

Lampiran 1

KUESIONER

Responden yang terhormat,

Sehubungan dengan tugas akhir saya, maka dengan ini saya :

Nama : Komarus Zeman

NPK : K.2016.1.33808

Prodi : Manajemen

Memohon atas kesediaan waktunya untuk mengisi kuesioner yang telah disediakan sebagai bahan penelitian dan pengumpulan data sesuai dengan judul tugas akhir saya yaitu “Pengaruh Citra Merek dan Kualitas Produk Terhadap Loyalitas Konsumen Dengan Kepuasan Konsumen Sebagai Variabel Intervening Pada Produk Sepatu Vans”. Tujuan penelitian ini adalah semata-mata untuk kepentingan ilmiah, yaitu dalam rangka penulisan skripsi untuk memenuhi salah satu syarat untuk mendapat gelar sarjana ekonomi (SE) STIE Malangkececwara

Oleh karna itu saya sangat pada saudara/saudari berkenan untuk memberikan jawaban yang benar.

Atas perhatian dan kerjasamanya saya ucapkan terimakasih.

Identitas responden

1. Nama :
2. Jenis kelamin :
3. Usia :
4. Apakah anda sekarang memiliki atau pernah memiliki sepatu vans ?
 - a. Ya
 - b. Tidak
5. Mengapa anda tertarik menggunakan sepatu vans ?
 - a. Harga yang terjangkau
 - b. Merek yang terkenal
 - c. Kualitas yang terjamin
 - d. Desain yang modern

Berikan tanda checklist (√) untuk jawaban atas pertanyaan mengenai bauran pemasaran berikut ini yang sesuai dengan pendapat anda :

Keterangan

SS : Sangat setuju

S : Setuju

CS : Cukup setuju

TS : Tidak setuju

STS : Sangat tidak setuju

1. Citra Merek

No.	Keterangan	SS	S	CS	TS	STS
1.	Memakai produk Vans memberikan kesan percaya diri					

2. Memakai produk Vans memberikan kesan modern
3. Saat ini Vans dikenal sebagai produk yang peduli terhadap kebutuhan konsumen
4. Produk Vans memberikan kesan positif kepada konsumen
5. Produk Vans sudah dikenal banyak orang

2. Kualitas produk

No.	Keterangan	SS	S	CS	TS	STS
1.	Produk Vans sangat nyaman digunakan					
2.	Produk Vans aman dipakai semua kalangan					
3.	Desain produk Vans bermanfaat untuk kesehatan kaki					
4.	Produk Vans sesuai dengan yang kita inginkan					
5.	Produk Vans tahan lama terhadap pemakaian					
6.	Produk Vans mempunyai beberapa macam produk					

3. Kepuasan konsumen

No.	Keterangan	SS	S	CS	TS	STS
1.	Produk sepatu Vans sudah memenuhi harapan konsumen					
2.	Saya merasa puas setelah membeli produk Vans					

3. Saya merasa puas setelah menggunakan produk Vans

4. Loyalitas konsumen

No.	Keterangan	SS	S	CS	TS	STS
1.	Saya akan membeli produk Vans jika sepatu saya rusak					
2.	Saya akan merekomendasikan produk Vans kepada orang lain					
3.	Saya akan membeli produk Vans dengan model atau desain yang terbaru					
4.	Saya akan menyatakan hal-hal positif mengenai produk Vans kepada orang lain					
5.	Melakukan penolakan merek lain selain merek Vans					

Lampiran 2



STIE (Sekolah Tinggi Ilmu Ekonomi) Malang

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Log Bimbingan Skripsi

Nama Mahasiswa : KOMARUS ZEMAN
NPK : K.2016.1.33808
Nama Dosen : Dra.DWI DANESTY DECCASARI, MM
NIK : 202.710.209

No.	Tahap	Tanggal	Keterangan	April 2020
1	1	06-04-2020	konsultasi rencana judul skripsi	
2	1	20-04-2020	acc judul dan penyusunan proposal	
3	1	29-04-2020	revisi bab 1 di rumusan masalah dan tujuan penelitian	
No.	Tahap	Tanggal	Keterangan	Mei 2020
4	1	06-05-2020	acc bab 1 dan revisi untuk bab 2 perlu ada tambahan teori	
5	1	12-05-2020	acc bab 2 dan perbaikan di jumlah sampel yang diambil di bab 3	
No.	Tahap	Tanggal	Keterangan	Juni 2020
6	1	01-06-2020	acc bab 1 sampai dengan bab 3	
7	2	17-06-2020	Revisi Bab 4 di analisis data	
8	2	29-06-2020	revisi bab 4 di interpretasi data dan dukungan pendapat dari peneliti lain	
No.	Tahap	Tanggal	Keterangan	Juli 2020
9	2	01-07-2020	acc bab 4 dan pengujian bab 5	
10	2	06-07-2020	Revisi saran dan kesimpulan	

