

LAMPIRAN 1

KUESIONER

Saya mohon kesediaan anda untuk mengisi kuesioner penelitian yang saya ajukan dengan judul “Pengaruh *price*, *service quality*, dan *product quality* terhadap *customer loyalty* melalui *customer satisfaction* pada Restoran Penang’s House di Tunjungan Plaza Surabaya”.

- I. Isilah biodata responden yang telah disediakan di bawah ini
 1. Jenis kelamin anda?
 - a. Pria
 - b. Wanita
 2. Berapakah usia anda?
 - a. 18-29 Tahun
 - b. 30-41 tahun
 - c. 42-50 tahun
 - d. >50 tahun
 3. Pernah makan di restoran Penang’s House Tunjungan Plaza Surabaya?
 - a. Ya
 - b. Tidak
 4. Berkunjung minimal 5 kali dalam jangka waktu 3 bulan?
 - a. Ya
 - b. Tidak
 5. Domisili anda?
 - a. Surabaya
 - b. Luar Surabaya

II. Isilah kolom jawaban yang tersedia dengan tanda centang (√)

STS : Sangat tidak setuju

TS : Tidak Setuju

N : Netral

S : Setuju

SS : Sangat setuju

Price/Harga (X₁)

No.	Pernyataan	STS	TS	N	S	SS
1	Saya sudah terlebih dahulu memperkirakan harga sebelum mengkonsumsi produk/jasa					
2	Harga yang saya bayar sesuai dengan kualitas yang saya harapkan/dapatkan					
3	Harga yang ditawarkan termasuk wajar dibandingkan dengan restoran lain					
4	Harga mampu bersaing dengan pesaing lainnya					
5	Harga yang saya bayar sesuai dengan manfaat yang saya dapatkan dari produk					

Service Quality/Kualitas Layanan (X₂)

No.	Pernyataan	STS	TS	N	S	SS
1	Restoran Penang's House memiliki fasilitas fisik yang baik dan menarik					
2	Restoran Penang's House memberikan perhatian pribadi dan kemudahan dalam memenuhi kebutuhan/ keinginan saya					
3	Restoran Penang's House memiliki karyawan yang cepat tanggap					

4	Karyawan restoran dapat diandalkan dalam memberikan pelayanan					
5	Restoran Penang's House memiliki keamanan yang terjamin dan terpercaya					

Product Quality/Kualitas Produk (X₃)

No.	Pernyataan	STS	TS	N	S	SS
1	Menu yang disediakan sangat bervariasi					
2	Cita rasa makanan yang disajikan sesuai dengan apa yang saya harapkan					
3	Produk yang disajikan higienis					
4	Porsi yang disajikan sesuai dengan kebutuhan saya					

Customer Satisfaction/Kepuasan Konsumen (Y₁)

No.	Pernyataan	STS	TS	N	S	SS
1	Saya puas dengan makanan yang disajikan					
2	Saya puas dengan harga yang ditawarkan					
3	Saya puas dengan pelayanan yang diberikan					

Customer Loyalty/Loyalitas Konsumen (Y₂)

No.	Pernyataan	STS	TS	N	S	SS
1	Saya menceritakan hal yang positif tentang restoran yang bersangkutan					
2	Saya akan merekomendasikan restoran kepada orang lain					

3	Saya akan mendorong dan meyakinkan orang lain untuk mengkonsumsi/menggunakan produk/jasa					
4	Restoran Penang's House menjadi pilihan pertama saya di masa mendatang ketika mencari tempat makan					
5	Saya akan melakukan bisnis lebih dengan restoran yang bersangkutan di masa mendatang					

Lampiran 2
Tabulasi

X ₁₁	X ₁₂	X ₁₃	X ₁₄	X ₁₅	X ₂₁	X ₂₂	X ₂₃	X ₂₄	X ₂₅	X ₃₁	X ₃₂	X ₃₃	X ₃₄	Y ₁₁	Y ₁₂	Y ₁₃	Y ₂₁	Y ₂₂	Y ₂₃	Y ₂₄	Y ₂₅
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4	4	3	4	5	4	4	3	3	3	3	3	4	3	3	3	3	4	3	2	4	4
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4	4	4	4	3	4	3	4	4	3	3	3	4	3	3	3	3	3	3	3	3	3
4	4	3	4	4	3	4	3	4	4	4	2	4	2	4	4	3	3	4	2	3	4

Lampiran 3 Karakteristik Responden

➔ Frequencies

Statistics

		Jenis_ Kelamin	Usia	Pernah_ Mengkon sumsi	5 kali dalam 3 bulan	Domisili
N	Valid	150	150	150	150	150
	Missing	0	0	0	0	0

Frequency Table

Jenis_Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	PRIA	88	58.7	58.7	58.7
	WANITA	62	41.3	41.3	100.0
	Total	150	100.0	100.0	

Usia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-29 tahun	38	25.3	25.3	25.3
	30-41 tahun	52	34.7	34.7	60.0
	42-50 tahun	37	24.7	24.7	84.7
	>50 tahun	23	15.3	15.3	100.0
	Total	150	100.0	100.0	

Pernah_Mengkonsumsi

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Ya	150	100.0	100.0	100.0

5 kali dalam 3 bulan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Ya	150	100.0	100.0	100.0

Domisili

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Surabaya	150	100.0	100.0	100.0

Lampiran 4

Statistik Deskriptif

Means

X11	X12	X13	X14	X15	X21
3.427	3.367	3.373	3.400	3.447	3.440

Means

X22	X23	X24	X25	X31	X32
3.420	3.447	3.453	3.353	3.400	3.393

Means

X33	X34	Y11	Y12	Y13	Y21
3.433	3.513	3.400	3.527	3.393	3.420

Means

Y22	Y23	Y24	Y25
3.427	3.413	3.367	3.473

Standard Deviations

X11	X12	X13	X14	X15	X21
0.814	0.798	0.799	0.794	0.764	0.773

Standard Deviations

X22	X23	X24	X25	X31	X32
0.762	0.747	0.701	0.706	0.724	0.785

Standard Deviations

X33	X34	Y11	Y12	Y13	Y21
0.798	0.849	0.835	0.800	0.818	0.838

Standard Deviations

Y22	Y23	Y24	Y25
0.814	0.796	0.855	0.783

Lampiran 5

Uji Reliabilitas

Rumus Construct Reliability

$$\text{Construct reliability} = \frac{\sum (\text{std loading})^2}{\sum (\text{std loading})^2 + \sum e_j}$$

Contoh perhitungan :

$$\begin{aligned} \text{CR Variabel PQ} &= \frac{16.97}{16.97 + 1.59} \\ &= \frac{16.97}{18.56} \\ &= 0.9165 \\ &= 0.92 \end{aligned}$$

