

# VALIDITAS

## Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1	63.53	104.975	.270	.844
X2	62.89	103.016	.453	.837
X3	63.03	104.860	.389	.839
X4	64.38	106.018	.288	.842
X5	62.90	104.116	.384	.839
X6	64.01	97.680	.555	.832
X7	64.07	105.870	.244	.845
X8	63.36	99.732	.534	.833
X9	63.49	101.503	.401	.839
X10	63.48	102.364	.344	.842
X11	63.90	102.227	.357	.841
X12	62.97	103.638	.413	.838
X13	63.14	100.981	.569	.832
X14	63.88	103.776	.329	.842
X15	62.95	102.303	.549	.834
X16	62.82	106.621	.301	.842
X17	62.86	101.314	.507	.834
X18	63.29	103.791	.314	.842
X19	63.16	101.556	.558	.833
X20	63.03	103.721	.509	.836
X21	62.99	103.541	.521	.835
X22	62.82	106.760	.277	.843
X23	62.96	106.318	.331	.841

# RELIABILITAS

## Reliability Statistics

Cronbach's Alpha	N of Items
.844	23

Paired Samples Test

	Paired Differences							t	df	Sig. (2-tailed)
	Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference		Lower	Upper			
				Lower	Upper					
Pair 1	.233	1.654	.194	-.153	.619	1.203	.233			
Pair 2	.507	1.556	.182	.144	.870	2.784	.007			
Pair 3	.466	1.528	.179	.109	.822	2.604	.011			
Pair 4	-.795	1.364	.160	-1.113	-.476	-4.978	.000			
Pair 5	-.082	1.187	.139	-.359	.195	-.591	.556			
Pair 6	-.219	1.557	.182	-.582	.144	-1.203	.233			
Pair 7	-.411	1.342	.157	-.724	-.098	-2.616	.011			
Pair 8	.411	1.517	.178	.057	.765	2.315	.023			
Pair 9	.247	1.432	.168	-.087	.581	1.472	.145			
Pair 10	.466	1.313	.154	.159	.772	3.030	.003			
Pair 11	.479	1.345	.157	.166	.793	3.046	.003			
Pair 12	.959	1.513	.177	.606	1.312	5.414	.000			
Pair 13	.068	1.456	.170	-.271	.408	.402	.689			
Pair 14	-.315	1.499	.175	-.665	.035	-1.796	.077			
Pair 15	.575	1.545	.181	.215	.936	3.182	.002			
Pair 16	1.411	1.508	.176	1.059	1.763	7.996	.000			
Pair 17	.452	1.537	.180	.093	.811	2.513	.014			
Pair 18	.425	1.536	.180	.066	.783	2.362	.021			
Pair 19	.466	1.491	.175	.118	.814	2.668	.009			
Pair 20	.356	1.437	.168	.021	.692	2.117	.038			
Pair 21	.603	1.470	.172	.260	.946	3.504	.001			
Pair 22	1.329	1.405	.164	1.001	1.657	8.081	.000			
Pair 23	1.219	1.216	.142	.935	1.503	8.565	.000			

**Tabel Importance-Performance Analysis**

X	Variabel	Rata-rata	
		Performance ( $\bar{X}$ )	Importance ( $\bar{Y}$ )
X1	Luas jangkauan	2.644	2.411
X2	Penempatan para agen sebagai mitra kerjasama	3.288	2.781
X3	Pemberian bonus	3.151	2.685
X4	Pemberian discount	1.795	2.589
X5	Penilaian kinerja para agen sebagai feedback utk perbaikan	3.274	3.356
X6	Kemudahan proses pemesanan	2.164	2.384
X7	Kecepatan proses penanganan pesanan	2.110	2.521
X8	Jangka waktu pembayaran	2.822	2.411
X9	Kemudahan proses pembayaran	2.685	2.438
X10	Frekuensi kunjungan sales	2.699	2.233
X11	Kestrategisan lokasi gudang	2.274	1.795
X12	Kecukupan jumlah gudang	3.205	2.247
X13	Penyediaan produk	3.041	2.973
X14	Jenis fasilitas pengiriman	2.301	2.616
X15	Keadaan ( kondisi ) produk waktu sampai	3.233	2.658
X16	Penentuan jumlah minimal per pemesanan	3.356	1.945
X17	Frekuensi pengiriman	3.315	2.863
X18	Kestrategisan lokasi kantor	2.890	2.466
X19	Variasi produk	3.014	2.548
X20	Respon terhadap complain	3.151	2.795
X21	Proses retur	3.192	2.589
X22	Penyampaian informasi tentang produk	3.356	2.027
X23	Penyampaian informasi harga	3.219	2.000
		2.877	2.493



## **DATA PENULIS**

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