LAMPIRAN

KUESIONER PENELITIAN
ANALISIS PENGARUH KUALITAS PRODUK DAN PERSEPSI HARGA TERHADAP KEPUTUSAN PEMBELIAN PRODUK IMPLANT ORTHOPEDI (KANGLI) DENGAN KEPERCAYAAN KONSUMEN SEBAGAI VARIABEL INTERVENING PADA PT. JAVA ALMEDA MANDIRI DI SURABAYA

Kepada Yth.

Pelanggan PT. Java Almeda Mandiri

Dengan ini saya,

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Mahasiswa semester akhir Program Studi Magister Manajemen Fakultas Ekonomi dan Bisnis Universitas 17 Agustus 1945 Surabaya. Berkenaan dengan adanya penelitian dalam rangka penyusunan tesis dengan judul "**Analisis** P**engaruh Kualitas Produk dan Persepsi Harga Terhadap Keputusan Pembelian Produk Implant Orthopedi (Kagli) dengan Kepercayaan Konsumen Sebagai VaribelIntervening Pada PT. Java Almeda Mandiri Di Surabaya"** saya memohon bantuan bapak/ibu untuk memberikan tanggapan dengan keadaan yang sebenarnya mengenai pertanyaan- pertanyaan yang telah tersusun dalam kuesioner ini, guna memperoleh data yang saya butuhkan untuk penyusunan tesis dan akan saya jaga kerahasiaannya.

Saya ucapkan terimakasih atas kesediaan dan bantuannya telah

meluangkan waktu untuk mengisi kuesioner ini.

Hormat saya,

Syaeful Irfan, S.M

1. Identitas Responden

Nama :

No Responden	:		(di abaikan) Jenis
Kelamin	:	a. ( ) Perempuan	b. ( ) Laki-Laki
Usia	:	a. ( ) 20-30 Tahun	b. ( ) 31-40 Tahun
		c. ( ) 41-50 Tahun	d. ( ) > 51 Tahun
Pendidikan	:	a. ( ) Sarjana S1	b. ( ) Sarjana S2/SP
		c. ( ) Sarjana S3	
Lama menjadi Pelanggan	:	a. ( ) < 1 Tahun	b. ( ) 2-4 Tahun
		c. ( ) > 5 Tahun	

2. Petunjuk

Berilah tanda Check List (√) pada kuesioner

jawaban di setiappertanyaanyang sesuai dengan bapak ibu.

SS	(5)	: Sangat Setuju
S	(4)	: Setuju
N	(3)	: Netral
TS	(2)	: Tidak Setuju
STS	(1)	: Sangat Tidak Setuju

1. Variabel Kualitas Produk

- ***Performance*** **(kinerja)**
- ***Features*** **(tampilan)**
- ***Reliability*** **(kehandalan)**
- ***Conformance*** **(kesesuaian)**
- ***Durability*** **(daya tahan)**

NO	Pertanyaan	Pilihan Pertanyaan				
		SS (5)	S (4)	N (3)	TS (2)	STS (1)
1.	Produk implant cocok dengan tubuh pasien saya					
2.	Produk implant orthopedi (Kangli) yang dijamin kualitasnya					
3.	Kehandalan dan kualitas produk implant memenuhi kebutuhan					
4.	Memilih produk implant karena bahan dan desain yang bagus					
5.	Bentuk produk implant Lebih menarikdibandingkan dengan pesaing lainnya					
6.	Memilih produk implant karena memiliki kemasan yang bagus					
7.	Produk implant dapat memberikan kenyamanan pada saat dipakai					
8.	Produk implant dapat dipercaya kemampuannya					
9.	Produk implant terjamin kebersihannya					

10.	Produk implant nyaman digunakan saat operasi					
11.	Produk implant bermanfaat untuk saya dan pasien saya					
12.	Produk implant sesuai dengan kebutuhan konsumen					
13.	Produk implant tidak mudah rusak					
14.	Produk implant memberikan reputasi yang baik					
15.	Produk implant memiliki material implant yangberkualitas					

2. Varianel Persepsi Harga

- **Keterjangkauan harga**
- **Kesesuaian harga dengan kualitas produk**
- **Daya saing harga**
- **Kesesuaian harga dengan manfaat**

No	**Pertanyaan**	**Pilihan Pertanyaan**				
		SS (5)	**S (4)**	**N (3)**	**TS (2)**	**STS (1)**
16.	Harga produk implant terjangkau bagikonsumen					
17.	Harga produk implant ditawarkan tergolong mahal					
18.	Harga produk implant yang ditawarkan lebih murah dibandingkan dengan merek lain					

19.	Saya menilai harga sudah sesuai dengan kualitas yang ditawarkan oleh PT. Java Almeda Mandiri					
20.	Harga produk implant dapat bersaing dengan produk lain yang sejenisnya					
21.	Produk implant mempunyai banyak variasi harga					
22.	PT. Java Almeda Mandiri memberikan diskon yang ditawarkan lebih besar dari pada kompetitor lainnya.					
23.	Harga produk implant sesuai dengan kinerjanya					
24.	Harga produk implant sesuai dengan manfaatyang di terima pasien saya					
25.	Harga produk implant sesuai dengan manfaat yang saya rasakan					

3. Variabel Kepercayaan Konsumen

- ***Integrity* (Integritas)**
- **Kesungguhan/Ketulusan**
- **Kemampuan (Ability)**

NO	Pertanyaan	Pilihan Pertanyaan				
		SS (5)	S (4)	N (3)	TS (2)	STS (1)
26.	Pelayanan pengiriman barang yang diberikan telah sesuai dengan harapan konsumen					

27.	Produk implant mempunyai reputasi yang bagus					
28.	PT. Java Almeda Mandiri mampu menyelesaikan keluhan yang dihadapikonsumen					
29.	Produk implant memberikan kualitas produk yang sesuai dengan harapan saya					
30.	Konsumen percaya PT. Java Almeda Mandiri selalu memberikan pelayanan yang baik					
31.	PT. Java Almeda Mandiri memahami kebutuhan dan mengutamakan kepentingan konsumen					
32.	Produk implant selalu memberikan yang terbaik bagi konsumennya					
33.	Produk implant memberikan kualitas semaksimal mungkin demi kepuasan konsumen					
34.	PT. Java Almeda Mandiri mengetahui jenis pelayanan yang di inginkan konsumen					
35.	Produk implant adalah produk yang unggul dan kompeten dalam memenuhi kebutuhan Konsumen					
36.	Kualitas produk implant sangat baik dibandingproduk implant orthopedi merek lain					

4. Variabel Keputusan Pembelian

- **Kemantapan pada suatu produk**
- **Kebiasaan dalam membeli produk**
- **Kecepatan dalam membeli sebuah produk**

