

KUISIONER PENELITIAN

Responden yang terhormat:

Kami adalah mahasiswa jurusan **Manajemen Universitas Katolik Widya Mandala** yang sedang melakukan penelitian. Penelitian ini untuk pengembangan ilmu pengetahuan. Kali ini, kami meminta kesediaan bapak/ibu/saudara untuk membantu penelitian ini dengan mengisi kuesioner ini merupakan hal yang sangat berharga bagi kami, oleh karena itu kesediaan dan kejujuran Anda sangat kami harapkan. Segala informasi yang Anda berikan semata-mata digunakan untuk kegiatan ilmiah. Atas kerjasama yang diberikan, kami mengucapkan banyak terima kasih.

SCREENING RESPONDEN:

1. Saudara pernah berbelanja di Sogo Department Store dalam bulan April dan Mei 2011 ?
 - a. ya
 - b. tidak(jika tidak, mohon tidak dilanjutkan pengisian kuesioner)

Untuk pertanyaan berikut, silakan pilih salah satu jawaban yang tersedia dengan memberikan tanda cawang (✓) pada setiap pilihan jawaban yang tersedia.

Perceived quality

1. Kecepatan layanan di Sogo Departement Store Galaxy Mall
 - [1] Sangat lambat
 - [2] Lambat
 - [3] Biasa-Biasa
 - [4] Cepat
 - [5] Sangat cepat
2. Ketepatan layanan di Sogo Departement Store Galaxy Mall
 - [1] Sangat tidak tepat
 - [2] Tidak tepat
 - [3] Biasa-Biasa
 - [4] Tepat
 - [5] Sangat tepat
3. Keramahan staff layanan di Sogo Departement Store Galaxy Mall
 - [1] Sangat rendah
 - [2] Rendah
 - [3] Biasa-Biasa
 - [4] Tinggi
 - [5] Sangat tinggi

4. Kesopanan staff layanan di Sogo Departement Store Galaxy Mall
[1] Sangat rendah [2] Rendah [3] Biasa-Biasa
[4] Tinggi [5] Sangat tinggi
5. Kerapian dan keindahan seragam karyawan di Sogo Departement Store Galaxy Mall
[1] Sangat rendah [2] Rendah [3] Biasa-Biasa
[4] Tinggi [5] Sangat tinggi
6. Kelengkapan barang yang dijual di Sogo Departement Store Galaxy Mall
[1] Sangat rendah [2] Rendah [3] Biasa-Biasa
[4] Tinggi [5] Sangat tinggi
7. Keberfungsian AC di Sogo Departement Store Galaxy Mall
[1] Sangat rendah [2] Rendah [3] Biasa-Biasa
[4] Tinggi [5] Sangat tinggi
8. Kebersihan toilet di Sogo Departement Store Galaxy Mall
[1] Sangat rendah [2] Rendah [3] Biasa-Biasa
[4] Tinggi [5] Sangat tinggi
9. Penilaian pada kepedulian perusahaan terhadap lingkungan
[1] Sangat rendah [2] Rendah [3] Biasa-Biasa
[4] Tinggi [5] Sangat tinggi
10. Penilaian terhadap keberhasilan manajemen Sogo Departement Store Galaxy Mall.
[1] Sangat rendah [2] Rendah [3] Biasa-Biasa
[4] Tinggi [5] Sangat tinggi
11. Respon terhadap Sogo Departement Store Galaxy Mall karena Sogo Departement Store berasal dari Negara Amerika Serikat.
[1] Sangat rendah [2] Rendah [3] Biasa-Biasa
[4] Tinggi [5] Sangat tinggi

12. Keterjangkauan harga

13. Kesesuaian harga dengan kualitas layanan

14. Kekompetitifan harga dengan harga pesaing

15. Tingkat pertimbangan konsumen atas harga untuk menentukan keputusan pembelian

16. Perilaku brandswitching yang dilakukan konsumen karena faktor harga

17. Banyaknya komplain yang dirasakan konsumen atas layanan Sogo Departement Store

18. Keberfungsian atas semua layanan Sogo Departement Store

19. Kenyamanan layanan yang diberikan Sogo Departement Store

- [1] Sangat rendah [2] Rendah [3] Biasa-Biasa
[4] Tinggi [5] Sangat tinggi

20. Keuntungan-keuntungan yang dirasakan konsumen atas layanan Sogo Departement Store
- | | | |
|-------------------|-------------------|-----------------|
| [1] Sangat rendah | [2] Rendah | [3] Biasa-Biasa |
| [4] Tinggi | [5] Sangat tinggi | |
21. Kemauan untuk mereferensikan layanan Sogo Departement Store
- | | | |
|-------------------|-------------------|-----------------|
| [1] Sangat rendah | [2] Rendah | [3] Biasa-Biasa |
| [4] Tinggi | [5] Sangat tinggi | |
22. Kemauan untuk menganjurkan orang lain menggunakan layanan Sogo Departement Store
- | | | |
|-------------------|-------------------|-----------------|
| [1] Sangat rendah | [2] Rendah | [3] Biasa-Biasa |
| [4] Tinggi | [5] Sangat tinggi | |
23. Kemauan untuk menolak informasi negatif atas layanan Sogo Departement Store
- | | | |
|-------------------|-------------------|-----------------|
| [1] Sangat rendah | [2] Rendah | [3] Biasa-Biasa |
| [4] Tinggi | [5] Sangat tinggi | |
24. Keuntungan konsumen yang bersifat financial dengan layanan layanan Sogo Departement Store
- | | | |
|-------------------|-------------------|-----------------|
| [1] Sangat rendah | [2] Rendah | [3] Biasa-Biasa |
| [4] Tinggi | [5] Sangat tinggi | |
25. Keuntungan konsumen yang bersifat social dengan layanan layanan Sogo Departement Store
- | | | |
|-------------------|-------------------|-----------------|
| [1] Sangat rendah | [2] Rendah | [3] Biasa-Biasa |
| [4] Tinggi | [5] Sangat tinggi | |
26. Keinginan konsumen untuk mencari variasi layanan yang lain
- | | | |
|-------------------|-------------------|-----------------|
| [1] Sangat rendah | [2] Rendah | [3] Biasa-Biasa |
| [4] Tinggi | [5] Sangat tinggi | |