11	2	13-07- 2020	acc bab 5
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Keterangan: Tahap 1 (Bab 1-3) dan Tahap 2 (Bab 4-5)

Normalitas

One-Sample Kolmogorov-Smirnov Test

		CITRA MEREK	KUALITAS PRODUK	KEPUASAN KONSUMEN	LOYALITAS KONSUMEN
N		70	70	70	70
Normal Parameters ^{a,b}	Mean	21,31	25,40	12,23	19,19
	Std. Deviation	2,922	3,928	2,188	3,490
Most Extreme Differences	Absolute	,243	,175	,201	,141
	Positive	,125	,121	,103	,096
	Negative	-,243	-,175	-,201	-,141
Kolmogorov-Smirnov Z		,638	,786	,428	1,182
Asymp. Sig. (2-tailed)		,810	,568	,993	,122

a. Test distribution is Normal.

b. Calculated from data.

One-Sample Kolmogorov-Smirnov Test

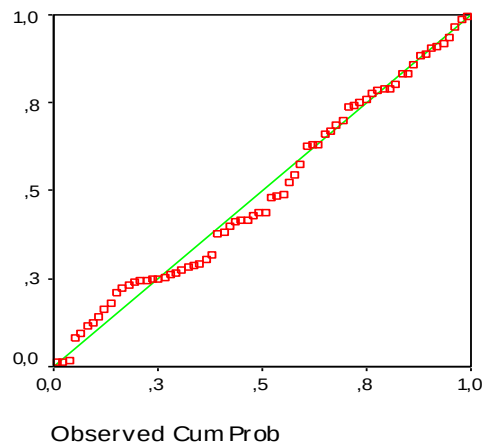
		Unstandardized Residual
N		70
Normal Parameters ^{a,b}	Mean	-,0000001
	Std. Deviation	16,01478767
Most Extreme Differences	Absolute	,076
	Positive	,076
	Negative	-,064
Kolmogorov-Smirnov Z		,636
Asymp. Sig. (2-tailed)		,813

a. Test distribution is Normal.

b. Calculated from data.

Normal P-P Plot of Regression S

Dependent Variable: LOYALITAS



Autokorelasi

Model Summary^a

Model	Durbin-Watson
1	1,909 ^a

a. Predictors: (Constant), KEPUASAN KONSUMEN, CITRA MEREK, KUALITAS PRODUK

b. Dependent Variable: LOYALITAS KONSUMEN

Alpha = .05

n\k	1	2	3	4	5	6	7	8	9	10
6	0.610	1.400								
7	0.700	1.356	0.467	1.896						
8	0.763	1.332	0.559	1.777	0.367	2.287				
9	0.824	1.320	0.629	1.699	0.455	2.128	0.296	2.588		
10	0.879	1.320	0.697	1.641	0.525	2.016	0.376	2.414	0.243	2.822
11	0.927	1.324	0.758	1.604	0.595	1.928	0.444	2.283	0.315	2.645
12	0.971	1.331	0.812	1.579	0.658	1.864	0.512	2.177	0.380	2.506
13	1.010	1.340	0.861	1.562	0.715	1.816	0.574	2.094	0.444	2.390
14	1.045	1.350	0.905	1.551	0.767	1.779	0.632	2.030	0.505	2.296
15	1.077	1.361	0.946	1.543	0.814	1.750	0.685	1.977	0.562	2.220
16	1.106	1.371	0.982	1.539	0.857	1.728	0.734	1.935	0.615	2.157
17	1.133	1.381	1.015	1.536	0.897	1.710	0.779	1.900	0.664	2.104
18	1.158	1.391	1.046	1.535	0.933	1.696	0.820	1.872	0.710	2.060
19	1.180	1.401	1.074	1.536	0.967	1.685	0.859	1.848	0.752	2.023
20	1.201	1.411	1.100	1.537	0.998	1.676	0.894	1.828	0.792	1.991
21	1.221	1.420	1.125	1.538	1.026	1.669	0.927	1.812	0.829	1.964
22	1.239	1.429	1.147	1.541	1.053	1.664	0.958	1.797	0.863	1.940
23	1.257	1.437	1.168	1.543	1.078	1.660	0.986	1.785	0.895	1.920
24	1.273	1.446	1.188	1.546	1.101	1.656	1.013	1.775	0.925	1.902
25	1.288	1.454	1.206	1.550	1.123	1.654	1.038	1.767	0.953	1.886
26	1.302	1.461	1.224	1.553	1.143	1.652	1.062	1.759	0.979	1.873
27	1.316	1.469	1.240	1.556	1.162	1.651	1.084	1.753	1.004	1.861
28	1.328	1.476	1.255	1.560	1.181	1.650	1.104	1.747	1.028	1.850
29	1.341	1.483	1.270	1.563	1.198	1.650	1.124	1.743	1.050	1.841
30	1.352	1.489	1.284	1.567	1.214	1.650	1.143	1.739	1.071	1.833

