

Lampiran 1 : Kuisisioner

No Responden :(diisi oleh peneliti)

Kepada Yth,

Pelanggan Pizza Hut Darmo Surabaya

Sehubungan dengan tugas akhir dalam bentuk skripsi, saya Krisna Dharma mahasiswa Fakultas Bisnis, jurusan Manajemen, Konsentrasi Manajemen Pemasaran, Universitas Widya Mandala Surabaya, sedang mengadakan penelitian dengan judul “Pengaruh *Experiential Marketing* dan *Service Quality* Terhadap *Customer Loyalty* Melalui *Customer Satisfaction* Pizza Hut Darmo Surabaya”. Untuk keperluan penelitian tersebut, saya memohon bantuan saudara dengan hormat untuk memberikan penilaian melalui kuisisioner ini dengan sebenar-benarnya berdasarkan atas apa yang saudara rasakan terhadap jasa Pizza Hut Darmo Surabaya. Oleh karenanya, apabila anda berumur diatas 18 tahun, berdomisili di Surabaya, datang ke Pizza Hut Darmo Surabaya minimal 4 kali dalam setahun, maka saya mohon kesediaan anda untuk mengisi kuisisioner di bawah ini.

Data yang berasal dari kuisisioner, akan saya gunakan untuk keperluan skripsi. Atas kerjasama dan partisipasi yang diberikan, saya ucapkan terima kasih.

Hormat saya,

Krisna Dharma

(NRP: 3103010152)

Berikan tanda silang (X) pada salah satu jawaban yang paling sesuai dengan jawaban anda.

I. Identifikasi Responden

1. Jenis kelamin :

A. Pria

B. Wanita

2. Usia anda saat ini :

A. < 18 thn (*)

C. 31- 40 tahun

B. 18 - 30 tahun

D. > 40 tahun

3. Anda berdomisili di Surabaya :

A. Ya

B. Tidak (*)

4. Frekuensi anda datang ke Pizza Hut Darmo Surabaya dalam 1 tahun terakhir :

A. < 4 kali (*)

B. 4 kali

C. > 4 kali

(*) bila anda menjawab “Tidak” dan ada tanda * maka tidak perlu dilanjutkan pengisian kuesioner ini.

Keterangan :

STS : Sangat Tidak Setuju

TS : Tidak Setuju

N : Netral

S : Setuju

SS : Sangat Setuju

II. Berilah Tanda Silang (X) pada Jawaban yang Anda Pilih

| No. | Pernyataan | STS | TS | N | S | SS |
|--------------------------------------|--|-----|----|---|---|----|
| <i>Experiential Marketing</i> | | | | | | |
| X _{1.1} | Desain interior Pizza Hut Darmo Surabaya menarik. | | | | | |
| X _{1.2} | Kesejukan Pizza Hut Darmo Surabaya membuat saya nyaman. | | | | | |
| X _{1.3} | Makanan dan minuman Pizza Hut Darmo Surabaya memiliki citra rasa yang sesuai dengan selera saya. | | | | | |
| X _{1.4} | Alunan musik di Pizza Hut Darmo Surabaya membuat saya betah. | | | | | |
| X _{1.5} | Aroma makanan dan minuman menggugah selera saya. | | | | | |
| X _{1.6} | Saya merasa aman ketika berada di Pizza Hut Darmo Surabaya. | | | | | |
| X _{1.7} | Makanan dan minuman yang disajikan Pizza Hut Darmo Surabaya tepat. (sesuai dengan pesanan) | | | | | |
| X _{1.8} | Penyajian makanan dan minuman yang disajikan Pizza Hut Darmo Surabaya cepat. | | | | | |

| | | | | | | |
|-------------------|--|--|--|--|--|--|
| X _{1.9} | Pizza Hut Darmo Surabaya menginspirasi saya dalam menikmati hidup. | | | | | |
| X _{1.10} | Pizza Hut Darmo Surabaya menginspirasi saya dalam berbagi kebahagiaan kepada orang lain. | | | | | |
| X _{1.11} | Pizza Hut Darmo Surabaya menginspirasi saya dalam pemesanan melalui pengiriman. | | | | | |
| X _{1.12} | Pizza Hut Darmo Surabaya menginspirasi saya dalam inovasi variasi menu. | | | | | |
| X _{1.13} | Bahasa tubuh karyawan Pizza Hut Darmo Surabaya membuat saya kagum. | | | | | |
| X _{1.14} | Perilaku karyawan Pizza Hut Darmo Surabaya menyejukkan hati saya. | | | | | |
| X _{1.15} | Pizza Hut Darmo Surabaya merubah gaya hidup saya. | | | | | |
| X _{1.16} | Pizza Hut Darmo Surabaya merupakan tempat saya bersosialisasi. | | | | | |
| X _{1.17} | Pizza Hut Darmo Surabaya adalah tempat bersosialisasi untuk segala umur. | | | | | |

| | | | | | | |
|-------------------------------|--|--|--|--|--|--|
| X _{1,18} | Pizza Hut Darmo Surabaya memberikan fasilitas untuk berbagai komunitas. | | | | | |
| X _{1,19} | Pelanggan ikut berpartisipasi, ketika Pizza Hut Darmo Surabaya melakukan tanggung jawab sosial. | | | | | |
| <i>Service Quality</i> | | | | | | |
| X _{2,1} | Area Pizza Hut Darmo Surabaya (termasuk toilet dan tempat cuci tangan) nampak bersih. | | | | | |
| X _{2,2} | Penampilan karyawan Pizza Hut Darmo Surabaya rapi. | | | | | |
| X _{2,3} | Pizza Hut Darmo Surabaya memiliki fasilitas Wi-Fi. | | | | | |
| X _{2,4} | Pizza Hut Darmo Surabaya memperhatikan saya secara personal. | | | | | |
| X _{2,5} | Pizza Hut Darmo Surabaya memperhatikan kebutuhan saya dengan sungguh-sungguh. | | | | | |
| X _{2,6} | Lokasi Pizza Hut Darmo Surabaya mudah dijangkau. | | | | | |
| X _{2,7} | Pizza Hut Darmo Surabaya memberikan layanan yang baik dari awal hingga akhir. | | | | | |
| X _{2,8} | Penanganan administrasi (struk pembelian) di Pizza Hut Darmo Surabaya dilakukan dengan benar dan akurat. | | | | | |

| | | | | | | |
|-------------------------------------|---|--|--|--|--|--|
| X _{2.9} | Pizza Hut Darmo Surabaya memberikan layanan sesuai dengan yang dijanjikan. | | | | | |
| X _{2.10} | Karyawan Pizza Hut Darmo Surabaya memberikan layanan dengan cepat. | | | | | |
| X _{2.11} | Karyawan Pizza Hut Darmo Surabaya bersedia membantu kesulitan saya dengan cepat. | | | | | |
| X _{2.12} | Karyawan Pizza Hut Darmo Surabaya bersedia meluangkan waktu menanggapi keluhan saya dengan cepat. | | | | | |
| X _{2.13} | Pizza Hut Darmo Surabaya memiliki reputasi yang terjamin. | | | | | |
| X _{2.14} | Karyawan Pizza Hut Darmo Surabaya memahami berbagai menu yang ditawarkan dalam daftar menu. | | | | | |
| X _{2.15} | Karyawan Pizza Hut Darmo Surabaya bersikap ramah terhadap pelanggannya. | | | | | |
| <i>Customer Satisfaction</i> | | | | | | |
| Y _{1.1} | Saya merasa senang makan di Pizza Hut Darmo Surabaya. | | | | | |
| Y _{1.2} | Pizza Hut Darmo Surabaya telah memenuhi harapan saya. | | | | | |

| | | | | | | |
|--------------------------------|--|--|--|--|--|--|
| Y _{1.3} | Secara keseluruhan, saya merasa puas dengan layanan Pizza Hut Darmo Surabaya. | | | | | |
| <i>Customer Loyalty</i> | | | | | | |
| Y _{2.1} | Saya bersedia datang kembali ke Pizza Hut Darmo Surabaya. | | | | | |
| Y _{2.2} | Ketika harga makanan dan minuman di Pizza Hut Darmo Surabaya naik, saya tetap bersedia datang kembali. | | | | | |
| Y _{2.3} | Saya bersedia merekomendasikan Pizza Hut Darmo Surabaya kepada orang dekat saya. | | | | | |
| Y _{2.4} | Saya bersedia membeli menu lain, selain menu pizza di Pizza Hut Darmo Surabaya. | | | | | |

Lampiran 2: Karakteristik Responden

| No | Jenis Kelamin | Usia | Domisili | Frekuensi kedatangan |
|----|---------------|------|----------|----------------------|
| 1 | 2 | 2 | 1 | 2 |
| 2 | 2 | 2 | 1 | 2 |
| 3 | 2 | 2 | 1 | 2 |
| 4 | 2 | 2 | 1 | 2 |
| 5 | 2 | 2 | 1 | 2 |
| 6 | 2 | 2 | 1 | 2 |
| 7 | 2 | 2 | 1 | 2 |
| 8 | 2 | 2 | 1 | 2 |
| 9 | 2 | 3 | 1 | 2 |
| 10 | 2 | 2 | 1 | 2 |
| 11 | 2 | 2 | 1 | 2 |
| 12 | 2 | 2 | 1 | 3 |
| 13 | 2 | 2 | 1 | 2 |
| 14 | 2 | 2 | 1 | 2 |
| 15 | 2 | 2 | 1 | 2 |
| 16 | 1 | 2 | 1 | 2 |
| 17 | 1 | 3 | 1 | 2 |
| 18 | 2 | 2 | 1 | 3 |
| 19 | 2 | 2 | 1 | 2 |
| 20 | 2 | 2 | 1 | 2 |
| 21 | 2 | 2 | 1 | 2 |
| 22 | 2 | 2 | 1 | 2 |
| 23 | 2 | 2 | 1 | 2 |
| 24 | 2 | 3 | 1 | 2 |
| 25 | 2 | 2 | 1 | 2 |
| 26 | 1 | 2 | 1 | 2 |
| 27 | 1 | 2 | 1 | 2 |
| 28 | 1 | 2 | 1 | 3 |
| 29 | 2 | 2 | 1 | 2 |
| 30 | 1 | 3 | 1 | 2 |
| 31 | 1 | 2 | 1 | 2 |
| 32 | 1 | 2 | 1 | 2 |
| 33 | 2 | 2 | 1 | 2 |
| 34 | 2 | 2 | 1 | 2 |
| 35 | 1 | 2 | 1 | 2 |
| 36 | 2 | 3 | 1 | 2 |
| 37 | 2 | 2 | 1 | 2 |
| 38 | 1 | 2 | 1 | 2 |
| 39 | 1 | 2 | 1 | 2 |
| 40 | 2 | 2 | 1 | 2 |

Lanjutan Lampiran 2

| | | | | |
|----|---|---|---|---|
| 41 | 2 | 2 | 1 | 2 |
| 42 | 2 | 2 | 1 | 3 |
| 43 | 1 | 2 | 1 | 2 |
| 44 | 1 | 4 | 1 | 2 |
| 45 | 1 | 2 | 1 | 2 |
| 46 | 1 | 2 | 1 | 2 |
| 47 | 2 | 2 | 1 | 2 |
| 48 | 2 | 2 | 1 | 2 |
| 49 | 2 | 2 | 1 | 2 |
| 50 | 2 | 2 | 1 | 2 |
| 51 | 2 | 2 | 1 | 2 |
| 52 | 1 | 2 | 1 | 2 |
| 53 | 1 | 2 | 1 | 2 |
| 54 | 1 | 2 | 1 | 3 |
| 55 | 1 | 2 | 1 | 2 |
| 56 | 1 | 2 | 1 | 2 |
| 57 | 1 | 2 | 1 | 2 |
| 58 | 2 | 2 | 1 | 2 |
| 59 | 2 | 2 | 1 | 2 |
| 60 | 2 | 2 | 1 | 2 |
| 61 | 2 | 2 | 1 | 2 |
| 62 | 1 | 2 | 1 | 2 |
| 63 | 1 | 2 | 1 | 2 |
| 64 | 1 | 2 | 1 | 2 |
| 65 | 1 | 2 | 1 | 2 |
| 66 | 1 | 2 | 1 | 2 |
| 67 | 2 | 2 | 1 | 3 |
| 68 | 2 | 4 | 1 | 2 |
| 69 | 2 | 2 | 1 | 2 |
| 70 | 1 | 2 | 1 | 2 |
| 71 | 1 | 2 | 1 | 2 |
| 72 | 1 | 2 | 1 | 2 |
| 73 | 1 | 2 | 1 | 2 |
| 74 | 1 | 2 | 1 | 3 |
| 75 | 1 | 2 | 1 | 2 |
| 76 | 2 | 2 | 1 | 2 |
| 77 | 2 | 2 | 1 | 2 |
| 78 | 2 | 2 | 1 | 2 |
| 79 | 2 | 2 | 1 | 2 |
| 80 | 2 | 2 | 1 | 2 |
| 81 | 1 | 2 | 1 | 2 |
| 82 | 1 | 2 | 1 | 3 |
| 83 | 1 | 2 | 1 | 2 |
| 84 | 1 | 4 | 1 | 2 |

Lanjutan lampiran 2

| | | | | |
|-----|---|---|---|---|
| 85 | 1 | 2 | 1 | 2 |
| 86 | 1 | 2 | 1 | 2 |
| 87 | 2 | 2 | 1 | 2 |
| 88 | 2 | 2 | 1 | 2 |
| 89 | 2 | 2 | 1 | 3 |
| 90 | 2 | 2 | 1 | 2 |
| 91 | 2 | 2 | 1 | 2 |
| 92 | 2 | 2 | 1 | 2 |
| 93 | 1 | 2 | 1 | 2 |
| 94 | 1 | 2 | 1 | 2 |
| 95 | 1 | 2 | 1 | 2 |
| 96 | 1 | 2 | 1 | 2 |
| 97 | 1 | 2 | 1 | 2 |
| 98 | 1 | 2 | 1 | 2 |
| 99 | 2 | 2 | 1 | 2 |
| 100 | 2 | 2 | 1 | 3 |
| 101 | 2 | 2 | 1 | 2 |
| 102 | 2 | 2 | 1 | 2 |
| 103 | 2 | 4 | 1 | 2 |
| 104 | 2 | 2 | 1 | 2 |
| 105 | 2 | 2 | 1 | 2 |
| 106 | 2 | 2 | 1 | 2 |
| 107 | 2 | 2 | 1 | 2 |
| 108 | 2 | 2 | 1 | 2 |
| 109 | 2 | 2 | 1 | 2 |
| 110 | 2 | 2 | 1 | 3 |
| 111 | 2 | 2 | 1 | 2 |
| 112 | 2 | 2 | 1 | 2 |
| 113 | 2 | 2 | 1 | 2 |
| 114 | 2 | 2 | 1 | 2 |
| 115 | 2 | 2 | 1 | 3 |
| 116 | 2 | 2 | 1 | 2 |
| 117 | 2 | 2 | 1 | 2 |
| 118 | 2 | 2 | 1 | 2 |
| 119 | 2 | 2 | 1 | 2 |
| 120 | 2 | 2 | 1 | 3 |
| 121 | 2 | 2 | 1 | 2 |
| 122 | 2 | 2 | 1 | 2 |
| 123 | 2 | 2 | 1 | 2 |
| 124 | 1 | 2 | 1 | 2 |
| 125 | 1 | 2 | 1 | 2 |
| 126 | 1 | 2 | 1 | 2 |
| 127 | 1 | 2 | 1 | 2 |
| 128 | 1 | 2 | 1 | 2 |

Lanjutan lampiran 2

| | | | | |
|-----|---|---|---|---|
| 129 | 1 | 2 | 1 | 2 |
| 130 | 2 | 4 | 1 | 2 |
| 131 | 2 | 2 | 1 | 2 |
| 132 | 2 | 2 | 1 | 2 |
| 133 | 2 | 2 | 1 | 2 |
| 134 | 2 | 2 | 1 | 3 |
| 135 | 2 | 2 | 1 | 2 |
| 136 | 2 | 2 | 1 | 2 |
| 137 | 2 | 2 | 1 | 2 |
| 138 | 2 | 2 | 1 | 2 |
| 139 | 2 | 2 | 1 | 2 |
| 140 | 2 | 2 | 1 | 2 |
| 141 | 2 | 2 | 1 | 2 |
| 142 | 2 | 2 | 1 | 2 |
| 143 | 2 | 2 | 1 | 2 |
| 144 | 2 | 2 | 1 | 2 |
| 145 | 2 | 2 | 1 | 3 |
| 146 | 2 | 2 | 1 | 2 |
| 147 | 2 | 2 | 1 | 2 |
| 148 | 2 | 2 | 1 | 2 |
| 149 | 2 | 2 | 1 | 2 |
| 150 | 2 | 2 | 1 | 2 |

Lampiran 3: Statistik Deskriptif Variabel Penelitian

| No. | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1.6 | X1.7 | X1.8 | X1.9 | X1.10 |
|-----|------|------|------|------|------|------|------|------|------|-------|
| 1 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 |
| 2 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 3 | 3 | 3 |
| 3 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 3 | 4 | 5 |
| 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 3 | 4 |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 3 | 3 | 3 |
| 6 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 |
| 7 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 3 | 4 | 3 |
| 8 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 4 |
| 9 | 5 | 5 | 3 | 5 | 5 | 5 | 3 | 5 | 5 | 5 |
| 10 | 3 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 2 |
| 11 | 5 | 3 | 4 | 5 | 5 | 5 | 3 | 4 | 5 | 4 |
| 12 | 5 | 3 | 5 | 4 | 5 | 4 | 3 | 4 | 3 | 5 |
| 13 | 3 | 4 | 3 | 5 | 4 | 3 | 4 | 3 | 4 | 4 |
| 14 | 4 | 5 | 4 | 3 | 3 | 5 | 5 | 5 | 3 | 5 |
| 15 | 4 | 3 | 4 | 5 | 3 | 5 | 5 | 5 | 4 | 4 |
| 16 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 2 | 4 | 5 |
| 17 | 3 | 3 | 5 | 4 | 3 | 3 | 5 | 5 | 3 | 4 |
| 18 | 4 | 3 | 3 | 2 | 1 | 2 | 2 | 2 | 2 | 3 |
| 19 | 3 | 3 | 3 | 2 | 2 | 3 | 2 | 2 | 2 | 2 |
| 20 | 2 | 2 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 3 |
| 21 | 2 | 3 | 2 | 2 | 3 | 3 | 2 | 2 | 2 | 3 |
| 22 | 3 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 4 |
| 23 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 24 | 1 | 3 | 3 | 1 | 3 | 3 | 3 | 2 | 2 | 1 |
| 25 | 5 | 3 | 3 | 4 | 3 | 3 | 5 | 3 | 4 | 3 |
| 26 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 5 | 3 |
| 27 | 3 | 3 | 5 | 4 | 3 | 5 | 4 | 5 | 3 | 4 |
| 28 | 4 | 3 | 4 | 3 | 5 | 3 | 3 | 4 | 5 | 3 |
| 29 | 2 | 1 | 1 | 1 | 2 | 2 | 3 | 3 | 3 | 3 |
| 30 | 5 | 3 | 5 | 5 | 4 | 5 | 4 | 5 | 3 | 4 |
| 31 | 5 | 3 | 5 | 5 | 3 | 5 | 5 | 5 | 3 | 5 |
| 32 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 5 | 3 | 3 |
| 33 | 5 | 3 | 5 | 3 | 4 | 5 | 5 | 4 | 3 | 3 |
| 34 | 4 | 5 | 5 | 3 | 4 | 4 | 3 | 3 | 3 | 5 |
| 35 | 3 | 3 | 2 | 3 | 2 | 2 | 3 | 3 | 2 | 2 |
| 36 | 3 | 4 | 5 | 5 | 4 | 4 | 3 | 3 | 4 | 4 |
| 37 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 3 |
| 38 | 4 | 3 | 4 | 5 | 3 | 5 | 3 | 5 | 4 | 3 |
| 39 | 3 | 4 | 5 | 3 | 4 | 4 | 5 | 3 | 5 | 4 |
| 40 | 3 | 5 | 5 | 3 | 3 | 4 | 5 | 3 | 4 | 5 |

Lanjutan Lampiran 3

| No. | X1.1 | X1.1 | X1.1 | X1.1 | X1.1 | X1.1 | X1.1 | X1.1 | X1.1 |
|-----|------|------|------|------|------|------|------|------|------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 1 | 3 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 |
| 2 | 5 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 5 | 4 | 3 | 3 | 5 | 4 | 3 | 3 |
| 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 5 |
| 5 | 3 | 3 | 4 | 5 | 3 | 3 | 4 | 5 | 3 |
| 6 | 4 | 5 | 3 | 4 | 5 | 4 | 3 | 4 | 4 |
| 7 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 4 |
| 8 | 5 | 3 | 5 | 5 | 5 | 3 | 5 | 3 | 5 |
| 9 | 4 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 5 |
| 10 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 |
| 11 | 3 | 4 | 5 | 5 | 3 | 4 | 5 | 4 | 5 |
| 12 | 4 | 5 | 4 | 5 | 4 | 5 | 3 | 5 | 5 |
| 13 | 4 | 3 | 3 | 5 | 4 | 5 | 4 | 3 | 4 |
| 14 | 3 | 3 | 3 | 3 | 5 | 5 | 3 | 5 | 5 |
| 15 | 4 | 5 | 3 | 3 | 4 | 4 | 4 | 5 | 4 |
| 16 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 |
| 17 | 3 | 3 | 5 | 3 | 4 | 3 | 3 | 3 | 3 |
| 18 | 3 | 3 | 1 | 3 | 3 | 2 | 2 | 3 | 3 |
| 19 | 2 | 3 | 2 | 1 | 1 | 3 | 5 | 2 | 2 |
| 20 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 3 |
| 21 | 3 | 2 | 3 | 3 | 3 | 2 | 5 | 2 | 2 |
| 22 | 4 | 3 | 3 | 3 | 2 | 3 | 2 | 1 | 1 |
| 23 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 2 |
| 24 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 2 |
| 25 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 |
| 26 | 3 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 |
| 27 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 |
| 28 | 3 | 4 | 3 | 5 | 4 | 4 | 4 | 5 | 3 |
| 29 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 |
| 30 | 3 | 5 | 4 | 5 | 5 | 3 | 4 | 3 | 3 |
| 31 | 3 | 3 | 5 | 3 | 3 | 5 | 5 | 3 | 3 |
| 32 | 3 | 5 | 3 | 5 | 5 | 5 | 3 | 3 | 3 |
| 33 | 5 | 3 | 3 | 5 | 5 | 5 | 5 | 3 | 4 |
| 34 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 3 |
| 35 | 2 | 3 | 3 | 2 | 3 | 2 | 2 | 3 | 3 |
| 36 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 |
| 37 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 3 |
| 38 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 |
| 39 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 |
| 40 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 |

Lanjutan Lampiran 3

| No. | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1.6 | X1.7 | X1.8 | X1.9 | X1.10 |
|-----|------|------|------|------|------|------|------|------|------|-------|
| 41 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 5 |
| 42 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 |
| 43 | 5 | 3 | 5 | 5 | 5 | 3 | 3 | 3 | 5 | 5 |
| 44 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 45 | 5 | 3 | 3 | 4 | 4 | 4 | 5 | 3 | 5 | 3 |
| 46 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 5 | 4 | 4 |
| 47 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 3 |
| 48 | 3 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 3 |
| 49 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 5 | 3 |
| 50 | 2 | 3 | 2 | 3 | 2 | 2 | 2 | 1 | 1 | 2 |
| 51 | 3 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 |
| 52 | 2 | 1 | 1 | 2 | 2 | 2 | 3 | 2 | 2 | 2 |
| 53 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 |
| 54 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 |
| 55 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 56 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 4 |
| 57 | 5 | 3 | 5 | 3 | 3 | 5 | 5 | 5 | 4 | 4 |
| 58 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 |
| 59 | 5 | 3 | 5 | 5 | 5 | 3 | 4 | 5 | 3 | 5 |
| 60 | 5 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 |
| 61 | 3 | 3 | 4 | 3 | 4 | 3 | 5 | 5 | 5 | 5 |
| 62 | 3 | 3 | 3 | 2 | 3 | 3 | 5 | 5 | 5 | 5 |
| 63 | 5 | 5 | 3 | 3 | 5 | 3 | 5 | 5 | 5 | 5 |
| 64 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 3 | 4 |
| 65 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 |
| 66 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 |
| 67 | 3 | 3 | 3 | 4 | 5 | 3 | 4 | 4 | 4 | 3 |
| 68 | 5 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 |
| 69 | 2 | 1 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | 2 |
| 70 | 4 | 5 | 4 | 5 | 4 | 3 | 3 | 3 | 4 | 4 |
| 71 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 |
| 72 | 3 | 5 | 3 | 4 | 5 | 5 | 4 | 3 | 5 | 3 |
| 73 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 |
| 74 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 |
| 75 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 |
| 76 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 |
| 77 | 4 | 5 | 3 | 2 | 4 | 3 | 4 | 5 | 5 | 3 |
| 78 | 3 | 3 | 4 | 3 | 3 | 5 | 3 | 3 | 3 | 3 |
| 79 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 3 | 4 | 4 |
| 80 | 5 | 5 | 5 | 4 | 5 | 4 | 3 | 3 | 4 | 3 |

Lanjutan Lampiran 3

| No. | X1.11 | X1.12 | X1.13 | X1.14 | X1.15 | X1.16 | X1.17 | X1.18 | X1.19 |
|-----|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 41 | 3 | 3 | 5 | 5 | 5 | 5 | 5 | 3 | 5 |
| 42 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 4 |
| 43 | 4 | 5 | 4 | 5 | 3 | 3 | 3 | 3 | 5 |
| 44 | 5 | 3 | 3 | 5 | 3 | 3 | 3 | 3 | 3 |
| 45 | 3 | 4 | 4 | 5 | 4 | 3 | 5 | 3 | 5 |
| 46 | 5 | 3 | 4 | 4 | 5 | 4 | 4 | 3 | 4 |
| 47 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 |
| 48 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 5 |
| 49 | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 5 | 2 |
| 50 | 3 | 1 | 1 | 1 | 1 | 1 | 2 | 3 | 2 |
| 51 | 3 | 5 | 4 | 4 | 5 | 4 | 3 | 3 | 4 |
| 52 | 3 | 2 | 2 | 2 | 2 | 1 | 1 | 1 | 1 |
| 53 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 |
| 54 | 3 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 3 |
| 55 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 |
| 56 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 57 | 3 | 5 | 4 | 3 | 5 | 3 | 5 | 4 | 3 |
| 58 | 5 | 5 | 4 | 5 | 3 | 4 | 4 | 4 | 4 |
| 59 | 4 | 3 | 4 | 3 | 3 | 4 | 5 | 4 | 4 |
| 60 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 61 | 5 | 3 | 5 | 3 | 3 | 3 | 4 | 4 | 4 |
| 62 | 5 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 |
| 63 | 5 | 5 | 5 | 3 | 5 | 3 | 3 | 3 | 4 |
| 64 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 |
| 65 | 4 | 3 | 3 | 3 | 3 | 3 | 5 | 3 | 3 |
| 66 | 4 | 3 | 5 | 4 | 5 | 4 | 4 | 5 | 3 |
| 67 | 3 | 5 | 4 | 4 | 3 | 4 | 3 | 3 | 4 |
| 68 | 4 | 3 | 4 | 4 | 3 | 5 | 3 | 4 | 5 |
| 69 | 1 | 1 | 1 | 3 | 2 | 2 | 1 | 2 | 3 |
| 70 | 5 | 5 | 5 | 4 | 5 | 5 | 3 | 4 | 4 |
| 71 | 5 | 5 | 5 | 3 | 4 | 5 | 4 | 3 | 4 |
| 72 | 5 | 4 | 4 | 4 | 5 | 3 | 3 | 4 | 5 |
| 73 | 4 | 4 | 5 | 3 | 3 | 4 | 4 | 3 | 4 |
| 74 | 5 | 3 | 3 | 4 | 3 | 5 | 5 | 5 | 4 |
| 75 | 3 | 3 | 3 | 3 | 3 | 4 | 5 | 4 | 5 |
| 76 | 5 | 5 | 5 | 3 | 3 | 5 | 5 | 5 | 5 |
| 77 | 3 | 5 | 3 | 5 | 3 | 3 | 5 | 5 | 5 |
| 78 | 5 | 3 | 5 | 3 | 3 | 3 | 5 | 4 | 4 |
| 79 | 3 | 3 | 5 | 3 | 5 | 3 | 3 | 3 | 4 |
| 80 | 4 | 3 | 3 | 5 | 4 | 3 | 4 | 5 | 5 |