27. Keinginan pelanggan untuk selalu membandingkan layanan baru
- | | | |
|-------------------|-------------------|-----------------|
| [1] Sangat rendah | [2] Rendah | [3] Biasa-Biasa |
| [4] Tinggi | [5] Sangat tinggi | |

Repurchase intention

28. Saudara hanya mengingat Sogo Departement Store Galaxy Mall ketika ingin berbelanja lagi.
- | | | |
|-------------------------|-------------------|------------|
| [1] Sangat tidak setuju | [2] Tidak setuju | [3] Netral |
| [4] Setuju | [5] Sangat setuju | |
29. Anda mengutamakan pengurangan risiko kegagalan pengkonsumsian produk (*a risk reduce*) sehingga hanya berbelanja ulang di tempat yang biasanya dikunjungi yaitu Sogo Departement Store Galaxy Mall
- | | | |
|-------------------------|-------------------|------------|
| [1] Sangat tidak setuju | [2] Tidak setuju | [3] Netral |
| [4] Setuju | [5] Sangat setuju | |
30. Keyakinan Anda bahwa Sogo Departement Store Galaxy Mall mampu memberikan kepuasan menyebabkan Anda mengunjunginya kembali.
- | | | |
|-------------------------|-------------------|------------|
| [1] Sangat tidak setuju | [2] Tidak setuju | [3] Netral |
| [4] Setuju | [5] Sangat setuju | |

Terima kasih

Output Pre Test validitas dan Reliabilitas

Correlations

Correlations												
	X11	X12	X13	X14	X15	X16	X17	X18	X19	X110	X111	Total1
X11 Pearson Correlation	1	,630**	,736**	,315*	,249	,313*	,263	,277	,472**	,347*	,292*	,709**
Sig. (2-tailed)		,000	,000	,028	,085	,029	,068	,054	,001	,015	,042	,000
N	49	49	49	49	49	49	49	49	49	49	49	49
X12 Pearson Correlation	,630**	1	,519**	,228	,138	,396**	,127	,254	,311*	,049	,198	,569**
Sig. (2-tailed)	,000		,000	,115	,344	,005	,385	,078	,030	,739	,172	,000
N	49	49	49	49	49	49	49	49	49	49	49	49
X13 Pearson Correlation	,736**	,519**	1	,276	,181	,341*	,315*	,499**	,436**	,403**	,292*	,735**
Sig. (2-tailed)	,000	,000		,055	,214	,016	,028	,000	,002	,004	,042	,000
N	49	49	49	49	49	49	49	49	49	49	49	49
X14 Pearson Correlation	,315*	,228	,276	1	,510**	,370**	,558**	,352*	,314*	,052	,147	,637**
Sig. (2-tailed)	,028	,115	,055		,000	,009	,000	,013	,028	,720	,313	,000
N	49	49	49	49	49	49	49	49	49	49	49	49
X15 Pearson Correlation	,249	,138	,181	,510**	1	,284*	,593**	,325*	,398**	,171	,095	,589**
Sig. (2-tailed)	,085	,344	,214	,000		,048	,000	,023	,005	,240	,516	,000
N	49	49	49	49	49	49	49	49	49	49	49	49
X16 Pearson Correlation	,313*	,396**	,341*	,370**	,284*	1	,353*	,228	,219	,066	,211	,591**
Sig. (2-tailed)	,029	,005	,016	,009	,048		,013	,115	,131	,652	,146	,000
N	49	49	49	49	49	49	49	49	49	49	49	49
X17 Pearson Correlation	,263	,127	,315*	,558**	,593**	,353*	1	,376**	,282*	,092	,059	,611**
Sig. (2-tailed)	,068	,385	,028	,000	,013			,008	,050	,531	,685	,000
N	49	49	49	49	49	49	49	49	49	49	49	49
X18 Pearson Correlation	,277	,254	,499**	,352*	,325*	,228	,376**	1	,261	,222	,391**	,630**
Sig. (2-tailed)	,054	,078	,000	,013	,023	,115	,008		,070	,126	,005	,000
N	49	49	49	49	49	49	49	49	49	49	49	49
X19 Pearson Correlation	,472**	,311*	,436**	,314*	,398**	,219	,282*	,261	1	,456**	,336*	,661**
Sig. (2-tailed)	,001	,030	,002	,028	,005	,131	,050	,070		,001	,018	,000
N	49	49	49	49	49	49	49	49	49	49	49	49
X110 Pearson Correlation	,347*	,049	,403**	,052	,171	,066	,092	,222	,456**	1	,685**	,483**
Sig. (2-tailed)	,015	,739	,004	,720	,240	,652	,531	,126	,001		,000	,000
N	49	49	49	49	49	49	49	49	49	49	49	49
X111 Pearson Correlation	,292*	,198	,292*	,147	,095	,211	,059	,391**	,336*	,685**	1	,519**
Sig. (2-tailed)	,042	,172	,042	,313	,516	,146	,686	,005	,018	,000		,000
N	49	49	49	49	49	49	49	49	49	49	49	49
Total1 Pearson Correlation	,709**	,569**	,735**	,637**	,589**	,591**	,611**	,630**	,661**	,483**	,519**	1
Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	
N	49	49	49	49	49	49	49	49	49	49	49	49

