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LAMPIRAN 1

Lampiran 1: Kuisioner Penelitian

Pengantar Kuisioner

Dengan hormat,

Saya adalah mahasiswa Magister Manajemen Universitas Gadjah Mada Yogyakarta. Saat ini sedang melakukan penelitian dalam rangka penulisan tesis mengenai "Analisis Pengaruh Kualitas Layanan Terhadap Kepuasan dan Loyalitas Nasabah Bank Muamalat Tbk."

Berkaitan dengan hal tersebut, saya memohon kesediaan saudara/i, meluangkan waktu untuk mengisi kuisioner ini. Kuisioner ini adalah salah satu sarana untuk memperoleh data yang diperlukan untuk penulisan tesis. Jawaban yang saudara/i berikan tidak akan dinilai benar atau salah. Semua informasi yang anda berikan dijamin kerahasiaannya.

Atas kesediaan saudara/i saya ucapkan terima kasih.

Hormat saya,

Hafizh Rahman
Mahasiswa MM UGM

Kuisioner

Nama :

Gender :

1. Laki-laki
2. Perempuan

Usia :

1. 18-27
2. 28-37
3. 38-47
4. 48-57
5. 58-67

Pendidikan terakhir :

1. SD
2. SMP
3. SMA
4. S1
5. S2
6. S3

Pekerjaan :

1. Pelajar
2. Mahasiswa
3. PNS
4. Karyawan perusahaan swasta
5. Wiraswasta
6. Lain-lain :

Daerah asal :

Petunjuk Pengisian

Dalam mengisi kuisioner ini, berikan tanda silang pada jawaban yang dipilih. Dibawah ini adalah petunjuk pengisian dalam mengisi kuisioner. Keterangan untuk skala dalam kuisoner, yaitu:

1. Sangat Tidak Setuju
2. Tidak Setuju
3. Netral
4. Setuju
5. Sangat Setuju

Jawablah pertanyaan dibawah ini mengenai Persepsi Anda atas Kinerja Bank Muamalat Tbk, dengan memberi tanda silang (x) pada kolom jawaban yang telah tersedia.

No	Daftar Pertanyaan	Penilaian
	Tangible	
1	Gedung yang dimiliki oleh Bank Muamalat dapat memberikan kenyamanan dalam bertransaksi kepada nasabah	1 2 3 4 5
2	Kelengkapan fasilitas yang dimiliki Bank Muamalat dapat memberikan kenyamanan kepada nasabah	1 2 3 4 5
3	Penampilan karyawan Bank Muamalat dapat memberikan kenyamanan kepada nasabah	1 2 3 4 5
4	Bank Muamalat selalu melakukan promosi produk perbankan syariah kepada nasabah	1 2 3 4 5
	Reliability	
5	Bank Muamalat telah menjalankan prinsip-prinsip perbankan syariah dengan baik	1 2 3 4 5
6	Karyawan Bank Muamalat dapat memecahkan masalah nasabah dengan cepat dan tepat	1 2 3 4 5
7	Karyawan Bank Muamalat selalu memberikan pelayanan pada saat yang tepat kepada nasabah	1 2 3 4 5
8	Karyawan Bank Muamalat selalu memberikan pelayanan tepat waktu kepada nasabah	1 2 3 4 5
9	Bank Muamalat tidak pernah melakukan salah pencatatan	1 2 3 4 5
	Responsiveness	
10	Karyawan Bank Muamalat akan mengkonfirmasi tepat waktu setelah pelayanan dilakukan	1 2 3 4 5
11	Karyawan Bank Muamalat akan memberikan pelayanan dengan segera kepada nasabah	1 2 3 4 5
12	Karyawan Bank Muamalat selalu bersedia menolong nasabah	1 2 3 4 5
13	Karyawan Bank Muamalat tidak menunjukkan kesan sibuk dalam menyambut nasabah	1 2 3 4 5

	Assurance	
14	Bank Muamalat menanamkan kepercayaan kepada karyawannya	1 2 3 4 5
15	Nasabah merasa aman dengan transaksi yang mereka lakukan di Bank Muamalat	1 2 3 4 5
16	Karyawan Bank Muamalat bersikap sopan dan ramah kepada nasabah	1 2 3 4 5
17	Karyawan Bank Muamalat mempunyai pengetahuan yang memadai	1 2 3 4 5
	Empathy	
18	Bank Muamalat dalam memberikan pelayanan kepada nasabah tidak memandang status sosial	1 2 3 4 5
19	Bank Muamalat akan menyediakan waktu yang nyaman sesuai kebutuhan nasabah	1 2 3 4 5
20	Karyawan Bank Muamalat mampu memberikan perhatian yang bersifat pribadi kepada nasabah	1 2 3 4 5
21	Bank Muamalat akan mengetahui minat dan kemauan nasabah	1 2 3 4 5
22	Bank Muamalat akan mengerti kebutuhan khusus dari nasabah	1 2 3 4 5
	Satisfaction	
23	Saya merasa puas dengan pelayanan petugas parkir Bank Muamalat	1 2 3 4 5
24	Saya merasa puas dengan pelayanan teller Bank Muamalat	1 2 3 4 5
25	Saya merasa puas dengan kecepatan dan ketepatan teller Bank Muamalat	1 2 3 4 5
26	Saya merasa puas dengan penampilan petugas *customer service* Bank Muamalat.	1 2 3 4 5
27	Saya merasa puas dengan alur proses layanan Bank Muamalat	1 2 3 4 5
28	Saya merasa puas dengan penjelasan informasi yang diberikan oleh *customer service* Bank Muamalat	1 2 3 4 5
29	Saya merasa puas dengan kecepatan pelayanan *customer service* Bank Muamalat.	1 2 3 4 5
30	Saya merasa puas dengan kenyamanan ruang tunggu Bank Muamalat.	1 2 3 4 5
31	Saya merasa puas dengan kebersihan ruang tunggu Bank Muamalat.	1 2 3 4 5
32	Saya merasa puas dengan proses antrian pada Bank Muamalat	1 2 3 4 5
33	Saya merasa puas dengan kebersihan toilet Bank Muamalat	1 2 3 4 5
34	Saya merasa puas dengan kelengkapan bahan bacaan atau brosur di Bank Muamalat	1 2 3 4 5

	Loyalty					
35	Saya akan memberikan waktu ekstra untuk bertransaksi di Bank Muamalat	1	2	3	4	5
36	Saya akan selalu menabung di Bank Muamalat	1	2	3	4	5
37	Ketika saya akan menabung saya hanya menabung di Bank Muamalat	1	2	3	4	5
38	Saya akan merekomendasikan Bank Muamalat kepada teman ataupun kerabat	1	2	3	4	5

LAMPIRAN 2

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.584
Bartlett's Test of Sphericity	Approx. Chi-Square	2069.884
	df	703
	Sig.	.000

Anti-Image M

		Tang1	Tang2	Tang3	Tang4	Reliab1	Reliab2	Reliab3	Reliab4	Reliab5	Respon1	Respon2	Respon3	Respon4	Assur1	Assur2	Assur3	Assur4	Em
Anti-image Covariance	Tang1	.047	-.004	.004	.000	.002	.002	.001	.000	.003	.004	.003	.000	.000	-.002	-.002	.005	.005	
	Tang2	-.004	.005	-.007	.004	.005	-.004	.004	-.003	.000	-.008	.005	-.002	.003	-.004	-.005	-.004	.001	
	Tang3	.004	-.007	.010	-.004	-.008	.005	-.005	.004	-.010	.007	-.005	.003	-.004	.006	.006	.004	-.002	-
	Tang4	.000	.004	-.004	.013	.004	-.002	.002	-.003	.009	-7.778E-5	.009	-.002	.002	-.003	-.007	-.007	-.008	
	Reliab1	.002	.005	-.006	.004	.007	-.004	.005	-.003	.008	-.007	.002	-.002	.003	-.005	-.006	-.000	.001	
	Reliab2	.002	-.004	.005	-.002	-.004	.003	-.003	.002	-.006	.004	-.002	.002	-.002	.003	.003	.003	.002	-
	Reliab3	.001	.004	-.005	.002	.005	-.003	.004	-.003	.007	-.008	.002	-.002	.003	-.004	-.004	-.004	.002	
	Reliab4	.000	-.003	.004	-.003	-.003	.002	-.003	.002	-.008	.003	-.003	.001	-.002	.003	.004	.002	.000	-
	Reliab5	.003	.006	-.010	.009	.008	-.006	.007	-.008	.020	-.008	.007	-.004	.005	-.006	-.010	-.009	.002	
	Respon1	.004	-.006	.007	-7.778E-5	-.007	.004	-.008	.003	-.009	.013	-.002	.002	-.004	.005	.003	.006	-.004	-
	Respon2	-.013	.005	-.005	.009	.002	-.002	.002	-.003	.007	-.002	.017	-.002	.001	-.003	-.003	-.006	-.009	
	Respon3	.000	-.002	.003	-.002	-.002	.002	-.002	.001	-.004	.002	-.002	.001	-.001	.002	.002	.002	.000	-
	Respon4	.000	.003	-.004	.002	.003	-.002	.003	-.002	.005	-.004	.001	-.001	.002	-.003	-.003	-.002	.001	
	Assur1	-.002	-.004	.005	-.003	-.005	.003	-.004	.003	-.009	.005	-.003	.002	-.003	.004	.004	.004	-.001	-
	Assur2	-.002	-.005	.008	-.007	-.006	.003	-.004	.004	-.010	.003	-.003	.002	-.003	.004	.008	.005	.001	-
	Assur3	.006	-.004	.004	-.007	-.006	.003	-.004	.002	-.009	.008	-.006	.002	-.002	.004	.005	.036	.004	-
	Assur4	.005	.001	-.002	-.006	.001	-.002	.002	.000	.002	-.004	-.006	.000	.001	-.001	.001	.004	.013	
	Empat1	.004	.006	-.008	.004	.007	-.005	.005	-.004	.012	-.004	.001	-.003	.004	-.006	-.008	-.002	.004	
	Empat2	-.002	.006	-.008	.011	.007	-.004	.003	-.005	.012	-.002	.008	-.003	.004	-.005	-.009	-.007	-.003	
	Empat3	-.010	.005	-.006	.005	.006	-.004	.004	-.003	.006	-.007	.008	-.002	.003	-.004	-.004	-.010	-.006	
	Empat4	.002	.004	-.008	.000	.004	-.003	.004	-.003	.008	-.005	.000	-.002	.003	-.003	-.004	.001	.005	
	Empat5	-.002	-.005	.007	-.004	.005	.004	-.004	.004	-.010	.005	-.001	.002	-.003	.005	.008	.004	-.003	-
	Satis1	-.012	-.001	.002	-.011	-.003	.000	-.002	.003	-.009	.000	-.005	.001	.000	.003	.006	.004	.004	-
	Satis2	-.002	.005	-.007	.005	.007	-.004	.005	-.002	.010	-.000	.004	-.002	.003	-.005	-.005	-.013	.000	
	Satis3	.000	-.004	.005	.000	-.004	.003	-.004	.002	-.007	.006	-.001	.002	-.002	.003	.003	.004	-.002	-
	Satis4	-.002	.005	-.005	.009	.004	-.003	.004	-.003	.010	-.004	.000	-.002	.003	-.004	-.006	-.005	.000	
	Satis5	.005	-.005	.006	-.006	-.004	.003	-.003	.003	-.006	.003	-.006	.002	-.003	.004	.005	.004	.000	
	Satis6	.005	-.005	.007	-.001	-.004	.004	-.003	.003	-.006	.005	-.001	.002	-.003	.003	.005	-.001	-.003	-
	Satis7	.005	-.006	.007	-.003	-.005	.004	-.004	.003	-.006	.007	-.005	.002	-.003	.004	.004	.005	-.002	-
	Satis8	.001	-.003	.003	-.005	-.004	.002	-.003	.002	-.005	.004	-.005	.001	-.001	.002	.003	.007	.003	-
	Satis9	-.009	.006	-.007	.002	.005	-.004	.005	-.003	.008	-.009	.006	-.002	.003	-.004	-.003	-.004	.000	
	Satis10	-.004	.002	.000	.000	.000	.000	.000	-.001	.006	.004	.013	.000	.000	-.002	-.002	-.005	-.006	
	Satis11	-5.394E-5	.002	-.003	.001	.002	-.001	.002	-.001	.003	-.002	.001	.000	.001	-.002	-.002	-.002	.001	
	Satis12	-.002	.005	-.006	.004	.005	-.004	.004	-.003	.006	-.005	.005	-.002	.003	-.004	-.005	-.004	6.313E-5	
	Loyal1	.004	-.005	.007	.010	-.003	.004	-.004	.002	-.003	.008	.004	.001	-.003	.003	.000	-.002	-.013	-
	Loyal2	-9.225E-5	-.005	.004	.007	-.003	.003	-.005	.002	-.005	.010	.001	.001	-.003	.004	-.002	-.004	-.008	-
	Loyal3	.006	-.007	.008	-.010	-.006	.005	-.005	.005	-.012	.007	-.010	.003	-.004	.005	.007	.008	.004	-
	Loyal4	-.006	.005	-.007	.003	.005	-.004	.004	-.003	.006	-.006	.004	-.002	.003	-.003	-.004	-.007	.000	
Anti-image Correlation	Tang1	.928[a]	-.258	.186	-.031	.134	.160	.055	-.078	.090	.146	-.464	.031	-.061	-.142	-.098	.123	.219	
	Tang2	-.258	.474[a]	-.882	.408	.725	-.920	.859	-.880	.815	-.726	.497	-.924	.924	-.880	-.873	-.267	.133	
	Tang3	.186	-.882	.505[a]	-.360	-.713	.904	-.741	.850	-.729	.582	-.365	.879	-.904	.788	.697	.211	-.156	-
	Tang4	-.031	.408	-.360	.852[a]	.376	-.283	.273	-.574	.585	-.006	.521	-.524	.330	-.458	-.713	-.303	-.581	
	Reliab1	.134	.725	-.713	.376	.539[a]	-.788	.849	-.821	.721	-.578	.203	-.686	.838	-.840	-.735	-.493	.090	
	Reliab2	.160	-.920	.904	-.283	-.788	.520[a]	-.866	.871	-.808	.717	-.284	.909	-.947	.866	.881	.311	-.284	-
	Reliab3	.055	.859	-.741	.273	.849	-.866	.509[a]	-.858	.804	-.841	.248	-.870	.887	-.904	-.522	-.306	.226	
	Reliab4	-.078	-.880	.850	-.574	-.821	.871	-.856	.470[a]	-.917	.551	-.421	.969	-.906	.954	.851	.238	-.080	-
	Reliab5	.090	.815	-.729	.585	.721	-.808	.804	-.917	.319[a]	-.541	.386	-.897	.820	-.930	-.805	-.338	.133	
	Respon1	.146	-.726	.582	-.006	-.578	.717	-.841	.551	-.541	.564[a]	-.163	.638	-.741	.841	.315	.385	-.278	-
	Respon2	-.464	.497	-.365	.521	.203	-.284	.248	-.421	.386	-.163	.751[a]	-.433	.248	-.327	-.293	-.232	-.571	
	Respon3	.031	-.924	.879	-.524	-.868	.900	-.870	.969	-.897	.638	-.433	.482[a]	-.948	.946	.828	.332	-.078	
	Respon4	-.061	.924	-.904	.330	.838	-.947	.887	-.906	.820	-.741	.248	-.949	.492[a]	-.900	-.752	-.302	.263	
	Assur1	-.142	-.880	.788	-.458	-.840	.866	-.904	.954	-.930	.841	-.327	.946	-.900	.512[a]	.769	.297	-.172	-
	Assur2	-.098	-.873	.697	-.713	-.735	.881	-.522	.851	-.805	.315	-.293	.828	-.752	.769	.585[a]	.267	.061	-
	Assur3	.123	-.267	.211	-.303	-.493	.311	-.306	.238	-.338	.385	-.232	.332	-.302	.297	.267	.830[a]	.201	-
	Assur4	.219	.133	-.156	-.581	.090	-.284	.226	-.080	.133	-.278	-.571	-.078	.263	-.172	.061	.201	.826[a]	
	Empat1	.187	.885	-.742	.321	.685	-.781	.848	-.820	.779	-.356	.044	-.808	.783	-.802	-.789	-.090	.331	
	Empat2	-.067	.588	-.863	.708	.614	-.588	.385	-.747	.674	-.113	.468	-.751	.621	-.633	-.803	-.298	-.196	
	Empat3	-.415	.656	-.569	.442	.586	-.564	.534	-.518	.407	-.531	.846	-.628	.557	-.495	-.384	-.485	-.446	
	Empat4	.140	.730	-.786	.029	.858	-.822	.775	-.758	.626	-.597	-.068	-.738	.850	-.744	-.556	.085	.549	
	Empat5	-.123	-.748	.810	-.368	-.785	.858	-.790	.873	-.805	.454	-.101	.860	-.881	.853	.811	.261	-.329	-
	Satis1	-.336	-.107	.117	-.582	-.202	.034	-.189	.342	-.416	-.044	-.244	.195	-.086	.299	.433	.138	.221	-
	Satis2	-.081	.586	-.568	.344	.671	-.644	.581	-.804	.624	-.658	.291	-.655	.647	-.655	-.512	.567	[illegible]	
	Satis3	.033	-.763	.667	-.003	-.719	.791	-.839	.683	-.679	.823	-.141	.770	-.829	.793	.459	.320	-.298	
	Satis4	-.113	.874	-.772	.697	.656	-.779	.735	-.902	.868	-.471	.832	-.906	.799	-.867	-.776	-.324	-.094	
	Satis5	.270	-.831	.753	-.594	-.529	.746	-.573	.806	-.773	.327	-.525	.831	-.742	.737	.699	.282	.051	-
	Satis6	.252	-.705	.757	-.118	-.504	.675	-.526	.578	-.425	.483	-.107	.656	-.770	.509	.541	-.067	-.271	-
	Satis7	.274	-.890	.865	-.284	-.704	.883	-.777	.798	-.697	.692	-.456	.838	-.858	.752	.563	.340	-.177	-
	Satis8	.097	-.576	.479	-.861	-.684	.517	-.535	.610	-.561	.542	-.807	.637	-.520	.600	.526	.621	.485	-
	Satis9	-.389	.731	-.671	.160	.513	-.709	.647	-.551	.429	-.676	.415	-.651	.691	-.549	-.311	-.218	-.074	
	Satis10	-.127	.147	.018	.447	-.073	.045	-.039	-.164	.279	.210	.540	-.136	-.074	-.164	-.126	-.181	-.346	-
	Satis11	-.009	.899	-.890	.375	.652	.951	.890	-.918	.873	-.706	.232	-.943	.971	-.924	.794	-.381	.260	
	Satis12	-.140	.924	-.800	.525	.735	.868	.853	-.923	.893	-.627	.567	-.933	.861	-.923	-.734	-.304	.007	
	Loyal1	.107	-.414	.458	.550	-.285	.502	-.376	.235	-.155	.441	.219	.311	-.480	.303	.049	.060	-.716	-
	Loyal2	-.003	-.433	.256	.420	-.229	.414	-.554	.262	-.222	.582	.052	.287	-.399	.394	-.150	-.146	-.488	-
	Loyal3	.242	-.819	.692	-.752	-.851	.714	-.715	.795	-.769	.566	-.665	.814	-.722	.735	.708	.414	.338	-
	Loyal4	-.323	.797	-.856	.292	.741	-.837	.704	-.797	.581	-.587	.411	-.788	.819	-.860	-.542	-.427	-.035	

a. Measures of Sampling Adequacy(MSA)

