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Reliability

		Notes
Output Created		12-Apr-2017 13:19:00
Comments		
Input	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data	70
	File	
Missing Value Handling	Matrix Input	User-defined missing values are treated as missing.
	Definition of Missing	Statistics are based on all cases with valid data for all variables in the procedure.
	Cases Used	RELIABILITY
Syntax		<pre> /VARIABLES=VAR00001 VAR00002 VAR00003 VAR00004 VAR00005 VAR00006 VAR00007 VAR00008 VAR00009 VAR00010 VAR00011 VAR00012 VAR00013 VAR00014 VAR00015 VAR00016 VAR00017 VAR00018 VAR00019 VAR00020 VAR00021 VAR00022 VAR00023 VAR00024 VAR00025 VAR00026 VAR00027 VAR00028 VAR00029 VAR00030 VAR00031 VAR00032 VAR00033 VAR00034 VAR00035 VAR00036 VAR00037 VAR00038 VAR00039 VAR00040 VAR00041 VAR00042 VAR00043 VAR00044 VAR00045 VAR00046 VAR00047 VAR00048 VAR00049 VAR00050 VAR00051 VAR00052 VAR00053 VAR00054 VAR00055 VAR00056 VAR00057 VAR00058 VAR00059 VAR00060 VAR00061 VAR00062 VAR00063 VAR00064 VAR00065 VAR00066 VAR00067 VAR00068 VAR00069 VAR00070 VAR00071 VAR00072 VAR00073 VAR00074 VAR00075 VAR00076 /SCALE('KEPUASAN PELANGGAN') ALL /MODEL=ALPHA /STATISTICS=DESCRIPTIVE SCALE /SUMMARY=TOTAL MEANS. </pre>
Resources	Processor Time	00:00:00,047
	Elapsed Time	00:00:00,047

Scale: KEPUASAN PELANGGAN

Case Processing Summary

		N	%
Cases	Valid	70	100,0
	Excluded ^a	0	,0
	Total	70	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
,934	,935	76

Item Statistics

	Mean	Std. Deviation	N
VAR00001	3,0714	,51979	70
VAR00002	3,3000	,62206	70
VAR00003	3,2143	,72016	70
VAR00004	3,1857	,57213	70
VAR00005	3,0571	,65686	70
VAR00006	3,1429	,64349	70
VAR00007	3,3000	,64494	70
VAR00008	3,3286	,58288	70
VAR00009	3,0857	,73707	70
VAR00010	3,0429	,64686	70
VAR00011	2,9429	,75921	70
VAR00012	2,9143	,69663	70
VAR00013	3,1143	,46758	70
VAR00014	3,3286	,60724	70
VAR00015	3,0857	,67551	70
VAR00016	2,9429	,77806	70
VAR00017	2,8714	,77873	70
VAR00018	2,9143	,63114	70
VAR00019	3,0571	,61115	70
VAR00020	3,0571	,72002	70
VAR00021	3,3000	,59831	70
VAR00022	3,2000	,49927	70
VAR00023	2,9571	,71090	70
VAR00024	2,9857	,75167	70
VAR00025	3,2571	,67428	70
VAR00026	3,1143	,71308	70
VAR00027	3,1429	,66563	70
VAR00028	3,2000	,60433	70
VAR00029	3,1000	,64043	70
VAR00030	2,8571	,83901	70
VAR00031	3,0000	,70196	70
VAR00032	3,2143	,69975	70
VAR00033	3,0143	,67013	70
VAR00034	3,1429	,68706	70
VAR00035	3,0714	,72874	70
VAR00036	3,0143	,78929	70
VAR00037	2,9429	,69960	70
VAR00038	3,0571	,72002	70

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3,072	2,829	3,329	,500	1,177	,018	76



Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
VAR00001	230,4286	453,031	,253	.	,934
VAR00002	230,2000	451,264	,274	.	,934
VAR00003	230,2857	443,077	,505	.	,933
VAR00004	230,3143	448,740	,405	.	,933
VAR00005	230,4429	448,076	,373	.	,933
VAR00006	230,3571	447,943	,387	.	,933
VAR00007	230,2000	448,220	,376	.	,933
VAR00008	230,1714	448,086	,424	.	,933
VAR00009	230,4143	446,130	,392	.	,933
VAR00010	230,4571	448,426	,367	.	,933
VAR00011	230,5571	447,960	,322	.	,934
VAR00012	230,5857	446,797	,394	.	,933
VAR00013	230,3857	452,646	,303	.	,934
VAR00014	230,1714	448,927	,373	.	,933
VAR00015	230,4143	447,956	,366	.	,933
VAR00016	230,5571	446,047	,372	.	,933
VAR00017	230,6286	445,135	,400	.	,933
VAR00018	230,5857	449,898	,321	.	,934
VAR00019	230,4429	450,337	,315	.	,934
VAR00020	230,4429	443,468	,492	.	,933
VAR00021	230,2000	451,177	,289	.	,934
VAR00022	230,3000	449,691	,423	.	,933
VAR00023	230,5429	446,802	,385	.	,933
VAR00024	230,5143	443,268	,476	.	,933
VAR00025	230,2429	450,216	,287	.	,934
VAR00026	230,3857	448,153	,339	.	,933
VAR00027	230,3571	453,595	,171	.	,934
VAR00028	230,3000	450,097	,329	.	,933
VAR00029	230,4000	447,664	,399	.	,933
VAR00030	230,6429	448,233	,280	.	,934
VAR00031	230,5000	448,543	,331	.	,933
VAR00032	230,2857	442,874	,527	.	,932
VAR00033	230,4857	446,224	,432	.	,933
VAR00034	230,3571	448,610	,337	.	,933
VAR00035	230,4286	446,046	,400	.	,933
VAR00036	230,4857	443,065	,458	.	,933

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
233,5000	458,891	21,42175	76

NPar Tests

Notes

Output Created		12-Apr-2017 13:13:25
Comments		
Input	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data	70
	File	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each test are based on all cases with valid data for the variable(s) used in that test.
Syntax		NPAR TESTS /K-S(NORMAL)=VAR00001 /STATISTICS DESCRIPTIVES /MISSING ANALYSIS.
Resources	Processor Time	00:00:00,015
	Elapsed Time	00:00:00,061
	Number of Cases Allowed ^a	196608

a. Based on availability of workspace memory.

Descriptive Statistics

	N	Mean	Std. Deviation	Minimum	Maximum
KEPUASAN PELANGGAN	70	214,8857	19,47912	181,00	274,00

