Lampiran 4
KUESIONER PENELITIAN

Dengan Hormat,

Pada saat ini, saya sedang melakukan penelitian mengenai pengaruh kualitas pelayanan terhadap niat pembelian ulang (*purchase intention*) dengan mediasi kepuasan pelanggan (studi kasus di Apotek Simas Sehat).

Berkenaan dengan hal tersebut di atas, saya sangat mengharapkan bantuan Bapak/ibu/saudara untuk berkenan memberi tanggapan berkenaan dengan pernyataan-pernyataan yang saya ajukan dalam survei ini. Agar dapat memberikan hasil yang obyektif, mohon berkenan mempelajari secara seksama setiap butir pernyataan dan memberikan tanggapan secara apa adanya sesuai dengan apa yang anda alami selama berobat di Apotek Simas Sehat.

Atas bantuan dan kesediaan meluangkan waktu untuk mengisi tanggapan atas butir-butir pernyataan ini, kami sampaikan penghargaan dan terima kasih yang sebesar-besarnya. Mudah-mudahan hasil survei ini, bermanfaat bagi pengembangan dan kemajuan Apotek Simas Sehat.

Jakarta, February 2018
Hormat Saya,

Tutri Emiya Barus

1. **Petunjuk Umum.**
   Bacalah setiap pertanyaan dengan baik dan jawablah secara seksama. Dalam soal pilihan, jawablah sesuai dengan apa yang anda yakini kebenarannya, JANGAN TAKUT MENJAWAB, karena semua jawaban akan bermanfaat bagi kita semua. Tidak ada jawaban yang benar atau salah dalam pengisian kuesioner ini.

2. **Petunjuk Khusus.**
   Berilah **tanda silang** (**X**) pada garis kontinum berskala 1 s/d 5 yang berada di sebelah kanan/bawah dari setiap pernyataan/pertanyaan sesuai dengan *tingkat kesetuju-an anda atau kondisi yang terjadi* , dimulai dari **Sangat Tidak Setuju** sampai **Sangat Setuju.**

Sangat Tidak Setuju	Tidak Setuju	Antara Setuju dan Tidak Setuju	Setuju	Sangat Setuju
1	2	3	4	5

Contoh pemberian tanda silang (X) :

	Variabel bebas (X1)	1	2	3	4	5
1	Memberikan pelayanan seperti yang dijanjikan				X	

Keterangan **:** *Pemberian tanda silang dapat dilakukan **pada bagian manapun** sepanjang garis kontinum dan **harus** dilakukan tepat pada kotak yang ada di tabel.*

Terima kasih atas kepercayaan dan kerjasamanya.

Salam,

Peneliti : **Tutri Emiya Barus**

1. Identitas & Karakteristik Responden

Dalam soal pilihan, pilihlah salah satu jawaban yang paling tepat menurut Anda dengan memberikan **tanda silang** (**X**) pada diantara tanda ( ) yang disediakan.

1	Jenis Kelamin	( ) Laki-Laki	( ) Perempuan
2	Usia Responden	( ) 35 Tahun kebawah	( ) 35 Tahun keatas
3	Pendidikan Terakhir	( ) SD ( ) SMP ( ) SMA	( ) Diploma ( ) S1 ( ) S2/S3
4	Lama berobat di Apotek Simas Sehat	( ) Kurang dari 3 tahun	( ) Lebih dari 3 tahun

2. Variabel Kualitas Pelayanan (X_1)

Berilah **tanda silang** (**X**) pada garis kontinum berskala 1 s/d 5 yang berada di sebelah kanan/bawah dari setiap pernyataan/pertanyaan sesuai dengan *tingkat kesetuju-an anda atau kondisi yang terjadi* , dimulai dari **Sangat Tidak Setuju** sampai **Sangat Setuju.**

No	Pernyataan	5	4	3	2	1
1.	Memberikan pelayanan seperti yang dijanjikan					
2.	Pelayanan yang diberikan dapat diandalkan					
3.	Memberikan pelayanan pada saat dibutuhkan					
4.	Pelayanan sesuai waktu yang dijanjikan					
5.	Memberikan pelayanan tanpa kesalahan					
6.	Karyawan menguasai bidang pekerjaannya					
7.	Menyampaikan informasi					
8.	Menawarkan pelayanan					
9.	Kesungguhan dalam melayani					
10.	Kesiapan dalam melayani					
11.	Karyawan yang dapat dipercaya					
12.	Membuat pelanggan merasa aman dalam bertransaksi					
13.	Karyawan yang sopan					
14.	Perhatian secara pribadi kepada pelanggan					
15.	Teliti dalam melayani pelanggan					
16.	Perhatian yang tulus kepada pelanggan					
17.	Mengerti kebutuhan pelanggan					
18.	Pilihan waktu pelayanan yang tepat					
19.	Peralatan pelayanan					
20.	Fasilitas pelayanan					
21.	Kerapihan karyawan					
22.	Material yang digunakan					

3. Kepuasan Pelanggan (Y_1)

Berilah **tanda silang** (**X**) pada garis kontinum berskala 1 s/d 5 yang berada di sebelah kanan/bawah dari setiap pernyataan/pertanyaan sesuai dengan *tingkat kesetuju-an anda atau kondisi yang terjadi* , dimulai dari **Sangat Tidak Setuju** sampai **Sangat Setuju.**

No	Pernyataan	5	4	3	2	1
1.	Karyawan menunjukkan sikap jujur pada saat memberikan pelayanan					
2.	Pada saat memberikan pelayanan, karyawan menunjukkan sikap penuh hormat kepada pelanggan					
3.	Kemudahan dalam mengakses lokasi					
4.	Karyawan memberikan pelayanan dengan tepat waktu					
5.	Karyawan memberikan pelayanan seperti yang telah dijanjikan					
6.	Penanganan keluhan yang dilakukan oleh karyawan sesuai dengan yang diharapkan oleh pelanggan					
7.	Karyawan mampu memecahkan masalah yang dialami oleh pelanggan dengan baik					
8.	Karyawan memperlakukan seperti raja					
9.	Karyawan melayani pelanggan dengan kesungguhan hati (sopan, ramah, dll)					
10.	Tariff yang diberikan sesuai dengan kualitas jasa					
11.	Peralatan yang digunakan oleh saat memberikan pelayanan kepada pelanggan sesuai dengan kebutuhan					
12.	Kualitas jasa yang diberikan sesuai dengan yang diharapkan oleh pelanggan					

4. Niat Pembelian Ulang (Y_2)

Berilah **tanda silang** (**X**) pada garis kontinum berskala 1 s/d 5 yang berada di sebelah kanan/bawah dari setiap pernyataan/pertanyaan sesuai dengan *tingkat kesetuju-an anda atau kondisi yang terjadi* , dimulai dari **Sangat Tidak Setuju** sampai **Sangat Setuju.**

No	Pernyataan	5	4	3	2	1
1.	Membeli jasa karena karena sesuai dengan apa yang diharapkan					
2.	Membeli jasa karena sudah mengetahui keunggulan produk tersebut					
3.	Mengetahui manfaat sehingga merasa tertarik untuk membeli kembali produk tersebut					
4.	Kembali membeli karena mempunyai ketertarikan pada citra merek yang ditampilkan					
5.	Melakukan pembelian ulang karena mempunyai ketertarikan dalam memilih produk					
6.	Melakukan pembelian ulang karena adaya kesesuain harga dengan produk					
7.	Melakukan pembelian ulang karena pelayanan pada saat melakukan pembelian sesuai dengan harapan					
8.	Membeli kembali produk karena kemudahan untuk mendapatkan produk					
9.	Ketersediaan jika ingin melakukan pembelian ulang					
10.	Memiliki kesesuaian dengan kebutuhan					
11.	Melakukan pembelian ulang karena keuntungan yang dirasakan pada saat mengkonsumsinya					
12.	Melakukan pembelian karena sesuai dengan kebutuhan					
13.	Melakukan pembelian ulang karena kemudahan dalam menyampaikan berbagai macam keluhan					
14.	Melakukan pembayaran secara tunai (*cash*) dalam membeli jasa					
15.	Melakukan pembayaran secara kredit (*credit card*) dalam membeli jasa					

TERIMA KASIH

Lampiran 1
Output Pretest

Output Kualitas Pelayanan

1. Kualitas Pelayanan Dimensi Reliabel

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.740
Bartlett's Test of Sphericity	Approx. Chi-Square	121.389
	df	15
	Sig.	.000

Anti-image Matrices

		KP1	KP2	KP3	KP4	KP5	KP6
Anti-image Covariance	KP1	.320	.017	-.191	.044	-.053	-.098
	KP2	.017	.175	.009	-.084	-.125	-.097
	KP3	-.191	.009	.368	-.151	-.103	.086
	KP4	.044	-.084	-.151	.353	.150	-.103
	KP5	-.053	-.125	-.103	.150	.293	-.011
	KP6	-.098	-.097	.086	-.103	-.011	.206
Anti-image Correlation	KP1	.792[a]	.070	-.556	.131	-.172	-.380
	KP2	.070	.770[a]	.036	-.337	-.555	-.514
	KP3	-.556	.036	.688[a]	-.420	-.315	.311
	KP4	.131	-.337	-.420	.675[a]	.466	-.383
	KP5	-.172	-.555	-.315	.466	.727[a]	-.046
	KP6	-.380	-.514	.311	-.383	-.046	.765[a]

a. Measures of Sampling Adequacy(MSA)

Component Matrix[a]

