

No. Responden:.....

Kuisisioner

Kuisisioner ini dibuat dalam rangka menyelesaikan tugas akhir saya sebagai mahasiswa Universitas Katolik Widya Mandala. Penelitian ini berjudul “Pengaruh Kualitas Layanan dan Upaya Relasional terhadap *Outcome* Relasional Dengan Kepuasan Transaksional Sebagai Mediasi Pelanggan Carrefour BG-Junction Surabaya.” Di harapkan kesediaan anda untuk mengisi kuisisioner ini sesuai dengan pendapat anda. Atas kesediannya saya ucapkan terima kasih.

A. Demografi Responden

Jenis kelamin:

- Laki-laki
- Perempuan

Usia:

- <17 tahun
- 17-65 tahun

Pernah melakukan pembelian ulang:

- Ya
- Tidak Pernah

Apakah anda menjadi member di Carrefour?

- Ya
- Tidak

B. Petunjuk

Berikan tanda (X) pada kolom yang paling sesuai, dengan ketentuan skor yang sudah ditetapkan, yaitu:

STS : Sangat Tidak Setuju (1)

TS : Tidak Setuju (2)

N : Netral (3)

S : Setuju (4)

SS : Sangat Setuju (5)

<i>Service quality (kualitas layanan)</i>		(1) STS	(2) TS	(3) N	(4) S	(5) SS
1.	Karyawan Carrefour selalu cepat dalam melayani konsumen.					
2.	Saya mendapatkan pengalaman yang baik setelah berbelanja di Carrefour.					
3.	Lantai dan rak barang di Carrefour selalu terlihat rapi dan bersih sehingga membuat saya merasa nyaman saat berbelanja					
4.	Karyawan Carrefour selalu cepat dalam menangani keluhan konsumen					

Upaya Relasional (<i>Relationship Effort</i>)		(1) STS	(2) TS	(3) N	(4) S	(5) SS
1.	Carrefour selalu menginformasikan hal-hal yang baru kepada konsumen					
2.	Carrefour memberikan pelakuan istimewa bagi konsumen					
3.	Karyawan Carrefour sangat ramah terhadap konsumen					
4.	Carrefour memberikan balas jasa kepada konsumen seperti bonus, hadiah, kupon belanja dan liburan.					

Kepuasan Transaksi Pelanggan		(1) STS	(2) TS	(3) N	(4) S	(5) SS
1.	Kinerja karyawan carrefour sesuai dengan harapan saya					
2.	Interaksi saya dengan karyawan carrefour lebih baik daripada ritel lainnya					
3.	Carrefour memberikan kenyamanan pembayaran					

	kepada saya					
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Outcome Relasional		(1) STS	(2) TS	(3) N	(4) S	(5) SS
1.	Saya mempunyai kepercayaan untuk selalu berbelanja di Carrefour					
2.	Saya mempunyai komitmen untuk selalu berbelanja di Carrefour					
3.	Saya sangat puas terhadap pelayanan yang di berikan Carrefour kepada saya saat berbelanja					

Terima kasih

LAMPIRAN 2A
IDENTIFIKASI RESPONDEN KUESIONER

Resp.	Jenis Kelamin	Usia	Pernah melakukan pembelian ulang/Tidak Pernah
1	1	2	1
2	2	2	1
3	1	2	1
4	1	2	1
5	1	2	1
6	2	2	1
7	2	2	1
8	1	2	1
9	1	2	1
10	2	2	1
11	1	2	1
12	1	2	1
13	1	2	1
14	2	2	1
15	2	2	1
16	1	2	1
17	1	2	1
18	2	2	1
19	1	2	1
20	1	2	1
21	1	2	1
22	1	2	1
23	2	2	1
24	2	2	1
25	2	2	1
26	1	2	1

Resp.	Jenis Kelamin	Usia	Pernah melakukan pembelian ulang/Tidak Pernah
27	1	2	1
28	2	2	1
29	1	2	1
30	2	2	1
31	2	2	1
32	1	2	1
33	1	2	1
34	1	2	1
35	1	2	1
36	1	2	1
37	2	2	1
38	1	2	1
39	1	2	1
40	2	2	1
41	2	2	1
42	1	2	1
43	2	2	1
44	1	2	1
45	2	2	1
46	1	2	1
47	1	2	1
48	1	2	1
49	2	2	1
50	1	2	1
51	2	2	1
52	1	2	1
53	2	2	1
54	1	2	1

Resp.	Jenis Kelamin	Usia	Pernah melakukan pembelian ulang/Tidak Pernah
55	1	2	1
56	2	2	1
57	1	2	1
58	2	2	1
59	1	2	1
60	1	2	1
61	1	2	1
62	1	2	1
63	2	2	1
64	1	2	1
65	1	2	1
66	2	2	1
67	2	2	1
68	1	2	1
69	1	2	1
70	2	2	1
71	1	2	1
72	2	2	1
73	1	2	1
74	2	2	1
75	1	2	1
76	2	2	1
77	1	2	1
78	1	2	1
79	1	2	1
80	2	2	1
81	2	2	1
82	1	2	1

Resp.	Jenis Kelamin	Usia	Pernah melakukan pembelian ulang/Tidak Pernah
83	1	2	1
84	1	2	1
85	1	2	1
86	2	2	1
87	2	2	1
88	1	2	1
89	2	2	1
90	1	2	1
91	1	2	1
92	2	2	1
93	1	2	1
94	2	2	1
95	2	2	1
96	2	2	1
97	2	2	1
98	2	2	1
99	2	2	1
100	2	2	1
101	1	2	1
102	2	2	1
103	2	2	1
104	1	2	1
105	2	2	1
106	2	2	1
107	1	2	1
108	2	2	1
109	2	2	1
110	1	2	1

Resp.	Jenis Kelamin	Usia	Pernah melakukan pembelian ulang/Tidak Pernah
111	2	2	1
112	2	2	1
113	2	2	1
114	1	2	1
115	2	2	1
116	2	2	1
117	1	2	1
118	2	2	1
119	2	2	1
120	1	2	1
121	2	2	1
122	2	2	1
123	1	2	1
124	2	2	1
125	2	2	1
126	1	2	1
127	2	2	1
128	2	2	1
129	2	2	1
130	1	2	1
131	2	2	1
132	2	2	1
133	1	2	1
134	2	2	1
135	1	2	1
136	2	2	1
137	2	2	1
138	1	2	1

Resp.	Jenis Kelamin	Usia	Pernah melakukan pembelian ulang/Tidak Pernah
139	2	2	1
140	2	2	1
141	2	2	1
142	1	2	1
143	2	2	1
144	2	2	1
145	2	2	1
146	1	2	1
147	2	2	1
148	2	2	1
149	2	2	1
150	1	2	1
151	2	2	1
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154	2	2	1
155	2	2	1
156	2	2	1
157	2	2	1
158	2	2	1
159	2	2	1
160	1	2	1
161	2	2	1
162	2	2	1
163	1	2	1
164	2	2	1
165	2	2	1
166	1	2	1

Resp.	Jenis Kelamin	Usia	Pernah melakukan pembelian ulang/Tidak Pernah
167	2	2	1
168	2	2	1
169	1	2	1
170	2	2	1
171	2	2	1
172	2	2	1
173	1	2	1
174	2	2	1
175	2	2	1
176	1	2	1
177	2	2	1
178	2	2	1
179	1	2	1
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181	2	2	1
182	2	2	1
183	1	2	1
184	2	2	1
185	2	2	1
186	1	2	1
187	2	2	1
188	2	2	1
189	1	2	1
190	2	2	1
191	1	2	1
192	1	2	1
193	2	2	1

