Lampiran 1. Kuesioner

No. Responden: …..

KUESIONER

Dengan Hormat,

Saya Cristian Wijaya mahasiswa Fakultas Bisnis, Jurusan Manajemen, Konsentrasi Pemasaran, Universitas Katolik Widya Mandala Surabaya. Dalam rangka memenuhi persyaratan tugas akhir skripsi, saya sedang melakukan penelitian yang berjudul "Pengaruh *Service Quality* Terhadap *Behavior Intention* Melalui *Satisfaction* Pada *Passenger* Maskapai Penerbangan Indonesia". Untuk itu, apabila anda pernah berpergian menggunakan salah satu jasa maskapai penerbangan Indonesia (Garuda Indonesia, Merpati, Mandala, Air Asia, Lion Air, Wings Air, Sriwijaya Air, dan Citilink) dalam kurun waktu 2 tahun terakhir, mohon kesediaan dari Bapak/Ibu serta saudara/i sekalian untuk meluangkan waktu guna mengisi kuisoner ini. Atas kesediaan dan waktunya saya ucapkan terima kasih.

Hormat Saya,

Cristian Wijaya
NRP. 3103010130

BERILAH TANDA (X) PADA PILIHAN JAWABAN BERIKUT:

I. IDENTIFIKASI RESPONDEN

Jenis Kelamin :

a. Pria b. Wanita

Usia saya saat ini:

a. < 17 Tahun b. ≥ 17 Tahun

Tempat tinggal saya saat ini di :

a. Surabaya b. Luar Surabaya

Saya pernah berpergian dengan menggunakan jasa pesawat terbang: (Jika Ya, pilihlah salah satu nama maskapai penerbangan berikut Garuda Indonesia, Merpati, Mandala, Air Asia, Lion Air, Wings Air, Sriwijaya Air, dan Citilink)

a. Ya b. Tidak

II. ALTERNATIF JAWABAN:

SS : Sangat Setuju

S : Setuju

N : Netral

TS : Tidak Setuju

STS : Sangat Tidak Setuju

No	PERNYATAAN	STS	TS	N	S	SS
SERVICE QUALITY						
1.	Para karyawan maskapai penerbangan bersedia menanggapi keluhan penumpang					
2.	Saya selalu mendapat respon yang baik dari karyawan maskapai penerbangan di Indonesia, apabila saya mengalami kesulitan dalam hal *check-in*					
3	Saya mendapat informasi keberangkatan dari pihak maskapai penerbangan					
4.	Saya merasa aman selama penerbangan					
5.	Pihak maskapai penerbangan menepati janji sesuai dengan yang dikomunikasikan					
6.	Para karyawan dan awak maskapai penerbangan memiliki tingkat kompetensi yang cukup tinggi					
7.	Kualitas peralatan di dalam pesawat memadai					
8.	Para karyawan dan awak maskapai penerbangan selalu berpenampilan rapi					
9.	Saya merasa nyaman ketika berada di ruang tunggu/transit					
10.	Kondisi dan interior pesawat baik dan bersih					
11.	Dalam menangani keluhan penumpang, karyawan melayani dengan ramah					
12.	Para karyawan maskapai penerbangan mampu memahami kebutuhan penumpang dengan baik					
13.	Pihak maskapai selalu memberikan pelayanan dengan serius dan baik					
14.	Jadwal keberangkatan/kedatangan maskapai penerbangan sebagian besar tepat					
15.	Informasi keberangkatan yang diberikan maskapai sesuai					
16.	Saya dapat dengan mudah memperoleh tiket pesawat					

SATISFACTION						
17.	Saya merasa pelayanan yang diberikan pihak maskapai penerbangan sudah sesuai dengan harapan					
18.	Saya merasa senang menggunakan maskapai penerbangan ini					
19.	Saya merasa nyaman menggunakan maskapai penerbangan ini					
20.	Saya merasa harga tiket yang ditawarkan sesuai dengan kualitas layanan yang diberikan maskapai penerbangan					
BEHAVIOR INTENTION						
21.	Saya akan menggunakan lagi maskapai penerbangan ini					
22.	Saya sering beralih dalam menggunakan maskapai penerbangan					
23.	Saya bersedia membayar dengan harga yang lebih tinggi jika saya mendapatkan pelayanan yang baik					
24.	Saya bersedia memberikan kritik maupun saran kepada pihak maskapai penerbangan apabila saya mendapatkan pelayanan yang kurang baik					

Lampiran 2. Karakteristik Responden

No	Jenis Kelamin	Usia	Domisili	Pernah Menggunakan Maskapai Penerbangan Indonesia
1	1	2	1	1
2	1	2	1	1
3	1	2	1	1
4	2	2	1	1
5	1	2	1	1
6	2	2	1	1
7	2	2	1	1
8	1	2	1	1
9	2	2	1	1
10	1	2	1	1
11	2	2	1	1
12	1	2	1	1
13	1	2	1	1
14	2	2	1	1
15	2	2	1	1

Lanjutan lampiran 2

16	1	2	1	1
17	1	2	1	1
18	1	2	1	1
19	2	2	1	1
20	2	2	1	1
21	1	2	1	1
22	1	2	1	1
23	1	2	1	1
24	2	2	1	1
25	1	2	1	1
26	1	2	1	1
27	1	2	1	1
28	1	2	1	1
29	2	2	1	1
30	1	2	1	1
31	2	2	1	1
32	1	2	1	1

Lanjutan lampiran 2

33	1	2	1	1
34	1	2	1	1
35	2	2	1	1
36	1	2	1	1
37	2	2	1	1
38	1	2	1	1
39	2	2	1	1
40	2	2	1	1
41	1	2	1	1
42	2	2	1	1
43	2	2	1	1
44	1	2	1	1
45	1	2	1	1
46	2	2	1	1
47	2	2	1	1
48	1	2	1	1
49	1	2	1	1

Lanjutan lampiran 2

50	1	2	1	1
51	1	2	1	1
52	2	2	1	1
53	1	2	1	1
54	1	2	1	1
55	2	2	1	1
56	2	2	1	1
57	2	2	1	1
58	1	2	1	1
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60	1	2	1	1
61	2	2	1	1
62	2	2	1	1
63	1	2	1	1
64	2	2	1	1
65	1	2	1	1
66	1	2	1	1

Lanjutan lampiran 2

67	2	2	1	1
68	1	2	1	1
69	2	2	1	1
70	2	2	1	1
71	1	2	1	1
72	1	2	1	1
73	2	2	1	1
74	1	2	1	1
75	1	2	1	1
76	2	2	1	1
77	1	2	1	1
78	2	2	1	1
79	1	2	1	1
80	2	2	1	1
81	1	2	1	1
82	2	2	1	1
83	1	2	1	1

Lanjutan lampiran 2

84	1	2	1	1
85	2	2	1	1
86	1	2	1	1
87	1	2	1	1
88	2	2	1	1
89	1	2	1	1
90	2	2	1	1
91	1	2	1	1
92	2	2	1	1
93	1	2	1	1
94	1	2	1	1
95	2	2	1	1
96	1	2	1	1
97	2	2	1	1
98	1	2	1	1
99	1	2	1	1
100	1	2	1	1

Lanjutan lampiran 2

101	1	2	1	1
102	1	2	1	1
103	1	2	1	1
104	1	2	1	1
105	1	2	1	1
106	1	2	1	1
107	1	2	1	1
108	1	2	1	1
109	1	2	1	1
110	1	2	1	1
111	2	2	1	1
112	2	2	1	1
113	2	2	1	1
114	2	2	1	1
115	2	2	1	1
116	2	2	1	1
117	2	2	1	1

Lanjutan lampiran 2

118	2	2	1	1
119	2	2	1	1
120	2	2	1	1
121	2	2	1	1
122	1	2	1	1
123	2	2	1	1
124	2	2	1	1
125	1	2	1	1
126	1	2	1	1
127	1	2	1	1
128	2	2	1	1
129	2	2	1	1
130	1	2	1	1
131	1	2	1	1
132	2	2	1	1
133	1	2	1	1
134	1	2	1	1

Lanjutan lampiran 2

135	1	2	1	1
136	2	2	1	1
137	2	2	1	1
138	1	2	1	1
139	1	2	1	1
140	1	2	1	1
141	2	2	1	1
142	2	2	1	1
143	2	2	1	1
144	1	2	1	1
145	1	2	1	1
146	2	2	1	1
147	1	2	1	1
148	2	2	1	1
149	1	2	1	1
150	2	2	1	1

Lampiran 3. Data Penelitian

No	X1.11	X1.12	X1.13	X1.21	X1.22	X1.23	X1.31	X1.32	X1.33	X1.34	X1.41	X1.42	X1.43	X1.51	X1.52	X1.53
1	5	5	5	5	5	5	4	5	5	5	3	5	5	5	5	5
2	4	5	5	5	5	5	3	3	3	3	5	3	3	4	3	3
3	2	5	5	5	5	5	3	3	4	5	3	5	4	3	3	5
4	5	5	5	5	5	5	4	3	3	4	4	4	3	3	3	3
5	5	5	5	5	5	5	3	3	3	3	3	3	4	5	3	3
6	1	5	5	5	5	5	4	4	4	4	4	5	3	4	5	4
7	5	5	5	5	5	5	3	3	4	3	3	4	4	3	3	4
8	5	5	5	5	5	5	4	4	3	4	5	3	5	5	5	3
9	1	5	3	5	5	5	3	5	5	5	4	5	5	5	3	5
10	3	2	2	3	3	3	2	3	3	2	2	3	2	3	3	3
11	5	3	4	5	5	5	3	4	5	4	3	4	5	5	3	4

Lanjutan lampiran 3

12	5	3	5	4	5	4	3	4	3	5	4	5	4	5	4	5
13	3	4	3	5	4	3	4	3	4	4	4	3	3	5	4	5
14	4	5	4	3	3	5	5	5	3	5	3	3	3	3	5	5
15	4	3	4	5	3	5	5	5	4	4	4	5	3	3	4	4
16	4	3	4	5	5	5	5	2	4	5	4	5	5	5	5	4
17	3	3	5	4	3	3	5	5	3	4	3	3	5	3	4	3
18	4	3	3	2	1	2	2	2	2	3	3	3	1	3	3	2
19	3	3	3	2	2	3	2	2	2	2	2	3	2	1	1	3
20	2	2	2	3	2	3	2	3	3	3	3	3	2	2	2	3
21	2	3	2	2	3	3	2	2	2	3	3	2	3	3	3	2
22	3	3	2	2	2	2	3	3	3	4	4	3	3	3	2	3
23	2	2	3	3	3	3	3	3	3	3	3	2	3	3	3	3

Lanjutan lampiran 3

24	1	3	3	1	3	3	3	2	2	1	3	3	2	3	2	3
25	5	3	3	4	3	3	5	3	4	3	4	3	3	4	4	4
26	3	3	4	3	4	3	3	3	5	3	3	5	4	4	3	4
27	3	3	5	4	3	5	4	5	3	4	3	4	3	4	3	3
28	4	3	4	3	5	3	3	4	5	3	3	4	3	5	4	4
29	2	1	1	1	2	2	3	3	3	3	3	2	2	2	2	3
30	5	3	5	5	4	5	4	5	3	4	3	5	4	5	5	3
31	5	3	5	5	3	5	5	5	3	5	3	3	5	3	3	5
32	3	3	4	3	3	4	3	5	3	3	3	5	3	5	5	5
33	5	3	5	3	4	5	5	4	3	3	5	3	3	5	5	5
34	4	5	5	3	4	4	3	3	3	5	4	4	4	4	4	5
35	3	3	2	3	2	2	3	3	2	2	2	3	3	2	3	2

Lanjutan lampiran 3

36	3	4	5	5	4	4	3	3	4	4	4	4	4	4	4	4
37	4	3	4	4	4	5	5	4	5	3	4	4	4	4	4	4
38	2	3	4	5	3	5	3	5	4	3	4	4	4	4	4	4
39	3	4	5	3	4	4	5	3	5	4	4	4	4	4	4	4
40	1	5	5	3	3	4	5	3	4	5	4	4	4	4	4	4
41	1	3	4	4	4	3	4	5	5	5	3	3	5	5	5	5
42	3	4	4	3	4	3	3	3	4	4	3	3	3	4	4	3
43	5	3	5	5	5	3	3	3	5	5	4	5	4	5	3	3
44	3	3	3	3	3	3	3	3	3	3	5	3	3	5	3	3
45	5	3	3	4	4	4	5	3	5	3	3	4	4	5	4	3
46	4	3	4	3	4	3	4	5	4	4	5	3	4	4	5	4
47	3	4	4	4	3	4	4	4	5	3	4	4	4	5	4	5

Lanjutan lampiran 3

48	3	4	4	4	5	5	4	4	4	3	4	4	4	4	4	4
49	3	4	4	4	3	4	4	5	5	3	4	4	4	3	5	5
50	2	3	2	3	2	2	2	1	1	2	3	1	1	1	1	1
51	3	3	4	4	4	5	4	4	4	4	3	5	4	4	5	4
52	2	1	1	2	2	2	3	2	2	2	3	2	2	2	2	1
53	3	5	5	5	5	5	5	5	5	4	4	5	4	5	4	4
54	3	5	5	5	5	5	5	5	5	3	3	4	5	4	4	5
55	3	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4
56	3	5	5	5	5	5	5	5	3	4	4	3	3	3	3	3
57	5	3	5	3	3	5	5	5	4	4	3	5	4	3	5	3
58	3	5	4	4	4	4	4	4	4	5	5	5	4	5	3	4
59	5	3	5	5	5	3	4	5	3	5	4	3	4	3	3	4

Lanjutan lampiran 3

60	5	3	3	4	3	4	4	3	3	4	4	3	3	4	3	3
61	3	3	4	3	4	3	5	5	5	5	5	3	5	3	3	3
62	3	3	3	2	3	3	5	5	5	5	5	3	4	4	3	4
63	5	5	3	3	5	3	5	5	5	5	5	5	5	3	5	3
64	4	4	4	3	4	4	5	4	3	4	3	3	4	4	3	3
65	3	3	3	3	3	3	4	3	3	3	4	3	3	3	3	3
66	3	3	3	3	4	4	3	4	4	4	4	3	5	4	5	4
67	3	3	3	4	5	3	4	4	4	3	3	5	4	4	3	4
68	5	3	4	3	4	4	3	3	4	4	4	3	4	4	3	5
69	2	1	2	2	2	3	2	2	2	2	1	1	1	3	2	2
70	4	5	4	5	4	3	3	3	4	4	5	5	5	4	5	5
71	3	4	3	3	4	4	3	4	4	4	5	5	5	3	4	5

Lanjutan lampiran 3

72	3	5	3	4	5	5	4	3	5	3	5	4	4	4	5	3
73	4	3	3	4	4	4	3	3	4	3	4	4	5	3	3	4
74	4	5	4	4	4	4	3	4	3	3	5	3	3	4	3	5
75	4	3	3	4	4	4	4	4	3	3	3	3	3	3	3	4
76	3	3	4	3	3	4	3	3	4	4	5	5	5	3	3	5
77	4	5	3	2	4	3	4	5	5	3	3	5	3	5	3	3
78	3	3	4	3	3	5	3	3	3	3	5	3	5	3	3	3
79	4	4	3	4	4	5	4	3	4	4	3	3	5	3	5	3
80	5	5	5	4	5	4	3	3	4	3	4	3	3	5	4	3
81	5	4	3	5	4	5	3	5	4	4	3	3	5	3	4	3
82	2	3	2	2	2	1	1	3	2	3	3	2	2	2	2	2
83	2	3	2	2	2	2	2	3	2	4	3	2	2	3	3	2

Lanjutan lampiran 3

84	5	5	4	3	5	5	4	5	4	3	5	4	4	5	5	4
85	5	5	3	4	4	4	5	5	4	3	5	5	4	4	3	5
86	5	3	4	3	5	5	4	5	4	5	5	3	5	5	5	4
87	2	1	1	3	1	1	2	3	2	2	2	3	2	2	3	3
88	4	3	4	5	4	4	4	5	5	5	5	5	5	5	5	5
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90	4	3	4	5	4	3	3	3	5	4	5	5	5	4	3	4
91	3	5	3	3	4	3	5	3	4	3	4	4	3	3	3	5
92	4	5	4	5	3	4	4	3	3	5	3	5	3	5	5	3
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94	5	3	3	3	4	4	4	3	3	4	3	2	4	4	3	4
95	5	3	5	3	3	3	4	5	4	4	3	3	3	4	4	4