	Component
	1
KP1	.835
KP2	.901
KP3	.747
KP4	.717
KP5	.796
KP6	.869

Extraction Method: Principal Component Analysis.
a. 1 components extracted.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.891	.896	6

2. Kualitas Pelayanan Dimensi Responsiveness

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.673
Bartlett's Test of Sphericity	Approx. Chi-Square	13.797
	df	6
	Sig.	.032

Anti-image Matrices

		KP7	KP8	KP9	KP10
Anti-image Covariance	KP7	.723	-.302	-.073	-.122
	KP8	-.302	.695	-.127	-.157
	KP9	-.073	-.127	.919	-.064
	KP10	-.122	-.157	-.064	.864
Anti-image Correlation	KP7	.644[a]	-.426	-.090	-.154
	KP8	-.426	.632[a]	-.158	-.203
	KP9	-.090	-.158	.784[a]	-.072
	KP10	-.154	-.203	-.072	.761[a]

a. Measures of Sampling Adequacy(MSA)

Component Matrix[a]

	Component 1
KP7	.771
KP8	.801
KP9	.522
KP10	.634

Extraction Method: Principal Component Analysis.
a. 1 components extracted.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.605	.624	4

3. Kualiatas Pelayanan Dimensi Assurance

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.691
Bartlett's Test of Sphericity	Approx. Chi-Square	37.310
	df	3
	Sig.	.000

Anti-image Matrices

		KP11	KP12	KP13
Anti-image Covariance	KP11	.373	-.249	-.136
	KP12	-.249	.385	-.110
	KP13	-.136	-.110	.625
Anti-image Correlation	KP11	.647[a]	-.658	-.281
	KP12	-.658	.655[a]	-.225
	KP13	-.281	-.225	.837[a]

a. Measures of Sampling Adequacy(MSA)

Component Matrix[a]

	Component
	1
KP11	.907
KP12	.900
KP13	.809

Extraction Method: Principal Component Analysis.
a. 1 components extracted.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.839	.843	3

4. Kualitas Pelayanan Dimensi Empathy

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.782
Bartlett's Test of Sphericity	Approx. Chi-Square	58.176
	df	10
	Sig.	.000

Anti-image Matrices

		KP14	KP15	KP16	KP17	KP18
Anti-image Covariance	KP14	.394	-.058	-.214	-.005	-.023
	KP15	-.058	.401	-.137	-.101	-.202
	KP16	-.214	-.137	.327	-.057	.021
	KP17	-.005	-.101	-.057	.774	-.083
	KP18	-.023	-.202	.021	-.083	.694
Anti-image Correlation	KP14	.764[a]	-.146	-.595	-.009	-.044
	KP15	-.146	.798[a]	-.379	-.182	-.382
	KP16	-.595	-.379	.729[a]	-.113	.043
	KP17	-.009	-.182	-.113	.909[a]	-.114
	KP18	-.044	-.382	.043	-.114	.805[a]

a. Measures of Sampling Adequacy(MSA)

Component Matrix[a]

	Component 1
KP14	.827
KP15	.872
KP16	.867
KP17	.618
KP18	.649

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.822	.827	5

5. Kualitas Pelayanan Dimensi Tangible

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.633
Bartlett's Test of Sphericity	Approx. Chi-Square	41.604
	df	6
	Sig.	.000

Anti-image Matrices

		KP19	KP20	KP21	KP22
Anti-image Covariance	KP19	.427	-.274	-.110	.123
	KP20	-.274	.398	-.075	-.105
	KP21	-.110	-.075	.533	-.292
	KP22	.123	-.105	-.292	.654
Anti-image Correlation	KP19	.588[a]	-.666	-.231	.233
	KP20	-.666	.647[a]	-.163	-.206
	KP21	-.231	-.163	.713[a]	-.494
	KP22	.233	-.206	-.494	.568[a]

a. Measures of Sampling Adequacy(MSA)

Component Matrix[a]

	Component 1
KP19	.788
KP20	.863
KP21	.822
KP22	.617

Extraction Method: Principal Component Analysis.
a. 1 components extracted.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.772	.777	4

Output Kepuasan

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.765
Bartlett's Test of Sphericity	Approx. Chi-Square	238.266
	df	66
	Sig.	.000

Anti-image Matrices

		Kep1	Kep2	Kep3	Kep4	Kep5	Kep6	Kep7	Kep8	Kep9	Kep10	Kep11	Kep12
Anti-image Covariance	Kep1	.364	.012	.126	-.042	-.076	-.051	.021	.077	.002	-.131	-.099	.066
	Kep2	.012	.293	-.021	-.032	.018	-.063	.027	.029	-.090	.002	.026	-.067
	Kep3	.126	-.021	.368	.062	-.082	-.116	.052	.135	-.001	-.159	-.009	.024
	Kep4	-.042	-.032	.062	.531	.008	.068	-.034	.002	-.032	-.097	.021	-.054
	Kep5	-.076	.018	-.082	.008	.138	.008	-.021	-.052	-.087	.049	.052	-.068
	Kep6	-.051	-.063	-.116	.068	.008	.259	-.180	-.038	.052	-.067	-.062	.045
	Kep7	.021	.027	.052	-.034	-.021	-.180	.317	-.046	-.049	.102	.038	-.042
	Kep8	.077	.029	.135	.002	-.052	-.038	-.046	.414	-.036	-.143	-.059	.046
	Kep9	.002	-.090	-.001	-.032	-.087	.052	-.049	-.036	.149	-.032	-.054	.061
	Kep10	-.131	.002	-.159	-.097	.049	-.067	.102	-.143	-.032	.302	.080	-.064
	Kep11	-.099	.026	-.009	.021	.052	-.062	.038	-.059	-.054	.080	.142	-.106
	Kep12	.066	-.067	.024	-.054	-.068	.045	-.042	.046	.061	-.064	-.106	.125
Anti-image Correlation	Kep1	.782[a]	.038	.345	-.095	-.340	-.166	.063	.197	.011	-.395	-.433	.310
	Kep2	.038	.899[a]	-.063	-.082	.089	-.227	.087	.085	-.429	.005	.126	-.351
	Kep3	.345	-.063	.639[a]	.141	-.362	-.374	.151	.346	-.005	-.476	-.040	.111
	Kep4	-.095	-.082	.141	.905[a]	.031	.184	-.084	.005	-.114	-.243	.077	-.210
	Kep5	-.340	.089	-.362	.031	.785[a]	.043	-.102	-.217	-.605	.238	.369	-.516
	Kep6	-.166	-.227	-.374	.184	.043	.728[a]	-.626	-.116	.267	-.241	-.322	.250
	Kep7	.063	.087	.151	-.084	-.102	-.626	.789[a]	-.128	-.225	.329	.181	-.211
	Kep8	.197	.085	.346	.005	-.217	-.116	-.128	.830[a]	-.144	-.404	-.243	.204

	Kep9	.011	-.429	-.005	-.114	-.605	.267	-.225	-.144	.792[a]	-.150	-.370	.446
	Kep10	-.395	.005	-.476	-.243	.238	-.241	.329	-.404	-.150	.670[a]	.385	-.329
	Kep11	-.433	.126	-.040	.077	.369	-.322	.181	-.243	-.370	.385	.706[a]	-.791
	Kep12	.310	-.351	.111	-.210	-.516	.250	-.211	.204	.446	-.329	-.791	.686[a]

a. Measures of Sampling Adequacy(MSA)

Component Matrix[a]

	Component		
	1	2	3
Kep1	.723	-.099	.059
Kep2	.830	-.013	.092
Kep3	.489	.762	.127
Kep4	.603	-.331	.517
Kep5	.882	-.041	.035
Kep6	.686	.410	-.442
Kep7	.701	-.067	-.552
Kep8	.706	-.054	-.128
Kep9	.870	-.082	.039
Kep10	.641	.479	.423
Kep11	.805	-.313	-.134
Kep12	.811	-.288	.073

Extraction Method: Principal Component Analysis.

a. 3 components extracted.

Output Kepuasan Literasi 1

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.790
Bartlett's Test of Sphericity	Approx. Chi-Square	212.188
	df	55
	Sig.	.000

Anti-image Matrices

		Kep1	Kep2	Kep3	Kep4	Kep5	Kep6	Kep7	Kep8	Kep9	Kep11	Kep12
Anti-image Covariance	Kep1	.431	.015	.088	-.106	-.069	-.101	.087	.021	-.014	-.089	.051
	Kep2	.015	.293	-.026	-.034	.019	-.066	.029	.036	-.092	.030	-.075
	Kep3	.088	-.026	.476	.015	-.077	-.207	.153	.093	-.024	.050	-.014
	Kep4	-.106	-.034	.015	.564	.027	.053	-.002	-.056	-.046	.059	-.089
	Kep5	-.069	.019	-.077	.027	.146	.021	-.045	-.036	-.088	.048	-.068
	Kep6	-.101	-.066	-.207	.053	.021	.275	-.187	-.089	.049	-.055	.037
	Kep7	.087	.029	.153	-.002	-.045	-.187	.356	.003	-.044	.015	-.026
	Kep8	.021	.036	.093	-.056	-.036	-.089	.003	.495	-.062	-.030	.022
	Kep9	-.014	-.092	-.024	-.046	-.088	.049	-.044	-.062	.152	-.055	.062
	Kep11	-.089	.030	.050	.059	.048	-.055	.015	-.030	-.055	.167	-.117
	Kep12	.051	-.075	-.014	-.089	-.068	.037	-.026	.022	.062	-.117	.141
Anti-image Correlation	Kep1	.844[a]	.043	.195	-.215	-.276	-.293	.222	.045	-.054	-.332	.207
	Kep2	.043	.886[a]	-.069	-.083	.090	-.233	.091	.095	-.433	.134	-.370
	Kep3	.195	-.069	.611[a]	.029	-.291	-.573	.371	.191	-.088	.177	-.055
	Kep4	-.215	-.083	.029	.872[a]	.094	.134	-.004	-.105	-.157	.191	-.317
	Kep5	-.276	.090	-.291	.094	.811[a]	.106	-.197	-.136	-.593	.310	-.478
	Kep6	-.293	-.233	-.573	.134	.106	.685[a]	-.597	-.240	.240	-.255	.186
	Kep7	.222	.091	.371	-.004	-.197	-.597	.800[a]	.006	-.187	.062	-.115
	Kep8	.045	.095	.191	-.105	-.136	-.240	.006	.920[a]	-.226	-.103	.082
	Kep9	-.054	-.433	-.088	-.157	-.593	.240	-.187	-.226	.790[a]	-.342	.424
	Kep11	-.332	.134	.177	.191	.310	-.255	.062	-.103	-.342	.760[a]	-.762
	Kep12	.207	-.370	-.055	-.317	-.478	.186	-.115	.082	.424	-.762	.718[a]

a. Measures of Sampling Adequacy(MSA)

