Lampiran 1: Kuesioner

KUESIONER SURVEY MURID CAIMING MANDARIN

PENGANTAR

Kuesioner ini merupakan penelitian ilmiah yang berkaitan dengan Pengaruh Kualitas Layanan terhadap Kepuasan Murid dalam meningkatkan Loyalitas Murid dengan Moderasi Harga. Output dari penelitian ini akan menjadi masukan bagi perusahaan secara internal. Untuk itu mohon bantuan Saudara/i untuk berkenan berpartisipasi dengan cara mengisi kuesioner ini. Sepenuhnya kami menjamin kerahasiaan identitas Saudara. Kami akan sangat menghargai pendapat saudara, dan atas partisipasi Saudara kami ucapkan terima kasih.

- **Isilah Data Dengan Lengkap dan Benar.**
- **Jawablah pertanyaan dengan melingkari angka pada jawaban yang paling menggambarkan diri anda.**

IDENTITAS SUBJEK PENELITIAN	
Nama	
Nomor Telp	
Jenis Kelamin	a. Laki-laki b. Perempuan
Usia	a. < 20 tahun b. 21 – 25 tahun c. 26 – 30 tahun d. >31 tahun
Status Kerja	a. Pelajar b. Swasta c. Pegawai Swasta d. Dll .....
Pendidikan Terakhir	a. SMA b. D3 c. S1
Pengeluaran	a. < 2 Juta b. 2,1 - 3,5 Juta c.3,6 – 5 Juta d. >5,1 Juta
Lama Les	a. < 6 bulan b. 7 – 12 bulan c. 13 – 18 bulan d. >19 bulan

Katerangan	Sangat tidak setuju	Tidak setuju	Kurang setuju	Setuju	Sangat setuju
Bobot	1	2	3	4	5

No.	**Operasionalisasi**	**Jawaban**				
1	Caiming memiliki peralatan mengajar yang terbaru	1	2	3	4	5
2	Dekorasi ruang kelas Caiming menarik	1	2	3	4	5
3	Penampilan guru Caiming rapi	1	2	3	4	5
4	Tampilan ruang kelas Caiming sesuai dengan standard tempat kursus	1	2	3	4	5
5	Kelas yang dijadwalkan Caiming sesuai dengan waktu yang telah ditetapkan	1	2	3	4	5
6	Ketika anda memiliki masalah, Caiming memberi solusi yang menentramkan hati	1	2	3	4	5
7	Caiming bisa diandalkan	1	2	3	4	5
8	Caiming memberikan pelayanan sesuai dengan waktu yang telah dijadwalkan	1	2	3	4	5
9	Caiming memiliki data murid yang lengkap	1	2	3	4	5
10	Caiming tidak memberikan informasi yang jelas kepada murid kapan jadwal kursus dilaksanankan (-)	1	2	3	4	5
11	Anda tidak menerima layanan secara cepat dari guru Caiming (-)	1	2	3	4	5
12	Guru Caiming tidak selalu bersedia membantu apabila murid mengalami kebingungan (-)	1	2	3	4	5
13	Guru Caiming terlalu sibuk untuk menanggapi pertanyaan murid dengan cepat (-)	1	2	3	4	5
14	Anda dapat mempercayai guru Caiming	1	2	3	4	5
15	Anda merasa aman saat melakukan transaksi pembayaran dengan karyawan Caiming	1	2	3	4	5
16	Guru Caiming bersikap sopan	1	2	3	4	5
17	Guru mendapat dukungan yang cukup dari Caiming untuk melakukan pekerjaannya	1	2	3	4	5
18	Caiming tidak memberikan perhatian khusus kepada murid (-)	1	2	3	4	5
19	Guru Caiming tidak memberikan perhatian khusus kepada murid (-)	1	2	3	4	5
20	Guru Caiming tidak memahami keinginan murid (-)	1	2	3	4	5
21	Caiming bukan pilihan utama anda (-)	1	2	3	4	5
22	Jadwal kursus Caiming tidak nyaman bagi murid (-)	1	2	3	4	5
23	Saya senang dengan cara mengajar guru Caiming	1	2	3	4	5
24	Saya puas dengan cara mengajar guru Caiming	1	2	3	4	5
25	Saya puas dengan keseluruhan pelayanan yang diberikan oleh Caiming	1	2	3	4	5
26	Apabila saya sudah selesai dilevel ini, saya akan melanjutkan level berikutnya di Caiming	1	2	3	4	5
27	Saya yakin kualitas pengajaran Caiming secara keseluruhan tidak akan menurun	1	2	3	4	5
28	Saya yakin kualitas pengajaran Caiming akan meningkat di masa mendatang	1	2	3	4	5
29	Saya tidak akan pindah ke tempat les Mandarin lain	1	2	3	4	5

Katerangan	Sangat tidak setuju	Tidak setuju	Kurang setuju	Setuju	Sangat setuju
Bobot	1	2	3	4	5

No.	**Operasionalisasi**	**Jawaban**				
30	Saya tidak akan pindah, walaupun ada tempat les mandarin yang lebih dekat dengan tempat tinggal saya	1	2	3	4	5
31	Saya tidak akan pindah, walaupun ada tempat les Mandarin lain yang lebih murah	1	2	3	4	5
32	Saya akan merekomendasikan Caiming kepada teman-teman saya yang akan belajar bahasa Mandarin	1	2	3	4	5
33	Saya akan menceritakan hal-hal baik tentang Caiming	1	2	3	4	5
34	Saya senang apabila teman-teman saya juga les di Caiming	1	2	3	4	5
35	Biaya kursus Caiming masuk akal	1	2	3	4	5
36	Caiming menawarkan harga yang tidak terlalu mahal	1	2	3	4	5
37	Kualitas pengajaran di Caiming sesuai dengan harganya	1	2	3	4	5
38	Biaya keseluruhan kursus Caiming terjangkau	1	2	3	4	5
39	Biaya bulanan kursus Caiming terjangkau	1	2	3	4	5

Lampiran Hasil Uji *Pre-tes*

KL1	KL2	KL3	KL4	KL5	KL6	KL7	KL8	KL9	KL10	KL11	KL12	KL13	KL14	KL15	KL16	KL17	KL18	KL19	KL20	KL21	KL22	KM23	KM24	KM25	LM26	LM27	LM28	LM29	LM30	LM31	LM32	LM33	LM34	H35	H36	H37	H38	H39
4	4	5	5	4	4	5	5	3	4	4	5	5	5	5	5	4	4	5	5	5	4	4	3	3	5	5	5	5	5	5	5	5	5	5	5	5	5	5
3	3	3	3	5	5	5	5	4	4	3	3	3	4	5	4	4	3	3	3	4	3	4	3	3	4	5	5	4	3	3	4	5	5	5	5	5	5	5
5	5	3	4	5	4	4	5	4	4	5	3	4	4	5	5	4	4	4	3	4	3	5	5	4	4	5	5	4	4	4	5	5	4	4	5	5	4	4
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4	5	5	5	5	4	4	5	5	5	5	5	5	5	5	5	5	4	5	4	5	5	4	4	4	4	4	4	5	5	5	4	4	4	4	4	4	4	4
4	5	4	4	5	4	5	5	5	5	5	4	4	5	4	5	4	4	5	4	4	5	4	4	4	4	5	5	4	4	4	4	5	4	5	4	5	5	5
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* KL = Kualitas Layanan
* KM =Kepuasan Murid
* LM =Loyalitas Murid
* H =Harga

Lampiran 2 Data Analisis *Pre-tes*

Analisi faktor Kualitas layanan indikator 1

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.633
Bartlett's Test of Sphericity	Approx. Chi-Square	20.598
	df	6
	Sig.	.002

Anti-image Matrices

		KL1	KL2	KL3	KL4
Anti-image Covariance	KL1	.891	-.225	.002	.139
	KL2	-.225	.616	-.242	-.185
	KL3	.002	-.242	.643	-.218
	KL4	.139	-.185	-.218	.700
Anti-image Correlation	KL1	.415[a]	-.304	.003	.176
	KL2	-.304	.630[a]	-.385	-.281
	KL3	.003	-.385	.672[a]	-.325
	KL4	.176	-.281	-.325	.663[a]

a. Measures of Sampling Adequacy(MSA)

Component Matrix[a]

	Component	
	1	2
KL1	.277	.921
KL2	.833	.184
KL3	.823	-.136
KL4	.746	-.398

Extraction Method: Principal Component Analysis.

a. 2 components extracted.

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.679
Bartlett's Test of Sphericity	Approx. Chi-Square	17.707
	df	3
	Sig.	.001

Anti-image Matrices

		KL2	KL3	KL4
Anti-image Covariance	KL2	.679	-.266	-.170
	KL3	-.266	.643	-.225
	KL4	-.170	-.225	.722
Anti-image Correlation	KL2	.679[a]	-.403	-.243
	KL3	-.403	.653[a]	-.331
	KL4	-.243	-.331	.715[a]

a. Measures of Sampling Adequacy(MSA)

Component Matrix[a]

	Component
	1
KL2	.810
KL3	.834
KL4	.783

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Analisi faktor Kualitas layanan indikator 2

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.615
Bartlett's Test of Sphericity	Approx. Chi-Square	27.255
	df	10
	Sig.	.002

Anti-image Matrices

		KL5	KL6	KL7	KL8	KL9
Anti-image Covariance	KL5	.547	-.189	.136	-.274	-.165
	KL6	-.189	.744	-.247	.054	-.141
	KL7	.136	-.247	.829	-.208	.107
	KL8	-.274	.054	-.208	.623	-.120
	KL9	-.165	-.141	.107	-.120	.717
Anti-image Correlation	KL5	.622[a]	-.296	.202	-.469	-.263
	KL6	-.296	.626[a]	-.314	.080	-.193
	KL7	.202	-.314	.336[a]	-.290	.139
	KL8	-.469	.080	-.290	.618[a]	-.179
	KL9	-.263	-.193	.139	-.179	.751[a]

a. Measures of Sampling Adequacy(MSA)

Component Matrix[a]

	Component	
	1	2
KL5	.820	-.259
KL6	.647	.323
KL7	.251	.908
KL8	.757	.036
KL9	.711	-.353

Extraction Method: Principal Component Analysis.

a. 2 components extracted.

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.717
Bartlett's Test of Sphericity	Approx. Chi-Square	22.577
	df	6
	Sig.	.001

Anti-image Matrices

		KL5	KL6	KL8	KL9
Anti-image Covariance	KL5	.570	-.171	-.273	-.194
	KL6	-.171	.826	-.009	-.123
	KL8	-.273	-.009	.680	-.104
	KL9	-.194	-.123	-.104	.731
Anti-image Correlation	KL5	.666[a]	-.250	-.438	-.300
	KL6	-.250	.781[a]	-.013	-.159
	KL8	-.438	-.013	.702[a]	-.147
	KL9	-.300	-.159	-.147	.776[a]

a. Measures of Sampling Adequacy(MSA)

Component Matrix[a]

	Component
	1
KL5	.843
KL6	.622
KL8	.746
KL9	.739

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Analisi faktor Kualitas layanan indikator 3

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.743
Bartlett's Test of Sphericity	Approx. Chi-Square	51.960
	df	6
	Sig.	.000

Anti-image Matrices

		KL10	KL11	KL12	KL13
Anti-image Covariance	KL10	.403	-.232	-.126	.046
	KL11	-.232	.361	-.049	-.142
	KL12	-.126	-.049	.490	-.219
	KL13	.046	-.142	-.219	.551
Anti-image Correlation	KL10	.706[a]	-.608	-.284	.098
	KL11	-.608	.720[a]	-.116	-.318
	KL12	-.284	-.116	.800[a]	-.421
	KL13	.098	-.318	-.421	.758[a]

a. Measures of Sampling Adequacy(MSA)

Analisi faktor Kualitas layanan indikator 4

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.702
Bartlett's Test of Sphericity	Approx. Chi-Square	28.908
	df	6
	Sig.	.000

Anti-image Matrices

		KL14	KL15	KL16	KL17
Anti-image Covariance	KL14	.484	-.165	-.298	-.071
	KL15	-.165	.730	-.039	-.180
	KL16	-.298	-.039	.533	-.075
	KL17	-.071	-.180	-.075	.810
Anti-image Correlation	KL14	.649[a]	-.278	-.588	-.113
	KL15	-.278	.786[a]	-.063	-.234
	KL16	-.588	-.063	.662[a]	-.115
	KL17	-.113	-.234	-.115	.823[a]

a. Measures of Sampling Adequacy(MSA)

Analisi faktor Kualitas layanan indikator 5

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.687
Bartlett's Test of Sphericity	Approx. Chi-Square	37.166
	df	10
	Sig.	.000

Anti-image Matrices

		KL18	KL19	KL20	KL21	KL22
Anti-image Covariance	KL18	.504	-.293	-.055	.094	-.037
	KL19	-.293	.415	-.071	-.166	-.072
	KL20	-.055	-.071	.684	-.240	-.097
	KL21	.094	-.166	-.240	.678	-.056
	KL22	-.037	-.072	-.097	-.056	.865
Anti-image Correlation	KL18	.615[a]	-.640	-.094	.160	-.056
	KL19	-.640	.645[a]	-.134	-.312	-.120
	KL20	-.094	-.134	.788[a]	-.353	-.126
	KL21	.160	-.312	-.353	.683[a]	-.073
	KL22	-.056	-.120	-.126	-.073	.890[a]

a. Measures of Sampling Adequacy(MSA)

Analisi faktor Kepuasan Murid

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.723
Bartlett's Test of Sphericity	Approx. Chi-Square	43.085
	df	3
	Sig.	.000

Anti-image Matrices

		KM23	KM24	KM25
Anti-image Covariance	KM23	.442	-.199	-.092
	KM24	-.199	.342	-.199
	KM25	-.092	-.199	.443
Anti-image Correlation	KM23	.755[a]	-.511	-.208
	KM24	-.511	.674[a]	-.510
	KM25	-.208	-.510	.756[a]

a. Measures of Sampling Adequacy(MSA)

Analisi faktor Loayalitas murid indikator 1

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.650
Bartlett's Test of Sphericity	Approx. Chi-Square	11.914
	df	3
	Sig.	.008

Anti-image Matrices

		LM26	LM27	LM28
Anti-image Covariance	LM26	.791	-.149	-.249
	LM27	-.149	.786	-.255
	LM28	-.249	-.255	.727
Anti-image Correlation	LM26	.672[a]	-.189	-.328
	LM27	-.189	.666[a]	-.337
	LM28	-.328	-.337	.622[a]

a. Measures of Sampling Adequacy(MSA)

Analisi faktor Loayalitas murid indikator 2

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.670
Bartlett's Test of Sphericity	Approx. Chi-Square	66.006
	df	3
	Sig.	.000

Anti-image Matrices

		LM29	LM30	LM31
Anti-image Covariance	LM29	.296	-.148	.025
	LM30	-.148	.162	-.148
	LM31	.025	-.148	.296
Anti-image Correlation	LM29	.715[a]	-.674	.085
	LM30	-.674	.607[a]	-.674
	LM31	.085	-.674	.715[a]

a. Measures of Sampling Adequacy(MSA)

Analisi faktor Loayalitas murid indikator 3

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.672
Bartlett's Test of Sphericity	Approx. Chi-Square	25.950
	df	3
	Sig.	.000

Anti-image Matrices

		LM32	LM33	LM34
Anti-image Covariance	LM32	.556	-.284	-.090
	LM33	-.284	.486	-.218
	LM34	-.090	-.218	.677
Anti-image Correlation	LM32	.668[a]	-.545	-.147
	LM33	-.545	.626[a]	-.380
	LM34	-.147	-.380	.757[a]

a. Measures of Sampling Adequacy(MSA)

Analisi faktor Harga

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.657
Bartlett's Test of Sphericity	Approx. Chi-Square	85.780
	df	10
	Sig.	.000

Anti-image Matrices

		H35	H36	H37	H38	H39
Anti-image Covariance	H35	.490	-.214	-.059	.051	-.102
	H36	-.214	.492	.006	-.141	.113
	H37	-.059	.006	.672	-.013	-.056
	H38	.051	-.141	-.013	.135	-.116
	H39	-.102	.113	-.056	-.116	.139
Anti-image Correlation	H35	.751[a]	-.436	-.103	.198	-.393
	H36	-.436	.555[a]	.010	-.550	.431
	H37	-.103	.010	.948[a]	-.043	-.185
	H38	.198	-.550	-.043	.620[a]	-.850
	H39	-.393	.431	-.185	-.850	.603[a]

a. Measures of Sampling Adequacy(MSA)

Reliabilitas kualitas layanan dimensi 1

Reliability Statistics

Cronbach's Alpha	N of Items
.736	3

Reliabilitas kualitas layanan dimensi 2

Reliability Statistics

Cronbach's Alpha	N of Items
.724	4

Reliabilitas kualitas layanan dimensi 3

Reliability Statistics

Cronbach's Alpha	N of Items
.849	4

Reliabilitas kualitas layanan dimensi 4

Reliability Statistics

Cronbach's Alpha	N of Items
.752	4

Reliabilitas kualitas layanan dimensi 5

Reliability Statistics

Cronbach's Alpha	N of Items
.746	5

Reliabilitas Kepuasan murid

Reliability Statistics

Cronbach's Alpha	N of Items
.874	3

Reliabilitas Loyalitas murid indikator 1

Reliability Statistics

Cronbach's Alpha	N of Items
.654	3

Reliabilitas Loyalitas murid indikator 2

Reliability Statistics

Cronbach's Alpha	N of Items
.914	3

Reliabilitas Loyalitas murid indikator 3

Reliability Statistics

Cronbach's Alpha	N of Items
.789	3

Reliabilitas Harga

Reliability Statistics

Cronbach's Alpha	N of Items
.852	5

KI2	KI3	KI4	KI5	KI6	KI8	KI9	KI10	KI11	KI12	KI13	KI14	KI15	KI16	KI17	KI18	KI19	KI20	KI21	KI22	Km23	Km24	Km25	Lm26	Lm27	Lm28	Lm29	Lm30	Lm31	Lm32	Lm33	Lm34	H35	H36	H37	H38	H39
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KMH = Kepuasan murid X Harga