Untuk perhitungan indikator lainnya di sajikan dalam bentuk tabel di bawah ini :

Variabel Price			
Sub Indikator	Standardized Loading (λ)	λ^2	$1 - \lambda^2$ (ϵ)
X11	0.85	0.72	0.28
X12	0.89	0.79	0.21
X13	0.70	0.49	0.51
X14	0.96	0.92	0.08
X15	0.70	0.49	0.51
Σ	4.12		1.59
$(\Sigma \lambda)^2$	16.97		
$(\Sigma \lambda)^2 + \epsilon$	18.33		
CR	0.92		
Variabel Service Quality			
Sub Indikator	Standardized Loading (λ)	λ^2	$1 - \lambda^2$ (ϵ)
X21	0.90	0.81	0.19
X22	0.72	0.52	0.48

X23	0.74	0.55	0.45
X24	0.72	0.52	0.48
X25	0.72	0.52	0.48
Σ	3.8		2.08
$(\Sigma \lambda)^2$	14.44		
$(\Sigma \lambda)^2 + \varepsilon$	16.52		
CR	0.87		

Variabel Product Quality

Sub Indikator	Standardized Loading (λ)	λ^2	1- λ^2 (ε)
X31	0.74	0.55	0.45
X32	0.71	0.50	0.5
X33	0.80	0.64	0.36
X34	0.76	0.58	0.42
Σ	3.01		1.73
$(\Sigma \lambda)^2$	9.06		
$(\Sigma \lambda)^2 + \varepsilon$	10.79		
CR	0.84		

Variabel Customer Satisfaction

Sub Indikator	Standardized Loading (λ)	λ^2	1- λ^2 (ε)
Y11	0.73	0.53	0.47
Y12	0.69	0.47	0.53
Y13	0.68	0.46	0.54
Σ	2.1		1.54
$(\Sigma \lambda)^2$	4.41		
$(\Sigma \lambda)^2 + \varepsilon$	5.95		
CR	0.74		

Variabel Customer Loyalty

Sub Indikator	Standardized Loading (λ)	λ^2	1- λ^2 (ε)
Y21	0.71	0.50	0.5
Y22	0.72	0.52	0.48
Y23	0.87	0.76	0.24

Y24	0.78	0.61	0.39
Y25	0.78	0.61	0.39
Σ	3.86		2
$(\Sigma \lambda)^2$	14.90		
$(\Sigma \lambda)^2 + \varepsilon$	16.9		
CR	0.88		

Lampiran 6

Uji Normalitas

Test of Univariate Normality for Continuous Variables

Variable	Skewness		Kurtosis		Skewness and Kurtosis	
	Z-Score	P-Value	Z-Score	P-Value	Chi-Square	P-Value
X11	-0.242	0.809	0.206	0.837	0.101	0.951
X12	-0.266	0.790	0.330	0.741	0.180	0.914
X13	-0.165	0.869	0.352	0.725	0.151	0.927
X14	-0.381	0.704	0.332	0.740	0.255	0.880
X15	-0.334	0.738	0.479	0.632	0.341	0.843
X21	-0.203	0.839	0.439	0.661	0.234	0.890
X22	-0.083	0.934	0.377	0.706	0.149	0.928
X23	-0.214	0.831	-0.337	0.736	0.159	0.924
X24	-0.472	0.637	0.634	0.526	0.624	0.732
X25	-0.225	0.822	0.655	0.513	0.479	0.787
X31	-0.159	0.873	0.584	0.559	0.367	0.832
X32	0.095	0.924	0.327	0.744	0.116	0.944
X33	0.038	0.969	0.384	0.701	0.149	0.928
X34	-0.308	0.758	-0.356	0.722	0.222	0.895
Y11	-0.239	0.811	0.195	0.845	0.095	0.953
Y12	-0.163	0.870	-0.012	0.991	0.027	0.987
Y13	-0.149	0.882	0.221	0.825	0.071	0.965
Y21	-0.378	0.706	0.049	0.961	0.145	0.930
Y22	-0.342	0.732	-0.010	0.992	0.117	0.943
Y23	-0.303	0.762	0.324	0.746	0.197	0.906
Y24	-0.443	0.658	-0.064	0.949	0.200	0.905
Y25	-0.519	0.604	0.239	0.811	0.326	0.849

Relative Multivariate Kurtosis = 1.082

Test of Multivariate Normality for Continuous Variables

Value	Skewness		Value	Kurtosis		Value	Skewness and Kurtosis	
	Z-Score	P-Value		Z-Score	P-Value		Chi-Square	P-Value
109.574	10.141	0.000	571.110	6.613	0.000	146.567	0.000	

Lampiran 7

Uji Struktural Equation Modeling

DATE: 1/ 4/2015

TIME: 1:34

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 D:\NEWTRY\DATA1.spl:

```
RESTORAN PENANGS HOUSE
OBSERVED VARIABLE X11 X12 X13 X14 X15 X21 X22 X23 X24 X25
X31 X32 X33 X34 Y11 Y12 Y13 Y21 Y22 Y23 Y24 Y25
COVARIANCE MATRIX FROM FILE D:\NEWTRY\DATA1.COV
ASYMPTOTIC COVARIANCE MATRIX FROM FILE
D:\NEWTRY\DATA1.ACM
SAMPLE SIZE 150
LATENT VARIABLES X1 X2 X3 Y1 Y2
RELATIONSHIPS
X11=1*X1
X12-X15=X1
X21=1*X2
X22-X25=X2
X31=1*X3
X32-X34=X3
Y11=1*Y1
Y12-Y13=Y1
Y21=1*Y2
```

Y22-Y25=Y2
 Y1=X1 X2 X3
 Y2=Y1
 OPTIONS:SS SC EF RS AD=OFF
 PATH DIAGRAM
 END OF PROGRAM

Sample Size = 150

RESTORAN PENANGS HOUSE

Covariance Matrix

	Y11	Y12	Y13	Y21	Y22	Y23
Y11	0.70					
Y12	0.44	0.64				
Y13	0.38	0.34	0.67			
Y21	0.41	0.27	0.35	0.70		
Y22	0.35	0.30	0.36	0.39	0.66	
Y23	0.33	0.32	0.30	0.38	0.39	0.63
Y24	0.33	0.33	0.28	0.38	0.38	0.48
Y25	0.29	0.29	0.23	0.32	0.33	0.46
X11	0.23	0.24	0.28	0.28	0.24	0.25
X12	0.20	0.23	0.20	0.17	0.15	0.14
X13	0.20	0.25	0.20	0.17	0.17	0.25
X14	0.16	0.18	0.20	0.17	0.15	0.16
X15	0.20	0.20	0.19	0.15	0.18	0.29
X21	0.30	0.25	0.30	0.35	0.33	0.36
X22	0.29	0.21	0.21	0.27	0.28	0.29
X23	0.25	0.22	0.25	0.37	0.27	0.29
X24	0.19	0.13	0.22	0.23	0.24	0.26
X25	0.28	0.25	0.28	0.31	0.24	0.30
X31	0.29	0.22	0.29	0.30	0.26	0.33
X32	0.18	0.19	0.28	0.28	0.28	0.30
X33	0.33	0.24	0.27	0.33	0.28	0.35
X34	0.23	0.18	0.25	0.34	0.32	0.38

