

Lampiran 1

KUESIONER

Kepada Bapak/Ibu/Saudara/I yang terhormat, silahkan mengisi kuesioner berikut yang bertujuan untuk mengetahui Pengaruh *Perceived Quality* dan *Brand Image* Terhadap *Re-purchase Intention* Melalui *Customer Satisfaction* Pada Merek Samsung di Surabaya. Sebelumnya, saya ucapkan terima kasih sebesar-besarnya atas perhatian dan waktu yang Bapak/Ibu/Saudara/I luangkan.

Kuesioner tersebut terdiri dari 2 bagian yaitu bagian 1 mengenai identifikasi responden dan bagian 2 mengenai variabel-variabel yang diteliti.

Hormat saya,

William Joddy

Bagian I

Pernyataan pada bagian I merupakan pernyataan yang berhubungan dengan identitas responden. Berilah tanda silang (X) yang sesuai dengan pilihan Anda.

a. Apakah anda pernah membeli produk dengan merek Samsung?

1. Pernah

2. Tidak Pernah

Lampiran 1 (Lanjutan)

b. Apakah anda menggunakan produk dengan merek Samsung minimal 12 bulan terakhir?

1. Ya
2. Tidak

c. Domisili anda saat ini:

1. Surabaya
2. Luar Surabaya

d. Jenis Kelamin Anda?

1. Laki-laki
2. Perempuan

e. Usia anda saat ini:

1. 21-30 tahun
2. 31-40 tahun
3. 41-50 tahun

f. Pendidikan terakhir anda?

1. SMA
2. Diploma (D-3)
3. Sarjana (S-1)
4. Pasca Sarjana (S-2 dan S-3)

g. Pekerjaan saat ini:

1. Pegawai Negeri
2. Pegawai Swasta
3. Wiraswasta

h. Penghasilan tiap bulan?

1. Kurang dari Rp 2.000.000
2. Rp 2.000.000 sampai Rp 4.000.000
3. Rp 4.000.000 atau lebih

i. Produk dengan merek Samsung yang pernah dibeli?

1. Televisi
2. Kulkas
3. Pendingin Ruangan
4. Mesin Cuci
5. Notebook
6. Kamera
7. Telepon Genggam
8. Tablet

Lampiran 1 (Lanjutan)

BAGIAN 2

Mohon untuk memberikan tanda silang (X) pada salah satu kolom jawaban yang sesuai dengan pilihan.

Keterangan:

SS = Sangat Setuju

S = Setuju

N = Netral

TS = Tidak Setuju

STS = Sangat Tidak Setuju

No.	Pernyataan	STS	TS	N	S	SS
Perceived Quality (PQ)						
1.	Kualitas produk dengan merek Samsung lebih baik daripada merek lain					
2.	Produk dengan merek Samsung mampu bekerja optimal sesuai dengan spesifikasi					
3.	Merek Samsung selalu menjaga konsistensi kualitas produknya					
4.	Produk dengan merek Samsung awet digunakan					
Brand Image (BI)						
1.	Informasi tentang merek Samsung mudah diperoleh					
2.	Samsung merupakan merek yang sudah lama dikenal					
3.	Samsung merupakan merek yang selalu berinovasi					
4.	Merek Samsung merupakan merek yang sudah mapan di mata pelanggan					

Lampiran 1 (Lanjutan)

<i>Customer Satisfaction (CS)</i>					
1.	Desain produk Samsung selalu <i>up-to-date</i>				
2.	Produk dengan merek Samsung mudah didapatkan (banyak tersedia)				
3.	Harga produk Samsung sesuai dengan kualitasnya				
4.	Reputasi merek Samsung sebagai produsen produk elektronik adalah baik				
<i>Re-purchase Intention (RI)</i>					
1.	Saya lebih memilih produk dengan merek Samsung daripada merek yang lain				
2.	Saya berminat untuk membeli produk lain dengan merek Samsung dimasa mendatang				
3.	Minat saya untuk membeli produk dengan merek Samsung tidak terpengaruh promosi merek pesaing				

LAMPIRAN 2a**Jawaban Responden Berdasarkan Identitas**

No.	Mbl	Mggkn	Dmsl	JK	Usia	Pddkn	Pkrj	Pghsln	Produk Digunakan
1.	1	1	1	1	2	3	2	2	3
2.	1	1	1	2	3	2	1	3	8
3.	1	1	1	2	2	2	1	2	6
4.	1	1	1	2	3	1	2	3	7
5.	1	1	1	2	2	2	3	2	8
6.	1	1	1	1	1	3	2	2	8
7.	1	1	1	1	2	4	1	3	5
8.	1	1	1	1	2	2	3	2	7
9.	1	1	1	2	1	1	1	3	4
10.	1	1	1	1	2	2	2	2	5
11.	1	1	1	1	2	4	1	2	8
12.	1	1	1	2	1	3	1	3	7
13.	1	1	1	1	2	2	1	2	5
14.	1	1	1	1	2	2	1	2	3
15.	1	1	1	2	1	2	2	3	4
16.	1	1	1	1	2	2	3	2	5
17.	1	1	1	1	1	3	1	2	7
18.	1	1	1	1	2	4	2	3	8
19.	1	1	1	2	3	3	3	2	7
20.	1	1	1	1	3	1	2	2	6
21.	1	1	1	2	1	2	2	3	7
22.	1	1	1	1	2	1	3	2	8
23.	1	1	1	2	2	3	1	2	8
24.	1	1	1	1	1	1	2	3	8
25.	1	1	1	2	2	3	3	2	2
26.	1	1	1	2	2	2	2	2	2
27.	1	1	1	1	1	1	2	3	5
28.	1	1	1	2	2	2	1	2	6
29.	1	1	1	2	2	4	2	2	8
30.	1	1	1	1	1	2	1	3	7
31.	1	1	1	2	2	3	2	2	5
32.	1	1	1	1	2	2	2	2	5
33.	1	1	1	2	3	1	3	2	3
34.	1	1	1	1	1	2	1	3	2
35.	1	1	1	2	2	3	2	2	1
36.	1	1	1	2	2	3	2	2	8
37.	1	1	1	1	1	2	1	3	5
38.	1	1	1	2	2	1	2	2	6
39.	1	1	1	1	3	1	2	2	5
40.	1	1	1	2	2	1	1	2	4

LAMPIRAN 2a (Lanjutan)

No.	Mbl	Mggkn	Dmsl	JK	Usia	Pddkn	Pkrj	Pghsln	Produk Digunakan
41.	1	1	1	1	1	2	2	3	2
42.	1	1	1	2	2	3	3	2	4
43.	1	1	1	2	2	2	1	2	7
44.	1	1	1	1	1	3	2	3	8
45.	1	1	1	2	2	4	1	2	5
46.	1	1	1	2	2	2	2	2	3
47.	1	1	1	1	1	1	2	3	2
48.	1	1	1	2	2	3	1	2	1
49.	1	1	1	2	2	2	3	2	3
50.	1	1	1	1	1	3	2	3	3
51.	1	1	1	2	2	4	1	2	4
52.	1	1	1	2	3	2	1	2	1
53.	1	1	1	1	2	1	2	3	2
54.	1	1	1	2	1	2	3	2	1
55.	1	1	1	1	1	3	2	3	4
56.	1	1	1	2	2	2	1	2	5
57.	1	1	1	2	2	2	1	2	5
58.	1	1	1	2	1	3	2	3	8
59.	1	1	1	1	1	4	3	2	7
60.	1	1	1	1	2	2	1	2	5
61.	1	1	1	2	1	1	2	2	4
62.	1	1	1	1	2	2	3	3	3
63.	1	1	1	2	1	3	1	2	4
64.	1	1	1	2	2	3	3	2	8
65.	1	1	1	1	3	2	2	3	7
66.	1	1	1	2	2	1	1	2	6
67.	1	1	1	1	2	2	1	2	2
68.	1	1	1	2	2	1	1	3	3
69.	1	1	1	1	1	2	2	2	4
70.	1	1	1	2	2	3	3	3	5
71.	1	1	1	1	1	4	1	2	6
72.	1	1	1	1	3	2	3	2	8
73.	1	1	1	1	2	1	1	3	8
74.	1	1	1	2	1	2	2	2	8
75.	1	1	1	1	2	3	2	2	7
76.	1	1	1	2	3	3	1	3	5
77.	1	1	1	1	2	3	1	2	1
78.	1	1	1	2	1	2	2	3	2
79.	1	1	1	2	2	3	1	2	4

LAMPIRAN 2a (Lanjutan)

No.	Mbl	Mggkn	Dmsl	JK	Usia	Pddkn	Pkrj	Pghsln	Produk Digunakan
80.	1	1	1	1	3	1	1	2	3
81.	1	1	1	2	2	2	2	3	2
82.	1	1	1	1	1	3	2	2	8
83.	1	1	1	1	2	4	2	3	5
84.	1	1	1	2	1	3	2	2	6
85.	1	1	1	1	2	2	3	3	4
86.	1	1	1	2	2	1	2	2	3
87.	1	1	1	1	1	1	2	2	3
88.	1	1	1	2	1	1	3	3	2
89.	1	1	1	1	2	1	2	3	8
90.	1	1	1	2	2	2	1	2	5
91.	1	1	1	2	3	2	2	2	1
92.	1	1	1	1	2	3	1	2	2
93.	1	1	1	2	1	3	2	2	4
94.	1	1	1	1	2	2	2	2	3
95.	1	1	1	1	3	3	2	2	8
96.	1	1	1	1	2	4	2	2	6
97.	1	1	1	2	1	3	1	3	5
98.	1	1	1	2	2	2	1	2	8
99.	1	1	1	1	3	3	2	3	3
100.	1	1	1	2	2	2	1	2	2
101.	1	1	1	1	1	1	2	3	5
102.	1	1	1	2	2	2	1	2	8
103.	1	1	1	1	3	3	2	3	5
104.	1	1	1	2	2	4	1	2	4
105.	1	1	1	1	1	3	2	2	3
106.	1	1	1	2	2	2	1	2	4
107.	1	1	1	1	3	1	2	2	5
108.	1	1	1	2	2	2	1	2	8
109.	1	1	1	1	1	3	1	2	5
110.	1	1	1	2	2	4	2	3	4
111.	1	1	1	1	3	3	2	2	3
112.	1	1	1	2	2	2	1	3	3
113.	1	1	1	1	1	1	1	2	6
114.	1	1	1	2	2	1	1	3	7
115.	1	1	1	2	2	3	3	2	8
116.	1	1	1	1	1	4	2	3	5
117.	1	1	1	2	2	3	1	2	4
118.	1	1	1	2	2	1	1	2	3
119.	1	1	1	2	1	2	2	3	5