NO	Pertanyaan	Pilihan Pertanyaan				
		SS (5)	S (4)	N (3)	TS (2)	STS (1)
37.	Saya memutuskan untuk melakukan pembelian produk implant karena terdapat berbagai macam pilihan produk implant yang tersedia					
38.	Produk implant cukup memuaskan					
39.	Membeli produk implant karena kualitasnya baik					
40.	Memiliki minat yang tinggi untuk membeli produk implant lagi					
41.	Setiap kali membeli produk implant lebih daridari satu buah					
42.	Membeli produk implant rutin per bulan					
43.	Melakukan pembelian produk implant karena banyak diskon yang diberikan					
44.	Memutuskan untuk melakukan pembelian pada karena produknya bagus					
45.	Memutuskan melakukan Pembelian produk implant karena kemudahan mendapatkan produk tersebut					
46.	Memutuskan melakukan pembelian produk implant karena menyediakan berbagai macam metode pembayaran yang mudah					

TERIMA KASIH

LAMPIRAN
HASIL PENGUJIAN DATA

Analisis Deskriptif Responden

Jenis_Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Perempuan	6	10.0	10.0	10.0
	Laki-Laki	54	90.0	90.0	100.0
	Total	60	100.0	100.0	

Usia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	31 - 40 Tahun	27	45.0	45.0	45.0
	41 - 50 Tahun	28	46.7	46.7	91.7
	> 50 Tahun	5	8.3	8.3	100.0
	Total	60	100.0	100.0	

Pendidikan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sarjana S2/SP	44	73.3	73.3	73.3
	Sarjana S3	16	26.7	26.7	100.0
	Total	60	100.0	100.0	

Lama_Berlangganan

		Frequency	Percent	Valid Percent	CumulativePercent
Valid	< 1 Tahun	3	5.0	5.0	5.0
	2 - 4 Tahun	22	36.7	36.7	41.7

> 5 Tahun	35	58.3	58.3	100.0
Total	60	100.0	100.0	

Analisis Deskriptif Variabel
X1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	2	3.3	3.3	3.3
	2.00	1	1.7	1.7	5.0
	3.00	27	45.0	45.0	50.0
	4.00	27	45.0	45.0	95.0
	5.00	3	5.0	5.0	100.0
	Total	60	100.0	100.0	

X1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	1.7	1.7	1.7
	3.00	15	25.0	25.0	26.7
	4.00	38	63.3	63.3	90.0
	5.00	6	10.0	10.0	100.0
	Total	60	100.0	100.0	

X1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	1.7	1.7	1.7
	3.00	12	20.0	20.0	21.7
	4.00	39	65.0	65.0	86.7

	5.00	8	13.3	13.3	100.0
	Total	60	100.0	100.0	

X1.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.7	1.7	1.7
	2.00	1	1.7	1.7	3.3
	3.00	15	25.0	25.0	28.3
	4.00	35	58.3	58.3	86.7
	5.00	8	13.3	13.3	100.0
	Total	60	100.0	100.0	

X1.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	5.0	5.0	5.0
	3.00	12	20.0	20.0	25.0
	4.00	33	55.0	55.0	80.0
	5.00	12	20.0	20.0	100.0
	Total	60	100.0	100.0	

X1.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	4	6.7	6.7	6.7
	3.00	14	23.3	23.3	30.0
	4.00	32	53.3	53.3	83.3

	5.00	10	16.7	16.7	100.0
	Total	60	100.0	100.0	

X1.7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	13	21.7	21.7	21.7
	4.00	35	58.3	58.3	80.0
	5.00	12	20.0	20.0	100.0
	Total	60	100.0	100.0	

X1.8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	3.3	3.3	3.3
	3.00	13	21.7	21.7	25.0
	4.00	36	60.0	60.0	85.0
	5.00	9	15.0	15.0	100.0
	Total	60	100.0	100.0	

X1.9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	4	6.7	6.7	6.7
	3.00	12	20.0	20.0	26.7
	4.00	33	55.0	55.0	81.7
	5.00	11	18.3	18.3	100.0
	Total	60	100.0	100.0	

X1.10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	1.7	1.7	1.7
	3.00	19	31.7	31.7	33.3
	4.00	32	53.3	53.3	86.7
	5.00	8	13.3	13.3	100.0
	Total	60	100.0	100.0	

X1.11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	5.0	5.0	5.0
	3.00	15	25.0	25.0	30.0
	4.00	36	60.0	60.0	90.0
	5.00	6	10.0	10.0	100.0
	Total	60	100.0	100.0	

X1.12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	3.3	3.3	3.3
	3.00	10	16.7	16.7	20.0
	4.00	37	61.7	61.7	81.7
	5.00	11	18.3	18.3	100.0
	Total	60	100.0	100.0	

X1.13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	3.3	3.3	3.3
	3.00	15	25.0	25.0	28.3
	4.00	36	60.0	60.0	88.3
	5.00	7	11.7	11.7	100.0
	Total	60	100.0	100.0	

X1.14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	1.7	1.7	1.7
	3.00	14	23.3	23.3	25.0
	4.00	35	58.3	58.3	83.3
	5.00	10	16.7	16.7	100.0
	Total	60	100.0	100.0	

X1.15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	3.3	3.3	3.3
	3.00	10	16.7	16.7	20.0
	4.00	45	75.0	75.0	95.0
	5.00	3	5.0	5.0	100.0
	Total	60	100.0	100.0	

SUBX1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	34.00	1	1.7	1.7	1.7
	37.00	1	1.7	1.7	3.3
	40.00	1	1.7	1.7	5.0
	46.00	3	5.0	5.0	10.0
	47.00	2	3.3	3.3	13.3
	48.00	3	5.0	5.0	18.3
	49.00	1	1.7	1.7	20.0
	51.00	1	1.7	1.7	21.7
	52.00	1	1.7	1.7	23.3
	53.00	1	1.7	1.7	25.0
	55.00	1	1.7	1.7	26.7
	56.00	2	3.3	3.3	30.0
	57.00	4	6.7	6.7	36.7
	58.00	2	3.3	3.3	40.0
	59.00	8	13.3	13.3	53.3
	60.00	11	18.3	18.3	71.7
	61.00	5	8.3	8.3	80.0
	62.00	2	3.3	3.3	83.3
	64.00	1	1.7	1.7	85.0
	65.00	1	1.7	1.7	86.7
	66.00	2	3.3	3.3	90.0
	67.00	2	3.3	3.3	93.3
	70.00	2	3.3	3.3	96.7

	71.00	1	1.7	1.7	98.3
	73.00	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

X2.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	5	8.3	8.3	8.3
	3.00	24	40.0	40.0	48.3
	4.00	25	41.7	41.7	90.0
	5.00	6	10.0	10.0	100.0
	Total	60	100.0	100.0	

X2.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	5	8.3	8.3	8.3
	3.00	24	40.0	40.0	48.3
	4.00	28	46.7	46.7	95.0
	5.00	3	5.0	5.0	100.0
	Total	60	100.0	100.0	