Component Matrix[a]

	Component	
	1	2
Kep1	.717	-.132
Kep2	.831	-.002
Kep3	.452	.668
Kep4	.597	-.512
Kep5	.888	-.004
Kep6	.678	.563
Kep7	.727	.211
Kep8	.701	-.021
Kep9	.875	-.053

Kep11	.825	-.197
Kep12	.822	-.252

Extraction Method: Principal Component Analysis.

a. 2 components extracted.

Output Kepuasan Literasi 2

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.817
Bartlett's Test of Sphericity	Approx. Chi-Square	183.034
	df	45
	Sig.	.000

Anti-image Matrices

		Kep1	Kep2	Kep3	Kep4	Kep5	Kep7	Kep8	Kep9	Kep11	Kep12
Anti-image Covariance	Kep1	.472	-.010	.020	-.096	-.068	.032	-.014	.005	-.128	.073
	Kep2	-.010	.310	-.119	-.023	.025	-.025	.017	-.089	.019	-.073
	Kep3	.020	-.119	.709	.083	-.092	.028	.041	.021	.014	.021
	Kep4	-.096	-.023	.083	.575	.024	.053	-.042	-.060	.075	-.101
	Kep5	-.068	.025	-.092	.024	.148	-.048	-.032	-.099	.057	-.075
	Kep7	.032	-.025	.028	.053	-.048	.553	-.095	-.017	-.037	-.002
	Kep8	-.014	.017	.041	-.042	-.032	-.095	.526	-.052	-.054	.037
	Kep9	.005	-.089	.021	-.060	-.099	-.017	-.052	.162	-.051	.061
	Kep11	-.128	.019	.014	.075	.057	-.037	-.054	-.051	.179	-.121
	Kep12	.073	-.073	.021	-.101	-.075	-.002	.037	.061	-.121	.146
Anti-image Correlation	Kep1	.854[a]	-.027	.035	-.185	-.257	.062	-.028	.018	-.440	.278
	Kep2	-.027	.894[a]	-.253	-.054	.119	-.061	.041	-.400	.079	-.342
	Kep3	.035	-.253	.814[a]	.130	-.283	.045	.066	.062	.039	.064
	Kep4	-.185	-.054	.130	.853[a]	.081	.095	-.076	-.197	.235	-.351
	Kep5	-.257	.119	-.283	.081	.788[a]	-.167	-.114	-.641	.351	-.509
	Kep7	.062	-.061	.045	.095	-.167	.958[a]	-.176	-.057	-.117	-.005
	Kep8	-.028	.041	.066	-.076	-.114	-.176	.939[a]	-.179	-.175	.133
	Kep9	.018	-.400	.062	-.197	-.641	-.057	-.179	.801[a]	-.299	.398
	Kep11	-.440	.079	.039	.235	.351	-.117	-.175	-.299	.743[a]	-.752
	Kep12	.278	-.342	.064	-.351	-.509	-.005	.133	.398	-.752	.708[a]

a. Measures of Sampling Adequacy(MSA)

Component Matrix[a]

	Component	
	1	2
Kep1	.715	-.200
Kep2	.835	.157
Kep3	.419	.846
Kep4	.630	-.299
Kep5	.900	.163
Kep7	.701	.025
Kep8	.698	-.108
Kep9	.889	.097
Kep11	.827	-.250
Kep12	.839	-.147

Extraction Method: Principal Component Analysis.

a. 2 components extracted.

Output Kepuasan Literasi 3

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.815
Bartlett's Test of Sphericity	Approx. Chi-Square	176.821
	df	36
	Sig.	.000

Anti-image Matrices

		Kep1	Kep2	Kep4	Kep5	Kep7	Kep8	Kep9	Kep11	Kep12
Anti-image Covariance	Kep1	.472	-.007	-.101	-.071	.031	-.015	.004	-.128	.073
	Kep2	-.007	.331	-.009	.012	-.022	.025	-.092	.022	-.074
	Kep4	-.101	-.009	.585	.038	.051	-.048	-.064	.075	-.106
	Kep5	-.071	.012	.038	.161	-.048	-.029	-.105	.064	-.079
	Kep7	.031	-.022	.051	-.048	.554	-.097	-.018	-.037	-.002
	Kep8	-.015	.025	-.048	-.029	-.097	.528	-.054	-.055	.036
	Kep9	.004	-.092	-.064	-.105	-.018	-.054	.162	-.052	.061
	Kep11	-.128	.022	.075	.064	-.037	-.055	-.052	.179	-.122

	Kep12	.073	-.074	-.106	-.079	-.002	.036	.061	-.122	.146
Anti-image Correlation	Kep1	.852[a]	-.019	-.192	-.258	.061	-.030	.016	-.442	.277
	Kep2	-.019	.911[a]	-.021	.051	-.052	.060	-.398	.092	-.337
	Kep4	-.192	-.021	.851[a]	.124	.090	-.086	-.207	.232	-.363
	Kep5	-.258	.051	.124	.787[a]	-.161	-.099	-.651	.377	-.513
	Kep7	.061	-.052	.090	-.161	.958[a]	-.179	-.060	-.119	-.008
	Kep8	-.030	.060	-.086	-.099	-.179	.939[a]	-.184	-.178	.129
	Kep9	.016	-.398	-.207	-.651	-.060	-.184	.792[a]	-.302	.396
	Kep11	-.442	.092	.232	.377	-.119	-.178	-.302	.735[a]	-.757
	Kep12	.277	-.337	-.363	-.513	-.008	.129	.396	-.757	.702[a]

a. Measures of Sampling Adequacy(MSA)

Component Matrix[a]

	Component
	1
Kep1	.721
Kep2	.826
Kep4	.640
Kep5	.891
Kep7	.703
Kep8	.705
Kep9	.886
Kep11	.837
Kep12	.843

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.916	.922	9

Output Niat Pembelian Ulang

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.735
Bartlett's Test of Sphericity	Approx. Chi-Square	496.904
	df	105
	Sig.	.000

Anti-image Matrices

		NPU1	NPU2	NPU3	NPU4	NPU5	NPU6	NPU7	NPU8	NPU9	NPU10	NPU11	NPU12	NPU13	NPU 14	NPU 15
Anti-image Covariance	NPU1	.195	.046	-.012	-.028	.032	.035	-.043	-.025	.040	-.046	-.041	-.033	.036	.058	-.002
	NPU2	.046	.147	-.003	.033	-.001	.001	-.003	-.034	.005	-.048	-.014	-.005	-.003	.008	.006
	NPU3	-.012	-.003	.062	-.030	-.041	.016	-.013	-.067	-.011	.030	.009	.018	-.044	-.014	-.004
	NPU4	-.028	.033	-.030	.123	-.003	-.023	.030	.007	-.009	-.031	-.008	.009	-.002	-.038	-.004
	NPU5	.032	-.001	-.041	-.003	.065	-.016	.005	.055	.031	-.034	-.033	-.035	.050	.047	-.064
	NPU6	.035	.001	.016	-.023	-.016	.054	-.039	-.037	-.007	.009	.007	.016	-.020	-.029	-.007
	NPU7	-.043	-.003	-.013	.030	.005	-.039	.040	.024	-.005	-.002	-.004	-.005	.006	.005	.003
	NPU8	-.025	-.034	-.067	.007	.055	-.037	.024	.180	.011	-.016	-.017	-.029	.060	.025	-.035
	NPU9	.040	.005	-.011	-.009	.031	-.007	-.005	.011	.035	-.024	-.033	-.029	.033	.052	-.034
	NPU10	-.046	-.048	.030	-.031	-.034	.009	-.002	-.016	-.024	.053	.026	.024	-.039	-.037	.010
	NPU11	-.041	-.014	.009	-.008	-.033	.007	-.004	-.017	-.033	.026	.061	.022	-.029	-.034	.074
	NPU12	-.033	-.005	.018	.009	-.035	.016	-.005	-.029	-.029	.024	.022	.037	-.040	-.063	.023
	NPU13	.036	-.003	-.044	-.002	.050	-.020	.006	.060	.033	-.039	-.029	-.040	.072	.064	-.017
	NPU14	.058	.008	-.014	-.038	.047	-.029	.005	.025	.052	-.037	-.034	-.063	.064	.151	.008
	NPU15	-.002	.006	-.004	-.004	-.064	-.007	.003	-.035	-.034	.010	.074	.023	-.017	.008	.426
Anti-image Correlation	NPU1	.759[a]	.274	-.105	-.182	.284	.343	-.487	-.131	.487	-.457	-.380	-.388	.305	.335	-.006
	NPU2	.274	.925[a]	-.035	.249	-.011	.010	-.036	-.209	.065	-.543	-.149	-.066	-.031	.052	.024
	NPU3	-.105	-.035	.768[a]	-.347	-.644	.278	-.253	-.635	-.238	.523	.151	.384	-.658	-.140	-.025
	NPU4	-.182	.249	-.347	.890[a]	-.031	-.283	.427	.044	-.138	-.383	-.098	.135	-.018	-.282	-.018
	NPU5	.284	-.011	-.644	-.031	.660[a]	-.272	.093	.504	.652	-.576	-.525	-.712	.728	.472	-.382
	NPU6	.343	.010	.278	-.283	-.272	.808[a]	-.837	-.376	-.154	.160	.130	.362	-.327	-.325	-.047
	NPU7	-.487	-.036	-.253	.427	.093	-.837	.838[a]	.277	-.134	-.042	-.089	-.133	.116	.066	.022
	NPU8	-.131	-.209	-.635	.044	.504	-.376	.277	.782[a]	.142	-.167	-.159	-.357	.527	.150	-.128
	NPU9	.487	.065	-.238	-.138	.652	-.154	-.134	.142	.670[a]	-.561	-.717	-.793	.657	.712	-.278
	NPU10	-.457	-.543	.523	-.383	-.576	.160	-.042	-.167	-.561	.704[a]	.459	.537	-.636	-.416	.068
	NPU11	-.380	-.149	.151	-.098	-.525	.130	-.089	-.159	-.717	.459	.783[a]	.461	-.438	-.355	.461
	NPU12	-.388	-.066	.384	.135	-.712	.362	-.133	-.357	-.793	.537	.461	.651[a]	-.763	-.843	.181