Covariance Matrix

Y24	Y25	X11	X12	X13	X14
-----	-----	-----	-----	-----	-----

Y24	0.73					
Y25	0.40	0.61				
X11	0.30	0.26	0.66			
X12	0.23	0.18	0.48	0.64		
X13	0.24	0.24	0.36	0.40	0.64	
X14	0.23	0.19	0.53	0.55	0.42	0.63
X15	0.28	0.30	0.33	0.35	0.39	0.41
X21	0.34	0.35	0.34	0.18	0.26	0.21
X22	0.31	0.30	0.22	0.25	0.19	0.16
X23	0.33	0.27	0.29	0.19	0.23	0.21
X24	0.19	0.25	0.21	0.11	0.21	0.19
X25	0.32	0.27	0.20	0.11	0.20	0.10
X31	0.30	0.27	0.26	0.12	0.17	0.14
X32	0.28	0.25	0.17	0.07	0.19	0.12
X33	0.33	0.33	0.25	0.17	0.32	0.19
X34	0.31	0.27	0.23	0.09	0.28	0.13

Covariance Matrix

	X15	X21	X22	X23	X24	X25
X15	0.58					
X21	0.21	0.60				
X22	0.17	0.38	0.58			
X23	0.15	0.38	0.32	0.56		
X24	0.21	0.38	0.28	0.28	0.49	
X25	0.15	0.35	0.26	0.27	0.23	0.50
X31	0.19	0.32	0.24	0.25	0.22	0.32
X32	0.11	0.27	0.17	0.22	0.18	0.27
X33	0.24	0.35	0.30	0.30	0.27	0.35
X34	0.15	0.37	0.26	0.27	0.25	0.30

Covariance Matrix

	X31	X32	X33	X34
X31	0.52			
X32	0.30	0.62		
X33	0.32	0.36	0.64	
X34	0.33	0.41	0.42	0.72

RESTORAN PENANGS HOUSE

Number of Iterations = 20

LISREL Estimates (Robust Maximum Likelihood)

Measurement Equations

$$Y_{11} = 1.00 * Y_1, \text{ Errorvar.} = 0.32, R^2 = 0.54$$

(0.042)
7.72

$$Y_{12} = 0.90 * Y_1, \text{ Errorvar.} = 0.34, R^2 = 0.47$$

(0.10) (0.040)
8.70 8.56

$$Y_{13} = 0.91 * Y_1, \text{ Errorvar.} = 0.36, R^2 = 0.47$$

(0.11) (0.045)
8.58 7.98

$$Y_{21} = 1.00 * Y_2, \text{ Errorvar.} = 0.35, R^2 = 0.50$$

(0.052)
6.66

$$Y_{22} = 0.99 * Y_2, \text{ Errorvar.} = 0.32, R^2 = 0.52$$

(0.13) (0.052)
7.86 6.01

$$Y_{23} = 1.16 * Y_2, \text{ Errorvar.} = 0.16, R^2 = 0.75$$

(0.10) (0.030)
11.44 5.24

$$Y_{24} = 1.12 * Y_2, \text{ Errorvar.} = 0.29, R^2 = 0.60$$

(0.11) (0.057)
10.19 5.11

$$Y_{25} = 1.02 * Y_2, \text{ Errorvar.} = 0.24, R^2 = 0.60$$

(0.11) (0.036)
8.92 6.69

X11 = 1.00*X1, Errorvar.= 0.19 , R² = 0.71
(0.053)
3.60

X12 = 1.03*X1, Errorvar.= 0.13 , R² = 0.79
(0.077) (0.042)
13.41 3.12

X13 = 0.81*X1, Errorvar.= 0.33 , R² = 0.49
(0.090) (0.057)
9.04 5.72

X14 = 1.11*X1, Errorvar.= 0.046 , R² = 0.93
(0.068) (0.015)
16.35 3.15

X15 = 0.77*X1, Errorvar.= 0.30 , R² = 0.49
(0.082) (0.051)
9.45 5.94

X21 = 1.00*X2, Errorvar.= 0.12 , R² = 0.81
(0.028)
4.06

X22 = 0.79*X2, Errorvar.= 0.28 , R² = 0.52
(0.088) (0.043)
9.02 6.60

X23 = 0.80*X2, Errorvar.= 0.25 , R² = 0.55
(0.070) (0.046)
11.50 5.36

X24 = 0.73*X2, Errorvar.= 0.23 , R² = 0.52
(0.083) (0.038)
8.75 6.11

X25 = 0.74*X2, Errorvar.= 0.24 , R² = 0.52

(0.090) (0.036)
8.19 6.51

$X31 = 1.00 * X3$, Errorvar.= 0.24 , $R^2 = 0.55$
(0.036)
6.63

$X32 = 1.03 * X3$, Errorvar.= 0.31 , $R^2 = 0.50$
(0.13) (0.044)
7.86 7.09

$X33 = 1.19 * X3$, Errorvar.= 0.23 , $R^2 = 0.64$
(0.14) (0.034)
8.32 6.76

$X34 = 1.21 * X3$, Errorvar.= 0.30 , $R^2 = 0.58$
(0.16) (0.053)
7.50 5.75

Structural Equations

$Y1 = 0.12 * X1 + 0.33 * X2 + 0.52 * X3$, Errorvar.= 0.10 , $R^2 = 0.73$
(0.052) (0.12) (0.15) (0.028)
2.22 2.84 3.46 3.68

$Y2 = 0.88 * Y1$, Errorvar.= 0.059 , $R^2 = 0.83$
(0.10) (0.022)
8.43 2.70

Reduced Form Equations

$Y1 = 0.12 * X1 + 0.33 * X2 + 0.52 * X3$, Errorvar.= 0.10, $R^2 = 0.73$
(0.052) (0.12) (0.15)
2.22 2.84 3.46

$Y2 = 0.10 * X1 + 0.29 * X2 + 0.46 * X3$, Errorvar.= 0.14, $R^2 = 0.60$
(0.048) (0.10) (0.13)
2.13 2.84 3.50

Covariance Matrix of Independent Variables

	X1	X2	X3
X1	0.47 (0.08) 5.64		
X2	0.22 (0.07) 3.17	0.48 (0.07) 6.51	
X3	0.14 (0.05) 2.64	0.31 (0.06) 5.26	0.29 (0.06) 4.42

