

Lampiran 1 (Kuesioner)

KUESIONER

No:

Sehubungan dengan pemenuhan persyaratan tugas akhir, saya selaku mahasiswa Universitas Katolik Widya Mandala Surabaya dengan ini mengharapkan kesediaan anda untuk mengisi kuesioner mengenai :
“Pengaruh *Corporate Image* Terhadap *Customer Loyalty* melalui *Customer Perceived Value* dan *Customer Satisfaction* pada Kartu Seluler Simpati di Surabaya.”

Hormat saya,
Febrian Rio Saputra

Bagian I

Pertanyaan yang berhubungan dengan karakteristik responden. Berilah **tanda silang (X)** sesuai dengan pilihan anda.

1. Sebutkan jenis kelamin anda?
 - a. Pria
 - b. Wanita
2. Berapa usia anda saat ini?
 - a. < 18 tahun
 - b. lebih dari 18 tahun
3. Berdomisili di Surabaya?
 - a. Ya
 - b. Tidak
4. Apakah anda mengetahui bahwa kartu seluler Simpati adalah produk dari PT. Telkomsel?
 - a. Ya
 - b. Tidak

Bagian II

Pernyataan yang berkaitan dengan variable *Corporate Image*, *Customer Perceived Value*, *Customer Satisfaction* dan *Customer Loyalty*.

Petunjuk:

Berilah **tanda centang** (√) pada salah satu jawaban yang Anda pilih:

STS : Sangat Tidak Setuju

TS : Tidak Setuju

N : Netral

S : Setuju

SS : Sangat Setuju

<i>Corporate Image (X)</i>						
NO	PERNYATAAN	STS	TS	N	S	SS
1	PT. Telkomsel merupakan perusahaan yang stabil dan mapan.					
2	PT. Telkomsel merupakan perusahaan yang inovatif dan melihat ke depan					
3	PT. Telkomsel adalah perusahaan yang memiliki kontribusi social bagi masyarakat					
4	PT. Telkomsel adalah perusahaan yang terkemuka di industri jasa penyedia jaringan seluler					
5	PT. Telkomsel merupakan perusahaan yang memiliki citra positif					

<i>Customer Perceived Value (Y1)</i>						
NO	PERNYATAAN	STS	TS	N	S	SS
1	Kartu seluler simpati memiliki keunggulan/nilai yang lebih dibanding					

	produk kartu seluler lain					
2	Kartu seluler simpati mempunyai manfaat yang tinggi					
3	Kualitas kartu seluler simpati sesuai dengan harapan anda					
4	Cara pemakaian/pengoperasian kartu seluler simpati adalah mudah					
5	Manfaat yang saya dapatkan dari pemakaian kartu seluler simpati setara dengan biaya yang saya keluarkan					

Customer Satisfaction (Y2)

NO	PERNYATAAN	STS	TS	N	S	SS
1	Secara keseluruhan saya merasa puas terhadap kartu seluler simpati					
2	Ekspektasi/harapan saya terhadap kualitas produk dan layanan kartu seluler simpati terpenuhi					
3	Kartu seluler simpati lebih baik dibanding kartu seluler lainnya					

Customer Loyalty (Y3)

NO	PERNYATAAN	STS	TS	N	S	SS
1	Saya akan terus menggunakan kartu seluler simpati ini					
2	Jika saya membeli kartu seluler baru, saya akan memilih kartu seluler simpati					
3	Saya merekomendasikan kartu seluler simpati ini kepada orang-orang					
4	Saya mendorong teman-teman untuk menggunakan kartu seluler simpati					
5	Saya tidak akan pindah ke kartu seluler lainnya selain kartu seluler simpati					

----- Terima kasih -----

Lampiran 2 Hasil Kueasioner

No	CI1	CI2	CI3	CI4	CI5	CPV1	CPV2	CPV3	CPV4	CPV5
1	3	3	4	3	5	5	4	4	4	4
2	4	4	4	4	4	4	4	4	4	3
3	4	4	3	4	5	4	4	5	3	4
4	3	3	3	3	3	5	4	4	4	3
5	4	4	5	4	4	4	4	5	4	4
6	4	3	4	4	4	5	4	5	5	3
7	4	4	3	3	4	4	3	5	5	3
8	3	3	3	3	3	5	4	4	4	4
9	4	4	5	4	5	4	5	5	5	5
10	4	4	3	4	5	5	4	4	4	4
11	3	4	4	3	3	4	4	5	5	5
12	4	4	3	4	4	5	4	4	4	5
13	4	4	5	4	3	4	3	5	5	4
14	3	3	3	3	3	3	4	4	5	4
15	4	4	4	4	4	4	3	4	4	5
16	3	3	3	3	3	3	4	4	5	4
17	3	3	4	3	3	4	4	5	4	5
18	4	4	5	4	3	4	5	4	5	4
19	4	4	5	3	4	5	4	5	5	5
20	4	4	2	4	4	4	4	5	4	4
21	3	3	3	3	3	5	5	4	5	5
22	4	4	3	4	4	4	4	5	5	4
23	3	3	3	3	3	3	4	5	4	4
24	4	4	3	4	4	3	5	5	5	5
25	4	4	4	3	4	4	4	5	5	4
26	3	3	4	3	3	4	4	4	4	4
27	5	5	4	5	4	3	3	3	3	3
28	3	3	3	4	3	3	4	4	4	4
29	4	4	3	3	4	4	3	4	4	3

Lanjutan Lampiran 2

No	CI1	CI2	CI3	CI4	CI5	CPV1	CPV2	CPV3	CPV4	CPV5
30	4	4	5	4	3	3	4	3	2	4
31	3	3	4	3	3	4	3	3	3	4
32	3	3	3	4	3	4	4	4	2	3
33	4	4	3	4	4	3	3	4	3	3
34	5	5	3	5	5	4	3	4	4	4
35	4	4	3	4	4	3	4	4	2	4
36	3	3	5	3	3	4	4	4	2	4
37	4	4	5	4	3	3	3	3	2	3
38	4	4	4	4	3	4	2	3	4	2
39	3	3	3	3	3	3	3	3	4	3
40	4	4	4	3	4	3	3	4	4	4
41	4	4	3	4	4	4	3	3	4	3
42	3	3	3	3	2	3	3	2	2	4
43	4	4	5	4	3	4	3	3	3	3
44	4	4	4	4	4	3	4	2	2	4
45	3	3	3	3	3	3	3	3	3	4
46	5	4	3	4	4	4	4	2	4	3
47	5	4	4	3	3	3	3	3	4	3
48	4	3	3	4	4	4	4	2	3	4
49	4	4	3	4	3	3	3	3	4	3
50	3	3	4	3	4	4	4	2	4	4
51	3	3	4	3	3	3	3	3	4	3
52	4	4	5	4	4	4	5	5	4	4
53	3	4	4	3	3	4	4	3	5	4
54	3	3	3	3	3	3	4	4	3	3
55	3	3	4	4	4	4	3	3	4	3
56	3	3	3	4	3	4	4	4	3	4
57	4	4	4	3	4	4	4	3	4	4

Lanjutan Lampiran 2

No	CI1	CI2	CI3	CI4	CI5	CPV1	CPV2	CPV3	CPV4	CPV5
58	5	4	3	4	5	5	5	5	5	5
59	2	4	2	2	2	3	3	3	3	3
60	3	3	4	3	4	4	4	4	3	4
61	3	4	3	3	3	4	4	3	4	4
62	5	3	5	3	3	5	4	5	5	5
63	2	3	2	4	4	3	2	2	3	3
64	4	4	5	3	3	5	5	5	5	5
65	3	3	4	4	3	4	4	4	4	4
66	5	3	5	5	5	3	5	4	5	5
67	4	4	5	4	4	4	4	3	4	5
68	5	5	4	5	5	5	4	5	5	4
69	3	3	4	4	3	4	4	4	4	3
70	4	4	5	5	4	5	4	5	5	4
71	3	3	4	3	3	3	3	3	3	3
72	5	5	4	5	4	5	5	5	5	5
73	3	3	4	3	4	4	4	4	4	4
74	4	5	5	5	5	5	5	5	5	5
75	3	4	4	3	3	4	4	4	4	4
76	4	4	5	3	4	5	4	4	5	5
77	2	4	3	4	2	3	3	3	4	3
78	2	2	3	2	2	3	2	3	3	3
79	4	4	4	4	4	4	3	4	4	4
80	5	5	4	5	5	3	2	3	3	3
81	2	1	1	1	1	2	1	2	2	2
82	3	3	4	3	4	5	4	5	5	5
83	2	1	1	1	2	4	3	4	4	4
84	3	3	4	4	3	3	2	3	3	3
85	2	1	1	2	2	4	2	4	3	4
86	4	3	4	4	3	4	3	4	4	4

Lanjutan Lampiran 2

No	CI1	CI2	CI3	CI4	CI5	CPV1	CPV2	CPV3	CPV4	CPV5
87	1	1	2	1	2	3	2	3	3	3
88	3	3	3	3	3	5	4	5	5	5
89	2	1	1	1	1	4	2	4	4	4
90	3	3	3	4	4	5	3	5	5	5
91	4	4	4	4	3	2	1	2	2	2
92	2	2	2	2	2	5	3	5	4	5
93	1	1	2	1	1	3	2	3	3	3
94	3	2	2	2	2	3	2	3	3	3
95	1	2	2	2	2	3	3	4	3	4
96	4	3	4	4	3	4	4	5	4	4
97	4	3	3	4	4	2	1	2	2	2
98	3	2	2	2	2	5	4	5	5	5
99	2	1	2	1	1	3	4	4	3	3
100	5	4	4	3	4	3	3	3	3	4
101	2	2	2	2	2	3	3	2	2	3
102	3	2	3	2	3	4	3	3	4	4
103	1	2	2	2	1	3	2	3	3	3
104	4	3	4	3	4	5	3	4	4	4
105	3	3	4	4	3	2	1	2	2	2
106	4	3	3	4	4	5	4	5	5	5
107	4	4	4	4	3	3	3	4	3	4
108	5	5	5	5	5	4	4	4	3	3
109	3	2	2	2	3	3	3	4	3	3
110	4	4	4	4	5	4	4	3	4	4
111	4	4	4	4	4	2	3	4	2	2
112	2	2	2	2	2	4	3	4	3	4
113	1	2	2	2	1	3	2	3	3	3
114	4	5	5	4	4	5	4	5	4	5
115	3	3	3	3	3	4	3	4	4	4

Lanjutan Lampiran 2

No	CI1	CI2	CI3	CI4	CI5	CPV1	CPV2	CPV3	CPV4	CPV5
116	4	4	4	4	5	3	4	3	3	3
117	4	3	3	3	4	4	3	4	4	4
118	4	4	3	4	3	5	4	5	5	4
119	4	3	3	4	3	3	3	4	3	3
120	2	2	2	3	2	4	4	5	4	4
121	1	1	1	2	2	3	3	4	3	3
122	3	3	3	2	3	4	4	5	4	4
123	4	3	3	2	3	2	3	3	2	3
124	3	5	5	4	4	3	4	5	3	3
125	1	1	1	1	2	2	3	2	2	2
126	3	3	3	3	3	5	4	5	5	4
127	3	5	4	4	4	2	1	2	2	2
128	5	4	4	5	5	5	4	5	5	5
129	3	4	4	4	4	3	2	3	3	3
130	2	3	3	3	3	2	3	2	2	3
131	2	2	2	2	2	2	1	2	2	2
132	4	4	4	3	4	5	4	5	4	5
133	3	3	3	3	3	3	3	4	3	3
134	4	4	4	4	3	4	4	4	4	3
135	4	5	3	4	4	3	3	4	3	4
136	5	5	5	5	5	3	3	4	3	3
137	1	2	2	2	2	2	2	4	2	2
138	3	3	3	3	3	3	2	3	3	3
139	2	2	3	2	4	4	3	3	4	3
140	2	3	2	2	2	3	2	3	3	4
141	4	4	4	4	3	4	3	4	4	3
142	4	5	5	4	4	5	4	5	5	5
143	4	3	4	3	4	4	3	4	4	4
144	3	3	4	4	4	5	4	5	5	5