NPU13	.305	-.031	-.658	-.018	.728	-.327	.116	.527	.657	-.636	-.438	-.763	.622[a]	.614	-.095
NPU14	.335	.052	-.140	-.282	.472	-.325	.066	.150	.712	-.416	-.355	-.843	.614	.391[a]	.033
NPU15	-.006	.024	-.025	-.018	-.382	-.047	.022	-.128	-.278	.068	.461	.181	-.095	.033	.676[a]

a. Measures of Sampling Adequacy(MSA)

Component Matrix[a]

	Component	
	1	2
NPU1	.752	-.255
NPU2	.861	.089
NPU3	.884	.232
NPU4	.842	.097
NPU5	.858	.220
NPU6	.885	.030
NPU7	.893	-.075
NPU8	.784	-.055
NPU9	.877	-.063
NPU10	.863	.096
NPU11	.909	-.143
NPU12	.873	-.314
NPU13	.816	.111
NPU14	.415	-.608
NPU15	.316	.827

Extraction Method: Principal Component Analysis.

a. 2 components extracted.

Niat Pembelian Ulang Literasi 1

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.784
Bartlett's Test of Sphericity	Approx. Chi-Square	459.695
	df	91
	Sig.	.000

Anti-image Matrices

		NPU1	NPU2	NPU3	NPU4	NPU5	NPU6	NPU7	NPU8	NPU9	NPU10	NPU11	NPU12	NPU13	NPU15
Anti-image Covariance	NPU1	.219	.049	-.007	-.017	.021	.058	-.051	-.039	.047	-.044	-.037	-.035	.021	-.005
	NPU2	.049	.147	-.003	.038	-.004	.003	-.003	-.036	.004	-.056	-.014	-.006	-.010	.006
	NPU3	-.007	-.003	.064	-.037	-.048	.015	-.013	-.068	-.013	.033	.007	.045	-.063	-.003
	NPU4	-.017	.038	-.037	.133	.013	-.037	.034	.014	.009	-.053	-.021	-.026	.025	-.002
	NPU5	.021	-.004	-.048	.013	.084	-.010	.004	.062	.040	-.035	-.033	-.069	.062	-.085
	NPU6	.058	.003	.015	-.037	-.010	.060	-.043	-.037	.008	.002	.001	.015	-.014	-.006
	NPU7	-.051	-.003	-.013	.034	.004	-.043	.040	.023	-.014	-.001	-.004	-.010	.007	.003
	NPU8	-.039	-.036	-.068	.014	.062	-.037	.023	.184	.006	-.013	-.013	-.067	.081	-.038
	NPU9	.047	.004	-.013	.009	.040	.008	-.014	.006	.072	-.028	-.050	-.049	.036	-.075
	NPU10	-.044	-.056	.033	-.053	-.035	.002	-.001	-.013	-.028	.064	.024	.034	-.046	.015
	NPU11	-.037	-.014	.007	-.021	-.033	.001	-.004	-.013	-.050	.024	.070	.030	-.027	.087
	NPU12	-.035	-.006	.045	-.026	-.069	.015	-.010	-.067	-.049	.034	.030	.129	-.071	.091
	NPU13	.021	-.010	-.063	.025	.062	-.014	.007	.081	.036	-.046	-.027	-.071	.116	-.032
	NPU15	-.005	.006	-.003	-.002	-.085	-.006	.003	-.038	-.075	.015	.087	.091	-.032	.427
Anti-image Correlation	NPU1	.806[a]	.273	-.063	-.097	.152	.507	-.542	-.195	.376	-.371	-.297	-.208	.133	-.018
	NPU2	.273	.918[a]	-.028	.275	-.040	.029	-.040	-.219	.040	-.574	-.140	-.040	-.080	.022
	NPU3	-.063	-.028	.751[a]	-.407	-.662	.248	-.247	-.627	-.199	.516	.109	.498	-.732	-.021
	NPU4	-.097	.275	-.407	.840[a]	.121	-.413	.466	.091	.093	-.573	-.220	-.199	.205	-.009
	NPU5	.152	-.040	-.662	.121	.717[a]	-.142	.070	.497	.511	-.474	-.433	-.663	.631	-.451
	NPU6	.507	.029	.248	-.413	-.142	.820[a]	-.864	-.350	.117	.028	.017	.173	-.170	-.038
	NPU7	-.542	-.040	-.247	.466	.070	-.864	.820[a]	.271	-.259	-.016	-.070	-.144	.096	.020
	NPU8	-.195	-.219	-.627	.091	.497	-.350	.271	.776[a]	.051	-.116	-.115	-.435	.558	-.134
	NPU9	.376	.040	-.199	.093	.511	.117	-.259	.051	.785[a]	-.415	-.707	-.510	.396	-.431
	NPU10	-.371	-.574	.516	-.573	-.474	.028	-.016	-.116	-.415	.756[a]	.366	.380	-.530	.090
	NPU11	-.297	-.140	.109	-.220	-.433	.017	-.070	-.115	-.707	.366	.829[a]	.322	-.299	.506
	NPU12	-.208	-.040	.498	-.199	-.663	.173	-.144	-.435	-.510	.380	.322	.757[a]	-.579	.389
	NPU13	.133	-.080	-.732	.205	.631	-.170	.096	.558	.396	-.530	-.299	-.579	.716[a]	-.146
	NPU15	-.018	.022	-.021	-.009	-.451	-.038	.020	-.134	-.431	.090	.506	.389	-.146	.548[a]

a. Measures of Sampling Adequacy(MSA)

Component Matrix[a]

	Component	
	1	2
NPU1	.750	-.330
NPU2	.862	.108
NPU3	.890	.170
NPU4	.837	.216

NPU5	.858	.286
NPU6	.885	-.025
NPU7	.895	-.201
NPU8	.784	-.130
NPU9	.881	-.209
NPU10	.862	.175
NPU11	.911	-.258
NPU12	.861	-.247
NPU13	.820	.108
NPU15	.330	.829

Extraction Method: Principal Component Analysis.

a. 2 components extracted.

Niat Pembelian Ulang Literasi 2

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.797
Bartlett's Test of Sphericity	Approx. Chi-Square	445.913
	df	78
	Sig.	.000

Anti-image Matrices

		NPU1	NPU2	NPU3	NPU4	NPU5	NPU6	NPU7	NPU8	NPU9	NPU10	NPU11	NPU12	NPU13
Anti-image Covariance	NPU1	.219	.049	-.007	-.017	.025	.058	-.051	-.040	.057	-.044	-.048	-.040	.021
	NPU2	.049	.147	-.003	.039	-.004	.003	-.003	-.036	.006	-.056	-.021	-.008	-.010
	NPU3	-.007	-.003	.064	-.038	-.062	.015	-.013	-.070	-.017	.033	.011	.054	-.065
	NPU4	-.017	.039	-.038	.133	.016	-.037	.034	.014	.011	-.053	-.028	-.030	.026
	NPU5	.025	-.004	-.062	.016	.106	-.014	.006	.069	.038	-.040	-.026	-.075	.071
	NPU6	.058	.003	.015	-.037	-.014	.061	-.043	-.038	.008	.002	.003	.020	-.015
	NPU7	-.051	-.003	-.013	.034	.006	-.043	.040	.024	-.017	-.001	-.006	-.013	.007
	NPU8	-.040	-.036	-.070	.014	.069	-.038	.024	.188	-.001	-.012	-.007	-.071	.082
	NPU9	.057	.006	-.017	.011	.038	.008	-.017	-.001	.088	-.031	-.057	-.047	.038
	NPU10	-.044	-.056	.033	-.053	-.040	.002	-.001	-.012	-.031	.064	.029	.037	-.046
	NPU11	-.048	-.021	.011	-.028	-.026	.003	-.006	-.007	-.057	.029	.094	.019	-.028
	NPU12	-.040	-.008	.054	-.030	-.075	.020	-.013	-.071	-.047	.037	.019	.152	-.077
	NPU13	.021	-.010	-.065	.026	.071	-.015	.007	.082	.038	-.046	-.028	-.077	.118
Anti-image Correlation	NPU1	.798[a]	.273	-.063	-.097	.161	.507	-.542	-.199	.408	-.371	-.334	-.219	.132
	NPU2	.273	.914[a]	-.028	.275	-.034	.030	-.040	-.219	.055	-.579	-.175	-.053	-.078
	NPU3	-.063	-.028	.727[a]	-.407	-.752	.247	-.247	-.636	-.230	.520	.139	.550	-.743