Covariance Matrix of Latent Variables

	Y1	Y2	X1	X2	X3
Y1	0.38				
Y2	0.33	0.35			
X1	0.20	0.17	0.47		
X2	0.34	0.30	0.22	0.48	
X3	0.27	0.23	0.14	0.31	0.29

Goodness of Fit Statistics

Degrees of Freedom = 202

Minimum Fit Function Chi-Square = 531.81 (P = 0.0)

Normal Theory Weighted Least Squares Chi-Square = 498.29 (P = 0.0)

Satorra-Bentler Scaled Chi-Square = 441.35 (P = 0.0)

Estimated Non-centrality Parameter (NCP) = 239.35

90 Percent Confidence Interval for NCP = (182.49 ; 303.95)

Minimum Fit Function Value = 3.57

Population Discrepancy Function Value (F0) = 1.61

90 Percent Confidence Interval for F0 = (1.22 ; 2.04)
Root Mean Square Error of Approximation (RMSEA) = 0.089
90 Percent Confidence Interval for RMSEA = (0.078 ; 0.10)
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.00

Expected Cross-Validation Index (ECVI) = 3.65
90 Percent Confidence Interval for ECVI = (3.27 ; 4.08)
ECVI for Saturated Model = 3.40
ECVI for Independence Model = 46.72

Chi-Square for Independence Model with 231 Degrees of Freedom =
6917.86

Independence AIC = 6961.86
Model AIC = 543.35
Saturated AIC = 506.00
Independence CAIC = 7050.09
Model CAIC = 747.89
Saturated CAIC = 1520.69

Normed Fit Index (NFI) = 0.94
Non-Normed Fit Index (NNFI) = 0.96
Parsimony Normed Fit Index (PNFI) = 0.82
Comparative Fit Index (CFI) = 0.96
Incremental Fit Index (IFI) = 0.96
Relative Fit Index (RFI) = 0.93

Critical N (CN) = 85.97

Root Mean Square Residual (RMR) = 0.051
Standardized RMR = 0.082
Goodness of Fit Index (GFI) = 0.77
Adjusted Goodness of Fit Index (AGFI) = 0.71
Parsimony Goodness of Fit Index (PGFI) = 0.61

RESTORAN PENANGS HOUSE

Fitted Covariance Matrix

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

Y11	0.70					
Y12	0.34	0.64				
Y13	0.34	0.31	0.67			
Y21	0.33	0.30	0.30	0.70		
Y22	0.33	0.30	0.30	0.35	0.66	
Y23	0.39	0.35	0.35	0.41	0.41	0.63
Y24	0.37	0.33	0.34	0.39	0.39	0.46
Y25	0.34	0.31	0.31	0.36	0.36	0.42
X11	0.20	0.18	0.18	0.17	0.17	0.20
X12	0.20	0.18	0.19	0.18	0.18	0.21
X13	0.16	0.14	0.15	0.14	0.14	0.16
X14	0.22	0.20	0.20	0.19	0.19	0.22
X15	0.15	0.14	0.14	0.14	0.13	0.16
X21	0.34	0.31	0.31	0.30	0.30	0.35
X22	0.27	0.24	0.25	0.24	0.24	0.28
X23	0.27	0.25	0.25	0.24	0.24	0.28
X24	0.25	0.22	0.23	0.22	0.22	0.26
X25	0.25	0.23	0.23	0.22	0.22	0.26
X31	0.27	0.24	0.24	0.23	0.23	0.27
X32	0.27	0.25	0.25	0.24	0.24	0.28
X33	0.32	0.28	0.29	0.28	0.28	0.32
X34	0.32	0.29	0.29	0.28	0.28	0.33

Fitted Covariance Matrix

	Y24	Y25	X11	X12	X13	X14
Y24	0.73					
Y25	0.40	0.61				
X11	0.19	0.18	0.66			
X12	0.20	0.18	0.49	0.64		
X13	0.16	0.14	0.38	0.40	0.64	
X14	0.22	0.20	0.53	0.54	0.43	0.63
X15	0.15	0.14	0.37	0.38	0.30	0.41
X21	0.34	0.31	0.22	0.22	0.18	0.24
X22	0.27	0.24	0.17	0.18	0.14	0.19
X23	0.27	0.25	0.17	0.18	0.14	0.19
X24	0.25	0.23	0.16	0.16	0.13	0.18
X25	0.25	0.23	0.16	0.16	0.13	0.18
X31	0.26	0.24	0.14	0.14	0.11	0.15
X32	0.27	0.25	0.14	0.15	0.12	0.16

X33	0.31	0.29	0.16	0.17	0.13	0.18
X34	0.32	0.29	0.17	0.17	0.13	0.18

Fitted Covariance Matrix

	X15	X21	X22	X23	X24	X25
X15	0.58					
X21	0.17	0.60				
X22	0.13	0.38	0.58			
X23	0.13	0.39	0.30	0.56		
X24	0.12	0.35	0.28	0.28	0.49	
X25	0.12	0.35	0.28	0.28	0.26	0.50
X31	0.11	0.31	0.24	0.24	0.22	0.23
X32	0.11	0.32	0.25	0.25	0.23	0.23
X33	0.13	0.36	0.29	0.29	0.27	0.27
X34	0.13	0.37	0.29	0.30	0.27	0.27

Fitted Covariance Matrix

	X31	X32	X33	X34
X31	0.52			
X32	0.30	0.62		
X33	0.34	0.35	0.64	
X34	0.35	0.36	0.41	0.72

Fitted Residuals

	Y11	Y12	Y13	Y21	Y22	Y23
Y11	0.00					
Y12	0.10	0.00				
Y13	0.04	0.03	0.00			
Y21	0.08	-0.03	0.05	0.00		
Y22	0.02	0.00	0.06	0.04	0.00	
Y23	-0.05	-0.02	-0.05	-0.03	-0.02	0.00
Y24	-0.04	0.00	-0.06	-0.01	-0.01	0.02
Y25	-0.05	-0.01	-0.08	-0.04	-0.03	0.04
X11	0.03	0.06	0.10	0.10	0.06	0.05
X12	0.00	0.05	0.01	-0.01	-0.03	-0.07

X13	0.04	0.11	0.06	0.03	0.03	0.08
X14	-0.06	-0.02	0.00	-0.03	-0.04	-0.07
X15	0.04	0.07	0.05	0.01	0.04	0.13
X21	-0.05	-0.06	-0.02	0.04	0.03	0.00
X22	0.02	-0.04	-0.03	0.03	0.04	0.01
X23	-0.02	-0.03	0.00	0.13	0.03	0.01
X24	-0.06	-0.09	-0.01	0.01	0.02	0.01
X25	0.03	0.02	0.05	0.08	0.02	0.04
X31	0.02	-0.02	0.05	0.07	0.03	0.05
X32	-0.10	-0.06	0.03	0.04	0.04	0.01
X33	0.01	-0.04	-0.02	0.06	0.00	0.02
X34	-0.09	-0.11	-0.04	0.05	0.04	0.05