Matrices

per1	Empat2	Empat3	Empat4	Empat5	Satis1	Satis2	Satis3	Satis4	Satis5	Satis6	Satis7	Satis8	Satis9	Satis10	Satis11	Satis12	Loyal1	Loyal2	Loyal3	Loyal4
.004	-.002	-.010	.002	-.002	-.012	-.002	.000	-.002	.005	.005	.005	.001	-.009	-.004	-5.384E-5	-.002	.004	-9.225E-5	.006	-.006
.008	.006	.008	.004	-.005	-.001	.005	-.004	.005	-.005	-.005	-.009	-.003	.005	.002	.002	.005	-.005	-.005	-.007	.005
-.008	-.009	-.008	-.005	.007	.002	-.007	.005	-.008	.006	.007	.007	.003	-.007	.000	-.003	-.006	.007	.004	.008	-.007
.004	.011	.006	.000	-.004	-.011	.005	.000	.005	-.006	-.001	-.003	-.005	.002	.006	.001	.004	.010	.007	-.010	.003
.007	.007	.005	.004	-.006	-.003	.007	-.004	.004	-.004	-.004	-.003	-.004	.005	.000	.002	.005	-.003	-.003	-.006	.005
-.005	-.004	-.004	-.003	.004	.000	-.004	.003	-.003	.003	.004	.004	.002	-.004	.000	-.001	-.004	.004	.003	.005	-.004
.005	.003	.004	.004	-.004	-.002	.005	-.004	.004	-.003	-.003	-.004	-.003	.005	.008	.002	.004	-.004	-.005	-.005	.004
-.004	-.005	-.003	-.003	.004	.003	-.003	.002	-.003	.003	.003	.003	.002	-.003	-.001	-.001	-.003	.002	.002	.005	-.003
.012	.012	.006	.006	-.010	-.008	.010	-.007	.010	-.009	-.008	-.008	-.005	.006	.008	.003	.009	-.003	-.005	-.012	.006
-.004	-.002	-.007	-.005	.005	.000	-.009	.006	-.004	.003	.005	.002	.004	-.008	.004	-.002	-.005	.008	.010	.007	-.005
.001	.006	.009	.000	-.001	-.005	.004	-.001	.005	-.005	-.001	-.005	-.005	.006	.013	.001	.005	.004	.001	-.010	.004
-.003	-.002	-.002	-.002	.002	.001	-.002	.002	-.002	.002	.002	.002	.001	-.002	.000	.000	-.002	.001	.001	.003	-.002
.004	.004	.003	.003	-.003	.000	.003	-.002	.003	-.003	-.003	-.003	-.001	.003	.009	.001	.003	-.003	-.003	-.004	.003
-.006	-.005	-.004	-.003	.005	.003	-.005	.003	-.004	.004	.003	.004	.002	-.004	-.002	-.002	-.004	.003	.004	.005	-.003
-.006	-.009	-.004	-.004	.006	.005	-.005	.003	-.005	.005	.005	.004	.003	-.003	-.002	-.002	-.005	.000	-.002	.007	-.004
-.002	-.007	-.010	.001	.004	.004	-.013	.004	-.005	.004	-.001	.005	.007	-.004	-.005	-.002	-.004	-.002	-.004	.009	-.007
.004	-.003	-.006	.005	-.003	.004	.000	-.002	.000	.000	-.003	-.002	.003	.006	-.006	.001	6.313E-5	.013	-.009	.004	.000
.012	.010	.002	.005	-.009	-.003	.005	-.004	.005	-.005	-.006	-.005	-.001	.004	.000	.003	.005	.006	-.003	-.006	.005
.010	.017	.007	.004	-.008	-.005	.006	-.003	.007	-.008	-.006	-.009	-.004	.004	.005	.002	.006	.000	.005	-.009	.006
.002	.007	.013	.002	-.003	.001	.006	-.004	.005	-.005	-.004	-.009	-.006	.009	.003	.002	.005	-.001	-.002	-.010	.007
.006	.004	.002	.005	-.005	.000	.003	-.003	.003	-.003	-.005	-.004	.006	.004	-.004	.002	.003	-.007	-.005	-.003	.004
-.009	-.006	-.003	-.005	.006	.003	-.006	.004	-.005	.005	.005	.005	.002	-.004	.000	-.002	-.005	.005	.003	.006	-.005
-.003	-.005	.001	.000	.003	.025	-.003	-.001	-.004	.001	-.002	.001	.003	.006	-.008	.000	-.003	-.012	-.007	.006	.001
.005	.006	.006	.003	-.005	-.003	.014	-.005	.005	-.004	-.004	-.006	-.005	.007	.001	.002	.005	-.003	-.003	-.006	.006
-.004	-.003	-.004	-.003	.004	-.001	-.005	.005	-.003	.003	.004	.004	.002	-.005	.001	-.002	-.004	.006	.008	.004	-.004
.005	.007	.005	.003	-.005	-.004	.005	-.003	.008	-.008	-.004	-.005	-.003	.005	.005	.002	.005	-.001	-.002	-.008	.004
-.005	-.009	-.005	-.003	.005	.001	-.004	.003	-.008	.006	.004	.005	.002	-.005	-.006	-.002	-.005	.003	.002	.007	-.004
-.006	-.006	-.004	-.005	.005	-.002	-.004	.004	-.004	.004	.010	.005	.001	-.006	.004	-.002	-.004	.008	.004	.005	-.005
-.005	-.005	-.006	-.004	.005	.001	-.006	.004	-.005	.005	.005	.007	.003	-.006	-.001	-.002	-.005	.005	.004	.007	-.005
-.001	-.004	-.006	.000	.002	.003	-.005	.002	-.003	.002	.001	.003	.004	-.004	-.002	.000	-.003	-.002	.000	.006	-.003
.004	.004	.009	.004	-.004	.000	.007	-.005	.005	-.005	-.008	-.008	-.004	.012	-.001	.002	.005	-.007	-.008	-.008	.007
.000	.005	.003	-.004	.000	-.008	.001	.001	.005	-.008	.004	-.001	-.002	-.001	.024	-6.190E-5	.004	.006	.002	-.005	-.002
.003	.002	.002	.002	-.002	.000	.002	-.002	.002	-.002	-.002	-.002	.006	.002	-6.190E-5	.001	.002	-.002	-.001	-.002	.002
.005	.006	.005	.003	-.005	-.003	.006	-.004	.005	-.005	-.004	-.005	-.003	.005	.004	.002	.005	-.003	-.004	-.007	.004
-.006	.000	-.001	-.007	.005	-.012	-.003	.008	-.001	.003	.008	.006	-.002	-.007	.008	-.002	-.003	.023	.015	-.002	-.005
-.003	.005	-.002	-.005	.003	-.007	-.003	.006	-.002	.002	.004	.004	.009	-.008	.002	-.001	-.004	.015	.023	.001	-.003
-.008	-.009	-.010	-.003	.005	.005	-.008	.004	-.008	.007	.005	.007	.006	-.008	-.005	-.002	-.007	-.002	.001	.013	-.007
.005	.026*	.007	.004	-.005	.001	.008	-.004	.004	-.004	-.005	-.006	-.003	.007	-.002	.002	.004	-.006	-.003	-.007	.007
187	-.967	-.415	.140	-.123	.336	-.081	.033	-.113	.270	.252	.274	.097	-.389	-.127	-.009	-.140	.107	-.003	.242	-.323
.585	.586	.656	.730	-.746	-.107	.588	-.783	.874	-.831	-.705	-.890	-.576	.731	.147	.899	.924	-.414	-.433	-.819	.797
-.742	-.663	-.568	-.788	.810	.117	-.588	.887	-.772	.753	.757	.885	.479	-.871	.018	-.890	-.800	.458	.256	.892	-.856
.321	.708	.442	.029	-.368	-.562	.344	-.083	.887	-.594	-.119	-.284	-.061	.160	.447	.375	.525	.550	.420	-.752	.292
.595	.614	.586	.656	-.785	-.202	.871	-.719	.858	-.528	-.504	-.704	-.664	.513	-.073	.852	.735	-.265	-.229	-.851	.741
-.781	-.588	-.584	-.822	.856	.034	-.644	.791	-.779	.746	.675	.883	.517	-.709	.045	-.951	-.858	.502	.414	.714	-.837
.648	.385	.534	.775	-.750	-.188	.681	-.839	.735	-.573	-.526	-.777	-.635	.647	-.039	.890	.853	-.376	-.554	-.715	.704
-.820	-.747	-.516	-.758	.873	.342	-.604	.683	-.002	.806	.578	.798	.810	-.551	-.164	-.918	-.923	.235	.252	.795	-.707
.779	.674	.407	.626	-.805	-.416	.824	-.678	.898	-.773	-.425	-.897	-.581	.429	.279	.873	.893	-.155	-.222	-.769	.561
-.356	-.113	-.531	-.587	.454	-.044	-.658	.823	-.471	.327	.483	.692	.542	-.576	.210	-.706	-.627	.441	.582	.566	-.687
.044	.469	.646	-.068	-.101	-.244	.291	-.141	.632	-.625	-.107	-.456	-.667	.415	.640	.232	.567	.219	.052	-.695	.411
-.808	-.751	-.628	-.738	.860	.195	-.655	.770	-.008	.831	.656	.838	.637	-.651	-.136	-.943	-.933	.311	.287	.814	-.788
.783	.621	.557	.850	-.861	-.086	.647	-.829	.799	-.742	-.770	-.858	-.520	.691	-.074	.971	.861	-.480	-.388	-.722	.819
-.002	-.633	-.495	-.744	.853	.298	-.855	.793	-.867	.737	.509	.752	.600	-.549	-.164	-.924	-.923	.303	.394	.735	-.680
-.789	-.803	-.394	-.556	.811	.433	-.512	.458	-.776	.699	.541	.583	.526	-.311	-.126	-.794	-.734	-.049	-.150	.798	-.542
.080	-.298	-.485	.085	.261	.138	-.587	.320	-.324	.262	-.067	.340	.621	-.218	-.181	-.381	-.304	-.080	-.146	.414	-.427
.331	-.196	-.448	.549	-.320	.221	-.050	-.296	-.004	.051	-.271	-.177	.485	-.074	-.346	.280	.097	-.716	-.498	.336	-.035
.584*	.676	.189	.772	-.876	-.191	.410	-.569	.849	-.612	-.594	-.578	-.206	.302	-.052	.907	.687	-.363	-.155	-.443	.502
.676	.594*	.456	.381	-.701	-.252	.382	-.311	.731	-.752	-.454	-.556	-.481	.315	.253	.838	.637	.020	.251	-.630	.575
.189	.456	.659*	.191	-.329	.042	.590	-.516	.603	-.573	-.381	-.822	-.804	.739	.196	.509	.539	-.060	-.145	-.785	.780
.772	.381	.191	.579*	-.806	-.070	.381	-.688	.525	-.469	-.735	-.893	-.164	.475	-.329	.818	.628	-.513	-.508	-.402	.601
-.876	-.701	-.329	-.808	.545*	.206	-.573	.851	-.722	.684	.583	.703	.398	-.418	.911	-.911	-.755	.373	.207	.541	-.826
-.191	-.252	.042	-.070	.206	.858*	-.155	-.006	-.324	.006	-.148	.055	.350	.355	-.310	-.291	-.251	-.478	-.297	.343	.066
.410	.382	.590	.381	-.573	-.155	.651*	-.766	.581	-.463	-.316	-.502	-.717	.583	.035	.707	.644	-.142	-.183	-.615	.653
-.589	-.311	-.516	-.668	.651	-.096	-.766	.585*	-.631	.523	.586	.637	.485	-.732	.099	-.813	-.744	.548	.563	.531	-.655
.849	.731	.603	.525	-.722	-.324	.581	-.631	.484*	-.917	-.492	-.728	-.654	.569	.428	.814	.933	-.113	-.191	-.869	.823
-.812	-.752	-.573	-.489	.684	.090	-.483	.523	-.917	.579*	.531	.728	.483	-.589	-.453	-.738	-.843	.228	.145	.753	-.618
-.594	-.454	-.381	-.735	.583	-.149	-.316	.586	-.492	.531	.583*	.610	.118	-.561	.287	-.677	[illegible]	[illegible]	.267	.435	-.630
-.578	-.556	-.622	-.693	.703	.055	-.592	.637	-.728	.728	.610	.554*	.551	-.670	-.087	-.844	-.792	.448	.347	.722	-.871
.206	-.481	.584*	-.164	.396	.350	-.717	.465	.554*	.483	.118	.551	.842*	-.544	-.245	-.553	-.656	-.234	.021	.842	-.656
.302	.315	.739	.475	-.418	.355	.583	-.732	.589	-.589	-.561	-.670	-.544	.640*	-.070	.589	.655	-.411	-.486	-.626	.785
-.052	.253	.196	-.329	.011	-.310	.035	.000	.429	-.463	.287	-.087	-.245	-.070	.897*	-.814	.321	.252	.100	-.267	-.125
.807	.636	.509	.818	-.911	.201	.707	-.813	.814	-.736	-.677	-.844	-.563	.589	-.014	.520*	.871	-.420	-.333	-.718	.778
.687	.637	.639	.628	-.755	-.251	.644	-.744	.833	-.843	-.528	-.792	-.656	.656	.321	.871	.468*	-.258	-.398	-.844	.702
-.383	.020	-.060	-.613	.373	-.478	-.142	.548	-.113	.228	.507	.446	-.234	-.411	.252	-.420	-.258	.741*	.656	-.102	-.370
-.155	.251	-.148	-.568	.267	-.287	-.183	.583	-.191	.145	.267	.347	.021	-.486	.100	-.333	-.398	.656	.805*	.080	-.241
-.443	-.630	-.765	-.402	.541	.343	-.615	.531	-.869	.753	.435	.722	.842	-.626	-.267	-.718	-.844	-.102	.080	.295*	-.721
.502	.575	.780	.601	-.828	.086	.853	-.855	.823	-.618	-.630	-.871	-.656	.785	-.125	.778	.702	-.370	-.241	-.721	.567*

Communalities

	Initial	Extraction
Tang1	1.000	.753
Tang2	1.000	.690
Tang3	1.000	.783
Tang4	1.000	.678
Reliab1	1.000	.793
Reliab2	1.000	.805
Reliab3	1.000	.765
Reliab4	1.000	.734
Reliab5	1.000	.685
Respon1	1.000	.793
Respon2	1.000	.756
Respon3	1.000	.795
Respon4	1.000	.814
Assur1	1.000	.796
Assur2	1.000	.803
Assur3	1.000	.794
Assur4	1.000	.866
Empat1	1.000	.750
Empat2	1.000	.788
Empat3	1.000	.825
Empat4	1.000	.821
Empat5	1.000	.847
Satis1	1.000	.746
Satis2	1.000	.862
Satis3	1.000	.894
Satis4	1.000	.725
Satis5	1.000	.825
Satis6	1.000	.853
Satis7	1.000	.851
Satis8	1.000	.847
Satis9	1.000	.833
Satis10	1.000	.790
Satis11	1.000	.899
Satis12	1.000	.792
Loyal1	1.000	.718
Loyal2	1.000	.745
Loyal3	1.000	.773
Loyal4	1.000	.825

