
	KPL3	,153	-,815	,525[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KPL1	1,000	,379
KPL2	1,000	,888
KPL3	1,000	,797

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2,065	68,828	68,828	2,065	68,828	68,828
2	,778	25,945	94,773			
3	,157	5,227	100,000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
KPL1	,616
KPL2	,943
KPL3	,893

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reproduced Correlations

		KPL1	KPL2	KPL3
Reproduced Correlation	KPL1	,379[a]	,581	,550
	KPL2	,581	,888[a]	,841
	KPL3	,550	,841	,797[a]
Residual[b]	KPL1		-,149	-,271
	KPL2	-,149		-,015
	KPL3	-,271	-,015	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 2 (66,0%) nonredundant residuals with absolute values greater than 0.05.

LAMPIRAN 9: FACTOR ANALYSIS LOYALITAS PELANGGAN

Correlation Matrix[a]

		LP1.1	LP1.2	LP1.3
Correlation	LP1.1	1,000	,420	,615
	LP1.2	,420	1,000	,642
	LP1.3	,615	,642	1,000
Sig. (1-tailed)	LP1.1		,010	,000
	LP1.2	,010		,000
	LP1.3	,000	,000	

a. Determinant = ,365

Inverse of Correlation Matrix

	LP1.1	LP1.2	LP1.3
LP1.1	1,611	-,069	-,946
LP1.2	-,069	1,703	-1,051
LP1.3	-,946	-1,051	2,256

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,643
Bartlett's Test of Sphericity	Approx. Chi-Square	27,369
	df	3
	Sig.	,000

Anti-image Matrices

		LP1.1	LP1.2	LP1.3
Anti-image Covariance	LP1.1	,621	-,025	-,260
	LP1.2	-,025	,587	-,273
	LP1.3	-,260	-,273	,443
Anti-image Correlation	LP1.1	,691[a]	-,042	-,496
	LP1.2	-,042	,670[a]	-,536
	LP1.3	-,496	-,536	,597[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
LP1.1	1,000	,640
LP1.2	1,000	,665
LP1.3	1,000	,818

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2,123	70,767	70,767	2,123	70,767	70,767
2	,581	19,365	90,131			
3	,296	9,869	100,000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
LP1.1	,800
LP1.2	,816
LP1.3	,904

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reproduced Correlations

		LP1.1	LP1.2	LP1.3
Reproduced Correlation	LP1.1	,640[a]	,653	,723
	LP1.2	,653	,665[a]	,738
	LP1.3	,723	,738	,818[a]
Residual[b]	LP1.1		-,233	-,108
	LP1.2	-,233		-,096
	LP1.3	-,108	-,096	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 3 (100,0%) nonredundant residuals with absolute values greater than 0.05.

LAMPIRAN 10: FACTOR ANALYSIS LOYALITAS PELANGGAN

Correlation Matrix[a]

		LP2.1	LP2.2	LP2.3
Correlation	LP2.1	1,000	,735	,686
	LP2.2	,735	1,000	,770
	LP2.3	,686	,770	1,000
Sig. (1-tailed)	LP2.1		,000	,000
	LP2.2	,000		,000
	LP2.3	,000	,000	

a. Determinant = ,173

Inverse of Correlation Matrix

	LP2.1	LP2.2	LP2.3
LP2.1	2,357	-1,198	-,695
LP2.2	-1,198	3,062	-1,535
LP2.3	-,695	-1,535	2,658

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,739
Bartlett's Test of Sphericity	Approx. Chi-Square	47,674
	df	3
	Sig.	,000

Anti-image Matrices

		LP2.1	LP2.2	LP2.3
Anti-image Covariance	LP2.1	,424	-,166	-,111
	LP2.2	-,166	,327	-,189
	LP2.3	-,111	-,189	,376
Anti-image Correlation	LP2.1	,786[a]	-,446	-,278
	LP2.2	-,446	,699[a]	-,538
	LP2.3	-,278	-,538	,744[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
LP2.1	1,000	,791
LP2.2	1,000	,853
LP2.3	1,000	,817

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2,461	82,033	82,033	2,461	82,033	82,033
2	,318	10,605	92,638			
3	,221	7,362	100,000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
LP2.1	,889
LP2.2	,924
LP2.3	,904

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reproduced Correlations

		LP2.1	LP2.2	LP2.3
Reproduced Correlation	LP2.1	,791[a]	,821	,804
	LP2.2	,821	,853[a]	,835
	LP2.3	,804	,835	,817[a]
Residual[b]	LP2.1		-,086	-,118
	LP2.2	-,086		-,065
	LP2.3	-,118	-,065	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 3 (100,0%) nonredundant residuals with absolute values greater than 0.05.

LAMPIRAN 11: FACTOR ANALYSIS LOYALITAS PELANGGAN

Correlation Matrix[a]

		LP3.1	LP3.2	LP3.3
Correlation	LP3.1	1,000	,548	,592
	LP3.2	,548	1,000	,768
	LP3.3	,592	,768	1,000
Sig. (1-tailed)	LP3.1		,001	,000
	LP3.2	,001		,000
	LP3.3	,000	,000	

a. Determinant = ,258

Inverse of Correlation Matrix

	LP3.1	LP3.2	LP3.3
LP3.1	1,591	-,361	-,665
LP3.2	-,361	2,516	-1,717
LP3.3	-,665	-1,717	2,712

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,686
Bartlett's Test of Sphericity	Approx. Chi-Square	36,787
	df	3
	Sig.	,000

Anti-image Matrices

		LP3.1	LP3.2	LP3.3
Anti-image Covariance	LP3.1	,628	-,090	-,154
	LP3.2	-,090	,398	-,252
	LP3.3	-,154	-,252	,369
Anti-image Correlation	LP3.1	,828[a]	-,180	-,320
	LP3.2	-,180	,657[a]	-,657
	LP3.3	-,320	-,657	,637[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
LP3.1	1,000	,649
LP3.2	1,000	,798
LP3.3	1,000	,830

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2,276	75,883	75,883	2,276	75,883	75,883
2	,494	16,463	92,346			
3	,230	7,654	100,000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
LP3.1	,806
LP3.2	,893
LP3.3	,911

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reproduced Correlations

		LP3.1	LP3.2	LP3.3
Reproduced Correlation	LP3.1	,649[a]	,720	,734
	LP3.2	,720	,798[a]	,814
	LP3.3	,734	,814	,830[a]
Residual[b]	LP3.1		-,172	-,142
	LP3.2	-,172		-,046
	LP3.3	-,142	-,046	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 2 (66,0%) nonredundant residuals with absolute values greater than 0.05.

LAMPIRAN 12: RELIABILITAS PELAYANAN (TANGIBLES)

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.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,775	,784	4

Inter-Item Correlation Matrix

	KP1.1	KP1.2	KP1.3	KP1.4
KP1.1	1,000	,390	,289	,232
KP1.2	,390	1,000	,774	,620
KP1.3	,289	,774	1,000	,550
KP1.4	,232	,620	,550	1,000

Inter-Item Covariance Matrix

	KP1.1	KP1.2	KP1.3	KP1.4
KP1.1	1,007	,407	,276	,159
KP1.2	,407	1,082	,764	,439
KP1.3	,276	,764	,902	,356
KP1.4	,159	,439	,356	,464

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3,633	3,400	3,867	,467	1,137	,063	4
Item Variances	,864	,464	1,082	,617	2,329	,076	4
Inter-Item Covariances	,400	,159	,764	,606	4,819	,038	4
Inter-Item Correlations	,476	,232	,774	,542	3,335	,039	4

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
14,5333	8,257	2,87358	4

LAMPIRAN 13: RELIABILITAS PELAYANAN (RELIABILITY)

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.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,859	,871	5

Inter-Item Correlation Matrix

	KP2.1	KP2.2	KP2.3	KP2.4	KP2.5
KP2.1	1,000	,494	,465	,656	,330
KP2.2	,494	1,000	,863	,475	,557
KP2.3	,465	,863	1,000	,677	,650
KP2.4	,656	,475	,677	1,000	,580
KP2.5	,330	,557	,650	,580	1,000

Inter-Item Covariance Matrix

	KP2.1	KP2.2	KP2.3	KP2.4	KP2.5
KP2.1	1,178	,494	,408	,897	,305
KP2.2	,494	,851	,644	,552	,437
KP2.3	,408	,644	,654	,690	,447
KP2.4	,897	,552	,690	1,586	,621
KP2.5	,305	,437	,447	,621	,723

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3,353	3,000	3,633	,633	1,211	,079	5
Item Variances	,998	,654	1,586	,932	2,425	,149	5
Inter-Item Covariances	,549	,305	,897	,592	2,943	,027	5
Inter-Item Correlations	,575	,330	,863	,533	2,615	,020	5

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
16,7667	15,978	3,99727	5

LAMPIRAN 14: RELIABILITAS PELAYANAN (RESPONSIVENESS)

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.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,586	,589	4

Inter-Item Correlation Matrix

	KP3.1	KP3.2	KP3.3	KP3.4
KP3.1	1,000	,451	,219	-,147
KP3.2	,451	1,000	,737	,257
KP3.3	,219	,737	1,000	,066
KP3.4	-,147	,257	,066	1,000

Inter-Item Covariance Matrix

	KP3.1	KP3.2	KP3.3	KP3.4
KP3.1	1,082	,479	,246	-,162
KP3.2	,479	1,045	,814	,279
KP3.3	,246	,814	1,168	,076
KP3.4	-,162	,279	,076	1,128

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	2,775	2,700	2,900	,200	1,074	,008	4
Item Variances	1,105	1,045	1,168	,123	1,118	,003	4
Inter-Item Covariances	,289	-,162	,814	,976	-5,021	,102	4
Inter-Item Correlations	,264	-,147	,737	,883	-5,020	,085	4

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
11,1000	7,886	2,80824	4

LAMPIRAN 15: RELIABILITAS PELAYANAN (ASSURANCE)

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.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,716	,706	4

Inter-Item Correlation Matrix

	KP4.1	KP4.2	KP4.3	KP4.4
KP4.1	1,000	,496	,524	,221
KP4.2	,496	1,000	,580	,042
KP4.3	,524	,580	1,000	,384
KP4.4	,221	,042	,384	1,000

Inter-Item Covariance Matrix

	KP4.1	KP4.2	KP4.3	KP4.4
KP4.1	,809	,333	,469	,147
KP4.2	,333	,557	,431	,023
KP4.3	,469	,431	,990	,283
KP4.4	,147	,023	,283	,547

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3,750	3,533	3,900	,367	1,104	,026	4
Item Variances	,726	,547	,990	,443	1,809	,046	4
Inter-Item Covariances	,281	,023	,469	,446	20,400	,026	4
Inter-Item Correlations	,375	,042	,580	,539	13,941	,039	4

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
15,0000	6,276	2,50517	4

LAMPIRAN 16: RELIABILITAS PELAYANAN (EMPATHY)

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.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,757	,761	5

Inter-Item Correlation Matrix

	KP5.1	KP5.2	KP5.3	KP5.4	KP5.5
KP5.1	1,000	,404	,399	,410	,477
KP5.2	,404	1,000	,673	,403	,369
KP5.3	,399	,673	1,000	,228	,120
KP5.4	,410	,403	,228	1,000	,405
KP5.5	,477	,369	,120	,405	1,000

Inter-Item Covariance Matrix

	KP5.1	KP5.2	KP5.3	KP5.4	KP5.5
KP5.1	1,030	,430	,428	,405	,582
KP5.2	,430	1,099	,745	,411	,464
KP5.3	,428	,745	1,114	,234	,152
KP5.4	,405	,411	,234	,947	,474
KP5.5	,582	,464	,152	,474	1,444

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	2,833	2,700	2,933	,233	1,086	,012	5
Item Variances	1,127	,947	1,444	,497	1,524	,036	5
Inter-Item Covariances	,432	,152	,745	,593	4,909	,025	5
Inter-Item Correlations	,389	,120	,673	,554	5,627	,020	5

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
14,1667	14,282	3,77910	5

LAMPIRAN 17: RELIABILITAS KEPERCAYAAN

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.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,792	,788	4

Inter-Item Correlation Matrix

	KPR1.1	KPR1.2	KPR1.3	KPR1.4
KPR1.1	1,000	,296	,554	,385
KPR1.2	,296	1,000	,663	,403
KPR1.3	,554	,663	1,000	,591
KPR1.4	,385	,403	,591	1,000

Inter-Item Covariance Matrix

	KPR1.1	KPR1.2	KPR1.3	KPR1.4
KPR1.1	,769	,217	,483	,303
KPR1.2	,217	,700	,552	,303
KPR1.3	,483	,552	,989	,529
KPR1.4	,303	,303	,529	,809

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3,650	3,533	3,700	,167	1,047	,006	4
Item Variances	,817	,700	,989	,289	1,412	,015	4
Inter-Item Covariances	,398	,217	,552	,334	2,540	,018	4
Inter-Item Correlations	,482	,296	,663	,367	2,240	,018	4

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
14,6000	8,041	2,83573	4

LAMPIRAN 18: RELIABILITAS KEPUASAN PELANGGAN

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.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,751	,759	3

Inter-Item Correlation Matrix

	KPL1.1	KPL1.2	KPL1.3
KPL1.1	1,000	,432	,279
KPL1.2	,432	1,000	,826
KPL1.3	,279	,826	1,000

Inter-Item Covariance Matrix

	KPL1.1	KPL1.2	KPL1.3
KPL1.1	,999	,387	,271
KPL1.2	,387	,806	,722
KPL1.3	,271	,722	,947

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3,578	3,533	3,633	,100	1,028	,003	3
Item Variances	,917	,806	,999	,193	1,240	,010	3
Inter-Item Covariances	,460	,271	,722	,451	2,661	,044	3
Inter-Item Correlations	,512	,279	,826	,547	2,963	,064	3

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
10,7333	5,513	2,34790	3

LAMPIRAN 19: RELIABILITAS LOYALITAS PELANGGAN

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.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,793	,792	3

Inter-Item Correlation Matrix

	LP1.1	LP1.2	LP1.3
LP1.1	1,000	,420	,615
LP1.2	,420	1,000	,642
LP1.3	,615	,642	1,000

Inter-Item Covariance Matrix

	LP1.1	LP1.2	LP1.3
LP1.1	1,168	,455	,747
LP1.2	,455	1,007	,724
LP1.3	,747	,724	1,264

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3,511	3,267	3,667	,400	1,122	,046	3
Item Variances	1,146	1,007	1,264	,257	1,256	,017	3
Inter-Item Covariances	,642	,455	,747	,292	1,641	,021	3
Inter-Item Correlations	,559	,420	,642	,222	1,529	,012	3

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
10,5333	7,292	2,70036	3

LAMPIRAN 20: RELIABILITAS LOYALITAS PELANGGAN

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.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,890	,890	3

Inter-Item Correlation Matrix

	LP2.1	LP2.2	LP2.3
LP2.1	1,000	,735	,686
LP2.2	,735	1,000	,770
LP2.3	,686	,770	1,000

Inter-Item Covariance Matrix

	LP2.1	LP2.2	LP2.3
LP2.1	1,168	,869	,805
LP2.2	,869	1,197	,914
LP2.3	,805	,914	1,178

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	2,933	2,833	3,067	,233	1,082	,014	3
Item Variances	1,181	1,168	1,197	,029	1,025	,000	3
Inter-Item Covariances	,862	,805	,914	,109	1,136	,002	3
Inter-Item Correlations	,730	,686	,770	,084	1,122	,001	3

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
8,8000	8,717	2,95250	3

LAMPIRAN 21: RELIABILITAS LOYALITAS PELANGGAN

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.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,838	,840	3

Inter-Item Correlation Matrix

	LP3.1	LP3.2	LP3.3
LP3.1	1,000	,548	,592
LP3.2	,548	1,000	,768
LP3.3	,592	,768	1,000

Inter-Item Covariance Matrix

	LP3.1	LP3.2	LP3.3
LP3.1	1,292	,687	,722
LP3.2	,687	1,220	,909
LP3.3	,722	,909	1,151

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3,444	3,433	3,467	,033	1,010	,000	3
Item Variances	1,221	1,151	1,292	,141	1,123	,005	3
Inter-Item Covariances	,773	,687	,909	,222	1,323	,011	3
Inter-Item Correlations	,636	,548	,768	,220	1,402	,011	3