Fitted Residuals

	Y24	Y25	X11	X12	X13	X14
Y24	0.00					
Y25	0.00	0.00				
X11	0.10	0.08	0.00			
X12	0.03	0.00	-0.01	0.00		
X13	0.08	0.09	-0.03	0.00	0.00	
X14	0.01	0.00	0.00	0.00	-0.01	0.00
X15	0.13	0.16	-0.04	-0.03	0.09	0.00
X21	0.00	0.04	0.12	-0.05	0.09	-0.03
X22	0.04	0.06	0.05	0.07	0.05	-0.03
X23	0.06	0.03	0.11	0.01	0.09	0.02
X24	-0.06	0.03	0.05	-0.05	0.08	0.01
X25	0.07	0.04	0.04	-0.06	0.07	-0.07
X31	0.04	0.03	0.12	-0.02	0.06	-0.01
X32	0.01	0.00	0.02	-0.08	0.07	-0.04
X33	0.02	0.04	0.09	0.00	0.19	0.00
X34	-0.01	-0.02	0.06	-0.08	0.14	-0.06

Fitted Residuals

	X15	X21	X22	X23	X24	X25
X15	0.00					
X21	0.04	0.00				
X22	0.04	0.00	0.00			

X23	0.02	0.00	0.02	0.00		
X24	0.09	0.02	0.00	0.00	0.00	
X25	0.03	-0.01	-0.02	-0.01	-0.03	0.00
X31	0.08	0.01	0.00	0.00	0.00	0.09
X32	0.00	-0.04	-0.08	-0.03	-0.05	0.04
X33	0.11	-0.01	0.01	0.01	0.00	0.08
X34	0.02	0.01	-0.03	-0.03	-0.02	0.03

Fitted Residuals

	X31	X32	X33	X34
	-----	-----	-----	-----
X31	0.00			
X32	0.00	0.00		
X33	-0.03	0.00	0.00	
X34	-0.02	0.05	0.01	0.00

Summary Statistics for Fitted Residuals

Smallest Fitted Residual = -0.11
 Median Fitted Residual = 0.01
 Largest Fitted Residual = 0.19

Stemleaf Plot

```

-10|0
- 8|82922
- 6|875855
- 4|988766542098764220
- 2|9865544321100099888754111
- 0|88777755554111199995544442221111000000000000000000000
0|112223333345555566790222333344466788
2|00023344455666667888889911777999
4|00000111112234479001112223456677
6|0033457712378
8|01124567823447
10|155635
12|05905
14|2
16|4
18|2

```

Standardized Residuals

	Y11	Y12	Y13	Y21	Y22	Y23
Y11	--					
Y12	2.83	--				
Y13	0.95	0.80	--			
Y21	1.55	-0.69	0.97	--		
Y22	0.70	0.04	1.38	1.01	--	
Y23	-1.42	-0.77	-1.34	-0.71	-1.15	--
Y24	-1.08	-0.04	-1.48	-0.25	-0.40	0.73
Y25	-1.21	-0.33	-1.94	-0.92	-0.96	1.24
X11	0.56	1.09	1.73	1.67	1.09	0.95
X12	0.02	0.91	0.28	-0.24	-0.51	-1.30
X13	0.73	1.73	1.02	0.42	0.44	1.37
X14	-1.26	-0.35	0.01	-0.52	-0.80	-1.46
X15	0.79	1.30	0.83	0.21	0.75	2.15
X21	-1.14	-1.49	-0.42	0.99	0.71	0.13
X22	0.36	-0.88	-0.76	0.59	1.10	0.33
X23	-0.59	-0.77	-0.02	2.73	0.74	0.21
X24	-1.43	-2.38	-0.24	0.22	0.51	0.15
X25	0.66	0.58	1.21	1.67	0.54	0.95
X31	0.49	-0.62	1.00	1.42	0.81	1.37
X32	-2.29	-1.40	0.61	0.73	0.91	0.35
X33	0.25	-0.75	-0.31	1.00	-0.01	0.47
X34	-2.16	-2.66	-1.07	1.16	0.85	1.48

Standardized Residuals

	Y24	Y25	X11	X12	X13	X14
Y24	--					
Y25	-0.15	--				
X11	1.72	1.45	--			
X12	0.45	-0.03	-0.13	--		
X13	1.29	1.55	-0.59	0.05	0.00	
X14	0.17	-0.08	0.11	0.14	-0.23	--
X15	2.32	2.87	-0.92	-0.80	2.05	0.11
X21	-0.02	0.91	2.07	-0.90	1.43	-0.67
X22	0.85	1.41	0.89	1.34	0.91	-0.66

X23	1.52	0.67	2.16	0.28	1.84	0.40
X24	-1.26	0.60	1.00	-1.01	1.48	0.26
X25	1.52	0.98	0.87	-1.28	1.44	-1.77
X31	0.88	0.83	2.32	-0.39	1.17	-0.21
X32	0.24	0.02	0.45	-1.57	1.31	-0.76
X33	0.31	0.90	1.48	-0.04	2.96	0.06
X34	-0.23	-0.46	1.08	-1.55	2.25	-1.24

Standardized Residuals

	X15	X21	X22	X23	X24	X25
X15	0.00					
X21	0.84	0.00				
X22	0.82	0.12	0.00			
X23	0.38	-0.05	0.46	--		
X24	1.67	0.78	0.06	-0.14	0.00	
X25	0.52	-0.66	-0.58	-0.57	-1.06	0.00
X31	1.66	0.39	-0.09	0.08	-0.11	2.23
X32	0.00	--	-1.90	-1.52	-1.31	1.12
X33	1.91	-0.24	0.30	0.19	0.12	1.98
X34	0.38	0.13	-0.73	-1.02	-0.56	0.93

Standardized Residuals

	X31	X32	X33	X34
X31	0.00			
X32	-0.03	--		
X33	-0.83	0.09	0.00	
X34	-0.66	1.96	0.18	--

Summary Statistics for Standardized Residuals

Smallest Standardized Residual = -2.66
 Median Standardized Residual = 0.14
 Largest Standardized Residual = 2.96

Stemleaf Plot

```

- 2|432
- 1|998665555
- 1|444333332221111000
- 0|9999888888777777766666555
- 0|444333322222211110000000000000000000000000000000
0|1111111111122222223333334444444
0|55555556666677777778888888899999999999
1|00000001111222233334444444
1|5555555777777789
2|000122233
2|789
3|0

