

**LAMPIRAN 3**

**HASIL UJI VALIDITAS DAN**

**RELIABILITAS**

# Uji validitas dan reliabilitas komponen harapan dimensi kualitas produk

## Correlations

**Correlations**

		P1	P2	P3	P4	P5	P6	P7	Total_P
P1	Pearson Correlation	1	.309**	.411**	.362**	.248*	.279**	.209*	.537**
	Sig. (2-tailed)		.002	.000	.000	.013	.005	.037	.000
	N	100	100	100	100	100	100	100	100
P2	Pearson Correlation	.309**	1	.603**	.432**	.360**	.431**	.390**	.720**
	Sig. (2-tailed)	.002		.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100
P3	Pearson Correlation	.411**	.603**	1	.571**	.557**	.539**	.445**	.845**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100
P4	Pearson Correlation	.362**	.432**	.571**	1	.429**	.523**	.369**	.756**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100
P5	Pearson Correlation	.248*	.360**	.557**	.429**	1	.367**	.240*	.643**
	Sig. (2-tailed)	.013	.000	.000	.000		.000	.016	.000
	N	100	100	100	100	100	100	100	100
P6	Pearson Correlation	.279**	.431**	.539**	.523**	.367**	1	.408**	.739**
	Sig. (2-tailed)	.005	.000	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100	100	100
P7	Pearson Correlation	.209*	.390**	.445**	.369**	.240*	.408**	1	.647**
	Sig. (2-tailed)	.037	.000	.000	.000	.016	.000		.000
	N	100	100	100	100	100	100	100	100
Total_P	Pearson Correlation	.537**	.720**	.845**	.756**	.643**	.739**	.647**	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).

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

## Reliability

### Scale: ALL VARIABLES

#### Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

#### Reliability Statistics

Cronbach's Alpha	N of Items
.828	7

## Uji validitas dan reliabilitas komponen harapan dimensi harga

### Correlations

		H1	H2	H3	H4	Total_H
H1	Pearson Correlation	1	.326**	.373**	.312**	.636**
	Sig. (2-tailed)		.001	.000	.002	.000
	N	100	100	100	100	100
H2	Pearson Correlation	.326**	1	.401**	.457**	.756**
	Sig. (2-tailed)	.001		.000	.000	.000
	N	100	100	100	100	100
H3	Pearson Correlation	.373**	.401**	1	.534**	.777**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
H4	Pearson Correlation	.312**	.457**	.534**	1	.795**
	Sig. (2-tailed)	.002	.000	.000		.000
	N	100	100	100	100	100
Total_H	Pearson Correlation	.636**	.756**	.777**	.795**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

### Reliability

#### Scale: ALL VARIABLES

##### Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

##### Reliability Statistics

Cronbach's Alpha	N of Items
.729	4

## Uji validitas dan reliabilitas komponen harapan dimensi service quality

### Correlations

		S1	S2	S3	S4	Total_S
S1	Pearson Correlation	1	.501**	.437**	.429**	.759**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
S2	Pearson Correlation	.501**	1	.331**	.508**	.764**
	Sig. (2-tailed)	.000		.001	.000	.000
	N	100	100	100	100	100
S3	Pearson Correlation	.437**	.331**	1	.557**	.745**
	Sig. (2-tailed)	.000	.001		.000	.000
	N	100	100	100	100	100
S4	Pearson Correlation	.429**	.508**	.557**	1	.817**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
Total_S	Pearson Correlation	.759**	.764**	.745**	.817**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

### Reliability

#### Scale: ALL VARIABLES

##### Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

##### Reliability Statistics

Cronbach's Alpha	N of Items
.773	4

# Uji validitas dan reliabilitas komponen kinerja dimensi kualitas produk

## Correlations

**Correlations**

		P1	P2	P3	P4	P5	P6	P7	Total_P
P1	Pearson Correlation	1	.520**	.567**	.485**	.557**	.487**	.512**	.738**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100
P2	Pearson Correlation	.520**	1	.609**	.578**	.523**	.616**	.540**	.795**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100
P3	Pearson Correlation	.567**	.609**	1	.579**	.547**	.650**	.514**	.807**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100
P4	Pearson Correlation	.485**	.578**	.579**	1	.596**	.599**	.584**	.811**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100
P5	Pearson Correlation	.557**	.523**	.547**	.596**	1	.458**	.661**	.790**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100	100	100
P6	Pearson Correlation	.487**	.616**	.650**	.599**	.458**	1	.519**	.784**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100	100	100
P7	Pearson Correlation	.512**	.540**	.514**	.584**	.661**	.519**	1	.788**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100	100	100
Total_P	Pearson Correlation	.738**	.795**	.807**	.811**	.790**	.784**	.788**	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).

## Reliability

### Scale: ALL VARIABLES

#### Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

#### Reliability Statistics

Cronbach's Alpha	N of Items
.898	7

## Uji validitas dan reliabilitas komponen kinerja dimensi harga

### Correlations

		H1	H2	H3	H4	Total_H
H1	Pearson Correlation	1	.667**	.602**	.549**	.825**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
H2	Pearson Correlation	.667**	1	.648**	.676**	.883**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
H3	Pearson Correlation	.602**	.648**	1	.650**	.851**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
H4	Pearson Correlation	.549**	.676**	.650**	1	.844**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
Total_H	Pearson Correlation	.825**	.883**	.851**	.844**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

### Reliability

#### Scale: ALL VARIABLES

##### Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

##### Reliability Statistics

Cronbach's Alpha	N of Items
.873	4

## Uji validitas dan reliabilitas komponen kinerja dimensi service quality

### Correlations

		S1	S2	S3	S4	Total_S
S1	Pearson Correlation	1	.567**	.537**	.449**	.814**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
S2	Pearson Correlation	.567**	1	.485**	.446**	.791**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
S3	Pearson Correlation	.537**	.485**	1	.510**	.802**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
S4	Pearson Correlation	.449**	.446**	.510**	1	.754**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
Total_S	Pearson Correlation	.814**	.791**	.802**	.754**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

### Reliability

#### Scale: ALL VARIABLES

##### Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

##### Reliability Statistics

Cronbach's Alpha	N of Items
.800	4

## Uji Normalitas

Tests of Normality

Produk handphone		Kolmogorov-Smirnov <sup>a</sup>		
		Statistic	df	Sig.
Kepuasan	Handphone Blackberry	.110	50	.181
	Handphone Samsung	.109	50	.191

a. Lilliefors Significance Correction



**LAMPIRAN 4**

**UJI INDEPENDENT SAMPLE**

**T-TEST**

**Uji independent sample t-test**

**T-Test**

**Group Statistics**

Produk handphone		N	Mean	Std. Deviation	Std. Error Mean
Kepuasan	Handphone Blackberry	50	1.0704	.16302	.02305
	Handphone Samsung	50	1.1440	.16928	.02394

**Independent Samples Test**

		Kepuasan		
		Equal variances assumed	Equal variances not assumed	
Levene's Test for Equality of Variances	F	.080		
	Sig.	.778		
t-test for Equality of Means	t	-2.214	-2.214	
	df	98	97.861	
	Sig. (2-tailed)	.029	.029	
	Mean Difference	-.07360	-.07360	
	Std. Error Difference	.03324	.03324	
	95% Confidence Interval of the Difference	Lower	-.13956	-.13956
		Upper	-.00764	-.00764