

LAMPIRAN

Lampiran I – Hasil Pengolahan Data *Pretest*

Construct Reliability and Validity

Matrix	Cronbach's Alpha	rho_A	Com
	Cronbach's Al...	rho_A	Com
1.Tangible	0.892	0.896	
2.Reliability	0.881	0.886	
3.Responsivene...	0.911	0.914	
4.Assurance	0.807	0.810	

Outer Loadings

Matrix	1.Tangible	2.Reliability	3.Responsivene...	4.Assurance
ASS1				0.792
ASS2				0.868
ASS3				0.888
COS1				
COS2				
COS3				
REI3				
REL1		0.938		
REL2		0.870		
REL3		0.887		
RES1			0.905	
RES2			0.929	
RES3			0.929	

Discriminant Validity

	1.Tangible	2.Reliability	3.Responsiven...	4.Assurance
1.Tangible	0.907			
2.Reliability	0.665	0.899		
3.Responsivene...	0.759	0.783	0.921	
4.Assurance	0.744	0.704	0.806	0.850

Discriminant Validity

	1.Tangible	2.Reliability	3.Responsiven...	4.Assurance
ASS1	0.649	0.765	0.728	0.792
ASS2	0.568	0.590	0.614	0.868
ASS3	0.629	0.648	0.690	0.888
COS1	0.735	0.779	0.842	0.618
COS2	0.702	0.793	0.823	0.789
COS3	0.671	0.744	0.801	0.681
REI3	0.740	0.798	0.851	0.642
REL1	0.857	0.938	0.861	0.747
REL2	0.759	0.870	0.808	0.729
REL3	0.822	0.887	0.829	0.639
RES1	0.741	0.783	0.905	0.766
RES2	0.802	0.887	0.929	0.739
RES3	0.837	0.885	0.929	0.704

Lampiran II – Hasil Pengolahan Data Aktual

Construct Reliability and Validity

Matrix	Cronbach's Alpha	rho_A	Compo:
	Cronbach's Al...	rho_A	Compo
1.Tangible	0.820	0.820	
2.Reliability	0.822	0.822	
3.Responsivene...	0.866	0.867	
4.Assurance	0.755	0.755	

Outer Loadings

Matrix	1.Tangible	2.Reliability	3.Responsiven...	4.Assurance
ASS1				0.816
ASS2				0.797
ASS3				0.850
COS1				
COS2				
COS3				
REI3				
REL1		0.867		
REL2		0.860		
REL3		0.849		
RES1			0.888	
RES2			0.890	
RES3			0.887	

Discriminant Validity

	1.Tangible	2.Reliability	3.Responsiven...	4.Assurance
1.Tangible	0.858			
2.Reliability	0.831	0.859		
3.Responsivene...	0.845	0.738	0.888	
4.Assurance	0.752	0.700	0.700	0.831

Discriminant Validity

	1.Tangible	2.Reliability	3.Responsiven...	4.Assurance
ASS1	0.643	0.698	0.664	0.816
ASS2	0.579	0.555	0.557	0.797
ASS3	0.628	0.659	0.712	0.850
COS1	0.681	0.675	0.708	0.565
COS2	0.639	0.738	0.713	0.690
COS3	0.654	0.713	0.700	0.718
REI3	0.660	0.657	0.699	0.580
REL1	0.751	0.867	0.780	0.698
REL2	0.648	0.860	0.729	0.686
REL3	0.741	0.849	0.727	0.627
RES1	0.722	0.740	0.888	0.734
RES2	0.770	0.777	0.890	0.724
RES3	0.757	0.793	0.887	0.648

R Square

Matrix	R Square	R Sq
	R Square	F

Path Coefficients

Mean, STDEV, T-Values, P-Val...	Confidence Intervals	Confide	
	Original Sampl...	Sample Mean (...)	Standard Devia...
1.Tangible -> 6...	0.009	0.009	0.091
2.Reliability -> ...	0.226	0.223	0.114
3.Responsivene...	0.247	0.254	0.105

Construct Crossvalidated Redundancy

Total	Case1	Case2	Case3
	SSO		
1.Tangible	480.000	480.	
2.Reliability	480.000	480.	
3.Responsivene...	480.000	480.	

MV Prediction Summary

PLS		LM		PLS Prediction Error (Descriptives)	
		RMSE		MAE	
COS2		0.564		0.405	
COS1		0.611		0.482	
COS3		0.608		0.443	

MV Prediction Summary

PLS		LM		PLS Prediction Error (Descriptives)	
		RMSE		MAE	
COS2		0.570		0.435	
COS1		0.656		0.504	
COS3		0.670		0.480	

Importance-Performance Map [7.Repurchase Intention] (constructs, unstandardized et

