

Rekapitulasi Hasil Survey

No Survey	INDIKATOR																
	X _{1.1}		X _{1.2}		X _{1.3}		X _{1.4}		X _{2.1}	X _{2.2}	X _{2.3}	X _{2.4}	X _{2.5}	X _{2.6}	X _{2.7}	X _{2.8}	X _{2.9}
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25	5	4	4	4	4	4	5	5	4	3	4	4	4	5	4	5	5
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35	4	4	5	5	4	4	5	5	5	5	5	5	5	5	5	5	5
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Rekapitulasi Hasil Survey

No Survey	INDIKATOR																
	X _{1.1}		X _{1.2}		X _{1.3}		X _{1.4}		X _{2.1}	X _{2.2}	X _{2.3}	X _{2.4}	X _{2.5}	X _{2.6}	X _{2.7}	X _{2.8}	X _{2.9}
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63	5	4	4	4	4	5	5	4	4	5	5	5	5	5	4	5	4
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Rekapitulasi Hasil Survey

No Survey	INDIKATOR																
	X _{1.1}		X _{1.2}		X _{1.3}		X _{1.4}		X _{2.1}	X _{2.2}	X _{2.3}	X _{2.4}	X _{2.5}	X _{2.6}	X _{2.7}	X _{2.8}	X _{2.9}
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152	4	4	4	4	5	5	5	5	4	5	5	5	5	4	4	4	4
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Rekapitulasi Hasil Survey

No Survey	INDIKATOR																
	X _{1.1}		X _{1.2}		X _{1.3}		X _{1.4}		X _{2.1}	X _{2.2}	X _{2.3}	X _{2.4}	X _{2.5}	X _{2.6}	X _{2.7}	X _{2.8}	X _{2.9}
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190	2	3	3	4	3	3	4	4	3	3	4	4	4	3	4	4	5
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193	4	4	3	4	4	3	4	4	4	5	5	4	4	4	3	4	4
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No Survey	INDIKATOR																		
	X _{2.10}	Y _{1.1}	Y _{1.2}	Y _{1.3}	Y _{1.4}	Y _{1.5}	Y _{1.6}	Y _{1.7}	Y _{1.8}	Y _{1.9}	Y _{2.1}	Y _{2.2}	Y _{2.3}	Y _{2.4}	Y _{2.5}	Y _{2.6}			
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3	4	4	4	3	4	4	3	4	3	3	2	3	3	3	3	3	3	3	
4	4	2	4	3	3	4	2	2	4	3	3	3	4	4	3	3	3	3	
5	4	5	5	5	4	4	4	3	3	4	5	3	3	4	4	3	3	3	
6	4	5	5	5	5	4	4	5	5	4	5	5	4	5	5	5	4	4	
7	3	5	5	5	5	5	5	5	5	5	4	3	4	4	4	4	3	3	
8	5	4	4	4	4	4	4	4	4	4	5	4	4	4	4	4	3	3	
9	4	4	4	4	4	4	3	4	4	4	4	4	3	3	3	3	3	3	
10	3	3	3	3	3	4	4	3	3	4	3	3	3	3	3	4	3	3	
11	4	5	4	5	4	4	4	4	4	4	5	5	4	4	4	4	4	4	
12	5	4	5	5	5	4	5	5	5	4	5	4	3	4	5	4	4	3	
13	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	
14	3	3	4	3	4	4	3	2	3	3	3	3	4	3	3	3	3	3	
15	5	5	3	4	3	3	3	2	3	5	4	3	4	3	3	3	2	3	
16	4	4	4	4	3	4	5	5	4	4	5	3	4	4	4	3	3	3	
17	4	4	3	4	4	4	3	3	3	3	3	3	4	4	3	3	2	2	
18	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	
19	4	4	4	4	4	4	5	4	4	4	3	3	4	4	4	4	4	4	
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21	4	4	4	5	5	4	5	2	4	3	3	3	4	3	3	3	2	3	
22	4	4	4	5	4	4	4	3	5	4	4	4	4	3	3	3	2	3	
23	3	5	5	5	5	5	4	4	4	4	4	4	3	3	3	3	3	3	
24	3	4	4	4	4	4	5	5	4	4	4	4	3	4	5	4	4	4	
25	5	4	3	4	4	4	4	5	5	4	5	4	3	3	3	3	2	2	
26	4	4	5	4	3	2	4	3	3	4	4	3	3	3	3	3	2	2	
27	4	5	5	5	5	4	5	5	5	4	5	4	5	5	5	5	4	4	
28	5	5	5	5	3	4	5	5	4	5	5	5	5	4	4	4	4	4	
29	4	5	4	5	4	4	5	5	4	4	3	3	3	3	3	4	2	2	
30	4	4	5	5	3	4	4	5	5	4	4	3	2	4	3	3	3	2	2
31	4	3	4	4	3	4	3	4	4	4	4	3	4	3	3	4	3	3	
32	4	4	4	4	4	4	3	3	4	4	4	3	4	3	3	4	3	3	
33	5	4	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	4	
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38	3	3	4	3	4	4	3	3	4	3	4	4	3	3	3	4	4	3	3
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40	5	4	4	4	5	5	4	4	5	5	5	5	5	5	5	5	5	4	4
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42	4	4	4	4	4	4	3	4	3	4	4	3	4	3	3	4	4	3	3
43	4	4	5	5	4	4	5	4	4	4	5	4	5	5	5	3	4	4	4
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47	4	5	4	4	4	4	4	4	4	4	4	3	3	3	3	3	3	2	2
48	5	3	4	3	3	3	4	3	4	4	4	4	5	3	3	3	3	3	3
49	4	3	4	3	3	3	4	3	3	3	3	3	3	3	3	3	3	2	2
50	3	3	4	3	4	3	3	3	3	3	3	3	3	3	3	3	3	2	2
51	4	5	5	5	5	4	4	4	5	5	4	4	5	5	5	5	3	3	3
52	4	3	3	4	4	4	3	3	3	3	4	3	4	2	3	3	2	2	2
53	5	4	4	4	4	4	4	4	4	4	4	5	4	5	5	4	3	3	4

Rekapitulasi Hasil Survey

No Survey	INDIKATOR																	
	X _{2.10}	Y _{1.1}	Y _{1.2}	Y _{1.3}	Y _{1.4}	Y _{1.5}	Y _{1.6}	Y _{1.7}	Y _{1.8}	Y _{1.9}	Y _{2.1}	Y _{2.2}	Y _{2.3}	Y _{2.4}	Y _{2.4}			
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54	3	4	5	5	5	4	4	4	5	5	4	3	4	5	4	4	4	4
55	5	3	4	4	3	4	4	4	3	3	3	3	4	3	2	3	3	3
56	5	5	5	5	5	5	5	4	4	5	5	4	5	5	4	5	4	4
57	5	5	4	5	5	5	5	5	5	5	5	5	5	4	5	5	4	4
58	4	4	3	5	4	4	5	4	4	4	5	4	5	5	4	5	4	4
59	5	2	3	3	4	3	4	3	3	4	4	4	5	4	4	4	3	4
60	3	2	3	4	4	3	3	2	3	4	3	2	4	4	3	3	2	2
61	5	4	4	4	3	3	3	4	4	4	3	4	4	4	3	4	2	3
62	4	4	5	5	4	4	4	4	4	5	3	2	4	3	3	3	1	1
63	5	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	3	3
64	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4
65	4	5	5	5	5	5	5	4	5	5	4	4	4	4	4	4	4	4
66	4	4	4	4	4	4	4	4	4	4	4	4	5	5	4	4	4	4
67	4	4	4	4	4	4	4	4	5	5	4	4	4	4	4	4	3	3
68	2	3	4	4	3	3	4	2	3	4	3	2	4	2	3	3	2	2
69	4	5	5	5	4	4	4	5	5	5	4	3	4	3	4	4	3	3
70	5	4	5	5	4	4	5	5	5	4	4	4	4	4	4	4	3	3
71	5	4	5	4	4	4	5	5	5	5	5	4	4	4	5	5	3	3
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76	4	3	4	4	4	4	4	4	4	4	3	3	4	4	4	4	2	2
77	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	3	3
78	4	3	3	3	3	3	3	4	4	4	3	3	3	4	3	3	2	2
79	4	2	4	3	4	4	3	4	3	3	4	4	3	4	4	4	2	2
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83	4	4	4	4	5	5	4	4	4	5	4	5	5	4	4	5	3	3
84	3	4	4	3	3	3	4	4	4	3	3	3	4	3	3	4	3	3
85	4	4	3	4	3	3	4	4	4	5	4	4	4	4	4	4	4	4
86	4	4	4	4	3	3	4	3	3	3	3	2	4	4	3	4	2	2
87	4	5	4	5	5	4	4	4	4	4	4	4	4	4	4	5	2	2
88	4	3	3	2	3	2	2	2	2	2	3	3	3	3	3	3	2	2
89	3	3	4	3	4	3	3	2	3	3	2	2	3	3	3	2	2	2
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91	3	3	4	4	3	2	2	4	4	5	4	4	3	4	4	4	2	2
92	4	4	4	4	4	4	4	4	4	4	5	4	5	5	5	5	2	3
93	4	2	3	3	3	3	3	4	4	4	4	3	4	4	4	4	1	2
94	3	3	4	4	4	3	4	4	4	4	4	4	4	5	4	4	2	2
95	4	3	4	4	4	3	3	4	4	5	4	3	5	5	5	5	3	3
96	3	4	5	4	4	3	5	4	4	4	4	5	4	5	5	5	5	5
97	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	5	3	3
98	3	5	5	5	4	4	4	4	4	4	4	4	4	4	4	4	3	3
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102	3	4	4	4	3	4	2	2	3	3	3	3	5	5	4	4	3	3
103	4	4	4	4	4	3	4	4	4	4	3	2	2	2	3	3	1	1
104	4	3	3	3	4	4	4	4	5	5	5	4	4	4	4	4	3	3
105	4	4	5	4	4	5	4	4	4	3	3	2	4	3	4	4	3	3
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Rekapitulasi Hasil Survey