X2.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	5.0	5.0	5.0
	3.00	22	36.7	36.7	41.7
	4.00	30	50.0	50.0	91.7

	5.00	5	8.3	8.3	100.0
	Total	60	100.0	100.0	

X2.4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	4	6.7	6.7	6.7
	3.00	26	43.3	43.3	50.0
	4.00	20	33.3	33.3	83.3
	5.00	10	16.7	16.7	100.0
	Total	60	100.0	100.0	

X2.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	4	6.7	6.7	6.7
	3.00	33	55.0	55.0	61.7
	4.00	21	35.0	35.0	96.7
	5.00	2	3.3	3.3	100.0
	Total	60	100.0	100.0	

X2.6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	4	6.7	6.7	6.7
	3.00	28	46.7	46.7	53.3
	4.00	26	43.3	43.3	96.7
	5.00	2	3.3	3.3	100.0

	Total	60	100.0	100.0	

X2.7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	7	11.7	11.7	11.7
	3.00	33	55.0	55.0	66.7
	4.00	20	33.3	33.3	100.0
	Total	60	100.0	100.0	

X2.8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	6	10.0	10.0	10.0
	3.00	23	38.3	38.3	48.3
	4.00	28	46.7	46.7	95.0
	5.00	3	5.0	5.0	100.0
	Total	60	100.0	100.0	

X2.9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	7	11.7	11.7	11.7
	3.00	32	53.3	53.3	65.0
	4.00	19	31.7	31.7	96.7
	5.00	2	3.3	3.3	100.0
	Total	60	100.0	100.0	

X2.10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.7	1.7	1.7
	2.00	4	6.7	6.7	8.3
	3.00	26	43.3	43.3	51.7
	4.00	27	45.0	45.0	96.7
	5.00	2	3.3	3.3	100.0
	Total	60	100.0	100.0	

SUBX2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	11.00	1	1.7	1.7	1.7
	12.00	2	3.3	3.3	5.0
	14.00	1	1.7	1.7	6.7
	15.00	1	1.7	1.7	8.3
	16.00	1	1.7	1.7	10.0
	17.00	1	1.7	1.7	11.7
	18.00	18	30.0	30.0	41.7
	19.00	7	11.7	11.7	53.3
	20.00	5	8.3	8.3	61.7
	21.00	1	1.7	1.7	63.3
	24.00	19	31.7	31.7	95.0
	25.00	1	1.7	1.7	96.7
	26.00	1	1.7	1.7	98.3

	27.00	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

Z1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	2	3.3	3.3	3.3
	2.00	7	11.7	11.7	15.0
	3.00	22	36.7	36.7	51.7
	4.00	27	45.0	45.0	96.7
	5.00	2	3.3	3.3	100.0
	Total	60	100.0	100.0	

Z2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.7	1.7	1.7
	2.00	13	21.7	21.7	23.3
	3.00	27	45.0	45.0	68.3
	4.00	15	25.0	25.0	93.3
	5.00	4	6.7	6.7	100.0
	Total	60	100.0	100.0	

Z3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	3	5.0	5.0	5.0
	2.00	8	13.3	13.3	18.3

	3.00	28	46.7	46.7	65.0
	4.00	18	30.0	30.0	95.0
	5.00	3	5.0	5.0	100.0
	Total	60	100.0	100.0	

Z4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.7	1.7	1.7
	2.00	11	18.3	18.3	20.0
	3.00	26	43.3	43.3	63.3
	4.00	17	28.3	28.3	91.7
	5.00	5	8.3	8.3	100.0
	Total	60	100.0	100.0	

Z5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	10	16.7	16.7	16.7
	3.00	28	46.7	46.7	63.3
	4.00	20	33.3	33.3	96.7
	5.00	2	3.3	3.3	100.0
	Total	60	100.0	100.0	

Z6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.7	1.7	1.7

	2.00	9	15.0	15.0	16.7
	3.00	28	46.7	46.7	63.3
	4.00	19	31.7	31.7	95.0
	5.00	3	5.0	5.0	100.0
	Total	60	100.0	100.0	

Z7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.7	1.7	1.7
	2.00	8	13.3	13.3	15.0
	3.00	26	43.3	43.3	58.3
	4.00	22	36.7	36.7	95.0
	5.00	3	5.0	5.0	100.0
	Total	60	100.0	100.0	

Z8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	14	23.3	23.3	23.3
	3.00	23	38.3	38.3	61.7
	4.00	19	31.7	31.7	93.3
	5.00	4	6.7	6.7	100.0
	Total	60	100.0	100.0	

Z9

		Frequency	Percent	Valid Percent	Cumulative Percent

Valid	1.00	2	3.3	3.3	3.3
	2.00	11	18.3	18.3	21.7
	3.00	23	38.3	38.3	60.0
	4.00	24	40.0	40.0	100.0
	Total	60	100.0	100.0	

Z10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	10	16.7	16.7	16.7
	3.00	27	45.0	45.0	61.7
	4.00	20	33.3	33.3	95.0
	5.00	3	5.0	5.0	100.0
	Total	60	100.0	100.0	

Z11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	5	8.3	8.3	8.3
	2.00	7	11.7	11.7	20.0
	3.00	24	40.0	40.0	60.0
	4.00	19	31.7	31.7	91.7
	5.00	5	8.3	8.3	100.0
	Total	60	100.0	100.0	

SUBZ

		Frequency	Percent	Valid Percent	Cumulative Percent

Valid	14.00	1	1.7	1.7	1.7
	15.00	2	3.3	3.3	5.0
	16.00	1	1.7	1.7	6.7
	17.00	3	5.0	5.0	11.7
	18.00	2	3.3	3.3	15.0
	19.00	2	3.3	3.3	18.3
	20.00	2	3.3	3.3	21.7
	21.00	2	3.3	3.3	25.0
	22.00	1	1.7	1.7	26.7
	23.00	4	6.7	6.7	33.3
	24.00	10	16.7	16.7	50.0
	25.00	6	10.0	10.0	60.0
	27.00	2	3.3	3.3	63.3
	32.00	13	21.7	21.7	85.0
	33.00	4	6.7	6.7	91.7
	34.00	1	1.7	1.7	93.3
	35.00	2	3.3	3.3	96.7
	36.00	1	1.7	1.7	98.3
	37.00	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

Y1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	2	3.3	3.3	3.3
	2.00	2	3.3	3.3	6.7

	3.00	31	51.7	51.7	58.3
	4.00	22	36.7	36.7	95.0
	5.00	3	5.0	5.0	100.0
	Total	60	100.0	100.0	

Y2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	7	11.7	11.7	11.7
	3.00	33	55.0	55.0	66.7
	4.00	14	23.3	23.3	90.0
	5.00	6	10.0	10.0	100.0
	Total	60	100.0	100.0	