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
10,3333	8,299	2,88077	3

Pertanyaan								PELAYANAN																			KEPERCAYAAN				KEPUASAN			LOYALITAS								
Responden	Gender	Usia	Pendidikan	Pekerjaan	Pengeluaran	Informasi	Transaksi	KP11	KP12	KP13	KP14	KP21	KP22	KP23	KP24	KP25	KP31	KP32	KP33	KP41	KP42	KP43	KP51	KP52	KP54	KP55	KPR1	KPR2	KPR3	KPR4	KPL1	KPL2	KPL3	LP11	LP12	LP13	LP21	LP22	LP23	LP31	LP32	LP33
1	1	4	2	2	6	4	3	4	4	4	4	3	3	4	3	5	3	4	4	4	4	5	5	5	5	5	4	4	4	5	5	5	5	4	5	4	3	2	2	3	4	4
2	1	4	1	2	6	4	3	4	4	4	4	4	4	4	3	5	3	4	4	4	4	4	4	4	4	5	4	5	4	5	5	4	4	3	4	5	3	5	5	4	4	4
3	2	4	1	3	2	1	2	4	4	4	4	4	5	5	5	5	3	4	4	4	4	4	5	4	4	4	5	5	4	4	4	4	4	4	3	4	4	4	4	4	4	5
4	2	4	3	3	6	1	2	1	3	4	4	3	3	3	3	4	3	3	4	4	4	3	5	5	5	5	3	3	4	3	4	3	3	1	3	4	2	2	2	4	3	4
5	2	4	1	1	6	1	2	3	4	4	4	3	4	4	4	3	4	4	5	5	4	4	4	4	4	4	5	4	5	4	4	4	4	4	4	4	4	4	3	5	4	5
6	1	4	3	3	5	1	1	4	4	4	4	3	3	4	3	4	2	3	4	5	5	4	4	5	4	4	4	4	4	4	4	4	4	4	5	5	3	3	3	4	4	4
7	2	1	2	3	6	1	2	4	4	4	4	5	4	5	4	5	4	2	5	5	5	5	5	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
8	2	1	2	3	6	1	1	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
9	2	1	1	2	5	4	1	3	4	4	3	4	4	4	3	3	3	3	3	3	3	3	4	4	4	5	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
10	2	1	1	3	5	1	1	4	4	5	5	5	4	4	5	5	3	3	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	4	4	4	4	4	4
11	1	2	3	3	5	3	2	3	3	3	3	4	3	3	4	4	2	4	4	3	3	4	4	3	4	4	3	4	4	4	4	4	4	3	4	4	4	3	3	3	4	3
12	2	2	1	6	4	1	2	3	3	4	3	3	4	3	3	4	1	5	5	4	4	5	5	5	3	4	4	5	5	4	4	5	5	3	4	5	2	2	2	4	4	3
13	2	1	3	1	5	1	2	4	4	4	4	4	4	4	4	4	2	2	2	4	4	4	4	4	5	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
14	2	1	3	6	5	1	1	4	2	4	3	1	2	4	3	3	5	2	5	4	4	4	5	5	5	5	2	4	4	3	3	3	3	2	3	3	1	1	1	2	3	3
15	2	1	1	3	5	1	2	4	5	5	5	5	5	5	5	4	3	4	4	4	4	4	5	5	5	5	4	4	4	4	4	4	4	4	4	4	3	3	3	3	3	4
16	2	1	3	5	4	1	1	5	5	5	5	5	5	3	3	3	2	2	3	2	3	3	4	4	4	4	3	3	3	3	2	2	3	3	4	4	2	2	2	3	3	3
17	2	1	1	3	5	1	1	4	4	4	4	3	3	3	4	3	3	3	4	3	4	4	5	4	5	4	4	3	3	3	3	3	3	2	3	3	2	2	2	3	3	3
18	2	1	1	6	4	1	1	4	2	4	3	1	2	3	2	4	3	3	4	4	4	4	5	5	5	5	2	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3
19	2	1	1	6	4	1	2	4	2	4	3	1	2	3	2	4	3	3	4	4	4	4	5	4	4	4	2	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3
20	2	1	1	6	4	1	1	4	2	4	3	1	2	3	2	4	3	3	4	4	4	4	5	4	4	4	2	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3
21	1	2	3	2	5	1	2	5	1	5	5	5	5	5	5	5	1	5	5	3	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	3	3	1	5	5	5
22	2	2	1	3	5	1	2	4	4	4	4	5	4	4	4	5	5	4	4	4	4	4	4	4	4	4	2	4	4	4	4	4	4	3	4	4	3	3	3	4	4	4
23	2	1	1	3	2	1	1	3	3	4	3	3	3	3	3	4	3	4	4	4	4	5	3	4	4	4	3	5	5	4	4	4	4	3	4	4	3	4	3	3	5	5
24	2	3	3	2	6	1	2	4	4	4	4	3	3	4	4	4	5	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4	4	4	3	3	3	3	3	4
25	2	1	1	1	3	3	1	3	2	4	3	3	3	3	3	3	4	4	4	4	3	4	4	4	4	4	3	4	3	3	3	3	3	3	3	4	2	3	3	4	4	4
26	2	2	3	3	6	1	3	4	2	3	3	4	3	4	4	3	3	3	1	4	4	4	4	4	5	4	3	4	4	4	3	4	4	4	4	4	3	3	3	4	4	4
27	1	2	3	3	5	1	3	5	3	4	4	3	3	3	3	4	4	4	4	4	4	4	5	4	4	5	4	4	4	4	4	4	4	4	4	5	3	3	3	4	4	4
28	2	1	3	3	6	1	1	4	4	4	4	3	4	4	3	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5
29	2	2	3	3	6	4	1	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	5	5	4	4	4	4	4	4	4	4	4	4	4	4	5	4	4	4
30	2	1	1	3	4	1	1	4	4	4	3	3	4	4	3	4	4	4	4	4	3	4	4	5	4	4	4	3	4	4	4	4	4	4	4	4	3	3	3	4	4	4
31	2	1	3	3	6	1	3	5	3	3	3	2	3	3	3	4	5	4	4	3	3	5	4	4	4	4	5	5	5	3	5	5	5	4	5	5	4	4	4	5	5	5
32	2	1	1	3	4	5	1	4	4	4	4	3	3	2	3	3	3	3	3	3	3	3	4	5	4	5	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
33	2	1	1	3	4	5	2	4	4	4	4	3	3	2	3	3	3	3	3	3	3	3	5	5	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
34	1	2	1	3	6	1	2	2	3	4	2	3	4	3	3	4	2	3	3	3	3	3	4	4	5	4	3	4	3	3	4	3	3	2	3	3	1	1	1	3	3	3
35	1	2	3	3	6	1	1	4	4	4	4	4	4	4	4	4	3	3	4	5	5	4	3	4	4	4	5	5	4	4	5	5	4	4	4	4	4	4	4	4	4	4
36	2	3	3	2	6	4	2	3	4	4	5	5	3	4	4	5	3	5	3	3	4	4	3	4	4	4	4	4	5	4	5	5	5	5	5	5	2	3	3	4	4	4
37	2	1	1	1	2	3	1	3	4	4	4	2	3	3	2	3	4	3	4	3	3	4	4	4	5	4	3	3	4	3	4	4	4	3	3	3	4	3	3	3	3	3
38	2	1	1	1	3	1	1	2	3	4	4	2	4	4	3	4	4	4	4	3	4	4	4	5	4	4	3	3	4	3	4	4	3	3	3	3	2	2	2	3	3	3
39	1	2	3	3	6	5	1	4	4	4	3	4	4	4	4	3	3	2	3	4	4	3	5	4	4	5	3	3	4	4	4	4	4	4	4	4	3	3	3	4	5	5
40	2	2	2	3	6	1	1	4	4	4	4	4	1	4	5	5	4	5	5	3	4	5	5	4	5	5	5	4	4	4	4	4	4	4	4	4	3	3	3	4	4	4
41	2	2	3	3	6	1	1	4	5	4	5	5	5	4	5	4	4	4	4	4	4	4	5	4	5	4	4	3	2	4	4	4	3	3	4	4	2	2	2	3	3	3
42	1	2	2	3	2	3	1	4	4	4	4	5	3	3	3	3	3	3	4	3	4	4	4	4	4	4	3	3	3	3	3	3	3	3	2	4	3	3	4	4	4	4
43	2	2	1	3	5	1	1	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	5	5	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
44	1	1	1	3	6	1	1	3	3	3	3	3	3	3	3	3	3	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4	5	5	5	3	4	1	5	4
45	2	3	3	3	6	5	1	3	2	4	4	3	2	3	2	4	4	4	4	4	4	4	5	4	5	5	4	4	4	4	4	4	4	3	4	4	3	3	3	4	4	4
46	2	1	1	3	3	2	1	5	3	5	4	5	5	5	5	5	5	5	5	4	5	5	4	5	4	5	4	5	5	5	4	4	4	3	4	5	3	3	3	4	3	3
47	1	2	1	3	5	1	2	4	4	4	4	4	5	4	4	4	4	5	5	4	4	4	5	5	4	5	4	4	4	4	4	4	4	4	3	3	3	3	3	3	3	3
48	1	2	1	3	6	3	2	4	5	5	5	4	4	5	5	4	1	4	4	4	4	5	5	5	5	5	5	5	4	5	4	5	5	4	4	4	3	3	3	3	4	4
49	2	2	3	3	6	1	2	3	4	5	4	4	3	4	4	3	4	4	4	4	4	5	4	5	4	4	4	4	4	4	4	4	4	4	4	4	3	3	3	4	4	4
50	2	2	2	3	2	1	1	3	4	3	4	4	3	3	4	4	4	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4	4	4	3	3	3	3	4	4
51	1	1	1	3	3	1	2	4	4	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5	4	4	5	5	5	5	5	5	4	5	5	4	4	5	4	4	5
52	1	1	1	1	5	1	1	3	4	4	4	4	4	4	4	3	2	4	5	5	4	5	5	5	5	5	4	4	5	4	4	4	4	4	3	4	3	3	3	4	4	4
53	1	2	3	3	5	3	1	5	4	4	4	4	3	4	3	4	2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	4	5	3	3	4	4	4	4
54	1	3	2	3	6	1	1	3	5	1	4	5	5	5	5	4	2	2	3	3	3	4	4	4	4	4	2	3	4	3	3	3	3	3	3	4	3	3	3	3	3	3
55	2	2	2	2	3	1	1	3	3	4	3	4	3	4	4	4	4	3	3	2	4	3	4	4	4	5	3	3	3	3	3	3	3	4	4	3	3	3	3	3	3	3
56	2	2	1	2	3	1	1	3	2	3	3	2	3	3	3	3	3	3	3	3	3	3	5	4	5	4	3	3	3	2	3	3	3	3	3	3	3	3	3	3	3	3
57	2	2	1	2	3	2	1	3	2	3	2	3	3	3	3	3	3	3	3	3	3	3	4	5	5	4	3	3	2	2	3	3	3	2	3	2	3	2	3	3	2	2
58	2	2	1	2	3	1	1	3	3	3	2	3	3	2	3	3	4	3	4	3	3	2	4	5	5	4	3	3	2	3	3	3	3	3	3	3	3	3	3	3	3	3
59	2	2	1	6	3	4	2	3	2	3	3	3	2	3	3	3	4	4	3	2	3	3	5	4	5	4	3	3	2	3	3	3	3	3	3	3	3	2	3	3	3	3
60	1	2	3	2	4	4	1	3	3	3	3	4	2	3	3	2	3	3	3	3	2	4	4	5	5	5	3	2	3	2	3	3	3	2	3	3	3	3	3	3	3	3
61	2	2	1	2	3	2	2	4	3	3	2	3	3	2	2	4	2	2	2	4	3	4	5	4	4	5	4	3	3	4	4	4	4	4	4	4	4	3	4	4	4	4
62	2	2	1	2	3	4	1	4	4	3	4	3	4	4	4	3	2	2	2	4	4	4	4	4	5	4	4	4	4	4	4	3	4	3	4	3	4	3	4	4	4	4
63	1	2	1	2	3	2	1	3	2	3	3	3	3	2	3	3	3	3	3	3	3	3	4	4	5	5	2	3	3	2	3	3	2	3	3	2	3	3	3	3	2	3
64	2	1	1	2	3	1	1	3	3	3	2	3	3	3	3	3	3	3	3	3	3	3	4	4	5	4	2	3	2	2	3	2	2	3	3	2	3	3	3	3	3	3
65	2	2	1	2	3	1	1	3	3	3	3	3	2	3	3	2	3	3	3	3	2	3	5	4	4	4	2	3	3	3	3	3	3	3	2	2	3	3	3	3	3	3
66	2	2	1	2	3	1	1	3	2	4	2	3	3	2	3	3	4	3	3	3	2	3	4	4	4	5	2	3	3	2	3	3	3	3	3	3	2	3	3	3	2	3
67	2	2	2	2	3	1	1	3	3	3	4	3	3	3	3	3	2	3	3	3	3	3	4	4	4	5	3	4	2	3	3	3	3	3	3	3	3	3	3	3	3	3
68	2	2	2	2	3	2	1	2	3	3	3	2	3	3	3	3	4	3	3	2	3	3	4	4	4	4	3	3	3	3	3	3	2	3	3	4	3	4	3	3	4	4
69	2	2	1	2	3	1	1	3	3	4	3	4	3	4	3	3	3	3	3	3	3	4	4	4	4	4	3	3	3	3	2	3	3	3	3	2	3	3	2	3	3	2
70	1	4	4	5	6	2	3	4	2	4	4	2	3	4	2	4	3	4	4	4	4	4	3	5	4	5	3	3	4	3	3	3	3	3	4	4	2	2	2	4	4	4
71	1	2	2	2	6	4	1	4	3	3	3	4	3	4	3	3	3	3	4	3	4	3	5	5	5	5	3	3	3	3	3	3	3	3	3	4	3	3	3	3	3	3
72	2	2	2	3	5	1	3	4	3	3	4	3	3	4	3	4	3	3	4	3	3	3	5	5	5	5	3	3	3	3	3	3	3	3	4	4	3	3	3	4	4	4
73	2	2	1	2	4	5	1	4	4	4	4	4	4	4	4	4	4	2	4	4	4	4	5	5	5	4	4	4	4	4	4	4	4	4	4	4	4	3	2	4	4	4
74	2	1	1	1	1	4	1	4	4	4	4	4	4	4	4	4	4	2	2	4	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	3	4	4	4
75	2	3	3	5	5	2	3	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	5	5	3	4	4	4	4	4	4	4	4	4	4	3	3	2	4	4	4
76	1	2	3	5	5	4	1	3	3	3	3	3	3	3	3	3	4	3	4	3	2	3	4	4	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
77	1	1	1	1	4	1	1	3	2	4	3	4	4	4	3	4	4	4	5	5	4	5	4	5	5	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
78	1	2	3	5	2	2	1	4	4	4	4	3	4	3	3	4	3	3	3	3	4	4	4	4	4	4	3	3	4	4	3	3	4	3	3	3	3	3	3	3	3	3
79	1	3	3	5	6	2	1	3	3	4	4	4	3	4	3	4	4	3	5	4	4	4	4	4	4	4	3	4	3	4	4	4	4	3	4	4	3	3	3	4	4	3
80	1	4	1	3	4	5	1	2	2	4	3	3	3	3	3	4	4	3	4	3	3	4	4	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3	2	3	3	3
81	1	1	1	3	4	4	1	3	3	5	4	3	3	4	3	3	4	3	5	4	3	4	5	5	4	5	3	3	3	3	4	3	3	3	4	4	3	3	3	3	3	3
82	2	4	1	6	5	4	1	2	2	4	3	4	3	3	4	3	3	3	3	3	3	4	5	4	5	4	3	3	3	3	3	3	3	3	3	3	3	3	2	3	3	3
83	2	4	3	5	6	2	2	3	3	4	4	4	3	4	4	3	4	3	5	3	3	4	5	4	4	5	3	3	3	3	3	3	3	2	3	3	2	2	2	3	3	3
84	1	2	3	4	4	1	2	4	2	4	4	3	2	3	3	3	3	4	4	4	4	4	5	5	4	4	4	3	4	4	3	4	4	3	3	4	2	2	3	4	3	3
85	2	3	1	6	3	4	1	4	1	4	4	3	2	4	3	4	3	4	4	4	3	4	4	5	4	4	4	3	4	5	5	4	4	3	3	3	3	3	3	4	3	4
86	2	1	1	1	1	1	1	3	3	4	3	4	4	4	3	4	3	3	4	4	3	4	5	5	4	4	4	3	4	3	4	4	4	3	5	5	3	3	3	4	3	4
87	1	1	1	3	3	1	2	4	2	5	4	3	3	5	3	4	3	3	4	3	3	4	4	4	4	4	4	3	4	3	4	4	4	3	5	5	3	4	3	4	4	4
88	2	2	1	6	3	4	1	5	1	4	4	4	4	4	4	3	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	3	3	3	4	4	4
89	2	2	3	5	5	1	1	4	1	5	5	3	4	3	3	3	4	4	4	4	3	4	5	5	4	5	5	3	5	5	5	5	3	3	4	4	3	3	3	4	3	4
90	1	3	3	5	5	4	2	4	2	5	4	4	4	5	3	3	3	4	4	4	3	5	5	5	5	5	5	5	5	5	4	4	4	3	5	5	3	2	3	5	4	4
91	1	4	1	2	6	5	2	2	2	4	3	4	3	4	3	3	3	3	4	3	3	4	4	4	4	4	3	3	3	3	3	3	3	2	3	3	2	2	1	2	3	3
92	2	1	1	3	4	4	1	3	2	4	4	4	4	4	4	4	4	3	5	4	4	4	5	5	5	5	4	3	4	4	4	4	4	3	4	4	3	3	2	3	3	3
93	2	2	3	3	5	2	2	3	3	4	3	4	3	4	4	3	5	4	5	4	3	4	4	4	4	4	3	4	4	3	4	3	4	3	4	5	3	3	3	4	4	3
94	1	1	1	3	4	1	1	3	3	4	3	4	4	5	4	3	4	3	5	4	3	4	4	4	4	4	4	3	4	3	3	3	3	3	3	3	3	3	2	3	3	3
95	1	3	3	5	5	2	2	3	3	4	3	4	4	4	4	3	4	4	1	3	3	4	5	5	5	5	3	3	3	3	4	4	4	3	4	3	2	2	2	3	3	3
96	1	4	1	3	4	1	1	2	2	3	3	4	4	3	3	3	3	4	5	3	3	3	4	4	4	4	3	3	3	3	3	3	3	3	3	3	2	2	2	3	3	3
97	2	1	1	1	1	4	1	3	3	4	4	4	4	4	4	4	5	5	5	4	3	4	4	4	4	5	4	3	4	3	4	4	4	3	4	4	3	3	3	4	4	3
98	1	4	1	2	6	5	1	3	3	5	4	4	4	4	4	4	4	5	5	4	4	4	5	5	4	4	4	3	4	3	4	4	4	3	4	4	3	3	3	4	4	4
99	2	2	2	3	5	2	1	3	3	4	4	4	5	5	5	5	5	4	4	4	4	4	4	4	4	4	4	3	4	3	4	4	4	3	4	4	3	4	3	3	3	3
100	1	2	3	4	4	1	1	3	3	4	4	4	3	4	4	3	4	4	5	4	3	4	4	4	4	4	4	3	3	3	3	3	3	3	3	3	2	2	2	3	3	3
101	1	1	1	1	1	5	1	4	4	4	4	4	4	4	4	4	4	4	5	4	4	4	4	5	4	4	4	3	4	3	4	4	4	4	4	4	4	4	4	4	4	4
102	2	2	1	2	3	2	1	2	2	3	3	3	2	3	2	3	3	4	4	3	2	3	4	4	4	3	3	2	2	2	3	3	3	3	3	3	3	3	3	3	3	3
103	2	2	1	2	3	1	1	3	2	3	3	2	3	3	2	3	3	3	4	3	3	2	4	5	4	5	3	3	2	3	3	2	3	3	3	4	2	3	2	3	3	3
104	1	1	1	1	2	1	1	4	1	4	5	3	4	4	3	3	3	3	3	4	3	5	4	4	4	4	5	5	5	5	5	4	4	3	5	5	3	2	2	5	4	4
105	2	2	1	6	3	5	1	3	3	5	5	4	3	5	4	4	5	4	5	4	3	4	4	4	4	4	4	3	4	3	4	4	4	4	4	4	4	4	3	3	3	3
106	2	2	1	2	3	1	1	3	2	3	3	3	3	3	3	3	3	3	3	4	3	3	4	4	5	5	3	3	3	3	3	3	3	3	3	3	3	4	3	4	3	2
107	2	2	1	2	3	2	1	3	2	3	2	3	3	3	3	3	4	3	3	2	3	3	5	4	4	4	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
108	2	2	1	2	3	1	1	3	3	3	2	3	3	2	3	3	4	3	4	3	3	3	5	4	4	4	3	3	2	3	3	3	3	2	3	3	2	3	3	2	3	3
109	2	2	1	2	3	1	1	3	2	3	3	3	3	2	3	3	4	3	4	3	3	3	4	4	4	4	2	3	3	2	3	3	3	3	3	3	3	3	3	3	3	3
110	1	3	3	2	3	2	3	3	2	2	3	3	3	2	3	3	3	3	3	3	3	2	5	4	4	4	2	3	2	3	3	3	3	3	3	3	3	3	3	3	3	3
111	2	2	2	4	4	2	2	2	3	4	3	3	3	3	3	3	3	2	3	2	3	3	4	5	5	5	3	3	3	3	2	3	3	3	3	3	3	3	2	3	3	3
112	1	3	3	2	5	4	1	3	3	5	4	3	3	4	3	4	4	3	4	3	3	4	5	5	5	5	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
113	1	2	2	3	4	1	2	3	3	4	4	4	3	4	3	4	4	4	5	4	4	4	4	4	4	5	4	3	4	3	3	3	3	3	3	3	3	3	2	3	3	3
114	2	2	2	3	4	1	1	3	3	4	4	4	3	4	3	4	4	4	5	4	4	4	5	5	5	5	4	3	4	3	3	3	3	3	3	3	3	3	2	3	3	3
115	2	2	2	2	3	2	1	3	2	2	3	3	3	2	3	3	3	3	3	3	3	2	4	4	4	5	2	3	2	3	3	3	3	3	3	3	3	3	3	3	3	3
116	2	2	1	2	3	2	1	2	3	4	3	3	3	3	3	3	3	2	3	2	3	3	5	4	5	4	3	3	3	3	2	3	3	3	3	3	3	3	2	3	3	3
117	2	2	3	4	4	5	2	4	2	4	4	3	2	2	3	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	3	3	4	3	3	3	3	3	3
118	2	1	1	3	2	4	1	4	2	4	4	3	2	3	3	4	4	4	4	4	4	4	5	5	5	5	3	4	4	4	4	4	4	3	3	4	3	3	3	3	3	3
119	2	1	2	4	4	1	1	3	3	5	4	4	3	5	4	4	5	5	5	5	4	5	5	4	5	4	5	4	4	3	5	5	5	4	4	4	3	2	4	3	4	3
120	1	3	1	2	4	5	1	3	3	4	4	4	3	4	3	4	5	5	5	4	4	4	4	4	4	4	4	3	4	3	5	5	5	4	4	4	4	4	4	4	4	4
121	1	4	4	4	6	2	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	4	4	4	4	4	4	4	4	2	2	2	4	4	4
122	2	3	1	2	5	4	2	4	4	4	4	4	4	4	4	4	2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	2	4	4	4
123	2	3	4	5	5	2	3	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	5	5	5	5	3	3	3	3	3	3	3	3	4	4	3	3	2	4	4	4
124	1	3	3	5	6	2	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	5	4	4	4	4	4	4	4	4	4	4	4	3	3	3	4	4	4
125	2	3	4	5	6	2	3	2	3	4	4	3	3	4	2	4	4	4	4	4	4	4	4	5	4	5	3	3	2	3	4	4	3	3	4	4	2	2	2	4	4	4
126	2	4	1	2	4	4	1	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	3	4	4	2	2	2	3	3	3
127	1	2	2	2	5	4	1	4	3	4	3	4	4	4	4	4	5	5	5	4	5	4	3	4	4	5	4	3	3	3	4	4	4	4	4	4	4	4	2	4	4	4
128	1	4	3	5	6	2	3	1	2	2	2	4	3	3	3	3	3	3	5	3	3	3	4	5	4	4	3	3	3	3	3	3	3	3	3	3	1	4	1	3	3	3
129	1	2	1	2	4	5	3	3	3	3	4	3	3	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	2	2	2	4	4	4
130	1	1	1	1	1	4	1	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	3	4	4	4
131	2	3	1	2	4	2	3	4	2	4	4	2	3	4	2	4	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4	4	4	4	3	4	2	2	2	4	3	4
132	1	3	3	5	5	2	2	3	2	4	3	3	3	4	3	4	4	4	5	4	3	4	5	4	4	4	3	3	4	3	4	4	4	3	4	4	3	3	3	4	4	3
133	1	4	2	5	4	2	2	1	1	4	3	4	3	3	3	3	3	3	4	4	4	4	5	5	5	5	3	3	3	3	4	4	3	3	4	4	2	2	1	3	3	3
134	1	1	1	1	3	1	1	2	3	5	1	4	3	4	4	4	5	2	5	3	4	5	5	5	5	5	4	4	4	3	4	4	4	4	4	4	2	4	2	4	4	4
135	2	4	3	4	6	2	3	4	2	4	3	2	5	5	3	3	1	4	4	4	2	4	4	5	5	4	5	3	4	4	4	4	4	4	5	5	3	4	2	4	4	4
136	2	2	1	6	4	4	1	2	1	3	3	4	5	5	5	5	1	5	4	4	4	4	4	5	5	4	4	3	4	4	4	4	4	4	4	4	4	4	2	4	4	4
137	2	1	1	1	3	1	2	5	3	4	3	5	3	3	4	3	3	4	5	3	3	4	4	5	5	4	4	3	5	3	5	5	5	5	4	4	2	1	2	4	4	4
138	2	2	1	3	2	5	1	4	4	4	4	3	4	4	3	4	4	3	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	3	4	4	4
139	1	4	1	2	6	4	3	3	3	4	3	4	4	5	2	4	4	3	3	4	2	4	4	4	4	4	3	3	5	5	5	5	5	5	2	2	2	2	2	4	3	3
140	1	2	2	4	5	1	2	5	1	2	3	4	5	4	4	4	4	4	4	4	4	3	5	4	5	5	5	5	5	3	5	5	5	5	5	5	5	5	5	5	5	5
141	2	3	3	5	6	2	3	4	3	4	3	2	4	4	3	2	4	4	2	4	2	3	4	4	4	4	4	2	2	3	2	2	4	4	4	2	3	3	3	3	3	3
142	1	1	1	1	4	4	1	1	3	4	5	2	3	4	4	4	4	2	2	4	3	1	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	2	4	4	4
143	2	2	1	6	5	1	1	2	2	4	5	5	4	2	3	4	1	2	2	4	3	4	5	4	4	4	2	4	3	3	2	4	2	2	4	2	2	2	2	4	4	2
144	1	4	3	2	4	5	1	2	3	4	4	1	2	3	2	4	4	2	4	4	2	3	4	4	5	5	3	4	4	4	4	4	4	4	4	2	2	2	2	4	4	4
145	2	4	2	4	5	4	1	2	3	4	3	4	2	2	3	4	4	4	3	3	2	4	4	4	5	4	2	3	2	4	4	3	3	3	4	3	2	4	3	2	3	4
146	2	1	1	3	3	4	1	4	3	4	3	4	5	5	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	2	4	2	4	4	4
147	1	3	3	2	6	2	2	2	3	3	3	4	4	4	4	5	2	4	2	4	2	4	4	4	4	4	3	3	3	3	4	4	4	4	3	3	3	3	2	4	4	4
148	2	3	2	6	5	2	2	4	4	4	3	5	5	5	5	5	1	5	5	3	4	4	5	5	5	5	4	2	3	3	4	4	4	4	4	4	3	4	2	4	3	3
149	1	3	1	5	3	4	1	4	4	4	3	4	4	4	4	4	2	4	4	3	2	4	5	5	4	5	4	4	4	3	4	4	4	4	4	4	4	4	2	4	4	4
150	1	4	3	5	6	5	3	3	4	4	3	2	2	3	3	3	3	2	4	3	3	3	5	5	4	4	3	3	4	3	3	3	3	3	4	4	2	2	1	3	3	3
151	2	3	1	3	4	4	1	2	2	3	2	4	4	4	3	4	2	2	5	4	4	2	4	5	5	5	4	4	4	3	4	4	4	4	4	4	4	2	4	4	4	4
152	1	2	2	4	3	2	1	2	2	3	3	3	3	3	3	3	3	3	4	3	2	3	5	5	5	5	3	3	3	3	3	3	3	2	2	2	2	2	2	2	2	2
153	1	3	3	5	5	2	2	4	4	4	4	3	4	4	3	4	4	4	4	4	4	4	5	4	4	4	3	3	4	3	4	4	4	3	4	4	2	2	2	4	4	4
154	2	2	1	3	3	5	1	4	4	4	4	4	4	4	3	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	3	4	4	4
155	1	3	1	3	4	2	1	3	1	5	3	2	2	2	2	3	3	3	3	3	3	3	4	4	5	5	3	3	3	3	3	3	3	3	4	4	2	2	2	3	3	3
156	2	1	1	3	4	1	1	4	2	4	4	2	3	3	2	2	4	3	3	3	3	4	4	5	4	5	3	5	5	5	5	5	5	2	3	3	2	2	2	3	3	3
157	1	2	2	3	4	2	1	3	3	4	4	2	2	2	2	2	4	2	4	3	3	5	4	4	5	5	3	3	3	3	3	3	3	3	4	4	2	2	2	3	3	3
158	2	1	1	1	2	4	1	4	2	4	3	2	2	2	2	2	4	4	4	2	3	3	4	5	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4
159	2	1	1	1	2	1	1	3	3	4	3	2	3	3	2	2	4	3	3	3	3	4	5	5	4	5	2	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3
160	2	2	3	4	5	4	1	2	3	5	3	3	3	3	2	3	3	3	3	3	3	4	5	4	5	5	3	3	3	4	3	3	4	1	3	3	1	1	1	3	3	3
161	1	1	1	1	1	2	1	4	4	4	4	4	4	4	3	4	3	3	3	3	3	3	4	5	5	5	3	3	3	3	4	4	3	3	3	3	3	3	3	3	3	4
162	1	1	1	1	1	2	1	4	4	4	4	4	4	4	3	4	3	3	3	3	3	3	5	4	4	5	3	3	4	3	4	4	3	3	3	3	3	3	3	3	4	4
163	1	1	1	1	1	2	1	4	4	4	4	4	4	4	3	4	3	3	3	3	3	3	4	4	5	5	3	3	3	4	4	4	3	3	3	3	3	3	3	4	3	3
164	2	1	1	1	1	2	1	4	4	4	4	4	4	4	4	4	3	3	3	3	3	3	4	5	4	5	3	3	3	3	3	4	4	3	3	3	3	3	3	3	3	4
165	1	2	2	3	3	2	1	4	4	4	4	3	3	4	3	4	3	3	4	3	3	4	4	4	5	5	3	3	3	3	4	3	4	4	4	4	2	4	2	4	4	4
166	2	1	1	3	4	1	1	4	3	4	3	3	4	4	3	4	4	3	5	4	3	4	4	5	4	4	2	4	3	3	4	4	4	4	4	4	3	2	3	4	4	4
167	1	4	4	5	6	2	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	4	5	4	4	4	4	4	4	4	4	4	4	3	3	2	4	4	4
168	1	4	4	5	6	2	3	3	4	4	4	3	3	4	3	4	4	4	4	4	4	4	5	4	5	5	4	4	4	4	4	4	4	3	4	4	2	3	2	4	4	4
169	1	4	4	4	6	2	3	4	4	4	4	3	3	4	3	4	4	2	4	4	4	4	5	5	5	5	4	4	4	4	4	4	4	4	4	4	2	2	2	4	4	4
170	2	3	1	6	3	4	1	3	3	4	4	4	4	4	3	4	3	4	4	4	4	4	5	4	4	5	4	4	4	4	4	4	4	4	4	4	3	3	2	4	4	4