Lanjutan Lampiran 3

| No. | X1.11 | X1.12 | X1.13 | X1.14 | X1.15 | X1.16 | X1.17 | X1.18 | X1.19 |
|-----|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 81 | 3 | 3 | 5 | 3 | 4 | 3 | 3 | 5 | 4 |
| 82 | 3 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 |
| 83 | 3 | 2 | 2 | 3 | 3 | 2 | 3 | 3 | 3 |
| 84 | 5 | 4 | 4 | 5 | 5 | 4 | 3 | 4 | 4 |
| 85 | 5 | 5 | 4 | 4 | 3 | 5 | 3 | 3 | 5 |
| 86 | 5 | 3 | 5 | 5 | 5 | 4 | 3 | 4 | 4 |
| 87 | 2 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 3 |
| 88 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 |
| 89 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 90 | 5 | 5 | 5 | 4 | 3 | 4 | 5 | 5 | 5 |
| 91 | 4 | 4 | 3 | 3 | 3 | 5 | 5 | 5 | 5 |
| 92 | 3 | 5 | 3 | 5 | 5 | 3 | 5 | 5 | 5 |
| 93 | 3 | 4 | 4 | 3 | 4 | 3 | 5 | 5 | 4 |
| 94 | 3 | 2 | 4 | 4 | 3 | 4 | 4 | 3 | 4 |
| 95 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 |
| 96 | 3 | 3 | 3 | 3 | 5 | 3 | 4 | 5 | 5 |
| 97 | 3 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 4 |
| 98 | 3 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 4 |
| 99 | 3 | 4 | 3 | 5 | 3 | 4 | 4 | 4 | 4 |
| 100 | 3 | 4 | 3 | 3 | 5 | 3 | 5 | 5 | 5 |
| 101 | 3 | 4 | 3 | 3 | 5 | 3 | 5 | 5 | 5 |
| 102 | 3 | 4 | 3 | 5 | 3 | 5 | 4 | 5 | 5 |
| 103 | 2 | 3 | 1 | 3 | 2 | 3 | 3 | 3 | 3 |
| 104 | 4 | 4 | 3 | 4 | 3 | 3 | 5 | 5 | 5 |
| 105 | 3 | 3 | 3 | 5 | 5 | 3 | 5 | 5 | 5 |
| 106 | 2 | 3 | 1 | 2 | 3 | 1 | 2 | 2 | 2 |
| 107 | 3 | 3 | 3 | 5 | 3 | 4 | 5 | 4 | 4 |
| 108 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 |
| 109 | 5 | 5 | 5 | 5 | 3 | 3 | 4 | 4 | 4 |
| 110 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 4 |
| 111 | 4 | 5 | 3 | 4 | 3 | 5 | 4 | 4 | 4 |
| 112 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 |
| 113 | 2 | 2 | 2 | 1 | 3 | 2 | 2 | 2 | 2 |
| 114 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 |
| 115 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 |
| 116 | 5 | 3 | 3 | 4 | 5 | 5 | 5 | 4 | 5 |
| 117 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 |
| 118 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 5 |
| 119 | 5 | 5 | 3 | 4 | 3 | 4 | 4 | 4 | 4 |
| 120 | 5 | 3 | 3 | 5 | 4 | 3 | 4 | 5 | 4 |

Lanjutan Lampiran 3

| No. | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1.6 | X1.7 | X1.8 | X1.9 | X1.10 |
|-----|------|------|------|------|------|------|------|------|------|-------|
| 121 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 2 | 2 | 2 |
| 122 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 5 | 4 | 4 |
| 123 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 1 | 3 |
| 124 | 5 | 5 | 3 | 3 | 3 | 5 | 5 | 3 | 4 | 4 |
| 125 | 3 | 4 | 3 | 5 | 4 | 4 | 5 | 4 | 5 | 5 |
| 126 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 5 |
| 127 | 3 | 4 | 5 | 5 | 5 | 3 | 4 | 4 | 4 | 5 |
| 128 | 5 | 4 | 5 | 3 | 4 | 3 | 3 | 5 | 3 | 4 |
| 129 | 5 | 5 | 3 | 3 | 3 | 5 | 3 | 3 | 3 | 3 |
| 130 | 3 | 3 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 5 |
| 131 | 3 | 5 | 3 | 5 | 3 | 3 | 4 | 3 | 3 | 3 |
| 132 | 3 | 5 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 |
| 133 | 3 | 5 | 3 | 5 | 4 | 3 | 4 | 4 | 3 | 3 |
| 134 | 2 | 2 | 3 | 2 | 3 | 2 | 3 | 1 | 2 | 2 |
| 135 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 |
| 136 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 |
| 137 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 5 | 3 | 4 |
| 138 | 3 | 3 | 5 | 3 | 4 | 5 | 5 | 4 | 4 | 5 |
| 139 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 4 |
| 140 | 3 | 4 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 141 | 3 | 5 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 |
| 142 | 3 | 3 | 3 | 5 | 5 | 5 | 5 | 4 | 4 | 5 |
| 143 | 5 | 5 | 4 | 3 | 5 | 3 | 3 | 3 | 3 | 3 |
| 144 | 3 | 3 | 3 | 3 | 5 | 5 | 3 | 5 | 4 | 5 |
| 145 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 5 | 4 |
| 146 | 2 | 2 | 2 | 2 | 1 | 1 | 3 | 3 | 3 | 2 |
| 147 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 5 |
| 148 | 3 | 3 | 4 | 3 | 3 | 3 | 5 | 4 | 4 | 4 |
| 149 | 3 | 4 | 5 | 4 | 5 | 3 | 5 | 3 | 4 | 5 |
| 150 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 3 | 1 | 1 |

Lanjutan Lampiran 3

| No. | X1.11 | X1.12 | X1.13 | X1.14 | X1.15 | X1.16 | X1.17 | X1.18 | X1.19 |
|-----|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 121 | 2 | 2 | 2 | 2 | 3 | 2 | 3 | 3 | 3 |
| 122 | 5 | 4 | 5 | 4 | 3 | 3 | 5 | 4 | 4 |
| 123 | 2 | 3 | 2 | 3 | 2 | 3 | 1 | 1 | 3 |
| 124 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 5 | 4 |
| 125 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 5 | 3 |
| 126 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 4 | 4 |
| 127 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 |
| 128 | 5 | 4 | 3 | 4 | 3 | 5 | 5 | 5 | 4 |
| 129 | 5 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 130 | 5 | 5 | 4 | 3 | 5 | 4 | 3 | 4 | 4 |
| 131 | 3 | 4 | 5 | 5 | 5 | 3 | 4 | 4 | 4 |
| 132 | 4 | 3 | 4 | 5 | 5 | 4 | 3 | 4 | 4 |
| 133 | 3 | 5 | 4 | 5 | 4 | 3 | 3 | 3 | 3 |
| 134 | 2 | 2 | 1 | 3 | 2 | 3 | 2 | 3 | 3 |
| 135 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 4 |
| 136 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 5 |
| 137 | 5 | 4 | 5 | 4 | 3 | 3 | 5 | 5 | 5 |
| 138 | 5 | 5 | 5 | 4 | 3 | 4 | 5 | 5 | 5 |
| 139 | 3 | 2 | 2 | 3 | 2 | 2 | 1 | 1 | 1 |
| 140 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 |
| 141 | 3 | 4 | 3 | 4 | 5 | 4 | 3 | 5 | 5 |
| 142 | 3 | 5 | 5 | 3 | 4 | 3 | 3 | 3 | 4 |
| 143 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 5 | 3 |
| 144 | 3 | 3 | 5 | 4 | 3 | 3 | 3 | 5 | 3 |
| 145 | 4 | 3 | 5 | 3 | 3 | 4 | 4 | 4 | 4 |
| 146 | 1 | 3 | 3 | 1 | 3 | 3 | 3 | 3 | 3 |
| 147 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 4 |
| 148 | 3 | 4 | 4 | 3 | 5 | 4 | 3 | 5 | 3 |
| 149 | 3 | 3 | 5 | 4 | 5 | 3 | 4 | 3 | 4 |
| 150 | 1 | 3 | 1 | 3 | 3 | 3 | 3 | 3 | 1 |

Lanjutan Lampiran 3

| No. | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | X2.6 | X2.7 | X2.8 |
|-----|------|------|------|------|------|------|------|------|
| 1 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 |
| 2 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 |
| 3 | 4 | 3 | 3 | 3 | 4 | 3 | 5 | 3 |
| 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 |
| 5 | 5 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 6 | 5 | 3 | 3 | 4 | 3 | 4 | 3 | 4 |
| 7 | 3 | 4 | 3 | 3 | 5 | 3 | 5 | 3 |
| 8 | 4 | 3 | 2 | 5 | 4 | 4 | 3 | 4 |
| 9 | 5 | 5 | 5 | 4 | 3 | 3 | 3 | 3 |
| 10 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 |
| 11 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 3 |
| 12 | 5 | 5 | 5 | 3 | 3 | 5 | 4 | 3 |
| 13 | 5 | 5 | 5 | 4 | 4 | 5 | 3 | 4 |
| 14 | 5 | 5 | 5 | 3 | 5 | 5 | 3 | 3 |
| 15 | 5 | 3 | 3 | 4 | 5 | 4 | 4 | 4 |
| 16 | 4 | 4 | 3 | 4 | 3 | 5 | 3 | 3 |
| 17 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 |
| 18 | 1 | 3 | 2 | 2 | 2 | 3 | 1 | 2 |
| 19 | 2 | 2 | 1 | 2 | 1 | 2 | 2 | 3 |
| 20 | 3 | 3 | 2 | 2 | 2 | 1 | 2 | 2 |
| 21 | 2 | 3 | 2 | 2 | 3 | 2 | 2 | 2 |
| 22 | 2 | 2 | 3 | 3 | 1 | 1 | 1 | 1 |
| 23 | 2 | 2 | 1 | 3 | 1 | 1 | 1 | 1 |
| 24 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 2 |
| 25 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 |
| 26 | 5 | 3 | 5 | 4 | 5 | 4 | 5 | 4 |
| 27 | 4 | 3 | 5 | 4 | 4 | 5 | 3 | 5 |
| 28 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 |
| 29 | 3 | 3 | 2 | 3 | 2 | 2 | 3 | 2 |
| 30 | 4 | 3 | 5 | 3 | 5 | 5 | 5 | 5 |
| 31 | 3 | 5 | 5 | 4 | 5 | 5 | 5 | 5 |
| 32 | 5 | 3 | 3 | 4 | 5 | 3 | 5 | 4 |
| 33 | 3 | 3 | 3 | 3 | 5 | 5 | 5 | 5 |
| 34 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 4 |
| 35 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 3 |
| 36 | 4 | 5 | 5 | 3 | 3 | 5 | 5 | 3 |
| 37 | 5 | 4 | 4 | 5 | 5 | 4 | 3 | 5 |
| 38 | 3 | 3 | 5 | 4 | 3 | 4 | 5 | 3 |
| 39 | 4 | 3 | 5 | 5 | 4 | 5 | 3 | 5 |
| 40 | 5 | 4 | 5 | 4 | 3 | 4 | 3 | 3 |

Lanjutan Lampiran 3

| No. | X2.9 | X2.10 | X2.11 | X2.12 | X2.13 | X2.14 | X2.15 |
|-----|------|-------|-------|-------|-------|-------|-------|
| 1 | 4 | 4 | 4 | 5 | 4 | 4 | 5 |
| 2 | 4 | 3 | 3 | 4 | 4 | 5 | 3 |
| 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 |
| 4 | 5 | 4 | 4 | 4 | 4 | 5 | 3 |
| 5 | 3 | 3 | 5 | 5 | 3 | 4 | 3 |
| 6 | 3 | 5 | 4 | 3 | 4 | 3 | 3 |
| 7 | 4 | 5 | 4 | 3 | 3 | 5 | 4 |
| 8 | 3 | 4 | 5 | 3 | 5 | 3 | 5 |
| 9 | 4 | 4 | 3 | 5 | 4 | 4 | 3 |
| 10 | 3 | 3 | 1 | 3 | 3 | 2 | 2 |
| 11 | 4 | 4 | 5 | 4 | 4 | 4 | 4 |
| 12 | 3 | 3 | 5 | 3 | 3 | 3 | 4 |
| 13 | 3 | 3 | 5 | 3 | 4 | 3 | 5 |
| 14 | 3 | 4 | 4 | 5 | 4 | 4 | 5 |
| 15 | 4 | 3 | 4 | 4 | 5 | 5 | 3 |
| 16 | 3 | 3 | 5 | 5 | 4 | 3 | 5 |
| 17 | 4 | 4 | 3 | 3 | 3 | 4 | 5 |
| 18 | 2 | 2 | 2 | 2 | 3 | 2 | 1 |
| 19 | 3 | 2 | 1 | 1 | 3 | 3 | 2 |
| 20 | 2 | 2 | 2 | 2 | 3 | 2 | 2 |
| 21 | 2 | 3 | 2 | 2 | 3 | 3 | 2 |
| 22 | 2 | 2 | 2 | 2 | 2 | 3 | 3 |
| 23 | 1 | 2 | 2 | 3 | 3 | 3 | 3 |
| 24 | 2 | 1 | 2 | 3 | 2 | 2 | 3 |
| 25 | 4 | 4 | 5 | 3 | 3 | 4 | 3 |
| 26 | 5 | 4 | 5 | 4 | 3 | 4 | 5 |
| 27 | 5 | 5 | 3 | 5 | 4 | 5 | 5 |
| 28 | 4 | 4 | 3 | 4 | 3 | 4 | 4 |
| 29 | 2 | 1 | 1 | 2 | 2 | 2 | 5 |
| 30 | 5 | 4 | 3 | 5 | 4 | 5 | 5 |
| 31 | 3 | 5 | 5 | 5 | 3 | 3 | 5 |
| 32 | 4 | 3 | 4 | 3 | 3 | 4 | 5 |
| 33 | 5 | 5 | 4 | 3 | 4 | 5 | 3 |
| 34 | 4 | 3 | 4 | 5 | 3 | 3 | 5 |
| 35 | 3 | 5 | 3 | 3 | 4 | 5 | 3 |
| 36 | 5 | 5 | 4 | 3 | 3 | 4 | 3 |
| 37 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 38 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 39 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 40 | 4 | 3 | 5 | 4 | 4 | 4 | 3 |

Lanjutan Lampiran 3

| No. | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | X2.6 | X2.7 | X2.8 |
|-----|------|------|------|------|------|------|------|------|
| 41 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 42 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 |
| 43 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 3 |
| 44 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 45 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 |
| 46 | 5 | 3 | 3 | 4 | 3 | 3 | 5 | 4 |
| 47 | 5 | 3 | 4 | 5 | 3 | 3 | 5 | 3 |
| 48 | 4 | 5 | 3 | 4 | 3 | 4 | 5 | 4 |
| 49 | 2 | 3 | 3 | 4 | 3 | 3 | 5 | 3 |
| 50 | 2 | 3 | 2 | 3 | 3 | 3 | 2 | 3 |
| 51 | 5 | 3 | 4 | 5 | 4 | 3 | 4 | 4 |
| 52 | 1 | 3 | 3 | 2 | 3 | 3 | 2 | 2 |
| 53 | 4 | 3 | 3 | 5 | 4 | 4 | 3 | 4 |
| 54 | 4 | 3 | 4 | 4 | 5 | 4 | 3 | 3 |
| 55 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 |
| 56 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 |
| 57 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 |
| 58 | 3 | 3 | 3 | 4 | 5 | 4 | 4 | 3 |
| 59 | 5 | 4 | 3 | 4 | 3 | 4 | 5 | 4 |
| 60 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 61 | 4 | 3 | 3 | 4 | 3 | 4 | 5 | 5 |
| 62 | 4 | 4 | 3 | 5 | 3 | 4 | 5 | 4 |
| 63 | 5 | 3 | 5 | 5 | 4 | 4 | 4 | 4 |
| 64 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 |
| 65 | 3 | 5 | 3 | 3 | 4 | 4 | 4 | 4 |
| 66 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 |
| 67 | 4 | 3 | 4 | 5 | 5 | 4 | 3 | 4 |
| 68 | 4 | 3 | 3 | 5 | 3 | 5 | 3 | 5 |
| 69 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 |
| 70 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 |
| 71 | 3 | 4 | 3 | 4 | 4 | 4 | 5 | 4 |
| 72 | 4 | 3 | 5 | 4 | 4 | 3 | 3 | 5 |
| 73 | 5 | 4 | 4 | 3 | 5 | 3 | 3 | 3 |
| 74 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 |
| 75 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 |
| 76 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 |
| 77 | 3 | 5 | 5 | 3 | 3 | 3 | 3 | 4 |
| 78 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 3 |
| 79 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 |
| 80 | 5 | 3 | 4 | 5 | 3 | 5 | 4 | 4 |

Lanjutan Lampiran 3

| No. | X2.9 | X2.10 | X2.11 | X2.12 | X2.13 | X2.14 | X2.15 |
|-----|------|-------|-------|-------|-------|-------|-------|
| 41 | 3 | 4 | 3 | 5 | 4 | 3 | 3 |
| 42 | 3 | 4 | 4 | 4 | 3 | 3 | 5 |
| 43 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 44 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 45 | 4 | 3 | 4 | 4 | 4 | 4 | 3 |
| 46 | 4 | 3 | 3 | 5 | 3 | 3 | 4 |
| 47 | 5 | 5 | 3 | 3 | 4 | 4 | 4 |
| 48 | 4 | 3 | 3 | 3 | 3 | 3 | 4 |
| 49 | 4 | 3 | 4 | 5 | 4 | 4 | 5 |
| 50 | 2 | 2 | 3 | 3 | 3 | 3 | 3 |
| 51 | 5 | 4 | 4 | 4 | 4 | 4 | 4 |
| 52 | 2 | 2 | 3 | 3 | 3 | 3 | 3 |
| 53 | 5 | 5 | 4 | 4 | 4 | 5 | 3 |
| 54 | 4 | 4 | 4 | 4 | 4 | 5 | 5 |
| 55 | 5 | 4 | 5 | 5 | 5 | 5 | 3 |
| 56 | 3 | 3 | 5 | 3 | 3 | 5 | 3 |
| 57 | 5 | 4 | 5 | 3 | 5 | 4 | 4 |
| 58 | 4 | 4 | 4 | 3 | 4 | 5 | 3 |
| 59 | 4 | 5 | 5 | 3 | 4 | 5 | 4 |
| 60 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 61 | 3 | 5 | 4 | 4 | 5 | 5 | 3 |
| 62 | 4 | 5 | 5 | 3 | 5 | 5 | 3 |
| 63 | 4 | 4 | 4 | 3 | 4 | 4 | 5 |
| 64 | 4 | 4 | 4 | 4 | 4 | 3 | 4 |
| 65 | 3 | 3 | 3 | 4 | 3 | 4 | 3 |
| 66 | 5 | 4 | 4 | 4 | 4 | 4 | 5 |
| 67 | 4 | 4 | 5 | 3 | 3 | 4 | 5 |
| 68 | 4 | 5 | 3 | 3 | 4 | 3 | 5 |
| 69 | 3 | 2 | 2 | 3 | 3 | 3 | 3 |
| 70 | 4 | 5 | 3 | 3 | 3 | 5 | 5 |
| 71 | 3 | 3 | 3 | 4 | 4 | 4 | 4 |
| 72 | 5 | 4 | 3 | 3 | 3 | 3 | 3 |
| 73 | 5 | 3 | 5 | 3 | 4 | 4 | 5 |
| 74 | 4 | 5 | 5 | 5 | 4 | 5 | 3 |
| 75 | 4 | 5 | 4 | 5 | 4 | 3 | 3 |
| 76 | 5 | 4 | 5 | 5 | 5 | 4 | 4 |
| 77 | 4 | 5 | 5 | 5 | 4 | 4 | 4 |
| 78 | 5 | 5 | 4 | 5 | 4 | 5 | 4 |
| 79 | 4 | 4 | 5 | 5 | 4 | 4 | 5 |
| 80 | 5 | 5 | 5 | 4 | 5 | 5 | 4 |

Lanjutan Lampiran 3

| No. | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | X2.6 | X2.7 | X2.8 |
|-----|------|------|------|------|------|------|------|------|
| 81 | 4 | 3 | 5 | 4 | 3 | 5 | 5 | 4 |
| 82 | 2 | 3 | 3 | 3 | 2 | 2 | 1 | 1 |
| 83 | 3 | 3 | 3 | 4 | 3 | 5 | 3 | 3 |
| 84 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 4 |
| 85 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 4 |
| 86 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 |
| 87 | 3 | 3 | 3 | 2 | 2 | 3 | 2 | 3 |
| 88 | 5 | 5 | 3 | 4 | 5 | 3 | 5 | 4 |
| 89 | 5 | 3 | 3 | 5 | 3 | 3 | 3 | 5 |
| 90 | 5 | 4 | 5 | 3 | 3 | 3 | 5 | 5 |
| 91 | 5 | 4 | 3 | 5 | 3 | 3 | 3 | 4 |
| 92 | 5 | 5 | 3 | 3 | 3 | 5 | 3 | 4 |
| 93 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 |
| 94 | 5 | 3 | 3 | 3 | 5 | 3 | 3 | 4 |
| 95 | 3 | 5 | 5 | 3 | 4 | 5 | 3 | 5 |
| 96 | 4 | 5 | 4 | 4 | 5 | 4 | 3 | 4 |
| 97 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 |
| 98 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 |
| 99 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 |
| 100 | 5 | 3 | 3 | 4 | 3 | 3 | 5 | 4 |
| 101 | 3 | 5 | 3 | 3 | 5 | 5 | 5 | 5 |
| 102 | 5 | 3 | 3 | 4 | 5 | 3 | 5 | 4 |
| 103 | 3 | 2 | 3 | 2 | 1 | 1 | 1 | 1 |
| 104 | 3 | 5 | 5 | 3 | 4 | 5 | 3 | 4 |
| 105 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 |
| 106 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 |
| 107 | 3 | 4 | 5 | 3 | 4 | 5 | 3 | 5 |
| 108 | 4 | 4 | 5 | 3 | 3 | 4 | 3 | 5 |
| 109 | 4 | 4 | 5 | 4 | 3 | 5 | 5 | 4 |
| 110 | 4 | 4 | 5 | 3 | 3 | 4 | 5 | 3 |
| 111 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 |
| 112 | 4 | 3 | 5 | 4 | 3 | 4 | 4 | 3 |
| 113 | 5 | 3 | 2 | 2 | 3 | 2 | 2 | 2 |
| 114 | 5 | 3 | 3 | 4 | 5 | 4 | 5 | 4 |
| 115 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 |
| 116 | 4 | 3 | 4 | 3 | 5 | 4 | 5 | 4 |
| 117 | 5 | 5 | 5 | 3 | 5 | 5 | 3 | 3 |
| 118 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 |
| 119 | 5 | 4 | 5 | 4 | 3 | 5 | 3 | 3 |
| 120 | 5 | 4 | 5 | 4 | 4 | 5 | 3 | 4 |

Lanjutan Lampiran 3

| No. | X2.9 | X2.10 | X2.11 | X2.12 | X2.13 | X2.14 | X2.15 |
|-----|------|-------|-------|-------|-------|-------|-------|
| 81 | 4 | 5 | 5 | 4 | 4 | 3 | 5 |
| 82 | 3 | 3 | 3 | 2 | 2 | 3 | 2 |
| 83 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 84 | 5 | 5 | 5 | 5 | 4 | 5 | 5 |
| 85 | 4 | 3 | 4 | 4 | 3 | 5 | 3 |
| 86 | 4 | 4 | 5 | 5 | 4 | 3 | 3 |
| 87 | 3 | 3 | 3 | 3 | 2 | 3 | 2 |
| 88 | 4 | 4 | 4 | 5 | 4 | 3 | 5 |
| 89 | 3 | 3 | 4 | 3 | 3 | 4 | 3 |
| 90 | 4 | 4 | 3 | 4 | 4 | 5 | 4 |
| 91 | 4 | 4 | 4 | 4 | 3 | 3 | 5 |
| 92 | 3 | 4 | 4 | 4 | 4 | 3 | 5 |
| 93 | 4 | 5 | 3 | 4 | 4 | 3 | 4 |
| 94 | 5 | 4 | 5 | 4 | 3 | 4 | 5 |
| 95 | 5 | 3 | 3 | 4 | 4 | 3 | 5 |
| 96 | 4 | 3 | 4 | 4 | 3 | 4 | 4 |
| 97 | 4 | 4 | 4 | 5 | 4 | 4 | 3 |
| 98 | 5 | 4 | 4 | 4 | 4 | 5 | 4 |
| 99 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 100 | 4 | 4 | 4 | 5 | 4 | 4 | 3 |
| 101 | 5 | 3 | 4 | 5 | 4 | 5 | 3 |
| 102 | 4 | 4 | 3 | 5 | 3 | 4 | 3 |
| 103 | 3 | 2 | 3 | 2 | 3 | 3 | 3 |
| 104 | 5 | 5 | 3 | 4 | 4 | 4 | 3 |
| 105 | 3 | 4 | 3 | 5 | 4 | 4 | 5 |
| 106 | 2 | 2 | 3 | 2 | 3 | 3 | 2 |
| 107 | 3 | 4 | 4 | 4 | 4 | 4 | 5 |
| 108 | 4 | 3 | 5 | 4 | 3 | 5 | 5 |
| 109 | 4 | 4 | 4 | 5 | 4 | 4 | 5 |
| 110 | 5 | 4 | 4 | 4 | 4 | 3 | 5 |
| 111 | 5 | 4 | 3 | 5 | 3 | 3 | 3 |
| 112 | 5 | 3 | 3 | 4 | 5 | 3 | 3 |
| 113 | 2 | 2 | 2 | 2 | 2 | 3 | 2 |
| 114 | 4 | 4 | 4 | 4 | 4 | 3 | 4 |
| 115 | 4 | 4 | 4 | 4 | 3 | 4 | 3 |
| 116 | 4 | 4 | 4 | 4 | 4 | 5 | 4 |
| 117 | 5 | 4 | 3 | 3 | 4 | 5 | 5 |
| 118 | 5 | 3 | 3 | 3 | 4 | 5 | 5 |
| 119 | 5 | 4 | 4 | 4 | 4 | 5 | 4 |
| 120 | 4 | 3 | 4 | 4 | 5 | 5 | 4 |

Lanjutan Lampiran 3

| No. | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 | X2.6 | X2.7 | X2.8 |
|-----|------|------|------|------|------|------|------|------|
| 121 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 2 |
| 122 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 |
| 123 | 2 | 1 | 1 | 1 | 3 | 2 | 3 | 3 |
| 124 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 3 |
| 125 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 |
| 126 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 |
| 127 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 4 |
| 128 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 5 |
| 129 | 3 | 5 | 2 | 3 | 3 | 4 | 3 | 3 |
| 130 | 4 | 3 | 5 | 5 | 5 | 3 | 5 | 4 |
| 131 | 5 | 3 | 5 | 3 | 5 | 5 | 4 | 4 |
| 132 | 4 | 3 | 2 | 4 | 4 | 3 | 4 | 5 |
| 133 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 |
| 134 | 1 | 1 | 2 | 2 | 2 | 1 | 1 | 3 |
| 135 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 |
| 136 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 |
| 137 | 5 | 3 | 3 | 5 | 3 | 3 | 3 | 3 |
| 138 | 3 | 5 | 5 | 5 | 5 | 3 | 3 | 3 |
| 139 | 2 | 2 | 1 | 1 | 3 | 2 | 3 | 3 |
| 140 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 4 |
| 141 | 3 | 3 | 3 | 4 | 3 | 5 | 4 | 4 |
| 142 | 3 | 5 | 4 | 4 | 3 | 5 | 4 | 4 |
| 143 | 3 | 5 | 5 | 5 | 3 | 4 | 4 | 4 |
| 144 | 3 | 5 | 3 | 5 | 3 | 5 | 5 | 3 |
| 145 | 3 | 4 | 3 | 5 | 3 | 4 | 5 | 4 |
| 146 | 3 | 2 | 3 | 2 | 3 | 2 | 1 | 2 |
| 147 | 3 | 4 | 3 | 3 | 3 | 5 | 3 | 3 |
| 148 | 3 | 3 | 4 | 5 | 3 | 4 | 3 | 3 |
| 149 | 3 | 3 | 4 | 5 | 3 | 3 | 3 | 3 |
| 150 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 |

Lanjutan Lampiran 3

| No. | X2.9 | X2.10 | X2.11 | X2.12 | X2.13 | X2.14 | X2.15 |
|-----|------|-------|-------|-------|-------|-------|-------|
| 121 | 5 | 2 | 2 | 1 | 2 | 2 | 2 |
| 122 | 4 | 4 | 4 | 4 | 4 | 5 | 5 |
| 123 | 3 | 3 | 2 | 2 | 2 | 2 | 3 |
| 124 | 3 | 4 | 5 | 3 | 5 | 5 | 3 |
| 125 | 3 | 3 | 4 | 3 | 4 | 4 | 3 |
| 126 | 3 | 4 | 4 | 3 | 4 | 5 | 3 |
| 127 | 3 | 3 | 5 | 3 | 4 | 5 | 3 |
| 128 | 4 | 4 | 4 | 3 | 5 | 4 | 3 |
| 129 | 3 | 5 | 3 | 3 | 5 | 3 | 3 |
| 130 | 4 | 5 | 5 | 3 | 5 | 5 | 3 |
| 131 | 5 | 5 | 5 | 3 | 4 | 3 | 3 |
| 132 | 5 | 5 | 5 | 5 | 5 | 5 | 3 |
| 133 | 5 | 5 | 4 | 5 | 5 | 5 | 3 |
| 134 | 1 | 2 | 3 | 3 | 1 | 1 | 3 |
| 135 | 3 | 4 | 4 | 3 | 4 | 3 | 3 |
| 136 | 5 | 5 | 4 | 3 | 4 | 4 | 3 |
| 137 | 5 | 3 | 4 | 3 | 4 | 3 | 3 |
| 138 | 3 | 3 | 3 | 3 | 5 | 4 | 3 |
| 139 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 140 | 4 | 4 | 4 | 3 | 4 | 3 | 3 |
| 141 | 4 | 4 | 3 | 5 | 3 | 4 | 3 |
| 142 | 4 | 4 | 4 | 3 | 3 | 3 | 3 |
| 143 | 4 | 4 | 3 | 3 | 5 | 3 | 3 |
| 144 | 4 | 4 | 4 | 5 | 5 | 4 | 3 |
| 145 | 3 | 3 | 3 | 3 | 5 | 3 | 3 |
| 146 | 3 | 3 | 2 | 3 | 1 | 3 | 3 |
| 147 | 3 | 4 | 3 | 3 | 4 | 4 | 3 |
| 148 | 3 | 4 | 4 | 3 | 5 | 4 | 3 |
| 149 | 3 | 4 | 3 | 3 | 4 | 3 | 3 |
| 150 | 3 | 2 | 2 | 3 | 2 | 1 | 3 |