NPU4	-.097	.275	-.407	.834[a]	.131	-.414	.466	.091	.099	-.575	-.250	-.212	.206
NPU5	.161	-.034	-.752	.131	.740[a]	-.179	.088	.493	.393	-.488	-.267	-.593	.639
NPU6	.507	.030	.247	-.414	-.179	.815[a]	-.864	-.359	.112	.032	.042	.204	-.178
NPU7	-.542	-.040	-.247	.466	.088	-.864	.816[a]	.276	-.278	-.018	-.093	-.165	.100
NPU8	-.199	-.219	-.636	.091	.493	-.359	.276	.778[a]	-.007	-.106	-.055	-.419	.549
NPU9	.408	.055	-.230	.099	.393	.112	-.278	-.007	.828[a]	-.419	-.629	-.412	.373
NPU10	-.371	-.579	.520	-.575	-.488	.032	-.018	-.106	-.419	.751[a]	.373	.376	-.525
NPU11	-.334	-.175	.139	-.250	-.267	.042	-.093	-.055	-.629	.373	.883[a]	.157	-.263
NPU12	-.219	-.053	.550	-.212	-.593	.204	-.165	-.419	-.412	.376	.157	.790[a]	-.573
NPU13	.132	-.078	-.743	.206	.639	-.178	.100	.549	.373	-.525	-.263	-.573	.719[a]

a. Measures of Sampling Adequacy(MSA)

Component Matrix[a]

	Component
	1
NPU1	.758
NPU2	.861
NPU3	.885
NPU4	.835
NPU5	.851
NPU6	.884
NPU7	.897
NPU8	.784
NPU9	.884
NPU10	.860
NPU11	.918
NPU12	.868
NPU13	.820

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.967	.969	13

Lampiran 2
Output Anova

Output ANOVA Berdasarkan Jenis Kelamin

Descriptives

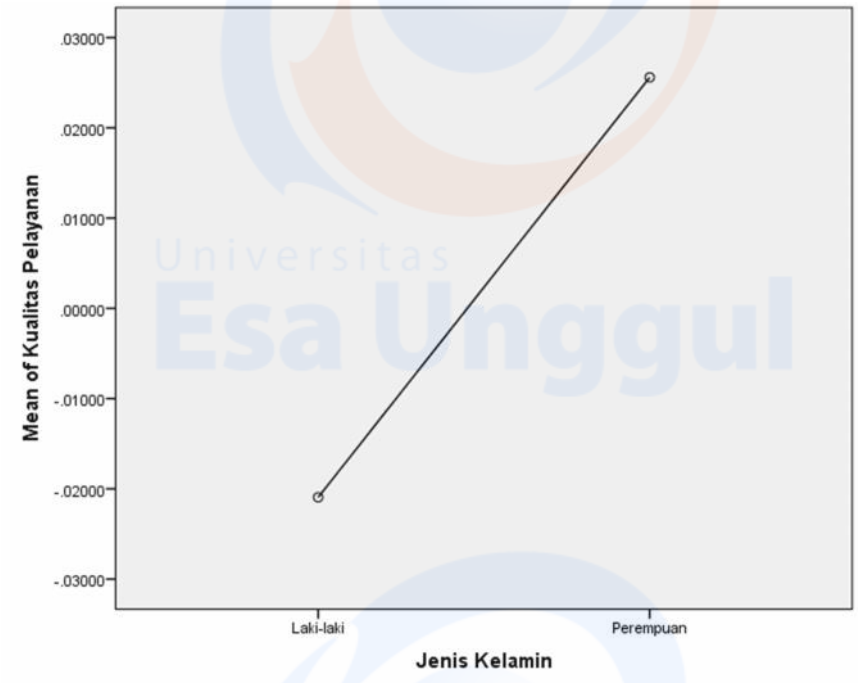
		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
Kualitas Pelayanan	Laki-laki	88	-.0209409	.96221302	.10257225	-.2248143	.1829326	-2.87167	.91927
	Perempuan	72	.0255944	1.05058639	.12381279	-.2212813	.2724701	-2.68382	.91927
	Total	160	.0000000	1.00000000	.07905694	-.1561372	.1561372	-2.87167	.91927
Kepuasan	Laki-laki	88	.1293238	.95779733	.10210154	-.0736140	.3322617	-3.76038	1.19100
	Perempuan	72	-.1580625	1.03405201	.12186420	-.4010528	.0849278	-3.76038	1.19100
	Total	160	.0000000	1.00000000	.07905694	-.1561372	.1561372	-3.76038	1.19100
Niat Pembelian Ulang	Laki-laki	88	.1479355	.84255240	.08981639	-.0305843	.3264553	-5.12785	.66944
	Perempuan	72	-.1808101	1.14424129	.13485013	-.4496936	.0880734	-5.10293	.66944
	Total	160	.0000000	1.00000000	.07905694	-.1561372	.1561372	-5.12785	.66944

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
KualitasPelayanan	.373	1	158	.542
Kepuasan	.244	1	158	.622
NiatPembelianUlang	7.167	1	158	.008

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Kualitas Pelayanan	Between Groups	.086	1	.086	.085	.771
	Within Groups	158.914	158	1.006		
	Total	159.000	159			
Kepuasan	Between Groups	3.271	1	3.271	3.318	.070
	Within Groups	155.729	158	.986		
	Total	159.000	159			
Niat Pembelian Ulang	Between Groups	4.280	1	4.280	4.370	.038
	Within Groups	154.720	158	.979		
	Total	159.000	159			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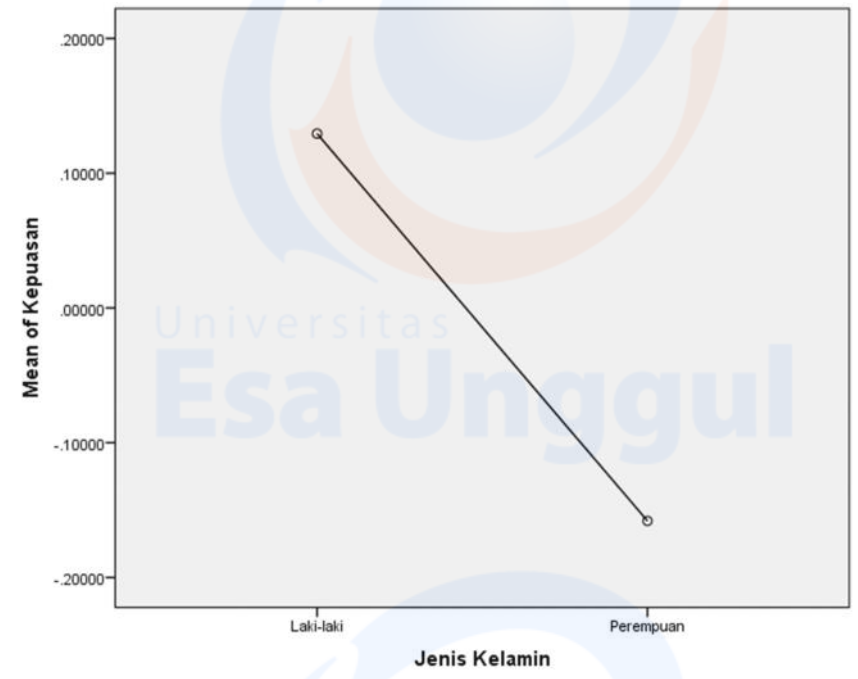
Mean of Kualitas Pelayanan
Laki-laki
Perempuan
Jenis Kelamin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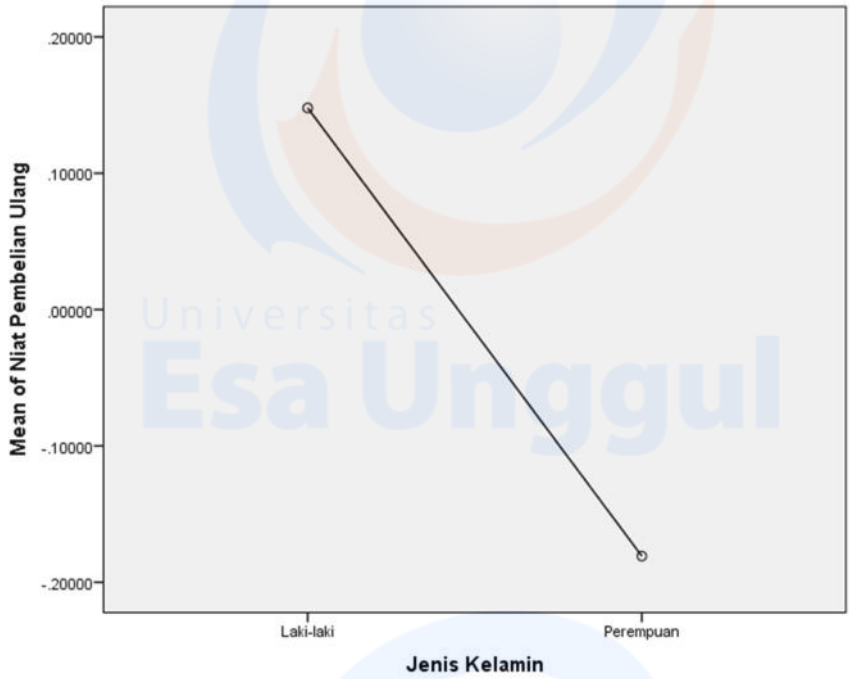
Laki-laki
Perempuan
Jenis Kelamin