Y3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	5.0	5.0	5.0
	3.00	29	48.3	48.3	53.3
	4.00	22	36.7	36.7	90.0
	5.00	6	10.0	10.0	100.0
	Total	60	100.0	100.0	

Y4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	8	13.3	13.3	13.3
	3.00	32	53.3	53.3	66.7

	4.00	16	26.7	26.7	93.3
	5.00	4	6.7	6.7	100.0
	Total	60	100.0	100.0	

Y5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	5.0	5.0	5.0
	3.00	33	55.0	55.0	60.0
	4.00	20	33.3	33.3	93.3
	5.00	4	6.7	6.7	100.0
	Total	60	100.0	100.0	

Y6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	1.7	1.7	1.7
	2.00	7	11.7	11.7	13.3
	3.00	27	45.0	45.0	58.3
	4.00	20	33.3	33.3	91.7
	5.00	5	8.3	8.3	100.0
	Total	60	100.0	100.0	

Y7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	2	3.3	3.3	3.3
	2.00	3	5.0	5.0	8.3

	3.00	27	45.0	45.0	53.3
	4.00	25	41.7	41.7	95.0
	5.00	3	5.0	5.0	100.0
	Total	60	100.0	100.0	

Y8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	6	10.0	10.0	10.0
	3.00	31	51.7	51.7	61.7
	4.00	16	26.7	26.7	88.3
	5.00	7	11.7	11.7	100.0
	Total	60	100.0	100.0	

Y9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	6	10.0	10.0	10.0
	3.00	33	55.0	55.0	65.0
	4.00	15	25.0	25.0	90.0
	5.00	6	10.0	10.0	100.0
	Total	60	100.0	100.0	

Y10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	4	6.7	6.7	6.7
	3.00	31	51.7	51.7	58.3
	4.00	22	36.7	36.7	95.0

	5.00	3	5.0	5.0	100.0
	Total	60	100.0	100.0	

SUBY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	13.00	1	1.7	1.7	1.7
	14.00	2	3.3	3.3	5.0
	16.00	1	1.7	1.7	6.7
	19.00	3	5.0	5.0	11.7
	20.00	5	8.3	8.3	20.0
	21.00	8	13.3	13.3	33.3
	22.00	10	16.7	16.7	50.0
	23.00	5	8.3	8.3	58.3
	24.00	3	5.0	5.0	63.3
	25.00	3	5.0	5.0	68.3
	26.00	2	3.3	3.3	71.7
	27.00	3	5.0	5.0	76.7
	28.00	8	13.3	13.3	90.0
	29.00	1	1.7	1.7	91.7
	30.00	1	1.7	1.7	93.3
	31.00	1	1.7	1.7	95.0
	34.00	1	1.7	1.7	96.7
	35.00	2	3.3	3.3	100.0
	Total	60	100.0	100.0	

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X1.1	60	1.00	5.00	3.4667	.76947
X1.2	60	2.00	5.00	3.8167	.62414
X1.3	60	2.00	5.00	3.9000	.62977
X1.4	60	1.00	5.00	3.8000	.75465
X1.5	60	2.00	5.00	3.9000	.77460
X1.6	60	2.00	5.00	3.8000	.79830
X1.7	60	3.00	5.00	3.9833	.65073
X1.8	60	2.00	5.00	3.8667	.70028
X1.9	60	2.00	5.00	3.8500	.79883
X1.10	60	2.00	5.00	3.7833	.69115
X1.11	60	2.00	5.00	3.7500	.70410
X1.12	60	2.00	5.00	3.9500	.69927
X1.13	60	2.00	5.00	3.8000	.68396
X1.14	60	2.00	5.00	3.9000	.68147
X1.15	60	2.00	5.00	3.8167	.56723
SUBX1	60	34.00	73.00	57.3833	7.90857
Valid N (listwise)	60				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X2.1	60	2.00	5.00	3.5333	.79119
X2.2	60	2.00	5.00	3.4833	.72467
X2.3	60	2.00	5.00	3.6167	.71525

X2.4	60	2.00	5.00	3.6000	.84773
X2.5	60	2.00	5.00	3.3500	.65935
X2.6	60	2.00	5.00	3.4333	.67313
X2.7	60	2.00	4.00	3.2167	.64022
X2.8	60	2.00	5.00	3.4667	.74712
X2.9	60	2.00	5.00	3.2667	.70990
X2.10	60	1.00	5.00	3.4167	.74314
SUBX2	60	11.00	27.00	20.1500	3.65377
Valid N (listwise)	60				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Z1	60	1.00	5.00	3.3333	.85701
Z2	60	1.00	5.00	3.1333	.89190
Z3	60	1.00	5.00	3.1667	.90510
Z4	60	1.00	5.00	3.2333	.90884
Z5	60	2.00	5.00	3.2333	.76727
Z6	60	1.00	5.00	3.2333	.83090
Z7	60	1.00	5.00	3.3000	.82954
Z8	60	2.00	5.00	3.2167	.88474
Z9	60	1.00	4.00	3.1500	.84020
Z10	60	2.00	5.00	3.2667	.79972
Z11	60	1.00	5.00	3.2000	1.03825
SUBZ	60	14.00	37.00	25.8333	6.22506
Valid N (listwise)	60				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Y1	60	1.00	5.00	3.3667	.78041
Y2	60	2.00	5.00	3.3167	.81286
Y3	60	2.00	5.00	3.5167	.74769
Y4	60	2.00	5.00	3.2667	.77824
Y5	60	2.00	5.00	3.4167	.69603
Y6	60	1.00	5.00	3.3500	.86013
Y7	60	1.00	5.00	3.4000	.80675
Y8	60	2.00	5.00	3.4000	.82749
Y9	60	2.00	5.00	3.3500	.79883
Y10	60	2.00	5.00	3.4000	.69380
SUBY	60	13.00	35.00	23.5833	4.62965
Valid N (listwise)	60				

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Correlations

		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	X1.11	X1.12	X1.13	X1.14	X1.15	SUBX1
X1.1	Pearson Correlation	1	.393**	.378**	.339**	.279*	.430**	.117	.369**	.171	.257*	.156	.391**	.084	.284*	.277*	.444**
	Sig. (2-tailed)		.002	.003	.008	.031	<.001	.372	.004	.192	.047	.233	.002	.525	.028	.032	<.001
	N	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60
X1.2	Pearson Correlation	.393**	1	.642**	.497**	.522**	.606**	.410**	.564**	.590**	.614**	.511**	.483**	.310*	.434**	.526**	.715**