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

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

Reliability

Case Processing Summary

		N	%
Cases	Valid	49	100,0
	Excluded ^a	0	,0
	Total	49	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,831	11

Correlations

		Correlations																		
		X21	X22	X23	X24	X25	X26	X27	X28	X29	X210	X211	X212	X213	X214	X215	X216	Total2		
X21	Pearson Correlation Sig. (2-tailed)	1	.586**	.621**	.499**	.383**	.327*	.393*	.277	.158	.064	.144	.191	.386**	.434**	.598**	.307*	.636**		
N		49	.000	.000	.000	.007	.022	.005	.054	.279	.661	.322	.188	.006	.002	.000	.032	.000		
X22	Pearson Correlation Sig. (2-tailed)	.586**	1	.792**	.576**	.288*	.398*	.303*	.384**	.023	.162	.221	.372**	.321*	.487**	.465**	.279	.664**		
N		.000	.000	.000	.000	.045	.005	.034	.006	.877	.266	.127	.008	.024	.000	.001	.052	.000		
N		49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49		
X23	Pearson Correlation Sig. (2-tailed)	.621**	.792**	1	.708**	.397**	.370**	.424**	.406**	.157	.235	.329*	.527**	.267	.408**	.564**	.202	.741**		
N		.000	.000	.000	.000	.005	.009	.002	.004	.283	.103	.021	.000	.064	.004	.000	.165	.000		
N		49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49		
X24	Pearson Correlation Sig. (2-tailed)	.499**	.576**	.708**	1	.517**	.531**	.512**	.242	.134	.106	.224	.469**	.377**	.403**	.464**	.232	.705**		
N		.000	.000	.000	.000	.000	.000	.000	.094	.358	.470	.122	.001	.008	.004	.001	.109	.000		
N		49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49		
X25	Pearson Correlation Sig. (2-tailed)	.383**	.288*	.397**	.517**	1	.568**	.846**	.095	.270	.239	.294*	.433**	.583**	.459**	.638**	.268	.726**		
N		.007	.045	.005	.000	.000	.000	.000	.516	.060	.099	.040	.002	.000	.001	.000	.062	.000		
N		49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49		
X26	Pearson Correlation Sig. (2-tailed)	.327*	.398**	.370**	.531**	.568**	1	.530**	.411**	.146	.106	.182	.486**	.595**	.530**	.567**	.454**	.716**		
N		.022	.005	.009	.000	.000	.000	.000	.003	.317	.470	.212	.000	.000	.000	.000	.001	.000		
N		49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49		
X27	Pearson Correlation Sig. (2-tailed)	.393**	.303*	.424**	.512**	.846**	.530**	1	.224	.226	.205	.279	.442**	.541**	.399**	.549**	.304*	.720**		
N		.005	.034	.002	.000	.000	.000	.121	.119	.158	.052	.001	.000	.005	.000	.034	.000	.000		
N		49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49		
X28	Pearson Correlation Sig. (2-tailed)	.277	.384**	.406**	.242	.095	.411**	.224	1	.023	.228	.353*	.246	.018	.140	.187	.229	.447**		
N		.054	.006	.004	.094	.516	.003	.121	.023	.875	.115	.013	.088	.902	.338	.199	.114	.001		
N		49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49		
X29	Pearson Correlation Sig. (2-tailed)	.158	.023	.157	.134	.270	.146	.226	.023	1	.574**	.584**	.155	.295*	.172	.390**	.093	.419**		
N		.279	.877	.283	.358	.060	.317	.119	.875	.000	.000	.000	.289	.040	.236	.006	.527	.003		
N		49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49		
X210	Pearson Correlation Sig. (2-tailed)	.064	.162	.235	.106	.239	.106	.205	.228	.574**	1	.770**	.178	.150	.297*	.202	.262	.451**		
N		.661	.266	.103	.470	.099	.470	.158	.115	.000	.000	.000	.220	.304	.039	.163	.069	.001		
N		49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49		
X211	Pearson Correlation Sig. (2-tailed)	.144	.221	.329*	.224	.294*	.182	.279	.353*	.584**	.770**	1	.344*	.125	.347*	.317*	.122	.535**		
N		.322	.127	.021	.122	.040	.212	.052	.013	.000	.000	.000	.015	.394	.015	.027	.402	.000		
N		49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49		
X212	Pearson Correlation Sig. (2-tailed)	.191	.372**	.527**	.469**	.433**	.486**	.442**	.246	.155	.178	.344*	1	.405**	.478**	.418**	.345*	.639**		
N		.188	.008	.000	.001	.002	.000	.001	.088	.289	.220	.015	.004	.001	.003	.015	.000	.000		
N		49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49		
X213	Pearson Correlation Sig. (2-tailed)	.386**	.321*	.267	.377**	.583**	.595**	.541**	.018	.295*	.150	.125	.405**	1	.635**	.640**	.538**	.674**		
N		.006	.024	.064	.008	.000	.000	.000	.902	.040	.304	.394	.004	.004	.000	.000	.000	.000		
N		49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49		
X214	Pearson Correlation Sig. (2-tailed)	.434**	.487**	.408**	.403**	.459**	.530**	.399*	.140	.172	.297*	.347*	.478**	.635**	1	.494**	.492**	.693**		
N		.002	.000	.004	.004	.001	.000	.005	.338	.236	.039	.015	.001	.000	.000	.000	.000	.000		
N		49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49		
X215	Pearson Correlation Sig. (2-tailed)	.598**	.465**	.564**	.464**	.638**	.567**	.549**	.187	.390**	.202	.317*	.418**	.640**	.494**	1	.536**	.795**		
N		.000	.001	.000	.001	.000	.000	.000	.199	.006	.163	.027	.003	.000	.000	.000	.000	.000		
N		49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49		
X216	Pearson Correlation Sig. (2-tailed)	.307*	.279	.202	.232	.268	.454**	.304*	.229	.093	.262	.122	.345*	.538**	.492**	.536**	1	.560**		
N		.032	.052	.165	.109	.062	.001	.034	.114	.527	.069	.402	.015	.000	.000	.000	.000	.000		
N		49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49		
Total2	Pearson Correlation Sig. (2-tailed)	.636**	.664**	.741**	.705**	.726**	.716**	.720**	.447**	.419**	.451**	.535**	.639**	.674**	.693**	.795**	.560**	1		
N		.000	.000	.000	.000	.000	.000	.000	.001	.003	.001	.000	.000	.000	.000	.000	.000	.000		
N		49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49	49		