Lanjutan Lampiran 3

| No. | Y1.1 | Y1.2 | Y1.3 |
|-----|------|------|------|
| 1 | 3 | 5 | 5 |
| 2 | 3 | 3 | 3 |
| 3 | 4 | 3 | 4 |
| 4 | 3 | 3 | 3 |
| 5 | 3 | 4 | 3 |
| 6 | 3 | 4 | 4 |
| 7 | 5 | 3 | 3 |
| 8 | 4 | 4 | 3 |
| 9 | 5 | 4 | 5 |
| 10 | 3 | 3 | 2 |
| 11 | 3 | 4 | 4 |
| 12 | 3 | 3 | 3 |
| 13 | 3 | 4 | 3 |
| 14 | 3 | 4 | 3 |
| 15 | 3 | 5 | 4 |
| 16 | 5 | 5 | 5 |
| 17 | 5 | 5 | 5 |
| 18 | 1 | 1 | 1 |
| 19 | 2 | 2 | 2 |
| 20 | 2 | 2 | 2 |
| 21 | 2 | 2 | 2 |
| 22 | 3 | 3 | 3 |
| 23 | 3 | 2 | 2 |
| 24 | 3 | 2 | 2 |
| 25 | 3 | 3 | 3 |
| 26 | 5 | 5 | 4 |
| 27 | 4 | 5 | 3 |
| 28 | 5 | 5 | 3 |
| 29 | 5 | 5 | 3 |
| 30 | 5 | 5 | 4 |
| 31 | 4 | 4 | 4 |
| 32 | 5 | 4 | 4 |
| 33 | 4 | 4 | 4 |
| 34 | 3 | 4 | 4 |
| 35 | 3 | 2 | 2 |
| 36 | 3 | 5 | 3 |
| 37 | 5 | 5 | 5 |
| 38 | 5 | 5 | 5 |
| 39 | 5 | 5 | 5 |
| 40 | 4 | 5 | 5 |

Lanjutan Lampiran 3

| No. | Y1.1 | Y1.2 | Y1.3 |
|-----|------|------|------|
| 41 | 5 | 4 | 5 |
| 42 | 4 | 4 | 3 |
| 43 | 5 | 5 | 3 |
| 44 | 3 | 3 | 3 |
| 45 | 5 | 5 | 4 |
| 46 | 5 | 4 | 5 |
| 47 | 3 | 5 | 5 |
| 48 | 5 | 4 | 5 |
| 49 | 5 | 4 | 5 |
| 50 | 3 | 3 | 3 |
| 51 | 4 | 4 | 4 |
| 52 | 3 | 3 | 2 |
| 53 | 3 | 4 | 4 |
| 54 | 4 | 4 | 4 |
| 55 | 4 | 5 | 5 |
| 56 | 5 | 5 | 5 |
| 57 | 4 | 5 | 4 |
| 58 | 5 | 4 | 5 |
| 59 | 4 | 5 | 4 |
| 60 | 5 | 5 | 4 |
| 61 | 5 | 4 | 4 |
| 62 | 5 | 5 | 4 |
| 63 | 4 | 4 | 4 |
| 64 | 4 | 4 | 3 |
| 65 | 3 | 3 | 4 |
| 66 | 4 | 4 | 4 |
| 67 | 3 | 5 | 4 |
| 68 | 4 | 5 | 4 |
| 69 | 2 | 2 | 2 |
| 70 | 4 | 4 | 4 |
| 71 | 4 | 4 | 4 |
| 72 | 4 | 5 | 3 |
| 73 | 4 | 4 | 4 |
| 74 | 5 | 4 | 4 |
| 75 | 4 | 4 | 4 |
| 76 | 4 | 5 | 5 |
| 77 | 5 | 4 | 4 |
| 78 | 4 | 4 | 3 |
| 79 | 5 | 4 | 4 |
| 80 | 4 | 5 | 4 |

Lanjutan Lampiran 3

| No. | Y1.1 | Y1.2 | Y1.3 |
|-----|------|------|------|
| 81 | 4 | 4 | 4 |
| 82 | 3 | 3 | 3 |
| 83 | 2 | 1 | 2 |
| 84 | 4 | 4 | 4 |
| 85 | 4 | 5 | 4 |
| 86 | 5 | 4 | 4 |
| 87 | 3 | 2 | 2 |
| 88 | 4 | 4 | 5 |
| 89 | 3 | 5 | 4 |
| 90 | 5 | 4 | 4 |
| 91 | 5 | 4 | 4 |
| 92 | 5 | 4 | 4 |
| 93 | 3 | 4 | 4 |
| 94 | 5 | 5 | 5 |
| 95 | 4 | 5 | 3 |
| 96 | 4 | 5 | 3 |
| 97 | 4 | 5 | 4 |
| 98 | 4 | 4 | 4 |
| 99 | 4 | 4 | 4 |
| 100 | 4 | 4 | 3 |
| 101 | 5 | 3 | 3 |
| 102 | 4 | 4 | 3 |
| 103 | 3 | 2 | 3 |
| 104 | 4 | 5 | 3 |
| 105 | 5 | 4 | 5 |
| 106 | 2 | 1 | 2 |
| 107 | 4 | 5 | 5 |
| 108 | 5 | 5 | 5 |
| 109 | 5 | 4 | 5 |
| 110 | 4 | 4 | 4 |
| 111 | 5 | 5 | 4 |
| 112 | 4 | 4 | 4 |
| 113 | 2 | 2 | 1 |
| 114 | 5 | 4 | 5 |
| 115 | 4 | 3 | 4 |
| 116 | 4 | 4 | 4 |
| 117 | 4 | 4 | 4 |
| 118 | 4 | 4 | 4 |
| 119 | 4 | 4 | 4 |
| 120 | 4 | 4 | 4 |

Lanjutan Lampiran 3

| No. | Y1.1 | Y1.2 | Y1.3 |
|-----|------|------|------|
| 121 | 3 | 3 | 2 |
| 122 | 3 | 4 | 4 |
| 123 | 3 | 3 | 2 |
| 124 | 3 | 5 | 4 |
| 125 | 3 | 4 | 5 |
| 126 | 3 | 3 | 3 |
| 127 | 4 | 4 | 4 |
| 128 | 4 | 5 | 3 |
| 129 | 5 | 3 | 3 |
| 130 | 3 | 5 | 5 |
| 131 | 3 | 4 | 5 |
| 132 | 3 | 4 | 5 |
| 133 | 3 | 5 | 5 |
| 134 | 3 | 2 | 2 |
| 135 | 3 | 5 | 4 |
| 136 | 3 | 3 | 4 |
| 137 | 3 | 4 | 4 |
| 138 | 3 | 3 | 5 |
| 139 | 3 | 3 | 3 |
| 140 | 3 | 4 | 4 |
| 141 | 3 | 4 | 4 |
| 142 | 3 | 5 | 5 |
| 143 | 3 | 4 | 4 |
| 144 | 3 | 4 | 4 |
| 145 | 3 | 4 | 4 |
| 146 | 3 | 4 | 4 |
| 147 | 3 | 4 | 4 |
| 148 | 3 | 4 | 4 |
| 149 | 3 | 4 | 4 |
| 150 | 3 | 2 | 3 |

Lanjutan Lampiran 3

| No. | Y2.1 | Y2.2 | Y2.3 | Y2.4 |
|-----|------|------|------|------|
| 1 | 4 | 5 | 3 | 5 |
| 2 | 4 | 4 | 4 | 3 |
| 3 | 3 | 4 | 3 | 4 |
| 4 | 5 | 5 | 5 | 4 |
| 5 | 3 | 4 | 4 | 3 |
| 6 | 3 | 4 | 5 | 4 |
| 7 | 3 | 4 | 5 | 4 |
| 8 | 4 | 4 | 5 | 3 |
| 9 | 4 | 5 | 4 | 4 |
| 10 | 2 | 2 | 2 | 2 |
| 11 | 4 | 4 | 4 | 3 |
| 12 | 5 | 5 | 3 | 4 |
| 13 | 3 | 3 | 4 | 3 |
| 14 | 3 | 5 | 3 | 4 |
| 15 | 3 | 3 | 4 | 3 |
| 16 | 5 | 5 | 5 | 5 |
| 17 | 5 | 5 | 5 | 5 |
| 18 | 1 | 1 | 1 | 1 |
| 19 | 2 | 2 | 2 | 2 |
| 20 | 2 | 4 | 3 | 3 |
| 21 | 3 | 3 | 2 | 3 |
| 22 | 1 | 3 | 3 | 2 |
| 23 | 3 | 2 | 3 | 3 |
| 24 | 2 | 3 | 2 | 2 |
| 25 | 4 | 4 | 5 | 3 |
| 26 | 5 | 4 | 5 | 4 |
| 27 | 4 | 5 | 5 | 5 |
| 28 | 4 | 4 | 4 | 4 |
| 29 | 3 | 3 | 3 | 3 |
| 30 | 4 | 4 | 5 | 5 |
| 31 | 4 | 4 | 4 | 4 |
| 32 | 4 | 4 | 4 | 4 |
| 33 | 4 | 4 | 4 | 4 |
| 34 | 4 | 4 | 4 | 4 |
| 35 | 3 | 3 | 3 | 1 |
| 36 | 5 | 4 | 5 | 4 |
| 37 | 5 | 5 | 5 | 5 |
| 38 | 5 | 5 | 5 | 5 |
| 39 | 5 | 5 | 5 | 5 |
| 40 | 3 | 5 | 5 | 5 |

Lanjutan Lampiran 3

| No. | Y2.1 | Y2.2 | Y2.3 | Y2.4 |
|-----|------|------|------|------|
| 41 | 3 | 4 | 4 | 4 |
| 42 | 5 | 5 | 4 | 3 |
| 43 | 4 | 5 | 5 | 4 |
| 44 | 3 | 4 | 3 | 3 |
| 45 | 4 | 3 | 4 | 4 |
| 46 | 4 | 4 | 5 | 3 |
| 47 | 4 | 4 | 5 | 3 |
| 48 | 4 | 5 | 5 | 4 |
| 49 | 4 | 4 | 4 | 4 |
| 50 | 2 | 3 | 3 | 3 |
| 51 | 4 | 5 | 5 | 4 |
| 52 | 3 | 1 | 1 | 3 |
| 53 | 4 | 5 | 5 | 3 |
| 54 | 5 | 5 | 5 | 5 |
| 55 | 5 | 5 | 5 | 5 |
| 56 | 4 | 5 | 5 | 5 |
| 57 | 5 | 4 | 4 | 4 |
| 58 | 5 | 5 | 4 | 4 |
| 59 | 4 | 4 | 5 | 5 |
| 60 | 3 | 3 | 3 | 3 |
| 61 | 5 | 5 | 5 | 4 |
| 62 | 3 | 5 | 5 | 5 |
| 63 | 4 | 4 | 4 | 4 |
| 64 | 3 | 4 | 4 | 4 |
| 65 | 3 | 3 | 3 | 3 |
| 66 | 3 | 4 | 4 | 4 |
| 67 | 3 | 4 | 4 | 5 |
| 68 | 3 | 5 | 3 | 4 |
| 69 | 1 | 2 | 3 | 2 |
| 70 | 3 | 4 | 4 | 3 |
| 71 | 4 | 4 | 4 | 4 |
| 72 | 4 | 4 | 4 | 4 |
| 73 | 4 | 4 | 4 | 4 |
| 74 | 4 | 4 | 4 | 4 |
| 75 | 5 | 3 | 5 | 3 |
| 76 | 3 | 4 | 4 | 4 |
| 77 | 4 | 4 | 4 | 4 |
| 78 | 4 | 4 | 4 | 4 |
| 79 | 5 | 4 | 4 | 4 |
| 80 | 5 | 3 | 4 | 4 |

Lanjutan Lampiran 3

| No. | Y2.1 | Y2.2 | Y2.3 | Y2.4 |
|-----|------|------|------|------|
| 81 | 3 | 3 | 3 | 4 |
| 82 | 3 | 2 | 2 | 3 |
| 83 | 3 | 3 | 3 | 2 |
| 84 | 4 | 4 | 4 | 5 |
| 85 | 4 | 4 | 3 | 5 |
| 86 | 4 | 4 | 4 | 5 |
| 87 | 3 | 3 | 3 | 3 |
| 88 | 3 | 5 | 4 | 4 |
| 89 | 3 | 3 | 3 | 3 |
| 90 | 4 | 4 | 4 | 4 |
| 91 | 4 | 4 | 4 | 4 |
| 92 | 4 | 4 | 4 | 4 |
| 93 | 3 | 5 | 3 | 5 |
| 94 | 5 | 5 | 5 | 5 |
| 95 | 4 | 5 | 3 | 5 |
| 96 | 4 | 4 | 3 | 4 |
| 97 | 3 | 4 | 4 | 5 |
| 98 | 4 | 4 | 5 | 5 |
| 99 | 4 | 4 | 4 | 4 |
| 100 | 4 | 5 | 4 | 4 |
| 101 | 5 | 4 | 4 | 5 |
| 102 | 3 | 4 | 5 | 4 |
| 103 | 3 | 3 | 3 | 3 |
| 104 | 3 | 4 | 3 | 3 |
| 105 | 5 | 5 | 3 | 4 |
| 106 | 3 | 3 | 3 | 3 |
| 107 | 5 | 5 | 4 | 4 |
| 108 | 4 | 5 | 5 | 5 |
| 109 | 5 | 5 | 4 | 4 |
| 110 | 4 | 4 | 4 | 4 |
| 111 | 4 | 4 | 4 | 3 |
| 112 | 4 | 4 | 5 | 4 |
| 113 | 2 | 2 | 1 | 2 |
| 114 | 5 | 4 | 5 | 4 |
| 115 | 3 | 4 | 3 | 3 |
| 116 | 4 | 5 | 5 | 4 |
| 117 | 4 | 4 | 4 | 4 |
| 118 | 4 | 4 | 4 | 4 |
| 119 | 4 | 4 | 4 | 4 |
| 120 | 4 | 4 | 4 | 4 |

Lanjutan Lampiran 3

| No. | Y2.1 | Y2.2 | Y2.3 | Y2.4 |
|-----|------|------|------|------|
| 121 | 2 | 3 | 3 | 2 |
| 122 | 3 | 4 | 4 | 4 |
| 123 | 3 | 3 | 1 | 2 |
| 124 | 4 | 4 | 4 | 5 |
| 125 | 4 | 4 | 4 | 4 |
| 126 | 4 | 4 | 4 | 4 |
| 127 | 4 | 4 | 4 | 4 |
| 128 | 4 | 4 | 4 | 4 |
| 129 | 4 | 4 | 4 | 4 |
| 130 | 4 | 4 | 4 | 4 |
| 131 | 4 | 4 | 4 | 4 |
| 132 | 5 | 4 | 3 | 4 |
| 133 | 4 | 4 | 3 | 3 |
| 134 | 2 | 3 | 3 | 3 |
| 135 | 3 | 4 | 3 | 5 |
| 136 | 4 | 3 | 5 | 4 |
| 137 | 5 | 4 | 4 | 3 |
| 138 | 4 | 4 | 5 | 5 |
| 139 | 3 | 2 | 2 | 3 |
| 140 | 4 | 4 | 4 | 5 |
| 141 | 3 | 5 | 4 | 5 |
| 142 | 5 | 4 | 4 | 3 |
| 143 | 4 | 3 | 4 | 5 |
| 144 | 3 | 5 | 4 | 3 |
| 145 | 3 | 5 | 3 | 5 |
| 146 | 3 | 3 | 1 | 5 |
| 147 | 4 | 4 | 3 | 4 |
| 148 | 3 | 4 | 4 | 4 |
| 149 | 3 | 5 | 5 | 4 |
| 150 | 1 | 1 | 1 | 3 |

Lampiran 4: Uji Normalitas

ATE: 03/21/2014

TIME: 13:54

P R E L I S 2.70

BY

Karl G. Jöreskog & Dag Sörbom

This program is published exclusively by

Scientific Software International, Inc.

7383 N. Lincoln Avenue, Suite 100

Lincolnwood, IL 60712, U.S.A.

Phone: (800)247-6113, (847)675-0720, Fax: (847)675-2140

Copyright by Scientific Software International, Inc., 1981-2004

Use of this program is subject to the terms specified in the

Universal Copyright Convention.

Website: www.ssicentral.com

The following lines were read from file

D:\PENELITIAN\PIZZAHUT.PR2:

!PRELIS SYNTAX: Can be edited

SY='D:\PENELITIAN\PIZZAHUT.PSF'

NS 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26

27 28 29 30 31 32 33 34 35 36 37 38 39 40 41

OU MA=CM SM=D:\PENELITIAN\PIZZAHUT.COV XT

Total Sample Size = 150

Univariate Summary Statistics for Continuous Variables

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

| | | | | | | | | |
|------|-------|-------|--------|--------|--------|-------|---|-------|
| X1.1 | 3.620 | 1.014 | 43.704 | -0.184 | -0.598 | 0.588 | 1 | 4.971 |
|------|-------|-------|--------|--------|--------|-------|---|-------|

| | | | | | | | | | |
|----|-------|-------|-------|--------|--------|--------|-------|---|-------|
| 43 | X1.2 | 3.627 | 1.046 | 42.455 | -0.202 | -0.494 | 1.000 | 4 | 4.975 |
| 35 | X1.3 | 3.633 | 1.019 | 43.653 | -0.201 | -0.527 | 1.028 | 3 | 5.045 |
| 40 | X1.4 | 3.600 | 1.043 | 42.285 | -0.208 | -0.516 | 0.899 | 3 | 4.975 |
| 38 | X1.5 | 3.707 | 1.027 | 44.212 | -0.241 | -0.552 | 1.194 | 4 | 5.079 |
| 40 | X1.6 | 3.733 | 1.001 | 45.673 | -0.241 | -0.557 | 1.157 | 3 | 5.044 |
| 32 | X1.7 | 3.687 | 0.921 | 49.047 | -0.155 | -0.453 | 0.950 | 1 | 5.020 |
| 37 | X1.8 | 3.647 | 0.963 | 46.362 | -0.141 | -0.446 | 0.985 | 2 | 4.973 |
| 35 | X1.9 | 3.680 | 0.999 | 45.125 | -0.212 | -0.503 | 1.125 | 3 | 5.065 |
| 41 | X1.10 | 3.767 | 0.979 | 47.117 | -0.248 | -0.560 | 1.092 | 2 | 5.035 |
| 38 | X1.11 | 3.660 | 0.995 | 45.029 | -0.185 | -0.505 | 1.085 | 3 | 5.004 |
| 37 | X1.12 | 3.680 | 0.972 | 46.391 | -0.185 | -0.501 | 1.023 | 2 | 5.004 |
| 34 | X1.13 | 3.573 | 1.077 | 40.651 | -0.185 | -0.568 | 1.199 | 7 | 5.081 |
| 38 | X1.14 | 3.713 | 0.992 | 45.838 | -0.202 | -0.540 | 1.268 | 4 | 5.048 |
| 38 | X1.15 | 3.613 | 0.988 | 44.772 | -0.156 | -0.438 | 0.880 | 2 | 4.959 |
| 31 | X1.16 | 3.633 | 0.944 | 47.129 | -0.129 | -0.404 | 1.200 | 3 | 5.022 |
| 42 | X1.17 | 3.747 | 1.005 | 45.677 | -0.227 | -0.593 | 1.259 | 4 | 5.040 |
| 39 | X1.18 | 3.693 | 0.990 | 45.713 | -0.165 | -0.543 | 1.233 | 4 | 5.020 |
| 39 | X1.19 | 3.780 | 0.982 | 47.135 | -0.242 | -0.535 | 1.363 | 4 | 5.084 |
| 42 | X2.1 | 3.773 | 1.004 | 46.014 | -0.270 | -0.576 | 1.188 | 3 | 5.057 |
| 28 | X2.2 | 3.600 | 0.912 | 48.332 | -0.096 | -0.333 | 1.106 | 2 | 4.998 |

| | | | | | | | | | |
|----|-------|-------|-------|--------|--------|--------|-------|---|-------|
| 41 | X2.3 | 3.653 | 1.062 | 42.141 | -0.243 | -0.594 | 1.045 | 4 | 5.026 |
| 24 | X2.4 | 3.673 | 0.886 | 50.771 | -0.164 | -0.206 | 1.255 | 2 | 5.106 |
| 36 | X2.5 | 3.600 | 0.997 | 44.240 | -0.130 | -0.439 | 1.118 | 4 | 4.990 |
| 35 | X2.6 | 3.700 | 1.002 | 45.240 | -0.204 | -0.510 | 1.336 | 5 | 5.093 |
| 42 | X2.7 | 3.613 | 1.092 | 40.538 | -0.207 | -0.607 | 1.160 | 7 | 5.024 |
| 28 | X2.8 | 3.640 | 0.950 | 46.912 | -0.154 | -0.366 | 1.313 | 4 | 5.087 |
| 40 | X2.9 | 3.807 | 0.953 | 48.909 | -0.255 | -0.522 | 1.202 | 2 | 5.057 |
| 34 | X2.10 | 3.733 | 0.960 | 47.626 | -0.218 | -0.450 | 1.124 | 2 | 5.085 |
| 37 | X2.11 | 3.740 | 0.986 | 46.455 | -0.236 | -0.505 | 1.211 | 3 | 5.076 |
| 38 | X2.12 | 3.687 | 0.970 | 46.536 | -0.182 | -0.503 | 1.024 | 2 | 4.997 |
| 26 | X2.13 | 3.713 | 0.870 | 52.299 | -0.161 | -0.232 | 1.335 | 2 | 5.083 |
| 43 | X2.14 | 3.807 | 0.953 | 48.909 | -0.236 | -0.579 | 1.181 | 2 | 5.022 |
| 43 | X2.15 | 3.667 | 0.981 | 45.786 | -0.159 | -0.462 | 0.658 | 1 | 4.943 |
| 38 | Y1.1 | 3.760 | 0.910 | 50.610 | -0.159 | -0.521 | 1.023 | 1 | 4.995 |
| 44 | Y1.2 | 3.927 | 0.970 | 49.579 | -0.328 | -0.431 | 1.400 | 3 | 5.151 |
| 31 | Y1.3 | 3.740 | 0.944 | 48.508 | -0.214 | -0.348 | 1.165 | 2 | 5.126 |
| 27 | Y2.1 | 3.680 | 0.922 | 48.888 | -0.156 | -0.312 | 1.414 | 4 | 5.108 |
| 38 | Y2.2 | 3.933 | 0.887 | 54.286 | -0.277 | -0.247 | 1.610 | 3 | 5.145 |
| 38 | Y2.3 | 3.820 | 0.990 | 47.241 | -0.250 | -0.494 | 1.542 | 6 | 5.155 |
| 33 | Y2.4 | 3.813 | 0.893 | 52.310 | -0.224 | -0.320 | 1.367 | 2 | 5.096 |

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 |
| X1.1 | -0.947 | 0.343 | -2.011 | 0.044 | 4.942 | 0.084 |
| X1.2 | -1.037 | 0.300 | -1.520 | 0.129 | 3.384 | 0.184 |
| X1.3 | -1.033 | 0.301 | -1.667 | 0.096 | 3.846 | 0.146 |
| X1.4 | -1.066 | 0.287 | -1.616 | 0.106 | 3.746 | 0.154 |
| X1.5 | -1.231 | 0.218 | -1.783 | 0.075 | 4.693 | 0.096 |
| X1.6 | -1.230 | 0.219 | -1.807 | 0.071 | 4.779 | 0.092 |
| X1.7 | -0.800 | 0.424 | -1.340 | 0.180 | 2.436 | 0.296 |
| X1.8 | -0.724 | 0.469 | -1.314 | 0.189 | 2.250 | 0.325 |
| X1.9 | -1.086 | 0.278 | -1.559 | 0.119 | 3.608 | 0.165 |
| X1.10 | -1.268 | 0.205 | -1.825 | 0.068 | 4.937 | 0.085 |
| X1.11 | -0.949 | 0.343 | -1.566 | 0.117 | 3.351 | 0.187 |
| X1.12 | -0.948 | 0.343 | -1.549 | 0.121 | 3.298 | 0.192 |
| X1.13 | -0.951 | 0.342 | -1.861 | 0.063 | 4.368 | 0.113 |
| X1.14 | -1.038 | 0.299 | -1.730 | 0.084 | 4.070 | 0.131 |
| X1.15 | -0.803 | 0.422 | -1.280 | 0.201 | 2.284 | 0.319 |
| X1.16 | -0.667 | 0.505 | -1.140 | 0.254 | 1.744 | 0.418 |
| X1.17 | -1.163 | 0.245 | -1.988 | 0.047 | 5.305 | 0.070 |
| X1.18 | -0.849 | 0.396 | -1.744 | 0.081 | 3.763 | 0.152 |
| X1.19 | -1.236 | 0.217 | -1.703 | 0.089 | 4.426 | 0.109 |
| X2.1 | -1.374 | 0.170 | -1.900 | 0.057 | 5.498 | 0.064 |
| X2.2 | -0.495 | 0.621 | -0.869 | 0.385 | 1.000 | 0.606 |
| X2.3 | -1.244 | 0.213 | -1.990 | 0.047 | 5.508 | 0.064 |
| X2.4 | -0.845 | 0.398 | -0.434 | 0.665 | 0.902 | 0.637 |
| X2.5 | -0.671 | 0.502 | -1.282 | 0.200 | 2.093 | 0.351 |
| X2.6 | -1.045 | 0.296 | -1.590 | 0.112 | 3.620 | 0.164 |
| X2.7 | -1.061 | 0.289 | -2.057 | 0.040 | 5.358 | 0.069 |
| X2.8 | -0.791 | 0.429 | -0.994 | 0.320 | 1.614 | 0.446 |
| X2.9 | -1.299 | 0.194 | -1.642 | 0.101 | 4.384 | 0.112 |
| X2.10 | -1.116 | 0.264 | -1.330 | 0.183 | 3.015 | 0.221 |
| X2.11 | -1.206 | 0.228 | -1.566 | 0.117 | 3.906 | 0.142 |
| X2.12 | -0.935 | 0.350 | -1.559 | 0.119 | 3.304 | 0.192 |
| X2.13 | -0.827 | 0.408 | -0.521 | 0.603 | 0.956 | 0.620 |
| X2.14 | -1.205 | 0.228 | -1.917 | 0.055 | 5.127 | 0.077 |
| X2.15 | -0.819 | 0.413 | -1.381 | 0.167 | 2.577 | 0.276 |
| Y1.1 | -0.816 | 0.415 | -1.639 | 0.101 | 3.351 | 0.187 |

| | | | |
|-------|------|-------|-------|
| 0 | 0.0 | 2.590 | |
| 69 | 46.0 | 2.988 | |
| | | | |
| 0 | 0.0 | 3.385 | |
| 25 | 16.7 | 3.783 | |
| 0 | 0.0 | 4.180 | |
| 43 | 28.7 | 4.578 | |

X1.3

Frequency Percentage Lower Class Limit

| | | | |
|-------|------|-------|-------|
| 3 | 2.0 | 1.028 | •• |
| 0 | 0.0 | 1.430 | |
| 16 | 10.7 | 1.832 | |
| 0 | 0.0 | 2.233 | |
| 49 | 32.7 | 2.635 | |
| | | | |
| 0 | 0.0 | 3.037 | |
| 0 | 0.0 | 3.438 | |
| 47 | 31.3 | 3.840 | |
| | | | |
| 0 | 0.0 | 4.242 | |
| 35 | 23.3 | 4.643 | |
| | | | |

X1.4

Frequency Percentage Lower Class Limit

| | | | |
|-------|------|-------|-------|
| 3 | 2.0 | 0.899 | • |
| 0 | 0.0 | 1.306 | |
| 14 | 9.3 | 1.714 | |
| 0 | 0.0 | 2.122 | |
| 0 | 0.0 | 2.529 | |
| 63 | 42.0 | 2.937 | |
| | | | |
| 0 | 0.0 | 3.344 | |
| 30 | 20.0 | 3.752 | |
| 0 | 0.0 | 4.160 | |
| 40 | 26.7 | 4.567 | |
| | | | |

X1.5

Frequency Percentage Lower Class Limit

| | | | |
|-------|------|-------|-------|
| 53 | 35.3 | 3.799 | |
| | | | |
| 0 | 0.0 | 4.206 | |
| 32 | 21.3 | 4.613 | |

X1.8

| Frequency | Percentage | Lower Class Limit | |
|-----------|------------|-------------------|-------|
| 2 | 1.3 | 0.985 | • |
| 0 | 0.0 | 1.384 | |
| 9 | 6.0 | 1.783 | ••••• |
| 0 | 0.0 | 2.182 | |
| 0 | 0.0 | 2.580 | |
| 66 | 44.0 | 2.979 | |
| | | | |
| 0 | 0.0 | 3.378 | |
| 36 | 24.0 | 3.777 | |
| 0 | 0.0 | 4.176 | |
| 37 | 24.7 | 4.575 | |

X1.9

| Frequency | Percentage | Lower Class Limit | |
|-----------|------------|-------------------|------------|
| 3 | 2.0 | 1.125 | •• |
| 0 | 0.0 | 1.519 | |
| 14 | 9.3 | 1.913 | •••••••••• |
| 0 | 0.0 | 2.307 | |
| 46 | 30.7 | 2.701 | |
| | | | |
| 0 | 0.0 | 3.095 | |
| 0 | 0.0 | 3.489 | |
| 52 | 34.7 | 3.883 | |
| | | | |
| 0 | 0.0 | 4.277 | |
| 35 | 23.3 | 4.671 | |
| | | | |

X1.10

| Frequency | Percentage | Lower Class Limit | |
|-----------|------------|-------------------|------------|
| 2 | 1.3 | 1.092 | • |
| 0 | 0.0 | 1.486 | |
| 11 | 7.3 | 1.880 | •••••••••• |
| 0 | 0.0 | 2.275 | |

| | | | |
|-------|------|-------|--|
| 48 | 32.0 | 2.669 | |
| | | | |
| 0 | 0.0 | 3.063 | |
| 0 | 0.0 | 3.458 | |
| 48 | 32.0 | 3.852 | |
| | | | |
| 0 | 0.0 | 4.247 | |
| 41 | 27.3 | 4.641 | |
| | | | |

X1.11

Frequency Percentage Lower Class Limit

| | | | |
|-------|------|-------|-------|
| 3 | 2.0 | 1.085 | • |
| 0 | 0.0 | 1.477 | |
| 10 | 6.7 | 1.869 | ••••• |
| 0 | 0.0 | 2.261 | |
| 60 | 40.0 | 2.652 | |
| | | | |
| 0 | 0.0 | 3.044 | |
| 0 | 0.0 | 3.436 | |
| 39 | 26.0 | 3.828 | |
| | | | |
| 0 | 0.0 | 4.220 | |
| 38 | 25.3 | 4.612 | |
| | | | |