n\k	1	2	3	4	5	6	7	8	9	10
31	1.363	1.496	1.297	1.570	1.229	1.650	1.160	1.735	1.090	1.825
32	1.373	1.502	1.309	1.574	1.244	1.650	1.177	1.732	1.109	1.819
33	1.383	1.508	1.321	1.577	1.258	1.651	1.193	1.730	1.127	1.813
34	1.393	1.514	1.333	1.580	1.271	1.652	1.208	1.728	1.144	1.808
35	1.402	1.519	1.343	1.584	1.283	1.653	1.222	1.726	1.160	1.803
36	1.411	1.525	1.354	1.587	1.295	1.654	1.236	1.724	1.175	1.799
37	1.419	1.530	1.364	1.590	1.307	1.655	1.249	1.723	1.190	1.795
38	1.427	1.535	1.373	1.594	1.318	1.656	1.261	1.722	1.204	1.792
39	1.435	1.540	1.382	1.597	1.328	1.658	1.273	1.722	1.218	1.789
40	1.442	1.544	1.391	1.600	1.338	1.659	1.285	1.721	1.230	1.786
45	1.475	1.566	1.430	1.615	1.383	1.666	1.336	1.720	1.287	1.776
50	1.503	1.585	1.462	1.628	1.421	1.674	1.378	1.721	1.335	1.771
55	1.528	1.601	1.490	1.641	1.452	1.681	1.414	1.724	1.374	1.768
60	1.549	1.616	1.514	1.652	1.480	1.689	1.444	1.727	1.408	1.767
65	1.567	1.629	1.536	1.662	1.503	1.696	1.471	1.731	1.438	1.767
70	1.583	1.641	1.554	1.672	1.525	1.703	1.494	1.735	1.464	1.768
75	1.598	1.652	1.571	1.680	1.543	1.709	1.515	1.739	1.487	1.770
80	1.611	1.662	1.586	1.688	1.560	1.715	1.534	1.743	1.507	1.772
85	1.624	1.671	1.600	1.696	1.575	1.721	1.550	1.747	1.525	1.774
90	1.635	1.679	1.612	1.703	1.589	1.726	1.566	1.751	1.542	1.776
95	1.645	1.687	1.623	1.709	1.602	1.732	1.579	1.755	1.557	1.778
100	1.654	1.694	1.634	1.715	1.613	1.736	1.592	1.758	1.571	1.780
150	1.720	1.747	1.706	1.760	1.693	1.774	1.679	1.788	1.665	1.802
200	1.758	1.779	1.748	1.789	1.738	1.799	1.728	1.809	1.718	1.820