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KMH1	KMH2	KMH3	KMH4	KMH5	KMH6	KMH7	KMH8	KMH9	KMH10	KMH11	KMH12	KMH13	KMH14	KMH15
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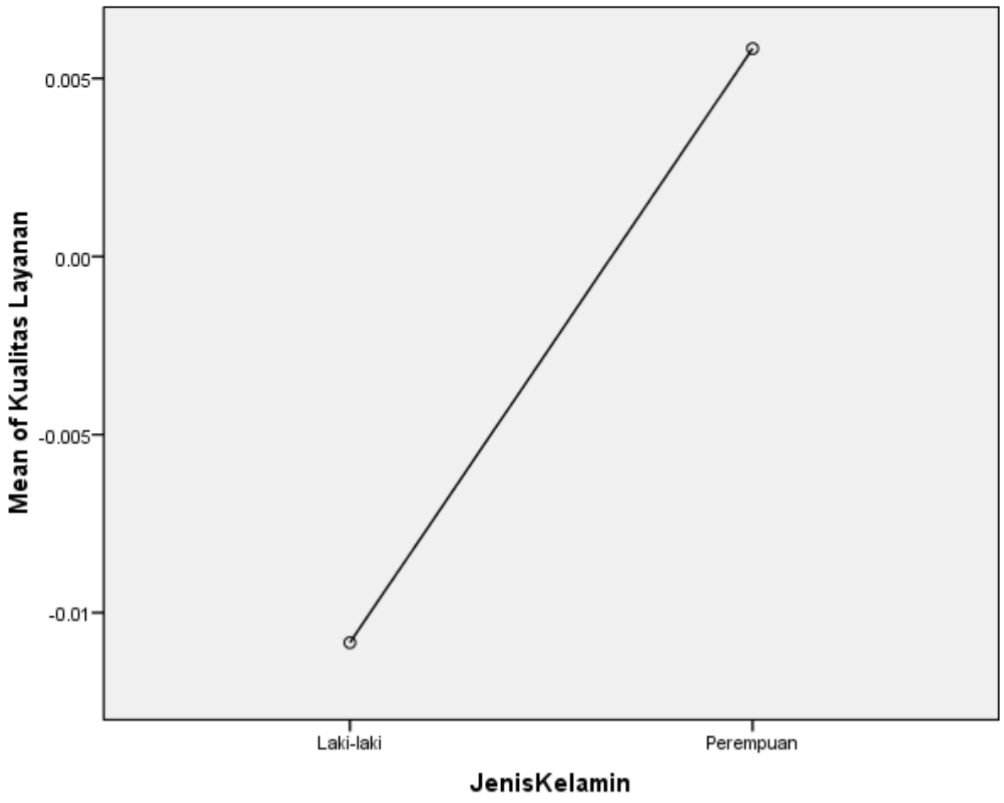
Jenis Kelamin

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
Kualitas Layanan	.011	1	198	.918
Kepuasan Murid	.073	1	198	.787
Loyalitas Murid	.260	1	198	.611
Harga	1.582	1	198	.210

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Kualitas Layanan	Between Groups	.013	1	.013	.013	.911
	Within Groups	198.987	198	1.005		
	Total	199.000	199			
Kepuasan Murid	Between Groups	.849	1	.849	.848	.358
	Within Groups	198.151	198	1.001		
	Total	199.000	199			
Loyalitas Murid	Between Groups	.407	1	.407	.406	.525
	Within Groups	198.593	198	1.003		
	Total	199.000	199			
Harga	Between Groups	.264	1	.264	.263	.609
	Within Groups	198.736	198	1.004		
	Total	199.000	199			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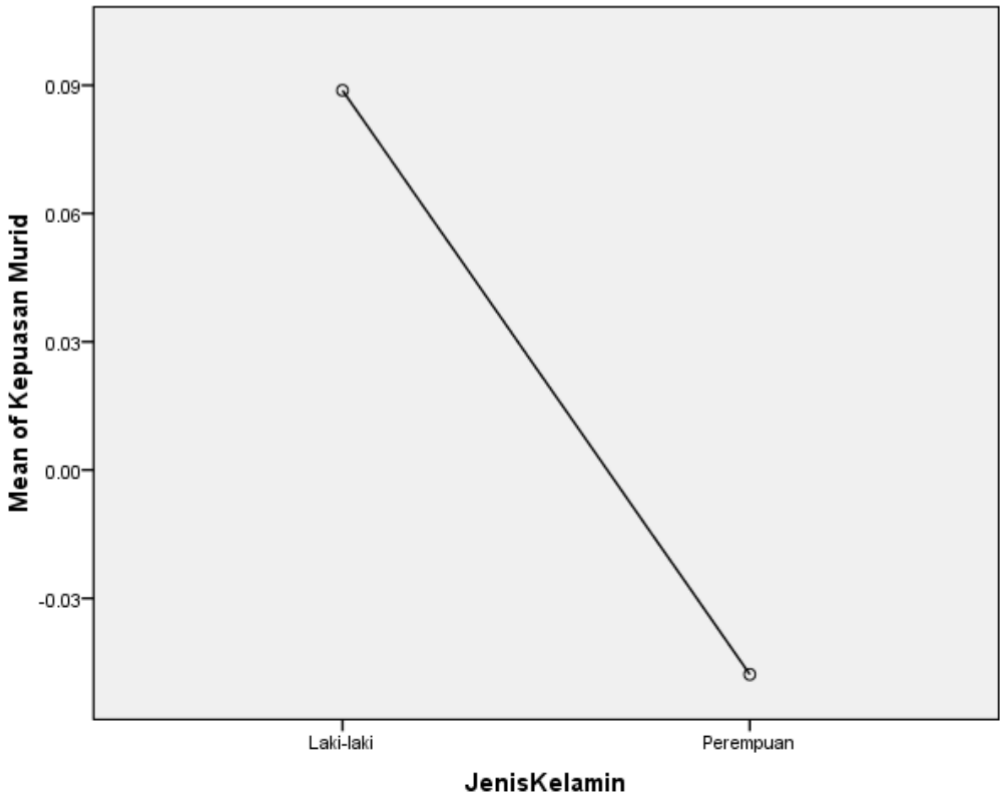
Mean of Kualitas Layanan
Laki-laki
Perempuan
JenisKelamin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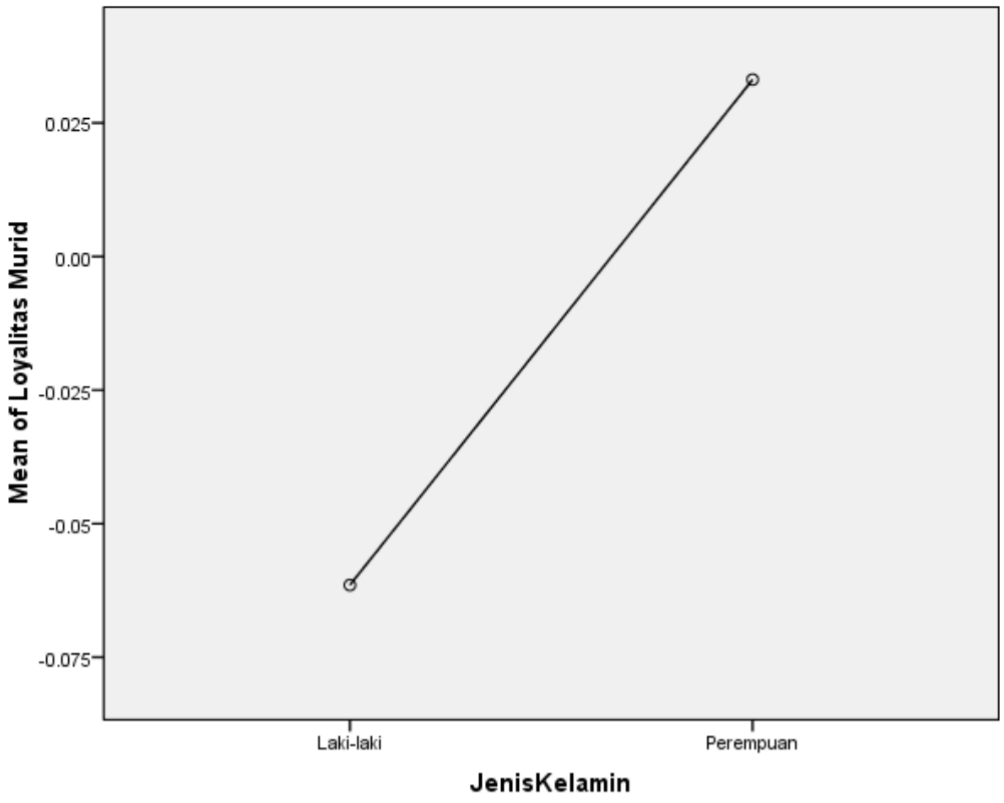
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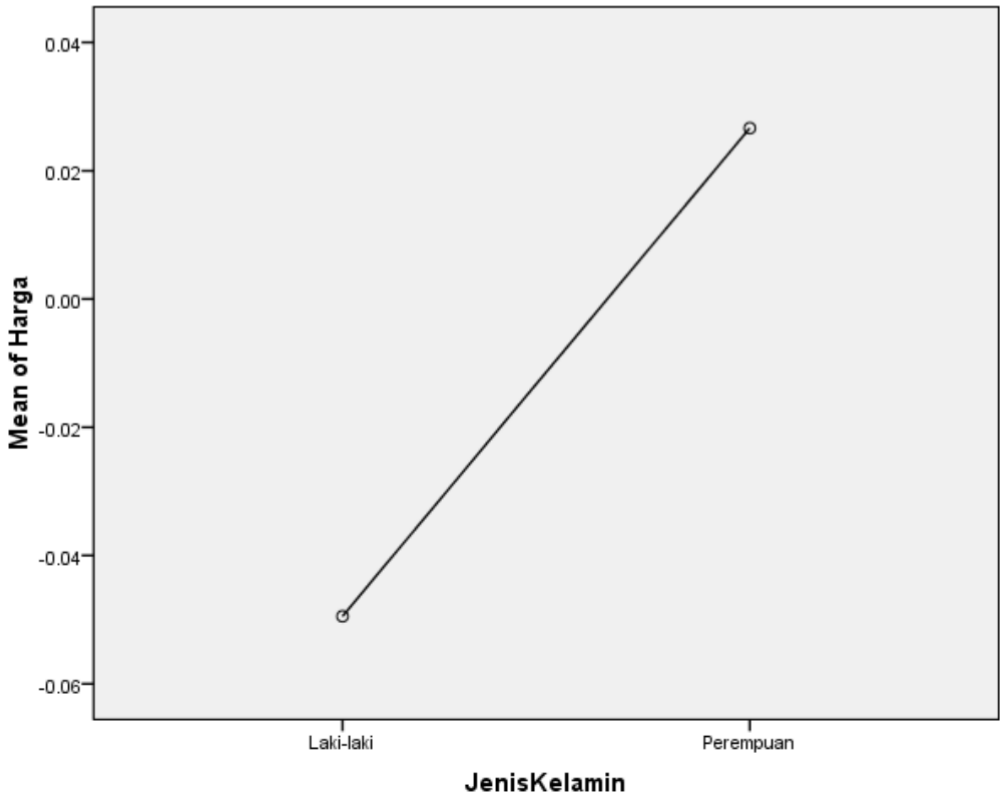
Mean of Harga
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-0.04
-0.06
Laki-laki
Perempuan
JenisKelamin

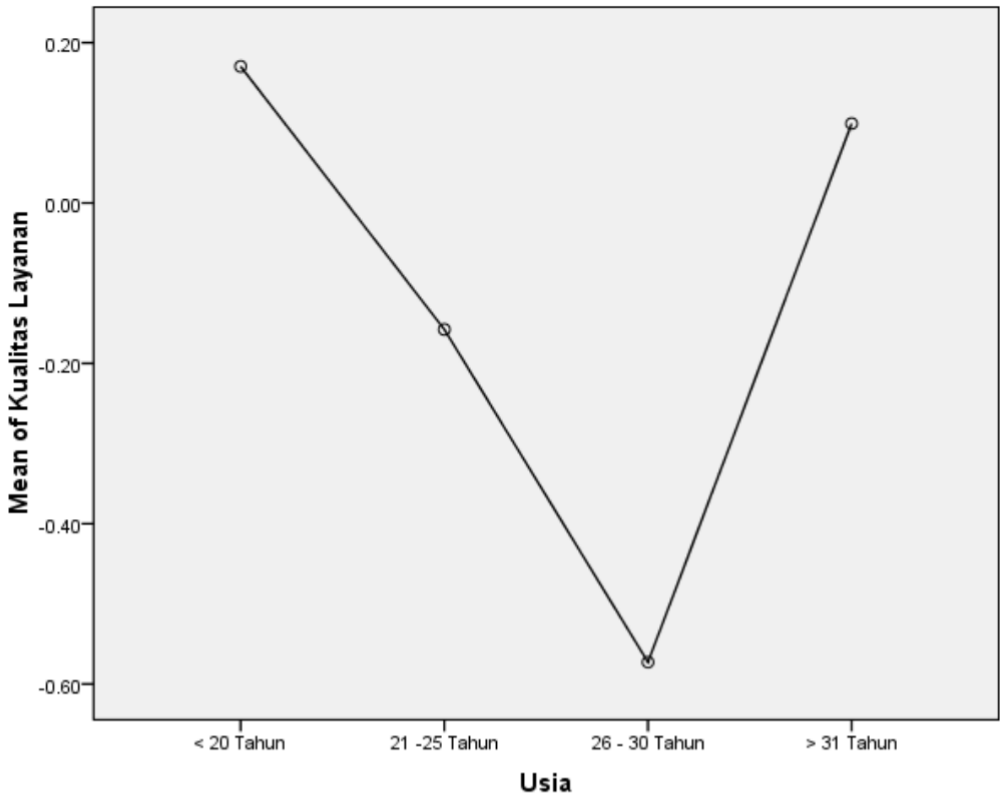
Usia

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
Kualitas Layanan	1.595	3	196	.192
Kepuasan Murid	5.051	3	196	.002
Loyalitas Murid	5.390	3	196	.001
Harga	1.018	3	196	.386