No Survey	INDIKATOR																	
	X _{2,10}	Y _{1,1}	Y _{1,2}	Y _{1,3}	Y _{1,4}	Y _{1,5}	Y _{1,6}	Y _{1,7}	Y _{1,8}	Y _{1,9}	Y _{2,1}	Y _{2,2}	Y _{2,3}	Y _{2,4}				
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107	4	4	4	4	5	4	4	4	4	4	4	4	5	4	4	4	2	3
108	4	4	3	4	3	3	4	4	4	4	3	1	4	3	3	4	2	2
109	5	3	4	4	4	2	4	4	4	4	4	4	3	3	3	3	3	3
110	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3
111	5	4	4	5	5	4	4	4	4	4	4	2	4	4	4	4	2	2
112	3	2	4	3	4	3	3	4	4	4	3	2	3	4	3	3	2	2
113	4	4	5	5	4	4	4	4	4	4	4	4	4	4	3	4	3	3
114	4	4	2	4	4	4	4	4	3	4	3	3	3	3	3	4	2	2
115	4	4	2	3	3	3	4	3	3	3	3	2	4	3	3	3	2	2
116	4	4	4	4	5	4	4	4	4	4	3	3	4	4	4	4	3	3
117	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3
118	4	3	3	4	4	3	4	4	4	4	3	3	4	4	4	4	3	3
119	4	4	4	4	4	4	4	4	3	3	3	3	3	3	4	4	3	3
120	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	2	2
121	4	4	3	4	4	3	3	3	2	3	3	3	3	2	4	4	3	3
122	5	4	5	4	4	4	4	4	4	5	4	4	5	5	4	4	2	2
123	4	4	4	3	4	3	3	3	3	3	4	3	4	4	4	4	2	2
124	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4
125	4	4	4	4	3	4	4	4	4	4	3	3	4	3	4	3	2	2
126	4	3	4	4	4	4	4	4	4	4	3	2	4	3	3	3	3	3
127	4	3	4	3	3	3	4	4	4	4	3	2	4	3	3	3	2	2
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129	5	4	5	4	4	4	4	4	4	4	4	4	4	4	5	5	3	3
130	4	4	3	4	3	3	4	3	4	4	3	3	4	4	3	3	3	3
131	4	4	4	5	5	4	5	4	4	4	4	4	4	4	3	4	3	4
132	4	4	4	4	4	4	4	4	4	4	4	4	4	5	4	4	4	4
133	3	3	3	4	5	4	4	4	4	4	3	4	4	3	4	2	2	2
134	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	3	3
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136	4	3	2	3	4	5	4	4	3	3	3	2	4	4	3	4	1	1
137	3	3	3	3	3	3	3	3	3	3	3	4	4	4	4	3	1	1
138	5	5	5	5	5	4	4	5	5	5	5	5	5	4	5	5	3	3
139	4	4	4	4	4	4	4	4	4	4	4	5	4	5	5	4	3	3
140	3	4	4	5	5	4	4	4	4	5	5	5	4	5	5	4	4	4
141	4	3	4	3	3	3	3	3	3	4	4	3	3	3	3	3	3	3
142	4	4	4	4	5	3	4	4	5	4	4	3	4	4	5	5	3	3
143	2	3	4	4	4	3	3	3	3	3	3	2	4	3	4	4	3	3
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145	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5
146	4	4	4	5	5	4	4	4	4	4	4	3	4	4	4	4	2	3
147	4	3	2	4	3	4	4	4	3	4	4	2	4	3	4	4	3	4
148	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
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151	4	4	4	4	4	4	4	4	4	4	4	4	5	4	4	5	4	5
152	4	4	4	4	4	4	4	4	4	4	4	3	3	3	3	4	4	2
153	4	3	4	3	3	4	4	4	4	4	5	5	5	5	4	4	4	4
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158	3	4	4	4	4	4	4	4	4	3	3	2	4	4	3	3	3	3
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Rekapitulasi Hasil Survey

No Survey	INDIKATOR																	
	X _{2.10}	Y _{1.1}	Y _{1.2}	Y _{1.3}	Y _{1.4}	Y _{1.5}	Y _{1.6}	Y _{1.7}	Y _{1.8}	Y _{1.9}	Y _{2.1}	Y _{2.2}	Y _{2.3}	Y _{2.4}	Y _{2.5}	Y _{2.6}	Y _{2.7}	
	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35
160	5	4	5	5	5	4	5	4	5	4	2	3	5	3	2	2	1	1
161	4	4	4	4	4	4	3	3	4	4	3	2	3	3	3	3	3	3
162	4	4	5	5	4	4	4	4	4	4	3	3	3	3	3	3	2	3
163	4	4	4	5	5	4	4	4	4	4	4	3	3	4	4	4	3	4
164	4	2	3	4	3	3	2	2	2	2	3	2	3	4	4	3	3	3
165	4	2	3	3	3	3	3	3	3	3	4	4	4	3	3	3	3	3
166	4	3	4	4	3	4	4	4	4	4	3	3	4	3	3	3	3	3
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168	4	4	3	4	3	4	3	3	3	3	3	3	3	3	3	3	3	3
169	5	4	3	4	4	4	4	4	4	4	4	3	4	4	3	3	3	4
170	5	5	5	5	5	4	4	5	5	5	5	4	4	4	4	4	3	4
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172	5	5	5	5	5	4	4	5	5	5	4	3	4	4	4	4	3	3
173	4	3	4	4	4	4	4	4	4	4	3	3	3	4	4	4	3	2
174	5	5	4	4	4	4	5	5	4	4	5	4	4	4	4	5	5	4
175	4	2	3	3	3	4	4	4	3	4	3	2	3	3	3	2	4	3
176	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
177	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3
178	4	4	4	5	4	4	5	4	4	4	4	4	4	4	4	4	5	5
179	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4
180	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3
181	4	4	5	4	4	4	4	4	4	5	3	3	4	4	4	3	3	3
182	4	3	4	3	3	4	3	3	4	4	4	4	4	4	4	4	3	3
183	5	4	4	4	4	4	4	4	4	4	4	4	4	3	4	3	3	2
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185	4	4	4	5	4	4	4	4	4	4	5	4	5	4	4	4	5	5
186	4	5	5	5	4	5	5	5	4	4	5	4	4	3	3	4	3	3
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190	4	4	4	3	4	3	4	3	4	4	4	3	4	4	4	3	3	3
191	4	4	4	4	4	4	4	4	4	4	4	4	5	4	4	4	4	4
192	5	4	4	4	4	4	4	4	4	4	4	4	5	4	4	4	4	4
193	5	4	4	4	4	4	4	4	4	4	5	5	4	3	4	4	4	4
194	4	5	5	5	4	4	4	4	4	4	4	4	4	4	4	4	5	4
195	5	3	4	4	3	4	4	3	4	4	4	3	3	4	4	4	3	4
196	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
197	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	3
198	4	2	4	4	3	3	3	3	3	3	3	3	3	4	4	4	4	3
199	3	4	4	4	4	3	3	4	4	4	4	4	4	4	4	4	3	4
200	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4

DATE: 01/15/2014
 TIME: 17:14

P R E L I S 2.70

BY

Karl G. Jöreskog & Dag Sörbom

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The following lines were read from file D:\Data SEM.PR2:

!PRELIS SYNTAX: Can be edited
 SY='D:\Data SEM.PSF'
 OU MA=KM SM=olah.pcm AC=olah.acc XT

Total Sample Size = 200

Univariate Summary Statistics for Continuous Variables

Variable	Mean	St. Dev.	T-Value	Skewness	Kurtosis	Minimum	Freq.	Maximum	Freq.
X1.1	3.910	0.555	99.565	-0.105	-0.257	2.500	4	5.000	12
X1.2	3.955	0.598	93.577	0.104	-0.619	2.500	2	5.000	24
X1.3	3.873	0.587	93.345	-0.151	-0.166	2.500	6	5.000	15
X1.4	4.285	0.566	107.062	-0.543	0.926	2.000	1	5.000	56
X2.1	3.810	0.690	78.074	-0.195	-0.041	2.000	5	5.000	27
X2.2	3.810	0.690	78.074	-0.416	1.105	2.000	3	5.000	38
X2.3	4.035	0.613	93.103	-0.301	1.739	2.000	2	5.000	51
X2.4	4.190	0.553	107.220	-0.753	1.202	1.000	1	5.000	54
X2.5	4.060	0.748	76.782	-0.513	0.482	2.000	6	5.000	44
X2.6	4.000	0.709	79.800	-0.409	1.073	2.000	3	5.000	37
X2.7	4.025	0.613	92.798	-0.011	-0.114	3.000	30	5.000	40
X2.8	4.050	0.591	96.918	-0.319	-0.202	2.000	2	5.000	56
X2.9	4.100	0.687	84.365	-0.061	-0.325	3.000	26	5.000	50
X2.10	4.120	0.606	96.122	-0.318	0.338	2.000	2	5.000	49
Y1.1	4.095	0.639	90.663	-0.318	-0.167	2.000	10	5.000	34
Y1.2	4.073	0.773	69.742	-0.517	0.418	2.000	5	5.000	51
Y1.3	4.060	0.706	81.290	-0.256	-0.362	2.000	1	5.000	58
Y1.4	4.130	0.667	87.524	-0.011	-0.736	2.000	1	5.000	43
Y1.5	3.945	0.703	79.342	-0.515	0.689	2.000	7	5.000	22
Y1.6	3.820	0.663	81.461	-0.441	0.416	2.000	6	5.000	36
Y1.7	3.930	0.698	79.598	-0.756	1.061	1.000	1	5.000	35
Y1.8	3.885	0.765	71.852	-0.278	0.149	2.000	3	5.000	39
Y1.9	3.975	0.668	84.118	-0.256	0.278	2.000	2	5.000	41
Y2.1	4.025	0.638	89.289	-0.103	-0.742	2.000	2	5.000	19
Y2.2	3.720	0.739	71.143	0.103	-0.229	2.000	1	5.000	27
Y2.3	3.910	0.615	89.844	0.049	-0.222	2.000	1	5.000	19
Y2.4	3.813	0.617	87.408	-0.064	-0.100	1.000	6	5.000	6
Y2.4	3.065	0.854	50.752						

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
X1.1	-0.619	0.536	-0.730	0.465	0.916	0.632