X1.12

Frequency Percentage Lower Class Limit

| | | | |
|-------|------|-------|-------|
| 2 | 1.3 | 1.023 | • |
| 0 | 0.0 | 1.421 | |
| 11 | 7.3 | 1.819 | ••••• |
| 0 | 0.0 | 2.217 | |
| 0 | 0.0 | 2.616 | |
| 57 | 38.0 | 3.014 | |
| | | | |
| 0 | 0.0 | 3.412 | |
| 43 | 28.7 | 3.810 | |
| | | | |
| 0 | 0.0 | 4.208 | |
| 37 | 24.7 | 4.606 | |
| | | | |

X1.13

Frequency Percentage Lower Class Limit

| | | | |
|-------|------|-------|------------|
| 7 | 4.7 | 1.199 | ••••• |
| 0 | 0.0 | 1.588 | |
| 13 | 8.7 | 1.976 | •••••••••• |
| 0 | 0.0 | 2.364 | |
| 51 | 34.0 | 2.752 | |
| | | | |
| 0 | 0.0 | 3.140 | |
| 0 | 0.0 | 3.529 | |
| 45 | 30.0 | 3.917 | |
| | | | |
| 0 | 0.0 | 4.305 | |
| 34 | 22.7 | 4.693 | |
| | | | |

X1.14

Frequency Percentage Lower Class Limit

| | | | |
|-------|------|-------|-------|
| 4 | 2.7 | 1.268 | •• |
| 8 | 5.3 | 1.646 | ••••• |
| 0 | 0.0 | 2.024 | |
| 0 | 0.0 | 2.402 | |
| 53 | 35.3 | 2.780 | |
| | | | |
| 0 | 0.0 | 3.158 | |
| 0 | 0.0 | 3.536 | |
| 47 | 31.3 | 3.914 | |
| | | | |
| 0 | 0.0 | 4.292 | |
| 38 | 25.3 | 4.670 | |
| | | | |

X1.15

Frequency Percentage Lower Class Limit

| | | | |
|----|-----|-------|-------|
| 2 | 1.3 | 0.880 | • |
| 0 | 0.0 | 1.288 | |
| 11 | 7.3 | 1.696 | ••••• |
| 0 | 0.0 | 2.104 | |
| 0 | 0.0 | 2.511 | |

| | | | |
|-------|------|-------|-------|
| 68 | 45.3 | 2.919 | |
| | | | |
| 0 | 0.0 | 3.327 | |
| 31 | 20.7 | 3.735 | |
| 0 | 0.0 | 4.143 | |
| 38 | 25.3 | 4.551 | |

X1.16

| Frequency | Percentage | Lower Class Limit | |
|-----------|------------|-------------------|-------|
| 3 | 2.0 | 1.200 | • |
| 9 | 6.0 | 1.583 | ••••• |
| 0 | 0.0 | 1.965 | |
| 0 | 0.0 | 2.347 | |
| 59 | 39.3 | 2.729 | |
| | | | |
| 0 | 0.0 | 3.111 | |
| 0 | 0.0 | 3.493 | |
| 48 | 32.0 | 3.875 | |
| | | | |
| 0 | 0.0 | 4.257 | |
| 31 | 20.7 | 4.640 | |

X1.17

| Frequency | Percentage | Lower Class Limit | |
|-----------|------------|-------------------|-------|
| 4 | 2.7 | 1.259 | •• |
| 7 | 4.7 | 1.637 | ••••• |
| 0 | 0.0 | 2.015 | |
| 0 | 0.0 | 2.393 | |
| 54 | 36.0 | 2.771 | |
| | | | |
| 0 | 0.0 | 3.149 | |
| 0 | 0.0 | 3.527 | |
| 43 | 28.7 | 3.905 | |
| | | | |
| 0 | 0.0 | 4.283 | |
| 42 | 28.0 | 4.662 | |
| | | | |

X1.18

| Frequency | Percentage | Lower Class Limit | |
|-----------|------------|-------------------|----|
| 4 | 2.7 | 1.233 | •• |

| | | | |
|-------|------|-------|-----|
| 6 | 4.0 | 1.611 | ••• |
| 0 | 0.0 | 1.990 | |
| 0 | 0.0 | 2.369 | |
| 61 | 40.7 | 2.748 | |
| | | | |
| 0 | 0.0 | 3.127 | |
| 0 | 0.0 | 3.505 | |
| 40 | 26.7 | 3.884 | |
| | | | |
| 0 | 0.0 | 4.263 | |
| 39 | 26.0 | 4.642 | |
| | | | |

X1.19

Frequency Percentage Lower Class Limit

| | | | |
|-------|------|-------|-------|
| 4 | 2.7 | 1.363 | •• |
| 8 | 5.3 | 1.735 | ••••• |
| 0 | 0.0 | 2.107 | |
| 0 | 0.0 | 2.479 | |
| 44 | 29.3 | 2.851 | |
| | | | |
| 0 | 0.0 | 3.223 | |
| 55 | 36.7 | 3.595 | |
| | | | |
| 0 | 0.0 | 3.967 | |
| 0 | 0.0 | 4.339 | |
| 39 | 26.0 | 4.712 | |
| | | | |

X2.1

Frequency Percentage Lower Class Limit

| | | | |
|-------|------|-------|---------|
| 3 | 2.0 | 1.188 | •• |
| 0 | 0.0 | 1.575 | |
| 11 | 7.3 | 1.961 | ••••••• |
| 0 | 0.0 | 2.348 | |
| 45 | 30.0 | 2.735 | |
| | | | |
| 0 | 0.0 | 3.122 | |
| 0 | 0.0 | 3.509 | |
| 49 | 32.7 | 3.896 | |
| | | | |

| | | |
|----|------|-------|
| 0 | 0.0 | 4.283 |
| 42 | 28.0 | 4.670 |

.....

X2.2

Frequency Percentage Lower Class Limit

| | | | |
|----|------|-------|-------|
| 2 | 1.3 | 1.106 | • |
| 0 | 0.0 | 1.495 | |
| 10 | 6.7 | 1.884 | ••••• |
| 0 | 0.0 | 2.273 | |
| 62 | 41.3 | 2.662 | |

.....

| | | |
|----|------|-------|
| 0 | 0.0 | 3.052 |
| 0 | 0.0 | 3.441 |
| 48 | 32.0 | 3.830 |

.....

| | | | |
|----|------|-------|-------|
| 0 | 0.0 | 4.219 | |
| 28 | 18.7 | 4.609 | ••••• |

X2.3

Frequency Percentage Lower Class Limit

| | | | |
|----|------|-------|-------|
| 4 | 2.7 | 1.045 | •• |
| 0 | 0.0 | 1.443 | |
| 14 | 9.3 | 1.841 | ••••• |
| 0 | 0.0 | 2.239 | |
| 53 | 35.3 | 2.637 | |

.....

| | | |
|----|------|-------|
| 0 | 0.0 | 3.035 |
| 0 | 0.0 | 3.433 |
| 38 | 25.3 | 3.831 |

.....

| | | |
|----|------|-------|
| 0 | 0.0 | 4.230 |
| 41 | 27.3 | 4.628 |

.....

X2.4

Frequency Percentage Lower Class Limit

| | | | |
|----|-----|-------|-------|
| 2 | 1.3 | 1.255 | • |
| 0 | 0.0 | 1.640 | |
| 12 | 8.0 | 2.025 | ••••• |
| 0 | 0.0 | 2.411 | |

| | | | |
|-------|------|-------|-------|
| 43 | 28.7 | 2.796 | |
| 0 | 0.0 | 3.181 | |
| 0 | 0.0 | 3.566 | |
| 69 | 46.0 | 3.951 | |
| | | | |
| 0 | 0.0 | 4.336 | |
| 24 | 16.0 | 4.721 | |

X2.5

Frequency Percentage Lower Class Limit

| | | | |
|-------|------|-------|-------|
| 4 | 2.7 | 1.118 | .. |
| 8 | 5.3 | 1.505 | |
| 0 | 0.0 | 1.892 | |
| 0 | 0.0 | 2.279 | |
| 68 | 45.3 | 2.667 | |
| | | | |
| 0 | 0.0 | 3.054 | |
| 0 | 0.0 | 3.441 | |
| 34 | 22.7 | 3.828 | |
| 0 | 0.0 | 4.215 | |
| 36 | 24.0 | 4.603 | |

X2.6

Frequency Percentage Lower Class Limit

| | | | |
|-------|------|-------|-------|
| 5 | 3.3 | 1.336 | |
| 9 | 6.0 | 1.712 | |
| 0 | 0.0 | 2.087 | |
| 0 | 0.0 | 2.463 | |
| 47 | 31.3 | 2.839 | |
| | | | |
| 0 | 0.0 | 3.214 | |
| 54 | 36.0 | 3.590 | |
| | | | |
| 0 | 0.0 | 3.966 | |
| 0 | 0.0 | 4.341 | |
| 35 | 23.3 | 4.717 | |
| | | | |

X2.7

Frequency Percentage Lower Class Limit

| | | | |
|---|-----|-------|------|
| 7 | 4.7 | 1.160 | |
|---|-----|-------|------|

| | | | |
|-------|------|-------|------------|
| 8 | 5.3 | 1.546 | •••• |
| 0 | 0.0 | 1.932 | |
| 0 | 0.0 | 2.319 | |
| 63 | 42.0 | 2.705 | |
| | | | |
| 0 | 0.0 | 3.092 | |
| 0 | 0.0 | 3.478 | |
| 30 | 20.0 | 3.865 | •••••••••• |
| 0 | 0.0 | 4.251 | |
| 42 | 28.0 | 4.637 | |
| | | | |

X2.8

Frequency Percentage Lower Class Limit

| | | | |
|-------|------|-------|------------|
| 4 | 2.7 | 1.313 | •• |
| 10 | 6.7 | 1.690 | •••••• |
| 0 | 0.0 | 2.068 | |
| 0 | 0.0 | 2.445 | |
| 50 | 33.3 | 2.822 | |
| | | | |
| 0 | 0.0 | 3.200 | |
| 0 | 0.0 | 3.577 | |
| 58 | 38.7 | 3.954 | |
| | | | |
| 0 | 0.0 | 4.332 | |
| 28 | 18.7 | 4.709 | •••••••••• |

X2.9

Frequency Percentage Lower Class Limit

| | | | |
|-------|------|-------|--------|
| 2 | 1.3 | 1.202 | • |
| 0 | 0.0 | 1.588 | |
| 10 | 6.7 | 1.973 | •••••• |
| 0 | 0.0 | 2.359 | |
| 43 | 28.7 | 2.744 | |
| | | | |
| 0 | 0.0 | 3.130 | |
| 0 | 0.0 | 3.515 | |
| 55 | 36.7 | 3.901 | |
| | | | |
| 0 | 0.0 | 4.286 | |

40 26.7 4.672

.....

X2.10

Frequency Percentage Lower Class Limit

2 1.3 1.124 •

0 0.0 1.520

14 9.3 1.916 ••••••••

0 0.0 2.312

40 26.7 2.708

.....

0 0.0 3.104

0 0.0 3.500

60 40.0 3.896

.....

0 0.0 4.292

34 22.7 4.688 ••••••••••••••••

X2.11

Frequency Percentage Lower Class Limit

3 2.0 1.211 ••

0 0.0 1.597

12 8.0 1.984 ••••••••

0 0.0 2.370

43 28.7 2.757

.....

0 0.0 3.144

0 0.0 3.530

55 36.7 3.917

.....

0 0.0 4.303

37 24.7 4.690

.....

X2.12

Frequency Percentage Lower Class Limit

2 1.3 1.024 •

0 0.0 1.422

10 6.7 1.819 ••••••

0 0.0 2.216

0 0.0 2.614

| | | | |
|-------|------|-------|--|
| 59 | 39.3 | 3.011 | |
| | | | |
| 0 | 0.0 | 3.408 | |
| 41 | 27.3 | 3.805 | |
| | | | |
| 0 | 0.0 | 4.203 | |
| 38 | 25.3 | 4.600 | |
| | | | |

X2.13

Frequency Percentage Lower Class Limit

| | | | |
|-------|------|-------|-------|
| 2 | 1.3 | 1.335 | • |
| 0 | 0.0 | 1.710 | |
| 9 | 6.0 | 2.084 | ••••• |
| 0 | 0.0 | 2.459 | |
| 45 | 30.0 | 2.834 | |
| | | | |
| 0 | 0.0 | 3.209 | |
| 0 | 0.0 | 3.584 | |
| 68 | 45.3 | 3.959 | |
| | | | |
| 0 | 0.0 | 4.334 | |
| 26 | 17.3 | 4.709 | ••••• |

X2.14

Frequency Percentage Lower Class Limit

| | | | |
|-------|------|-------|-------|
| 2 | 1.3 | 1.181 | • |
| 7 | 4.7 | 1.565 | ••••• |
| 0 | 0.0 | 1.949 | |
| 0 | 0.0 | 2.333 | |
| 52 | 34.7 | 2.717 | |
| | | | |
| 0 | 0.0 | 3.102 | |
| 0 | 0.0 | 3.486 | |
| 46 | 30.7 | 3.870 | |
| | | | |
| 0 | 0.0 | 4.254 | |
| 43 | 28.7 | 4.638 | |
| | | | |

X2.15

Frequency Percentage Lower Class Limit

| | | | |
|-------|------|-------|------------|
| 1 | 0.7 | 0.658 | |
| 0 | 0.0 | 1.087 | |
| 9 | 6.0 | 1.515 | •••• |
| 0 | 0.0 | 1.944 | |
| 0 | 0.0 | 2.372 | |
| 72 | 48.0 | 2.801 | |
| | | | |
| 0 | 0.0 | 3.229 | |
| 25 | 16.7 | 3.657 | •••••••••• |
| 0 | 0.0 | 4.086 | |
| 43 | 28.7 | 4.514 | •••••••••• |

Y1.1

Frequency Percentage Lower Class Limit

| | | | |
|-------|------|-------|------|
| 1 | 0.7 | 1.023 | |
| 0 | 0.0 | 1.420 | |
| 7 | 4.7 | 1.817 | •••• |
| 0 | 0.0 | 2.214 | |
| 0 | 0.0 | 2.612 | |
| 57 | 38.0 | 3.009 | |
| | | | |
| 0 | 0.0 | 3.406 | |
| 47 | 31.3 | 3.803 | |
| | | | |
| 0 | 0.0 | 4.201 | |
| 38 | 25.3 | 4.598 | |
| | | | |

Y1.2

Frequency Percentage Lower Class Limit

| | | | |
|-------|------|-------|------------|
| 3 | 2.0 | 1.400 | • |
| 0 | 0.0 | 1.775 | |
| 12 | 8.0 | 2.150 | ••••• |
| 0 | 0.0 | 2.526 | |
| 22 | 14.7 | 2.901 | •••••••••• |
| 0 | 0.0 | 3.276 | |
| 69 | 46.0 | 3.651 | |
| | | | |
| 0 | 0.0 | 4.026 | |
| 0 | 0.0 | 4.401 | |

44 29.3 4.776

.....

Y1.3

Frequency Percentage Lower Class Limit

2 1.3 1.165 •

0 0.0 1.561

15 10.0 1.958 ••••••••

0 0.0 2.354

34 22.7 2.750 ••••••••••••••••••••••••

0 0.0 3.146

68 45.3 3.542

.....

0 0.0 3.938

0 0.0 4.334

31 20.7 4.730 ••••••••••••••••••••••••

Y2.1

Frequency Percentage Lower Class Limit

4 2.7 1.414 ••

8 5.3 1.783 ••••

0 0.0 2.153

0 0.0 2.522

47 31.3 2.892 ••••••••••••••••••••••••

0 0.0 3.261

64 42.7 3.630

.....

0 0.0 4.000

0 0.0 4.369

27 18.0 4.739 ••••••••••••••••••••••••

Y2.2

Frequency Percentage Lower Class Limit

3 2.0 1.610 •

7 4.7 1.964 •••

0 0.0 2.317

25 16.7 2.671 ••••••••••••••••••••••••

0 0.0 3.024

0 0.0 3.378

| | | | |
|-------|------|-------|-------|
| 77 | 51.3 | 3.731 | |
| | | | |
| 0 | 0.0 | 4.085 | |
| 0 | 0.0 | 4.438 | |
| 38 | 25.3 | 4.792 | |

Y2.3

Frequency Percentage Lower Class Limit

| | | | |
|-------|------|-------|-------|
| 6 | 4.0 | 1.542 | ••• |
| 6 | 4.0 | 1.904 | ••• |
| 0 | 0.0 | 2.265 | |
| 35 | 23.3 | 2.626 | |
| 0 | 0.0 | 2.988 | |
| 0 | 0.0 | 3.349 | |
| 65 | 43.3 | 3.710 | |
| | | | |
| 0 | 0.0 | 4.072 | |
| 0 | 0.0 | 4.433 | |
| 38 | 25.3 | 4.794 | |

Y2.4

Frequency Percentage Lower Class Limit

| | | | |
|-------|------|-------|-------|
| 2 | 1.3 | 1.367 | • |
| 0 | 0.0 | 1.740 | |
| 9 | 6.0 | 2.113 | •••• |
| 0 | 0.0 | 2.486 | |
| 37 | 24.7 | 2.859 | |
| 0 | 0.0 | 3.232 | |
| 69 | 46.0 | 3.605 | |
| | | | |
| 0 | 0.0 | 3.978 | |
| 0 | 0.0 | 4.350 | |
| 33 | 22.0 | 4.723 | |

Covariance Matrix

| | | | | | | |
|------|-------|------|------|------|------|------|
| | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1.6 |
| X1.1 | 1.029 | | | | | |

| | | | | | | |
|-------|-------|-------|-------|-------|-------|-------|
| X1.2 | 0.437 | 1.095 | | | | |
| X1.3 | 0.491 | 0.538 | 1.039 | | | |
| X1.4 | 0.496 | 0.495 | 0.539 | 1.087 | | |
| X1.5 | 0.491 | 0.537 | 0.602 | 0.581 | 1.054 | |
| X1.6 | 0.566 | 0.480 | 0.558 | 0.585 | 0.575 | 1.002 |
| X1.7 | 0.305 | 0.325 | 0.373 | 0.330 | 0.348 | 0.421 |
| X1.8 | 0.347 | 0.227 | 0.382 | 0.362 | 0.355 | 0.389 |
| X1.9 | 0.380 | 0.343 | 0.332 | 0.429 | 0.514 | 0.402 |
| X1.10 | 0.390 | 0.308 | 0.444 | 0.423 | 0.409 | 0.353 |
| X1.11 | 0.423 | 0.349 | 0.332 | 0.216 | 0.381 | 0.344 |
| X1.12 | 0.358 | 0.414 | 0.408 | 0.434 | 0.414 | 0.381 |
| X1.13 | 0.411 | 0.298 | 0.457 | 0.466 | 0.563 | 0.501 |
| X1.14 | 0.458 | 0.403 | 0.448 | 0.425 | 0.489 | 0.419 |
| X1.15 | 0.364 | 0.414 | 0.434 | 0.400 | 0.406 | 0.421 |
| X1.16 | 0.364 | 0.312 | 0.405 | 0.346 | 0.348 | 0.353 |
| X1.17 | 0.317 | 0.296 | 0.377 | 0.301 | 0.340 | 0.319 |
| X1.18 | 0.342 | 0.484 | 0.386 | 0.284 | 0.379 | 0.330 |
| X1.19 | 0.397 | 0.423 | 0.412 | 0.399 | 0.431 | 0.369 |
| X2.1 | 0.423 | 0.372 | 0.331 | 0.444 | 0.379 | 0.369 |
| X2.2 | 0.333 | 0.338 | 0.288 | 0.300 | 0.325 | 0.326 |
| X2.3 | 0.384 | 0.321 | 0.383 | 0.342 | 0.373 | 0.377 |
| X2.4 | 0.239 | 0.342 | 0.355 | 0.249 | 0.413 | 0.332 |
| X2.5 | 0.370 | 0.292 | 0.349 | 0.361 | 0.384 | 0.468 |
| X2.6 | 0.467 | 0.385 | 0.405 | 0.421 | 0.361 | 0.419 |
| X2.7 | 0.445 | 0.329 | 0.466 | 0.440 | 0.480 | 0.449 |
| X2.8 | 0.380 | 0.345 | 0.395 | 0.343 | 0.385 | 0.311 |
| X2.9 | 0.333 | 0.326 | 0.366 | 0.330 | 0.353 | 0.385 |
| X2.10 | 0.397 | 0.411 | 0.431 | 0.383 | 0.384 | 0.353 |
| X2.11 | 0.421 | 0.368 | 0.430 | 0.426 | 0.447 | 0.416 |
| X2.12 | 0.310 | 0.372 | 0.384 | 0.361 | 0.402 | 0.434 |
| X2.13 | 0.371 | 0.327 | 0.365 | 0.261 | 0.304 | 0.403 |
| X2.14 | 0.316 | 0.377 | 0.415 | 0.402 | 0.331 | 0.342 |
| X2.15 | 0.308 | 0.157 | 0.317 | 0.284 | 0.301 | 0.316 |
| Y1.1 | 0.307 | 0.220 | 0.261 | 0.249 | 0.333 | 0.281 |
| Y1.2 | 0.371 | 0.231 | 0.397 | 0.378 | 0.384 | 0.367 |
| Y1.3 | 0.256 | 0.343 | 0.341 | 0.387 | 0.380 | 0.383 |
| Y2.1 | 0.338 | 0.346 | 0.429 | 0.384 | 0.450 | 0.415 |
| Y2.2 | 0.278 | 0.365 | 0.511 | 0.349 | 0.459 | 0.419 |
| Y2.3 | 0.325 | 0.378 | 0.587 | 0.483 | 0.501 | 0.472 |
| Y2.4 | 0.306 | 0.325 | 0.426 | 0.260 | 0.315 | 0.333 |

Covariance Matrix

| | X1.7 | X1.8 | X1.9 | X1.10 | X1.11 | X1.12 |
|-------|-------|-------|-------|-------|-------|-------|
| X1.7 | 0.847 | | | | | |
| X1.8 | 0.418 | 0.928 | | | | |
| X1.9 | 0.487 | 0.432 | 0.998 | | | |
| X1.10 | 0.420 | 0.411 | 0.468 | 0.959 | | |
| X1.11 | 0.299 | 0.309 | 0.423 | 0.417 | 0.991 | |
| X1.12 | 0.318 | 0.322 | 0.498 | 0.431 | 0.391 | 0.944 |
| X1.13 | 0.406 | 0.459 | 0.590 | 0.509 | 0.495 | 0.479 |
| X1.14 | 0.305 | 0.312 | 0.521 | 0.359 | 0.385 | 0.429 |
| X1.15 | 0.400 | 0.427 | 0.446 | 0.362 | 0.263 | 0.398 |
| X1.16 | 0.354 | 0.411 | 0.490 | 0.395 | 0.401 | 0.460 |
| X1.17 | 0.290 | 0.310 | 0.444 | 0.277 | 0.334 | 0.307 |
| X1.18 | 0.254 | 0.303 | 0.464 | 0.333 | 0.305 | 0.400 |
| X1.19 | 0.302 | 0.324 | 0.498 | 0.396 | 0.365 | 0.409 |
| X2.1 | 0.269 | 0.348 | 0.395 | 0.322 | 0.325 | 0.387 |
| X2.2 | 0.170 | 0.260 | 0.326 | 0.333 | 0.288 | 0.303 |
| X2.3 | 0.350 | 0.395 | 0.541 | 0.360 | 0.381 | 0.474 |
| X2.4 | 0.339 | 0.312 | 0.429 | 0.297 | 0.364 | 0.322 |
| X2.5 | 0.362 | 0.371 | 0.365 | 0.206 | 0.235 | 0.332 |
| X2.6 | 0.318 | 0.332 | 0.352 | 0.329 | 0.318 | 0.343 |
| X2.7 | 0.297 | 0.498 | 0.471 | 0.395 | 0.403 | 0.462 |
| X2.8 | 0.328 | 0.358 | 0.342 | 0.272 | 0.267 | 0.258 |
| X2.9 | 0.257 | 0.337 | 0.416 | 0.164 | 0.297 | 0.375 |
| X2.10 | 0.252 | 0.332 | 0.348 | 0.243 | 0.311 | 0.330 |
| X2.11 | 0.388 | 0.331 | 0.361 | 0.355 | 0.371 | 0.296 |
| X2.12 | 0.302 | 0.350 | 0.434 | 0.320 | 0.222 | 0.289 |
| X2.13 | 0.313 | 0.322 | 0.420 | 0.328 | 0.425 | 0.311 |
| X2.14 | 0.308 | 0.418 | 0.400 | 0.264 | 0.440 | 0.313 |
| X2.15 | 0.288 | 0.337 | 0.416 | 0.228 | 0.241 | 0.255 |
| Y1.1 | 0.334 | 0.319 | 0.453 | 0.248 | 0.302 | 0.258 |
| Y1.2 | 0.494 | 0.395 | 0.503 | 0.358 | 0.307 | 0.379 |
| Y1.3 | 0.480 | 0.405 | 0.549 | 0.408 | 0.371 | 0.414 |
| Y2.1 | 0.382 | 0.324 | 0.452 | 0.311 | 0.335 | 0.342 |
| Y2.2 | 0.425 | 0.396 | 0.485 | 0.463 | 0.319 | 0.352 |
| Y2.3 | 0.506 | 0.399 | 0.475 | 0.416 | 0.409 | 0.353 |
| Y2.4 | 0.404 | 0.375 | 0.401 | 0.355 | 0.248 | 0.332 |

Covariance Matrix

| | X1.13 | X1.14 | X1.15 | X1.16 | X1.17 | X1.18 |
|-------|-------|-------|-------|-------|-------|-------|
| X1.13 | 1.159 | | | | | |
| X1.14 | 0.408 | 0.984 | | | | |
| X1.15 | 0.464 | 0.471 | 0.977 | | | |
| X1.16 | 0.424 | 0.434 | 0.383 | 0.891 | | |
| X1.17 | 0.440 | 0.359 | 0.310 | 0.421 | 1.009 | |
| X1.18 | 0.325 | 0.359 | 0.371 | 0.387 | 0.507 | 0.979 |
| X1.19 | 0.414 | 0.460 | 0.409 | 0.406 | 0.465 | 0.520 |
| X2.1 | 0.417 | 0.443 | 0.424 | 0.418 | 0.349 | 0.409 |
| X2.2 | 0.335 | 0.286 | 0.229 | 0.284 | 0.438 | 0.427 |
| X2.3 | 0.544 | 0.426 | 0.365 | 0.362 | 0.331 | 0.487 |
| X2.4 | 0.490 | 0.280 | 0.319 | 0.270 | 0.248 | 0.381 |
| X2.5 | 0.399 | 0.399 | 0.426 | 0.333 | 0.306 | 0.273 |
| X2.6 | 0.371 | 0.466 | 0.438 | 0.289 | 0.311 | 0.436 |
| X2.7 | 0.572 | 0.368 | 0.446 | 0.458 | 0.398 | 0.402 |
| X2.8 | 0.340 | 0.348 | 0.388 | 0.277 | 0.328 | 0.306 |
| X2.9 | 0.416 | 0.390 | 0.377 | 0.285 | 0.318 | 0.328 |
| X2.10 | 0.460 | 0.372 | 0.340 | 0.259 | 0.257 | 0.340 |
| X2.11 | 0.482 | 0.382 | 0.325 | 0.289 | 0.215 | 0.303 |
| X2.12 | 0.416 | 0.480 | 0.376 | 0.327 | 0.322 | 0.379 |
| X2.13 | 0.430 | 0.339 | 0.315 | 0.191 | 0.299 | 0.374 |
| X2.14 | 0.293 | 0.275 | 0.265 | 0.234 | 0.223 | 0.302 |
| X2.15 | 0.462 | 0.393 | 0.353 | 0.374 | 0.249 | 0.192 |
| Y1.1 | 0.355 | 0.332 | 0.255 | 0.312 | 0.336 | 0.210 |
| Y1.2 | 0.439 | 0.388 | 0.335 | 0.377 | 0.276 | 0.320 |
| Y1.3 | 0.618 | 0.415 | 0.392 | 0.446 | 0.375 | 0.312 |
| Y2.1 | 0.442 | 0.360 | 0.359 | 0.249 | 0.382 | 0.313 |
| Y2.2 | 0.497 | 0.396 | 0.371 | 0.381 | 0.292 | 0.330 |
| Y2.3 | 0.509 | 0.389 | 0.368 | 0.366 | 0.380 | 0.279 |
| Y2.4 | 0.434 | 0.255 | 0.356 | 0.356 | 0.261 | 0.307 |