Lanjutan lampiran 3

96	3	3	4	3	5	4	4	4	4	3	3	3	3	3	5	3
97	4	5	3	4	3	4	4	4	4	5	3	4	3	5	4	4
98	3	5	5	5	4	4	4	4	4	5	3	4	3	3	5	4
99	5	3	4	5	4	4	4	4	5	5	3	4	3	5	3	4
100	3	5	4	3	4	4	4	4	3	5	3	4	3	3	5	3
101	4	5	3	5	4	4	4	4	5	5	3	4	3	3	5	3
102	3	5	5	5	4	4	4	4	3	5	3	4	3	5	3	5
103	2	2	2	1	1	2	3	2	3	3	2	3	1	3	2	3
104	4	4	5	3	4	4	4	3	4	4	4	4	3	4	3	3
105	5	5	4	4	4	5	4	3	5	3	3	3	3	5	5	3
106	2	3	3	3	3	3	2	3	2	3	2	3	1	2	3	1
107	3	4	3	5	4	4	5	4	5	4	3	3	3	5	3	4

Lanjutan lampiran 3

108	4	3	3	3	3	3	5	5	4	5	5	4	4	4	4	5
109	3	3	4	3	4	3	3	3	5	5	5	5	5	5	3	3
110	4	3	3	4	3	5	4	3	5	4	4	4	5	4	3	4
111	3	4	3	4	5	3	5	3	5	5	4	5	3	4	3	5
112	5	4	3	3	5	5	5	3	5	5	5	5	5	5	5	5
113	2	2	2	3	2	2	2	3	2	2	2	2	2	1	3	2
114	4	5	4	3	4	4	4	3	4	4	5	4	4	4	3	4
115	3	3	3	3	5	3	3	3	3	3	3	3	4	3	3	3
116	5	3	4	3	5	4	4	5	4	4	5	3	3	4	5	5
117	4	3	3	5	4	4	3	5	5	5	5	5	3	5	5	5
118	4	4	4	4	4	4	4	5	5	4	4	3	4	4	5	5
119	4	5	3	4	4	4	4	4	4	4	5	5	3	4	3	4

Lanjutan lampiran 3

120	4	5	4	4	4	4	4	4	5	3	5	3	3	5	4	3
121	3	3	2	3	2	3	3	2	2	2	2	2	2	2	3	2
122	4	3	3	3	3	4	4	5	4	4	5	4	5	4	3	3
123	2	2	2	3	3	3	3	3	1	3	2	3	2	3	2	3
124	5	5	3	3	3	5	5	3	4	4	4	4	3	3	3	4
125	3	4	3	5	4	4	5	4	5	5	3	3	3	3	3	4
126	4	4	4	3	3	3	3	3	3	5	5	5	3	3	3	3
127	3	4	5	5	5	3	4	4	4	5	5	4	4	3	3	4
128	5	4	5	3	4	3	3	5	3	4	5	4	3	4	3	5
129	5	5	3	3	3	5	3	3	3	3	5	4	3	3	3	3
130	3	3	4	3	5	4	4	4	4	5	5	5	4	3	5	4
131	4	5	3	5	3	3	4	3	3	3	3	4	5	5	5	3

Lanjutan lampiran 3

132	3	5	4	3	4	4	3	3	4	3	4	3	4	5	5	4
133	3	5	3	5	4	3	4	4	3	3	3	5	4	5	4	3
134	2	2	3	2	3	2	3	1	2	2	2	2	1	3	2	3
135	4	3	3	4	3	4	4	3	4	4	5	5	4	4	4	4
136	3	4	3	3	3	3	3	4	3	3	4	3	4	3	3	3
137	4	3	4	3	4	4	4	5	3	4	5	4	5	4	3	3
138	3	3	5	3	4	5	5	4	4	5	5	5	5	4	3	4
139	3	2	2	2	3	3	3	3	3	4	3	2	2	3	2	2
140	3	4	5	3	3	3	3	3	3	4	3	4	5	4	4	4
141	3	5	4	3	3	3	4	3	4	4	3	4	3	4	5	4
142	3	3	3	5	5	5	5	4	4	5	3	5	5	3	4	3
143	5	5	4	3	5	3	3	3	3	3	3	4	4	3	3	3

Lanjutan lampiran 3

144	3	3	3	3	5	5	3	5	4	5	3	3	5	4	3	3
145	4	3	3	3	3	3	4	4	5	4	4	3	5	3	3	4
146	2	2	2	2	1	1	3	3	3	2	1	3	3	1	3	3
147	5	4	4	3	3	4	4	3	4	5	5	5	3	5	5	5
148	3	3	4	3	3	3	5	4	4	4	3	4	4	3	5	4
149	3	4	5	4	5	3	5	3	4	5	3	3	5	4	5	3
150	2	3	2	2	2	2	2	3	1	1	1	3	1	3	3	3
Mean	3.51	3.63	3.63	36	3.71	3.73	3.69	3.65	3.68	3.77	3.66	3.68	3.57	3.71	3.61	363
St. Dev	1.09	1.05	1.02	104	1.03	1	0.92	0.96	1	0.98	1	0.97	1.08	0.99	0.94	094

Lanjutan lampiran 3

No.	Y1.1	Y1.2	Y1.3	Y1.4	Y2.1	Y2.2	Y2.3	Y2.4
1	4	4	4	4	5	4	5	5
2	4	4	3	3	4	4	3	4
3	3	3	4	4	3	3	4	3
4	4	5	4	4	4	3	3	4
5	3	3	3	5	3	3	3	3
6	4	3	5	4	3	4	3	4
7	3	4	5	4	3	3	5	3
8	4	3	4	5	2	5	4	4
9	3	4	4	3	5	4	3	3
10	3	3	3	1	3	3	2	3
11	3	4	4	5	4	4	4	4
12	3	3	3	5	5	3	3	5
13	4	3	3	5	5	4	4	5
14	3	3	4	4	5	3	5	5

Lanjutan lampiran 3

15	4	4	3	4	3	4	5	4
16	3	3	3	5	3	4	3	5
17	3	4	4	3	3	3	4	3
18	2	2	2	2	2	2	2	3
19	3	3	2	1	1	2	1	2
20	2	2	2	2	2	2	2	1
21	2	2	3	2	2	2	3	2
22	1	2	2	2	3	3	1	1
23	1	1	2	2	1	3	1	1
24	2	2	1	2	3	3	3	3
25	3	4	4	5	3	2	3	3
26	4	5	4	5	5	4	5	4
27	5	5	5	3	5	4	4	5
28	4	4	4	3	4	4	5	4
29	2	2	1	1	2	3	2	2
30	5	5	4	3	5	3	5	5
31	5	3	5	5	5	4	5	5

Lanjutan lampiran 3

32	4	4	3	4	3	4	5	3
33	5	5	5	4	3	3	5	5
34	4	4	3	4	3	3	3	3
35	3	3	5	3	2	3	3	3
36	3	5	5	4	5	3	3	5
37	5	5	5	5	4	5	5	4
38	3	5	5	5	5	4	3	4
39	5	5	5	5	5	5	4	5
40	3	4	3	5	5	4	3	4
41	3	3	4	3	3	3	3	3
42	4	3	4	4	3	4	4	4
43	3	5	5	5	4	4	4	5
44	3	5	5	5	3	3	3	3
45	4	4	3	4	4	4	5	4
46	4	4	3	3	3	4	3	3
47	3	5	5	3	4	5	3	3
48	4	4	3	3	3	4	3	4

Lanjutan lampiran 3

49	3	4	3	4	3	4	3	3
50	3	2	2	3	2	3	3	3
51	4	5	4	4	4	5	4	3
52	2	2	2	3	3	2	3	3
53	4	5	5	4	3	5	4	4
54	3	4	4	4	4	4	5	4
55	4	5	4	5	4	4	3	4
56	3	3	3	5	3	4	3	3
57	4	5	4	5	4	4	4	4
58	3	4	4	4	3	4	5	4
59	4	4	5	5	3	4	3	4
60	3	3	3	3	3	3	3	3
61	5	3	5	4	3	4	3	4
62	4	4	5	5	3	5	3	4
63	4	4	4	4	5	5	4	4
64	5	4	4	4	4	4	4	4
65	4	3	3	3	3	3	4	4

Lanjutan lampiran 3

66	5	5	4	4	4	4	4	4
67	4	4	4	5	4	5	5	4
68	5	4	5	3	3	5	3	5
69	2	3	2	2	3	3	3	3
70	4	4	5	3	3	4	3	4
71	4	3	3	3	3	4	4	4
72	5	5	4	3	5	4	4	3
73	3	5	3	5	4	3	5	3
74	4	4	5	5	4	4	4	5
75	4	4	5	4	4	4	4	5
76	5	5	4	5	5	5	5	4
77	4	4	5	5	5	3	3	3
78	3	5	5	4	5	4	4	4
79	4	4	4	5	4	4	4	4
80	4	5	5	5	4	5	3	5
81	4	4	5	5	5	4	3	5
82	1	3	3	3	3	3	2	2

Lanjutan lampiran 3

83	3	3	3	3	3	4	3	5
84	4	5	5	5	5	4	5	5
85	4	4	3	4	4	4	4	5
86	5	4	4	5	5	4	5	4
87	3	3	3	3	3	2	2	3
88	4	4	4	4	3	4	5	3
89	5	3	3	4	3	5	3	3
90	5	4	4	3	5	3	3	3
91	4	4	4	4	3	5	3	3
92	4	3	4	4	3	3	3	5
93	5	4	5	3	4	4	4	4
94	4	5	4	5	3	3	5	3
95	5	5	3	3	5	3	4	5
96	4	4	3	4	4	4	5	4
97	5	4	4	4	4	4	5	4
98	5	5	4	4	4	4	4	4
99	5	4	4	4	4	4	5	4

Lanjutan lampiran 3

100	4	4	4	4	3	4	3	3
101	5	5	3	4	3	3	5	5
102	4	4	4	3	3	4	5	3
103	1	3	2	3	3	2	1	1
104	4	5	5	3	5	3	4	5
105	5	3	4	3	4	5	5	4
106	3	2	2	3	2	2	2	2
107	5	3	4	4	5	3	4	5
108	5	4	3	5	5	3	3	4
109	4	4	4	4	5	4	3	5
110	3	5	4	4	5	3	3	4
111	4	5	4	3	4	4	3	3
112	3	5	3	3	5	4	3	4
113	2	2	2	2	2	2	3	2
114	4	4	4	4	3	4	5	4
115	4	4	4	4	3	3	4	3
116	4	4	4	4	4	3	5	4

Lanjutan lampiran 3

117	3	5	4	3	5	3	5	5
118	4	5	3	3	5	4	4	4
119	3	5	4	4	5	4	3	5
120	4	4	3	4	5	4	4	5
121	2	5	2	2	2	3	3	3
122	4	4	4	4	5	4	5	4
123	3	3	3	2	1	1	3	2
124	3	3	4	5	4	4	5	3
125	3	3	3	4	4	4	3	3
126	3	3	4	4	4	4	3	3
127	4	3	3	5	4	4	3	3
128	5	4	4	4	4	4	3	4
129	3	3	5	3	2	3	3	4
130	4	4	5	5	5	5	5	3
131	4	5	5	5	5	3	5	5
132	5	5	5	5	2	4	4	3
133	5	5	5	4	4	4	4	4

Lanjutan lampiran 3

134	3	1	2	3	2	2	2	1
135	3	3	4	4	5	5	5	5
136	5	5	5	4	5	4	4	4
137	3	5	3	4	3	5	3	3
138	3	3	3	3	5	5	5	3
139	3	3	3	3	1	1	3	2
140	4	4	4	4	5	4	3	4
141	4	4	4	3	3	4	3	5
142	4	4	4	4	4	4	3	5
143	4	4	4	3	5	5	3	4
144	3	4	4	4	3	5	3	5
145	4	3	3	3	3	5	3	4
146	2	3	3	2	3	2	3	2
147	3	3	4	3	3	3	3	5
148	3	3	4	4	4	5	3	4
149	3	3	4	3	4	5	3	3
150	3	3	2	2	2	3	3	3
Mean	3,64	3,8	3,7	3,74	3,7	3,7	3,6	3,7
St. Dev	0,95	0,95	0,96	0,98	1,06	0,88	0,99	1

Lampiran 4. Output Normalitas

DATE: 05/27/2014
TIME: 20:19

P R E L I S 2.70

BY

Karl G. J÷reskog & Dag S÷rbom

The following lines were read from file C:\sem skripsi\DATA SKRIPSI.PR2:

```
!PRELIS SYNTAX: Can be edited
SY='C:\sem skripsi\DATA SKRIPSI.PSF'
OU MA=CM XT
```

Total Sample Size = 150

Univariate Summary Statistics for Continuous Variables

Variable	Mean	St. Dev.	T-Value	Skewness	Kurtosis	Minimum	Freq.	Maximum	Freq.
X1.11	3.507	1.085	39.573	-0.161	-0.668	1.000	5	5.000	35
X1.12	3.627	1.046	42.455	-0.092	-0.627	1.000	4	5.000	43
X1.13	3.633	1.019	43.653	-0.291	-0.545	1.000	3	5.000	35
X1.21	3.600	1.043	42.285	-0.072	-0.748	1.000	3	5.000	40
X1.22	3.707	1.027	44.212	-0.477	-0.279	1.000	4	5.000	38
X1.23	3.733	1.001	45.673	-0.378	-0.389	1.000	3	5.000	40
X1.31	3.687	0.921	49.048	-0.172	-0.566	1.000	1	5.000	32
X1.32	3.647	0.963	46.362	-0.014	-0.623	1.000	2	5.000	37
X1.33	3.680	0.999	45.125	-0.385	-0.373	1.000	3	5.000	35

X1.34	3.767	0.979	47.117	-0.341	-0.507	1.000	2	5.000
41								
X1.41	3.660	0.995	45.029	-0.183	-0.496	1.000	3	5.000
38								
X1.42	3.680	0.972	46.391	-0.164	-0.585	1.000	2	5.000
37								
X1.43	3.573	1.077	40.651	-0.421	-0.281	1.000	7	5.000
34								
X1.51	3.713	0.992	45.838	-0.399	-0.149	1.000	4	5.000
38								
X1.52	3.613	0.988	44.772	0.039	-0.729	1.000	2	5.000
38								
X1.53	3.633	0.944	47.129	-0.222	-0.188	1.000	3	5.000
31								
Y1.1	3.640	0.950	46.912	-0.457	0.124	1.000	4	5.000
28								
Y1.2	3.807	0.953	48.909	-0.451	-0.268	1.000	2	5.000
40								
Y1.3	3.733	0.960	47.626	-0.456	-0.286	1.000	2	5.000
34								
Y1.4	3.740	0.986	46.455	-0.478	-0.212	1.000	3	5.000
37								
Y2.1	3.653	1.062	42.141	-0.290	-0.599	1.000	4	5.000
41								
Y2.2	3.673	0.886	50.771	-0.480	0.114	1.000	2	5.000
24								