```

Largest Negative Standardized Residuals

Residual for X34 and Y12 -2.66

Largest Positive Standardized Residuals

Residual for Y12 and Y11 2.83

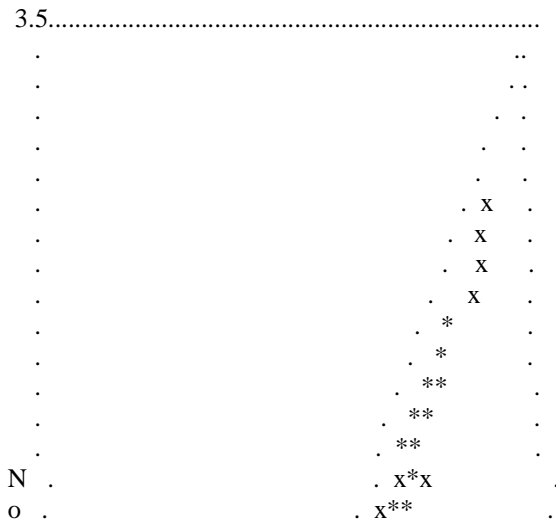
Residual for X15 and Y25 2.87

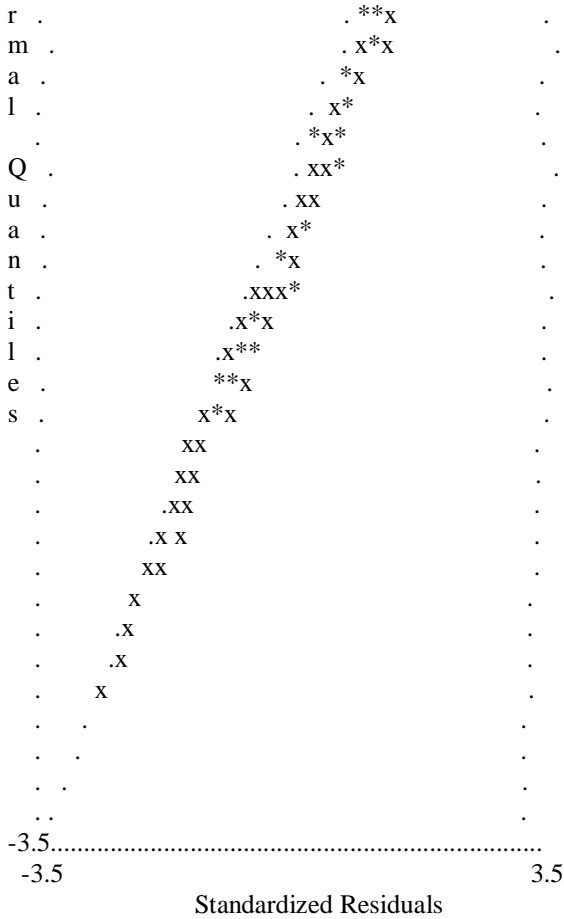
Residual for X23 and Y21 2.73

Residual for X33 and X13 2.96

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Qplot of Standardized Residuals





The Modification Indices Suggest to Add the

Path to	from	Decrease in Chi-Square	New Estimate
Y22	Y1	156.9	25.08
X11	X2	24.9	0.33
X11	X3	19.3	0.37
X13	X2	13.3	0.32
X13	X3	20.0	0.49
X14	X2	19.6	-0.22
X14	X3	17.3	-0.26
X32	X2	23.9	-1.66

X34	X2	15.2	-3.89
Y2	X3	8.1	0.31

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

Y2	Y1	17.3	-0.07
Y12	Y11	22.1	0.15
Y21	Y11	8.3	0.09
Y25	Y23	19.7	0.12
X12	Y12	8.3	0.06
X15	Y21	8.0	-0.08
X15	Y23	14.9	0.08
X15	Y25	9.0	0.07
X15	X13	15.3	0.11
X21	X11	14.7	0.06
X22	X12	38.7	0.11
X22	X14	9.1	-0.05
X23	Y21	11.0	0.09
X24	X12	12.1	-0.06
X24	X14	11.7	0.05
X24	X21	12.9	0.10
X33	X13	10.2	0.08

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Standardized Solution

LAMBDA-Y

	Y1	Y2
	-----	-----
Y11	0.61	--
Y12	0.55	--
Y13	0.56	--
Y21	--	0.59
Y22	--	0.59
Y23	--	0.69
Y24	--	0.66
Y25	--	0.61

LAMBDA-X

	X1	X2	X3
	-----	-----	-----
X11	0.69	--	--
X12	0.71	--	--
X13	0.56	--	--
X14	0.76	--	--
X15	0.53	--	--
X21	--	0.69	--
X22	--	0.55	--
X23	--	0.56	--
X24	--	0.51	--
X25	--	0.51	--
X31	--	--	0.54
X32	--	--	0.55
X33	--	--	0.64
X34	--	--	0.65

BETA

	Y1	Y2
	-----	-----
Y1	--	--
Y2	0.91	--

GAMMA

	X1	X2	X3
	-----	-----	-----
Y1	0.13	0.37	0.45
Y2	--	--	--

Correlation Matrix of ETA and KSI

	Y1	Y2	X1	X2	X3
	-----	-----	-----	-----	-----
Y1	1.00				
Y2	0.91	1.00			
X1	0.47	0.43	1.00		
X2	0.80	0.73	0.45	1.00	
X3	0.81	0.74	0.37	0.82	1.00

PSI

Note: This matrix is diagonal.

Y1	Y2
-----	-----
0.27	0.17

Regression Matrix ETA on KSI (Standardized)

	X1	X2	X3
	-----	-----	-----
Y1	0.13	0.37	0.45
Y2	0.12	0.34	0.41

RESTORAN PENANGS HOUSE

Completely Standardized Solution

LAMBDA-Y

	Y1	Y2
	-----	-----
Y11	0.73	--
Y12	0.69	--
Y13	0.68	--
Y21	--	0.71
Y22	--	0.72
Y23	--	0.87
Y24	--	0.78
Y25	--	0.78

LAMBDA-X

	X1	X2	X3
	-----	-----	-----
X11	0.85	--	--
X12	0.89	--	--
X13	0.70	--	--
X14	0.96	--	--
X15	0.70	--	--

X21	--	0.90	--
X22	--	0.72	--
X23	--	0.74	--
X24	--	0.72	--
X25	--	0.72	--
X31	--	--	0.74
X32	--	--	0.71
X33	--	--	0.80
X34	--	--	0.76

BETA

	Y1	Y2
-----	-----	
Y1	--	--
Y2	0.91	--

GAMMA

	X1	X2	X3
-----	-----	-----	
Y1	0.13	0.37	0.45
Y2	--	--	--

Correlation Matrix of ETA and KSI

	Y1	Y2	X1	X2	X3
-----	-----	-----	-----	-----	-----
Y1	1.00				
Y2	0.91	1.00			
X1	0.47	0.43	1.00		
X2	0.80	0.73	0.45	1.00	
X3	0.81	0.74	0.37	0.82	1.00

PSI

Note: This matrix is diagonal.