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Kualitas Layanan	Between Groups	11.160	3	3.720	3.881	.010
	Within Groups	187.840	196	.958		
	Total	199.000	199			
Kepuasan Murid	Between Groups	8.834	3	2.945	3.035	.030
	Within Groups	190.166	196	.970		
	Total	199.000	199			
Loyalitas Murid	Between Groups	5.328	3	1.776	1.797	.149
	Within Groups	193.672	196	.988		
	Total	199.000	199			
Harga	Between Groups	4.407	3	1.469	1.480	.221
	Within Groups	194.593	196	.993		
	Total	199.000	199			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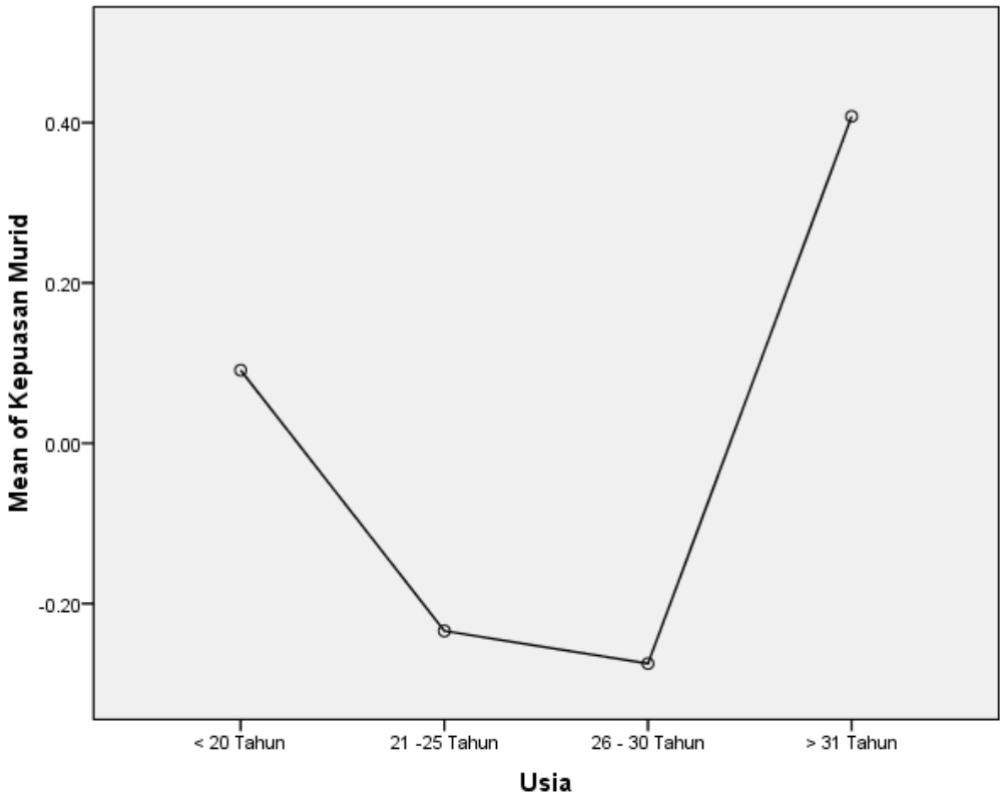
Mean of Kualitas Layanan
< 20 Tahun
21 -25 Tahun
26 - 30 Tahun
> 31 Tahun
Usia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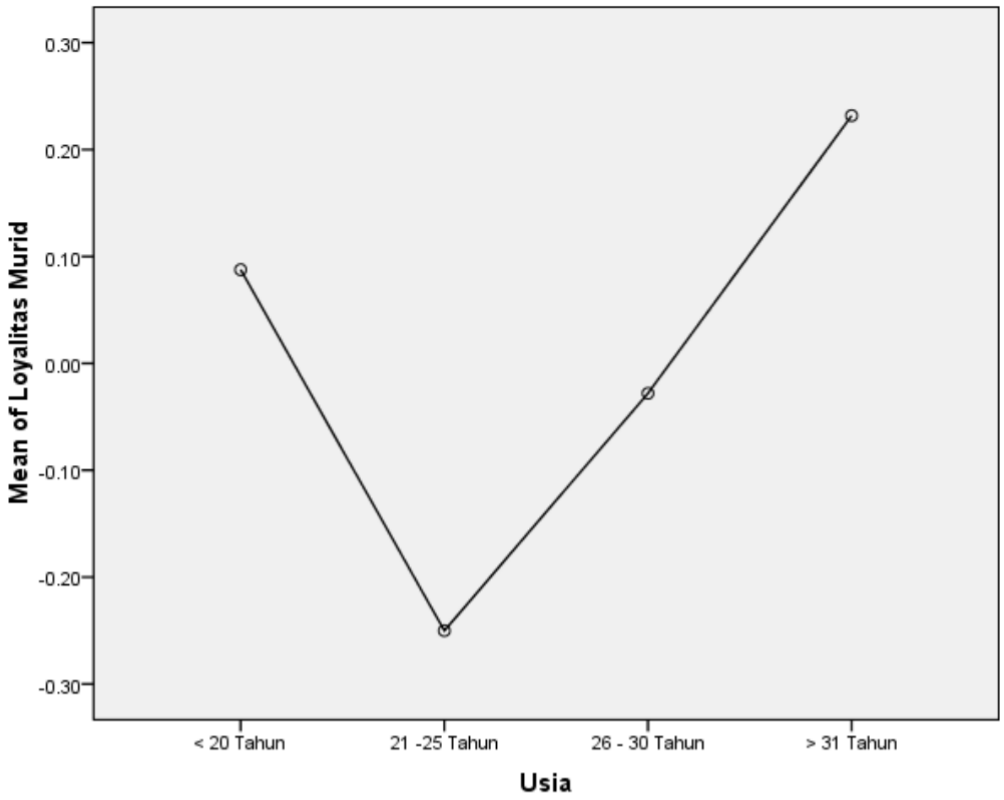
Usia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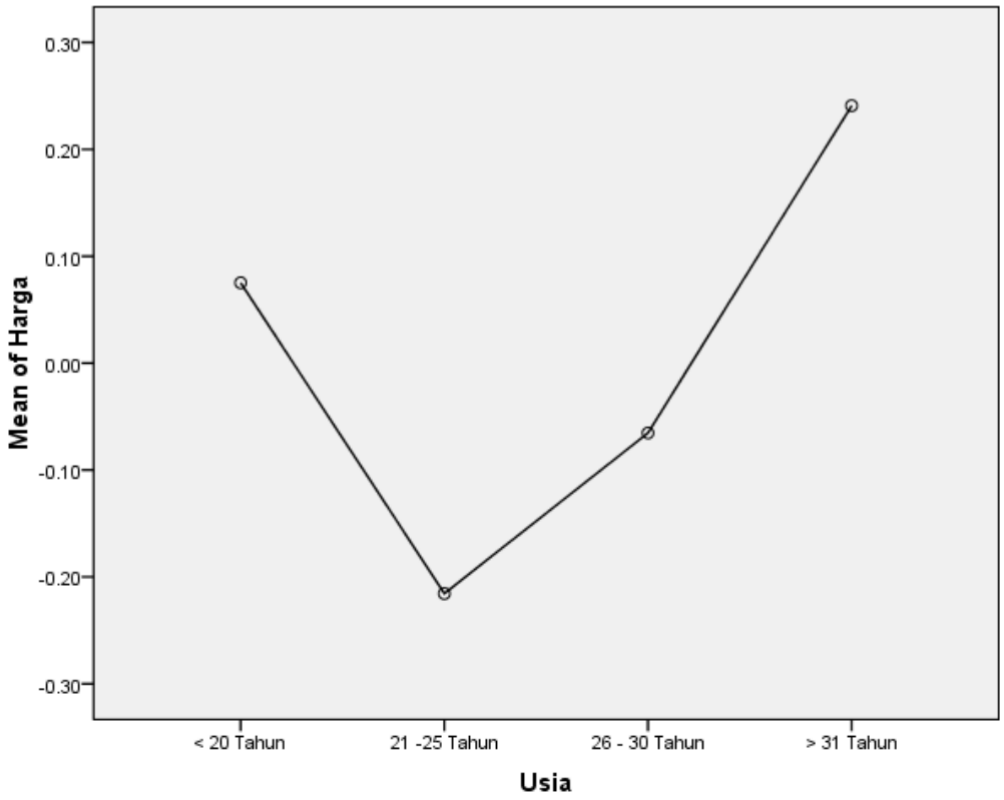
21 -25 Tahun
26 - 30 Tahun
> 31 Tahun
Usia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Mean of Harga
< 20 Tahun
21 -25 Tahun
26 - 30 Tahun
> 31 Tahun
Usia

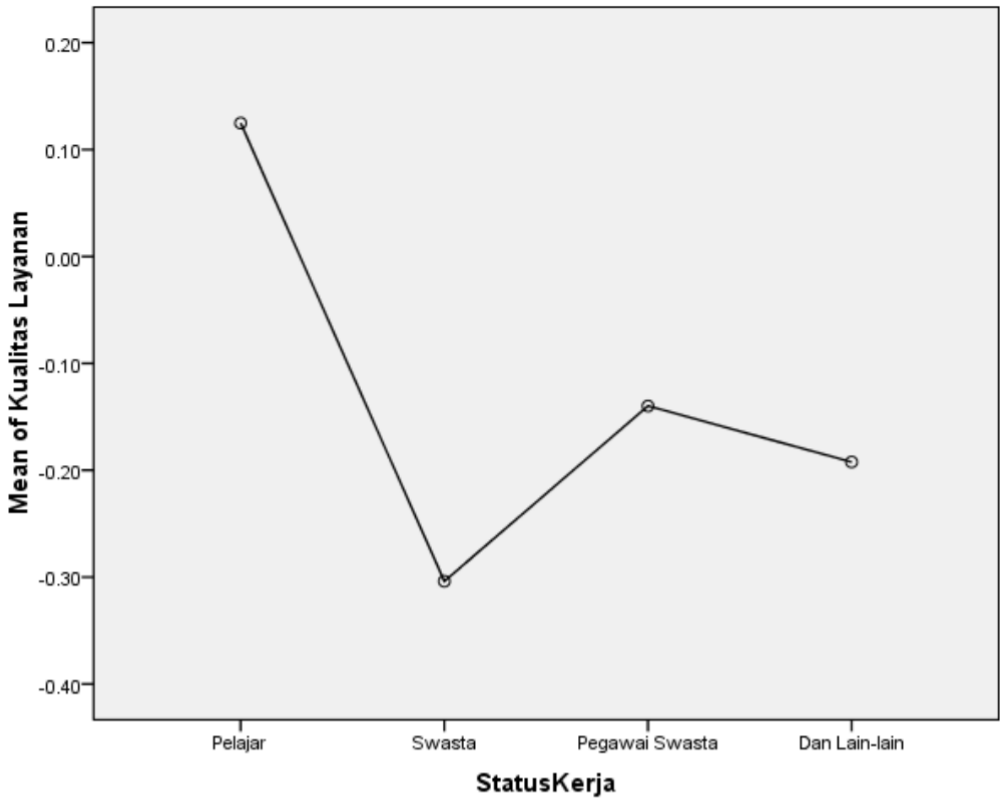
Status Kerja

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
Kualitas Layanan	.623	3	196	.601
Kepuasan Murid	3.688	3	196	.013
Loyalitas Murid	.491	3	196	.689
Harga	.676	3	196	.568

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Kualitas Layanan	Between Groups	5.000	3	1.667	1.684	.172
	Within Groups	194.000	196	.990		
	Total	199.000	199			
Kepuasan Murid	Between Groups	2.499	3	.833	.831	.478
	Within Groups	196.501	196	1.003		
	Total	199.000	199			
Loyalitas Murid	Between Groups	2.368	3	.789	.787	.503
	Within Groups	196.632	196	1.003		
	Total	199.000	199			
Harga	Between Groups	1.790	3	.597	.593	.620
	Within Groups	197.210	196	1.006		
	Total	199.000	199			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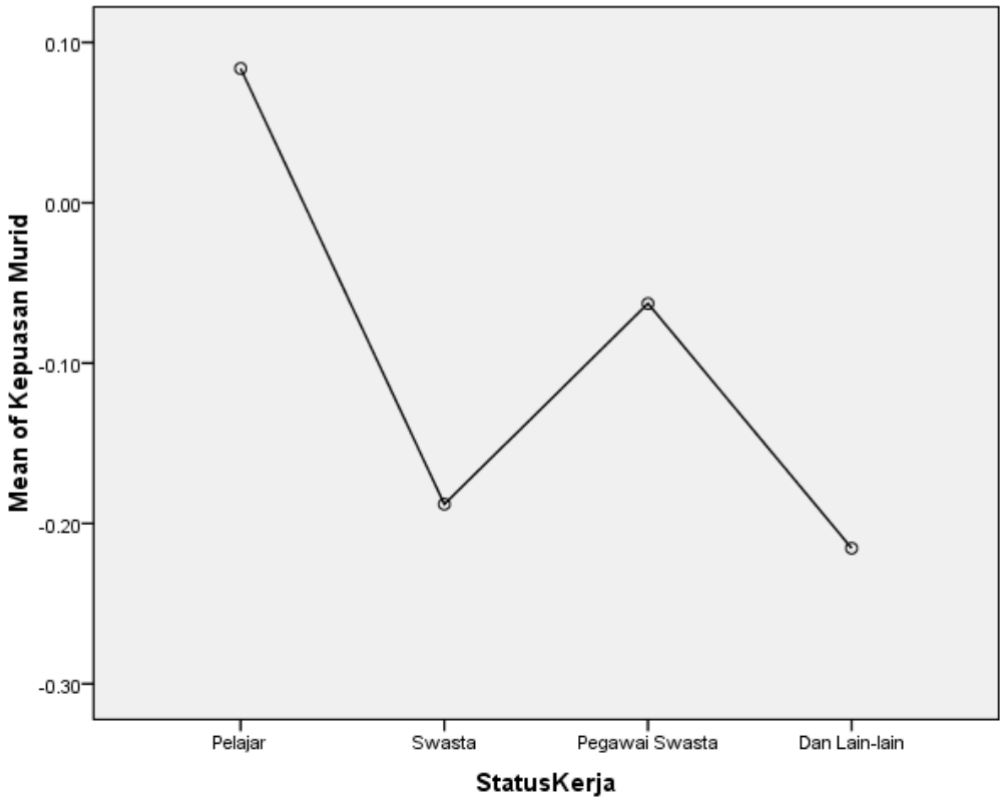
Mean of Kualitas Layanan
Pelajar
Swasta
Pegawai Swasta
Dan Lain-lain
StatusKerja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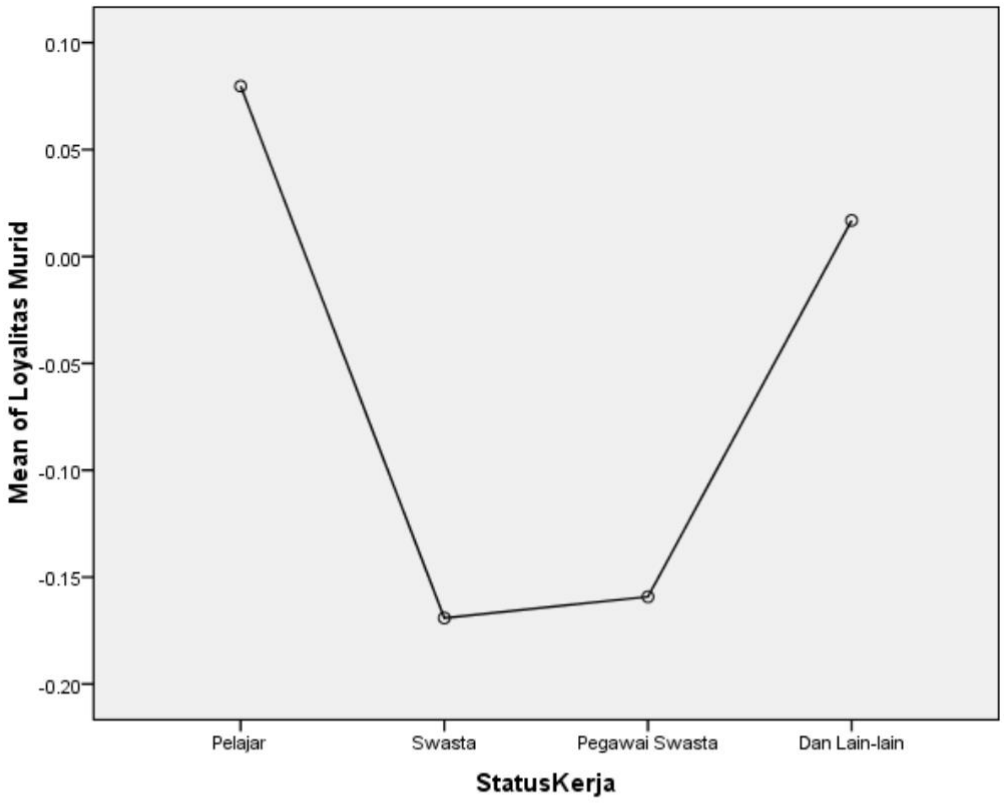
Pelajar
Swasta
Pegawai Swasta
Dan Lain-lain
StatusKerja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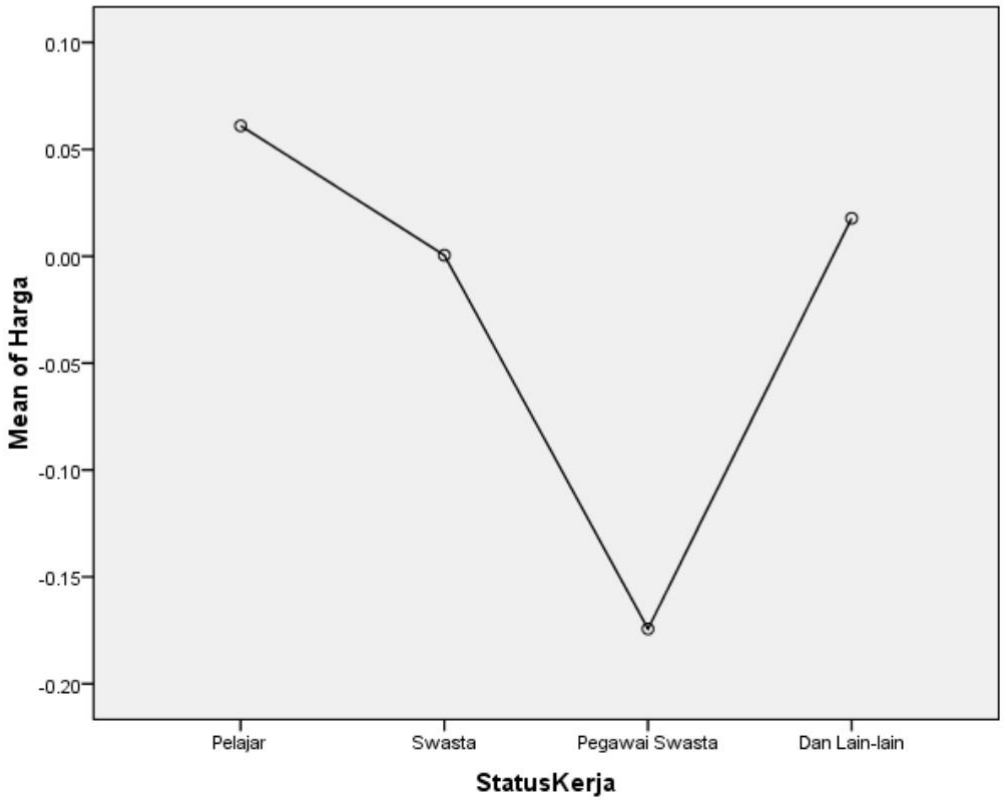
Mean of Loyalitas Murid
Pelajar
Swasta
Pegawai Swasta
Dan Lain-lain
StatusKerja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Mean of Harga
Pelajar
Swasta
Pegawai Swasta
Dan Lain-lain
StatusKerja

