

Lampiram 1. Hasil Pengujian Normalitas Data

Test of Univariate Normality for Continuous Variables

Variable	Skewness		Kurtosis		Skewness and Kurtosis	
	Z-Score	P-Value	Z-Score	P-Value	Chi-Square	P-Value
X11	- 5.284	0.000	2.494	0.013	34.137	0.000
X12	- 4.960	0.000	2.064	0.039	28.861	0.000
X13	- 5.613	0.000	3.167	0.002	41.535	0.000
X14	- 5.986	0.000	3.742	0.000	49.831	0.000
X21	- 5.081	0.000	2.410	0.016	31.629	0.000
X22	- 5.043	0.000	2.468	0.014	31.520	0.000
X23	-5.631	0.000	3.006	0.003	40.743	0.000
X24	- 4.456	0.000	1.838	0.066	23.237	0.000
X31	- 4.817	0.000	2.390	0.017	28.915	0.000
X32	- 5.926	0.000	3.504	0.000	47.394	0.000
X33	- 5.827	0.000	3.167	0.002	43.986	0.000
X34	- 5.517	0.000	3.095	0.002	40.015	0.000
Y11	- 5.751	0.000	3.104	0.002	42.709	0.000
Y12	- 5.454	0.000	2.998	0.003	38.732	0.000
Y13	- 5.407	0.000	3.043	0.002	38.495	0.000

Y21	-5.230	0.000	2.490	0.013	33.549	0.000
Y22	-5.146	0.000	2.475	0.013	32.607	0.000
Y23	- 5.137	0.000	2.408	0.016	32.184	0.000

Relative Multivariate Kurtosis = 1.084

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
69.661	10.880	0.000	390.329	5.809	0.000	152.112	0.000

Lampiran 2. Output Hasil Penelitian

DATE: 12/ 1/2014

TIME: 21:45

L I S R E L 8.70

BY

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The following lines were read from file D:\Kul\BOOO\DATA\MODEL.spl:

MODEL PENELITIAN

OBSERVED VARIABLES X11-X14 X21-X24 X31-X34 Y11-Y13 Y21-  
Y23

COVARIANCE MATRIX FROM FILE D:\Kul\BOOO\DATA.COV

ASYMPTOTIC COVARIANCE MATRIX FROM FILE

D:\Kul\BOOO\DATA.ACM

LATENT VARIABLES KD KP KI KEKON NMU

SAMPLE SIZE 150

RELATIONSHIP

$X_{11}=1 * KD$

$X_{12}-X_{14}=KD$

$X_{21}=1 * KP$

$X_{22}-X_{24}=KP$

$X_{31}=1 * KI$

$X_{32}-X_{34}=KI$

$Y_{11}=1 * KEKON$

$Y_{12}-Y_{13}=KEKON$

$Y_{21}=1 * NMU$

$Y_{22}-Y_{23}=NMU$

KEKON= KD KP KI

NMU= KEKON KD KP KI

OPTIONS: SC EF

PATH DIAGRAM

END OF PROGRAM

Sample Size = 150

MODEL PENELITIAN

Covariance Matrix

	Y11	Y12	Y13	Y21	Y22	Y23
	-----	-----	-----	-----	-----	-----
Y11	0.89					
Y12	0.71	0.85				
Y13	0.62	0.68	0.79			
Y21	0.62	0.64	0.64	0.96		
Y22	0.63	0.61	0.61	0.79	0.90	
Y23	0.64	0.64	0.63	0.79	0.80	0.98
X11	0.62	0.58	0.58	0.66	0.64	0.67
X12	0.62	0.59	0.58	0.62	0.64	0.65
X13	0.63	0.62	0.58	0.67	0.64	0.67
X14	0.61	0.58	0.54	0.62	0.60	0.62
X21	0.61	0.60	0.58	0.61	0.62	0.64
X22	0.56	0.55	0.55	0.61	0.60	0.61
X23	0.59	0.55	0.54	0.66	0.70	0.64
X24	0.53	0.52	0.49	0.56	0.56	0.58
X31	0.53	0.49	0.49	0.52	0.50	0.54
X32	0.57	0.54	0.52	0.54	0.53	0.55
X33	0.68	0.63	0.59	0.65	0.65	0.66
X34	0.68	0.60	0.55	0.61	0.62	0.63

Covariance Matrix

	X11	X12	X13	X14	X21	X22
	-----	-----	-----	-----	-----	-----
X11	0.93					

X12	0.78	0.90				
X13	0.70	0.72	0.88			
X14	0.63	0.61	0.70	0.89		
X21	0.62	0.60	0.66	0.68	0.91	
X22	0.60	0.57	0.58	0.58	0.70	0.84
X23	0.62	0.60	0.62	0.56	0.63	0.70
X24	0.58	0.57	0.53	0.48	0.55	0.59
X31	0.49	0.52	0.49	0.49	0.51	0.48
X32	0.54	0.56	0.55	0.56	0.53	0.50
X33	0.64	0.66	0.64	0.60	0.55	0.57
X34	0.60	0.60	0.60	0.57	0.55	0.52