Covariance Matrix

| | X1.19 | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 |
|-------|-------|-------|-------|-------|------|------|
| X1.19 | 0.965 | | | | | |
| X2.1 | 0.526 | 1.009 | | | | |
| X2.2 | 0.402 | 0.333 | 0.832 | | | |
| X2.3 | 0.490 | 0.467 | 0.504 | 1.127 | | |

| | | | | | | |
|-------|-------|-------|-------|-------|-------|-------|
| X2.4 | 0.346 | 0.406 | 0.231 | 0.374 | 0.785 | |
| X2.5 | 0.368 | 0.461 | 0.337 | 0.464 | 0.302 | 0.993 |
| X2.6 | 0.456 | 0.360 | 0.493 | 0.611 | 0.336 | 0.454 |
| X2.7 | 0.415 | 0.467 | 0.351 | 0.426 | 0.400 | 0.540 |
| X2.8 | 0.361 | 0.381 | 0.290 | 0.408 | 0.356 | 0.488 |
| X2.9 | 0.421 | 0.412 | 0.227 | 0.526 | 0.291 | 0.427 |
| X2.10 | 0.402 | 0.331 | 0.221 | 0.407 | 0.346 | 0.379 |
| X2.11 | 0.328 | 0.446 | 0.264 | 0.455 | 0.345 | 0.427 |
| X2.12 | 0.365 | 0.359 | 0.317 | 0.424 | 0.270 | 0.414 |
| X2.13 | 0.297 | 0.253 | 0.258 | 0.371 | 0.435 | 0.282 |
| X2.14 | 0.285 | 0.270 | 0.178 | 0.381 | 0.267 | 0.397 |
| X2.15 | 0.279 | 0.388 | 0.245 | 0.435 | 0.270 | 0.430 |
| Y1.1 | 0.290 | 0.304 | 0.178 | 0.257 | 0.199 | 0.306 |
| Y1.2 | 0.400 | 0.434 | 0.260 | 0.496 | 0.430 | 0.404 |
| Y1.3 | 0.344 | 0.377 | 0.244 | 0.419 | 0.423 | 0.357 |
| Y2.1 | 0.392 | 0.354 | 0.255 | 0.391 | 0.264 | 0.338 |
| Y2.2 | 0.435 | 0.299 | 0.266 | 0.358 | 0.336 | 0.304 |
| Y2.3 | 0.421 | 0.420 | 0.191 | 0.397 | 0.403 | 0.317 |
| Y2.4 | 0.328 | 0.275 | 0.280 | 0.483 | 0.300 | 0.401 |

Covariance Matrix

| | X2.6 | X2.7 | X2.8 | X2.9 | X2.10 | X2.11 |
|-------|-------|-------|-------|-------|-------|-------|
| | ----- | ----- | ----- | ----- | ----- | ----- |
| X2.6 | 1.003 | | | | | |
| X2.7 | 0.503 | 1.192 | | | | |
| X2.8 | 0.478 | 0.554 | 0.903 | | | |
| X2.9 | 0.429 | 0.484 | 0.444 | 0.909 | | |
| X2.10 | 0.474 | 0.482 | 0.453 | 0.512 | 0.922 | |
| X2.11 | 0.410 | 0.416 | 0.361 | 0.391 | 0.481 | 0.972 |
| X2.12 | 0.436 | 0.462 | 0.459 | 0.404 | 0.416 | 0.440 |
| X2.13 | 0.394 | 0.382 | 0.330 | 0.360 | 0.451 | 0.420 |
| X2.14 | 0.338 | 0.361 | 0.333 | 0.463 | 0.473 | 0.468 |
| X2.15 | 0.402 | 0.324 | 0.355 | 0.345 | 0.302 | 0.403 |
| Y1.1 | 0.236 | 0.435 | 0.338 | 0.313 | 0.275 | 0.306 |
| Y1.2 | 0.421 | 0.406 | 0.440 | 0.455 | 0.379 | 0.435 |
| Y1.3 | 0.287 | 0.456 | 0.359 | 0.359 | 0.346 | 0.440 |
| Y2.1 | 0.398 | 0.402 | 0.358 | 0.440 | 0.384 | 0.479 |
| Y2.2 | 0.366 | 0.353 | 0.338 | 0.335 | 0.375 | 0.378 |
| Y2.3 | 0.305 | 0.470 | 0.335 | 0.466 | 0.442 | 0.493 |
| Y2.4 | 0.364 | 0.370 | 0.371 | 0.318 | 0.304 | 0.407 |

Covariance Matrix

| | X2.12 | X2.13 | X2.14 | X2.15 | Y1.1 | Y1.2 |
|-------|-------|-------|-------|-------|-------|-------|
| X2.12 | 0.941 | | | | | |
| X2.13 | 0.335 | 0.756 | | | | |
| X2.14 | 0.366 | 0.438 | 0.909 | | | |
| X2.15 | 0.442 | 0.197 | 0.267 | 0.962 | | |
| Y1.1 | 0.440 | 0.167 | 0.270 | 0.483 | 0.828 | |
| Y1.2 | 0.362 | 0.316 | 0.356 | 0.433 | 0.458 | 0.941 |
| Y1.3 | 0.421 | 0.353 | 0.329 | 0.393 | 0.433 | 0.544 |
| Y2.1 | 0.376 | 0.334 | 0.408 | 0.385 | 0.439 | 0.414 |
| Y2.2 | 0.425 | 0.319 | 0.364 | 0.411 | 0.372 | 0.425 |
| Y2.3 | 0.357 | 0.373 | 0.454 | 0.368 | 0.455 | 0.432 |
| Y2.4 | 0.355 | 0.302 | 0.349 | 0.364 | 0.375 | 0.493 |

Covariance Matrix

| | Y1.3 | Y2.1 | Y2.2 | Y2.3 | Y2.4 |
|------|-------|-------|-------|-------|-------|
| Y1.3 | 0.892 | | | | |
| Y2.1 | 0.474 | 0.850 | | | |
| Y2.2 | 0.472 | 0.446 | 0.787 | | |
| Y2.3 | 0.476 | 0.521 | 0.519 | 0.981 | |
| Y2.4 | 0.474 | 0.390 | 0.478 | 0.431 | 0.797 |

Means

| X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1.6 |
|-------|-------|-------|-------|-------|-------|
| 3.620 | 3.627 | 3.633 | 3.600 | 3.707 | 3.733 |

Means

| X1.7 | X1.8 | X1.9 | X1.10 | X1.11 | X1.12 |
|-------|-------|-------|-------|-------|-------|
| 3.687 | 3.647 | 3.680 | 3.767 | 3.660 | 3.680 |

Means

| X1.13 | X1.14 | X1.15 | X1.16 | X1.17 | X1.18 |
|-------|-------|-------|-------|-------|-------|
| 3.573 | 3.713 | 3.613 | 3.633 | 3.747 | 3.693 |

Means

| X1.19 | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 |
|-------|-------|-------|-------|-------|-------|
| 3.780 | 3.773 | 3.600 | 3.653 | 3.673 | 3.600 |

Means

| X2.6 | X2.7 | X2.8 | X2.9 | X2.10 | X2.11 |
|-------|-------|-------|-------|-------|-------|
| 3.700 | 3.613 | 3.640 | 3.807 | 3.733 | 3.740 |

Means

| X2.12 | X2.13 | X2.14 | X2.15 | Y1.1 | Y1.2 |
|-------|-------|-------|-------|-------|-------|
| 3.687 | 3.713 | 3.807 | 3.667 | 3.760 | 3.927 |

Means

| Y1.3 | Y2.1 | Y2.2 | Y2.3 | Y2.4 |
|-------|-------|-------|-------|-------|
| 3.740 | 3.680 | 3.933 | 3.820 | 3.813 |

Standard Deviations

| X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1.6 |
|-------|-------|-------|-------|-------|-------|
| 1.014 | 1.046 | 1.019 | 1.043 | 1.027 | 1.001 |

Standard Deviations

| X1.7 | X1.8 | X1.9 | X1.10 | X1.11 | X1.12 |
|-------|-------|-------|-------|-------|-------|
| 0.921 | 0.963 | 0.999 | 0.979 | 0.995 | 0.972 |

Standard Deviations

| X1.13 | X1.14 | X1.15 | X1.16 | X1.17 | X1.18 |
|-------|-------|-------|-------|-------|-------|
| 1.077 | 0.992 | 0.988 | 0.944 | 1.005 | 0.990 |

Standard Deviations

| X1.19 | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 |
|-------|-------|-------|-------|-------|-------|
| 0.982 | 1.004 | 0.912 | 1.062 | 0.886 | 0.997 |

Standard Deviations

| X2.6 | X2.7 | X2.8 | X2.9 | X2.10 | X2.11 |
|-------|-------|-------|-------|-------|-------|
| 1.002 | 1.092 | 0.950 | 0.953 | 0.960 | 0.986 |

Standard Deviations

| X2.12 | X2.13 | X2.14 | X2.15 | Y1.1 | Y1.2 |
|-------|-------|-------|-------|-------|-------|
| 0.970 | 0.870 | 0.953 | 0.981 | 0.910 | 0.970 |

Standard Deviations

| Y1.3 | Y2.1 | Y2.2 | Y2.3 | Y2.4 |
|-------|-------|-------|-------|-------|
| 0.944 | 0.922 | 0.887 | 0.990 | 0.893 |

The Problem used 135616 Bytes (= 0.2% of available workspace)

Lampiran 5 : Output LISREL

DATE: 3/21/2014

TIME: 14:10

L I S R E L 8.70

BY

Karl G. Jöreskog & Dag Sörbom

This program is published exclusively by

Scientific Software International, Inc.

7383 N. Lincoln Avenue, Suite 100

Lincolnwood, IL 60712, U.S.A.

Phone: (800)247-6113, (847)675-0720, Fax: (847)675-2140

Copyright by Scientific Software International, Inc., 1981-2004

Use of this program is subject to the terms specified in the

Universal Copyright Convention.

Website: www.ssicentral.com

The following lines were read from file D:\PENELITIAN\PIZZAHUT
OUTPUT.spl:

EXPERIENTIAL MARKETING

OBSERVED VARIABLE X1.1 X1.2 X1.3 X1.4 X1.5 X1.6 X1.7 X1.8
X1.9 X1.10 X1.11 X1.12 X1.13 X1.14 X1.15 X1.16 X1.17 X1.18 X1.19
X2.1 X2.2 X2.3 X2.4 X2.5 X2.6 X2.7 X2.8 X2.9 X2.10 X2.11 X2.12
X2.13 X2.14 X2.15 Y1.1 Y1.2 Y1.3 Y2.1 Y2.2 Y2.3 Y2.4

COVARIANCE MATRIX FROM FILE

D:\PENELITIAN\PIZZAHUT.COV

SAMPLE SIZE 150

LATENT VARIABLES X1 X2 Y1 Y2

RELATIONSHIPS:

X1.1=1*X1

X1.2-X1.19=X1

X2.1=1*X2

X2.2-X2.15=X2

Y1.1=1*Y1

Y1.2=Y1
 Y1.3=Y1
 Y2.1=1*Y2
 Y2.2=Y2
 Y2.3=Y2
 Y2.4=Y2
 Y1=X1
 Y1=X2
 Y2=Y1
 Y2=X1
 Y2=X2
 SET ERROR VARIANCE OF X8 TO 0
 SET ERROR VARIANCE OF Y6 TO 0
 OPTIONS:SS SC EF RS
 PATH DIAGRAM
 END OF PROBLEM

Sample Size = 150

EXPERIENTIAL MARKETING

Covariance Matrix

| | Y1.1 | Y1.2 | Y1.3 | Y2.1 | Y2.2 | Y2.3 |
|------|------|------|------|------|------|------|
| Y1.1 | 0.83 | | | | | |
| Y1.2 | 0.46 | 0.94 | | | | |
| Y1.3 | 0.43 | 0.54 | 0.89 | | | |
| Y2.1 | 0.44 | 0.41 | 0.47 | 0.85 | | |
| Y2.2 | 0.37 | 0.42 | 0.47 | 0.45 | 0.79 | |
| Y2.3 | 0.46 | 0.43 | 0.48 | 0.52 | 0.52 | 0.98 |
| Y2.4 | 0.38 | 0.49 | 0.47 | 0.39 | 0.48 | 0.43 |
| X1.1 | 0.31 | 0.37 | 0.26 | 0.34 | 0.28 | 0.32 |
| X1.2 | 0.22 | 0.23 | 0.34 | 0.35 | 0.36 | 0.38 |
| X1.3 | 0.26 | 0.40 | 0.34 | 0.43 | 0.51 | 0.59 |
| X1.4 | 0.25 | 0.38 | 0.39 | 0.38 | 0.35 | 0.48 |
| X1.5 | 0.33 | 0.38 | 0.38 | 0.45 | 0.46 | 0.50 |
| X1.6 | 0.28 | 0.37 | 0.38 | 0.41 | 0.42 | 0.47 |
| X1.7 | 0.33 | 0.49 | 0.48 | 0.38 | 0.42 | 0.51 |
| X1.8 | 0.32 | 0.39 | 0.41 | 0.32 | 0.40 | 0.40 |
| X1.9 | 0.45 | 0.50 | 0.55 | 0.45 | 0.48 | 0.47 |

| | | | | | | |
|-------|------|------|------|------|------|------|
| X1.10 | 0.25 | 0.36 | 0.41 | 0.31 | 0.46 | 0.42 |
| X1.11 | 0.30 | 0.31 | 0.37 | 0.33 | 0.32 | 0.41 |
| X1.12 | 0.26 | 0.38 | 0.41 | 0.34 | 0.35 | 0.35 |
| X1.13 | 0.36 | 0.44 | 0.62 | 0.44 | 0.50 | 0.51 |
| X1.14 | 0.33 | 0.39 | 0.41 | 0.36 | 0.40 | 0.39 |
| X1.15 | 0.25 | 0.33 | 0.39 | 0.36 | 0.37 | 0.37 |
| X1.16 | 0.31 | 0.38 | 0.45 | 0.25 | 0.38 | 0.37 |
| X1.17 | 0.34 | 0.28 | 0.37 | 0.38 | 0.29 | 0.38 |
| X1.18 | 0.21 | 0.32 | 0.31 | 0.31 | 0.33 | 0.28 |
| X1.19 | 0.29 | 0.40 | 0.34 | 0.39 | 0.43 | 0.42 |
| X2.1 | 0.30 | 0.43 | 0.38 | 0.35 | 0.30 | 0.42 |
| X2.2 | 0.18 | 0.26 | 0.24 | 0.25 | 0.27 | 0.19 |
| X2.3 | 0.26 | 0.50 | 0.42 | 0.39 | 0.36 | 0.40 |
| X2.4 | 0.20 | 0.43 | 0.42 | 0.26 | 0.34 | 0.40 |
| X2.5 | 0.31 | 0.40 | 0.36 | 0.34 | 0.30 | 0.32 |
| X2.6 | 0.24 | 0.42 | 0.29 | 0.40 | 0.37 | 0.31 |
| X2.7 | 0.44 | 0.41 | 0.46 | 0.40 | 0.35 | 0.47 |
| X2.8 | 0.34 | 0.44 | 0.36 | 0.36 | 0.34 | 0.34 |
| X2.9 | 0.31 | 0.45 | 0.36 | 0.44 | 0.34 | 0.47 |
| X2.10 | 0.28 | 0.38 | 0.35 | 0.38 | 0.38 | 0.44 |
| X2.11 | 0.31 | 0.43 | 0.44 | 0.48 | 0.38 | 0.49 |
| X2.12 | 0.44 | 0.36 | 0.42 | 0.38 | 0.42 | 0.36 |
| X2.13 | 0.17 | 0.32 | 0.35 | 0.33 | 0.32 | 0.37 |
| X2.14 | 0.27 | 0.36 | 0.33 | 0.41 | 0.36 | 0.45 |
| X2.15 | 0.48 | 0.43 | 0.39 | 0.39 | 0.41 | 0.37 |

Covariance Matrix

| | Y2.4 | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 |
|-------|------|------|------|------|------|------|
| Y2.4 | 0.80 | | | | | |
| X1.1 | 0.31 | 1.03 | | | | |
| X1.2 | 0.33 | 0.44 | 1.09 | | | |
| X1.3 | 0.43 | 0.49 | 0.54 | 1.04 | | |
| X1.4 | 0.26 | 0.50 | 0.50 | 0.54 | 1.09 | |
| X1.5 | 0.32 | 0.49 | 0.54 | 0.60 | 0.58 | 1.05 |
| X1.6 | 0.33 | 0.57 | 0.48 | 0.56 | 0.59 | 0.57 |
| X1.7 | 0.40 | 0.30 | 0.33 | 0.37 | 0.33 | 0.35 |
| X1.8 | 0.38 | 0.35 | 0.23 | 0.38 | 0.36 | 0.35 |
| X1.9 | 0.40 | 0.38 | 0.34 | 0.33 | 0.43 | 0.51 |
| X1.10 | 0.36 | 0.39 | 0.31 | 0.44 | 0.42 | 0.41 |

| | | | | | | |
|-------|------|------|------|------|------|------|
| X1.11 | 0.25 | 0.42 | 0.35 | 0.33 | 0.22 | 0.38 |
| X1.12 | 0.33 | 0.36 | 0.41 | 0.41 | 0.43 | 0.41 |
| X1.13 | 0.43 | 0.41 | 0.30 | 0.46 | 0.47 | 0.56 |
| X1.14 | 0.25 | 0.46 | 0.40 | 0.45 | 0.43 | 0.49 |
| X1.15 | 0.36 | 0.36 | 0.41 | 0.43 | 0.40 | 0.41 |
| X1.16 | 0.36 | 0.36 | 0.31 | 0.41 | 0.35 | 0.35 |
| X1.17 | 0.26 | 0.32 | 0.30 | 0.38 | 0.30 | 0.34 |
| X1.18 | 0.31 | 0.34 | 0.48 | 0.39 | 0.28 | 0.38 |
| X1.19 | 0.33 | 0.40 | 0.42 | 0.41 | 0.40 | 0.43 |
| X2.1 | 0.28 | 0.42 | 0.37 | 0.33 | 0.44 | 0.38 |
| X2.2 | 0.28 | 0.33 | 0.34 | 0.29 | 0.30 | 0.32 |
| X2.3 | 0.48 | 0.38 | 0.32 | 0.38 | 0.34 | 0.37 |
| X2.4 | 0.30 | 0.24 | 0.34 | 0.36 | 0.25 | 0.41 |
| X2.5 | 0.40 | 0.37 | 0.29 | 0.35 | 0.36 | 0.38 |
| X2.6 | 0.36 | 0.47 | 0.39 | 0.41 | 0.42 | 0.36 |
| X2.7 | 0.37 | 0.44 | 0.33 | 0.47 | 0.44 | 0.48 |
| X2.8 | 0.37 | 0.38 | 0.34 | 0.39 | 0.34 | 0.39 |
| X2.9 | 0.32 | 0.33 | 0.33 | 0.37 | 0.33 | 0.35 |
| X2.10 | 0.30 | 0.40 | 0.41 | 0.43 | 0.38 | 0.38 |
| X2.11 | 0.41 | 0.42 | 0.37 | 0.43 | 0.43 | 0.45 |
| X2.12 | 0.35 | 0.31 | 0.37 | 0.38 | 0.36 | 0.40 |
| X2.13 | 0.30 | 0.37 | 0.33 | 0.37 | 0.26 | 0.30 |
| X2.14 | 0.35 | 0.32 | 0.38 | 0.42 | 0.40 | 0.33 |
| X2.15 | 0.36 | 0.31 | 0.16 | 0.32 | 0.28 | 0.30 |

Covariance Matrix

| | X1.6 | X1.7 | X1.8 | X1.9 | X1.10 | X1.11 |
|-------|------|------|------|------|-------|-------|
| X1.6 | 1.00 | | | | | |
| X1.7 | 0.42 | 0.85 | | | | |
| X1.8 | 0.39 | 0.42 | 0.93 | | | |
| X1.9 | 0.40 | 0.49 | 0.43 | 1.00 | | |
| X1.10 | 0.35 | 0.42 | 0.41 | 0.47 | 0.96 | |
| X1.11 | 0.34 | 0.30 | 0.31 | 0.42 | 0.42 | 0.99 |
| X1.12 | 0.38 | 0.32 | 0.32 | 0.50 | 0.43 | 0.39 |
| X1.13 | 0.50 | 0.41 | 0.46 | 0.59 | 0.51 | 0.49 |
| X1.14 | 0.42 | 0.31 | 0.31 | 0.52 | 0.36 | 0.38 |
| X1.15 | 0.42 | 0.40 | 0.43 | 0.45 | 0.36 | 0.26 |
| X1.16 | 0.35 | 0.35 | 0.41 | 0.49 | 0.40 | 0.40 |
| X1.17 | 0.32 | 0.29 | 0.31 | 0.44 | 0.28 | 0.33 |

| | | | | | | |
|-------|------|------|------|------|------|------|
| X1.18 | 0.33 | 0.25 | 0.30 | 0.46 | 0.33 | 0.30 |
| X1.19 | 0.37 | 0.30 | 0.32 | 0.50 | 0.40 | 0.36 |
| X2.1 | 0.37 | 0.27 | 0.35 | 0.39 | 0.32 | 0.33 |
| X2.2 | 0.33 | 0.17 | 0.26 | 0.33 | 0.33 | 0.29 |
| X2.3 | 0.38 | 0.35 | 0.39 | 0.54 | 0.36 | 0.38 |
| X2.4 | 0.33 | 0.34 | 0.31 | 0.43 | 0.30 | 0.36 |
| X2.5 | 0.47 | 0.36 | 0.37 | 0.36 | 0.21 | 0.24 |
| X2.6 | 0.42 | 0.32 | 0.33 | 0.35 | 0.33 | 0.32 |
| X2.7 | 0.45 | 0.30 | 0.50 | 0.47 | 0.40 | 0.40 |
| X2.8 | 0.31 | 0.33 | 0.36 | 0.34 | 0.27 | 0.27 |
| X2.9 | 0.38 | 0.26 | 0.34 | 0.42 | 0.16 | 0.30 |
| X2.10 | 0.35 | 0.25 | 0.33 | 0.35 | 0.24 | 0.31 |
| X2.11 | 0.42 | 0.39 | 0.33 | 0.36 | 0.35 | 0.37 |
| X2.12 | 0.43 | 0.30 | 0.35 | 0.43 | 0.32 | 0.22 |
| X2.13 | 0.40 | 0.31 | 0.32 | 0.42 | 0.33 | 0.43 |
| X2.14 | 0.34 | 0.31 | 0.42 | 0.40 | 0.26 | 0.44 |
| X2.15 | 0.32 | 0.29 | 0.34 | 0.42 | 0.23 | 0.24 |

Covariance Matrix

| | X1.12 | X1.13 | X1.14 | X1.15 | X1.16 | X1.17 |
|-------|-------|-------|-------|-------|-------|-------|
| | ----- | ----- | ----- | ----- | ----- | ----- |
| X1.12 | 0.94 | | | | | |
| X1.13 | 0.48 | 1.16 | | | | |
| X1.14 | 0.43 | 0.41 | 0.98 | | | |
| X1.15 | 0.40 | 0.46 | 0.47 | 0.98 | | |
| X1.16 | 0.46 | 0.42 | 0.43 | 0.38 | 0.89 | |
| X1.17 | 0.31 | 0.44 | 0.36 | 0.31 | 0.42 | 1.01 |
| X1.18 | 0.40 | 0.32 | 0.36 | 0.37 | 0.39 | 0.51 |
| X1.19 | 0.41 | 0.41 | 0.46 | 0.41 | 0.41 | 0.46 |
| X2.1 | 0.39 | 0.42 | 0.44 | 0.42 | 0.42 | 0.35 |
| X2.2 | 0.30 | 0.34 | 0.29 | 0.23 | 0.28 | 0.44 |
| X2.3 | 0.47 | 0.54 | 0.43 | 0.36 | 0.36 | 0.33 |
| X2.4 | 0.32 | 0.49 | 0.28 | 0.32 | 0.27 | 0.25 |
| X2.5 | 0.33 | 0.40 | 0.40 | 0.43 | 0.33 | 0.31 |
| X2.6 | 0.34 | 0.37 | 0.47 | 0.44 | 0.29 | 0.31 |
| X2.7 | 0.46 | 0.57 | 0.37 | 0.45 | 0.46 | 0.40 |
| X2.8 | 0.26 | 0.34 | 0.35 | 0.39 | 0.28 | 0.33 |
| X2.9 | 0.37 | 0.42 | 0.39 | 0.38 | 0.29 | 0.32 |
| X2.10 | 0.33 | 0.46 | 0.37 | 0.34 | 0.26 | 0.26 |
| X2.11 | 0.30 | 0.48 | 0.38 | 0.33 | 0.29 | 0.22 |

| | | | | | | |
|-------|------|------|------|------|------|------|
| X2.12 | 0.29 | 0.42 | 0.48 | 0.38 | 0.33 | 0.32 |
| X2.13 | 0.31 | 0.43 | 0.34 | 0.31 | 0.19 | 0.30 |
| X2.14 | 0.31 | 0.29 | 0.27 | 0.26 | 0.23 | 0.22 |
| X2.15 | 0.26 | 0.46 | 0.39 | 0.35 | 0.37 | 0.25 |

Covariance Matrix

| | X1.18 | X1.19 | X2.1 | X2.2 | X2.3 | X2.4 |
|-------|-------|-------|------|------|------|------|
| X1.18 | 0.98 | | | | | |
| X1.19 | 0.52 | 0.96 | | | | |
| X2.1 | 0.41 | 0.53 | 1.01 | | | |
| X2.2 | 0.43 | 0.40 | 0.33 | 0.83 | | |
| X2.3 | 0.49 | 0.49 | 0.47 | 0.50 | 1.13 | |
| X2.4 | 0.38 | 0.35 | 0.41 | 0.23 | 0.37 | 0.79 |
| X2.5 | 0.27 | 0.37 | 0.46 | 0.34 | 0.46 | 0.30 |
| X2.6 | 0.44 | 0.46 | 0.36 | 0.49 | 0.61 | 0.34 |
| X2.7 | 0.40 | 0.41 | 0.47 | 0.35 | 0.43 | 0.40 |
| X2.8 | 0.31 | 0.36 | 0.38 | 0.29 | 0.41 | 0.36 |
| X2.9 | 0.33 | 0.42 | 0.41 | 0.23 | 0.53 | 0.29 |
| X2.10 | 0.34 | 0.40 | 0.33 | 0.22 | 0.41 | 0.35 |
| X2.11 | 0.30 | 0.33 | 0.45 | 0.26 | 0.46 | 0.34 |
| X2.12 | 0.38 | 0.37 | 0.36 | 0.32 | 0.42 | 0.27 |
| X2.13 | 0.37 | 0.30 | 0.25 | 0.26 | 0.37 | 0.44 |
| X2.14 | 0.30 | 0.29 | 0.27 | 0.18 | 0.38 | 0.27 |
| X2.15 | 0.19 | 0.28 | 0.39 | 0.25 | 0.44 | 0.27 |

Covariance Matrix

| | X2.5 | X2.6 | X2.7 | X2.8 | X2.9 | X2.10 |
|-------|------|------|------|------|------|-------|
| X2.5 | 0.99 | | | | | |
| X2.6 | 0.45 | 1.00 | | | | |
| X2.7 | 0.54 | 0.50 | 1.19 | | | |
| X2.8 | 0.49 | 0.48 | 0.55 | 0.90 | | |
| X2.9 | 0.43 | 0.43 | 0.48 | 0.44 | 0.91 | |
| X2.10 | 0.38 | 0.47 | 0.48 | 0.45 | 0.51 | 0.92 |
| X2.11 | 0.43 | 0.41 | 0.42 | 0.36 | 0.39 | 0.48 |
| X2.12 | 0.41 | 0.44 | 0.46 | 0.46 | 0.40 | 0.42 |
| X2.13 | 0.28 | 0.39 | 0.38 | 0.33 | 0.36 | 0.45 |
| X2.14 | 0.40 | 0.34 | 0.36 | 0.33 | 0.46 | 0.47 |

X2.15 0.43 0.40 0.32 0.35 0.34 0.30

Covariance Matrix

| | X2.11 | X2.12 | X2.13 | X2.14 | X2.15 |
|-------|-------|-------|-------|-------|-------|
| X2.11 | 0.97 | | | | |
| X2.12 | 0.44 | 0.94 | | | |
| X2.13 | 0.42 | 0.33 | 0.76 | | |
| X2.14 | 0.47 | 0.37 | 0.44 | 0.91 | |
| X2.15 | 0.40 | 0.44 | 0.20 | 0.27 | 0.96 |

EXPERIENTIAL MARKETING

Number of Iterations = 29

LISREL Estimates (Maximum Likelihood)

Measurement Equations

$$Y1.1 = 1.00 * Y1, \text{ Errorvar.} = 0.46, R^2 = 0.45$$

(0.060)
7.61

$$Y1.2 = 1.20 * Y1, \text{ Errorvar.} = 0.41, R^2 = 0.57$$

(0.15) (0.059)
7.90 6.93

$$Y1.3 = 1.22 * Y1, \text{ Errorvar.} = 0.34, R^2 = 0.61$$

(0.15) (0.053)
8.17 6.49

$$Y2.1 = 1.00 * Y2, \text{ Errorvar.} = 0.40, R^2 = 0.52$$

(0.053)
7.62

$$Y2.2 = 1.04 * Y2, \text{ Errorvar.} = 0.31, R^2 = 0.61$$

(0.11) (0.043)

9.20 7.16

$Y2.3 = 1.10 * Y2$, Errorvar.= 0.44 , $R^2 = 0.55$
(0.13) (0.059)
8.72 7.51

$Y2.4 = 0.96 * Y2$, Errorvar.= 0.39 , $R^2 = 0.51$
(0.11) (0.051)
8.44 7.66

$X1.1 = 1.00 * X1$, Errorvar.= 0.63 , $R^2 = 0.39$
(0.076)
8.32

$X1.2 = 0.97 * X1$, Errorvar.= 0.72 , $R^2 = 0.34$
(0.15) (0.086)
6.30 8.37

$X1.3 = 1.11 * X1$, Errorvar.= 0.55 , $R^2 = 0.47$
(0.15) (0.068)
7.16 8.19

$X1.4 = 1.04 * X1$, Errorvar.= 0.66 , $R^2 = 0.40$
(0.16) (0.079)
6.69 8.30

$X1.5 = 1.13 * X1$, Errorvar.= 0.55 , $R^2 = 0.48$
(0.16) (0.067)
7.24 8.16

$X1.6 = 1.08 * X1$, Errorvar.= 0.54 , $R^2 = 0.46$
(0.15) (0.066)
7.11 8.20

$X1.7 = 0.91 * X1$, Errorvar.= 0.52 , $R^2 = 0.39$
(0.14) (0.062)
6.64 8.31

$X1.8 = 0.93 * X1$, Errorvar.= 0.59 , $R^2 = 0.37$
(0.14) (0.070)

6.50 8.34

$$X1.9 = 1.15 * X1, \text{Errorvar.} = 0.47, R^2 = 0.53$$

(0.15) (0.058)

7.49 8.07

$$X1.10 = 0.97 * X1, \text{Errorvar.} = 0.59, R^2 = 0.39$$

(0.15) (0.070)