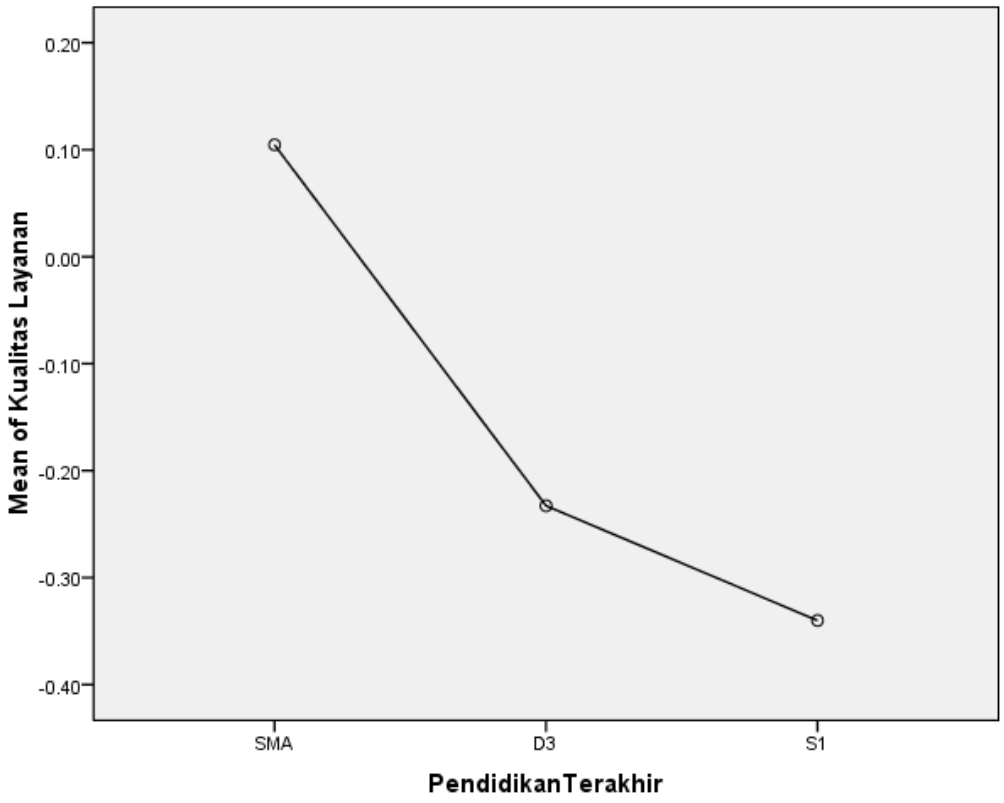
Pendidikan Terakhir

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
Kualitas Layanan	.101	2	197	.904
Kepuasan Murid	3.000	2	197	.052
Loyalitas Murid	1.627	2	197	.199
Harga	.225	2	197	.799

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Kualitas Layanan	Between Groups	6.969	2	3.485	3.575	.030
	Within Groups	192.031	197	.975		
	Total	199.000	199			
Kepuasan Murid	Between Groups	.247	2	.124	.123	.885
	Within Groups	198.753	197	1.009		
	Total	199.000	199			
Loyalitas Murid	Between Groups	2.196	2	1.098	1.099	.335
	Within Groups	196.804	197	.999		
	Total	199.000	199			
Harga	Between Groups	1.513	2	.756	.755	.472
	Within Groups	197.487	197	1.002		
	Total	199.000	199			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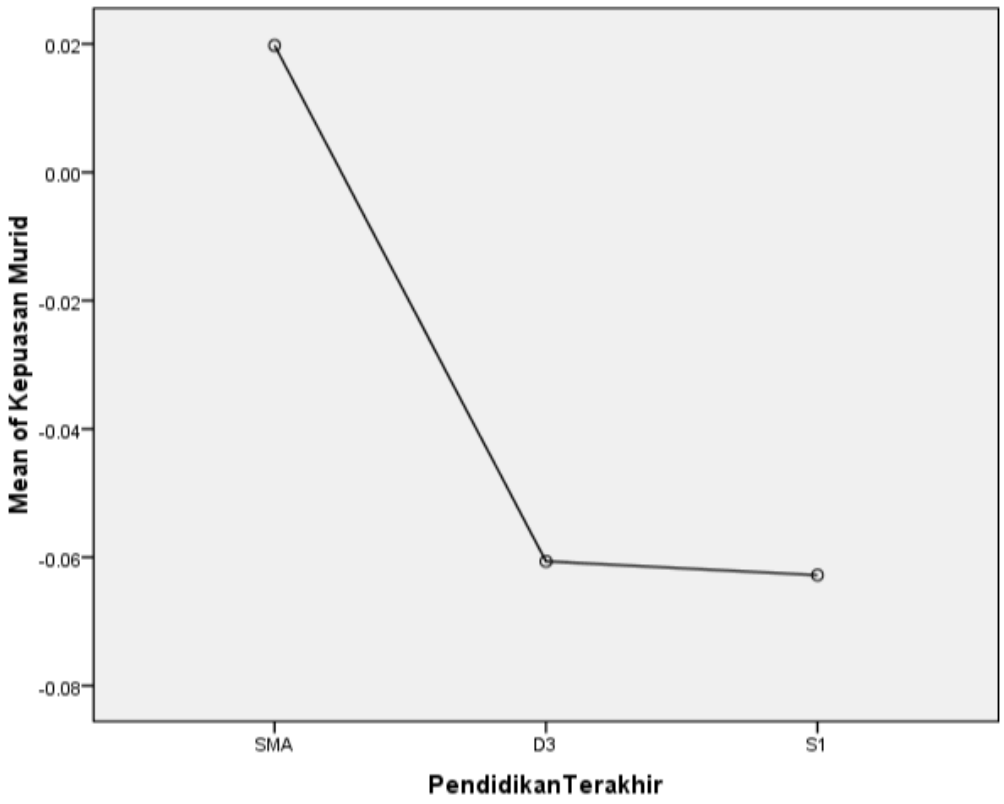
Mean of Kualitas Layanan
SMA
D3
S1
PendidikanTerakhir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D3
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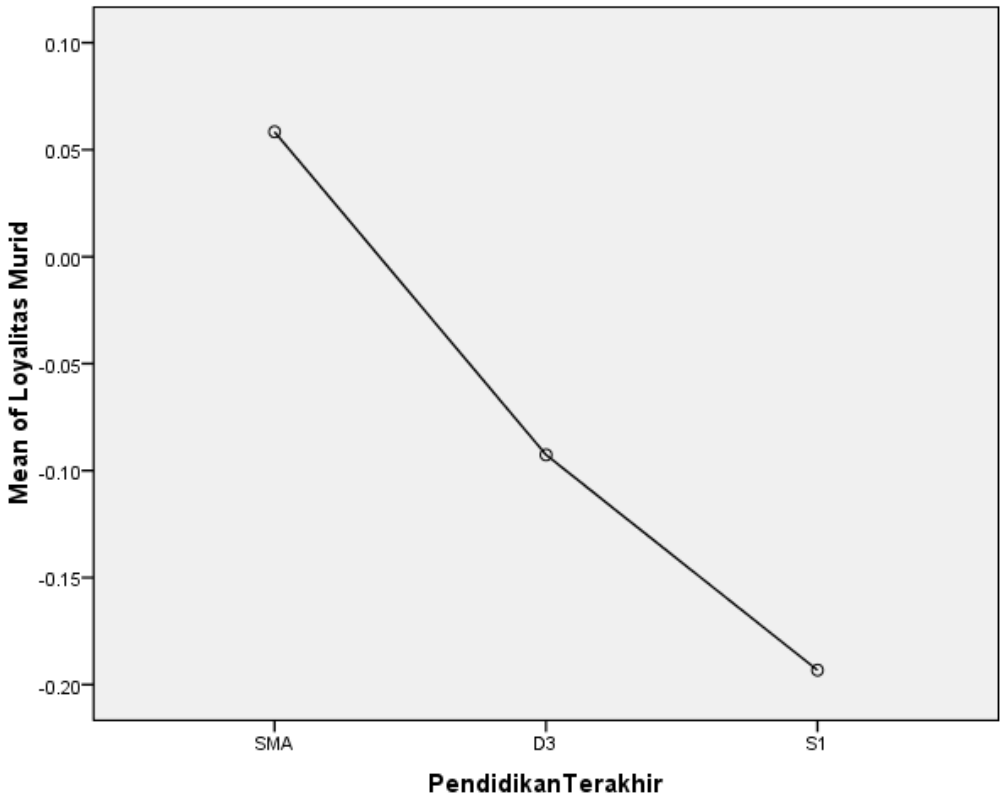
PendidikanTerakhir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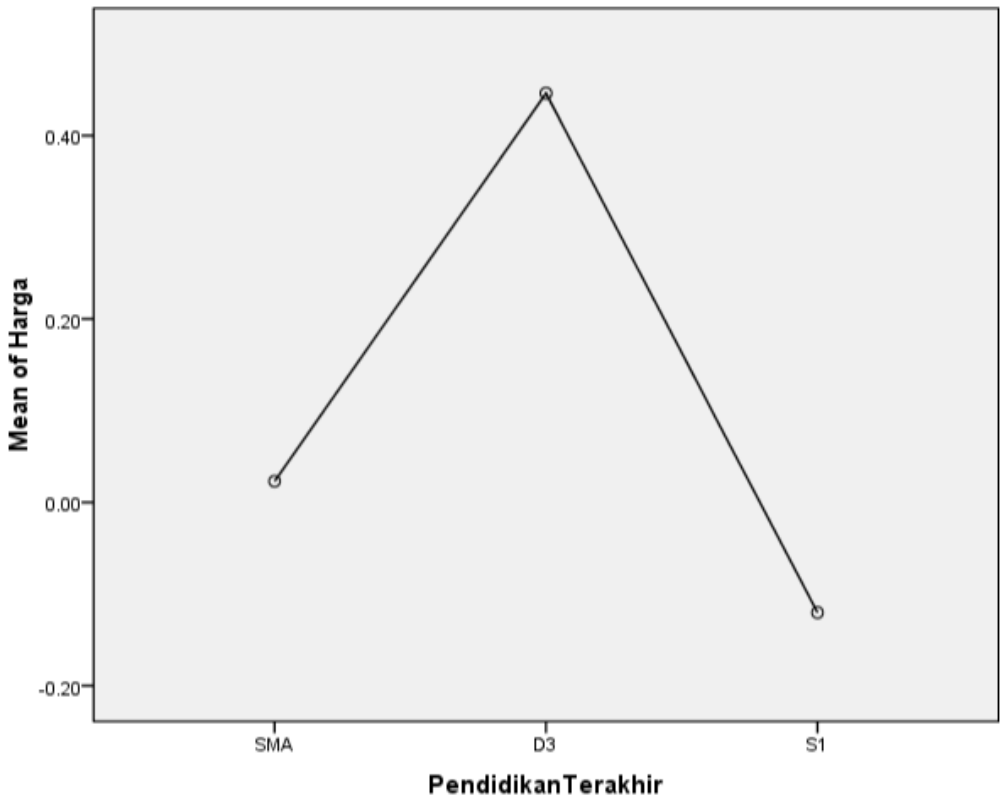
SMA
D3
S1
PendidikanTerakhir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Mean of Harga
SMA
D3
S1
PendidikanTerakhir

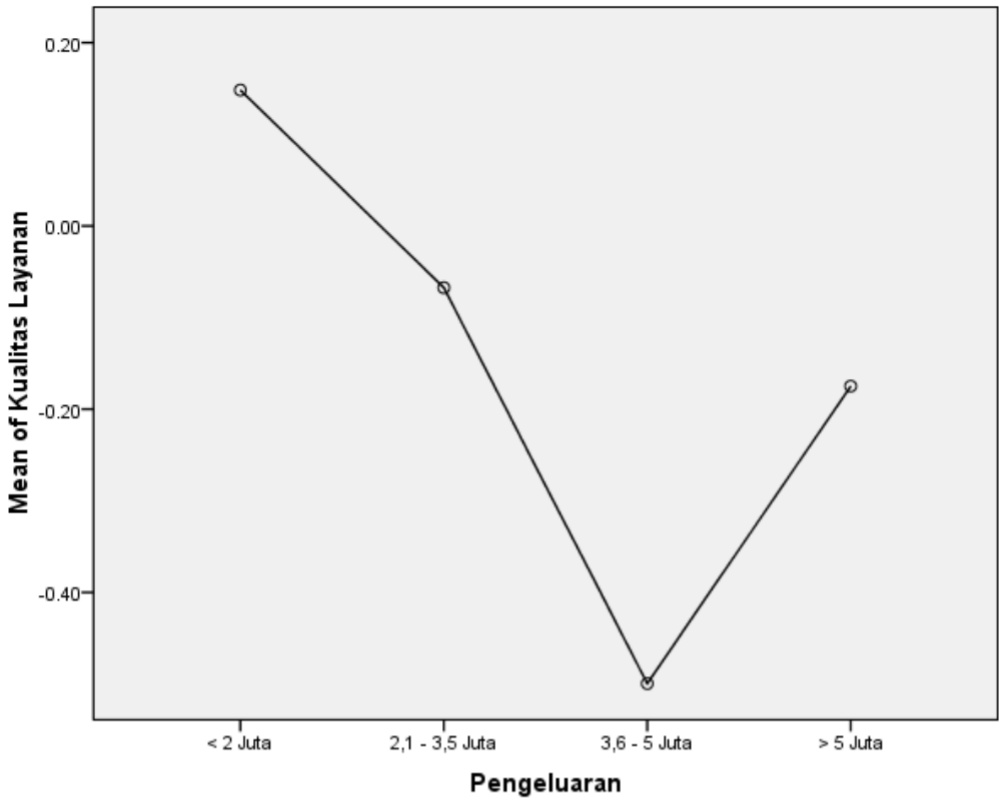
Pengeluaran

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
Kualitas Layanan	.079	3	196	.971
Kepuasan Murid	1.057	3	196	.369
Loyalitas Murid	1.782	3	196	.152
Harga	1.233	3	196	.299