Resp.	Jenis Kelamin	Usia	Pernah melakukan pembelian ulang/Tidak Pernah
194	1	2	1
195	1	2	1
196	2	2	1
197	2	2	1
198	1	2	1
199	1	2	1
200	2	2	1

LAMPIRAN 2B**PENGISIAN KUISIONER RESPONDEN**

Resp.	KL				UR				KT			OR		
	KL1	KL2	KL3	KL4	UR1	UR2	UR3	UR4	KT1	KT2	KT3	OR1	OR2	OR3
1	3	3	2	4	4	3	3	3	4	5	5	2	3	3
2	3	3	2	4	4	3	3	3	4	5	3	3	3	3
3	3	3	2	4	5	3	4	4	4	5	4	5	5	5
4	3	3	2	4	3	3	4	4	3	5	5	4	4	4
5	3	3	2	4	4	3	5	5	3	4	3	3	3	3
6	3	3	2	4	3	3	5	5	4	5	4	5	5	5
7	3	3	2	3	3	3	3	3	5	5	5	5	5	5
8	3	3	2	2	4	3	4	4	3	4	3	5	4	4
9	3	3	2	2	5	3	4	4	4	5	4	5	5	5
10	3	3	2	2	3	3	3	3	3	5	5	4	4	4
11	3	3	3	2	3	3	4	4	4	5	3	3	3	3
12	3	3	3	4	3	3	4	4	4	5	4	3	3	3
13	3	3	3	4	3	3	3	3	4	5	4	4	3	3
14	3	2	3	4	3	3	4	4	3	5	4	5	5	5

Resp.	KL				UR				KT			OR		
	KL1	KL2	KL3	KL4	UR1	UR2	UR3	UR4	KT1	KT2	KT3	OR1	OR2	OR3
15	3	3	3	2	5	3	4	4	3	5	4	3	2	2
16	3	4	4	2	5	3	3	3	3	4	3	2	3	3
17	3	4	4	2	3	3	4	4	3	5	4	4	5	5
18	3	3	4	2	3	3	5	5	3	5	4	5	5	5
19	3	3	4	3	3	3	4	4	4	5	4	5	5	5
20	3	3	4	2	3	3	3	3	4	5	4	5	5	5
21	3	3	4	3	4	3	3	3	4	5	4	5	4	4
22	3	4	4	2	5	3	4	4	4	5	4	5	5	5
23	3	3	4	3	3	3	4	4	4	5	4	4	5	5
24	3	3	4	3	3	3	3	3	4	5	4	5	3	3
25	3	3	4	3	4	3	5	5	4	5	4	5	4	4
26	3	4	4	4	4	3	3	3	4	5	4	3	4	4
27	3	4	5	5	4	3	4	4	4	5	4	3	3	3
28	3	5	5	5	5	3	4	4	4	5	4	4	3	3
29	3	4	5	5	3	3	3	3	4	5	4	4	4	4
30	4	4	5	5	3	3	4	4	4	5	4	4	3	3
31	4	4	5	5	3	3	3	3	4	5	4	4	4	4

Resp.	KL				UR				KT			OR		
	KL1	KL2	KL3	KL4	UR1	UR2	UR3	UR4	KT1	KT2	KT3	OR1	OR2	OR3
32	4	4	5	5	2	3	4	4	4	5	4	4	4	4
33	4	4	5	5	5	3	4	4	4	5	4	4	3	3
34	4	4	5	5	5	3	4	4	4	5	4	3	4	4
35	4	4	5	5	5	3	3	3	4	5	4	4	4	4
36	4	4	5	5	3	3	3	3	4	5	4	4	4	4
37	4	4	5	5	3	3	4	4	4	5	4	4	4	4
38	4	4	5	5	3	3	3	3	4	5	4	4	2	2
39	4	4	5	5	5	3	4	4	4	5	4	4	4	4
40	5	4	5	5	3	3	4	4	4	5	4	4	4	4
41	5	4	5	5	3	3	3	3	4	5	4	4	4	4
42	5	4	5	5	3	3	4	4	4	5	4	3	4	4
43	5	5	5	5	5	3	4	4	4	5	4	4	4	4
44	5	4	5	5	3	3	3	3	4	5	4	3	4	4
45	5	3	5	5	3	3	4	4	4	5	4	2	2	2
46	5	4	5	5	5	3	4	4	4	5	4	3	4	4
47	5	4	5	5	5	3	4	4	4	5	4	3	3	3

Resp.	KL				UR				KT			OR		
	KL1	KL2	KL3	KL4	UR1	UR2	UR3	UR4	KT1	KT2	KT3	OR1	OR2	OR3
48	5	4	5	5	3	3	3	3	4	5	4	2	3	3
49	5	4	5	5	3	3	4	4	4	5	4	2	2	2
50	5	4	5	5	4	5	4	4	4	5	4	4	4	4
51	5	4	5	5	4	3	3	3	3	4	3	5	5	5
52	5	3	5	5	3	3	3	3	3	4	3	5	5	5
53	5	4	5	5	3	3	4	4	3	4	3	4	5	5
54	5	4	5	5	4	2	3	3	3	4	3	5	5	5
55	5	3	5	5	5	4	3	3	3	4	3	5	4	4
65	5	5	5	5	5	3	5	5	3	4	3	5	5	5
57	5	4	5	5	3	2	4	4	3	4	3	5	4	4
58	5	3	5	5	5	3	4	4	3	4	3	5	5	5
59	5	5	5	5	4	5	3	3	3	4	3	5	3	3
60	5	5	5	5	2	3	3	3	3	4	3	5	4	4
61	5	5	5	5	3	4	4	4	3	4	3	5	5	5
62	5	4	5	5	3	4	4	4	3	4	3	5	5	5
63	5	5	5	5	5	3	4	4	3	4	3	4	4	4

Resp.	KL				UR				KT			OR		
	KL1	KL2	KL3	KL4	UR1	UR2	UR3	UR4	KT1	KT2	KT3	OR1	OR2	OR3
64	5	4	5	5	3	4	4	4	3	4	3	4	3	3
65	5	4	5	5	4	3	2	2	3	4	3	4	5	5
66	5	4	5	5	3	4	4	4	2	3	3	4	5	5
67	5	4	5	5	5	4	5	5	3	4	3	5	4	4
68	5	3	5	5	3	4	3	3	2	4	3	3	3	3
69	5	4	5	5	2	3	4	4	3	4	3	4	4	4
70	5	4	5	5	5	4	5	5	3	4	3	4	5	5
71	5	4	5	5	4	3	4	4	3	4	3	5	5	5
72	5	4	5	5	4	3	2	2	3	4	3	5	3	3
73	5	4	5	5	4	3	4	4	3	4	3	5	5	5
74	5	4	5	5	5	4	5	5	3	4	3	5	5	5
75	5	4	5	5	4	4	3	3	3	4	3	5	5	5
76	5	4	5	5	4	3	2	2	4	5	4	3	5	5
77	5	4	5	5	3	1	2	2	4	5	4	4	5	5
78	5	4	5	5	3	2	3	3	4	5	4	5	4	4
79	5	5	5	5	4	2	3	3	4	5	4	4	5	5