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	26.228	69.021	69.021	26.228	69.021	69.021
2	1.521	4.003	73.024	1.521	4.003	73.024
3	1.318	3.469	76.493	1.318	3.469	76.493
4	1.049	2.761	79.253	1.049	2.761	79.253
5	.890	2.343	81.597			
6	.728	1.915	83.511			
7	.673	1.770	85.281			
8	.646	1.700	86.981			
9	.534	1.406	88.387			
10	.517	1.360	89.747			
11	.471	1.241	90.987			
12	.431	1.133	92.120			
13	.382	1.006	93.126			
14	.345	.908	94.034			
15	.283	.744	94.779			
16	.260	.685	95.464			
17	.239	.628	96.092			
18	.221	.582	96.674			
19	.193	.507	97.181			
20	.169	.446	97.627			
21	.161	.423	98.050			
22	.142	.373	98.423			
23	.116	.305	98.728			
24	.108	.283	99.011			
25	.088	.233	99.244			
26	.066	.174	99.418			
27	.053	.138	99.556			
28	.047	.124	99.680			
29	.036	.094	99.775			
30	.027	.070	99.845			
31	.017	.046	99.890			
32	.013	.033	99.923			
33	.012	.031	99.954			
34	.007	.018	99.973			
35	.005	.013	99.986			
36	.003	.009	99.995			
37	.002	.005	100.000			
38	.000	.000	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component			
	1	2	3	4
Tang1	.860	-.052	.104	-.033
Tang2	.818	-.143	-.002	.032
Tang3	.826	-.098	-.001	-.303
Tang4	.760	.250	.151	.125
Reliab1	.834	-.233	.175	-.115
Reliab2	.891	.035	-.098	.003
Reliab3	.829	.038	-.114	.253
Reliab4	.812	.064	-.022	.264
Reliab5	.549	.433	.325	-.301
Respon1	.785	-.297	.134	.265
Respon2	.864	.099	.002	-.014
Respon3	.858	-.112	.211	-.046
Respon4	.858	-.183	.199	.060
Assur1	.868	-.082	.124	-.140
Assur2	.870	-.117	.081	-.162
Assur3	.845	-.103	.116	-.237
Assur4	.805	-.401	.050	.233
Empat1	.834	-.227	.051	-.024
Empat2	.792	.056	-.272	.291
Empat3	.881	.207	-.079	.016
Empat4	.834	.299	-.074	.174
Empat5	.850	.203	-.036	.286
Satis1	.776	.374	.058	-.018
Satis2	.887	.091	-.252	.061
Satis3	.878	.217	-.260	-.093
Satis4	.794	-.075	-.034	-.296
Satis5	.878	.039	-.176	-.148
Satis6	.907	.045	-.146	.087
Satis7	.881	.021	-.253	-.096
Satis8	.872	.074	-.277	-.075
Satis9	.878	-.174	-.174	-.031
Satis10	.865	-.083	-.176	-.067
Satis11	.905	.199	-.151	-.133
Satis12	.795	-.034	.359	.174
Loyal1	.774	-.223	.202	.169
Loyal2	.837	-.116	.174	-.015
Loyal3	.496	.486	.532	.086
Loyal4	.873	-.161	.012	-.195

Extraction Method: Principal Component Analysis.

a. 4 components extracted.

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.682
Bartlett's Test of Sphericity	Approx. Chi-Square	1985.420
	df	666
	Sig.	.000

Anti-Image

		Tang1	Tang2	Tang3	Tang4	Reliab1	Reliab2	Reliab3	Reliab4	Reliab5	Respon1	Respon2	Respon3	Respon4	Assur1	Assur2	Assur3	Assur4
Anti-image Covariance	Tang1	.050	-.003	-6.476E-5	.006	.010	.000	.007	-.008	.022	.000	-.017	-.003	.002	-.010	-.011	.001	.00
	Tang2	-.003	.017	-.014	-.013	.007	-.000	.006	-.007	.015	-.010	-.004	-.005	.007	-.006	-.004	.004	.01
	Tang3	-6.476E-5	-.014	.019	.008	-.008	.008	-.006	.008	-.013	.008	.006	.005	-.007	.007	.007	-.003	-.01
	Tang4	.009	-.013	.008	.031	-.004	.008	-.008	.001	.001	.018	.007	.002	-.005	.003	-.009	.000	-.01
	Reliab1	.010	.007	-.008	-.004	.013	-.005	.008	-.008	.011	-.008	-.009	-.005	.005	-.007	-.007	-.008	.00
	Reliab2	.000	-.008	.006	.006	-.005	.008	-.005	.005	-.010	.008	.008	.003	-.004	.005	.004	.008	-.00
	Reliab3	.007	.006	-.006	-.006	.008	-.005	.008	-.005	.012	-.010	-.008	-.003	.005	-.007	-.003	.008	.00
	Reliab4	-.008	-.007	.008	.001	-.008	.005	-.005	.007	-.014	.002	.004	.004	-.004	.007	.007	-.003	-.00
	Reliab5	.022	.015	-.013	.001	.011	-.010	.012	-.014	.048	-.008	-.013	-.008	.008	-.017	-.016	-.002	.01
	Respon1	.000	-.010	.006	.018	-.008	.008	-.010	.002	-.008	.019	.009	.003	-.005	.005	-.003	.006	-.01
	Respon2	-.017	-.004	.006	.007	-.008	.008	-.008	.004	-.013	.009	.032	.003	-.006	.008	.009	.003	-.01
	Respon3	-.003	-.005	.005	.002	-.005	.003	-.003	.004	-.008	.003	.003	.003	-.003	.004	.004	.000	-.00
	Respon4	.002	.007	-.007	-.005	.005	-.004	.005	-.004	.008	-.005	-.006	-.003	.004	-.005	-.004	-5.734E-5	.00
	Assur1	-.010	-.008	.007	.003	-.007	.005	-.007	.007	-.017	.005	.006	.004	-.005	.009	.006	.000	-.00
	Assur2	-.011	-.004	.007	-.006	-.007	.004	-.003	.007	-.016	-.003	.006	.004	-.004	.006	.016	.008	-.00
	Assur3	.001	.004	-.003	.006	-.008	.008	.006	-.003	-.002	.005	.003	.008	-5.734E-5	.008	.000	.043	.00
	Assur4	.004	.012	-.010	-.011	.005	-.008	.008	-.008	.017	-.010	-.011	-.004	.006	-.008	-.004	.002	.01
	Empat1	.009	.000	-.012	.000	.008	-.007	.005	-.008	.021	-.002	-.000	-.000	.006	-.009	-.012	.003	.00
	Empat2	.004	.003	-.008	.013	.007	-.003	-.002	-.007	.014	.008	.002	-.005	.003	-.005	-.014	-.002	.00
	Empat3	-.014	.002	-.002	-.010	.004	.009	.000	.003	-.017	-.004	.008	.006	.000	.003	.007	-.010	-.00
	Empat4	.005	.000	-.005	-.005	.005	.005	-.005	-.005	.008	-.005	-.007	-.003	.004	.005	-.004	.004	.00
	Empat5	-.007	-.009	.011	.001	-.008	.007	-.006	.007	-.017	.003	.009	.005	-.005	.008	.010	.001	-.00
	Satis1	-.017	.007	-.004	-.016	.001	-.004	.001	.002	-.009	-.007	.000	-.001	.003	.001	.008	.008	.00
	Satis2	.003	.004	-.005	-.005	.008	-.004	.009	-.003	.010	-.010	-.008	-.003	.003	-.006	-.003	-.013	.00
	Satis3	-.002	-.007	.005	.009	-.005	.004	-.009	.003	-.009	.008	.005	.003	-.004	.005	.001	.002	-.00
	Satis4	.007	.012	-.010	.004	.004	-.008	.005	-.009	.025	.001	.002	-.006	.005	-.010	-.009	.002	.00
	Satis5	.004	-.009	.008	-.001	-.001	.004	.000	.005	-.012	-.003	-.005	.004	-.003	.005	.005	-.002	-.00
	Satis6	.004	-.010	.011	.007	-.004	.005	-.003	.004	-.004	.005	.005	.003	-.005	.003	.005	-.007	-.00
	Satis7	.004	-.012	.013	.012	-.006	.007	-.008	.005	-.008	.008	.002	.004	-.005	.005	.002	.002	-.01
	Satis8	-.005	.005	-.004	-.002	-.004	-.002	.000	-.002	.005	.002	-.001	.000	.002	.000	-.003	.013	.00
	Satis9	-.010	.008	-.006	-.015	.003	-.005	.006	-.001	-.003	-.008	.005	-.002	.004	-.002	.004	.002	.00
	Satis10	-.002	-.003	.006	.011	-.006	.004	-.005	.001	.004	.010	.019	.001	.004	.001	.002	-.003	-.00
	Satis11	.002	.004	-.004	-.003	.003	-.003	.003	-.003	.008	-.003	-.004	-.002	.002	-.003	-.003	-.001	.00
	Satis12	.004	.014	-.011	-.007	.007	-.008	.008	-.008	.021	-.006	-.001	-.006	.006	-.011	-.006	.003	.01
	Loyal1	.005	-.017	.016	.019	-.008	.010	-.008	.006	-.012	.013	.008	.005	-.008	.008	.001	-.001	-.01
	Loyal2	.000	-.013	.006	.019	-.004	.008	-.010	.004	-.008	.014	.004	.003	-.005	.007	-.006	-.006	-.01
	Loyal4	-.006	.008	-.012	-.011	.007	-.008	.004	-.003	.000	-.006	-.004	-.003	.005	-.003	.000	-.005	.00
Anti-image Correlation	Tang1	.880[a]	-.109	-.002	.236	.395	-.019	.336	-.459	.444	.911	-.410	-.283	.169	-.486	-.393	.026	.15
	Tang2	-.109	.574[a]	-.760	-.548	.440	-.835	.683	-.858	.508	-.554	-.174	-.774	.838	-.663	-.232	.137	.75
	Tang3	-.002	-.760	.814[a]	.337	-.479	.811	-.468	.664	-.426	.321	.225	.752	-.810	.567	.406	-.115	-.57
	Tang4	.236	-.549	.337	.693[a]	-.227	.548	-.572	.000	.017	.771	.209	.230	-.467	.212	-.387	.013	-.53
	Reliab1	.395	.440	-.479	-.227	.675[a]	-.570	.722	-.658	.455	-.484	-.457	-.761	.700	-.702	-.510	-.324	.36
	Reliab2	-.019	-.835	.811	.549	-.570	.593[a]	-.726	.715	-.579	.542	.421	.805	-.890	.718	.356	.025	-.79
	Reliab3	.336	.683	-.468	-.572	.722	-.726	.607[a]	-.678	.569	-.757	-.495	-.710	.767	-.788	-.234	-.015	.70
	Reliab4	-.459	-.858	.664	.000	-.658	.715	-.678	.572[a]	-.787	.203	.301	.913	-.792	.898	.674	-.165	-.60
	Reliab5	.444	.508	-.426	.017	.455	-.579	.569	-.787	.453[a]	-.201	-.323	-.730	.589	-.641	-.578	-.034	.64
	Respon1	.011	-.554	.321	.771	-.494	.542	-.757	.203	-.201	.585[a]	.388	.371	-.582	.402	-.146	.201	-.60
	Respon2	-.410	-.174	.225	.209	-.457	.421	-.495	.301	-.323	.388	.820[a]	.317	-.510	.378	.392	.085	-.49
	Respon3	-.283	-.774	.752	.230	-.761	.805	-.710	.913	-.730	.371	.317	.566[a]	-.808	.883	.613	-.009	-.64
	Respon4	.169	.838	-.810	-.467	.700	-.890	.767	-.792	.599	-.582	-.510	-.808	.555[a]	-.786	-.493	-.004	.77
	Assur1	-.486	-.663	.567	.212	-.702	.718	-.788	.898	-.641	.402	.378	.883	-.786	.606[a]	.519	-.012	-.65
	Assur2	-.393	-.232	.406	-.387	-.510	.356	-.234	.674	-.578	-.146	.392	.613	-.493	.519	.760[a]	-.008	-.26
	Assur3	.026	.137	-.115	.013	-.324	.025	-.015	-.165	-.034	.201	.085	-.008	-.004	-.012	-.008	.940[a]	.07
	Assur4	.151	.753	-.571	-.530	.369	-.793	.708	-.808	.649	-.603	-.499	-.641	.775	-.654	-.265	.072	.611
	Empat1	.336	.567	-.572	-.020	.508	-.708	.529	-.861	.765	-.143	-.410	-.860	.748	-.784	-.751	.114	.56
	Empat2	.113	.157	-.404	.458	.346	-.255	-.119	-.523	.382	.379	.065	-.528	.309	-.323	-.651	-.054	.02
	Empat3	-.368	.080	-.085	-.312	.180	-.039	-.028	.236	-.438	-.185	.246	-.015	.010	.153	.325	-.288	-.31
	Empat4	.267	.781	-.769	-.452	.567	-.834	.762	-.790	.541	-.489	-.528	-.773	.884	-.721	-.419	.277	.79
	Empat5	-.311	-.528	.717	.068	-.679	.801	-.818	.886	-.723	.213	.455	.858	-.809	.789	.721	.048	-.63
	Satis1	-.460	.323	-.178	-.522	.030	-.321	.085	.120	-.253	-.308	-.008	-.155	.249	.074	.286	-.005	.11
	Satis2	.008	.182	-.286	-.228	.452	-.371	.437	-.240	.300	-.476	-.241	-.338	.372	-.379	-.138	-.435	.21
	Satis3	-.116	-.674	.522	.567	-.560	.694	-.775	.508	-.497	.748	.375	.685	-.759	.700	.139	.129	-.59
	Satis4	.202	.571	-.478	.134	.246	-.457	.328	-.702	.725	.950	.078	.892	.501	-.581	-.461	.078	.42
	Satis5	.138	-.589	.488	-.004	-.075	.451	-.076	.519	-.462	-.183	-.215	.571	-.435	.411	.357	-.083	-.32
	Satis6	.168	-.675	.701	.351	-.323	.578	-.341	.425	-.157	.332	.302	.577	-.732	.310	.366	-.302	-.49
	Satis7	.149	-.753	.731	.567	-.444	.758	-.539	.533	-.321	.487	.003	.622	-.704	.472	.106	.065	-.64
	Satis8	-.204	.356	-.267	-.079	-.331	-.225	-.088	-.184	.192	.146	-.054	-.154	.237	-.051	-.185	.555	.39
	Satis9	-.315	.488	-.422	-.804	.176	-.480	.366	-.113	-.104	-.500	-.036	-.313	.443	-.188	.240	.058	.18
	Satis10	-.067	-.128	.292	.388	-.337	.349	-.341	.082	.120	.454	.657	.144	-.400	.049	.093	-.081	-.28
	Satis11	.244	.778	-.782	-.359	.727	-.808	.774	-.822	.720	-.523	-.534	-.886	.940	-.840	-.560	-.133	.79
	Satis12	.124	.757	-.558	-.311	.458	-.706	.666	-.775	.712	-.338	-.051	-.789	.679	-.833	-.359	.093	.57
	Loyal1	.137	-.870	.737	.723	-.439	.828	-.645	.523	-.366	.608	.207	.681	-.804	.560	.033	-.042	-.72
	Loyal2	-.023	-.642	.279	.730	-.234	.511	-.712	.329	-.252	.656	.150	.383	-.495	.496	-.293	-.197	-.55
	Loyal4	-.222	.520	-.713	-.548	.517	-.863	.386	-.317	.015	-.489	-.181	-.500	.522	-.277	-.065	-.204	.31

a. Measures of Sampling Adequacy(MSA)

