

## DAFTAR TABEL

### No. Keterangan

1.1	Data Penjualan Spare Part dan Jasa Perusahaan .....	3
1.2	Data Hasil Prestudy Faktor memengaruhi kepuasan pelanggan .....	4
2.1	Penelitian Terdahulu .....	30
3.1	Variabel Operasioanl .....	37
3.2	Instrumen Skala Likert.....	42
3.3	Ringkasan Rule of Thumb Evaluasi Model Strucktural .....	48
4.1	Hasil Uji <i>Convergent Validity</i> .....	59
4.2	Hasil Uji <i>Convergent Validity</i> Modifikasi .....	60
4.3	Hasil Uji <i>Discriminant Validity (Cross Loading)</i> .....	61
4.4	Hasil Output AVE .....	63
4.5	Uji Reabilitas ( <i>Composite Reliabilit</i> ).....	64
4.6	Uji <i>Cronbachs Alpha</i> .....	64
4.7	Uji <i>R-Square (Inner Model)</i> .....	65
4.8	Hasil Uji Hipotesis ( <i>Path Coeffisients</i> ).....	67
4.9	Hasil Evaluasi Uji Hipotesis Akhir ( <i>Path Coeffisients</i> ).....	68