

### LAMPIRAN 3 UJI VALIDITAS INSTUMENT

#### Variabel Railway Station Accessibility

		Correlations					
		RSA1	RSA2	RSA3	RSA4	RSA5	SKOR TOTAL
RSA1	Pearson Correlation	1	.124	.335**	.136	.326**	.644**
	Sig. (2-tailed)		.220	.001	.177	.001	.000
	N	100	100	100	100	100	100
RSA2	Pearson Correlation	.124	1	-.118	-.053	-.064	.449**
	Sig. (2-tailed)	.220		.241	.598	.530	.000
	N	100	100	100	100	100	100
RSA3	Pearson Correlation	.335**	-.118	1	.306**	.406**	.615**
	Sig. (2-tailed)	.001	.241		.002	.000	.000
	N	100	100	100	100	100	100
RSA4	Pearson Correlation	.136	-.053	.306**	1	.432**	.559**
	Sig. (2-tailed)	.177	.598	.002		.000	.000
	N	100	100	100	100	100	100
RSA5	Pearson Correlation	.326**	-.064	.406**	.432**	1	.635**
	Sig. (2-tailed)	.001	.530	.000	.000		.000
	N	100	100	100	100	100	100
SKOR_TOTAL	Pearson Correlation	.644**	.449**	.615**	.559**	.635**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100

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



## Variabel Security Check

Correlations

		SC1	SC2	SC3	SC4	SC5	SKOR_TOTAL
SC1	Pearson Correlation	1	,455**	,470**	,301**	,228*	,665**
	Sig. (2-tailed)		,000	,000	,002	,023	,000
	N	100	100	100	100	100	100
SC2	Pearson Correlation	,455**	1	,499**	,288**	,277**	,706**
	Sig. (2-tailed)	,000		,000	,004	,005	,000
	N	100	100	100	100	100	100
SC3	Pearson Correlation	,470**	,499**	1	,476**	,307**	,789**
	Sig. (2-tailed)	,000	,000		,000	,002	,000
	N	100	100	100	100	100	100
SC4	Pearson Correlation	,301**	,288**	,476**	1	,216*	,676**
	Sig. (2-tailed)	,002	,004	,000		,031	,000
	N	100	100	100	100	100	100
SC5	Pearson Correlation	,228*	,277**	,307**	,216*	1	,623**
	Sig. (2-tailed)	,023	,005	,002	,031		,000
	N	100	100	100	100	100	100
SKOR_TOTAL	Pearson Correlation	,665**	,706**	,789**	,676**	,623**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	
	N	100	100	100	100	100	100

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

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



## Variabel Terminal Facilities

### Correlations

		TF1	TF2	TF3	TF4	TF5	TF6	TF7	SKOR TOTAL
TF1	Pearson Correlation	1	,561**	,440**	,267**	,215*	,403**	,138	,647**
	Sig. (2-tailed)		,000	,000	,007	,032	,000	,172	,000
	N	100	100	100	100	100	100	100	100
TF2	Pearson Correlation	,561**	1	,540**	,378**	,438**	,387**	,103	,704**
	Sig. (2-tailed)	,000		,000	,000	,000	,000	,308	,000
	N	100	100	100	100	100	100	100	100
TF3	Pearson Correlation	,440**	,540**	1	,441**	,601**	,431**	,030	,696**
	Sig. (2-tailed)	,000	,000		,000	,000	,000	,769	,000
	N	100	100	100	100	100	100	100	100
TF4	Pearson Correlation	,267**	,378**	,441**	1	,295**	,278**	,245*	,665**
	Sig. (2-tailed)	,007	,000	,000		,003	,005	,014	,000
	N	100	100	100	100	100	100	100	100
TF5	Pearson Correlation	,215*	,438**	,601**	,295**	1	,439**	,159	,646**
	Sig. (2-tailed)	,032	,000	,000	,003		,000	,115	,000
	N	100	100	100	100	100	100	100	100
TF6	Pearson Correlation	,403**	,387**	,431**	,278**	,439**	1	,121	,622**
	Sig. (2-tailed)	,000	,000	,000	,005	,000		,232	,000
	N	100	100	100	100	100	100	100	100
TF7	Pearson Correlation	,138	,103	,030	,245*	,159	,121	1	,524**
	Sig. (2-tailed)	,172	,308	,769	,014	,115	,232		,000
	N	100	100	100	100	100	100	100	100
SKOR_TOTAL	Pearson Correlation	,647**	,704**	,696**	,665**	,646**	,622**	,524**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	
	N	100	100	100	100	100	100	100	100