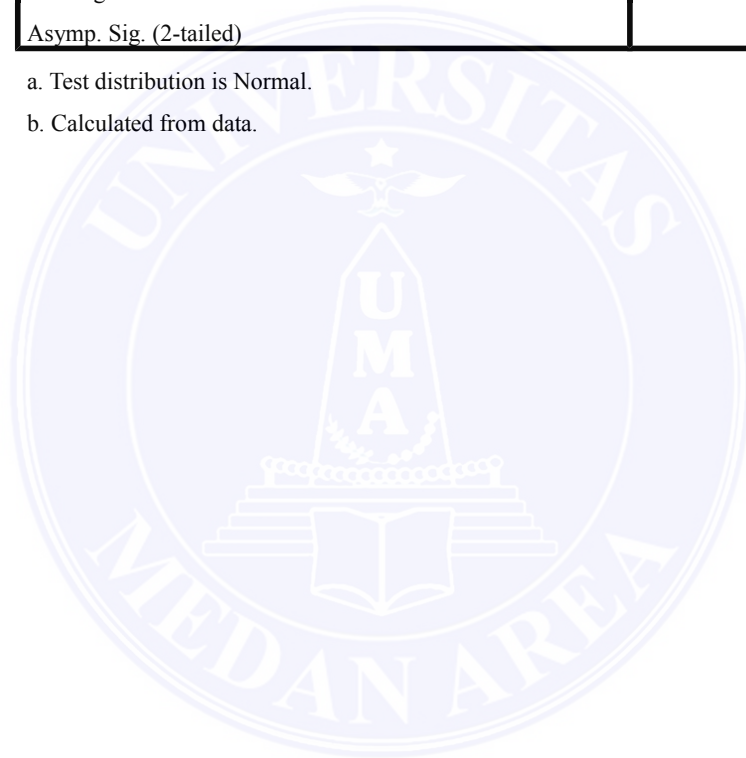
One-Sample Kolmogorov-Smirnov Test

		KEPUASAN PELANGGAN
N		70
Normal Parameters ^{a,b}	Mean	214,8857
	Std. Deviation	19,47912
Most Extreme Differences	Absolute	,116
	Positive	,116
	Negative	-,041
Kolmogorov-Smirnov Z		,971
Asymp. Sig. (2-tailed)		,302

a. Test distribution is Normal.

b. Calculated from data.

Explore



Notes

Output Created		12-Apr-2017 13:14:05
Comments		
Input	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data	70
	File	
Missing Value Handling	Definition of Missing	User-defined missing values for dependent variables are treated as missing.
	Cases Used	Statistics are based on cases with no missing values for any dependent variable or factor used.
Syntax		EXAMINE VARIABLES=VAR00001 /PLOT STEMLEAF HISTOGRAM NPLOT /STATISTICS DESCRIPTIVES /CINTERVAL 95 /MISSING LISTWISE /NOTOTAL.
Resources	Processor Time	00:00:02,563
	Elapsed Time	00:00:02,780

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
KEPUASAN PELANGGAN	70	100,0%	0	,0%	70	100,0%

Descriptives

			Statistic	Std. Error
KEPUASAN PELANGGAN	Mean		214,8857	2,32820
	95% Confidence Interval for Mean	Lower Bound	210,2411	
		Upper Bound	219,5303	
	5% Trimmed Mean		213,6825	
	Median		215,0000	
	Variance		379,436	
	Std. Deviation		19,47912	
	Minimum		181,00	
	Maximum		274,00	
	Range		93,00	
	Interquartile Range		23,25	
	Skewness		,903	,287
	Kurtosis		1,407	,566

