

## Lampiran 1. KUESIONER

Responden yang terhormat,

Sehubungan dengan riset penelitian dengan judul "PENGARUH *EFFICIENCY, SYSTEM AVAILABILITY, FULFILLMENT, DAN PRIVACY* TERHADAP *LOYALTY* MELALUI *PERCEIVED VALUE* PADA *ONLINE TICKETING* GARUDA INDONESIA DI SURABAYA". Maka saya mohon bantuan saudara untuk mengisi kuesioner di bawah ini. Atas perhatian dan kerja samanya saya ucapkan terima kasih. Hasil penelitian ini hanya untuk kepetingan studi.

### Karakteristik Responden

1. Apakah anda pernah melakukan *online ticketing* Garuda Indonesia sebanyak lebih dari 1 kali dalam 1 bulan terakhir?
  - a. Ya
  - b. Tidak
2. Saat ini berusia:
  - a. < 18 tahun
  - b.  $\geq$  18 tahun
3. Domisili anda saat ini:
  - a. Surabaya
  - b. Luar Surabaya

BERILAH TANDA SILANG ( x ), PADA JAWABAN ANDA.

Keterangan:

STS = Sangat Tidak Setuju

N = Netral

SS = Sangat Setuju

TS = Tidak Setuju

S = Setuju

No	Pernyataan	STS	TS	N	S	SS
<b>Efficiency ( X1 )</b>						
1.	Situs <i>online ticketing</i> mudah ditemukan di internet ketika dibutuhkan.					
2.	Situs <i>online ticketing</i> mudah diakses atau bebas <i>error</i> dimana saja.					
3.	Situs <i>online ticketing</i> sangat <i>simple</i> atau mudah digunakan.					
4.	Situs <i>online ticketing</i> memungkinkan pengguna untuk bertransaksi secara cepat.					
5.	<i>Loading</i> dalam halaman situs <i>online ticketing</i> cepat.					
6.	Situs <i>online ticketing</i> memungkinkan pengguna untuk masuk ke dalam halaman dengan cepat.					
7.	Situs <i>online ticketing</i> tersebut terorganisasi dengan baik.					
8.	Informasi dalam situs <i>online ticketing</i> terorganisasi secara baik.					
<b>System Availability ( X2 )</b>						
1.	Situs <i>online ticketing</i> selalu tersedia untuk pengguna.					

2.	Situs <i>online ticketing</i> dapat dibuka atau diakses oleh semua pengguna.						
3.	Situs <i>online ticketing</i> dirilis dan dijalankan langsung.						
4.	Halaman pada <i>online ticketing</i> tidak berhenti pada saat pengguna memasukkan informasi produk yang akan dipesan.						
<b>Fulfillment ( X3 )</b>							
1.	Situs <i>online ticketing</i> memuat produk yang tersedia (misalnya berupa foto produk, karakteristik produk) dan untuk pengiriman dalam waktu yang tepat.						
2.	<i>Online ticketing</i> dapat dipercaya tentang produk yang ditawarkan.						
3.	<i>Online ticketing</i> mempunyai stok produk dan mempunyai <i>customer service</i> untuk menampung keluhan pelanggan.						
<b>Privacy ( X4 )</b>							
1.	<i>Online ticketing</i> melindungi informasi tentang perilaku belanja <i>online</i> pengguna.						
2.	<i>Online ticketing</i> melindungi informasi tentang informasi kartu kredit pengguna.						
3.	<i>Online ticketing</i> tidak menyebarkan informasi pribadi pengguna pada situs lain.						

<b>Perceived Value ( Y1 )</b>						
1.	Harga dari produk dan jasa tertera pada halaman situs <i>online ticketing</i> .					
2.	Kenyamanan secara keseluruhan dari pemakaian situs <i>online ticketing</i> .					
3.	Ada <i>value</i> /nilai yang pengguna dapatkan dalam situs <i>online ticketing</i> untuk uang dan usaha pengguna.					
<b>Loyalty ( Y2 )</b>						
1.	Memberikan informasi yang positif tentang <i>online ticketing</i> kepada orang lain.					
2.	Memberikan rekomendasi <i>online ticketing</i> tersebut pada seseorang yang memintasaran.					
3.	Mendukung teman dan orang lain untuk melakukan transaksi bisnis dengan <i>online ticketing</i> tersebut.					
4.	Mempertimbangkan <i>online ticketing</i> tersebut sebagai pilihan pertama untuk transaksi yang akan datang.					
5.	Melakukan transaksi lain dengan <i>online ticketing</i> tersebut pada waktu yang akan datang.					

## Lampiran 2. Uji Outlier

Residuals Statistics<sup>a</sup>

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	3,6869	150,1202	75,5000	31,54284	150
Std. Predicted Value	-2,277	2,366	,000	1,000	150
Standard Error of Predicted Value	7,398	21,226	13,707	2,602	150
Adjusted Predicted Value	-50,8283	155,0662	75,1769	32,56008	150
Residual	-96,84052	77,02153	,00000	29,87556	150
Std. Residual	-2,945	2,342	,000	,909	150
Stud. Residual	-3,106	3,039	,004	1,000	150
Deleted Residual	-107,693	130,82831	,32312	36,38570	150
Stud. Deleted Residual	-3,222	3,147	,004	1,008	150
Mahal. Distance	6,548	61,094	25,827	10,161	150
Cook's Distance	,000	,244	,008	,021	150
Centered Leverage Value	,044	,410	,173	,068	150