	Y1	Y2
-----	-----	
	0.27	0.17

THETA-EPS

Y11	Y12	Y13	Y21	Y22	Y23
0.46	0.53	0.53	0.50	0.48	0.25

THETA-EPS

Y24	Y25
0.40	0.40

THETA-DELTA

X11	X12	X13	X14	X15	X21
0.29	0.21	0.51	0.07	0.51	0.19

THETA-DELTA

X22	X23	X24	X25	X31	X32
0.48	0.45	0.48	0.48	0.45	0.50

THETA-DELTA

X33	X34
0.36	0.42

Regression Matrix ETA on KSI (Standardized)

	X1	X2	X3
Y1	0.13	0.37	0.45
Y2	0.12	0.34	0.41

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Total and Indirect Effects

Total Effects of KSI on ETA

	X1	X2	X3
	-----	-----	-----
Y1	0.12	0.33	0.52
	(0.05)	(0.12)	(0.15)
	2.22	2.84	3.46
Y2	0.10	0.29	0.46
	(0.05)	(0.10)	(0.13)
	2.13	2.84	3.50

Indirect Effects of KSI on ETA

	X1	X2	X3
	-----	-----	-----
Y1	--	--	--
Y2	0.10	0.29	0.46
	(0.05)	(0.10)	(0.13)
	2.13	2.84	3.50

Total Effects of ETA on ETA

	Y1	Y2
	-----	-----
Y1	--	--
Y2	0.88	--
	(0.10)	
	8.43	

Largest Eigenvalue of $B \cdot B'$ (Stability Index) is 0.782

Total Effects of ETA on Y

	Y1	Y2
	-----	-----
Y11	1.00	--
Y12	0.90 (0.10) 8.70	--
Y13	0.91 (0.11) 8.58	--
Y21	0.88 (0.10) 8.43	1.00
Y22	0.88 (0.11) 8.22	0.99 (0.13) 7.86
Y23	1.02 (0.10) 10.16	1.16 (0.10) 11.44
Y24	0.99 (0.10) 9.43	1.12 (0.11) 10.19
Y25	0.90 (0.11) 8.56	1.02 (0.11) 8.92

Indirect Effects of ETA on Y

	Y1	Y2
	-----	-----
Y11	--	--

Y12	--	--
Y13	--	--
Y21	0.88	--
	(0.10)	
	8.43	
Y22	0.88	--
	(0.11)	
	8.22	
Y23	1.02	--
	(0.10)	
	10.16	
Y24	0.99	--
	(0.10)	
	9.43	
Y25	0.90	--
	(0.11)	
	8.56	

Total Effects of KSI on Y

	X1	X2	X3
	-----	-----	-----
Y11	0.12	0.33	0.52
	(0.05)	(0.12)	(0.15)
	2.22	2.84	3.46
Y12	0.10	0.30	0.46
	(0.05)	(0.10)	(0.14)
	2.11	2.91	3.27
Y13	0.10	0.30	0.47
	(0.05)	(0.10)	(0.14)
	2.18	2.91	3.44

Y21	0.10	0.29	0.46
	(0.05)	(0.10)	(0.13)
	2.13	2.84	3.50

Y22	0.10	0.29	0.45
	(0.05)	(0.10)	(0.13)
	2.12	2.88	3.36

Y23	0.12	0.34	0.53
	(0.05)	(0.11)	(0.15)
	2.15	3.01	3.46

Y24	0.11	0.33	0.51
	(0.05)	(0.11)	(0.15)
	2.11	2.96	3.46

Y25	0.10	0.30	0.47
	(0.05)	(0.10)	(0.13)
	2.08	2.90	3.54

RESTORAN PENANGS HOUSE

Standardized Total and Indirect Effects

Standardized Total Effects of KSI on ETA

	X1	X2	X3
	-----	-----	-----
Y1	0.13	0.37	0.45
Y2	0.12	0.34	0.41

Standardized Indirect Effects of KSI on ETA

	X1	X2	X3
	-----	-----	-----
Y1	--	--	--
Y2	0.12	0.34	0.41

Standardized Total Effects of ETA on ETA

Y1	Y2
----	----

	-----	-----
Y1	--	--
Y2	0.91	--

Standardized Total Effects of ETA on Y

	-----	-----
	Y1	Y2
Y11	0.61	--
Y12	0.55	--
Y13	0.56	--
Y21	0.54	0.59
Y22	0.54	0.59
Y23	0.63	0.69
Y24	0.61	0.66
Y25	0.56	0.61

Completely Standardized Total Effects of ETA on Y

	-----	-----
	Y1	Y2
Y11	0.73	--
Y12	0.69	--
Y13	0.68	--
Y21	0.65	0.71
Y22	0.66	0.72
Y23	0.79	0.87
Y24	0.71	0.78
Y25	0.71	0.78

Standardized Indirect Effects of ETA on Y

	-----	-----
	Y1	Y2
Y11	--	--
Y12	--	--
Y13	--	--
Y21	0.54	--
Y22	0.54	--
Y23	0.63	--
Y24	0.61	--
Y25	0.56	--

Completely Standardized Indirect Effects of ETA on Y

	Y1	Y2
	-----	-----
Y11	--	--
Y12	--	--
Y13	--	--
Y21	0.65	--
Y22	0.66	--
Y23	0.79	--
Y24	0.71	--
Y25	0.71	--

Standardized Total Effects of KSI on Y

	X1	X2	X3
	-----	-----	-----
Y11	0.08	0.23	0.28
Y12	0.07	0.21	0.25
Y13	0.07	0.21	0.25
Y21	0.07	0.20	0.24
Y22	0.07	0.20	0.24
Y23	0.08	0.24	0.28
Y24	0.08	0.23	0.27
Y25	0.07	0.21	0.25