#### Covariance Matrix

	X23	X24	X31	X32	X33	X34
	-----	-----	-----	-----	-----	-----
X23	0.93					
X24	0.70	0.78				
X31	0.54	0.59	0.73			
X32	0.54	0.53	0.64	0.83		
X33	0.64	0.57	0.60	0.68	0.94	
X34	0.59	0.51	0.53	0.62	0.77	0.84

#### MODEL PENELITIAN

Number of Iterations = 20

LISREL Estimates (Robust Maximum Likelihood)

## Measurement Equations

$$Y11 = 1.00*KEKON, \text{Errorvar.} = 0.21, R^2 = 0.77$$

(0.024)

8.46

$$Y12 = 1.02*KEKON, \text{Errorvar.} = 0.14, R^2 = 0.84$$

(0.056)

(0.020)

18.15

6.75

$$Y13 = 0.95*KEKON, \text{Errorvar.} = 0.17, R^2 = 0.78$$

(0.061)

(0.020)

15.54

8.43

$$Y21 = 1.00*NMU, \text{Errorvar.} = 0.17, R^2 = 0.82$$

(0.026)

6.48

$$Y22 = 1.00*NMU, \text{Errorvar.} = 0.11, R^2 = 0.88$$

(0.048)

(0.019)

20.66

5.69

$$Y23 = 1.01*NMU, \text{Errorvar.} = 0.17, R^2 = 0.82$$

(0.062)

(0.029)

16.35

5.97

$$X11 = 1.00*KD, \text{Errorvar.} = 0.19, R^2 = 0.79$$

(0.025)

7.73

$$X12 = 1.00*KD, \text{Errorvar.} = 0.17, R^2 = 0.81$$

(0.065) (0.026)

15.47 6.49

X13 = 0.99\*KD, Errorvar.= 0.16 , R<sup>2</sup> = 0.82

(0.068) (0.019)

14.66 8.30

X14 = 0.90\*KD, Errorvar.= 0.29 , R<sup>2</sup> = 0.67

(0.10) (0.045)

9.02 6.55

X21 = 1.00\*KP, Errorvar.= 0.27 , R<sup>2</sup> = 0.70

(0.050)

5.54

X22 = 1.02\*KP, Errorvar.= 0.18 , R<sup>2</sup> = 0.79

(0.069) (0.026)

14.79 6.79

X23 = 1.08\*KP, Errorvar.= 0.20 , R<sup>2</sup> = 0.79

(0.092) (0.041)

11.71 4.79

X24 = 0.95\*KP, Errorvar.= 0.21 , R<sup>2</sup> = 0.73

(0.097) (0.024)

9.78 8.69

X31 = 1.00\*KI, Errorvar.= 0.24 , R<sup>2</sup> = 0.67

(0.025)

9.70

X32 = 1.11\*KI, Errorvar.= 0.23 , R<sup>2</sup> = 0.73

(0.099) (0.038)



11.28	5.98
$X33 = 1.28 * KI$ , Errorvar.= 0.14 , $R^2 = 0.85$	
(0.080)	(0.018)
15.96	7.55
$X34 = 1.18 * KI$ , Errorvar.= 0.15 , $R^2 = 0.82$	
(0.091)	(0.020)
13.04	7.70

### Structural Equations

$KEKON = 0.33 * KD + 0.19 * KP + 0.51 * KI$ , Errorvar.= 0.13 , $R^2 = 0.81$				
(0.13)	(0.13)	(0.16)	(0.022)	
2.47	1.41	3.22	6.01	

$NMU = 0.33 * KEKON + 0.25 * KD + 0.38 * KP + 0.078 * KI$ , Errorvar.= 0.14  
,  $R^2 = 0.82$

(0.15)	(0.15)	(0.15)	(0.15)	(0.025)
2.18	1.67	2.50	0.50	5.70

### Reduced Form Equations

$KEKON = 0.33 * KD + 0.19 * KP + 0.51 * KI$ , Errorvar.= 0.13, $R^2 = 0.81$				
(0.13)	(0.13)	(0.16)		
2.47	1.41	3.22		

$NMU = 0.36 * KD + 0.44 * KP + 0.25 * KI$ , Errorvar.= 0.16, $R^2 = 0.80$				
(0.14)	(0.15)	(0.14)		
2.58	2.96	1.79		

Covariance Matrix of Independent Variables

	KD	KP	KI
	-----	-----	-----
KD	0.73 (0.13) 5.50		
KP	0.59 (0.12) 4.98	0.63 (0.13)	
KI	0.51 (0.10) 4.91	0.46 (0.10)	0.49 (0.11) 4.66

Covariance Matrix of Latent Variables

	KEKON	NMU	KD	KP	KI
	-----	-----	-----	-----	-----
KEKON	0.69				
NMU	0.63	0.79			
KD	0.61	0.65	0.73		
KP	0.55	0.61	0.59	0.63	
KI	0.50	0.51	0.51	0.46	0.49

Goodness of Fit Statistics

Degrees of Freedom = 125

Minimum Fit Function Chi-Square = 309.34 (P = 0.0)

Normal Theory Weighted Least Squares Chi-Square = 300.17 (P = 0.00)