6.66 8.31

$$X1.11 = 0.89 * X1, \text{Errorvar.} = 0.68, R^2 = 0.32$$

(0.15) (0.080)

6.13 8.40

$$X1.12 = 0.99 * X1, \text{Errorvar.} = 0.55, R^2 = 0.41$$

(0.15) (0.067)

6.82 8.28

$$X1.13 = 1.17 * X1, \text{Errorvar.} = 0.62, R^2 = 0.46$$

(0.16) (0.076)

7.14 8.19

$$X1.14 = 1.04 * X1, \text{Errorvar.} = 0.56, R^2 = 0.43$$

(0.15) (0.068)

6.94 8.25

$$X1.15 = 0.99 * X1, \text{Errorvar.} = 0.59, R^2 = 0.40$$

(0.15) (0.071)

6.73 8.30

$$X1.16 = 0.96 * X1, \text{Errorvar.} = 0.53, R^2 = 0.41$$

(0.14) (0.064)

6.80 8.28

$$X1.17 = 0.88 * X1, \text{Errorvar.} = 0.70, R^2 = 0.30$$

(0.15) (0.083)

6.01 8.41

$$X1.18 = 0.92 * X1, \text{Errorvar.} = 0.64, R^2 = 0.34$$

(0.15) (0.077)

6.33 8.37

$$\begin{array}{l} X1.19 = 1.03 * X1, \text{ Errorvar.} = 0.54, R^2 = 0.44 \\ (0.15) \quad (0.066) \\ 6.96 \quad 8.24 \end{array}$$

$$\begin{array}{l} X2.1 = 1.00 * X2, \text{ Errorvar.} = 0.63, R^2 = 0.38 \\ (0.076) \\ 8.26 \end{array}$$

$$\begin{array}{l} X2.2 = 0.78 * X2, \text{ Errorvar.} = 0.60, R^2 = 0.28 \\ (0.14) \quad (0.071) \\ 5.75 \quad 8.39 \end{array}$$

$$\begin{array}{l} X2.3 = 1.16 * X2, \text{ Errorvar.} = 0.61, R^2 = 0.45 \\ (0.17) \quad (0.076) \\ 6.98 \quad 8.12 \end{array}$$

$$\begin{array}{l} X2.4 = 0.88 * X2, \text{ Errorvar.} = 0.49, R^2 = 0.38 \\ (0.14) \quad (0.059) \\ 6.47 \quad 8.26 \end{array}$$

$$\begin{array}{l} X2.5 = 1.05 * X2, \text{ Errorvar.} = 0.57, R^2 = 0.42 \\ (0.15) \quad (0.070) \\ 6.78 \quad 8.18 \end{array}$$

$$\begin{array}{l} X2.6 = 1.11 * X2, \text{ Errorvar.} = 0.53, R^2 = 0.47 \\ (0.16) \quad (0.066) \\ 7.05 \quad 8.09 \end{array}$$

$$\begin{array}{l} X2.7 = 1.17 * X2, \text{ Errorvar.} = 0.67, R^2 = 0.44 \\ (0.17) \quad (0.082) \\ 6.88 \quad 8.15 \end{array}$$

$$\begin{array}{l} X2.8 = 1.04 * X2, \text{ Errorvar.} = 0.49, R^2 = 0.45 \\ (0.15) \quad (0.061) \\ 6.98 \quad 8.12 \end{array}$$

$$\begin{array}{l} X2.9 = 1.05 * X2, \text{ Errorvar.} = 0.49, R^2 = 0.47 \\ (0.15) \quad (0.060) \\ 7.04 \quad 8.10 \end{array}$$

$$X2.10 = 1.06 * X2, \text{Errorvar.} = 0.49, R^2 = 0.46$$

| | |
|--------|---------|
| (0.15) | (0.061) |
| 7.03 | 8.10 |

$$X2.11 = 1.07 * X2, \text{Errorvar.} = 0.53, R^2 = 0.45$$

| | |
|--------|---------|
| (0.15) | (0.066) |
| 6.95 | 8.13 |

$$X2.12 = 1.03 * X2, \text{Errorvar.} = 0.53, R^2 = 0.43$$

| | |
|--------|---------|
| (0.15) | (0.065) |
| 6.85 | 8.16 |

$$X2.13 = 0.91 * X2, \text{Errorvar.} = 0.44, R^2 = 0.42$$

| | |
|--------|---------|
| (0.13) | (0.053) |
| 6.78 | 8.18 |

$$X2.14 = 0.94 * X2, \text{Errorvar.} = 0.57, R^2 = 0.37$$

| | |
|--------|---------|
| (0.15) | (0.069) |
| 6.46 | 8.27 |

$$X2.15 = 0.90 * X2, \text{Errorvar.} = 0.65, R^2 = 0.32$$

| | |
|--------|---------|
| (0.15) | (0.078) |
| 6.10 | 8.34 |

Structural Equations

$$Y1 = 0.43 * X1 + 0.42 * X2, \text{Errorvar.} = 0.10, R^2 = 0.72$$

| | | |
|--------|--------|---------|
| (0.18) | (0.18) | (0.032) |
| 2.37 | 2.31 | 3.27 |

$$Y2 = 0.66 * Y1 + 0.38 * X1 + 0.038 * X2, \text{Errorvar.} = 0.043, R^2 = 0.90$$

| | | | |
|--------|--------|--------|---------|
| (0.19) | (0.18) | (0.18) | (0.023) |
| 3.55 | 2.11 | 0.22 | 1.85 |

Reduced Form Equations

$$Y1 = 0.43 * X1 + 0.42 * X2, \text{Errorvar.} = 0.10, R^2 = 0.72$$

| | |
|--------|--------|
| (0.18) | (0.18) |
|--------|--------|

2.37 2.31

$$Y2 = 0.66 * X1 + 0.32 * X2, \text{Errorvar.} = 0.089, R^2 = 0.80$$

(0.18) (0.17)

3.61 1.87

Covariance Matrix of Independent Variables

| | X1 | X2 |
|----|------------------------|------------------------|
| X1 | 0.40 (0.10) 4.12 | |
| X2 | 0.34 (0.07) 5.08 | 0.38 (0.09) 4.06 |

Covariance Matrix of Latent Variables

| | Y1 | Y2 | X1 | X2 |
|----|------|------|------|------|
| Y1 | 0.37 | | | |
| Y2 | 0.38 | 0.45 | | |
| X1 | 0.32 | 0.37 | 0.40 | |
| X2 | 0.31 | 0.35 | 0.34 | 0.38 |

Goodness of Fit Statistics

Degrees of Freedom = 773

Minimum Fit Function Chi-Square = 1211.62 (P = 0.0)

Normal Theory Weighted Least Squares Chi-Square = 1159.40 (P = 0.0)

Estimated Non-centrality Parameter (NCP) = 386.40

90 Percent Confidence Interval for NCP = (298.89 ; 481.86)

Minimum Fit Function Value = 8.13

Population Discrepancy Function Value (F0) = 2.59

90 Percent Confidence Interval for F0 = (2.01 ; 3.23)
Root Mean Square Error of Approximation (RMSEA) = 0.058
90 Percent Confidence Interval for RMSEA = (0.051 ; 0.065)
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.032

Expected Cross-Validation Index (ECVI) = 8.96
90 Percent Confidence Interval for ECVI = (8.38 ; 9.60)
ECVI for Saturated Model = 11.56
ECVI for Independence Model = 131.73

Chi-Square for Independence Model with 820 Degrees of Freedom =
19545.38

Independence AIC = 19627.38
Model AIC = 1335.40
Saturated AIC = 1722.00
Independence CAIC = 19791.82
Model CAIC = 1688.33
Saturated CAIC = 5175.16

Normed Fit Index (NFI) = 0.94
Non-Normed Fit Index (NNFI) = 0.98
Parsimony Normed Fit Index (PNFI) = 0.88
Comparative Fit Index (CFI) = 0.98
Incremental Fit Index (IFI) = 0.98
Relative Fit Index (RFI) = 0.93

Critical N (CN) = 107.67

Root Mean Square Residual (RMR) = 0.056
Standardized RMR = 0.059
Goodness of Fit Index (GFI) = 0.72
Adjusted Goodness of Fit Index (AGFI) = 0.69
Parsimony Goodness of Fit Index (PGFI) = 0.65

EXPERIENTIAL MARKETING

Fitted Covariance Matrix

| Y1.1 | Y1.2 | Y1.3 | Y2.1 | Y2.2 | Y2.3 |
|-------|-------|-------|-------|-------|-------|
| ----- | ----- | ----- | ----- | ----- | ----- |

| | | | | | | |
|-------|------|------|------|------|------|------|
| Y1.1 | 0.83 | | | | | |
| Y1.2 | 0.44 | 0.94 | | | | |
| Y1.3 | 0.45 | 0.54 | 0.89 | | | |
| Y2.1 | 0.38 | 0.45 | 0.46 | 0.85 | | |
| Y2.2 | 0.39 | 0.47 | 0.47 | 0.46 | 0.79 | |
| Y2.3 | 0.41 | 0.49 | 0.50 | 0.49 | 0.51 | 0.98 |
| Y2.4 | 0.36 | 0.43 | 0.44 | 0.43 | 0.44 | 0.47 |
| X1.1 | 0.32 | 0.38 | 0.38 | 0.37 | 0.39 | 0.41 |
| X1.2 | 0.31 | 0.37 | 0.37 | 0.36 | 0.37 | 0.40 |
| X1.3 | 0.35 | 0.42 | 0.43 | 0.41 | 0.43 | 0.45 |
| X1.4 | 0.33 | 0.39 | 0.40 | 0.39 | 0.40 | 0.42 |
| X1.5 | 0.36 | 0.43 | 0.43 | 0.42 | 0.44 | 0.46 |
| X1.6 | 0.34 | 0.41 | 0.41 | 0.40 | 0.42 | 0.44 |
| X1.7 | 0.29 | 0.34 | 0.35 | 0.34 | 0.35 | 0.37 |
| X1.8 | 0.29 | 0.35 | 0.36 | 0.34 | 0.36 | 0.38 |
| X1.9 | 0.36 | 0.44 | 0.44 | 0.43 | 0.44 | 0.47 |
| X1.10 | 0.31 | 0.37 | 0.37 | 0.36 | 0.37 | 0.40 |
| X1.11 | 0.28 | 0.34 | 0.34 | 0.33 | 0.34 | 0.36 |
| X1.12 | 0.31 | 0.38 | 0.38 | 0.37 | 0.38 | 0.40 |
| X1.13 | 0.37 | 0.44 | 0.45 | 0.43 | 0.45 | 0.48 |
| X1.14 | 0.33 | 0.39 | 0.40 | 0.38 | 0.40 | 0.42 |
| X1.15 | 0.31 | 0.38 | 0.38 | 0.37 | 0.38 | 0.41 |
| X1.16 | 0.30 | 0.36 | 0.37 | 0.36 | 0.37 | 0.39 |
| X1.17 | 0.28 | 0.33 | 0.34 | 0.33 | 0.34 | 0.36 |
| X1.18 | 0.29 | 0.35 | 0.35 | 0.34 | 0.36 | 0.38 |
| X1.19 | 0.33 | 0.39 | 0.40 | 0.38 | 0.40 | 0.42 |
| X2.1 | 0.31 | 0.37 | 0.38 | 0.35 | 0.36 | 0.38 |
| X2.2 | 0.24 | 0.29 | 0.29 | 0.27 | 0.28 | 0.30 |
| X2.3 | 0.36 | 0.43 | 0.44 | 0.40 | 0.42 | 0.44 |
| X2.4 | 0.27 | 0.33 | 0.33 | 0.31 | 0.32 | 0.34 |
| X2.5 | 0.32 | 0.39 | 0.39 | 0.37 | 0.38 | 0.40 |
| X2.6 | 0.34 | 0.41 | 0.42 | 0.39 | 0.40 | 0.43 |
| X2.7 | 0.36 | 0.43 | 0.44 | 0.41 | 0.42 | 0.45 |
| X2.8 | 0.32 | 0.38 | 0.39 | 0.36 | 0.38 | 0.40 |
| X2.9 | 0.33 | 0.39 | 0.40 | 0.37 | 0.38 | 0.40 |
| X2.10 | 0.33 | 0.39 | 0.40 | 0.37 | 0.38 | 0.41 |
| X2.11 | 0.33 | 0.40 | 0.40 | 0.37 | 0.39 | 0.41 |
| X2.12 | 0.32 | 0.38 | 0.39 | 0.36 | 0.37 | 0.40 |
| X2.13 | 0.28 | 0.34 | 0.34 | 0.32 | 0.33 | 0.35 |
| X2.14 | 0.29 | 0.35 | 0.35 | 0.33 | 0.34 | 0.36 |
| X2.15 | 0.28 | 0.34 | 0.34 | 0.32 | 0.33 | 0.35 |

Fitted Covariance Matrix

| | Y2.4 | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 |
|-------|------|------|------|------|------|------|
| Y2.4 | 0.80 | | | | | |
| X1.1 | 0.36 | 1.03 | | | | |
| X1.2 | 0.35 | 0.38 | 1.09 | | | |
| X1.3 | 0.39 | 0.44 | 0.43 | 1.04 | | |
| X1.4 | 0.37 | 0.41 | 0.40 | 0.46 | 1.09 | |
| X1.5 | 0.40 | 0.45 | 0.43 | 0.50 | 0.47 | 1.05 |
| X1.6 | 0.38 | 0.43 | 0.41 | 0.47 | 0.45 | 0.48 |
| X1.7 | 0.32 | 0.36 | 0.35 | 0.40 | 0.38 | 0.41 |
| X1.8 | 0.33 | 0.37 | 0.36 | 0.41 | 0.38 | 0.42 |
| X1.9 | 0.41 | 0.46 | 0.44 | 0.51 | 0.48 | 0.52 |
| X1.10 | 0.35 | 0.38 | 0.37 | 0.43 | 0.40 | 0.44 |
| X1.11 | 0.32 | 0.35 | 0.34 | 0.39 | 0.37 | 0.40 |
| X1.12 | 0.35 | 0.39 | 0.38 | 0.44 | 0.41 | 0.45 |
| X1.13 | 0.42 | 0.46 | 0.45 | 0.51 | 0.48 | 0.52 |
| X1.14 | 0.37 | 0.41 | 0.40 | 0.45 | 0.43 | 0.46 |
| X1.15 | 0.35 | 0.39 | 0.38 | 0.44 | 0.41 | 0.45 |
| X1.16 | 0.34 | 0.38 | 0.37 | 0.42 | 0.40 | 0.43 |
| X1.17 | 0.31 | 0.35 | 0.34 | 0.39 | 0.36 | 0.39 |
| X1.18 | 0.33 | 0.37 | 0.35 | 0.41 | 0.38 | 0.41 |
| X1.19 | 0.37 | 0.41 | 0.40 | 0.45 | 0.42 | 0.46 |
| X2.1 | 0.34 | 0.34 | 0.33 | 0.38 | 0.36 | 0.39 |
| X2.2 | 0.26 | 0.27 | 0.26 | 0.30 | 0.28 | 0.31 |
| X2.3 | 0.39 | 0.40 | 0.39 | 0.44 | 0.42 | 0.45 |
| X2.4 | 0.29 | 0.30 | 0.29 | 0.34 | 0.32 | 0.34 |
| X2.5 | 0.35 | 0.36 | 0.35 | 0.40 | 0.38 | 0.41 |
| X2.6 | 0.37 | 0.38 | 0.37 | 0.42 | 0.40 | 0.43 |
| X2.7 | 0.39 | 0.40 | 0.39 | 0.45 | 0.42 | 0.46 |
| X2.8 | 0.35 | 0.36 | 0.35 | 0.40 | 0.37 | 0.40 |
| X2.9 | 0.35 | 0.36 | 0.35 | 0.40 | 0.38 | 0.41 |
| X2.10 | 0.35 | 0.36 | 0.35 | 0.40 | 0.38 | 0.41 |
| X2.11 | 0.36 | 0.37 | 0.36 | 0.41 | 0.38 | 0.42 |
| X2.12 | 0.35 | 0.36 | 0.35 | 0.39 | 0.37 | 0.40 |
| X2.13 | 0.31 | 0.32 | 0.31 | 0.35 | 0.33 | 0.36 |
| X2.14 | 0.32 | 0.33 | 0.32 | 0.36 | 0.34 | 0.37 |
| X2.15 | 0.30 | 0.31 | 0.30 | 0.35 | 0.32 | 0.35 |

Fitted Covariance Matrix

| | X1.6 | X1.7 | X1.8 | X1.9 | X1.10 | X1.11 |
|-------|------|------|------|------|-------|-------|
| X1.6 | 1.00 | | | | | |
| X1.7 | 0.39 | 0.85 | | | | |
| X1.8 | 0.40 | 0.33 | 0.93 | | | |
| X1.9 | 0.49 | 0.42 | 0.42 | 1.00 | | |
| X1.10 | 0.41 | 0.35 | 0.36 | 0.44 | 0.96 | |
| X1.11 | 0.38 | 0.32 | 0.33 | 0.41 | 0.34 | 0.99 |
| X1.12 | 0.42 | 0.36 | 0.36 | 0.45 | 0.38 | 0.35 |
| X1.13 | 0.50 | 0.42 | 0.43 | 0.53 | 0.45 | 0.41 |
| X1.14 | 0.44 | 0.37 | 0.38 | 0.47 | 0.40 | 0.37 |
| X1.15 | 0.42 | 0.36 | 0.37 | 0.45 | 0.38 | 0.35 |
| X1.16 | 0.41 | 0.35 | 0.35 | 0.44 | 0.37 | 0.34 |
| X1.17 | 0.38 | 0.32 | 0.32 | 0.40 | 0.34 | 0.31 |
| X1.18 | 0.39 | 0.33 | 0.34 | 0.42 | 0.36 | 0.33 |
| X1.19 | 0.44 | 0.37 | 0.38 | 0.47 | 0.40 | 0.36 |
| X2.1 | 0.37 | 0.31 | 0.32 | 0.40 | 0.33 | 0.31 |
| X2.2 | 0.29 | 0.25 | 0.25 | 0.31 | 0.26 | 0.24 |
| X2.3 | 0.43 | 0.36 | 0.37 | 0.46 | 0.39 | 0.36 |
| X2.4 | 0.33 | 0.28 | 0.28 | 0.35 | 0.29 | 0.27 |
| X2.5 | 0.39 | 0.33 | 0.34 | 0.42 | 0.35 | 0.32 |
| X2.6 | 0.41 | 0.35 | 0.35 | 0.44 | 0.37 | 0.34 |
| X2.7 | 0.44 | 0.37 | 0.37 | 0.46 | 0.39 | 0.36 |
| X2.8 | 0.39 | 0.33 | 0.33 | 0.41 | 0.35 | 0.32 |
| X2.9 | 0.39 | 0.33 | 0.34 | 0.42 | 0.35 | 0.32 |
| X2.10 | 0.39 | 0.33 | 0.34 | 0.42 | 0.35 | 0.33 |
| X2.11 | 0.40 | 0.34 | 0.34 | 0.43 | 0.36 | 0.33 |
| X2.12 | 0.38 | 0.32 | 0.33 | 0.41 | 0.35 | 0.32 |
| X2.13 | 0.34 | 0.29 | 0.29 | 0.36 | 0.31 | 0.28 |
| X2.14 | 0.35 | 0.30 | 0.30 | 0.37 | 0.32 | 0.29 |
| X2.15 | 0.34 | 0.28 | 0.29 | 0.36 | 0.30 | 0.28 |

Fitted Covariance Matrix

| | X1.12 | X1.13 | X1.14 | X1.15 | X1.16 | X1.17 |
|-------|-------|-------|-------|-------|-------|-------|
| X1.12 | 0.94 | | | | | |
| X1.13 | 0.46 | 1.16 | | | | |
| X1.14 | 0.41 | 0.48 | 0.98 | | | |

| | | | | | | |
|-------|------|------|------|------|------|------|
| X1.15 | 0.39 | 0.46 | 0.41 | 0.98 | | |
| X1.16 | 0.38 | 0.44 | 0.39 | 0.38 | 0.89 | |
| X1.17 | 0.35 | 0.41 | 0.36 | 0.35 | 0.34 | 1.01 |
| X1.18 | 0.36 | 0.43 | 0.38 | 0.36 | 0.35 | 0.32 |
| X1.19 | 0.41 | 0.48 | 0.42 | 0.41 | 0.39 | 0.36 |
| X2.1 | 0.34 | 0.40 | 0.36 | 0.34 | 0.33 | 0.30 |
| X2.2 | 0.27 | 0.32 | 0.28 | 0.27 | 0.26 | 0.24 |
| X2.3 | 0.40 | 0.47 | 0.41 | 0.40 | 0.38 | 0.35 |
| X2.4 | 0.30 | 0.35 | 0.31 | 0.30 | 0.29 | 0.27 |
| X2.5 | 0.36 | 0.42 | 0.37 | 0.36 | 0.35 | 0.32 |
| X2.6 | 0.38 | 0.45 | 0.40 | 0.38 | 0.37 | 0.34 |
| X2.7 | 0.40 | 0.47 | 0.42 | 0.40 | 0.39 | 0.36 |
| X2.8 | 0.35 | 0.42 | 0.37 | 0.36 | 0.34 | 0.31 |
| X2.9 | 0.36 | 0.42 | 0.38 | 0.36 | 0.35 | 0.32 |
| X2.10 | 0.36 | 0.43 | 0.38 | 0.36 | 0.35 | 0.32 |
| X2.11 | 0.37 | 0.43 | 0.38 | 0.37 | 0.35 | 0.33 |
| X2.12 | 0.35 | 0.42 | 0.37 | 0.35 | 0.34 | 0.31 |
| X2.13 | 0.31 | 0.37 | 0.33 | 0.31 | 0.30 | 0.28 |
| X2.14 | 0.32 | 0.38 | 0.34 | 0.32 | 0.31 | 0.29 |
| X2.15 | 0.31 | 0.36 | 0.32 | 0.31 | 0.30 | 0.27 |

Fitted Covariance Matrix

| | X1.18 | X1.19 | X2.1 | X2.2 | X2.3 | X2.4 |
|-------|-------|-------|-------|-------|-------|-------|
| | ----- | ----- | ----- | ----- | ----- | ----- |
| X1.18 | 0.98 | | | | | |
| X1.19 | 0.38 | 0.96 | | | | |
| X2.1 | 0.32 | 0.36 | 1.01 | | | |
| X2.2 | 0.25 | 0.28 | 0.30 | 0.83 | | |
| X2.3 | 0.37 | 0.41 | 0.44 | 0.35 | 1.13 | |
| X2.4 | 0.28 | 0.31 | 0.34 | 0.26 | 0.39 | 0.79 |
| X2.5 | 0.33 | 0.37 | 0.40 | 0.31 | 0.46 | 0.35 |
| X2.6 | 0.35 | 0.39 | 0.42 | 0.33 | 0.49 | 0.37 |
| X2.7 | 0.37 | 0.42 | 0.45 | 0.35 | 0.52 | 0.39 |
| X2.8 | 0.33 | 0.37 | 0.40 | 0.31 | 0.46 | 0.35 |
| X2.9 | 0.34 | 0.37 | 0.40 | 0.32 | 0.47 | 0.35 |
| X2.10 | 0.34 | 0.38 | 0.40 | 0.32 | 0.47 | 0.36 |
| X2.11 | 0.34 | 0.38 | 0.41 | 0.32 | 0.47 | 0.36 |
| X2.12 | 0.33 | 0.37 | 0.39 | 0.31 | 0.46 | 0.35 |
| X2.13 | 0.29 | 0.33 | 0.35 | 0.27 | 0.40 | 0.31 |
| X2.14 | 0.30 | 0.33 | 0.36 | 0.28 | 0.42 | 0.32 |

| | | | | | | |
|-------|------|------|------|------|------|------|
| X2.15 | 0.29 | 0.32 | 0.35 | 0.27 | 0.40 | 0.30 |
|-------|------|------|------|------|------|------|

Fitted Covariance Matrix

| | X2.5 | X2.6 | X2.7 | X2.8 | X2.9 | X2.10 |
|-------|------|------|------|------|------|-------|
| X2.5 | 0.99 | | | | | |
| X2.6 | 0.44 | 1.00 | | | | |
| X2.7 | 0.47 | 0.50 | 1.19 | | | |
| X2.8 | 0.42 | 0.44 | 0.46 | 0.90 | | |
| X2.9 | 0.42 | 0.45 | 0.47 | 0.42 | 0.91 | |
| X2.10 | 0.42 | 0.45 | 0.47 | 0.42 | 0.43 | 0.92 |
| X2.11 | 0.43 | 0.45 | 0.48 | 0.42 | 0.43 | 0.43 |
| X2.12 | 0.41 | 0.44 | 0.46 | 0.41 | 0.42 | 0.42 |
| X2.13 | 0.37 | 0.39 | 0.41 | 0.36 | 0.37 | 0.37 |
| X2.14 | 0.38 | 0.40 | 0.42 | 0.37 | 0.38 | 0.38 |
| X2.15 | 0.36 | 0.38 | 0.40 | 0.36 | 0.36 | 0.37 |

Fitted Covariance Matrix

| | X2.11 | X2.12 | X2.13 | X2.14 | X2.15 |
|-------|-------|-------|-------|-------|-------|
| X2.11 | 0.97 | | | | |
| X2.12 | 0.42 | 0.94 | | | |
| X2.13 | 0.37 | 0.36 | 0.76 | | |
| X2.14 | 0.39 | 0.37 | 0.33 | 0.91 | |
| X2.15 | 0.37 | 0.36 | 0.32 | 0.33 | 0.96 |

Fitted Residuals

| | Y1.1 | Y1.2 | Y1.3 | Y2.1 | Y2.2 | Y2.3 |
|------|-------|-------|-------|-------|-------|-------|
| Y1.1 | 0.00 | | | | | |
| Y1.2 | 0.01 | 0.00 | | | | |
| Y1.3 | -0.02 | 0.00 | 0.00 | | | |
| Y2.1 | 0.06 | -0.04 | 0.02 | 0.00 | | |
| Y2.2 | -0.02 | -0.04 | 0.00 | -0.02 | 0.00 | |
| Y2.3 | 0.04 | -0.06 | -0.03 | 0.03 | 0.01 | 0.00 |
| Y2.4 | 0.01 | 0.06 | 0.04 | -0.04 | 0.04 | -0.04 |
| X1.1 | -0.01 | -0.01 | -0.13 | -0.03 | -0.11 | -0.08 |
| X1.2 | -0.09 | -0.14 | -0.03 | -0.01 | -0.01 | -0.02 |

| | | | | | | |
|-------|-------|-------|-------|-------|-------|-------|
| X1.3 | -0.09 | -0.02 | -0.08 | 0.02 | 0.08 | 0.14 |
| X1.4 | -0.08 | -0.02 | -0.01 | 0.00 | -0.05 | 0.06 |
| X1.5 | -0.02 | -0.04 | -0.05 | 0.03 | 0.02 | 0.04 |
| X1.6 | -0.06 | -0.04 | -0.03 | 0.01 | 0.00 | 0.03 |
| X1.7 | 0.05 | 0.15 | 0.13 | 0.04 | 0.07 | 0.13 |
| X1.8 | 0.03 | 0.04 | 0.05 | -0.02 | 0.04 | 0.02 |
| X1.9 | 0.09 | 0.07 | 0.11 | 0.02 | 0.04 | 0.00 |
| X1.10 | -0.06 | -0.01 | 0.03 | -0.05 | 0.09 | 0.02 |
| X1.11 | 0.02 | -0.03 | 0.03 | 0.00 | -0.02 | 0.05 |
| X1.12 | -0.06 | 0.00 | 0.03 | -0.03 | -0.03 | -0.05 |
| X1.13 | -0.01 | 0.00 | 0.17 | 0.01 | 0.05 | 0.03 |
| X1.14 | 0.01 | 0.00 | 0.02 | -0.02 | 0.00 | -0.03 |
| X1.15 | -0.06 | -0.04 | 0.01 | -0.01 | -0.01 | -0.04 |
| X1.16 | 0.01 | 0.01 | 0.08 | -0.11 | 0.01 | -0.03 |
| X1.17 | 0.06 | -0.06 | 0.04 | 0.05 | -0.05 | 0.02 |
| X1.18 | -0.08 | -0.03 | -0.04 | -0.03 | -0.03 | -0.10 |
| X1.19 | -0.03 | 0.01 | -0.05 | 0.01 | 0.04 | 0.00 |
| X2.1 | -0.01 | 0.06 | 0.00 | 0.00 | -0.06 | 0.04 |
| X2.2 | -0.06 | -0.03 | -0.05 | -0.02 | -0.02 | -0.11 |
| X2.3 | -0.10 | 0.07 | -0.02 | -0.01 | -0.06 | -0.05 |
| X2.4 | -0.07 | 0.10 | 0.09 | -0.04 | 0.02 | 0.07 |
| X2.5 | -0.02 | 0.01 | -0.04 | -0.03 | -0.08 | -0.09 |
| X2.6 | -0.11 | 0.01 | -0.13 | 0.01 | -0.04 | -0.12 |
| X2.7 | 0.07 | -0.03 | 0.02 | -0.01 | -0.07 | 0.02 |
| X2.8 | 0.02 | 0.06 | -0.03 | 0.00 | -0.04 | -0.06 |
| X2.9 | -0.01 | 0.06 | -0.04 | 0.07 | -0.05 | 0.06 |
| X2.10 | -0.05 | -0.01 | -0.05 | 0.01 | -0.01 | 0.04 |
| X2.11 | -0.03 | 0.04 | 0.04 | 0.10 | -0.01 | 0.08 |
| X2.12 | 0.12 | -0.02 | 0.03 | 0.01 | 0.05 | -0.04 |
| X2.13 | -0.12 | -0.02 | 0.01 | 0.01 | -0.01 | 0.02 |
| X2.14 | -0.02 | 0.01 | -0.03 | 0.08 | 0.02 | 0.09 |
| X2.15 | 0.20 | 0.10 | 0.05 | 0.07 | 0.08 | 0.02 |