X1.2	0.614	0.539	-2.499	0.012	6.624	0.036
X1.3	-0.891	0.373	-0.393	0.695	0.948	0.622
X1.4	-3.038	0.002	2.160	0.031	13.896	0.001
X2.1	-1.144	0.252	0.024	0.981	1.310	0.519
X2.2	-2.379	0.017	2.431	0.015	11.569	0.003
X2.3	-1.752	0.080	3.222	0.001	13.447	0.001
X2.4	-4.039	0.000	2.568	0.010	22.913	0.000
X2.5	-2.887	0.004	1.354	0.176	10.169	0.006
X2.6	-2.345	0.019	2.384	0.017	11.186	0.004
X2.7	-0.066	0.948	-0.215	0.830	0.050	0.975
X2.8	-1.851	0.064	-0.525	0.600	3.700	0.157
X2.9	-0.360	0.719	-1.006	0.314	1.143	0.565
X2.10	-1.844	0.065	1.040	0.298	4.481	0.106
Y1.1	-1.847	0.065	-0.397	0.691	3.571	0.168
Y1.2	-2.909	0.004	1.218	0.223	9.949	0.007
Y1.3	-1.498	0.134	-1.165	0.244	3.601	0.165
Y1.4	-0.063	0.950	-3.288	0.001	10.815	0.004
Y1.5	-2.896	0.004	1.757	0.079	11.473	0.003
Y1.6	-2.512	0.012	1.213	0.225	7.781	0.020
Y1.7	-4.049	0.000	2.368	0.018	21.998	0.000
Y1.8	-1.620	0.105	0.571	0.568	2.949	0.229
Y1.9	-1.497	0.134	0.898	0.369	3.046	0.218
Y2.1	-0.609	0.543	-3.335	0.001	11.494	0.003
Y2.2	0.611	0.541	-0.625	0.532	0.764	0.683
Y2.3	0.293	0.770	-0.598	0.550	0.444	0.801
Y2.4	-0.379	0.704	-0.168	0.866	0.172	0.918

Relative Multivariate Kurtosis = 1.107

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
152.202	14.832	0.000	866.816	10.127	0.000	322.537	0.000

Standard Deviations

X1.1	X1.2	X1.3	X1.4	X2.1	X2.2
0.555	0.598	0.587	0.566	0.690	0.613

Standard Deviations

X2.3	X2.4	X2.5	X2.6	X2.7	X2.8
0.553	0.748	0.709	0.613	0.591	0.687

Standard Deviations

X2.9	X2.10	Y1.1	Y1.2	Y1.3	Y1.4
0.606	0.639	0.773	0.706	0.667	0.703

Standard Deviations

Y1.5	Y1.6	Y1.7	Y1.8	Y1.9	Y2.1
0.663	0.698	0.765	0.668	0.638	0.739

Standard Deviations

Y2.2	Y2.3	Y2.4
0.615	0.617	0.854

The Problem used 639152 Bytes (= 0.1% of available workspace)

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The following lines were read from file D:\Loyalitas.spj:

Loyalitas Pelanggan
 Observed variables X1.1 X1.2 X1.3 X1.4 X2.1 X2.2 X2.3 X2.4 X2.5 X2.6 X2.7 X2.8
 X2.9 X2.10 Y1.1 Y1.2 Y1.3 Y1.4 Y1.5 Y1.6 Y1.7 Y1.8 Y1.9 Y2.1 Y2.2 Y2.3 Y2.4
 Correlation matrix from file olah.pcm
 Asymptotic covariance matrix from file olah.acc
 Sample size 200
 Latent variables CM KL KP LP
 Relationship
 X1.1 X1.2 X1.3 X1.4 = CM
 X2.1 X2.2 X2.3 X2.4 X2.5 X2.6 X2.7 X2.8 X2.9 X2.10 = KL
 Y1.1 Y1.2 Y1.3 Y1.4 Y1.5 Y1.6 Y1.7 Y1.8 Y1.9 = KP
 Y2.1 Y2.2 Y2.3 Y2.4 = LP
 KP = CM KL
 LP = KP CM KL
 Path diagram
 Lisrel output: ND=3 SC RS
 Options: AD=OFF
 Options: IT=1000
 End of problem

Sample Size = 200

Loyalitas Pelanggan

Correlation Matrix

	Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1.6
Y1.1	1.000					
Y1.2	0.527	1.000				
Y1.3	0.682	0.559	1.000			
Y1.4	0.471	0.411	0.529	1.000		
Y1.5	0.443	0.356	0.473	0.582	1.000	
Y1.6	0.516	0.406	0.591	0.473	0.504	1.000
Y1.7	0.524	0.432	0.551	0.465	0.484	0.681
Y1.8	0.516	0.589	0.571	0.532	0.489	0.567
Y1.9	0.530	0.510	0.547	0.463	0.486	0.602
Y2.1	0.487	0.374	0.461	0.458	0.435	0.448
Y2.2	0.487	0.374	0.432	0.470	0.366	0.418
Y2.3	0.376	0.313	0.432	0.470	0.366	0.418
Y2.4	0.376	0.313	0.414	0.468	0.335	0.407
Y2.3	0.426	0.320	0.386	0.311	0.389	0.400
Y2.4	0.358	0.264	0.377	0.335	0.379	0.295
X1.1	0.423	0.302	0.377	0.335	0.334	0.263
X1.2	0.302	0.268	0.380	0.287	0.380	0.303
X1.3	0.417	0.297	0.383	0.367	0.380	0.303
X1.4	0.262	0.372	0.380	0.305	0.271	0.254
X2.1	0.262	0.372	0.305	0.279	0.331	0.379
X2.1	0.347	0.374				

X2.2	0.248	0.262	0.247	0.226	0.238	0.323
X2.3	0.203	0.164	0.205	0.273	0.231	0.373
X2.4	0.229	0.164	0.276	0.245	0.214	0.345
X2.5	0.266	0.211	0.308	0.302	0.246	0.325
X2.6	0.222	0.171	0.348	0.364	0.332	0.462
X2.7	0.241	0.209	0.277	0.357	0.331	0.350
X2.8	0.310	0.215	0.300	0.334	0.293	0.444
X2.9	0.264	0.230	0.297	0.357	0.329	0.424
X2.10	0.302	0.210	0.266	0.247	0.302	0.342

Correlation Matrix

	Y1.7	Y1.8	Y1.9	Y2.1	Y2.2	Y2.3
Y1.7	1.000					
Y1.8	0.673	1.000				
Y1.9	0.583	0.709	1.000			
Y2.1	0.512	0.504	0.516	1.000		
Y2.2	0.416	0.508	0.492	0.621	1.000	
Y2.3	0.524	0.507	0.478	0.678	0.640	1.000
Y2.4	0.354	0.373	0.343	0.604	0.475	0.519
X1.1	0.390	0.393	0.411	0.409	0.369	0.457
X1.2	0.258	0.331	0.306	0.418	0.395	0.423
X1.3	0.387	0.351	0.351	0.508	0.417	0.506
X1.4	0.291	0.298	0.328	0.435	0.326	0.399
X2.1	0.463	0.327	0.274	0.471	0.326	0.288
X2.2	0.362	0.321	0.306	0.332	0.288	0.230
X2.3	0.337	0.285	0.272	0.334	0.316	0.275
X2.4	0.390	0.345	0.418	0.353	0.296	0.291
X2.5	0.399	0.297	0.345	0.355	0.403	0.339
X2.6	0.510	0.369	0.345	0.431	0.339	0.331
X2.7	0.391	0.359	0.330	0.435	0.441	0.364
X2.8	0.491	0.432	0.476	0.476	0.461	0.430
X2.9	0.496	0.355	0.408	0.434	0.453	0.450
X2.10	0.403	0.394	0.364	0.397	0.367	0.301

Correlation Matrix

	Y2.4	X1.1	X1.2	X1.3	X1.4	X2.1
Y2.4	1.000					
X1.1	0.272	1.000				
X1.2	0.279	0.612	1.000			
X1.3	0.415	0.632	0.589	1.000		
X1.4	0.406	0.546	0.573	0.545	1.000	
X2.1	0.328	0.276	0.211	0.337	0.249	1.000
X2.2	0.264	0.319	0.279	0.327	0.311	0.527
X2.3	0.245	0.244	0.345	0.339	0.292	0.464
X2.4	0.222	0.285	0.293	0.321	0.262	0.412
X2.5	0.266	0.262	0.285	0.320	0.244	0.370
X2.6	0.241	0.243	0.270	0.232	0.247	0.415
X2.7	0.297	0.305	0.241	0.345	0.250	0.442
X2.8	0.263	0.412	0.354	0.362	0.288	0.443
X2.9	0.344	0.361	0.292	0.375	0.251	0.439
X2.10	0.293	0.258	0.340	0.301	0.203	0.383

Correlation Matrix

	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7
X2.2	1.000					
X2.3	0.589	1.000				
X2.4	0.566	0.605	1.000			
X2.5	0.428	0.539	0.578	1.000		
X2.6	0.492	0.475	0.490	0.578	1.000	
X2.7	0.453	0.494	0.459	0.492	0.523	1.000
X2.8	0.481	0.492	0.575	0.495	0.495	0.581
X2.9	0.449	0.487	0.461	0.491	0.519	0.572

X2.10 0.518 0.504 0.503 0.488 0.533 0.533

Correlation Matrix

	X2.8	X2.9	X2.10
X2.8	1.000		
X2.9	0.671	1.000	
X2.10	0.562	0.593	1.000

Loyalitas Pelanggan

Number of Iterations = 14

LISREL Estimates (Robust Maximum Likelihood)

Measurement Equations

Y1.1 = 0.712*KP, Errorvar.= 0.494 , R² = 0.506
 (0.0891)
 5.543

Y1.2 = 0.637*KP, Errorvar.= 0.594 , R² = 0.406
 (0.0490) (0.0910)
 13.004 6.530

Y1.3 = 0.759*KP, Errorvar.= 0.424 , R² = 0.576
 (0.0426) (0.0869)
 17.816 4.877

Y1.4 = 0.663*KP, Errorvar.= 0.560 , R² = 0.440
 (0.0498) (0.0907)
 13.315 6.171

Y1.5 = 0.642*KP, Errorvar.= 0.587 , R² = 0.413
 (0.0510) (0.0911)
 12.591 6.443

Y1.6 = 0.754*KP, Errorvar.= 0.432 , R² = 0.568
 (0.0469) (0.0872)
 16.078 4.953

Y1.7 = 0.781*KP, Errorvar.= 0.391 , R² = 0.609
 (0.0463) (0.0857)
 16.872 4.560

Y1.8 = 0.812*KP, Errorvar.= 0.340 , R² = 0.660
 (0.0462) (0.0837)
 17.595 4.066

Y1.9 = 0.780*KP, Errorvar.= 0.392 , R² = 0.608
 (0.0463) (0.0858)
 16.852 4.569

Y2.1 = 0.850*LP, Errorvar.= 0.278 , R² = 0.722
 (0.0840)
 3.304

Y2.2 = 0.755*LP, Errorvar.= 0.429 , R² = 0.571
 (0.0393) (0.0890)
 19.237 4.825

$Y2.3 = 0.808*LP$, Errorvar.= 0.348 , $R^2 = 0.652$
 (0.0370) (0.0863)
 21.847 4.031

