

X1 Terhadap Y

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,234 ^a	,055	,049	1,84676	1,494

a. Predictors: (Constant), Komunikasi Interpersonal (X1)

b. Dependent Variable: Loyalitas Pelanggan (Y)

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Correlations			Collinearity Statistics	
		B	Std. Error	Beta			Zero-order	Partial	Part	Tolerance	VIF
1	(Constant)	22,672	1,700		13,335	,000					
	Komunikasi Interpersonal (X1)	,056	,018	,234	3,148	,002	,234	,234	,234	1,000	1,000

a. Dependent Variable: Loyalitas Pelanggan (Y)

X2 terhadap Y

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Correlations			Collinearity Statistics	
		B	Std. Error	Beta			Zero-order	Partial	Part	Tolerance	VIF

1	(Constant)	22,715	1,595		14,241	,000					
	Kualitas layanan (X2)	,055	,016	,247	3,330	,001	,247	,247	,247	1,000	1,000

a. Dependent Variable: Y

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,247 ^a	,061	,055	1,84077	1,480

a. Predictors: (Constant), Kualitas Layanan (X2)

b. Dependent Variable: Loyalitas Pelanggan (Y)

VALIDITAS DAN RELIABILITAS X1

Reliability Statistics

Cronbach's Alpha	N of Items
,934	19

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
VAR00001	74,6532	44,821	,629	,931
VAR00002	74,7572	44,999	,544	,932
VAR00003	74,8728	44,716	,579	,932
VAR00004	74,7052	44,395	,627	,931
VAR00005	74,8150	44,907	,586	,931
VAR00006	74,7283	44,734	,679	,930
VAR00007	74,7514	44,874	,662	,930
VAR00008	74,9249	44,942	,563	,932
VAR00009	74,7110	44,602	,669	,930
VAR00010	74,7861	44,739	,652	,930
VAR00011	74,7688	44,295	,686	,929
VAR00012	74,7341	44,813	,656	,930
VAR00013	74,7283	44,804	,704	,929
VAR00014	74,7572	44,545	,701	,929
VAR00015	74,7283	44,618	,734	,929
VAR00016	74,8150	45,338	,550	,932
VAR00017	74,7977	44,255	,637	,930
VAR00018	74,8150	45,338	,550	,932
VAR00019	74,7977	44,255	,637	,930

VALIDITAS DAN RELIABILITAS X2

Reliability Statistics

Cronbach's Alpha	N of Items
,968	23

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
VAR00001	101,6585	80,980	,729	,967
VAR00002	101,6341	80,438	,815	,966
VAR00003	101,7073	79,962	,823	,966
VAR00004	101,7805	79,976	,796	,966
VAR00005	101,6341	81,038	,739	,967
VAR00006	101,6829	79,972	,836	,966
VAR00007	101,8049	77,811	,816	,966
VAR00008	101,7561	79,889	,736	,967
VAR00009	101,6341	81,238	,714	,967
VAR00010	101,6829	80,422	,781	,966
VAR00011	101,6098	80,994	,766	,967
VAR00012	101,6829	80,072	,824	,966
VAR00013	101,6829	79,722	,866	,966
VAR00014	101,6341	80,538	,802	,966
VAR00015	101,8293	80,195	,639	,968
VAR00016	101,7317	79,301	,806	,966
VAR00017	101,6829	80,172	,812	,966
VAR00018	101,6585	81,130	,710	,967

VAR00019	101,5610	82,152	,665	,967
VAR00020	102,0976	76,690	,661	,969
VAR00021	101,8537	78,978	,592	,969
VAR00022	101,7561	79,889	,812	,966
VAR00023	101,7561	79,889	,812	,966

VALIDITAS N RELIABILITAS Y

Reliability Statistics

Cronbach's Alpha	N of Items
,865	6

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
VAR00001	23,4250	4,404	,687	,839
VAR00002	23,5250	3,948	,790	,818

VAR00003	23,3500	4,387	,786	,827
VAR00004	23,4000	4,195	,842	,816
VAR00005	23,4500	4,203	,787	,823
VAR00006	23,4750	4,358	,345	,928