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

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

Reliability

Case Processing Summary

		N	%
Cases	Valid	49	100,0
	Excluded ^a	0	,0
	Total	49	100,0

- a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,899	16

Correlations

Correlations

		Y 11	Y 12	Y 13	Total3
Y 11	Pearson Correlation	1	,605**	,732**	,900**
	Sig. (2-tailed)		,000	,000	,000
	N	49	49	49	49
Y 12	Pearson Correlation	,605**	1	,545**	,824**
	Sig. (2-tailed)	,000		,000	,000
	N	49	49	49	49
Y 13	Pearson Correlation	,732**	,545**	1	,877**
	Sig. (2-tailed)	,000	,000		,000
	N	49	49	49	49
Total3	Pearson Correlation	,900**	,824**	,877**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	49	49	49	49

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

Reliability

Case Processing Summary

		N	%
Cases	Valid	49	100,0
	Excluded ^a	0	,0
	Total	49	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,835	3

Lampiran 2. Uji Validitas Kuesioner

1. Perceived quality

Correlations

		X11	X12	X13	X14	X15	X16	X17	X18	X19	X110	X111	Total1
X11	Pearson Correlation Sig. (2-tailed) N	1 200	,685** ,000 200	,535** ,000 200	,533** ,000 200	,347** ,000 200	,444** ,000 200	,358** ,000 200	,155* ,029 200	,429** ,000 200	,135 ,057 200	,198** ,005 200	,670** ,000 200
X12	Pearson Correlation Sig. (2-tailed) N	,685** ,000 200	1 200	,563** ,000 200	,490** ,000 200	,328** ,000 200	,405** ,000 200	,343** ,000 200	,303** ,000 200	,478** ,000 200	,309** ,000 200	,329** ,000 200	,722** ,000 200
X13	Pearson Correlation Sig. (2-tailed) N	,535** ,000 200	,563** ,000 200	1 200	,475** ,000 200	,375** ,000 200	,355** ,000 200	,365** ,000 200	,329** ,000 200	,381** ,000 200	,269** ,000 200	,425** ,000 200	,719** ,000 200
X14	Pearson Correlation Sig. (2-tailed) N	,533** ,000 200	,490** ,000 200	,475** ,000 200	1 200	,509** ,000 200	,614** ,000 200	,382** ,000 200	,239** ,001 200	,444** ,000 200	,207** ,003 200	,194** ,006 200	,725** ,000 200
X15	Pearson Correlation Sig. (2-tailed) N	,347** ,000 200	,328** ,000 200	,337** ,000 200	,509** ,000 200	1 200	,524** ,000 200	,510** ,000 200	,296** ,000 200	,299** ,000 200	,262** ,000 200	,203** ,004 200	,681** ,000 200
X16	Pearson Correlation Sig. (2-tailed) N	,444** ,000 200	,405** ,000 200	,355** ,000 200	,614** ,000 200	,524** ,000 200	1 200	,402** ,000 200	,135 ,057 200	,273** ,000 200	,062 ,379 200	,259** ,000 200	,646** ,000 200
X17	Pearson Correlation Sig. (2-tailed) N	,358** ,000 200	,343** ,000 200	,365** ,000 200	,382** ,000 200	,510** ,000 200	,402** ,000 200	1 200	,289** ,000 200	,189** ,007 200	,123 ,084 200	,026 ,717 200	,598** ,000 200
X18	Pearson Correlation Sig. (2-tailed) N	,155* ,029 200	,303** ,000 200	,329** ,000 200	,239** ,001 200	,296** ,000 200	,135 ,057 200	,289** ,000 200	1 200	,545** ,000 200	,238** ,001 200	,350** ,000 200	,555** ,000 200
X19	Pearson Correlation Sig. (2-tailed) N	,429** ,000 200	,478** ,000 200	,381** ,000 200	,444** ,000 200	,299** ,000 200	,273** ,000 200	,189** ,007 200	,545** ,000 200	1 200	,389** ,000 200	,509** ,000 200	,683** ,000 200
X110	Pearson Correlation Sig. (2-tailed) N	,135 ,057 200	,309** ,000 200	,269** ,000 200	,207** ,003 200	,262** ,000 200	,062 ,379 200	,123 ,084 200	,238** ,001 200	,389** ,000 200	1 200	,457** ,000 200	,478** ,000 200
X111	Pearson Correlation Sig. (2-tailed) N	,198** ,005 200	,329** ,000 200	,425** ,000 200	,194** ,000 200	,203** ,004 200	,259** ,000 200	,026 ,717 200	,350** ,000 200	,509** ,000 200	,457** ,000 200	1 200	,547** ,000 200
Total1	Pearson Correlation Sig. (2-tailed) N	,670** ,000 200	,722** ,000 200	,719** ,000 200	,725** ,000 200	,681** ,000 200	,646** ,000 200	,598** ,000 200	,555** ,000 200	,683** ,000 200	,478** ,000 200	,547** ,000 200	1 200

