Reliability

Sno	Name of Construct	Label Name	Reliability
1	Compatibility	CM	0.773
2	Perceived ease of use	PU	0.765
3	Performance expectancy	PE	0.816
4	Social influence	SI	0.807
5	Chatbot initial trust	CT	0.846
6	Chatbot usage intention	CI	0.841
7	Customer engagement	CE	0.723
8	Loyalty	L	0.720
9	Total (Includes all variables)	CM- L	0.924

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
	Valid	216	100.0
Cases	Excludedᵃ	0	.0
	Total	216	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.924	27

```
RELIABILITY
  /VARIABLES=CM1 CM2 CM3
  /SCALE('ALL VARIABLES') ALL
  /MODEL=ALPHA.
```

Reliability

[DataSet1] J:\1. GITM\Chatbot\Chatbot.sav

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	216	100.0
	Excluded[a]	0	.0
	Total	216	100.0

a. Listwise deletion based on all variables in the
procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.773	3

```
RELIABILITY
  /VARIABLES=PU1 PU2 PU3
  /SCALE('ALL VARIABLES') ALL
  /MODEL=ALPHA.
```

Case Processing Summary

		N	%
Cases	Valid	216	100.0
	Excluded[a]	0	.0
	Total	216	100.0

a. Listwise deletion based on all variables in the
procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.765	3

```
RELIABILITY
  /VARIABLES=PE1 PE2 PE3
  /SCALE('ALL VARIABLES') ALL
  /MODEL=ALPHA.
```

Case Processing Summary

		N	%
	Valid	216	100.0
Cases	Excluded[a]	0	.0
	Total	216	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.816	3

```
RELIABILITY
  /VARIABLES=SC1 SC2 SC3
  /SCALE('ALL VARIABLES') ALL
  /MODEL=ALPHA.
```

Case Processing Summary

		N	%
	Valid	216	100.0
Cases	Excluded[a]	0	.0
	Total	216	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.807	3

```
RELIABILITY
  /VARIABLES=CT1 CT3 CT2 CT4
  /SCALE('ALL VARIABLES') ALL
  /MODEL=ALPHA.
```

Case Processing Summary

		N	%
	Valid	216	100.0
Cases	Excluded[a]	0	.0
	Total	216	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.846	4

```
RELIABILITY
  /VARIABLES=CI1 CI2 CI3
  /SCALE('ALL VARIABLES') ALL
  /MODEL=ALPHA.
```

Case Processing Summary

		N	%
	Valid	216	100.0
Cases	Excluded[a]	0	.0
	Total	216	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items

.841	3

```
RELIABILITY
  /VARIABLES=CE1 CE2 CE3
  /SCALE('ALL VARIABLES') ALL
  /MODEL=ALPHA.
```

Case Processing Summary

		N	%
	Valid	216	100.0
Cases	Excluded[a]	0	.0
	Total	216	100.0

a. Listwise deletion based on all variables in the
procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.722	3

```
RELIABILITY
  /VARIABLES=L1 L2 L3 L4 L5
  /SCALE('ALL VARIABLES') ALL
  /MODEL=ALPHA.
```

Case Processing Summary

		N	%
	Valid	216	100.0
Cases	Excluded[a]	0	.0
	Total	216	100.0

a. Listwise deletion based on all variables in the
procedure.

Reliability Statistics

Cronbach's Alpha	N of Items

.723	5