Resp.	KL				UR				KT			OR		
	KL1	KL2	KL3	KL4	UR1	UR2	UR3	UR4	KT1	KT2	KT3	OR1	OR2	OR3
80	5	4	5	5	4	2	3	3	4	5	4	3	4	4
81	5	5	5	5	3	2	3	3	3	4	3	3	4	4
82	5	4	5	5	1	2	3	3	4	5	4	4	4	4
83	5	3	5	5	2	3	1	1	3	4	3	4	4	4
84	5	4	5	5	3	3	3	3	4	5	4	4	3	3
85	4	3	4	4	2	3	2	2	3	4	3	3	3	3
86	5	3	5	5	3	1	2	2	3	4	3	5	4	4
87	5	4	5	5	3	2	3	3	2	3	2	2	4	4
88	5	5	5	5	3	2	4	4	4	5	4	5	4	4
89	5	4	5	5	2	1	3	3	4	5	4	4	4	4
90	5	5	5	5	2	1	3	3	4	5	4	5	5	5
91	5	4	5	5	3	3	3	3	4	5	4	5	5	5
92	5	4	5	5	2	4	3	3	4	5	4	5	5	5
93	5	5	5	5	2	2	2	2	4	5	4	5	5	5
94	3	2	3	3	4	4	4	4	4	5	4	4	5	5
95	5	5	5	5	4	4	4	4	4	5	4	5	5	5

Resp.	KL				UR				KT			OR		
	KL1	KL2	KL3	KL4	UR1	UR2	UR3	UR4	KT1	KT2	KT3	OR1	OR2	OR3
96	5	4	5	5	4	4	4	4	4	5	4	5	5	5
97	5	4	5	5	4	3	4	4	4	5	4	4	5	5
98	4	3	4	4	4	3	4	4	4	5	4	3	5	5
99	5	4	5	5	4	4	4	4	4	5	4	5	5	5
100	5	4	5	5	2	3	2	2	4	5	4	3	4	4
101	4	3	4	4	4	2	4	2	4	5	4	3	4	3
102	4	3	4	4	4	3	4	3	4	5	4	5	4	5
103	4	4	4	4	4	4	4	4	3	4	3	2	4	2
104	5	5	5	5	3	3	3	3	4	5	4	5	5	5
105	4	4	4	4	4	4	4	4	3	4	3	4	2	4
106	2	3	2	2	3	3	3	3	3	4	3	3	4	3
107	4	3	4	4	3	2	3	2	3	4	3	2	2	2
108	5	4	5	5	3	4	3	4	3	4	3	4	5	4
109	4	3	4	4	4	4	4	4	3	4	3	4	4	4
110	5	4	5	5	4	5	4	5	4	5	4	5	5	5

Resp.	KL				UR				KT			OR		
	KL1	KL2	KL3	KL4	UR1	UR2	UR3	UR4	KT1	KT2	KT3	OR1	OR2	OR3
111	4	4	4	4	4	4	4	4	4	4	4	4	4	4
112	3	2	3	3	2	2	2	2	4	4	4	3	3	3
113	4	3	4	4	2	2	2	2	3	4	3	3	4	3
114	3	2	3	3	3	3	3	3	3	4	3	2	3	2
115	2	2	4	2	1	2	1	2	2	2	2	2	2	2
116	3	4	4	3	5	5	5	5	3	4	4	4	3	4
117	3	3	3	3	4	4	4	4	3	4	3	4	4	4
118	4	4	4	4	5	5	5	5	4	5	4	5	5	5
119	3	3	4	3	3	3	3	3	3	4	3	3	4	3
120	5	4	5	5	4	4	4	4	4	5	4	5	5	5
121	2	1	2	2	2	2	2	2	2	3	2	3	2	3
122	2	3	2	2	2	3	2	3	2	3	2	3	3	3
123	3	2	3	3	3	4	3	4	1	3	2	2	2	2
124	5	4	5	5	5	5	5	5	4	5	4	3	5	3
125	2	1	2	2	3	4	3	4	1	2	1	1	1	1
126	5	4	5	5	3	3	3	3	4	5	4	3	3	3

Resp.	KL				UR				KT			OR		
	KL1	KL2	KL3	KL4	UR1	UR2	UR3	UR4	KT1	KT2	KT3	OR1	OR2	OR3
127	2	3	2	2	1	1	1	1	1	2	1	3	2	3
128	3	4	5	3	5	5	5	5	4	5	4	5	4	5
129	2	3	3	2	4	3	4	3	3	4	3	4	4	4
130	4	4	5	4	3	3	3	3	3	4	3	4	3	4
131	3	3	4	3	1	1	1	1	3	4	3	4	2	4
132	4	4	5	4	2	2	2	2	4	5	4	3	3	3
133	3	3	4	3	3	3	3	3	3	3	3	1	3	1
134	5	4	5	5	3	3	3	3	3	4	3	3	3	3
135	4	3	4	4	4	4	4	4	3	4	3	4	4	4
136	3	4	3	3	5	5	5	5	4	5	4	5	5	5
137	4	3	4	4	3	3	3	3	3	4	3	4	4	4
138	5	4	5	5	4	5	4	5	4	5	4	5	5	5
139	3	2	3	3	1	2	1	2	3	4	3	2	2	2
140	4	3	4	4	2	2	2	2	4	4	3	3	3	3
141	2	3	4	2	4	4	4	4	3	4	3	3	3	3
142	4	4	5	4	5	4	5	4	3	4	3	5	4	5

Resp.	KL				UR				KT			OR		
	KL1	KL2	KL3	KL4	UR1	UR2	UR3	UR4	KT1	KT2	KT3	OR1	OR2	OR3
143	3	3	4	3	3	2	3	2	3	4	3	4	3	4
144	4	4	5	4	5	5	5	5	3	4	3	4	4	4
145	4	3	4	4	4	4	4	4	2	3	2	4	4	4
146	5	4	5	5	5	3	5	3	4	5	4	3	4	3
147	2	1	2	2	3	3	3	3	3	2	3	2	2	2
148	5	3	5	5	4	4	4	4	3	3	3	3	3	3
149	3	2	3	3	1	2	1	2	3	4	3	2	2	2
150	4	3	4	4	3	2	3	2	3	3	3	3	4	3
151	2	3	2	2	2	2	2	2	2	3	2	1	3	1
152	3	3	3	3	5	4	5	4	3	3	3	2	2	2
153	3	4	4	3	2	1	2	1	2	2	1	2	2	2
154	5	4	5	5	3	2	3	2	3	4	3	2	3	2
155	2	1	2	2	4	4	4	4	2	3	2	3	4	3
156	4	4	5	4	4	4	4	4	3	4	3	2	2	2
157	3	3	4	3	1	2	1	2	2	2	2	2	2	2

Resp.	KL				UR				KT			OR		
	KL1	KL2	KL3	KL4	UR1	UR2	UR3	UR4	KT1	KT2	KT3	OR1	OR2	OR3
158	3	2	3	3	3	2	3	2	4	5	4	3	2	3
159	3	2	3	3	1	1	1	1	1	2	1	1	2	1
160	5	3	5	5	2	2	2	2	3	4	3	3	2	3
161	2	1	2	2	4	4	4	4	3	4	3	4	4	4
162	5	3	5	5	4	5	4	5	3	4	3	4	4	4
163	4	2	4	4	2	1	2	1	3	4	3	4	3	4
164	5	4	5	5	3	3	3	3	3	4	3	4	3	4
165	3	2	3	3	1	1	1	1	2	3	2	2	2	2
166	4	3	4	4	5	4	5	4	3	4	3	5	4	5
167	4	2	4	4	2	1	2	1	2	3	2	4	4	4
168	3	2	3	3	4	4	4	4	3	2	3	3	3	3
169	4	3	4	4	2	1	2	1	2	3	2	4	2	4
170	5	4	5	5	4	4	4	4	4	5	4	4	5	4
171	2	1	2	2	2	1	2	1	2	2	2	4	4	4
172	3	2	3	3	5	5	5	5	4	5	4	4	5	4