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

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

Reliability

Case Processing Summary

		N	%
Cases	Valid	200	100,0
	Excluded ^a	0	,0
	Total	200	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,851	11

2. Perceived value

		Correlations																Total2
		X21	X22	X23	X24	X25	X26	X27	X28	X29	X210	X211	X212	X213	X214	X215	X216	
X21	Pearson Correlation	1	.449**	.278**	.269**	.294**	.322**	.389**	.240**	.262**	.368**	.356**	.217**	.176*	.318**	.288**	.368**	.529*
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.001	.000	.000	.000	.002	.013	.000	.000	.000	.000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
X22	Pearson Correlation	.449**	1	.434**	.403**	.479**	.285**	.202**	.265**	.190**	.238**	.246**	.248**	.024	.287**	.505**	.583**	.566**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.004	.000	.007	.001	.000	.000	.736	.000	.000	.000	.000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
X23	Pearson Correlation	.278**	.434**	1	.523**	.533**	.354**	.367**	.362**	.302**	.320**	.361**	.261**	.069	.315**	.489**	.461**	.627**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.334	.000	.000	.000	.000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
X24	Pearson Correlation	.269**	.403**	.523**	1	.638**	.401**	.288**	.256**	.234**	.336**	.330**	.265**	-.045	.492**	.558**	.506**	.630**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.001	.000	.000	.000	.531	.000	.000	.000	.000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
X25	Pearson Correlation	.294**	.479**	.533**	.638**	1	.649**	.583**	.463**	.356**	.339**	.579**	.505**	.165*	.547**	.721**	.549**	.804**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.020	.000	.000	.000	.000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
X26	Pearson Correlation	.322**	.389**	.354**	.401**	.649**	1	.799**	.528**	.497**	.581**	.663**	.401**	.343**	.470**	.644**	.425**	.784**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
X27	Pearson Correlation	.389**	.202**	.367**	.288**	.583**	.799**	1	.554**	.500**	.524**	.576**	.384**	.375**	.477**	.502**	.383**	.735**
	Sig. (2-tailed)	.000	.004	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
X28	Pearson Correlation	.240**	.265**	.362**	.256**	.463**	.528**	.554**	1	.411**	.408**	.555**	.561**	.314**	.502**	.412**	.310**	.657**
	Sig. (2-tailed)	.001	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
X29	Pearson Correlation	.262**	.190**	.302**	.234**	.356**	.497**	.500**	.411**	1	.510**	.582**	.406**	.415**	.261**	.461**	.530**	.637**
	Sig. (2-tailed)	.000	.007	.000	.001	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
X210	Pearson Correlation	.368**	.338**	.320**	.336**	.339**	.581**	.524**	.408**	.510**	1	.622**	.365**	.361**	.429**	.453**	.478**	.682**
	Sig. (2-tailed)	.000	.001	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
X211	Pearson Correlation	.356**	.246**	.361**	.330**	.579**	.663**	.576**	.555**	.582**	.622**	1	.545**	.378**	.431**	.564**	.492**	.769**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
X212	Pearson Correlation	.217**	.248**	.261**	.265**	.505**	.401**	.384**	.561**	.406**	.365**	.545**	1	.174*	.433**	.487**	.379**	.620**
	Sig. (2-tailed)	.002	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.014	.000	.000	.000	.000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
X213	Pearson Correlation	.176*	.024	.069	-.045	.165*	.343**	.375**	.314**	.415**	.361**	.378**	.174*	1	.324**	.139	.098	.375*
	Sig. (2-tailed)	.013	.736	.334	.531	.020	.000	.000	.000	.000	.000	.000	.014	.000		.050	.166	.000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
X214	Pearson Correlation	.318**	.287**	.315**	.492**	.547**	.470**	.477**	.502**	.261**	.429**	.431**	.433**	.324**	1	.459**	.333**	.653**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
X215	Pearson Correlation	.288**	.505**	.489**	.558**	.721**	.644**	.502**	.412**	.461**	.453**	.564**	.487**	.139	.459**	1	.769**	.806**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.050	.000		.000	.000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
X216	Pearson Correlation	.368**	.583**	.461**	.506**	.549**	.425**	.383**	.310**	.530**	.478**	.492**	.379**	.098	.333**	.769**	1	.734**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.166	.000	.000		.000
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200
Total2	Pearson Correlation	.529**	.566**	.627**	.630**	.804**	.784**	.735**	.657**	.637**	.682**	.769**	.620**	.375**	.653**	.806**	.734**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200	200