$Y2.4 = 0.662*LP$, Errorvar.= 0.562 , $R^2 = 0.438$
 (0.0461) (0.0921)
 14.351 6.102

$X1.1 = 0.786*CM$, Errorvar.= 0.382 , $R^2 = 0.618$
 (0.0347) (0.0894)
 22.668 4.278

$X1.2 = 0.762*CM$, Errorvar.= 0.419 , $R^2 = 0.581$
 (0.0367) (0.0903)
 20.764 4.637

$X1.3 = 0.797*CM$, Errorvar.= 0.365 , $R^2 = 0.635$
 (0.0337) (0.0890)
 23.618 4.106

$X1.4 = 0.707*CM$, Errorvar.= 0.500 , $R^2 = 0.500$
 (0.0418) (0.0923)
 16.917 5.410

$X2.1 = 0.607*KL$, Errorvar.= 0.632 , $R^2 = 0.368$
 (0.0480) (0.0917)
 12.639 6.890

$X2.2 = 0.688*KL$, Errorvar.= 0.526 , $R^2 = 0.474$
 (0.0405) (0.0901)
 17.011 5.838

$X2.3 = 0.713*KL$, Errorvar.= 0.492 , $R^2 = 0.508$
 (0.0381) (0.0893)
 18.711 5.509

$X2.4 = 0.721*KL$, Errorvar.= 0.480 , $R^2 = 0.520$
 (0.0372) (0.0889)
 19.390 5.395

$X2.5 = 0.696*KL$, Errorvar.= 0.516 , $R^2 = 0.484$
 (0.0398) (0.0900)
 17.480 5.733

$X2.6 = 0.705*KL$, Errorvar.= 0.502 , $R^2 = 0.498$
 (0.0390) (0.0897)
 18.101 5.598

$X2.7 = 0.717*KL$, Errorvar.= 0.486 , $R^2 = 0.514$
 (0.0378) (0.0893)
 18.956 5.439

$X2.8 = 0.770*KL$, Errorvar.= 0.407 , $R^2 = 0.593$
 (0.0323) (0.0866)
 23.864 4.696

$X2.9 = 0.750*KL$, Errorvar.= 0.438 , $R^2 = 0.562$
 (0.0343) (0.0876)
 21.860 4.996

$X2.10 = 0.727*KL$, Errorvar.= 0.472 , $R^2 = 0.528$
 (0.0369) (0.0889)
 19.713 5.309

Structural Equations

$$\begin{array}{l}
 KP = 0.365*CM + 0.423*KL, \text{ Errorvar.} = 0.520, R^2 = 0.480 \\
 \quad (0.0784) \quad (0.0738) \quad (0.0741) \\
 \quad 4.654 \quad 5.727 \quad 7.019
 \end{array}$$

$$\begin{array}{l}
 LP = 0.442*KP + 0.325*CM + 0.185*KL, \text{ Errorvar.} = 0.327, R^2 = 0.673 \\
 \quad (0.0792) \quad (0.0752) \quad (0.0746) \quad (0.0537) \\
 \quad 5.579 \quad 4.322 \quad 2.478 \quad 6.099
 \end{array}$$

Reduced Form Equations

$$\begin{array}{l}
 KP = 0.365*CM + 0.423*KL, \text{ Errorvar.} = 0.520, R^2 = 0.480 \\
 \quad (0.0784) \quad (0.0738) \\
 \quad 4.654 \quad 5.727
 \end{array}$$

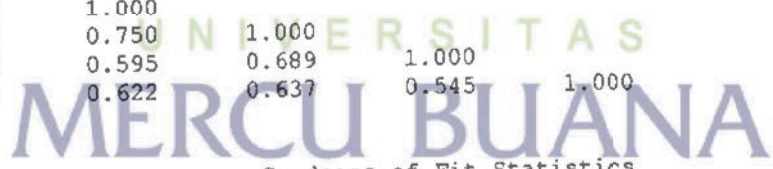
$$\begin{array}{l}
 LP = 0.486*CM + 0.372*KL, \text{ Errorvar.} = 0.429, R^2 = 0.571 \\
 \quad (0.0729) \quad (0.0724) \\
 \quad 6.668 \quad 5.134
 \end{array}$$

Correlation Matrix of Independent Variables

	CM	KL
CM	1.000	
KL	0.545 (0.060) 9.163	1.000

Covariance Matrix of Latent Variables

	KP	LP	CM	KL
KP	1.000			
LP	0.750	1.000		
CM	0.595	0.689	1.000	
KL	0.622	0.637	0.545	1.000



Goodness of Fit Statistics

Degrees of Freedom = 318
 Minimum Fit Function Chi-Square = 566.721 (P = 0.00)
 Normal Theory Weighted Least Squares Chi-Square = 535.950 (P = 0.00)
 Satorra-Bentler Scaled Chi-Square = 536.255 (P = 0.00)
 Chi-Square Corrected for Non-Normality = 327.848 (P = 0.340)
 Estimated Non-centrality Parameter (NCP) = 218.255
 90 Percent Confidence Interval for NCP = (158.266 ; 286.127)

Minimum Fit Function Value = 2.848
 Population Discrepancy Function Value (FO) = 1.097
 90 Percent Confidence Interval for FO = (0.795 ; 1.438)
 Root Mean Square Error of Approximation (RMSEA) = 0.0587
 90 Percent Confidence Interval for RMSEA = (0.0500 ; 0.0672)
 P-Value for Test of Close Fit (RMSEA < 0.05) = 0.0498

Expected Cross-Validation Index (ECVI) = 3.298
 90 Percent Confidence Interval for ECVI = (2.996 ; 3.639)
 ECVI for Saturated Model = 3.799
 ECVI for Independence Model = 57.574

Chi-Square for Independence Model with 351 Degrees of Freedom = 11403.166

Independence AIC = 11457.166

Model AIC = 656.255

Saturated AIC = 756.000

Independence CAIC = 11573.221

Model CAIC = 914.154

Saturated CAIC = 2380.764

Normed Fit Index (NFI) = 0.953

Non-Normed Fit Index (NNFI) = 0.978

Parsimony Normed Fit Index (PNFI) = 0.863

Comparative Fit Index (CFI) = 0.980

Incremental Fit Index (IFI) = 0.980

Relative Fit Index (RFI) = 0.948

Critical N (CN) = 141.864

Root Mean Square Residual (RMR) = 0.0518

Standardized RMR = 0.0518

Goodness of Fit Index (GFI) = 0.834

Adjusted Goodness of Fit Index (AGFI) = 0.802

Parsimony Goodness of Fit Index (PGFI) = 0.701

Loyalitas Pelanggan

Fitted Covariance Matrix

	Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1.6
Y1.1	1.000					
Y1.2	0.453	1.000				
Y1.3	0.540	0.483	1.000			
Y1.4	0.472	0.423	0.504	1.000		
Y1.5	0.457	0.409	0.488	0.426	1.000	
Y1.6	0.536	0.480	0.572	0.500	0.484	1.000
Y1.7	0.555	0.497	0.592	0.518	0.501	0.588
Y1.8	0.578	0.517	0.616	0.539	0.522	0.612
Y1.9	0.555	0.497	0.592	0.517	0.501	0.588
Y2.1	0.454	0.406	0.484	0.423	0.410	0.480
Y2.2	0.403	0.361	0.430	0.376	0.364	0.427
Y2.3	0.431	0.386	0.460	0.402	0.389	0.457
Y2.4	0.353	0.316	0.377	0.329	0.319	0.374
X1.1	0.333	0.298	0.355	0.310	0.300	0.353
X1.2	0.323	0.289	0.344	0.301	0.292	0.342
X1.3	0.337	0.302	0.360	0.315	0.305	0.357
X1.4	0.300	0.268	0.320	0.279	0.271	0.317
X2.1	0.268	0.240	0.286	0.250	0.242	0.284
X2.2	0.304	0.272	0.325	0.284	0.275	0.322
X2.3	0.315	0.282	0.336	0.294	0.285	0.334
X2.4	0.319	0.286	0.340	0.297	0.288	0.338
X2.5	0.308	0.275	0.328	0.287	0.278	0.326
X2.6	0.312	0.279	0.333	0.291	0.282	0.331
X2.7	0.317	0.284	0.338	0.296	0.286	0.336
X2.8	0.341	0.305	0.363	0.318	0.308	0.361
X2.9	0.332	0.297	0.354	0.309	0.299	0.351
X2.10	0.321	0.288	0.343	0.300	0.290	0.341

Fitted Covariance Matrix

	Y1.7	Y1.8	Y1.9	Y2.1	Y2.2	Y2.3
Y1.7	1.000					
Y1.8	0.634	1.000				
Y1.9	0.609	0.633	1.000			
Y2.1	0.497	0.518	0.497	1.000		
Y2.2	0.442	0.460	0.442	0.642	1.000	

Y2.3	0.473	0.492	0.472	0.686	0.610	1.000
Y2.4	0.387	0.403	0.387	0.563	0.500	0.535
X1.1	0.365	0.380	0.365	0.460	0.409	0.437
X1.2	0.354	0.369	0.354	0.446	0.396	0.424
X1.3	0.370	0.385	0.370	0.466	0.414	0.443
X1.4	0.329	0.342	0.328	0.414	0.368	0.393
X2.1	0.294	0.306	0.294	0.328	0.292	0.312
X2.2	0.334	0.347	0.334	0.372	0.331	0.354
X2.3	0.346	0.360	0.345	0.386	0.343	0.366
X2.4	0.350	0.364	0.350	0.390	0.347	0.371
X2.5	0.338	0.351	0.337	0.376	0.335	0.358
X2.6	0.342	0.356	0.342	0.382	0.339	0.363
X2.7	0.348	0.362	0.348	0.388	0.345	0.369
X2.8	0.374	0.389	0.373	0.417	0.370	0.396
X2.9	0.364	0.379	0.363	0.406	0.361	0.386
X2.10	0.353	0.367	0.352	0.393	0.349	0.374

Fitted Covariance Matrix

	Y2.4	X1.1	X1.2	X1.3	X1.4	X2.1
Y2.4	1.000					
X1.1	0.358	1.000				
X1.2	0.347	0.599	1.000			
X1.3	0.363	0.626	0.607	1.000		
X1.4	0.322	0.556	0.539	0.564	1.000	
X2.1	0.256	0.260	0.252	0.264	0.234	1.000
X2.2	0.290	0.295	0.286	0.299	0.266	0.418
X2.3	0.300	0.305	0.296	0.310	0.275	0.432
X2.4	0.304	0.309	0.300	0.313	0.278	0.438
X2.5	0.293	0.298	0.289	0.302	0.268	0.422
X2.6	0.297	0.302	0.293	0.307	0.272	0.428
X2.7	0.302	0.307	0.298	0.312	0.277	0.435
X2.8	0.325	0.330	0.320	0.335	0.297	0.467
X2.9	0.316	0.321	0.312	0.326	0.289	0.455
X2.10	0.306	0.311	0.302	0.316	0.280	0.441

