

DATASET ACTIVATE DataSet4.

CORRELATIONS

/VARIABLES=PerceivedValue ServiceQuality CustomerSatisfaction CustomerLoyal t

Y

/PRINT=TWOTAIL NOSIG

/STATISTICS DESCRIPTIVES

/MISSING=PAIRWISE.

Correlations

Notes

Output Created		23-MAR-2015 09:55:02
Comments		
Input	Data	D:\Users\Yuna LEE\Thesis\Lee\Data 2.sav
	Active Dataset	DataSet4
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	138
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each pair of variables are based on all the cases with valid data for that pair.
Syntax		CORRELATIONS /VARIABLES=PerceivedValue ServiceQuality CustomerSatisfaction CustomerLoyalty /PRINT=TWOTAIL NOSIG /STATISTICS DESCRIPTIVES /MISSING=PAIRWISE.
Resources	Processor Time	00:00:00.02
	Elapsed Time	00:00:00.77

[DataSet4] D:\Users\Yuna LEE\Thesis\Lee\Data 2.sav

Descriptive Statistics

	Mean	Std. Deviation	N
PerceivedValue	3.2953	.50021	138
ServiceQuality	3.4478	.44725	138
CustomerSatisfaction	3.3865	.48751	138
CustomerLoyalty	3.3406	.42282	138

Correlations

		PerceivedValue	ServiceQuality	CustomerSatisfaction
PerceivedValue	Pearson Correlation	1	.344**	.387**
	Sig. (2-tailed)		.000	.000
	N	138	138	138
ServiceQuality	Pearson Correlation	.344**	1	.721**
	Sig. (2-tailed)	.000		.000
	N	138	138	138
CustomerSatisfaction	Pearson Correlation	.387**	.721**	1
	Sig. (2-tailed)	.000	.000	
	N	138	138	138
CustomerLoyalty	Pearson Correlation	.373**	.664**	.871**
	Sig. (2-tailed)	.000	.000	.000
	N	138	138	138

Correlations

		CustomerLoyalty
PerceivedValue	Pearson Correlation	.373**
	Sig. (2-tailed)	.000
	N	138
ServiceQuality	Pearson Correlation	.664**
	Sig. (2-tailed)	.000
	N	138
CustomerSatisfaction	Pearson Correlation	.871**
	Sig. (2-tailed)	.000
	N	138
CustomerLoyalty	Pearson Correlation	1
	Sig. (2-tailed)	
	N	138

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