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Kualitas Layanan	Between Groups	8.679	3	2.893	2.979	.033
	Within Groups	190.321	196	.971		
	Total	199.000	199			
Kepuasan Murid	Between Groups	2.449	3	.816	.814	.488
	Within Groups	196.551	196	1.003		
	Total	199.000	199			
Loyalitas Murid	Between Groups	5.964	3	1.988	2.019	.113
	Within Groups	193.036	196	.985		
	Total	199.000	199			
Harga	Between Groups	1.914	3	.638	.634	.594
	Within Groups	197.086	196	1.006		
	Total	199.000	199			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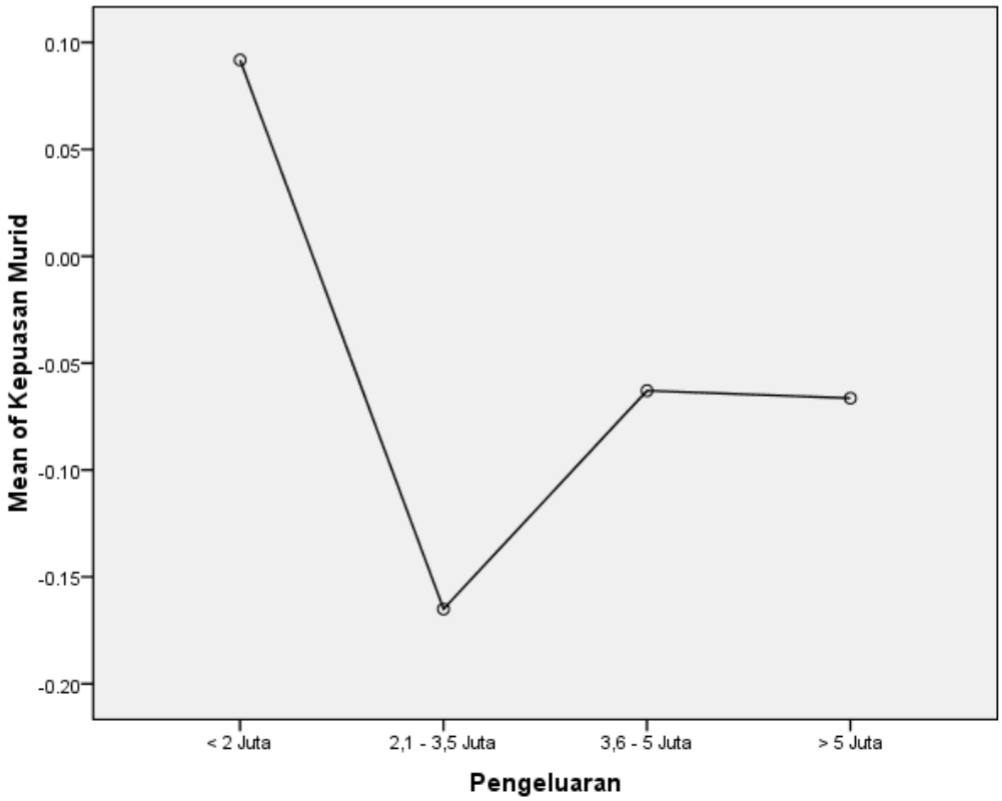
2,1 - 3,5 Juta
3,6 - 5 Juta
> 5 Juta
Pengeluaran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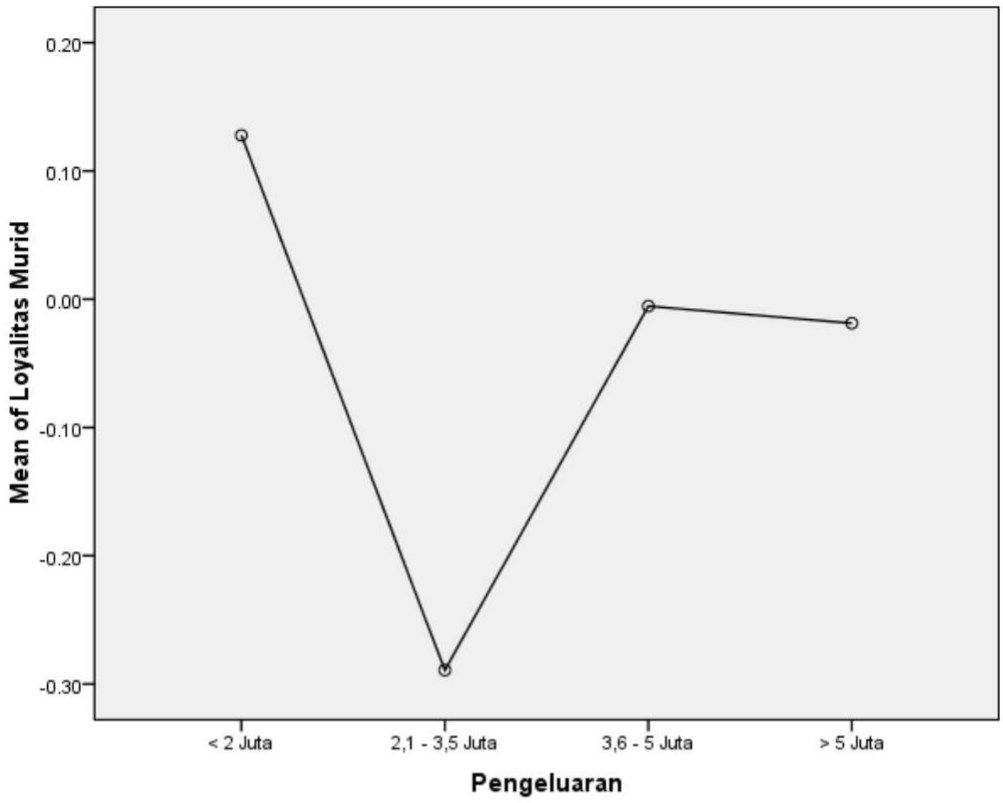
Pengeluaran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Mean of Loyalitas Murid
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2,1 - 3,5 Juta
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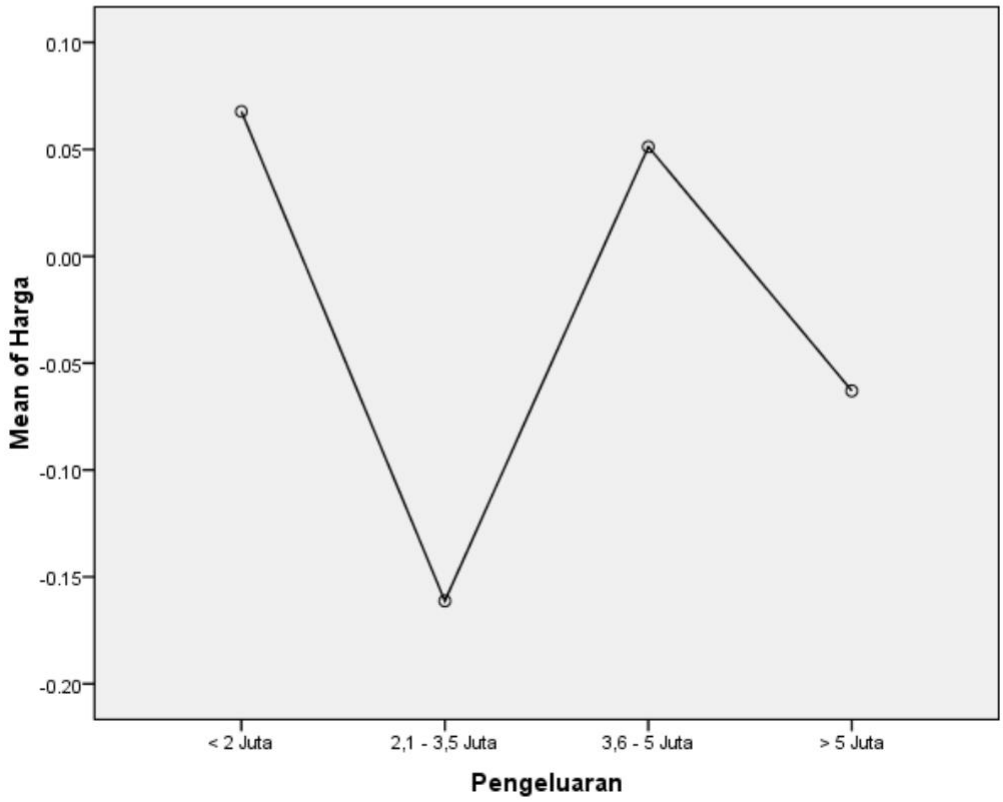
> 5 Juta
Pengeluaran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Mean of Harga
< 2 Juta
2,1 - 3,5 Juta
3,6 - 5 Juta
> 5 Juta
Pengeluaran

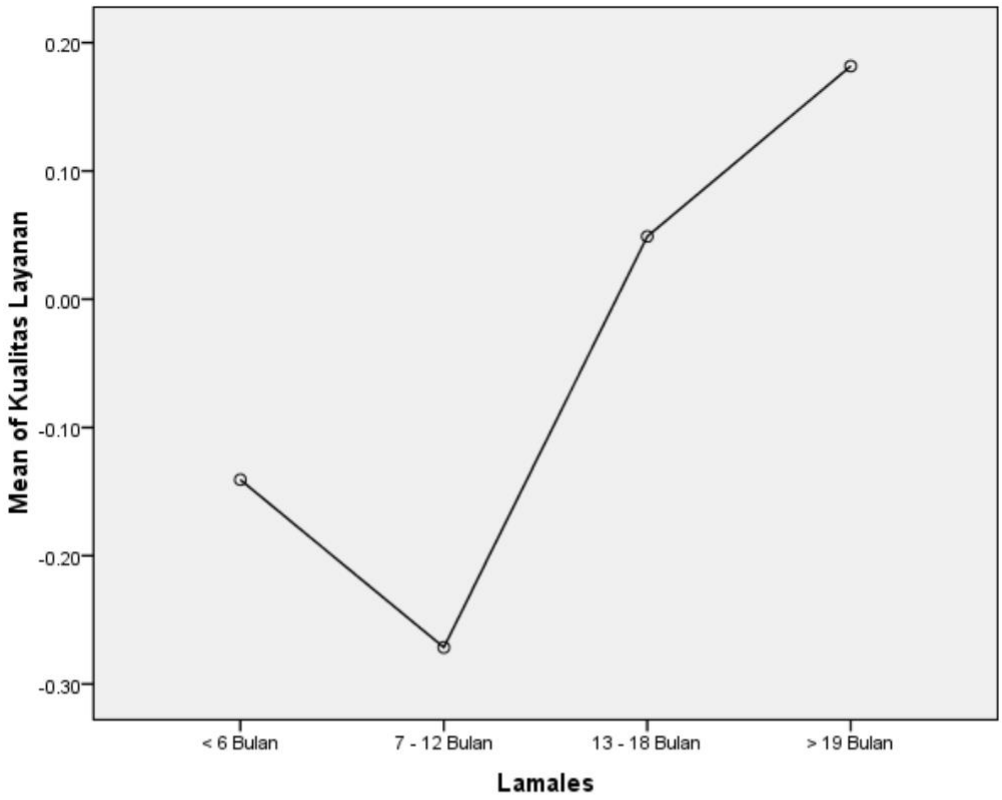
Lama Les

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
Kualitas Layanan	.603	3	196	.614
Kepuasan Murid	3.133	3	196	.027
Loyalitas Murid	.422	3	196	.737
Harga	1.727	3	196	.163

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Kualitas Layanan	Between Groups	6.317	3	2.106	2.142	.096
	Within Groups	192.683	196	.983		
	Total	199.000	199			
Kepuasan Murid	Between Groups	10.898	3	3.633	3.785	.011
	Within Groups	188.102	196	.960		
	Total	199.000	199			
Loyalitas Murid	Between Groups	13.233	3	4.411	4.654	.004
	Within Groups	185.767	196	.948		
	Total	199.000	199			
Harga	Between Groups	6.386	3	2.129	2.166	.093
	Within Groups	192.614	196	.983		
	Total	199.000	199			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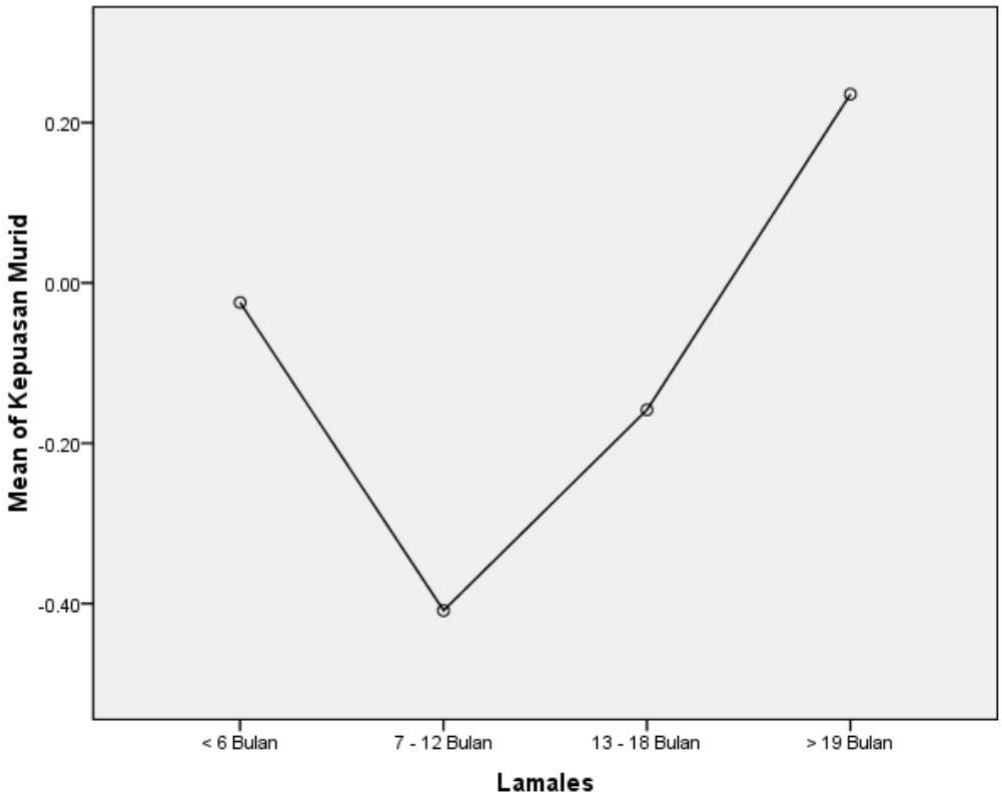
7 - 12 Bulan
13 - 18 Bulan
> 19 Bulan
Lamales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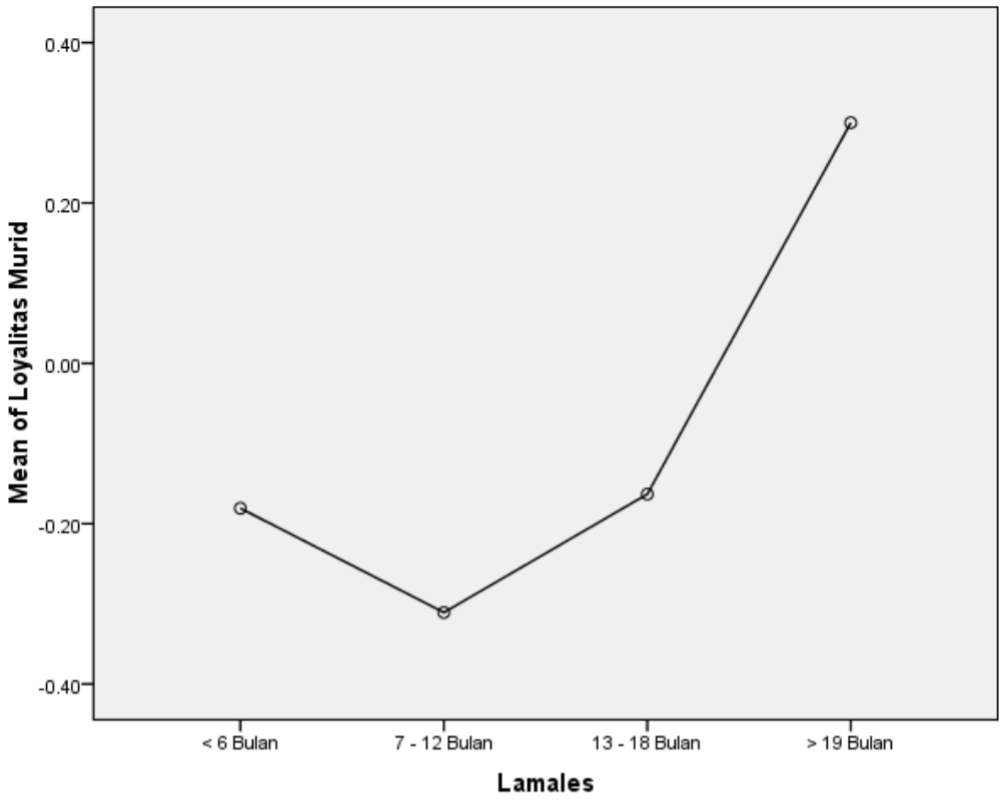
7 - 12 Bulan
13 - 18 Bulan
> 19 Bulan
Lamales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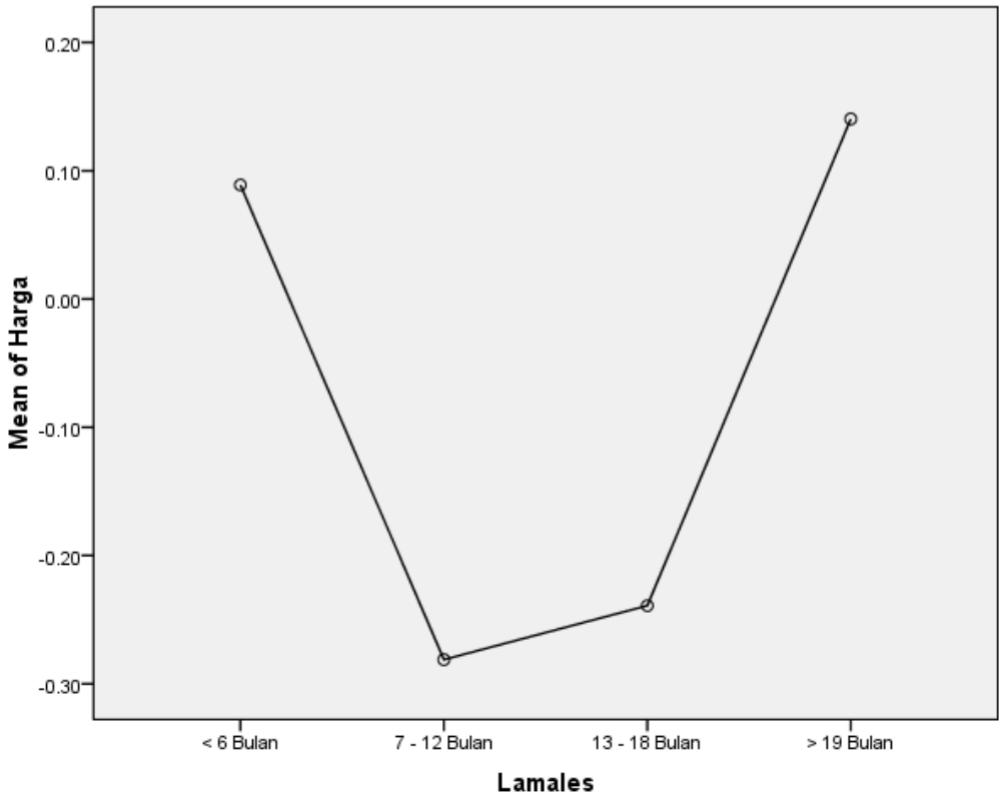
Lamales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Mean of Harga
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7 - 12 Bulan
13 - 18 Bulan
> 19 Bulan
Lamales

Lampiran 4 Data Analisis Hasil Uji Analisa

DATE: 6/27/2016
TIME: 22:14

LISREL 8.51

BY

Karl G. Jöreskog & Dag Sörbom

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The following lines were read from file C:\Users\Hong lun\Desktop\data tesis\syntax.spl:

raw data from file honliung.psf
latent variabel : KL KM LM H
Relationship
!KL2 = KL
!KL3 = KL
KL4 = KL
!KL5 = KL
!KL6 = KL
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KL9 = KL
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KL11 = KL
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KL15 = KL
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KL19 = KL
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KL21 = KL
KL22 = KL
KM23 = KM
KM24 = KM
KM25 = KM
LM26 = LM
LM27 = LM
LM28 = LM
LM29 = LM

LM30 = LM
LM31 = LM
LM32 = LM
LM33 = LM
LM34 = LM
KMH1 = H
KMH2 = H
KMH3 = H
KMH4 = H
KMH5 = H
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KMH10 = H
KMH11 = H
KMH12 = H
KMH13 = H
KMH14 = H
KMH15 = H
KM=KL
LM=KLKMH

admissibility check off
set error covariance of KMH15 and KMH14 free
set error covariance of KMH10 and KMH9 free
set error covariance of KMH15 and KMH9 free
set error covariance of KMH5 and KMH4 free
set error covariance of KMH11 and KM25 free
set error covariance of KMH6 and KM24 free
set error covariance of KMH1 and KM23 free
set error covariance of KMH7 and KMH2 free
set error covariance of KL19 and KL18 free
set error covariance of KMH8 and KMH3 free
set error covariance of KMH3 and KMH2 free
set error covariance of KL13 and KL12 free
set error covariance of LM31 and KL12 free
set error covariance of LM34 and LM33 free
set error covariance of LM31 and LM30 free
set error covariance of LM30 and LM29 free
set error covariance of KMH3 and KL19 free
set error covariance of KL22 and KL20 free
set error covariance of KMH9 and KM24 free
set error covariance of KMH13 and KMH12 free
set error covariance of KMH13 and LM27 free
set error covariance of KMH7 and KMH3 free
set error covariance of KL21 and KL16 free
set error covariance of KL21 and KL20 free
set error covariance of KL14 and KL11 free
OPTIONS: SC
PATH DIAGRAM
END OF PROGRAM