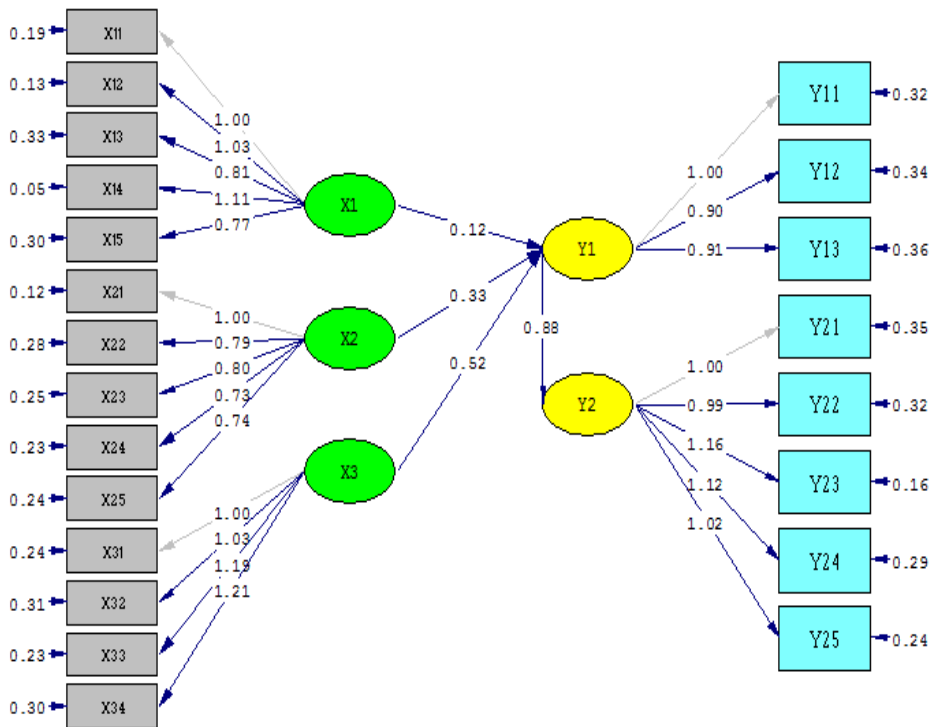
Completely Standardized Total Effects of KSI on Y

	X1	X2	X3
	-----	-----	-----
Y11	0.09	0.28	0.33
Y12	0.09	0.26	0.31
Y13	0.09	0.26	0.31
Y21	0.08	0.24	0.29
Y22	0.09	0.25	0.30
Y23	0.10	0.30	0.36
Y24	0.09	0.27	0.32
Y25	0.09	0.27	0.32

Time used: 2.340 Seconds

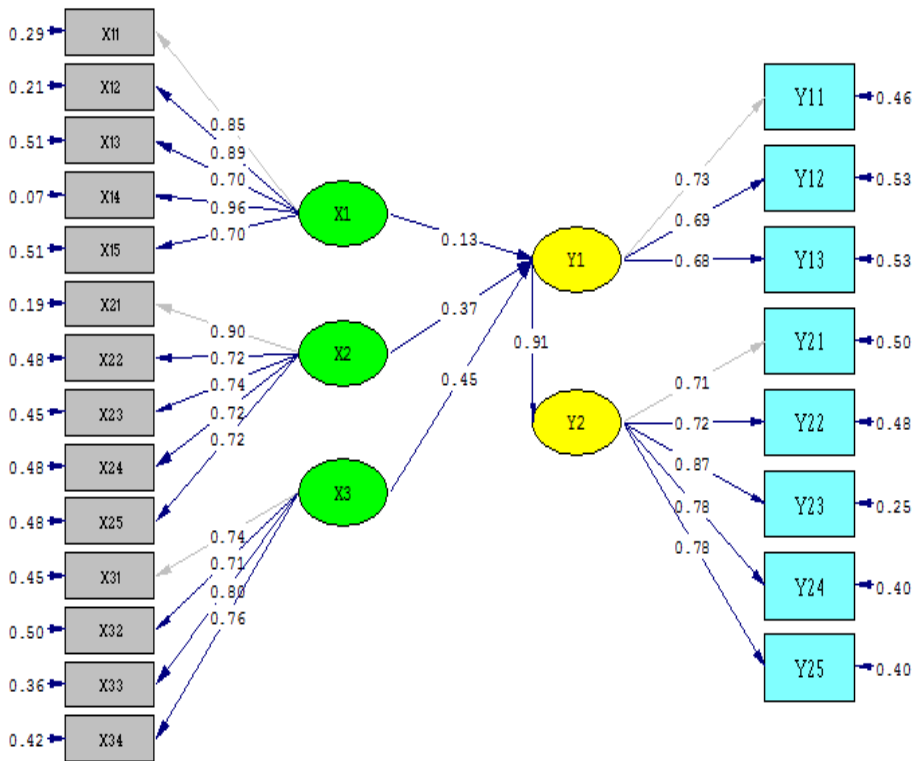
Lampiran 8

Path Diagram



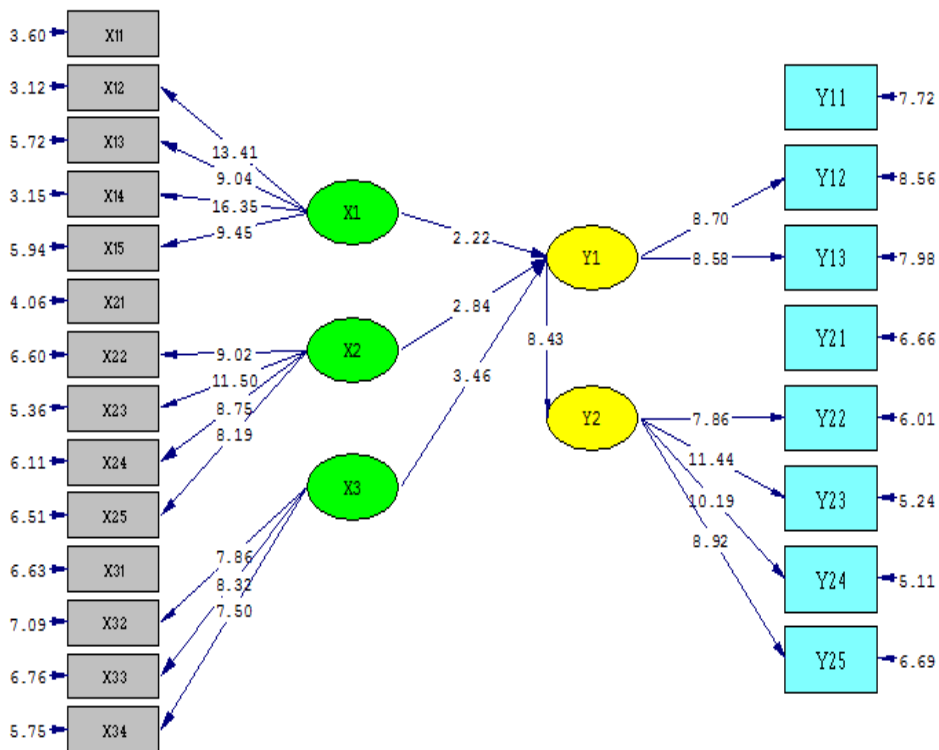
Chi-Square=441.35, df=202, P-value=0.00000, RMSEA=0.089

*Path Diagram
Estimate*



Chi-Square=441.35, df=202, P-value=0.00000, RMSEA=0.089

*Path Diagram
Standardized solution*



Chi-Square=441.35, df=202, P-value=0.00000, RMSEA=0.089

*Path Diagram
T-Value*