LAMPIRAN 23 : FACTOR ANALYSIS PELAYANAN (TANGIBLES)

Correlation Matrix[a]

		KP11	KP12	KP13	KP14
Correlation	KP11	1,000	,306	,231	,365
	KP12	,306	1,000	,201	,378
	KP13	,231	,201	1,000	,456
	KP14	,365	,378	,456	1,000
Sig. (1-tailed)	KP11		,000	,001	,000
	KP12	,000		,004	,000
	KP13	,001	,004		,000
	KP14	,000	,000	,000	

a. Determinant = ,562

Inverse of Correlation Matrix

	KP11	KP12	KP13	KP14
KP11	1,205	-,233	-,090	-,310
KP12	-,233	1,213	-,025	-,362
KP13	-,090	-,025	1,271	-,538
KP14	-,310	-,362	-,538	1,495

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,677
Bartlett's Test of Sphericity	Approx. Chi-Square	98,912
	df	6
	Sig.	,000

Anti-image Matrices

		KP11	KP12	KP13	KP14
Anti-image Covariance	KP11	,830	-,160	-,059	-,172
	KP12	-,160	,824	-,016	-,199
	KP13	-,059	-,016	,787	-,283
	KP14	-,172	-,199	-,283	,669
Anti-image Correlation	KP11	,745[a]	-,193	-,073	-,231
	KP12	-,193	,716[a]	-,020	-,269
	KP13	-,073	-,020	,657[a]	-,390
	KP14	-,231	-,269	-,390	,635[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP11	1,000	,442
KP12	1,000	,432
KP13	1,000	,448
KP14	1,000	,659

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	1,981	49,522	49,522	1,981	49,522	49,522
2	,835	20,880	70,402			
3	,694	17,362	87,764			
4	,489	12,236	100,000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
KP11	,665
KP12	,657
KP13	,669
KP14	,812

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reproduced Correlations

		KP11	KP12	KP13	KP14
Reproduced Correlation	KP11	,442[a]	,437	,445	,539
	KP12	,437	,432[a]	,440	,534
	KP13	,445	,440	,448[a]	,543
	KP14	,539	,534	,543	,659[a]
Residual[b]	KP11		-,131	-,214	-,175
	KP12	-,131		-,239	-,156
	KP13	-,214	-,239		-,087
	KP14	-,175	-,156	-,087	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 6 (100,0%) nonredundant residuals with absolute values greater than 0.05.

LAMPIRAN 24 : FACTOR ANALYSIS PELAYANAN (RELIABILITY)

Correlation Matrix[a]

		KP21	KP22	KP23	KP24	KP25
Correlation	KP21	1,000	,557	,440	,691	,388
	KP22	,557	1,000	,583	,577	,394
	KP23	,440	,583	1,000	,559	,518
	KP24	,691	,577	,559	1,000	,449
	KP25	,388	,394	,518	,449	1,000
Sig. (1-tailed)	KP21		,000	,000	,000	,000
	KP22	,000		,000	,000	,000
	KP23	,000	,000		,000	,000
	KP24	,000	,000	,000		,000
	KP25	,000	,000	,000	,000	

a. Determinant = ,130

Inverse of Correlation Matrix

	KP21	KP22	KP23	KP24	KP25
KP21	2,077	-,493	,082	-1,131	-,147
KP22	-,493	1,882	-,653	-,357	-,052
KP23	,082	-,653	1,903	-,504	-,533
KP24	-1,131	-,357	-,504	2,370	-,223
KP25	-,147	-,052	-,533	-,223	1,453

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,808
Bartlett's Test of Sphericity	Approx. Chi-Square	349,494
	df	10
	Sig.	,000

Anti-image Matrices

		KP21	KP22	KP23	KP24	KP25
Anti-image Covariance	KP21	,481	-,126	,021	-,230	-,049
	KP22	-,126	,531	-,182	-,080	-,019
	KP23	,021	-,182	,526	-,112	-,193
	KP24	-,230	-,080	-,112	,422	-,065
	KP25	-,049	-,019	-,193	-,065	,688
Anti-image Correlation	KP21	,774[a]	-,249	,041	-,510	-,084
	KP22	-,249	,844[a]	-,345	-,169	-,031
	KP23	,041	-,345	,799[a]	-,238	-,321
	KP24	-,510	-,169	-,238	,787[a]	-,120
	KP25	-,084	-,031	-,321	-,120	,861[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP21	1,000	,627
KP22	1,000	,640
KP23	1,000	,626
KP24	1,000	,718
KP25	1,000	,464

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	3,074	61,490	61,490	3,074	61,490	61,490
2	,714	14,275	75,765			
3	,542	10,834	86,599			
4	,386	7,725	94,324			
5	,284	5,676	100,000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
KP21	,792
KP22	,800
KP23	,791
KP24	,847
KP25	,681

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

`

Reproduced Correlations

		KP21	KP22	KP23	KP24	KP25
Reproduced Correlation	KP21	,627[a]	,634	,627	,671	,539
	KP22	,634	,640[a]	,633	,678	,545
	KP23	,627	,633	,626[a]	,670	,539
	KP24	,671	,678	,670	,718[a]	,577
	KP25	,539	,545	,539	,577	,464[a]
Residual[b]	KP21		-,077	-,187	,020	-,151
	KP22	-,077		-,050	-,100	-,151
	KP23	-,187	-,050		-,111	-,021
	KP24	,020	-,100	-,111		-,128
	KP25	-,151	-,151	-,021	-,128	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 8 (80,0%) nonredundant residuals with absolute values greater than 0.05.

LAMPIRAN 25 : FACTOR ANALYSIS PELAYANAN (RESPONSIVENESS)

Correlation Matrix[a]

		KP31	KP32	KP33
Correlation	KP31	1,000	,174	,302
	KP32	,174	1,000	,436
	KP33	,302	,436	1,000
Sig. (1-tailed)	KP31		,011	,000
	KP32	,011		,000
	KP33	,000	,000	

a. Determinant = ,734

Inverse of Correlation Matrix

	KP31	KP32	KP33
KP31	1,103	-,058	-,309
KP32	-,058	1,237	-,522
KP33	-,309	-,522	1,321

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,571
Bartlett's Test of Sphericity	Approx. Chi-Square	53,169
	df	3
	Sig.	,000

Anti-image Matrices

		KP31	KP32	KP33
Anti-image Covariance	KP31	,906	-,042	-,212
	KP32	-,042	,808	-,319
	KP33	-,212	-,319	,757
Anti-image Correlation	KP31	,642[a]	-,049	-,256
	KP32	-,049	,566[a]	-,408
	KP33	-,256	-,408	,548[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP31	1,000	,375
KP32	1,000	,564
KP33	1,000	,681

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	1,621	54,029	54,029	1,621	54,029	54,029
2	,839	27,981	82,010			
3	,540	17,990	100,000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
KP31	,613
KP32	,751
KP33	,825

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reproduced Correlations

		KP31	KP32	KP33
Reproduced Correlation	KP31	,375[a]	,460	,506
	KP32	,460	,564[a]	,620
	KP33	,506	,620	,681[a]
Residual[b]	KP31		-,286	-,203
	KP32	-,286		-,184
	KP33	-,203	-,184	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 3 (100,0%) nonredundant residuals with absolute values greater than 0.05.

LAMPIRAN 26 : FACTOR ANALYSIS PELAYANAN (ASSURANCE)

Correlation Matrix[a]

		KP41	KP42	KP43
Correlation	KP41	1,000	,530	,485
	KP42	,530	1,000	,457
	KP43	,485	,457	1,000
Sig. (1-tailed)	KP41		,000	,000
	KP42	,000		,000
	KP43	,000	,000	

a. Determinant = ,510

Inverse of Correlation Matrix

	KP41	KP42	KP43
KP41	1,553	-,605	-,477
KP42	-,605	1,500	-,392
KP43	-,477	-,392	1,411

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,685
Bartlett's Test of Sphericity	Approx. Chi-Square	116,075
	df	3
	Sig.	,000

Anti-image Matrices

		KP41	KP42	KP43
Anti-image Covariance	KP41	,644	-,260	-,218
	KP42	-,260	,667	-,185
	KP43	-,218	-,185	,709
Anti-image Correlation	KP41	,664[a]	-,397	-,322
	KP42	-,397	,681[a]	-,269
	KP43	-,322	-,269	,716[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP41	1,000	,691
KP42	1,000	,667
KP43	1,000	,625

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	1,982	66,082	66,082	1,982	66,082	66,082
2	,551	18,377	84,459			
3	,466	15,541	100,000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
KP41	,831
KP42	,816
KP43	,790

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reproduced Correlations

		KP41	KP42	KP43
Reproduced Correlation	KP41	,691[a]	,679	,657
	KP42	,679	,667[a]	,645
	KP43	,657	,645	,625[a]
Residual[b]	KP41		-,148	-,172
	KP42	-,148		-,188
	KP43	-,172	-,188	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 3 (100,0%) nonredundant residuals with absolute values greater than 0.05.

LAMPIRAN 27 : FACTOR ANALYSIS PELAYANAN (EMPATHY)

Correlation Matrix[a]

		KP51	KP52	KP54	KP55
Correlation	KP51	1,000	,254	,250	,211
	KP52	,254	1,000	,299	,321
	KP54	,250	,299	1,000	,337
	KP55	,211	,321	,337	1,000
Sig. (1-tailed)	KP51		,000	,000	,003
	KP52	,000		,000	,000
	KP54	,000	,000		,000
	KP55	,003	,000	,000	

a. Determinant = ,678

Inverse of Correlation Matrix

	KP51	KP52	KP54	KP55
KP51	1,119	-,193	-,184	-,112
KP52	-,193	1,202	-,220	-,271
KP54	-,184	-,220	1,213	-,300
KP55	-,112	-,271	-,300	1,212

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,698
Bartlett's Test of Sphericity	Approx. Chi-Square	66,794
	df	6
	Sig.	,000

Anti-image Matrices

		KP51	KP52	KP54	KP55
Anti-image Covariance	KP51	,894	-,144	-,136	-,083
	KP52	-,144	,832	-,151	-,186
	KP54	-,136	-,151	,824	-,204
	KP55	-,083	-,186	-,204	,825
Anti-image Correlation	KP51	,735[a]	-,167	-,158	-,096
	KP52	-,167	,698[a]	-,182	-,224
	KP54	-,158	-,182	,690[a]	-,247
	KP55	-,096	-,224	-,247	,684[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP51	1,000	,358
KP52	1,000	,490
KP54	1,000	,502
KP55	1,000	,492

Extraction Method: Principal
Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	1,841	46,027	46,027	1,841	46,027	46,027
2	,807	20,173	66,200			
3	,701	17,536	83,736			
4	,651	16,264	100,000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
KP51	,598
KP52	,700
KP54	,708
KP55	,701

Extraction Method:
Principal Component
Analysis.
a. 1 components
extracted.

Reproduced Correlations

		KP51	KP52	KP54	KP55
Reproduced Correlation	KP51	,358[a]	,419	,423	,419
	KP52	,419	,490[a]	,496	,491
	KP54	,423	,496	,502[a]	,497
	KP55	,419	,491	,497	,492[a]
Residual[b]	KP51		-,165	-,173	-,208
	KP52	-,165		-,197	-,170
	KP54	-,173	-,197		-,159
	KP55	-,208	-,170	-,159	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 6 (100,0%) nonredundant residuals with absolute values greater than 0.05.

LAMPIRAN 28 : FACTOR ANALYSIS KEPERCAYAAN

Correlation Matrix[a]

		KPR1	KPR2	KPR3	KPR4
Correlation	KPR1	1,000	,461	,566	,554
	KPR2	,461	1,000	,641	,639
	KPR3	,566	,641	1,000	,617
	KPR4	,554	,639	,617	1,000
Sig. (1-tailed)	KPR1		,000	,000	,000
	KPR2	,000		,000	,000
	KPR3	,000	,000		,000
	KPR4	,000	,000	,000	

a. Determinant = ,187

Inverse of Correlation Matrix

	KPR1	KPR2	KPR3	KPR4
KPR1	1,636	-,060	-,569	-,517
KPR2	-,060	2,029	-,785	-,780
KPR3	-,569	-,785	2,134	-,500
KPR4	-,517	-,780	-,500	2,093

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,799
Bartlett's Test of Sphericity	Approx. Chi-Square	288,405
	df	6
	Sig.	,000

Anti-image Matrices

		KPR1	KPR2	KPR3	KPR4
Anti-image Covariance	KPR1	,611	-,018	-,163	-,151
	KPR2	-,018	,493	-,181	-,184
	KPR3	-,163	-,181	,469	-,112
	KPR4	-,151	-,184	-,112	,478
Anti-image Correlation	KPR1	,830[a]	-,033	-,304	-,279
	KPR2	-,033	,783[a]	-,377	-,378
	KPR3	-,304	-,377	,793[a]	-,237
	KPR4	-,279	-,378	-,237	,798[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KPR1	1,000	,591
KPR2	1,000	,691
KPR3	1,000	,734
KPR4	1,000	,727

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2,744	68,588	68,588	2,744	68,588	68,588
2	,551	13,782	82,370			
3	,383	9,567	91,937			
4	,323	8,063	100,000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
KPR1	,769
KPR2	,831
KPR3	,857
KPR4	,853

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reproduced Correlations

		KPR1	KPR2	KPR3	KPR4
Reproduced Correlation	KPR1	,591[a]	,639	,659	,656
	KPR2	,639	,691[a]	,712	,709
	KPR3	,659	,712	,734[a]	,731
	KPR4	,656	,709	,731	,727[a]
Residual[b]	KPR1		-,178	-,093	-,102
	KPR2	-,178		-,071	-,069
	KPR3	-,093	-,071		-,113
	KPR4	-,102	-,069	-,113	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 6 (100,0%) nonredundant residuals with absolute values greater than 0.05.