Sample Size = 200

Covariance Matrix

	KM23	KM24	KM25	LM26	LM27	LM28
KM23	0.28					
KM24	0.21	0.28				
KM25	0.17	0.20	0.27			
LM26	0.12	0.14	0.14	0.33		
LM27	0.13	0.14	0.15	0.16	0.32	
LM28	0.10	0.11	0.11	0.13	0.18	0.27
LM29	0.13	0.13	0.15	0.15	0.19	0.18
LM30	0.16	0.17	0.17	0.16	0.18	0.20
LM31	0.18	0.18	0.17	0.16	0.21	0.17
LM32	0.11	0.14	0.13	0.16	0.16	0.16
LM33	0.12	0.13	0.13	0.10	0.15	0.12
LM34	0.11	0.13	0.13	0.12	0.14	0.16
KL4	0.10	0.10	0.09	0.08	0.10	0.12
KL8	0.08	0.09	0.07	0.09	0.08	0.09
KL9	0.10	0.12	0.10	0.09	0.10	0.11
KL10	0.09	0.08	0.09	0.11	0.13	0.11
KL11	0.12	0.12	0.11	0.11	0.12	0.13
KL12	0.10	0.08	0.07	0.07	0.11	0.12
KL13	0.11	0.08	0.10	0.08	0.09	0.10
KL14	0.14	0.12	0.11	0.10	0.10	0.09
KL15	0.11	0.11	0.10	0.13	0.10	0.09
KL16	0.12	0.11	0.08	0.11	0.09	0.10
KL17	0.12	0.12	0.11	0.10	0.14	0.12
KL18	0.09	0.09	0.10	0.09	0.14	0.14
KL19	0.09	0.09	0.09	0.07	0.11	0.12
KL20	0.09	0.09	0.12	0.09	0.08	0.09
KL21	0.12	0.14	0.13	0.13	0.15	0.13
KL22	0.10	0.09	0.07	0.10	0.10	0.11
KMH1	1.84	1.52	1.33	0.99	1.19	1.08
KMH2	1.80	1.47	1.17	0.88	0.97	0.89
KMH3	1.79	1.51	1.27	0.98	1.23	0.96
KMH4	1.77	1.55	1.33	1.10	1.10	1.05
KMH5	1.76	1.54	1.37	1.04	1.12	1.00
KMH6	1.55	1.83	1.45	1.11	1.23	1.12
KMH7	1.51	1.77	1.28	1.00	1.01	0.92
KMH8	1.50	1.82	1.39	1.11	1.28	1.00
KMH9	1.47	1.87	1.45	1.23	1.14	1.08
KMH10	1.46	1.86	1.49	1.17	1.16	1.04
KMH11	1.36	1.45	1.77	1.12	1.30	1.13
KMH12	1.32	1.39	1.59	1.00	1.10	0.96
KMH13	1.32	1.45	1.69	1.10	1.36	1.03
KMH14	1.29	1.49	1.76	1.23	1.22	1.11
KMH15	1.29	1.49	1.80	1.16	1.24	1.06

Covariance Matrix

	LM29	LM30	LM31	LM32	LM33	LM34
LM29	0.43					
LM30	0.36	0.50				
LM31	0.30	0.38	0.49			
LM32	0.19	0.21	0.22	0.31		
LM33	0.16	0.17	0.17	0.17	0.25	
LM34	0.14	0.16	0.16	0.17	0.18	0.30
KL4	0.10	0.12	0.13	0.09	0.08	0.09
KL8	0.09	0.09	0.09	0.10	0.09	0.06
KL9	0.09	0.12	0.12	0.09	0.12	0.13
KL10	0.09	0.08	0.12	0.10	0.10	0.12

KL11	0.12	0.11	0.15	0.09	0.09	0.11
KL12	0.06	0.06	0.09	0.08	0.07	0.10
KL13	0.06	0.05	0.07	0.06	0.06	0.07
KL14	0.10	0.14	0.15	0.10	0.10	0.09
KL15	0.11	0.12	0.14	0.08	0.09	0.10
KL16	0.07	0.09	0.10	0.07	0.06	0.10
KL17	0.13	0.13	0.13	0.12	0.09	0.12
KL18	0.09	0.10	0.13	0.09	0.09	0.11
KL19	0.08	0.08	0.10	0.07	0.07	0.08
KL20	0.10	0.09	0.10	0.05	0.08	0.09
KL21	0.14	0.16	0.18	0.14	0.12	0.13
KL22	0.05	0.08	0.10	0.08	0.09	0.08
KMH1	1.29	1.54	1.69	1.10	1.15	1.15
KMH2	1.17	1.33	1.50	1.09	1.19	1.08
KMH3	1.36	1.49	1.65	1.08	1.22	1.16
KMH4	1.36	1.55	1.63	1.10	1.19	1.10
KMH5	1.30	1.49	1.60	1.09	1.14	1.07
KMH6	1.32	1.58	1.71	1.24	1.18	1.24
KMH7	1.20	1.36	1.50	1.21	1.22	1.16
KMH8	1.39	1.52	1.66	1.21	1.26	1.25
KMH9	1.39	1.59	1.64	1.24	1.22	1.18
KMH10	1.33	1.53	1.60	1.23	1.16	1.16
KMH11	1.40	1.60	1.63	1.22	1.18	1.22
KMH12	1.30	1.40	1.45	1.21	1.23	1.17
KMH13	1.47	1.54	1.60	1.20	1.25	1.25
KMH14	1.47	1.61	1.57	1.22	1.22	1.19
KMH15	1.41	1.56	1.54	1.22	1.17	1.17

Covariance Matrix

	KL4	KL8	KL9	KL10	KL11	KL12
KL4	0.29					
KL8	0.09	0.38				
KL9	0.10	0.12	0.30			
KL10	0.10	0.07	0.11	0.34		
KL11	0.10	0.07	0.11	0.22	0.44	
KL12	0.11	0.05	0.09	0.18	0.22	0.32
KL13	0.08	0.07	0.08	0.16	0.24	0.25
KL14	0.08	0.07	0.11	0.09	0.09	0.11
KL15	0.06	0.07	0.11	0.12	0.09	0.08
KL16	0.09	0.08	0.11	0.09	0.08	0.11
KL17	0.11	0.07	0.10	0.15	0.14	0.12
KL18	0.10	0.09	0.10	0.18	0.20	0.17
KL19	0.08	0.07	0.09	0.17	0.21	0.18
KL20	0.06	0.05	0.07	0.15	0.16	0.14
KL21	0.08	0.05	0.12	0.15	0.16	0.16
KL22	0.08	0.14	0.07	0.20	0.21	0.16
KMH1	0.78	0.63	0.87	0.87	1.17	0.81
KMH2	0.83	0.65	0.82	0.69	0.88	0.68
KMH3	0.90	0.76	0.96	0.86	1.01	0.87
KMH4	0.76	0.69	0.96	0.80	1.12	0.79
KMH5	0.70	0.67	0.87	0.76	1.05	0.78
KMH6	0.79	0.69	0.94	0.85	1.15	0.74
KMH7	0.85	0.70	0.88	0.67	0.84	0.61
KMH8	0.92	0.81	1.03	0.83	0.97	0.80
KMH9	0.76	0.75	1.03	0.77	1.09	0.72
KMH10	0.70	0.72	0.93	0.73	1.02	0.70
KMH11	0.74	0.59	0.85	0.87	1.11	0.67
KMH12	0.81	0.61	0.81	0.70	0.82	0.56
KMH13	0.89	0.72	0.96	0.87	0.96	0.75
KMH14	0.73	0.64	0.95	0.81	1.06	0.66

KMH15	0.68	0.62	0.86	0.77	1.00	0.65

Covariance Matrix

	KL13	KL14	KL15	KL16	KL17	KL18
KL13	0.35					
KL14	0.11	0.30				
KL15	0.09	0.16	0.29			
KL16	0.08	0.13	0.15	0.23		
KL17	0.12	0.11	0.14	0.12	0.29	
KL18	0.17	0.09	0.12	0.10	0.14	0.41
KL19	0.18	0.09	0.11	0.08	0.13	0.35
KL20	0.16	0.13	0.14	0.07	0.12	0.21
KL21	0.15	0.09	0.14	0.07	0.13	0.23
KL22	0.18	0.08	0.12	0.07	0.12	0.22
KMH1	0.85	1.04	0.90	0.93	1.01	0.86
KMH2	0.75	0.98	0.99	0.98	0.97	0.80
KMH3	0.91	1.10	1.00	0.97	1.07	0.82
KMH4	0.93	1.10	1.01	0.97	0.98	0.80
KMH5	0.91	1.10	0.99	0.94	1.01	0.76
KMH6	0.75	0.98	0.88	0.88	1.01	0.86
KMH7	0.64	0.93	0.98	0.93	0.96	0.81
KMH8	0.80	1.05	0.99	0.92	1.05	0.83
KMH9	0.83	1.04	0.99	0.92	0.97	0.80
KMH10	0.80	1.04	0.97	0.89	0.99	0.75
KMH11	0.81	0.89	0.83	0.71	0.98	0.88
KMH12	0.69	0.84	0.92	0.76	0.93	0.82
KMH13	0.85	0.97	0.93	0.77	1.03	0.85
KMH14	0.86	0.96	0.93	0.76	0.95	0.83
KMH15	0.85	0.96	0.91	0.73	0.98	0.79

Covariance Matrix

	KL19	KL20	KL21	KL22	KMH1	KMH2
KL19	0.41					
KL20	0.22	0.44				
KL21	0.20	0.25	0.51			
KL22	0.22	0.24	0.24	0.54		
KMH1	0.84	0.81	0.88	0.73	16.21	
KMH2	0.74	0.79	0.84	0.54	14.75	16.91
KMH3	0.81	0.70	0.95	0.65	14.05	14.32
KMH4	0.80	0.87	0.95	0.72	14.08	13.95
KMH5	0.78	0.87	0.89	0.67	14.05	13.83
KMH6	0.83	0.80	0.93	0.68	14.81	13.29
KMH7	0.74	0.78	0.89	0.48	13.38	15.52
KMH8	0.79	0.69	1.00	0.60	12.62	12.86
KMH9	0.79	0.87	1.00	0.69	12.58	12.37
KMH10	0.77	0.86	0.94	0.63	12.57	12.27
KMH11	0.83	0.94	0.91	0.60	13.84	11.89
KMH12	0.74	0.91	0.89	0.41	12.44	14.00
KMH13	0.80	0.82	0.99	0.54	11.72	11.44
KMH14	0.79	0.99	0.99	0.61	11.76	11.04
KMH15	0.78	0.98	0.93	0.56	11.77	10.97

Covariance Matrix

	KMH3	KMH4	KMH5	KMH6	KMH7	KMH8
KMH3	16.23					
KMH4	14.26	15.64				
KMH5	14.19	15.08	15.38			
KMH6	12.82	13.06	13.06	16.12		
KMH7	13.14	12.93	12.83	14.55	16.73	
KMH8	15.04	13.22	13.17	14.09	14.33	16.56
KMH9	12.93	14.61	14.07	14.36	14.08	14.70
KMH10	12.88	14.07	14.40	14.34	13.96	14.63
KMH11	11.63	12.08	12.26	14.27	12.29	12.05
KMH12	11.91	11.91	12.02	12.76	14.37	12.26
KMH13	13.86	12.23	12.37	12.33	12.07	14.56
KMH14	11.82	13.59	13.27	12.61	11.83	12.67
KMH15	11.78	13.08	13.58	12.64	11.79	12.65

Covariance Matrix

	KMH9	KMH10	KMH11	KMH12	KMH13	KMH14
KMH9	16.51					
KMH10	15.95	16.26				
KMH11	12.45	12.66	15.63			
KMH12	12.15	12.28	13.68	15.21		
KMH13	12.80	12.96	13.36	13.08	15.54	
KMH14	14.48	14.18	13.87	13.08	13.83	15.66
KMH15	14.00	14.52	14.05	13.20	13.96	15.35

Covariance Matrix

	KMH15
KMH15	15.81

Number of Iterations = 94

LISREL Estimates (Maximum Likelihood)

Measurement Equations

KM23 = 0.49*KM, Errorvar.= 0.14 , R^2 = 0.64
(0.015)
9.11

KM24 = 0.49*KM, Errorvar.= 0.082 , R^2 = 0.74
(0.0034) (0.0096)
144.75 8.50

KM25 = 0.47*KM, Errorvar.= 0.12 , R^2 = 0.65
(0.0041) (0.013)
115.38 9.06

LM26 = 0.36*LM, Errorvar.= 0.21 , R^2 = 0.38
(0.022)
9.42

LM27 = 0.42*LM, Errorvar.= 0.15 , R^2 = 0.53
(0.049) (0.017)
8.48 8.92

LM28 = 0.40*LM, Errorvar.= 0.12 , R^2 = 0.57
(0.046) (0.014)
8.64 8.78

LM29 = 0.47*LM, Errorvar.= 0.21 , R^2 = 0.51
(0.057) (0.024)
8.34 9.01

LM30 = 0.51*LM, Errorvar.= 0.23 , R^2 = 0.53
(0.060) (0.024)
8.45 9.46

LM31 = 0.53*LM, Errorvar.= 0.23 , R^2 = 0.55
(0.062) (0.026)
8.54 8.86

LM32 = 0.43*LM, Errorvar.= 0.13 , R^2 = 0.58
(0.049) (0.015)
8.69 8.73

LM33 = 0.37*LM, Errorvar.= 0.13 , R^2 = 0.52
(0.044) (0.014)
8.36 8.95

LM34 = 0.38*LM, Errorvar.= 0.16 , R^2 = 0.48
(0.047) (0.017)
8.12 9.08

KL4 = 0.26*KL, Errorvar.= 0.22 , R^2 = 0.24
(0.037) (0.023)
7.09 9.66

KL8 = 0.23*KL, Errorvar.= 0.33 , R^2 = 0.14
(0.044) (0.034)
5.24 9.81

KL9 = 0.31*KL, Errorvar.= 0.21 , R^2 = 0.31
(0.037) (0.022)
8.18 9.53

KL10 = 0.37*KL, Errorvar.= 0.20 , R^2 = 0.41
(0.038) (0.022)
9.69 9.29

KL11 = 0.41*KL, Errorvar.= 0.27 , R^2 = 0.39
(0.044) (0.029)
9.34 9.28

KL12 = 0.35*KL, Errorvar.= 0.20 , R^2 = 0.39
(0.038) (0.021)
9.39 9.34

KL13 = 0.35*KL, Errorvar.= 0.23 , R^2 = 0.35
(0.040) (0.024)
8.87 9.42

KL14 = 0.33*KL, Errorvar.= 0.19 , R^2 = 0.36
(0.037) (0.020)
9.00 9.34

KL15 = 0.35*KL, Errorvar.= 0.17 , R^2 = 0.41
(0.035) (0.018)
9.76 9.28

KL16 = 0.30*KL, Errorvar.= 0.14 , R^2 = 0.38
(0.032) (0.015)
9.33 9.31

KL17 = 0.36*KL, Errorvar.= 0.16 , R^2 = 0.44
(0.035) (0.018)
10.25 9.18

KL18 = 0.39*KL, Errorvar.= 0.26 , R^2 = 0.37
(0.043) (0.028)
9.07 9.40

KL19 = 0.37*KL, Errorvar.= 0.27 , R^2 = 0.33
(0.043) (0.028)
8.58 9.67

KL20 = 0.36*KL, Errorvar.= 0.31 , R^2 = 0.29
(0.045) (0.032)
7.90 9.59

KL21 = 0.40*KL, Errorvar.= 0.35 , R^2 = 0.32
(0.049) (0.037)
8.27 9.47

KL22 = 0.37*KL, Errorvar.= 0.41 , R^2 = 0.25
(0.051) (0.042)
7.24 9.64

KMH1 = 3.57*H, Errorvar.= 2.73 , R^2 = 0.82
(0.19) (0.30)
18.92 9.09

KMH2 = 3.53*H, Errorvar.= 4.43 , R^2 = 0.74
(0.23) (0.47)
15.18 9.42

KMH3 = 3.53*H, Errorvar.= 5.82 , R^2 = 0.68
(0.25) (0.44)
14.27 13.36

KMH4 = 3.59*H, Errorvar.= 2.76 , R^2 = 0.82
(0.22) (0.30)
16.64 9.06

KMH5 = 3.59*H, Errorvar.= 2.49 , R^2 = 0.84

(0.21) (0.28)
16.90 8.97

KMH6 = 3.57*H, Errorvar.= 1.74 , R^2 = 0.88
(0.19) (0.20)
18.89 8.58

KMH7 = 3.66*H, Errorvar.= 3.37 , R^2 = 0.80
(0.23) (0.37)
16.21 9.21

KMH8 = 3.66*H, Errorvar.= 3.20 , R^2 = 0.81
(0.22) (0.35)
16.35 9.17

KMH9 = 3.71*H, Errorvar.= 3.41 , R^2 = 0.80
(0.23) (0.30)
16.26 11.37

KMH10 = 3.72*H, Errorvar.= 2.45 , R^2 = 0.85
(0.22) (0.28)
17.08 8.89

KMH11 = 3.49*H, Errorvar.= 2.49 , R^2 = 0.83
(0.18) (0.28)
18.90 9.05

KMH12 = 3.48*H, Errorvar.= 3.08 , R^2 = 0.80
(0.22) (0.33)
16.19 9.19

KMH13 = 3.49*H, Errorvar.= 3.42 , R^2 = 0.78
(0.22) (0.37)
15.94 9.32

KMH14 = 3.55*H, Errorvar.= 3.07 , R^2 = 0.80
(0.22) (0.33)
16.30 9.19

KMH15 = 3.56*H, Errorvar.= 3.68 , R^2 = 0.77
(0.23) (0.33)
15.80 11.21

Error Covariance for LM30 and LM29 = 0.099
(0.017)
5.77

Error Covariance for LM31 and LM30 = 0.10
(0.018)
5.63

Error Covariance for LM34 and LM33 = 0.044
(0.012)
3.71

Error Covariance for KL12 and LM31 = 0.00
(0.011)