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

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

Reliability

Case Processing Summary

		N	%
Cases	Valid	200	100,0
	Excluded ^a	0	,0
	Total	200	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,914	16

3. Repurchase intention

Correlations

		Y 11	Y 12	Y 13	Total_Y
Y 11	Pearson Correlation	1	,695**	,704**	,903**
	Sig. (2-tailed)		,000	,000	,000
	N	200	200	200	200
Y 12	Pearson Correlation	,695**	1	,799**	,908**
	Sig. (2-tailed)	,000		,000	,000
	N	200	200	200	200
Y 13	Pearson Correlation	,704**	,799**	1	,906**
	Sig. (2-tailed)	,000	,000		,000
	N	200	200	200	200
Total_Y	Pearson Correlation	,903**	,908**	,906**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	200	200	200	200

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

Reliability

Case Processing Summary

	N	%
Cases Valid	200	100,0
Excluded ^a	0	,0
Total	200	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's	
Alpha	N of Items
,880	3

Lampiran 3. Regresi Linier

Descriptive Statistics

	Mean	Std. Deviation	N
Repurchase Intention (Y)	4,0167	,80600	200
Perceived Quality (X1)	4,1059	,46745	200
Perceived Value (X2)	3,6191	,63718	200

Correlations

		Repurchase Intention (Y)	Perceived Quality (X1)	Perceived Value (X2)
Pearson Correlation	Repurchase Intention (Y)	1,000	,669	,664
	Perceived Quality (X1)	,669	1,000	,603
	Perceived Value (X2)	,664	,603	1,000
Sig. (1-tailed)	Repurchase Intention (Y)	.	,000	,000
	Perceived Quality (X1)	,000	.	,000
	Perceived Value (X2)	,000	,000	.
N	Repurchase Intention (Y)	200	200	200
	Perceived Quality (X1)	200	200	200
	Perceived Value (X2)	200	200	200

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Perceived Value (X2), Perceived Quality (X1)	.	Enter

- a. All requested variables entered.
b. Dependent Variable: Repurchase Intention (Y)

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df 1	df 2	Sig. F Change
1	,745 ^a	,555	,550	,54056	,555	122,712	2	197	,000

- a. Predictors: (Constant), Perceived Value (X2), Perceived Quality (X1)

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	71,714	2	35,857	122,712	,000 ^a
	Residual	57,564	197	,292		
	Total	129,278	199			

a. Predictors: (Constant), Perceived Value (X2), Perceived Quality (X1)

b. Dependent Variable: Repurchase Intention (Y)

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations		
		B	Std. Error	Beta			Zero-order	Partial	Part
1	(Constant)	-,849	,339		-2,502	,013			
	Perceived Quality (X1)	,729	,103	,423	7,091	,000	,669	,451	,337
	Perceived Value (X2)	,518	,075	,409	6,867	,000	,664	,439	,326

a. Dependent Variable: Repurchase Intention (Y)