LAMPIRAN 29 : FACTOR ANALYSIS KEPUASAN PELANGGAN

Correlation Matrix[a]

		KPL1	KPL2	KPL3
Correlation	KPL1	1,000	,848	,762
	KPL2	,848	1,000	,808
	KPL3	,762	,808	1,000
Sig. (1-tailed)	KPL1		,000	,000
	KPL2	,000		,000
	KPL3	,000	,000	

a. Determinant = ,092

Inverse of Correlation Matrix

	KPL1	KPL2	KPL3
KPL1	3,788	-2,527	-,846
KPL2	-2,527	4,563	-1,759
KPL3	-,846	-1,759	3,065

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,750
Bartlett's Test of Sphericity	Approx. Chi-Square	411,185
	df	3
	Sig.	,000

Anti-image Matrices

		KPL1	KPL2	KPL3
Anti-image Covariance	KPL1	,264	-,146	-,073
	KPL2	-,146	,219	-,126
	KPL3	-,073	-,126	,326
Anti-image Correlation	KPL1	,751[a]	-,608	-,248
	KPL2	-,608	,699[a]	-,470
	KPL3	-,248	-,470	,814[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KPL1	1,000	,870
KPL2	1,000	,902
KPL3	1,000	,840

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2,612	87,078	87,078	2,612	87,078	87,078
2	,243	8,106	95,184			
3	,144	4,816	100,000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
KPL1	,933
KPL2	,950
KPL3	,917

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reproduced Correlations

		KPL1	KPL2	KPL3
Reproduced Correlation	KPL1	,870[a]	,886	,855
	KPL2	,886	,902[a]	,871
	KPL3	,855	,871	,840[a]
Residual[b]	KPL1		-,038	-,093
	KPL2	-,038		-,063
	KPL3	-,093	-,063	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 2 (66,0%) nonredundant residuals with absolute values greater than 0.05.

LAMPIRAN 30 : FACTOR ANALYSIS LOYALITAS PELANGGAN

Correlation Matrix[a]

		LP11	LP12	LP13
Correlation	LP11	1,000	,517	,453
	LP12	,517	1,000	,765
	LP13	,453	,765	1,000
Sig. (1-tailed)	LP11		,000	,000
	LP12	,000		,000
	LP13	,000	,000	

a. Determinant = ,301

Inverse of Correlation Matrix

	LP11	LP12	LP13
LP11	1,380	-,568	-,191
LP12	-,568	2,642	-1,764
LP13	-,191	-1,764	2,435

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,645
Bartlett's Test of Sphericity	Approx. Chi-Square	206,857
	df	3
	Sig.	,000

Anti-image Matrices

		LP11	LP12	LP13
Anti-image Covariance	LP11	,724	-,156	-,057
	LP12	-,156	,378	-,274
	LP13	-,057	-,274	,411
Anti-image Correlation	LP11	,826[a]	-,297	-,104
	LP12	-,297	,599[a]	-,695
	LP13	-,104	-,695	,615[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
LP11	1,000	,557
LP12	1,000	,828
LP13	1,000	,783

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2,168	72,273	72,273	2,168	72,273	72,273
2	,601	20,035	92,307			
3	,231	7,693	100,000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
LP11	,746
LP12	,910
LP13	,885

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reproduced Correlations

		LP11	LP12	LP13
Reproduced Correlation	LP11	,557[a]	,679	,660
	LP12	,679	,828[a]	,805
	LP13	,660	,805	,783[a]
Residual[b]	LP11		-,162	-,207
	LP12	-,162		-,041
	LP13	-,207	-,041	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 2 (66,0%) nonredundant residuals with absolute values greater than 0.05.

LAMPIRAN 31 : FACTOR ANALYSIS LOYALITAS PELANGGAN

Correlation Matrix[a]

		LP21	LP22	LP23
Correlation	LP21	1,000	,675	,690
	LP22	,675	1,000	,562
	LP23	,690	,562	1,000
Sig. (1-tailed)	LP21		,000	,000
	LP22	,000		,000
	LP23	,000	,000	

a. Determinant = ,276

Inverse of Correlation Matrix

	LP21	LP22	LP23
LP21	2,482	-1,044	-1,126
LP22	-1,044	1,900	-,347
LP23	-1,126	-,347	1,972

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,705
Bartlett's Test of Sphericity	Approx. Chi-Square	221,758
	df	3
	Sig.	,000

Communalities

	Initial	Extraction
LP21	1,000	,824
LP22	1,000	,725
LP23	1,000	,737

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2,286	76,210	76,210	2,286	76,210	76,210
2	,439	14,623	90,834			
3	,275	9,166	100,000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
LP21	,908
LP22	,852
LP23	,859

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reproduced Correlations

		LP21	LP22	LP23
Reproduced Correlation	LP21	,824[a]	,773	,779
	LP22	,773	,725[a]	,731
	LP23	,779	,731	,737[a]
Residual[b]	LP21		-,098	-,089
	LP22	-,098		-,170
	LP23	-,089	-,170	

Extraction Method: Principal Component Analysis.

a. Reproduced communalities

b. Residuals are computed between observed and reproduced correlations. There are 3 (100,0%) nonredundant residuals with absolute values greater than 0.05.

LAMPIRAN 32 : FACTOR ANALYSIS LOYALITAS PELANGGAN

Correlation Matrix[a]

		LP31	LP32	LP33
Correlation	LP31	1,000	,649	,626
	LP32	,649	1,000	,785
	LP33	,626	,785	1,000
Sig. (1-tailed)	LP31		,000	,000
	LP32	,000		,000
	LP33	,000	,000	

a. Determinant = ,208

Inverse of Correlation Matrix

	LP31	LP32	LP33
LP31	1,840	-,754	-,559
LP32	-,754	2,920	-1,821
LP33	-,559	-1,821	2,780

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,713
Bartlett's Test of Sphericity	Approx. Chi-Square	270,128
	df	3
	Sig.	,000

Anti-image Matrices

		LP31	LP32	LP33
Anti-image Covariance	LP31	,544	-,140	-,109
	LP32	-,140	,342	-,224
	LP33	-,109	-,224	,360
Anti-image Correlation	LP31	,830[a]	-,326	-,247
	LP32	-,326	,669[a]	-,639
	LP33	-,247	-,639	,682[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
LP31	1,000	,714
LP32	1,000	,839
LP33	1,000	,823

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2,376	79,202	79,202	2,376	79,202	79,202
2	,410	13,678	92,880			
3	,214	7,120	100,000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
LP31	,845
LP32	,916
LP33	,907

Extraction Method:
Principal Component
Analysis.
a. 1 components
extracted.

Reproduced Correlations

		LP31	LP32	LP33
Reproduced Correlation	LP31	,714[a]	,774	,766
	LP32	,774	,839[a]	,831
	LP33	,766	,831	,823[a]
Residual[b]	LP31		-,125	-,140
	LP32	-,125		-,046
	LP33	-,140	-,046	

Extraction Method: Principal Component Analysis.
a. Reproduced communalities
b. Residuals are computed between observed and reproduced correlations. There are 2 (66,0%) nonredundant residuals with absolute values greater than 0.05.

LAMPIRAN 33: RELIABILITAS PELAYANAN (TANGIBLES)

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,644	,656	4

Inter-Item Correlation Matrix

	KP11	KP12	KP13	KP14
KP11	1,000	,306	,231	,365
KP12	,306	1,000	,201	,378
KP13	,231	,201	1,000	,456
KP14	,365	,378	,456	1,000

Inter-Item Covariance Matrix

	KP11	KP12	KP13	KP14
KP11	,725	,249	,128	,231
KP12	,249	,913	,126	,269
KP13	,128	,126	,425	,221
KP14	,231	,269	,221	,554

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3,486	3,080	3,869	,789	1,256	,109	4
Item Variances	,654	,425	,913	,488	2,148	,045	4
Inter-Item Covariances	,204	,126	,269	,143	2,141	,003	4
Inter-Item Correlations	,323	,201	,456	,255	2,266	,008	4

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
13,9429	5,066	2,25071	4

LAMPIRAN 34 : RELIABILITAS PELAYANAN (RELIABILITY)

Case Processing Summary

		N	%
Cases	Valid	175	100,0
	Excluded[a]	0	,0
	Total	175	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,842	,842	5

Inter-Item Correlation Matrix

	KP21	KP22	KP23	KP24	KP25
KP21	1,000	,557	,440	,691	,388
KP22	,557	1,000	,583	,577	,394
KP23	,440	,583	1,000	,559	,518
KP24	,691	,577	,559	1,000	,449
KP25	,388	,394	,518	,449	1,000

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3,509	3,354	3,669	,314	1,094	,020	5
Item Variances	,645	,487	,801	,314	1,644	,013	5
Inter-Item Covariances	,332	,227	,483	,256	2,125	,007	5
Inter-Item Correlations	,516	,388	,691	,303	1,781	,009	5

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
17,5429	9,870	3,14170	5

LAMPIRAN 35: RELIABILITAS PELAYANAN (RESPONSIVENESS)

Case Processing Summary

		N	%
Cases	Valid	175	100,0
	Excluded[a]	0	,0
	Total	175	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,563	,567	3

Inter-Item Correlation Matrix

	KP31	KP32	KP33
KP31	1,000	,174	,302
KP32	,174	1,000	,436
KP33	,302	,436	1,000

Inter-Item Covariance Matrix

	KP31	KP32	KP33
KP31	,822	,129	,232
KP32	,129	,664	,300
KP33	,232	,300	,713

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3,585	3,434	3,851	,417	1,121	,054	3
Item Variances	,733	,664	,822	,158	1,237	,006	3
Inter-Item Covariances	,220	,129	,300	,171	2,331	,006	3
Inter-Item Correlations	,304	,174	,436	,262	2,502	,014	3

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
10,7543	3,520	1,87610	3

LAMPIRAN 36: RELIABILITAS PELAYANAN (ASSURANCE)

Case Processing Summary

		N	%
Cases	Valid	175	100,0
	Excluded[a]	0	,0
	Total	175	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,742	,743	3

Inter-Item Correlation Matrix

	KP41	KP42	KP43
KP41	1,000	,530	,485
KP42	,530	1,000	,457
KP43	,485	,457	1,000

Inter-Item Covariance Matrix

	KP41	KP42	KP43
KP41	,445	,251	,224
KP42	,251	,504	,225
KP43	,224	,225	,479

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3,642	3,503	3,806	,303	1,086	,023	3
Item Variances	,476	,445	,504	,060	1,134	,001	3
Inter-Item Covariances	,233	,224	,251	,027	1,121	,000	3
Inter-Item Correlations	,491	,457	,530	,073	1,160	,001	3

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
10,9257	2,828	1,68160	3

LAMPIRAN 37: RELIABILITAS PELAYANAN (EMPATHY)

Case Processing Summary

		N	%
Cases	Valid	175	100,0
	Excluded[a]	0	,0
	Total	175	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,606	,607	4

Inter-Item Correlation Matrix

	KP51	KP52	KP54	KP55
KP51	1,000	,254	,250	,211
KP52	,254	1,000	,299	,321
KP54	,250	,299	1,000	,337
KP55	,211	,321	,337	1,000

Inter-Item Covariance Matrix

	KP51	KP52	KP54	KP55
KP51	,291	,068	,071	,060
KP52	,068	,248	,078	,084
KP54	,071	,078	,276	,093
KP55	,060	,084	,093	,276

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	4,374	4,354	4,400	,046	1,010	,000	4
Item Variances	,273	,248	,291	,043	1,174	,000	4
Inter-Item Covariances	,076	,060	,093	,033	1,558	,000	4
Inter-Item Correlations	,279	,211	,337	,126	1,599	,002	4

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
17,4971	1,999	1,41370	4

LAMPIRAN 38 : RELIABILITAS KEPERCAYAAN

Case Processing Summary

		N	%
Cases	Valid	175	100,0
	Excluded[a]	0	,0
	Total	175	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,845	,847	4

Inter-Item Correlation Matrix

	KPR1	KPR2	KPR3	KPR4
KPR1	1,000	,461	,566	,554
KPR2	,461	1,000	,641	,639
KPR3	,566	,641	1,000	,617
KPR4	,554	,639	,617	1,000

Inter-Item Covariance Matrix

	KPR1	KPR2	KPR3	KPR4
KPR1	,619	,255	,345	,306
KPR2	,255	,492	,349	,315
KPR3	,345	,349	,601	,336
KPR4	,306	,315	,336	,493

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3,534	3,486	3,634	,149	1,043	,005	4
Item Variances	,551	,492	,619	,127	1,258	,005	4
Inter-Item Covariances	,318	,255	,349	,094	1,369	,001	4
Inter-Item Correlations	,580	,461	,641	,179	1,389	,004	4

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
14,1371	6,016	2,45267	4

LAMPIRAN 39: RELIABILITAS KEPUASAN PELANGGAN

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,925	,926	3

Inter-Item Correlation Matrix

	KPL1	KPL2	KPL3
KPL1	1,000	,848	,762
KPL2	,848	1,000	,808
KPL3	,762	,808	1,000

Inter-Item Covariance Matrix

	KPL1	KPL2	KPL3
KPL1	,488	,397	,355
KPL2	,397	,449	,361
KPL3	,355	,361	,445

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3,678	3,657	3,697	,040	1,011	,000	3
Item Variances	,461	,445	,488	,043	1,097	,001	3
Inter-Item Covariances	,371	,355	,397	,041	1,117	,000	3
Inter-Item Correlations	,806	,762	,848	,085	1,112	,001	3

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
11,0343	3,608	1,89948	3

LAMPIRAN 40 : RELIABILITAS LOYALITAS PELANGGAN

Case Processing Summary

		N	%
Cases	Valid	175	100,0
	Excluded[a]	0	,0
	Total	175	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,803	,805	3

Inter-Item Correlation Matrix

	LP11	LP12	LP13
LP11	1,000	,517	,453
LP12	,517	1,000	,765
LP13	,453	,765	1,000

Inter-Item Covariance Matrix

	LP11	LP12	LP13
LP11	,508	,249	,244
LP12	,249	,455	,390
LP13	,244	,390	,571

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3,571	3,360	3,691	,331	1,099	,034	3
Item Variances	,511	,455	,571	,116	1,256	,003	3
Inter-Item Covariances	,294	,244	,390	,146	1,597	,005	3
Inter-Item Correlations	,578	,453	,765	,312	1,688	,022	3

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
10,7143	3,297	1,81582	3

LAMPIRAN 41: RELIABILITAS LOYALITAS PELANGGAN

Case Processing Summary

		N	%
Cases	Valid	175	100,0
	Excluded[a]	0	,0
	Total	175	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,842	,843	3

Inter-Item Correlation Matrix

	LP21	LP22	LP23
LP21	1,000	,675	,690
LP22	,675	1,000	,562
LP23	,690	,562	1,000

Inter-Item Covariance Matrix

	LP21	LP22	LP23
LP21	,548	,380	,417
LP22	,380	,578	,348
LP23	,417	,348	,666

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	2,863	2,737	2,949	,211	1,077	,012	3
Item Variances	,597	,548	,666	,118	1,216	,004	3
Inter-Item Covariances	,382	,348	,417	,068	1,196	,001	3
Inter-Item Correlations	,642	,562	,690	,128	1,228	,004	3

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
8,5886	4,083	2,02055	3

LAMPIRAN 42 : RELIABILITAS LOYALITAS PELANGGAN

Case Processing Summary

		N	%
Cases	Valid	175	100,0
	Excluded[a]	0	,0
	Total	175	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,867	,868	3

Inter-Item Correlation Matrix

	LP31	LP32	LP33
LP31	1,000	,649	,626
LP32	,649	1,000	,785
LP33	,626	,785	1,000

Inter-Item Covariance Matrix

	LP31	LP32	LP33
LP31	,423	,259	,264
LP32	,259	,376	,312
LP33	,264	,312	,420

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3,543	3,531	3,560	,029	1,008	,000	3
Item Variances	,407	,376	,423	,046	1,123	,001	3
Inter-Item Covariances	,278	,259	,312	,054	1,207	,001	3
Inter-Item Correlations	,687	,626	,785	,159	1,255	,006	3

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
10,6286	2,890	1,70000	3

LAMPIRAN 43: HASIL UJI ANOVA (ONE WAY) - JENIS KELAMIN

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
Kualipel1	,188	1	173	,665
Kualipel2	6,194	1	173	,014
Kualipel3	,372	1	173	,543
Kualipel4	,046	1	173	,831
Kualipel5	4,846	1	173	,029
Keperca	,371	1	173	,543
Kepuaspel	,692	1	173	,407
Loyal1	,003	1	173	,954
Loyal2	3,884	1	173	,050
Loyal3	,085	1	173	,772

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Kualipel1	Between Groups	,011	1	,011	,011	,915
	Within Groups	173,989	173	1,006		
	Total	174,000	174			
Kualipel2	Between Groups	,669	1	,669	,668	,415
	Within Groups	173,331	173	1,002		
	Total	174,000	174			
Kualipel3	Between Groups	,057	1	,057	,057	,812
	Within Groups	173,943	173	1,005		
	Total	174,000	174			
Kualipel4	Between Groups	,243	1	,243	,242	,623
	Within Groups	173,757	173	1,004		
	Total	174,000	174			
Kualipel5	Between Groups	,432	1	,432	,431	,513
	Within Groups	173,568	173	1,003		
	Total	174,000	174			
Keperca	Between Groups	,653	1	,653	,651	,421
	Within Groups	173,347	173	1,002		
	Total	174,000	174			
Kepuaspel	Between Groups	2,016	1	2,016	2,028	,156
	Within Groups	171,984	173	,994		
	Total	174,000	174			
Loyal1	Between Groups	1,197	1	1,197	1,199	,275
	Within Groups	172,803	173	,999		
	Total	174,000	174			
Loyal2	Between Groups	1,425	1	1,425	1,428	,234
	Within Groups	172,575	173	,998		
	Total	174,000	174			
Loyal3	Between Groups	1,107	1	1,107	1,107	,294
	Within Groups	172,893	173	,999		
	Total	174,000	174			

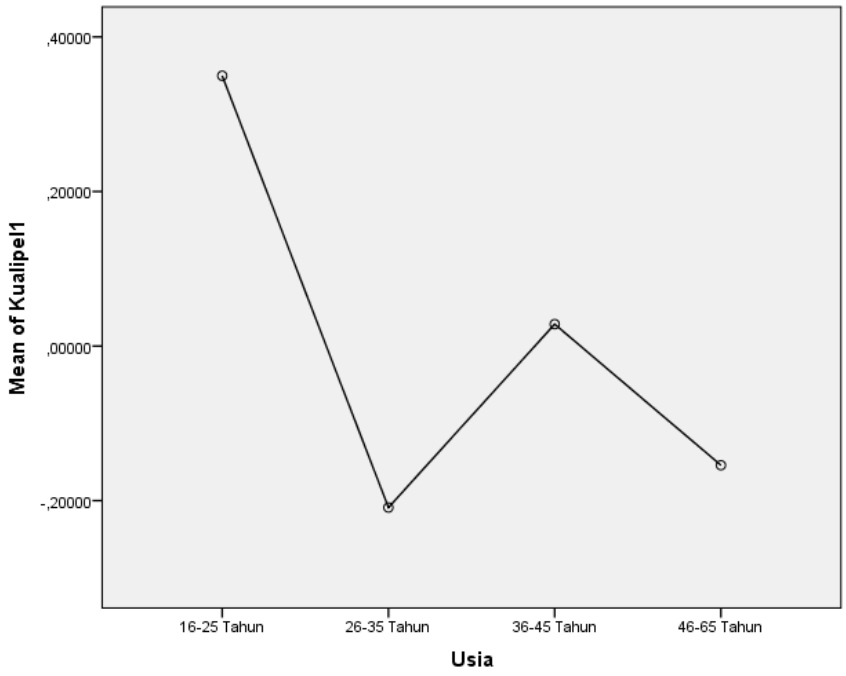
LAMPIRAN 44: HASIL UJI ANOVA (ONE WAY) - USIA