LAMPIRAN 2a (Lanjutan)

No.	Mbl	Mggkn	Dmsl	JK	Usia	Pddkn	Pkrj	Pghsln	Produk Digunakan
120.	1	1	1	2	2	3	1	2	8
121.	1	1	1	1	2	4	2	3	4
122.	1	1	1	2	1	3	1	2	3
123.	1	1	1	1	2	2	1	3	6
124.	1	1	1	2	3	1	1	2	8
125.	1	1	1	1	1	2	2	2	8
126.	1	1	1	2	2	2	2	3	7
127.	1	1	1	2	2	3	1	2	5
128.	1	1	1	2	2	2	1	2	3
129.	1	1	1	1	1	1	2	3	2
130.	1	1	1	1	2	2	2	2	2
131.	1	1	1	2	2	4	2	2	4
132.	1	1	1	1	3	3	2	3	8
133.	1	1	1	2	2	2	1	2	7
134.	1	1	1	1	1	1	1	3	5
135.	1	1	1	2	2	1	2	2	3
136.	1	1	1	1	3	2	2	3	3
137.	1	1	1	2	1	3	3	2	8
138.	1	1	1	1	3	4	1	3	8
139.	1	1	1	2	1	3	2	2	3
140.	1	1	1	1	1	2	3	3	6
141.	1	1	1	2	2	2	2	2	3
142.	1	1	1	1	2	2	1	3	5
143.	1	1	1	2	1	3	2	2	7
144.	1	1	1	1	2	2	2	3	5
145.	1	1	1	1	1	3	3	2	3
146.	1	1	1	1	2	2	1	3	2
147.	1	1	1	1	1	3	2	2	5
148.	1	1	1	2	2	2	3	3	6
149.	1	1	1	2	2	3	2	2	7
150.	1	1	1	2	1	2	1	3	5
151.	1	1	1	1	2	3	2	2	8
152.	1	1	1	2	2	3	2	3	3
153.	1	1	1	1	1	2	1	2	2
154.	1	1	1	1	2	3	3	2	6
155.	1	1	1	2	1	4	2	3	8
156.	1	1	1	2	2	3	1	3	8
157.	1	1	1	2	2	4	2	2	3
158.	1	1	1	2	3	4	3	3	2
159.	1	1	1	1	2	3	2	2	4

LAMPIRAN 2a (Lanjutan)

No.	Mbl	Mggkn	Dmsl	JK	Usia	Pddkn	Pkrj	Pghsln	Produk Digunakan
160.	1	1	1	2	1	2	1	3	2
161.	1	1	1	1	2	2	2	2	3
162.	1	1	1	2	2	3	3	3	4
163.	1	1	1	1	1	4	2	2	4
164.	1	1	1	2	2	3	1	3	5
165.	1	1	1	1	1	2	2	2	7
166.	1	1	1	2	2	2	2	3	1
167.	1	1	1	1	2	2	1	2	2
168.	1	1	1	2	1	2	2	3	8
169.	1	1	1	1	2	1	2	2	8
170.	1	1	1	2	1	1	1	2	5
171.	1	1	1	1	2	3	2	2	7
172.	1	1	1	2	2	3	3	3	4
173.	1	1	1	1	2	2	2	2	8
174.	1	1	1	2	2	3	1	3	8

Lampiran 2b

Jawaban Responden Terhadap Variabel Penelitian

NO	PQ1	PQ2	PQ3	PQ4	PQ	BI1	BI2	BI3	BI4	BI	CS1	CS2	CS3	CS4	CS	RI1	RI2	RI3	RI	
1.	5	3	4	4	4	4	3	4	2	3,25	4	5	4	4	4,25	5	4	4	4	4,33
2.	4	4	4	4	4	4	4	4	3	3,75	3	4	3	2	3	2	4	4	4	3,33
3.	5	5	5	5	5	3	3	3	5	3,5	4	5	4	4	4,25	5	5	5	5	5,00
4.	4	4	4	4	4	2	4	4	4	3,5	3	4	3	2	3	4	2	2	2	2,67
5.	4	3	2	2	2,75	3	3	3	4	3,25	3	4	3	4	3,5	3	4	4	4	3,67
6.	4	3	4	4	3,75	2	2	3	3	2,5	3	4	3	3	3,25	2	2	2	2	2,00
7.	4	4	5	5	4,5	5	4	3	3	3,75	3	4	3	4	3,5	4	5	5	5	4,67
8.	4	3	4	4	3,75	3	4	4	3	3,5	3	4	3	3	3,25	4	4	4	4	4,00
9.	5	4	5	5	4,75	5	5	4	3	4,25	4	5	4	4	4,25	5	5	5	5	5,00
10.	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4,00
11.	4	2	3	3	3	2	2	2	3	2,25	4	4	4	4	4	3	3	3	3	3,00
12.	4	3	4	4	3,75	1	2	2	3	2	3	4	3	3	3,25	3	4	4	4	3,67
13.	4	2	3	3	3	2	3	3	3	2,75	3	4	3	4	3,5	2	3	3	3	2,67
14.	2	2	4	2	2,5	2	2	1	3	2	2	2	2	2	2	2	2	2	2	2,00
15.	4	4	4	3	3,75	5	5	5	5	5	3	4	4	3	3,5	4	3	3	3	3,33
16.	4	3	3	3	3,25	4	4	4	3	3,75	3	4	3	4	3,5	4	4	4	4	4,00
17.	5	4	4	4	4,25	5	5	5	5	5	4	5	4	3	4	5	5	5	5	5,00
18.	4	3	4	3	3,5	4	3	3	4	3,5	3	4	3	2	3	3	4	4	4	3,67
19.	5	4	5	5	4,75	5	4	4	3	4	4	5	4	4	4,25	5	5	5	5	5,00
20.	3	1	2	2	2	3	2	2	3	2,5	2	3	2	4	2,75	3	2	2	2	2,33
21.	3	3	2	2	2,5	3	3	2	2	2,5	2	3	2	3	2,5	3	3	3	3	3,00
22.	2	2	3	3	2,5	1	4	3	2	2,5	1	3	2	1	1,75	2	2	2	2	2,00
23.	5	4	5	5	4,75	5	5	5	3	4,5	4	5	4	3	4	3	5	5	5	4,33
24.	2	1	2	2	1,75	3	4	3	2	3	1	2	1	2	1,5	1	1	1	1	1,00
25.	5	4	5	5	4,75	2	3	3	5	3,25	4	5	4	3	4	3	3	3	3	3,00
26.	2	3	2	2	2,25	1	1	1	1	1	1	2	1	1	1,25	3	2	2	2	2,33
27.	5	4	5	3	4,25	5	5	5	5	5	4	5	4	4	4,25	5	4	4	4	4,33

Lampiran 2b (Lanjutan)

NO	PQ1	PQ2	PQ3	PQ4	PQ	BI1	BI2	BI3	BI4	BI	CS1	CS2	CS3	CS4	CS	RI1	RI2	RI3	RI
54.	4	3	4	4	3,75	4	3	3	4	3,5	3	4	3	3	3,25	3	4	3	3,33
55.	5	3	4	4	4	5	4	4	5	4,5	4	5	4	4	4,25	4	5	4	4,33
56.	2	2	2	3	2,25	1	1	1	1	1	1	2	1	1	1,25	1	2	1	1,33
57.	5	3	2	4	3,5	5	5	5	5	5	5	5	4	5	4,75	4	5	4	4,33
58.	3	2	3	3	2,75	4	3	4	4	3,75	2	3	2	2	2,25	4	3	4	3,67
59.	5	4	5	5	4,75	5	5	5	5	5	3	5	4	3	3,75	4	4	4	4,00
60.	4	3	4	4	3,75	2	4	4	2	3	4	4	3	4	3,75	3	4	3	3,33
61.	5	2	3	3	3,25	3	3	3	3	3	5	5	5	5	5	5	4	5	4,67
62.	2	1	2	2	1,75	4	4	4	4	4	2	2	1	2	1,75	2	2	2	2,00
63.	4	3	5	5	4,25	5	5	5	5	5	3	4	3	3	3,25	4	5	4	4,33
64.	3	3	4	4	3,5	4	3	4	4	3,75	2	3	2	2	2,25	2	3	2	2,33
65.	4	2	3	3	3	3	2	3	3	2,75	4	4	3	4	3,75	5	4	5	4,67
66.	4	1	2	2	2,25	4	4	4	4	4	4	4	3	4	3,75	3	4	3	3,33
67.	4	4	3	5	4	5	5	4	5	4,75	3	4	3	3	3,25	3	4	3	3,33
68.	2	1	2	2	1,75	4	3	3	4	3,5	2	2	2	2	2	2	2	2	2,00
69.	3	4	3	5	3,75	3	3	3	3	3	3	3	3	3	3	4	5	4	4,33
70.	2	2	2	1	1,75	2	1	2	2	1,75	2	2	1	2	1,75	2	1	2	1,67
71.	4	4	5	5	4,5	2	3	3	2	2,5	3	4	3	3	3,25	2	2	2	2,00
72.	3	3	4	4	3,5	4	4	4	4	4	2	3	2	2	2,25	4	4	4	4,00
73.	4	3	2	4	3,25	5	5	5	5	5	3	4	3	3	3,25	5	5	5	5,00
74.	3	3	2	4	3	4	3	3	4	3,5	4	5	5	5	4,75	2	3	3	2,67
75.	4	3	2	4	3,25	4	2	3	3	3	4	5	3	4	4	3	3	2	2,67
76.	2	3	2	4	2,75	5	3	4	4	4	4	5	4	4	4,25	5	5	5	5,00
77.	2	3	2	4	2,75	3	3	4	4	3,5	3	5	5	4	4,25	4	4	3	3,67
78.	3	3	2	4	3	4	3	5	4	4	3	4	3	3	3,25	3	3	3	3,00
79.	4	3	2	4	3,25	3	3	5	4	3,75	4	5	4	4	4,25	5	5	3	4,33
80.	3	3	2	3	2,75	3	3	3	3	3	5	5	5	5	5	5	5	2	4,00
81.	2	3	2	2	2,25	4	3	4	4	3,75	3	4	3	3	3,25	5	4	3	4,00