Satorra-Bentler Scaled Chi-Square = 289.83 (P = 0.00)

Chi-Square Corrected for Non-Normality = 3344.60 (P = 0.0)

Estimated Non-centrality Parameter (NCP) = 164.83

90 Percent Confidence Interval for NCP = (119.04 ; 218.34)

Minimum Fit Function Value = 2.08

Population Discrepancy Function Value (F0) = 1.11

90 Percent Confidence Interval for F0 = (0.80 ; 1.47)

Root Mean Square Error of Approximation (RMSEA) = 0.094

90 Percent Confidence Interval for RMSEA = (0.080 ; 0.11)

P-Value for Test of Close Fit (RMSEA < 0.05) = 0.00

Expected Cross-Validation Index (ECVI) = 2.56

90 Percent Confidence Interval for ECVI = (2.26 ; 2.92)

ECVI for Saturated Model = 2.30

ECVI for Independence Model = 72.85

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

10818.94

Independence AIC = 10854.94

Model AIC = 381.83

Saturated AIC = 342.00

Independence CAIC = 10927.14

Model CAIC = 566.32

Saturated CAIC = 1027.82

Normed Fit Index (NFI) = 0.97

Non-Normed Fit Index (NNFI) = 0.98

Parsimony Normed Fit Index (PNFI) = 0.80

Comparative Fit Index (CFI) = 0.98

Incremental Fit Index (IFI) = 0.98

Relative Fit Index (RFI) = 0.97

Critical N (CN) = 85.67

Root Mean Square Residual (RMR) = 0.031

Standardized RMR = 0.036

Goodness of Fit Index (GFI) = 0.82

Adjusted Goodness of Fit Index (AGFI) = 0.75

Parsimony Goodness of Fit Index (PGFI) = 0.60

The Modification Indices Suggest to Add an Error Covariance

Between	and	Decrease in Chi-Square	New Estimate
Y13	Y11	10.7	-0.07
X12	X11	26.4	0.12
X14	X12	12.9	-0.09
X14	X13	11.5	0.08
X21	X14	17.4	0.11
X22	X21	18.1	0.11
X23	Y22	14.7	0.07
X23	X21	20.4	-0.15
X24	X21	10.6	-0.08

X24	X23	22.3	0.12
X31	X24	34.4	0.12
X32	X31	37.1	0.14
X33	X21	8.4	-0.06
X34	Y11	10.6	0.06
X34	X31	14.0	-0.08
X34	X33	17.2	0.09

## MODEL PENELITIAN

### Standardized Solution

#### LAMBDA-Y

	KEKON	NMU
	-----	-----
Y11	0.83	--
Y12	0.85	--
Y13	0.79	--
Y21	--	0.89
Y22	--	0.89
Y23	--	0.90

#### LAMBDA-X

	KD	KP	KI
	-----	-----	-----
X11	0.86	--	--

X12	0.86	--	--
X13	0.85	--	--
X14	0.77	--	--
X21	--	0.79	--
X22	--	0.81	--
X23	--	0.86	--
X24	--	0.75	--
X31	--	--	0.70
X32	--	--	0.78
X33	--	--	0.90
X34	--	--	0.83

BETA

	KEKON	NMU
	-----	-----
KEKON	--	--
NMU	0.31	--

GAMMA

	KD	KP	KI
	-----	-----	-----
KEKON	0.34	0.18	0.43
NMU	0.24	0.34	0.06

Correlation Matrix of ETA and KSI

	KEKON	NMU	KD	KP	KI
	-----	-----	-----	-----	-----
KEKON	1.00				
NMU	0.86	1.00			
KD	0.86	0.86	1.00		
KP	0.83	0.86	0.87	1.00	
KI	0.87	0.82	0.85	0.83	1.00

### PSI

Note: This matrix is diagonal.

KEKON	NMU
-----	-----
0.19	0.18

### Regression Matrix ETA on KSI (Standardized)

	KD	KP	KI
	-----	-----	-----
KEKON	0.34	0.18	0.43
NMU	0.35	0.40	0.19

### MODEL PENELITIAN

Completely Standardized Solution

### LAMBDA-Y

KEKON	NMU
-----	-----

Y11	0.88	--
Y12	0.92	--
Y13	0.89	--
Y21	--	0.91
Y22	--	0.94
Y23	--	0.91

LAMBDA-X

	KD	KP	KI
	-----	-----	-----
X11	0.89	--	--
X12	0.90	--	--
X13	0.91	--	--
X14	0.82	--	--
X21	--	0.83	--
X22	--	0.89	--
X23	--	0.89	--
X24	--	0.86	--
X31	--	--	0.82
X32	--	--	0.85
X33	--	--	0.92
X34	--	--	0.90

BETA

	KEKON	NMU
	-----	-----
KEKON	--	--



NMU	0.31	--	
GAMMA			
	KD	KP	KI
	-----	-----	-----
KEKON	0.34	0.18	0.43
NMU	0.24	0.34	0.06

Correlation Matrix of ETA and KSI

	KEKON	NMU	KD	KP	KI
	-----	-----	-----	-----	-----
KEKON	1.00				
NMU	0.86	1.00			
KD	0.86	0.86	1.00		
KP	0.83	0.86	0.87	1.00	
KI	0.87	0.82	0.85	0.83	1.00

PSI

Note: This matrix is diagonal.