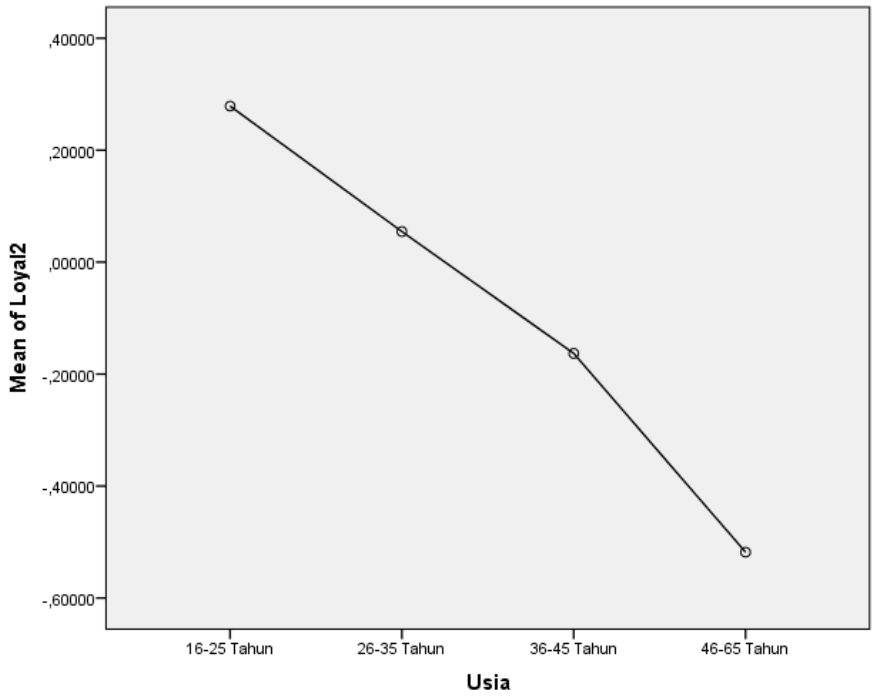
Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
Kualipel1	1,931	3	171	,126
Kualipel2	1,816	3	171	,146
Kualipel3	2,298	3	171	,079
Kualipel4	2,345	3	171	,075
Kualipel5	,339	3	171	,798
Keperca	,133	3	171	,940
Kepuaspel	1,445	3	171	,232
Loyal1	3,790	3	171	,012
Loyal2	1,340	3	171	,263
Loyal3	2,860	3	171	,039

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Kualipel1	Between Groups	9,935	3	3,312	3,452	,018
	Within Groups	164,065	171	,959		
	Total	174,000	174			
Kualipel2	Between Groups	2,480	3	,827	,824	,482
	Within Groups	171,520	171	1,003		
	Total	174,000	174			
Kualipel3	Between Groups	2,615	3	,872	,870	,458
	Within Groups	171,385	171	1,002		
	Total	174,000	174			
Kualipel4	Between Groups	6,524	3	2,175	2,220	,088
	Within Groups	167,476	171	,979		
	Total	174,000	174			
Kualipel5	Between Groups	1,126	3	,375	,371	,774
	Within Groups	172,874	171	1,011		
	Total	174,000	174			
Keperca	Between Groups	4,939	3	1,646	1,665	,176
	Within Groups	169,061	171	,989		
	Total	174,000	174			
Kepuaspel	Between Groups	7,757	3	2,586	2,660	,050
	Within Groups	166,243	171	,972		
	Total	174,000	174			
Loyal1	Between Groups	6,355	3	2,118	2,161	,094
	Within Groups	167,645	171	,980		
	Total	174,000	174			
Loyal2	Between Groups	11,895	3	3,965	4,182	,007
	Within Groups	162,105	171	,948		
	Total	174,000	174			
Loyal3	Between Groups	5,861	3	1,954	1,987	,118
	Within Groups	168,139	171	,983		
	Total	174,000	174			


,40000
,20000
,00000
-,20000
Mean of Kualipel1
16-25 Tahun
26-35 Tahun
36-45 Tahun
46-65 Tahun
Usia


,40000
,20000
,00000
-,20000
-,40000
-,60000
Mean of Loyal2
16-25 Tahun
26-35 Tahun
36-45 Tahun
46-65 Tahun
Usia

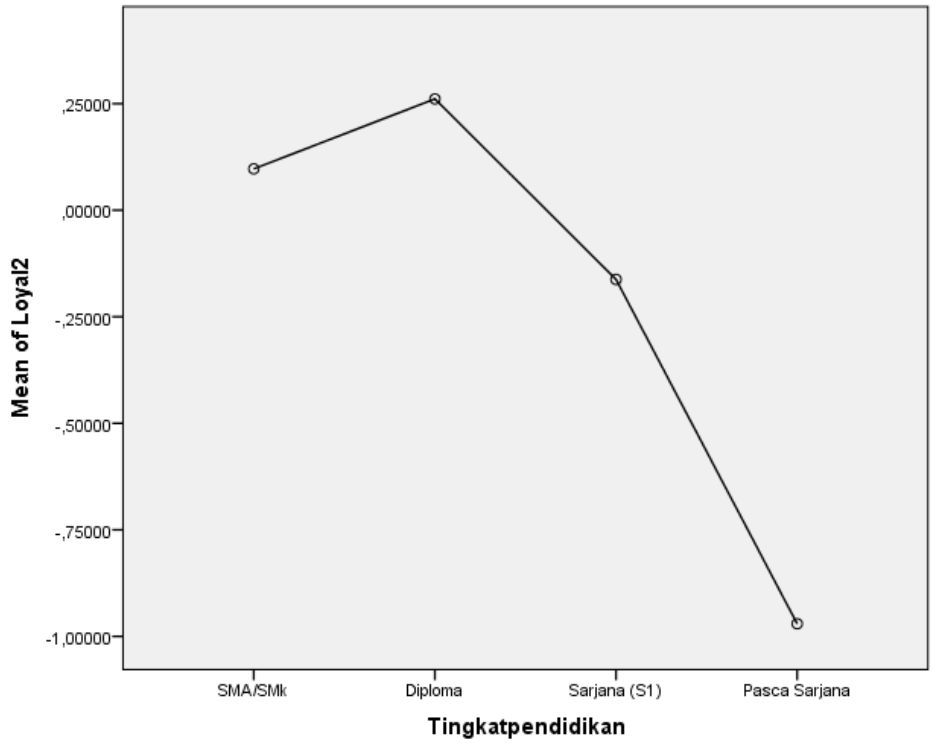
LAMPIRAN 45 : HASIL UJI ANOVA (ONE WAY) – TINGKAT PENDIDIKAN

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
Kualipel1	1,826	3	171	,144
Kualipel2	2,203	3	171	,090
Kualipel3	2,600	3	171	,054
Kualipel4	8,028	3	171	,000
Kualipel5	1,609	3	171	,189
Keperca	,323	3	171	,808
Kepuaspel	2,059	3	171	,108
Loyal1	3,565	3	171	,015
Loyal2	1,422	3	171	,238
Loyal3	10,011	3	171	,000

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Kualipel1	Between Groups	5,939	3	1,980	2,014	,114
	Within Groups	168,061	171	,983		
	Total	174,000	174			
Kualipel2	Between Groups	1,562	3	,521	,516	,672
	Within Groups	172,438	171	1,008		
	Total	174,000	174			
Kualipel3	Between Groups	2,486	3	,829	,826	,481
	Within Groups	171,514	171	1,003		
	Total	174,000	174			
Kualipel4	Between Groups	4,690	3	1,563	1,579	,196
	Within Groups	169,310	171	,990		
	Total	174,000	174			
Kualipel5	Between Groups	5,960	3	1,987	2,022	,113
	Within Groups	168,040	171	,983		
	Total	174,000	174			
Keperca	Between Groups	3,660	3	1,220	1,225	,302
	Within Groups	170,340	171	,996		
	Total	174,000	174			
Kepuaspel	Between Groups	1,623	3	,541	,537	,658
	Within Groups	172,377	171	1,008		
	Total	174,000	174			
Loyal1	Between Groups	6,151	3	2,050	2,089	,104
	Within Groups	167,849	171	,982		
	Total	174,000	174			
Loyal2	Between Groups	11,465	3	3,822	4,021	,009
	Within Groups	162,535	171	,950		
	Total	174,000	174			
Loyal3	Between Groups	8,488	3	2,829	2,923	,035
	Within Groups	165,512	171	,968		
	Total	174,000	174			



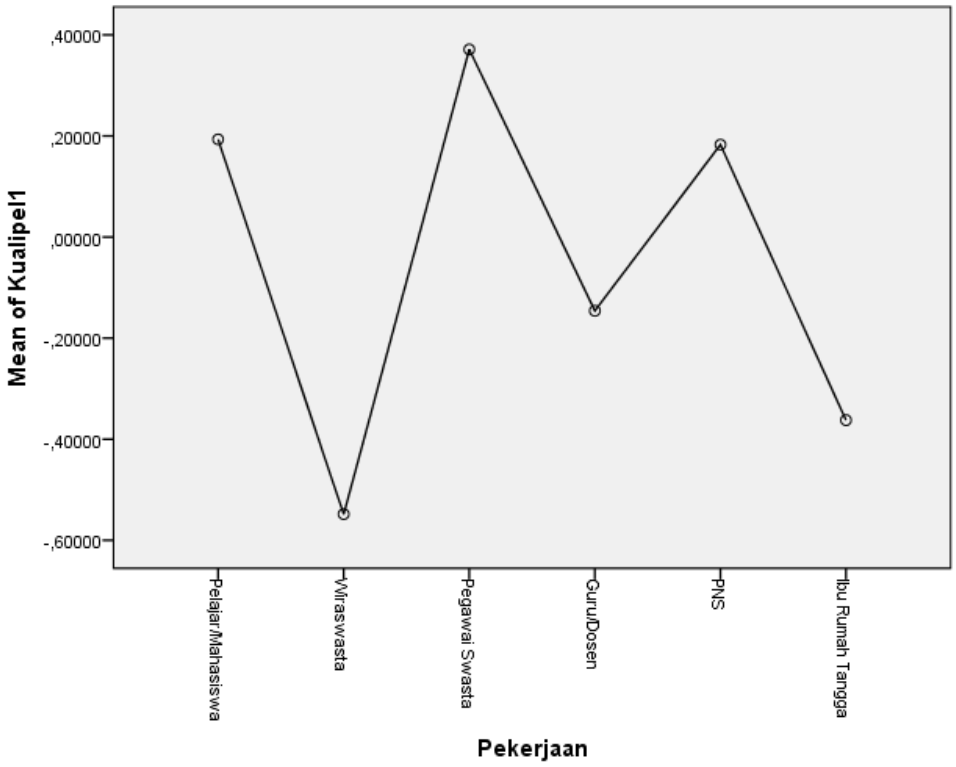
LAMPIRAN 46 : HASIL UJI ANOVA (ONE WAY) – PEKERJAAN

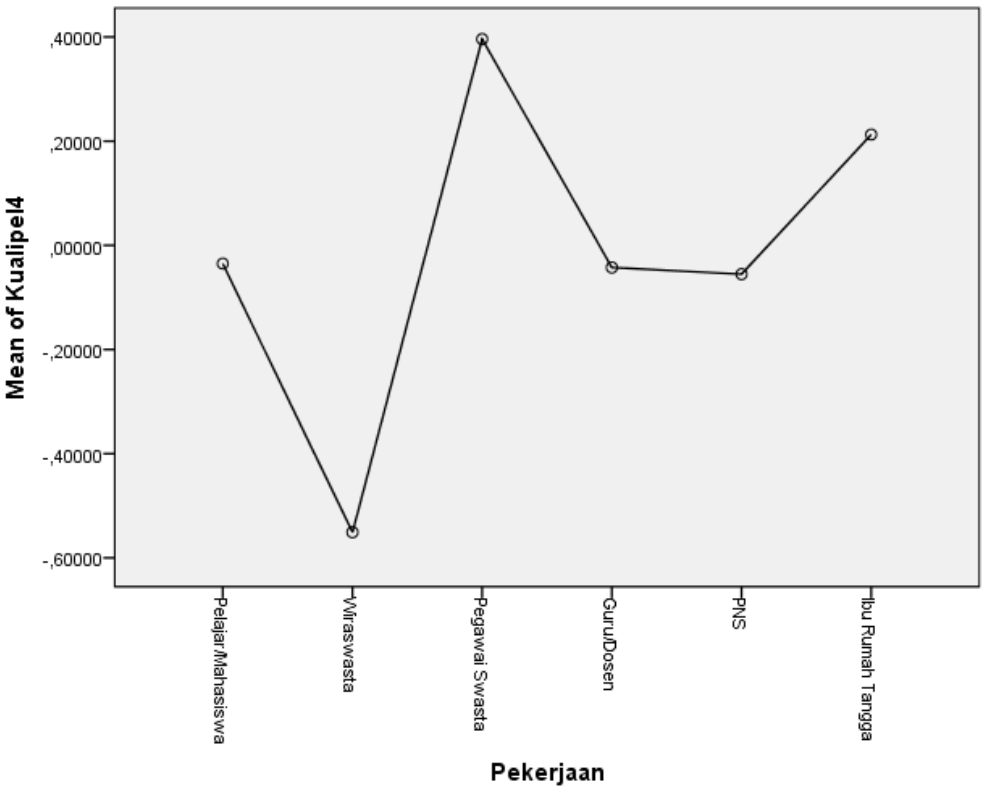
Test of Homogeneity of Variances

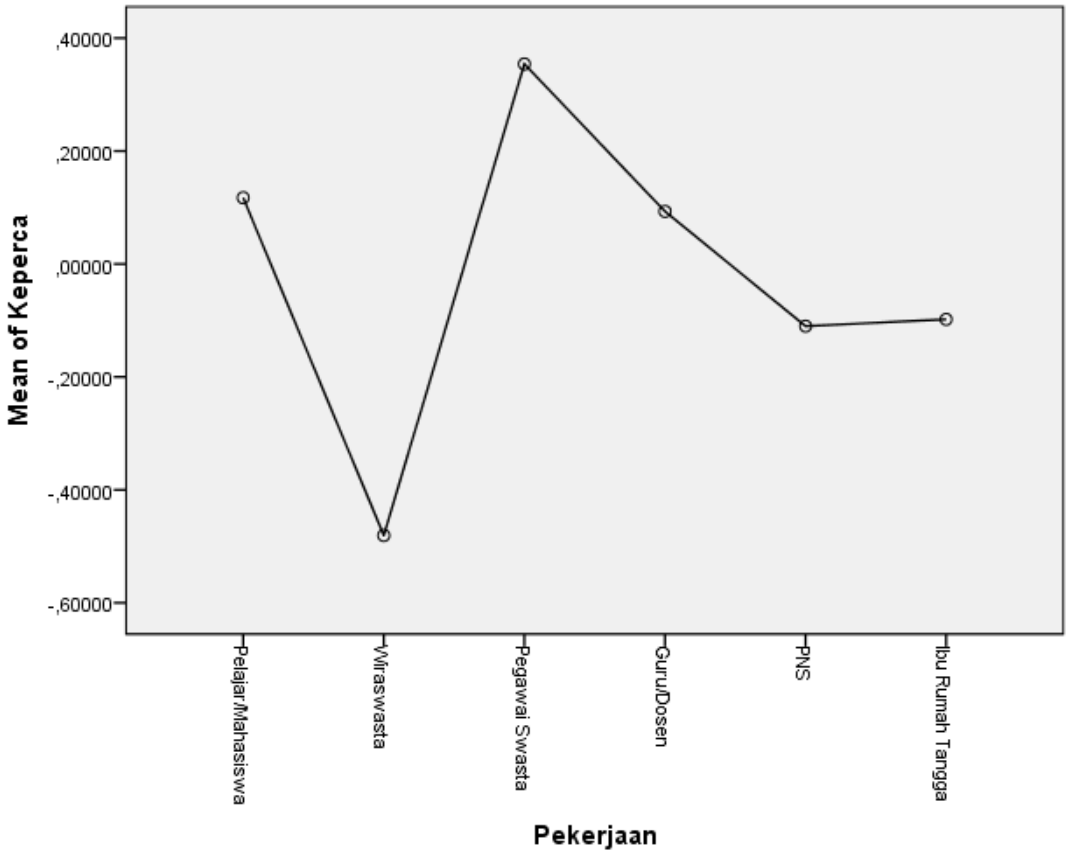
	Levene Statistic	df1	df2	Sig.
Kualipel1	1,074	5	169	,376
Kualipel2	1,907	5	169	,096
Kualipel3	,934	5	169	,460
Kualipel4	1,512	5	169	,188
Kualipel5	1,198	5	169	,312
Keperca	1,265	5	169	,281
Kepuaspel	4,539	5	169	,001
Loyal1	2,032	5	169	,077
Loyal2	1,027	5	169	,403
Loyal3	1,716	5	169	,133