Resp.	KL				UR				KT			OR		
	KL1	KL2	KL3	KL4	UR1	UR2	UR3	UR4	KT1	KT2	KT3	OR1	OR2	OR3
173	4	3	4	4	4	4	4	4	3	4	3	3	2	3
174	3	2	3	3	2	2	2	2	3	4	3	3	4	3
175	3	3	3	3	4	2	2	4	3	2	3	2	2	3
176	5	4	4	5	5	5	5	5	4	4	4	5	5	4
177	4	4	4	4	4	4	4	4	4	3	4	4	4	4
178	5	5	5	5	5	5	5	5	5	4	5	4	4	4
179	4	4	4	4	4	4	4	4	3	3	3	4	4	3
180	5	5	5	5	5	5	5	5	5	5	5	5	5	5
181	3	3	3	3	3	3	3	3	3	3	3	3	3	3
182	5	5	5	5	5	5	5	5	3	4	3	4	4	4
183	4	4	4	4	4	4	4	4	2	3	2	4	4	4
184	5	5	5	5	5	5	5	5	4	4	4	4	4	5
185	4	4	4	4	4	4	4	4	4	4	4	4	4	4
186	5	5	5	5	5	5	5	5	3	4	3	4	4	4
187	4	4	4	4	4	4	4	4	4	4	4	4	4	4
188	5	5	5	5	5	5	5	5	4	5	4	5	5	4

Resp.	KL				UR				KT			OR		
	KL1	KL2	KL3	KL4	UR1	UR2	UR3	UR4	KT1	KT2	KT3	OR1	OR2	OR3
189	3	2	2	3	4	2	2	4	3	3	3	3	3	3
190	5	5	5	5	3	5	5	3	5	3	5	5	5	5
191	4	4	4	4	3	3	3	3	3	2	3	3	3	4
192	4	4	4	4	4	4	4	4	4	4	4	4	4	4
193	3	3	3	3	2	2	2	2	2	2	2	3	3	3
194	5	5	5	5	5	5	5	5	4	4	4	5	5	4
195	4	4	4	4	4	4	4	4	3	4	3	4	4	3
196	4	4	4	4	3	3	3	3	4	4	4	4	4	4
197	4	4	4	4	4	4	4	4	4	3	4	4	4	4
198	4	4	4	4	4	4	4	4	4	4	4	3	3	3
199	4	4	4	4	4	4	4	4	3	4	3	4	4	3
200	4	5	5	4	5	5	5	5	5	4	5	4	4	4

LAMPIRAN 2C

TOTAL VARIABEL PENELITIAN

Responden	KL	UR	KT	OR
1	3	3	5	3
2	3	3	4	3
3	3	4	4	5
4	3	4	4	4
5	3	4	3	3
6	3	4	4	5
7	3	3	5	5
8	3	4	3	4
9	3	4	4	5
10	3	3	4	4
11	3	4	4	3
12	3	4	4	3
13	3	3	4	3
14	3	4	4	5
15	3	4	4	2
16	3	4	3	3
17	3	4	4	5
18	3	4	4	5
19	3	4	4	5
20	3	3	4	5
21	3	3	4	4
22	3	4	4	5
23	3	4	4	5
24	3	3	4	4
25	3	4	4	4

RESP.	KL	UR	KT	OR
26	4	3	4	4
27	4	4	4	3
28	5	4	4	3
29	4	3	4	4
30	5	4	4	3
31	5	3	4	4
32	5	3	4	4
33	5	4	4	3
34	5	4	4	4
35	5	4	4	4
36	5	3	4	4
37	5	4	4	4
38	5	3	4	3
39	5	4	4	4
40	5	4	4	4
41	5	3	4	4
42	5	4	4	4
43	5	4	4	4
44	5	3	4	4
45	5	4	4	2
46	5	4	4	4
47	5	4	4	3
48	5	3	4	3
49	5	4	4	2
50	5	4	4	4
51	5	3	3	5
52	5	3	3	5
53	5	4	3	5

RESP.	KL	UR	KT	OR
54	5	3	3	5
55	5	4	3	4
65	5	5	3	5
57	5	3	3	4
58	5	4	3	5
59	5	4	3	4
60	5	3	3	4
61	5	4	3	5
62	5	4	3	5
63	5	4	3	4
64	5	4	3	3
65	5	3	3	5
66	5	4	3	5
67	5	5	3	4
68	5	3	3	3
69	5	3	3	4
70	5	5	3	5
71	5	4	3	5
72	5	3	3	4
73	5	4	3	5
74	5	5	3	5
75	5	4	3	5
76	5	3	4	4
77	5	2	4	5
78	5	3	4	4
79	5	3	4	5
80	5	3	4	4
81	5	3	3	4
82	5	2	4	4

RESP.	KL	UR	KT	OR
83	5	2	3	4
84	5	3	4	3
85	4	2	3	3
86	5	2	3	4
87	5	3	2	3
88	5	3	4	4
89	5	2	4	4
90	5	2	4	5
91	5	3	4	5
92	5	3	4	5
93	5	2	4	5
94	3	4	4	5
95	5	4	4	5
96	5	4	4	5
97	5	4	4	5
98	4	4	4	4
99	5	4	4	5
100	5	2	4	4
101	4	3	4	3
102	4	4	4	5
103	4	4	3	3
104	5	3	4	5
105	4	4	3	3
106	2	3	3	3
107	4	3	3	2
108	5	4	3	4
109	4	4	3	4
110	5	5	4	5

RESP.	KL	UR	KT	OR
111	4	4	4	4
112	3	2	4	3
113	4	2	3	3
114	3	3	3	2
115	3	2	2	2
116	4	5	4	4
117	3	4	3	4
118	4	5	4	5
119	3	3	3	3
120	5	4	4	5
121	2	2	2	3
122	2	3	2	3
123	3	4	2	2
124	5	5	4	4
125	2	4	1	1
126	5	3	4	3
127	2	1	1	3
128	4	5	4	5
129	3	4	3	4
130	4	3	3	4
131	3	1	3	3
132	4	2	4	3
133	3	3	3	2
134	5	3	3	3
135	4	4	3	4
136	3	5	4	5
137	4	3	3	4
138	5	5	4	5

RESP.	KL	UR	KT	OR
139	3	2	3	2
140	4	2	4	3
141	3	4	3	3
142	4	5	3	5
143	3	3	3	4
144	4	5	3	4
145	4	4	2	4
146	5	4	4	3
147	2	3	3	2
148	5	4	3	3
149	3	2	3	2
150	4	3	3	3
151	2	2	2	2
152	3	5	3	2
153	4	2	2	2
154	5	3	3	2
155	2	4	2	3
156	4	4	3	2
157	3	2	2	2
158	3	3	4	3
159	3	1	1	1
160	5	2	3	3
161	2	4	3	4
162	5	5	3	4
163	4	2	3	4
164	5	3	3	4
165	3	1	2	2
166	4	5	3	5

RESP.	KL	UR	KT	OR
167	4	2	2	4
168	3	4	3	3
169	4	2	2	3
170	5	4	4	4
171	2	2	2	4
172	3	5	4	4
173	4	4	3	3
174	3	2	3	3
175	3	3	3	2
176	5	5	4	5
177	4	4	4	4
178	5	5	5	4
179	4	4	3	4
180	5	5	5	5
181	3	3	3	3
182	5	5	3	4
183	4	4	2	4
184	5	5	4	4
185	4	4	4	4
186	5	5	3	4
187	4	4	4	4
188	5	5	4	5
189	3	3	3	3
190	5	4	4	5
191	4	3	3	3
192	4	4	4	4
193	3	2	2	3
194	5	5	4	5