Y2.3	3.600	0.997	44.240	-0.115	-0.348	1.000	4	5.000
36								
Y2.4	3.700	1.002	45.240	-0.544	0.080	1.000	5	5.000
35								

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
X1.11	-0.828	0.407	-2.388	0.017	6.390	0.041
X1.12	-0.476	0.634	-2.160	0.031	4.894	0.087
X1.13	-1.478	0.139	-1.749	0.080	5.246	0.073
X1.21	-0.372	0.710	-2.866	0.004	8.353	0.015
X1.22	-2.363	0.018	-0.678	0.498	6.042	0.049
X1.23	-1.898	0.058	-1.083	0.279	4.776	0.092
X1.31	-0.882	0.378	-1.853	0.064	4.211	0.122
X1.32	-0.071	0.943	-2.142	0.032	4.594	0.101
X1.33	-1.933	0.053	-1.019	0.308	4.776	0.092
X1.34	-1.725	0.085	-1.577	0.115	5.462	0.065
X1.41	-0.938	0.348	-1.528	0.127	3.215	0.200
X1.42	-0.842	0.400	-1.946	0.052	4.496	0.106
X1.43	-2.105	0.035	-0.686	0.493	4.901	0.086
X1.51	-2.001	0.045	-0.257	0.798	4.069	0.131
X1.52	0.202	0.840	-2.749	0.006	7.596	0.022
X1.53	-1.137	0.255	-0.378	0.705	1.436	0.488

Y1.1	-2.270	0.023	0.476	0.634	5.381	0.068
Y1.2	-2.241	0.025	-0.642	0.521	5.432	0.066
Y1.3	-2.264	0.024	-0.703	0.482	5.620	0.060
Y1.4	-2.366	0.018	-0.453	0.650	5.804	0.055
Y2.1	-1.475	0.140	-2.016	0.044	6.240	0.044
Y2.2	-2.376	0.018	0.453	0.650	5.850	0.054
Y2.3	-0.595	0.552	-0.924	0.356	1.208	0.547
Y2.4	-2.662	0.008	0.369	0.712	7.223	0.027

Relative Multivariate Kurtosis = 0.986

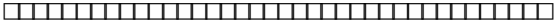
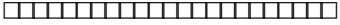
Test of Multivariate Normality for Continuous Variables

Skewness			Kurtosis			Skewness and Kurtosis	
Value	Z-Score	P-Value	Value	Z-Score	P-Value	Chi-Square	P-Value
105.973	0.689	0.491	615.255	-0.035	0.972	0.476	0.788

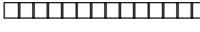
Histograms for Continuous Variables

X1.11

Frequency	Percentage	Lower Class Limit	
5	3.3	1.000	□□□
0	0.0	1.400	
19	12.7	1.800	□□□□□□□□□□□□
0	0.0	2.200	

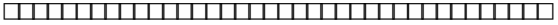
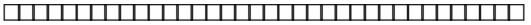
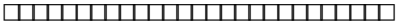
56	37.3	2.600	
0	0.0	3.000	
0	0.0	3.400	
35	23.3	3.800	
0	0.0	4.200	
35	23.3	4.600	

X1.12

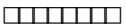
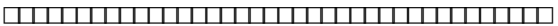
Frequency	Percentage	Lower Class Limit	
4	2.7	1.000	
0	0.0	1.400	
9	6.0	1.800	
0	0.0	2.200	
0	0.0	2.600	
69	46.0	3.000	
0	0.0	3.400	
25	16.7	3.800	
0	0.0	4.200	
43	28.7	4.600	

X1.13

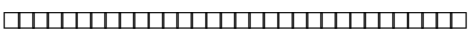
Frequency	Percentage	Lower Class Limit	
3	2.0	1.000	
0	0.0	1.400	
16	10.7	1.800	
0	0.0	2.200	
0	0.0	2.600	

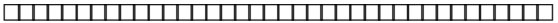
49	32.7	3.000	
0	0.0	3.400	
47	31.3	3.800	
0	0.0	4.200	
35	23.3	4.600	

X1.21

Frequency	Percentage	Lower Class Limit	
3	2.0	1.000	
0	0.0	1.400	
14	9.3	1.800	
0	0.0	2.200	
63	42.0	2.600	
0	0.0	3.000	
0	0.0	3.400	
30	20.0	3.800	
0	0.0	4.200	
40	26.7	4.600	

X1.22

Frequency	Percentage	Lower Class Limit	
4	2.7	1.000	
0	0.0	1.400	
13	8.7	1.800	
0	0.0	2.200	
0	0.0	2.600	
44	29.3	3.000	

0	0.0	3.400	
51	34.0	3.800	
0	0.0	4.200	
38	25.3	4.600	

X1.23

Frequency	Percentage	Lower Class Limit	
3	2.0	1.000	
0	0.0	1.400	
11	7.3	1.800	
0	0.0	2.200	
49	32.7	2.600	
0	0.0	3.000	
0	0.0	3.400	
47	31.3	3.800	
0	0.0	4.200	
40	26.7	4.600	

X1.31

Frequency	Percentage	Lower Class Limit	
1	0.7	1.000	
0	0.0	1.400	
12	8.0	1.800	
0	0.0	2.200	
0	0.0	2.600	
52	34.7	3.000	
0	0.0	3.400	

53	35.3	3.800	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	4.200	
32	21.3	4.600	□□□□□□□□□□□□□□□□□□□□□□

X1.32

Frequency	Percentage	Lower Class Limit	
2	1.3	1.000	□
0	0.0	1.400	
9	6.0	1.800	□□□□□
0	0.0	2.200	
0	0.0	2.600	
66	44.0	3.000	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	3.400	
36	24.0	3.800	□□□□□□□□□□□□□□□□□□□□
0	0.0	4.200	
37	24.7	4.600	□□□□□□□□□□□□□□□□□□□□□

X1.33

Frequency	Percentage	Lower Class Limit	
3	2.0	1.000	□□
0	0.0	1.400	
14	9.3	1.800	□□□□□□□□□□
0	0.0	2.200	
0	0.0	2.600	
46	30.7	3.000	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	3.400	
52	34.7	3.800	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□

0	0.0	4.200	
35	23.3	4.600	□□□□□□□□□□□□□□□□□□□□□□□□□

X1.34

Frequency	Percentage	Lower Class Limit	
2	1.3	1.000	□
0	0.0	1.400	
11	7.3	1.800	□□□□□□□□
0	0.0	2.200	
48	32.0	2.600	□□
0	0.0	3.000	
0	0.0	3.400	
48	32.0	3.800	□□
0	0.0	4.200	
41	27.3	4.600	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□

X1.41

Frequency	Percentage	Lower Class Limit	
3	2.0	1.000	□
0	0.0	1.400	
10	6.7	1.800	□□□□□□
0	0.0	2.200	
0	0.0	2.600	
60	40.0	3.000	□□
0	0.0	3.400	
39	26.0	3.800	□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	4.200	

38	25.3	4.600	□□□□□□□□□□□□□□□□□□□□□□□□

X1.42

Frequency	Percentage	Lower Class Limit	
2	1.3	1.000	□
0	0.0	1.400	
11	7.3	1.800	□□□□□□□
0	0.0	2.200	
0	0.0	2.600	
57	38.0	3.000	□□
0	0.0	3.400	
43	28.7	3.800	□□□□□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	4.200	
37	24.7	4.600	□□□□□□□□□□□□□□□□□□□□□□□□

X1.43

Frequency	Percentage	Lower Class Limit	
7	4.7	1.000	□□□□□
0	0.0	1.400	
13	8.7	1.800	□□□□□□□□□
0	0.0	2.200	
51	34.0	2.600	□□
0	0.0	3.000	
0	0.0	3.400	
45	30.0	3.800	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	4.200	
34	22.7	4.600	□□□□□□□□□□□□□□□□□□□□□□□□

X1.51

Frequency	Percentage	Lower Class Limit	
4	2.7	1.000	□□
0	0.0	1.400	
8	5.3	1.800	□□□□□
0	0.0	2.200	
0	0.0	2.600	
53	35.3	3.000	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	3.400	
47	31.3	3.800	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	4.200	
38	25.3	4.600	□□□□□□□□□□□□□□□□□□□□□□□□□□□

X1.52

Frequency	Percentage	Lower Class Limit	
2	1.3	1.000	□
0	0.0	1.400	
11	7.3	1.800	□□□□□□
0	0.0	2.200	
68	45.3	2.600	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	3.000	
0	0.0	3.400	
31	20.7	3.800	□□□□□□□□□□□□□□□□□
0	0.0	4.200	
38	25.3	4.600	□□□□□□□□□□□□□□□□□□□□□

X1.53

Frequency	Percentage	Lower Class Limit	
3	2.0	1.000	□
0	0.0	1.400	
9	6.0	1.800	□□□□□
0	0.0	2.200	
0	0.0	2.600	
59	39.3	3.000	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	3.400	
48	32.0	3.800	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	4.200	
31	20.7	4.600	□□□□□□□□□□□□□□□□□□□

Y1.1

Frequency	Percentage	Lower Class Limit	
4	2.7	1.000	□□
0	0.0	1.400	
10	6.7	1.800	□□□□□□
0	0.0	2.200	
0	0.0	2.600	
50	33.3	3.000	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	3.400	
58	38.7	3.800	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	4.200	
28	18.7	4.600	□□□□□□□□□□□□□□□□□□

Y1.2

Frequency	Percentage	Lower Class Limit	
2	1.3	1.000	□
0	0.0	1.400	
10	6.7	1.800	□□□□□□
0	0.0	2.200	
43	28.7	2.600	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	3.000	
0	0.0	3.400	
55	36.7	3.800	□□
0	0.0	4.200	
40	26.7	4.600	□□□□□□□□□□□□□□□□□□□□□□□□□□□□

Y1.3

Frequency	Percentage	Lower Class Limit	
2	1.3	1.000	□
0	0.0	1.400	
14	9.3	1.800	□□□□□□□□
0	0.0	2.200	
40	26.7	2.600	□□□□□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	3.000	
0	0.0	3.400	
60	40.0	3.800	□□
0	0.0	4.200	
34	22.7	4.600	□□□□□□□□□□□□□□□□□□□□□□

Y1.4

Frequency	Percentage	Lower Class Limit

3	2.0	1.000	□□
0	0.0	1.400	
12	8.0	1.800	□□□□□□□□
0	0.0	2.200	
43	28.7	2.600	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	3.000	
0	0.0	3.400	
55	36.7	3.800	□□
0	0.0	4.200	
37	24.7	4.600	□□□□□□□□□□□□□□□□□□□□□□□□□□

Y2.1

Frequency	Percentage	Lower Class Limit	
4	2.7	1.000	□□
0	0.0	1.400	
14	9.3	1.800	□□□□□□□□□□
0	0.0	2.200	
0	0.0	2.600	
53	35.3	3.000	□□
0	0.0	3.400	
38	25.3	3.800	□□□□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	4.200	
41	27.3	4.600	□□□□□□□□□□□□□□□□□□□□□□□□□□□□

Y2.2

Frequency	Percentage	Lower Class Limit	
2	1.3	1.000	□

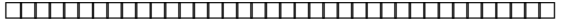
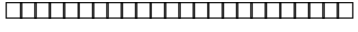
0	0.0	1.400	
12	8.0	1.800	□□□□□□
0	0.0	2.200	
0	0.0	2.600	
43	28.7	3.000	□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	3.400	
69	46.0	3.800	□□
0	0.0	4.200	
24	16.0	4.600	□□□□□□□□□□□□□

Y2.3

Frequency	Percentage	Lower Class Limit	
4	2.7	1.000	□□
0	0.0	1.400	
8	5.3	1.800	□□□□
0	0.0	2.200	
68	45.3	2.600	□□
0	0.0	3.000	
0	0.0	3.400	
34	22.7	3.800	□□□□□□□□□□□□□□□□□□□
0	0.0	4.200	
36	24.0	4.600	□□□□□□□□□□□□□□□□□□□□

Y2.4

Frequency	Percentage	Lower Class Limit	
5	3.3	1.000	□□□
0	0.0	1.400	

9	6.0	1.800	
0	0.0	2.200	
0	0.0	2.600	
47	31.3	3.000	
0	0.0	3.400	
54	36.0	3.800	
0	0.0	4.200	
35	23.3	4.600	

Covariance Matrix

	X1.11	X1.12	X1.13	X1.21	X1.22	X1.23
X1.11	1.178					
X1.12	0.298	1.095				
X1.13	0.382	0.527	1.039			
X1.21	0.345	0.481	0.523	1.087		
X1.22	0.385	0.541	0.617	0.580	1.054	
X1.23	0.438	0.477	0.566	0.577	0.592	1.002
X1.31	0.301	0.318	0.374	0.323	0.364	0.426
X1.32	0.261	0.203	0.380	0.341	0.359	0.388
X1.33	0.291	0.343	0.358	0.428	0.543	0.424
X1.34	0.287	0.295	0.451	0.416	0.421	0.367
X1.41	0.388	0.329	0.338	0.199	0.396	0.352
X1.42	0.244	0.403	0.412	0.421	0.422	0.384

X1.43	0.352	0.303	0.487	0.466	0.599	0.516
X1.51	0.401	0.396	0.465	0.421	0.519	0.440
X1.52	0.298	0.385	0.428	0.361	0.403	0.413
X1.53	0.247	0.305	0.415	0.336	0.368	0.365
Y1.1	0.419	0.348	0.417	0.345	0.437	0.340
Y1.2	0.354	0.323	0.378	0.325	0.386	0.398
Y1.3	0.344	0.417	0.452	0.389	0.425	0.371
Y1.4	0.408	0.372	0.448	0.432	0.474	0.434
Y2.1	0.345	0.306	0.389	0.337	0.394	0.383
Y2.2	0.220	0.347	0.383	0.258	0.440	0.355
Y2.3	0.412	0.266	0.349	0.342	0.399	0.470
Y2.4	0.502	0.384	0.426	0.423	0.401	0.443

Covariance Matrix

	X1.31	X1.32	X1.33	X1.34	X1.41	X1.42
X1.31	0.847					
X1.32	0.419	0.928				
X1.33	0.496	0.430	0.998			
X1.34	0.423	0.407	0.482	0.959		
X1.41	0.295	0.295	0.434	0.417	0.991	
X1.42	0.315	0.309	0.508	0.428	0.387	0.944
X1.43	0.422	0.466	0.621	0.524	0.505	0.493
X1.51	0.319	0.314	0.532	0.369	0.392	0.431
X1.52	0.395	0.406	0.446	0.352	0.243	0.379
X1.53	0.354	0.406	0.506	0.397	0.398	0.459

Y1.1	0.343	0.355	0.361	0.285	0.273	0.273
Y1.2	0.268	0.347	0.434	0.183	0.303	0.387
Y1.3	0.272	0.335	0.384	0.280	0.318	0.350
Y1.4	0.401	0.337	0.393	0.375	0.381	0.312
Y2.1	0.354	0.387	0.553	0.362	0.371	0.472
Y2.2	0.347	0.320	0.452	0.313	0.371	0.331
Y2.3	0.357	0.361	0.368	0.201	0.219	0.328
Y2.4	0.335	0.343	0.380	0.339	0.327	0.353

Covariance Matrix

	X1.43	X1.51	X1.52	X1.53	Y1.1	Y1.2
X1.43	1.159					
X1.51	0.434	0.984				
X1.52	0.458	0.466	0.977			
X1.53	0.447	0.445	0.374	0.891		
Y1.1	0.376	0.366	0.383	0.290	0.903	
Y1.2	0.454	0.407	0.368	0.304	0.467	0.909
Y1.3	0.510	0.400	0.339	0.284	0.481	0.532
Y1.4	0.512	0.401	0.322	0.300	0.396	0.412
Y2.1	0.556	0.437	0.348	0.362	0.418	0.537
Y2.2	0.517	0.308	0.316	0.289	0.378	0.319
Y2.3	0.405	0.395	0.408	0.329	0.499	0.432
Y2.4	0.415	0.477	0.434	0.299	0.522	0.465

Covariance Matrix

	Y1.3	Y1.4	Y2.1	Y2.2	Y2.3	Y2.4
Y1.3	0.922					
Y1.4	0.507	0.972				
Y2.1	0.430	0.473	1.127			
Y2.2	0.369	0.371	0.403	0.785		
Y2.3	0.396	0.439	0.464	0.311	0.993	
Y2.4	0.503	0.445	0.620	0.385	0.477	1.003