a. Dependent Variable: Resp

### Lampiran 3. Normalitas

Total Sample Size = 148

#### Univariate Summary Statistics for Continuous Variables

Var	Mean	St. Dev.	T-Value	Skewness	Kurtosis	Min	Freq.	Max	Freq.
X11	0.000	0.918	0.000	0.078	-0.246	-2.149	6	1.688	17
X12	0.000	0.931	0.000	-0.139	-0.489	-2.030	8	1.392	30
X13	0.000	0.933	0.000	-0.110	-0.338	-2.561	2	1.450	27
X14	0.000	0.917	0.000	-0.219	-0.415	-2.308	4	1.255	38
X15	0.000	0.908	0.000	0.137	-0.554	-2.795	1	1.471	26
X16	0.000	0.918	0.000	0.023	-0.501	-2.416	3	1.471	26
X17	0.000	0.931	0.000	-0.024	0.009	-2.561	2	1.852	12
X18	0.000	0.948	0.000	-0.038	-0.251	-2.561	2	1.781	14
X21	0.000	0.909	0.000	-0.295	-0.467	-2.416	3	2.795	1
X22	0.000	0.950	0.000	-0.036	-0.328	-2.222	5	1.891	11
X23	0.000	0.944	0.000	-0.010	-0.331	-2.416	3	1.934	10
X24	0.000	0.955	0.000	-0.051	-0.365	-2.308	4	1.688	17
X31	0.000	0.933	0.000	-0.164	-0.564	-1.980	9	1.338	33
X32	0.000	0.931	0.000	-0.132	-0.617	-2.086	7	1.321	34
X33	0.000	0.934	0.000	-0.091	-0.684	-1.891	11	1.338	33
X41	0.000	0.949	0.000	-0.015	-0.297	-2.561	2	1.816	13
X42	0.000	0.949	0.000	-0.077	-0.339	-2.149	6	1.559	22
X43	0.000	0.959	0.000	-0.035	-0.551	-1.718	16	1.749	15
Y11	0.000	0.930	0.000	-0.208	-0.205	-2.795	1	1.431	28
Y12	0.000	0.934	0.000	-0.087	-0.127	-2.561	2	1.660	18
Y13	0.000	0.916	0.000	-0.186	-0.062	-2.561	2	1.431	28
Y21	0.000	0.936	0.000	-0.122	-0.297	-2.416	3	1.492	25
Y22	0.000	0.930	0.000	-0.167	-0.406	-2.416	3	1.356	32
Y23	0.000	0.939	0.000	-0.237	-0.389	-2.308	4	1.338	33
Y24	0.000	0.929	0.000	-0.014	-0.275	-2.416	3	1.536	23
Y25	0.000	0.939	0.000	-0.174	-0.269	-2.561	2	1.471	26

#### 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	0.388	0.698	-0.444	0.657	0.347	0.841
X12	-0.696	0.487	-1.352	0.177	2.311	0.315
X13	-0.548	0.584	-0.759	0.448	0.876	0.645
X14	-1.095	0.274	-1.046	0.296	2.293	0.318

<b>X15</b>	0.684	0.494	-1.642	0.101	3.164	0.206
<b>X16</b>	0.114	0.909	-1.402	0.161	1.980	0.372
<b>X17</b>	-0.122	0.903	0.296	0.768	0.102	0.950
<b>X18</b>	-0.191	0.848	-0.459	0.646	0.248	0.884
<b>X21</b>	-1.476	0.140	-1.260	0.208	3.766	0.152
<b>X22</b>	-0.179	0.858	-0.723	0.470	0.555	0.758
<b>X23</b>	-0.052	0.959	-0.734	0.463	0.541	0.763
<b>X24</b>	-0.253	0.801	-0.855	0.392	0.795	0.672
<b>X31</b>	-0.822	0.411	-1.690	0.091	3.532	0.171
<b>X32</b>	-0.661	0.509	-1.949	0.051	4.237	0.120
<b>X33</b>	-0.455	0.649	-2.307	0.021	5.529	0.063
<b>X41</b>	-0.077	0.939	-0.615	0.538	0.384	0.825
<b>X42</b>	-0.385	0.700	-0.763	0.446	0.729	0.694
<b>X43</b>	-0.173	0.863	-1.629	0.103	2.683	0.261
<b>Y11</b>	-1.038	0.299	-0.311	0.756	1.174	0.556
<b>Y12</b>	-0.435	0.664	-0.076	0.939	0.195	0.907
<b>Y13</b>	-0.928	0.353	0.107	0.915	0.873	0.646
<b>Y21</b>	-0.608	0.543	-0.613	0.540	0.745	0.689
<b>Y22</b>	-0.837	0.402	-1.013	0.311	1.726	0.422
<b>Y23</b>	-1.186	0.236	-0.948	0.343	2.305	0.316
<b>Y24</b>	-0.071	0.943	-0.539	0.590	0.296	0.862
<b>Y25</b>	-0.869	0.385	-0.517	0.605	1.024	0.599

Relative Multivariate Kurtosis = 1.051

**Test of Multivariate Normality for Continuous Variables**

**Skewness**

Value	Kurtosis		Skewness and Kurtosis			Chi-Square	P-Value
	Z-Score	P-Value	Value	Z-Score	P-Value		
158.940	7.499	0.000	46.626	5.599	0.000	87.593	0.000

## Lampiran 4. Output SEM

Sample Size = 148  
Latent Variables X1 X2 X3 X4 Y1 Y2  
Relationships  
X11 X12 X13 X14 X15 X16 X17 X18 = X1  
X21 X22 X23 X24 = X2  
X31 X32 X33 = X3  
X41 X42 X43 = X4  
Y11 Y12 Y13 = Y1  
Y21 Y22 Y23 Y24 Y25 = Y2  
Y1 = X1 X2 X3 X4  
Y2 = Y1  
Options: SS EF  
Path Diagram  
Iterations = 250  
Method of Estimation: Maximum Likelihood  
End of Problem