RESP.	KL	UR	KT	OR
195	4	4	3	4
196	4	3	4	4
197	4	4	4	4
198	4	4	4	3
199	4	4	3	4
200	5	5	5	4

Lampiran 3a

Tabel Frekuensi Karakteristik Responden

JENIS_KELAMIN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	LAKI-LAKI	91	45,5	45,5	45,5
	PEREMPUAN	109	54,5	54,5	100,0
	Total	200	100,0	100,0	

USIA

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	17-65 TAHUN	200	100,0	100,0	100,0

PERNAH_MELAKUKAN_PEMBELIAN_ULANG

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	PERNAH	200	100,0	100,0	100,0

Lampiran 3b

Tabel Deskripsi Variabel

Descriptive Statistics

	N	Mean	Std. Deviation
KL1	200	4,00	,977
KL2	200	3,55	,912
KL3	200	4,18	1,010
KL4	200	4,08	1,048
KL	200	3,95	,899
Valid N (listwise)	200		

Descriptive Statistics

	N	Mean	Std. Deviation
UR1	200	3,49	1,084
UR2	200	3,17	1,033
UR3	200	3,47	1,032
UR4	200	3,44	1,045
UR	200	3,39	,945
Valid N (listwise)	200		

Descriptive Statistics

	N	Mean	Std. Deviation
KT1	200	3,38	,760
KT2	200	4,20	,861
KT3	200	3,42	,772
KT	200	3,66	,745
Valid N (listwise)	200		

Descriptive Statistics

	N	Mean	Std. Deviation
OR1	200	3,77	1,031
OR2	200	3,79	,995
OR3	200	3,77	1,002
OR_TOTAL	200	3,78	,934
Valid N (listwise)	200		

LAMPIRAN 4

UJI NORMALITAS

Total Sample Size = 200

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
KL1	-1.802	0.066	-1.736	0.073	5.198	0.079
KL2	-0.852	0.394	-0.255	0.799	0.790	0.674
KL3	-1.905	0.056	-1.944	0.051	5.060	0.078
KL4	-1.224	0.222	-1.249	0.217	5.201	0.074
UR1	-0.937	0.349	-1.438	0.152	5.031	0.081
UR2	-0.213	0.831	-0.934	0.350	0.918	0.632
UR3	-0.789	0.430	-1.214	0.225	2.096	0.351
UR4	-0.764	0.445	-1.175	0.240	1.965	0.374
KT1	-1.225	0.221	0.464	0.643	1.715	0.424
KT2	-1.753	0.086	-1.624	0.102	5.338	0.078
KT3	-0.926	0.354	0.534	0.593	1.144	0.565
OR1	-1.643	0.100	-1.660	0.104	4.809	0.093
OR1	-1.426	0.154	-1.401	0.157	4.331	0.099

OR3 -1.529 0.126 -1.507 0.125 4.366 0.091

Relative Multivariate Kurtosis = 1.230

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
8.494	1.906	0.051	5.511	1.889	0.056	4.895	0.088

LAMPIRAN 5: UJI VALIDITAS DAN RELIABILITAS
KUALITAS LAYANAN, UPAYA RELASIONAL, KEPUASAN
TRANSAKSIONAL DAN *OUTCOME* RELASIONAL

Number of Iterations = 7

LISREL Estimates (Maximum Likelihood)

Measurement Equations

$$\begin{array}{l} \text{KT1} = 0.71 * \text{KT}, \text{Errorvar.} = 0.068, R^2 = 0.88 \\ \quad (0.013) \\ \quad 5.15 \end{array}$$

$$\begin{array}{l} \text{KT2} = 0.69 * \text{KT}, \text{Errorvar.} = 0.27, R^2 = 0.64 \\ \quad (0.042) \quad (0.029) \\ \quad 16.44 \quad 9.19 \end{array}$$

$$\begin{array}{l} \text{KT3} = 0.75 * \text{KT}, \text{Errorvar.} = 0.035, R^2 = 0.94 \\ \quad (0.028) \quad (0.013) \\ \quad 26.43 \quad 2.72 \end{array}$$

$$\begin{array}{l} \text{OR1} = 0.87 * \text{OR}, \text{Errorvar.} = 0.31, R^2 = 0.71 \\ \quad (0.038) \\ \quad 8.14 \end{array}$$

$$\begin{array}{l} \text{OR2} = 0.86 * \text{OR}, \text{Errorvar.} = 0.25, R^2 = 0.75 \\ \quad (0.054) \quad (0.033) \\ \quad 15.84 \quad 7.59 \end{array}$$

$$\begin{array}{l} \text{OR3} = 0.97 * \text{OR}, \text{Errorvar.} = 0.071, R^2 = 0.93 \\ \quad (0.054) \quad (0.027) \\ \quad 18.04 \quad 2.65 \end{array}$$

$$\begin{array}{l} \text{KL1} = 0.94 * \text{KL}, \text{Errorvar.} = 0.079, R^2 = 0.92 \\ \quad (0.052) \quad (0.017) \\ \quad 18.13 \quad 4.61 \end{array}$$

$$\begin{array}{l} \text{KL2} = 0.67 * \text{KL}, \text{Errorvar.} = 0.38, R^2 = 0.54 \\ (0.056) \quad (0.040) \\ 11.97 \quad 9.45 \end{array}$$

$$\begin{array}{l} \text{KL3} = 0.88 * \text{KL}, \text{Errorvar.} = 0.24, R^2 = 0.77 \\ (0.057) \quad (0.028) \\ 15.55 \quad 8.42 \end{array}$$

$$\begin{array}{l} \text{KL4} = 0.98 * \text{KL}, \text{Errorvar.} = 0.14, R^2 = 0.87 \\ (0.056) \quad (0.022) \\ 17.38 \quad 6.28 \end{array}$$

$$\begin{array}{l} \text{UR1} = 0.85 * \text{UR}, \text{Errorvar.} = 0.45, R^2 = 0.62 \\ (0.065) \quad (0.049) \\ 13.13 \quad 9.15 \end{array}$$

$$\begin{array}{l} \text{UR2} = 0.82 * \text{UR}, \text{Errorvar.} = 0.40, R^2 = 0.62 \\ (0.062) \quad (0.044) \\ 13.23 \quad 9.13 \end{array}$$

$$\begin{array}{l} \text{UR3} = 0.98 * \text{UR}, \text{Errorvar.} = 0.11, R^2 = 0.90 \\ (0.055) \quad (0.022) \\ 17.75 \quad 4.83 \end{array}$$

$$\begin{array}{l} \text{UR4} = 0.98 * \text{UR}, \text{Errorvar.} = 0.13, R^2 = 0.88 \\ (0.056) \quad (0.023) \\ 17.48 \quad 5.41 \end{array}$$