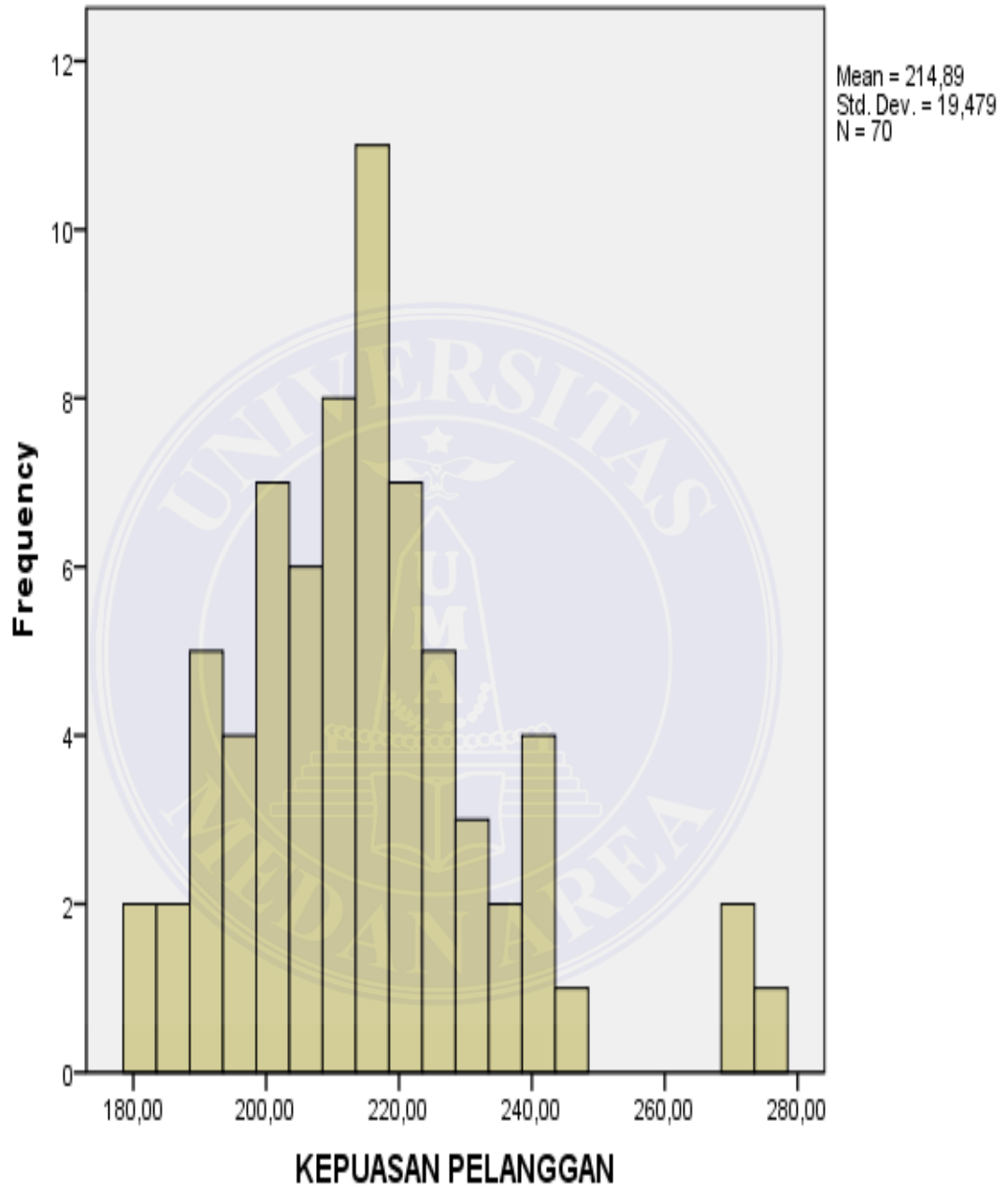
Tests of Normality

	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
KEPUASAN PELANGGAN	,116	70	,020	,943	70	,003