Sample Size = 148

### Covariance Matrix to be Analyzed

	Y11	Y12	Y13	Y21	Y22	Y23
Y11	0.76					
Y12	0.30	0.68				
Y13	0.28	0.32	0.60			
Y21	0.31	0.36	0.22	0.76		
Y22	0.16	0.34	0.29	0.42	0.74	
Y23	0.28	0.34	0.22	0.37	0.44	0.92
Y24	0.24	0.34	0.21	0.37	0.39	0.33
Y25	0.26	0.21	0.13	0.32	0.29	0.29
X11	0.17	0.18	0.11	0.15	0.18	0.17
X12	0.22	0.14	0.15	0.21	0.19	0.14
X13	0.13	0.11	0.17	0.15	0.22	0.14
X14	0.12	0.14	0.14	0.14	0.16	0.16
X15	0.25	0.11	0.15	0.15	0.15	0.17
X16	0.17	0.15	0.11	0.16	0.18	0.21
X17	0.20	0.15	0.09	0.22	0.16	0.19
X18	0.15	0.21	0.12	0.19	0.15	0.09
X21	0.31	0.33	0.31	0.32	0.22	0.19
X22	0.33	0.28	0.33	0.21	0.16	0.11
X23	0.30	0.37	0.37	0.33	0.21	0.25
X24	0.17	0.29	0.28	0.24	0.22	0.15
X31	0.26	0.21	0.16	0.16	0.08	0.14
X32	0.21	0.17	0.10	0.14	-0.02	0.04
X33	0.24	0.23	0.27	0.15	0.12	0.20



X41	0.35	0.31	0.33	0.28	0.22	0.24
X42	0.35	0.34	0.35	0.27	0.24	0.23
X43	0.53	0.41	0.44	0.44	0.32	0.34

Covariance Matrix to be Analyzed

	Y24	Y25	X11	X12	X13	X14
Y24	0.75					
Y25	0.24	0.78				
X11	0.19	0.18	0.56			
X12	0.19	0.27	0.28	0.67		
X13	0.18	0.28	0.15	0.23	0.72	
X14	0.09	0.20	0.14	0.16	0.24	0.57
X15	0.19	0.18	0.17	0.27	0.28	0.12
X16	0.18	0.28	0.20	0.25	0.27	0.16
X17	0.15	0.20	0.19	0.30	0.19	0.13
X18	0.12	0.05	0.19	0.18	0.04	0.14
X21	0.20	0.15	0.19	0.13	0.09	0.16
X22	0.22	0.11	0.16	0.20	0.15	0.20
X23	0.26	0.14	0.22	0.17	0.11	0.16
X24	0.20	0.17	0.15	0.14	0.01	0.14
X31	0.15	0.09	0.08	0.13	0.02	0.02
X32	0.09	0.03	0.03	0.04	0.06	0.04
X33	0.14	0.16	0.09	0.10	0.16	0.05
X41	0.21	0.18	0.18	0.15	0.06	0.18
X42	0.18	0.14	0.14	0.13	0.14	0.12
X43	0.23	0.18	0.21	0.22	0.26	0.22

Covariance Matrix to be Analyzed

	X15	X16	X17	X18	X21	X22
X15	0.62					
X16	0.23	0.58				
X17	0.27	0.30	0.64			
X18	0.09	0.10	0.09	0.82		
X21	0.19	0.12	0.17	0.23	0.81	
X22	0.15	0.12	0.10	0.23	0.46	1.04
X23	0.23	0.13	0.20	0.25	0.75	0.55
X24	0.02	0.08	0.10	0.30	0.32	0.31
X31	0.04	- -	0.06	0.06	0.15	0.15
X32	0.08	0.06	0.09	0.09	0.16	0.28
X33	0.08	0.06	0.05	0.06	0.25	0.27
X41	0.14	0.09	0.06	0.40	0.30	0.24
X42	0.19	0.13	0.18	0.28	0.31	0.22
X43	0.30	0.22	0.23	0.34	0.43	0.42

Covariance Matrix to be Analyzed

	X23	X24	X31	X32	X33	X41
X23						
X24						
X31						
X32						
X33						
X41						

X23	0.97						
X24	0.39	0.99					
X31	0.17	0.17	0.71				
X32	0.15	0.09	0.35	0.71			
X33	0.28	0.11	0.38	0.31	0.81		
X41	0.30	0.29	0.18	0.11	0.18	0.85	
X42	0.33	0.30	0.13	0.13	0.24	0.54	
X43	0.47	0.36	0.12	0.18	0.20	0.50	

Covariance Matrix to be Analyzed

	X42	X43
	-----	-----
X42	1.00	
X43	0.83	1.33

Number of Iterations = 14

LISREL Estimates (Maximum Likelihood)

Y11 = 0.57\*Y1, Errorvar.= 0.43 , R<sup>2</sup> = 0.43  
(0.12) (0.057)  
4.65 7.54

Y12 = 0.59\*Y1, Errorvar.= 0.34 , R<sup>2</sup> = 0.51  
(0.12) (0.047)  
4.76 7.16

Y13 = 0.53\*Y1, Errorvar.= 0.32 , R<sup>2</sup> = 0.47  
(0.11) (0.043)  
4.71 7.34

Y21 = 0.66\*Y2, Errorvar.= 0.33 , R<sup>2</sup> = 0.57  
(0.082) (0.051)  
8.04 6.40

Y22 = 0.65\*Y2, Errorvar.= 0.32 , R<sup>2</sup> = 0.57  
(0.081) (0.050)  
8.04 6.41