Fitted Covariance Matrix

	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7
X2.2	1.000					
X2.3	0.491	1.000				
X2.4	0.496	0.514	1.000			
X2.5	0.479	0.496	0.502	1.000		
X2.6	0.486	0.503	0.509	0.491	1.000	
X2.7	0.494	0.511	0.517	0.499	0.506	1.000
X2.8	0.530	0.549	0.556	0.536	0.543	0.552
X2.9	0.516	0.535	0.541	0.522	0.529	0.538
X2.10	0.500	0.518	0.524	0.506	0.513	0.521

Fitted Covariance Matrix

	X2.8	X2.9	X2.10
X2.8	1.000		
X2.9	0.578	1.000	
X2.10	0.560	0.545	1.000

Fitted Residuals

	Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1.6
Y1.1	0.000					
Y1.2	0.074	0.000				
Y1.3	0.142	0.076	0.000			
Y1.4	-0.001	-0.011	0.026	0.000		
Y1.5	-0.014	-0.054	-0.014	0.156	0.000	

Y1.6	-0.021	-0.074	0.019	-0.027	0.020	0.000
Y1.7	-0.031	-0.066	-0.041	-0.053	-0.017	0.093
Y1.8	-0.062	0.071	-0.046	-0.007	-0.033	-0.045
Y1.9	-0.025	0.013	-0.044	-0.055	-0.015	0.014
Y2.1	0.033	-0.032	-0.023	0.035	0.025	-0.032
Y2.2	-0.027	-0.048	0.002	0.095	0.002	-0.009
Y2.3	-0.005	-0.066	-0.046	0.067	-0.054	-0.050
Y2.4	0.005	-0.052	0.010	-0.018	0.070	0.025
X1.1	0.090	0.004	0.022	0.024	0.078	-0.058
X1.2	-0.020	-0.021	0.036	-0.014	0.043	-0.079
X1.3	0.080	-0.005	0.023	0.052	0.075	-0.054
X1.4	-0.037	0.104	0.061	0.025	0.001	-0.063
X2.1	0.078	0.134	0.019	0.029	0.089	0.095
X2.2	-0.057	-0.010	-0.078	-0.058	-0.037	0.000
X2.3	-0.113	-0.118	-0.131	-0.021	-0.054	0.039
X2.4	-0.090	-0.121	-0.064	-0.052	-0.074	0.007
X2.5	-0.042	-0.065	-0.020	0.016	-0.032	-0.001
X2.6	-0.090	-0.109	0.015	0.073	0.051	0.131
X2.7	-0.076	-0.074	-0.062	0.062	0.044	0.013
X2.8	-0.030	-0.090	-0.063	0.016	-0.014	0.083
X2.9	-0.068	-0.067	-0.057	0.048	0.030	0.072
X2.10	-0.020	-0.078	-0.077	-0.053	0.011	0.001

Fitted Residuals

	Y1.7	Y1.8	Y1.9	Y2.1	Y2.2	Y2.3
Y1.7	0.000					
Y1.8	0.039	0.000				
Y1.9	-0.025	0.076	0.000			
Y2.1	0.014	-0.013	0.019	0.000		
Y2.2	-0.026	0.048	0.051	-0.021	0.000	
Y2.3	0.051	0.015	0.006	-0.009	0.030	0.000
Y2.4	-0.034	-0.031	-0.044	0.041	-0.025	-0.015
X1.1	0.025	0.013	0.046	-0.050	-0.039	0.020
X1.2	-0.096	-0.038	-0.048	-0.029	-0.001	-0.001
X1.3	0.017	-0.034	-0.019	0.042	0.003	0.063
X1.4	-0.038	-0.044	0.000	0.021	-0.041	0.005
X2.1	0.169	0.021	-0.020	0.143	0.035	-0.024
X2.2	0.029	-0.026	-0.027	-0.040	-0.043	-0.124
X2.3	-0.008	-0.075	-0.074	-0.052	-0.026	-0.092
X2.4	0.040	-0.019	0.069	-0.037	-0.051	-0.079
X2.5	0.061	-0.054	0.007	-0.022	0.069	-0.019
X2.6	0.167	0.013	0.003	0.049	0.000	-0.031
X2.7	0.043	-0.003	-0.017	0.047	0.096	-0.005
X2.8	0.117	0.043	0.103	0.059	0.091	0.034
X2.9	0.132	-0.024	0.045	0.028	0.093	0.065
X2.10	0.051	0.027	0.012	0.004	0.018	-0.073

Fitted Residuals

	Y2.4	X1.1	X1.2	X1.3	X1.4	X2.1
Y2.4	0.000					
X1.1	-0.086	0.000				
X1.2	-0.068	0.013	0.000			
X1.3	0.052	0.006	-0.018	0.000		
X1.4	0.083	-0.010	0.034	-0.019	0.000	0.000
X2.1	0.072	0.016	-0.042	0.073	0.015	0.109
X2.2	-0.026	0.024	-0.007	0.028	0.046	0.032
X2.3	-0.055	-0.061	0.049	0.029	0.017	-0.026
X2.4	-0.082	-0.024	-0.007	0.008	-0.016	-0.052
X2.5	-0.028	-0.037	-0.005	0.018	-0.024	-0.013
X2.6	-0.056	-0.060	-0.023	-0.074	-0.025	0.007
X2.7	-0.005	-0.003	-0.057	0.033	-0.027	-0.024
X2.8	-0.062	0.082	0.033	0.027	-0.009	-0.016
X2.9	0.028	0.039	-0.019	0.049	-0.038	-0.058
X2.10	-0.014	-0.054	0.038	-0.015	-0.078	

Fitted Residuals

	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7
X2.2	0.000					
X2.3	0.098	0.000				
X2.4	0.069	0.090	0.000			
X2.5	-0.051	0.043	0.076	0.000		
X2.6	0.007	-0.028	-0.019	0.087	0.000	
X2.7	-0.041	-0.017	-0.058	-0.007	0.017	0.000
X2.8	-0.049	-0.057	0.019	-0.041	-0.049	0.029
X2.9	-0.068	-0.048	-0.080	-0.031	-0.010	0.034
X2.10	0.018	-0.014	-0.021	-0.017	0.020	0.012

Fitted Residuals

	X2.8	X2.9	X2.10
X2.8	0.000		
X2.9	0.093	0.000	
X2.10	0.002	0.048	0.000

Summary Statistics for Fitted Residuals

Smallest Fitted Residual = -0.131
 Median Fitted Residual = 0.000
 Largest Fitted Residual = 0.169

Stemleaf Plot

```
-12|141
-10|839
- 8|62000620
- 6|99888765444443888766543322210
- 4|88887777655444433222211009988866544432211110
- 2|988877774432221111098877776666555544444332111110000
- 0|999999887777665554444433100099987777555533111100000000000000000000+06
0|1122233445566777801223333445556667778889999
2|000112344555677888999900233344455668999
4|0123333456678889991111229
6|1123579990122334566688
8|0233790013335568
10|3497
12|124
14|236
16|79
```

Standardized Residuals

	Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1.6
Y1.1	--					
Y1.2	--	--				
Y1.3	--	--	--			
Y1.4	--	--	--	--		
Y1.5	--	--	--	--	--	
Y1.6	--	--	--	--	--	--
Y1.7	--	--	--	--	--	--
Y1.8	--	--	--	--	--	--
Y1.9	--	--	--	--	--	--
Y2.1	--	--	--	--	0.191	--
Y2.2	--	-2.092	--	--	-8.988	--
Y2.3	--	-5.268	--	--	2.978	--
Y2.4	0.236	-1.435	--	-0.591	3.022	-2.627
X1.1	--	0.121	--	0.850	1.309	-2.788
X1.2	-0.698	-0.541	3.791	-0.400	3.060	-2.822
X1.3	--	-0.136	--	2.187		

X1.4	-1.003	3.049	2.962	0.673	0.017	-1.847
X2.1	2.085	3.369	0.496	0.635	2.084	2.998
X2.2	-1.445	-0.242	-2.169	-1.329	-0.834	0.010
X2.3	-2.808	-2.565	-3.595	-0.538	-1.249	1.809
X2.4	-2.372	-2.652	-2.069	-1.290	-1.699	0.285
X2.5	-1.107	-1.432	-0.662	0.404	-0.741	-0.039
X2.6	-2.270	-2.349	0.600	2.260	1.372	- -
X2.7	-2.021	-1.689	-1.977	1.909	1.228	0.552
X2.8	-1.095	-2.210	-2.740	0.538	-0.406	- -
X2.9	-2.026	-1.636	-2.195	1.637	0.871	- -
X2.10	-0.611	-1.785	-2.471	-1.325	0.300	0.050

Standardized Residuals

	Y1.7	Y1.8	Y1.9	Y2.1	Y2.2	Y2.3
Y1.7	- -	- -	- -	- -	- -	- -
Y1.8	- -	- -	- -	- -	- -	- -
Y1.9	- -	- -	- -	- -	- -	- -
Y2.1	- -	- -	- -	- -	- -	- -
Y2.2	- -	- -	- -	- -	- -	- -
Y2.3	- -	- -	- -	- -	- -	- -
Y2.4	- -	- -	-8.234	- -	- -	- -
X1.1	- -	- -	- -	- -	- -	- -
X1.2	-3.779	-6.039	-2.375	- -	- -	- -
X1.3	- -	- -	- -	- -	- -	- -
X1.4	-1.315	-1.823	-0.001	- -	-2.826	- -
X2.1	10.146	0.666	-0.531	- -	1.006	-0.722
X2.2	1.247	-1.085	-0.924	-3.614	-1.388	-4.084
X2.3	-0.363	-2.959	-2.450	- -	-1.031	-3.913
X2.4	3.248	-1.230	- -	- -	-1.917	-3.932
X2.5	3.898	-2.084	0.306	- -	4.799	-1.080
X2.6	- -	0.954	0.148	- -	-0.018	-1.865
X2.7	3.281	-0.195	-0.740	- -	- -	-1.559
X2.8	- -	- -	- -	- -	- -	- -
X2.9	- -	-28.488	- -	- -	- -	- -
X2.10	9.048	- -	0.710	- -	1.098	-4.071