Lanjutan Lampiran 2

No	CI1	CI2	CI3	CI4	CI5	CPV1	CPV2	CPV3	CPV4	CPV5
145	3	2	2	2	2	4	3	4	4	4
146	3	3	3	4	3	2	3	2	2	2
147	4	4	4	3	4	4	4	3	4	3
148	3	3	3	4	3	4	5	4	5	4
149	4	4	4	3	4	4	4	4	4	3
150	4	3	3	3	3	3	3	3	4	4
151	4	2	2	2	2	4	3	4	3	5
152	2	2	2	2	2	5	4	5	3	4
153	4	4	4	4	4	5	4	5	4	4
154	4	3	3	4	3	4	3	4	4	3
155	4	3	4	4	4	3	4	5	4	3
156	4	3	5	4	4	4	4	3	5	4
157	4	4	4	4	3	5	5	5	5	5
158	4	4	3	4	4	3	2	3	3	2
159	2	2	2	2	2	4	5	5	5	5
160	3	3	2	3	2	5	4	4	5	4
161	3	3	3	3	3	4	4	4	4	3
162	3	3	2	3	2	4	5	4	4	5
163	3	3	2	3	2	4	4	5	5	4
164	4	4	3	4	3	5	5	4	4	5
165	3	3	4	3	3	4	4	5	5	4
166	2	2	3	2	3	5	3	4	5	4
167	2	2	2	2	2	4	3	4	4	3
168	3	3	3	3	3	4	4	5	5	4
169	1	1	2	1	2	5	3	3	5	3
170	3	3	1	3	1	5	4	4	5	4
171	4	3	3	3	3	4	5	5	5	5
172	3	4	3	3	4	4	4	4	5	4
173	4	3	4	3	3	5	5	4	5	5

Lanjutan Lapmiran 2

No	CI1	CI2	CI3	CI4	CI5	CPV1	CPV2	CPV3	CPV4	CPV5
174	3	3	3	3	4	3	4	4	3	3
175	2	2	3	2	3	5	3	4	4	3
176	2	2	4	2	4	4	4	5	4	4
177	3	3	4	3	3	3	3	5	3	3
178	5	5	5	5	4	4	4	4	4	3
179	4	4	4	4	4	3	3	5	5	4
180	2	2	3	2	5	4	4	5	4	3
181	4	4	4	4	4	5	3	4	5	4
182	5	5	5	5	5	4	4	5	5	3
183	4	4	2	4	2	5	4	5	4	4
184	3	3	3	3	3	4	3	5	4	3
185	5	3	5	5	5	5	4	5	5	4
186	4	4	3	4	3	4	4	4	4	3
187	2	2	4	2	4	5	5	5	5	4
188	4	4	3	4	3	4	4	4	4	4
189	3	4	5	4	5	4	4	5	5	4
190	4	4	3	3	3	5	4	4	4	4
191	3	4	3	4	3	5	4	5	5	4
192	3	3	2	3	2	4	4	5	4	4
193	4	3	4	3	4	5	5	4	5	4
194	4	4	5	4	5	4	3	5	3	3
195	4	4	3	4	3	5	4	4	4	4
196	5	5	5	5	5	4	5	5	4	5
197	3	3	5	3	5	4	3	4	4	3
198	3	3	4	3	4	5	4	5	5	4
199	4	4	3	4	3	4	3	4	4	3
200	3	3	3	3	3	4	3	5	5	3

Lanjutan Lampiran 2

No	CS1	CS2	CS3	CL1	CL2	CL3	CL4	CL5
1	4	4	3	5	5	5	5	5
2	5	5	4	4	4	4	4	4
3	4	4	4	2	2	2	2	2
4	5	4	5	3	3	3	2	3
5	4	5	4	3	4	3	3	3
6	5	4	5	4	4	4	3	4
7	4	4	4	2	3	2	2	2
8	4	5	5	4	3	4	3	4
9	4	4	4	3	4	3	4	3
10	5	5	4	4	3	3	3	4
11	4	4	5	4	4	4	4	4
12	4	5	5	4	4	3	3	4
13	4	4	5	4	4	3	4	4
14	5	4	4	3	3	4	3	3
15	4	5	4	4	4	3	4	4
16	4	4	5	3	3	3	4	3
17	4	4	4	3	4	3	3	3
18	5	5	4	4	4	4	3	4
19	4	4	4	3	3	3	4	3
20	4	5	5	4	4	4	3	4
21	4	5	4	3	3	4	4	3
22	5	4	4	3	3	3	4	3
23	4	5	4	4	4	4	4	4
24	4	4	5	3	3	3	4	3
25	4	5	4	3	3	3	3	3
26	5	4	4	4	3	4	5	4
27	4	5	4	4	4	4	3	4
28	4	4	5	4	3	3	3	4
29	4	5	4	3	4	5	5	3

Lanjutan Lampiran 2

No	CS1	CS2	CS3	CL1	CL2	CL3	CL4	CL5
30	5	4	4	3	5	5	4	3
31	4	5	4	3	4	4	4	3
32	4	4	5	4	5	5	3	4
33	4	5	4	3	4	5	5	3
34	5	5	4	4	5	5	3	4
35	3	5	4	4	4	5	3	4
36	4	4	3	3	3	3	4	3
37	3	5	4	4	2	2	4	4
38	3	4	4	4	5	5	5	4
39	4	5	4	4	4	3	5	4
40	4	4	4	4	3	4	4	4
41	4	5	3	3	3	3	5	3
42	3	4	5	5	4	4	5	5
43	4	5	4	4	5	5	5	4
44	3	4	3	3	4	4	4	3
45	5	5	5	5	4	4	5	5
46	4	5	4	4	5	5	4	4
47	3	4	3	3	3	3	4	3
48	3	5	5	5	4	4	5	5
49	4	5	4	4	5	5	5	4
50	3	5	3	3	3	3	5	3
51	4	4	5	3	4	3	3	4
52	4	3	4	4	3	4	4	5
53	3	4	3	3	4	4	3	4
54	4	4	4	3	3	3	3	4
55	3	3	3	4	4	3	4	3
56	4	3	4	3	3	4	3	4
57	3	4	3	4	4	3	4	4

Lanjutan Lampiran 2

No	CS1	CS2	CS3	CL1	CL2	CL3	CL4	CL5
58	4	4	4	5	5	4	5	5
59	2	2	2	3	3	3	3	3
60	4	4	4	4	4	3	4	4
61	3	2	3	4	3	3	4	4
62	4	3	4	5	5	5	5	5
63	3	3	3	3	3	3	3	2
64	4	5	4	5	4	4	5	5
65	3	4	3	4	4	3	4	4
66	3	4	3	5	4	3	5	5
67	3	5	3	4	3	4	4	4
68	4	4	4	5	4	5	5	5
69	2	3	2	3	3	4	3	4
70	3	4	3	5	4	3	5	4
71	3	3	3	3	3	3	3	3
72	4	5	4	5	4	5	5	5
73	4	3	4	4	3	3	4	4
74	3	4	5	5	3	4	5	5
75	4	3	4	4	4	4	4	4
76	4	4	4	5	5	4	5	5
77	3	2	3	2	2	3	2	2
78	3	4	3	3	4	3	3	4
79	3	4	3	3	2	3	3	2
80	4	5	4	4	5	4	4	5
81	2	2	2	4	4	3	4	4
82	4	5	4	3	5	4	3	5
83	2	3	2	4	3	4	4	3
84	3	2	3	3	3	3	3	3
85	2	3	2	4	4	4	4	4
86	3	4	3	5	4	5	5	4

Lanjutan Lampiran 2

No	CS1	CS2	CS3	CL1	CL2	CL3	CL4	CL5
87	2	3	2	2	2	2	2	2
88	3	4	3	4	3	3	4	3
89	3	4	3	4	3	3	4	3
90	3	4	3	4	4	3	4	4
91	3	4	3	4	4	4	4	4
92	3	4	3	3	2	3	3	2
93	1	2	1	1	2	1	1	2
94	4	5	4	3	2	3	3	2
95	2	2	2	2	2	2	2	2
96	3	4	3	2	2	2	2	2
97	2	3	2	3	4	3	3	4
98	3	4	3	2	3	2	2	3
99	2	2	1	2	2	2	2	2
100	3	3	3	2	2	2	2	2
101	2	3	2	3	3	1	3	3
102	3	3	3	4	4	3	4	4
103	4	4	3	2	2	2	2	2
104	4	3	4	3	3	3	3	3
105	3	2	3	2	2	2	2	2
106	4	5	4	4	4	3	4	4
107	4	3	2	3	3	4	4	4
108	3	4	3	4	4	4	4	4
109	4	3	4	3	3	4	3	3
110	3	3	3	4	4	5	4	4
111	3	3	4	4	4	3	3	3
112	4	4	3	3	3	3	4	3
113	3	4	3	2	2	2	2	2
114	4	5	4	5	5	5	5	5
115	3	4	3	4	4	4	4	4

Lanjutan Lampiran 2

No	CS1	CS2	CS3	CL1	CL2	CL3	CL4	CL5
116	4	5	4	5	5	5	5	5
117	3	4	3	4	4	4	4	4
118	4	4	3	4	4	3	3	3
119	4	3	4	4	4	2	3	4
120	4	5	4	3	3	3	3	3
121	3	4	4	2	2	3	2	2
122	3	4	3	3	3	3	3	3
123	4	4	3	3	3	4	4	4
124	4	5	4	3	3	5	4	4
125	1	2	1	2	2	3	2	2
126	4	5	4	3	3	3	3	3
127	1	2	1	2	2	1	1	2
128	4	5	4	5	5	3	5	5
129	1	3	2	2	2	2	2	2
130	2	3	2	3	3	3	3	3
131	2	3	2	2	2	3	2	2
132	4	5	4	5	5	5	5	5
133	3	4	3	4	4	3	4	4
134	4	5	4	5	5	5	5	5
135	4	4	3	3	3	4	4	4
136	3	4	4	3	3	4	3	3
137	2	2	2	2	2	2	2	2
138	3	4	3	3	3	2	3	3
139	4	5	3	4	4	3	4	4
140	3	4	4	3	3	3	3	3
141	4	4	4	4	4	4	4	4
142	4	5	3	5	5	5	5	5
143	3	4	4	4	4	3	4	4
144	3	3	3	5	5	3	5	5

Lanjutan Lampiran 2

No	CS1	CS2	CS3	CL1	CL2	CL3	CL4	CL5
145	4	3	4	2	2	2	2	2
146	3	4	4	4	4	3	4	4
147	3	4	3	2	2	4	2	2
148	4	5	4	5	5	5	5	5
149	3	4	3	4	4	2	4	4
150	5	5	4	4	4	5	4	3
151	4	4	4	3	4	3	3	4
152	3	5	5	4	4	4	3	4
153	5	4	4	5	5	5	5	5
154	5	5	4	5	4	5	3	4
155	3	4	4	5	5	5	4	5
156	3	5	5	4	4	4	5	3
157	3	4	3	5	5	5	5	3
158	5	5	4	4	4	4	4	4
159	4	4	4	4	4	4	4	4
160	5	4	5	4	5	4	4	4
161	4	5	4	5	4	5	5	5
162	5	4	4	4	5	4	5	4
163	4	5	4	3	5	3	4	4
164	4	4	5	3	4	3	5	4
165	2	3	2	4	3	4	2	4
166	3	4	3	4	4	4	5	4
167	3	4	3	3	4	3	3	3
168	4	5	4	3	3	3	4	3
169	3	4	3	4	4	4	4	4
170	4	5	4	4	4	4	4	3
171	3	4	3	4	3	4	3	2
172	5	5	4	4	4	4	3	3
173	4	4	4	5	4	5	4	5

Lanjutan Lampiran 2

No	CS1	CS2	CS3	CL1	CL2	CL3	CL4	CL5
174	4	5	5	4	4	4	5	4
175	4	4	4	5	5	5	4	5
176	5	5	4	5	5	5	3	5
177	4	4	3	5	4	5	5	5
178	3	4	3	5	5	5	4	4
179	4	5	4	4	5	4	5	4
180	3	4	3	3	4	3	5	3
181	4	5	3	5	5	5	5	5
182	3	4	3	5	5	5	4	5
183	3	4	4	4	4	4	4	4
184	2	3	3	3	3	3	3	3
185	4	4	3	4	4	4	5	4
186	2	3	3	4	5	4	4	5
187	3	4	4	4	5	4	4	5
188	3	3	3	3	3	3	4	3
189	4	4	3	4	4	4	4	4
190	3	3	3	5	3	5	5	5
191	4	4	4	5	5	5	4	5
192	3	3	3	4	4	4	4	4
193	4	3	3	3	3	3	5	3
194	3	4	3	5	3	5	2	2
195	4	4	4	4	4	4	2	2
196	3	3	3	5	5	5	3	2
197	4	4	3	4	4	4	5	4
198	3	4	3	4	5	4	5	3
199	4	4	3	5	4	5	4	5
200	3	4	3	4	5	4	4	5