Multikolinieritas

Coefficients^a

Model	Collinearity Statistics	
	Tolerance	VIF
1 CITRA MEREK	,998	1,002
KUALITAS PRODUK	,993	1,007
KEPUASAN KONSUMEN	,993	1,007

a. Dependent Variable: LOYALITAS KONSUMEN

Heteroskedastisitas

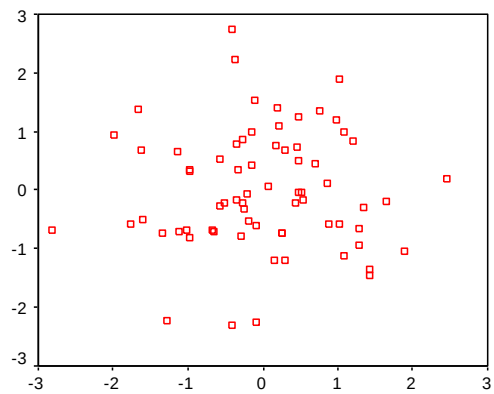
Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3,288	8,582		,383	,703
	CITRA MEREK	,766	,567	,239	1,353	,181
	KUALITAS PRODUK	-,265	,421	-,111	-,630	,531
	KEPUASAN KONSUMEN	-,056	,086	-,079	-,650	,518

a. Dependent Variable: ABSRESID

Scatterplot

Dependent Variable: LOYALITAS KOI



Regression Standardized Predicted Value

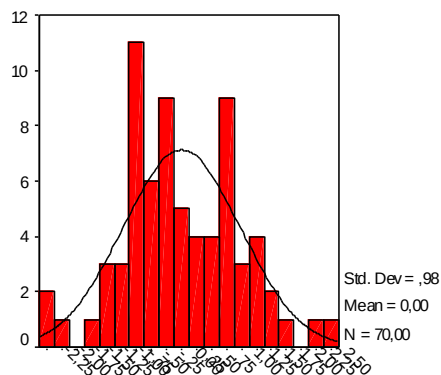
Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
CITRA MEREK	70	11	25	21,31	2,922
KUALITAS PRODUK	70	13	30	25,40	3,928
KEPUASAN KONSUMEN	70	5	15	12,23	2,188
LOYALITAS KONSUMEN	70	9	25	19,19	3,490
Valid N (listwise)	70				

Histogram

Dependent Variable: LOYALITAS KO



Regression Standardized Residual

Regression

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,648 ^a	,420	,412	1,678

a. Predictors: (Constant), CITRAMEREK

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	138,825	1	138,825	49,291	,000 ^a
	Residual	191,518	68	2,816		
	Total	330,343	69			

a. Predictors: (Constant), CITRA MEREK

b. Dependent Variable: KEPUASAN KONSUMEN

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,882	1,487		1,265	,210
	CITRA MEREK	,485	,069	,648	7,021	,000

a. Dependent Variable: KEPUASAN KONSUMEN

Regression**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,593 ^a	,351	,342	1,775

a. Predictors: (Constant), KUALITAS PRODUK

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	116,099	1	116,099	36,849	,000 ^a
	Residual	214,244	68	3,151		
	Total	330,343	69			

a. Predictors: (Constant), KUALITAS PRODUK

b. Dependent Variable: KEPUASAN KONSUMEN

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3,841	1,398		2,748	,008
	KUALITAS PRODUK	,330	,054	,593	6,070	,000

a. Dependent Variable: KEPUASAN KONSUMEN

Regression**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,673 ^a	,452	,436	1,643

a. Predictors: (Constant), KUALITAS PRODUK, CITRA MEREK

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	149,433	2	74,716	27,671	,000 ^a
	Residual	180,910	67	2,700		
	Total	330,343	69			

a. Predictors: (Constant), KUALITAS PRODUK, CITRA MEREK

b. Dependent Variable: KEPUASAN KONSUMEN

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,207	1,496		,807	,422
	CITRA MEREK	,345	,098	,460	3,514	,001
	KUALITAS PRODUK	,145	,073	,260	2,207	,047

a. Dependent Variable: KEPUASAN KONSUMEN

Regression**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,708 ^a	,501	,493	2,484

a. Predictors: (Constant), CITRAMEREK

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	420,853	1	420,853	68,182	,000 ^a
	Residual	419,732	68	6,173		
	Total	840,586	69			

a. Predictors: (Constant), CITRA MEREK

b. Dependent Variable: LOYALITAS KONSUMEN

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,170	2,202		,531	,597
	CITRA MEREK	,845	,102	,708	8,257	,000

a. Dependent Variable: LOYALITAS KONSUMEN

Regression

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,672 ^a	,452	,444	2,604

a. Predictors: (Constant), KUALITAS PRODUK

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	379,641	1	379,641	56,006	,000 ^a
	Residual	460,945	68	6,779		
	Total	840,586	69			