	KEKON	NMU
	-----	-----
	0.19	0.18

THETA-EPS

	Y11	Y12	Y13	Y21	Y22	Y23
	-----	-----	-----	-----	-----	-----

0.23    0.16    0.22    0.18    0.12    0.18

THETA-DELTA

X11	X12	X13	X14	X21	X22
-----	-----	-----	-----	-----	-----
0.21	0.19	0.18	0.33	0.30	0.21

THETA-DELTA

X23	X24	X31	X32	X33	X34
-----	-----	-----	-----	-----	-----
0.21	0.27	0.33	0.27	0.15	0.18

Regression Matrix ETA on KSI (Standardized)

	KD	KP	KI
	-----	-----	-----
KEKON	0.34	0.18	0.43
NMU	0.35	0.40	0.19

## MODEL PENELITIAN

### Total and Indirect Effects

#### Total Effects of KSI on ETA

	KD	KP	KI
	-----	-----	-----
KEKON	0.33	0.19	0.51
	(0.13)	(0.13)	(0.16)
	2.47	1.41	3.22
NMU	0.36	0.44	0.25
	(0.14)	(0.15)	(0.14)
	2.58	2.96	1.79

#### Indirect Effects of KSI on ETA

	KD	KP	KI
	-----	-----	-----
KEKON	--	--	--
NMU	0.11	0.06	0.17

(0.07)	(0.05)	(0.09)
1.54	1.16	1.92

Total Effects of ETA on ETA

	KEKON	NMU
	-----	-----
KEKON	--	--
NMU	0.33	--
	(0.15)	
	2.18	

Largest Eigenvalue of  $B \cdot B'$  (Stability Index) is 0.110

Total Effects of ETA on Y

	KEKON	NMU
	-----	-----
Y11	1.00	--
Y12	1.02	--
	(0.06)	
	18.15	
Y13	0.95	--

	(0.06)	
	15.54	
Y21	0.33	1.00
	(0.15)	
	2.18	
Y22	0.33	1.00
	(0.15)	(0.05)
	2.21	20.66
Y23	0.33	1.01
	(0.15)	(0.06)
	2.17	16.35

Indirect Effects of ETA on Y

	KEKON	NMU
	-----	-----
Y11	--	--
Y12	--	--
Y13	--	--
Y21	0.33	--
	(0.15)	
	2.18	
Y22	0.33	--

	(0.15)	
	2.21	
Y23	0.33	--
	(0.15)	
	2.17	

Total Effects of KSI on Y

	KD	KP	KI
	-----	-----	-----
Y11	0.33	0.19	0.51
	(0.13)	(0.13)	(0.16)
	2.47	1.41	3.22
Y12	0.34	0.19	0.52
	(0.14)	(0.14)	(0.16)
	2.49	1.40	3.21
Y13	0.31	0.18	0.48
	(0.13)	(0.13)	(0.15)
	2.48	1.40	3.26
Y21	0.36	0.44	0.25
	(0.14)	(0.15)	(0.14)
	2.58	2.96	1.79