Lampiran 4. Data Kuesioner Penelitian

Resp	Perceived Quality												Perceived Value																Y				Mean				
	1	2	3	4	5	6	7	8	9	10	11	Jml	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	Jml	1	2	3	Jml	X1	X2	Y	
1	5	5	3	4	4	4	4	5	5	4	5	48	3	4	3	1	3	4	3	4	4	4	4	4	5	4	4	4	58	4	4	4	12	4.364	3.625	4.000	
2	4	4	4	3	3	4	4	5	4	4	4	43	3	4	2	2	2	3	3	4	3	3	4	2	4	3	4	3	49	3	2	4	9	3.909	3.063	3.000	
3	5	5	3	4	4	4	4	5	5	4	5	48	3	4	3	1	3	4	3	4	4	4	4	4	5	4	4	4	58	4	4	4	12	4.364	3.625	4.000	
4	4	4	4	4	4	4	4	3	4	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	5	4	4	65	5	5	5	15	4.000	4.063	5.000	
5	5	5	4	5	4	5	5	5	5	3	3	49	1	2	2	2	2	4	4	4	5	4	5	4	3	5	4	3	3	52	5	5	5	15	4.455	3.250	5.000
6	4	4	4	5	4	5	5	4	4	3	3	45	3	4	5	5	4	3	3	4	4	5	4	2	3	4	4	5	62	4	5	5	14	4.091	3.875	4.667	
7	5	4	4	4	4	5	4	3	4	4	4	45	4	2	4	2	2	4	4	4	4	5	4	4	5	4	4	4	60	5	5	5	15	4.091	3.750	5.000	
8	5	5	5	5	5	3	4	4	5	5	4	50	4	3	2	3	4	5	5	4	4	4	5	4	5	4	4	4	63	5	5	5	15	4.545	3.938	5.000	
9	5	4	4	4	3	3	4	3	5	3	4	42	3	3	3	3	4	3	3	2	3	2	3	2	4	3	3	3	3	47	1	4	4	9	3.818	2.938	3.000
10	4	4	1	4	4	4	2	3	4	4	3	37	2	2	2	2	2	2	2	2	4	4	4	4	4	4	2	2	44	2	2	2	6	3.364	2.750	2.000	
11	5	5	4	4	4	5	5	3	4	5	3	47	1	4	4	4	4	4	4	4	4	2	3	3	4	4	4	4	57	4	5	4	13	4.273	3.563	4.333	
12	4	3	5	4	3	3	5	5	4	4	4	44	3	4	2	2	3	4	3	3	4	4	3	4	4	4	3	3	52	4	3	4	11	4.000	3.250	3.667	
13	4	4	4	4	4	4	4	4	4	4	4	44	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64	4	4	4	12	4.000	4.000	4.000	
14	5	5	5	5	5	5	5	5	5	5	5	55	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	80	5	5	5	15	5.000	5.000	5.000	
15	4	4	3	3	3	4	4	4	4	3	4	40	4	3	5	3	3	3	3	3	3	3	3	3	3	4	3	3	52	4	4	3	11	3.636	3.250	3.667	
16	4	4	5	4	4	4	3	4	4	4	4	44	4	2	2	3	2	2	3	3	3	4	3	4	3	4	1	2	45	3	3	4	10	4.000	2.813	3.333	
17	4	4	4	4	4	4	4	3	4	4	4	43	2	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	61	4	4	4	12	3.909	3.813	4.000	
18	5	5	5	4	4	4	4	4	4	4	4	47	3	3	3	2	2	3	2	3	4	3	4	3	4	3	4	4	50	2	3	4	9	4.273	3.125	3.000	
19	4	4	3	3	3	3	4	3	4	3	3	37	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48	3	3	3	9	3.364	3.000	3.000	
20	4	4	4	4	4	4	4	4	4	4	4	44	4	3	3	4	3	4	4	4	5	4	5	5	5	4	4	3	64	5	4	5	14	4.000	4.000	4.667	
21	5	5	5	5	4	5	5	4	5	5	5	53	4	4	5	4	5	4	5	1	5	5	5	5	5	5	4	3	68	5	5	5	15	4.818	4.250	5.000	
22	5	5	5	5	4	5	3	3	5	5	5	50	3	3	2	2	3	4	4	4	3	3	3	4	5	4	3	2	52	4	4	4	12	4.545	3.250	4.000	
23	4	4	4	2	4	4	3	4	4	4	5	42	2	4	4	3	3	2	3	4	5	3	4	5	4	3	4	5	58	3	4	4	11	3.818	3.625	3.667	
24	5	5	5	5	4	5	3	3	5	5	5	50	3	3	2	2	3	4	4	4	3	3	3	4	5	4	3	2	52	4	4	4	12	4.545	3.250	4.000	
25	5	5	5	5	4	4	4	5	4	5	4	49	4	5	4	5	4	4	4	4	4	4	4	4	4	5	5	5	69	5	4	3	12	4.455	4.313	4.000	
26	4	4	4	4	3	3	4	3	3	4	4	40	3	3	1	3	3	3	3	3	3	4	3	3	4	3	4	4	50	3	3	4	10	3.636	3.125	3.333	
27	5	5	5	4	4	5	4	4	4	5	4	49	5	5	4	5	5	4	3	5	4	5	4	5	3	5	5	4	4	70	5	4	4	13	4.455	4.375	4.333
28	5	5	5	5	4	5	4	5	5	4	5	52	4	4	3	4	4	5	5	5	5	5	5	4	5	5	4	4	71	5	4	4	13	4.727	4.438	4.333	
29	5	5	5	5	5	5	5	5	5	5	4	53	3	4	4	3	4	4	4	4	4	5	3	3	4	5	4	4	62	3	3	4	10	4.818	3.875	3.333	
30	5	4	4	4	4	3	3	4	4	4	4	43	2	2	5	4	5	4	5	4	5	4	4	4	4	5	5	5	66	5	5	5	15	3.909	4.125	5.000	
31	5	5	5	5	4	5	3	3	3	4	5	47	4	3	2	1	4	4	4	4	4	3	5	3	5	3	3	3	55	4	4	5	13	4.273	3.438	4.333	
32	5	5	5	5	5	5	4	5	5	5	4	53	3	3	1	1	3	5	5	5	5	5	5	5	5	4	4	4	63	5	5	5	15	4.818	3.938	5.000	