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

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

## Variabel Customer Satisfaction

Correlations

		CS1	CS2	CS3	CS4	CS5	SKOR TOTAL
CS1	Pearson Correlation	1	,614**	,568**	,528**	,664**	,782**
	Sig. (2-tailed)		,000	,000	,000	,000	,000
	N	100	100	100	100	100	100
CS2	Pearson Correlation	,614**	1	,774**	,724**	,678**	,888**
	Sig. (2-tailed)	,000		,000	,000	,000	,000
	N	100	100	100	100	100	100
CS3	Pearson Correlation	,568**	,774**	1	,753**	,665**	,885**
	Sig. (2-tailed)	,000	,000		,000	,000	,000
	N	100	100	100	100	100	100
CS4	Pearson Correlation	,528**	,724**	,753**	1	,631**	,856**
	Sig. (2-tailed)	,000	,000	,000		,000	,000
	N	100	100	100	100	100	100
CS5	Pearson Correlation	,664**	,678**	,665**	,631**	1	,854**
	Sig. (2-tailed)	,000	,000	,000	,000		,000
	N	100	100	100	100	100	100
SKOR_TOTAL	Pearson Correlation	,782**	,888**	,885**	,856**	,854**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	
	N	100	100	100	100	100	100

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



## Variabel Service Innovation

Correlations

		SI1	SI2	SI3	SI4	SI5	SKOR TOTAL
SI1	Pearson Correlation	1	,386**	,349**	,405**	,577**	,701**
	Sig. (2-tailed)		,000	,000	,000	,000	,000
	N	100	100	100	100	100	100
SI2	Pearson Correlation	,386**	1	,418**	,571**	,575**	,760**
	Sig. (2-tailed)	,000		,000	,000	,000	,000
	N	100	100	100	100	100	100
SI3	Pearson Correlation	,349**	,418**	1	,391**	,619**	,723**
	Sig. (2-tailed)	,000	,000		,000	,000	,000
	N	100	100	100	100	100	100
SI4	Pearson Correlation	,405**	,571**	,391**	1	,661**	,788**
	Sig. (2-tailed)	,000	,000	,000		,000	,000
	N	100	100	100	100	100	100
SI5	Pearson Correlation	,577**	,575**	,619**	,661**	1	,888**
	Sig. (2-tailed)	,000	,000	,000	,000		,000
	N	100	100	100	100	100	100
SKOR_TOTAL	Pearson Correlation	,701**	,760**	,723**	,788**	,888**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	
	N	100	100	100	100	100	100

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



## Variabel Customer Value

### Correlations

		CV1	CV2	CV3	CV4	CV5	CV6	CV7	CV8	SKOR_TOTAL
CV1	Pearson Correlation	1	,680**	,768**	,528**	,625**	,550**	,542**	,548**	,821**
	Sig. (2-tailed)		,000	,000	,000	,000	,000	,000	,000	,000
	N	100	100	100	100	100	100	100	100	100
CV2	Pearson Correlation	,680**	1	,679**	,497**	,611**	,561**	,602**	,595**	,817**
	Sig. (2-tailed)	,000		,000	,000	,000	,000	,000	,000	,000
	N	100	100	100	100	100	100	100	100	100
CV3	Pearson Correlation	,768**	,679**	1	,591**	,669**	,485**	,585**	,572**	,838**
	Sig. (2-tailed)	,000	,000		,000	,000	,000	,000	,000	,000
	N	100	100	100	100	100	100	100	100	100
CV4	Pearson Correlation	,528**	,497**	,591**	1	,498**	,465**	,561**	,458**	,723**
	Sig. (2-tailed)	,000	,000	,000		,000	,000	,000	,000	,000
	N	100	100	100	100	100	100	100	100	100
CV5	Pearson Correlation	,625**	,611**	,669**	,498**	1	,610**	,646**	,582**	,821**
	Sig. (2-tailed)	,000	,000	,000	,000		,000	,000	,000	,000
	N	100	100	100	100	100	100	100	100	100
CV6	Pearson Correlation	,550**	,561**	,485**	,465**	,610**	1	,623**	,580**	,759**
	Sig. (2-tailed)	,000	,000	,000	,000	,000		,000	,000	,000
	N	100	100	100	100	100	100	100	100	100
CV7	Pearson Correlation	,542**	,602**	,585**	,561**	,646**	,623**	1	,749**	,829**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000		,000	,000
	N	100	100	100	100	100	100	100	100	100
CV8	Pearson Correlation	,548**	,595**	,572**	,458**	,582**	,580**	,749**	1	,789**
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000		,000
	N	100	100	100	100	100	100	100	100	100

SKOR_TOTAL	Pearson										
	Correlation	,821**	,817**	,838**	,723**	,821**	,759**	,829**	,789**		1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	,000	,000	,000		
	N	100	100	100	100	100	100	100	100		100