Matrices

	Empat1	Empat2	Empat3	Empat4	Empat5	Satis1	Satis2	Satis3	Satis4	Satis5	Satis6	Satis7	Satis8	Satis9	Satis10	Satis11	Satis12	Loyal1	Loyal2	Loyal4
4	.009	.004	-.014	.005	-.007	-.017	.003	-.002	.007	.004	.004	.004	-.005	-.010	-.002	.002	.004	.005	.000	-.006
2	.009	.003	.002	.008	-.009	.007	.004	-.007	.012	-.008	-.010	-.012	.005	.009	-.003	.004	.014	-.017	-.013	.006
0	-.012	-.008	-.002	-.008	.011	-.004	-.006	.006	-.010	.008	.011	.013	-.004	-.008	.006	-.004	-.011	.016	.006	-.012
1	.000	.013	-.010	-.008	.001	-.016	-.006	.006	.004	-.001	.007	.012	-.002	-.015	.011	-.003	-.007	.019	.019	-.011
5	.008	.007	.004	.005	-.006	.001	.009	-.005	.004	-.001	-.004	-.006	-.004	.003	-.006	.003	.007	-.008	-.004	.007
6	-.007	-.003	.000	-.005	.007	-.004	-.004	.004	-.006	.004	.005	.007	-.002	-.005	.004	-.003	-.006	.010	.006	-.006
8	.005	-.002	.000	.006	-.006	.001	.008	-.008	.005	.000	-.003	-.006	.000	.005	-.005	.003	.009	-.009	-.010	.004
6	-.009	-.007	.003	-.005	.007	.002	-.003	.003	-.006	.005	.004	.005	-.002	-.001	.001	-.003	-.009	.006	.004	-.003
7	.021	.014	-.017	.008	-.017	-.009	.010	-.008	.025	-.012	-.004	-.009	.005	-.003	.004	.006	.021	-.012	-.008	.000
0	-.002	.009	.004	-.005	.003	-.007	-.010	.008	.001	-.003	.005	.006	.002	-.009	.010	-.003	-.006	.013	.014	-.006
1	-.009	.002	.006	-.007	.009	.000	-.006	.005	.002	-.005	.006	.002	-.001	.000	.019	-.004	-.001	.006	.004	-.004
4	-.006	-.005	.000	-.003	.005	-.001	-.003	.003	-.006	.004	.003	.004	.000	-.002	.001	-.002	-.006	.005	.003	-.003
6	.006	.003	.000	.004	-.005	.003	.003	-.004	.005	-.003	-.005	-.005	.002	.004	-.004	.002	.006	-.008	-.005	.005
6	-.009	-.005	.003	-.005	.006	.001	-.006	.005	-.010	.005	.003	.005	.000	-.002	.001	-.003	-.011	.008	.007	-.003
4	-.012	-.014	.007	-.004	.010	.006	-.003	.001	-.009	.005	.005	.002	-.003	.004	.002	-.003	-.006	.001	-.006	.000
2	.003	-.002	-.010	.004	.001	.000	-.013	.002	.002	-.002	-.007	.002	.013	.002	-.003	-.001	.003	-.001	-.006	-.005
5	.009	.000	-.007	.006	-.006	.002	.004	-.006	.006	-.005	-.007	-.010	.006	.003	-.006	.004	.010	-.014	-.010	.005
9	.015	.012	-.006	.007	-.011	.000	.004	-.005	.011	-.007	-.007	-.006	.005	.001	-.004	.004	.011	-.009	-.002	.004
0	.012	.028	-.001	.002	-.010	-.001	.000	.000	.012	-.011	-.005	-.004	.002	-.003	.003	.002	.006	-.001	.010	.004
7	-.006	-.001	.031	-.003	.003	.015	.006	-.003	-.005	.000	-.002	-.002	-.009	.013	.006	.006	.000	-.006	-.003	.011
6	.007	.002	-.003	.006	-.006	.001	.002	-.004	.005	-.003	-.006	-.006	.003	.003	-.006	.003	.006	-.009	-.006	.005
6	-.011	-.010	.003	-.008	.011	.000	-.006	.004	-.010	.006	.005	.007	-.002	-.002	.003	-.004	-.010	.006	.003	-.005
2	.000	-.001	.015	.001	.000	.029	.002	-.006	-.001	-.008	-.007	-.006	.002	.018	-.007	.000	.002	-.012	-.009	.010
4	.004	.000	.006	.002	-.006	.002	.022	-.008	.003	-2.987E-6	-.001	-.006	-.006	.007	-.004	.003	.006	-.006	-.004	.007
6	-.005	.000	-.003	-.004	.004	-.005	-.006	.007	-.005	.002	.004	.004	.006	-.007	.004	-.002	-.007	.009	.006	-.004
8	.011	.012	-.005	.005	-.010	-.001	.003	-.005	.024	-.015	-.004	-.006	.005	.001	.010	.003	.016	-.010	-.008	.000
5	-.007	-.011	.000	-.003	.006	-.008	-2.987E-6	.002	-.015	.015	.005	.006	-.008	-.004	-.006	-.002	-.010	.008	.002	-.002
7	-.007	-.005	-.002	-.006	.005	-.007	-.001	.004	-.004	.005	.012	.006	-.009	-.007	.006	-.003	-.005	.010	.004	-.007
0	-.006	-.004	-.003	-.006	.007	-.006	-.005	.004	-.006	.006	.006	.015	-.002	-.007	.003	-.003	-.006	.014	.006	-.011
6	.005	.002	-.009	.003	-.002	.002	-.006	.000	.006	-.006	-.006	-.002	.013	.000	.006	.001	.003	.005	-.001	-.002
3	.001	-.003	.013	.003	-.002	.018	.007	-.007	.001	-.004	-.007	-.007	.006	.019	-.007	.002	.006	-.013	-.012	.010
6	-.004	.003	.000	-.006	.003	-.007	-.004	.004	.010	-.006	.006	.003	.000	-.007	.025	-.002	.004	.006	.003	-.009
4	.004	.002	.000	.003	-.004	.000	.003	-.002	.003	-.002	-.003	-.003	.001	.002	-.002	.002	.004	-.004	-.002	.003
0	.011	.006	.000	.006	-.010	.002	.005	-.007	.016	-.010	-.005	-.006	.003	.006	.004	.004	.019	-.014	-.013	.004
4	-.006	-.001	-.005	-.006	.006	-.012	-.006	.009	-.010	.009	.010	.014	-.005	-.013	.006	-.004	-.014	.023	.015	-.012
0	-.002	.010	-.003	-.006	.003	-.009	-.004	.006	-.006	.002	.004	.006	-.001	-.012	.003	-.002	-.013	.015	.023	-.005
5	.004	.004	.011	.005	-.005	.010	.007	-.004	.000	-.002	-.007	-.011	-.002	.010	-.008	.003	.004	-.012	-.005	.014
1	.338	.113	-.368	.267	-.311	-.460	.089	-.116	.202	.138	.168	.149	-.204	-.315	-.067	.244	.124	.137	-.023	-.222
3	.587	.157	.060	.761	-.628	.323	.182	-.674	.571	-.569	-.675	-.753	.368	.488	-.128	.778	.757	-.870	-.642	.520
1	-.672	-.404	-.065	-.789	.717	-.178	-.286	.522	-.478	.488	.701	.731	-.267	-.422	.282	-.782	-.558	.737	.279	-.713
0	-.020	.458	-.312	-.452	.969	-.522	-.228	.567	.134	-.064	.351	.567	-.079	-.604	.368	-.359	-.311	.723	.730	-.548
9	.598	.346	.180	.567	-.679	.030	.452	-.580	.246	-.075	-.323	-.444	-.331	.178	-.337	.727	.456	-.439	-.234	.517
3	-.709	-.255	-.038	-.834	.801	-.321	-.371	.594	-.457	.451	.578	.758	-.225	-.480	.349	-.899	-.706	.826	.511	-.683
8	.529	-.119	-.028	.782	-.618	.065	.437	-.775	.328	-.076	-.341	-.539	-.068	.366	-.341	.774	.656	-.645	-.712	.388
6	-.881	-.523	.236	-.790	.868	.120	-.240	.508	-.702	.519	.425	.533	-.184	-.113	.082	-.822	-.775	.523	.329	-.317
9	.765	.382	-.439	.541	-.723	-.253	.300	-.497	.725	-.482	-.157	-.321	.192	-.104	.120	.720	.712	-.366	-.252	.015
3	-.143	.379	-.185	-.489	.213	-.308	-.476	.748	.050	-.183	.332	.497	.146	-.500	.454	-.523	-.338	.808	.686	-.489
9	-.410	.055	.246	-.528	.455	-.008	-.241	.375	.079	-.215	.302	.093	-.054	-.636	.657	-.534	-.051	.207	.150	-.181
1	-.860	-.528	-.015	-.773	.859	-.155	-.336	.685	-.692	.571	.577	.622	-.154	-.313	.144	-.886	-.788	.681	.383	-.500
5	.748	.309	.010	.884	-.809	.249	.372	-.758	.501	-.435	-.732	-.704	.237	.443	-.400	.940	.679	-.804	-.495	.622
4	-.784	-.323	.153	-.721	.786	.074	-.379	.700	-.681	.411	.310	.472	-.951	-.168	.048	-.840	-.833	.560	.486	-.277
5	-.751	-.651	.325	-.419	.721	.286	-.136	.139	-.461	.387	.366	.108	-.185	.240	.093	-.588	-.359	.033	-.293	-.065
2	.114	-.054	-.288	.277	.049	-.005	-.435	.129	.078	-.083	-.302	.065	.555	.056	-.081	-.133	.083	-.042	-.197	-.204
*	.568	.021	-.312	.793	-.833	.119	.211	-.594	.423	-.325	-.491	-.643	.388	.185	-.282	.795	.576	-.728	-.558	.318
8	.617*	.570	-.256	.723	-.844	-.048	.194	-.485	.595	-.473	-.498	-.417	.346	.036	-.197	.784	.651	-.457	-.133	.294
1	.570	.604*	-.051	.179	-.552	-.048	-.008	.035	.476	-.544	-.257	-.188	.118	-.131	.114	.340	.253	-.056	.389	.225
2	-.256	-.051	.893*	-.198	.156	.504	.235	-.201	-.192	.007	-.093	-.156	-.460	.518	-.014	-.000	.020	-.214	-.132	.511
3	.723	.179	-.198	.581*	-.767	.079	.158	-.585	.388	-.276	-.579	-.636	.354	.312	-.494	.830	.588	-.718	-.522	.491
3	-.844	-.552	.156	-.767	.600*	.026	-.362	.510	-.604	.501	.458	.537	-.131	-.122	.191	-.892	-.861	.511	.196	-.405
9	-.046	-.049	.504	.079	.026	.831*	.076	-.350	-.055	-.272	-.353	-.297	.120	.778	-.241	.079	.077	-.475	-.346	.482
1	.194	-.009	.235	.156	-.382	.076	.849*	-.858	.119	.000	-.067	-.271	.488	.322	.170	.484	.295	.260	-.170	.384
4	-.465	.035	-.201	-.585	.510	-.350	-.658	.853*	-.404	.220	.465	.433	.038	-.604	.295	-.732	-.652	.714	.652	-.463
3	.595	.478	-.192	.368	-.804	-.055	.119	-.404	.888*	-.808	-.255	-.294	.293	.064	.411	.552	.751	-.408	-.247	-.011
5	-.473	-.544	.007	-.276	.501	-.272	.000	.220	-.808	.782*	.343	.405	-.428	-.230	-.388	-.427	-.587	.465	.130	-.165
1	-.498	-.257	-.083	-.879	.459	-.353	-.007	.488	-.255	.343	.744*	.474	-.513	-.439	.465	-.581	-.333	.616	.259	-.507
3	-.417	-.189	-.158	-.636	.537	-.297	-.271	.433	-.294	.405	.474	.882*	-.154	-.404	.158	-.676	-.493	.755	.420	-.732
8	.346	.118	-.480	.354	-.131	.120	-.466	.038	.293	-.428	-.513	-.154	.882*	-.038	-.038	.139	.183	-.276	-.087	-.130
5	.036	-.131	.518	.312	-.122	.778	.322	-.804	.064	-.230	-.438	-.404	-.038	.788*	-.315	.275	.302	-.612	-.561	.618
2	-.187	.114	-.014	-.484	.191	-.241	-.170	.295	.411	-.388	.465	.158	-.038	-.315	.856*	-.307	.185	.234	.126	-.476
5	.784	.340	-.080	.830	-.892	.070	.484	-.732	.552	-.427	-.581	-.676	.139	.275	-.307	.567*	.709	.712	-.398	.539
5	.851	.253	-.020	.588	-.661	.077	.295	-.652	.751	-.587	-.333	-.493	.183	.302	.185	.709	.605*	-.647	-.604	.251
8	-.457	-.056	.214	.718	.511	-.475	-.260	.714	-.408	.465	.516	.756	-.276	-.812	.234	-.712	-.647	.566*	.869	-.643
9	-.133	.389	-.132	-.522	.198	-.348	-.170	.652	-.247	.130	.259	.420	-.087	-.561	.126	-.398	-.604	.669	.733*	-.268
8	.294	.225	.511	.491	-.405	.482	.384	-.693	-.011	-.185	-.507	-.732	-.130	.618	-.276	.539	.251	-.643	-.266	.733*

Communalities

	Initial	Extraction
Tang1	1.000	.751
Tang2	1.000	.690
Tang3	1.000	.832
Tang4	1.000	.633
Reliab1	1.000	.801
Reliab2	1.000	.806
Reliab3	1.000	.764
Reliab4	1.000	.724
Reliab5	1.000	.821
Respon1	1.000	.805
Respon2	1.000	.764
Respon3	1.000	.816
Respon4	1.000	.814
Assur1	1.000	.796
Assur2	1.000	.804
Assur3	1.000	.800
Assur4	1.000	.855
Empat1	1.000	.756
Empat2	1.000	.789
Empat3	1.000	.831
Empat4	1.000	.818
Empat5	1.000	.834
Satis1	1.000	.825
Satis2	1.000	.862
Satis3	1.000	.898
Satis4	1.000	.744
Satis5	1.000	.811
Satis6	1.000	.852
Satis7	1.000	.837
Satis8	1.000	.831
Satis9	1.000	.833
Satis10	1.000	.778
Satis11	1.000	.901
Satis12	1.000	.761
Loyal1	1.000	.728
Loyal2	1.000	.740
Loyal4	1.000	.837

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	25.989	70.241	70.241	25.989	70.241	70.241
2	1.452	3.923	74.165	1.452	3.923	74.165
3	1.082	2.924	77.089	1.082	2.924	77.089
4	1.017	2.748	79.837	1.017	2.748	79.837
5	.865	2.337	82.174			
6	.720	1.945	84.118			
7	.656	1.774	85.892			
8	.556	1.502	87.395			
9	.527	1.425	88.820			
10	.517	1.397	90.216			
11	.432	1.168	91.384			
12	.427	1.153	92.538			
13	.354	.957	93.495			
14	.283	.765	94.261			
15	.265	.715	94.976			
16	.241	.652	95.628			
17	.221	.599	96.226			
18	.210	.568	96.795			
19	.188	.509	97.304			
20	.164	.444	97.748			
21	.153	.414	98.161			
22	.124	.336	98.498			
23	.108	.292	98.790			
24	.099	.267	99.057			
25	.088	.239	99.295			
26	.062	.168	99.464			
27	.050	.134	99.598			
28	.044	.119	99.717			
29	.031	.083	99.800			
30	.026	.072	99.872			
31	.014	.037	99.908			
32	.012	.033	99.941			
33	.007	.019	99.960			
34	.006	.017	99.977			
35	.005	.013	99.990			
36	.003	.008	99.999			
37	.000	.001	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component			
	1	2	3	4
Tang1	.859	.092	.063	.009
Tang2	.818	.128	-.067	-.006
Tang3	.826	.090	.098	-.364
Tang4	.756	-.140	.061	.196
Reliab1	.835	.274	.166	.018
Reliab2	.893	-.092	-.004	.017
Reliab3	.829	-.084	-.237	.114
Reliab4	.811	-.056	-.216	.125
Reliab5	.545	-.249	.644	.219
Respon1	.787	.320	-.134	.256
Respon2	.863	-.093	.075	.064
Respon3	.858	.185	.182	.114
Respon4	.858	.257	.032	.105
Assur1	.868	.125	.149	-.064
Assur2	.870	.136	.119	-.119
Assur3	.845	.144	.172	-.190
Assur4	.809	.371	-.212	.137
Empat1	.835	.222	-.037	-.089
Empat2	.793	-.176	-.351	.075
Empat3	.880	-.225	.034	.072
Empat4	.832	-.296	-.063	.183
Empat5	.847	-.183	-.171	.231
Satis1	.774	-.317	.252	.247
Satis2	.888	-.199	-.173	-.058
Satis3	.878	-.314	-.049	-.162
Satis4	.794	.052	.111	-.314
Satis5	.880	-.128	.033	-.142
Satis6	.907	-.110	-.129	.011
Satis7	.883	-.145	-.075	-.174
Satis8	.874	-.207	-.071	-.139
Satis9	.881	.067	-.149	-.174
Satis10	.867	-.020	-.072	-.142
Satis11	.905	-.253	.061	-.119
Satis12	.792	.204	.092	.288
Loyal1	.773	.296	-.043	.201
Loyal2	.836	.187	.070	.027
Loyal4	.874	.143	.067	-.221

Extraction Method: Principal Component Analysis.

a. 4 components extracted.