Completely Standardized Solution

KUALITAS LAYANAN, UPAYA RELASIONAL, KEPUASAN
TRANSAKSIONAL DAN *OUTCOME* RELASIONAL

LAMBDA-Y

	KT	OR
	-----	-----
KT1	0.71	--
KT2	0.69	--
KT3	0.75	--

OR1	--	0.87
OR2	--	0.86
OR3	--	0.97

LAMBDA-X

	KL	UR
KL1	0.94	--
KL2	0.67	--
KL3	0.88	--
KL4	0.98	--
UR1	--	0.85
UR2	--	0.82
UR3	--	0.98
UR4	--	0.98

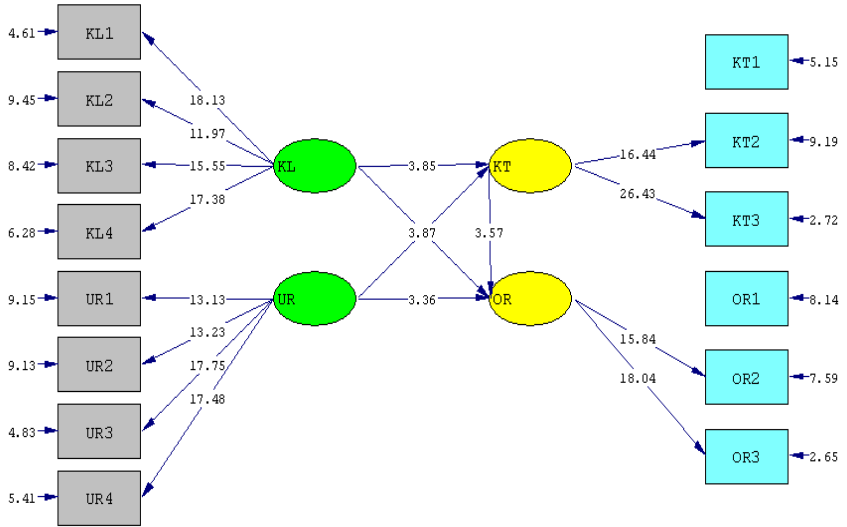
BETA

	KT	OR
KT	--	--
OR	0.26	--

GAMMA

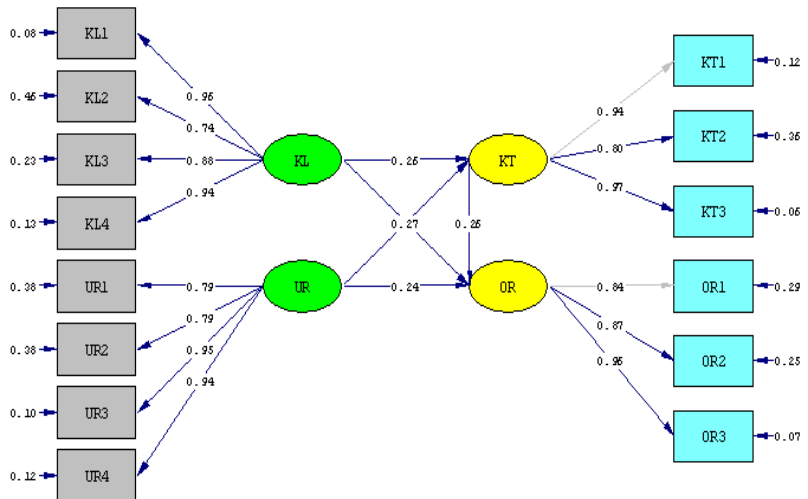
	KL	UR
KT	0.26	0.35
OR	0.27	0.24

T-VALUES

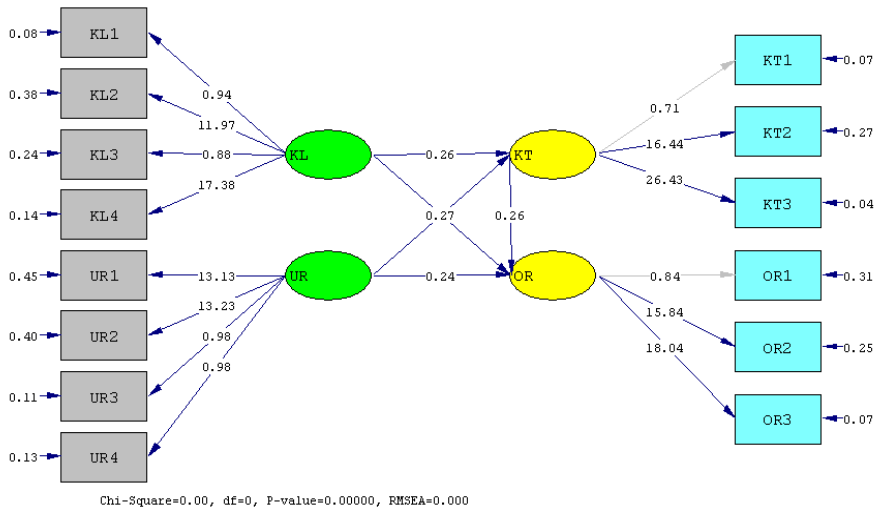


Chi-Square=0.00, df=0, P-value=0.00000, RMSEA=0.000

STANDARDIZED SOLUTION



ESTIMATES



LAMPIRAN 6

UJI KECOCOKAN MODEL KESELURUHAN

Goodness of Fit Statistics

Degrees of Freedom = 71

Minimum Fit Function Chi-Square = 157.86 (P = 0.00)

Normal Theory Weighted Least Squares Chi-Square = 141.25 (P = 0.00)

Estimated Non-centrality Parameter (NCP) = 70.25

90 Percent Confidence Interval for NCP = (40.25 ; 108.04)

Minimum Fit Function Value = 0.79

Population Discrepancy Function Value (F0) = 0.35

90 Percent Confidence Interval for F0 = (0.20 ; 0.54)

Root Mean Square Error of Approximation (RMSEA) = 0.071

90 Percent Confidence Interval for RMSEA = (0.053 ; 0.087)

P-Value for Test of Close Fit (RMSEA < 0.05) = 0.026

Expected Cross-Validation Index (ECVI) = 1.05

90 Percent Confidence Interval for ECVI = (0.90 ; 1.24)

ECVI for Saturated Model = 1.06

ECVI for Independence Model = 18.83

Chi-Square for Independence Model with 91 Degrees of Freedom = 3718.92

Independence AIC = 3746.92

Model AIC = 209.25

Saturated AIC = 210.00

Independence CAIC = 3807.10

Model CAIC = 355.40

Saturated CAIC = 661.32

Normed Fit Index (NFI) = 0.96

Non-Normed Fit Index (NNFI) = 0.97

Parsimony Normed Fit Index (PNFI) = 0.75

Comparative Fit Index (CFI) = 0.98

Incremental Fit Index (IFI) = 0.98

Relative Fit Index (RFI) = 0.95

Critical N (CN) = 129.11

Root Mean Square Residual (RMR) = 0.058

Standardized RMR = 0.064

Goodness of Fit Index (GFI) = 0.91

Adjusted Goodness of Fit Index (AGFI) = 0.86

Parsimony Goodness of Fit Index (PGFI) = 0.61

UJI KECOCOKAN MODEL STRUKTURAL

Structural Equations

KT = 0.26*KL + 0.35*UR, Errorvar.= 0.76 , R² = 0.24

(0.069) (0.070) (0.089)

3.85 5.05 8.55

OR = 0.26*KT + 0.27*KL + 0.24*UR, Errorvar.= 0.67 , R² = 0.33

(0.073) (0.069) (0.071) (0.094)