Lampiran 3 Karakteristik Responden

No.	Jenis Kelamin	Jumlah	Persentase (%)
1	Pria	117	58,5
2	Wanita	83	41,5
Total		200	100

No.	Usia	Jumlah	Persentase (%)
1	Kurang dari sama dengan 18 Tahun	0	0
2	Lebih dari 18 Tahun	200	100
Total		200	100

No.	Berdomisili di Surabaya	Jumlah	Persentase (%)
1	Ya	200	100
2	Tidak	0	0
Total		200	100

No.	Mengetahui bahwa Kartu Seluler Simpati adalah Produk PT. Telkomsel.	Jumlah	Persentase (%)
1	Ya	200	100
2	Tidak	0	0
Total		200	100

Lampiran 4 Statistik deskriptif

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
CI1	200	1.00	5.00	3.3650	.96771
CI2	200	1.00	5.00	3.2950	.96051
CI3	200	1.00	5.00	3.3950	1.02676
CI4	200	1.00	5.00	3.3100	.95312
CI5	200	1.00	5.00	3.3250	.97680
TCI	200	6.00	25.00	16.6900	4.22411
CI	200	1.20	5.00	3.3380	.84482
CPV1	200	2.00	5.00	3.8550	.85887
CPV2	200	1.00	5.00	3.5100	.89662
CPV3	200	2.00	5.00	3.9500	.92291
CPV4	200	2.00	5.00	3.8600	.94598
CPV5	200	2.00	5.00	3.7200	.82157
TCPV	200	9.00	25.00	18.8950	3.68400
CPV	200	1.80	5.00	3.7790	.73680
CS1	200	1.00	5.00	3.5200	.85042
CS2	200	2.00	5.00	3.9950	.84173
CS3	200	1.00	5.00	3.5300	.85602
TCS	200	4.00	15.00	11.0450	2.21756
CS	200	1.33	5.00	3.6809	.73936
CL1	200	1.00	5.00	3.6850	.91650
CL2	200	2.00	5.00	3.6800	.91750
CL3	200	1.00	5.00	3.6200	.95927
CL4	200	1.00	5.00	3.7200	.98817
CL5	200	2.00	5.00	3.6450	.94522
TCL	200	7.00	25.00	18.3500	4.04093
CL	200	1.40	5.00	3.6700	.80819
Valid N (listwise)	200				

Lampiran 5 Uji Validitas

Indikator	Standardized Loading	Cut Off	Keterangan
CI1	0.87	> 0,7	Valid
CI2	0.89	> 0,7	Valid
CI3	0.73	> 0,7	Valid
CI4	0.89	> 0,7	Valid
CI5	0.76	> 0,7	Valid
CPV1	0.83	> 0,7	Valid
CPV2	0.76	> 0,7	Valid
CPV3	0.73	> 0,7	Valid
CPV4	0.82	> 0,7	Valid
CPV5	0.76	> 0,7	Valid
CS1	0.84	> 0,7	Valid
CS2	0.73	> 0,7	Valid
CS3	0.83	> 0,7	Valid
CL1	0.91	> 0,7	Valid
CL2	0.82	> 0,7	Valid
CL3	0.74	> 0,7	Valid
CL4	0.76	> 0,7	Valid
CL5	0.85	> 0,7	Valid

Lampiran 6 Uji Relibilitas

Var	Ind	λ	λ^2	e_i	$\Sigma\lambda$	$(\Sigma\lambda)^2$	$\Sigma(\lambda^2)$	Σe_i	CR	VE
CI	CI1	0.87	0.76	0.24	4.14	17.14	3.45	1.55	0.92	0.69
	CI2	0.89	0.79	0.21						
	CI3	0.73	0.53	0.47						
	CI4	0.89	0.79	0.21						
	CI5	0.76	0.58	0.42						
CPV	CPV1	0.83	0.69	0.31	3.90	15.21	3.05	1.95	0.89	0.61
	CPV2	0.76	0.58	0.42						
	CPV3	0.73	0.53	0.47						
	CPV4	0.82	0.67	0.33						
	CPV5	0.76	0.58	0.42						
CS	CS1	0.84	0.71	0.29	2.40	5.76	1.93	1.07	0.84	0.64
	CS2	0.73	0.53	0.47						
	CS3	0.83	0.69	0.31						
CL	CL1	0.91	0.83	0.17	4.08	16.65	3.35	1.65	0.91	0.67
	CL2	0.82	0.67	0.33						
	CL3	0.74	0.55	0.45						
	CL4	0.76	0.58	0.42						
	CL5	0.85	0.72	0.28						

Lampiran 7 Uji Normalitas

DATE: 03/15/2014

TIME: 07:55

P R E L I S 2.80

BY

Karl G. Jöreskog & Dag Sörbom

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The following lines were read from file D:\Febrian\Input.PR2:

!PRELIS SYNTAX: Can be edited

SY='D:\Febrian\Input.PSF'

NS 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18

OU MA=CM XT

Total Sample Size = 200

Univariate Summary Statistics for Continuous Variables

Variable Mean St. Dev. T-Value Skewness Kurtosis Minimum Freq.
Maximum Freq.

C11 3.365 0.968 49.176 -0.107 -0.204 1.216 9 5.206

16	CI2	3.295	0.961	48.514	-0.077	-0.193	1.208	10	5.175
30	CI3	3.395	1.027	46.761	-0.105	-0.403	1.021	7	5.067
15	CI4	3.310	0.953	49.113	-0.101	-0.180	1.145	8	5.206
22	CI5	3.325	0.977	48.139	-0.073	-0.272	1.063	7	5.077
49	CPV1	3.855	0.859	63.476	-0.186	-0.609	2.025	12	5.038
20	CPV2	3.510	0.897	55.363	-0.135	-0.086	1.345	6	5.185
64	CPV3	3.950	0.923	60.528	-0.295	-0.795	2.100	16	5.063
57	CPV4	3.860	0.946	57.706	-0.229	-0.818	2.079	20	5.069
35	CPV5	3.720	0.822	64.034	-0.083	-0.452	1.971	12	5.018
19	CS1	3.520	0.850	58.536	-0.120	-0.038	1.321	4	5.136
58	CS2	3.995	0.842	67.121	-0.273	-0.565	2.182	12	5.073
21	CS3	3.530	0.856	58.319	-0.107	-0.078	1.320	4	5.111
39	CL1	3.685	0.917	56.862	-0.156	-0.441	0.873	1	5.060
39	CL2	3.680	0.918	56.723	-0.099	-0.683	2.031	23	5.062
41	CL3	3.620	0.959	53.368	-0.154	-0.435	1.056	3	5.028
48	CL4	3.720	0.988	53.239	-0.219	-0.547	0.929	2	5.076
38	CL5	3.645	0.945	54.536	-0.078	-0.745	2.045	28	5.083

Test of Univariate Normality for Continuous Variables

Skewness Kurtosis Skewness and Kurtosis

Variable Z-Score P-Value Z-Score P-Value Chi-Square P-Value

CI1	-0.631	0.528	-0.530	0.596	0.680	0.712
CI2	-0.455	0.649	-0.490	0.624	0.448	0.799
CI3	-0.620	0.535	-1.348	0.178	2.202	0.333
CI4	-0.596	0.551	-0.444	0.657	0.552	0.759
CI5	-0.431	0.666	-0.791	0.429	0.813	0.666
CPV1	-1.094	0.274	-1.937	0.053	5.137	0.078
CPV2	-0.797	0.425	-0.122	0.903	0.650	0.722
CPV3	-1.716	0.086	-1.753	0.083	5.035	0.079
CPV4	-1.341	0.180	-1.953	0.051	5.426	0.069
CPV5	-0.494	0.621	-1.580	0.114	2.741	0.254
CS1	-0.708	0.479	0.031	0.975	0.503	0.778
CS2	-1.591	0.112	-2.177	0.029	7.273	0.026
CS3	-0.630	0.529	-0.096	0.924	0.406	0.816
CL1	-0.920	0.357	-1.525	0.127	3.173	0.205
CL2	-0.588	0.557	-1.909	0.054	5.805	0.057
CL3	-0.909	0.363	-1.498	0.134	3.071	0.215
CL4	-1.286	0.198	-2.074	0.038	5.957	0.051
CL5	-0.460	0.645	-1.860	0.061	5.498	0.068

Relative Multivariate Kurtosis = 1.041

Test of Multivariate Normality for Continuous Variables

Skewness			Kurtosis			Skewness and Kurtosis		
Value	Z-Score	P-Value	Value	Z-Score	P-Value	Chi-Square	P-Value	
4.806	1.928	0.053	4.796	1.950	0.051	5.913	0.053	

Histograms for Continuous Variables

CI1	Frequency	Percentage	Lower Class Limit
	9	4.5	1.216
	0	0.0	1.615
	25	12.5	2.014
	0	0.0	2.413
	68	34.0	2.812
			3.211

80 40.0 3.610



0 0.0 4.009

0 0.0 4.408

18 9.0 4.807 □□□□□□□

CI2

Frequency Percentage Lower Class Limit

10 5.0 1.208 □□□□

0 0.0 1.605

25 12.5 2.001 □□□□□□□□□□□□

0 0.0 2.398

77 38.5 2.795



0 0.0 3.192

0 0.0 3.588

72 36.0 3.985



0 0.0 4.382

16 8.0 4.779 □□□□□□□

CI3

Frequency Percentage Lower Class Limit

7 3.5 1.021 □□□

0 0.0 1.425

30 15.0 1.830 □□□□□□□□□□□□□□□□

0 0.0 2.235

70 35.0 2.639



0 0.0 3.044

0 0.0 3.448

63 31.5 3.853



0 0.0 4.257

30 15.0 4.662 □□□□□□□□□□□□□□□□

CI4

Frequency Percentage Lower Class Limit

8 4.0 1.145 □□□

0 0.0 1.551

30 15.0 1.958 □□□□□□□□□□□□□□□□

0	0.0	2.364	
69	34.5	2.770	
□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□			
0	0.0	3.176	
78	39.0	3.582	
□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□			
0	0.0	3.988	
0	0.0	4.394	
15	7.5	4.800	□□□□□□

CI5

Frequency Percentage Lower Class Limit			
7	3.5	1.063	□□□
0	0.0	1.464	
30	15.0	1.866	□□□□□□□□□□□□□□□□
0	0.0	2.267	
76	38.0	2.668	
□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□			
0	0.0	3.070	
0	0.0	3.471	
65	32.5	3.872	
□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□			
0	0.0	4.274	
22	11.0	4.675	□□□□□□□□□□

CPV1

Frequency Percentage Lower Class Limit			
12	6.0	2.025	□□□□□
0	0.0	2.326	
0	0.0	2.628	
54	27.0	2.929	
□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□			
0	0.0	3.230	
0	0.0	3.531	
85	42.5	3.833	
□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□			
0	0.0	4.134	
0	0.0	4.435	
49	24.5	4.736	□□□□□□□□□□□□□□□□□□□□□□□□□□

CPV2

Frequency Percentage Lower Class Limit

6	3.0	1.345	□□
17	8.5	1.729	□□□□□□□□
0	0.0	2.113	
0	0.0	2.497	
66	33.0	2.881	
□□□□□□□□□□□□□□□□□□□□□□□□□□□□			
0	0.0	3.265	
91	45.5	3.649	
□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□			
0	0.0	4.033	
0	0.0	4.417	
20	10.0	4.801	□□□□□□□□