Means

X1.11	X1.12	X1.13	X1.21	X1.22	X1.23
3.507	3.627	3.633	3.600	3.707	3.733

Means

X1.31	X1.32	X1.33	X1.34	X1.41	X1.42
3.687	3.647	3.680	3.767	3.660	3.680

Means

X1.43	X1.51	X1.52	X1.53	Y1.1	Y1.2
3.573	3.713	3.613	3.633	3.640	3.807

Means

Y1.3	Y1.4	Y2.1	Y2.2	Y2.3	Y2.4
3.733	3.740	3.653	3.673	3.600	3.700

Standard Deviations

X1.11	X1.12	X1.13	X1.21	X1.22	X1.23
1.085	1.046	1.019	1.043	1.027	1.001

Standard Deviations

X1.31	X1.32	X1.33	X1.34	X1.41	X1.42
0.921	0.963	0.999	0.979	0.995	0.972

Standard Deviations

X1.43	X1.51	X1.52	X1.53	Y1.1	Y1.2
1.077	0.992	0.988	0.944	0.950	0.953

Standard Deviations

Y1.3	Y1.4	Y2.1	Y2.2	Y2.3	Y2.4
0.960	0.986	1.062	0.886	0.997	1.002

The Problem used 54360 Bytes (= 0.1% of available workspace)

Lampiran 5. Output Normalitas SERVQUAL

DATE: 05/27/2014
TIME: 20:21

P R E L I S 2.70

BY

Karl G. J÷reskog & Dag S÷rbom

The following lines were read from file C:\sem skripsi\DATA SERVQUALI.PR2:

```
!PRELIS SYNTAX: Can be edited
SY='C:\sem skripsi\DATA SERVQUALI.PSF'
OU MA=CM XT
```

Total Sample Size = 150

Univariate Summary Statistics for Continuous Variables

Variable	Mean	St. Dev.	T-Value	Skewness	Kurtosis	Minimum	Freq.	Maximum	Freq.
X1.11	3.507	1.085	39.573	-0.161	-0.668	1.000	5	5.000	35
X1.12	3.627	1.046	42.455	-0.092	-0.627	1.000	4	5.000	43
X1.13	3.633	1.019	43.653	-0.291	-0.545	1.000	3	5.000	35
X1.21	3.600	1.043	42.285	-0.072	-0.748	1.000	3	5.000	40
X1.22	3.707	1.027	44.212	-0.477	-0.279	1.000	4	5.000	38
X1.23	3.733	1.001	45.673	-0.378	-0.389	1.000	3	5.000	40
X1.31	3.687	0.921	49.048	-0.172	-0.566	1.000	1	5.000	32
X1.32	3.647	0.963	46.362	-0.014	-0.623	1.000	2	5.000	37
X1.33	3.680	0.999	45.125	-0.385	-0.373	1.000	3	5.000	35

X1.34	3.767	0.979	47.117	-0.341	-0.507	1.000	2	5.000
41								
X1.41	3.660	0.995	45.029	-0.183	-0.496	1.000	3	5.000
38								
X1.42	3.680	0.972	46.391	-0.164	-0.585	1.000	2	5.000
37								
X1.43	3.573	1.077	40.651	-0.421	-0.281	1.000	7	5.000
34								
X1.51	3.713	0.992	45.838	-0.399	-0.149	1.000	4	5.000
38								
X1.52	3.613	0.988	44.772	0.039	-0.729	1.000	2	5.000
38								
X1.53	3.633	0.944	47.129	-0.222	-0.188	1.000	3	5.000
31								

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
X1.11	-0.828	0.407	-2.388	0.017	6.390	0.041
X1.12	-0.476	0.634	-2.160	0.031	4.894	0.087
X1.13	-1.478	0.139	-1.749	0.080	5.246	0.073
X1.21	-0.372	0.710	-2.866	0.004	8.353	0.015
X1.22	-2.363	0.018	-0.678	0.498	6.042	0.049
X1.23	-1.898	0.058	-1.083	0.279	4.776	0.092

X1.31	-0.882	0.378	-1.853	0.064	4.211	0.122
X1.32	-0.071	0.943	-2.142	0.032	4.594	0.101
X1.33	-1.933	0.053	-1.019	0.308	4.776	0.092
X1.34	-1.725	0.085	-1.577	0.115	5.462	0.065
X1.41	-0.938	0.348	-1.528	0.127	3.215	0.200
X1.42	-0.842	0.400	-1.946	0.052	4.496	0.106
X1.43	-2.105	0.035	-0.686	0.493	4.901	0.086
X1.51	-2.001	0.045	-0.257	0.798	4.069	0.131
X1.52	0.202	0.840	-2.749	0.006	7.596	0.022
X1.53	-1.137	0.255	-0.378	0.705	1.436	0.488

Relative Multivariate Kurtosis = 0.978

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
34.209	0.972	0.331	281.797	-0.579	0.562	1.281	0.527

Histograms for Continuous Variables

X1.11

Frequency	Percentage	Lower Class Limit	
5	3.3	1.000	□□□
0	0.0	1.400	

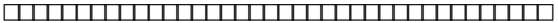
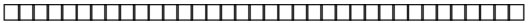
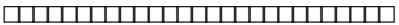
19	12.7	1.800	□□□□□□□□□□□□
0	0.0	2.200	
56	37.3	2.600	□□
0	0.0	3.000	
0	0.0	3.400	
35	23.3	3.800	□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	4.200	
35	23.3	4.600	□□□□□□□□□□□□□□□□□□□□□□□

X1.12

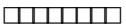
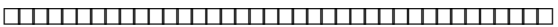
Frequency	Percentage	Lower Class Limit	
4	2.7	1.000	□□
0	0.0	1.400	
9	6.0	1.800	□□□□
0	0.0	2.200	
0	0.0	2.600	
69	46.0	3.000	□□
0	0.0	3.400	
25	16.7	3.800	□□□□□□□□□□□□
0	0.0	4.200	
43	28.7	4.600	□□□□□□□□□□□□□□□□□□□□□□□

X1.13

Frequency	Percentage	Lower Class Limit	
3	2.0	1.000	□□
0	0.0	1.400	
16	10.7	1.800	□□□□□□□□□□□□

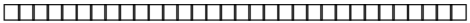
0	0.0	2.200	
0	0.0	2.600	
49	32.7	3.000	
0	0.0	3.400	
47	31.3	3.800	
0	0.0	4.200	
35	23.3	4.600	

X1.21

Frequency	Percentage	Lower Class Limit	
3	2.0	1.000	
0	0.0	1.400	
14	9.3	1.800	
0	0.0	2.200	
63	42.0	2.600	
0	0.0	3.000	
0	0.0	3.400	
30	20.0	3.800	
0	0.0	4.200	
40	26.7	4.600	

X1.22

Frequency	Percentage	Lower Class Limit	
4	2.7	1.000	
0	0.0	1.400	
13	8.7	1.800	
0	0.0	2.200	

0	0.0	2.600	
44	29.3	3.000	
0	0.0	3.400	
51	34.0	3.800	
0	0.0	4.200	
38	25.3	4.600	

X1.23

Frequency	Percentage	Lower Class Limit	
3	2.0	1.000	
0	0.0	1.400	
11	7.3	1.800	
0	0.0	2.200	
49	32.7	2.600	
0	0.0	3.000	
0	0.0	3.400	
47	31.3	3.800	
0	0.0	4.200	
40	26.7	4.600	

X1.31

Frequency	Percentage	Lower Class Limit	
1	0.7	1.000	
0	0.0	1.400	
12	8.0	1.800	
0	0.0	2.200	
0	0.0	2.600	

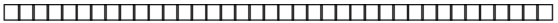
52	34.7	3.000	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	3.400	
53	35.3	3.800	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	4.200	
32	21.3	4.600	□□□□□□□□□□□□□□□□□□□□□□

X1.32

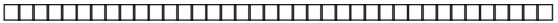
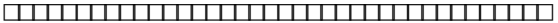
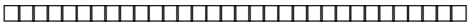
Frequency	Percentage	Lower Class Limit	
2	1.3	1.000	□
0	0.0	1.400	
9	6.0	1.800	□□□□□
0	0.0	2.200	
0	0.0	2.600	
66	44.0	3.000	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	3.400	
36	24.0	3.800	□□□□□□□□□□□□□□□□□□□□
0	0.0	4.200	
37	24.7	4.600	□□□□□□□□□□□□□□□□□□□□□

X1.33

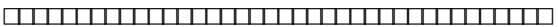
Frequency	Percentage	Lower Class Limit	
3	2.0	1.000	□□
0	0.0	1.400	
14	9.3	1.800	□□□□□□□□□□
0	0.0	2.200	
0	0.0	2.600	
46	30.7	3.000	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□

0	0.0	3.400	
52	34.7	3.800	
0	0.0	4.200	
35	23.3	4.600	

X1.34

Frequency	Percentage	Lower Class Limit	
2	1.3	1.000	
0	0.0	1.400	
11	7.3	1.800	
0	0.0	2.200	
48	32.0	2.600	
0	0.0	3.000	
0	0.0	3.400	
48	32.0	3.800	
0	0.0	4.200	
41	27.3	4.600	

X1.41

Frequency	Percentage	Lower Class Limit	
3	2.0	1.000	
0	0.0	1.400	
10	6.7	1.800	
0	0.0	2.200	
0	0.0	2.600	
60	40.0	3.000	
0	0.0	3.400	

39	26.0	3.800	□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	4.200	
38	25.3	4.600	□□□□□□□□□□□□□□□□□□□□□□□□

X1.42

Frequency	Percentage	Lower Class Limit	
2	1.3	1.000	□
0	0.0	1.400	
11	7.3	1.800	□□□□□□□
0	0.0	2.200	
0	0.0	2.600	
57	38.0	3.000	□□
0	0.0	3.400	
43	28.7	3.800	□□□□□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	4.200	
37	24.7	4.600	□□□□□□□□□□□□□□□□□□□□□□□□

X1.43

Frequency	Percentage	Lower Class Limit	
7	4.7	1.000	□□□□□
0	0.0	1.400	
13	8.7	1.800	□□□□□□□□□
0	0.0	2.200	
51	34.0	2.600	□□
0	0.0	3.000	
0	0.0	3.400	
45	30.0	3.800	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□

0	0.0	4.200	
34	22.7	4.600	□□□□□□□□□□□□□□□□□□□□□□□□□

X1.51

Frequency	Percentage	Lower Class Limit	
4	2.7	1.000	□□
0	0.0	1.400	
8	5.3	1.800	□□□□□
0	0.0	2.200	
0	0.0	2.600	
53	35.3	3.000	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	3.400	
47	31.3	3.800	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	4.200	
38	25.3	4.600	□□□□□□□□□□□□□□□□□□□□□□□□□□□

X1.52

Frequency	Percentage	Lower Class Limit	
2	1.3	1.000	□
0	0.0	1.400	
11	7.3	1.800	□□□□□□
0	0.0	2.200	
68	45.3	2.600	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	3.000	
0	0.0	3.400	
31	20.7	3.800	□□□□□□□□□□□□□□□□□
0	0.0	4.200	

Frequency	Percentage	Lower Class Limit	
38	25.3	4.600	□□□□□□□□□□□□□□□□□□□□□

X1.53

Frequency	Percentage	Lower Class Limit	
3	2.0	1.000	□
0	0.0	1.400	
9	6.0	1.800	□□□□□
0	0.0	2.200	
0	0.0	2.600	
59	39.3	3.000	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	3.400	
48	32.0	3.800	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
0	0.0	4.200	
31	20.7	4.600	□□□□□□□□□□□□□□□□□□□

Covariance Matrix

	X1.11	X1.12	X1.13	X1.21	X1.22	X1.23
X1.11	1.178					
X1.12	0.298	1.095				
X1.13	0.382	0.527	1.039			
X1.21	0.345	0.481	0.523	1.087		
X1.22	0.385	0.541	0.617	0.580	1.054	
X1.23	0.438	0.477	0.566	0.577	0.592	1.002

X1.31	0.301	0.318	0.374	0.323	0.364	0.426
X1.32	0.261	0.203	0.380	0.341	0.359	0.388
X1.33	0.291	0.343	0.358	0.428	0.543	0.424
X1.34	0.287	0.295	0.451	0.416	0.421	0.367
X1.41	0.388	0.329	0.338	0.199	0.396	0.352
X1.42	0.244	0.403	0.412	0.421	0.422	0.384
X1.43	0.352	0.303	0.487	0.466	0.599	0.516
X1.51	0.401	0.396	0.465	0.421	0.519	0.440
X1.52	0.298	0.385	0.428	0.361	0.403	0.413
X1.53	0.247	0.305	0.415	0.336	0.368	0.365

Covariance Matrix

	X1.31	X1.32	X1.33	X1.34	X1.41	X1.42
X1.31	0.847					
X1.32	0.419	0.928				
X1.33	0.496	0.430	0.998			
X1.34	0.423	0.407	0.482	0.959		
X1.41	0.295	0.295	0.434	0.417	0.991	
X1.42	0.315	0.309	0.508	0.428	0.387	0.944
X1.43	0.422	0.466	0.621	0.524	0.505	0.493
X1.51	0.319	0.314	0.532	0.369	0.392	0.431
X1.52	0.395	0.406	0.446	0.352	0.243	0.379
X1.53	0.354	0.406	0.506	0.397	0.398	0.459

Covariance Matrix

	X1.43	X1.51	X1.52	X1.53
X1.43	1.159			
X1.51	0.434	0.984		
X1.52	0.458	0.466	0.977	
X1.53	0.447	0.445	0.374	0.891

Means

X1.11	X1.12	X1.13	X1.21	X1.22	X1.23
3.507	3.627	3.633	3.600	3.707	3.733

Means

X1.31	X1.32	X1.33	X1.34	X1.41	X1.42
3.687	3.647	3.680	3.767	3.660	3.680

Means

X1.43	X1.51	X1.52	X1.53
3.573	3.713	3.613	3.633

Standard Deviations

X1.11	X1.12	X1.13	X1.21	X1.22	X1.23
1.085	1.046	1.019	1.043	1.027	1.001

Standard Deviations

X1.31	X1.32	X1.33	X1.34	X1.41	X1.42
0.921	0.963	0.999	0.979	0.995	0.972

Standard Deviations

X1.43	X1.51	X1.52	X1.53
1.077	0.992	0.988	0.944

The Problem used 28520 Bytes (= 0.0% of available workspace)

Lampiran 5. Output SERVQUAL

DATE: 5/27/2014
TIME: 20:25

L I S R E L 8.70

BY

Karl G. Jöreskog & Dag Sörbom

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The following lines were read from file C:\HASIL SERVQUAL.spl:

```
 SERVQUAL
 OBSERVED VARIABLES X1.11 X1.12 X1.13 X1.21 X1.22 X1.23 X1.31 X1.32 X1.33 X1.34
X1.41 X1.42 X1.43 X1.51 X1.52 X1.53
 COVARIANCE MATRIX FROM FILE C:\SERVQUAL.COV
 LATENT VARIABLES RES ASR TANG EMP REL SQ
 SAMPLE SIZE 150
 RELATIONSHIPS:
 X1.11=1*RES
 X1.12-X1.13=RES
 X1.21=1*ASR
 X1.22-X1.23=ASR
 X1.31=1*TANG
 X1.32-X1.34=TANG
 X1.41=1*EMP
 X1.42-X1.43=EMP
 X1.51=1*REL
 X1.52-X1.53=REL
 RES ASR TANG EMP REL=SQ
 OPTIONS:SC EF
 PATH DIAGRAM
 END OF PROGRAM

 Sample Size =   150
```

SERVQUAL

Covariance Matrix

	X1.11	X1.12	X1.13	X1.21	X1.22	X1.23
X1.11	1.18					
X1.12	0.30	1.09				
X1.13	0.38	0.53	1.04			
X1.21	0.34	0.48	0.52	1.09		
X1.22	0.38	0.54	0.62	0.58	1.05	
X1.23	0.44	0.48	0.57	0.58	0.59	1.00
X1.31	0.30	0.32	0.37	0.32	0.36	0.43
X1.32	0.26	0.20	0.38	0.34	0.36	0.39
X1.33	0.29	0.34	0.36	0.43	0.54	0.42
X1.34	0.29	0.29	0.45	0.42	0.42	0.37
X1.41	0.39	0.33	0.34	0.20	0.40	0.35
X1.42	0.24	0.40	0.41	0.42	0.42	0.38
X1.43	0.35	0.30	0.49	0.47	0.60	0.52
X1.51	0.40	0.40	0.46	0.42	0.52	0.44
X1.52	0.30	0.38	0.43	0.36	0.40	0.41
X1.53	0.25	0.31	0.41	0.34	0.37	0.36