Standardized Residuals

	Y2.4	X1.1	X1.2	X1.3	X1.4	X2.1
Y2.4	- -	- -	- -	- -	- -	- -
X1.1	-3.482	- -	- -	- -	- -	- -
X1.2	-2.547	- -	- -	- -	- -	- -
X1.3	- -	- -	- -	- -	- -	- -
X1.4	4.979	- -	- -	- -	- -	- -
X2.1	1.790	0.400	-0.908	2.049	0.313	- -
X2.2	-0.643	0.777	-0.205	0.941	1.205	- -
X2.3	-1.403	-1.750	1.722	1.128	0.447	- -
X2.4	-2.047	-0.766	-0.218	0.288	-0.412	- -
X2.5	-0.704	-1.037	-0.131	0.606	-0.578	- -
X2.6	-1.394	-1.672	-0.642	-2.092	-0.609	- -
X2.7	-0.140	-0.091	-1.554	1.357	-0.662	- -
X2.8	-1.832	- -	1.650	2.384	-0.273	- -
X2.9	0.990	2.109	-0.650	3.646	-1.007	- -
X2.10	-0.388	-1.636	1.382	-0.540	-1.849	- -

Standardized Residuals

	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7
X2.2	- -	- -	- -	- -	- -	- -
X2.3	- -	- -	- -	- -	- -	- -
X2.4	- -	- -	- -	- -	- -	- -
X2.5	- -	- -	- -	- -	- -	- -
X2.6	- -	- -	- -	- -	- -	- -
X2.7	- -	- -	- -	- -	- -	- -

X2.8	--	--	--	--	--	--
X2.9	--	--	--	--	--	--
X2.10	--	--	--	--	--	--

Standardized Residuals

	X2.8	X2.9	X2.10
X2.8	--		
X2.9	--	--	
X2.10	--	--	--

Summary Statistics for Standardized Residuals

Smallest Standardized Residual = -28.488
 Median Standardized Residual = 0.000
 Largest Standardized Residual = 10.146

Stemleaf Plot

```

-28|5
-26|
-24|
-22|
-20|
-18|
-16|
-14|
-12|
-10|
- 8|02
- 6|0
- 4|311
- 2|998665088887766555443322211110000
- 0|9988888777666644444333221111000099887777776666665554444322211110+99
0|11122333334445566667778899000112223444677889
2|0111234000001234689
4|80
6|
8|0
10|1
  
```

Largest Negative Standardized Residuals

Residual for	Y2.3 and	Y1.2	-5.268
Residual for	Y2.3 and	Y1.5	-8.988
Residual for	Y2.4 and	Y1.9	-8.234
Residual for	X1.1 and	Y1.6	-2.627
Residual for	X1.1 and	Y2.4	-3.482
Residual for	X1.2 and	Y1.6	-2.788
Residual for	X1.2 and	Y1.7	-3.779
Residual for	X1.2 and	Y1.8	-6.039
Residual for	X1.3 and	Y1.6	-2.822
Residual for	X1.4 and	Y2.2	-2.826
Residual for	X2.2 and	Y2.1	-3.614
Residual for	X2.2 and	Y2.3	-4.084
Residual for	X2.3 and	Y1.1	-2.808
Residual for	X2.3 and	Y1.3	-3.595
Residual for	X2.3 and	Y1.8	-2.959
Residual for	X2.3 and	Y2.3	-3.913
Residual for	X2.4 and	Y1.2	-2.652
Residual for	X2.4 and	Y2.3	-3.932
Residual for	X2.8 and	Y1.3	-2.740
Residual for	X2.9 and	Y1.8	-28.488
Residual for	X2.10 and	Y2.3	-4.071

Largest Positive Standardized Residuals

Residual for	Y2.4 and	Y1.5	2.978
Residual for	X1.1 and	Y1.5	3.022
Residual for	X1.2 and	Y1.3	3.791
Residual for	X1.3 and	Y1.5	3.060

Residual for	X1.4 and	Y1.2	3.049
Residual for	X1.4 and	Y1.3	2.962
Residual for	X1.4 and	Y2.4	4.979
Residual for	X2.1 and	Y1.2	3.369
Residual for	X2.1 and	Y1.6	2.998
Residual for	X2.1 and	Y1.7	10.146
Residual for	X2.4 and	Y1.7	3.248
Residual for	X2.5 and	Y1.7	3.898
Residual for	X2.5 and	Y2.2	4.799
Residual for	X2.7 and	Y1.7	3.281
Residual for	X2.9 and	X1.3	3.646
Residual for	X2.10 and	Y1.7	9.048

Loyalitas Pelanggan

Qplot of Standardized Residuals



The Modification Indices Suggest to Add an Error Covariance

Between	and	Decrease in Chi-Square	New Estimate
Y1.3	Y1.1	27.3	0.20
Y1.5	Y1.4	17.5	0.19
Y1.7	Y1.6	17.1	0.16
Y1.9	Y1.8	19.4	0.17
Y2.4	Y2.1	8.4	0.16
X1.4	Y1.2	8.9	0.13
X2.1	Y1.2	10.7	0.15
X2.1	Y1.9	8.0	-0.11
X2.1	Y2.1	9.0	0.11
X2.2	X2.1	8.6	0.13
X2.3	X2.2	9.7	0.13
X2.4	Y1.9	8.4	0.10
X2.4	X2.3	9.5	0.12
X2.9	X2.4	8.9	-0.12
X2.9	X2.8	16.4	0.16

Loyalitas Pelanggan

Standardized Solution

LAMBDA-Y

	KP	LP
Y1.1	0.712	- -
Y1.2	0.637	- -
Y1.3	0.759	- -
Y1.4	0.663	- -
Y1.5	0.642	- -
Y1.6	0.754	- -
Y1.7	0.781	- -
Y1.8	0.812	- -
Y1.9	0.780	- -
Y2.1	- -	0.850
Y2.2	- -	0.755
Y2.3	- -	0.808
Y2.4	- -	0.662

LAMBDA-X

	CM	KL
X1.1	0.786	- -
X1.2	0.762	- -
X1.3	0.797	- -
X1.4	0.707	- -
X2.1	- -	0.607
X2.2	- -	0.688
X2.3	- -	0.713
X2.4	- -	0.721
X2.5	- -	0.696
X2.6	- -	0.705
X2.7	- -	0.717
X2.8	- -	0.770
X2.9	- -	0.750
X2.10	- -	0.727

BETA

	KP	LP
KP	- -	- -
LP	0.442	- -

GAMMA

	CM	KL
KP	0.365	0.423
LP	0.325	0.185

Correlation Matrix of ETA and KSI

	KP	LP	CM	KL
KP	1.000			
LP	0.750	1.000		
CM	0.595	0.689	1.000	
KL	0.622	0.637	0.545	1.000

PSI

Note: This matrix is diagonal.

	KP	LP
	0.520	0.327

Regression Matrix ETA on KSI (Standardized)

	CM	KL
KP	0.365	0.423
LP	0.486	0.372

Loyalitas Pelanggan

Completely Standardized Solution

LAMBDA-Y

	KP	LP
Y1.1	0.712	- -
Y1.2	0.637	- -
Y1.3	0.759	- -
Y1.4	0.663	- -
Y1.5	0.642	- -
Y1.6	0.754	- -
Y1.7	0.781	- -
Y1.8	0.812	- -
Y1.9	0.780	- -
Y2.1	- -	0.850
Y2.2	- -	0.755
Y2.3	- -	0.808
Y2.4	- -	0.662

LAMBDA-X

	CM	KL
X1.1	0.786	- -
X1.2	0.762	- -
X1.3	0.797	- -
X1.4	0.707	- -
X2.1	- -	0.607
X2.2	- -	0.688
X2.3	- -	0.713
X2.4	- -	0.721
X2.5	- -	0.696
X2.6	- -	0.705
X2.7	- -	0.717
X2.8	- -	0.770

X2.9 - - 0.750
 X2.10 - - 0.727

BETA

	KP	LP
KP	- -	- -
LP	0.442	- -

GAMMA

	CM	KL
KP	0.365	0.423
LP	0.325	0.185

Correlation Matrix of ETA and KSI

	KP	LP	CM	KL
KP	1.000			
LP	0.750	1.000		
CM	0.595	0.689	1.000	
KL	0.622	0.637	0.545	1.000

PSI

Note: This matrix is diagonal.

	KP	LP
	0.520	0.327

THETA-EPS

	Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1.6
	0.494	0.594	0.424	0.560	0.587	0.432

THETA-EPS

	Y1.7	Y1.8	Y1.9	Y2.1	Y2.2	Y2.3
	0.391	0.340	0.392	0.278	0.429	0.348

THETA-EPS

Y2.4
0.562

THETA-DELTA

X1.1	X1.2	X1.3	X1.4	X2.1	X2.2
0.382	0.419	0.365	0.500	0.632	0.526

THETA-DELTA

X2.3	X2.4	X2.5	X2.6	X2.7	X2.8
0.492	0.480	0.516	0.502	0.486	0.407

THETA-DELTA

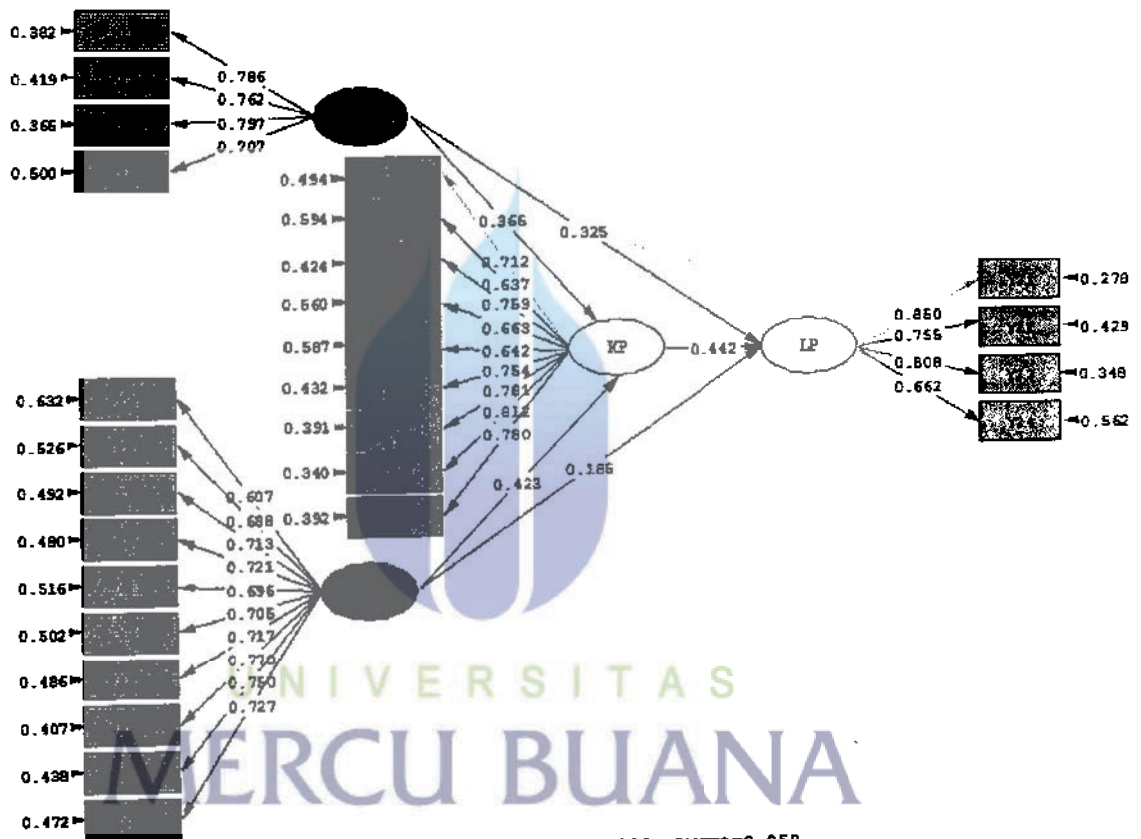
X2.9	X2.10
0.438	0.472

Regression Matrix ETA on KSI (Standardized)