CPV3

Frequency Percentage Lower Class Limit

16	8.0	2.100	□□□□□□□□
0	0.0	2.396	
0	0.0	2.692	
42	21.0	2.989	□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	3.285	
0	0.0	3.581	
78	39.0	3.878	
□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□			
0	0.0	4.174	
0	0.0	4.470	
64	32.0	4.766	
□□□□□□□□□□□□□□□□□□□□□□□□□□□□			

CPV4

Frequency Percentage Lower Class Limit

20	10.0	2.079	□□□□□□□□□□
0	0.0	2.378	
0	0.0	2.677	
45	22.5	2.976	□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	3.275	
0	0.0	3.574	
78	39.0	3.873	
□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□			
0	0.0	4.172	
0	0.0	4.471	

95	47.5	3.917	
0	0.0	4.206	
0	0.0	4.495	
58	29.0	4.784	

CS3

Frequency	Percentage	Lower Class Limit	
4	2.0	1.320	<input type="checkbox"/>
15	7.5	1.699	<input type="checkbox"/>
0	0.0	2.078	
0	0.0	2.457	
73	36.5	2.836	
0	0.0	3.215	
0	0.0	3.595	
87	43.5	3.974	
0	0.0	4.353	
21	10.5	4.732	<input type="checkbox"/>

CL1

Frequency	Percentage	Lower Class Limit	
1	0.5	0.873	
0	0.0	1.291	
20	10.0	1.710	<input type="checkbox"/>
0	0.0	2.129	
0	0.0	2.548	
59	29.5	2.966	
0	0.0	3.385	
81	40.5	3.804	
0	0.0	4.223	
39	19.5	4.641	<input type="checkbox"/>

CL2

Frequency	Percentage	Lower Class Limit	
23	11.5	2.031	<input type="checkbox"/>
0	0.0	2.334	
0	0.0	2.637	

57 28.5 2.940

□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□

0 0.0 3.243

0 0.0 3.546

81 40.5 3.849

□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□

0 0.0 4.152

0 0.0 4.455

39 19.5 4.758 □□□□□□□□□□□□□□□□□□□□□□□□

CL3

Frequency Percentage Lower Class Limit

3 1.5 1.056 □

0 0.0 1.453

18 9.0 1.850 □□□□□□□□□□

0 0.0 2.247

72 36.0 2.645

□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□

0 0.0 3.042

0 0.0 3.439

66 33.0 3.836

□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□

0 0.0 4.233

41 20.5 4.630 □□□□□□□□□□□□□□□□□□□□□□□□□□

CL4

Frequency Percentage Lower Class Limit

2 1.0 0.929 □

0 0.0 1.344

23 11.5 1.759 □□□□□□□□□□□□

0 0.0 2.173

0 0.0 2.588

52 26.0 3.003

□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□

0 0.0 3.417

75 37.5 3.832

□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□

0 0.0 4.247

48 24.0 4.662

□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□

CL5

Frequency Percentage Lower Class Limit

28	14.0	2.045	□□□□□□□□□□□□□□
0	0.0	2.349	
0	0.0	2.652	
53	26.5	2.956	
□□□□□□□□□□□□□□□□□□□□			
0	0.0	3.260	
0	0.0	3.564	
81	40.5	3.867	
□□			
0	0.0	4.171	
0	0.0	4.475	
38	19.0	4.779	□□□□□□□□□□□□□□□□□□□□

Covariance Matrix

	CI1	CI2	CI3	CI4	CI5	CPV1
CI1	0.936					
CI2	0.704	0.923				
CI3	0.588	0.616	1.054			
CI4	0.705	0.730	0.594	0.908		
CI5	0.614	0.591	0.662	0.615	0.954	
CPV1	0.169	0.096	0.151	0.096	0.165	0.738
CPV2	0.265	0.220	0.286	0.222	0.259	0.430
CPV3	0.166	0.137	0.188	0.139	0.199	0.462
CPV4	0.204	0.133	0.203	0.134	0.202	0.572
CPV5	0.175	0.101	0.151	0.078	0.122	0.448
CS1	0.247	0.200	0.155	0.182	0.188	0.218
CS2	0.246	0.212	0.152	0.200	0.220	0.204
CS3	0.229	0.186	0.125	0.213	0.153	0.196
CL1	0.361	0.265	0.324	0.337	0.309	0.326
CL2	0.322	0.241	0.261	0.292	0.278	0.280
CL3	0.346	0.325	0.281	0.302	0.268	0.238
CL4	0.323	0.222	0.322	0.252	0.297	0.285
CL5	0.295	0.229	0.296	0.267	0.267	0.268

Covariance Matrix

	CPV2	CPV3	CPV4	CPV5	CS1	CS2
CPV2	0.804					
CPV3	0.456	0.852				
CPV4	0.489	0.548	0.895			
CPV5	0.476	0.414	0.460	0.675		
CS1	0.255	0.217	0.247	0.193	0.723	
CS2	0.196	0.153	0.217	0.169	0.411	0.709
CS3	0.284	0.195	0.198	0.201	0.489	0.407
CL1	0.293	0.229	0.285	0.215	0.223	0.272
CL2	0.245	0.199	0.276	0.153	0.266	0.301
CL3	0.268	0.178	0.192	0.113	0.304	0.318
CL4	0.294	0.135	0.304	0.238	0.243	0.321
CL5	0.267	0.186	0.240	0.178	0.240	0.265

Covariance Matrix

	CS3	CL1	CL2	CL3	CL4	CL5
CS3	0.733					
CL1	0.239	0.840				
CL2	0.252	0.603	0.842			
CL3	0.239	0.607	0.575	0.920		
CL4	0.226	0.615	0.553	0.511	0.976	
CL5	0.266	0.684	0.615	0.525	0.616	0.893

Means

CI1	CI2	CI3	CI4	CI5	CPV1
3.365	3.295	3.395	3.310	3.325	3.855

Means

CPV2	CPV3	CPV4	CPV5	CS1	CS2
3.510	3.950	3.860	3.720	3.520	3.995

Means

CS3	CL1	CL2	CL3	CL4	CL5
3.530	3.685	3.680	3.620	3.720	3.645

Standard Deviations

CI1	CI2	CI3	CI4	CI5	CPV1
0.968	0.961	1.027	0.953	0.977	0.859

Standard Deviations

CPV2	CPV3	CPV4	CPV5	CS1	CS2
0.897	0.923	0.946	0.822	0.850	0.842

Standard Deviations

CS3	CL1	CL2	CL3	CL4	CL5
0.856	0.917	0.918	0.959	0.988	0.945

The Problem used 34368 Bytes (= 0.1% of available workspace)

Lampiran 8 Hasil Output Lisrel

DATE: 3/15/2014

TIME: 8:02

L I S R E L 8.80

BY

Karl G. Jöreskog & Dag Sörbom

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The following lines were read from file D:\Febrian\Output.SPJ:

Raw Data from file 'D:\Febrian\Input.psf'

Sample Size = 200

Latent Variables CPV CS CL CI

Relationships

CPV1 = 1*CPV

CPV2 = CPV

CPV3 = CPV

CPV4 = CPV

CPV5 = CPV

CS1 = 1*CS

CS2 = CS

CS3 = CS

CL1 = 1*CL

CL2 = CL

CL4 = CL

CL5 = CL
 CL3 = CL
 CI1 = 1*CI
 CI2 = CI
 CI3 = CI
 CI4 = CI
 CI5 = CI
 CS = CPV
 CL = CPV CS
 CPV = CI
 CS = CI
 CL = CI
 Path Diagram
 Wide Print
 Print Residuals
 Number of Decimals = 3
 OPTIONS: AD=OFF ALL
 End of Problem

Sample Size = 200

Covariance Matrix

	CPV1	CPV2	CPV3	CPV4	CPV5	CS1	
CS2	CS3	CL1	CL2				
CPV1	0.738						
CPV2	0.446	0.804					
CPV3	0.470	0.473	0.852				
CPV4	0.583	0.494	0.546	0.895			
CPV5	0.447	0.475	0.413	0.458	0.675		
CS1	0.232	0.281	0.242	0.264	0.207	0.723	
CS2	0.220	0.224	0.171	0.235	0.179	0.430	0.709
CS3	0.208	0.301	0.213	0.215	0.209	0.517	0.430
0.733							
CL1	0.326	0.297	0.230	0.292	0.213	0.240	0.285
0.258	0.840						

CL2	0.280	0.249	0.195	0.277	0.151	0.278	0.315
0.271	0.612	0.842					
CL3	0.241	0.280	0.187	0.203	0.114	0.314	0.325
0.258	0.603	0.571					
CL4	0.281	0.299	0.137	0.307	0.238	0.267	0.330
0.245	0.620	0.563					
CL5	0.260	0.267	0.183	0.236	0.171	0.256	0.275
0.280	0.682	0.619					
CI1	0.179	0.280	0.174	0.217	0.183	0.282	0.268
0.268	0.367	0.328					
CI2	0.103	0.236	0.135	0.147	0.108	0.228	0.223
0.220	0.269	0.246					
CI3	0.153	0.285	0.176	0.201	0.146	0.170	0.163
0.141	0.321	0.263					
CI4	0.100	0.228	0.136	0.139	0.082	0.210	0.213
0.242	0.334	0.296					
CI5	0.168	0.266	0.192	0.207	0.122	0.202	0.233
0.174	0.309	0.280					

Covariance Matrix

	CL3	CL4	CL5	CI1	CI2	CI3	CI4
CI5							
	-----	-----	-----	-----	-----	-----	-----
CL3	0.920						
CL4	0.511	0.976					
CL5	0.523	0.624	0.893				
CI1	0.350	0.339	0.306	0.936			
CI2	0.324	0.239	0.236	0.721	0.923		
CI3	0.282	0.322	0.297	0.604	0.632	1.054	
CI4	0.304	0.258	0.271	0.710	0.747	0.606	0.908
CI5	0.270	0.297	0.267	0.619	0.602	0.675	0.617
0.954							

Initial Estimates (TSLs)

Measurement Equations

$$\text{CPV1} = 1.000 * \text{CPV}, \text{Errorvar.} = 0.206, R^2 = 0.721$$

$$\text{CPV2} = 0.928 * \text{CPV}, \text{Errorvar.} = 0.346, R^2 = 0.570$$

$$\text{CPV3} = 0.926 * \text{CPV}, \text{Errorvar.} = 0.396, R^2 = 0.535$$

$$\text{CPV4} = 1.067 * \text{CPV}, \text{Errorvar.} = 0.289, R^2 = 0.677$$

$$\text{CPV5} = 0.828 * \text{CPV}, \text{Errorvar.} = 0.310, R^2 = 0.541$$

$$\text{CS1} = 1.000 * \text{CS}, \text{Errorvar.} = 0.212, R^2 = 0.707$$

$$\text{CS2} = 0.863 * \text{CS}, \text{Errorvar.} = 0.328, R^2 = 0.537$$

$$\text{CS3} = 0.984 * \text{CS}, \text{Errorvar.} = 0.237, R^2 = 0.676$$

$$\text{CL1} = 1.000 * \text{CL}, \text{Errorvar.} = 0.128, R^2 = 0.847$$

$$\text{CL2} = 0.910 * \text{CL}, \text{Errorvar.} = 0.252, R^2 = 0.700$$

$$\text{CL3} = 0.814 * \text{CL}, \text{Errorvar.} = 0.449, R^2 = 0.512$$

$$\text{CL4} = 0.896 * \text{CL}, \text{Errorvar.} = 0.405, R^2 = 0.585$$

$$\text{CL5} = 0.944 * \text{CL}, \text{Errorvar.} = 0.259, R^2 = 0.710$$

$$\text{CI1} = 1.000 * \text{CI}, \text{Errorvar.} = 0.212, R^2 = 0.773$$

$$\text{CI2} = 1.003 * \text{CI}, \text{Errorvar.} = 0.194, R^2 = 0.790$$

$$\text{CI3} = 0.886 * \text{CI}, \text{Errorvar.} = 0.486, R^2 = 0.539$$

$$\text{CI4} = 0.994 * \text{CI}, \text{Errorvar.} = 0.193, R^2 = 0.787$$

$$\text{CI5} = 0.864 * \text{CI}, \text{Errorvar.} = 0.414, R^2 = 0.566$$

Structural Equations

$$\text{CPV} = 0.264 * \text{CI}, \text{Errorvar.} = 0.482, R^2 = 0.0949$$

$$\text{CS} = 0.389 * \text{CPV} + 0.227 * \text{CI}, \text{Errorvar.} = 0.359, R^2 = 0.297$$

$$\text{CL} = 0.239 * \text{CPV} + 0.374 * \text{CS} + 0.280 * \text{CI}, \text{Errorvar.} = 0.433, R^2 = 0.392$$