-0.12

Error Covariance for KL13 and KL12 = 0.13
(0.019)
6.67

Error Covariance for KL14 and KL11 = -0.05
(0.017)
-2.93

Error Covariance for KL19 and KL18 = 0.21
(0.025)
8.27

Error Covariance for KL21 and KL16 = -0.04
(0.016)
-2.50

Error Covariance for KL21 and KL20 = 0.072
(0.024)
3.01

Error Covariance for KL22 and KL20 = 0.091
(0.026)
3.50

Error Covariance for KMH1 and KM23 = 0.61
(0.067)
9.08

Error Covariance for KMH3 and KL19 = 0.011
(0.0027)
4.03

Error Covariance for KMH3 and KMH2 = 1.91
(0.29)
6.68

Error Covariance for KMH5 and KMH4 = 2.19
(0.27)
8.11

Error Covariance for KMH6 and KM24 = 0.38
(0.044)
8.54

Error Covariance for KMH7 and KMH2 = 2.62
(0.36)
7.31

Error Covariance for KMH7 and KMH3 = -0.71
(0.23)
-3.13

Error Covariance for KMH8 and KMH3 = 3.17
(0.35)
9.17

Error Covariance for KMH9 and KM24 = 0.0013
(0.00032)
3.97

Error Covariance for KMH10 and KMH9 = 2.49
(0.28)
8.87

Error Covariance for KMH11 and KM25 = 0.54
(0.060)
9.03

Error Covariance for KMH13 and LM27 = 0.18
(0.054)
3.37

Error Covariance for KMH13 and KMH12 = 0.97
(0.26)
3.79

Error Covariance for KMH15 and KMH9 = -0.81
(0.082)
-9.93

Error Covariance for KMH15 and KMH14 = 2.99
(0.33)
9.17

Structural Equations

KM = 0.68*KL, Errorvar.= 0.54 , R^2 = 0.46
(0.070) (0.064)
9.76 8.40

LM = - 0.17*KM + 0.31*KL + 0.70*H, Errorvar.= 0.25 , R^2 = 0.75
(0.068) (0.10) (0.10) (0.061)
-2.42 3.00 6.65 4.17

Reduced Form Equations

KM = 0.68*KL + 0.0*H, Errorvar.= 0.54, R^2 = 0.46
(0.070)
9.76

LM = 0.19*KL + 0.70*H, Errorvar.= 0.27, R^2 = 0.73
(0.081) (0.10)
2.39 6.65

Correlation Matrix of Independent Variables

	KL	H
KL	1.00	
H	0.76	1.00
	(0.03)	
	21.85	

Covariance Matrix of Latent Variables

	KM	LM	KL	H
KM	1.00			
LM	0.40	1.00		
KL	0.68	0.72	1.00	
H	0.52	0.85	0.76	1.00

Goodness of Fit Statistics

Degrees of Freedom = 830
Minimum Fit Function Chi-Square = 7688.50 (P = 0.0)
Normal Theory Weighted Least Squares Chi-Square = 2773.07 (P = 0.0)
Estimated Non-centrality Parameter (NCP) = 1943.07
90 Percent Confidence Interval for NCP = (1787.04 ; 2106.63)

Minimum Fit Function Value = 38.64
Population Discrepancy Function Value (F0) = 9.76
90 Percent Confidence Interval for F0 = (8.98 ; 10.59)
Root Mean Square Error of Approximation (RMSEA) = 0.11
90 Percent Confidence Interval for RMSEA = (0.10 ; 0.11)
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.00

Expected Cross-Validation Index (ECVI) = 15.10
90 Percent Confidence Interval for ECVI = (14.32 ; 15.92)
ECVI for Saturated Model = 9.51
ECVI for Independence Model = 98.57

Chi-Square for Independence Model with 903 Degrees of Freedom = 19530.04
Independence AIC = 19616.04
Model AIC = 3005.07
Saturated AIC = 1892.00
Independence CAIC = 19800.87
Model CAIC = 3503.67
Saturated CAIC = 5958.21

Normed Fit Index (NFI) = 0.61
Non-Normed Fit Index (NNFI) = 0.60
Parsimony Normed Fit Index (PNFI) = 0.56
Comparative Fit Index (CFI) = 0.63
Incremental Fit Index (IFI) = 0.63
Relative Fit Index (RFI) = 0.57

Critical N (CN) = 25.01

Root Mean Square Residual (RMR) = 0.38
Standardized RMR = 0.094
Goodness of Fit Index (GFI) = 0.61
Adjusted Goodness of Fit Index (AGFI) = 0.55
Parsimony Goodness of Fit Index (PGFI) = 0.53

The Modification Indices Suggest to Add the

Path to	from	Decrease in Chi-Square	New Estimate
KL22	H	12.7	-0.26
KM	LM	102.5	1.48
KM	H	102.5	1.03

The Modification Indices Suggest to Add an Error Covariance

Between	and	Decrease in Chi-Square	New Estimate
LM28	LM27	9.9	0.03
LM31	LM28	8.9	-0.03
LM31	LM29	23.8	0.09
KL9	KL8	8.7	0.06
KL11	KL10	16.6	0.07
KL12	KL10	8.8	0.04
KL13	KL11	11.3	0.05
KL15	KL11	8.2	-0.05
KL15	KL14	10.2	0.04
KL16	KL11	8.7	-0.04
KL16	KL15	19.6	0.05
KL21	KL14	8.9	-0.06
KL22	KL10	8.3	0.06
KL22	KL21	11.3	0.09
KMH8	KMH2	18.3	-0.88
KMH8	KMH7	38.6	1.13
KMH15	KMH10	13.1	0.37

Standardized Solution

LAMBDA-Y

	KM	LM
KM23	0.49	- -
KM24	0.49	- -
KM25	0.47	- -
LM26	- -	0.36
LM27	- -	0.42
LM28	- -	0.40
LM29	- -	0.47
LM30	- -	0.51
LM31	- -	0.53
LM32	- -	0.43
LM33	- -	0.37
LM34	- -	0.38

LAMBDA-X

	KL	H
KL4	0.26	- -
KL8	0.23	- -
KL9	0.31	- -
KL10	0.37	- -
KL11	0.41	- -
KL12	0.35	- -
KL13	0.35	- -
KL14	0.33	- -
KL15	0.35	- -
KL16	0.30	- -
KL17	0.36	- -
KL18	0.39	- -
KL19	0.37	- -
KL20	0.36	- -
KL21	0.40	- -

KL22	0.37	- -
KMH1	- -	3.57
KMH2	- -	3.53
KMH3	- -	3.53
KMH4	- -	3.59
KMH5	- -	3.59
KMH6	- -	3.57
KMH7	- -	3.66
KMH8	- -	3.66
KMH9	- -	3.71
KMH10	- -	3.72
KMH11	- -	3.49
KMH12	- -	3.48
KMH13	- -	3.49
KMH14	- -	3.55
KMH15	- -	3.56

BETA

	KM	LM
KM	- -	- -
LM	-0.17	- -

GAMMA

	KL	H
KM	0.68	- -
LM	0.31	0.70

Correlation Matrix of ETA and KSI

	KM	LM	KL	H
KM	1.00			
LM	0.40	1.00		
KL	0.68	0.72	1.00	
H	0.52	0.85	0.76	1.00

PSI

Note: This matrix is diagonal.

KM	LM
0.54	0.25

Regression Matrix ETA on KSI (Standardized)

	KL	H
KM	0.68	- -
LM	0.19	0.70

Completely Standardized Solution

LAMBDA-Y

	KM	LM
KM23	0.80	- -
KM24	0.86	- -
KM25	0.81	- -
LM26	- -	0.62
LM27	- -	0.73
LM28	- -	0.75
LM29	- -	0.72
LM30	- -	0.73
LM31	- -	0.74
LM32	- -	0.76
LM33	- -	0.72
LM34	- -	0.69

LAMBDA-X

	KL	H
KL4	0.49	- -
KL8	0.37	- -
KL9	0.56	- -
KL10	0.64	- -
KL11	0.62	- -
KL12	0.62	- -
KL13	0.59	- -
KL14	0.60	- -
KL15	0.64	- -
KL16	0.62	- -
KL17	0.67	- -
KL18	0.61	- -
KL19	0.58	- -
KL20	0.54	- -
KL21	0.56	- -
KL22	0.50	- -
KMH1	- -	0.91
KMH2	- -	0.86
KMH3	- -	0.83
KMH4	- -	0.91
KMH5	- -	0.92
KMH6	- -	0.94
KMH7	- -	0.89
KMH8	- -	0.90
KMH9	- -	0.90
KMH10	- -	0.92
KMH11	- -	0.91
KMH12	- -	0.89
KMH13	- -	0.88
KMH14	- -	0.90
KMH15	- -	0.88

BETA

	KM	LM
KM	- -	- -
LM	-0.17	- -

GAMMA

	KL	H
KM	0.68	- -
LM	0.31	0.70

Correlation Matrix of ETA and KSI

	KM	LM	KL	H
KM	1.00			
LM	0.40	1.00		
KL	0.68	0.72	1.00	
H	0.52	0.85	0.76	1.00

PSI

Note: This matrix is diagonal.

KM	LM
0.54	0.25

THETA-EPS

	KM23	KM24	KM25	LM26	LM27	LM28
KM23	0.36					
KM24	- -	0.26				
KM25	- -	- -	0.35			
LM26	- -	- -	- -	0.62		
LM27	- -	- -	- -	- -	0.47	
LM28	- -	- -	- -	- -	- -	0.43
LM29	- -	- -	- -	- -	- -	- -
LM30	- -	- -	- -	- -	- -	- -
LM31	- -	- -	- -	- -	- -	- -
LM32	- -	- -	- -	- -	- -	- -
LM33	- -	- -	- -	- -	- -	- -
LM34	- -	- -	- -	- -	- -	- -

THETA-EPS

	LM29	LM30	LM31	LM32	LM33	LM34
LM29	0.49					
LM30	0.21	0.47				
LM31	- -	0.20	0.45			
LM32	- -	- -	- -	0.42		
LM33	- -	- -	- -	- -	0.48	
LM34	- -	- -	- -	- -	0.16	0.52

THETA-DELTA-EPS

	KM23	KM24	KM25	LM26	LM27	LM28
KL4	- -	- -	- -	- -	- -	- -
KL8	- -	- -	- -	- -	- -	- -
KL9	- -	- -	- -	- -	- -	- -
KL10	- -	- -	- -	- -	- -	- -
KL11	- -	- -	- -	- -	- -	- -
KL12	- -	- -	- -	- -	- -	- -
KL13	- -	- -	- -	- -	- -	- -

KL14	--	--	--	--	--	--
KL15	--	--	--	--	--	--
KL16	--	--	--	--	--	--
KL17	--	--	--	--	--	--
KL18	--	--	--	--	--	--
KL19	--	--	--	--	--	--
KL20	--	--	--	--	--	--
KL21	--	--	--	--	--	--
KL22	--	--	--	--	--	--
KMH1	0.25	--	--	--	--	--
KMH2	--	--	--	--	--	--
KMH3	--	--	--	--	--	--
KMH4	--	--	--	--	--	--
KMH5	--	--	--	--	--	--
KMH6	--	0.18	--	--	--	--
KMH7	--	--	--	--	--	--
KMH8	--	--	--	--	--	--
KMH9	--	0.00	--	--	--	--
KMH10	--	--	--	--	--	--
KMH11	--	--	0.24	--	--	--
KMH12	--	--	--	--	--	--
KMH13	--	--	--	--	0.08	--
KMH14	--	--	--	--	--	--
KMH15	--	--	--	--	--	--

THETA-DELTA-EPS

	LM29	LM30	LM31	LM32	LM33	LM34
KL4	--	--	--	--	--	--
KL8	--	--	--	--	--	--
KL9	--	--	--	--	--	--
KL10	--	--	--	--	--	--
KL11	--	--	--	--	--	--
KL12	--	--	0.00	--	--	--
KL13	--	--	--	--	--	--
KL14	--	--	--	--	--	--
KL15	--	--	--	--	--	--
KL16	--	--	--	--	--	--
KL17	--	--	--	--	--	--
KL18	--	--	--	--	--	--
KL19	--	--	--	--	--	--
KL20	--	--	--	--	--	--
KL21	--	--	--	--	--	--
KL22	--	--	--	--	--	--
KMH1	--	--	--	--	--	--
KMH2	--	--	--	--	--	--
KMH3	--	--	--	--	--	--
KMH4	--	--	--	--	--	--
KMH5	--	--	--	--	--	--
KMH6	--	--	--	--	--	--
KMH7	--	--	--	--	--	--
KMH8	--	--	--	--	--	--
KMH9	--	--	--	--	--	--
KMH10	--	--	--	--	--	--
KMH11	--	--	--	--	--	--
KMH12	--	--	--	--	--	--
KMH13	--	--	--	--	--	--
KMH14	--	--	--	--	--	--
KMH15	--	--	--	--	--	--

THETA-DELTA

	KL4	KL8	KL9	KL10	KL11	KL12
KL4	0.76					
KL8	- -	0.86				
KL9	- -	- -	0.69			
KL10	- -	- -	- -	0.59		
KL11	- -	- -	- -	- -	0.61	
KL12	- -	- -	- -	- -	- -	0.61
KL13	- -	- -	- -	- -	- -	0.37
KL14	- -	- -	- -	- -	-0.14	- -
KL15	- -	- -	- -	- -	- -	- -
KL16	- -	- -	- -	- -	- -	- -
KL17	- -	- -	- -	- -	- -	- -
KL18	- -	- -	- -	- -	- -	- -
KL19	- -	- -	- -	- -	- -	- -
KL20	- -	- -	- -	- -	- -	- -
KL21	- -	- -	- -	- -	- -	- -
KL22	- -	- -	- -	- -	- -	- -
KMH1	- -	- -	- -	- -	- -	- -
KMH2	- -	- -	- -	- -	- -	- -
KMH3	- -	- -	- -	- -	- -	- -
KMH4	- -	- -	- -	- -	- -	- -
KMH5	- -	- -	- -	- -	- -	- -
KMH6	- -	- -	- -	- -	- -	- -
KMH7	- -	- -	- -	- -	- -	- -
KMH8	- -	- -	- -	- -	- -	- -
KMH9	- -	- -	- -	- -	- -	- -
KMH10	- -	- -	- -	- -	- -	- -
KMH11	- -	- -	- -	- -	- -	- -
KMH12	- -	- -	- -	- -	- -	- -
KMH13	- -	- -	- -	- -	- -	- -
KMH14	- -	- -	- -	- -	- -	- -
KMH15	- -	- -	- -	- -	- -	- -

THETA-DELTA

	KL13	KL14	KL15	KL16	KL17	KL18
KL13	0.65					
KL14	- -	0.64				
KL15	- -	- -	0.59			
KL16	- -	- -	- -	0.62		
KL17	- -	- -	- -	- -	0.56	
KL18	- -	- -	- -	- -	- -	0.63
KL19	- -	- -	- -	- -	- -	0.51
KL20	- -	- -	- -	- -	- -	- -
KL21	- -	- -	- -	-0.12	- -	- -
KL22	- -	- -	- -	- -	- -	- -
KMH1	- -	- -	- -	- -	- -	- -
KMH2	- -	- -	- -	- -	- -	- -
KMH3	- -	- -	- -	- -	- -	- -
KMH4	- -	- -	- -	- -	- -	- -
KMH5	- -	- -	- -	- -	- -	- -
KMH6	- -	- -	- -	- -	- -	- -
KMH7	- -	- -	- -	- -	- -	- -
KMH8	- -	- -	- -	- -	- -	- -
KMH9	- -	- -	- -	- -	- -	- -

KMH10	- -	- -	- -	- -	- -	- -
KMH11	- -	- -	- -	- -	- -	- -
KMH12	- -	- -	- -	- -	- -	- -
KMH13	- -	- -	- -	- -	- -	- -
KMH14	- -	- -	- -	- -	- -	- -
KMH15	- -	- -	- -	- -	- -	- -

THETA-DELTA

	KL19	KL20	KL21	KL22	KMH1	KMH2
KL19	0.67					
KL20	- -	0.71				
KL21	- -	0.15	0.68			
KL22	- -	0.19	- -	0.75		
KMH1	- -	- -	- -	- -	0.18	
KMH2	- -	- -	- -	- -	- -	0.26
KMH3	0.00	- -	- -	- -	- -	0.11
KMH4	- -	- -	- -	- -	- -	- -
KMH5	- -	- -	- -	- -	- -	- -
KMH6	- -	- -	- -	- -	- -	- -
KMH7	- -	- -	- -	- -	- -	0.16
KMH8	- -	- -	- -	- -	- -	- -
KMH9	- -	- -	- -	- -	- -	- -
KMH10	- -	- -	- -	- -	- -	- -
KMH11	- -	- -	- -	- -	- -	- -
KMH12	- -	- -	- -	- -	- -	- -
KMH13	- -	- -	- -	- -	- -	- -
KMH14	- -	- -	- -	- -	- -	- -
KMH15	- -	- -	- -	- -	- -	- -