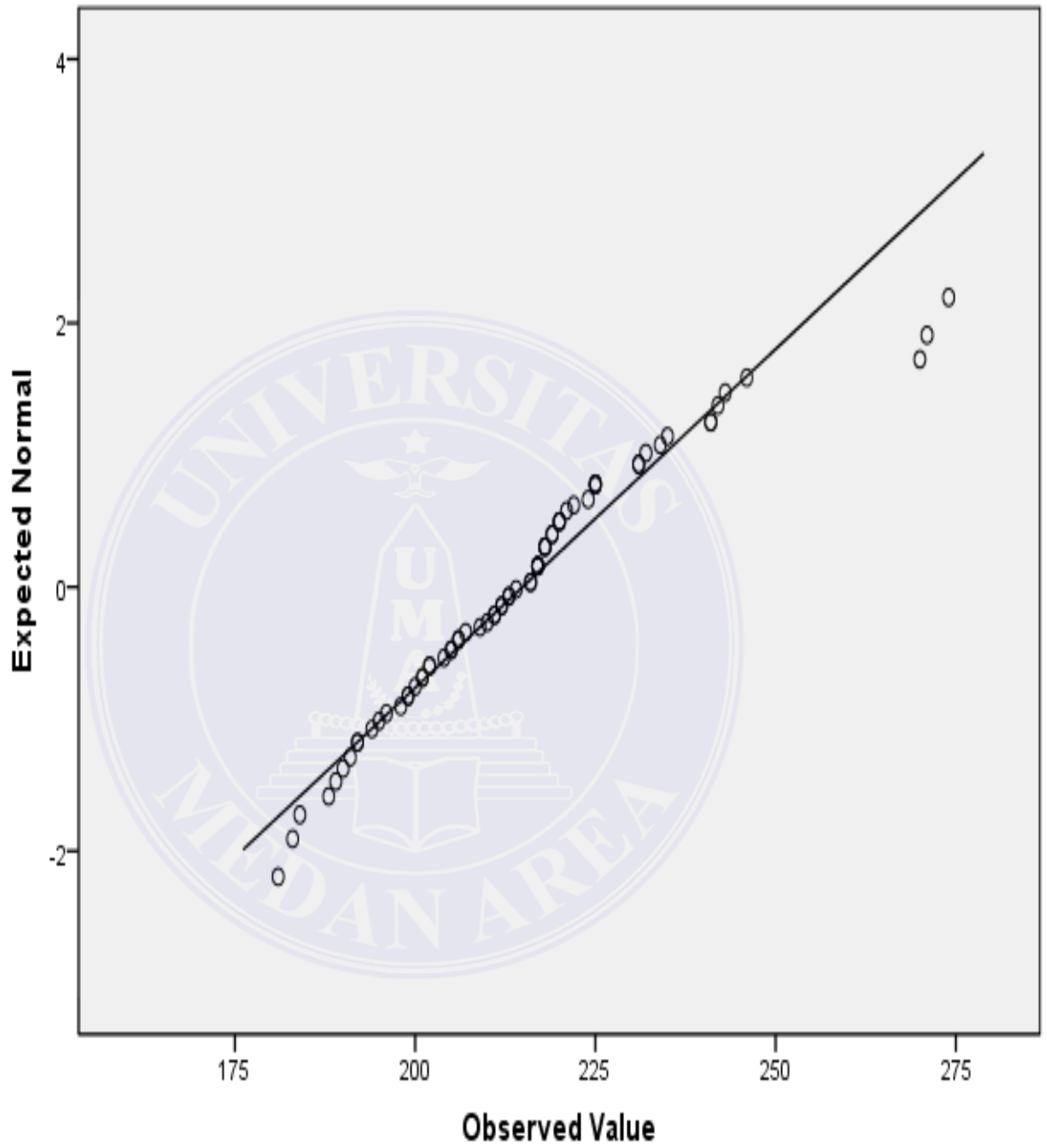
a. Lilliefors Significance Correction

KEPUASAN PELANGGAN

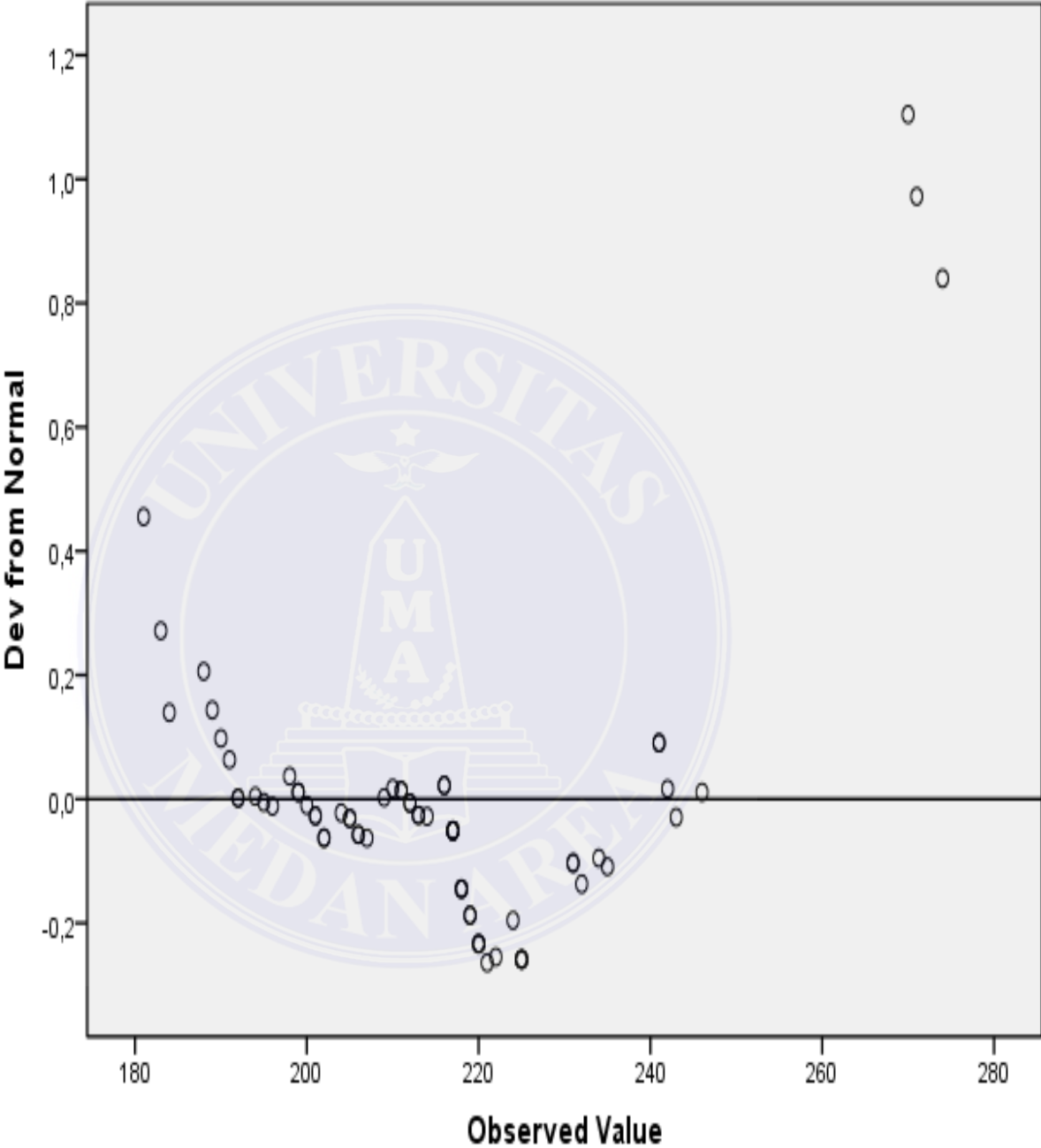
Histogram



Normal Q-Q Plot of KEPUASAN PELANGGAN



Detrended Normal Q-Q Plot of KEPUASAN PELANGGAN



Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
KUALITAS PRODUK	70	35,00	60,00	47,1429	5,03980
FAKTOR HARGA	70	41,00	71,00	55,5000	5,90689
KUALITAS PELAYANAN	70	46,00	73,00	58,2286	5,60582
FAKTOR EMOSIONAL	70	27,00	48,00	35,9000	4,50491
FAKTOR KEMUDAHAN MENDAPATKAN PRODUK/JASA	70	28,00	48,00	36,7286	4,04296
Valid N (listwise)	70				

Frequencies

Statistics

		KUALITAS PRODUK	FAKTOR HARGA	KUALITAS PELAYANAN	FAKTOR EMOSIONAL	FAKTOR KEMUDAHAN MENDAPATKAN PRODUK/JASA
N	Valid	70	70	70	70	70
	Missing	0	0	0	0	0

Frequency Table

KUALITAS PRODUK

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	RENDAH	21	30,0	30,0	30,0
	SEDANG	36	51,4	51,4	81,4
	TINGGI	13	18,6	18,6	100,0
	Total	70	100,0	100,0	

FAKTOR HARGA

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	RENDAH	34	48,6	48,6	48,6
	SEDANG	24	34,3	34,3	82,9
	TINGGI	12	17,1	17,1	100,0
	Total	70	100,0	100,0	

KUALITAS PELAYANAN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	RENDAH	5	7,1	7,1	7,1
	SEDANG	44	62,9	62,9	70,0
	TINGGI	21	30,0	30,0	100,0
	Total	70	100,0	100,0	

FAKTOR EMOSIONAL

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	RENDAH	24	34,3	34,3	34,3
	SEDANG	36	51,4	51,4	85,7
	TINGGI	10	14,3	14,3	100,0
	Total	70	100,0	100,0	

FAKTOR KEMUDAHAN MENDAPATKAN PRODUK/JASA

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	RENDAH	21	30,0	30,0	30,0
	SEDANG	39	55,7	55,7	85,7
	TINGGI	10	14,3	14,3	100,0
	Total	70	100,0	100,0	

Pie Chart