Reduced Form Equations

$$\text{CPV} = 0.264 * \text{CI}, \text{Errorvar.} = 0.482, R^2 = 0.0949$$

$$\text{CS} = 0.330 * \text{CI}, \text{Errorvar.} = 0.432, R^2 = 0.155$$

$$\text{CL} = 0.467 * \text{CI}, \text{Errorvar.} = 0.554, R^2 = 0.222$$

Variances of Independent Variables

$$\begin{array}{c} \text{CI} \\ \text{-----} \\ 0.724 \end{array}$$

Covariance Matrix of Latent Variables

	CPV	CS	CL	CI
CPV	0.532			
CS	0.251	0.511		
CL	0.274	0.318	0.712	
CI	0.191	0.239	0.338	0.724

Behavior under Minimization Iterations

Iter	Try	Abscissa	Slope	Function
1	0	0.00000000D+00	-0.30726981D-01	0.47589836D+00
	1	0.10000000D+01	0.39625537D-02	0.46290221D+00
	2	0.88577092D+00	0.21051000D-03	0.46266349D+00
2	0	0.00000000D+00	-0.47517024D-03	0.46266349D+00
	1	0.88577092D+00	-0.11155268D-03	0.46240377D+00
	2	0.17715418D+01	0.25043183D-03	0.46246538D+00
	3	0.11587387D+01	0.15554252D-06	0.46238857D+00
3	0	0.00000000D+00	-0.11446803D-04	0.46238857D+00
	1	0.11587387D+01	-0.33233392D-06	0.46238175D+00
4	0	0.00000000D+00	-0.23759857D-06	0.46238175D+00
	1	0.11587387D+01	0.57693672D-08	0.46238161D+00
5	0	0.00000000D+00	-0.40827244D-08	0.46238161D+00
	1	0.11587387D+01	0.22213412D-09	0.46238161D+00
6	0	0.00000000D+00	-0.73610418D-10	0.46238161D+00
	1	0.11587387D+01	0.90326744D-11	0.46238161D+00
	2	0.10320916D+01	0.73569005D-16	0.46238161D+00

Number of Iterations = 6

LISREL Estimates (Maximum Likelihood)

Measurement Equations

$$\text{CPV1} = 1.000 * \text{CPV}, \text{Errorvar.} = 0.231, R^2 = 0.687$$

(0.0316)
7.308

$$\text{CPV2} = 0.951 * \text{CPV}, \text{Errorvar.} = 0.345, R^2 = 0.571$$

(0.0811) (0.0412)
11.726 8.374

CPV3 = 0.951*CPV, Errorvar.= 0.393 , R² = 0.538

(0.0843) (0.0459)
11.285 8.575

CPV4 = 1.089*CPV, Errorvar.= 0.294 , R² = 0.671

(0.0834) (0.0392)
13.052 7.493

CPV5 = 0.878*CPV, Errorvar.= 0.285 , R² = 0.578

(0.0742) (0.0342)
11.829 8.323

CS1 = 1.000*CS, Errorvar.= 0.210 , R² = 0.710

(0.0370)
5.677

CS2 = 0.853*CS, Errorvar.= 0.335 , R² = 0.527

(0.0804) (0.0413)
10.605 8.110

CS3 = 0.993*CS, Errorvar.= 0.227 , R² = 0.691

(0.0829) (0.0377)
11.977 6.007

CL1 = 1.000*CL, Errorvar.= 0.149 , R² = 0.823

(0.0242)
6.143

CL2 = 0.910*CL, Errorvar.= 0.270 , R² = 0.679

(0.0577) (0.0328)
15.777 8.225

CL3 = 0.855*CL, Errorvar.= 0.416 , R² = 0.548

(0.0656) (0.0462)
13.025 8.990

$$\begin{aligned} \text{CL4} &= 0.904 * \text{CL}, \text{Errorvar.} = 0.412, R^2 = 0.578 \\ & (0.0664) \quad (0.0465) \\ & 13.614 \quad 8.861 \end{aligned}$$

$$\begin{aligned} \text{CL5} &= 0.970 * \text{CL}, \text{Errorvar.} = 0.243, R^2 = 0.728 \\ & (0.0575) \quad (0.0314) \\ & 16.885 \quad 7.739 \end{aligned}$$

$$\begin{aligned} \text{CI1} &= 1.000 * \text{CI}, \text{Errorvar.} = 0.232, R^2 = 0.752 \\ & (0.0303) \\ & 7.652 \end{aligned}$$

$$\begin{aligned} \text{CI2} &= 1.020 * \text{CI}, \text{Errorvar.} = 0.190, R^2 = 0.795 \\ & (0.0595) \quad (0.0271) \\ & 17.159 \quad 6.999 \end{aligned}$$

$$\begin{aligned} \text{CI3} &= 0.887 * \text{CI}, \text{Errorvar.} = 0.500, R^2 = 0.526 \\ & (0.0732) \quad (0.0546) \\ & 12.124 \quad 9.148 \end{aligned}$$

$$\begin{aligned} \text{CI4} &= 1.014 * \text{CI}, \text{Errorvar.} = 0.185, R^2 = 0.797 \\ & (0.0589) \quad (0.0265) \\ & 17.205 \quad 6.956 \end{aligned}$$

$$\begin{aligned} \text{CI5} &= 0.881 * \text{CI}, \text{Errorvar.} = 0.407, R^2 = 0.573 \\ & (0.0680) \quad (0.0454) \\ & 12.955 \quad 8.970 \end{aligned}$$

Structural Equations

$$\begin{aligned} \text{CPV} &= 0.239 * \text{CI}, \text{Errorvar.} = 0.467, R^2 = 0.0793 \\ & (0.0655) \quad (0.0683) \\ & 3.650 \quad 6.835 \end{aligned}$$

$$\begin{aligned} \text{CS} &= 0.399 * \text{CPV} + 0.241 * \text{CI}, \text{Errorvar.} = 0.359, R^2 = 0.300 \\ & (0.0795) \quad (0.0640) \quad (0.0566) \end{aligned}$$

5.018 3.769 6.349

CL = 0.287*CPV + 0.311*CS + 0.278*CI, Errorvar.= 0.434 , R² = 0.372

(0.0907) (0.0973) (0.0710) (0.0571)
3.166 3.196 3.910 7.601

Reduced Form Equations

CPV = 0.239*CI, Errorvar.= 0.467, R² = 0.0793

(0.0655)
3.650

CS = 0.337*CI, Errorvar.= 0.434, R² = 0.155

(0.0666)
5.054

CL = 0.451*CI, Errorvar.= 0.548, R² = 0.207

(0.0721)
6.258

Variances of Independent Variables

CI

0.704
(0.093)
7.573

Covariance Matrix of Latent Variables

CPV CS CL CI

----- ----- ----- -----

CPV 0.507
CS 0.243 0.513
CL 0.268 0.295 0.691
CI 0.168 0.237 0.318 0.704

Goodness of Fit Statistics

Degrees of Freedom = 129

Minimum Fit Function Chi-Square = 184.028 (P = 0.00106)

Normal Theory Weighted Least Squares Chi-Square = 181.861 (P = 0.00151)

Estimated Non-centrality Parameter (NCP) = 52.861

90 Percent Confidence Interval for NCP = (21.185 ; 92.566)

Minimum Fit Function Value = 0.925

Population Discrepancy Function Value (F0) = 0.266

90 Percent Confidence Interval for F0 = (0.106 ; 0.465)

Root Mean Square Error of Approximation (RMSEA) = 0.0454

90 Percent Confidence Interval for RMSEA = (0.0287 ; 0.0600)

P-Value for Test of Close Fit (RMSEA < 0.05) = 0.681

Expected Cross-Validation Index (ECVI) = 1.336

90 Percent Confidence Interval for ECVI = (1.177 ; 1.536)

ECVI for Saturated Model = 1.719

ECVI for Independence Model = 24.414

Chi-Square for Independence Model with 153 Degrees of Freedom = 4822.330

Independence AIC = 4858.330

Model AIC = 265.861

Saturated AIC = 342.000

Independence CAIC = 4935.700

Model CAIC = 446.390

Saturated CAIC = 1077.012

Normed Fit Index (NFI) = 0.962

Non-Normed Fit Index (NNFI) = 0.986

Parsimony Normed Fit Index (PNFI) = 0.811

Comparative Fit Index (CFI) = 0.988

Incremental Fit Index (IFI) = 0.988

Relative Fit Index (RFI) = 0.955

Critical N (CN) = 184.051

Root Mean Square Residual (RMR) = 0.0418
 Standardized RMR = 0.0487
 Goodness of Fit Index (GFI) = 0.908
 Adjusted Goodness of Fit Index (AGFI) = 0.906
 Parsimony Goodness of Fit Index (PGFI) = 0.685

Fitted Covariance Matrix

	CPV1	CPV2	CPV3	CPV4	CPV5	CS1	
CS2	CS3	CL1	CL2				
CPV1	0.738						
CPV2	0.482	0.804					
CPV3	0.482	0.459	0.852				
CPV4	0.552	0.525	0.525	0.895			
CPV5	0.445	0.423	0.423	0.484	0.675		
CS1	0.243	0.231	0.231	0.264	0.213	0.723	
CS2	0.207	0.197	0.197	0.225	0.182	0.438	0.709
CS3	0.241	0.229	0.229	0.262	0.211	0.510	0.435
0.733							
CL1	0.268	0.255	0.255	0.291	0.235	0.295	0.252
0.293	0.840						
CL2	0.244	0.232	0.232	0.265	0.214	0.268	0.229
0.267	0.629	0.842					
CL3	0.229	0.218	0.218	0.249	0.201	0.252	0.215
0.250	0.591	0.537					
CL4	0.242	0.230	0.230	0.263	0.212	0.267	0.227
0.265	0.625	0.568					
CL5	0.260	0.247	0.247	0.283	0.228	0.286	0.244
0.284	0.671	0.610					
CI1	0.168	0.160	0.160	0.183	0.148	0.237	0.202
0.235	0.318	0.289					
CI2	0.172	0.163	0.163	0.187	0.151	0.242	0.206
0.240	0.324	0.295					
CI3	0.149	0.142	0.142	0.163	0.131	0.210	0.179
0.209	0.282	0.256					

CI4	0.171	0.162	0.162	0.186	0.150	0.240	0.205
0.239	0.322	0.293					
CI5	0.148	0.141	0.141	0.161	0.130	0.209	0.178
0.207	0.280	0.255					

Fitted Covariance Matrix

	CL3	CL4	CL5	CI1	CI2	CI3	CI4
CI5							
CL3	0.920						
CL4	0.534	0.976					
CL5	0.573	0.606	0.893				
CI1	0.271	0.287	0.308	0.936			
CI2	0.277	0.293	0.314	0.719	0.923		
CI3	0.241	0.255	0.273	0.625	0.637	1.054	
CI4	0.275	0.291	0.312	0.714	0.728	0.634	0.908
CI5	0.239	0.253	0.272	0.621	0.633	0.551	0.629

0.954

Fitted Residuals

	CPV1	CPV2	CPV3	CPV4	CPV5	CS1	
CS2	CS3	CL1	CL2				
CPV1	0.000						
CPV2	-0.036	0.000					
CPV3	-0.012	0.014	0.000				
CPV4	0.031	-0.031	0.021	0.000			
CPV5	0.002	0.052	-0.010	-0.026	0.000		
CS1	-0.011	0.050	0.011	0.000	-0.006	0.000	
CS2	0.013	0.027	-0.026	0.010	-0.002	-0.008	0.000
CS3	-0.033	0.072	-0.017	-0.047	-0.002	0.007	-0.005
0.000							
CL1	0.058	0.042	-0.024	0.001	-0.022	-0.055	0.033
-0.035	0.000						
CL2	0.036	0.018	-0.037	0.011	-0.063	0.009	0.086
0.004	-0.016	0.000					
CL3	0.012	0.063	-0.031	-0.046	-0.087	0.062	0.110
0.007	0.013	0.034					