Y22	0.36	0.44	0.25
	(0.14)	(0.15)	(0.14)
	2.54	2.98	1.80
Y23	0.37	0.45	0.25
	(0.14)	(0.15)	(0.14)
	2.58	2.94	1.80

## MODEL PENELITIAN

### Standardized Total and Indirect Effects

#### Standardized Total Effects of KSI on ETA

	KD	KP	KI
	-----	-----	-----
KEKON	0.34	0.18	0.43
NMU	0.35	0.40	0.19

#### Standardized Indirect Effects of KSI on ETA

	KD	KP	KI
	-----	-----	-----
KEKON	--	--	--

NMU      0.11    0.06    0.13

Standardized Total Effects of ETA on ETA

	KEKON	NMU
	-----	-----
KEKON	--	--
NMU	0.31	--

Standardized Total Effects of ETA on Y

	KEKON	NMU
	-----	-----
Y11	0.83	--
Y12	0.85	--
Y13	0.79	--
Y21	0.28	0.89
Y22	0.27	0.89
Y23	0.28	0.90

Completely Standardized Total Effects of ETA on Y

	KEKON	NMU
	-----	-----
Y11	0.88	--
Y12	0.92	--
Y13	0.89	--
Y21	0.28	0.91
Y22	0.29	0.94



Y23	0.28	0.91
-----	------	------

Standardized Indirect Effects of ETA on Y

	KEKON	NMU
	-----	-----
Y11	--	--
Y12	--	--
Y13	--	--
Y21	0.28	--
Y22	0.27	--
Y23	0.28	--

Completely Standardized Indirect Effects of ETA on Y

	KEKON	NMU
	-----	-----
Y11	--	--
Y12	--	--
Y13	--	--
Y21	0.28	--
Y22	0.29	--
Y23	0.28	--

Standardized Total Effects of KSI on Y

	KD	KP	KI
	-----	-----	-----
Y11	0.28	0.15	0.36

Y12	0.29	0.15	0.36
Y13	0.27	0.14	0.34
Y21	0.31	0.35	0.17
Y22	0.31	0.35	0.17
Y23	0.31	0.35	0.17

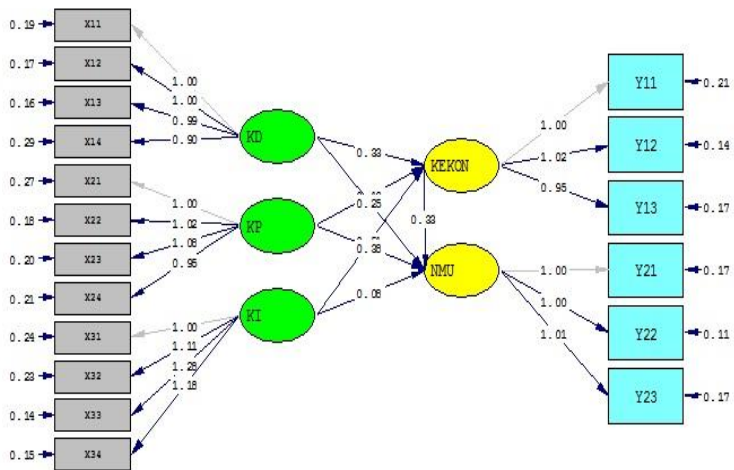
Completely Standardized Total Effects of KSI on Y

	KD	KP	KI
	-----	-----	-----
Y11	0.30	0.16	0.38
Y12	0.31	0.16	0.39
Y13	0.30	0.16	0.38
Y21	0.32	0.36	0.18
Y22	0.33	0.37	0.18
Y23	0.32	0.36	0.18

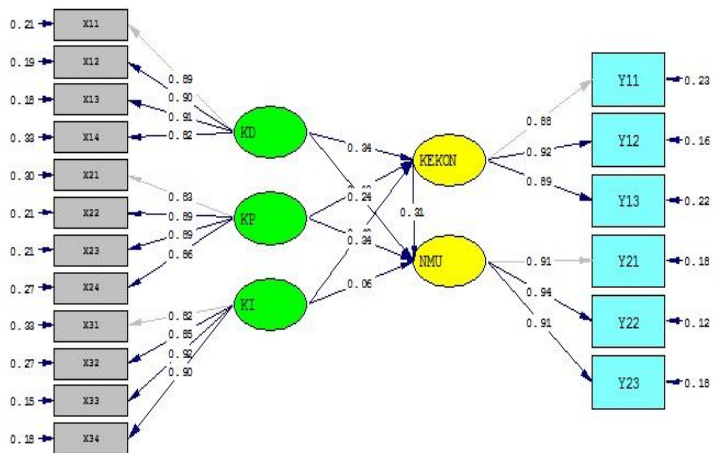
Time used: 2.824 Seconds

Lampiran 3. Path Diagram

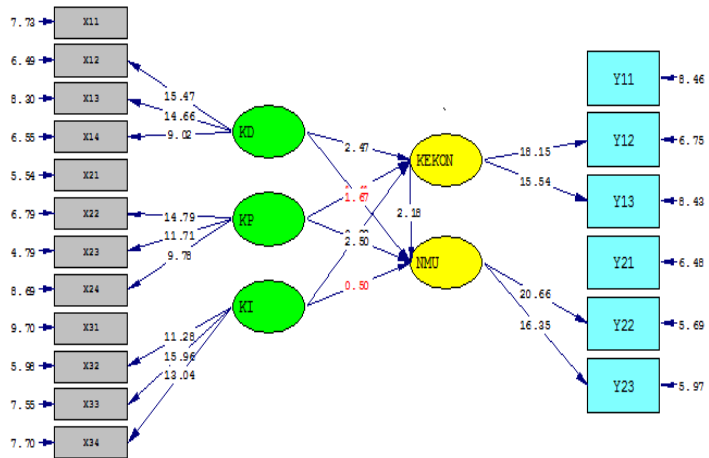
a. Estimates



b. Standardized Solution



### c. T-Values



Lampiran 4. Pengujian Reliabilitas Model Pengukuran CR dan VE masing-masing variabel

1. Perhitungan CR dan VE variabel keadilan prosedural

Indikator	$\lambda$	$\lambda^2$	$\phi$
X11	0,89	0,79	0,21
X12	0,90	0,81	0,19
X13	0,91	0,83	0,17
X14	0,82	0,67	0,33
$\Sigma$	3,52	3,1	0,9
$(\Sigma\lambda)^2$	12,39		
CR	$12,39 / (12,39 + 0,9) = 0,93$		
VE	$3,1 / (3,1 + 0,9) = 0,78$		

Hasil perhitungan CR dan VE menunjukkan hasil model pengukuran variabel laten keadilan distributif terbukti reliabel berdasarkan pendekatan CR dan VE.