Y23 = 0.61\*Y2, Errorvar.= 0.54 , R<sup>2</sup> = 0.41  
(0.088) (0.073)  
6.96 7.44

Y24 = 0.57\*Y2, Errorvar.= 0.43 , R<sup>2</sup> = 0.43  
(0.080) (0.058)  
7.13 7.33

$$Y25 = 0.46*Y2, \text{Errorvar.} = 0.57, R^2 = 0.27$$

(0.080)	(0.071)
5.72	7.97

$$X11 = 0.42*X1, \text{Errorvar.} = 0.38, R^2 = 0.32$$

(0.062)	(0.050)
6.76	7.69

$$X12 = 0.55*X1, \text{Errorvar.} = 0.37, R^2 = 0.45$$

(0.066)	(0.053)
8.36	7.03

$$X13 = 0.46*X1, \text{Errorvar.} = 0.51, R^2 = 0.30$$

(0.071)	(0.065)
6.48	7.78

$$X14 = 0.33*X1, \text{Errorvar.} = 0.46, R^2 = 0.19$$

(0.065)	(0.057)
5.09	8.12

$$X15 = 0.49*X1, \text{Errorvar.} = 0.38, R^2 = 0.38$$

(0.064)	(0.052)
7.54	7.41

$$X16 = 0.50*X1, \text{Errorvar.} = 0.33, R^2 = 0.43$$

(0.061)	(0.047)
8.09	7.16

$$X17 = 0.51*X1, \text{Errorvar.} = 0.38, R^2 = 0.40$$

(0.065)	(0.052)
7.80	7.30

$$X18 = 0.28*X1, \text{Errorvar.} = 0.74, R^2 = 0.098$$

(0.080)	(0.088)
3.53	8.37

$$X21 = 0.81*X2, \text{Errorvar.} = 0.16, R^2 = 0.81$$

(0.060)	(0.035)
13.43	4.44

$$X22 = 0.60*X2, \text{Errorvar.} = 0.68, R^2 = 0.34$$

(0.079)	(0.083)
7.56	8.20

$$X23 = 0.92*X2, \text{Errorvar.} = 0.12, R^2 = 0.87$$

(0.064)	(0.041)
14.29	2.96

$$X24 = 0.43*X2, \text{Errorvar.} = 0.81, R^2 = 0.19$$

(0.081)	(0.096)
5.31	8.41

$$X31 = 0.63 * X3, \text{ Errorvar.} = 0.32, R^2 = 0.56$$

(0.072)	(0.064)
8.67	4.90

$$X32 = 0.52 * X3, \text{ Errorvar.} = 0.44, R^2 = 0.38$$

(0.073)	(0.065)
7.05	6.84

$$X33 = 0.63 * X3, \text{ Errorvar.} = 0.42, R^2 = 0.48$$

(0.078)	(0.073)
8.06	5.78

$$X41 = 0.60 * X4, \text{ Errorvar.} = 0.49, R^2 = 0.43$$

(0.072)	(0.065)
8.36	7.55

$$X42 = 0.84 * X4, \text{ Errorvar.} = 0.30, R^2 = 0.70$$

(0.072)	(0.058)
11.62	5.12

$$X43 = 0.97 * X4, \text{ Errorvar.} = 0.39, R^2 = 0.71$$

(0.083)	(0.077)
11.66	5.06

$$Y1 = 0.26 * X1 + 0.24 * X2 + 0.27 * X3 + 0.45 * X4, \text{ Errorvar.} = 0.17, R^2 = 0.83$$

(0.099)	(0.092)	(0.10)	(0.13)
2.62	2.59	2.68	3.45

$$Y2 = 0.74 * Y1, \text{ Errorvar.} = 0.45, R^2 = 0.55$$

(0.19)
3.94

Correlation Matrix of Independent Variables

	X1	X2	X3	X4
X1	1.00			
X2	0.42 (0.08) 5.13	1.00		
X3	0.23 (0.10) 2.22	0.38 (0.09) 4.33	1.00	
X4	0.46 (0.08) 5.60	0.51 (0.07) 7.05	0.32 (0.10) 3.35	1.00

Covariance Matrix of Latent Variables

	Y1	Y2	X1	X2	X3	X4
Y1	1.00					
Y2	0.74	1.00				
X1	0.63	0.47	1.00			
X2	0.68	0.51	0.42	1.00		
X3	0.57	0.42	0.23	0.38	1.00	
X4	0.78	0.58	0.46	0.51	0.32	1.00

Goodness of Fit Statistics

Degrees of Freedom = 288  
Minimum Fit Function Chi-Square = 401.48 (P = 0.00)  
Normal Theory Weighted Least Squares Chi-Square = 378.20 (P = 0.00028)  
Estimated Non-centrality Parameter (NCP) = 90.20  
90 Percent Confidence Interval for NCP = (43.87 ; 144.63)

Minimum Fit Function Value = 2.73  
Population Discrepancy Function Value (F0) = 0.61  
90 Percent Confidence Interval for F0 = (0.30 ; 0.98)  
Root Mean Square Error of Approximation (RMSEA) = 0.046  
90 Percent Confidence Interval for RMSEA = (0.032 ; 0.058)  
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.68

Expected Cross-Validation Index (ECVI) = 3.43  
90 Percent Confidence Interval for ECVI = (3.11 ; 3.80)  
ECVI for Saturated Model = 4.78  
ECVI for Independence Model = 12.03

Chi-Square for Independence Model with 325 Degrees of Freedom = 1716.97

Independence AIC = 1768.97  
Model AIC = 504.20  
Saturated AIC = 702.00  
Independence CAIC = 1872.90  
Model CAIC = 756.02  
Saturated CAIC = 2105.02