Output ANOVA Berdasarkan Usia

Descriptives

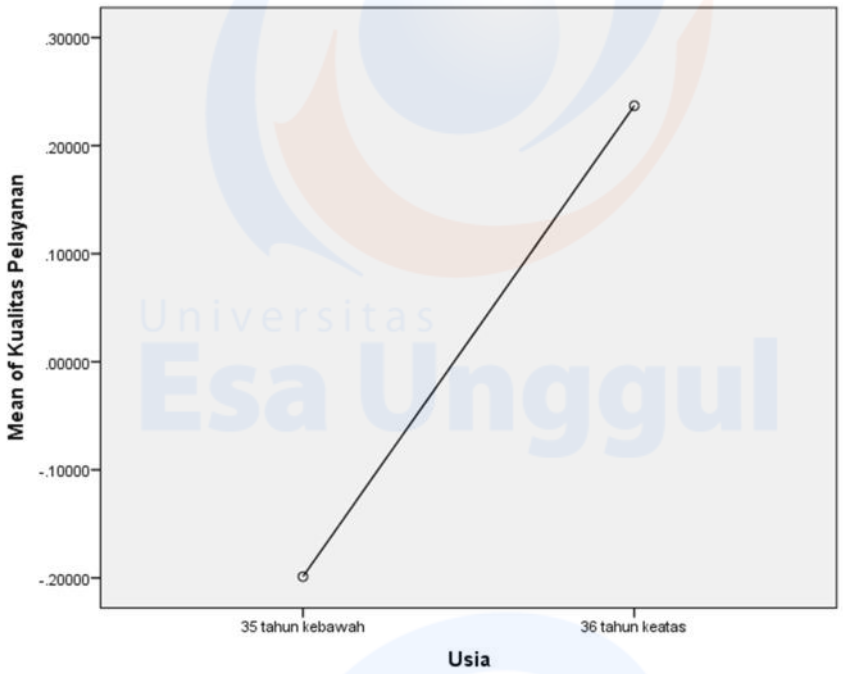
		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
Kualitas Pelayanan	35 tahun kebawah	87	-.1988039	1.08518788	.11634435	-.4300888	.0324811	-2.87167	.91927
	36 tahun keatas	73	.2369306	.83489146	.09771665	.0421360	.4317252	-2.64303	.91927
	Total	160	.0000000	1.00000000	.07905694	-.1561372	.1561372	-2.87167	.91927
Kepuasan	35 tahun kebawah	87	-.0298053	1.04465218	.11199847	-.2524509	.1928403	-3.76038	1.19100
	36 tahun keatas	73	.0355214	.94999240	.11118820	-.1861282	.2571710	-3.76038	1.19100
	Total	160	.0000000	1.00000000	.07905694	-.1561372	.1561372	-3.76038	1.19100
NiatPembelianUlang	35 tahun kebawah	87	-.0433745	1.04554851	.11209457	-.2662111	.1794621	-5.10293	.66944
	36 tahun keatas	73	.0516929	.94742700	.11088794	-.1693581	.2727440	-5.12785	.66944
	Total	160	.0000000	1.00000000	.07905694	-.1561372	.1561372	-5.12785	.66944

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
KualitasPelayanan	8.869	1	158	.003
Kepuasan	.188	1	158	.665
NiatPembelianUlang	.538	1	158	.464

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
KualitasPelayanan	Between Groups	7.536	1	7.536	7.862	.006
	Within Groups	151.464	158	.959		
	Total	159.000	159			
Kepuasan	Between Groups	.169	1	.169	.169	.682
	Within Groups	158.831	158	1.005		
	Total	159.000	159			
NiatPembelianUlang	Between Groups	.359	1	.359	.357	.551
	Within Groups	158.641	158	1.004		
	Total	159.000	159			


.30000
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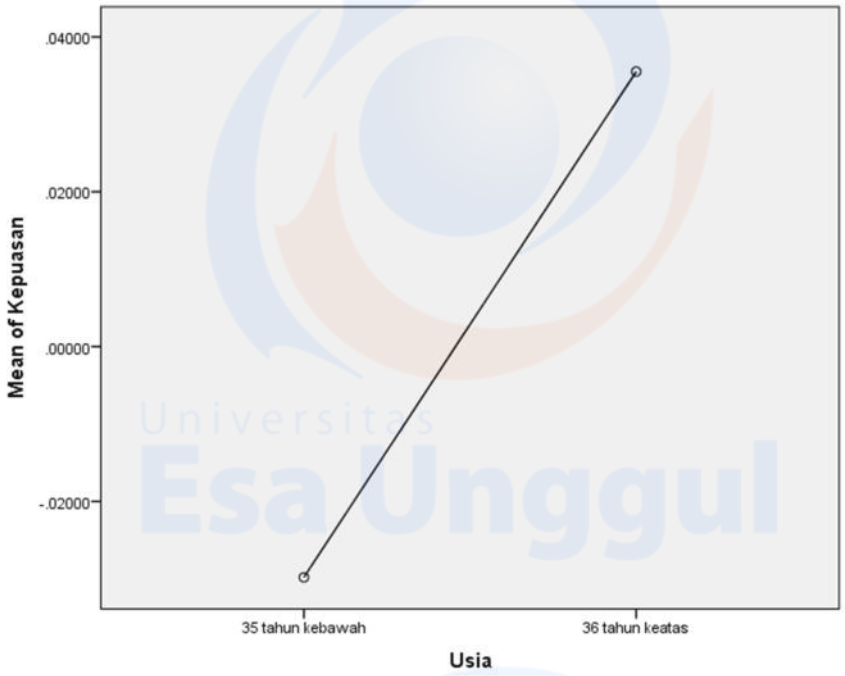
.10000
.00000
-.10000
-.20000
Mean of Kualitas Pelayanan
35 tahun kebawah
36 tahun keatas
Usia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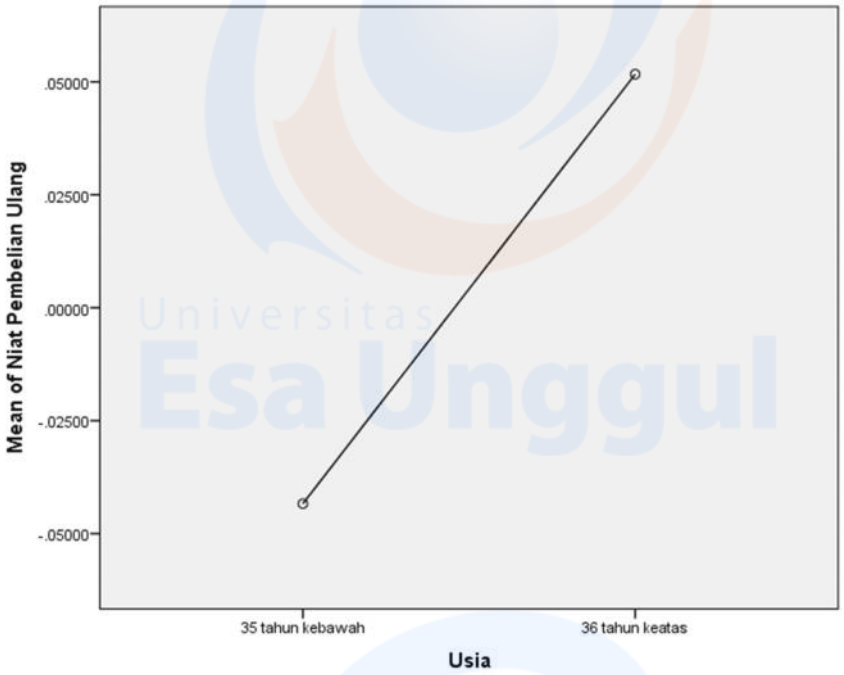
.00000
-.02000
Mean of Kepuasan
35 tahun kebawah
36 tahun keatas
Usia



Output ANOVA Berdasarkan Usia

Descriptives

		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
Kualitas Pelayanan	SMA	20	.0126885	1.14908560	.25694335	-.5251001	.5504771	-2.87167	.91927
	Diploma	42	-.2023248	1.08784729	.16785848	-.5413218	.1366723	-2.52020	.91927
	S1	98	.0841211	.92489384	.09342839	-.1013084	.2695506	-2.68382	.91927
	Total	160	.0000000	1.00000000	.07905694	-.1561372	.1561372	-2.87167	.91927
Kepuasan	SMA	20	.1713118	1.10495800	.24707612	-.3458244	.6884481	-2.82349	1.19100
	Diploma	42	-.0404737	.92149750	.14219015	-.3276326	.2466851	-2.17123	1.19100
	S1	98	-.0176157	1.01687138	.10271952	-.2214855	.1862541	-3.76038	1.19100
	Total	160	.0000000	1.00000000	.07905694	-.1561372	.1561372	-3.76038	1.19100