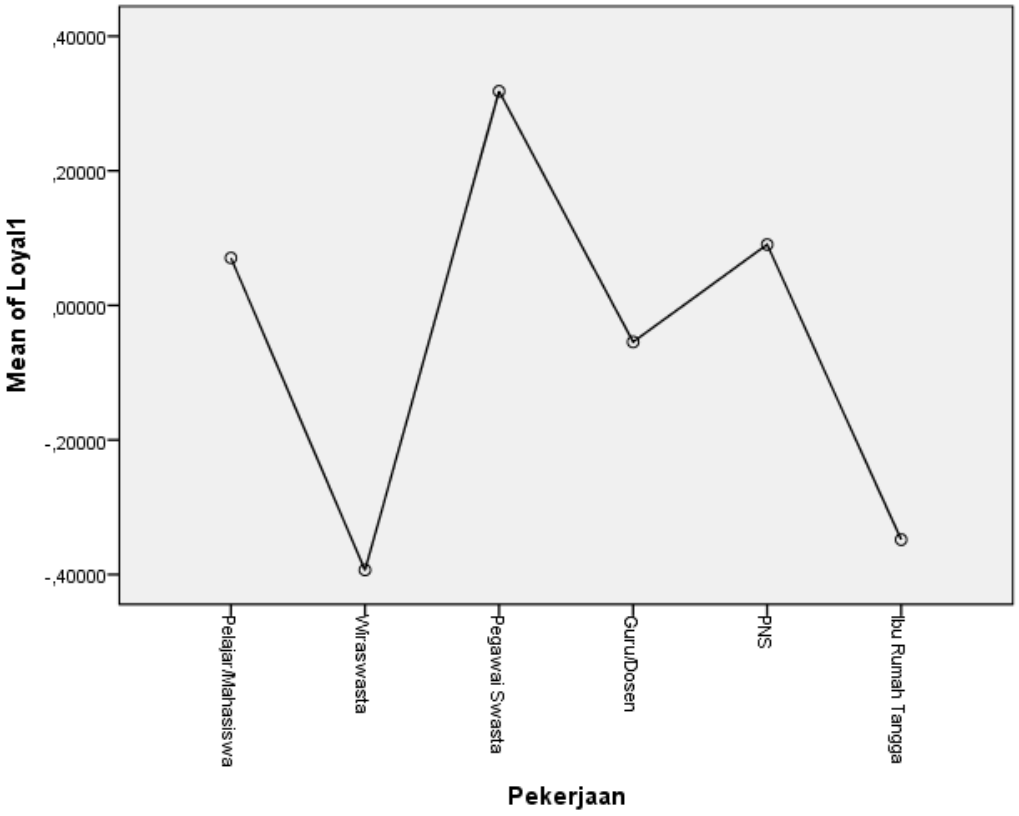
ANOVA

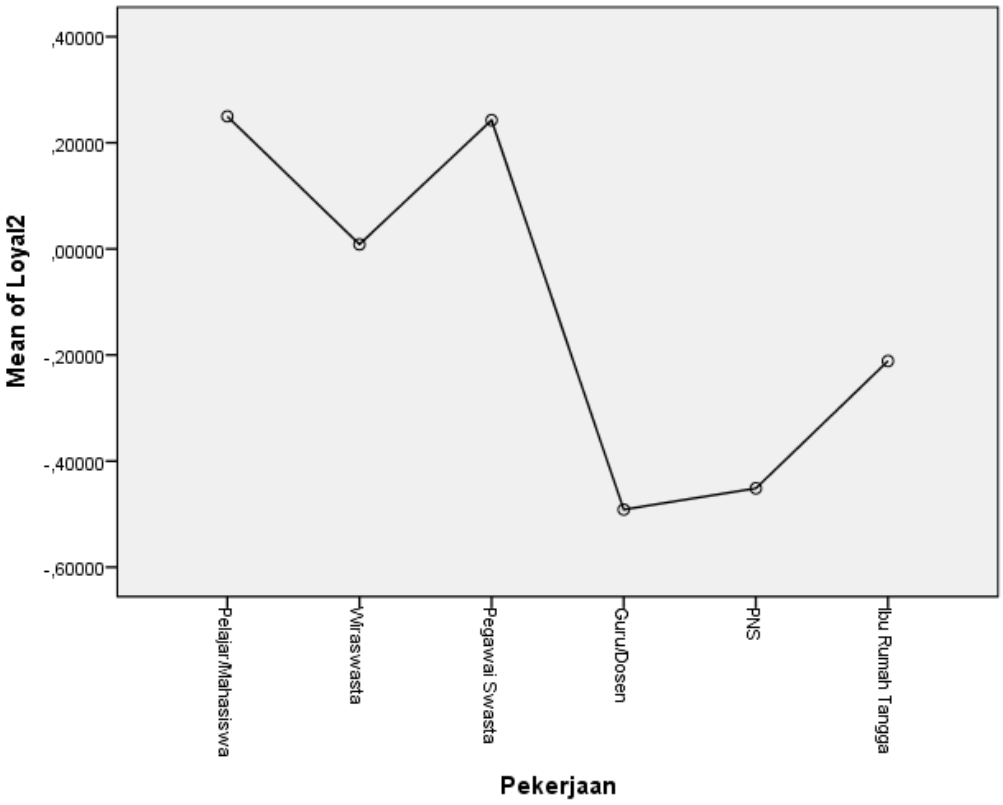
		Sum of Squares	df	Mean Square	F	Sig.
Kualipel1	Between Groups	24,792	5	4,958	5,616	,000
	Within Groups	149,208	169	,883		
	Total	174,000	174			
Kualipel2	Between Groups	10,965	5	2,193	2,273	,049
	Within Groups	163,035	169	,965		
	Total	174,000	174			
Kualipel3	Between Groups	8,218	5	1,644	1,675	,143
	Within Groups	165,782	169	,981		
	Total	174,000	174			
Kualipel4	Between Groups	23,055	5	4,611	5,162	,000
	Within Groups	150,945	169	,893		
	Total	174,000	174			
Kualipel5	Between Groups	3,871	5	,774	,769	,573
	Within Groups	170,129	169	1,007		
	Total	174,000	174			
Keperca	Between Groups	18,179	5	3,636	3,943	,002
	Within Groups	155,821	169	,922		
	Total	174,000	174			
Kepuaspel	Between Groups	10,471	5	2,094	2,164	,060
	Within Groups	163,529	169	,968		
	Total	174,000	174			
Loyal1	Between Groups	14,670	5	2,934	3,112	,010
	Within Groups	159,330	169	,943		
	Total	174,000	174			
Loyal2	Between Groups	13,501	5	2,700	2,843	,017
	Within Groups	160,499	169	,950		
	Total	174,000	174			
Loyal3	Between Groups	15,368	5	3,074	3,275	,008
	Within Groups	158,632	169	,939		
	Total	174,000	174			

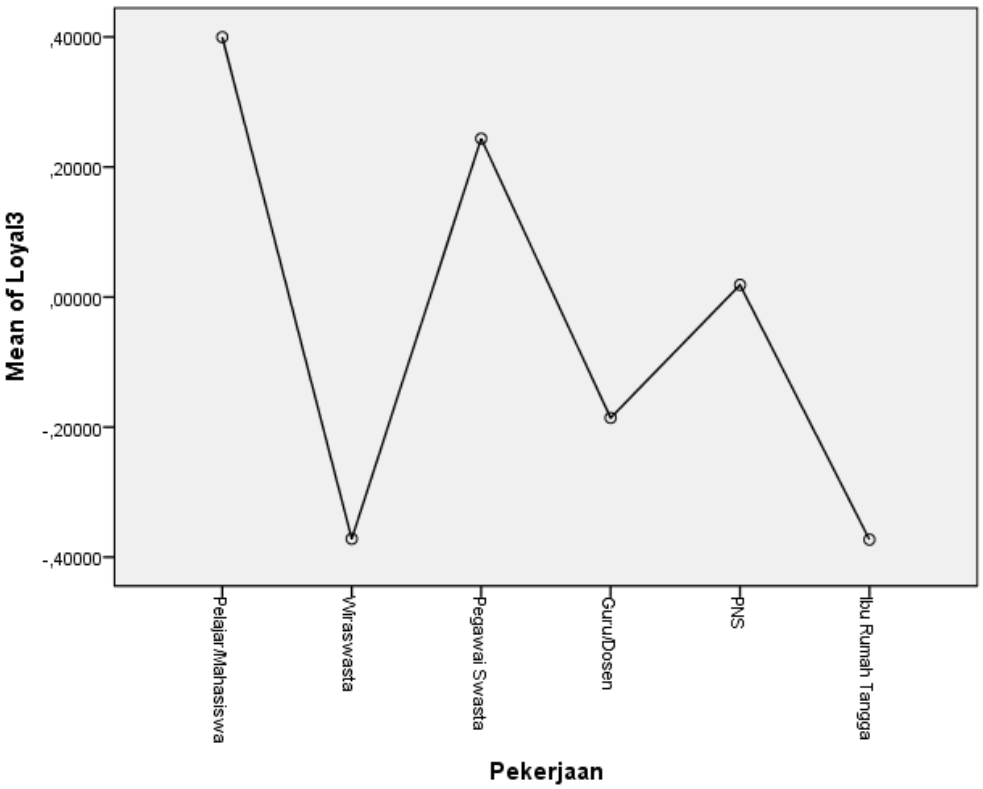

Mean of Kualipel1
,40000
,20000
,00000
-,20000
-,40000
-,60000
Pelajar/Mahasiswa
Wiraswasta
Pegawai Swasta
Guru/Dosen
PNS
Ibu Rumah Tangga
Pekerjaan


Mean of Kualipel4
,40000
,20000
,00000
-,20000
-,40000
-,60000
Pelajar/Mahasiswa
Wiraswasta
Pegawai Swasta
Guru/Dosen
PNS
Ibu Rumah Tangga
Pekerjaan


Mean of Keperca
,40000
,20000
,00000
-,20000
-,40000
-,60000
Pelajar/Mahasiswa
Wiraswasta
Pegawai Swasta
Guru/Dosen
PNS
Ibu Rumah Tangga
Pekerjaan


Mean of Loyal1
,40000
,20000
,00000
-,20000
-,40000
Pelajar/Mahasiswa
Wiraswasta
Pegawai Swasta
Guru/Dosen
PNS
Ibu Rumah Tangga
Pekerjaan


Mean of Loyal2
,40000
,20000
,00000
-,20000
-,40000
-,60000
Pelajar/Mahasiswa
Wiraswasta
Pegawai Swasta
Guru/Dosen
PNS
Ibu Rumah Tangga
Pekerjaan


Mean of Loyal3
,40000
,20000
,00000
-,20000
-,40000
Pelajar/Mahasiswa
Wiraswasta
Pegawai Swasta
Guru/Dosen
PNS
Ibu Rumah Tangga
Pekerjaan

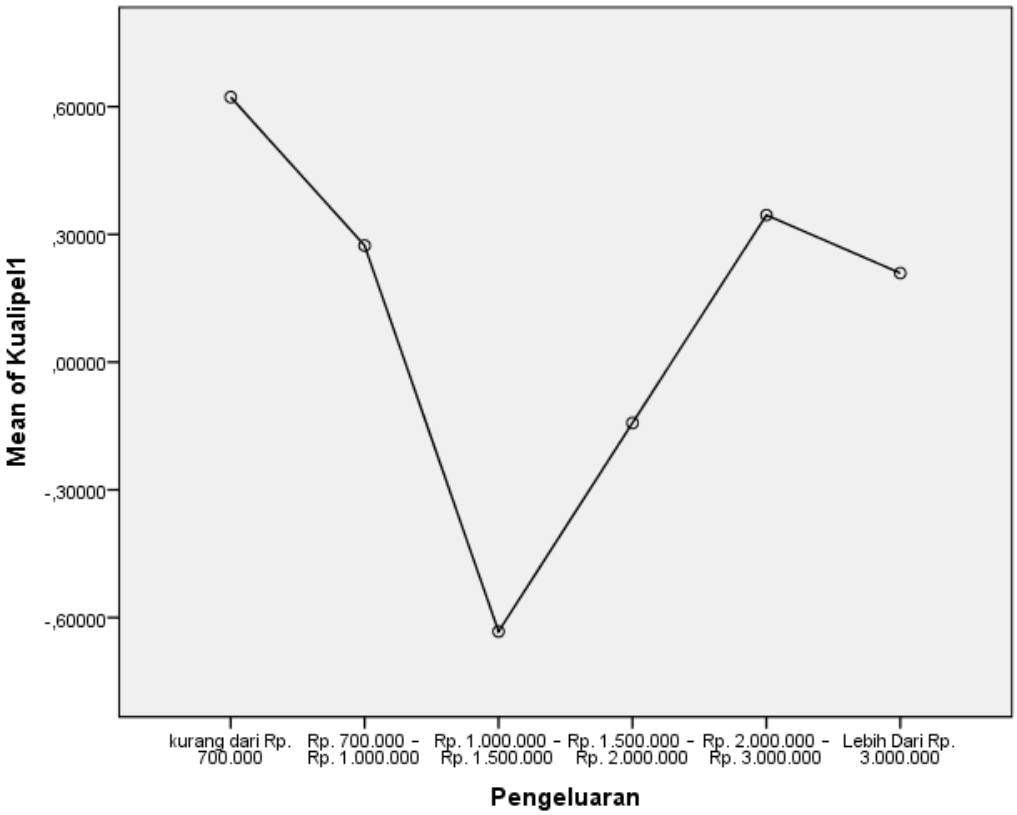
LAMPIRAN 47 : HASIL UJI ANOVA (ONE WAY) – PENGELUARAN

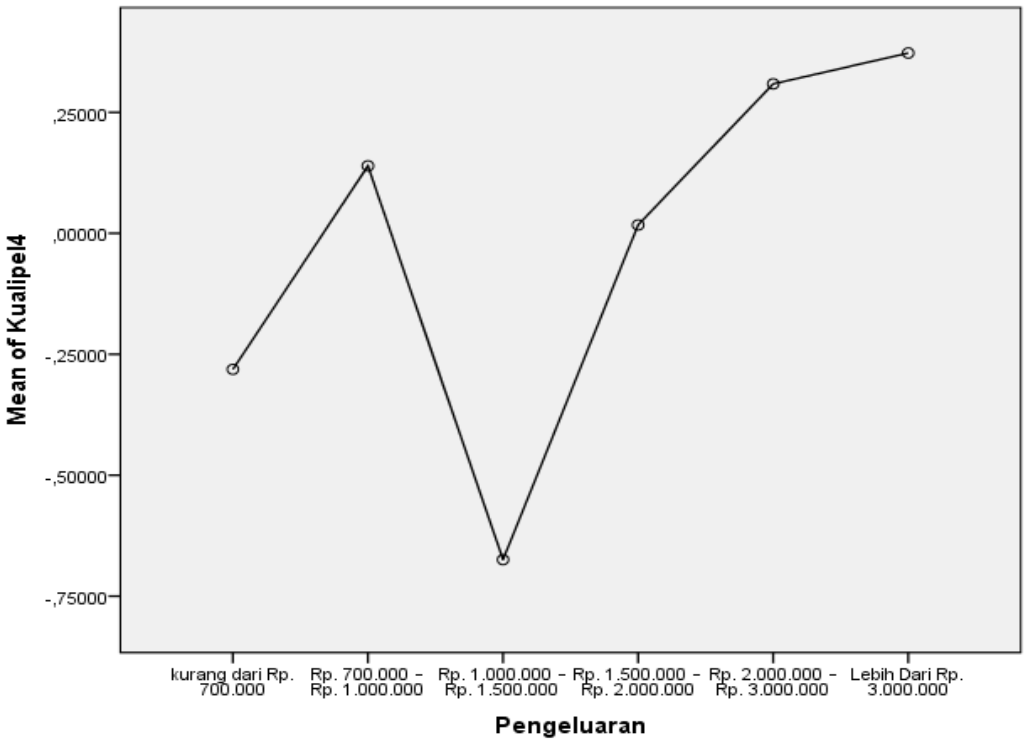
Test of Homogeneity of Variances

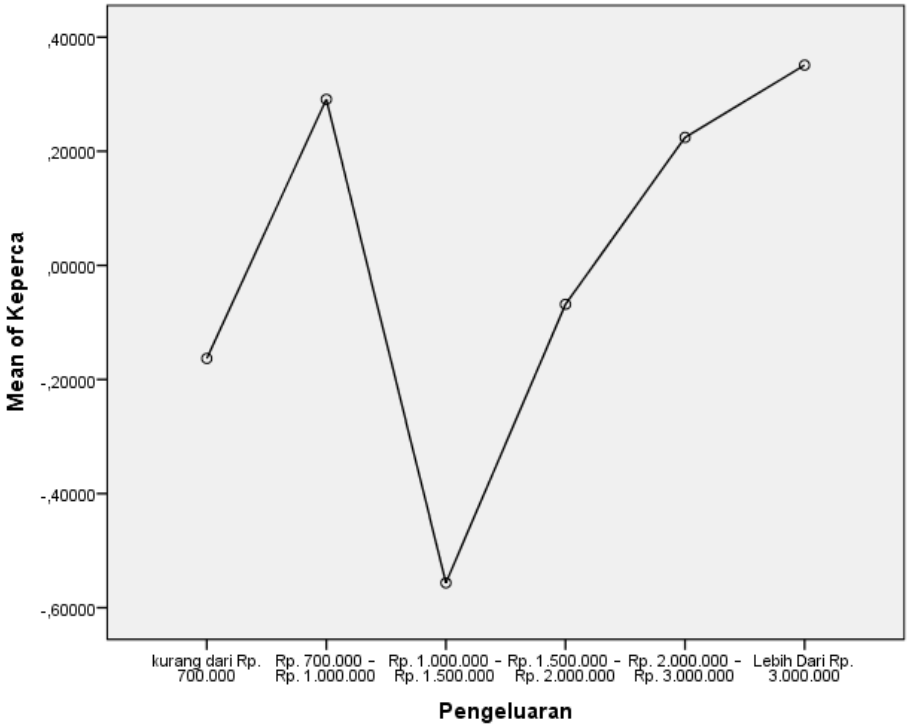
	Levene Statistic	df1	df2	Sig.
Kualipel1	2,180	5	169	,059
Kualipel2	2,362	5	169	,042
Kualipel3	,791	5	169	,558
Kualipel4	,875	5	169	,500
Kualipel5	3,080	5	169	,011
Keperca	1,988	5	169	,083
Kepuaspel	3,171	5	169	,009
Loyal1	,643	5	169	,667
Loyal2	3,909	5	169	,002
Loyal3	2,014	5	169	,079

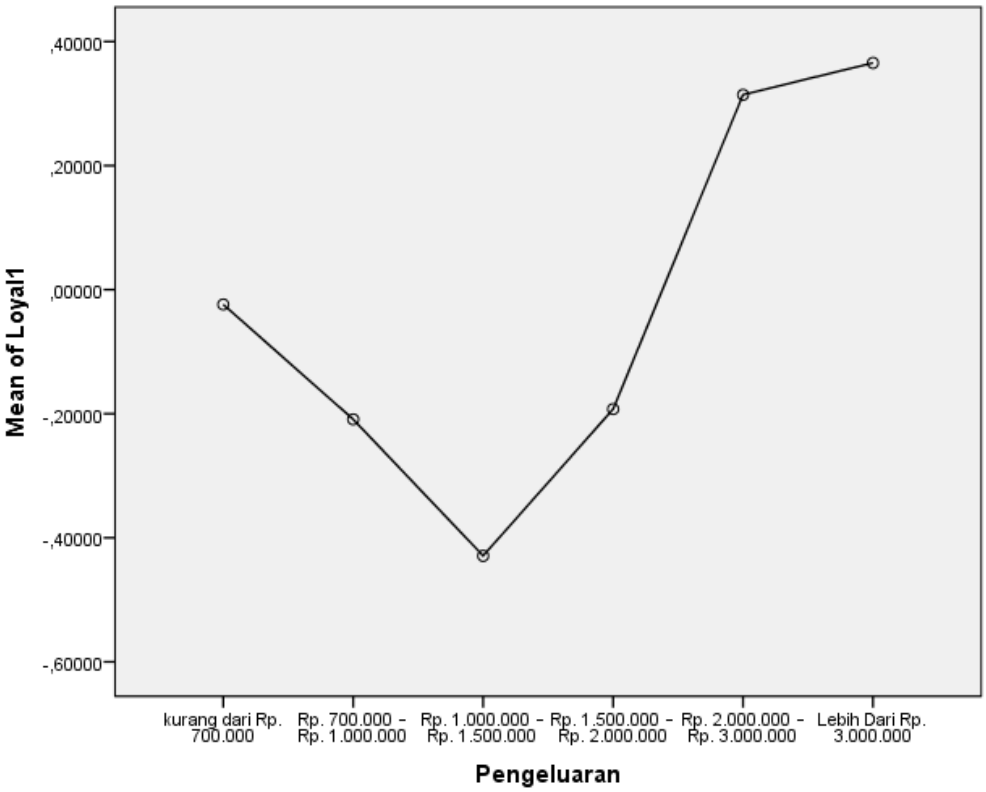
ANOVA

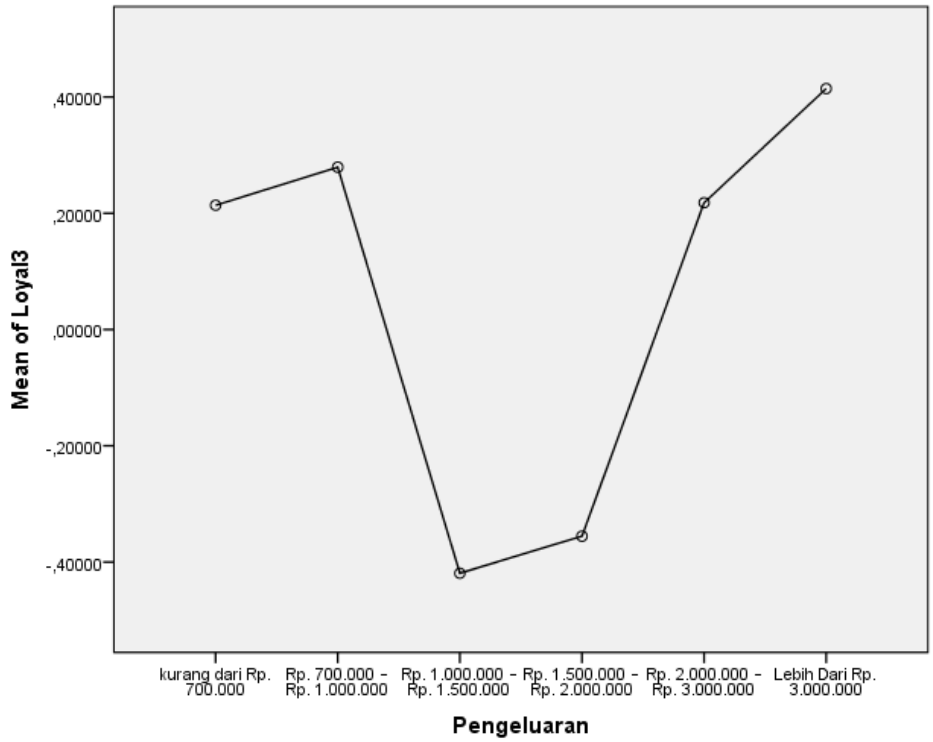
		Sum of Squares	df	Mean Square	F	Sig.
Kualipel1	Between Groups	26,977	5	5,395	6,202	,000
	Within Groups	147,023	169	,870		
	Total	174,000	174			
Kualipel2	Between Groups	24,963	5	4,993	5,661	,000
	Within Groups	149,037	169	,882		
	Total	174,000	174			
Kualipel3	Between Groups	4,079	5	,816	,811	,543
	Within Groups	169,921	169	1,005		
	Total	174,000	174			
Kualipel4	Between Groups	27,862	5	5,572	6,444	,000
	Within Groups	146,138	169	,865		
	Total	174,000	174			
Kualipel5	Between Groups	4,279	5	,856	,852	,515
	Within Groups	169,721	169	1,004		
	Total	174,000	174			
Keperca	Between Groups	20,259	5	4,052	4,454	,001
	Within Groups	153,741	169	,910		
	Total	174,000	174			
Kepuaspel	Between Groups	15,965	5	3,193	3,415	,006
	Within Groups	158,035	169	,935		
	Total	174,000	174			
Loyal1	Between Groups	18,173	5	3,635	3,942	,002
	Within Groups	155,827	169	,922		
	Total	174,000	174			
Loyal2	Between Groups	6,481	5	1,296	1,308	,263
	Within Groups	167,519	169	,991		
	Total	174,000	174			
Loyal3	Between Groups	21,609	5	4,322	4,793	,000
	Within Groups	152,391	169	,902		
	Total	174,000	174			


