

ภาคผนวก ก
การทดสอบค่าความเชื่อมั่น

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

Item - total Statistics

	Scale	Scale	Corrected	
	Mean	Variance	Item-	Alpha
	if Item	if Item	Total	if Item
	Deleted	Deleted	Correlation	Deleted
CUSTOMER	4.4333	.6855	.5973	.8276
PROCESS	4.7611	.4855	.8767	.5268
EMPLOYEE	4.9722	.6122	.5827	.8499

Reliability Coefficients

N of Cases = 30.0 N of Items = 3

Alpha = .8208