33	4	4	4	5	5	5	4	4	4	4	4	47	4	5	4	5	5	5	5	5	4	5	4	4	4	5	5	5	74	5	5	5	15	4.273	4.625	5.000	
34	3	4	4	4	4	4	4	4	4	4	5	44	4	3	5	5	5	3	3	4	3	4	5	5	4	4	4	5	66	4	4	4	12	4.000	4.125	4.000	
35	4	4	4	4	4	5	3	3	5	5	5	46	4	4	4	4	5	5	4	4	4	4	4	4	4	4	3	3	64	4	4	4	12	4.182	4.000	4.000	
36	4	4	4	4	4	4	4	4	3	4	4	43	4	4	4	4	4	4	4	4	4	3	3	4	4	4	4	4	62	2	4	4	10	3.909	3.875	3.333	
37	5	4	4	4	3	4	4	4	4	4	3	43	3	2	4	4	3	3	3	3	3	4	3	3	4	4	4	3	53	2	4	3	9	3.909	3.313	3.000	
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156	4	4	4	4	4	4	4	4	4	4	4	44	4	3	2	3	4	4	4	4	4	3	4	3	4	4	3	3	56	4	4	4	12	4.000	3.500	4.000	
157	4	4	4	4	4	5	4	4	4	4	3	44	4	4	4	4	3	3	3	3	3	4	4	4	4	3	4	4	4	59	3	4	4	11	4.000	3.688	3.667
158	4	4	4	4	4	4	3	4	4	4	5	44	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	4	65	5	5	5	15	4.000	4.063	5.000	
159	5	5	4	5	4	5	5	5	5	3	3	49	1	2	2	2	2	4	4	4	4	5	4	3	5	4	3	3	52	5	5	5	15	4.455	3.250	5.000	
160	4	4	4	5	4	5	5	5	4	4	3	3	45	3	4	5	5	4	3	3	4	4	5	4	2	3	4	4	5	62	4	5	5	14	4.091	3.875	4.667
161	5	4	4	4	4	5	4	3	4	4	4	45	4	2	4	2	2	4	4	4	4	5	4	4	5	4	4	4	60	5	5	5	15	4.091	3.750	5.000	
162	5	5	5	5	5	3	4	4	5	5	4	50	4	3	2	3	4	5	5	4	4	4	5	4	4	4	4	4	63	5	5	5	15	4.545	3.938	5.000	
163	5	4	4	4	3	3	4	3	5	3	4	42	3	3	3	3	4	3	3	2	3	2	3	2	4	3	3	3	47	1	4	4	9	3.818	2.938	3.000	
164	4	4	1	4	4	4	2	3	4	4	3	37	2	2	2	2	2	2	2	2	4	4	4	4	4	4	2	2	44	2	2	2	6	3.364	2.750	2.000	
165	5	5	5	5	4	5	3	3	3	3	4	5	47	4	3	2	1	4	4	4	4	4	3	5	3	5	3	3	55	4	4	5	13	4.273	3.438	4.333	
166	5	5	5	5	5	5	4	5	5	5	4	53	3	3	1	1	3	5	5	5	5	5	5	5	5	5	4	4	63	5	5	5	15	4.818	3.938	5.000	
167	4	4	4	5	5	5	4	4	4	4	4	47	4	5	4	5	5	5	5	5	4	5	4	4	4	5	5	5	74	5	5	5	15	4.273	4.625	5.000	
168	3	4	4	4	4	4	4	4	4	4	5	44	4	3	5	5	5	3	3	4	3	4	5	5	4	4	4	4	5	66	4	4	4	12	4.000	4.125	4.000
169	4	4	4	4	4	5	3	3	5	5	5	46	4	4	4	4	5	5	4	4	4	4	4	4	4	4	4	3	3	64	4	4	4	12	4.182	4.000	4.000
170	4	4	4	4	4	4	4	3	4	4	4	43	4	4	4	4	4	4	4	4	4	4	3	3	4	4	4	4	62	2	4	4	10	3.909	3.875	3.333	
171	5	4	4	4	3	4	4	4	4	4	3	43	3	2	4	4	3	3	3	3	3	4	3	3	4	4	4	3	3	53	2	4	3	9	3.909	3.313	3.000
172	4	4	4	4	4	4	4	4	4	4	4	44	3	3	1	3	1	3	3	3	3	3	3	1	4	4	3	3	44	3	3	3	9	4.000	2.750	3.000	
173	4	4	4	4	4	4	4	4	4	3	3	3	41	3	3	3	2	1	2	3	3	3	2	2	2	2	3	2	38	2	3	3	8	3.727	2.375	2.667	
174	4	5	4	5	4	5	4	3	4	5	4	47	3	4	5	5	4	4	3	4	5	3	4	5	4	3	5	4	65	3	4	5	12	4.273	4.063	4.000	
175	4	4	4	4	4	4	3	4	4	3	3	41	4	4	2	2	3	2	2	3	3	3	3	4	4	4	4	3	50	3	3	4	10	3.727	3.125	3.333	
176	4	4	4	4	4	4	4	3	3	3	4	41	1	2	3	3	4	3	4	3	3	3	4	3	4	3	4	3	50	4	4	4	12	3.727	3.125	4.000	
177	4	4	4	4	4	4	5	3	4	4	3	43	3	3	4	3	3	3	4	1	3	3	3	1	4	4	4	4	50	4	4	4	12	3.909	3.125	4.000	
178	4	5	4	3	1	2	2	4	4	5	4	38	3	2	3	2	2	3	5	3	1	2	3	4	4	2	2	43	4	4	4	12	3.455	2.688	4.000		
179	5	5	5	4	1	4	5	4	4	4	4	45	3	3	4	4	4	3	4	5	4	2	4	4	5	5	3	4	61	4	5	5	14	4.091	3.813	4.667	
180	4	4	4	5	3	5	5	3	4	5	5	47	3	3	4	3	4	3	4	5	4	3	4	5	4	5	3	3	60	3	4	4	11	4.273	3.750	3.667	
181	5	5	4	4	3	3	4	3	3	4	4	42	3	4	4	2	2	3	4	1	1	2	3	3	4	3	2	43	4	3	4	11	3.818	2.688	3.667		
182	5	4	5	5	4	5	4	4	5	4	5	50	4	5	4	5	4	5	4	5	4	5	4	5	4	5	4	5	72	4	5	4	13	4.545	4.500	4.333	
183	4	4	4	4	1	4	1	3	4	3	4	36	3	3	2	2	2	1	2	3	3	3	2	2	5	3	2	2	40	2	3	3	8	3.273	2.500	2.667	
184	4	4	4	4	4	4	4	3	4	4	4	43	3	3	4	2	2	4	4	4	4	4	4	4	2	4	2	2	50	4	4	4	12	3.909	3.125	4.000	

[illegible]