Fitted Residuals

| | Y2.4 | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 |
|------|-------|------|------|------|------|------|
| Y2.4 | 0.00 | | | | | |
| X1.1 | -0.05 | 0.00 | | | | |
| X1.2 | -0.02 | 0.05 | 0.00 | | | |
| X1.3 | 0.03 | 0.05 | 0.11 | 0.00 | | |

| | | | | | | |
|-------|-------|-------|-------|-------|-------|-------|
| X1.4 | -0.11 | 0.08 | 0.10 | 0.08 | 0.00 | |
| X1.5 | -0.09 | 0.04 | 0.10 | 0.10 | 0.11 | 0.00 |
| X1.6 | -0.05 | 0.14 | 0.07 | 0.08 | 0.14 | 0.09 |
| X1.7 | 0.08 | -0.06 | -0.02 | -0.03 | -0.05 | -0.06 |
| X1.8 | 0.04 | -0.02 | -0.13 | -0.02 | -0.02 | -0.06 |
| X1.9 | -0.01 | -0.08 | -0.10 | -0.17 | -0.05 | 0.00 |
| X1.10 | 0.01 | 0.01 | -0.06 | 0.02 | 0.02 | -0.03 |
| X1.11 | -0.07 | 0.07 | 0.01 | -0.06 | -0.15 | -0.02 |
| X1.12 | -0.02 | -0.04 | 0.03 | -0.03 | 0.02 | -0.03 |
| X1.13 | 0.02 | -0.05 | -0.15 | -0.05 | -0.01 | 0.04 |
| X1.14 | -0.11 | 0.05 | 0.01 | -0.01 | 0.00 | 0.02 |
| X1.15 | 0.00 | -0.03 | 0.03 | 0.00 | -0.01 | -0.04 |
| X1.16 | 0.01 | -0.02 | -0.06 | -0.02 | -0.05 | -0.08 |
| X1.17 | -0.05 | -0.03 | -0.04 | -0.01 | -0.06 | -0.05 |
| X1.18 | -0.02 | -0.02 | 0.13 | -0.02 | -0.10 | -0.03 |
| X1.19 | -0.04 | -0.01 | 0.03 | -0.04 | -0.03 | -0.03 |
| X2.1 | -0.06 | 0.08 | 0.04 | -0.05 | 0.08 | -0.01 |
| X2.2 | 0.02 | 0.06 | 0.08 | -0.01 | 0.02 | 0.02 |
| X2.3 | 0.10 | -0.02 | -0.07 | -0.06 | -0.07 | -0.08 |
| X2.4 | 0.01 | -0.06 | 0.05 | 0.02 | -0.07 | 0.07 |
| X2.5 | 0.05 | 0.01 | -0.06 | -0.05 | -0.02 | -0.03 |
| X2.6 | -0.01 | 0.08 | 0.01 | -0.02 | 0.02 | -0.07 |
| X2.7 | -0.02 | 0.04 | -0.06 | 0.02 | 0.02 | 0.02 |
| X2.8 | 0.02 | 0.02 | 0.00 | 0.00 | -0.03 | -0.02 |
| X2.9 | -0.03 | -0.03 | -0.03 | -0.04 | -0.05 | -0.06 |
| X2.10 | -0.05 | 0.03 | 0.06 | 0.03 | 0.00 | -0.03 |
| X2.11 | 0.05 | 0.05 | 0.01 | 0.02 | 0.04 | 0.03 |
| X2.12 | 0.01 | -0.05 | 0.03 | -0.01 | -0.01 | 0.00 |
| X2.13 | -0.01 | 0.06 | 0.02 | 0.02 | -0.07 | -0.05 |
| X2.14 | 0.03 | -0.01 | 0.06 | 0.06 | 0.06 | -0.04 |
| X2.15 | 0.06 | 0.00 | -0.14 | -0.03 | -0.04 | -0.05 |

Fitted Residuals

| | X1.6 | X1.7 | X1.8 | X1.9 | X1.10 | X1.11 |
|-------|-------|------|------|------|-------|-------|
| X1.6 | 0.00 | | | | | |
| X1.7 | 0.03 | 0.00 | | | | |
| X1.8 | -0.01 | 0.08 | 0.00 | | | |
| X1.9 | -0.09 | 0.07 | 0.01 | 0.00 | | |
| X1.10 | -0.06 | 0.07 | 0.05 | 0.02 | 0.00 | |

| | | | | | | |
|-------|-------|-------|-------|-------|-------|-------|
| X1.11 | -0.04 | -0.02 | -0.02 | 0.02 | 0.07 | 0.00 |
| X1.12 | -0.04 | -0.04 | -0.04 | 0.04 | 0.05 | 0.04 |
| X1.13 | 0.00 | -0.01 | 0.03 | 0.06 | 0.06 | 0.08 |
| X1.14 | -0.02 | -0.07 | -0.07 | 0.05 | -0.04 | 0.02 |
| X1.15 | 0.00 | 0.04 | 0.06 | -0.01 | -0.02 | -0.09 |
| X1.16 | -0.06 | 0.01 | 0.06 | 0.05 | 0.03 | 0.06 |
| X1.17 | -0.06 | -0.03 | -0.01 | 0.04 | -0.06 | 0.02 |
| X1.18 | -0.07 | -0.08 | -0.04 | 0.04 | -0.02 | -0.02 |
| X1.19 | -0.07 | -0.07 | -0.05 | 0.03 | 0.00 | 0.00 |
| X2.1 | 0.00 | -0.04 | 0.03 | 0.00 | -0.01 | 0.02 |
| X2.2 | 0.03 | -0.08 | 0.01 | 0.02 | 0.07 | 0.05 |
| X2.3 | -0.05 | -0.01 | 0.02 | 0.08 | -0.03 | 0.02 |
| X2.4 | 0.01 | 0.06 | 0.03 | 0.08 | 0.00 | 0.09 |
| X2.5 | 0.08 | 0.03 | 0.04 | -0.05 | -0.15 | -0.09 |
| X2.6 | 0.01 | -0.03 | -0.02 | -0.09 | -0.04 | -0.02 |
| X2.7 | 0.01 | -0.07 | 0.12 | 0.01 | 0.00 | 0.04 |
| X2.8 | -0.07 | 0.00 | 0.03 | -0.07 | -0.08 | -0.05 |
| X2.9 | -0.01 | -0.07 | 0.00 | 0.00 | -0.19 | -0.03 |
| X2.10 | -0.04 | -0.08 | -0.01 | -0.07 | -0.11 | -0.01 |
| X2.11 | 0.02 | 0.05 | -0.01 | -0.06 | 0.00 | 0.04 |
| X2.12 | 0.05 | -0.02 | 0.02 | 0.02 | -0.03 | -0.10 |
| X2.13 | 0.06 | 0.03 | 0.03 | 0.06 | 0.02 | 0.14 |
| X2.14 | -0.01 | 0.01 | 0.12 | 0.03 | -0.05 | 0.15 |
| X2.15 | -0.02 | 0.00 | 0.05 | 0.06 | -0.07 | -0.04 |

Fitted Residuals

| | X1.12 | X1.13 | X1.14 | X1.15 | X1.16 | X1.17 |
|-------|-------|-------|-------|-------|-------|-------|
| | ----- | ----- | ----- | ----- | ----- | ----- |
| X1.12 | 0.00 | | | | | |
| X1.13 | 0.02 | 0.00 | | | | |
| X1.14 | 0.02 | -0.07 | 0.00 | | | |
| X1.15 | 0.01 | 0.01 | 0.06 | 0.00 | | |
| X1.16 | 0.08 | -0.02 | 0.04 | 0.00 | 0.00 | |
| X1.17 | -0.04 | 0.03 | 0.00 | -0.04 | 0.09 | 0.00 |
| X1.18 | 0.04 | -0.10 | -0.02 | 0.01 | 0.04 | 0.18 |
| X1.19 | 0.00 | -0.06 | 0.04 | 0.00 | 0.01 | 0.11 |
| X2.1 | 0.04 | 0.02 | 0.09 | 0.08 | 0.09 | 0.05 |
| X2.2 | 0.03 | 0.02 | 0.01 | -0.04 | 0.02 | 0.20 |
| X2.3 | 0.08 | 0.08 | 0.01 | -0.03 | -0.02 | -0.02 |
| X2.4 | 0.02 | 0.14 | -0.03 | 0.02 | -0.02 | -0.02 |

| | | | | | | |
|-------|-------|-------|-------|-------|-------|-------|
| X2.5 | -0.03 | -0.02 | 0.02 | 0.07 | -0.01 | -0.01 |
| X2.6 | -0.04 | -0.08 | 0.07 | 0.06 | -0.08 | -0.03 |
| X2.7 | 0.06 | 0.10 | -0.05 | 0.04 | 0.07 | 0.04 |
| X2.8 | -0.10 | -0.08 | -0.02 | 0.03 | -0.07 | 0.01 |
| X2.9 | 0.01 | -0.01 | 0.01 | 0.02 | -0.06 | 0.00 |
| X2.10 | -0.03 | 0.03 | -0.01 | -0.02 | -0.09 | -0.06 |
| X2.11 | -0.07 | 0.05 | 0.00 | -0.04 | -0.07 | -0.11 |
| X2.12 | -0.06 | 0.00 | 0.11 | 0.02 | -0.02 | 0.01 |
| X2.13 | 0.00 | 0.06 | 0.01 | 0.00 | -0.11 | 0.02 |
| X2.14 | -0.01 | -0.09 | -0.06 | -0.06 | -0.08 | -0.06 |
| X2.15 | -0.05 | 0.10 | 0.07 | 0.04 | 0.07 | -0.03 |

Fitted Residuals

| | X1.18 | X1.19 | X2.1 | X2.2 | X2.3 | X2.4 |
|-------|-------|-------|-------|-------|-------|-------|
| X1.18 | 0.00 | | | | | |
| X1.19 | 0.14 | 0.00 | | | | |
| X2.1 | 0.09 | 0.17 | 0.00 | | | |
| X2.2 | 0.18 | 0.12 | 0.03 | 0.00 | | |
| X2.3 | 0.12 | 0.08 | 0.03 | 0.16 | 0.00 | |
| X2.4 | 0.10 | 0.03 | 0.07 | -0.03 | -0.02 | 0.00 |
| X2.5 | -0.06 | -0.01 | 0.06 | 0.02 | 0.00 | -0.05 |
| X2.6 | 0.08 | 0.06 | -0.06 | 0.16 | 0.12 | -0.04 |
| X2.7 | 0.03 | 0.00 | 0.02 | 0.00 | -0.09 | 0.01 |
| X2.8 | -0.02 | -0.01 | -0.01 | -0.02 | -0.05 | 0.01 |
| X2.9 | -0.01 | 0.05 | 0.01 | -0.09 | 0.06 | -0.06 |
| X2.10 | 0.00 | 0.03 | -0.07 | -0.10 | -0.06 | -0.01 |
| X2.11 | -0.04 | -0.05 | 0.04 | -0.06 | -0.02 | -0.01 |
| X2.12 | 0.05 | 0.00 | -0.04 | 0.01 | -0.03 | -0.08 |
| X2.13 | 0.08 | -0.03 | -0.10 | -0.02 | -0.03 | 0.13 |
| X2.14 | 0.00 | -0.05 | -0.09 | -0.10 | -0.04 | -0.05 |
| X2.15 | -0.10 | -0.04 | 0.04 | -0.03 | 0.04 | -0.03 |

Fitted Residuals

| | X2.5 | X2.6 | X2.7 | X2.8 | X2.9 | X2.10 |
|------|------|------|------|------|------|-------|
| X2.5 | 0.00 | | | | | |
| X2.6 | 0.01 | 0.00 | | | | |
| X2.7 | 0.07 | 0.01 | 0.00 | | | |

| | | | | | | |
|-------|-------|-------|-------|-------|-------|-------|
| X2.8 | 0.07 | 0.04 | 0.09 | 0.00 | | |
| X2.9 | 0.01 | -0.02 | 0.01 | 0.03 | 0.00 | |
| X2.10 | -0.04 | 0.03 | 0.01 | 0.03 | 0.09 | 0.00 |
| X2.11 | 0.00 | -0.04 | -0.06 | -0.06 | -0.04 | 0.05 |
| X2.12 | 0.00 | 0.00 | 0.00 | 0.05 | -0.01 | 0.00 |
| X2.13 | -0.08 | 0.01 | -0.03 | -0.03 | -0.01 | 0.08 |
| X2.14 | 0.02 | -0.06 | -0.06 | -0.04 | 0.08 | 0.09 |
| X2.15 | 0.07 | 0.02 | -0.08 | 0.00 | -0.02 | -0.06 |

Fitted Residuals

| | X2.11 | X2.12 | X2.13 | X2.14 | X2.15 |
|-------|-------|-------|-------|-------|-------|
| X2.11 | 0.00 | | | | |
| X2.12 | 0.02 | 0.00 | | | |
| X2.13 | 0.05 | -0.03 | 0.00 | | |
| X2.14 | 0.08 | -0.01 | 0.11 | 0.00 | |
| X2.15 | 0.03 | 0.08 | -0.12 | -0.06 | 0.00 |

Summary Statistics for Fitted Residuals

Smallest Fitted Residual = -0.19
 Median Fitted Residual = 0.00
 Largest Fitted Residual = 0.20

Stemleaf Plot

```

-18|9
-16|4
-14|3055
-12|61980
-10|96521109877421
- 8|987777661110998888666543320000
-
6|99877666555443332211100009987766555555444333333222222111
1100000
-
4|9999988877766655444433332222222111111110000098776665544433
33322221110000

```

-
2|99999988877777777776666665554444333222111111000099999888
887777666666+45

-
0|9999999988877777666665555444444333322211111000009999
888888887777+83

0|111122233334444444455555566667777788888889999990000
001222334444+35

2|00000011111122222223333334444445555566666677788899900111
22222333334+27

4|001122223333444555567778888889999000011123334556677778
89

6|000111222223333446666779000000011223445677788899

8|0011222333334555555779911122245688

10|1234556802478

12|00348905579

14|034007

16|1008

18|4

20|03

Standardized Residuals

| | Y1.1 | Y1.2 | Y1.3 | Y2.1 | Y2.2 | Y2.3 |
|------|-------|-------|-------|-------|-------|-------|
| Y1.1 | -- | | | | | |
| Y1.2 | 0.53 | -- | | | | |
| Y1.3 | -0.74 | 0.22 | -- | | | |
| Y2.1 | 1.83 | -1.17 | 0.57 | -- | | |
| Y2.2 | -0.63 | -1.59 | -0.09 | -0.68 | -- | |
| Y2.3 | 1.18 | -1.88 | -0.87 | 1.12 | 0.52 | -- |
| Y2.4 | 0.43 | 1.93 | 1.24 | -1.36 | 1.54 | -1.34 |
| X1.1 | -0.17 | -0.15 | -2.76 | -0.74 | -2.61 | -1.72 |
| X1.2 | -1.61 | -2.59 | -0.58 | -0.28 | -0.19 | -0.34 |
| X1.3 | -1.86 | -0.47 | -1.95 | 0.40 | 2.20 | 2.99 |
| X1.4 | -1.55 | -0.32 | -0.27 | -0.05 | -1.25 | 1.19 |
| X1.5 | -0.51 | -0.96 | -1.27 | 0.69 | 0.60 | 0.87 |
| X1.6 | -1.28 | -0.90 | -0.73 | 0.33 | 0.10 | 0.71 |

| | | | | | | |
|-------|-------|-------|-------|-------|-------|-------|
| X1.7 | 1.03 | 3.35 | 3.11 | 1.06 | 2.00 | 3.08 |
| X1.8 | 0.55 | 0.93 | 1.12 | -0.45 | 1.00 | 0.46 |
| X1.9 | 2.01 | 1.55 | 2.66 | 0.59 | 1.15 | 0.11 |
| X1.10 | -1.21 | -0.19 | 0.79 | -1.12 | 2.27 | 0.44 |
| X1.11 | 0.38 | -0.60 | 0.59 | 0.06 | -0.58 | 0.91 |
| X1.12 | -1.18 | 0.09 | 0.77 | -0.61 | -0.80 | -1.14 |
| X1.13 | -0.26 | -0.04 | 3.71 | 0.20 | 1.18 | 0.70 |
| X1.14 | 0.11 | -0.08 | 0.39 | -0.58 | -0.07 | -0.75 |
| X1.15 | -1.22 | -0.87 | 0.23 | -0.23 | -0.31 | -0.80 |
| X1.16 | 0.19 | 0.30 | 1.83 | -2.57 | 0.30 | -0.58 |
| X1.17 | 1.11 | -1.11 | 0.75 | 1.13 | -1.08 | 0.40 |
| X1.18 | -1.62 | -0.58 | -0.92 | -0.65 | -0.63 | -2.01 |
| X1.19 | -0.74 | 0.22 | -1.20 | 0.21 | 1.00 | 0.02 |
| X2.1 | -0.12 | 1.28 | 0.01 | 0.09 | -1.49 | 0.73 |
| X2.2 | -1.34 | -0.65 | -1.15 | -0.42 | -0.44 | -2.26 |
| X2.3 | -2.03 | 1.36 | -0.38 | -0.30 | -1.45 | -0.95 |
| X2.4 | -1.65 | 2.41 | 2.29 | -1.03 | 0.46 | 1.50 |
| X2.5 | -0.40 | 0.32 | -0.86 | -0.64 | -1.88 | -1.79 |
| X2.6 | -2.31 | 0.23 | -3.10 | 0.23 | -0.91 | -2.59 |
| X2.7 | 1.41 | -0.55 | 0.32 | -0.14 | -1.60 | 0.41 |
| X2.8 | 0.39 | 1.29 | -0.77 | -0.10 | -0.99 | -1.41 |
| X2.9 | -0.28 | 1.49 | -0.92 | 1.72 | -1.23 | 1.40 |
| X2.10 | -1.17 | -0.31 | -1.28 | 0.33 | -0.21 | 0.80 |
| X2.11 | -0.54 | 0.83 | 0.89 | 2.39 | -0.25 | 1.77 |
| X2.12 | 2.61 | -0.48 | 0.76 | 0.33 | 1.28 | -0.85 |
| X2.13 | -2.77 | -0.58 | 0.22 | 0.36 | -0.34 | 0.53 |
| X2.14 | -0.46 | 0.13 | -0.59 | 1.73 | 0.55 | 1.94 |
| X2.15 | 4.03 | 1.98 | 1.14 | 1.44 | 1.93 | 0.42 |

Standardized Residuals

| | Y2.4 | X1.1 | X1.2 | X1.3 | X1.4 | X1.5 |
|------|-------|-------|-------|-------|-------|-------|
| Y2.4 | -- | | | | | |
| X1.1 | -1.11 | -- | | | | |
| X1.2 | -0.42 | 0.98 | -- | | | |
| X1.3 | 0.74 | 1.12 | 2.27 | -- | | |
| X1.4 | -2.43 | 1.64 | 1.75 | 1.74 | -- | |
| X1.5 | -2.09 | 0.94 | 2.08 | 2.47 | 2.45 | -- |
| X1.6 | -1.24 | 3.03 | 1.34 | 2.00 | 3.01 | 2.16 |
| X1.7 | 1.98 | -1.24 | -0.50 | -0.63 | -0.99 | -1.45 |

| | | | | | | |
|-------|-------|-------|-------|-------|-------|-------|
| X1.8 | 1.04 | -0.41 | -2.50 | -0.56 | -0.42 | -1.37 |
| X1.9 | -0.25 | -1.81 | -2.19 | -4.44 | -1.08 | -0.07 |
| X1.10 | 0.22 | 0.12 | -1.26 | 0.42 | 0.46 | -0.60 |
| X1.11 | -1.52 | 1.34 | 0.12 | -1.24 | -2.89 | -0.40 |
| X1.12 | -0.51 | -0.77 | 0.65 | -0.64 | 0.52 | -0.71 |
| X1.13 | 0.42 | -1.05 | -2.86 | -1.20 | -0.30 | 0.88 |
| X1.14 | -2.71 | 1.03 | 0.10 | -0.15 | -0.04 | 0.58 |
| X1.15 | 0.04 | -0.63 | 0.64 | -0.05 | -0.21 | -0.89 |
| X1.16 | 0.34 | -0.37 | -1.17 | -0.39 | -1.08 | -1.98 |
| X1.17 | -1.13 | -0.61 | -0.75 | -0.19 | -1.16 | -1.13 |
| X1.18 | -0.48 | -0.48 | 2.39 | -0.40 | -1.89 | -0.75 |
| X1.19 | -0.94 | -0.24 | 0.56 | -0.94 | -0.55 | -0.74 |
| X2.1 | -1.30 | 1.40 | 0.63 | -0.97 | 1.48 | -0.22 |
| X2.2 | 0.38 | 1.15 | 1.33 | -0.22 | 0.35 | 0.37 |
| X2.3 | 2.07 | -0.27 | -1.10 | -1.12 | -1.29 | -1.50 |
| X2.4 | 0.12 | -1.29 | 0.92 | 0.41 | -1.31 | 1.50 |
| X2.5 | 1.11 | 0.15 | -1.03 | -1.00 | -0.28 | -0.50 |
| X2.6 | -0.19 | 1.61 | 0.26 | -0.37 | 0.42 | -1.46 |
| X2.7 | -0.47 | 0.71 | -1.00 | 0.34 | 0.33 | 0.42 |
| X2.8 | 0.56 | 0.45 | -0.03 | -0.02 | -0.57 | -0.40 |
| X2.9 | -0.84 | -0.60 | -0.48 | -0.77 | -0.94 | -1.23 |
| X2.10 | -1.23 | 0.64 | 1.06 | 0.57 | 0.07 | -0.60 |
| X2.11 | 1.13 | 0.98 | 0.18 | 0.42 | 0.79 | 0.59 |
| X2.12 | 0.19 | -0.89 | 0.48 | -0.21 | -0.19 | -0.04 |
| X2.13 | -0.13 | 1.18 | 0.43 | 0.35 | -1.39 | -1.19 |
| X2.14 | 0.74 | -0.16 | 1.09 | 1.09 | 1.16 | -0.74 |
| X2.15 | 1.30 | -0.07 | -2.41 | -0.52 | -0.70 | -0.96 |

Standardized Residuals

| | X1.6 | X1.7 | X1.8 | X1.9 | X1.10 | X1.11 |
|-------|-------|-------|-------|------|-------|-------|
| X1.6 | -- | | | | | |
| X1.7 | 0.78 | -- | | | | |
| X1.8 | -0.16 | 1.91 | -- | | | |
| X1.9 | -2.34 | 1.86 | 0.22 | -- | | |
| X1.10 | -1.40 | 1.61 | 1.18 | 0.61 | -- | |
| X1.11 | -0.79 | -0.49 | -0.38 | 0.36 | 1.48 | -- |
| X1.12 | -1.01 | -0.95 | -0.96 | 1.13 | 1.10 | 0.83 |
| X1.13 | 0.05 | -0.32 | 0.65 | 1.38 | 1.29 | 1.63 |
| X1.14 | -0.55 | -1.61 | -1.53 | 1.22 | -0.89 | 0.38 |

| | | | | | | |
|-------|-------|-------|-------|-------|-------|-------|
| X1.15 | -0.08 | 0.95 | 1.33 | -0.20 | -0.44 | -1.78 |
| X1.16 | -1.39 | 0.18 | 1.34 | 1.33 | 0.59 | 1.29 |
| X1.17 | -1.19 | -0.58 | -0.26 | 0.94 | -1.22 | 0.41 |
| X1.18 | -1.41 | -1.74 | -0.75 | 0.98 | -0.45 | -0.42 |
| X1.19 | -1.69 | -1.66 | -1.22 | 0.71 | 0.00 | 0.01 |
| X2.1 | -0.05 | -0.87 | 0.53 | -0.05 | -0.24 | 0.30 |
| X2.2 | 0.68 | -1.54 | 0.18 | 0.31 | 1.35 | 0.85 |
| X2.3 | -1.02 | -0.27 | 0.46 | 1.62 | -0.51 | 0.43 |
| X2.4 | 0.11 | 1.41 | 0.65 | 1.80 | 0.06 | 1.85 |
| X2.5 | 1.53 | 0.68 | 0.69 | -1.09 | -2.79 | -1.58 |
| X2.6 | 0.14 | -0.63 | -0.45 | -1.90 | -0.84 | -0.43 |
| X2.7 | 0.25 | -1.31 | 2.20 | 0.11 | 0.07 | 0.72 |
| X2.8 | -1.59 | 0.07 | 0.55 | -1.57 | -1.55 | -1.02 |
| X2.9 | -0.14 | -1.61 | 0.02 | -0.05 | -3.91 | -0.52 |
| X2.10 | -0.87 | -1.74 | -0.12 | -1.62 | -2.27 | -0.29 |
| X2.11 | 0.36 | 1.11 | -0.22 | -1.40 | -0.07 | 0.78 |
| X2.12 | 1.00 | -0.47 | 0.38 | 0.50 | -0.52 | -1.81 |
| X2.13 | 1.42 | 0.60 | 0.65 | 1.35 | 0.48 | 2.97 |
| X2.14 | -0.17 | 0.26 | 2.28 | 0.54 | -1.01 | 2.75 |
| X2.15 | -0.38 | 0.08 | 0.89 | 1.13 | -1.36 | -0.64 |

Standardized Residuals

| | X1.12 | X1.13 | X1.14 | X1.15 | X1.16 | X1.17 |
|-------|-------|-------|-------|-------|-------|-------|
| | ----- | ----- | ----- | ----- | ----- | ----- |
| X1.12 | -- | | | | | |
| X1.13 | 0.46 | -- | | | | |
| X1.14 | 0.50 | -1.55 | -- | | | |
| X1.15 | 0.15 | 0.11 | 1.41 | -- | | |
| X1.16 | 1.96 | -0.45 | 0.92 | 0.10 | -- | |
| X1.17 | -0.79 | 0.64 | -0.05 | -0.72 | 1.78 | -- |
| X1.18 | 0.79 | -2.06 | -0.42 | 0.16 | 0.77 | 3.46 |
| X1.19 | 0.09 | -1.37 | 0.86 | 0.06 | 0.34 | 2.16 |
| X2.1 | 0.85 | 0.27 | 1.60 | 1.50 | 1.69 | 0.77 |
| X2.2 | 0.68 | 0.37 | 0.11 | -0.75 | 0.48 | 3.55 |
| X2.3 | 1.46 | 1.39 | 0.23 | -0.60 | -0.42 | -0.36 |
| X2.4 | 0.45 | 2.75 | -0.73 | 0.36 | -0.46 | -0.37 |
| X2.5 | -0.53 | -0.43 | 0.48 | 1.26 | -0.29 | -0.22 |
| X2.6 | -0.74 | -1.43 | 1.40 | 1.13 | -1.64 | -0.46 |
| X2.7 | 1.12 | 1.74 | -0.91 | 0.79 | 1.31 | 0.70 |
| X2.8 | -2.04 | -1.53 | -0.47 | 0.67 | -1.43 | 0.26 |

| | | | | | | |
|-------|-------|-------|-------|-------|-------|-------|
| X2.9 | 0.31 | -0.15 | 0.29 | 0.33 | -1.38 | -0.04 |
| X2.10 | -0.68 | 0.67 | -0.12 | -0.46 | -1.97 | -1.22 |
| X2.11 | -1.42 | 0.97 | -0.01 | -0.83 | -1.36 | -2.01 |
| X2.12 | -1.32 | 0.01 | 2.23 | 0.43 | -0.33 | 0.14 |
| X2.13 | -0.05 | 1.32 | 0.27 | 0.02 | -2.59 | 0.43 |
| X2.14 | -0.20 | -1.60 | -1.23 | -1.14 | -1.60 | -1.13 |
| X2.15 | -1.01 | 1.73 | 1.31 | 0.78 | 1.44 | -0.43 |

Standardized Residuals

| | X1.18 | X1.19 | X2.1 | X2.2 | X2.3 | X2.4 |
|-------|-------|-------|-------|-------|-------|-------|
| X1.18 | -- | | | | | |
| X1.19 | 3.08 | -- | | | | |
| X2.1 | 1.61 | 3.25 | -- | | | |
| X2.2 | 3.28 | 2.44 | 0.70 | -- | | |
| X2.3 | 2.10 | 1.48 | 0.52 | 3.31 | -- | |
| X2.4 | 2.04 | 0.73 | 1.63 | -0.75 | -0.36 | -- |
| X2.5 | -1.13 | -0.10 | 1.29 | 0.51 | -0.01 | -1.21 |
| X2.6 | 1.56 | 1.26 | -1.43 | 3.65 | 2.74 | -0.91 |
| X2.7 | 0.51 | -0.02 | 0.40 | 0.02 | -1.86 | 0.16 |
| X2.8 | -0.47 | -0.16 | -0.34 | -0.48 | -1.21 | 0.22 |
| X2.9 | -0.14 | 1.00 | 0.23 | -2.11 | 1.44 | -1.67 |
| X2.10 | 0.07 | 0.55 | -1.69 | -2.25 | -1.44 | -0.25 |
| X2.11 | -0.72 | -1.07 | 0.84 | -1.26 | -0.41 | -0.36 |
| X2.12 | 0.95 | -0.04 | -0.81 | 0.17 | -0.75 | -1.94 |
| X2.13 | 1.75 | -0.64 | -2.38 | -0.40 | -0.84 | 3.56 |
| X2.14 | 0.04 | -0.99 | -1.93 | -2.26 | -0.79 | -1.20 |
| X2.15 | -1.69 | -0.79 | 0.86 | -0.51 | 0.72 | -0.76 |

Standardized Residuals

| | X2.5 | X2.6 | X2.7 | X2.8 | X2.9 | X2.10 |
|-------|-------|-------|-------|-------|-------|-------|
| X2.5 | -- | | | | | |
| X2.6 | 0.22 | -- | | | | |
| X2.7 | 1.49 | 0.16 | -- | | | |
| X2.8 | 1.77 | 1.00 | 2.06 | -- | | |
| X2.9 | 0.13 | -0.43 | 0.30 | 0.73 | -- | |
| X2.10 | -1.09 | 0.67 | 0.21 | 0.91 | 2.33 | -- |
| X2.11 | -0.04 | -1.07 | -1.36 | -1.59 | -1.01 | 1.24 |