	CM	KL
KP	0.365	0.423
LP	0.486	0.372

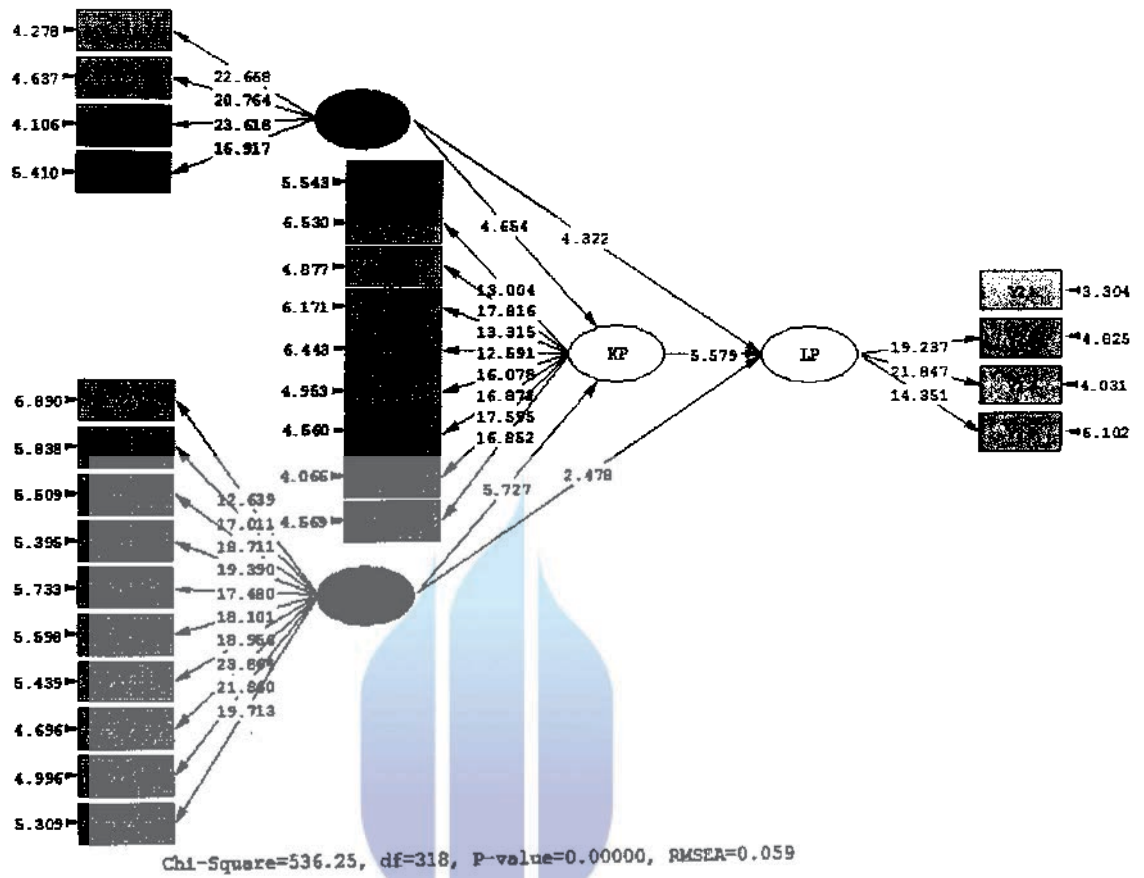
Time used: 5.179 Seconds

Koefisien Standarisasi Model Struktural



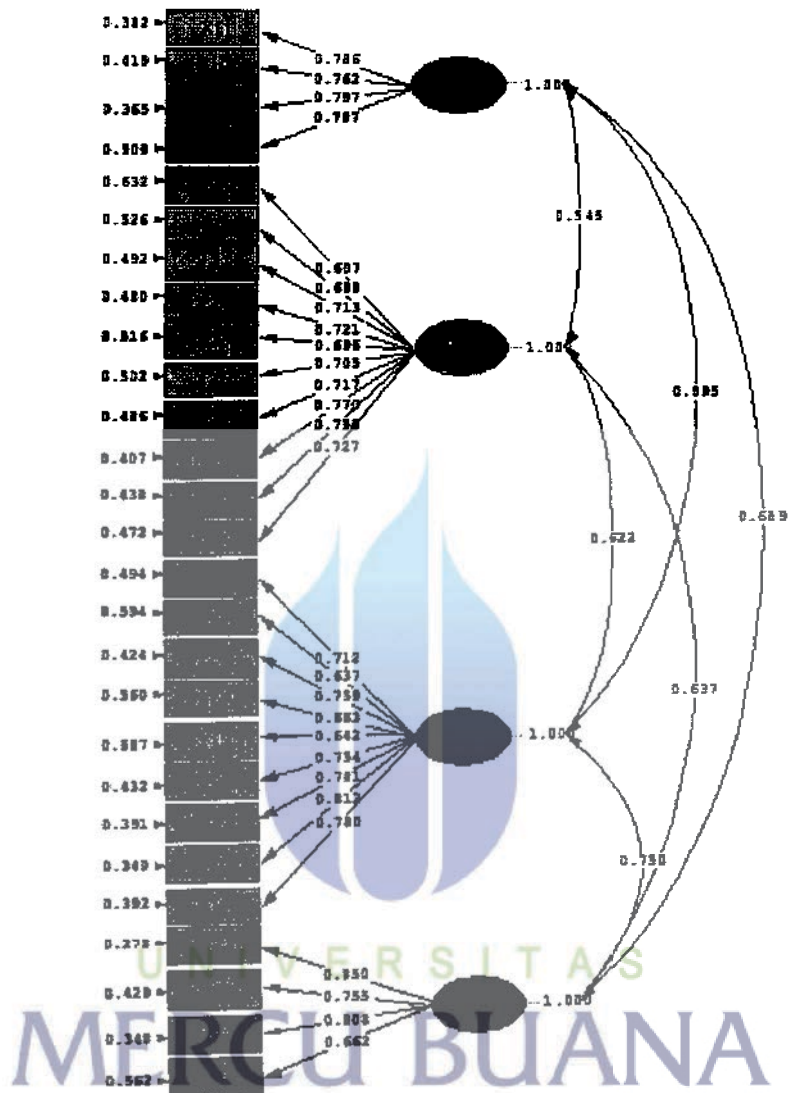
Chi-Square=536.25, df=318, P-value=0.00000, RMSEA=0.059

T-Values Model Struktural



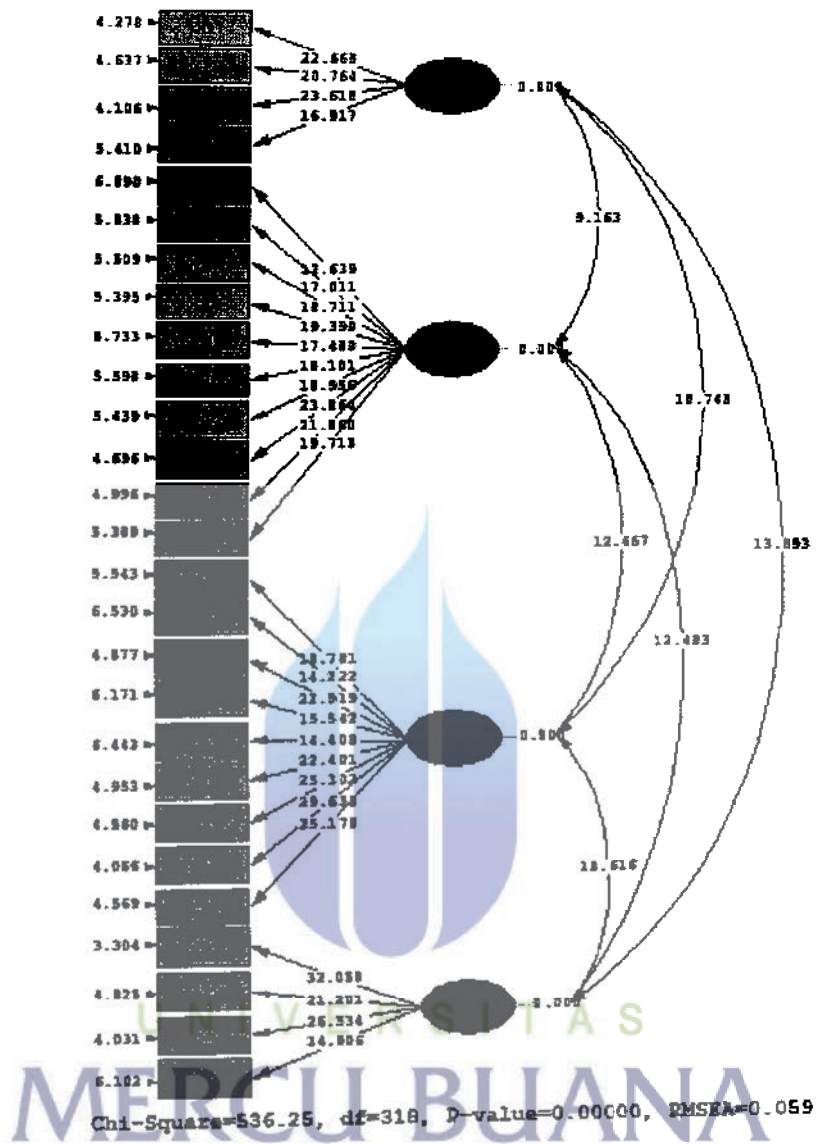
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Koefisien Standarisasi Model Pengukuran



Chi-Square=536.25, df=318, P-value=0.00000, RMSEA=0.059

T-Values Model Pengukuran



```

RELIABILITY
/VARIABLES=P1 P2 P3 P4 P5 P6 P7 P8
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.