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.726
Bartlett's Test of Sphericity	Approx. Chi-Square	1931.520
	df	630
	Sig.	.000

Anti-image Matrices

		Tang1	Tang2	Tang3	Tang4	Reliab1	Reliab2	Reliab3	Reliab4	Respon1	Respon2	Respon3	Respon4	Assur1	Assur2	Assur3	Assur4	Emp
Anti-image Covariance	Tang1	.062	-.016	.009	.011	.008	.008	.003	-.006	.004	-.015	.001	-.003	-.010	-.007	.002	-.006	.
	Tang2	-.016	.023	-.016	-.017	.005	-.011	.010	-.010	-.011	.000	-.008	.009	-.013	.002	.006	.016	.
	Tang3	.009	-.016	.024	.010	-.007	.011	-.008	.013	.006	.003	.008	-.009	.011	.005	-.005	-.011	.
	Tang4	.011	-.017	.010	.031	-.008	.012	-.014	.003	.019	.008	.005	-.006	.013	-.013	.000	-.020	.
	Reliab1	.008	.005	-.007	-.008	.016	-.005	.009	-.009	-.008	-.009	-.007	.006	-.015	-.007	-.009	.003	.
	Reliab2	.008	-.011	.011	.012	-.005	.009	-.006	.007	.007	.006	.005	-.006	.009	.000	.000	-.010	.
	Reliab3	.003	.010	-.006	-.014	.009	-.006	.013	-.007	-.013	-.009	-.005	.006	-.014	.002	.000	.010	.
	Reliab4	-.006	-.010	.013	.003	-.009	.007	-.007	.017	.001	.002	.008	-.007	.016	.009	-.006	-.004	.
	Respon1	.004	-.011	.006	.019	-.008	.007	-.013	.001	.019	.009	.004	-.006	.011	-.007	.006	-.014	.
	Respon2	-.015	.000	.003	.008	-.009	.006	-.009	.002	.009	.036	.002	-.006	.007	.008	.003	-.012	.
	Respon3	.001	-.008	.008	.005	-.007	.005	-.005	.006	.004	.002	.006	-.005	.010	.004	.000	-.004	.
	Respon4	-.003	.009	-.009	-.006	.006	-.008	.006	-.007	-.006	-.006	-.005	.006	-.009	-.003	.000	.006	.
	Assur1	-.010	-.013	.011	.013	-.015	.009	-.014	.018	.011	.007	.010	-.009	.030	.002	-.003	-.007	.
	Assur2	-.007	.002	.005	-.013	-.007	.000	.002	.009	-.007	.006	.004	-.003	.002	.024	-.001	.004	.
	Assur3	.002	.006	-.005	.000	-.009	.000	.000	-.008	.006	.003	.000	.000	-.003	-.001	.043	.004	.
	Assur4	-.008	.016	-.011	-.020	.003	-.010	.010	-.004	-.014	-.012	-.004	.008	-.007	.004	.004	.026	.
	Empat1	.000	.010	-.017	-.002	.011	-.009	.004	-.018	.000	-.010	-.010	.006	-.013	-.017	.009	.005	.
	Empat2	-.003	-.001	-.008	.015	.005	.000	-.009	-.009	.013	.007	-.005	.002	.000	-.016	-.002	-.009	.
	Empat3	-.010	.012	-.010	-.012	.012	-.008	.007	-.005	-.008	.005	-.006	.006	-.015	.003	-.014	-.001	.
	Empat4	.001	.009	-.010	-.009	.005	-.007	.007	-.009	-.006	-.008	-.005	.006	-.009	-.002	.007	.010	.
	Empat5	.001	-.010	.015	.003	-.011	.010	-.006	.014	.002	.010	.008	-.006	.014	.013	.001	-.008	.
	Satis1	-.018	.014	-.009	-.016	.004	-.010	.006	-.003	-.009	-.003	-.007	.007	-.008	.005	.000	.011	.
	Satis2	-.002	.001	-.004	-.007	.007	-.004	.006	.000	-.010	-.005	-.002	.003	-.007	.001	-.014	.001	.
	Satis3	.003	-.008	.006	.011	-.005	.005	-.007	.003	.010	.005	.004	-.005	.010	-.003	.003	-.006	.
	Satis4	.011	.012	-.009	.007	-.004	-.001	-.004	-.009	.009	.021	-.006	.002	-.007	-.003	.007	-.003	.
	Satis5	.015	-.009	.008	-.002	.003	.003	.004	.005	-.006	-.011	.004	-.002	.001	.003	-.003	.000	.
	Satis6	.007	-.012	.012	.007	-.004	.006	-.004	.007	.005	.006	.006	-.007	.006	.006	-.007	-.009	.
	Satis7	.011	-.014	.014	.014	-.006	.009	-.007	.006	.008	.000	.006	-.007	.009	-.002	.002	-.013	.
	Satis8	-.010	.006	-.004	-.002	-.007	-.002	-.003	.000	.003	.000	.000	.001	.004	-.002	.014	.007	.
	Satis9	-.010	.013	-.011	-.015	.004	-.009	.008	-.006	-.010	-.002	-.006	.007	-.011	.005	.002	.007	.
	Satis10	-.005	-.005	.009	.011	-.009	.008	-.009	.006	.011	.023	.004	-.007	.008	.005	-.003	-.012	.
	Satis11	-.002	.006	-.007	-.005	.005	-.005	.004	-.005	-.005	-.005	-.003	.004	-.006	-.003	-.002	.006	.
	Satis12	-.015	.020	-.012	-.016	.005	-.010	.010	-.013	-.006	.010	-.008	.007	-.021	.003	.007	.007	.
	Loyal1	.015	-.021	.017	.023	-.007	.013	-.011	.009	.013	.003	.008	-.010	.014	-.006	-.002	-.018	.
	Loyal2	.004	-.015	.005	.021	-.003	.007	-.013	.004	.014	.002	.004	-.005	.015	-.013	-.007	-.014	.
	Loyal4	-.008	.011	-.014	-.011	.009	-.009	.006	-.008	-.008	-.004	-.007	.007	-.010	-.001	-.005	.008	.
Anti-image Correlation	Tang1	.902[a]	-.431	.231	.255	.242	.326	.114	-.198	.115	-.315	.051	-.136	-.232	-.186	.046	-.202	.
	Tang2	-.431	.618[a]	-.698	-.646	.273	-.771	.556	-.488	-.535	-.013	-.686	.774	-.509	.086	.179	.647	.
	Tang3	.231	-.698	.656[a]	.381	-.354	.765	-.330	.625	.265	.102	.714	-.765	.427	.217	-.143	-.428	.
	Tang4	.255	-.646	.381	.829[a]	-.264	.685	-.708	.119	.791	.226	.355	-.596	.418	-.463	.013	-.711	.
	Reliab1	.242	.273	-.354	-.264	.737[a]	-.422	.633	-.548	-.481	-.368	-.705	.599	-.662	-.341	-.348	.139	.
	Reliab2	.326	-.771	.765	.685	-.422	.535[a]	-.582	.516	.532	.304	.687	-.832	.524	.032	.006	-.673	.
	Reliab3	.114	.556	-.330	-.708	.633	-.582	.668[a]	-.454	-.798	-.400	-.525	.647	-.721	.141	.005	.541	.
	Reliab4	-.198	-.488	.625	.119	-.548	.516	-.454	.701[a]	.073	.080	.802	-.649	.709	.434	-.312	-.206	.
	Respon1	.115	-.535	.265	.791	-.481	.532	-.798	.073	.673[a]	.348	.334	-.588	.439	-.328	.198	-.633	.
	Respon2	-.315	-.813	.102	.226	-.368	.304	-.400	.080	.348	.856[a]	.125	-.418	.207	.266	.079	-.402	.
	Respon3	.051	-.686	.714	.355	-.705	.687	-.525	.802	.334	.125	.632[a]	-.842	.728	.344	-.050	-.322	.
	Respon4	-.136	.774	-.765	-.596	.599	-.832	.647	-.649	-.588	-.418	-.842	.595[a]	-.652	-.224	.020	.634	.
	Assur1	-.232	-.509	.427	.418	-.662	.524	-.721	.709	.439	.207	.728	-.652	.716[a]	.074	-.074	-.264	.
	Assur2	-.186	.086	.217	-.463	-.341	.032	.141	.434	-.328	.266	.344	-.224	.074	.870[a]	-.036	.177	.
	Assur3	.046	.179	-.143	.013	-.346	.006	.005	-.312	.198	.079	-.050	.020	-.074	-.036	.923[a]	.124	.
	Assur4	-.202	.647	-.428	-.711	.139	-.673	.541	-.206	-.633	-.402	-.322	.634	-.264	.177	.124	.710[a]	.
	Empat1	-.002	.360	-.595	-.052	.436	-.507	.178	-.653	.018	-.266	-.584	.582	-.405	-.587	.218	.147	.
	Empat2	-.069	-.045	-.289	.488	.209	-.045	-.443	-.390	.504	.204	-.394	.108	-.004	-.571	-.045	-.322	.
	Empat3	-.215	.390	-.335	-.339	.474	-.399	.300	-.198	-.311	.123	-.548	.378	-.443	.097	-.337	-.039	.
	Empat4	.036	.672	-.707	-.548	.429	-.750	.657	-.701	-.461	-.444	-.657	.632	-.585	-.155	.352	.691	.
	Empat5	.016	-.439	.655	.117	-.568	.679	-.364	.701	.100	.339	.702	-.680	.512	.537	.035	-.311	.
	Satis1	-.401	.540	-.327	-.536	.168	-.562	.288	-.132	-.379	-.098	-.513	.517	-.265	.177	-.014	.385	.
	Satis2	-.052	.037	-.183	-.244	.371	-.254	.339	-.006	-.445	-.169	-.182	.252	-.245	.046	-.448	.022	.
	Satis3	.135	-.564	.395	.664	-.458	.575	-.690	.218	.783	.261	.543	-.664	.600	-.209	.130	-.411	.
	Satis4	-.196	.344	-.272	.177	-.137	-.067	-.149	-.308	.292	.481	-.346	.120	-.192	-.075	.149	-.091	.
	Satis5	.432	-.438	.363	-.064	.171	.254	.258	.284	-.318	-.434	.385	-.222	.047	.124	-.111	-.037	.
	Satis6	.268	-.699	.710	.358	-.286	.605	-.310	.496	.311	.269	.686	-.807	.333	.342	-.311	-.518	.
	Satis7	.343	-.724	.693	.605	-.354	.741	-.458	.480	.466	-.012	.600	-.675	.395	-.103	.057	-.604	.
	Satis8	-.329	.321	-.208	-.084	-.479	-.143	-.244	-.054	.193	.008	-.020	.155	.207	-.092	.572	.366	.
	Satis9	-.301	.631	-.516	-.605	.255	-.685	.519	-.317	-.535	-.073	-.572	.635	-.474	.222	.055	.333	.
	Satis10	-.135	-.220	.381	.388	-.443	.516	-.501	.288	.491	.740	.341	-.594	.278	.199	-.077	-.476	.
	Satis11	-.122	.692	-.757	-.536	.647	-.852	.538	-.596	-.556	-.459	-.758	.916	-.623	-.290	-.156	.621	.
	Satis12	-.306	.656	-.402	-.460	.212	-.513	.452	-.495	-.283	.276	-.561	.449	-.616	.091	.168	.214	.
	Loyal1	.359	-.852	.690	.783	-.328	.808	-.571	.408	.586	.101	.550	-.784	.500	-.236	-.059	-.692	.
	Loyal2	.103	-.817	.186	.750	-.138	.463	-.715	.219	.649	.075	.301	-.444	.543	-.555	-.212	-.538	.
	Loyal4	-.255	.593	-.781	-.548	.572	-.802	.461	-.495	-.486	-.186	-.715	.766	-.488	-.068	-.204	.405	.

a. Measures of Sampling Adequacy(MSA)

Matrices

Empat1	Empat2	Empat3	Empat4	Empat5	Satis1	Satis2	Satis3	Satis4	Satis5	Satis6	Satis7	Satis8	Satis9	Satis10	Satis11	Satis12	Loyal1	Loyal2	Loyal4
000	-.003	-.010	001	001	-.018	-.002	003	-.011	015	.007	.011	-.010	-.010	-.005	-.002	-.015	015	004	-.008
010	-.001	012	008	-.010	.014	001	-.006	012	-.009	-.012	-.014	.006	013	-.005	.006	020	-.021	-.015	.011
017	-.008	-.010	-.010	.015	-.009	-.004	006	-.009	008	.012	.014	-.004	-.011	009	-.007	-.012	017	005	-.014
002	015	-.012	-.009	003	-.016	-.007	011	007	-.002	.007	.014	-.002	-.015	011	-.005	-.016	023	021	-.011
011	005	012	005	011	004	007	-.005	-.004	003	-.004	-.009	-.007	004	-.009	005	005	007	-.003	009
009	000	-.006	-.007	010	-.010	-.004	005	-.001	003	006	008	-.002	-.009	006	-.005	-.010	013	007	-.009
004	-.009	007	007	-.005	006	006	-.007	-.004	004	-.004	-.007	-.003	006	-.006	004	010	-.011	-.013	005
016	-.009	-.005	-.009	014	-.003	000	003	-.006	005	007	008	009	-.006	006	-.005	-.013	009	004	-.006
000	013	-.008	-.006	002	-.009	-.010	010	009	-.008	005	008	003	-.010	011	-.005	-.008	013	014	-.006
010	007	005	-.006	010	-.003	-.005	005	021	-.011	006	000	000	-.002	023	-.005	010	003	002	-.004
010	-.005	-.006	-.005	006	-.007	-.002	004	-.006	004	006	006	000	-.006	004	-.003	-.008	009	004	-.007
008	002	006	008	-.006	007	003	-.005	002	-.002	-.007	-.007	001	007	-.007	004	007	-.010	-.005	007
013	000	-.015	-.009	014	-.008	-.007	010	-.007	001	005	009	004	-.011	008	-.006	-.021	014	015	-.010
017	-.016	003	-.002	013	005	001	-.003	-.003	003	006	-.002	-.002	005	006	-.003	003	-.006	-.013	-.001
009	-.002	-.014	007	001	000	-.014	003	007	-.003	-.007	002	014	002	-.003	-.002	007	-.002	-.007	-.005
005	-.009	-.001	010	-.006	011	001	-.006	-.003	000	-.009	-.013	007	007	-.012	006	007	-.018	-.014	006
037	018	005	010	-.019	006	-.002	-.003	004	-.006	-.013	-.007	007	005	-.014	008	009	-.009	003	010
016	033	005	000	-.012	002	-.004	005	013	-.011	-.004	-.002	001	-.002	002	001	-.001	003	015	005
005	005	038	001	-.006	016	013	-.010	009	-.007	-.004	-.008	-.010	014	001	004	.018	-.014	-.008	013
010	000	001	009	009	004	-9.126E-5	-.004	000	008	-.007	-.007	003	009	-.010	004	006	-.010	-.007	006
019	-.012	-.008	-.009	024	-.006	-.005	004	-.006	008	008	009	000	-.009	010	-.007	-.009	010	000	-.010
008	002	016	004	-.008	031	005	-.009	008	-.011	-.008	-.009	004	019	-.006	004	013	-.018	-.012	011
002	-.004	013	-9.126E-5	-.005	005	024	-.009	-.005	004	000	-.004	-.010	006	-.005	004	004	-.004	-.003	007
003	005	-.010	-.004	004	-.009	-.009	009	-.002	000	005	004	002	-.010	009	-.003	-.009	010	009	-.006
004	013	009	000	-.006	008	-.005	-.002	050	-.024	-.005	-.003	008	006	017	001	021	-.006	-.003	000
006	-.011	-.007	000	006	-.011	004	000	-.024	019	005	005	-.006	-.009	-.009	-.001	-.011	006	000	-.003
013	-.004	-.004	-.007	009	-.006	000	005	-.005	006	012	007	-.006	-.007	009	-.004	-.007	011	004	-.007
007	-.002	-.009	-.007	009	-.009	-.004	004	-.003	005	007	017	-.001	-.008	004	-.005	-.010	016	005	-.012
007	001	-.010	003	000	004	-.010	002	006	-.006	-.006	-.001	013	000	-.001	7.273E-6	002	-.004	000	-.002
005	-.002	014	006	006	019	008	-.010	006	-.006	-.007	-.008	000	019	007	.004	015	-.016	-.013	010
014	002	001	-.010	010	-.006	-.005	006	017	-.009	009	004	-.001	-.007	026	-.005	005	006	004	-.009
006	001	004	004	-.007	004	004	-.003	001	-.001	-.004	-.005	7.273E-6	004	-.005	003	005	-.007	-.003	005
009	-.001	018	006	-.009	013	004	-.009	021	-.011	-.007	-.010	002	015	006	005	039	-.019	-.019	008
009	003	-.014	-.010	010	-.018	-.004	010	-.008	006	011	016	-.004	-.016	008	-.007	-.019	027	016	-.013
003	015	-.006	.007	000	-.012	-.003	009	-.003	000	004	006	000	-.013	004	-.003	-.019	016	024	-.005
010	005	013	006	-.010	011	007	-.006	000	-.003	-.007	-.012	-.002	010	-.009	005	008	-.013	-.005	014
002	-.069	-.215	038	018	-.401	-.052	135	-.196	432	268	343	-.329	-.301	-.135	-.122	-.306	359	103	-.255
380	-.045	390	672	-.439	540	037	-.564	344	-.438	-.699	-.724	321	631	-.220	692	656	-.852	-.817	583
585	-.288	-.335	-.707	855	-.327	-.183	395	-.272	383	710	693	-.209	-.518	381	-.757	-.402	690	198	-.781
052	488	-.339	-.548	117	-.535	-.244	664	177	-.084	358	605	-.084	-.605	388	-.536	-.460	783	759	-.546
436	209	474	429	-.568	188	371	-.458	-.137	171	-.286	-.354	-.479	255	-.443	547	212	-.328	-.138	572
507	-.045	-.399	-.759	679	-.582	-.254	575	-.087	254	605	741	-.143	-.665	516	-.852	-.513	808	463	-.802
178	-.443	300	657	-.364	288	339	-.680	-.149	256	-.310	-.456	-.244	519	-.501	638	452	-.571	-.715	461
653	-.390	-.198	-.701	701	-.132	-.006	218	-.308	284	496	480	-.054	-.317	288	-.598	-.495	408	219	-.495
018	504	-.311	-.461	100	-.379	-.445	763	282	-.318	311	466	193	535	491	-.556	-.283	586	649	-.496
266	204	123	-.444	339	-.098	-.166	261	481	-.434	269	-.012	008	-.073	740	-.459	270	101	075	-.186
664	-.384	-.546	-.657	702	-.513	-.182	543	-.348	385	686	690	-.020	-.572	341	-.759	-.561	650	301	-.715
562	108	378	832	-.680	517	252	-.664	120	-.222	-.807	-.575	155	635	-.594	916	449	-.784	-.444	766
405	-.004	-.443	-.585	512	-.265	-.245	609	-.182	047	333	385	207	-.474	278	-.623	-.616	500	543	-.488
587	-.571	097	155	537	177	046	-.209	-.075	124	342	-.103	-.092	222	199	-.290	091	-.236	-.555	-.068
218	-.045	-.337	352	035	-.014	-.446	130	149	-.111	-.311	057	572	065	-.077	-.156	166	-.058	-.212	-.204
147	-.322	-.039	691	-.311	385	022	-.411	-.091	-.037	-.518	-.604	366	333	-.476	621	214	-.892	-.538	405
754*	467	133	570	-.654	235	-.057	-.153	091	-.210	-.583	-.282	314	180	-.450	522	237	-.296	095	436
467	.843*	141	-.035	-.432	053	-.140	281	316	-.449	-.216	-.076	049	-.100	075	102	-.029	097	542	237
133	141	.818*	052	-.260	452	428	-.538	204	-.245	-.170	-.348	426	526	044	362	463	-.449	-.278	577
570	-.035	052	.838*	-.647	266	-.006	-.433	-.007	-.034	-.716	-.561	303	441	-.670	755	344	-.665	-.474	574
854	-.432	-.260	-.647	.715*	-.235	-.220	251	-.166	272	507	486	011	-.286	405	-.775	-.302	383	020	-.570
235	053	452	266	-.235	.730*	164	-.567	182	-.454	-.411	-.413	178	781	-.219	375	378	-.630	-.438	503
057	-.140	428	-.006	-.220	164	.881*	-.614	-.151	164	-.022	-.193	-.561	373	-.217	405	121	-.169	-.103	398
153	281	-.538	-.433	251	-.567	-.614	.700*	-.072	-.012	452	333	156	-.780	412	-.621	-.489	859	627	-.524
091	316	204	-.007	-.166	192	-.151	-.072	.864*	-.772	-.207	-.094	228	204	475	062	486	-.223	-.096	-.033
210	-.449	-.245	-.034	272	-.454	164	-.012	-.772	.847*	309	306	-.390	-.315	-.390	-.153	-.414	358	015	-.178
593	-.216	-.170	-.716	507	-.411	-.022	452	-.207	309	.724*	453	-.498	-.464	493	-.684	-.320	607	230	-.511
282	-.076	-.348	-.561	486	-.413	-.193	333	-.094	306	453	.714*	-.099	-.465	209	-.678	-.398	724	370	-.767
314	049	-.426	303	011	178	-.561	156	228	-.390	-.499	-.099	.885*	-.019	-.064	001	082	-.226	-.040	-.136
180	-.100	528	441	-.266	781	323	-.760	204	-.315	-.464	-.465	-.019	.710*	-.306	507	538	-.702	-.610	623
450	075	044	-.670	405	-.219	-.217	412	475	-.390	493	209	-.064	-.306	.777*	-.570	143	301	183	-.481
522	102	362	755	-.775	375	405	-.621	062	-.153	-.684	-.678	001	507	-.570	.642*	404	-.894	-.322	762
237	-.029	463	344	-.302	378	121	-.489	486	-.414	-.320	-.398	082	538	143	404	.731*	-.590	-.625	341
296	097	-.449	-.685	383	-.630	-.169	859	-.223	358	607	724	-.226	-.702	301	-.694	-.590	.583*	641	-.685
095	542	-.278	-.474	020	-.438	-.103	627	-.896	015	230	370	-.040	-.610	163	-.322	-.625	641	.734*	-.271
436	237	577	574	-.570	503	398	-.524	-.033	-.178	-.511	-.[illegible]	-.136	623	-.481	762	341	-.685	-.271	.670*