2. Perhitungan CR dan VE variabel keadilan prosedural

Indikator	$\lambda$	$\lambda^2$	$\phi$
X21	0,83	0,69	0,31
X22	0,89	0,79	0,21

X23	0,89	0,79	0,21
X24	0,86	0,74	0,26
$\Sigma$	3,47	3,01	0,99
$(\Sigma\lambda)^2$	12,04		
CR	$12,04 / (12,04 + 0,9) = 0,93$		
VE	$3,01 / (3,01 + 0,9) = 0,77$		

Hasil perhitungan CR dan VE menunjukkan hasil model pengukuran variabel laten keadilan prosedural terbukti reliabel berdasarkan pendekatan CR dan VE.

### 3. Perhitungan CR dan VE variabel keadilan interaksional

Indikator	$\lambda$	$\lambda^2$	$\phi$
X31	0,82	0,67	0,33
X32	0,85	0,72	0,28
X33	0,92	0,85	0,15
X34	0,90	0,81	0,19
$\Sigma$	3,49	3,05	0,95
$(\Sigma\lambda)^2$	12,18		

$$\text{CR} \quad 12,18 / (12,18 + 0,95) = 0,93$$

$$\text{VE} \quad 3,05 / (3,05 + 0,95) = 0,76$$

Hasil perhitungan CR dan VE menunjukkan hasil model pengukuran variabel laten keadilan interaksional terbukti reliabel berdasarkan pendekatan CR dan VE.

#### 4. Perhitungan CR dan VE variabel kepuasan konsumen

Indikator	$\lambda$	$\lambda^2$	$\phi$
Y11	0,88	0,77	0,23
Y12	0,92	0,85	0,15
Y13	0,89	0,79	0,21
$\Sigma$	2,69	2,41	0,59
$(\Sigma\lambda)^2$	7,24		
CR		$7,24 / (7,24 + 0,59) = 0,93$	
VE		$2,41 / (2,41 + 0,59) = 0,80$	

Hasil perhitungan CR dan VE menunjukkan hasil model pengukuran variabel laten kepuasan konsumen terbukti reliabel berdasarkan pendekatan CR dan VE.

### 5. Perhitungan CR dan VE variabel minat membeli ulang

Indikator	$\lambda$	$\lambda^2$	$\phi$
Y11	0,91	0,83	0,17
Y12	0,94	0,88	0,12
Y13	0,91	0,83	0,17
$\Sigma$	2,76	2,54	0,46
$(\Sigma\lambda)^2$	7,62		
CR		$7,62 / (7,62 + 0,46) = 0,94$	
VE		$2,54 / (2,54 + 0,46) = 0,85$	

Hasil perhitungan CR dan VE menunjukkan hasil model pengukuran variabel laten minat membeli ulang terbukti reliabel berdasarkan pendekatan CR dan VE.



## Lampiran 5. Kuisisioner

### **KUISISIONER**

#### **Pengaruh Pemulihan Layanan Terhadap Minat Membeli Ulang Melalui Kepuasan Konsumen Di Carrefour Kalimas Surabaya**

Responden yang terhormat, mohon kesediaan anda untuk mengisi kuisisioner ini. Tujuan kuisisioner ini hanya untuk penelitian ilmiah. Terima kasih atas kesediaan anda untuk berpartisipasi dalam memberikan tanggapan pada kuisisioner ini.

**Isilah kuisisioner dibawah ini dengan membubuhkan tanda silang (X) pada tanggapan yang anda anggap benar.**

1 = Sangat Tidak Setuju (STS)

4 = Setuju (S)

2 = Tidak Setuju (TS)

5 = Sangat Setuju (SS)

3 = Netral (N)

No.	PERNYATAAN	STS	TS	N	S	SS
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#### **Keadilan Distributif**

- 1 Konsumen menerima hasil positif atas upaya Carrefour dalam memberikan

ganti rugi

- 2 Imbalan Carrefour atas waktu yang terbuang dan kerumitan yang terjadi sesuai dengan yang diharapkan oleh konsumen
- 3 Ganti rugi yang diberikan atas ketidaknyamanan oleh Carrefour sesuai dengan yang diharapkan oleh konsumen
- 4 Ganti rugi yang diterima sesuai dengan yang diharapkan konsumen

### **Keadilan Prosedural**

- 5 Carrefour dalam proses menangani komplain sudah cepat sesuai harapan konsumen
- 6 Penanganan komplain Carrefour sudah tepat waktu sesuai dengan harapan konsumen
- 7 Kebijakan dan praktik penanganan komplain Carrefour sudah sesuai dengan harapan konsumen
- 8 Proses penanganan komplain Carrefour sudah memenuhi harapan konsumen

### **Keadilan Interaksional**

- 9 Karyawan Carrefour berlaku sopan dalam berinteraksi dengan konsumen

- 10 Karyawan Carrefour sudah berperilaku adil terhadap konsumen
- 11 Karyawan Carrefour mempertimbangkan pendapat konsumen selama perbaikan kesalahan
- 12 Karyawan Carrefour berkomunikasi dulu kepada konsumen sebelum menangani kesalahan

### **Kepuasan Konsumen**

- 13 Harga produk yang dijual di Carrefour masuk akal
- 14 Konsumen merasa puas terhadap pelayanan yang diberikan oleh Carrefour
- 15 Konsumen merasa puas terhadap Carrefour dibandingkan peritel lain