	Sig. (2-tailed)	.002		<.001	<.001	<.001	<.001	.001	<.001	<.001	<.001	<.001	<.001	.016	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60
X1.3	Pearson Correlation	.378**	.642**	1	.599**	.535**	.701**	.451**	.699**	.509**	.417**	.363**	.373**	.425**	.490**	.517**	.716**
	Sig. (2-tailed)	.003	<.001		<.001	<.001	<.001	<.001	<.001	<.001	<.001	.004	.003	<.001	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60
X1.4	Pearson Correlation	.339**	.497**	.599**	1	.777**	.608**	.718**	.590**	.765**	.663**	.734**	.623**	.676**	.587**	.586**	.871**
	Sig. (2-tailed)	.008	<.001	<.001		<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60
X1.5	Pearson Correlation	.279*	.522**	.535**	.777**	1	.625**	.703**	.537**	.797**	.592**	.699**	.835**	.665**	.623**	.691**	.881**
	Sig. (2-tailed)	.031	<.001	<.001	<.001		<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60
X1.6	Pearson Correlation	.430**	.606**	.701**	.608**	.625**	1	.548**	.861**	.457**	.596**	.543**	.528**	.360**	.430**	.517**	.786**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001		<.001	<.001	<.001	<.001	<.001	<.001	.005	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60
X1.7	Pearson Correlation	.117	.410**	.451**	.718**	.703**	.548**	1	.441**	.712**	.670**	.620**	.557**	.716**	.646**	.543**	.785**
	Sig. (2-tailed)	.372	.001	<.001	<.001	<.001	<.001		<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60
X1.8	Pearson Correlation	.369**	.564**	.699**	.590**	.537**	.861**	.441**	1	.388**	.500**	.447**	.367**	.403**	.433**	.449**	.716**
	Sig. (2-tailed)	.004	<.001	<.001	<.001	<.001	<.001	<.001		.002	<.001	<.001	.004	.001	<.001	<.001	<.001

	N	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60
X1.9	Pearson Correlation	.171	.590**	.509**	.765**	.797**	.457**	.712**	.388**	1	.554**	.655**	.654**	.689**	.688**	.574**	.819**
	Sig. (2-tailed)	.192	<.001	<.001	<.001	<.001	<.001	<.001	.002		<.001	<.001	<.001	<.001	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60

X1.10	Pearson Correlation	.257*	.614**	.417**	.663**	.592**	.596**	.670**	.500**	.554**	1	.723**	.503**	.552**	.529**	.545**	.772**
	Sig. (2-tailed)	.047	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001		<.001	<.001	<.001	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60
X1.11	Pearson Correlation	.156	.511**	.363**	.734**	.699**	.543**	.620**	.447**	.655**	.723**	1	.594**	.598**	.406**	.562**	.766**
	Sig. (2-tailed)	.233	<.001	.004	<.001	<.001	<.001	<.001	<.001	<.001	<.001		<.001	<.001	.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60
X1.12	Pearson Correlation	.391**	.483**	.373**	.623**	.835**	.528**	.557**	.367**	.654**	.503**	.594**	1	.439**	.452**	.575**	.748**
	Sig. (2-tailed)	.002	<.001	.003	<.001	<.001	<.001	<.001	.004	<.001	<.001	<.001		<.001	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60
X1.13	Pearson Correlation	.084	.310*	.425**	.676**	.665**	.360**	.716**	.403**	.689**	.552**	.598**	.439**	1	.720**	.647**	.732**
	Sig. (2-tailed)	.525	.016	<.001	<.001	<.001	.005	<.001	.001	<.001	<.001	<.001	<.001		<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60
X1.14	Pearson Correlation	.284*	.434**	.490**	.587**	.623**	.430**	.646**	.433**	.688**	.529**	.406**	.452**	.720**	1	.697**	.743**
	Sig. (2-tailed)	.028	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	.001	<.001	<.001		<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60
X1.15	Pearson Correlation	.277*	.526**	.517**	.586**	.691**	.517**	.543**	.449**	.574**	.545**	.562**	.575**	.647**	.697**	1	.764**
	Sig. (2-tailed)	.032	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001		<.001
	N	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60
SUB X1	Pearson Correlation	.444**	.715**	.716**	.871**	.881**	.786**	.785**	.716**	.819**	.772**	.766**	.748**	.732**	.743**	.764**	1
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	
	N	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60

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

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

Correlations

		X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2.9	X2.10	SUBX2
X2.1	Pearson Correlation	1	.843**	.637**	.703**	.578**	.450**	.571**	.575**	.648**	.538**	.640**
	Sig. (2-tailed)		<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60
X2.2	Pearson Correlation	.843**	1	.658**	.568**	.527**	.467**	.501**	.609**	.635**	.564**	.631**
	Sig. (2-tailed)	<.001		<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001
N		60	60	60	60	60	60	60	60	60	60	60
X2.3	Pearson Correlation	.637**	.658**	1	.609**	.541**	.421**	.481**	.594**	.672**	.529**	.619**
	Sig. (2-tailed)	<.001	<.001		<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60
X2.4	Pearson Correlation	.703**	.568**	.609**	1	.528**	.398**	.568**	.648**	.631**	.511**	.627**
	Sig. (2-tailed)	<.001	<.001	<.001		<.001	.002	<.001	<.001	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60
X2.5	Pearson Correlation	.578**	.527**	.541**	.528**	1	.798**	.741**	.764**	.775**	.700**	.907**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001		<.001	<.001	<.001	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60
X2.6	Pearson Correlati	.450**	.467**	.421**	.398**	.798**	1	.565**	.771**	.747**	.582**	.848**

	on											
	Sig. (2-tailed)	<.001	<.001	<.001	.002	<.001		<.001	<.001	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60
X2.7	Pearson Correlation	.571**	.501**	.481**	.568**	.741**	.565**	1	.600**	.766**	.626**	.812**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001	<.001		<.001	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60
X2.8	Pearson Correlation	.575**	.609**	.594**	.648**	.764**	.771**	.600**	1	.816**	.743**	.899**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001	<.001	<.001		<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60
X2.9	Pearson Correlation	.648**	.635**	.672**	.631**	.775**	.747**	.766**	.816**	1	.782**	.932**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001		<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60
X2.10	Pearson Correlation	.538**	.564**	.529**	.511**	.700**	.582**	.626**	.743**	.782**	1	.850**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001		<.001
	N	60	60	60	60	60	60	60	60	60	60	60
SUB X2	Pearson Correlation	.640**	.631**	.619**	.627**	.907**	.848**	.812**	.899**	.932**	.850**	1
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	
	N	60	60	60	60	60	60	60	60	60	60	60