Communalities

	Initial	Extraction
Tang1	1.000	.815
Tang2	1.000	.773
Tang3	1.000	.881
Tang4	1.000	.873
Reliab1	1.000	.848
Reliab2	1.000	.848
Reliab3	1.000	.848
Reliab4	1.000	.846
Respon1	1.000	.888
Respon2	1.000	.874
Respon3	1.000	.880
Respon4	1.000	.868
Assur1	1.000	.816
Assur2	1.000	.916
Assur3	1.000	.824
Assur4	1.000	.862
Empat1	1.000	.856
Empat2	1.000	.905
Empat3	1.000	.821
Empat4	1.000	.881
Empat5	1.000	.851
Satis1	1.000	.946
Satis2	1.000	.896
Satis3	1.000	.908
Satis4	1.000	.864
Satis5	1.000	.887
Satis6	1.000	.867
Satis7	1.000	.908
Satis8	1.000	.909
Satis9	1.000	.866
Satis10	1.000	.796
Satis11	1.000	.919
Satis12	1.000	.869
Loyal1	1.000	.856
Loyal2	1.000	.830
Loyal4	1.000	.852

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	25.700	71.390	71.390	25.700	71.390	71.390	7.085	19.680	19.680
2	1.427	3.964	75.354	1.427	3.964	75.354	5.927	16.465	36.145
3	1.025	2.846	78.200	1.025	2.846	78.200	5.702	15.839	51.985
4	.870	2.417	80.617	.870	2.417	80.617	3.926	10.905	62.890
5	.767	2.131	82.749	.767	2.131	82.749	3.120	8.668	71.557
6	.716	1.989	84.738	.716	1.989	84.738	2.725	7.569	79.126
7	.640	1.779	86.516	.640	1.779	86.516	2.660	7.390	86.516
8	.550	1.529	88.045						
9	.521	1.447	89.492						
10	.474	1.316	90.808						
11	.428	1.188	91.996						
12	.376	1.045	93.041						
13	.306	.851	93.892						
14	.271	.753	94.644						
15	.244	.679	95.323						
16	.228	.635	95.958						
17	.210	.584	96.542						
18	.190	.527	97.068						
19	.167	.464	97.533						
20	.153	.426	97.959						
21	.136	.378	98.336						
22	.109	.302	98.638						
23	.105	.293	98.931						
24	.088	.246	99.176						
25	.067	.185	99.361						
26	.062	.173	99.534						
27	.049	.135	99.669						
28	.032	.088	99.757						
29	.027	.074	99.831						
30	.021	.057	99.888						
31	.013	.037	99.926						
32	.010	.028	99.954						
33	.006	.018	99.972						
34	.005	.015	99.987						
35	.004	.011	99.998						
36	.001	.002	100.000						

Extraction Method: Principal Component Analysis.

Rotated Component Matrix[a]

	Component						
	1	2	3	4	5	6	7
Tang1							
Tang2		.578					
Tang3			.736				
Tang4							.711
Reliab1		.638					
Reliab2							
Reliab3				.627			
Reliab4				.563			
Respon1		.779					
Respon2							
Respon3			.550				
Respon4		.627					
Assur1							
Assur2						.569	
Assur3			.574				
Assur4		.736					
Empat1			.646				
Empat2				.750			
Empat3	.521						
Empat4					.561		
Empat5							
Satis1					.783		
Satis2	.669						
Satis3	.715						
Satis4			.725				
Satis5	.603						
Satis6	.583						
Satis7	.734						
Satis8	.742						
Satis9	.546						
Satis10	.547						
Satis11	.586						
Satis12						.550	
Loyal1		.688					
Loyal2						.550	
Loyal4			.592				

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 10 iterations.

Component Transformation Matrix

Component	1	2	3	4	5	6	7
1	.495	.441	.438	.350	.303	.282	.276
2	-.510	.613	.282	-.287	-.348	.281	-.055
3	-.337	.404	-.653	.449	.259	-.024	.165
4	-.520	-.484	.313	.306	.059	.276	.474
5	.011	-.041	-.222	-.666	.545	.377	.259
6	-.285	-.034	.273	.128	.591	.012	-.691
7	-.176	.174	.285	-.200	.266	-.789	.352

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

Tangible Reliability

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.883	.886	4

Reliab Reliability

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.860	.874	5

Responsiveness Reliability

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.925	.926	4

Assurance Reliability

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.918	.918	4

Empathy Reliability

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.927	.934	5

Satisfaction Reliability

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.973	.973	12

Loyalty Reliability

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.800	.834	4

LAMPIRAN 3

Lampiran 3: Profil Responden

Profil Responden Berdasarkan Jenis Kelamin

Jenis Kelamin	Jumlah	Persentase
Laki-Laki	102	51 %
Perempuan	98	49 %
Total	200	100 %

Profil Responden Berdasarkan Usia

Usia	Jumlah	Persentase
18 – 27	94	47 %
28 – 37	52	26 %
38 – 47	33	16,5 %
48 – 57	17	8,5 %
58 – 67	4	2 %
Total	200	100 %

Profil Responden Berdasarkan Pendidikan Terakhir

Pendidikan Terakhir	Jumlah	Persentase
SD	0	0 %
SMP	3	1,5 %
SMA	21	10,5 %
D3	12	6 %
S1	136	68 %
S2	23	11,5 %
S3	5	2,5 %
Total	200	100 %

Profil Responden Berdasarkan Pekerjaan

Pekerjaan	Jumlah	Persentase
Pelajar	0	0 %
Mahasiswa	25	12,5 %
PNS	13	6,5 %
Karyawan Swasta	127	63,5 %
Wiraswasta	8	4 %
Lain-lain	27	13,5 %
Total	200	100 %

Profil Responden Berdasarkan Daerah Asal

Daerah Asal	Jumlah	Persentase
Jabodetabek	166	83 %
Yogyakarta	10	5 %
Surabaya	2	1 %
Bandung	9	4,5 %
Padang	3	1,5 %
Makasar	3	1,5 %
Semarang	6	3 %
Medan	1	0,5 %
Total	200	100 %

LAMPIRAN 4

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.974
Bartlett's Test of Sphericity	Approx. Chi-Square	10431.701
	df	703
	Sig.	.000