Lampiran 2b (Lanjutan)

NO	PQ1	PQ2	PQ3	PQ4	CS	BI1	BI2	BI3	BI4	BI	CS1	CS2	CS3	CS4	CS	RI1	RI2	RI3	RI
82.	4	3	2	2	2,75	5	4	4	4	4,25	4	5	4	4	4,25	5	5	4	4,67
83.	3	3	2	2	2,5	3	3	3	3	3	3	5	5	4	4,25	4	4	3	3,67
84.	2	3	3	2	2,5	3	4	4	4	3,75	4	5	3	5	4,25	3	3	4	3,33
85.	3	3	3	4	3,25	3	3	4	4	3,5	4	5	4	3	4	3	3	3	3,00
86.	2	3	3	4	3	3	3	3	3	3	4	5	4	4	4,25	4	3	4	3,67
87.	3	2	3	4	3	3	4	4	4	3,75	3	5	4	4	4	5	5	4	4,67
88.	2	3	3	2	2,5	5	5	4	5	4,75	3	5	4	5	4,25	3	2	3	2,67
89.	3	4	4	2	3,25	5	5	3	4	4,25	3	4	3	3	3,25	2	3	5	3,33
90.	4	4	4	2	3,5	3	4	4	4	3,75	3	5	4	4	4	4	5	4	4,33
91.	3	3	4	2	3	3	4	5	4	4	3	5	4	5	4,25	5	5	5	5,00
92.	3	3	4	3	3,25	3	3	4	3	3,25	4	5	4	4	4,25	5	5	3	4,33
93.	2	3	4	2	2,75	3	3	3	3	3	4	5	4	5	4,5	5	5	3	4,33
94.	2	3	4	3	3	4	3	3	4	3,5	4	5	4	4	4,25	5	4	4	4,33
95.	3	4	4	2	3,25	5	4	4	4	4,25	4	5	4	5	4,5	5	5	5	5,00
96.	2	3	4	3	3	3	3	4	3	3,25	4	5	4	4	4,25	4	5	3	4,00
97.	2	3	4	3	3	3	3	3	3	3	4	5	4	4	4,25	5	3	4	4,00
98.	2	3	4	3	3	4	3	5	4	4	4	5	4	4	4,25	5	4	5	4,67
99.	4	4	4	4	4	4	3	3	4	3,5	4	5	4	4	4,25	3	4	4	3,67
100.	5	4	5	5	4,75	4	4	4	4	4	4	5	4	4	4,25	3	3	4	3,33
101.	5	5	5	5	5	5	4	4	4	4,25	4	5	4	3	4	4	3	4	3,67
102.	5	4	5	5	4,75	3	3	3	3	3	4	5	4	4	4,25	4	4	4	4,00
103.	5	4	5	5	4,75	3	4	4	4	3,75	4	5	4	4	4,25	4	3	4	3,67
104.	5	4	5	5	4,75	3	4	3	3	3,25	4	5	4	4	4,25	4	4	3	3,67
105.	5	4	5	5	4,75	2	3	4	3	3	4	5	4	5	4,5	4	4	4	4,00
106.	5	4	5	5	4,75	5	3	4	4	4	4	5	4	3	4	4	3	4	3,67
107.	5	4	5	5	4,75	5	5	4	5	4,75	4	5	4	5	4,5	3	4	2	3,00
108.	5	4	5	5	4,75	5	3	3	4	3,75	4	5	4	3	4	4	4	2	3,33

Lampiran 2b (Lanjutan)

NO	PQ1	PQ2	PQ3	PQ4	PQ	B11	B12	B13	B14	BI	CS1	CS2	CS3	CS4	CS	RI1	RI2	RI3	RI
109.	5	4	5	5	4,75	3	3	3	3	3	4	5	4	3	4	4	4	1	3,00
110.	5	4	5	5	4,75	3	4	4	4	3,75	4	5	4	4	4,25	4	4	4	4,00
111.	5	4	5	5	4,75	3	3	3	3	3	4	5	4	5	4,5	4	2	1	2,33
112.	5	4	5	5	4,75	5	4	4	4	4,25	4	5	4	3	4	4	4	3	3,67
113.	5	4	5	5	4,75	3	3	4	3	3,25	4	5	4	4	4,25	4	4	2	3,33
114.	5	4	5	5	4,75	3	3	3	4	3,25	4	5	4	4	4,25	4	4	3	3,67
115.	5	4	5	5	4,75	3	3	4	3	3,25	4	5	4	4	4,25	3	4	2	3,00
116.	5	5	5	5	5	5	4	4	4	4,25	4	5	4	3	4	4	4	3	3,67
117.	5	4	5	5	4,75	3	3	3	3	3	4	5	4	4	4,25	3	4	3	3,33
118.	5	3	5	5	4,5	3	4	4	4	3,75	4	5	4	3	4	2	2	1	1,67
119.	5	4	5	5	4,75	5	5	4	5	4,75	4	5	4	4	4,25	3	4	4	3,67
120.	5	4	5	5	4,75	5	3	4	4	4	4	5	4	3	4	3	3	2	2,67
121.	5	4	5	5	4,75	3	3	3	4	3,25	4	5	4	4	4,25	2	3	3	2,67
122.	5	4	5	5	4,75	3	3	4	4	3,5	4	5	4	4	4,25	2	2	2	2,00
123.	5	4	5	5	4,75	4	5	4	4	4,25	4	5	4	4	4,25	4	4	4	4,00
124.	5	4	5	4	4,5	4	3	3	3	3,25	3	4	3	4	3,5	5	5	4	4,67
125.	5	3	5	3	4	3	3	3	3	3	3	4	3	3	3,25	5	5	5	5,00
126.	5	4	5	4	4,5	3	3	4	3	3,25	3	4	3	3	3,25	4	5	5	4,67
127.	5	4	5	4	4,5	4	2	3	3	3	3	4	3	4	3,5	5	5	5	5,00
128.	5	3	5	3	4	5	4	3	5	4,25	3	4	3	3	3,25	5	4	4	4,33
129.	5	5	5	5	5	5	3	5	5	4,5	3	4	3	3	3,25	5	5	5	5,00
130.	5	4	5	4	4,5	3	2	4	5	3,5	3	4	3	2	3	5	4	4	4,33
131.	5	3	5	3	4	5	3	4	4	4	3	4	3	2	3	5	5	5	5,00
132.	5	5	5	5	5	4	5	3	4	4	3	4	3	3	3,25	5	3	3	3,67
133.	5	5	5	5	5	2	3	3	3	2,75	3	4	3	3	3,25	5	4	4	4,33
134.	5	5	5	5	5	3	4	4	4	3,75	3	4	3	2	3	5	5	5	5,00
135.	5	4	5	4	4,5	3	4	4	4	3,75	3	4	3	4	3,5	5	5	5	5,00
136.	5	5	5	5	5	5	3	4	4	4	3	4	3	4	3,5	4	4	4	4,00

Lampiran 2b (Lanjutan)