Covariance Matrix

	X1.31	X1.32	X1.33	X1.34	X1.41	X1.42
X1.31	0.85					
X1.32	0.42	0.93				
X1.33	0.50	0.43	1.00			
X1.34	0.42	0.41	0.48	0.96		
X1.41	0.30	0.30	0.43	0.42	0.99	
X1.42	0.32	0.31	0.51	0.43	0.39	0.94
X1.43	0.42	0.47	0.62	0.52	0.50	0.49
X1.51	0.32	0.31	0.53	0.37	0.39	0.43
X1.52	0.39	0.41	0.45	0.35	0.24	0.38
X1.53	0.35	0.41	0.51	0.40	0.40	0.46

Covariance Matrix

	X1.43	X1.51	X1.52	X1.53
X1.43	1.16			
X1.51	0.43	0.98		
X1.52	0.46	0.47	0.98	
X1.53	0.45	0.44	0.37	0.89

SERVQUAL

Number of Iterations = 29

LISREL Estimates (Maximum Likelihood)

Measurement Equations

X1.11 = 1.00*RES, Errorvar.= 0.90 , R^2 = 0.24
(0.11)
8.07

X1.12 = 1.22*RES, Errorvar.= 0.68 , R^2 = 0.38
(0.25) (0.091)
4.95 7.46

X1.13 = 1.47*RES, Errorvar.= 0.44 , R^2 = 0.57
(0.27) (0.079)
5.41 5.61

X1.21 = 1.00*ASR, Errorvar.= 0.57 , R^2 = 0.48
(0.077)
7.35

X1.22 = 1.12*ASR, Errorvar.= 0.40 , R^2 = 0.62

```
       (0.13)               (0.064)
        8.32                 6.25

X1.23 = 1.05*ASR, Errorvar.= 0.43  , R² = 0.57
       (0.13)               (0.064)
        8.06                 6.71

X1.31 = 1.00*TANG, Errorvar.= 0.46  , R² = 0.46
                             (0.061)
                              7.45

X1.32 = 0.96*TANG, Errorvar.= 0.57  , R² = 0.39
       (0.14)               (0.073)
        6.74                 7.78

X1.33 = 1.23*TANG, Errorvar.= 0.41  , R² = 0.59
       (0.15)               (0.062)
        8.09                 6.59

X1.34 = 1.06*TANG, Errorvar.= 0.52  , R² = 0.46
       (0.15)               (0.069)
        7.28                 7.47

X1.41 = 1.00*EMP, Errorvar.= 0.64  , R² = 0.35
                            (0.082)
                             7.81
```

X1.42 = 1.11*EMP, Errorvar.= 0.51 , R^2 = 0.46
(0.17) (0.070)
6.39 7.28

X1.43 = 1.34*EMP, Errorvar.= 0.53 , R^2 = 0.54
(0.20) (0.081)
6.76 6.59

X1.51 = 1.00*REL, Errorvar.= 0.50 , R^2 = 0.50
(0.071)
7.00

X1.52 = 0.91*REL, Errorvar.= 0.58 , R^2 = 0.41
(0.13) (0.076)
7.08 7.55

X1.53 = 0.91*REL, Errorvar.= 0.49 , R^2 = 0.45
(0.12) (0.067)
7.41 7.31

Structural Equations

RES = 0.48*SQ, Errorvar.= 0.049 , R^2 = 0.82
(0.086) (0.030)
5.52 1.62

ASR = 0.65*SQ, Errorvar.= 0.095 , R^2 = 0.82
(0.079) (0.039)
8.28 2.46

TANG = 0.58*SQ, Errorvar.= 0.061 , R^2 = 0.84
(0.069) (0.028)
8.28 2.20

EMP = 0.56*SQ, Errorvar.= 0.035 , R^2 = 0.90
(0.078) (0.029)
7.19 1.21

REL = 0.67*SQ, Errorvar.= 0.044 , R^2 = 0.91
(0.075) (0.039)
8.91 1.11

Correlation Matrix of Independent Variables

SQ
1.00

Covariance Matrix of Latent Variables

	RES	ASR	TANG	EMP	REL	SQ
RES	0.28					
ASR	0.31	0.52				
TANG	0.27	0.37	0.39			
EMP	0.27	0.36	0.32	0.35		
REL	0.32	0.43	0.38	0.37	0.49	
SQ	0.48	0.65	0.58	0.56	0.67	1.00

Goodness of Fit Statistics

Degrees of Freedom = 99
Minimum Fit Function Chi-Square = 130.29 (P = 0.019)
Normal Theory Weighted Least Squares Chi-Square = 125.01 (P = 0.040)
Estimated Non-centrality Parameter (NCP) = 26.01
90 Percent Confidence Interval for NCP = (1.43 ; 58.73)

Minimum Fit Function Value = 0.87
Population Discrepancy Function Value (F0) = 0.17
90 Percent Confidence Interval for F0 = (0.0096 ; 0.39)
Root Mean Square Error of Approximation (RMSEA) = 0.042
90 Percent Confidence Interval for RMSEA = (0.0099 ; 0.063)
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.71

Expected Cross-Validation Index (ECVI) = 1.34
90 Percent Confidence Interval for ECVI = (1.17 ; 1.56)

ECVI for Saturated Model = 1.83
ECVI for Independence Model = 20.67

Chi-Square for Independence Model with 120 Degrees of Freedom = 3047.33
Independence AIC = 3079.33
Model AIC = 199.01
Saturated AIC = 272.00
Independence CAIC = 3143.50
Model CAIC = 347.40
Saturated CAIC = 817.45

Normed Fit Index (NFI) = 0.96
Non-Normed Fit Index (NNFI) = 0.99
Parsimony Normed Fit Index (PNFI) = 0.79
Comparative Fit Index (CFI) = 0.99
Incremental Fit Index (IFI) = 0.99
Relative Fit Index (RFI) = 0.95

Critical N (CN) = 154.98

Root Mean Square Residual (RMR) = 0.050
Standardized RMR = 0.049
Goodness of Fit Index (GFI) = 0.91
Adjusted Goodness of Fit Index (AGFI) = 0.87
Parsimony Goodness of Fit Index (PGFI) = 0.66

The Modification Indices Suggest to Add the

Path to	from	Decrease in Chi-Square	New Estimate
RES	ASR	26.2	1.16
RES	TANG	10.3	-0.98
ASR	RES	26.2	2.25
TANG	RES	10.3	-1.22

The Modification Indices Suggest to Add an Error Covariance

Between	and	Decrease in Chi-Square	New Estimate
ASR	RES	26.2	0.11
TANG	RES	10.3	-0.06
X1.33	X1.13	11.7	-0.15
X1.41	X1.21	8.5	-0.16

SERVQUAL

Standardized Solution

LAMBDA-Y

	RES	ASR	TANG	EMP	REL
X1.11	0.53	- -	- -	- -	- -
X1.12	0.64	- -	- -	- -	- -
X1.13	0.77	- -	- -	- -	- -
X1.21	- -	0.72	- -	- -	- -
X1.22	- -	0.81	- -	- -	- -

X1.23	- -	0.76	- -	- -	- -
X1.31	- -	- -	0.63	- -	- -
X1.32	- -	- -	0.60	- -	- -
X1.33	- -	- -	0.77	- -	- -
X1.34	- -	- -	0.66	- -	- -
X1.41	- -	- -	- -	0.59	- -
X1.42	- -	- -	- -	0.66	- -
X1.43	- -	- -	- -	0.79	- -
X1.51	- -	- -	- -	- -	0.70
X1.52	- -	- -	- -	- -	0.63
X1.53	- -	- -	- -	- -	0.63

GAMMA

	SQ
RES	0.91
ASR	0.90
TANG	0.92
EMP	0.95
REL	0.95

Correlation Matrix of ETA and KSI

	RES	ASR	TANG	EMP	REL	SQ
RES	1.00					

ASR	0.82	1.00				
TANG	0.83	0.83	1.00			
EMP	0.86	0.86	0.87	1.00		
REL	0.87	0.86	0.88	0.91	1.00	
SQ	0.91	0.90	0.92	0.95	0.95	1.00

PSI
Note: This matrix is diagonal.

RES	ASR	TANG	EMP	REL
0.18	0.18	0.16	0.10	0.09

SERVQUAL

Completely Standardized Solution

LAMBDA-Y

	RES	ASR	TANG	EMP	REL
X1.11	0.49	- -	- -	- -	- -
X1.12	0.62	- -	- -	- -	- -
X1.13	0.76	- -	- -	- -	- -
X1.21	- -	0.69	- -	- -	- -
X1.22	- -	0.79	- -	- -	- -
X1.23	- -	0.76	- -	- -	- -

X1.31	- -	- -	0.68	- -	- -
X1.32	- -	- -	0.62	- -	- -
X1.33	- -	- -	0.77	- -	- -
X1.34	- -	- -	0.68	- -	- -
X1.41	- -	- -	- -	0.59	- -
X1.42	- -	- -	- -	0.68	- -
X1.43	- -	- -	- -	0.74	- -
X1.51	- -	- -	- -	- -	0.70
X1.52	- -	- -	- -	- -	0.64
X1.53	- -	- -	- -	- -	0.67

GAMMA

	SQ
RES	0.91
ASR	0.90
TANG	0.92
EMP	0.95
REL	0.95

Correlation Matrix of ETA and KSI

	RES	ASR	TANG	EMP	REL	SQ
RES	1.00					
ASR	0.82	1.00				

TANG	0.83	0.83	1.00			
EMP	0.86	0.86	0.87	1.00		
REL	0.87	0.86	0.88	0.91	1.00	
SQ	0.91	0.90	0.92	0.95	0.95	1.00

PSI
Note: This matrix is diagonal.

RES	ASR	TANG	EMP	REL
0.18	0.18	0.16	0.10	0.09

THETA-EPS

X1.11	X1.12	X1.13	X1.21	X1.22	X1.23
0.76	0.62	0.43	0.52	0.38	0.43

THETA-EPS

X1.31	X1.32	X1.33	X1.34	X1.41	X1.42
0.54	0.61	0.41	0.54	0.65	0.54

THETA-EPS

X1.43	X1.51	X1.52	X1.53

0.46	0.50	0.59	0.55

SERVQUAL

Total and Indirect Effects

Total Effects of X on ETA

	SQ
RES	0.48
	(0.09)
	5.52
ASR	0.65
	(0.08)
	8.28
TANG	0.58
	(0.07)
	8.28
EMP	0.56
	(0.08)
	7.19

REL	0.67
	(0.07)
	8.91

BETA*BETA' is not Pos. Def., Stability Index cannot be Computed

Total Effects of ETA on Y

	RES	ASR	TANG	EMP	REL
X1.11	1.00	- -	- -	- -	- -
X1.12	1.22	- -	- -	- -	- -
	(0.25)				
	4.95				
X1.13	1.47	- -	- -	- -	- -
	(0.27)				
	5.41				
X1.21	- -	1.00	- -	- -	- -
X1.22	- -	1.12	- -	- -	- -
		(0.13)			
		8.32			

X1.23	- -	1.05 (0.13) 8.06	- -	- -	- -
X1.31	- -	- -	1.00	- -	- -
X1.32	- -	- -	0.96 (0.14) 6.74	- -	- -
X1.33	- -	- -	1.23 (0.15) 8.09	- -	- -
X1.34	- -	- -	1.06 (0.15) 7.28	- -	- -
X1.41	- -	- -	- -	1.00	- -
X1.42	- -	- -	- -	1.11 (0.17) 6.39	- -
X1.43	- -	- -	- -	1.34 (0.20) 6.76	- -

X1.51	- -	- -	- -	- -	1.00
X1.52	- -	- -	- -	- -	0.91 (0.13) 7.08
X1.53	- -	- -	- -	- -	0.91 (0.12) 7.41

Total Effects of X on Y

	SQ
X1.11	0.48 (0.09) 5.52
X1.12	0.58 (0.08) 7.12
X1.13	0.70 (0.08) 9.19

X1.21	0.65
	(0.08)
	8.28
X1.22	0.73
	(0.08)
	9.67
X1.23	0.68
	(0.07)
	9.20
X1.31	0.58
	(0.07)
	8.28
X1.32	0.55
	(0.07)
	7.48
X1.33	0.71
	(0.07)
	9.60
X1.34	0.61
	(0.07)

	8.25
X1.41	0.56
	(0.08)
	7.19
X1.42	0.62
	(0.07)
	8.40
X1.43	0.75
	(0.08)
	9.37
X1.51	0.67
	(0.07)
	8.91
X1.52	0.60
	(0.08)
	7.91
X1.53	0.61
	(0.07)
	8.40

SERVQUAL

Standardized Total and Indirect Effects

Standardized Total Effects of X on ETA

	SQ
RES	0.91
ASR	0.90
TANG	0.92
EMP	0.95
REL	0.95

Standardized Total Effects of ETA on Y

	RES	ASR	TANG	EMP	REL
X1.11	0.53	- -	- -	- -	- -
X1.12	0.64	- -	- -	- -	- -
X1.13	0.77	- -	- -	- -	- -
X1.21	- -	0.72	- -	- -	- -
X1.22	- -	0.81	- -	- -	- -
X1.23	- -	0.76	- -	- -	- -
X1.31	- -	- -	0.63	- -	- -
X1.32	- -	- -	0.60	- -	- -
X1.33	- -	- -	0.77	- -	- -

X1.34	- -	- -	0.66	- -	- -
X1.41	- -	- -	- -	0.59	- -
X1.42	- -	- -	- -	0.66	- -
X1.43	- -	- -	- -	0.79	- -
X1.51	- -	- -	- -	- -	0.70
X1.52	- -	- -	- -	- -	0.63
X1.53	- -	- -	- -	- -	0.63

Completely Standardized Total Effects of ETA on Y

	RES	ASR	TANG	EMP	REL
X1.11	0.49	- -	- -	- -	- -
X1.12	0.62	- -	- -	- -	- -
X1.13	0.76	- -	- -	- -	- -
X1.21	- -	0.69	- -	- -	- -
X1.22	- -	0.79	- -	- -	- -
X1.23	- -	0.76	- -	- -	- -
X1.31	- -	- -	0.68	- -	- -
X1.32	- -	- -	0.62	- -	- -
X1.33	- -	- -	0.77	- -	- -
X1.34	- -	- -	0.68	- -	- -
X1.41	- -	- -	- -	0.59	- -
X1.42	- -	- -	- -	0.68	- -
X1.43	- -	- -	- -	0.74	- -
X1.51	- -	- -	- -	- -	0.70
X1.52	- -	- -	- -	- -	0.64

X1.53	- -	- -	- -	- -	0.67		

Standardized Total Effects of X on Y

	SQ
X1.11	0.48
X1.12	0.58
X1.13	0.70
X1.21	0.65
X1.22	0.73
X1.23	0.68
X1.31	0.58
X1.32	0.55
X1.33	0.71
X1.34	0.61
X1.41	0.56
X1.42	0.62
X1.43	0.75
X1.51	0.67
X1.52	0.60
X1.53	0.61

