



ภาคผนวก ค
ค่าความเชื่อมั่นของเครื่องมือวิจัย

ลิขสิทธิ์มหาวิทยาลัยราชภัฏสุราษฎร์ธานี
Copyright© Suratthani Rajabhat University
All Right Reserved

RELIABILITYANALYSIS – SCALE - ALPHA -

Item – total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
A2.1	53.13	32.219	.605	.864
A2.2	57.17	32.505	.533	.866
A2.3	56.69	34.152	.432	.871
A2.4	54.70	34.547	.329	.875
A2.5	57.14	33.767	.297	.878
A2.6	54.03	32.963	.623	.869
A2.7	58.31	30.150	.634	.861

Reliability Coefficients

N of Cases = 30

N of Items = 7

Cronbach's Alpha = .872

เจ้าหน้าที่ผู้ให้บริการ

ลิขสิทธิ์ © มหาวิทยาลัยราชภัฏสุราษฎร์ธานี

Copyright © Suratthani Rajabhat University

All Right Reserved

RELIABILITYANALYSIS – SCALE - ALPHA -

Item – total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
B3.1	47.67	103.576	.622	.954
B3.2	45.66	103.402	.811	.955
B3.3	48.35	102.826	.706	.956
B3.4	45.40	105.663	.627	.956
B3.5	44.10	100.714	.745	.954
B3.6	48.87	105.223	.735	.956

Reliability Coefficients

N of Cases = 30

N of Items = 6

Cronbach's Alpha = .954

สถานที่สภาพแวดล้อม

ลิขสิทธิ์มหาวิทยาลัยราชภัฏสุราษฎร์ธานี

Copyright© Suratthani Rajabhat University

All Right Reserved

RELIABILITYANALYSIS – SCALE - ALPHA -

Item – total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
C4.1	40.87	47.637	.700	.904
C4.2	40.53	46.189	.788	.900
C4.3	40.87	44.464	.864	.895
C4.4	40.87	46.878	.731	.903
C4.5	40.97	46.723	.765	.901

Reliability Coefficients

N of Cases = 30

N of Items = 5

Cronbach's Alpha = .914

สิ่งอำนวยความสะดวก

ลิขสิทธิ์มหาวิทยาลัยราชภัฏสุราษฎร์ธานี

Copyright© Suratthani Rajabhat University

All Right Reserved

RELIABILITYANALYSIS – SCALE - ALPHA -

Item – total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
D5.1	69.20	67.407	.519	.925
D5.2	69.13	69.430	.500	.926
D5.3	69.17	68.144	.636	.923
D5.4	57.14	33.766	.296	.878
D5.5	57.03	32.963	.622	.864
D5.6	57.31	29.150	.634	.862

Reliability Coefficients

N of Cases = 30

N of Items = 6

Cronbach's Alpha = .954

ส่งเสริมแนะนำบริการ

ลิขสิทธิ์มหาวิทยาลัยราชภัฏสุราษฎร์ธานี

Copyright© Suratthani Rajabhat University

All Right Reserved

RELIABILITYANALYSIS – SCALE - ALPHA -

Item – total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
E5.1	68.70	65.321	.698	.921
E5.2	69.20	63.062	.687	.922
E5.3	69.33	61.333	.704	.922
E5.4	68.57	68.392	.511	.925
E5.5	68.60	67.352	.572	.924
E5.6	68.80	65.752	.575	.924

Reliability Coefficients

N of Cases = 30

Cronbach's Alpha = .951

N of Items = 6

กระบวนกรให้บริการ

ลิขสิทธิ์มหาวิทยาลัยราชภัฏสุราษฎร์ธานี

Copyright© Suratthani Rajabhat University

All Right Reserved

RELIABILITYANALYSIS – SCALE - ALPHA -

Item – total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
A1	56.9475	32.8552	.4742	.8685
B1	56.0325	31.0158	.7970	.9545
C1	57.4925	32.4490	.8120	.9540
D1	56.3910	32.8545	.4872	.9137
E1	57.1666	32.3268	.5516	.9246

Reliability Coefficients

N of Cases = 30

N of Items = 5

Cronbach's Alpha = .929

ค่าความเชื่อมั่น เท่ากับ .93

ลิขสิทธิ์มหาวิทยาลัยราชภัฏสุราษฎร์ธานี

Copyright© Suratthani Rajabhat University

All Right Reserved