### **Minat Membeli Ulang**

- 16 Konsumen mengharapkan membeli ulang produk dari Carrefour
- 17 Konsumen mungkin membeli kembali produk tersebut di Carrefour
- 18 Konsumen pasti membeli kembali produk di Carrefour

**Atas kesediaan dan waktu anda dalam menjawab kuisisioner ini, saya ucapkan terima kasih.**

Lampiran 6. Data Hasil Kuisisioner

No.	Keadilan Distributif				Keadilan Prosedural			
	X1.1	X1.2	X1.3	X1.4	X2.1	X2.2	X2.3	X2.4
	1	4	4	4	4	4	4	5
2	4	4	4	2	2	3	4	3
3	5	5	4	4	4	4	4	4
4	4	5	4	4	4	4	5	5
5	5	4	4	4	4	4	4	4
6	5	4	4	4	5	5	4	4
7	4	4	4	4	4	4	5	5
8	2	1	2	1	2	2	2	2
9	4	4	5	4	4	4	4	4
10	5	5	5	5	5	4	4	4
11	4	4	4	4	4	4	4	4
12	4	4	4	5	4	4	4	4
13	4	4	5	4	4	5	5	4
14	2	2	1	1	1	1	1	2
15	4	4	4	4	4	4	5	5
16	4	5	4	4	4	4	4	4

17	5	5	5	5	5	5	5	4
18	2	2	3	3	2	2	2	3
19	5	5	4	4	4	4	4	4
20	4	5	4	5	5	4	4	4
21	2	1	2	4	2	1	2	2
22	5	4	4	4	5	4	4	4
23	4	4	4	5	5	5	5	5
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26	4	4	4	4	4	5	5	5
27	4	4	5	5	5	4	4	4
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31	4	4	5	5	5	5	5	4
32	1	2	1	1	2	2	2	2
33	4	4	4	4	4	5	5	5
34	4	4	4	4	5	5	4	4
35	5	4	4	5	5	5	5	4

36	4	4	4	5	5	4	4	4
37	2	2	2	3	3	2	1	1
38	5	4	4	4	4	5	5	5
39	4	4	4	4	3	3	3	3
40	2	2	2	1	2	2	2	2
41	4	4	4	4	4	4	4	4
42	4	5	5	4	4	4	5	5
43	4	4	4	4	4	4	5	4
44	5	4	4	4	4	5	5	5
45	1	2	2	3	2	3	2	2
46	5	5	5	5	5	4	4	4
47	4	4	5	5	4	4	4	4
48	4	4	5	4	5	4	5	4
49	5	5	5	5	4	4	4	4
50	5	5	4	4	5	4	5	5
51	4	5	5	4	4	4	4	4
52	2	3	2	1	1	2	2	2
53	4	4	4	4	4	4	4	4
54	4	4	4	5	5	5	5	5

55	5	4	4	4	4	4	5	5
56	5	4	4	5	5	5	4	4
57	2	2	3	3	3	2	3	3
58	4	5	5	5	4	4	4	4
59	4	4	4	4	4	4	5	4
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62	3	3	4	3	4	4	4	4
63	4	4	4	4	4	4	4	4
64	4	4	4	4	4	4	4	5
65	4	4	4	4	5	5	5	5
66	4	4	4	4	5	5	5	5
67	5	5	5	5	4	4	4	4
68	4	5	4	4	4	4	5	5
69	5	5	4	4	4	4	4	4
70	3	3	4	4	4	5	3	3
71	4	4	4	4	4	4	4	4
72	4	4	4	4	5	4	5	4
73	2	3	1	2	1	2	1	3

74	4	4	4	4	2	5	5	4
75	4	4	4	4	4	4	4	4
76	4	4	4	4	4	4	5	5
77	4	4	5	4	5	5	4	4
78	1	2	2	3	2	2	2	2
79	5	5	5	5	5	5	5	5
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81	4	4	3	3	3	4	4	4
82	4	4	4	4	4	5	4	4
83	5	5	5	4	4	4	4	5
84	5	5	5	5	5	5	4	4
85	5	4	4	4	4	4	5	5
86	5	5	5	4	4	4	4	4
87	4	4	4	4	4	4	5	5
88	5	5	5	5	5	5	4	4
89	2	2	2	3	2	3	5	3
90	4	4	4	4	3	3	4	3
91	5	5	4	4	4	4	4	4
92	5	5	5	5	4	4	4	5



93	5	4	4	5	4	5	4	5
94	4	4	4	4	4	4	4	5
95	4	5	5	4	4	4	5	5
96	4	5	5	4	4	4	5	5
97	4	4	4	5	4	5	4	4
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101	4	4	5	5	5	4	4	5
102	4	4	4	4	4	4	5	5
103	4	4	4	5	5	5	5	5
104	5	5	5	5	5	5	4	4
105	4	4	4	5	4	4	4	4
106	5	5	4	4	4	4	5	4
107	5	5	4	5	5	5	4	5
108	5	5	5	5	4	4	4	4
109	4	4	5	5	5	4	4	4
110	4	4	4	5	5	5	4	4
111	4	5	5	5	5	5	5	5