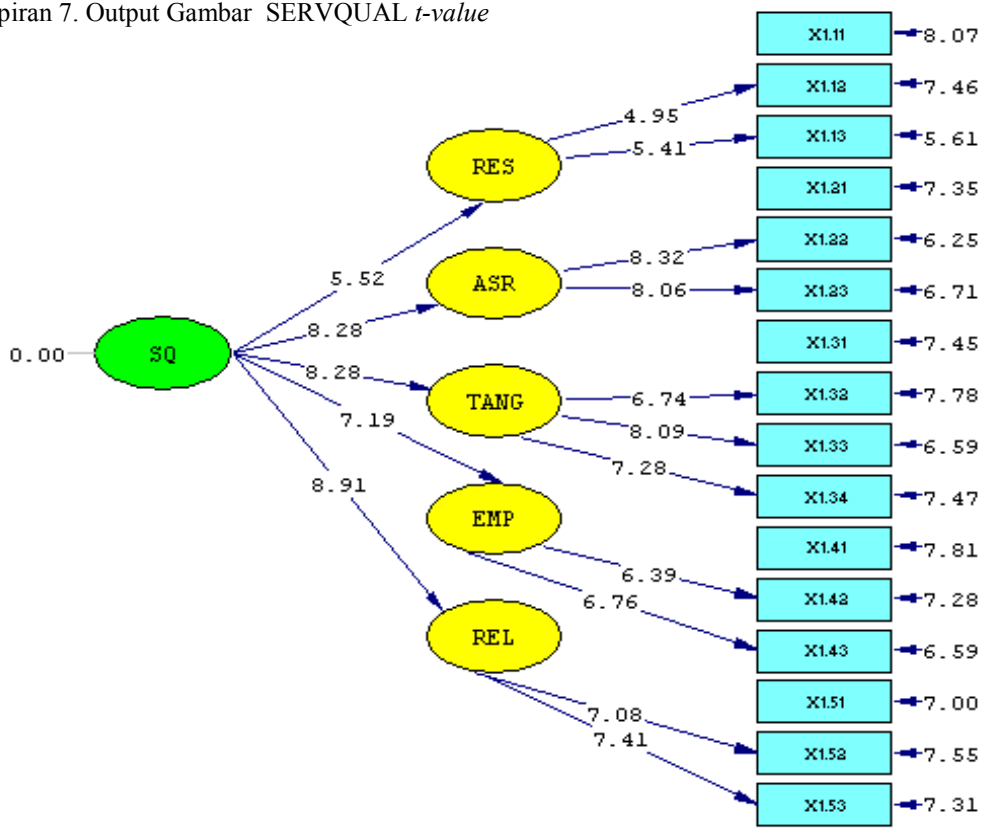
Completely Standardized Total Effects of X on Y

	SQ

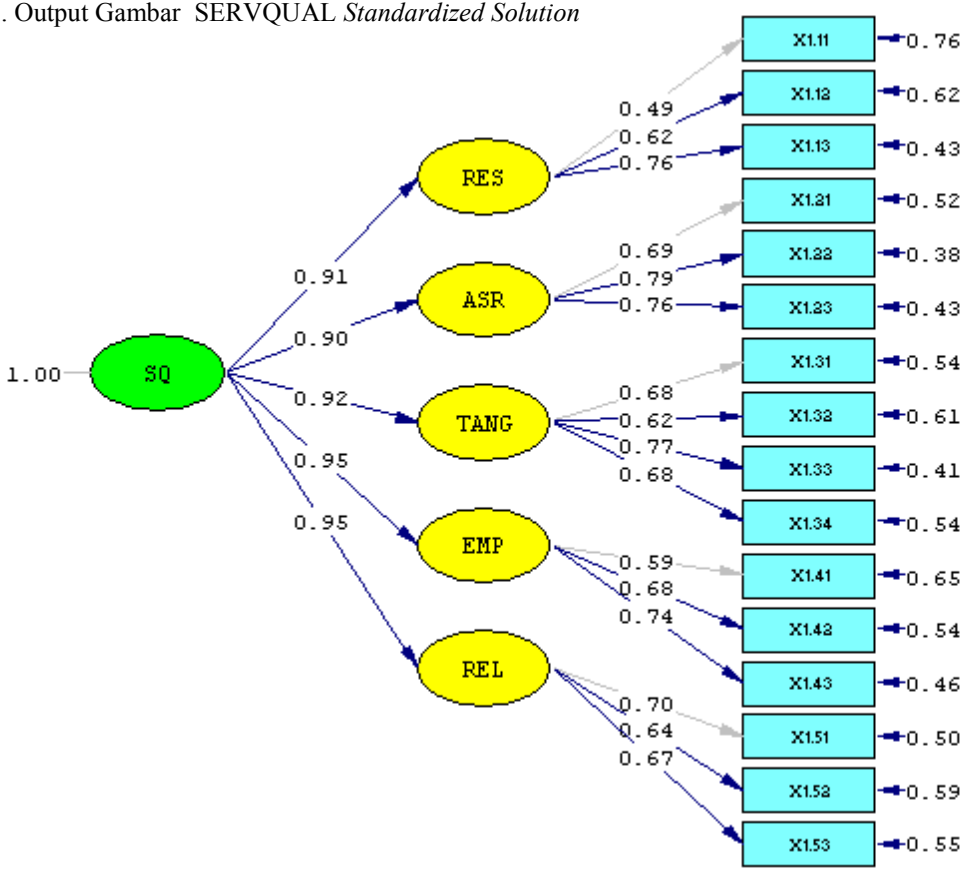
X1.11	0.44
X1.12	0.56
X1.13	0.69
X1.21	0.62
X1.22	0.71
X1.23	0.68
X1.31	0.62
X1.32	0.57
X1.33	0.71
X1.34	0.62
X1.41	0.56
X1.42	0.64
X1.43	0.70
X1.51	0.67
X1.52	0.61
X1.53	0.64

Time used: 0.047 Seconds

Lampiran 7. Output Gambar SERVQUAL *t-value*



Lampiran 8. Output Gambar SERVQUAL *Standardized Solution*



Lampiran 9. Output Lengkap

TIME: 20:26

L I S R E L 8.70

BY

Karl G. Jöreskog & Dag Sörbom

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The following lines were read from file C:\SKRIPSI LENGKAP.spl:

```
MODEL LENGKAP
OBSERVED VARIABLES X1.11 X1.12 X1.13 X1.21 X1.22 X1.23 X1.31 X1.32 X1.33 X1.34
X1.41 X1.42 X1.43 X1.51 X1.52 X1.53 Y1.1 Y1.2 Y1.3 Y1.4 Y2.1 Y2.2 Y2.3 Y2.4
```

```
COVARIANCE MATRIX FROM FILE C:\SKRIPSI.COV
LATENT VARIABLES RES ASR TANG EMP REL SQ SATIS PBI
SAMPLE SIZE 150
RELATIONSHIPS:
X1.11=1*RES
X1.12-X1.13=RES
X1.21=1*ASR
X1.22-X1.23=ASR
X1.31=1*TANG
X1.32-X1.34=TANG
X1.41=1*EMP
X1.42-X1.43=EMP
X1.51=1*REL
X1.52-X1.53=REL
RES ASR TANG EMP REL=SQ
Y1.1=1*SATIS
Y1.2-Y1.4=SATIS
Y2.1=1*PBI
Y2.2-Y2.4=PBI
SATIS=SQ
PBI=SATIS
OPTIONS:SC EF
PATH DIAGRAM
END OF PROGRAM

Sample Size =   150
```

MODEL LENGKAP

Covariance Matrix

	X1.11	X1.12	X1.13	X1.21	X1.22	X1.23
X1.11	1.18					
X1.12	0.30	1.09				
X1.13	0.38	0.53	1.04			
X1.21	0.34	0.48	0.52	1.09		
X1.22	0.38	0.54	0.62	0.58	1.05	
X1.23	0.44	0.48	0.57	0.58	0.59	1.00
X1.31	0.30	0.32	0.37	0.32	0.36	0.43
X1.32	0.26	0.20	0.38	0.34	0.36	0.39
X1.33	0.29	0.34	0.36	0.43	0.54	0.42
X1.34	0.29	0.29	0.45	0.42	0.42	0.37
X1.41	0.39	0.33	0.34	0.20	0.40	0.35
X1.42	0.24	0.40	0.41	0.42	0.42	0.38
X1.43	0.35	0.30	0.49	0.47	0.60	0.52
X1.51	0.40	0.40	0.46	0.42	0.52	0.44
X1.52	0.30	0.38	0.43	0.36	0.40	0.41
X1.53	0.25	0.31	0.41	0.34	0.37	0.36
Y1.1	0.42	0.35	0.42	0.34	0.44	0.34
Y1.2	0.35	0.32	0.38	0.32	0.39	0.40
Y1.3	0.34	0.42	0.45	0.39	0.42	0.37
Y1.4	0.41	0.37	0.45	0.43	0.47	0.43
Y2.1	0.34	0.31	0.39	0.34	0.39	0.38

Y2.2	0.22	0.35	0.38	0.26	0.44	0.36
Y2.3	0.41	0.27	0.35	0.34	0.40	0.47
Y2.4	0.50	0.38	0.43	0.42	0.40	0.44

Covariance Matrix

	X1.31	X1.32	X1.33	X1.34	X1.41	X1.42
X1.31	0.85					
X1.32	0.42	0.93				
X1.33	0.50	0.43	1.00			
X1.34	0.42	0.41	0.48	0.96		
X1.41	0.30	0.30	0.43	0.42	0.99	
X1.42	0.32	0.31	0.51	0.43	0.39	0.94
X1.43	0.42	0.47	0.62	0.52	0.50	0.49
X1.51	0.32	0.31	0.53	0.37	0.39	0.43
X1.52	0.39	0.41	0.45	0.35	0.24	0.38
X1.53	0.35	0.41	0.51	0.40	0.40	0.46
Y1.1	0.34	0.36	0.36	0.28	0.27	0.27
Y1.2	0.27	0.35	0.43	0.18	0.30	0.39
Y1.3	0.27	0.33	0.38	0.28	0.32	0.35
Y1.4	0.40	0.34	0.39	0.38	0.38	0.31
Y2.1	0.35	0.39	0.55	0.36	0.37	0.47
Y2.2	0.35	0.32	0.45	0.31	0.37	0.33
Y2.3	0.36	0.36	0.37	0.20	0.22	0.33
Y2.4	0.33	0.34	0.38	0.34	0.33	0.35

Covariance Matrix

	X1.43	X1.51	X1.52	X1.53	Y1.1	Y1.2
X1.43	1.16					
X1.51	0.43	0.98				
X1.52	0.46	0.47	0.98			
X1.53	0.45	0.44	0.37	0.89		
Y1.1	0.38	0.37	0.38	0.29	0.90	
Y1.2	0.45	0.41	0.37	0.30	0.47	0.91
Y1.3	0.51	0.40	0.34	0.28	0.48	0.53
Y1.4	0.51	0.40	0.32	0.30	0.40	0.41
Y2.1	0.56	0.44	0.35	0.36	0.42	0.54
Y2.2	0.52	0.31	0.32	0.29	0.38	0.32
Y2.3	0.41	0.39	0.41	0.33	0.50	0.43
Y2.4	0.41	0.48	0.43	0.30	0.52	0.47

Covariance Matrix

	Y1.3	Y1.4	Y2.1	Y2.2	Y2.3	Y2.4
Y1.3	0.92					
Y1.4	0.51	0.97				
Y2.1	0.43	0.47	1.13			
Y2.2	0.37	0.37	0.40	0.79		
Y2.3	0.40	0.44	0.46	0.31	0.99	
Y2.4	0.50	0.44	0.62	0.38	0.48	1.00

MODEL LENGKAP

Number of Iterations = 42

LISREL Estimates (Maximum Likelihood)

Measurement Equations

X1.11 = 1.00*RES, Errorvar.= 0.88 , R^2 = 0.26
(0.11)
8.06

X1.12 = 1.16*RES, Errorvar.= 0.69 , R^2 = 0.37
(0.22) (0.091)
5.19 7.59

X1.13 = 1.38*RES, Errorvar.= 0.46 , R^2 = 0.55
(0.24) (0.077)
5.73 6.03

X1.21 = 1.00*ASR, Errorvar.= 0.57 , R^2 = 0.47
(0.077)
7.41

X1.22 = 1.12*ASR, Errorvar.= 0.40 , R^2 = 0.62
(0.13) (0.064)
8.35 6.34

X1.23 = 1.06*ASR, Errorvar.= 0.43 , R^2 = 0.57
(0.13) (0.063)
8.11 6.75

X1.31 = 1.00*TANG, Errorvar.= 0.45 , R^2 = 0.47
(0.060)
7.43

X1.32 = 0.96*TANG, Errorvar.= 0.56 , R^2 = 0.40
(0.14) (0.072)
6.88 7.75

X1.33 = 1.22*TANG, Errorvar.= 0.41 , R^2 = 0.59
(0.15) (0.062)
8.18 6.59

X1.34 = 1.03*TANG, Errorvar.= 0.54 , R^2 = 0.44
(0.14) (0.071)
7.21 7.57

X1.41 = 1.00*EMP, Errorvar.= 0.64 , R^2 = 0.35
(0.082)

```
                                7.86

X1.42 = 1.10*EMP, Errorvar.= 0.52  , R² = 0.45
       (0.17)                (0.070)
        6.39                  7.41

X1.43 = 1.36*EMP, Errorvar.= 0.52  , R² = 0.55
       (0.20)                (0.079)
        6.85                  6.56

X1.51 = 1.00*REL, Errorvar.= 0.48  , R² = 0.51
                             (0.070)
                              6.93

X1.52 = 0.90*REL, Errorvar.= 0.57  , R² = 0.42
       (0.12)                (0.075)
        7.27                  7.53

X1.53 = 0.87*REL, Errorvar.= 0.51  , R² = 0.43
       (0.12)                (0.068)
        7.36                  7.48

 Y1.1 = 1.00*SATIS, Errorvar.= 0.46  , R² = 0.49
                               (0.060)
                                7.68

 Y1.2 = 1.01*SATIS, Errorvar.= 0.46  , R² = 0.50
```

```
      (0.13)                  (0.059)
       7.99                    7.65

Y1.3 = 1.04*SATIS, Errorvar.= 0.44  , R² = 0.52
      (0.13)                  (0.058)
       8.17                    7.55

Y1.4 = 1.00*SATIS, Errorvar.= 0.53  , R² = 0.46
      (0.13)                  (0.068)
       7.67                    7.80

Y2.1 = 1.00*PBI, Errorvar.= 0.58  , R² = 0.48
                           (0.077)
                            7.52

Y2.2 = 0.76*PBI, Errorvar.= 0.47  , R² = 0.40
      (0.11)                (0.060)
       7.06                  7.88

Y2.3 = 0.87*PBI, Errorvar.= 0.58  , R² = 0.42
      (0.12)                (0.074)
       7.24                  7.80

Y2.4 = 1.00*PBI, Errorvar.= 0.45  , R² = 0.55
      (0.12)                (0.064)
       8.20                  7.14
```

Structural Equations

RES = 0.51*SQ, Errorvar.= 0.041 , R^2 = 0.87
(0.086) (0.030)
5.94 1.36

ASR = 0.65*SQ, Errorvar.= 0.095 , R^2 = 0.82
(0.078) (0.037)
8.32 2.55

TANG = 0.57*SQ, Errorvar.= 0.070 , R^2 = 0.83
(0.069) (0.028)
8.34 2.47

EMP = 0.56*SQ, Errorvar.= 0.035 , R^2 = 0.90
(0.077) (0.028)
7.23 1.27

REL = 0.67*SQ, Errorvar.= 0.052 , R^2 = 0.90
(0.074) (0.040)
9.07 1.30

SATIS = 0.58*SQ, Errorvar.= 0.11 , R^2 = 0.76
(0.069) (0.031)
8.40 3.53

PBI = 1.08*SATIS, Errorvar.= 0.024 , R^2 = 0.96
(0.14) (0.033)
7.65 0.71

Reduced Form Equations

RES = 0.51*SQ, Errorvar.= 0.041, R^2 = 0.87
(0.086)
5.94

ASR = 0.65*SQ, Errorvar.= 0.095, R^2 = 0.82
(0.078)
8.32

TANG = 0.57*SQ, Errorvar.= 0.070, R^2 = 0.83
(0.069)
8.34

EMP = 0.56*SQ, Errorvar.= 0.035, R^2 = 0.90
(0.077)
7.23

REL = 0.67*SQ, Errorvar.= 0.052, R^2 = 0.90
(0.074)
9.07

SATIS = 0.58*SQ, Errorvar.= 0.11, R^2 = 0.76
(0.069)
8.40

PBI = 0.63*SQ, Errorvar.= 0.15, R^2 = 0.72
(0.077)
8.16

Correlation Matrix of Independent Variables

	SQ
	1.00

Covariance Matrix of Latent Variables

	RES	ASR	TANG	EMP	REL	SATIS
RES	0.30					
ASR	0.33	0.52				
TANG	0.29	0.37	0.40			
EMP	0.29	0.36	0.32	0.35		
REL	0.34	0.44	0.38	0.37	0.50	
SATIS	0.30	0.38	0.33	0.32	0.39	0.44

