

Lampiran :

Uji Reliability

Item Statistics

	Mean	Std. Deviation	N
Bukti fisik-X1	3.8133	1.21214	74
Kehandalan-X2	3.9967	1.46524	74
Daya tanggap-X3	4.7633	1.45425	74
Jaminan-X4	4.1225	1.46524	74
Empati-X5	4.8433	1.45425	74
Kepuasan konsumen-Y	23.3052	1.05733	74

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Bukti fisik-X1	58.2323	3.181	.713	.732
Kehandalan-X2	58.4022	4.182	.764	.766
Daya tanggap-X3	59.2351	4.743	.845	.857
Jaminan-X4	58.4022	4.582	.864	.789
Empati-X5	59.2351	5.763	.835	.846
Kepuasan konsumen-Y	52.9762	6.533	.834	.872

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	empati (X5) jaminan (X4) daya tanggap (X3) kehandalan (X2) bukti fisik (X1) ^b	.	Enter

a. Dependent Variable: kepuasan konsumen (Y)

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.936 ^a	.876	.842	1.01312

a. Predictors: (Constant), bukti fisik (X1), kehandalan (X2), daya tanggap (X3), jaminan (X4), empati (X5)

b. Dependent Variable: kepuasan konsumen (Y)

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	49.866	3	16.622	26.468	.011 ^b
	Residual	227.336	70	.628		
	Total	277.202	70			

a. Predictors: (Constant), bukti fisik (X1), kehandalan (X2), daya tanggap (X3), jaminan (X4), empati (X5)

b. Dependent Variable: kepuasan konsumen (Y)

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	21.047	2.164		9.726	.012
	Bukti fisik (X1)	.324	.064	.324	5.063	.006
	Kehandalan (X2)	.347	.062	.337	5.397	.012
	Daya tanggap (X3)	.543	.061	.459	8.902	.010
	Jaminan (X4)	.421	.064	.412	6.578	.011
	Empati (X5)	.564	.063	.567	8.952	.007

a. Dependent Variable: kepuasan konsumen (Y)