Root Mean Square Residual (RMR) = 0.060  
Standardized RMR = 0.076  
Goodness of Fit Index (GFI) = 0.83  
Adjusted Goodness of Fit Index (AGFI) = 0.80  
Parsimony Goodness of Fit Index (PGFI) = 0.68

Normed Fit Index (NFI) = 0.77  
Non-Normed Fit Index (NNFI) = 0.91  
Parsimony Normed Fit Index (PNFI) = 0.68  
Comparative Fit Index (CFI) = 0.92

Incremental Fit Index (IFI) = 0.92  
 Relative Fit Index (RFI) = 0.74

Critical N (CN) = 127.96

The Modification Indices Suggest to Add the

Path to	from	Decrease in Chi-Square	New Estimate
Y12	Y2	11.6	0.38
X18	X4	14.5	0.35
Y2	X1	9.2	0.37

The Modification Indices Suggest to Add an Error Covariance

Between	and	Decrease in Chi-Square	New Estimate
Y22	Y11	11.7	-0.13
X23	X21	10.7	0.28
X41	X18	17.1	0.22
X43	X41	15.3	-0.24

Standardized Solution

LAMBDA-Y

	Y1	Y2
Y11	0.57	--
Y12	0.59	--
Y13	0.53	--
Y21	--	0.66
Y22	--	0.65
Y23	--	0.61
Y24	--	0.57
Y25	--	0.46

LAMBDA-X

	X1	X2	X3	X4
X11	0.42	--	--	--
X12	0.55	--	--	--
X13	0.46	--	--	--
X14	0.33	--	--	--
X15	0.49	--	--	--
X16	0.50	--	--	--
X17	0.51	--	--	--
X18	0.28	--	--	--
X21	--	0.81	--	--
X22	--	0.60	--	--
X23	--	0.92	--	--
X24	--	0.43	--	--

X31	--	--	0.63	--
X32	--	--	0.52	--
X33	--	--	0.63	--
X41	--	--	--	0.60
X42	--	--	--	0.84
X43	--	--	--	0.97

BETA

	Y1	Y2
Y1	--	--
Y2	0.74	--

GAMMA

	X1	X2	X3	X4
Y1	0.26	0.24	0.27	0.45
Y2	--	--	--	--

Correlation Matrix of ETA and KSI

	Y1	Y2	X1	X2	X3	X4
Y1	1.00					
Y2	0.74	1.00				
X1	0.63	0.47	1.00			
X2	0.68	0.51	0.42	1.00		
X3	0.57	0.42	0.23	0.38	1.00	
X4	0.78	0.58	0.46	0.51	0.32	1.00

PSI

Note: This matrix is diagonal.

	Y1	Y2
	0.17	0.45

Regression Matrix ETA on KSI (Standardized)

	X1	X2	X3	X4
Y1	0.26	0.24	0.27	0.45
Y2	0.19	0.18	0.20	0.33

Total and Indirect Effects

Total Effects of KSI on ETA

	X1	X2	X3	X4
Y1	0.26 (0.10) 2.62	0.24 (0.09) 2.59	0.27 (0.10) 2.68	0.45 (0.13) 3.45
Y2	0.19 (0.07) 2.86	0.18 (0.07) 2.63	0.20 (0.07) 3.05	0.33 (0.08) 4.07

Indirect Effects of KSI on ETA

	X1	X2	X3	X4
Y1	--	--	--	--
Y2	0.19 (0.07) 2.86	0.18 (0.07) 2.63	0.20 (0.07) 3.05	0.33 (0.08) 4.07

Total Effects of ETA on ETA

	Y1	Y2
Y1	--	--
Y2	0.74 (0.19) 3.94	--

Largest Eigenvalue of B\*B' (Stability Index) is 0.554

Total Effects of ETA on Y

	Y1	Y2
Y11	0.57 (0.12) 4.65	--
Y12	0.59 (0.12) 4.76	--
Y13	0.53 (0.11) 4.71	--
Y21	0.49	0.66



	(0.11)	(0.08)
	4.45	8.04
Y22	0.48	0.65
	(0.11)	(0.08)
	4.45	8.04
Y23	0.46	0.61
	(0.11)	(0.09)
	4.22	6.96
Y24	0.42	0.57
	(0.10)	(0.08)
	4.26	7.13
Y25	0.34	0.46
	(0.09)	(0.08)
	3.89	5.72

Indirect Effects of ETA on Y

	Y1	Y2
	-----	-----
Y11	--	--
Y12	--	--
Y13	--	--
Y21	0.49	--
	(0.11)	
	4.45	
Y22	0.48	--
	(0.11)	
	4.45	
Y23	0.46	--
	(0.11)	
	4.22	
Y24	0.42	--
	(0.10)	
	4.26	
Y25	0.34	--
	(0.09)	
	3.89	

Total Effects of KSI on Y

	X1	X2	X3	X4
Y11	0.15 (0.05) 3.02	0.14 (0.05) 2.76	0.16 (0.05) 3.25	0.26 (0.06) 4.58
Y12	0.15 (0.05) 3.05	0.14 (0.05) 2.79	0.16 (0.05) 3.29	0.26 (0.06) 4.71
Y13	0.14 (0.05) 3.04	0.13 (0.05) 2.78	0.15 (0.04) 3.27	0.24 (0.05) 4.66
Y21	0.13 (0.04) 2.96	0.12 (0.04) 2.72	0.13 (0.04) 3.18	0.22 (0.05) 4.40
Y22	0.13 (0.04) 2.96	0.11 (0.04) 2.72	0.13 (0.04) 3.18	0.22 (0.05) 4.40
Y23	0.12 (0.04) 2.89	0.11 (0.04) 2.66	0.12 (0.04) 3.09	0.21 (0.05) 4.18
Y24	0.11 (0.04) 2.91	0.10 (0.04) 2.67	0.12 (0.04) 3.11	0.19 (0.05) 4.22
Y25	0.09 (0.03) 2.78	0.08 (0.03) 2.57	0.09 (0.03) 2.96	0.15 (0.04) 3.86