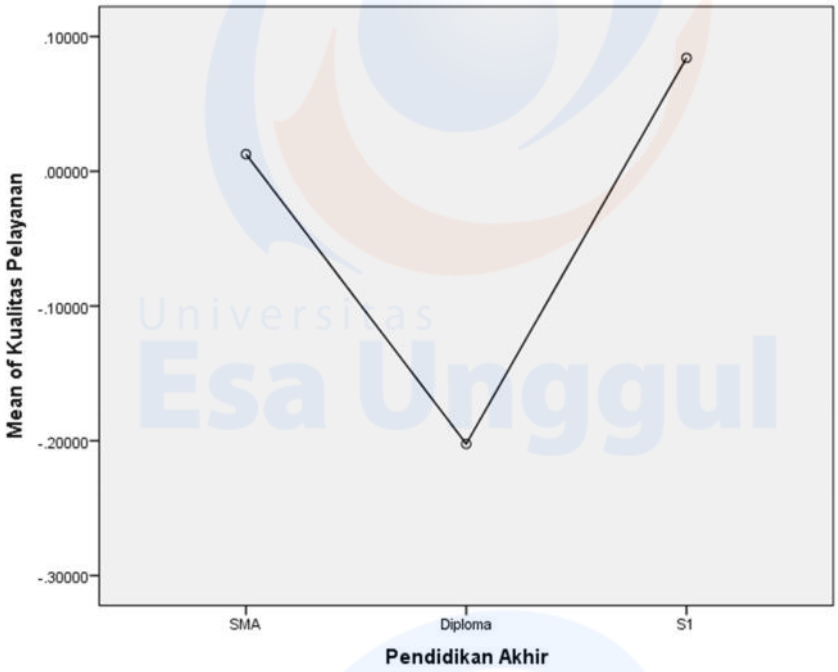
Niat Pembelian Ulang	SMA	20	.3140339	.45334523	.10137108	.1018618	.5262060	-.99757	.66944
	Diploma	42	-.1429936	1.18403461	.18270051	-.5119647	.2259776	-4.44435	.66944
	S1	98	-.0028056	.98850992	.09985458	-.2009893	.1953781	-5.12785	.66944
	Total	160	.0000000	1.00000000	.07905694	-.1561372	.1561372	-5.12785	.66944

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
KualitasPelayanan	2.605	2	157	.077
Kepuasan	.294	2	157	.745
NiatPembelianUlang	1.907	2	157	.152

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
KualitasPelayanan	Between Groups	2.416	2	1.208	1.211	.301
	Within Groups	156.584	157	.997		
	Total	159.000	159			
Kepuasan	Between Groups	.686	2	.343	.340	.712
	Within Groups	158.314	157	1.008		
	Total	159.000	159			
NiatPembelianUlang	Between Groups	2.832	2	1.416	1.423	.244
	Within Groups	156.168	157	.995		
	Total	159.000	159			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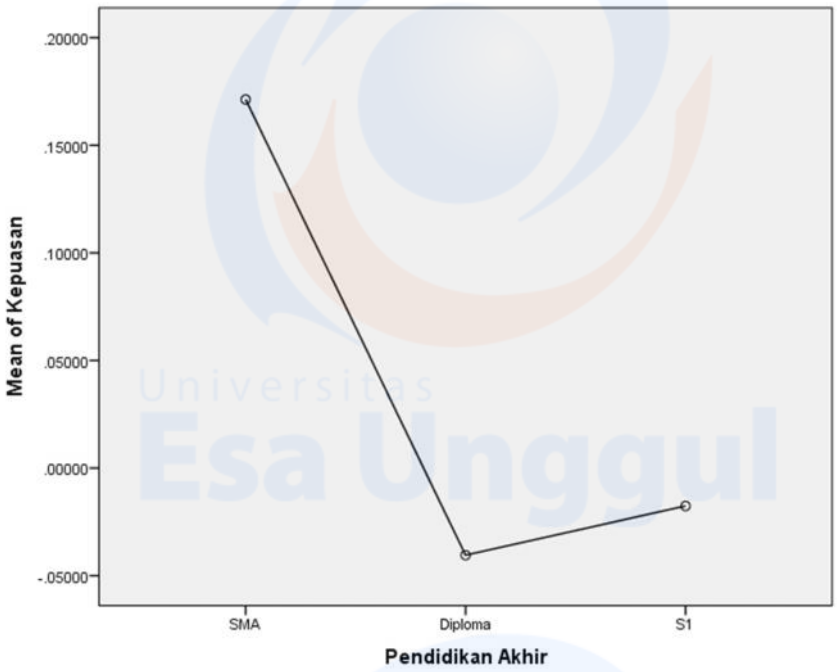
.00000
-.10000
-.20000
-.30000
Mean of Kualitas Pelayanan
SMA
Diploma
S1
Pendidikan Akhir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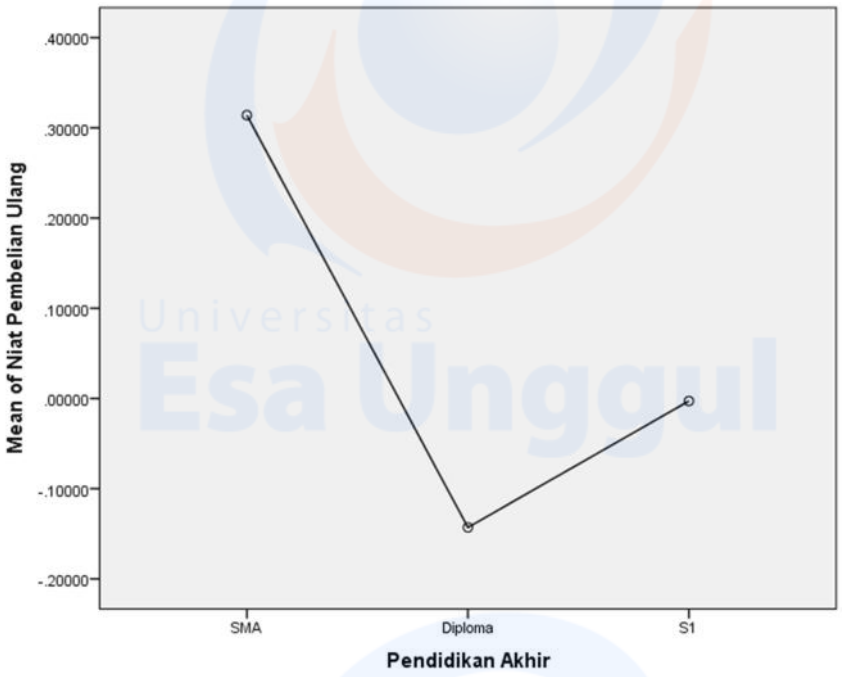
Mean of Kepuasan
SMA
Diploma
S1
Pendidikan Akhir



Output ANOVA Berdasarkan Masa Kerja

Descriptives

		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
Kualitas Pelayanan	Dibawah 1 tahun	10	-.2997357	1.36814833	.43264649	-1.2784500	.6789787	-2.55020	.91927
	1 s/d 3 tahun	57	-.1139934	1.05733322	.14004721	-.3945416	.1665549	-2.87167	.91927
	4 s/d 6 tahun	78	.1107879	.91202232	.10326619	-.0948413	.3164172	-2.64303	.91927
	Diatas 7 tahun	15	.0569013	.95826010	.24742169	-.4737654	.5875681	-1.56555	.91927
	Total	160	.0000000	1.00000000	.07905694	-.1561372	.1561372	-2.87167	.91927
Kepuasan	Dibawah 1 tahun	10	.2131906	.70112414	.22171492	-.2883634	.7147446	-.98002	.99592
	2 s/d 3 tahun	57	.0120734	1.01430302	.13434772	-.2570574	.2812043	-3.57569	1.19100
	4 s/d 6 tahun	78	-.0299682	.96859818	.10967215	-.2483534	.1884169	-3.76038	1.19100

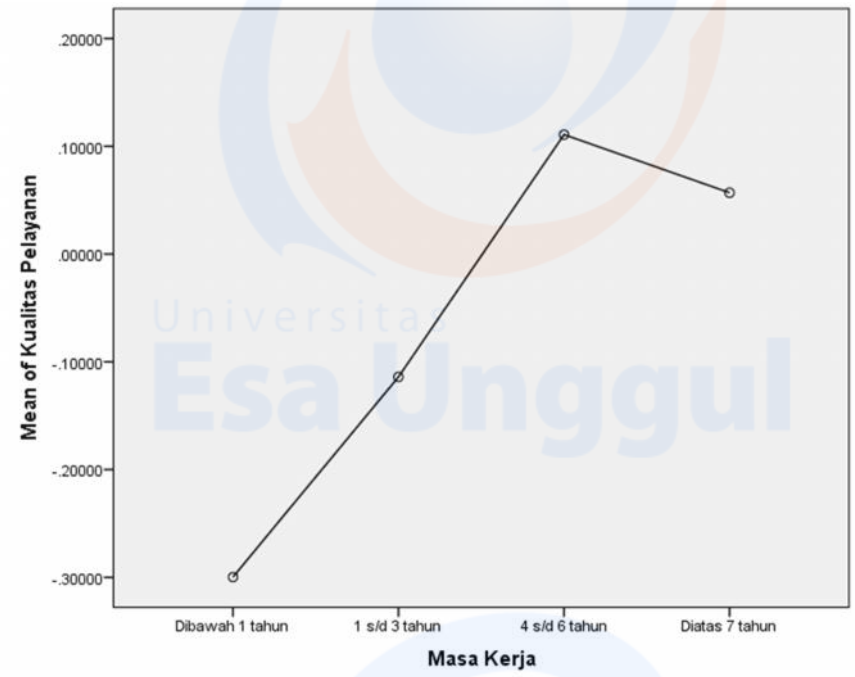
	Diatas 7 tahun	15	-.0321715	1.31404491	.33928494	-.7598653	.6955223	-3.76038	1.19100
	Total	160	.0000000	1.00000000	.07905694	-.1561372	.1561372	-3.76038	1.19100
Niat Pembelian Ulang	Dibawah 1 tahun	10	-.1282089	.65984742	.20866207	-.6002354	.3438175	-1.55488	.55801
	2 s/d 3 tahun	57	.0356171	.88626801	.11738907	-.1995415	.2707756	-5.10293	.66944
	4 s/d 6 tahun	78	.0149367	1.03678967	.11739331	-.2188233	.2486966	-4.44435	.66944
	Diatas 7 tahun	15	-.1275430	1.40984081	.36401933	-.9082868	.6532008	-5.12785	.66944
	Total	160	.0000000	1.00000000	.07905694	-.1561372	.1561372	-5.12785	.66944