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

## LAMPIRAN 4 UJI RELIABILITAS INSTRUMENT

### Variabel Railway Station Accessibility

Cronbach's Alpha	N of Items
.445	5

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
RSA1	23.10	6.030	.377	.291
RSA2	24.09	7.073	-.039	.650
RSA3	22.57	6.106	.316	.330
RSA4	22.28	6.628	.287	.359
RSA5	22.44	6.390	.418	.290

## Variabel Security Check

### Reliability Statistics

Cronbach's Alpha	N of Items
,717	5

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
SC1	22,70	9,828	,501	,667
SC2	23,02	9,131	,524	,652
SC3	23,10	8,273	,631	,605
SC4	23,58	8,872	,438	,687
SC5	23,44	9,158	,343	,733

## Variabel Terminal Facilities

### Reliability Statistics

Cronbach's Alpha	N of Items
,721	7

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
TF1	37,07	12,874	,477	,677
TF2	36,53	13,100	,585	,659
TF3	36,28	13,598	,594	,666
TF4	36,71	12,289	,474	,678
TF5	36,43	13,359	,504	,675
TF6	36,22	13,830	,492	,681
TF7	37,62	12,905	,201	,788



## Variabel Customer Satisfaction

### Reliability Statistics

Cronbach's Alpha	N of Items
,907	5

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
CS1	20,59	15,153	,673	,905
CS2	20,95	13,725	,820	,875
CS3	20,78	13,365	,810	,877
CS4	20,81	13,832	,766	,886
CS5	20,67	13,738	,762	,887

## Variabel Service Innovation

### Reliability Statistics

Cronbach's Alpha	N of Items
,829	5

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
SI1	22,56	10,067	,529	,822
SI2	22,42	9,721	,617	,798
SI3	21,98	9,777	,550	,817
SI4	22,57	9,237	,643	,791
SI5	22,19	8,802	,810	,743

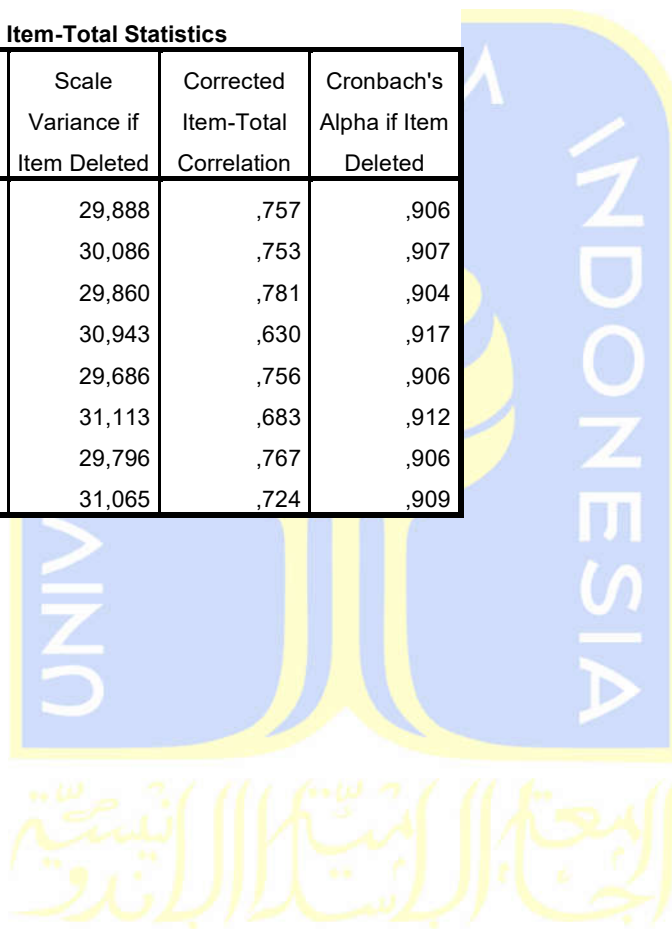
## Variabel Customer Value

### Reliability Statistics

Cronbach's Alpha	N of Items
,919	8

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
CV1	39,53	29,888	,757	,906
CV2	39,57	30,086	,753	,907
CV3	39,28	29,860	,781	,904
CV4	39,63	30,943	,630	,917
CV5	39,47	29,686	,756	,906
CV6	39,59	31,113	,683	,912
CV7	39,39	29,796	,767	,906
CV8	39,31	31,065	,724	,909