Standardized Total and Indirect Effects

Standardized Total Effects of KSI on ETA

	X1	X2	X3	X4
Y1	0.26	0.24	0.27	0.45
Y2	0.19	0.18	0.20	0.33

Standardized Indirect Effects of KSI on ETA

	X1	X2	X3	X4
Y1	--	--	--	--

Y2 0.19 0.18 0.20 0.33

Standardized Total Effects of ETA on ETA

	Y1	Y2
Y1	--	--
Y2	0.74	--

Standardized Total Effects of ETA on Y

	Y1	Y2
Y11	0.57	--
Y12	0.59	--
Y13	0.53	--
Y21	0.49	0.66
Y22	0.48	0.65
Y23	0.46	0.61
Y24	0.42	0.57
Y25	0.34	0.46

Standardized Indirect Effects of ETA on Y

	Y1	Y2
Y11	--	--
Y12	--	--
Y13	--	--
Y21	0.49	--
Y22	0.48	--
Y23	0.46	--
Y24	0.42	--
Y25	0.34	--

Standardized Total Effects of KSI on Y

	X1	X2	X3	X4
Y11	0.15	0.14	0.16	0.26
Y12	0.15	0.14	0.16	0.26
Y13	0.14	0.13	0.15	0.24
Y21	0.13	0.12	0.13	0.22
Y22	0.13	0.11	0.13	0.22
Y23	0.12	0.11	0.12	0.21
Y24	0.11	0.10	0.12	0.19
Y25	0.09	0.08	0.09	0.15

The Problem used 102928 Bytes (= 0.2% of Available Workspace)

Time used: 0.188 Seconds

Lampiran 5. Data isian Kuesioner

Resp	X1								X2				X3			X4			Y1			Y2					Mahalnb			
	1	2	3	4	5	6	7	8	1	2	3	4	1	2	3	1	2	3	1	2	3	1	2	3	4	5				
1	3	2	2	4	4	4	3	3	2	4	2	2	3	4	3	3	4	3	4	3	2	4	3	2	2	5	1	5	1	55.03817
2	3	4	5	3	3	4	3	3	2	4	2	3	3	3	4	3	5	4	2	3	4	3	5	1	3	5	47.38909			
3	3	4	4	5	3	4	3	4	2	4	2	4	3	5	2	2	4	4	4	3	3	3	3	4	3	4	31.73836			
4	3	2	3	5	3	3	2	4	4	4	4	2	5	5	5	4	3	3	4	3	5	1	1	1	1	1	50.44049			
5	3	3	3	4	3	3	2	4	4	4	4	4	3	3	3	4	4	4	4	4	4	1	1	1	1	1	43.1686			
6	4	4	4	4	4	4	4	3	4	4	4	2	2	4	3	3	3	5	4	4	4	4	4	4	4	4	19.94578			
7	3	4	4	4	4	4	4	2	4	4	4	4	2	4	3	3	4	4	4	3	4	3	3	3	3	3	19.41982			
8	3	3	3	3	3	4	4	4	4	4	4	3	3	3	3	4	4	3	4	4	4	4	4	4	4	4	16.71721			
9	3	4	4	4	4	4	4	3	2	2	2	4	5	4	4	3	5	4	4	3	4	4	3	3	3	4	18.91249			
10	4	4	5	4	4	3	3	3	4	4	4	4	4	4	5	3	3	2	4	4	4	4	4	4	4	4	14.02229			
11	3	4	3	3	3	4	4	3	2	2	2	4	5	5	3	3	2	2	3	3	3	3	3	4	3	3	19.48515			
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18	4	4	3	4	3	3	3	3	2	2	2	3	3	5	3	3	3	2	3	4	4	4	3	2	3	4	27.20887			
19	3	3	3	4	3	3	3	2	2	2	2	2	4	4	3	2	2	2	3	3	3	3	4	4	3	4	11.20151			
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25	3	4	3	3	4	4	4	1	3	2	3	2	3	2	2	1	2	1	2	3	3	3	3	4	3	2	29.90584			
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35	4	4	4	4	5	5	4	4	2	2	2	2	3	5	3	2	1	1	3	3	1	4	2	4	5	5	47.36296			
36	3	3	3	4	3	3	3	2	2	2	2	3	3	3	3	2	1	1	3	3	3	3	3	3	3	3	10.74797			
37	3	3	4	4	3	4	3	3	3	3	3	3	5	5	5	3	2	1	3	4	4	4	4	4	4	4	14.03248			
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43	4	4	4	4	3	4	4	2	2	2	2	1	3	3	3	2	2	1	2	3	3	3	4	3	3	3	15.551
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54	4	4	4	4	4	4	4	5	4	4	4	4	3	5	5	4	4	4	4	4	4	4	4	4	4	4	14.1
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66	3	3	4	4	3	3	3	4	2	4	2	5	4	4	4	4	3	2	4	4	4	3	4	4	3	4	21.448
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70	3	4	5	4	4	4	3	5	4	3	2	3	4	4	4	5	4	3	3	4	4	4	4	4	4	4	35.906
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73	3	2	3	4	3	4	2	2	4	4	4	5	5	5	3	4	3	4	4	5	4	5	4	5	5	4	36.019
74	4	3	5	5	4	5	4	4	4	4	4	4	3	3	3	5	5	5	4	4	4	4	4	4	3	4	20.742
75	4	5	4	3	3	5	4	4	3	4	4	4	5	5	5	4	3	4	5	4	5	5	4	5	4	5	24.755
76	3	4	5	5	3	4	3	2	2	2	2	3	5	3	3	3	3	1	3	4	4	3	4	3	5	4	31.829
77	3	3	4	5	3	3	3	4	2	2	2	5	3	4	4	4	5	4	4	3	4	5	5	4	4	4	30.455
78	4	3	4	5	3	3	3	3	3	3	3	3	3	4	4	4	4	2	3	3	4	4	4	4	3	4	18.508
79	3	3	4	4	4	3	3	3	2	3	3	3	4	4	3	3	3	3	4	4	3	4	4	4	3	4	16.83
80	3	5	5	5	1	4	5	3	2	4	3	2	3	5	3	3	3	4	1	1	5	3	3	3	3	3	61.094
81	4	5	3	5	3	4	3	4	4	5	5	5	4	3	4	4	4	4	3	5	5	3	5	4	4	3	27.664
82	4	5	5	5	4	5	5	3	4	5	5	5	5	5	5	3	2	4	5	4	5	5	4	4	4	4	27.025
83	4	5	5	5	4	5	5	5	4	4	4	3	5	5	5	5	5	5	5	5	4	5	5	4	5	5	18.239
84	5	4	2	4	5	5	4	3	4	4	4	3	4	4	4	5	3	5	5	4	4	3	4	5	5	5	36.881
85	4	5	5	5	4	5	5	5	4	4	5	3	4	4	4	2	4	4	4	5	4	5	4	5	4	5	29.347
86	3	4	4	4	5	3	4	4	4	4	4	4	4	4	4	2	3	4	4	4	5	3	3	4	3	3	25.004
87	4	4	4	4	5	4	3	4	4	3	4	3	4	4	4	4	3	4	4	3	4	5	4	4	3	4	16.479
88	4	4	4	4	4	4	4	3	4	4	4	3	4	3	5	5	5	5	5	4	5	4	5	4	5	4	18.174