THETA-DELTA

	KMH3	KMH4	KMH5	KMH6	KMH7	KMH8
KMH3	0.32					
KMH4	- -	0.18				
KMH5	- -	0.14	0.16			
KMH6	- -	- -	- -	0.12		
KMH7	-0.04	- -	- -	- -	0.20	
KMH8	0.18	- -	- -	- -	- -	0.19
KMH9	- -	- -	- -	- -	- -	- -
KMH10	- -	- -	- -	- -	- -	- -
KMH11	- -	- -	- -	- -	- -	- -
KMH12	- -	- -	- -	- -	- -	- -
KMH13	- -	- -	- -	- -	- -	- -
KMH14	- -	- -	- -	- -	- -	- -
KMH15	- -	- -	- -	- -	- -	- -

THETA-DELTA

	KMH9	KMH10	KMH11	KMH12	KMH13	KMH14
KMH9	0.20					
KMH10	0.15	0.15				
KMH11	- -	- -	0.17			
KMH12	- -	- -	- -	0.20		
KMH13	- -	- -	- -	0.06	0.22	
KMH14	- -	- -	- -	- -	- -	0.20
KMH15	-0.05	- -	- -	- -	- -	0.19

THETA-DELTA

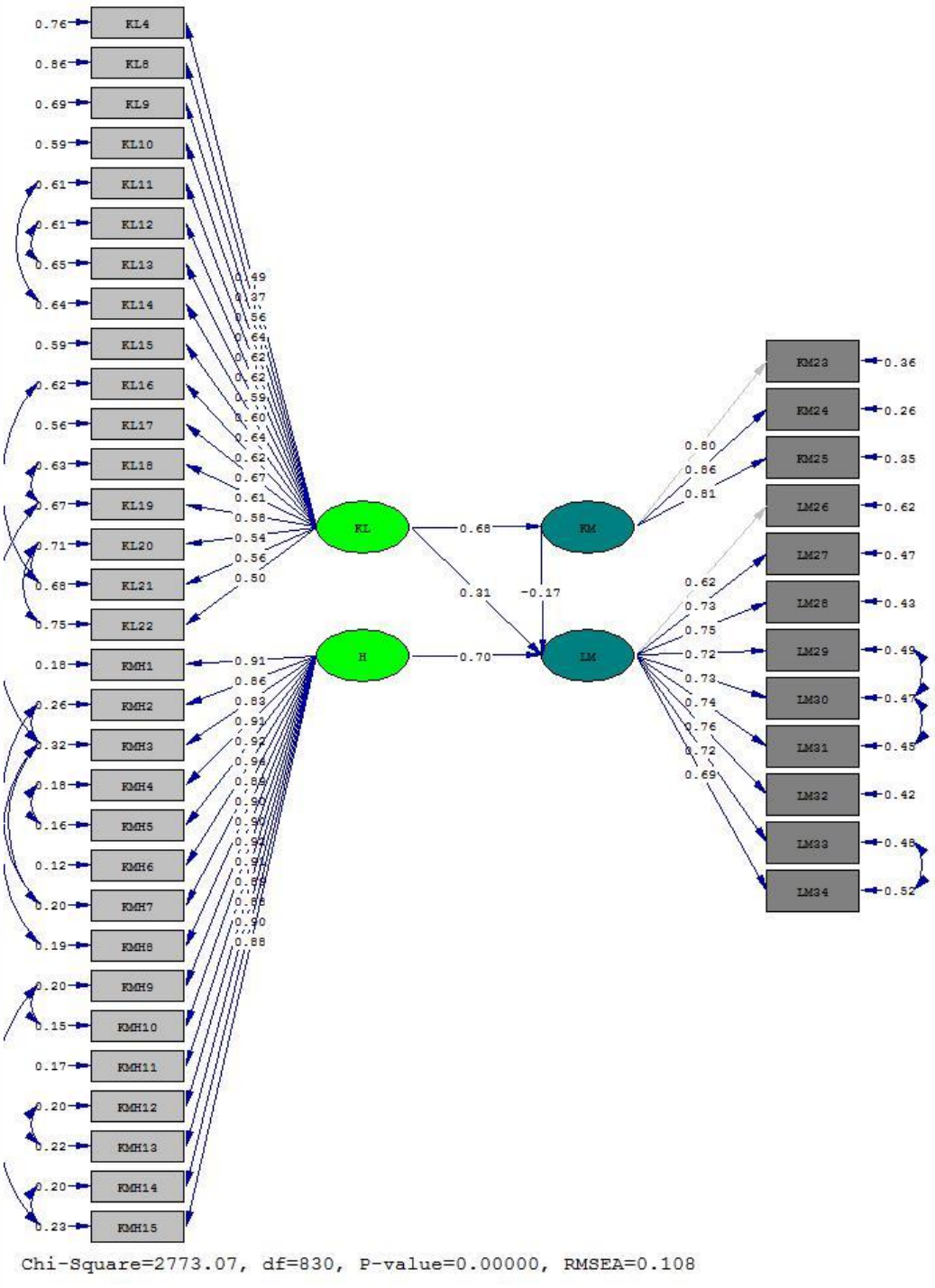
	KMH15
KMH15	0.23

Regression Matrix ETA on KSI (Standardized)

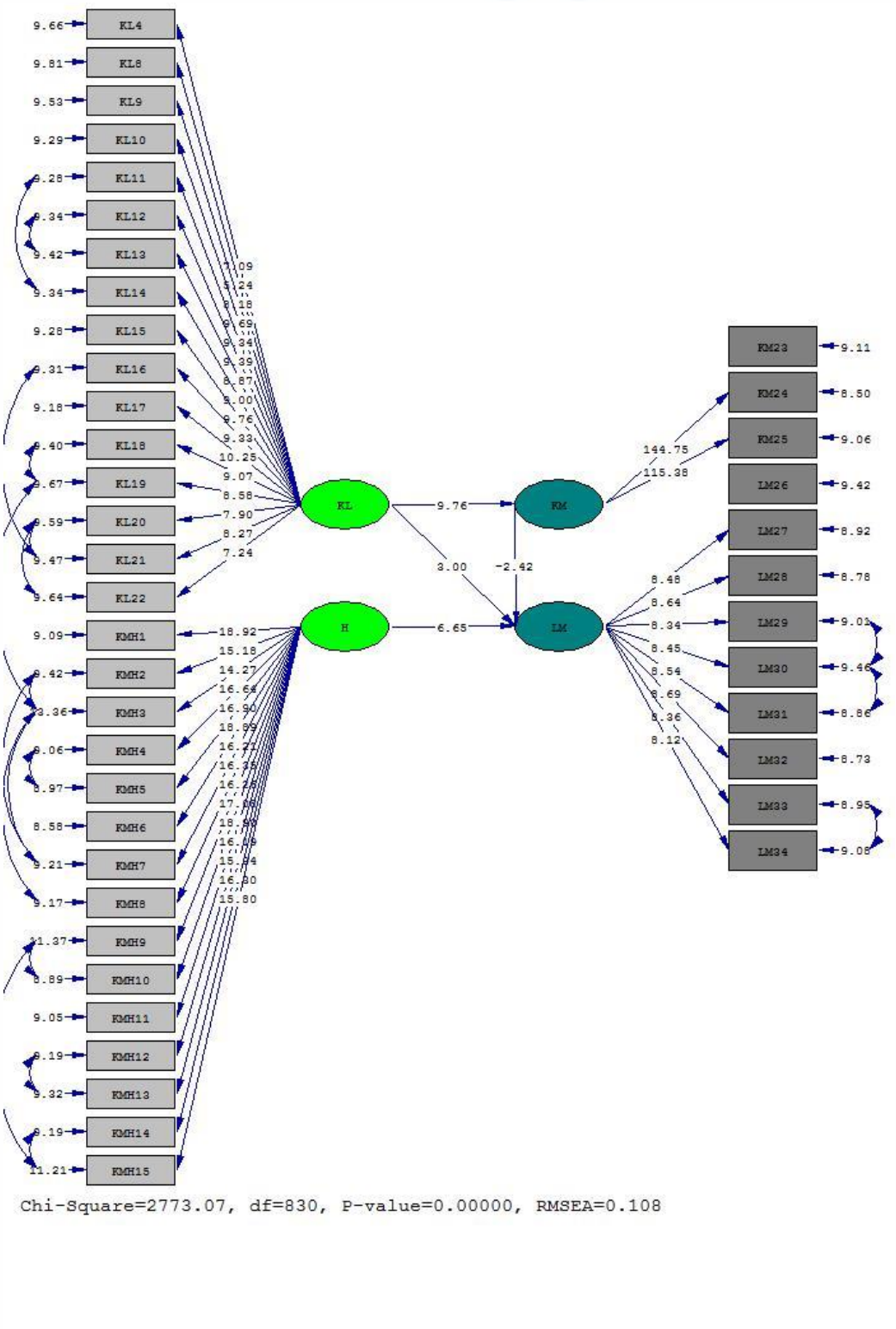
	KL	H
KM	0.68	- -
LM	0.19	0.70

Time used: 1.123 Seconds

Path Diagram Standardized Model



T-Value


KL4
KL8
KL9
KL10
KL11
KL12
KL13
KL14
KL15
KL16
KL17
KL18
KL19
KL20
KL21
KL22
KMH1
KMH2
KMH3
KMH4
KMH5
KMH6
KMH7
KMH8
KMH9
KMH10
KMH11
KMH12
KMH13
KMH14
KMH15
KL
H
KM
LM
9.76
3.00
-2.42
6.65
144.75
115.38
KM23
KM24
KM25
LM26
LM27
LM28
LM29
LM30
LM31
LM32
LM33
LM34
Chi-Square=2773.07, df=830, P-value=0.00000, RMSEA=0.108

Lampiran 5 Kuesioner

KUESIONER SURVEY MURID CAIMING MANDARIN

PENGANTAR

Saya saat ini sedang melakukan penelitian untuk tugas akhir (tesis) yang judul: "***Pengaruh Kualitas Layanan terhadap Kepuasan Murid dalam meningkatkan Loyalitas Murid dengan Moderasi Harga***".

Untuk itu dalam kesempatan ini, Saya mohon kesediaan Bapak/Ibu/Saudara/Saudari untuk membantu saya mengisi kuesioner ini. Apapun pendapat dan informasi yang Bapak/Ibu/Saudara/saudari berikan, **SAYA AKAN JAMIN KERAHASIAANNYA** dan ini semata-mata untuk kepentingan penelitian. Saya sangat menghargai pengorbanan waktu dan sumbangan pemikiran Bapak/Ibu/Saudara/saudari untuk mengisi kuesioner ini. Oleh karena itu, Saya mengucapkan terima kasih, semoga bantuan dan amal baik Bapak/Ibu/Saudara/sarudari sekalian mendapat imbalan dari Tuhan Yang Maha Esa. Amin.

Hormat Saya

Hon Liung

- **Isilah Data Dengan Lengkap dan Benar.**
- **Jawablah pertanyaan dengan melingkari angka pada jawaban yang paling menggambarkan diri anda.**
- **Jika salah melingkar, maka coretlah jawaban yang salah dan melingkar kembali jawaban yang paling menggambarkan diri anda.**

IDENTITAS SUBJEK PENELITIAN	
Nama	
Nomor Telp	
Jenis Kelamin	a. Laki-laki b. Perempuan
Usia	a. < 20 tahun b. 21 – 25 tahun c. 26 – 30 tahun d. >31 tahun
Status Kerja	a. Pelajar b. Swasta c. Pegawai Swasta d. Dll .....
Pendidikan Terakhir	a. SMA b. D3 c. S1
Pengeluaran	a. < 2 Juta b. 2,1 - 3,5 Juta c.3,6 – 5 Juta d. >5,1 Juta
Lama Les	a. < 6 bulan b. 7 – 12 bulan c. 13 – 18 bulan d. >19 bulan

Bobot	**1**	**2**	**3**	**4**	**5**
Keterangan	Sangat tidak setuju	Tidak setuju	Kurang setuju	Setuju	Sangat setuju

No.	**Operasionalisasi**	**Jawaban**				
1	Dekorasi ruang kelas Caiming menarik	1	2	3	4	5
2	Penampilan guru Caiming rapi	1	2	3	4	5
3	Tampilan ruang kelas Caiming sesuai dengan standar tempat kursus	1	2	3	4	5
4	Kelas yang dijadwalkan Caiming sesuai dengan waktu yang telah ditetapkan	1	2	3	4	5
5	Ketika anda memiliki masalah, Caiming memberi solusi yang menentramkan hati	1	2	3	4	5
6	Caiming memberikan pelayanan sesuai dengan waktu yang telah dijadwalkan	1	2	3	4	5
7	Caiming memiliki data murid yang lengkap	1	2	3	4	5
8	Caiming tidak memberikan informasi yang jelas kepada murid kapan jadwal kursus dilaksanankan (-)	1	2	3	4	5
9	Anda tidak menerima layanan secara cepat dari guru Caiming (-)	1	2	3	4	5
10	Guru Caiming tidak selalu bersedia membantu apabila murid mengalami kebingungan (-)	1	2	3	4	5
11	Guru Caiming terlalu sibuk untuk menanggapi pertanyaan murid dengan cepat (-)	1	2	3	4	5
12	Anda dapat mempercayai guru Caiming	1	2	3	4	5
13	Anda merasa aman saat melakukan transaksi pembayaran dengan karyawan Caiming	1	2	3	4	5
14	Guru Caiming bersikap sopan	1	2	3	4	5
15	Guru mendapat dukungan yang cukup dari Caiming untuk melakukan pekerjaannya	1	2	3	4	5

16	Caiming tidak memberikan perhatian khusus kepada murid (-)	1	2	3	4	5
17	Guru Caiming tidak memberikan perhatian khusus kepada murid (-)	1	2	3	4	5
18	Guru Caiming tidak memahami keinginan murid (-)	1	2	3	4	5
19	Caiming bukan pilihan utama anda (-)	1	2	3	4	5
20	Jadwal kursus Caiming tidak nyaman bagi murid (-)	1	2	3	4	5
21	Saya senang dengan cara mengajar guru Caiming	1	2	3	4	5
22	Saya puas dengan cara mengajar guru Caiming	1	2	3	4	5
23	Saya puas dengan keseluruhan pelayanan yang diberikan oleh Caiming	1	2	3	4	5
24	Apabila saya sudah selesai dilevel ini, saya akan melanjutkan level berikutnya di Caiming	1	2	3	4	5
25	Saya yakin kualitas pengajaran Caiming secara keseluruhan tidak akan menurun	1	2	3	4	5
26	Saya yakin kualitas pengajaran Caiming akan meningkat di masa mendatang	1	2	3	4	5
27	Saya tidak akan pindah ke tempat les Mandarin lain	1	2	3	4	5
28	Saya tidak akan pindah, walaupun ada tempat les mandarin yang lebih dekat dengan tempat tinggal saya	1	2	3	4	5
29	Saya tidak akan pindah, walaupun ada tempat les Mandarin lain yang lebih murah	1	2	3	4	5
30	Saya akan merekomendasikan Caiming kepada teman-teman saya yang akan belajar bahasa Mandarin	1	2	3	4	5
31	Saya akan menceritakan hal-hal baik tentang Caiming	1	2	3	4	5
32	Saya senang apabila teman-teman saya juga les di Caiming	1	2	3	4	5
33	Biaya kursus Caiming masuk akal	1	2	3	4	5
34	Caiming menawarkan harga yang tidak terlalu mahal	1	2	3	4	5
35	Kualitas pengajaran di Caiming sesuai dengan harganya	1	2	3	4	5
36	Biaya keseluruhan kursus Caiming terjangkau	1	2	3	4	5
37	Biaya bulanan kursus Caiming terjangkau	1	2	3	4	5

CURRICULUM VITAE

1. Data Pribadi

Nama	: Hon Liung
Nim	: 2014-01-073
Tempat/Tanggal Lahir	: Singkawang, 22 Juli 1990
Jenis Kelamin	: Laki-Laki
Status	: Belum menikah
Kewarganegaraan	: Indonesia
Agama	: Buddha
Alamat Rumah	: GG. Siaga II NO.20 RT/RW 010/004, Angke-Tambora, Jakarta Barat.
No Hp	: 085245270899
Email	: alung_chen88@yahoo.com

2. Riwayat Pendidikan

Pendidikan Formal :

- (2015) : Jurusan Manajemen, Universitas Esa Unggul IPK 3,15
- (2011) Lulus SMK Pratiwi Singkawang - Kalbar
- (2008) Lulus SLTP PGRI 1 Singkawang - Kalbar
- (2005) Lulus SDN 8 Singkawang - Kalbar

Pendidikan Non Formal :

- (2008) Lulus Tingkat dasar, Kursus Bahasa Mandarin Sinar-Abadi di Singkawang – Kalbar
- (2009) Lulus Tingkat Menenga, Kursus Bahasa Mandarin Sinar-Abadi di Singkawang – Kalbar
- (2014) Pelatihan Bahasa Mandarin, Beijing Chinese Language and Culture College di Beijing China
- (2014) Pelatihan Prosedur Ekspor Plus Simulasi di Jakarta