NO	PQ1	PQ2	PQ3	PQ4	PQ	BI1	BI2	BI3	BI4	BI	CS1	CS2	CS3	CS4	CS	RI1	RI2	RI3	RI
137.	5	4	5	4	4,5	3	4	4	4	3,75	3	4	3	3	3,25	4	3	3	3,33
138.	5	4	5	4	4,5	4	3	2	4	3,25	3	4	3	3	3,25	4	5	5	4,67
139.	4	4	5	4	4,25	3	4	4	4	3,75	2	3	3	2	2,5	4	5	5	4,67
140.	5	4	5	4	4,5	5	4	5	5	4,75	3	4	3	4	3,5	5	4	4	4,33
141.	5	3	5	3	4	3	4	3	3	3,25	2	4	3	4	3,25	3	3	3	3,00
142.	5	4	5	4	4,5	2	3	4	3	3	3	4	3	3	3,25	4	4	4	4,00
143.	5	4	5	4	4,5	5	4	5	4	4,5	3	4	3	3	3,25	4	5	5	4,67
144.	5	4	5	4	4,5	4	3	4	4	3,75	3	4	3	4	3,5	5	5	5	5,00
145.	5	4	5	4	4,5	4	3	2	3	3	3	4	3	2	3	5	3	3	3,67
146.	5	4	5	4	4,5	4	3	4	4	3,75	3	4	3	3	3,25	5	5	5	5,00
147.	5	4	5	4	4,5	5	4	5	5	4,75	3	4	3	4	3,5	5	5	5	5,00
148.	5	4	5	4	4,5	4	4	3	4	3,75	3	4	3	2	3	5	5	5	5,00
149.	5	4	4	5	4,5	4	3	2	3	3	4	5	4	4	4,25	3	5	5	4,33
150.	5	4	4	5	4,5	3	1	2	2	2	4	5	4	5	4,5	4	5	4	4,33
151.	5	4	4	5	4,5	3	2	3	3	2,75	4	5	4	4	4,25	5	4	5	4,67
152.	5	5	5	5	5	4	2	3	3	3	4	5	4	4	4,25	4	5	4	4,33
153.	5	4	4	5	4,5	4	2	3	3	3	4	5	4	5	4,5	3	4	3	3,33
154.	4	5	5	4	4,5	3	2	3	3	2,75	3	4	3	2	3	3	4	3	3,33
155.	5	4	4	4	4,25	1	2	3	2	2	4	5	4	4	4,25	4	4	4	4,00
156.	4	3	3	4	3,5	2	3	1	3	2,25	3	4	3	3	3,25	4	4	4	4,00
157.	5	4	4	5	4,5	3	3	3	3	3	4	5	4	5	4,5	4	3	4	3,67
158.	4	3	3	4	3,5	2	3	2	2	2,25	3	4	3	4	3,5	3	3	3	3,00
159.	4	3	3	5	3,75	3	1	2	4	2,5	3	4	3	3	3,25	5	4	5	4,67
160.	3	4	4	5	4	3	2	3	4	3	2	3	2	3	2,5	2	4	2	2,67
161.	5	5	5	5	5	3	2	4	3	3	4	5	4	4	4,25	5	4	5	4,67
162.	5	4	4	5	4,5	2	1	3	2	2	4	5	4	4	4,25	4	4	4	4,00
163.	5	5	5	4	4,75	2	1	3	4	2,5	4	5	4	4	4,25	5	5	5	5,00
164.	5	4	4	4	4,25	3	3	3	3	3	4	5	4	3	4	5	5	5	5,00

Lampiran 2b (Lanjutan)

NO	PQ1	PQ2	PQ3	PQ4	PQ	BI1	BI2	BI3	BI4	BI	CS1	CS2	CS3	CS4	CS	RI1	RI2	RI3	RI
165.	5	4	4	4	4,25	2	4	3	3	3	4	5	4	3	4	5	5	5	5,00
166.	5	5	5	5	5	2	2	2	2	2	4	5	4	5	4,5	5	5	5	5,00
167.	5	2	2	3	3	4	4	4	2	3,5	4	5	4	3	4	4	5	4	4,33
168.	5	5	5	5	5	4	4	4	3	3,75	4	5	4	5	4,5	5	5	5	5,00
169.	5	4	4	5	4,5	4	4	4	3	3,75	4	5	4	5	4,5	5	5	5	5,00
170.	5	4	4	5	4,5	4	3	4	4	3,75	4	5	4	4	4,25	4	5	4	4,33
171.	5	3	3	4	3,75	4	3	4	3	3,5	4	5	4	5	4,5	3	5	3	3,67
172.	5	4	4	5	4,5	4	4	4	3	3,75	4	5	4	4	4,25	5	5	5	5,00
173.	5	4	4	5	4,5	2	3	2	3	2,5	4	5	4	3	4	3	4	3	3,33
174.	4	4	4	5	4,25	5	3	5	3	4	4	5	4	3	4	4	5	4	4,33

Lampiran 3

Statistik Deskriptif

Statistics

		Jenis_Kelamin	Usia	Pendidikan	Pekerjaan	Penghasilan	Produk_Digunakan
N	Valid	174	174	174	174	174	174
	Missing	0	0	0	0	0	0

Statistik Deskriptif Berdasarkan Jenis Kelamin

Jenis_Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-Laki	82	47.1	47.1	47.1
	Perempuan	92	52.9	52.9	100.0
	Total	174	100.0	100.0	

Statistik Deskriptif Berdasarkan Usia

Usia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	21-30	55	31.6	31.6	31.6
	31-40	97	55.7	55.7	87.4
	41-50	22	12.6	12.6	100.0
	Total	174	100.0	100.0	

Lampiran 3 (Lanjutan)

Statistik Deskriptif Berdasarkan Pendidikan

Pendidikan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SMA	32	18.4	18.4	18.4
	Diploma	66	37.9	37.9	56.3
	Sarjana	56	32.2	32.2	88.5
	Pasca Sarjana	20	11.5	11.5	100.0
	Total	174	100.0	100.0	

Statistik Deskriptif Berdasarkan Pekerjaan

Pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Pegawai Negri	67	38.5	38.5	38.5
	Pegawai Swasta	81	46.6	46.6	85.1
	Wiraswasta	26	14.9	14.9	100.0
	Total	174	100.0	100.0	

Statistik Deskriptif Berdasarkan Penghasilan

Penghasilan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Rp 2.000.000 sampai Rp 4.000.000	108	62.1	62.1	62.1
	Rp 4.000.000 atau lebih	66	37.9	37.9	100.0
	Total	174	100.0	100.0	

Lampiran 3 (Lanjutan)

Statistik Deskriptif Berdasarkan Produk Digunakan

Produk_Digunakan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Televisi	7	4.0	4.0	4.0
Kulkas	19	10.9	10.9	14.9
Pendingin Ruangan	27	15.5	15.5	30.5
Mesin Cuci	22	12.6	12.6	43.1
Notebook	32	18.4	18.4	61.5
Kamera	13	7.5	7.5	69.0
Telepon Genggam	18	10.3	10.3	79.3
Tablet	36	20.7	20.7	100.0
Total	174	100.0	100.0	

Statistik Deskriptif Variabel *Perceived Quality*

Statistics

	PQ1	PQ2	PQ3	PQ4	PQ
N Valid	174	174	174	174	174
Missing	0	0	0	0	0
Mean	4.1609	3.4828	4.0172	3.9138	3.8937
Std. Deviation	1.00718	.87167	1.04508	1.03048	.84545
Minimum	2.00	1.00	2.00	1.00	1.75
Maximum	5.00	5.00	5.00	5.00	5.00

Lampiran 3 (Lanjutan)

Statistik Deskriptif *Brand Image*

Statistics

		BI1	BI2	BI3	BI4	BI
N	Valid	174	174	174	174	174
	Missing	0	0	0	0	0
Mean		3.4598	3.2874	3.4713	3.4943	3.4282
Std. Deviation		1.10495	.99604	.97173	.94806	.84739
Minimum		1.00	1.00	1.00	1.00	1.00
Maximum		5.00	5.00	5.00	5.00	5.00

Statistik Deskriptif *Customer Satisfaction*

Statistics

		CS1	CS2	CS3	CS4	CS
N	Valid	174	174	174	174	174
	Missing	0	0	0	0	0
Mean		3.3793	4.3391	3.4080	3.4828	3.6523
Std. Deviation		.74866	.77904	.76796	.89135	.72662
Minimum		1.00	2.00	1.00	1.00	1.25
Maximum		5.00	5.00	5.00	5.00	5.00

Statistik Deskriptif *Re-purchase Intention*

Statistics

		RI1	RI2	RI3	RI
N	Valid	174	174	174	174
	Missing	0	0	0	0
Mean		3.8161	3.8851	3.6322	3.7778
Std. Deviation		1.02601	1.00202	1.06565	.91328
Minimum		1.00	1.00	1.00	1.00
Maximum		5.00	5.00	5.00	5.00

Lampiran 4

Uji Normalitas

Total Sample Size = 174

Univariate Summary Statistics for Continuous Variables

Variable	Mean	St. Dev.	T-Value	Skewness	Kurtosis	Minimum	Freq.	Maximum	Freq.
PQ1	4.161	1.007	54.495	-0.577	-0.961	2.224	19	5.084	85
PQ2	3.483	0.872	52.704	-0.144	-0.005	1.354	5	5.212	14
PQ3	4.017	1.045	50.705	-0.417	-1.075	2.155	23	5.089	73
PQ4	3.914	1.030	50.099	-0.368	-0.740	0.752	1	5.088	61
BI1	3.460	1.105	41.303	-0.163	-0.572	0.968	7	5.059	36
BI2	3.287	0.996	43.536	-0.060	-0.276	1.095	8	5.052	20
BI3	3.471	0.972	47.121	-0.116	-0.265	1.267	7	5.152	22
BI4	3.494	0.948	48.618	-0.110	-0.268	1.210	5	5.091	24
CS1	3.379	0.749	59.541	-0.270	0.095	1.420	4	5.426	3
CS2	4.339	0.779	73.470	-0.608	-0.583	2.434	7	5.062	85
CS3	3.408	0.768	58.539	-0.192	0.141	1.480	5	5.336	5
CS4	3.483	0.891	51.541	-0.104	-0.157	1.147	3	5.099	19
RI1	3.816	1.026	49.062	-0.314	-0.607	1.113	3	5.085	52
RI2	3.885	1.002	51.144	-0.341	-0.607	1.078	2	5.092	55
RI3	3.632	1.066	44.960	-0.222	-0.565	1.067	5	5.098	41