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

Correlations

		Z1	Z2	Z3	Z4	Z5	Z6	Z7	Z8	Z9	Z10	Z11	SUBZ
Z1	Pearson Correlation	1	.761**	.714**	.769**	.756**	.770**	.644**	.663**	.706**	.659**	.686**	.783**
	Sig. (2-tailed)		<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60	60
Z2	Pearson Correlation	.761**	1	.791**	.776**	.821**	.712**	.701**	.800**	.810**	.757**	.794**	.856**
	Sig. (2-tailed)	<.001		<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60	60
Z3	Pearson Correlation	.714**	.791**	1	.797**	.773**	.714**	.768**	.758**	.791**	.757**	.776**	.850**
	Sig. (2-tailed)	<.001	<.001		<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60	60
Z4	Pearson Correlation	.769**	.776**	.797**	1	.869**	.757**	.737**	.821**	.819**	.892**	.830**	.933**
	Sig. (2-tailed)	<.001	<.001	<.001		<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60	60
Z5	Pearson Correlation	.756**	.821**	.773**	.869**	1	.817**	.767**	.823**	.865**	.808**	.855**	.942**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001		<.001	<.001	<.001	<.001	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60	60
Z6	Pearson Correlation	.770**	.712**	.714**	.757**	.817**	1	.684**	.783**	.774**	.695**	.790**	.873**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001		<.001	<.001	<.001	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60	60
Z7	Pearson Correlation	.644**	.701**	.768**	.737**	.767**	.684**	1	.695**	.688**	.695**	.677**	.821**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001	<.001		<.001	<.001	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60	60

Z8	Pearson Correlation	.663**	.800**	.758**	.821**	.823**	.783**	.695**	1	.754**	.803**	.856**	.908**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001	<.001	<.001		<.001	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60	60
Z9	Pearson Correlation	.706**	.810**	.791**	.819**	.865**	.774**	.688**	.754**	1	.797**	.839**	.906**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001		<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60	60
Z10	Pearson Correlation	.659**	.757**	.757**	.892**	.808**	.695**	.695**	.803**	.797**	1	.812**	.901**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001		<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60	60
Z11	Pearson Correlation	.686**	.794**	.776**	.830**	.855**	.790**	.677**	.856**	.839**	.812**	1	.928**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001		<.001
	N	60	60	60	60	60	60	60	60	60	60	60	60
SUBZ	Pearson Correlation	.783**	.856**	.850**	.933**	.942**	.873**	.821**	.908**	.906**	.901**	.928**	1
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	
	N	60	60	60	60	60	60	60	60	60	60	60	60

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

Correlations

			Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	Y9	Y10	SUBY
Y1	Pearson Correlation	1		.589**	.628**	.506**	.619**	.513**	.786**	.583**	.470**	.726**	.704**
	Sig. (2-tailed)			<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001

	N	60	60	60	60	60	60	60	60	60	60	60
Y2	Pearson Correlation	.589**	1	.730**	.722**	.721**	.760**	.631**	.917**	.897**	.733**	.909**
	Sig. (2-tailed)	<.001		<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60
Y3	Pearson Correlation	.628**	.730**	1	.720**	.719**	.663**	.579**	.756**	.685**	.771**	.822**
	Sig. (2-tailed)	<.001	<.001		<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60
Y4	Pearson Correlation	.506**	.722**	.720**	1	.730**	.694**	.502**	.674**	.692**	.678**	.836**
	Sig. (2-tailed)	<.001	<.001	<.001		<.001	<.001	<.001	<.001	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60
Y5	Pearson Correlation	.619**	.721**	.719**	.730**	1	.715**	.694**	.647**	.709**	.667**	.865**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001		<.001	<.001	<.001	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60
Y6	Pearson Correlation	.513**	.760**	.663**	.694**	.715**	1	.601**	.705**	.756**	.585**	.859**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001		<.001	<.001	<.001	<.001	<.001
	N	60	60	60	60	60	60	60	60	60	60	60
Y7	Pearson Correlation	.786**	.631**	.579**	.502**	.694**	.601**	1	.569**	.568**	.709**	.781**

	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001	<.001		<.001	<.001	<.001	<.001	
	N	60	60	60	60	60	60	60	60	60	60	60	
Y8	Pearson Correlation	.583**	.917**		.756**	.674**	.647**	.705**	.569**	1	.913**	.661**	.876**
	Sig. (2-tailed)	<.001	<.001		<.001	<.001	<.001	<.001	<.001		<.001	<.001	<.001
	N	60	60		60	60	60	60	60	60	60	60	60
Y9	Pearson Correlation	.470**	.897**		.685**	.692**	.709**	.756**	.568**	.913**	1	.630**	.893**
	Sig. (2-tailed)	<.001	<.001		<.001	<.001	<.001	<.001	<.001	<.001		<.001	<.001
	N	60	60		60	60	60	60	60	60	60	60	60
Y10	Pearson Correlation	.726**	.733**		.771**	.678**	.667**	.585**	.709**	.661**	.630**	1	.823**
	Sig. (2-tailed)	<.001	<.001		<.001	<.001	<.001	<.001	<.001	<.001	<.001		<.001
	N	60	60		60	60	60	60	60	60	60	60	60
SUBY	Pearson Correlation	.704**	.909**		.822**	.836**	.865**	.859**	.781**	.876**	.893**	.823**	1
	Sig. (2-tailed)	<.001	<.001		<.001	<.001	<.001	<.001	<.001	<.001	<.001	<.001	
	N	60	60		60	60	60	60	60	60	60	60	60