CL4	0.039	0.069	-0.093	0.044	0.025	0.000	0.103
-0.020	-0.005	-0.005					
CL5	0.000	0.020	-0.064	-0.046	-0.056	-0.030	0.030
-0.005	0.011	0.009					
CI1	0.011	0.120	0.014	0.034	0.035	0.045	0.066
0.033	0.049	0.039					
CI2	-0.068	0.072	-0.028	-0.040	-0.042	-0.014	0.016
-0.020	-0.055	-0.049					
CI3	0.004	0.143	0.034	0.039	0.015	-0.040	-0.017
-0.067	0.039	0.006					
CI4	-0.070	0.066	-0.026	-0.047	-0.067	-0.030	0.008
0.003	0.012	0.003					
CI5	0.020	0.125	0.051	0.045	-0.009	-0.007	0.055
-0.034	0.029	0.026					

Fitted Residuals

	CL3	CL4	CL5	CI1	CI2	CI3	CI4
CI5							
CL3	0.000						
CL4	-0.023	0.000					
CL5	-0.050	0.018	0.000				
CI1	0.079	0.052	-0.002	0.000			
CI2	0.047	-0.054	-0.079	0.002	0.000		
CI3	0.041	0.068	0.023	-0.021	-0.006	0.000	
CI4	0.029	-0.033	-0.041	-0.004	0.019	-0.028	0.000
CI5	0.031	0.045	-0.005	-0.001	-0.031	0.124	-0.012

Summary Statistics for Fitted Residuals

Smallest Fitted Residual = -0.093
 Median Fitted Residual = 0.000
 Largest Fitted Residual = 0.143

Stemleaf Plot

- 9|3
 - 8|7
 - 7|90

- 6|87743
 - 5|65540
 - 4|977662100
 - 3|76543311100
 - 2|88666432100
 - 1|77642210
 - 0|9876655554222100000000000000000000
 0|1223344677899
 1|0111122334456889
 2|001356799
 3|01133444569999
 4|12455579
 5|012258
 6|236689
 7|229
 8|6
 9|
 10|3
 11|0
 12|045
 13|
 14|3

Standardized Residuals

	CPV1	CPV2	CPV3	CPV4	CPV5	CS1	
CS2	CS3	CL1	CL2				
CPV1	--						
CPV2	-2.587	--					
CPV3	-0.777	0.682	--				
CPV4	2.744	-1.937	1.188	--			
CPV5	0.149	2.992	-0.521	-1.806	--		
CS1	-0.412	1.543	0.329	-0.003	-0.213	--	
CS2	0.409	0.716	-0.664	0.278	-0.061	-0.995	--
CS3	-1.189	2.156	-0.467	-1.504	-0.066	1.761	-0.552
--							
CL1	2.102	1.245	-0.665	0.028	-0.714	-2.341	1.052
-1.414	--						

CL2	1.101	0.461	-0.902	0.308	-1.788	0.311	2.412
0.142	-2.027	--					
CL3	0.315	1.423	-0.665	-1.065	-2.161	1.712	2.687
0.196	1.081	1.734					
CL4	0.991	1.556	-2.001	1.005	0.629	0.007	2.493
-0.546	-0.403	-0.254					
CL5	0.002	0.531	-1.579	-1.278	-1.628	-1.062	0.861
-0.162	1.576	0.742					
CI1	0.304	2.924	0.323	0.872	0.948	1.465	1.755
1.034	1.660	1.095					
CI2	-2.088	1.835	-0.662	-1.081	-1.185	-0.499	0.454
-0.694	-2.024	-1.441					
CI3	0.083	2.832	0.637	0.769	0.333	-0.954	-0.356
-1.584	0.928	0.136					
CI4	-2.165	1.682	-0.626	-1.278	-1.900	-1.092	0.216
0.114	0.459	0.080					
CI5	0.473	2.664	1.044	0.974	-0.200	-0.181	1.276
-0.870	0.758	0.603					

Standardized Residuals

	CL3	CL4	CL5	CI1	CI2	CI3	CI4
CI5							
CL3	--						
CL4	-0.879	--					
CL5	-2.833	1.025	--				
CI1	1.842	1.205	-0.060	--			
CI2	1.134	-1.308	-2.390	0.281	--		
CI3	0.778	1.274	0.501	-1.089	-0.355	--	
CI4	0.712	-0.805	-1.263	-0.438	2.792	-1.732	--
CI5	0.632	0.908	-0.115	-0.071	-2.156	4.358	-0.842

Summary Statistics for Standardized Residuals

Smallest Standardized Residual = -2.833

Median Standardized Residual = 0.000

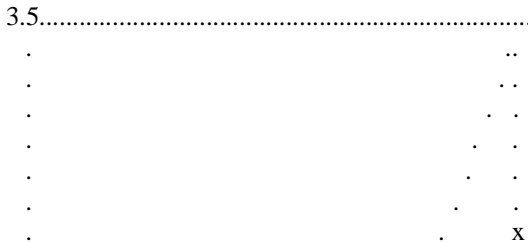
Largest Standardized Residual = 4.358

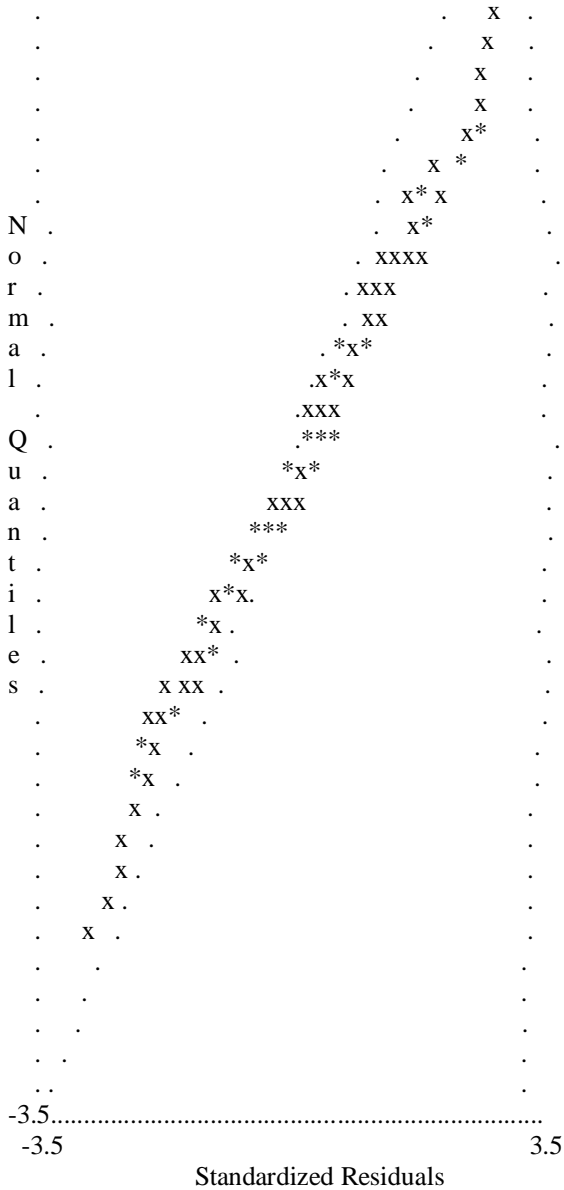
Stemleaf Plot

- 2|86
 - 2|432221000
 - 1|998876665
 - 1|443333221111100
 - 0|999888777777665555
 - 0|444443222211111000000000000000000000
 0|111111223333333334
 0|555556666777788899999
 1|00000011111222334
 1|556677778888
 2|124
 2|5777889
 3|0
 3|
 4|4

Largest Negative Standardized Residuals
 Residual for CPV2 and CPV1 -2.587
 Residual for CL5 and CL3 -2.833
 Largest Positive Standardized Residuals
 Residual for CPV4 and CPV1 2.744
 Residual for CPV5 and CPV2 2.992
 Residual for CL3 and CS2 2.687
 Residual for CI1 and CPV2 2.924
 Residual for CI3 and CPV2 2.832
 Residual for CI4 and CI2 2.792
 Residual for CI5 and CPV2 2.664
 Residual for CI5 and CI3 4.358

Qplot of Standardized Residuals





The Modification Indices Suggest to Add an Error Covariance

GA 2_1	0.000	0.000	0.000	0.000	-0.001	-0.001	0.000
0.000	0.000	0.000					
GA 3_1	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000					
PH 1_1	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000					
PS 1_1	-0.003	-0.002	-0.003	-0.002	0.000	0.000	0.000
0.000	0.000	0.000					
PS 2_2	0.000	0.000	0.000	0.000	-0.002	-0.002	0.000
0.000	0.000	0.000					
PS 3_3	0.000	0.000	0.000	0.000	0.000	0.000	-0.001
-0.001	-0.001	-0.001					
TE 1_1	0.001	0.001	0.001	0.000	0.000	0.000	0.000
0.000	0.000	0.000					
TE 2_2	-0.001	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000					
TE 3_3	0.000	-0.001	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000					
TE 4_4	0.000	0.000	-0.001	0.000	0.000	0.000	0.000
0.000	0.000	0.000					
TE 5_5	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000					
TE 6_6	0.000	0.000	0.000	0.000	0.001	0.001	0.000
0.000	0.000	0.000					
TE 7_7	0.000	0.000	0.000	0.000	-0.001	0.000	0.000
0.000	0.000	0.000					
TE 8_8	0.000	0.000	0.000	0.000	0.000	-0.001	0.000
0.000	0.000	0.000					
TE 9_9	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000					
TE 10_10	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000					
TE 11_11	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000					
TE 12_12	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000					
TE 13_13	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000					
TD 1_1	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000					

TE 3_3	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000						
TE 4_4	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000						
TE 5_5	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000						
TE 6_6	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000						
TE 7_7	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000						
TE 8_8	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000						
TE 9_9	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000						
TE 10_10	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000						
TE 11_11	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000						
TE 12_12	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000						
TE 13_13	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000						
TD 1_1	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000						
TD 2_2	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000						
TD 3_3	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000						
TD 4_4	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000						
TD 5_5	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000						

Covariance Matrix of Parameter Estimates

PH 1_1	PS 1_1	PS 2_2	PS 3_3	TE 1_1	TE 2_2	TE
3_3	TE 4_4	TE 5_5	TE 6_6			
-----	-----	-----	-----	-----	-----	-----
-----	-----					
PH 1_1	0.009					
PS 1_1	0.000	0.005				

PS 2_2	0.000	0.000	0.003					
PS 3_3	0.000	0.000	0.000	0.003				
TE 1_1	0.000	0.000	0.000	0.000	0.001			
TE 2_2	0.000	0.000	0.000	0.000	0.000	0.002		
TE 3_3	0.000	0.000	0.000	0.000	0.000	0.000	0.002	
TE 4_4	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.002								
TE 5_5	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.000	0.001							
TE 6_6	0.000	0.000	-0.001	0.000	0.000	0.000	0.000	
0.000	0.000	0.001						
TE 7_7	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.000	0.000	0.000						
TE 8_8	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.000	0.000	0.000						
TE 9_9	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.000	0.000	0.000						
TE 10_10	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.000	0.000	0.000						
TE 11_11	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.000	0.000	0.000						
TE 12_12	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.000	0.000	0.000						
TE 13_13	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.000	0.000	0.000						
TD 1_1	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.000	0.000	0.000						
TD 2_2	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.000	0.000	0.000						
TD 3_3	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.000	0.000	0.000						
TD 4_4	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.000	0.000	0.000						
TD 5_5	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.000	0.000	0.000						

Covariance Matrix of Parameter Estimates

TE 7_7	TE 8_8	TE 9_9	TE 10_10	TE 11_11	TE 12_12
TE 13_13	TD 1_1	TD 2_2	TD 3_3		

TE 7_7	0.002						
TE 8_8	0.000	0.001					
TE 9_9	0.000	0.000	0.001				
TE 10_10	0.000	0.000	0.000	0.001			
TE 11_11	0.000	0.000	0.000	0.000	0.002		
TE 12_12	0.000	0.000	0.000	0.000	0.000	0.002	
TE 13_13	0.000	0.000	0.000	0.000	0.000	0.000	0.001
TD 1_1	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.001							
TD 2_2	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.001						
TD 3_3	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.003					
TD 4_4	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000					
TD 5_5	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000					