Test of Univariate Normality for Continuous Variables

Skewness Kurtosis Skewness and Kurtosis

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

PQ1	-1.007	0.296	-1.780	0.086	5.841	0.056
PQ2	-0.794	0.427	0.143	0.886	0.651	0.722
PQ3	-1.735	0.085	-1.405	0.145	5.015	0.079
PQ4	-1.787	0.087	-1.067	0.292	5.356	0.071
BI1	-0.898	0.369	-1.051	0.294	5.015	0.081
BI2	-0.331	0.741	-0.738	0.461	0.654	0.721
BI3	-0.643	0.520	-0.695	0.487	0.897	0.639
BI4	-0.608	0.543	-0.709	0.479	0.872	0.647
CS1	-1.474	0.140	0.415	0.678	2.346	0.309
CS2	-1.149	0.232	-1.107	0.245	5.360	0.061
CS3	-1.056	0.291	0.533	0.594	1.398	0.497
CS4	-0.576	0.564	-0.322	0.747	0.436	0.804
RI1	-1.706	0.088	-1.242	0.225	5.937	0.051
RI2	-1.847	0.065	-1.242	0.225	5.437	0.065
RI3	-1.217	0.224	-1.010	0.296	5.521	0.063

Relative Multivariate Kurtosis = 1.111

Test of Multivariate Normality for Continuous Variables

Skewness Kurtosis Skewness and Kurtosis

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

4.716	1.5286	0.117	3.304	1.411	0.143	5.766	0.057
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Lampiran 5 Output Teks

DATE: 10/15/2013
TIME: 23:50

The following lines were read from file F:\SEM\SKRIPSI.spl:

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REPURCHASE INTENTION
OBSERVED VARIABLE PQ1 PQ2 PQ3 PQ4 BI1 BI2 BI3 BI4 CS1 CS2 CS3 CS4 RI1 RI2 RI3
COVARIANCE MATRIX FROM FILE F:\SEM\SKRIPSI.COV
SAMPLE SIZE 174
LATENT VARIABLES PQ BI CS RI
RELATIONSHIPS:
PQ1=1*PQ
PQ2-PQ4=PQ
BI1=1*BI
BI2-BI4=BI
CS1=1*CS
CS2-CS4=CS
RI1=1*RI
RI2-RI3=RI
CS=PQ BI
BI=PQ
RI=PQ BI CS
OPTIONS: SS SC EF RS AD=OFF
PATH DIAGRAM
END OF PROGRAM

```

Sample Size = 174

Covariance Matrix

	BI1	BI2	BI3	BI4	CS1	CS2	CS3	CS4	RI1	RI2
BI1	1.221									
BI2	0.642	0.992								
BI3	0.643	0.633	0.944							
BI4	0.662	0.528	0.610	0.899						
CS1	0.154	0.075	0.167	0.100	0.560					
CS2	0.173	0.145	0.227	0.144	0.512	0.607				
CS3	0.158	0.131	0.200	0.144	0.498	0.554	0.590			
CS4	0.100	0.057	0.112	0.049	0.452	0.471	0.461	0.794		
RI1	0.287	0.151	0.301	0.242	0.267	0.323	0.295	0.251	1.053	
RI2	0.360	0.218	0.338	0.231	0.292	0.334	0.319	0.287	0.684	1.004
RI3	0.367	0.239	0.313	0.275	0.198	0.235	0.209	0.207	0.712	0.761
PQ1	0.180	0.138	0.161	0.140	0.343	0.361	0.304	0.199	0.319	0.377
PQ2	0.193	0.126	0.199	0.199	0.238	0.315	0.270	0.130	0.332	0.345
PQ3	0.160	0.163	0.165	0.200	0.167	0.237	0.178	0.038	0.275	0.239
PQ4	0.127	0.065	0.139	0.118	0.310	0.347	0.301	0.146	0.163	0.273

Covariance Matrix

	RI3	PQ1	PQ2	PQ3	PQ4
RI3	1.136				
PQ1	0.343	1.014			
PQ2	0.335	0.529	0.760		
PQ3	0.284	0.668	0.651	1.092	
PQ4	0.170	0.656	0.603	0.649	1.062

Initial Estimates (TSLS)

Measurement Equations

$$BI1 = 1.000*BI, \text{ Errorvar.} = 0.477, R^2 = 0.610$$

$$BI2 = 0.842*BI, \text{ Errorvar.} = 0.465, R^2 = 0.532$$

$$BI3 = 0.943*BI, \text{ Errorvar.} = 0.282, R^2 = 0.702$$

$$BI4 = 0.863*BI, \text{ Errorvar.} = 0.344, R^2 = 0.617$$

$$CS1 = 1.000*CS, \text{ Errorvar.} = 0.0879, R^2 = 0.843$$

$$CS2 = 1.096*CS, \text{ Errorvar.} = 0.0394, R^2 = 0.935$$

$$CS3 = 1.063*CS, \text{ Errorvar.} = 0.0559, R^2 = 0.905$$

$$CS4 = 0.922*CS, \text{ Errorvar.} = 0.393, R^2 = 0.505$$

$$RI1 = 1.000*RI, \text{ Errorvar.} = 0.358, R^2 = 0.660$$

$$RI2 = 1.015*RI, \text{ Errorvar.} = 0.288, R^2 = 0.713$$

$$RI3 = 1.038*RI, \text{ Errorvar.} = 0.387, R^2 = 0.659$$

$$PQ1 = 0.796*PQ, \text{ Errorvar.} = 0.381, R^2 = 0.625$$

$$PQ2 = 0.751*PQ, \text{ Errorvar.} = 0.195, R^2 = 0.743$$

$$PQ3 = 0.820*PQ, \text{ Errorvar.} = 0.420, R^2 = 0.615$$

$$PQ4 = 0.799*PQ, \text{ Errorvar.} = 0.424, R^2 = 0.601$$

Structural Equations

$$BI = 0.188 * PQ, \text{ Errorvar.} = 0.709, R^2 = 0.0473$$

$$CS = 0.136 * BI + 0.241 * PQ, \text{ Errorvar.} = 0.388, R^2 = 0.178$$

$$RI = 0.292 * BI + 0.364 * CS + 0.161 * PQ, \text{ Errorvar.} = 0.463, R^2 = 0.334$$

Reduced Form Equations

$$BI = 0.188 * PQ, \text{ Errorvar.} = 0.709, R^2 = 0.0473$$

$$CS = 0.267 * PQ, \text{ Errorvar.} = 0.401, R^2 = 0.150$$

$$RI = 0.313 * PQ, \text{ Errorvar.} = 0.597, R^2 = 0.141$$

Correlation Matrix of Independent Variables

PQ
1.000

Covariance Matrix of Latent Variables

	BI	CS	RI	PQ
BI	0.744			
CS	0.146	0.473		
RI	0.301	0.258	0.695	
PQ	0.188	0.267	0.313	1.000

Number of Iterations = 8

LISREL Estimates (Maximum Likelihood)

Measurement Equations

$$BI1 = 0.840 * BI, \text{ Errorvar.} = 0.516, R^2 = 0.578$$

(0.0701)
7.361

$$BI2 = 0.746 * BI, \text{ Errorvar.} = 0.436, R^2 = 0.561$$

(0.0776) (0.0581)
9.608 7.493

$$BI3 = 0.814 * BI, \text{ Errorvar.} = 0.281, R^2 = 0.702$$

(0.0762) (0.0474)
10.681 5.936

$$BI4 = 0.747 * BI, \text{ Errorvar.} = 0.341, R^2 = 0.620$$

(0.0738) (0.0490)
10.111 6.964

CS1 = 0.679*CS, Errorvar.= 0.0997 , R² = 0.822
(0.0127)
7.877

CS2 = 0.757*CS, Errorvar.= 0.0334 , R² = 0.945
(0.0314) (0.00853)
24.115 3.910

CS3 = 0.732*CS, Errorvar.= 0.0543 , R² = 0.908
(0.0322) (0.00937)
22.736 5.796

CS4 = 0.629*CS, Errorvar.= 0.399 , R² = 0.497
(0.0538) (0.0443)
11.676 9.017

RI1 = 0.801*RI, Errorvar.= 0.411 , R² = 0.610
(0.0580)
7.090

RI2 = 0.871*RI, Errorvar.= 0.246 , R² = 0.755
(0.0767) (0.0497)
11.350 4.943

RI3 = 0.870*RI, Errorvar.= 0.378 , R² = 0.667
(0.0799) (0.0593)
10.892 6.383

PQ1 = 0.771*PQ, Errorvar.= 0.420 , R² = 0.586
(0.0677) (0.0554)
11.397 7.579

PQ2 = 0.748*PQ, Errorvar.= 0.201 , R² = 0.736
(0.0556) (0.0341)
13.460 5.890

PQ3 = 0.836*PQ, Errorvar.= 0.393 , R² = 0.640
(0.0689) (0.0553)
12.134 7.121

PQ4 = 0.804*PQ, Errorvar.= 0.415 , R² = 0.609
(0.0687) (0.0561)
11.717 7.397

Structural Equations

$$BI = 0.262*PQ, \text{ Errorvar.} = 0.931, R^2 = 0.0688$$

(0.0871)	(0.168)
3.013	5.528

$$CS = 0.164*BI + 0.449*PQ, \text{ Errorvar.} = 0.733, R^2 = 0.267$$

(0.0770)	(0.0796)	(0.0985)
2.126	5.646	7.437

$$RI = 0.284*BI + 0.258*CS + 0.247*PQ, \text{ Errorvar.} = 0.652, R^2 = 0.348$$

(0.0828)	(0.0859)	(0.0895)	(0.118)
3.429	3.002	2.756	5.509

Reduced Form Equations

$$BI = 0.262*PQ, \text{ Errorvar.} = 0.931, R^2 = 0.0688$$

(0.0871)
3.013

$$CS = 0.492*PQ, \text{ Errorvar.} = 0.758, R^2 = 0.242$$

(0.0784)
6.276

$$RI = 0.448*PQ, \text{ Errorvar.} = 0.799, R^2 = 0.201$$

(0.0869)
5.154

Correlation Matrix of Independent Variables

PQ

1.000

Covariance Matrix of Latent Variables

	BI	CS	RI	PQ
	-----	-----	-----	-----
BI	1.000			
CS	0.282	1.000		
RI	0.421	0.459	1.000	
PQ	0.262	0.492	0.448	1.000

Goodness of Fit Statistics

Degrees of Freedom = 84
 Minimum Fit Function Chi-Square = 132.363 (P = 0.000603)
 Normal Theory Weighted Least Squares Chi-Square = 130.267 (P = 0.000913)
 Estimated Non-centrality Parameter (NCP) = 46.267

90 Percent Confidence Interval for NCP = (19.268 ; 81.210)

Minimum Fit Function Value = 0.765

Population Discrepancy Function Value (F0) = 0.267

90 Percent Confidence Interval for F0 = (0.111 ; 0.469)

Root Mean Square Error of Approximation (RMSEA) = 0.0564

90 Percent Confidence Interval for RMSEA = (0.0364 ; 0.0748)

P-Value for Test of Close Fit (RMSEA < 0.05) = 0.276

Expected Cross-Validation Index (ECVI) = 1.169

90 Percent Confidence Interval for ECVI = (1.013 ; 1.371)

ECVI for Saturated Model = 1.387

ECVI for Independence Model = 16.192

Chi-Square for Independence Model with 105 Degrees of Freedom = 2771.196

Independence AIC = 2801.196

Model AIC = 202.267

Saturated AIC = 240.000

Independence CAIC = 2863.582

Model CAIC = 351.993

Saturated CAIC = 739.087

Normed Fit Index (NFI) = 0.952

Non-Normed Fit Index (NNFI) = 0.977

Parsimony Normed Fit Index (PNFI) = 0.762

Comparative Fit Index (CFI) = 0.982

Incremental Fit Index (IFI) = 0.982

Relative Fit Index (RFI) = 0.940

Critical N (CN) = 154.000

Root Mean Square Residual (RMR) = 0.0500

Standardized RMR = 0.0556

Goodness of Fit Index (GFI) = 0.909

Adjusted Goodness of Fit Index (AGFI) = 0.870

Parsimony Goodness of Fit Index (PGFI) = 0.636

Fitted Covariance Matrix

	B11	B12	B13	B14	CS1	CS2	CS3	CS4	RI1	RI2
B11	1.221									
B12	0.626	0.992								
B13	0.684	0.607	0.944							
B14	0.627	0.557	0.608	0.899						
CS1	0.160	0.143	0.156	0.143	0.560					
CS2	0.179	0.159	0.174	0.159	0.514	0.607				
CS3	0.173	0.154	0.168	0.154	0.497	0.554	0.590			

CS4	0.149	0.132	0.144	0.132	0.427	0.476	0.460	0.794		
RI1	0.283	0.252	0.275	0.252	0.250	0.279	0.269	0.231	1.053	
RI2	0.308	0.274	0.299	0.274	0.271	0.303	0.293	0.251	0.698	1.004
RI3	0.308	0.273	0.298	0.274	0.271	0.303	0.292	0.251	0.697	0.758
PQ1	0.170	0.151	0.165	0.151	0.258	0.288	0.278	0.239	0.277	0.301
PQ2	0.165	0.146	0.160	0.146	0.250	0.279	0.269	0.231	0.268	0.292
PQ3	0.184	0.164	0.179	0.164	0.279	0.312	0.301	0.259	0.300	0.326
PQ4	0.177	0.157	0.172	0.158	0.269	0.300	0.290	0.249	0.289	0.314

Fitted Covariance Matrix

	RI3	PQ1	PQ2	PQ3	PQ4
RI3	1.136				
PQ1	0.301	1.014			
PQ2	0.292	0.577	0.760		
PQ3	0.326	0.645	0.625	1.092	
PQ4	0.314	0.620	0.602	0.672	1.062

Fitted Residuals

	BI1	BI2	BI3	BI4	CS1	CS2	CS3	CS4	RI1	RI2
BI1	0.000									
BI2	0.015	0.000								
BI3	-0.040	0.025	0.000							
BI4	0.035	-0.029	0.002	0.000						
CS1	-0.006	-0.067	0.011	-0.042	0.000					
CS2	-0.006	-0.014	0.053	-0.016	-0.002	0.000				
CS3	-0.015	-0.023	0.032	-0.010	0.001	0.000	0.000			
CS4	-0.048	-0.075	-0.032	-0.083	0.025	-0.005	0.001	0.000		
RI1	0.004	-0.100	0.026	-0.010	0.017	0.044	0.026	0.020	0.000	
RI2	0.052	-0.055	0.039	-0.043	0.021	0.031	0.026	0.036	-0.014	0.000
RI3	0.059	-0.034	0.015	0.002	-0.073	-0.067	-0.084	-0.044	0.015	0.003
PQ1	0.010	-0.012	-0.004	-0.011	0.086	0.074	0.026	-0.039	0.042	0.076
PQ2	0.028	-0.020	0.039	0.053	-0.012	0.036	0.001	-0.102	0.064	0.053
PQ3	-0.024	-0.001	-0.013	0.036	-0.113	-0.075	-0.123	-0.221	-0.025	-0.087
PQ4	-0.051	-0.092	-0.033	-0.040	0.041	0.047	0.011	-0.103	-0.125	-0.041

Fitted Residuals

	RI3	PQ1	PQ2	PQ3	PQ4
RI3	0.000				
PQ1	0.042	0.000			
PQ2	0.043	-0.048	0.000		
PQ3	-0.042	0.023	0.026	0.000	
PQ4	-0.143	0.035	0.001	-0.024	0.000

Summary Statistics for Fitted Residuals

Smallest Fitted Residual = -0.221
 Median Fitted Residual = 0.000
 Largest Fitted Residual = 0.086

Stemleaf Plot