89	4	5	5	4	5	3	3	3	3	3	3	3	3	4	3	5	4	3	4	4	3	4	4	5	23.316	
90	4	5	4	4	5	4	4	3	3	3	2	3	4	4	4	3	3	3	4	4	4	4	5	3	20.423	
91	4	5	5	5	4	5	4	3	2	2	2	2	4	4	4	3	3	4	4	5	4	4	4	5	3	29.607
92	4	5	5	5	5	5	5	3	4	4	4	4	4	4	4	3	3	2	2	3	5	3	5	2	3	38.18
93	5	4	3	4	5	3	4	4	4	5	4	4	5	5	3	4	3	4	5	3	3	4	3	3	4	28.819
94	3	4	4	4	5	4	5	4	4	5	5	4	3	5	5	5	5	5	5	4	5	5	5	4	5	30.793
95	3	4	4	4	5	4	3	3	4	3	4	4	4	5	4	3	4	3	4	3	3	3	4	3	3	18.842
96	3	4	4	4	5	3	4	3	4	4	4	3	5	5	3	3	4	4	4	4	5	5	4	4	3	24.923
97	4	3	3	4	4	3	3	3	3	3	3	3	5	5	3	3	3	3	3	3	3	3	3	3	3	15.215
98	5	5	3	3	3	4	3	3	3	3	3	3	4	4	3	3	3	3	4	3	4	3	3	3	3	18.523
99	3	4	4	3	3	3	3	4	4	4	3	4	5	5	5	2	3	4	4	3	4	4	3	3	4	29.902
100	4	4	4	3	3	4	3	3	2	2	3	4	5	3	3	3	3	2	3	3	3	3	4	4	3	23.816
101	3	3	4	3	3	3	3	4	2	2	4	2	4	4	4	4	2	1	3	3	4	3	3	4	4	36.305
102	3	3	3	4	4	3	3	3	2	2	2	4	4	3	3	3	3	2	4	4	4	3	5	4	5	18.633
103	3	4	4	4	3	4	2	3	3	4	4	3	4	4	4	3	3	2	3	4	5	4	4	4	4	18.848
104	3	4	4	3	3	4	3	3	4	4	4	3	4	4	4	3	3	2	4	4	4	4	4	4	4	12.57
105	3	3	4	3	4	4	4	4	3	3	3	3	4	4	4	2	4	4	4	4	4	4	4	3	4	15.88
106	4	4	3	3	3	4	3	3	4	2	2	4	4	3	5	3	4	3	4	4	4	5	5	4	3	34.24
107	3	4	4	4	5	4	3	4	2	2	2	4	3	3	3	4	3	3	4	3	4	3	3	3	4	17.819
108	4	5	5	4	5	4	3	4	3	4	5	5	4	3	5	4	5	5	4	4	5	4	4	4	4	29.137
109	4	5	4	4	4	5	4	5	3	5	3	5	4	4	4	3	3	2	4	5	4	4	5	4	4	24.339
110	4	3	3	4	3	3	3	3	2	2	2	3	4	4	4	3	3	4	4	4	4	4	5	3	3	16.279
111	4	5	5	3	4	4	5	3	5	5	5	4	5	5	5	3	4	4	5	4	5	4	5	4	5	22.93
112	3	4	3	4	4	3	4	5	3	3	3	3	5	5	3	5	5	4	5	4	3	5	4	4	3	26.702
113	4	5	1	5	3	3	3	5	4	4	4	5	4	2	3	5	1	1	4	4	4	5	5	5	4	52.922
114	4	3	3	4	3	4	4	5	3	2	3	5	4	2	4	4	5	5	4	5	3	4	4	4	3	33.826
115	5	4	2	5	1	3	3	5	3	3	3	5	4	3	3	5	4	4	4	4	4	4	4	4	4	33.671
116	3	5	1	2	4	3	4	4	3	3	3	4	4	3	3	4	4	3	5	3	5	4	3	2	4	42.496
117	4	5	4	5	4	3	3	4	4	4	4	4	5	5	5	3	3	4	5	4	5	5	4	3	3	22.618
118	5	4	3	4	3	3	2	4	4	4	4	4	5	5	5	4	3	2	4	5	3	4	5	3	5	31.955
119	3	4	3	5	3	4	3	4	4	4	4	3	3	3	3	4	4	3	4	3	5	5	4	5	3	27.318
120	4	4	5	5	4	4	3	4	4	4	4	3	5	3	5	3	4	4	5	5	4	4	5	5	5	24.712
121	4	5	4	5	4	4	5	4	4	4	5	5	3	3	3	4	5	4	4	5	5	5	4	5	4	20.46
122	4	5	3	5	4	5	4	4	4	3	3	4	4	5	4	4	4	3	4	5	4	3	4	5	3	29.216
123	4	4	3	4	4	5	4	5	4	4	4	4	5	5	5	4	5	5	5	4	4	4	5	4	4	16.316
124	4	4	4	4	3	4	4	2	3	3	3	2	4	4	5	2	3	2	4	3	3	3	3	3	4	14.426
125	5	5	4	3	4	3	3	4	2	4	3	3	4	4	5	4	4	3	4	3	4	2	3	5	3	38.24
126	4	3	4	4	4	3	3	3	4	2	4	3	3	3	3	3	4	3	3	4	4	4	4	4	4	14.134
127	3	3	4	3	4	3	3	2	4	2	4	3	3	3	3	3	3	4	4	4	4	4	4	4	4	17.901
128	4	3	4	4	3	4	4	2	4	2	4	4	3	3	3	4	3	3	4	3	4	4	4	4	4	21.687
129	4	3	4	3	4	3	3	4	4	2	4	2	3	3	4	3	3	3	3	4	4	4	4	4	4	19.384
130	4	4	3	3	4	4	4	4	3	4	3	3	3	4	3	3	3	3	4	4	4	4	4	4	4	11.354
131	3	4	4	4	4	4	3	3	4	2	4	3	4	3	3	3	3	4	4	4	3	4	4	4	4	17.909
132	4	4	5	4	3	3	4	3	4	4	4	4	5	4	5	3	3	3	5	4	5	4	5	5	5	23.558
133	5	4	5	3	5	5	3	4	4	3	4	4	3	3	3	4	4	4	5	4	5	3	5	4	5	29.576
134	2	3	4	4	4	4	4	2	2	4	2	3	3	4	3	3	3	3	4	4	4	3	4	3	4	21.273