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

UJI RELIABILITAS

1. Kualitas Produk

Reliability Statistics

Cronbach's Alpha	N of Items
.944	15

2. Persepsi Harga

Reliability Statistics

Cronbach's Alpha	N of Items
.941	10

3. Kepercayaan Konsumen

Reliability Statistics

Cronbach's Alpha	N of Items
.973	11

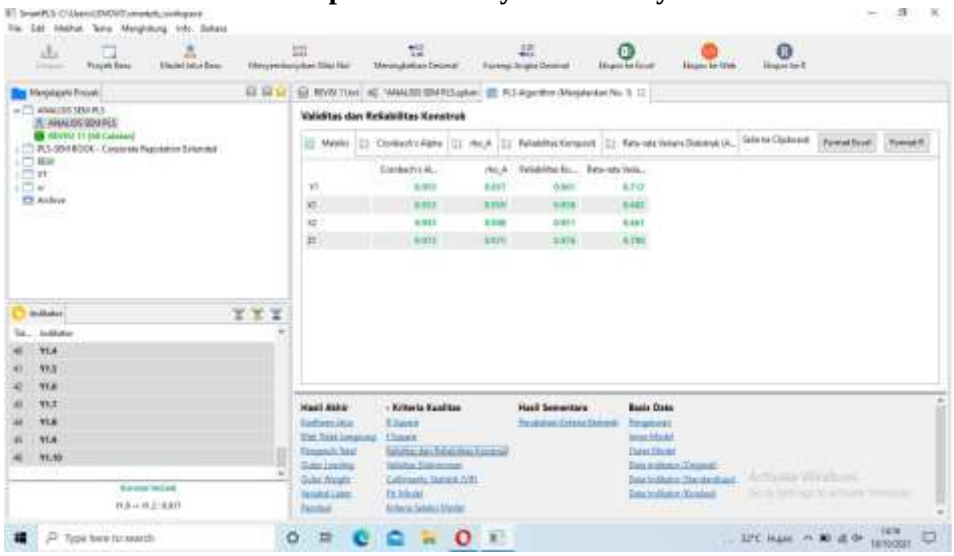
4. Keputusan Pembelian

Reliability Statistics

Cronbach's Alpha	N of Items
.954	10

ANALISIS MODEL PENGUKURAN

a. Composite reability and validity



b. Convergent validity

Outer Loadings

Matrix | Copy to Clipboard | Excel Format | R Format

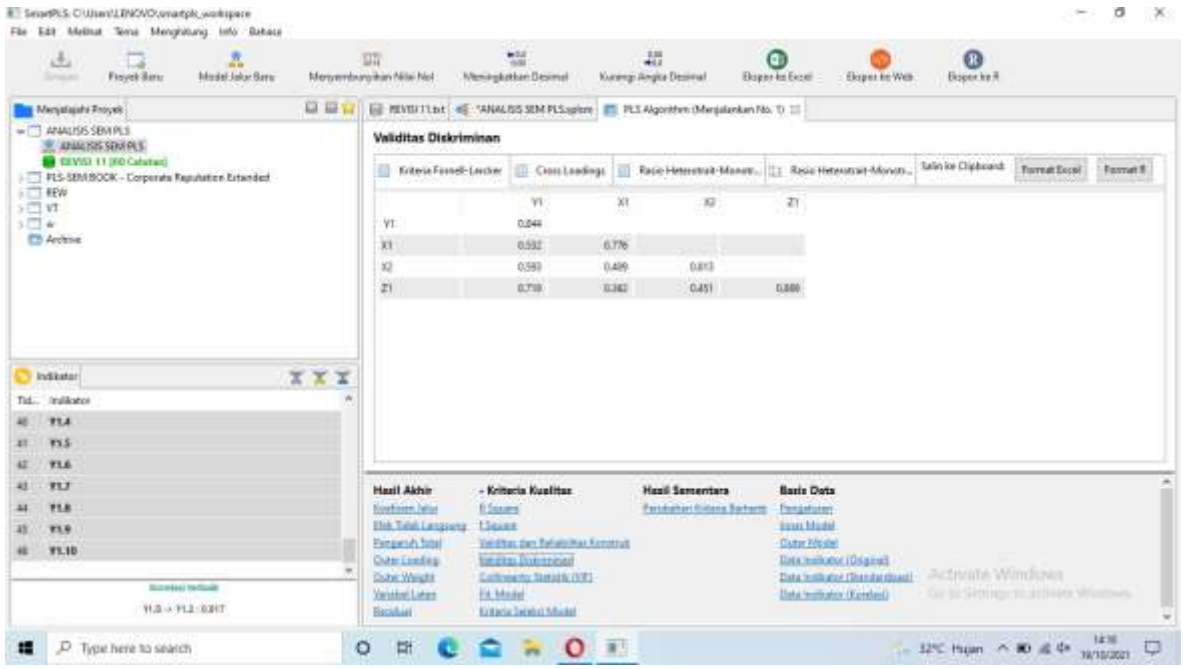
	X1	X2	Y	Z
X1.1	0.520			
X1.10	0.754			
X1.11	0.739			
X1.12	0.764			
X1.13	0.683			
X1.14	0.720			
X1.15	0.749			
X1.2	0.728			
X1.3	0.727			
X1.4	0.656			
X1.5	0.870			

Outer Loadings

Matrix | Copy to Clipboard | Excel Format | R Format

	X1	X2	Y	Z
X1.6	0.888			
X1.7	0.753			
X1.8	0.734			
X1.9	0.789			
X2.1		0.868		
X2.10		0.812		
X2.2		0.788		
X2.3		0.768		
X2.4		0.798		
X2.5		0.645		
X2.6		0.749		

C. Diskriminant validity



Outer Loadings

Matrix | Copy to Clipboard: Excel Format | R Format

	X1	X2	Y	Z
X2.7		0.778		
X2.8		0.880		
X2.9		0.919		
Y.1			0.760	
Y.10			0.851	
Y.2			0.918	
Y.3			0.861	
Y.4			0.816	
Y.5			0.853	
Y.6			0.829	
Y.7			0.786	

Outer Loadings

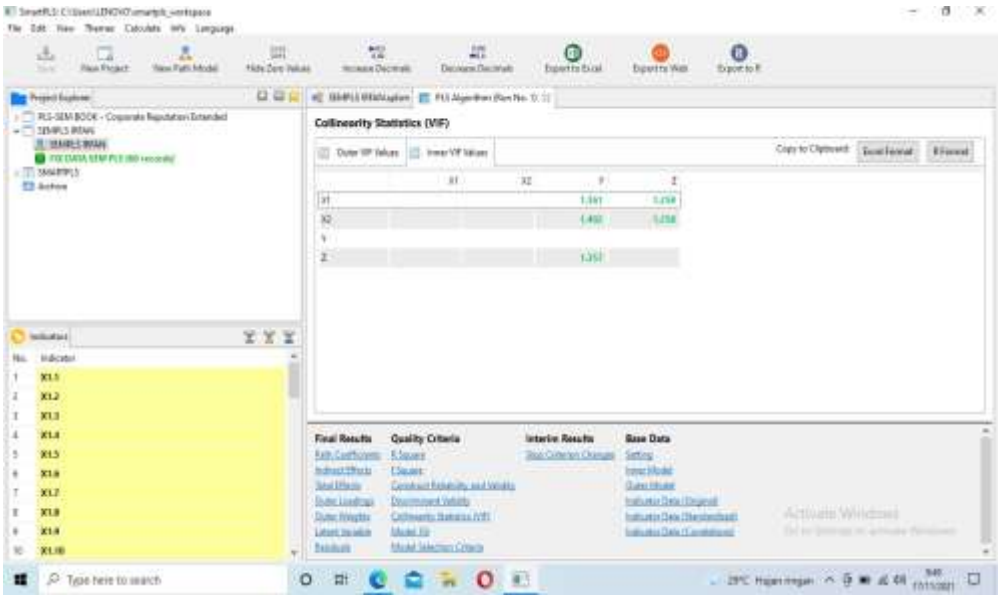
Matrix | Copy to Clipboard: Excel Format | R Format

	X1	X2	Y	Z
Y.8			0.886	
Y.9			0.872	
Z.1				0.878
Z.10				0.890
Z.11				0.914
Z.2				0.892
Z.3				0.888
Z.4				0.929
Z.5				0.936
Z.6				0.868
Z.7				0.825
Z.8				0.898
Z.9				0.903