```

-22|1
-20|
-18|
-16|
-14|3
-12|53
-10|3320
-8|2743
-6|55377
-4|51884322100
-2|9432954430
-0|65443221006654210000000000000000
0|111122340115557
2|01355666668125566699
4|12234723339
6|446
8|6
  
```

Standardized Residuals

	B11	B12	B13	B14	CS1	CS2	CS3	CS4	RI1	RI2
B11	--									
B12	0.601	--								
B13	-2.586	1.690	--							
B14	1.695	-1.523	0.143	--						
CS1	-0.160	-1.836	0.384	-1.298	--					
CS2	-0.172	-0.417	2.102	-0.529	-1.322	--				
CS3	-0.393	-0.660	1.197	-0.323	0.335	0.528	--			
CS4	-0.817	-1.401	-0.654	-1.677	1.833	-0.887	0.101	--		
RI1	0.070	-1.902	0.581	-0.214	0.519	1.504	0.852	0.393	--	
RI2	1.041	-1.218	1.081	-1.080	0.817	1.591	1.213	0.781	-1.670	--
RI3	1.031	-0.654	0.334	0.036	-2.314	-2.488	-2.935	-0.853	1.156	0.482
PQ1	0.164	-0.223	-0.082	-0.223	2.584	2.446	0.840	-0.785	0.808	1.707
PQ2	0.597	-0.461	1.106	1.370	-0.519	1.932	0.033	-2.548	1.629	1.731
PQ3	-0.400	-0.017	-0.278	0.707	-3.495	-2.629	-4.164	-4.369	-0.487	-2.022
PQ4	-0.821	-1.634	-0.669	-0.773	1.259	1.596	0.373	-2.035	-2.404	-0.916

Standardized Residuals

	RI3	PQ1	PQ2	PQ3	PQ4
RI3	--				
PQ1	0.819	--			
PQ2	1.148	-3.813	--		

PQ3	-0.832	1.092	2.331	--	
PQ4	-2.783	1.550	0.080	-1.157	--

Summary Statistics for Standardized Residuals

Smallest Standardized Residual = -4.369
 Median Standardized Residual = 0.000
 Largest Standardized Residual = 2.584

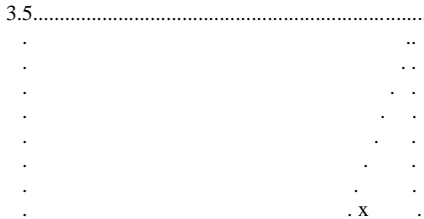
Stemleaf Plot

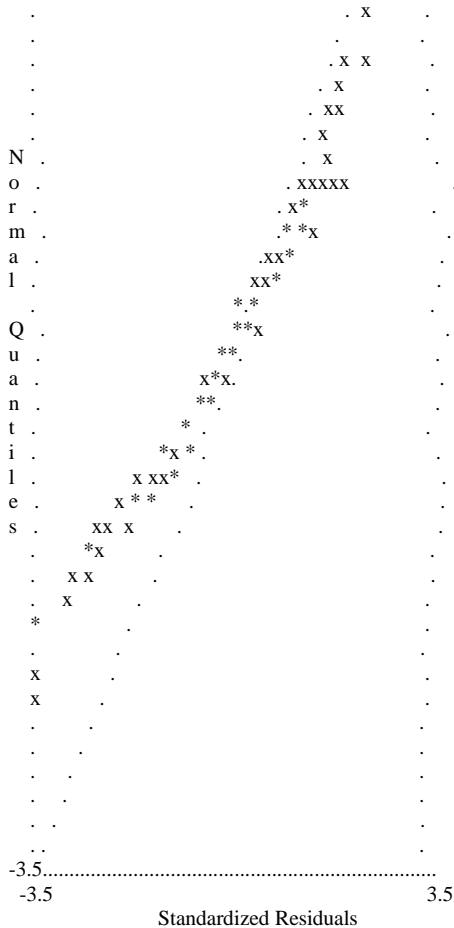
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- 4|42
- 3|85
- 3|
- 2|986655
- 2|4300
- 1|987765
- 1|433221
- 0|9998888877775555
- 0|4443322221000000000000000000
0|1111233444
0|5556667888889
1|00111122234
1|55666777789
2|134
2|6
  