Mean of Kualipel1
,60000
,30000
,00000
-,30000
-,60000
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
Pengeluaran


Mean of Kualipel4
,25000
,00000
-,25000
-,50000
-,75000
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
Pengeluaran


,40000
,20000
,00000
-,20000
-,40000
-,60000
Mean of Keperca
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
Pengeluaran


,40000
,20000
,00000
-,20000
-,40000
-,60000
Mean of Loyal1
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
Pengeluaran



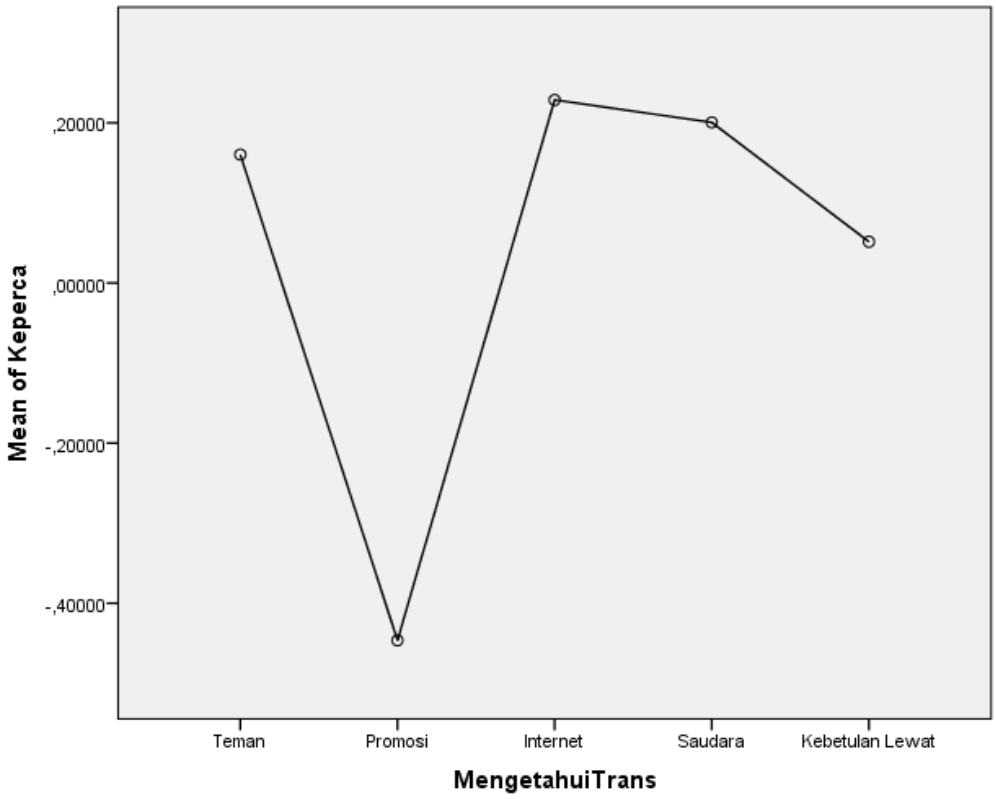
LAMPIRAN 48 : HASIL UJI ANOVA (ONE WAY) – KELOMPOK INFORMASI

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
Kualipel1	2,409	4	170	,051
Kualipel2	,363	4	170	,835
Kualipel3	1,510	4	170	,201
Kualipel4	1,329	4	170	,261
Kualipel5	,779	4	170	,540
Keperca	2,421	4	170	,050
Kepuaspel	2,449	4	170	,048
Loyal1	2,219	4	170	,069
Loyal2	1,393	4	170	,239
Loyal3	2,227	4	170	,068

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Kualipel1	Between Groups	4,684	4	1,171	1,176	,323
	Within Groups	169,316	170	,996		
	Total	174,000	174			
Kualipel2	Between Groups	2,719	4	,680	,675	,610
	Within Groups	171,281	170	1,008		
	Total	174,000	174			
Kualipel3	Between Groups	2,820	4	,705	,700	,593
	Within Groups	171,180	170	1,007		
	Total	174,000	174			
Kualipel4	Between Groups	8,856	4	2,214	2,279	,063
	Within Groups	165,144	170	,971		
	Total	174,000	174			
Kualipel5	Between Groups	4,896	4	1,224	1,231	,300
	Within Groups	169,104	170	,995		
	Total	174,000	174			
Keperca	Between Groups	12,732	4	3,183	3,355	,011
	Within Groups	161,268	170	,949		
	Total	174,000	174			
Kepuaspel	Between Groups	5,652	4	1,413	1,427	,227
	Within Groups	168,348	170	,990		
	Total	174,000	174			
Loyal1	Between Groups	2,140	4	,535	,529	,714
	Within Groups	171,860	170	1,011		
	Total	174,000	174			
Loyal2	Between Groups	6,456	4	1,614	1,638	,167
	Within Groups	167,544	170	,986		
	Total	174,000	174			
Loyal3	Between Groups	3,067	4	,767	,763	,551
	Within Groups	170,933	170	1,005		
	Total	174,000	174			



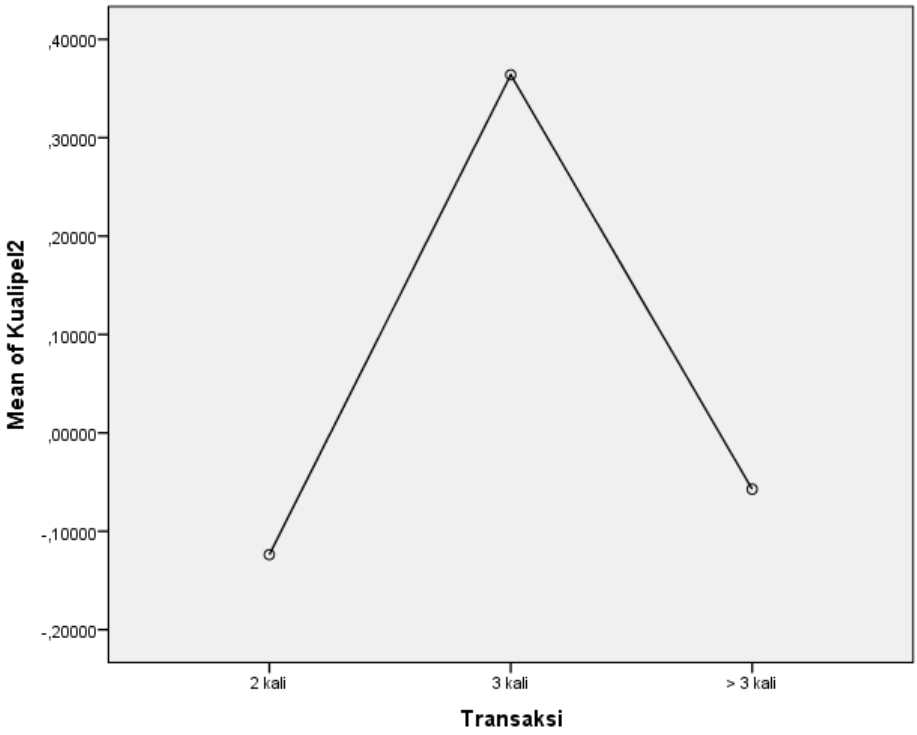
LAMPIRAN 49 : HASIL UJI ANOVA (ONE WAY) – BERTRANSAKSI

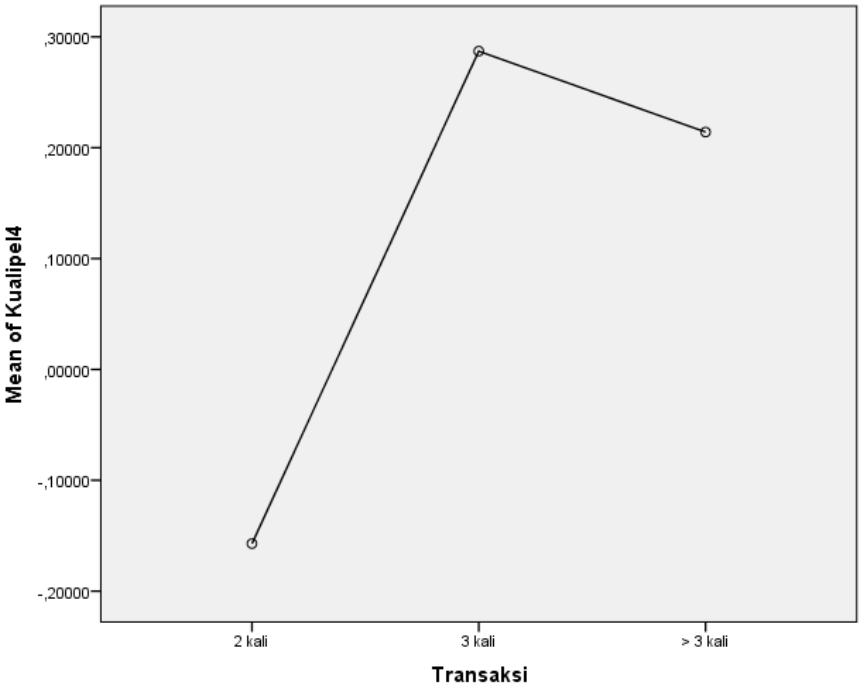
Test of Homogeneity of Variances

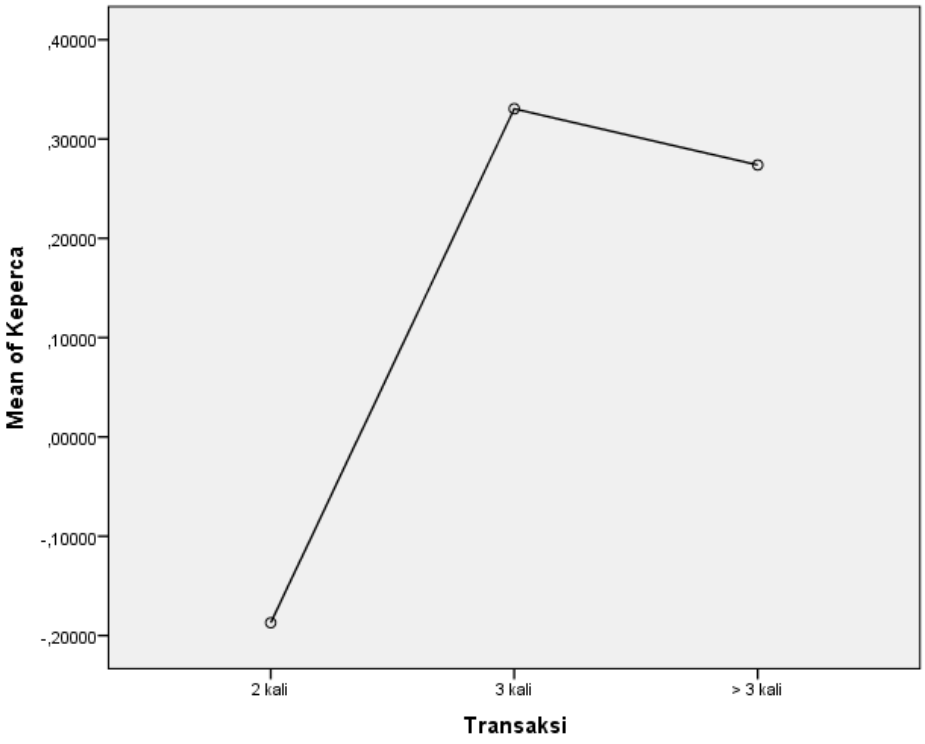
	Levene Statistic	df1	df2	Sig.
Kualipel1	,429	2	172	,652
Kualipel2	2,011	2	172	,137
Kualipel3	,906	2	172	,406
Kualipel4	2,055	2	172	,131
Kualipel5	,404	2	172	,668
Keperca	,063	2	172	,939
Kepuaspel	1,953	2	172	,145
Loyal1	2,424	2	172	,092
Loyal2	3,954	2	172	,021
Loyal3	4,267	2	172	,016

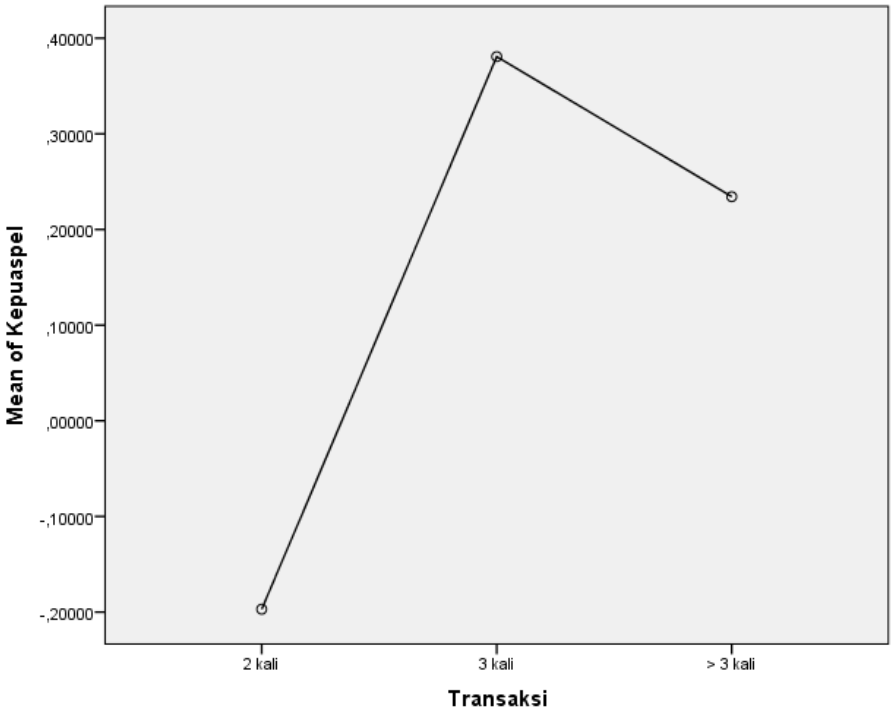
ANOVA

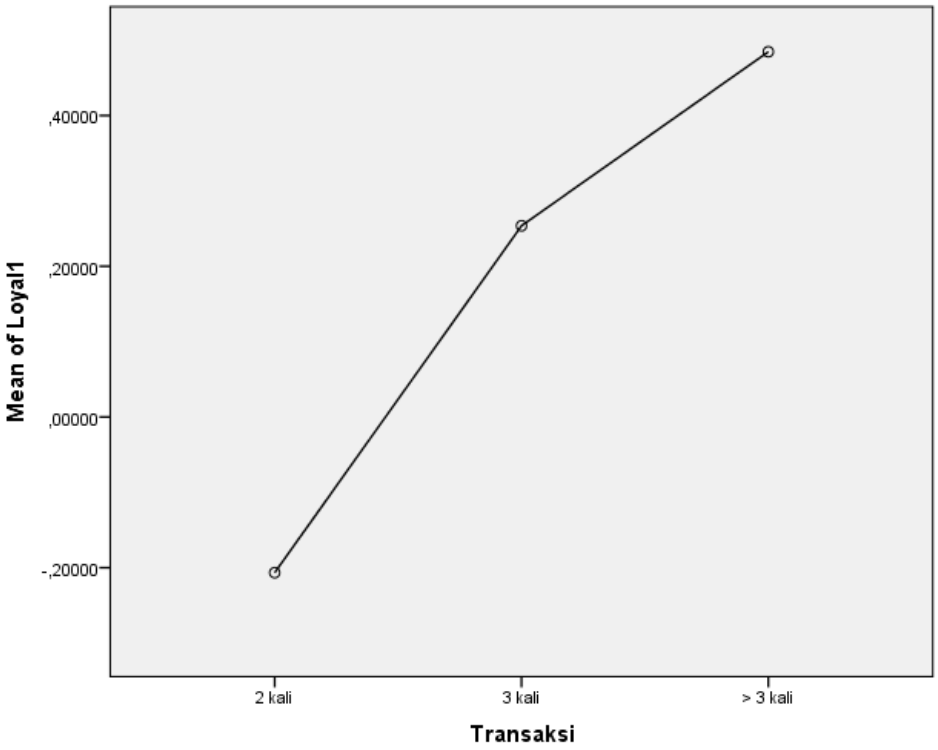
		Sum of Squares	df	Mean Square	F	Sig.
Kualipel1	Between Groups	2,102	2	1,051	1,052	,352
	Within Groups	171,898	172	,999		
	Total	174,000	174			
Kualipel2	Between Groups	7,182	2	3,591	3,703	,027
	Within Groups	166,818	172	,970		
	Total	174,000	174			
Kualipel3	Between Groups	,873	2	,437	,434	,649
	Within Groups	173,127	172	1,007		
	Total	174,000	174			
Kualipel4	Between Groups	7,216	2	3,608	3,721	,026
	Within Groups	166,784	172	,970		
	Total	174,000	174			
Kualipel5	Between Groups	,729	2	,364	,362	,697
	Within Groups	173,271	172	1,007		
	Total	174,000	174			
Keperca	Between Groups	10,168	2	5,084	5,337	,006
	Within Groups	163,832	172	,953		
	Total	174,000	174			
Kepuaspel	Between Groups	11,544	2	5,772	6,111	,003
	Within Groups	162,456	172	,945		
	Total	174,000	174			
Loyal1	Between Groups	13,164	2	6,582	7,039	,001
	Within Groups	160,836	172	,935		
	Total	174,000	174			
Loyal2	Between Groups	4,827	2	2,414	2,454	,089
	Within Groups	169,173	172	,984		
	Total	174,000	174			
Loyal3	Between Groups	12,312	2	6,156	6,549	,002
	Within Groups	161,688	172	,940		
	Total	174,000	174			


,40000
,30000
,20000
,10000
,00000
-,10000
-,20000
Mean of Kualipel2
2 kali
3 kali
> 3 kali
Transaksi


,30000
,20000
,10000
,00000
-,10000
-,20000
Mean of Kualipel4
2 kali
3 kali
> 3 kali
Transaksi


,40000
,30000
,20000
,10000
,00000
-,10000
-,20000
Mean of Keperca
2 kali
3 kali
> 3 kali
Transaksi


,40000
,30000
,20000
,10000
,00000
-,10000
-,20000
Mean of Kepuaspel
2 kali
3 kali
> 3 kali
Transaksi


,40000
,20000
,00000
-,20000
Mean of Loyal1
2 kali
3 kali
> 3 kali
Transaksi

LAMPIRAN 50: OUTPUT UJI SEM LISREL 8.51

L I S R E L 8.51

BY

Karl G. Jöreskog & Dag Sörbom

This program is published exclusively by
Scientific Software International, Inc.
7383 N. Lincoln Avenue, Suite 100
Lincolnwood, IL 60712, U.S.A.
Phone: (800)247-6113, (847)675-0720, Fax: (847)675-2140