Covariance Matrix of Parameter Estimates

	TD 4_4	TD 5_5
TD 4_4	0.001	
TD 5_5	0.000	0.002

Correlation Matrix of Parameter Estimates

	LY 2_1	LY 3_1	LY 4_1	LY 5_1	LY 7_2	LY 8_2	LY 10_3
LY 2_1	1.000						
LY 3_1	0.376	1.000					
LY 4_1	0.436	0.419	1.000				
LY 5_1	0.394	0.379	0.440	1.000			
LY 7_2	0.000	0.000	0.000	0.000	1.000		
LY 8_2	0.000	0.000	0.000	0.000	0.436	1.000	

LY 10_3	0.000	0.000	0.000	0.000	0.000	0.000	1.000
LY 11_3	0.000	0.000	0.000	0.000	0.000	0.000	0.279
1.000							
LY 12_3	0.000	0.000	0.000	0.000	0.000	0.000	0.291
0.239	1.000						
LY 13_3	0.000	0.000	0.000	0.000	0.000	0.000	0.364
0.299	0.313	1.000					
LX 2_1	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000					
LX 3_1	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000					
LX 4_1	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000					
LX 5_1	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000					
BE 2_1	0.167	0.161	0.186	0.168	-0.161	-0.201	0.000
0.000	0.000	0.000					
BE 3_1	0.106	0.102	0.118	0.107	-0.004	-0.002	-0.065
-0.053	-0.056	-0.070					
BE 3_2	-0.001	-0.001	0.000	-0.001	0.113	0.132	-0.066
-0.054	-0.056	-0.071					
GA 1_1	-0.120	-0.115	-0.135	-0.121	0.000	0.000	0.000
0.000	0.000	0.000					
GA 2_1	-0.001	-0.001	0.000	-0.001	-0.121	-0.151	0.000
0.000	0.000	0.000					
GA 3_1	0.000	0.000	0.000	0.000	-0.003	-0.001	-0.080
-0.066	-0.069	-0.087					
PH 1_1	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000					
PS 1_1	-0.452	-0.434	-0.507	-0.456	0.000	0.000	0.000
0.000	0.000	0.000					
PS 2_2	-0.001	-0.001	0.000	-0.001	-0.428	-0.517	0.000
0.000	0.000	0.000					
PS 3_3	0.000	0.000	0.000	0.000	-0.002	-0.001	-0.322
-0.264	-0.276	-0.346					
TE 1_1	0.199	0.190	0.232	0.201	0.000	0.000	0.000
0.000	0.000	0.000					
TE 2_2	-0.176	-0.007	-0.002	-0.006	0.000	0.000	0.000
0.000	0.000	0.000					
TE 3_3	-0.005	-0.164	-0.001	-0.005	0.000	0.000	0.000
0.000	0.000	0.000					

TE 4_4	-0.011	-0.012	-0.227	-0.011	0.000	0.000	0.000
0.000	0.000	0.000					
TE 5_5	-0.006	-0.007	-0.002	-0.179	0.000	0.000	0.000
0.000	0.000	0.000					
TE 6_6	0.000	0.000	0.000	0.000	0.318	0.442	0.000
0.000	0.000	0.000					
TE 7_7	0.000	0.000	0.000	0.000	-0.238	-0.010	0.000
0.000	0.000	0.000					
TE 8_8	0.000	0.000	0.000	0.000	-0.085	-0.430	0.000
0.000	0.000	0.000					
TE 9_9	0.000	0.000	0.000	0.000	0.000	0.000	0.221
0.175	0.184	0.245					
TE 10_10	0.000	0.000	0.000	0.000	0.000	0.000	-0.175
-0.017	-0.017	-0.018					
TE 11_11	0.000	0.000	0.000	0.000	0.000	0.000	-0.009
-0.125	-0.009	-0.009					
TE 12_12	0.000	0.000	0.000	0.000	0.000	0.000	-0.011
-0.010	-0.134	-0.010					
TE 13_13	0.000	0.000	0.000	0.000	0.000	0.000	-0.025
-0.023	-0.024	-0.207					
TD 1_1	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000					
TD 2_2	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000					
TD 3_3	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000					
TD 4_4	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000					
TD 5_5	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000	0.000	0.000					

Correlation Matrix of Parameter Estimates

	LX 2_1	LX 3_1	LX 4_1	LX 5_1	BE 2_1	BE 3_1
BE 3_2	GA 1_1	GA 2_1	GA 3_1			
	-----	-----	-----	-----	-----	-----
	-----	-----				
LX 2_1	1.000					
LX 3_1	0.391	1.000				
LX 4_1	0.553	0.392	1.000			
LX 5_1	0.418	0.294	0.419	1.000		

BE 2_1	0.000	0.000	0.000	0.000	1.000			
BE 3_1	0.000	0.000	0.000	0.000	0.018	1.000		
BE 3_2	0.000	0.000	0.000	0.000	-0.056	-0.445	1.000	
GA 1_1	0.118	0.083	0.118	0.089	-0.057	-0.044	0.002	
1.000								
GA 2_1	0.122	0.086	0.122	0.091	-0.248	0.016	-0.037	
-0.014	1.000							
GA 3_1	0.126	0.089	0.126	0.095	0.018	-0.085	-0.318	
0.003	-0.005	1.000						
PH 1_1	-0.490	-0.343	-0.491	-0.366	0.001	0.000	0.001	
-0.103	-0.107	-0.111						
PS 1_1	0.000	0.000	0.000	0.000	-0.191	-0.119	0.002	
0.081	0.016	0.008						
PS 2_2	0.000	0.000	0.000	0.000	0.074	0.023	-0.129	
0.001	0.083	0.017						
PS 3_3	0.000	0.000	0.000	0.000	0.001	0.028	-0.004	
0.001	0.001	0.046						
TE 1_1	0.000	0.000	0.000	0.000	0.084	0.055	-0.006	
-0.046	-0.006	-0.002						
TE 2_2	0.000	0.000	0.000	0.000	-0.003	-0.001	-0.003	
0.010	-0.003	-0.001						
TE 3_3	0.000	0.000	0.000	0.000	-0.003	-0.001	-0.003	
0.008	-0.003	-0.001						
TE 4_4	0.000	0.000	0.000	0.000	-0.006	-0.001	-0.006	
0.018	-0.005	-0.002						
TE 5_5	0.000	0.000	0.000	0.000	-0.003	-0.001	-0.003	
0.010	-0.003	-0.001						
TE 6_6	0.000	0.000	0.000	0.000	-0.100	-0.017	0.104	
0.000	-0.075	-0.013						
TE 7_7	0.000	0.000	0.000	0.000	0.023	-0.004	-0.006	
0.000	0.017	-0.003						
TE 8_8	0.000	0.000	0.000	0.000	0.077	-0.013	-0.020	
0.000	0.058	-0.010						
TE 9_9	0.000	0.000	0.000	0.000	0.000	-0.027	-0.028	
0.000	0.000	-0.034						
TE 10_10	0.000	0.000	0.000	0.000	0.000	0.008	0.008	
0.000	0.000	0.010						
TE 11_11	0.000	0.000	0.000	0.000	0.000	0.004	0.004	
0.000	0.000	0.005						
TE 12_12	0.000	0.000	0.000	0.000	0.000	0.005	0.005	
0.000	0.000	0.006						

Correlation Matrix of Parameter Estimates

	TD 4_4	TD 5_5
TD 4_4	1.000	
TD 5_5	-0.035	1.000

Covariances

Y - ETA

	CPV1	CPV2	CPV3	CPV4	CPV5	CS1	
CS2	CS3	CL1	CL2				
CPV	0.507	0.482	0.482	0.552	0.445	0.243	0.207
0.241	0.268	0.244					
CS	0.243	0.231	0.231	0.264	0.213	0.513	0.438
0.510	0.295	0.268					
CL	0.268	0.255	0.255	0.291	0.235	0.295	0.252
0.293	0.691	0.629					

Y - ETA

	CL3	CL4	CL5
CPV	0.229	0.242	0.260
CS	0.252	0.267	0.286
CL	0.591	0.625	0.671

Y - KSI

	CPV1	CPV2	CPV3	CPV4	CPV5	CS1	
CS2	CS3	CL1	CL2				
CI	0.168	0.160	0.160	0.183	0.148	0.237	0.202
0.235	0.318	0.289					

Y - KSI

	CL3	CL4	CL5
	-----	-----	-----
CI	0.271	0.287	0.308

X - ETA

	CI1	CI2	CI3	CI4	CI5
	-----	-----	-----	-----	-----
CPV	0.168	0.172	0.149	0.171	0.148
CS	0.237	0.242	0.210	0.240	0.209
CL	0.318	0.324	0.282	0.322	0.280

X - KSI

	CI1	CI2	CI3	CI4	CI5
	-----	-----	-----	-----	-----
CI	0.704	0.719	0.625	0.714	0.621

First Order Derivatives

LAMBDA-Y

	CPV	CS	CL
	-----	-----	-----
CPV1	0.000	0.047	-0.131
CPV2	0.000	-0.141	-0.117
CPV3	0.000	0.021	0.105
CPV4	0.000	0.045	0.027
CPV5	0.000	0.020	0.129
CS1	-0.022	0.000	0.081
CS2	-0.022	0.000	-0.168
CS3	0.041	0.000	0.062
CL1	-0.081	0.149	0.000
CL2	0.003	-0.073	0.000
CL3	0.031	-0.104	0.000
CL4	-0.050	-0.033	0.000

CL5 0.100 0.036 0.000

LAMBDA-X

CI

CI1 0.000
CI2 0.000
CI3 0.000
CI4 0.000
CI5 0.000

BETA

CPV CS CL

CPV 0.000 0.000 0.000
CS 0.000 0.000 0.000
CL 0.000 0.000 0.000

GAMMA

CI

CPV 0.000
CS 0.000
CL 0.000

PHI

CI

0.000

PSI

CPV CS CL

CPV 0.000
CS 0.000 0.000
CL 0.000 0.000 0.000

THETA-EPS

	CPV1	CPV2	CPV3	CPV4	CPV5	CS1	
CS2	CS3	CL1	CL2				
CPV1	0.000						
CPV2	0.452	0.000					
CPV3	0.131	-0.105	0.000				
CPV4	-0.454	0.306	-0.181	0.000			
CPV5	-0.028	-0.530	0.088	0.312	0.000		
CS1	0.099	0.037	-0.184	-0.133	0.079	0.000	
CS2	-0.199	0.187	0.199	-0.137	0.039	0.113	0.000
CS3	0.246	-0.417	-0.004	0.355	-0.183	-0.152	0.064
0.000							
CL1	-0.462	0.185	-0.100	0.101	-0.099	0.510	0.081
-0.041	0.000						
CL2	-0.155	0.197	-0.017	-0.244	0.369	-0.089	-0.200
0.038	0.410	0.000					
CL3	0.005	-0.281	-0.106	0.208	0.369	-0.383	-0.179
0.248	-0.206	-0.303					
CL4	0.096	-0.091	0.465	-0.236	-0.347	-0.025	-0.294
0.222	0.075	0.044					
CL5	0.092	-0.048	0.006	0.174	-0.007	0.103	0.204
-0.320	-0.305	-0.145					

THETA-EPS

	CL3	CL4	CL5
CL3	0.000		
CL4	0.131	0.000	
CL5	0.498	-0.178	0.000

THETA-DELTA-EPS

	CPV1	CPV2	CPV3	CPV4	CPV5	CS1
CS2	CS3	CL1	CL2			

CI1	-0.071	0.057	0.191	-0.014	-0.373	-0.219	-0.065
0.014	-0.120	-0.054					
CI2	0.249	-0.097	-0.016	0.063	-0.055	-0.128	0.001
0.022	0.518	0.150					
CI3	0.039	-0.174	-0.018	-0.047	-0.026	0.004	0.068
0.247	-0.050	0.161					
CI4	0.182	-0.080	-0.107	0.088	0.337	0.342	0.165
-0.496	-0.464	-0.162					
CI5	-0.099	-0.074	-0.120	-0.093	0.189	0.014	-0.228
0.302	-0.028	-0.047					