```

Largest Negative Standardized Residuals
 Residual for BI3 and BI1 -2.586
 Residual for RI3 and CS3 -2.935
 Residual for PQ2 and PQ1 -3.813
 Residual for PQ3 and CS1 -3.495
 Residual for PQ3 and CS2 -2.629
 Residual for PQ3 and CS3 -4.164
 Residual for PQ3 and CS4 -4.369
 Residual for PQ4 and RI3 -2.783
 Largest Positive Standardized Residuals
 Residual for PQ1 and CS1 2.584

Qplot of Standardized Residuals





The Modification Indices Suggest to Add the Path to from Decrease in Chi-Square New Estimate

RI3	CS	Decrease in Chi-Square	New Estimate
		8.6	-0.20

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

PQ1	CS1	Decrease in Chi-Square	New Estimate
		8.6	0.05
PQ2	PQ1	14.5	-0.15

Covariances

Y - ETA

	BI1	BI2	BI3	BI4	CS1	CS2	CS3	CS4	RI1	RI2
BI	0.840	0.746	0.814	0.747	0.191	0.213	0.206	0.177	0.337	0.367
CS	0.236	0.210	0.229	0.210	0.679	0.757	0.732	0.629	0.368	0.400
RI	0.354	0.314	0.343	0.314	0.312	0.348	0.336	0.289	0.801	0.871

Y - ETA

	RI3
BI	0.367
CS	0.400
RI	0.870

Y - KSI

	BI1	BI2	BI3	BI4	CS1	CS2	CS3	CS4	RI1	RI2
PQ	0.220	0.196	0.214	0.196	0.334	0.373	0.360	0.309	0.359	0.390

Y - KSI

	RI3
PQ	0.390

X - ETA

	PQ1	PQ2	PQ3	PQ4
BI	0.202	0.196	0.219	0.211
CS	0.380	0.368	0.412	0.396
RI	0.345	0.335	0.374	0.360

X - KSI

	PQ1	PQ2	PQ3	PQ4
PQ	0.771	0.748	0.836	0.804

First Order Derivatives

LAMBDA-Y

	BI	CS	RI
BI1	0.000	0.026	-0.076

BI2	0.000	0.084	0.140
BI3	0.000	-0.175	-0.107
BI4	0.000	0.078	0.062
CS1	0.241	0.000	0.089
CS2	-0.339	0.000	-0.205
CS3	-0.006	0.000	0.127
CS4	0.156	0.000	0.003
RI1	0.033	-0.107	0.000
RI2	-0.006	-0.151	0.000
RI3	-0.024	0.250	0.000

LAMBDA-X

PQ

PQ1 0.000
PQ2 0.000
PQ3 0.000
PQ4 0.000

BETA

	BI	CS	RI
	-----	-----	-----
BI	0.000	0.000	0.000
CS	0.000	0.000	0.000
RI	0.000	0.000	0.000

GAMMA

PQ

BI 0.000
CS 0.000
RI 0.000

PHI

PQ

0.000

PSI

	BI	CS	RI
	-----	-----	-----
BI	0.000		
CS	0.000	0.000	
RI	0.000	0.000	0.000

THETA-EPS

	BI1	BI2	BI3	BI4	CS1	CS2	CS3	CS4	RI1	RI2
BI1	0.000									
BI2	-0.068	0.000								
BI3	0.279	-0.205	0.000							
BI4	-0.197	0.197	-0.017	0.000						
CS1	-0.442	0.561	0.084	0.185	0.000					
CS2	0.342	-0.349	-0.697	0.351	0.543	0.000				
CS3	0.197	-0.150	0.282	-0.502	-0.149	-0.166	0.000			
CS4	-0.061	0.031	0.107	0.146	-0.628	0.363	-0.040	0.000		
RI1	0.075	0.231	-0.114	-0.120	0.140	-0.397	0.033	0.042	0.000	
RI2	-0.128	0.033	-0.168	0.310	-0.146	0.350	-0.382	-0.136	0.135	0.000
RI3	-0.088	-0.073	0.178	-0.103	0.029	0.126	0.407	-0.111	-0.098	-0.034

THETA-EPS

RI3

RI3 0.000

THETA-DELTA-EPS

	BI1	BI2	BI3	BI4	CS1	CS2	CS3	CS4	RI1	RI2
PQ1	-0.058	-0.086	0.088	0.166	-0.928	0.074	0.551	-0.059	0.047	-0.167
PQ2	-0.014	0.212	-0.084	-0.217	1.002	-0.805	-0.316	0.241	-0.218	0.016
PQ3	0.089	-0.192	0.150	-0.191	0.465	-0.436	0.421	0.212	-0.130	0.431
PQ4	0.002	0.112	-0.060	0.071	-0.486	0.017	-0.026	0.159	0.339	-0.280

THETA-DELTA-EPS

RI3

PQ1 -0.041
PQ2 -0.155
PQ3 -0.192
PQ4 0.318

THETA-DELTA

	PQ1	PQ2	PQ3	PQ4
PQ1	0.000			
PQ2	0.568	0.000		
PQ3	-0.140	-0.323	0.000	
PQ4	-0.202	-0.012	0.144	0.000

ETA

	BI1	BI2	BI3	BI4	CS1	CS2	CS3	CS4	RI1	RI2
BI	0.208	0.218	0.369	0.279	0.004	0.012	0.007	0.001	0.013	0.024
CS	0.001	0.001	0.001	0.001	0.200	0.666	0.395	0.046	0.003	0.005
RI	0.011	0.012	0.020	0.015	0.010	0.035	0.021	0.002	0.239	0.436

ETA

	RI3	PQ1	PQ2	PQ3	PQ4
BI	0.016	0.003	0.005	0.003	0.003
CS	0.004	0.003	0.007	0.004	0.003
RI	0.283	0.010	0.020	0.011	0.010

KSI

	BI1	BI2	BI3	BI4	CS1	CS2	CS3	CS4	RI1	RI2
PQ	0.002	0.002	0.004	0.003	0.012	0.040	0.024	0.003	0.010	0.019

KSI

	RI3	PQ1	PQ2	PQ3	PQ4
PQ	0.012	0.205	0.416	0.237	0.217

Standardized Solution

LAMBDA-Y

	BI	CS	RI
BI1	0.840	--	--
BI2	0.746	--	--
BI3	0.814	--	--
BI4	0.747	--	--
CS1	--	0.679	--
CS2	--	0.757	--
CS3	--	0.732	--
CS4	--	0.629	--
RI1	--	--	0.801
RI2	--	--	0.871
RI3	--	--	0.870

LAMBDA-X

	PQ
PQ1	0.771
PQ2	0.748
PQ3	0.836
PQ4	0.804

BETA

	BI	CS	RI
BI	--	--	--
CS	0.164	--	--
RI	0.284	0.258	--

GAMMA

	PQ
BI	0.262
CS	0.449
RI	0.247

Correlation Matrix of ETA and KSI

	BI	CS	RI	PQ
BI	1.000			
CS	0.282	1.000		
RI	0.421	0.459	1.000	
PQ	0.262	0.492	0.448	1.000

PSI

Note: This matrix is diagonal.

	BI	CS	RI
	0.931	0.733	0.652

Regression Matrix ETA on KSI (Standardized)

	PQ
BI	0.262
CS	0.492
RI	0.448

Total and Indirect Effects

Total Effects of KSI on ETA

	PQ
BI	0.262 (0.087) 3.013
CS	0.492 (0.078) 5.651
RI	0.448 (0.087) 2.761

Indirect Effects of KSI on ETA

	PQ
BI	--
CS	0.043 (0.024) 1.813
RI	0.201 (0.055) 3.632

Total Effects of ETA on ETA

	BI	CS	RI
BI	--	--	--
CS	0.164 (0.077) 2.126	--	--
RI	0.326 (0.085) 3.430	0.258 (0.086) 3.002	--

Largest Eigenvalue of B*B' (Stability Index) is 0.163

Indirect Effects of ETA on ETA

	BI	CS	RI
BI	--	--	--
CS	--	--	--
RI	0.042 (0.024) 1.770	--	--

Total Effects of ETA on Y

	BI	CS	RI
	-----	-----	-----
BI1	0.840	--	--
BI2	0.746	--	--
	(0.078)		
	9.608		
BI3	0.814	--	--
	(0.076)		
	10.681		
BI4	0.747	--	--
	(0.074)		
	10.111		
CS1	0.111	0.679	--
	(0.052)		
	2.126		
CS2	0.124	0.757	--
	(0.058)	(0.031)	
	2.131	24.115	
CS3	0.120	0.732	--
	(0.056)	(0.032)	
	2.129	22.736	
CS4	0.103	0.629	--
	(0.049)	(0.054)	
	2.104	11.676	
RI1	0.261	0.206	0.801
	(0.068)	(0.069)	
	3.820	3.002	
RI2	0.284	0.224	0.871
	(0.073)	(0.074)	(0.077)
	3.883	3.032	11.350
RI3	0.284	0.224	0.870
	(0.074)	(0.074)	(0.080)
	3.845	3.014	10.892