PBI	0.32	0.41	0.36	0.35	0.42	0.48
SQ	0.51	0.65	0.57	0.56	0.67	0.58

Covariance Matrix of Latent Variables

	PBI	SQ
PBI	0.54	
SQ	0.63	1.00

Goodness of Fit Statistics

Degrees of Freedom = 245
Minimum Fit Function Chi-Square = 303.65 (P = 0.0063)
Normal Theory Weighted Least Squares Chi-Square = 298.64 (P = 0.011)
Estimated Non-centrality Parameter (NCP) = 53.64
90 Percent Confidence Interval for NCP = (14.04 ; 101.44)

Minimum Fit Function Value = 2.04
Population Discrepancy Function Value (F0) = 0.36
90 Percent Confidence Interval for F0 = (0.094 ; 0.68)
Root Mean Square Error of Approximation (RMSEA) = 0.038
90 Percent Confidence Interval for RMSEA = (0.020 ; 0.053)
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.90

Expected Cross-Validation Index (ECVI) = 2.74

90 Percent Confidence Interval for ECVI = (2.48 ; 3.06)
ECVI for Saturated Model = 4.03
ECVI for Independence Model = 45.66

Chi-Square for Independence Model with 276 Degrees of Freedom = 6755.29
Independence AIC = 6803.29
Model AIC = 408.64
Saturated AIC = 600.00
Independence CAIC = 6899.54
Model CAIC = 629.23
Saturated CAIC = 1803.19

Normed Fit Index (NFI) = 0.96
Non-Normed Fit Index (NNFI) = 0.99
Parsimony Normed Fit Index (PNFI) = 0.85
Comparative Fit Index (CFI) = 0.99
Incremental Fit Index (IFI) = 0.99
Relative Fit Index (RFI) = 0.95

Critical N (CN) = 147.92

Root Mean Square Residual (RMR) = 0.052
Standardized RMR = 0.052
Goodness of Fit Index (GFI) = 0.86
Adjusted Goodness of Fit Index (AGFI) = 0.82
Parsimony Goodness of Fit Index (PGFI) = 0.70

The Modification Indices Suggest to Add the

Path to	from	Decrease in Chi-Square	New Estimate
Y2.2	TANG	10.2	0.66
Y2.2	EMP	11.8	0.87
RES	ASR	20.1	0.98
RES	TANG	10.1	-0.83
ASR	RES	20.1	2.29
TANG	RES	10.1	-1.43

The Modification Indices Suggest to Add an Error Covariance

Between	and	Decrease in Chi-Square	New Estimate
ASR	RES	20.1	0.09
TANG	RES	10.1	-0.06
X1.33	X1.13	11.4	-0.15
X1.41	X1.21	8.1	-0.16
Y1.2	X1.34	9.2	-0.14

MODEL LENGKAP

Standardized Solution

LAMBDA-Y

	RES	ASR	TANG	EMP	REL	SATIS
X1.11	0.55	- -	- -	- -	- -	- -

X1.12	0.64	- -	- -	- -	- -	- -
X1.13	0.76	- -	- -	- -	- -	- -
X1.21	- -	0.72	- -	- -	- -	- -
X1.22	- -	0.81	- -	- -	- -	- -
X1.23	- -	0.76	- -	- -	- -	- -
X1.31	- -	- -	0.63	- -	- -	- -
X1.32	- -	- -	0.61	- -	- -	- -
X1.33	- -	- -	0.77	- -	- -	- -
X1.34	- -	- -	0.65	- -	- -	- -
X1.41	- -	- -	- -	0.59	- -	- -
X1.42	- -	- -	- -	0.65	- -	- -
X1.43	- -	- -	- -	0.80	- -	- -
X1.51	- -	- -	- -	- -	0.71	- -
X1.52	- -	- -	- -	- -	0.64	- -
X1.53	- -	- -	- -	- -	0.62	- -
Y1.1	- -	- -	- -	- -	- -	0.67
Y1.2	- -	- -	- -	- -	- -	0.67
Y1.3	- -	- -	- -	- -	- -	0.69
Y1.4	- -	- -	- -	- -	- -	0.67
Y2.1	- -	- -	- -	- -	- -	- -
Y2.2	- -	- -	- -	- -	- -	- -
Y2.3	- -	- -	- -	- -	- -	- -
Y2.4	- -	- -	- -	- -	- -	- -

LAMBDA-Y

	PBI

X1.11	- -
X1.12	- -
X1.13	- -
X1.21	- -
X1.22	- -
X1.23	- -
X1.31	- -
X1.32	- -
X1.33	- -
X1.34	- -
X1.41	- -
X1.42	- -
X1.43	- -
X1.51	- -
X1.52	- -
X1.53	- -
Y1.1	- -
Y1.2	- -
Y1.3	- -
Y1.4	- -
Y2.1	0.74
Y2.2	0.56
Y2.3	0.64
Y2.4	0.74

BETA

	RES	ASR	TANG	EMP	REL	SATIS
RES	- -	- -	- -	- -	- -	- -
ASR	- -	- -	- -	- -	- -	- -
TANG	- -	- -	- -	- -	- -	- -
EMP	- -	- -	- -	- -	- -	- -
REL	- -	- -	- -	- -	- -	- -
SATIS	- -	- -	- -	- -	- -	- -
PBI	- -	- -	- -	- -	- -	0.98

BETA

	PBI
RES	- -
ASR	- -
TANG	- -
EMP	- -
REL	- -
SATIS	- -
PBI	- -

GAMMA

	SQ

RES	0.93
ASR	0.90
TANG	0.91
EMP	0.95
REL	0.95
SATIS	0.87
PBI	- -

Correlation Matrix of ETA and KSI

	RES	ASR	TANG	EMP	REL	SATIS
RES	1.00					
ASR	0.84	1.00				
TANG	0.85	0.82	1.00			
EMP	0.88	0.86	0.86	1.00		
REL	0.88	0.86	0.86	0.90	1.00	
SATIS	0.81	0.79	0.79	0.82	0.82	1.00
PBI	0.79	0.77	0.77	0.81	0.81	0.98
SQ	0.93	0.90	0.91	0.95	0.95	0.87

Correlation Matrix of ETA and KSI

	PBI	SQ
PBI	1.00	
SQ	0.85	1.00

PSI
Note: This matrix is diagonal.

RES	ASR	TANG	EMP	REL	SATIS
0.13	0.18	0.17	0.10	0.10	0.24

PSI
Note: This matrix is diagonal.

PBI
0.04

MODEL LENGKAP

Completely Standardized Solution

LAMBDA-Y

	RES	ASR	TANG	EMP	REL	SATIS
X1.11	0.51	- -	- -	- -	- -	- -
X1.12	0.61	- -	- -	- -	- -	- -
X1.13	0.74	- -	- -	- -	- -	- -
X1.21	- -	0.69	- -	- -	- -	- -

X1.22	- -	0.79	- -	- -	- -	- -
X1.23	- -	0.76	- -	- -	- -	- -
X1.31	- -	- -	0.69	- -	- -	- -
X1.32	- -	- -	0.63	- -	- -	- -
X1.33	- -	- -	0.77	- -	- -	- -
X1.34	- -	- -	0.66	- -	- -	- -
X1.41	- -	- -	- -	0.59	- -	- -
X1.42	- -	- -	- -	0.67	- -	- -
X1.43	- -	- -	- -	0.74	- -	- -
X1.51	- -	- -	- -	- -	0.71	- -
X1.52	- -	- -	- -	- -	0.65	- -
X1.53	- -	- -	- -	- -	0.66	- -
Y1.1	- -	- -	- -	- -	- -	0.70
Y1.2	- -	- -	- -	- -	- -	0.71
Y1.3	- -	- -	- -	- -	- -	0.72
Y1.4	- -	- -	- -	- -	- -	0.68
Y2.1	- -	- -	- -	- -	- -	- -
Y2.2	- -	- -	- -	- -	- -	- -
Y2.3	- -	- -	- -	- -	- -	- -
Y2.4	- -	- -	- -	- -	- -	- -

LAMBDA-Y

	PBI
X1.11	- -
X1.12	- -

X1.13	- -
X1.21	- -
X1.22	- -
X1.23	- -
X1.31	- -
X1.32	- -
X1.33	- -
X1.34	- -
X1.41	- -
X1.42	- -
X1.43	- -
X1.51	- -
X1.52	- -
X1.53	- -
Y1.1	- -
Y1.2	- -
Y1.3	- -
Y1.4	- -
Y2.1	0.69
Y2.2	0.63
Y2.3	0.65
Y2.4	0.74

BETA

	RES	ASR	TANG	EMP	REL	SATIS

RES	- -	- -	- -	- -	- -	- -
ASR	- -	- -	- -	- -	- -	- -
TANG	- -	- -	- -	- -	- -	- -
EMP	- -	- -	- -	- -	- -	- -
REL	- -	- -	- -	- -	- -	- -
SATIS	- -	- -	- -	- -	- -	- -
PBI	- -	- -	- -	- -	- -	0.98

BETA

	PBI
RES	- -
ASR	- -
TANG	- -
EMP	- -
REL	- -
SATIS	- -
PBI	- -

GAMMA

	SQ
RES	0.93
ASR	0.90
TANG	0.91

EMP	0.95
REL	0.95
SATIS	0.87
PBI	- -

Correlation Matrix of ETA and KSI

	RES	ASR	TANG	EMP	REL	SATIS
RES	1.00					
ASR	0.84	1.00				
TANG	0.85	0.82	1.00			
EMP	0.88	0.86	0.86	1.00		
REL	0.88	0.86	0.86	0.90	1.00	
SATIS	0.81	0.79	0.79	0.82	0.82	1.00
PBI	0.79	0.77	0.77	0.81	0.81	0.98
SQ	0.93	0.90	0.91	0.95	0.95	0.87

Correlation Matrix of ETA and KSI

	PBI	SQ
PBI	1.00	
SQ	0.85	1.00

PSI

Note: This matrix is diagonal.

RES	ASR	TANG	EMP	REL	SATIS
0.13	0.18	0.17	0.10	0.10	0.24

PSI
Note: This matrix is diagonal.

PBI
0.04

THETA-EPS

X1.11	X1.12	X1.13	X1.21	X1.22	X1.23
0.74	0.63	0.45	0.53	0.38	0.43

THETA-EPS

X1.31	X1.32	X1.33	X1.34	X1.41	X1.42
0.53	0.60	0.41	0.56	0.65	0.55

THETA-EPS

X1.43	X1.51	X1.52	X1.53	Y1.1	Y1.2

0.45	0.49	0.58	0.57	0.51	0.50

THETA-EPS

Y1.3	Y1.4	Y2.1	Y2.2	Y2.3	Y2.4
0.48	0.54	0.52	0.60	0.58	0.45

MODEL LENGKAP

Total and Indirect Effects

Total Effects of X on ETA

	SQ
RES	0.51
	(0.09)
	5.94
ASR	0.65
	(0.08)
	8.32
TANG	0.57
	(0.07)

	8.34
EMP	0.56
	(0.08)
	7.23
REL	0.67
	(0.07)
	9.07
SATIS	0.58
	(0.07)
	8.40
PBI	0.63
	(0.08)
	8.16

Indirect Effects of X on ETA

	SQ
RES	- -
ASR	- -

TANG	- -
EMP	- -
REL	- -
SATIS	- -
PBI	0.63
	(0.08)
	8.16

Total Effects of ETA on ETA

	RES	ASR	TANG	EMP	REL	SATIS
RES	- -	- -	- -	- -	- -	- -
ASR	- -	- -	- -	- -	- -	- -
TANG	- -	- -	- -	- -	- -	- -
EMP	- -	- -	- -	- -	- -	- -
REL	- -	- -	- -	- -	- -	- -

SATIS	- -	- -	- -	- -	- -	- -
PBI	- -	- -	- -	- -	- -	1.08 (0.14) 7.65

Total Effects of ETA on ETA

	PBI
RES	- -
ASR	- -
TANG	- -
EMP	- -
REL	- -
SATIS	- -
PBI	- -

Largest Eigenvalue of B*B' (Stability Index) is 1.176

Total Effects of ETA on Y

	RES	ASR	TANG	EMP	REL	SATIS
X1.11	1.00	- -	- -	- -	- -	- -
X1.12	1.16 (0.22) 5.19	- -	- -	- -	- -	- -
X1.13	1.38 (0.24) 5.73	- -	- -	- -	- -	- -
X1.21	- -	1.00	- -	- -	- -	- -
X1.22	- -	1.12 (0.13) 8.35	- -	- -	- -	- -
X1.23	- -	1.06 (0.13) 8.11	- -	- -	- -	- -
X1.31	- -	- -	1.00	- -	- -	- -

X1.32	- -	- -	0.96 (0.14) 6.88	- -	- -	- -
X1.33	- -	- -	1.22 (0.15) 8.18	- -	- -	- -
X1.34	- -	- -	1.03 (0.14) 7.21	- -	- -	- -
X1.41	- -	- -	- -	1.00	- -	- -
X1.42	- -	- -	- -	1.10 (0.17) 6.39	- -	- -
X1.43	- -	- -	- -	1.36 (0.20) 6.85	- -	- -
X1.51	- -	- -	- -	- -	1.00	- -
X1.52	- -	- -	- -	- -	0.90 (0.12) 7.27	- -

X1.53	- -	- -	- -	- -	0.87 (0.12) 7.36	- -
Y1.1	- -	- -	- -	- -	- -	1.00
Y1.2	- -	- -	- -	- -	- -	1.01 (0.13) 7.99
Y1.3	- -	- -	- -	- -	- -	1.04 (0.13) 8.17
Y1.4	- -	- -	- -	- -	- -	1.00 (0.13) 7.67
Y2.1	- -	- -	- -	- -	- -	1.08 (0.14) 7.65
Y2.2	- -	- -	- -	- -	- -	0.82 (0.12) 6.98

Y2.3	- -	- -	- -	- -	- -	0.95
						(0.13)
						7.16
Y2.4	- -	- -	- -	- -	- -	1.09
						(0.13)
						8.11

Total Effects of ETA on Y

	PBI
X1.11	- -
X1.12	- -
X1.13	- -
X1.21	- -
X1.22	- -
X1.23	- -
X1.31	- -

X1.32	- -
X1.33	- -
X1.34	- -
X1.41	- -
X1.42	- -
X1.43	- -
X1.51	- -
X1.52	- -
X1.53	- -
Y1.1	- -
Y1.2	- -
Y1.3	- -
Y1.4	- -
Y2.1	1.00

Y2.2	0.76
	(0.11)
	7.06
Y2.3	0.87
	(0.12)
	7.24
Y2.4	1.00
	(0.12)
	8.20

Indirect Effects of ETA on Y

	RES	ASR	TANG	EMP	REL	SATIS
X1.11	- -	- -	- -	- -	- -	- -
X1.12	- -	- -	- -	- -	- -	- -
X1.13	- -	- -	- -	- -	- -	- -
X1.21	- -	- -	- -	- -	- -	- -
X1.22	- -	- -	- -	- -	- -	- -

X1.23	- -	- -	- -	- -	- -	- -
X1.31	- -	- -	- -	- -	- -	- -
X1.32	- -	- -	- -	- -	- -	- -
X1.33	- -	- -	- -	- -	- -	- -
X1.34	- -	- -	- -	- -	- -	- -
X1.41	- -	- -	- -	- -	- -	- -
X1.42	- -	- -	- -	- -	- -	- -
X1.43	- -	- -	- -	- -	- -	- -
X1.51	- -	- -	- -	- -	- -	- -
X1.52	- -	- -	- -	- -	- -	- -
X1.53	- -	- -	- -	- -	- -	- -
Y1.1	- -	- -	- -	- -	- -	- -
Y1.2	- -	- -	- -	- -	- -	- -