Website: www.ssicentral.com

The following lines were read from file C:\Users\Lucy\Desktop\OK XIAO\xiao.pr2:

raw data from file xiao.psf
latent variables: KPLN KPRC KPLG LPG

relationship:
!KP11 = KPLN
!KP12 = KPLN
!KP13 = KPLN
KP14 = KPLN
!KP21 = KPLN
!KP22 = KPLN
KP23 = KPLN
!KP24 = KPLN
KP25 = KPLN
!KP31 = KPLN
KP32 = KPLN
!KP33 = KPLN
KP41 = KPLN
KP42 = KPLN
KP43 = KPLN
!KP51 = KPLN
!KP52 = KPLN
!KP54 = KPLN
!KP55 = KPLN
KPR1 = KPRC
KPR2 = KPRC
KPR3 = KPRC
KPL1 = KPLG
KPL2 = KPLG
KPL3 = 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 KP24 and KP21 free
set error covariance of LP13 and LP12 free
!set error covariance of KP23 and KP22 free
set error covariance of KPR2 and KP23 free
set error covariance of LP33 and LP32 free
set error covariance of LP33 and KPL1 free
!set error covariance of KPR3 and KPR2 free
!set error covariance of KP22 and KP21 free
!set error covariance of KP24 and KP22 free
!set error covariance of KP24 and KP23 free
set error covariance of LP11 and KPL3 free
set error covariance of KPR2 and KP32 free
set error variance of LPG to zero
set error covariance of KP42 and LP13 free
set error covariance of KP42 and KP25 free
!set error covariance of KP23 and KP21 free
!set error covariance of KP43 and KP22 free
set error covariance of KP25 and KP23 free
set error covariance of KPL2 and KPL1 free

admissibility check off
path diagram
end of problem

Sample Size = 175

Covariance Matrix

	KPL1	KPL2	KPL3	LP11	LP12	LP13
KPL1	0.49					
KPL2	0.40	0.45				
KPL3	0.36	0.36	0.44			
LP11	0.26	0.27	0.30	0.51		
LP12	0.27	0.25	0.26	0.25	0.45	
LP13	0.31	0.27	0.30	0.24	0.39	0.57

LP31	0.24	0.23	0.22	0.23	0.23	0.27
LP32	0.23	0.24	0.24	0.25	0.27	0.30
LP33	0.27	0.24	0.24	0.27	0.25	0.30
KP14	0.18	0.20	0.15	0.11	0.17	0.20
KP23	0.25	0.24	0.26	0.25	0.22	0.25
KP25	0.26	0.25	0.22	0.22	0.20	0.23
KP32	0.25	0.24	0.24	0.18	0.16	0.23
KP41	0.25	0.23	0.22	0.18	0.20	0.23
KP42	0.20	0.21	0.19	0.18	0.20	0.29
KP43	0.23	0.24	0.24	0.13	0.21	0.24
KPR1	0.33	0.32	0.33	0.30	0.31	0.35
KPR2	0.27	0.27	0.26	0.18	0.22	0.28
KPR3	0.36	0.37	0.36	0.25	0.26	0.33

Covariance Matrix

	LP31	LP32	LP33	KP14	KP23	KP25
LP31	0.42					
LP32	0.26	0.38				
LP33	0.26	0.31	0.42			
KP14	0.15	0.11	0.14	0.55		
KP23	0.21	0.17	0.19	0.23	0.64	
KP25	0.18	0.17	0.19	0.19	0.29	0.49
KP32	0.13	0.14	0.14	0.14	0.21	0.21
KP41	0.19	0.18	0.18	0.19	0.24	0.20
KP42	0.16	0.19	0.19	0.20	0.22	0.27
KP43	0.15	0.17	0.15	0.17	0.24	0.18
KPR1	0.27	0.24	0.27	0.24	0.35	0.20
KPR2	0.20	0.24	0.23	0.17	0.15	0.20
KPR3	0.26	0.25	0.26	0.23	0.29	0.22

Covariance Matrix

	KP32	KP41	KP42	KP43	KPR1	KPR2
KP32	0.66					
KP41	0.16	0.44				
KP42	0.18	0.25	0.50			
KP43	0.24	0.22	0.22	0.48		
KPR1	0.28	0.26	0.24	0.26	0.62	
KPR2	0.12	0.23	0.26	0.23	0.25	0.49
KPR3	0.20	0.27	0.26	0.31	0.35	0.35

Covariance Matrix

	KPR3
KPR3	0.60

Number of Iterations = 48

LISREL Estimates (Maximum Likelihood)

Measurement Equations

KPL1 = 0.60*KPLG, Errorvar.= 0.13 , R^2 = 0.74
(0.020)
6.58

KPL2 = 0.60*KPLG, Errorvar.= 0.091 , R^2 = 0.80
(0.030) (0.016)
19.70 5.69

KPL3 = 0.59*KPLG, Errorvar.= 0.089 , R^2 = 0.80
(0.039) (0.015)
15.02 5.85

LP11 = 0.49*LPG, Errorvar.= 0.27 , R^2 = 0.47
(0.032)
8.37

LP12 = 0.51*LPG, Errorvar.= 0.19 , R^2 = 0.57
(0.056) (0.025)
9.03 7.78

LP13 = 0.58*LPG, Errorvar.= 0.24 , R^2 = 0.59
(0.063) (0.030)
9.14 7.81

LP31 = 0.48*LPG, Errorvar.= 0.19 , R^2 = 0.55
(0.054) (0.024)
8.90 8.02

LP32 = 0.51*LPG, Errorvar.= 0.12 , R^2 = 0.69
(0.052) (0.017)
9.79 6.75

LP33 = 0.51*LPG, Errorvar.= 0.16 , R^2 = 0.62
(0.055) (0.021)
9.36 7.41

KP14 = 0.37*KPLN, Errorvar.= 0.42 , R^2 = 0.25
(0.055) (0.046)
6.78 9.07

KP23 = 0.50*KPLN, Errorvar.= 0.39 , R^2 = 0.40
(0.057) (0.044)
8.90 8.71

KP25 = 0.41*KPLN, Errorvar.= 0.32 , R^2 = 0.35
(0.050) (0.035)
8.27 8.91

KP32 = 0.41*KPLN, Errorvar.= 0.49 , R^2 = 0.26
(0.060) (0.055)
6.82 9.00

KP41 = 0.45*KPLN, Errorvar.= 0.24 , R^2 = 0.47
(0.046) (0.027)
9.95 8.65

KP42 = 0.43*KPLN, Errorvar.= 0.31 , R^2 = 0.38
(0.049) (0.035)
8.79 8.88

KP43 = 0.47*KPLN, Errorvar.= 0.26 , R^2 = 0.46
(0.047) (0.030)
9.93 8.65

KPR1 = 0.59*KPRC, Errorvar.= 0.27 , R^2 = 0.56
(0.052) (0.032)
11.34 8.42

KPR2 = 0.51*KPRC, Errorvar.= 0.24 , R^2 = 0.52
(0.047) (0.028)
10.69 8.40

KPR3 = 0.62*KPRC, Errorvar.= 0.21 , R^2 = 0.64
(0.050) (0.027)
12.55 8.02

Error Covariance for KPL2 and KPL1 = 0.039
(0.014)
2.67

Error Covariance for LP11 and KPL3 = 0.049
(0.015)
3.21

Error Covariance for LP13 and LP12 = 0.093
(0.022)
4.30

Error Covariance for LP33 and KPL1 = 0.035
(0.010)

3.39

Error Covariance for LP33 and LP32 = 0.053
(0.015)
3.48

Error Covariance for KP25 and KP23 = 0.079
(0.028)
2.86

Error Covariance for KP42 and LP13 = 0.057
(0.019)
3.01

Error Covariance for KP42 and KP25 = 0.080
(0.024)
3.31

Error Covariance for KPR2 and KP23 = -0.10
(0.025)
-4.09

Error Covariance for KPR2 and KP32 = -0.09
(0.027)
-3.25

Structural Equations

KPLG = 0.89*KPLN, Errorvar.= 0.20 , R^2 = 0.80
(0.075) (0.048)
11.85 4.28

LPG = 0.42*KPLG - 7.05*KPLN + 7.51*KPRC,, R^2 = 1.00
(0.18) (7.10) (7.17)
2.28 -0.99 1.05

Reduced Form Equations

KPLG = 0.89*KPLN + 0.0*KPRC, Errorvar.= 0.20, R^2 = 0.80
(0.075)
11.85

LPG = - 6.67*KPLN + 7.51*KPRC, Errorvar.= 0.036, R^2 = 0.96
(7.17) (7.17)
-0.93 1.05

Correlation Matrix of Independent Variables

	KPLN	KPRC
KPLN	1.00	
KPRC	1.00	1.00
	(0.01)	
	195.37	

Covariance Matrix of Latent Variables

	KPLG	LPG	KPLN	KPRC
KPLG	1.00			
LPG	0.82	1.00		
KPLN	0.89	0.82	1.00	
KPRC	0.89	0.86	1.00	1.00

W_A_R_N_I_N_G: Matrix above is not positive definite

Goodness of Fit Statistics

Degrees of Freedom = 138
Minimum Fit Function Chi-Square = 207.07 (P = 0.00013)
Normal Theory Weighted Least Squares Chi-Square = 191.83 (P = 0.0017)
Estimated Non-centrality Parameter (NCP) = 53.83
90 Percent Confidence Interval for NCP = (21.34 ; 94.36)

Minimum Fit Function Value = 1.19
Population Discrepancy Function Value (F0) = 0.31
90 Percent Confidence Interval for F0 = (0.12 ; 0.54)
Root Mean Square Error of Approximation (RMSEA) = 0.047
90 Percent Confidence Interval for RMSEA = (0.030 ; 0.063)
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.59

Expected Cross-Validation Index (ECVI) = 1.70
90 Percent Confidence Interval for ECVI = (1.51 ; 1.93)
ECVI for Saturated Model = 2.18
ECVI for Independence Model = 13.45

Chi-Square for Independence Model with 171 Degrees of Freedom = 2302.97
Independence AIC = 2340.97
Model AIC = 295.83
Saturated AIC = 380.00
Independence CAIC = 2420.11
Model CAIC = 512.40
Saturated CAIC = 1171.31

Normed Fit Index (NFI) = 0.91
Non-Normed Fit Index (NNFI) = 0.96

Parsimony Normed Fit Index (PNFI) = 0.73
Comparative Fit Index (CFI) = 0.97
Incremental Fit Index (IFI) = 0.97
Relative Fit Index (RFI) = 0.89

Critical N (CN) = 151.89

Root Mean Square Residual (RMR) = 0.023
Standardized RMR = 0.044
Goodness of Fit Index (GFI) = 0.90
Adjusted Goodness of Fit Index (AGFI) = 0.86
Parsimony Goodness of Fit Index (PGFI) = 0.65

The Modification Indices Suggest to Add the

Path to	from	Decrease in Chi-Square	New Estimate
KPLG	LPG	13.1	3.41
KPLG	KPRC	13.1	25.64

Time used: 0.078 Seconds

LEMBAR KUESIONER

Bagian II : TANGGAPAN RESPONDEN

Petunjuk Pengisian :

Para responden yang saya hormati, mohon memberi jawaban dengan beri tanda silang (X) pada pilihan jawaban yang tersedia dibawah ini sesuai dengan kecenderungan jawaban anda.

Keterangan Pilihan Jawaban

1 : Sangat Tidak Setuju
2 : Tidak Setuju
3 : Antara Setuju dan Tidak Setuju
4 : Setuju
5 : Sangat Setuju

No.	PERNYATAAN	JAWABAN				
		1	2	3	4	5
1.	Sriwijaya Air memiliki pesawat yang baru.					
2.	Interior di dalam kabin penumpang menarik.					
3.	Pramugari Sriwijaya Air berpenampilan menarik.					
4.	Tampilan kabin penumpang sesuai dengan standar industri penerbangan.					
5.	Penerbangan Sriwijaya Air sesuai jadwal.					
6.	Ketika Anda memiliki masalah, Sriwijaya Air memberikan solusi yang menentramkan hati.					
7.	Sriwijaya Air dapat dipercaya.					
8.	Pesawat Sriwijaya Air terbang tepat waktu sesuai dengan jadwal yang diberikan.					
9.	Sriwijaya Air memiliki pencatatan data penumpang yang akurat.					
10.	Sriwijaya Air tidak memberikan informasi yang jelas kepada penumpang kapan pesawat akan berangkat.					

No.	PERNYATAAN	JAWABAN				
		1	2	3	4	5
11.	Anda tidak menerima layanan secara cepat dari pramugari Sriwijaya Air.					
12.	Pramugari Sriwijaya Air tidak bersedia membantu penumpang apabila kebingungan.					
13.	Pramugari Sriwijaya Air terlalu sibuk untuk menanggapi permintaan penumpang dengan cepat.					
14.	Anda memberikan kepercayaan kepada pramugari Sriwijaya Air.					
15.	Penumpang merasa aman saat melakukan transaksi pembayaran diloket Sriwijaya Air.					
16.	Pramugari Sriwijaya Air bersikap sopan.					
17.	Pramugari Sriwijaya Air mendapat dukungan yang cukup dari Sriwijaya Air untuk melakukan pekerjaannya.					
18.	Sriwijaya Air tidak memberikan perhatian khusus kepada penumpang.					
19.	Pramugari Sriwijaya Air tidak memberikan perhatian khusus kepada penumpang.					
20.	Pramugari Sriwijaya Air tidak memahami keinginan penumpang.					
21.	Sebenarnya Sriwijaya Air bukan pilihan utama Anda.					
22.	Sriwijaya Air tidak memiliki jam penerbangan yang sesuai dengan keinginan penumpangnya.					
23.	Sriwijaya Air memberikan layanan sesuai janjinya (untuk memberikan layanan penerbangan yang terbaik).					
24.	Pramugari Sriwijaya Air tulus melayani saya.					
25.	Pramugari Sriwijaya Air dapat diandalkan dalam melaksanakan tugasnya.					
26.	Pramugari Sriwijaya Air bersikap jujur.					
27.	Saya senang dengan pelayanan pramugari Sriwijaya Air.					

No.	PERNYATAAN	JAWABAN				
		1	2	3	4	5
28.	Saya puas dengan kinerja pramugari Sriwijaya Air.					
29.	Saya puas dengan keseluruhan layanan penerbangan yang diberikan oleh Sriwijaya Air.					
30.	Saya akan terus berlanggan Sriwijaya Air.					
31.	Saya yakin kualitas Sriwijaya Air ini secara keseluruhan tidak akan menurun.					
32.	Saya yakin kualitas Sriwijaya Air akan meningkat dimasa yang akan datang.					
33.	Saya tidak akan pindah ke maskapai lain.					
34.	Saya tidak akan pindah, walaupun ada kantor penjualan tiket maskapai lain yang lebih dekat dengan tempat tinggal saya.					
35.	Saya tidak akan pindah, walaupun ada maskapai lain yang lebih murah.					
36.	Saya bersedia merekomendasikan maskapai penerbangan ini kepada teman-teman saya.					
37.	Saya akan bercerita hal-hal yang baik tentang Sriwijaya Air.					
38.	Saya senang apabila teman-teman saya menggunakan maskapai Sriwijaya Air.					

Demikian pertanyaan dan pernyataan pada lembar kuesioner ini. Atas waktu dan kesediaannya menjawab kuesioner ini, saya mengucapkan banyak terima kasih.

Jakarta, Januari 2016

Penulis

Kuesioner

Catatan: Data hanya diketahui oleh peneliti dan tidak akan disebarluaskan tanpa seijin responden.

Bagian I : IDENTITAS RESPONDEN

Petunjuk Pengisian

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

1. Jenis kelamin :
   - ☐ Laki-laki
   - ☐ Perempuan
2. Usia saat ini:
   - ☐ 16 – 25 Tahun
   - ☐ 26 – 35 Tahun
   - ☐ 36 – 45 Tahun
   - ☐ 45-65 Tahun
3. Pendidikan terakhir:
   - ☐ SMA/SMK
   - ☐ Diploma
   - ☐ Sarjana (S1)
   - ☐ Master (S2)
   - ☐ Doktor (S3)
   - ☐ Lainnya.....(sebutkan)
4. Pekerjaan responden :
   - ☐ Pelajar / mahasiswa
   - ☐ Wiraswasta
   - ☐ Pegawai Swasta
   - ☐ Guru / Dosen
   - ☐ PNS
   - ☐ Ibu Rumah Tangga
   - ☐ Lainnya.....(sebutkan)

5. 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

6. Dari mana responden mengetahui keberadaan PT Trans Utama Raya Bangka Belitung:

   Teman
   □ Promosi
   □ Internet
   □ Saudara
   □ Kebetulan lewat
   □ Lainnya.....(sebutkan)

7. Berapa kali dalam satu bulan anda bertransaksi PT Trans Utama Raya Bangka Belitung:

   □ 1 kali
   □ 2 kali
   □ 3 kali
   □ > 3 kali

Bagian II : TANGGAPAN RESPONDEN

Petunjuk Pengisian :

Para responden yang saya hormati, mohon memberi jawaban dengan beri tanda silang (X) pada pilihan jawaban yang tersedia dibawah ini sesuai dengan kecenderungan jawaban anda.

Keterangan Pilihan Jawaban

1 : Sangat Tidak Setuju
2 : Tidak Setuju
3 : Antara Setuju dan Tidak Setuju
4 : Setuju
5 : Sangat Setuju

No.	PERNYATAAN	JAWABAN				
		1	2	3	4	5
1.	Sriwijaya Air memiliki pesawat yang baru.					
2.	Interior di dalam kabin penumpang menarik.					
3.	Pramugari Sriwijaya Air berpenampilan menarik.					
4.	Tampilan kabin penumpang sesuai dengan standar industri penerbangan.					
5.	Penerbangan Sriwijaya Air sesuai jadwal.					
6.	Ketika Anda memiliki masalah, Sriwijaya Air memberi solusi yang menentramkan hati.					
7.	Sriwijaya Air dapat dipercaya.					
8.	Pesawat Sriwijaya Air terbang tepat waktu sesuai dengan jadwal yang diberikan.					
9.	Sriwijaya Air memiliki pencatatan data penumpang yang akurat.					
10.	Sriwijaya Air tidak memberikan informasi yang jelas kepada penumpang kapan pesawat akan berangkat.					

No.	PERNYATAAN	JAWABAN				
		1	2	3	4	5
11.	Saya tidak menerima layanan secara cepat dari pramugari Sriwijaya Air.					
12.	Pramugari Sriwijaya Air tidak bersedia membantu apabila penumpang mengalami kebingungan.					
13.	Saya memberikan kepercayaan kepada pramugari Sriwijaya Air					
14.	Penumpang merasa aman saat melakukan transaksi pembayaran di loket Sriwijaya Air.					
15.	Pramugari Sriwijaya Air bersikap sopan.					
16.	Sriwijaya Air tidak memberikan perhatian khusus kepada penumpang.					
17.	Pramugari Sriwijaya Air tidak memberikan perhatian khusus kepada penumpang.					
18.	Sebenarnya Sriwijaya Air bukan pilihan utama Saya.					
19.	Sriwijaya Air tidak memiliki jam penerbangan yang sesuai dengan keinginan penumpangnya.					
20.	Sriwijaya Air memberikan layanan sesuai janjinya (untuk memberikan layanan penerbangan yang terbaik).					
21.	Pramugari Sriwijaya Air tulus melayani saya.					
22.	Pramugari Sriwijaya Air dapat diandalkan dalam melaksanakan tugasnya.					
23.	Pramugari Sriwijaya Air bersikap jujur.					
24.	Saya senang dengan pelayanan pramugari Sriwijaya Air.					
25.	Saya puas dengan kinerja pramugari Sriwijaya Air.					
26.	Saya puas dengan keseluruhan layanan penerbangan yang diberikan oleh Sriwijaya Air.					
27.	Saya akan terus berlangganan Sriwijaya Air.					

No.	PERNYATAAN	JAWABAN				
		1	2	3	4	5
28.	Saya yakin kualitas Sriwijaya Air ini secara keseluruhan tidak akan menurun.					
29.	Saya yakin kualitas Sriwijaya Air akan meningkat dimasa yang akan datang.					
30.	Saya tidak akan pindah ke maskapai lain.					
31	Saya tidak akan pindah, walaupun ada kantor penjualan tiket maskapai lain yang lebih dekat dengan tempat tinggal saya.					
32.	Saya tidak akan pindah, walaupun ada maskapai lain yang lebih murah.					
33.	Saya bersedia merekomendasikan maskapai penerbangan ini kepada teman-teman saya.					
34.	Saya akan bercerita hal-hal yang baik tentang Sriwijaya Air.					
35.	Saya senang apabila teman-teman saya menggunakan maskapai Sriwijaya Air.					

Demikian pertanyaan dan pernyataan pada lembar kuesioner ini. Atas waktu dan kesediaannya menjawab kuesioner ini, saya mengucapkan banyak terima kasih.

Jakarta, 27 Januari 2016

Penulis