Anti-image M

		Tang1	Tang2	Tang3	Tang4	Reliab1	Reliab2	Reliab3	Reliab4	Reliab5	Resp1	Resp2	Resp3	Resp4	Assur1	Assur2	Assur3	Assur4	Empa
Anti-image Covariance	Tang1	.116	-.046	-.014	-.005	-.012	.009	-.008	-.018	.011	.018	-.029	-.018	-.023	-.024	-.009	.007	-.002	.0
	Tang2	-.046	.156	-.036	.018	-.005	-.006	.007	-.004	-.028	-.011	.027	.003	-.008	.002	-.006	.014	-.025	-.0
	Tang3	-.014	-.036	.184	-.049	-.024	.001	-.023	.010	-.013	-.010	-.004	.014	.019	.000	.016	-.012	.035	-.0
	Tang4	-.005	.018	-.049	.250	-.021	.033	-.016	-.016	.024	-.003	-.016	-.005	-.020	-.011	.012	.013	-.007	.0
	Reliab1	-.012	-.005	-.024	-.021	.137	-.018	.025	-.006	-.048	-.007	.000	-.029	-.014	.024	-.034	-.017	-.025	.0
	Reliab2	.009	-.006	.001	.033	-.018	.161	-.015	-.003	-.005	-.014	-.007	.015	-.017	-.013	.018	.008	-.004	-.0
	Reliab3	-.008	.007	-.023	-.016	.025	-.016	.170	-.074	.003	-.019	.006	-.027	-.009	-.005	-.027	-.011	-.002	.0
	Reliab4	-.018	-.004	.010	-.016	-.008	-.003	-.074	.151	-.008	.000	-.010	.034	-.014	.030	.017	-.020	-.030	-.0
	Reliab5	.011	-.028	-.013	.024	-.048	-.005	.003	-.008	.236	-.002	-.015	-.024	.009	-.048	.044	-.028	.024	.0
	Resp1	.018	-.011	-.010	-.003	-.007	-.014	-.019	.000	-.002	.193	-.036	.004	-.030	.018	-.008	.006	-.007	.0
	Resp2	-.029	.027	-.004	-.016	.000	-.007	.006	-.018	-.015	-.036	.150	-.036	-.004	-.003	-.002	-.001	-.024	-.0
	Resp3	-.018	.003	.014	-.005	-.029	.015	-.027	.034	-.024	.004	-.036	.121	-.015	.011	.020	-.002	.002	-.0
	Resp4	-.023	-.008	.019	-.020	-.014	-.017	-.009	-.014	.000	-.030	-.004	-.015	.169	.008	.000	-.019	.008	-.0
	Assur1	-.024	.002	.000	-.011	.024	-.013	-.005	.030	-.048	.018	-.003	.011	.008	.151	-.046	-.018	-.005	-.0
	Assur2	-.009	-.006	.016	.012	-.034	.018	-.027	.017	.044	-.008	-.002	.020	.000	-.046	.163	-.059	.021	-.0
	Assur3	.007	.014	-.012	.013	-.017	.008	-.011	-.020	-.028	.006	-.001	-.002	-.019	-.018	-.059	.214	-.015	-.0
	Assur4	-.002	-.025	.035	-.007	-.025	-.004	-.002	-.030	.024	-.007	-.024	.002	.008	-.005	.021	-.015	.164	-.0
	Empat1	.021	-.003	-.022	.004	.011	-.024	.021	-.007	.029	.007	-.010	-.033	-.029	-.034	-.017	-.001	-.046	.1
	Empat2	.000	-.029	.002	.017	.014	-.003	-.036	-.012	-.003	-.007	.000	-.020	.001	-.014	.011	.034	.008	-.0
	Empat3	.001	.021	.003	-.021	.009	-.027	-.005	-.010	-.026	.017	.001	-.016	.010	-.003	-.012	.015	-.016	-.0
	Empat4	-.004	-.005	.016	-.021	.010	.002	.016	-.056	-.021	.020	.016	-.021	.030	.001	-.010	.012	.009	-.0
	Empat5	.013	-.028	.007	-.006	-.015	-.004	-.027	.042	.023	-.026	-.017	.023	.005	-.004	.014	-.022	-.011	.0
	Satis1	.006	.000	.020	-.013	.013	-.024	-.005	.014	-.058	.006	-.004	-.009	-.010	.002	.004	.004	-.009	.0
	Satis2	-.001	-.019	.005	.000	-.014	.010	-.017	.009	.010	-.013	.002	.002	.001	.010	.002	.001	.011	-.0
	Satis3	-.002	.012	-.014	-.006	.020	-.016	.011	-.005	-.027	.017	-.012	.007	-.008	.016	-.011	-.003	.002	.0
	Satis4	-.015	.018	-.032	.048	-.020	.021	.008	.003	.026	.013	.015	-.013	-.006	-.003	.035	-.044	.000	-.0
	Satis5	.013	-.035	.000	-.009	.012	-.022	.008	-.003	.007	-.032	-.012	-.005	-.005	-.022	-.022	.026	.003	.0
	Satis6	.013	-.009	-.016	.006	-.009	-.004	.024	-.029	.023	-.007	-.004	.007	-.018	-.046	.024	-.034	.003	.0
	Satis7	.019	-.017	.013	.016	.000	.010	-.020	.021	.015	.006	-.010	.002	-.023	.007	-.014	.018	-.022	.0
	Satis8	-.012	.013	.028	-.027	-.018	-.003	-.013	.007	.006	.029	.002	.003	.008	-.001	-.014	-.007	.002	.0
	Satis9	-.010	.005	.002	6.759E-5	-.006	.000	.018	.012	-.008	-.040	.014	.009	.008	.008	-.004	.001	-.026	-.0
	Satis10	-.002	.010	-.007	.009	-.006	.017	-.008	-.015	.021	-.004	.011	-.002	-.004	-.026	.001	-.007	.015	-.0
	Satis11	-.013	.007	-.014	-.005	-.003	-.007	.015	-.014	.004	-.002	-.014	.005	.026	.017	.003	-.015	.036	-.0
	Satis12	-.015	.008	.018	-.029	-.005	-.017	-.002	-.017	-.005	-.014	.036	-.013	-.007	-.008	-.035	.034	-.027	.0
	Loyal1	.026	-.003	-.016	.023	-.014	.030	.013	-.003	.009	-.042	-.015	-.010	-.032	-.012	-.003	.019	-.011	.0
	Loyal2	-.007	-.002	-.031	.005	-.002	-.034	-.005	.028	.000	.013	.004	-.011	.006	.001	-.026	-.005	-.032	.0
	Loyal3	.002	-.025	.018	-.009	.029	.009	.024	-.026	-.056	.010	.001	.007	-.010	-.011	-.008	.011	.027	-.0
	Loyal4	-.016	.015	-.042	-.015	.022	-.022	.010	-.013	-.006	-.040	.019	-.028	.030	-.017	-.012	-.012	-.005	-.0
Anti-image Correlation	Tang1	.978[a]	-.342	-.097	-.028	-.097	.069	-.055	-.135	.064	.119	-.220	-.154	-.164	-.181	-.064	.042	-.012	.1
	Tang2	-.342	.976[a]	-.208	.091	-.036	-.038	.044	-.027	-.144	-.061	.174	.024	-.049	.012	-.035	.078	-.153	-.0
	Tang3	-.097	-.208	.975[a]	-.227	-.151	.007	-.132	.059	-.061	-.052	-.026	.092	.109	-.003	.091	-.063	.203	-.1
	Tang4	-.028	.091	-.227	.979[a]	-.118	.165	-.079	-.081	.099	-.016	-.081	-.027	-.007	-.058	.058	.058	-.037	.0
	Reliab1	-.097	-.036	-.151	-.116	.975[a]	-.123	.163	-.055	-.266	-.043	-.002	-.224	-.091	.170	-.231	-.099	-.169	.0
	Reliab2	.069	-.039	.007	.165	-.123	.983[a]	-.097	-.020	-.024	-.079	-.042	.106	-.100	-.081	.108	.043	-.024	-.1
	Reliab3	-.055	.044	-.132	-.079	.163	-.097	.970[a]	-.465	.015	-.105	.049	-.186	-.053	-.028	-.162	-.056	-.010	.1
	Reliab4	-.135	-.027	.059	-.081	-.055	-.020	-.465	.959[a]	-.041	.002	-.067	.252	-.089	.197	.197	-.112	-.188	-.0
	Reliab5	.064	-.144	-.061	.099	-.266	-.024	.015	-.041	.964[a]	-.011	-.079	-.142	-.002	-.252	.227	-.123	.122	.1
	Resp1	.119	-.061	-.052	-.016	-.043	-.079	-.105	.002	-.011	.977[a]	-.211	.027	-.169	.106	-.046	.028	-.038	.0
	Resp2	-.220	.174	-.026	-.081	-.002	-.042	.049	-.067	-.079	-.211	.982[a]	-.269	-.025	-.021	-.014	-.006	-.151	-.0
	Resp3	-.154	.024	.092	-.027	-.224	.106	-.186	.252	-.142	.027	-.269	.974[a]	-.108	.065	.146	-.010	.015	-.2
	Resp4	-.164	-.049	.109	-.097	-.091	-.100	-.053	-.089	-.002	-.169	-.025	-.108	.982[a]	.047	.001	-.098	.045	-.1
	Assur1	-.181	.012	-.003	-.058	.170	-.081	-.028	.197	-.252	.106	-.021	.065	.047	.972[a]	-.291	-.099	-.029	-.2
	Assur2	-.064	-.035	.091	.058	-.231	.108	-.162	.107	.227	-.046	-.014	.146	.001	-.291	.968[a]	-.316	.127	-.1
	Assur3	.042	.078	-.063	.058	-.099	.043	-.056	-.112	-.123	.028	-.008	-.010	-.098	-.099	-.316	.977[a]	-.079	-.0
	Assur4	-.012	-.153	.203	-.037	-.169	-.024	-.010	-.188	.122	-.038	-.151	.015	.045	-.029	.127	-.079	.974[a]	-.3
	Empat1	.169	-.021	-.135	.022	.081	-.180	.137	-.047	.161	.046	-.073	-.256	-.190	-.233	-.117	-.006	-.303	.96
	Empat2	.003	-.169	.012	.080	.088	-.016	-.200	-.073	-.014	-.038	.002	-.131	.003	-.082	.082	.170	.043	-.1
	Empat3	.009	.139	.016	-.114	.063	-.178	-.030	-.071	-.141	.106	.010	-.123	.065	-.018	-.082	.084	-.108	-.0
	Empat4	-.032	-.032	.095	-.108	.071	.013	.100	-.365	-.108	.114	.102	-.153	.186	.005	-.060	.065	.060	-.0
	Empat5	.092	-.173	.039	-.028	-.098	-.024	-.161	.269	.118	-.145	-.107	.166	.033	-.024	.083	-.118	-.070	.0
	Satis1	.041	-.005	.113	-.062	.085	-.143	-.032	.086	-.265	.033	-.022	-.064	-.058	.015	.026	.022	-.052	.0
	Satis2	-.012	-.147	.034	-.003	-.123	.075	-.130	.074	.068	-.080	.015	.015	.006	.078	.018	.005	.083	-.2
	Satis3	-.022	.111	-.113	-.055	.197	-.144	.094	-.048	-.186	.138	-.110	.069	-.065	.144	-.096	-.024	.018	.1
	Satis4	-.110	.119	-.191	.246	-.139	.134	.051	.022	.135	.074	.099	-.099	-.035	-.021	.223	-.242	-.005	-.1
	Satis5	.103	-.231	-.001	-.046	.085	-.148	.048	-.020	.039	-.191	-.081	-.039	-.035	-.147	-.146	.149	.021	.2
	Satis6	.105	-.066	-.103	.033	-.064	-.026	.160	-.204	.129	-.044	-.029	.052	-.123	-.326	.164	-.205	.022	.1
	Satis7	.189	-.124	.090	.097	.002	.075	-.141	.163	.091	.039	-.078	.017	-.165	.054	-.105	.114	-.163	.0
	Satis8	-.064	.084	.176	-.142	-.127	-.018	-.082	.047	.030	.177	.015	.022	.054	-.006	-.095	-.039	.015	.2
	Satis9	-.076	.034	.014	.000	-.039	-.006	.109	.078	-.042	-.230	.092	.064	.048	.049	-.024	.004	-.159	-.1
	Satis10	-.017	.060	-.035	.042	-.037	.097	-.043	-.088	.099	-.023	.064	-.011	-.025	-.155	.005	-.033	.089	-.1
	Satis11	-.116	.052	-.100	-.031	-.023	-.056	.112	-.107	.028	-.010	-.112	.046	.195	.132	.022	-.100	.268	-.2
	Satis12	-.100	.049	.098	-.133	-.031	-.100	-.012	-.099	-.023	-.073	.218	-.064	-.041	-.047	-.202	.171	-.157	.0
	Loyal1	.159	-.018	-.077	.096	-.078	.157	.065	-.019	.040	-.202	-.083	-.082	-.187	-.067	-.017	.086	-.056	.1
	Loyal2	-.046	-.010	-.172	.022	-.011	-.200	-.029	.168	-.064	.070	.022	-.073	.037	.006	-.151	-.028	-.185	.1
	Loyal3	.011	-.111	.074	-.242	.139	.038	.102	-.116	-.201	.040	.005	.033	-.043	-.046	-.036	.043	.115	-.0
	Loyal4	-.120	.096	-.249	-.076	.148	-.139	.064	-.082	-.032	-.233	.123	-.203	.181	-.112	-.075	-.067	-.034	-.0

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
Tang1	1.000	.873
Tang2	1.000	.785
Tang3	1.000	.811
Tang4	1.000	.824
Reliab1	1.000	.854
Reliab2	1.000	.816
Reliab3	1.000	.875
Reliab4	1.000	.863
Reliab5	1.000	.908
Resp1	1.000	.803
Resp2	1.000	.837
Resp3	1.000	.873
Resp4	1.000	.863
Assur1	1.000	.801
Assur2	1.000	.849
Assur3	1.000	.816
Assur4	1.000	.834
Empat1	1.000	.839
Empat2	1.000	.842
Empat3	1.000	.859
Empat4	1.000	.872
Empat5	1.000	.847
Satis1	1.000	.843
Satis2	1.000	.848
Satis3	1.000	.882
Satis4	1.000	.849
Satis5	1.000	.843
Satis6	1.000	.827
Satis7	1.000	.879
Satis8	1.000	.860
Satis9	1.000	.832
Satis10	1.000	.811
Satis11	1.000	.858
Satis12	1.000	.824
Loyal1	1.000	.812
Loyal2	1.000	.822
Loyal3	1.000	.891
Loyal4	1.000	.830

Extraction Method: Principal Component Analysis.

Rotated Component Matrix[a]

	Component						
	1	2	3	4	5	6	7
Tang1			.511				
Tang2							
Tang3			.615				
Tang4					.544		
Reliab1		.500					
Reliab2							
Reliab3					.640		
Reliab4					.636		
Reliab5							.688
Resp1		.622					
Resp2		.500					
Resp3		.540					
Resp4		.617					
Assur1			.551				
Assur2	.537		.542				
Assur3			.661				
Assur4		.635					
Empat1		.541					
Empat2						.522	
Empat3	.515						
Empat4						.558	
Empat5						.513	
Satis1							
Satis2	.655						
Satis3	.707						
Satis4			.545				
Satis5	.679						
Satis6	.628						
Satis7	.737						
Satis8	.729						
Satis9	.604						
Satis10	.566						
Satis11	.570						
Satis12		.539					
Loyal1		.623					
Loyal2							
Loyal3				.827			
Loyal4			.610				

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 11 iterations.

Tangible Reliability

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.927	.928	4

Reliability reliability

Reliability Statistics

Cronbach's Alpha	N of Items
.922	5

Responsiveness reliability

Reliability Statistics

Cronbach's Alpha	N of Items
.939	4

Assurance reliability

Reliability Statistics

Cronbach's Alpha	N of Items
.923	4

Empathy reliability

Reliability Statistics

Cronbach's Alpha	N of Items
.940	5

Satisfaction reliability

Reliability Statistics

Cronbach's Alpha	N of Items
.977	12

Loyalty reliability

Reliability Statistics

Cronbach's Alpha	N of Items
.885	4

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Tangible	200	1.25	5.00	3.8650	.91396
Reliability	200	1.40	5.00	3.7930	.89271
Responsiveness	200	1.25	5.00	3.9150	.92544
Assurance	200	1.25	5.00	3.9613	.90784
Empathy	200	1.50	5.00	3.8438	.91862
Satisfaction	200	1.08	5.00	3.8123	.91482
Loyalty	200	1.25	5.00	3.7588	.96039
Valid N (listwise)	200				