Y1.3	- -	- -	- -	- -	- -	- -
Y1.4	- -	- -	- -	- -	- -	- -
Y2.1	- -	- -	- -	- -	- -	1.08 (0.14) 7.65
Y2.2	- -	- -	- -	- -	- -	0.82 (0.12) 6.98
Y2.3	- -	- -	- -	- -	- -	0.95 (0.13) 7.16
Y2.4	- -	- -	- -	- -	- -	1.09 (0.13) 8.11

Indirect Effects of ETA on Y

	PBI
X1.11	- -

X1.12	-	-
X1.13	-	-
X1.21	-	-
X1.22	-	-
X1.23	-	-
X1.31	-	-
X1.32	-	-
X1.33	-	-
X1.34	-	-
X1.41	-	-
X1.42	-	-
X1.43	-	-
X1.51	-	-
X1.52	-	-

X1.53	- -
Y1.1	- -
Y1.2	- -
Y1.3	- -
Y1.4	- -
Y2.1	- -
Y2.2	- -
Y2.3	- -
Y2.4	- -

Total Effects of X on Y

	SQ
X1.11	0.51
	(0.09)
	5.94

X1.12	0.59
	(0.08)
	7.29
X1.13	0.71
	(0.08)
	9.34
X1.21	0.65
	(0.08)
	8.32
X1.22	0.73
	(0.07)
	9.75
X1.23	0.69
	(0.07)
	9.32
X1.31	0.57
	(0.07)
	8.34
X1.32	0.55
	(0.07)

	7.58
X1.33	0.70
	(0.07)
	9.58
X1.34	0.59
	(0.07)
	8.04
X1.41	0.56
	(0.08)
	7.23
X1.42	0.62
	(0.07)
	8.36
X1.43	0.76
	(0.08)
	9.59
X1.51	0.67
	(0.07)
	9.07
X1.52	0.61

		(0.08)
		8.04
X1.53		0.59
		(0.07)
		8.16
Y1.1		0.58
		(0.07)
		8.40
Y1.2		0.59
		(0.07)
		8.48
Y1.3		0.60
		(0.07)
		8.70
Y1.4		0.58
		(0.07)
		8.10
Y2.1		0.63
		(0.08)
		8.16

Y2.2	0.47
	(0.06)
	7.36
Y2.3	0.55
	(0.07)
	7.57
Y2.4	0.63
	(0.07)
	8.73

MODEL LENGKAP

Standardized Total and Indirect Effects

Standardized Total Effects of X on ETA

	SQ
RES	0.93
ASR	0.90
TANG	0.91
EMP	0.95
REL	0.95
SATIS	0.87

PBI	0.85

Standardized Indirect Effects of X on ETA

	SQ
RES	- -
ASR	- -
TANG	- -
EMP	- -
REL	- -
SATIS	- -
PBI	0.85

Standardized Total Effects of ETA on ETA

	RES	ASR	TANG	EMP	REL	SATIS
RES	- -	- -	- -	- -	- -	- -
ASR	- -	- -	- -	- -	- -	- -
TANG	- -	- -	- -	- -	- -	- -
EMP	- -	- -	- -	- -	- -	- -
REL	- -	- -	- -	- -	- -	- -
SATIS	- -	- -	- -	- -	- -	- -
PBI	- -	- -	- -	- -	- -	0.98

Standardized Total Effects of ETA on ETA

	PBI
RES	- -
ASR	- -
TANG	- -
EMP	- -
REL	- -
SATIS	- -
PBI	- -

Standardized Total Effects of ETA on Y

	RES	ASR	TANG	EMP	REL	SATIS
X1.11	0.55	- -	- -	- -	- -	- -
X1.12	0.64	- -	- -	- -	- -	- -
X1.13	0.76	- -	- -	- -	- -	- -
X1.21	- -	0.72	- -	- -	- -	- -
X1.22	- -	0.81	- -	- -	- -	- -
X1.23	- -	0.76	- -	- -	- -	- -
X1.31	- -	- -	0.63	- -	- -	- -
X1.32	- -	- -	0.61	- -	- -	- -
X1.33	- -	- -	0.77	- -	- -	- -
X1.34	- -	- -	0.65	- -	- -	- -
X1.41	- -	- -	- -	0.59	- -	- -
X1.42	- -	- -	- -	0.65	- -	- -

X1.43	- -	- -	- -	0.80	- -	- -
X1.51	- -	- -	- -	- -	0.71	- -
X1.52	- -	- -	- -	- -	0.64	- -
X1.53	- -	- -	- -	- -	0.62	- -
Y1.1	- -	- -	- -	- -	- -	0.67
Y1.2	- -	- -	- -	- -	- -	0.67
Y1.3	- -	- -	- -	- -	- -	0.69
Y1.4	- -	- -	- -	- -	- -	0.67
Y2.1	- -	- -	- -	- -	- -	0.72
Y2.2	- -	- -	- -	- -	- -	0.55
Y2.3	- -	- -	- -	- -	- -	0.63
Y2.4	- -	- -	- -	- -	- -	0.72

Standardized Total Effects of ETA on Y

	PBI
X1.11	- -
X1.12	- -
X1.13	- -
X1.21	- -
X1.22	- -
X1.23	- -
X1.31	- -
X1.32	- -
X1.33	- -
X1.34	- -

X1.41	- -
X1.42	- -
X1.43	- -
X1.51	- -
X1.52	- -
X1.53	- -
Y1.1	- -
Y1.2	- -
Y1.3	- -
Y1.4	- -
Y2.1	0.74
Y2.2	0.56
Y2.3	0.64
Y2.4	0.74

Completely Standardized Total Effects of ETA on Y

	RES	ASR	TANG	EMP	REL	SATIS
X1.11	0.51	- -	- -	- -	- -	- -
X1.12	0.61	- -	- -	- -	- -	- -
X1.13	0.74	- -	- -	- -	- -	- -
X1.21	- -	0.69	- -	- -	- -	- -
X1.22	- -	0.79	- -	- -	- -	- -
X1.23	- -	0.76	- -	- -	- -	- -
X1.31	- -	- -	0.69	- -	- -	- -
X1.32	- -	- -	0.63	- -	- -	- -

X1.33	- -	- -	0.77	- -	- -	- -
X1.34	- -	- -	0.66	- -	- -	- -
X1.41	- -	- -	- -	0.59	- -	- -
X1.42	- -	- -	- -	0.67	- -	- -
X1.43	- -	- -	- -	0.74	- -	- -
X1.51	- -	- -	- -	- -	0.71	- -
X1.52	- -	- -	- -	- -	0.65	- -
X1.53	- -	- -	- -	- -	0.66	- -
Y1.1	- -	- -	- -	- -	- -	0.70
Y1.2	- -	- -	- -	- -	- -	0.71
Y1.3	- -	- -	- -	- -	- -	0.72
Y1.4	- -	- -	- -	- -	- -	0.68
Y2.1	- -	- -	- -	- -	- -	0.68
Y2.2	- -	- -	- -	- -	- -	0.62
Y2.3	- -	- -	- -	- -	- -	0.63
Y2.4	- -	- -	- -	- -	- -	0.72

Completely Standardized Total Effects of ETA on Y

	PBI
X1.11	- -
X1.12	- -
X1.13	- -
X1.21	- -
X1.22	- -
X1.23	- -

X1.31	- -
X1.32	- -
X1.33	- -
X1.34	- -
X1.41	- -
X1.42	- -
X1.43	- -
X1.51	- -
X1.52	- -
X1.53	- -
Y1.1	- -
Y1.2	- -
Y1.3	- -
Y1.4	- -
Y2.1	0.69
Y2.2	0.63
Y2.3	0.65
Y2.4	0.74

Standardized Indirect Effects of ETA on Y

	RES	ASR	TANG	EMP	REL	SATIS
X1.11	- -	- -	- -	- -	- -	- -
X1.12	- -	- -	- -	- -	- -	- -
X1.13	- -	- -	- -	- -	- -	- -
X1.21	- -	- -	- -	- -	- -	- -

X1.22	- -	- -	- -	- -	- -	- -
X1.23	- -	- -	- -	- -	- -	- -
X1.31	- -	- -	- -	- -	- -	- -
X1.32	- -	- -	- -	- -	- -	- -
X1.33	- -	- -	- -	- -	- -	- -
X1.34	- -	- -	- -	- -	- -	- -
X1.41	- -	- -	- -	- -	- -	- -
X1.42	- -	- -	- -	- -	- -	- -
X1.43	- -	- -	- -	- -	- -	- -
X1.51	- -	- -	- -	- -	- -	- -
X1.52	- -	- -	- -	- -	- -	- -
X1.53	- -	- -	- -	- -	- -	- -
Y1.1	- -	- -	- -	- -	- -	- -
Y1.2	- -	- -	- -	- -	- -	- -
Y1.3	- -	- -	- -	- -	- -	- -
Y1.4	- -	- -	- -	- -	- -	- -
Y2.1	- -	- -	- -	- -	- -	0.72
Y2.2	- -	- -	- -	- -	- -	0.55
Y2.3	- -	- -	- -	- -	- -	0.63
Y2.4	- -	- -	- -	- -	- -	0.72

Standardized Indirect Effects of ETA on Y

	PBI
X1.11	- -
X1.12	- -

X1.13	- -
X1.21	- -
X1.22	- -
X1.23	- -
X1.31	- -
X1.32	- -
X1.33	- -
X1.34	- -
X1.41	- -
X1.42	- -
X1.43	- -
X1.51	- -
X1.52	- -
X1.53	- -
Y1.1	- -
Y1.2	- -
Y1.3	- -
Y1.4	- -
Y2.1	- -
Y2.2	- -
Y2.3	- -
Y2.4	- -

Completely Standardized Indirect Effects of ETA on Y

RES	ASR	TANG	EMP	REL	SATIS

X1.11	- -	- -	- -	- -	- -	- -
X1.12	- -	- -	- -	- -	- -	- -
X1.13	- -	- -	- -	- -	- -	- -
X1.21	- -	- -	- -	- -	- -	- -
X1.22	- -	- -	- -	- -	- -	- -
X1.23	- -	- -	- -	- -	- -	- -
X1.31	- -	- -	- -	- -	- -	- -
X1.32	- -	- -	- -	- -	- -	- -
X1.33	- -	- -	- -	- -	- -	- -
X1.34	- -	- -	- -	- -	- -	- -
X1.41	- -	- -	- -	- -	- -	- -
X1.42	- -	- -	- -	- -	- -	- -
X1.43	- -	- -	- -	- -	- -	- -
X1.51	- -	- -	- -	- -	- -	- -
X1.52	- -	- -	- -	- -	- -	- -
X1.53	- -	- -	- -	- -	- -	- -
Y1.1	- -	- -	- -	- -	- -	- -
Y1.2	- -	- -	- -	- -	- -	- -
Y1.3	- -	- -	- -	- -	- -	- -
Y1.4	- -	- -	- -	- -	- -	- -
Y2.1	- -	- -	- -	- -	- -	0.68
Y2.2	- -	- -	- -	- -	- -	0.62
Y2.3	- -	- -	- -	- -	- -	0.63
Y2.4	- -	- -	- -	- -	- -	0.72

Completely Standardized Indirect Effects of ETA on Y

	PBI
X1.11	- -
X1.12	- -
X1.13	- -
X1.21	- -
X1.22	- -
X1.23	- -
X1.31	- -
X1.32	- -
X1.33	- -
X1.34	- -
X1.41	- -
X1.42	- -
X1.43	- -
X1.51	- -
X1.52	- -
X1.53	- -
Y1.1	- -
Y1.2	- -
Y1.3	- -
Y1.4	- -
Y2.1	- -
Y2.2	- -
Y2.3	- -
Y2.4	- -

Standardized Total Effects of X on Y

	SQ
X1.11	0.51
X1.12	0.59
X1.13	0.71
X1.21	0.65
X1.22	0.73
X1.23	0.69
X1.31	0.57
X1.32	0.55
X1.33	0.70
X1.34	0.59
X1.41	0.56
X1.42	0.62
X1.43	0.76
X1.51	0.67
X1.52	0.61
X1.53	0.59
Y1.1	0.58
Y1.2	0.59
Y1.3	0.60
Y1.4	0.58
Y2.1	0.63
Y2.2	0.47
Y2.3	0.55

Y2.4	0.63

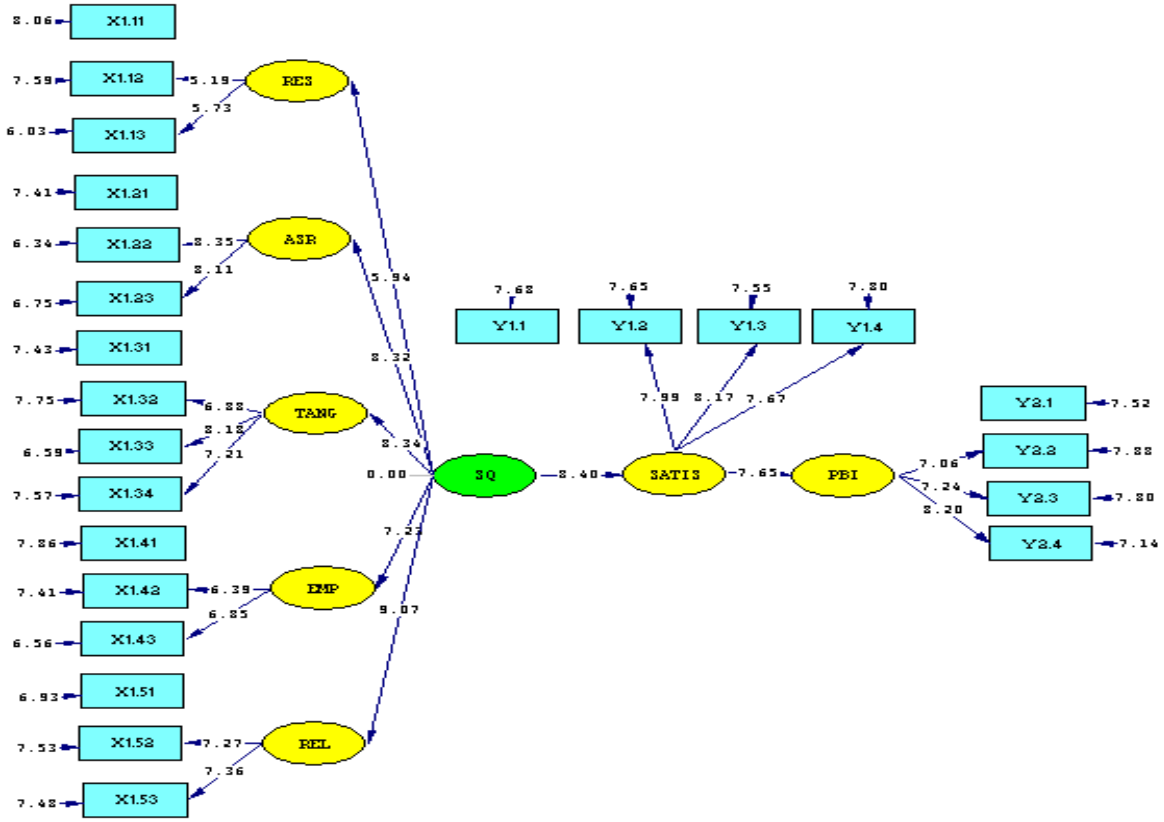
Completely Standardized Total Effects of X on Y

	SQ
X1.11	0.47
X1.12	0.57
X1.13	0.69
X1.21	0.62
X1.22	0.71
X1.23	0.68
X1.31	0.62
X1.32	0.57
X1.33	0.70
X1.34	0.60
X1.41	0.56
X1.42	0.63
X1.43	0.71
X1.51	0.68
X1.52	0.61
X1.53	0.62
Y1.1	0.61
Y1.2	0.61
Y1.3	0.63
Y1.4	0.59
Y2.1	0.59

Y2.2	0.54
Y2.3	0.55
Y2.4	0.63

Time used: 0.141 Seconds

Lampiran 10. Output Gambar *t-value*



Lampiran 11. Output Gambar *Standardized Solution*