

Appendix D

Correlation Matrix

Correlation Matrix within Antecedents, Consequences, and SERVTRUST for Health Care Service Provider

Table D.1

Correlation Matrix of Constructs within SERVTRUST for Health Care Service Providers

	EXT	TIM	BEN	INT	CRE
EXT	1.00				
TIM	0.37	1.00			
BEN	0.75	0.50	1.00		
INT	0.66	0.42	0.42	1.00	
CRE	0.75	0.40	0.77	0.72	1.00

Table D.2

Correlation Matrix of Constructs within Antecedents for Health Care
Service Providers

	COM	PBS	QUA	SAT
COM	1.00			
PBS	0.57	1.00		
QUA	0.60	0.71	1.00	
SAT	0.60	0.72	0.69	1.00

Table D.3

Correlation Matrix of Constructs within Consequences for Health Care
Service Providers

	CMM	LOY
CMM	1.00	
LOY	0.59	1.00

Correlation Matrix within Antecedents, Consequences, and SERVTRUST for Banking Service Provider

Table D.4

Correlation Matrix of Constructs within SERVTRUST for Banking Service Providers

	EXT	TIM	BEN	INT	CRE
EXT	1.00				
TIM	0.61	1.00			
BEN	0.55	0.51	1.00		
INT	0.70	0.41	0.65	1.00	
CRE	0.62	0.56	0.75	0.72	1.00

Table D.5

Correlation Matrix of Constructs within Antecedents for Banking Service Providers

	COM	PBS	QUA	SAT
COM	1.00			
PBS	0.57	1.00		
QUA	0.54	0.66	1.00	
SAT	0.64	0.66	0.69	1.00

Table D.6

Correlation Matrix of Constructs within Consequences for Banking Service Providers

	CMM	LOY
CMM	1.00	
LOY	0.57	1.00

Correlation Matrix within Antecedents, Consequences, and SERVTRUST for Average Scale

Table D.7

Correlation Matrix of Constructs within SERVTRUST for Average Scale

	TIM	BEN	EXT	INT	POW
TIM	1.00				
BEN	0.68	1.00			
EXT	0.62	0.74	1.00		
INT	0.59	0.57	0.70	1.00	
POW	0.70	0.73	0.74	0.60	1.00

Table D.8

Correlation Matrix of Constructs within Antecedents for Average Scale

	COM	PBS	QUA	SAT
COM	1.00			
PBS	0.57	1.00		
QUA	0.57	0.68	1.00	
SAT	0.62	0.66	0.71	1.00

Table D.9

Correlation Matrix of Constructs within Consequences for Average Scale

	CMM	LOY
CMM	1.0	
LOY	0.53	1.00