3.57 3.87 3.36 7.12

Reduced Form Equations

KT = 0.26*KL + 0.35*UR, Errorvar.= 0.76, R² = 0.24

(0.069) (0.070)
 3.85 5.05

OR = 0.34*KL + 0.33*UR, Errorvar.= 0.72, R² = 0.28

(0.070) (0.070)
 4.82 4.74

**KUALITAS LAYANAN, UPAYA RELASIONAL, KEPUASAN
 TRANSAKSIONAL DAN *OUTCOME* RELASIONAL**

Total and Indirect Effects

Total Effects of KSI on ETA

	KL	UR
KT	0.26 (0.07) 3.85	0.35 (0.07) 5.05
OR	0.34 (0.07) 4.82	0.33 (0.07) 4.74

Indirect Effects of KSI on ETA

	KL	UR
KT	--	--
OR	0.07 (0.03) 2.64	0.09 (0.03) 2.94

Total Effects of ETA on ETA

	KT	OR
KT	--	--
OR	0.26 (0.07) 3.57	--

KT2	0.49	0.74									
KT3	0.54	0.52	0.60								
OR1	0.29	0.36	0.30	1.06							
OR2	0.31	0.36	0.32	0.72	0.99						
OR3	0.29	0.35	0.32	0.85	0.83	1.00					
KL1	0.23	0.25	0.20	0.36	0.39	0.38	0.95				
KL2	0.31	0.29	0.29	0.37	0.36	0.35	0.61	0.83			
KL3	0.25	0.28	0.20	0.33	0.30	0.33	0.82	0.67	1.02		
KL4	0.29	0.32	0.25	0.34	0.35	0.34	0.92	0.64	0.86	1.10	
UR1	0.27	0.25	0.28	0.35	0.38	0.34	0.20	0.34	0.19	0.21	
UR2	0.20	0.12	0.23	0.32	0.33	0.25	0.20	0.29	0.19	0.18	
UR3	0.30	0.29	0.33	0.42	0.44	0.38	0.21	0.35	0.20	0.22	
UR4	0.25	0.25	0.30	0.37	0.40	0.34	0.17	0.32	0.15	0.19	

Covariance Matrix

	UR1	UR2	UR3	UR4
UR1	1.18			
UR2	0.73	1.07		
UR3	0.85	0.77	1.06	
UR4	0.81	0.83	0.96	1.09

Number of Iterations = 7

LISREL Estimates (Maximum Likelihood)

Measurement Equations

$$KT1 = 0.71 * KT, \text{ Errorvar.} = 0.068, R^2 = 0.88$$

(0.013)
5.15

$$KT2 = 0.69 * KT, \text{ Errorvar.} = 0.27, R^2 = 0.64$$

(0.042) (0.029)
16.44 9.19

$$KT3 = 0.75 * KT, \text{ Errorvar.} = 0.035, R^2 = 0.94$$

(0.028) (0.013)
26.43 2.72

$$OR1 = 0.87 * OR, \text{ Errorvar.} = 0.31, R^2 = 0.71$$

(0.038)
8.14

$$OR2 = 0.86 * OR, \text{ Errorvar.} = 0.25, R^2 = 0.75$$

(0.054) (0.033)
15.84 7.59

$$OR3 = 0.97 * OR, \text{ Errorvar.} = 0.071, R^2 = 0.93$$

(0.054) (0.027)

18.04 2.65

KL1 = 0.94*KL, Errorvar.= 0.079 , R² = 0.92
(0.052) (0.017)
18.13 4.61

KL2 = 0.67*KL, Errorvar.= 0.38 , R² = 0.54
(0.056) (0.040)
11.97 9.45

KL3 = 0.88*KL, Errorvar.= 0.24 , R² = 0.77
(0.057) (0.028)
15.55 8.42

KL4 = 0.98*KL, Errorvar.= 0.14 , R² = 0.87
(0.056) (0.022)
17.38 6.28

UR1 = 0.85*UR, Errorvar.= 0.45 , R² = 0.62
(0.065) (0.049)
13.13 9.15

UR2 = 0.82*UR, Errorvar.= 0.40 , R² = 0.62
(0.062) (0.044)
13.23 9.13

UR3 = 0.98*UR, Errorvar.= 0.11 , R² = 0.90
(0.055) (0.022)
17.75 4.83

UR4 = 0.98*UR, Errorvar.= 0.13 , R² = 0.88
(0.056) (0.023)
17.48 5.41

Structural Equations

KT = 0.26*KL + 0.35*UR, Errorvar.= 0.76 , R² = 0.24
(0.069) (0.070) (0.089)
3.85 5.05 8.55

OR = 0.26*KT + 0.27*KL + 0.24*UR, Errorvar.= 0.67 , R² = 0.33
(0.073) (0.069) (0.071) (0.094)
3.57 3.87 3.36 7.12

Reduced Form Equations

KT = 0.26*KL + 0.35*UR, Errorvar.= 0.76, R² = 0.24
(0.069) (0.070)
3.85 5.05

$$OR = 0.34 * KL + 0.33 * UR, \text{ Errorvar.} = 0.72, R^2 = 0.28$$

(0.070) (0.070)
4.82 4.74

Correlation Matrix of Independent Variables

	KL	UR
KL	1.00	
UR	0.23	1.00

(0.07)
3.29

Covariance Matrix of Latent Variables

	KT	OR	KL	UR
KT	1.00			
OR	0.45	1.00		
KL	0.35	0.41	1.00	
UR	0.41	0.41	0.23	1.00

Goodness of Fit Statistics

Degrees of Freedom = 71
 Minimum Fit Function Chi-Square = 157.86 (P = 0.00)
 Normal Theory Weighted Least Squares Chi-Square = 141.25 (P = 0.00)
 Estimated Non-centrality Parameter (NCP) = 70.25
 90 Percent Confidence Interval for NCP = (40.25 ; 108.04)

Minimum Fit Function Value = 0.79
 Population Discrepancy Function Value (F0) = 0.35
 90 Percent Confidence Interval for F0 = (0.20 ; 0.54)
 Root Mean Square Error of Approximation (RMSEA) = 0.071
 90 Percent Confidence Interval for RMSEA = (0.053 ; 0.087)
 P-Value for Test of Close Fit (RMSEA < 0.05) = 0.026

Expected Cross-Validation Index (ECVI) = 1.05
 90 Percent Confidence Interval for ECVI = (0.90 ; 1.24)
 ECVI for Saturated Model = 1.06
 ECVI for Independence Model = 18.83

Chi-Square for Independence Model with 91 Degrees of Freedom = 3718.92
 Independence AIC = 3746.92
 Model AIC = 209.25
 Saturated AIC = 210.00
 Independence CAIC = 3807.10
 Model CAIC = 355.40
 Saturated CAIC = 661.32

KT3	0.00	0.00	0.00								
OR1	0.01	0.09	0.01	0.00							
OR2	0.03	0.09	0.03	-0.03	0.00						
OR3	-0.02	0.05	-0.01	0.01	0.00	0.00					
KL1	-0.01	0.03	-0.05	0.02	0.05	0.00	0.00				
KL2	0.15	0.12	0.11	0.13	0.12	0.09	-0.02	0.00			
KL3	0.03	0.07	-0.03	0.01	-0.01	-0.03	0.00	0.07	0.00		
KL4	0.05	0.09	0.00	-0.01	0.00	-0.05	0.01	-0.02	-0.01	0.00	
UR1	0.02	0.00	0.02	0.05	0.08	0.00	0.02	0.21	0.02	0.02	
UR2	-0.04	-0.11	-0.02	0.03	0.04	-0.08	0.02	0.16	0.02	0.00	
UR3	0.01	0.01	0.03	0.08	0.09	-0.01	-0.01	0.20	0.00	0.00	
UR4	-0.04	-0.03	-0.01	0.02	0.06	-0.05	-0.04	0.17	-0.05	-0.04	

Fitted Residuals

	UR1	UR2	UR3	UR4
UR1	0.00			
UR2	0.04	0.00		
UR3	0.01	-0.03	0.00	
UR4	-0.03	0.03	0.00	0.00

Summary Statistics for Fitted Residuals

Smallest Fitted Residual = -0.11
Median Fitted Residual = 0.00
Largest Fitted Residual = 0.21