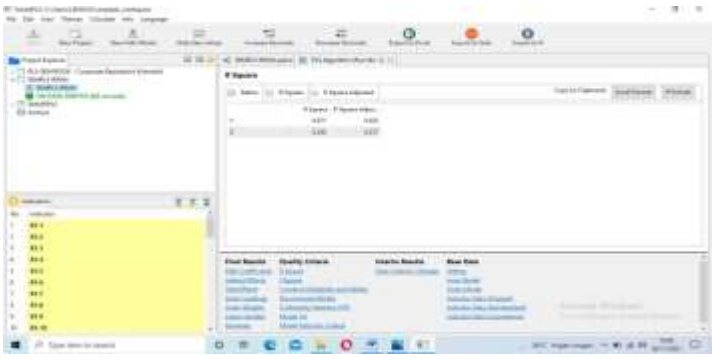
ANALISIS MODEL STRUKTURAL (INNER MODEL)

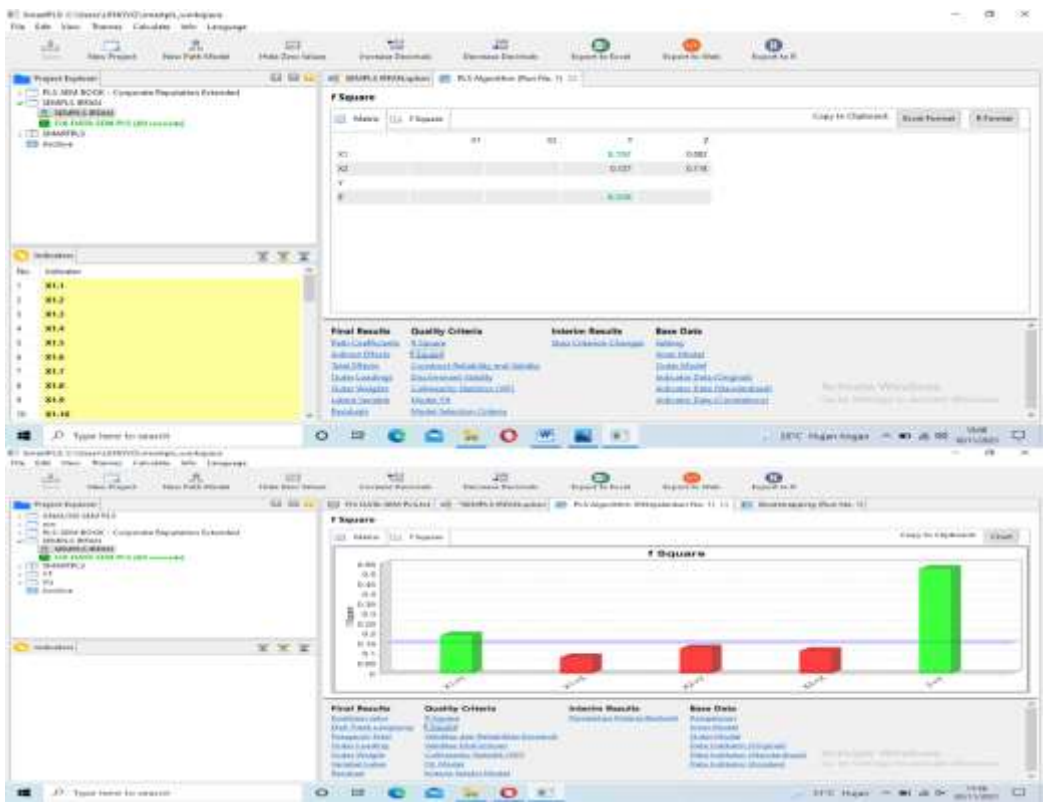
a. Colinearity Statistic

b. R- Square

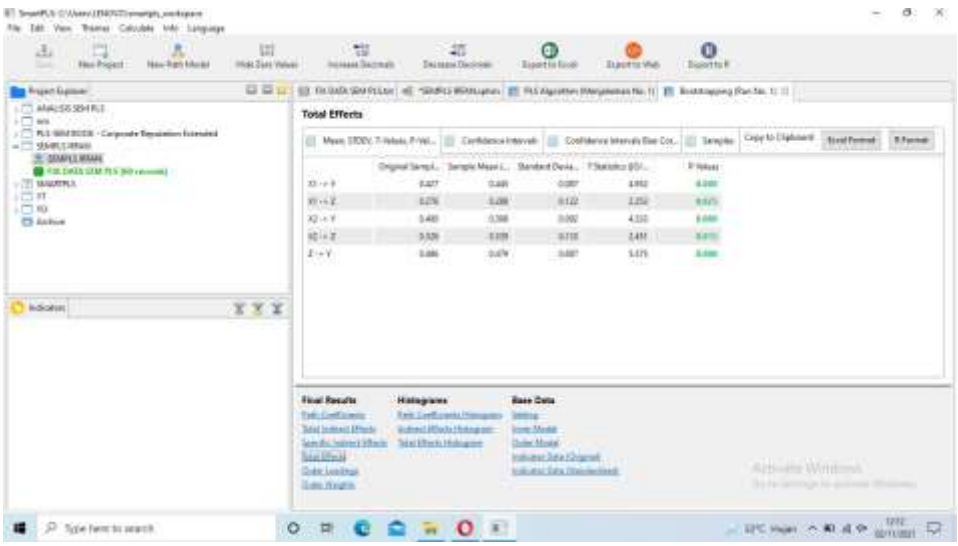
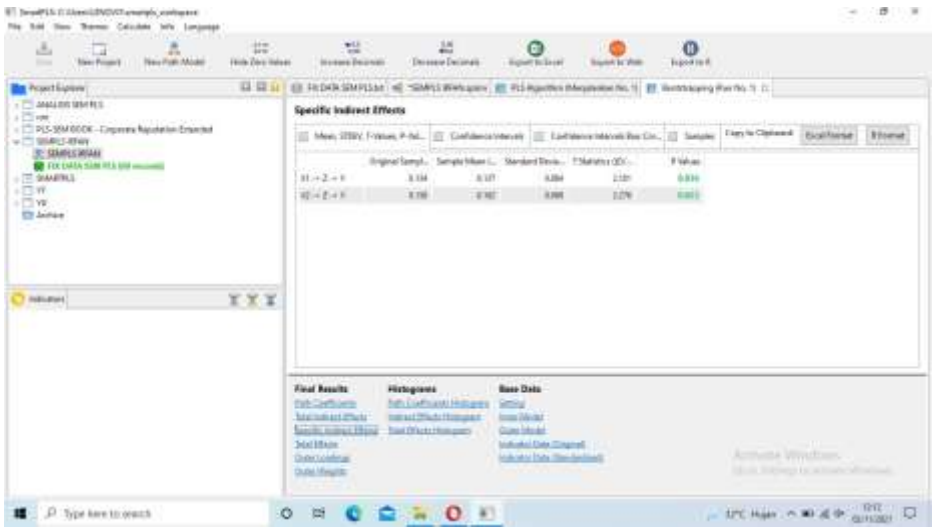


c. F - Square





d. Direct Effect



e. Indirect Effect