0|55555555555555555555555555555555555566666666666666666666777777777777777
7777777788888+26

1|0000000000000111111111111111222222222222333333333333333
33334444444+07

1|5555555555556666666666667777778888888888999999

2|000000111112222223333344444

2|5677778

3|0000112333

3|56667

4|0

Largest Negative Standardized Residuals

| | | | |
|--------------|-----------|-------|-------|
| Residual for | X1.1 and | Y1.3 | -2.76 |
| Residual for | X1.1 and | Y2.2 | -2.61 |
| Residual for | X1.2 and | Y1.2 | -2.59 |
| Residual for | X1.9 and | X1.3 | -4.44 |
| Residual for | X1.11 and | X1.4 | -2.89 |
| Residual for | X1.13 and | X1.2 | -2.86 |
| Residual for | X1.14 and | Y2.4 | -2.71 |
| Residual for | X2.5 and | X1.10 | -2.79 |
| Residual for | X2.6 and | Y1.3 | -3.10 |
| Residual for | X2.6 and | Y2.3 | -2.59 |
| Residual for | X2.9 and | X1.10 | -3.91 |
| Residual for | X2.13 and | Y1.1 | -2.77 |
| Residual for | X2.13 and | X1.16 | -2.59 |
| Residual for | X2.15 and | X2.13 | -2.86 |

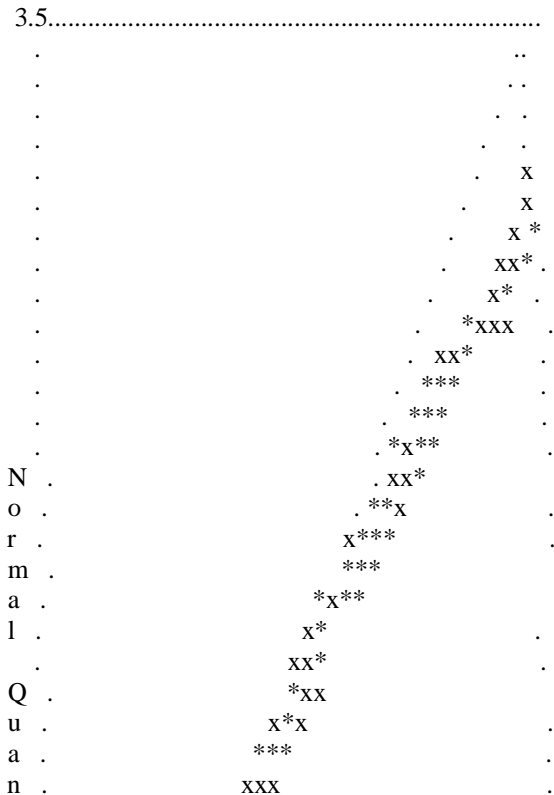
Largest Positive Standardized Residuals

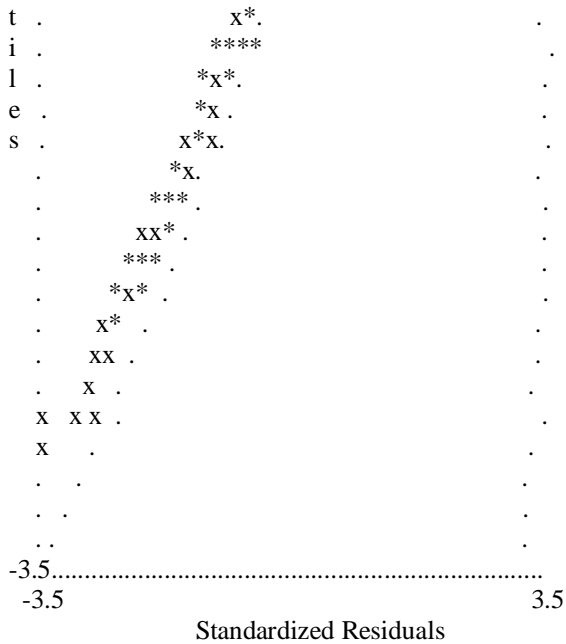
| | | | |
|--------------|-----------|-------|------|
| Residual for | X1.3 and | Y2.3 | 2.99 |
| Residual for | X1.6 and | X1.1 | 3.03 |
| Residual for | X1.6 and | X1.4 | 3.01 |
| Residual for | X1.7 and | Y1.2 | 3.35 |
| Residual for | X1.7 and | Y1.3 | 3.11 |
| Residual for | X1.7 and | Y2.3 | 3.08 |
| Residual for | X1.9 and | Y1.3 | 2.66 |
| Residual for | X1.13 and | Y1.3 | 3.71 |
| Residual for | X1.18 and | X1.17 | 3.46 |
| Residual for | X1.19 and | X1.18 | 3.08 |
| Residual for | X2.1 and | X1.19 | 3.25 |
| Residual for | X2.2 and | X1.17 | 3.55 |
| Residual for | X2.2 and | X1.18 | 3.28 |

| | | | |
|--------------|-----------|-------|------|
| Residual for | X2.3 and | X2.2 | 3.31 |
| Residual for | X2.4 and | X1.13 | 2.75 |
| Residual for | X2.6 and | X2.2 | 3.65 |
| Residual for | X2.6 and | X2.3 | 2.74 |
| Residual for | X2.12 and | Y1.1 | 2.61 |
| Residual for | X2.13 and | X1.11 | 2.97 |
| Residual for | X2.13 and | X2.4 | 3.56 |
| Residual for | X2.14 and | X1.11 | 2.75 |
| Residual for | X2.14 and | X2.13 | 2.80 |
| Residual for | X2.15 and | Y1.1 | 4.03 |

EXPERIENTIAL MARKETING

Qplot of Standardized Residuals





The Modification Indices Suggest to Add an Error Covariance Between and Decrease in Chi-Square New Estimate

| | | Decrease in Chi-Square | New Estimate |
|-------|-------|------------------------|--------------|
| X1.1 | Y1.3 | 7.9 | -0.12 |
| X1.3 | Y2.3 | 8.4 | 0.13 |
| X1.6 | X1.1 | 9.2 | 0.15 |
| X1.6 | X1.4 | 9.1 | 0.15 |
| X1.9 | X1.3 | 19.7 | -0.20 |
| X1.11 | X1.4 | 8.4 | -0.16 |
| X1.13 | Y1.3 | 12.6 | 0.15 |
| X1.13 | X1.2 | 8.2 | -0.16 |
| X1.16 | Y2.1 | 8.2 | -0.12 |
| X1.18 | X1.17 | 11.9 | 0.20 |
| X1.19 | X1.18 | 9.5 | 0.16 |
| X2.1 | X1.19 | 8.3 | 0.14 |
| X2.2 | X1.17 | 12.5 | 0.19 |
| X2.2 | X1.18 | 8.3 | 0.15 |
| X2.3 | X2.2 | 11.0 | 0.17 |
| X2.6 | X2.2 | 13.3 | 0.18 |
| X2.9 | X1.10 | 11.3 | -0.15 |

| | | | |
|-------|-------|------|-------|
| X2.12 | Y1.1 | 10.0 | 0.14 |
| X2.13 | X1.11 | 8.7 | 0.14 |
| X2.13 | X2.4 | 12.7 | 0.14 |
| X2.14 | X1.11 | 8.3 | 0.15 |
| X2.15 | Y1.1 | 15.2 | 0.19 |
| X2.15 | X2.13 | 8.2 | -0.13 |

EXPERIENTIAL MARKETING

Standardized Solution

LAMBDA-Y

| | Y1 | Y2 |
|------|-------|-------|
| | ----- | ----- |
| Y1.1 | 0.61 | -- |
| Y1.2 | 0.73 | -- |
| Y1.3 | 0.74 | -- |
| Y2.1 | -- | 0.67 |
| Y2.2 | -- | 0.69 |
| Y2.3 | -- | 0.73 |
| Y2.4 | -- | 0.64 |

LAMBDA-X

| | X1 | X2 |
|-------|-------|-------|
| | ----- | ----- |
| X1.1 | 0.63 | -- |
| X1.2 | 0.61 | -- |
| X1.3 | 0.70 | -- |
| X1.4 | 0.66 | -- |
| X1.5 | 0.71 | -- |
| X1.6 | 0.68 | -- |
| X1.7 | 0.57 | -- |
| X1.8 | 0.58 | -- |
| X1.9 | 0.73 | -- |
| X1.10 | 0.61 | -- |
| X1.11 | 0.56 | -- |
| X1.12 | 0.62 | -- |
| X1.13 | 0.73 | -- |
| X1.14 | 0.65 | -- |

| | | |
|-------|------|------|
| X1.15 | 0.63 | -- |
| X1.16 | 0.60 | -- |
| X1.17 | 0.55 | -- |
| X1.18 | 0.58 | -- |
| X1.19 | 0.65 | -- |
| X2.1 | -- | 0.62 |
| X2.2 | -- | 0.48 |
| X2.3 | -- | 0.72 |
| X2.4 | -- | 0.54 |
| X2.5 | -- | 0.65 |
| X2.6 | -- | 0.69 |
| X2.7 | -- | 0.72 |
| X2.8 | -- | 0.64 |
| X2.9 | -- | 0.65 |
| X2.10 | -- | 0.65 |
| X2.11 | -- | 0.66 |
| X2.12 | -- | 0.64 |
| X2.13 | -- | 0.57 |
| X2.14 | -- | 0.58 |
| X2.15 | -- | 0.56 |

BETA

| | | |
|----|-------|-------|
| | Y1 | Y2 |
| | ----- | ----- |
| Y1 | -- | -- |
| Y2 | 0.61 | -- |

GAMMA

| | | |
|----|-------|-------|
| | X1 | X2 |
| | ----- | ----- |
| Y1 | 0.44 | 0.43 |
| Y2 | 0.35 | 0.04 |

Correlation Matrix of ETA and KSI

| | | | | |
|----|-------|-------|-------|-------|
| | Y1 | Y2 | X1 | X2 |
| | ----- | ----- | ----- | ----- |
| Y1 | 1.00 | | | |
| Y2 | 0.93 | 1.00 | | |

| | | | | |
|----|------|------|------|------|
| X1 | 0.82 | 0.88 | 1.00 | |
| X2 | 0.82 | 0.85 | 0.89 | 1.00 |

PSI

Note: This matrix is diagonal.

| | | |
|-------|-------|-------|
| | Y1 | Y2 |
| ----- | ----- | ----- |
| | 0.28 | 0.10 |

Regression Matrix ETA on KSI (Standardized)

| | | |
|-------|-------|-------|
| | X1 | X2 |
| ----- | ----- | ----- |
| Y1 | 0.44 | 0.43 |
| Y2 | 0.62 | 0.30 |

EXPERIENTIAL MARKETING

Completely Standardized Solution

LAMBDA-Y

| | | |
|-------|-------|-------|
| | Y1 | Y2 |
| ----- | ----- | ----- |
| Y1.1 | 0.67 | -- |
| Y1.2 | 0.75 | -- |
| Y1.3 | 0.78 | -- |
| Y2.1 | -- | 0.72 |
| Y2.2 | -- | 0.78 |
| Y2.3 | -- | 0.74 |
| Y2.4 | -- | 0.72 |

LAMBDA-X

| | | |
|-------|-------|-------|
| | X1 | X2 |
| ----- | ----- | ----- |
| X1.1 | 0.62 | -- |
| X1.2 | 0.58 | -- |
| X1.3 | 0.68 | -- |
| X1.4 | 0.63 | -- |

| | | |
|-------|------|------|
| X1.5 | 0.69 | -- |
| X1.6 | 0.68 | -- |
| X1.7 | 0.62 | -- |
| X1.8 | 0.61 | -- |
| X1.9 | 0.73 | -- |
| X1.10 | 0.62 | -- |
| X1.11 | 0.56 | -- |
| X1.12 | 0.64 | -- |
| X1.13 | 0.68 | -- |
| X1.14 | 0.66 | -- |
| X1.15 | 0.63 | -- |
| X1.16 | 0.64 | -- |
| X1.17 | 0.55 | -- |
| X1.18 | 0.59 | -- |
| X1.19 | 0.66 | -- |
| X2.1 | -- | 0.62 |
| X2.2 | -- | 0.53 |
| X2.3 | -- | 0.67 |
| X2.4 | -- | 0.61 |
| X2.5 | -- | 0.65 |
| X2.6 | -- | 0.68 |
| X2.7 | -- | 0.66 |
| X2.8 | -- | 0.67 |
| X2.9 | -- | 0.68 |
| X2.10 | -- | 0.68 |
| X2.11 | -- | 0.67 |
| X2.12 | -- | 0.66 |
| X2.13 | -- | 0.65 |
| X2.14 | -- | 0.61 |
| X2.15 | -- | 0.57 |

BETA

| | | |
|----|-------|-------|
| | Y1 | Y2 |
| | ----- | ----- |
| Y1 | -- | -- |
| Y2 | 0.61 | -- |

GAMMA

| | | |
|--|----|----|
| | X1 | X2 |
|--|----|----|

| | | |
|----|------|------|
| Y1 | 0.44 | 0.43 |
| Y2 | 0.35 | 0.04 |

Correlation Matrix of ETA and KSI

| | Y1 | Y2 | X1 | X2 |
|----|------|------|------|------|
| Y1 | 1.00 | | | |
| Y2 | 0.93 | 1.00 | | |
| X1 | 0.82 | 0.88 | 1.00 | |
| X2 | 0.82 | 0.85 | 0.89 | 1.00 |

PSI

Note: This matrix is diagonal.

| Y1 | Y2 |
|------|------|
| 0.28 | 0.10 |

THETA-EPS

| Y1.1 | Y1.2 | Y1.3 | Y2.1 | Y2.2 | Y2.3 |
|------|------|------|------|------|------|
| 0.55 | 0.43 | 0.39 | 0.48 | 0.39 | 0.45 |

THETA-EPS

| Y2.4 |
|------|
| 0.49 |

THETA-DELTA

| X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1.6 |
|------|------|------|------|------|------|
| 0.61 | 0.66 | 0.53 | 0.60 | 0.52 | 0.54 |

THETA-DELTA

| X1.7 | X1.8 | X1.9 | X1.10 | X1.11 | X1.12 |
|------|------|------|-------|-------|-------|
|------|------|------|-------|-------|-------|

| | | | | | |
|-------|-------|-------|-------|-------|-------|
| ----- | ----- | ----- | ----- | ----- | ----- |
| 0.61 | 0.63 | 0.47 | 0.61 | 0.68 | 0.59 |

THETA-DELTA

| | | | | | |
|-------|-------|-------|-------|-------|-------|
| X1.13 | X1.14 | X1.15 | X1.16 | X1.17 | X1.18 |
| ----- | ----- | ----- | ----- | ----- | ----- |
| 0.54 | 0.57 | 0.60 | 0.59 | 0.70 | 0.66 |

THETA-DELTA

| | | | | | |
|-------|-------|-------|-------|-------|-------|
| X1.19 | X2.1 | X2.2 | X2.3 | X2.4 | X2.5 |
| ----- | ----- | ----- | ----- | ----- | ----- |
| 0.56 | 0.62 | 0.72 | 0.55 | 0.62 | 0.58 |

THETA-DELTA

| | | | | | |
|-------|-------|-------|-------|-------|-------|
| X2.6 | X2.7 | X2.8 | X2.9 | X2.10 | X2.11 |
| ----- | ----- | ----- | ----- | ----- | ----- |
| 0.53 | 0.56 | 0.55 | 0.53 | 0.54 | 0.55 |

THETA-DELTA

| | | | |
|-------|-------|-------|-------|
| X2.12 | X2.13 | X2.14 | X2.15 |
| ----- | ----- | ----- | ----- |
| 0.57 | 0.58 | 0.63 | 0.68 |

Regression Matrix ETA on KSI (Standardized)

| | | |
|-------|-------|-------|
| | X1 | X2 |
| ----- | ----- | ----- |
| Y1 | 0.44 | 0.43 |
| Y2 | 0.62 | 0.30 |

EXPERIENTIAL MARKETING

Total and Indirect Effects

Total Effects of KSI on ETA

| | |
|----|----|
| X1 | X2 |
|----|----|

| | ----- | ----- |
|----|--------|--------|
| Y1 | 0.43 | 0.42 |
| | (0.18) | (0.18) |
| | 2.37 | 2.31 |

| | | |
|----|--------|--------|
| Y2 | 0.66 | 0.32 |
| | (0.18) | (0.17) |
| | 3.61 | 1.87 |

Indirect Effects of KSI on ETA

| | X1 | X2 |
|----|--------|--------|
| | ----- | ----- |
| Y1 | -- | -- |
| Y2 | 0.28 | 0.28 |
| | (0.14) | (0.14) |
| | 2.08 | 1.95 |

Total Effects of ETA on ETA

| | Y1 | Y2 |
|----|--------|-------|
| | ----- | ----- |
| Y1 | -- | -- |
| Y2 | 0.66 | -- |
| | (0.19) | |
| | 3.55 | |

Largest Eigenvalue of B*B' (Stability Index) is 0.441

Total Effects of ETA on Y

| | Y1 | Y2 |
|------|-------|-------|
| | ----- | ----- |
| Y1.1 | 1.00 | -- |
| Y1.2 | 1.20 | -- |

| | | | |
|------|--------|--------|--|
| | (0.15) | | |
| | 7.90 | | |
| Y1.3 | 1.22 | -- | |
| | (0.15) | | |
| | 8.17 | | |
| Y2.1 | 0.66 | 1.00 | |
| | (0.19) | | |
| | 3.55 | | |
| Y2.2 | 0.69 | 1.04 | |
| | (0.19) | (0.11) | |
| | 3.59 | 9.20 | |
| Y2.3 | 0.73 | 1.10 | |
| | (0.20) | (0.13) | |
| | 3.56 | 8.72 | |
| Y2.4 | 0.64 | 0.96 | |
| | (0.18) | (0.11) | |
| | 3.54 | 8.44 | |

Indirect Effects of ETA on Y

| | Y1 | Y2 |
|------|--------|-------|
| | ----- | ----- |
| Y1.1 | -- | -- |
| Y1.2 | -- | -- |
| Y1.3 | -- | -- |
| Y2.1 | 0.66 | -- |
| | (0.19) | |
| | 3.55 | |
| Y2.2 | 0.69 | -- |
| | (0.19) | |
| | 3.59 | |

Y2.3 0.73 --
 (0.20)
 3.56

Y2.4 0.64 --
 (0.18)
 3.54

Total Effects of KSI on Y

| | X1 | X2 |
|------|--------|--------|
| | ----- | ----- |
| Y1.1 | 0.43 | 0.42 |
| | (0.18) | (0.18) |
| | 2.37 | 2.31 |

| | | |
|------|--------|--------|
| Y1.2 | 0.51 | 0.51 |
| | (0.21) | (0.22) |
| | 2.40 | 2.34 |

| | | |
|------|--------|--------|
| Y1.3 | 0.52 | 0.52 |
| | (0.22) | (0.22) |
| | 2.41 | 2.34 |

| | | |
|------|--------|--------|
| Y2.1 | 0.66 | 0.32 |
| | (0.18) | (0.17) |
| | 3.61 | 1.87 |

| | | |
|------|--------|--------|
| Y2.2 | 0.68 | 0.33 |
| | (0.19) | (0.18) |
| | 3.65 | 1.88 |

| | | |
|------|--------|--------|
| Y2.3 | 0.72 | 0.35 |
| | (0.20) | (0.19) |
| | 3.62 | 1.88 |

| | | |
|------|--------|--------|
| Y2.4 | 0.63 | 0.31 |
| | (0.18) | (0.16) |
| | 3.60 | 1.87 |

EXPERIENTIAL MARKETING

Standardized Total and Indirect Effects

Standardized Total Effects of KSI on ETA

| | X1 | X2 |
|----|------|------|
| Y1 | 0.44 | 0.43 |
| Y2 | 0.62 | 0.30 |

Standardized Indirect Effects of KSI on ETA

| | X1 | X2 |
|----|------|------|
| Y1 | -- | -- |
| Y2 | 0.27 | 0.26 |

Standardized Total Effects of ETA on ETA

| | Y1 | Y2 |
|----|------|----|
| Y1 | -- | -- |
| Y2 | 0.61 | -- |

Standardized Total Effects of ETA on Y

| | Y1 | Y2 |
|------|------|------|
| Y1.1 | 0.61 | -- |
| Y1.2 | 0.73 | -- |
| Y1.3 | 0.74 | -- |
| Y2.1 | 0.40 | 0.67 |
| Y2.2 | 0.42 | 0.69 |
| Y2.3 | 0.44 | 0.73 |
| Y2.4 | 0.39 | 0.64 |

Completely Standardized Total Effects of ETA on Y

| | Y1 | Y2 |
|------|-------|-------|
| | ----- | ----- |
| Y1.1 | 0.67 | -- |
| Y1.2 | 0.75 | -- |
| Y1.3 | 0.78 | -- |
| Y2.1 | 0.44 | 0.72 |
| Y2.2 | 0.47 | 0.78 |
| Y2.3 | 0.45 | 0.74 |
| Y2.4 | 0.43 | 0.72 |

Standardized Indirect Effects of ETA on Y

| | Y1 | Y2 |
|------|-------|-------|
| | ----- | ----- |
| Y1.1 | -- | -- |
| Y1.2 | -- | -- |
| Y1.3 | -- | -- |
| Y2.1 | 0.40 | -- |
| Y2.2 | 0.42 | -- |
| Y2.3 | 0.44 | -- |
| Y2.4 | 0.39 | -- |

Completely Standardized Indirect Effects of ETA on Y

| | Y1 | Y2 |
|------|-------|-------|
| | ----- | ----- |
| Y1.1 | -- | -- |
| Y1.2 | -- | -- |
| Y1.3 | -- | -- |
| Y2.1 | 0.44 | -- |
| Y2.2 | 0.47 | -- |
| Y2.3 | 0.45 | -- |
| Y2.4 | 0.43 | -- |

Standardized Total Effects of KSI on Y

| | X1 | X2 |
|------|-------|-------|
| | ----- | ----- |
| Y1.1 | 0.27 | 0.26 |
| Y1.2 | 0.32 | 0.31 |
| Y1.3 | 0.33 | 0.32 |

| | | |
|------|------|------|
| Y2.1 | 0.41 | 0.20 |
| Y2.2 | 0.43 | 0.21 |
| Y2.3 | 0.45 | 0.22 |
| Y2.4 | 0.40 | 0.19 |

Completely Standardized Total Effects of KSI on Y

| | X1 | X2 |
|------|-------|-------|
| | ----- | ----- |
| Y1.1 | 0.30 | 0.29 |
| Y1.2 | 0.33 | 0.32 |
| Y1.3 | 0.35 | 0.34 |
| Y2.1 | 0.45 | 0.21 |
| Y2.2 | 0.48 | 0.23 |
| Y2.3 | 0.46 | 0.22 |
| Y2.4 | 0.45 | 0.21 |

Time used: 0.374 Seconds

Lampiran 6: Uji Reliabilitas

Pengujian reliabilitas dengan menggunakan reliabilitas konstruk

Service quality :

CR

$$= \frac{(0,62 + 0,58 + 0,68 + 0,63 + 0,69 + 0,68 + 0,62 + 0,61 + 0,73 + 0,62 + 0,56)^2}{+0,64 + 0,68 + 0,66 + 0,63 + 0,64 + 0,55 + 0,59 + 0,66}$$
$$= \frac{\left(\begin{array}{l} 0,62 + 0,58 + 0,68 + 0,63 + 0,69 + \\ 0,68 + 0,62 + 0,61 + 0,73 + 0,62 + \\ 0,56 + 0,64 + 0,68 + 0,66 + 0,63 + \\ 0,64 + 0,55 + 0,59 + 0,66 \end{array} \right)^2}{\left(\begin{array}{l} 0,38^2 + 0,42^2 + 0,32^2 + 0,37^2 + \\ 0,31^2 + 0,32^2 + 0,38^2 + 0,39^2 + \\ 0,27^2 + 0,38^2 + 0,44^2 + 0,36^2 + \\ 0,32^2 + 0,34^2 + 0,37^2 + 0,36^2 + \\ 0,45^2 + 0,41^2 + 0,34^2 \end{array} \right)}$$
$$= 0,98$$

Service quality :

CR

$$= \frac{(0,62 + 0,53 + 0,67 + 0,61 + 0,65 + 0,68 + 0,66 + 0,67 + 0,68 + 0,68 + 0,67)^2}{+0,66 + 0,65 + 0,61 + 0,57}$$
$$= \frac{\left(\begin{array}{l} 0,62 + 0,53 + 0,67 + 0,61 + 0,65 + \\ 0,68 + 0,66 + 0,67 + 0,68 + 0,68 + \\ 0,67 + 0,66 + 0,65 + 0,61 + 0,57 \end{array} \right)^2}{\left(\begin{array}{l} 0,38^2 + 0,47^2 + 0,33^2 + 0,39^2 + \\ 0,35^2 + 0,32^2 + 0,34^2 + 0,33^2 + \\ 0,32^2 + 0,32^2 + 0,33^2 + 0,34^2 + \\ 0,35^2 + 0,39^2 + 0,43^2 \end{array} \right)}$$
$$= 0,98$$

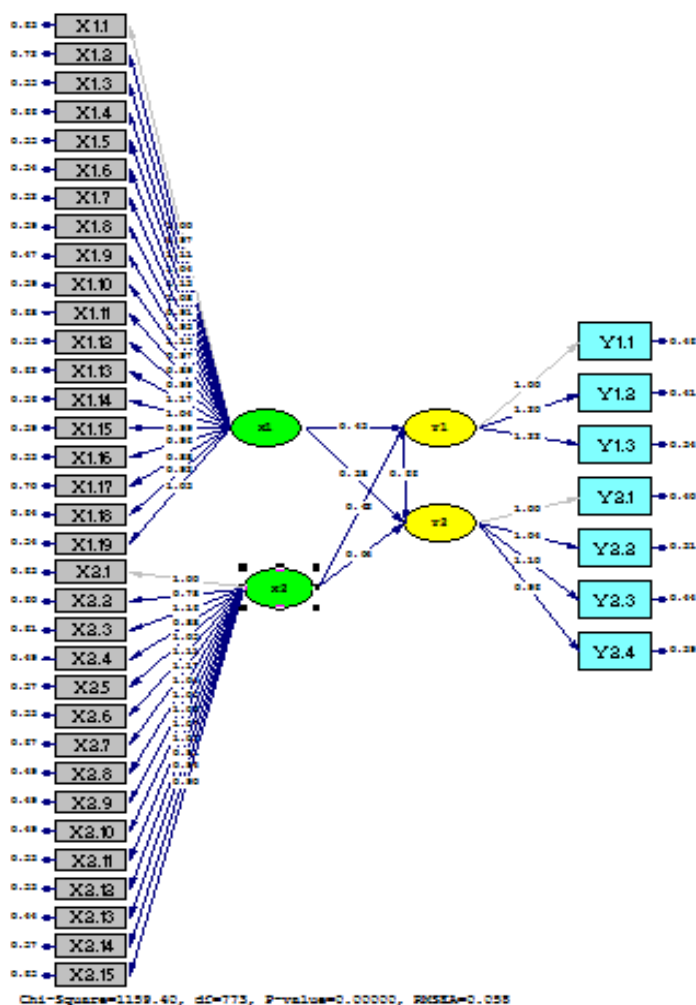
Customer Satisfaction :

$$CR = \frac{(0,67 + 0,75 + 0,78)^2}{(0,67 + 0,75 + 0,78)^2 + (0,33^2 + 0,25^2 + 0,22^2)} = 0,95$$

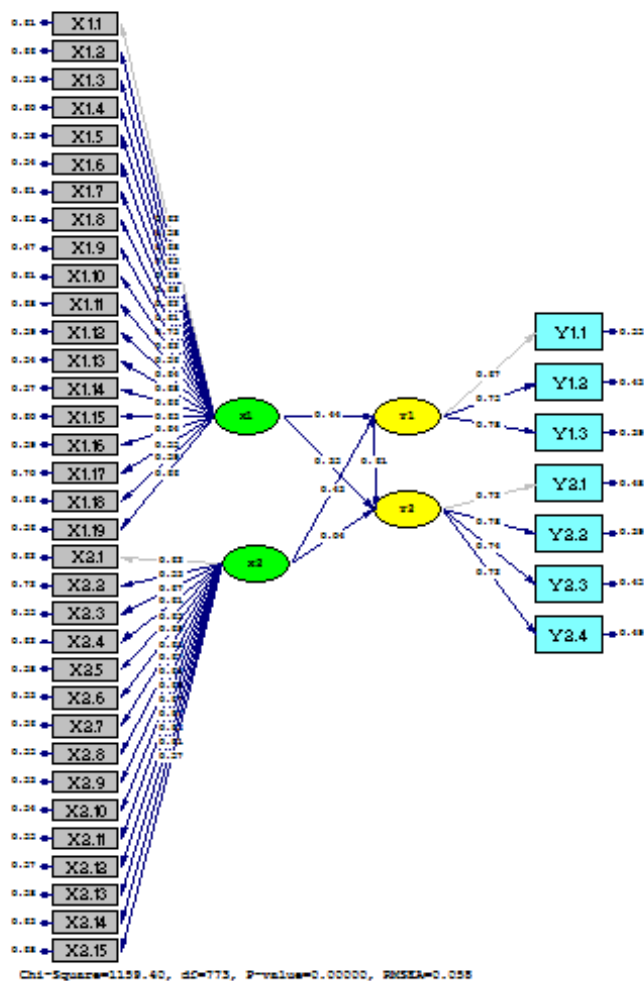
Customer Loyalty:

$$CR = \frac{(0,72 + 0,78 + 0,74 + 0,72)^2}{(0,72 + 0,78 + 0,74 + 0,72)^2 + (0,28^2 + 0,22^2 + 0,26^2 + 0,28)} = 0,96$$

Lampiran 7 Output Gambar Estimates



Lampiran 8 Output Gambar Standardized Solution



Lampiran 9 Output Gambar T-Value