**LAMPIRAN 5 CROSS LOADING**

	CS	CV	ME	SC	SI	TF
SC3	0.567	0.529	-0.059	0.861	0.451	0.467
SC4	0.559	0.449	-0.054	0.857	0.389	0.391
TF1	0.327	0.529	-0.157	0.360	0.445	0.820
TF2	0.389	0.538	-0.125	0.481	0.522	0.885
TF3	0.245	0.472	-0.290	0.381	0.495	0.752
CS1	0.801	0.593	-0.150	0.595	0.511	0.420
CS2	0.888	0.533	-0.165	0.563	0.465	0.354
CS3	0.879	0.571	-0.166	0.527	0.522	0.355
CS4	0.844	0.472	-0.113	0.547	0.421	0.264
CS5	0.853	0.521	-0.099	0.555	0.363	0.298
SI2	0.420	0.555	-0.228	0.306	0.769	0.566
SI2 * CS1	-0.044	-0.203	0.717	-0.019	-0.261	-0.202
SI2 * CS2	0.061	-0.124	0.742	0.116	-0.213	-0.170
SI2 * CS3	0.028	-0.128	0.698	0.137	-0.220	-0.176
SI2 * CS4	0.034	-0.167	0.688	0.111	-0.260	-0.168
SI2 * CS5	0.048	-0.078	0.683	0.097	-0.147	-0.112
SI3	0.372	0.643	-0.329	0.426	0.760	0.434
SI3 * CS1	-0.165	-0.356	0.826	-0.090	-0.296	-0.246
SI3 * CS2	-0.279	-0.315	0.744	-0.218	-0.225	-0.030
SI3 * CS3	-0.269	-0.304	0.737	-0.166	-0.233	-0.062
SI3 * CS4	-0.240	-0.313	0.751	-0.170	-0.206	-0.050
SI3 * CS5	-0.197	-0.305	0.782	-0.185	-0.216	-0.112
SI4	0.431	0.581	-0.213	0.322	0.798	0.413
SI4 * CS1	-0.125	-0.287	0.708	-0.042	-0.273	-0.299
SI4 * CS2	-0.069	-0.223	0.688	0.010	-0.247	-0.201
SI4 * CS3	-0.076	-0.227	0.700	0.066	-0.260	-0.250
SI4 * CS4	-0.003	-0.194	0.620	0.082	-0.244	-0.161
SI4 * CS5	-0.035	-0.117	0.618	0.010	-0.079	-0.154
SI5	0.510	0.797	-0.238	0.498	0.904	0.509
SI5 * CS1	-0.173	-0.342	0.815	-0.102	-0.260	-0.292
SI5 * CS2	-0.061	-0.258	0.831	0.021	-0.206	-0.175
SI5 * CS3	-0.077	-0.245	0.834	0.077	-0.229	-0.188
SI5 * CS4	0.025	-0.263	0.815	0.068	-0.268	-0.167
SI5 * CS5	-0.088	-0.234	0.766	-0.048	-0.165	-0.177
CV1	0.502	0.825	-0.331	0.462	0.683	0.453
CV2	0.424	0.830	-0.206	0.363	0.754	0.548

CV3	0.405	0.833	-0.368	0.446	0.691	0.470
CV5	0.581	0.828	-0.261	0.567	0.614	0.444
CV6	0.593	0.766	-0.175	0.448	0.587	0.522
CV7	0.595	0.833	-0.361	0.498	0.689	0.578
CV8	0.533	0.806	-0.297	0.480	0.585	0.559

#### LAMPIRAN 6 CONSTRUCT RELIABILITY DAN VALIDITY

	Cronbach's Alpha	rho_A	Composite Reliability	AVE
Customer Satisfaction	0.907	0.908	0.931	0.729
Customer Value	0.917	0.918	0.934	0.668
Moderating Effect	0.959	1.000	0.960	0.549
Security Check	0.645	0.645	0.849	0.738
Service Innovation	0.824	0.847	0.883	0.656
Terminal Facilities	0.760	0.797	0.860	0.674

#### LAMPIRAN 7 FORNELL-LACKER CRITERION

	CS	CV	ME	SC	SI	TF
Customer Satisfaction	0.854					
Customer Value	0.634	0.817				
Moderating Effect	-0.164	-0.351	0.741			
Security Check	0.655	0.570	-0.066	0.859		
Service Innovation	0.538	0.807	-0.311	0.490	0.810	
Terminal Facilities	0.400	0.625	-0.215	0.500	0.590	0.821

#### LAMPIRAN 8 R-SQUARE

	R Square	R Square Adjusted
Customer Satisfaction	0.436	0.425
Customer Value	0.719	0.710

## LAMPIRAN 9 PATH COEFFICIENT

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics ( O/STDEV )	P Values
Customer Satisfaction -> Customer Value	0.281	0.263	0.083	3.385	0.001
Moderating Effect -> Customer Value	-0.090	-0.097	0.080	1.124	0.261
Security Check -> Customer Satisfaction	0.607	0.603	0.103	5.897	0.000
Service Innovation -> Customer Value	0.621	0.630	0.065	9.627	0.000
Terminal Facilities -> Customer Satisfaction	0.097	0.112	0.107	0.901	0.368