```

Reliability

		Notes
Output Created		22-DEC-2013 17:57:54
Comments		
Input	Active Dataset Filter Weight Split File N of Rows in Working Data File Matrix Input	DataSet1 <none> <none> <none> 30
Missing Value Handling	Definition of Missing Cases Used	User-defined missing values are treated as missing. Statistics are based on all cases with valid data for all variables in the procedure. RELIABILITY /VARIABLES=P1 P2 P3 P4 P5 P6 P7 P8 /SCALE("ALL VARIABLES") ALL
Syntax		/MODEL=ALPHA /SUMMARY=TOTAL.
Resources	Processor Time Elapsed Time	00:00:00,00 00:00:00,03

[DataSet1]

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Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,762	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
P1	28,1000	8,162	,370	,754
P2	28,2333	7,909	,419	,745
P3	28,2667	7,789	,439	,742
P4	28,0000	7,517	,525	,724
P5	28,1333	7,844	,638	,711
P6	28,2000	8,579	,399	,747
P7	27,5667	8,806	,345	,755
P8	27,7333	7,375	,586	,712



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RELIABILITY

```

/VARIABLES=P9 P10 P11 P12 P13 P14 P15 P16 P17 P18
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.
    
```

Reliability

Notes

Output Created		22-DEC-2013 17:58:23
Comments		
Input	Active Dataset Filter Weight Split File N of Rows in Working Data File Matrix Input	DataSet1 <none> <none> <none> 30
Missing Value Handling	Definition of Missing Cases Used	User-defined missing values are treated as missing. Statistics are based on all cases with valid data for all variables in the procedure. RELIABILITY /VARIABLES=P9 P10 P11 P12 P13 P14 P15 P16 P17 P18 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.
Syntax		
Resources	Processor Time Elapsed Time	00:00:00,00 00:00:00,02

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[DataSet1]

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Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,867	10

RELIABILITY

```

/VARIABLES=P19 P20 P21 P22 P23 P24 P25 P26 P27
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.
    
```

Reliability

		Notes
Output Created		22-DEC-2013 17:59:05
Comments		
Input	Active Dataset Filter Weight Split File N of Rows in Working Data File Matrix Input	DataSet1 <none> <none> <none> 30
Missing Value Handling	Definition of Missing Cases Used	User-defined missing values are treated as missing. Statistics are based on all cases with valid data for all variables in the procedure. RELIABILITY /VARIABLES=P19 P20 P21 P22 P23 P24 P25 P26 P27 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.
Syntax		
Resources	Processor Time Elapsed Time	00:00:00,02 00:00:00,01

[DataSet1]



Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,858	9

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
P19	32,7000	18,631	,572	,844
P20	32,6667	19,057	,533	,847
P21	32,5667	17,702	,750	,827
P22	32,9667	18,585	,543	,846
P23	33,0667	20,064	,330	,865
P24	32,8000	17,407	,684	,832
P25	32,9667	15,895	,673	,836
P26	32,8667	17,982	,674	,834
P27	32,8667	19,361	,530	,848



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RELIABILITY

```

/VARIABLES=P28 P29 P30 P31 P32 P33 P34 P35
/SCALE('ALL VARIABLES') ALL
/MODEL=ALPHA
/SUMMARY=TOTAL.
    
```

Reliability

Notes		22-DEC-2013 17:59:31
Output Created		
Comments		
Input	Active Dataset Filter Weight Split File N of Rows in Working Data File Matrix Input	DataSet1 <none> <none> <none> 30
Missing Value Handling	Definition of Missing Cases Used	User-defined missing values are treated as missing. Statistics are based on all cases with valid data for all variables in the procedure. RELIABILITY /VARIABLES=P28 P29 P30 P31 P32 P33 P34 P35 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /SUMMARY=TOTAL.
Syntax		
Resources	Processor Time Elapsed Time	00:00:00,00 00:00:00,02



[DataSet1]

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,881	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
P28	25,1667	17,592	,470	,886
P29	25,5333	16,947	,599	,871
P30	25,4333	18,185	,555	,875
P31	25,5000	16,879	,715	,860
P32	25,5000	15,845	,795	,850
P33	25,5000	16,741	,741	,857
P34	26,1000	16,714	,702	,860
P35	25,9000	16,714	,629	,868



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Kuesioner

Kepada Pelanggan Nokia Care Center Yang Terhormat,

Saya seorang mahasiswa Magister Manajemen Universitas Mercu Buana Jakarta bermaksud mengadakan penelitian mengenai Pengaruh Citra merek , Kualitas layanan terhadap Loyalitas pelanggan melalui Kepuasan pelanggan di Nokia Care Center yang sedang anda kunjungi saat ini dan penelitian ini merupakan tugas akhir saya dan sebagai salah satu syarat kelulusan Program Magister Manajemen.

Oleh karena itu, saya memohon kesediaan Bapak / Ibu dan Saudara untuk ikut berpartisipasi mengisi lembar kuesioner ini dan mohon pengisian lembar kuesioner secara jujur serta apa adanya dan semua jawaban kuesioner hanya dipergunakan untuk kepentingan penelitian semata-mata.

Akhir kata, semua jawaban Bapak / Ibu dan Saudara sangat berharga bagi saya dan tidak lupa saya ucapkan banyak terima kasih atas partisipasinya.

Hormat Saya,

Gerry Sasongko

Petunjuk Pengisian Kuesioner :

Isilah dengan tanda (X) pada kolom jawaban dari tiap pertanyaan atau pernyataan sesuai dengan pendapat atau jawaban Bapak/ Ibu dan Saudara

Data Responden :

Jenis Kelamin : Laki-laki Perempuan

Usia : kurang dari 25 Thn 25 - < 30 Thn 30 - < 35 Thn
35 - < 40 Thn 40 - < 45 Thn Diatas 45 Thn

Tingkat Pendidikan : SD SMP SMU
Diploma Sarjana S2 / S3

Pekerjaan / Profesi : Pelajar / Mahasiswa Peg Negeri Wirawasta
Karyawan swasta Profesional : Dokter, Pengacara, dll
Lainnya :

Budget beli Ponsel : Dibawah Rp. 1.000.000 ,-
Rp.1.000.000 ,- s/d < Rp.2.500.000 ,-
Rp.2.500.000 ,- s/d < Rp.4.000.000 ,-
Di atas Rp.4.000.000 ,-

No	Pertanyaan Bagian A	Sangat Tidak Setuju	Tidak Setuju	Netral	Setuju	Sangat Setuju
1	Apakah ponsel Nokia mudah di operasikan ?					
2	Menurut anda, ponsel Nokia memiliki bentuk yang unik dibandingkan merek lain?					
3	Apakah Nokia adalah perusahaan ponsel terbesar di dunia					
4	Saya yakin dengan keaslian produk nokia yang saya beli ?					
5	Dengan Ponsel Nokia, membuat saya tidak ketinggalan jaman ?					
6	Apakah Fitur ponsel Nokia sesuai dengan harga jual yang ditawarkan ?					
7	Apakah logo Nokia mudah di ingat oleh anda ?					
8	Apakah ponsel merek Nokia mudah anda kenali ?					

No	Pertanyaan Bagian B	Sangat Tidak Setuju	Tidak Setuju	Netral	Setuju	Sangat Setuju
9	Ruangan nokia sudah dilengkapi dengan peralatan yang modern / digital ?					
10	Apakah Staff Nokia Care terlihat profesional ?					
11	Apakah staff Nokia Care bersedia mendengarkan menedengarkan keluhan anda ?					
12	Apakah Staff Nokia Care memberikan layanan yang segera / cepat kepada anda ?					
13	Apakah Staff Nokia Care aktif memberi informasi mengenai status perbaikan ponsel anda ?					
14	Apakah Staff Nokia Care memberikan informasi yang jelas tentang solusi masalah anda ?					
15	Apakah perilaku staff Nokia Care dapat dipercaya?					
16	Anda merasa aman saat melakukan perbaikan ?					
17	Apakah staff Nokia Care menjalankan tugasnya dengan sungguh-sungguh ?					
18	Apakah Staff Nokia Care memahami keluhan yang anda sampaikan ?					

No	Pertanyaan Bagian C	Sangat Tidak Puas	Tidak Puas	Netral	Puas	Sangat Puas
19	Tingkat kepuasan anda dari fitur yang ada di ponsel Nokia ?					
20	Tingkat kepuasan anda terhadap garansi yang anda dapatkan ?					
21	Tingkat kepuasan anda terhadap ponsel Nokia sebagai alat komunikasi ?					
22	Merek Nokia bisa membedakan produk Nokia dengan produk lain ?					
23	Tingkat kepuasan anda atas Kondisi fisik/ kelengkapan ruangan Nokia Care ?					
24	Tingkat kepuasan anda atas daya tanggap Nokia Care saat proses perbaikan?					
25	Tingkat kepuasan anda terhadap kemampuan Nokia Care saat proses perbaikan ?					
26	Tingkat kepuasan anda atas jaminan yang diberikan Nokia Care ?					
27	Tingkat kepuasan anda atas kepedulian / perhatian yang ditunjukkan Nokia Care ?					

No	Pertanyaan Bagian D	Sangat Tidak Setuju	Tidak Setuju	Netral	Setuju	Sangat Setuju
28	Apakah anda tetap membeli produk Nokia di masa yg akan datang ?					
29	Apakah anda akan membeli produk Nokia tanpa mempertimbangkan harganya ?					
30	Apakah akan membeli produk perlengkapan inti ponsel seperti: Baterai / Charger yang original ?					
31	Apakah akan membeli produk asesoris seperti : headset, casing, speaker yang original ?					
32	Apakah anda akan menceritakan pengalaman anda tentang ponsel nokia kepada orang lain ?					
33	Apakah anda akan merekomendasikan produk nokia kepada orang lain ?					
34	Anda Tidak tertarik mencoba ponsel selain Nokia ?					
35	Anda Tidak tertarik membeli ponsel selain Nokia ?					

Terima Kasih Atas Partisipasi Bapak / Ibu dan Saudara Sekalian