Indirect Effects of ETA on Y

	BI	CS	RI
	-----	-----	-----
BI1	--	--	--
BI2	--	--	--
BI3	--	--	--
BI4	--	--	--
CS1	0.111	--	--
	(0.052)		
	2.126		
CS2	0.124	--	--
	(0.058)		
	2.131		
CS3	0.120	--	--
	(0.056)		

	2.129		
CS4	0.103	--	--
	(0.049)		
	2.104		
RI1	0.261	0.206	--
	(0.068)	(0.069)	
	3.820	3.002	
RI2	0.284	0.224	--
	(0.073)	(0.074)	
	3.883	3.032	
RI3	0.284	0.224	--
	(0.074)	(0.074)	
	3.845	3.014	

Total Effects of KSI on Y

	PQ

BI1	0.220
	(0.073)
	3.013
BI2	0.196
	(0.065)
	3.009
BI3	0.214
	(0.070)
	3.042
BI4	0.196
	(0.065)
	3.024
CS1	0.334
	(0.053)
	6.276
CS2	0.373
	(0.058)
	6.397
CS3	0.360
	(0.057)
	6.361
CS4	0.309
	(0.054)
	5.763
RI1	0.359
	(0.070)
	5.154
RI2	0.390
	(0.073)
	5.311
RI3	0.390
	(0.075)
	5.215

Standardized Total and Indirect Effects

Standardized Total Effects of KSI on ETA

	PQ
BI	0.262
CS	0.492
RI	0.448

Standardized Indirect Effects of KSI on ETA

	PQ
BI	--
CS	0.043
RI	0.201

Standardized Total Effects of ETA on ETA

	BI	CS	RI
BI	--	--	--
CS	0.164	--	--
RI	0.326	0.258	--

Standardized Indirect Effects of ETA on ETA

	BI	CS	RI
BI	--	--	--
CS	--	--	--
RI	0.042	--	--

Standardized Total Effects of ETA on Y

	BI	CS	RI
BI1	0.840	--	--
BI2	0.746	--	--
BI3	0.814	--	--
BI4	0.747	--	--
CS1	0.111	0.679	--
CS2	0.124	0.757	--
CS3	0.120	0.732	--
CS4	0.103	0.629	--
RI1	0.261	0.206	0.801
RI2	0.284	0.224	0.871

RI3 0.284 0.224 0.870

Standardized Indirect Effects of ETA on Y

	BI	CS	RI
BI1	--	--	--
BI2	--	--	--
BI3	--	--	--
BI4	--	--	--
CS1	0.111	--	--
CS2	0.124	--	--
CS3	0.120	--	--
CS4	0.103	--	--
RI1	0.261	0.206	--
RI2	0.284	0.224	--
RI3	0.284	0.224	--

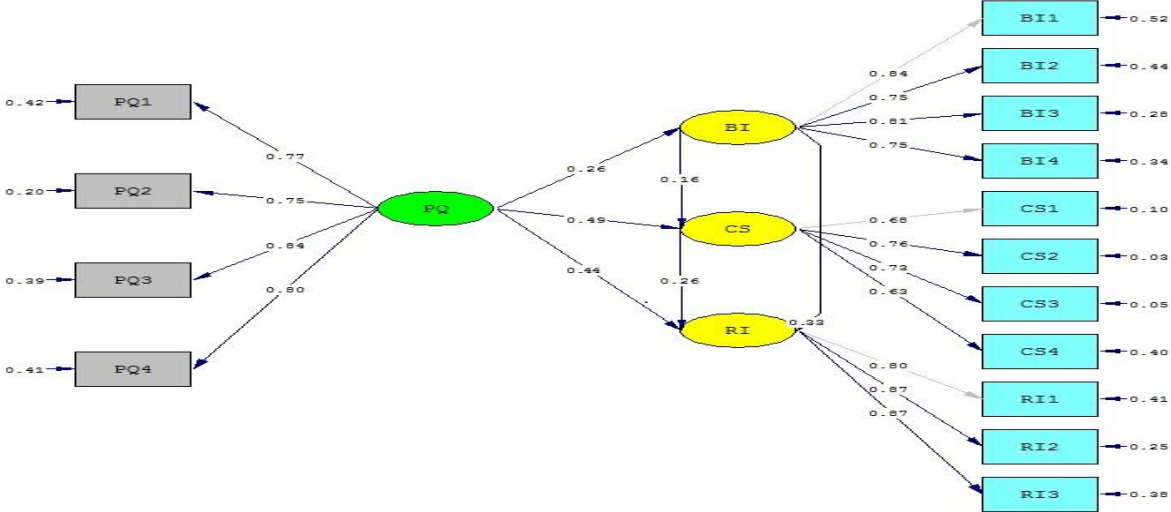
Standardized Total Effects of KSI on Y

	PQ
BI1	0.220
BI2	0.196
BI3	0.214
BI4	0.196
CS1	0.334
CS2	0.373
CS3	0.360
CS4	0.309
RI1	0.359
RI2	0.390
RI3	0.390

Time used: 0.016 Seconds

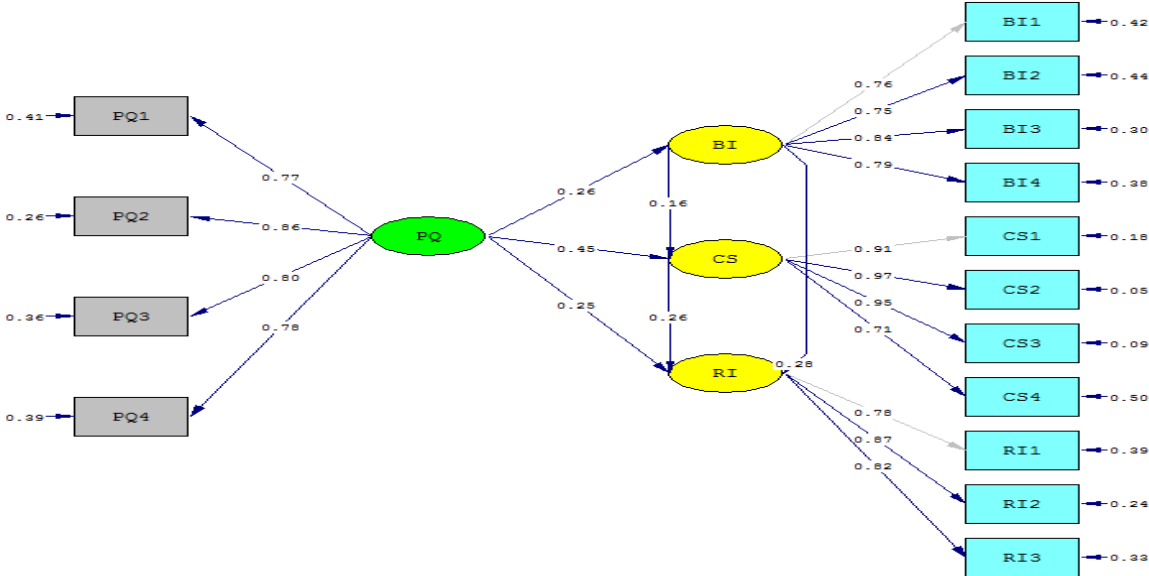
Lampiran 6
Path Diagram

Estimates



Chi-Square=190.27, df=84, P-value=0.00091, RMSEA=0.056

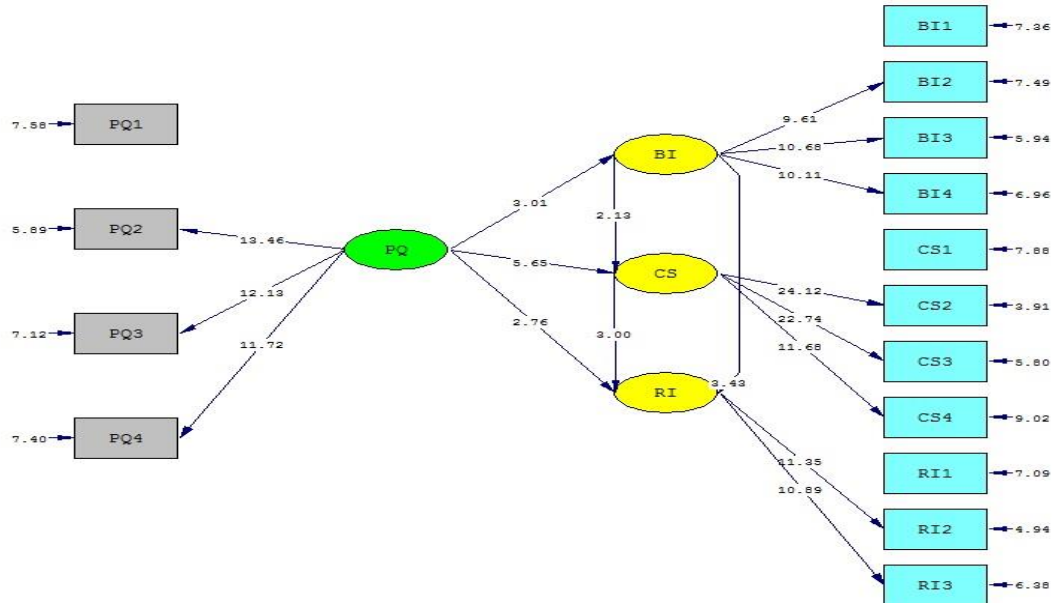
Lampiran 6 (Lanjutan)
Standardized



Chi-Square=130.27, df=84, P-value=0.00091, RMSEA=0.056

Lampiran 6 (Lanjutan)

T-Values



Chi-Square=130.27, df=84, F-value=0.00091, RMSEA=0.056