

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
Tangible	Equal variances assumed	1.108	.295	-3.865	119	.000	-.673	.174	-1.018	-.328
	Equal variances not assumed			-4.389	39.223	.000	-.673	.153	-.983	-.363
Reliability	Equal variances assumed	1.554	.215	-5.153	115	.000	-.799	.155	-1.106	-.492
	Equal variances not assumed			-5.972	41.489	.000	-.799	.134	-1.069	-.529
Responsiveness	Equal variances assumed	10.532	.002	-1.978	118	.050	-.344	.174	-.688	.000
	Equal variances not assumed			-2.621	52.723	.011	-.344	.131	-.607	-.081
Assurance	Equal variances assumed	12.554	.001	-3.544	115	.001	-.651	.184	-1.015	-.287
	Equal variances not assumed			-5.163	62.022	.000	-.651	.126	-.903	-.399
Empathy	Equal variances assumed	2.757	.099	-1.764	117	.080	-.500	.283	-1.062	.061
	Equal variances not assumed			-3.043	106.722	.003	-.500	.164	-.826	-.174

รูปที่ ข.4 แสดงผลการทดสอบสมมติฐาน T-test (Independent)