Matrices

ot1	Empat2	Empat3	Empat4	Empat5	Setis1	Setis2	Setis3	Setis4	Setis5	Setis6	Setis7	Setis8	Setis9	Setis10	Setis11	Setis12	Loyal1	Loyal2	Loyal3	Loyal4
21	.060	.001	-.004	013	.006	-.001	-.002	-.015	.013	.013	.019	-.012	-.010	-.002	-.013	-.015	.028	-.007	.002	-.016
03	-.029	.021	-.005	-.026	.000	-.019	.012	.018	-.035	-.009	-.017	.013	.005	.010	.007	.009	-.003	-.002	-.025	.015
22	.002	.003	.016	.007	.020	.005	-.014	-.032	.000	-.016	.013	.026	.002	-.007	-.014	.018	-.016	-.031	.018	-.042
04	.017	-.021	-.021	-.008	-.013	.000	-.009	.048	-.008	.006	.016	-.027	6.758E-5	.008	-.005	-.029	.023	.005	-.069	-.015
11	.014	.009	.010	-.015	.013	-.014	.020	-.020	.012	-.009	.000	-.018	-.008	-.008	-.003	-.005	-.014	-.002	.029	.022
24	-.003	-.027	.002	-.004	-.024	.010	-.016	.021	-.022	-.004	.010	-.003	.000	.017	-.007	-.017	.030	-.034	.009	-.022
21	-.036	-.005	.016	-.027	-.005	-.017	.011	.008	.008	.024	-.020	-.013	.016	-.008	.015	-.002	.013	-.005	.024	.010
07	-.012	-.010	-.056	.042	.014	.009	-.005	.003	-.003	-.029	.021	.007	.012	-.015	-.014	-.017	-.003	.028	-.026	-.013
29	-.003	-.028	-.021	.023	-.058	.010	-.027	.026	.007	.023	.015	.008	-.008	.021	.004	-.005	.009	.000	-.056	-.008
07	-.007	.017	.020	-.026	.009	-.013	.017	.013	-.032	-.007	.008	.029	-.040	-.084	-.002	-.014	-.042	.013	.010	-.040
10	.000	.001	.016	-.017	-.004	.002	-.012	.015	-.012	-.004	-.010	.002	.014	.011	-.014	.036	-.015	.004	.001	.019
33	-.020	-.016	-.021	.023	-.009	.002	.007	-.013	-.005	.007	.002	.003	.009	-.002	.005	-.013	-.010	-.011	.007	-.028
29	.001	.010	.030	.005	-.010	.001	-.006	-.006	-.005	.018	-.023	.006	.008	-.004	.020	-.087	-.032	.006	-.010	.030
34	-.014	-.003	.001	-.004	.002	.010	.016	-.003	-.022	-.046	.007	-.001	.008	-.026	.017	-.008	-.012	.001	-.011	-.017
17	.011	-.012	-.010	.014	.004	.002	-.011	.035	-.022	.024	-.014	-.014	-.004	.001	.003	-.035	-.003	-.026	-.008	-.012
01	.034	.015	.012	-.022	.004	.001	-.003	-.044	.026	-.034	.018	-.007	.001	-.007	-.015	.034	.019	-.005	.011	-.012
46	.008	-.016	.009	-.011	-.009	.011	.002	.000	.003	.003	-.022	.002	-.026	.015	.036	-.027	-.011	-.032	.027	-.005
38	-.017	-.004	-.005	.005	.009	-.027	.012	-.017	.031	.023	.006	.032	-.028	-.022	-.032	.005	.026	.019	-.008	-.014
17	.168	-.033	.013	-.026	.009	-.003	-.006	-.017	.021	-.010	.022	-.019	.010	-.021	-.018	.003	.000	-.027	.030	.024
04	-.033	.140	5.844E-5	-.011	-.023	-.002	.002	-.005	-.016	-.008	-.009	-.015	-.003	.014	-.008	.023	-.035	.017	-.030	.017
05	.013	5.844E-5	153	-.078	-.013	-.009	-.005	-.020	-.002	-.029	.011	.014	-.011	-.016	.000	.025	-.009	-.023	.035	-.009
05	-.026	-.011	-.078	.162	-.012	-.010	.002	.002	.002	.014	.008	-.003	.006	-.001	-.018	-.001	-.007	.014	-.058	.002
08	.009	-.023	-.013	-.012	.173	-.007	.012	-.012	-.009	-.008	-.011	.002	.023	-.036	-.023	-.024	.002	.016	-.029	.004
27	-.003	-.002	-.009	-.010	-.907	.100	-.055	.015	.008	-.014	-.003	-.020	.008	.018	.026	-.064	-.009	-.002	.012	-.006
12	-.008	.002	-.005	.002	.012	-.055	.079	-.021	-.016	.012	-.024	.003	-.016	-.014	-.015	-.006	.012	.003	-.015	.016
17	-.017	-.005	-.020	.002	-.012	.015	-.021	.152	-.051	.012	-.004	.003	-.026	.013	.013	-.015	-.020	-.002	-.019	-.019
31	.021	-.016	-.002	.002	-.009	.008	-.016	-.051	.143	-.013	.007	-.019	-.008	-.026	-.007	.006	.024	.004	.030	.011
23	-.010	-.008	-.020	.014	-.006	-.014	.012	.012	-.013	.130	-.043	-.004	-.011	.012	-.016	-.015	.005	.013	-.003	.004
06	.022	-.009	.011	.006	-.011	-.003	-.024	-.004	.007	-.043	.113	-.008	.003	-.022	-.031	.024	-.002	-.007	.009	-.035
32	-.019	-.015	.014	-.003	.002	-.029	.003	.003	-.019	-.004	-.008	.142	-.052	-.013	-.013	.011	-.002	.008	.021	-.034
28	.010	-.003	-.011	.005	.023	.008	-.016	-.026	-.006	-.011	.003	-.052	.160	-.014	.060	-.007	.001	-.005	.000	.006
22	-.021	.014	-.016	-.001	-.036	.018	-.014	.013	-.025	.012	-.022	-.013	-.014	.184	.004	.064	-.026	-.005	.024	-.010
32	-.018	-.008	.000	-.018	-.023	.026	-.015	.013	-.007	-.016	-.031	-.013	.006	.004	.108	-.026	-.004	-.019	.000	.009
06	.003	.023	.025	-.001	-.024	-.004	-.006	-.015	.008	-.015	.024	.011	-.007	.004	-.026	.184	-.042	-.022	-.015	.001
26	.000	-.035	-.009	-.007	.002	-.006	.012	-.020	.024	.005	-.002	-.002	.001	-.026	-.004	-.042	.224	-.029	-.018	-.002
19	-.027	.017	-.023	.014	.016	-.002	.003	-.002	.064	.013	-.007	.006	-.005	-.005	-.019	-.022	-.029	.180	-.061	.003
08	.030	-.030	.035	-.050	-.026	.012	-.015	-.019	.030	-.003	.009	.021	.000	.024	.000	-.015	-.018	-.061	.325	-.017
14	.024	.017	-.068	.002	.004	-.006	.018	-.019	.011	.004	-.035	-.034	.008	-.010	.009	.001	-.002	.003	-.017	.157
69	.003	.009	-.032	.092	.041	-.012	-.022	-.110	.103	.105	.189	-.094	-.076	-.017	-.116	-.100	.158	-.046	.011	-.120
21	-.169	.139	-.032	-.173	-.005	-.147	.111	.119	-.231	-.056	-.124	.054	.034	.060	.052	.049	-.016	-.010	-.111	.098
35	.012	.018	.095	.039	.113	.034	-.113	-.191	-.001	-.103	.090	.176	.014	-.035	-.100	.098	-.077	-.172	.074	-.249
22	.080	-.114	-.108	-.028	-.062	-.003	-.055	.246	-.046	.033	.097	-.142	.000	.042	-.031	-.133	.096	.022	-.242	-.076
81	.068	.063	.071	-.098	.085	-.123	.187	-.139	.085	-.064	.902	-.127	-.039	-.037	-.023	-.031	-.078	-.011	.139	.148
60	-.016	-.178	.013	-.024	-.143	.075	-.144	.134	-.148	-.026	.075	-.018	.006	.097	-.056	-.100	.157	-.209	.036	-.139
37	-.200	-.030	.100	-.161	-.032	-.130	.094	.051	.048	.160	-.141	-.002	.109	-.043	.112	-.012	.055	-.029	.102	.064
47	-.073	-.071	-.365	.268	.088	.074	-.048	.022	-.020	-.204	.163	.047	.078	-.088	-.107	-.099	-.019	.168	-.116	-.002
61	-.014	-.141	-.108	.118	-.285	.068	-.186	.135	.039	.129	.091	.030	-.042	.099	.026	-.023	.048	-.004	-.201	-.032
48	-.038	.106	.114	-.145	.033	-.099	.138	.074	-.191	-.044	.039	.177	-.230	-.023	-.010	-.073	-.202	.070	.040	-.233
73	.002	.010	.102	-.107	-.022	.015	-.110	.099	-.081	-.029	-.078	.015	.092	.064	-.112	.218	-.083	.022	.005	.123
56	-.131	-.123	-.153	.166	-.064	.015	.069	-.099	-.039	.052	.017	.022	.064	-.011	.046	-.084	-.092	-.073	.033	-.203
90	.003	.065	.186	.033	-.058	.008	-.065	-.035	-.035	-.123	-.165	.054	.048	-.025	.195	-.041	-.167	.037	-.043	.181
33	-.082	-.018	.005	-.024	.015	.078	.144	-.021	-.147	-.326	.054	-.008	.048	-.155	.132	-.047	-.067	.006	-.048	-.112
17	.062	-.082	-.060	.083	.026	.018	-.096	.223	-.148	.164	-.105	-.095	-.024	.085	.022	-.202	-.017	-.151	-.035	-.075
06	.170	.084	.065	-.118	.022	.005	-.024	-.242	.149	-.205	.114	-.039	.004	-.033	-.100	.171	.086	-.028	.043	-.007
03	.043	-.108	.060	-.070	-.052	.083	.018	-.005	.021	.022	-.163	.015	-.159	.089	.268	-.157	-.058	-.186	.115	-.034
01*	-.109	-.030	-.035	.032	.054	-.231	.119	-.119	.223	.173	.048	.231	-.188	-.141	-.259	.039	.147	.122	-.035	-.093
09	.980*	-.203	.076	-.148	.049	-.020	-.068	-.006	.130	-.068	.150	-.116	.060	-.114	-.126	.018	-.003	-.146	.121	.141
30	-.203	.983*	.000	-.075	-.145	-.018	.020	-.037	-.115	-.058	-.074	-.105	-.023	.068	-.063	.145	-.195	.106	-.139	.114
35	.076	.000	.956*	-.496	-.081	-.069	-.041	-.133	-.013	-.138	.086	.002	.059	-.096	-.004	.151	-.048	-.140	.158	-.048
32	-.149	-.075	-.496	.958*	-.071	-.075	.017	.013	.015	.094	.058	-.021	.034	-.007	-.133	-.007	-.037	.081	-.255	.014
54	.049	-.145	-.081	-.071	.983*	-.052	.104	-.076	-.056	-.043	-.081	.011	.140	-.202	-.166	-.137	.008	.089	-.110	.027
31	-.020	-.016	-.069	-.076	-.052	.967*	-.615	.123	.052	-.124	-.028	-.239	.048	.114	.249	-.031	-.056	-.012	.064	-.045
19	-.068	.020	-.041	.017	.104	-.615	.981*	-.188	-.152	.123	.268	.030	-.139	-.117	-.159	-.053	.088	.022	-.091	.140
18	-.098	-.037	-.133	.013	-.076	.123	-.188	.969*	-.342	.082	-.028	.020	-.168	.070	.109	-.090	-.110	-.013	-.087	-.125
23	.130	-.115	-.013	.015	-.056	.052	-.152	-.342	.974*	-.093	.057	-.132	-.037	-.154	-.060	.051	.135	.025	.141	.073
73	-.066	-.059	-.139	.084	-.043	-.124	.123	.082	-.093	.972*	-.352	-.030	-.075	.080	-.131	-.097	.030	.083	-.013	.026
48	.150	-.074	.086	.059	-.081	-.026	-.258	-.028	.057	-.352	.969*	-.063	.021	-.153	-.261	.164	-.012	-.051	.046	-.262
31	-.116	-.105	.092	-.021	.011	-.239	.030	.020	-.132	-.030	-.063	.975*	-.344	-.080	-.108	.066	-.009	.039	.096	-.229
86	.060	-.023	-.069	.034	.140	.048	-.139	-.168	-.037	-.075	.021	-.344	.982*	-.084	-.063	-.043	.007	-.032	-.001	.051
41	-.114	.088	-.098	-.007	-.202	.114	-.117	.079	-.154	.080	-.153	-.080	-.084	.986*	.032	.023	-.129	-.028	.098	-.058
59	-.126	-.063	-.004	-.133	-.168	.249	-.159	.100	-.060	-.131	-.261	-.168	-.003	.032	.973*	-.187	-.029	-.138	-.002	.084
39	.018	.145	.151	-.007	-.137	-.031	-.053	-.060	.051	-.097	.164	.086	-.043	.023	-.187	.978*	-.208	-.123	-.061	.007
47	-.003	-.195	-.048	-.037	.008	-.056	.068	-.110	.135	.030	-.012	-.000	.007	-.129	-.026	-.208	.981*	-.144	-.087	-.011
22	-.146	.106	-.140	.081	.089	-.012	.022	-.013	.025	.083	-.051	.039	-.032	-.026	-.136	-.123	-.144	.981*	-.251	.016
35	.121	-.138	.158	-.255	-.110	.064	-.081	-.087	.141	-.013	.046	.086	-.001	.098	-.002	-.061	-.057	-.251	.964*	-.075
93	.141	.114	-.048	.014	.027	-.045	.140	-.125	.073	.026	-.262	-.229	.051	-.058	.084	.007	-.011	.016	-.075	.974*

LAMPIRAN 5

Descriptive Statistics

	Mean	Std. Deviation	N
Satis_SUM	45.9750	10.73736	200
Tang_SUM	15.4600	3.65585	200
Reliab_SUM	18.9650	4.46356	200
Resp_SUM	15.6600	3.70174	200
Assur_SUM	15.8450	3.63138	200
Empat_SUM	19.0800	4.52837	200

Correlations

		Satis_SUM	Tang_SUM	Reliab_SUM	Resp_SUM	Assur_SUM	Empat_SUM
Pearson Correlation	Satis_SUM	1.000	.904	.912	.906	.910	.923
	Tang_SUM	.904	1.000	.917	.899	.879	.891
	Reliab_SUM	.912	.917	1.000	.915	.880	.916
	Resp_SUM	.906	.899	.915	1.000	.884	.891
	Assur_SUM	.910	.879	.880	.884	1.000	.871
	Empat_SUM	.923	.891	.916	.891	.871	1.000
Sig. (1-tailed)	Satis_SUM	.	.000	.000	.000	.000	.000
	Tang_SUM	.000	.	.000	.000	.000	.000
	Reliab_SUM	.000	.000	.	.000	.000	.000
	Resp_SUM	.000	.000	.000	.	.000	.000
	Assur_SUM	.000	.000	.000	.000	.	.000
	Empat_SUM	.000	.000	.000	.000	.000	.
N	Satis_SUM	200	200	200	200	200	200
	Tang_SUM	200	200	200	200	200	200
	Reliab_SUM	200	200	200	200	200	200
	Resp_SUM	200	200	200	200	200	200
	Assur_SUM	200	200	200	200	200	200
	Empat_SUM	200	200	200	200	200	200

Variables Entered/Removed

Model	Variables Entered	Variables Removed	Method
1	Empat_SUM, Assur_SUM, Tang_SUM, Resp_SUM, Reliab_SUM[a]	.	Enter

a. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.955[a]	.912	.910	3.22849

a. Predictors: (Constant), Empat_SUM, Assur_SUM, Tang_SUM, Resp_SUM, Reliab_SUM

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	20920.788	5	4184.158	401.430	.000[a]
	Residual	2022.087	194	10.423		
	Total	22942.875	199			

a. Predictors: (Constant), Empat_SUM, Assur_SUM, Tang_SUM, Resp_SUM, Reliab_SUM

b. Dependent Variable: Satis_SUM

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.269	1.050		.256	.798
	Tang_SUM	.374	.178	.127	2.099	.037
	Reliab_SUM	.236	.166	.098	1.425	.156
	Resp_SUM	.402	.177	.139	2.276	.024
	Assur_SUM	.856	.154	.290	5.559	.000
	Empat_SUM	.817	.139	.344	5.869	.000

a. Dependent Variable: Satis_SUM

Regresi Kepuasan Pada Loyalitas

Descriptive Statistics

	Mean	Std. Deviation	N
Loyal_SUM	15.0350	3.84156	200
Satis_SUM	45.9750	10.73736	200

Correlations

		Loyal_SUM	Satis_SUM
Pearson Correlation	Loyal_SUM	1.000	.886
	Satis_SUM	.886	1.000
Sig. (1-tailed)	Loyal_SUM	.	.000
	Satis_SUM	.000	.
N	Loyal_SUM	200	200
	Satis_SUM	200	200

Variables Entered/Removed[b]

Model	Variables Entered	Variables Removed	Method
1	Satis_SUM[a]	.	Enter

a. All requested variables entered.

b. Dependent Variable: Loyal_SUM

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.886[a]	.785	.784	1.78438

a. Predictors: (Constant), Satis_SUM

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2306.320	1	2306.320	724.344	.000[a]
	Residual	630.435	198	3.184		
	Total	2936.755	199			

a. Predictors: (Constant), Satis_SUM

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2306.320	1	2306.320	724.344	.000[a]
	Residual	630.435	198	3.184		
	Total	2936.755	199			

a. Predictors: (Constant), Satis_SUM

b. Dependent Variable: Loyal_SUM

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.458	.556		.824	.411
	Satis_SUM	.317	.012	.886	26.914	.000

a. Dependent Variable: Loyal_SUM

Regresi Kualitas Layanan pada Loyalitas

Descriptive Statistics

	Mean	Std. Deviation	N
Loyal_SUM	15.0350	3.84156	200
Tang_SUM	15.4600	3.65585	200
Reliab_SUM	18.9650	4.46356	200
Resp_SUM	15.6600	3.70174	200
Assur_SUM	15.8450	3.63138	200
Empat_SUM	19.0800	4.52837	200

Correlations

		Loyal_SUM	Tang_SUM	Reliab_SUM	Resp_SUM	Assur_SUM	Empat_SUM
Pearson Correlation	Loyal_SUM	1.000	.889	.880	.874	.867	.882
	Tang_SUM	.889	1.000	.917	.899	.879	.891
	Reliab_SUM	.880	.917	1.000	.915	.880	.916
	Resp_SUM	.874	.899	.915	1.000	.884	.891
	Assur_SUM	.867	.879	.880	.884	1.000	.871
	Empat_SUM	.882	.891	.916	.891	.871	1.000
Sig. (1-tailed)	Loyal_SUM	.	.000	.000	.000	.000	.000
	Tang_SUM	.000	.	.000	.000	.000	.000
	Reliab_SUM	.000	.000	.	.000	.000	.000
	Resp_SUM	.000	.000	.000	.	.000	.000
	Assur_SUM	.000	.000	.000	.000	.	.000
	Empat_SUM	.000	.000	.000	.000	.000	.
N	Loyal_SUM	200	200	200	200	200	200
	Tang_SUM	200	200	200	200	200	200
	Reliab_SUM	200	200	200	200	200	200
	Resp_SUM	200	200	200	200	200	200
	Assur_SUM	200	200	200	200	200	200
	Empat_SUM	200	200	200	200	200	200

Variables Entered/Removed

Model	Variables Entered	Variables Removed	Method
1	Empat_SUM, Assur_SUM, Tang_SUM, Resp_SUM, Reliab_SUM[a]	.	Enter

a. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.920[a]	.846	.842	1.52857

a. Predictors: (Constant), Empat_SUM, Assur_SUM, Tang_SUM, Resp_SUM, Reliab_SUM

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2483.471	5	496.694	212.579	.000[a]
	Residual	453.284	194	2.337		
	Total	2936.755	199			

a. Predictors: (Constant), Empat_SUM, Assur_SUM, Tang_SUM, Resp_SUM, Reliab_SUM

b. Dependent Variable: Loyal_SUM

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.669	.497		-1.346	.180
	Tang_SUM	.312	.084	.297	3.697	.000
	Reliab_SUM	.063	.078	.073	.803	.423
	Resp_SUM	.145	.084	.140	1.739	.084
	Assur_SUM	.207	.073	.195	2.832	.005
	Empat_SUM	.217	.066	.255	3.288	.001

a. Dependent Variable: Loyal_SUM

Regresi Kualitas Layanan dan Kepuasan Pada Loyalitas

Descriptive Statistics

	Mean	Std. Deviation	N
Loyal_SUM	15.0350	3.84156	200
Tang_SUM	15.4600	3.65585	200
Reliab_SUM	18.9650	4.46356	200
Resp_SUM	15.6600	3.70174	200
Assur_SUM	15.8450	3.63138	200
Empat_SUM	19.0800	4.52837	200
Satis_SUM	45.9750	10.73736	200

Correlations

		Loyal_SUM	Tang_SUM	Reliab_SUM	Resp_SUM	Assur_SUM	Empat_SUM	Satis_SUM
Pearson Correlation	Loyal_SUM	1.000	.889	.880	.874	.867	.882	.886
	Tang_SUM	.889	1.000	.917	.899	.879	.891	.904
	Reliab_SUM	.880	.917	1.000	.915	.880	.916	.912
	Resp_SUM	.874	.899	.915	1.000	.884	.891	.906
	Assur_SUM	.867	.879	.880	.884	1.000	.871	.910
	Empat_SUM	.882	.891	.916	.891	.871	1.000	.923
	Satis_SUM	.886	.904	.912	.906	.910	.923	1.000
Sig. (1-tailed)	Loyal_SUM	.	.000	.000	.000	.000	.000	.000
	Tang_SUM	.000	.	.000	.000	.000	.000	.000
	Reliab_SUM	.000	.000	.	.000	.000	.000	.000
	Resp_SUM	.000	.000	.000	.	.000	.000	.000
	Assur_SUM	.000	.000	.000	.000	.	.000	.000
	Empat_SUM	.000	.000	.000	.000	.000	.	.000
	Satis_SUM	.000	.000	.000	.000	.000	.000	.
N	Loyal_SUM	200	200	200	200	200	200	200
	Tang_SUM	200	200	200	200	200	200	200
	Reliab_SUM	200	200	200	200	200	200	200
	Resp_SUM	200	200	200	200	200	200	200
	Assur_SUM	200	200	200	200	200	200	200
	Empat_SUM	200	200	200	200	200	200	200
	Satis_SUM	200	200	200	200	200	200	200

Variables Entered/Removed

Model	Variables Entered	Variables Removed	Method
1	Satis_SUM, Tang_SUM, Assur_SUM, Resp_SUM, Empat_SUM, Reliab_SUM[a]	.	Enter

a. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.920[a]	.847	.842	1.52630

a. Predictors: (Constant), Satis_SUM, Tang_SUM, Assur_SUM, Resp_SUM, Empat_SUM, Reliab_SUM

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2487.146	6	414.524	177.939	.000[a]
	Residual	449.609	193	2.330		
	Total	2936.755	199			

a. Predictors: (Constant), Satis_SUM, Tang_SUM, Assur_SUM, Resp_SUM, Empat_SUM, Reliab_SUM

b. Dependent Variable: Loyal_SUM

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.680	.496		-1.371	.172
	Tang_SUM	.296	.085	.282	3.474	.001
	Reliab_SUM	.053	.079	.061	.672	.502
	Resp_SUM	.128	.085	.124	1.516	.131
	Assur_SUM	.170	.078	.161	2.169	.031
	Empat_SUM	.182	.071	.214	2.547	.012
	Satis_SUM	.043	.034	.119	1.256	.211

a. Dependent Variable: Loyal_SUM