112	3	3	4	4	4	3	3	3
113	4	4	5	5	5	5	5	5
114	4	5	5	5	4	4	4	4
115	4	4	4	5	5	5	5	5
116	2	2	2	3	3	2	2	2
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121	3	3	4	4	4	4	4	3
122	5	5	5	5	5	4	5	4
123	4	4	4	4	4	5	5	5
124	4	4	4	4	4	4	4	5
125	4	4	4	4	4	4	5	4
126	4	5	4	4	4	4	5	5
127	2	2	2	2	3	3	3	3
128	4	4	4	4	5	5	5	5
129	5	5	5	5	4	4	4	4
130	5	5	5	5	5	5	5	4

131	4	4	4	4	4	5	4	4
132	5	5	5	5	5	4	4	5
133	2	2	3	3	3	3	2	2
134	4	5	4	4	5	5	4	4
135	5	5	5	5	5	5	5	5
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138	4	3	4	3	3	4	4	4
139	5	4	4	5	4	5	4	4
140	4	5	4	4	5	5	5	5
141	2	2	1	1	2	2	1	3
142	4	5	4	5	4	4	4	4
143	4	4	4	4	4	5	5	5
144	5	4	4	4	4	4	4	4
145	5	5	5	4	4	4	5	5
146	4	3	3	4	2	2	3	3
147	5	5	5	5	4	4	4	4
148	2	2	3	3	2	2	3	3
149	4	4	4	4	4	4	4	5

150 5 4 4 5 4 5 5 5

<b>No.</b>	<b>Keadialan Interaksional</b>				<b>Kepuasan Konsumen</b>			<b>Miat Membeli Ulang</b>		
	<b>X3.1</b>	<b>X3.2</b>	<b>X3.3</b>	<b>X3.4</b>	<b>Y1.1</b>	<b>Y1.2</b>	<b>Y1.3</b>	<b>Y2.1</b>	<b>Y2.2</b>	<b>Y2.3</b>

1	5	5	4	5	4	4	4	4	4	4
2	2	2	4	4	3	2	3	4	4	4
3	5	5	5	5	5	5	4	4	4	4
4	5	4	4	4	5	4	5	4	5	4
5	4	4	4	4	4	4	4	5	4	4
6	4	4	4	4	4	4	4	5	4	4
7	4	4	4	4	5	5	5	4	4	4
8	3	3	2	2	2	2	3	2	2	2
9	4	5	5	4	5	5	5	4	4	4
10	4	4	4	4	4	4	4	2	4	2
11	5	5	5	5	4	5	5	4	4	4
12	4	5	5	4	5	5	4	4	4	4
13	4	4	5	4	4	5	5	5	4	4
14	2	2	2	2	1	2	2	1	1	1
15	5	5	4	4	4	4	4	4	4	4
16	4	4	5	5	5	5	5	4	4	4
17	4	4	4	4	4	4	4	5	5	4
18	3	2	2	2	2	2	2	2	2	3
19	5	5	5	5	4	4	4	4	4	4

20	5	5	5	5	5	4	4	4	4	4
21	2	2	2	2	2	1	1	1	2	1
22	4	4	4	4	5	5	5	4	4	4
23	5	4	4	4	4	4	4	4	4	4
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35	4	4	4	4	4	5	4	5	5	5
36	4	4	5	5	5	5	5	5	5	5
37	2	1	1	2	2	2	2	2	2	2
38	5	4	4	4	5	3	4	4	4	4

39	4	4	4	4	4	3	3	4	3	3
40	1	1	1	1	2	2	2	2	2	1
41	4	4	4	5	5	5	5	5	5	5
42	4	4	5	4	4	4	4	4	4	5
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47	4	4	5	5	5	5	5	5	4	4
48	5	5	5	5	4	4	4	4	5	5
49	4	4	4	4	5	5	5	5	5	5
50	5	5	5	5	4	4	4	4	4	4
51	5	5	5	4	4	5	4	5	5	4
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55	4	4	4	4	5	4	4	4	4	4
56	4	5	4	4	4	4	5	4	4	5
57	3	3	3	3	2	2	2	2	2	1







96	5	4	4	4	5	5	4	4	4	5
97	5	4	5	4	5	4	4	4	4	4
98	5	5	4	4	4	4	5	4	4	5
99	5	5	5	5	4	4	4	4	5	5
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102	5	5	4	4	4	4	4	4	5	5
103	5	4	4	4	4	4	5	5	5	5
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113	5	5	5	4	4	4	4	4	4	5
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116	4	4	4	4	4	4	4	2	2	2
117	4	4	4	4	5	5	5	5	5	5
118	3	4	3	3	4	4	4	3	3	3
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131	4	5	5	4	4	4	4	4	4	4
132	5	5	5	4	4	5	5	5	4	5
133	3	3	2	2	3	3	3	2	1	2

134	3	3	2	2	3	3	3	2	1	2
135	4	4	5	5	4	5	5	4	5	5
136	4	4	4	4	4	5	5	5	5	4
137	4	5	4	4	4	5	5	4	4	4
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