



X2.7	Pearson Correlation	,249*	,103	,208*	,361**	,285**	,298**	1	,270**	,209*	,202*	,571**
	Sig. (2-tailed)	,013	,309	,037	,000	,004	,003		,007	,037	,044	,000
	N	100	100	100	100	100	100	100	100	100	100	100
X2.8	Pearson Correlation	,349**	,279**	,516**	,255*	,404**	,296**	,270**	1	,510**	,460**	,670**
	Sig. (2-tailed)	,000	,005	,000	,010	,000	,003	,007		,000	,000	,000
	N	100	100	100	100	100	100	100	100	100	100	100
X2.9	Pearson Correlation	,393**	,264**	,464**	,147	,524**	,260**	,209*	,510**	1	,314**	,618**
	Sig. (2-tailed)	,000	,008	,000	,143	,000	,009	,037	,000		,001	,000
	N	100	100	100	100	100	100	100	100	100	100	100
X2.10	Pearson Correlation	,336**	,347**	,542**	,315**	,396**	,299**	,202*	,460**	,314**	1	,639**
	Sig. (2-tailed)	,001	,000	,000	,001	,000	,003	,044	,000	,001		,000
	N	100	100	100	100	100	100	100	100	100	100	100
TOTALX2	Pearson Correlation	,670**	,411**	,734**	,632**	,674**	,654**	,571**	,670**	,618**	,639**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	
	N	100	100	100	100	100	100	100	100	100	100	100

\*\* . Correlation is significant at the 0.01 level (2-tailed).

\* . Correlation is significant at the 0.05 level (2-tailed).

## B. REABILITAS (REABILITI KARENA >0,60)

Reliability Statistics	
Cronbach's Alpha	N of Items
,818	10

## 3. X3 KUALITAS PELAYANAN

### A. VALIDITAS X3 (SEMUA INSTRUMEN VALID > 0.195 DAN SIG <0,05)

		Correlations								
		X3.1	X3.2	X3.3	X3.4	X3.5	X3.6	X3.7	TOTALX3	
X3.1	Pearson Correlation	1	,501**	,419**	,439**	,408**	,447**	,376**	,683**	
	Sig. (2-tailed)		,000	,000	,000	,000	,000	,000	,000	
	N	100	100	100	100	100	100	100	100	
X3.2	Pearson Correlation	,501**	1	,410**	,404**	,495**	,346**	,194	,637**	
	Sig. (2-tailed)	,000		,000	,000	,000	,000	,053	,000	
	N	100	100	100	100	100	100	100	100	
X3.3	Pearson Correlation	,419**	,410**	1	,619**	,506**	,592**	,658**	,803**	
	Sig. (2-tailed)	,000	,000		,000	,000	,000	,000	,000	
	N	100	100	100	100	100	100	100	100	
X3.4	Pearson Correlation	,439**	,404**	,619**	1	,549**	,775**	,563**	,837**	
	Sig. (2-tailed)	,000	,000	,000		,000	,000	,000	,000	
	N	100	100	100	100	100	100	100	100	
X3.5	Pearson Correlation	,408**	,495**	,506**	,549**	1	,478**	,426**	,734**	
	Sig. (2-tailed)	,000	,000	,000	,000		,000	,000	,000	
	N	100	100	100	100	100	100	100	100	
X3.6	Pearson Correlation	,447**	,346**	,592**	,775**	,478**	1	,587**	,810**	
	Sig. (2-tailed)	,000	,000	,000	,000	,000		,000	,000	
	N	100	100	100	100	100	100	100	100	
X3.7	Pearson Correlation	,376**	,194	,658**	,563**	,426**	,587**	1	,728**	
	Sig. (2-tailed)	,000	,053	,000	,000	,000	,000		,000	
	N	100	100	100	100	100	100	100	100	
TOTALX3	Pearson Correlation	,683**	,637**	,803**	,837**	,734**	,810**	,728**	1	
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000		
	N	100	100	100	100	100	100	100	100	

\*\* . Correlation is significant at the 0.01 level (2-tailed).

## B. REABILITAS (REABILITI KARENA >0,60)

Reliability Statistics	
Cronbach's Alpha	N of Items
,869	7

**4. Y KEPUASAN KONSUMEN**

**A. VALIDITAS Y (SEMUA INSTRUMEN VALID > 0.195 DAN SIG <0,05)**

		Correlations								
		Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	TOTALY
Y1	Pearson Correlation	1	,510**	,626**	,505**	,613**	,656**	,498**	,445**	,789**
	Sig. (2-tailed)		,000	,000	,000	,000	,000	,000	,000	,000
	N	100	100	100	100	100	100	100	100	100
Y2	Pearson Correlation	,510**	1	,552**	,496**	,484**	,551**	,312**	,368**	,700**
	Sig. (2-tailed)	,000		,000	,000	,000	,000	,002	,000	,000
	N	100	100	100	100	100	100	100	100	100
Y3	Pearson Correlation	,626**	,552**	1	,552**	,536**	,594**	,461**	,400**	,767**
	Sig. (2-tailed)	,000	,000		,000	,000	,000	,000	,000	,000
	N	100	100	100	100	100	100	100	100	100
Y4	Pearson Correlation	,505**	,496**	,552**	1	,449**	,558**	,427**	,720**	,774**
	Sig. (2-tailed)	,000	,000	,000		,000	,000	,000	,000	,000
	N	100	100	100	100	100	100	100	100	100
Y5	Pearson Correlation	,613**	,484**	,536**	,449**	1	,620**	,586**	,482**	,785**
	Sig. (2-tailed)	,000	,000	,000	,000		,000	,000	,000	,000
	N	100	100	100	100	100	100	100	100	100
Y6	Pearson Correlation	,656**	,551**	,594**	,558**	,620**	1	,511**	,605**	,845**
	Sig. (2-tailed)	,000	,000	,000	,000	,000		,000	,000	,000
	N	100	100	100	100	100	100	100	100	100
Y7	Pearson Correlation	,498**	,312**	,461**	,427**	,586**	,511**	1	,392**	,685**
	Sig. (2-tailed)	,000	,002	,000	,000	,000	,000		,000	,000
	N	100	100	100	100	100	100	100	100	100
Y8	Pearson Correlation	,445**	,368**	,400**	,720**	,482**	,605**	,392**	1	,737**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000		,000
	N	100	100	100	100	100	100	100	100	100
TOTALY	Pearson Correlation	,789**	,700**	,767**	,774**	,785**	,845**	,685**	,737**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	
	N	100	100	100	100	100	100	100	100	100

\*\* . Correlation is significant at the 0.01 level (2-tailed).

**B. REABILITAS (REABILITI KARENA >0,60)**

Reliability Statistics	
Cronbach's Alpha	N of Items
,895	8