a. Predictors: (Constant), KUALITAS PRODUK

b. Dependent Variable: LOYALITAS KONSUMEN

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4,019	2,050		1,960	,054
	KUALITAS PRODUK	,597	,080	,672	7,484	,000

a. Dependent Variable: LOYALITAS KONSUMEN

Regression

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,745 ^a	,554	,541	2,364

a. Predictors: (Constant), KUALITAS PRODUK, CITRA MEREK

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	466,007	2	233,004	41,677	,000 ^a
	Residual	374,579	67	5,591		
	Total	840,586	69			

a. Predictors: (Constant), KUALITAS PRODUK, CITRA MEREK

b. Dependent Variable: LOYALITAS KONSUMEN

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-,221	2,152		-,102	,919
	CITRA MEREK	,555	,141	,465	3,930	,000
	KUALITAS PRODUK	,298	,105	,336	2,842	,006

a. Dependent Variable: LOYALITAS KONSUMEN

Regression

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,660 ^a	,436	,428	2,640

a. Predictors: (Constant), KEPUASAN KONSUMEN

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	366,661	1	366,661	52,610	,000 ^a
	Residual	473,925	68	6,969		
	Total	840,586	69			

a. Predictors: (Constant), KEPUASAN KONSUMEN

b. Dependent Variable: LOYALITAS KONSUMEN

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	6,302	1,804		3,494	,001
	KEPUASAN KONSUMEN	1,054	,145	,660	7,253	,000

a. Dependent Variable: LOYALITAS KONSUMEN

Regression

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,756 ^a	,571	,558	2,320

a. Predictors: (Constant), KEPUASAN KONSUMEN, CITRA MEREK

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	479,872	2	239,936	44,566	,000 ^a
	Residual	360,714	67	5,384		
	Total	840,586	69			

a. Predictors: (Constant), KEPUASAN KONSUMEN, CITRA MEREK

b. Dependent Variable: LOYALITAS KONSUMEN

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	,126	2,080		,060	,952
	CITRA MEREK	,576	,126	,482	4,586	,000
	KEPUASAN KONSUMEN	,555	,168	,348	3,311	,002

a. Dependent Variable: LOYALITAS KONSUMEN

Regression**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,747 ^a	,558	,544	2,356

a. Predictors: (Constant), KEPUASAN KONSUMEN, KUALITAS PRODUK

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	468,641	2	234,320	42,209	,000 ^a
	Residual	371,945	67	5,551		
	Total	840,586	69			

a. Predictors: (Constant), KEPUASAN KONSUMEN, KUALITAS PRODUK

b. Dependent Variable: LOYALITAS KONSUMEN

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,543	1,956		,789	,433
	KUALITAS PRODUK	,384	,090	,433	4,286	,000
	KEPUASAN KONSUMEN	,645	,161	,404	4,004	,000

a. Dependent Variable: LOYALITAS KONSUMEN

Regression

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,775 ^a	,601	,583	2,254

a. Predictors: (Constant), KEPUASAN KONSUMEN, KUALITAS PRODUK, CITRAMEREK

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	505,411	3	168,470	33,174	,000 ^a
	Residual	335,175	66	5,078		
	Total	840,586	69			

a. Predictors: (Constant), KEPUASAN KONSUMEN, KUALITAS PRODUK, CITRAMEREK

b. Dependent Variable: LOYALITAS KONSUMEN

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-,784	2,061		-,380	,705
	CITRAMEREK	,394	,146	,330	2,691	,009
	KUALITAS PRODUK	,231	,103	,260	2,243	,028
	KEPUASAN KONSUMEN	,467	,168	,293	2,786	,007

a. Dependent Variable: LOYALITAS KONSUMEN

Validitas

Correlations

		X1.1	X1.2	X1.3	X1.4	X1.5	TX1
X1.1	Pearson Correlation	1	,673**	,482**	,494**	,356**	,792**
	Sig. (2-tailed)	,	,000	,000	,000	,002	,000
	N	70	70	70	70	70	70
X1.2	Pearson Correlation	,673**	1	,402**	,481**	,472**	,795**
	Sig. (2-tailed)	,000	,	,001	,000	,000	,000
	N	70	70	70	70	70	70
X1.3	Pearson Correlation	,482**	,402**	1	,579**	,507**	,765**
	Sig. (2-tailed)	,000	,001	,	,000	,000	,000
	N	70	70	70	70	70	70
X1.4	Pearson Correlation	,494**	,481**	,579**	1	,416**	,761**
	Sig. (2-tailed)	,000	,000	,000	,	,000	,000
	N	70	70	70	70	70	70
X1.5	Pearson Correlation	,356**	,472**	,507**	,416**	1	,723**
	Sig. (2-tailed)	,002	,000	,000	,000	,	,000
	N	70	70	70	70	70	70
TX1	Pearson Correlation	,792**	,795**	,765**	,761**	,723**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,
	N	70	70	70	70	70	70