Stemleaf Plot

```

-10|1
- 8|
- 6|7
- 4|207742
- 2|87299986430
- 0|8332276653332221100000000000000000
0|123356677895668999
2|022567789269
4|69036
6|156
8|356744
10|3
12|256
14|6
16|22
18|
20|10

```

Standardized Residuals

	KT1	KT2	KT3	OR1	OR2	OR3	KL1	KL2	KL3	KL4
KT1	--									
KT2	-0.61	--								
KT3	1.45	-0.24	--							
OR1	0.23	2.12	0.30	--						
OR2	1.07	2.49	1.42	-3.40	--					
OR3	-1.57	1.43	-1.37	2.77	1.29	--				
KL1	-0.31	0.83	-3.79	0.59	1.74	0.16	--			
KL2	4.56	2.99	3.62	2.69	2.76	2.19	-2.65	--		
KL3	1.03	1.79	-1.34	0.20	-0.31	-0.86	-0.89	3.99	--	
KL4	2.32	2.31	-0.11	-0.33	-0.04	-2.39	4.46	-1.54	-1.90	--
UR1	0.65	0.07	0.54	0.95	1.68	-0.04	0.36	3.84	0.31	0.37
UR2	-1.39	-2.52	-0.78	0.51	0.84	-1.92	0.45	3.12	0.38	-0.06
UR3	0.41	0.18	1.97	2.06	2.86	-0.35	-0.29	4.54	-0.02	-0.12
UR4	-1.96	-0.81	-0.43	0.58	1.65	-2.50	-1.80	3.79	-1.27	-1.26

Standardized Residuals

	UR1	UR2	UR3	UR4
UR1	--			
UR2	1.32	--		
UR3	1.75	-3.60	--	
UR4	-2.93	3.11	0.89	--

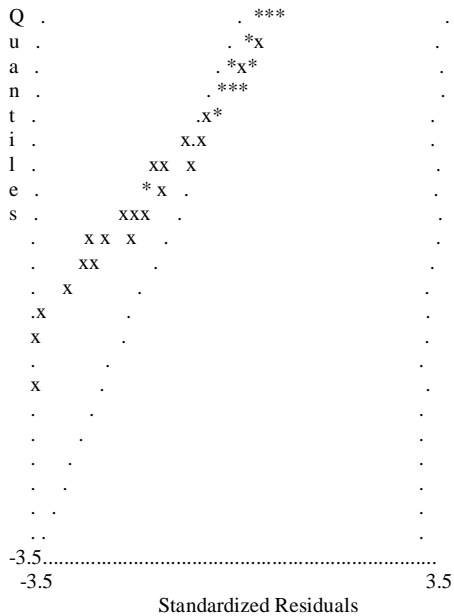
Summary Statistics for Standardized Residuals

Smallest Standardized Residual = -3.79
 Median Standardized Residual = 0.16
 Largest Standardized Residual = 4.56

Stemleaf Plot

```

- 3|86
- 3|4
- 2|9755
- 2|40
- 1|99865
- 1|44333
- 0|99886
- 0|43333321110000000000000000
0|12222334444
0|5556678899
1|013344
1|567788
2|011233
2|57889
    
```

The Modification Indices Suggest to Add the Path to from Decrease in Chi-Square New Estimate
 KL2 UR 21.9 0.22

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

		Decrease in Chi-Square	New Estimate
OR2	OR1	11.5	-0.15
KL3	KL2	15.9	0.10
KL4	KL1	19.9	0.15
UR2	KT2	8.8	-0.07
UR3	UR2	13.0	-0.10
UR4	UR1	8.6	-0.08
UR4	UR2	9.7	0.09

Standardized Solution

LAMBDA-Y

	KT	OR
KT1	0.71	--
KT2	0.69	--
KT3	0.75	--
OR1	--	0.87

OR2	--	0.86
OR3	--	0.97

LAMBDA-X

	KL	UR
KL1	0.94	--
KL2	0.67	--
KL3	0.88	--
KL4	0.98	--
UR1	--	0.85
UR2	--	0.82
UR3	--	0.98
UR4	--	0.98

BETA

	KT	OR
KT	--	--
OR	0.26	--

GAMMA

	KL	UR
KT	0.26	0.35
OR	0.27	0.24

Correlation Matrix of ETA and KSI

	KT	OR	KL	UR
KT	1.00			
OR	0.45	1.00		
KL	0.35	0.41	1.00	
UR	0.41	0.41	0.23	1.00

PSI

Note: This matrix is diagonal.

	KT	OR
	0.76	0.67

Regression Matrix ETA on KSI (Standardized)

	KL	UR
KT	0.26	0.35
OR	0.34	0.33

Total and Indirect Effects

Total Effects of KSI on ETA

	KL	UR
	-----	-----
KT	0.26	0.35
	(0.07)	(0.07)
	3.85	5.05
OR	0.34	0.33
	(0.07)	(0.07)
	4.82	4.74

Indirect Effects of KSI on ETA

	KL	UR
	-----	-----
KT	--	--
OR	0.07	0.09
	(0.03)	(0.03)
	2.64	2.94

Total Effects of ETA on ETA

	KT	OR
	-----	-----
KT	--	--
OR	0.26	--
	(0.07)	
	3.57	

Largest Eigenvalue of B*B' (Stability Index) is 0.068

Total Effects of ETA on Y

	KT	OR
	-----	-----
KT1	0.71	--
KT2	0.69	--
	(0.04)	
	16.44	
KT3	0.75	--
	(0.03)	
	26.43	
OR1	0.23	0.87
	(0.06)	
	3.57	
OR2	0.23	0.86
	(0.06)	(0.05)
	3.58	15.84

OR3	0.25	0.97
	(0.07)	(0.05)
	3.62	18.04

Indirect Effects of ETA on Y

	KT	OR
	-----	-----
KT1	--	--
KT2	--	--
KT3	--	--
OR1	0.23	--
	(0.06)	
	3.57	
OR2	0.23	--
	(0.06)	
	3.58	
OR3	0.25	--
	(0.07)	
	3.62	

Total Effects of KSI on Y

	KL	UR
	-----	-----
KT1	0.19	0.25
	(0.05)	(0.05)
	3.85	5.05
KT2	0.18	0.24
	(0.05)	(0.05)
	3.79	4.92
KT3	0.20	0.27
	(0.05)	(0.05)
	3.86	5.08
OR1	0.29	0.29
	(0.06)	(0.06)
	4.82	4.74
OR2	0.29	0.29
	(0.06)	(0.06)
	4.84	4.75
OR3	0.33	0.32
	(0.07)	(0.07)
	4.93	4.84

Standardized Total and Indirect Effects

Standardized Total Effects of KSI on ETA

	KL	UR
	-----	-----
KT	0.26	0.35
OR	0.34	0.33

Standardized Indirect Effects of KSI on ETA

	KL	UR
	-----	-----
KT	--	--
OR	0.07	0.09

Standardized Total Effects of ETA on ETA

	KT	OR
	-----	-----
KT	--	--
OR	0.26	--

Standardized Total Effects of ETA on Y

	KT	OR
	-----	-----
KT1	0.71	--
KT2	0.69	--
KT3	0.75	--
OR1	0.23	0.87
OR2	0.23	0.86
OR3	0.25	0.97

Standardized Indirect Effects of ETA on Y

	KT	OR
	-----	-----
KT1	--	--
KT2	--	--
KT3	--	--
OR1	0.23	--
OR2	0.23	--
OR3	0.25	--

Standardized Total Effects of KSI on Y

	KL	UR
	-----	-----
KT1	0.19	0.25
KT2	0.18	0.24
KT3	0.20	0.27
OR1	0.29	0.29
OR2	0.29	0.29
OR3	0.33	0.32