135	5	4	4	4	5	4	4	3	4	5	5	5	4	4	4	2	3	4	4	5	5	4	5	4	3	5	5	31.857
136	5	4	5	3	5	5	4	2	3	3	3	3	4	3	3	4	4	4	5	3	5	3	5	5	3	5	37.66	
137	2	3	3	4	3	2	1	1	4	5	4	3	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	52.246
138	5	4	4	5	5	5	4	4	4	5	4	3	3	4	3	4	4	4	4	4	5	4	5	4	5	4	18.58	
139	5	4	5	5	5	4	4	4	4	3	4	4	4	3	4	4	5	5	4	4	5	4	5	4	5	4	15.537	
140	5	4	4	5	5	5	4	3	3	4	4	5	4	4	3	3	4	3	4	4	5	4	4	5	4	4	28.133	
141	5	5	4	5	5	4	5	4	4	5	5	4	4	4	4	4	4	4	5	5	4	4	5	5	5	4	18.041	
142	3	4	4	5	4	4	5	3	4	4	5	4	5	4	5	3	3	3	5	4	4	4	4	4	5	4	20.59	
143	4	5	5	5	4	4	4	4	4	3	3	4	5	5	4	4	4	4	5	4	4	4	5	4	4	5	17.451	
144	4	5	4	4	3	5	4	3	4	3	4	4	5	4	5	3	4	3	5	4	4	5	4	4	5	4	23.911	
145	4	4	5	4	4	5	4	4	3	3	3	4	5	5	4	4	3	4	4	5	5	4	5	4	4	5	20.75	
146	4	4	5	4	5	5	4	3	2	2	2	3	5	5	5	4	5	4	5	4	4	4	4	5	5	4	21.36	
147	5	4	5	5	3	5	4	3	4	4	2	3	4	5	4	4	3	3	5	4	4	5	4	3	3	5	39.474	
148	5	5	4	4	4	4	5	2	3	3	3	3	5	4	5	5	5	4	5	5	4	5	3	5	3	5	36.83	
149	3	5	4	4	5	3	4	3	2	2	2	2	4	3	3	3	3	2	5	3	4	3	5	5	3	4	30.722	
150	3	5	4	4	5	3	4	3	3	2	2	3	4	3	3	3	3	3	5	3	3	3	5	5	3	4	32.713	
Mean	3.58	3.81	3.73	4.00	3.70	3.76	3.43	3.33	3.15	3.18	3.19	3.28	3.83	3.81	3.69	3.27	3.38	3.14	3.80	3.60	3.89	3.69	3.83	3.78	3.59	3.72		
Dev St	0.75	0.82	0.85	0.76	0.79	0.76	0.80	0.91	0.90	1.02	0.99	1.00	0.84	0.84	0.90	0.92	1.00	1.15	0.87	0.82	0.77	0.87	0.86	0.96	0.86	0.88		