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

Correlations

		X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	TX2
X2.1	Pearson Correlation	1	,680**	,378**	,394**	,418**	,405**	,706**
	Sig. (2-tailed)	,	,000	,001	,001	,000	,001	,000
	N	70	70	70	70	70	70	70
X2.2	Pearson Correlation	,680**	1	,640**	,541**	,608**	,610**	,882**
	Sig. (2-tailed)	,000	,	,000	,000	,000	,000	,000
	N	70	70	70	70	70	70	70
X2.3	Pearson Correlation	,378**	,640**	1	,380**	,542**	,606**	,761**
	Sig. (2-tailed)	,001	,000	,	,001	,000	,000	,000
	N	70	70	70	70	70	70	70
X2.4	Pearson Correlation	,394**	,541**	,380**	1	,529**	,391**	,704**
	Sig. (2-tailed)	,001	,000	,001	,	,000	,001	,000
	N	70	70	70	70	70	70	70
X2.5	Pearson Correlation	,418**	,608**	,542**	,529**	1	,599**	,794**
	Sig. (2-tailed)	,000	,000	,000	,000	,	,000	,000
	N	70	70	70	70	70	70	70
X2.6	Pearson Correlation	,405**	,610**	,606**	,391**	,599**	1	,784**
	Sig. (2-tailed)	,001	,000	,000	,001	,000	,	,000
	N	70	70	70	70	70	70	70
TX2	Pearson Correlation	,706**	,882**	,761**	,704**	,794**	,784**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,
	N	70	70	70	70	70	70	70

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

Correlations

		Z1.1	Z1.2	Z1.3	TZ
Z1.1	Pearson Correlation	1	,691**	,625**	,897**
	Sig. (2-tailed)	,	,000	,000	,000
	N	70	70	70	70
Z1.2	Pearson Correlation	,691**	1	,515**	,849**
	Sig. (2-tailed)	,000	,	,000	,000
	N	70	70	70	70
Z1.3	Pearson Correlation	,625**	,515**	1	,835**
	Sig. (2-tailed)	,000	,000	,	,000
	N	70	70	70	70
TZ	Pearson Correlation	,897**	,849**	,835**	1
	Sig. (2-tailed)	,000	,000	,000	,
	N	70	70	70	70

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

Correlations

		Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	TY
Y1.1	Pearson Correlation	1	,609**	,380**	,430**	,404**	,714**
	Sig. (2-tailed)	,	,000	,001	,000	,001	,000
	N	70	70	70	70	70	70
Y1.2	Pearson Correlation	,609**	1	,551**	,607**	,446**	,798**
	Sig. (2-tailed)	,000	,	,000	,000	,000	,000
	N	70	70	70	70	70	70
Y1.3	Pearson Correlation	,380**	,551**	1	,674**	,627**	,817**
	Sig. (2-tailed)	,001	,000	,	,000	,000	,000
	N	70	70	70	70	70	70
Y1.4	Pearson Correlation	,430**	,607**	,674**	1	,643**	,828**
	Sig. (2-tailed)	,000	,000	,000	,	,000	,000
	N	70	70	70	70	70	70
Y1.5	Pearson Correlation	,404**	,446**	,627**	,643**	1	,807**
	Sig. (2-tailed)	,001	,000	,000	,000	,	,000
	N	70	70	70	70	70	70
TY	Pearson Correlation	,714**	,798**	,817**	,828**	,807**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,
	N	70	70	70	70	70	70

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

Reliability

Reliability Coefficients

N of Cases = 70,0

N of Items = 5

Alpha = ,8237

Reliability

Reliability Coefficients

N of Cases = 70,0

N of Items = 6

Alpha = ,8635

Reliability

Reliability Coefficients

N of Cases = 70,0

N of Items = 3

Alpha = ,8237

Reliability

Reliability Coefficients

N of Cases = 70,0

N of Items = 5

Alpha = ,8440