THETA-DELTA-EPS

	CL3	CL4	CL5
	-----	-----	-----
CI1	-0.011	-0.178	0.183
CI2	-0.518	0.151	0.072
CI3	0.119	-0.197	-0.167
CI4	0.137	0.349	0.103
CI5	0.162	-0.149	0.001

THETA-DELTA

	CI1	CI2	CI3	CI4	CI5
	-----	-----	-----	-----	-----
CI1	0.000				
CI2	-0.055	0.000			
CI3	0.181	0.062	0.000		
CI4	0.085	-0.538	0.303	0.000	
CI5	0.013	0.402	-0.611	0.159	0.000

Factor Scores Regressions

ETA

	CPV1	CPV2	CPV3	CPV4	CPV5	CS1
CS2	CS3	CL1	CL2			
	-----	-----	-----	-----	-----	-----

CPV	0.232	0.148	0.129	0.198	0.165	0.017	0.009
0.015	0.013	0.007					
CS	0.015	0.010	0.008	0.013	0.011	0.335	0.179
0.308	0.018	0.009					
CL	0.008	0.005	0.005	0.007	0.006	0.013	0.007
0.012	0.342	0.172					

ETA

	CL3	CL4	CL5	CI1	CI2	CI3	CI4
CI5							
	-----	-----	-----	-----	-----	-----	-----
CPV	0.004	0.004	0.008	0.001	0.002	0.001	0.002
0.001							
CS	0.006	0.006	0.011	0.007	0.009	0.003	0.009
0.004							
CL	0.105	0.112	0.204	0.007	0.009	0.003	0.009
0.004							

KSI

	CPV1	CPV2	CPV3	CPV4	CPV5	CS1
CS2	CS3	CL1	CL2			
	-----	-----	-----	-----	-----	-----
CI	0.001	0.001	0.001	0.001	0.001	0.008
0.007	0.011	0.006				0.004

KSI

	CL3	CL4	CL5	CI1	CI2	CI3	CI4
CI5							
	-----	-----	-----	-----	-----	-----	-----
CI	0.003	0.004	0.007	0.208	0.260	0.086	0.266
0.105							

Standardized Solution

LAMBDA-Y

	CPV	CS	CL
	-----	-----	-----
CPV1	0.712	--	--
CPV2	0.677	--	--
CPV3	0.677	--	--
CPV4	0.775	--	--
CPV5	0.625	--	--
CS1	--	0.717	--
CS2	--	0.611	--
CS3	--	0.711	--
CL1	--	--	0.831
CL2	--	--	0.756
CL3	--	--	0.710
CL4	--	--	0.751
CL5	--	--	0.807

LAMBDA-X

	CI

CI1	0.839
CI2	0.856
CI3	0.745
CI4	0.851
CI5	0.740

BETA

	CPV	CS	CL
	-----	-----	-----
CPV	--	--	--
CS	0.396	--	--
CL	0.246	0.268	--

GAMMA

	CI

CPV	0.282
CS	0.283

CL 0.280

Correlation Matrix of ETA and KSI

	CPV	CS	CL	CI
CPV	1.000			
CS	0.476	1.000		
CL	0.452	0.495	1.000	
CI	0.282	0.394	0.455	1.000

PSI

Note: This matrix is diagonal.

	CPV	CS	CL
	0.921	0.700	0.628

Regression Matrix ETA on KSI (Standardized)

	CI
CPV	0.282
CS	0.394
CL	0.455

Total and Indirect Effects

Total Effects of KSI on ETA

	CI
CPV	0.239 (0.065) 3.650
CS	0.337 (0.067) 5.054
CL	0.451

(0.072)
6.258

Indirect Effects of KSI on ETA

CI

CPV --
CS --
CL 0.451
(0.072)
6.258

Total Effects of ETA on ETA

	CPV	CS	CL
CPV	--	--	--
CS	0.399	--	--
	(0.079)		
	5.018		
CL	0.411	0.311	--
	(0.085)	(0.097)	
	4.850	3.196	

Largest Eigenvalue of B*B' (Stability Index) is 0.284

Indirect Effects of ETA on ETA

	CPV	CS	CL
CPV	--	--	--
CS	--	--	--
CL	0.124	--	--
	(0.045)		
	2.767		

Total Effects of ETA on Y

	CPV	CS	CL
	-----	-----	-----

CPV1	1.000	--	--
CPV2	0.951	--	--
	(0.081)		
	11.726		
CPV3	0.951	--	--
	(0.084)		
	11.285		
CPV4	1.089	--	--
	(0.083)		
	13.052		
CPV5	0.878	--	--
	(0.074)		
	11.829		
CS1	0.399	1.000	--
	(0.079)		
	5.018		
CS2	0.340	0.853	--
	(0.070)	(0.080)	
	4.848	10.605	
CS3	0.396	0.993	--
	(0.079)	(0.083)	
	5.000	11.977	
CL1	0.411	0.311	1.000
	(0.085)	(0.097)	
	4.850	3.196	
CL2	0.374	0.283	0.910
	(0.078)	(0.089)	(0.058)
	4.772	3.173	15.777
CL3	0.351	0.266	0.855
	(0.075)	(0.085)	(0.066)
	4.671	3.143	13.025
CL4	0.371	0.281	0.904
	(0.079)	(0.089)	(0.066)
	4.697	3.151	13.614
CL5	0.399	0.302	0.970
	(0.083)	(0.095)	(0.057)
	4.801	3.182	16.885

Indirect Effects of ETA on Y

CPV CS CL

CPV1	--	--	--
CPV2	--	--	--
CPV3	--	--	--
CPV4	--	--	--
CPV5	--	--	--
CS1	0.399	--	--
	(0.079)		
	5.018		
CS2	0.340	--	--
	(0.070)		
	4.848		
CS3	0.396	--	--
	(0.079)		
	5.000		
CL1	0.411	0.311	--
	(0.085)	(0.097)	
	4.850	3.196	
CL2	0.374	0.283	--
	(0.078)	(0.089)	
	4.772	3.173	
CL3	0.351	0.266	--
	(0.075)	(0.085)	
	4.671	3.143	
CL4	0.371	0.281	--
	(0.079)	(0.089)	
	4.697	3.151	
CL5	0.399	0.302	--
	(0.083)	(0.095)	
	4.801	3.182	

Total Effects of KSI on Y

CI

CPV1	0.239
	(0.065)
	3.650
CPV2	0.227
	(0.063)
	3.610

CPV3	0.227
	(0.063)
	3.596
CPV4	0.260
	(0.071)
	3.645
CPV5	0.210
	(0.058)
	3.613
CS1	0.337
	(0.067)
	5.054
CS2	0.287
	(0.059)
	4.881
CS3	0.334
	(0.066)
	5.036
CL1	0.451
	(0.072)
	6.258
CL2	0.410
	(0.067)
	6.092
CL3	0.385
	(0.065)
	5.888
CL4	0.408
	(0.069)
	5.940
CL5	0.438
	(0.071)
	6.153

Standardized Total and Indirect Effects

Standardized Total Effects of KSI on ETA

CI

 CPV 0.282
 CS 0.394
 CL 0.455

Standardized Indirect Effects of KSI on ETA

CI

 CPV --
 CS 0.112
 CL 0.175

Standardized Total Effects of ETA on ETA

	CPV	CS	CL
CPV	--	--	--
CS	0.396	--	--
CL	0.352	0.268	--

Standardized Indirect Effects of ETA on ETA

	CPV	CS	CL
CPV	--	--	--
CS	--	--	--
CL	0.106	--	--

Standardized Total Effects of ETA on Y

	CPV	CS	CL
CPV1	0.712	--	--
CPV2	0.677	--	--
CPV3	0.677	--	--
CPV4	0.775	--	--
CPV5	0.625	--	--
CS1	0.284	0.717	--
CS2	0.242	0.611	--
CS3	0.282	0.711	--

CL1	0.293	0.223	0.831
CL2	0.266	0.203	0.756
CL3	0.250	0.190	0.710
CL4	0.264	0.201	0.751
CL5	0.284	0.216	0.807

Standardized Indirect Effects of ETA on Y

	CPV	CS	CL
	-----	-----	-----
CPV1	--	--	--
CPV2	--	--	--
CPV3	--	--	--
CPV4	--	--	--
CPV5	--	--	--
CS1	0.284	--	--
CS2	0.242	--	--
CS3	0.282	--	--
CL1	0.293	0.223	--
CL2	0.266	0.203	--
CL3	0.250	0.190	--
CL4	0.264	0.201	--
CL5	0.284	0.216	--

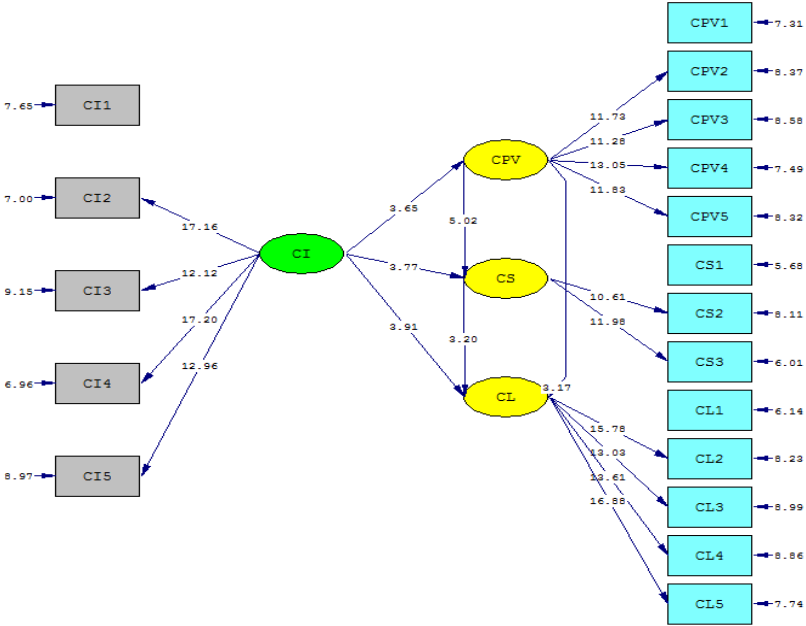
Standardized Total Effects of KSI on Y

	CI

CPV1	0.201
CPV2	0.191
CPV3	0.191
CPV4	0.218
CPV5	0.176
CS1	0.282
CS2	0.241
CS3	0.280
CL1	0.379
CL2	0.344
CL3	0.323
CL4	0.342
CL5	0.367

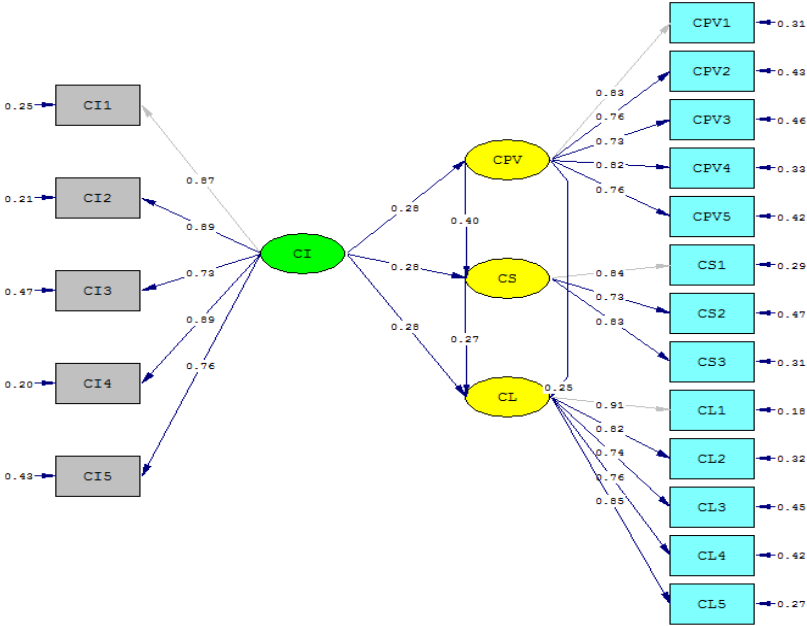
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Lampiran 9 Gambar T-Value



Chi-Square=151.86, df=129, P-value=0.00151, RMSEA=0.045

Lampiran 10 Gambar Standardized



Lampiran 11 Gambar Estimates

