

Lampiran C: Hasil uji Instrumen

HASIL UJI VALIDASI

Keadilan ('*adl*) (X1)

Correlations

		X1.1	X1.2	X1.3	X1.4	sign
X1.1	Pearson Correlation	1	.661**	.676**	.565**	.814**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
X1.2	Pearson Correlation	.661**	1	.756**	.644**	.884**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
X1.3	Pearson Correlation	.676**	.756**	1	.687**	.909**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
X1.4	Pearson Correlation	.565**	.644**	.687**	1	.850**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
sign	Pearson Correlation	.814**	.884**	.909**	.850**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

Kehendakbebas (*free will*) (X2)

Correlations

		X2.5	X2.6	X2.7	X2.8	sign
X2.5	Pearson Correlation	1	.823**	.461**	.629**	.893**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
X2.6	Pearson Correlation	.823**	1	.429**	.679**	.898**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
X2.7	Pearson Correlation	.461**	.429**	1	.314**	.690**
	Sig. (2-tailed)	.000	.000		.001	.000
	N	100	100	100	100	100
X2.8	Pearson Correlation	.629**	.679**	.314**	1	.784**
	Sig. (2-tailed)	.000	.000	.001		.000
	N	100	100	100	100	100
sign	Pearson Correlation	.893**	.898**	.690**	.784**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

Tanggungjawab (*responsibility*) (X3)

Correlations

		X3.9	X3.10	X3.11	X3.12	sign
X3.9	Pearson Correlation	1	.339**	.344**	.181	.552**
	Sig. (2-tailed)		.001	.000	.071	.000
	N	100	100	100	100	100
X3.10	Pearson Correlation	.339**	1	.642**	.731**	.853**
	Sig. (2-tailed)	.001		.000	.000	.000
	N	100	100	100	100	100
X3.11	Pearson Correlation	.344**	.642**	1	.751**	.885**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
X3.12	Pearson Correlation	.181	.731**	.751**	1	.864**
	Sig. (2-tailed)	.071	.000	.000		.000
	N	100	100	100	100	100
sign	Pearson Correlation	.552**	.853**	.885**	.864**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

Kebenaran (X4)

Correlations

		X4.13	X4.14	X4.15	X4.16	sign
X4.13	Pearson Correlation	1	.428**	.498**	.243*	.681**
	Sig. (2-tailed)		.000	.000	.015	.000
	N	100	100	100	100	100
X4.14	Pearson Correlation	.428**	1	.414**	.343**	.729**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
X4.15	Pearson Correlation	.498**	.414**	1	.463**	.802**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
X4.16	Pearson Correlation	.243*	.343**	.463**	1	.742**
	Sig. (2-tailed)	.015	.000	.000		.000
	N	100	100	100	100	100
sign	Pearson Correlation	.681**	.729**	.802**	.742**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	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).

Customer Retention (Y)

Correlations

		Y1.17	Y1.18	Y1.19	Y1.20	sign
Y1.17	Pearson Correlation	1	.635**	.806**	.624**	.880**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
Y1.18	Pearson Correlation	.635**	1	.621**	.606**	.824**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
Y1.19	Pearson Correlation	.806**	.621**	1	.759**	.914**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
Y1.20	Pearson Correlation	.624**	.606**	.759**	1	.861**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
sign	Pearson Correlation	.880**	.824**	.914**	.861**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

UJI RELIABILITAS

Keadilan (X1)

Reliability Statistics

Cronbach's Alpha	N of Items
.884	4

Kehendakbebas (X2)

Reliability Statistics

Cronbach's Alpha	N of Items
.831	4

Tanggungjawab

Reliability Statistics

Cronbach's Alpha	N of Items
.805	4

Kebenaran

Reliability Statistics

Cronbach's Alpha	N of Items
.529	4

Customer Retention

Reliability Statistics

Cronbach's Alpha	N of Items
.892	4

Uji Regresi Linear Berganda

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.616	2.826		1.633	.109
	X1	.104	.214	.070	.487	.629
	X2	-.172	.186	-.132	-.923	.361
	X3	.996	.203	.812	4.896	.000
	X4	-.443	.226	-.284	-1.962	.056

a. Dependent Variable: Y

Uji t (Parsial)

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.616	2.826		1.633	.109
	X1	.104	.214	.070	.487	.629

X2	-172	.186	-.132	-.923	.361
X3	.996	.203	.812	4.896	.000
X4	-.443	.226	-.284	-1.962	.056

a. Dependent Variable: Y

Uji F (Simultan)

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	242.002	4	60.501	8.222	.000 ^a
	Residual	331.118	45	7.358		
	Total	573.120	49			

a. Predictors: (Constant), X4, X2, X1, X3

b. Dependent Variable: Y

Koefisien Determinasi

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.650 ^a	.422	.371	2.713

a. Predictors: (Constant), X4, X2, X1, X3