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
KualitasPelayanan	2.731	3	156	.046
Kepuasan	1.035	3	156	.379
NiatPembelianUlang	.146	3	156	.932

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
KualitasPelayanan	Between Groups	2.645	3	.882	.880	.453
	Within Groups	156.355	156	1.002		
	Total	159.000	159			
Kepuasan	Between Groups	.548	3	.183	.180	.910
	Within Groups	158.452	156	1.016		
	Total	159.000	159			
NiatPembelianUlang	Between Groups	.498	3	.166	.163	.921
	Within Groups	158.502	156	1.016		
	Total	159.000	159			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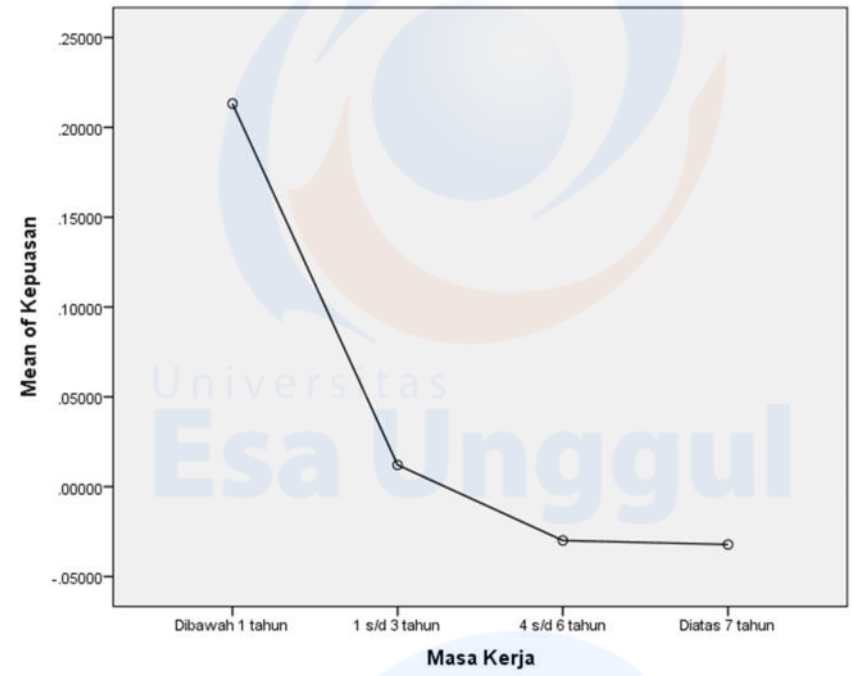
Mean of Kualitas Pelayanan
Dibawah 1 tahun
1 s/d 3 tahun
4 s/d 6 tahun
Diatas 7 tahun
Masa Kerja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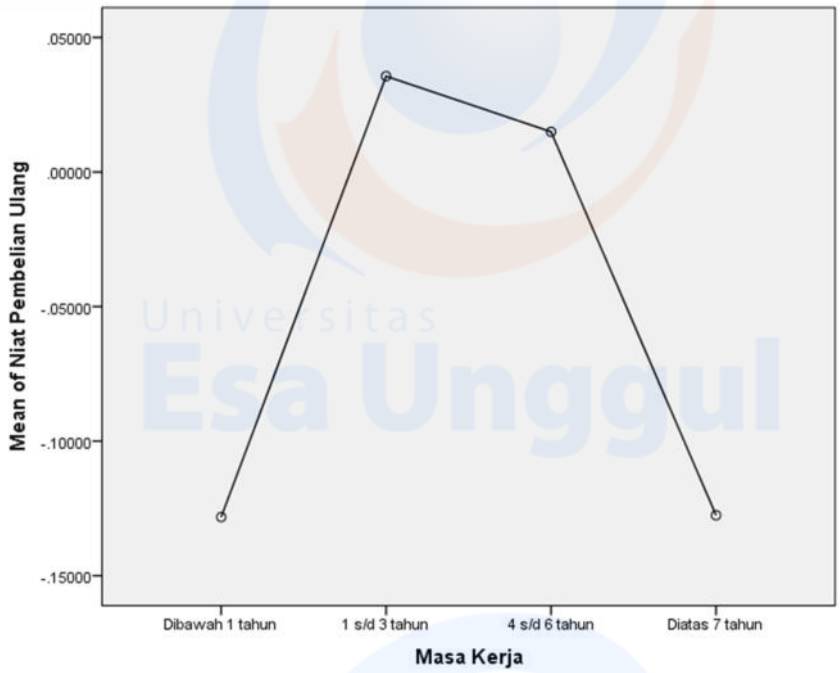
Mean of Kepuasan
Dibawah 1 tahun
1 s/d 3 tahun
4 s/d 6 tahun
Diatas 7 tahun
Masa Kerja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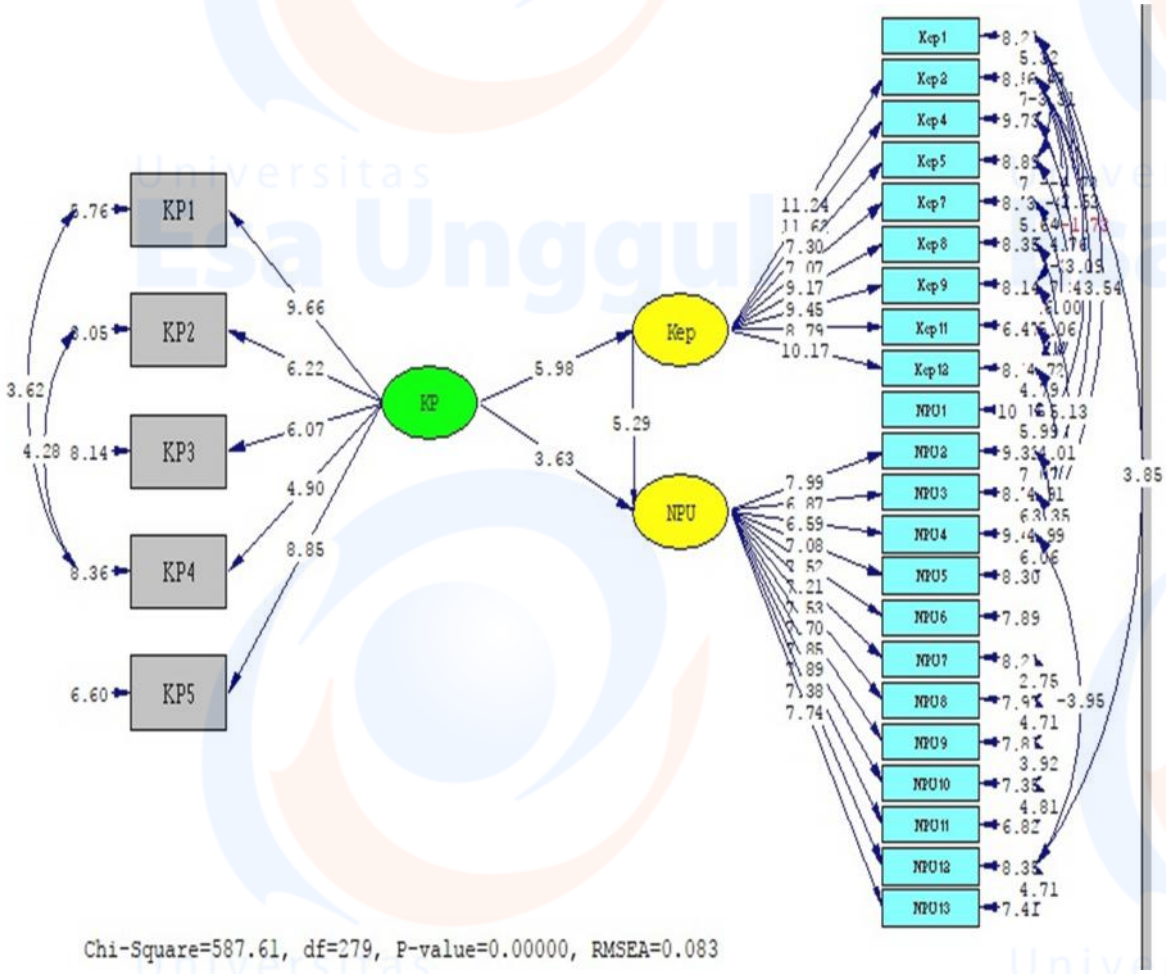
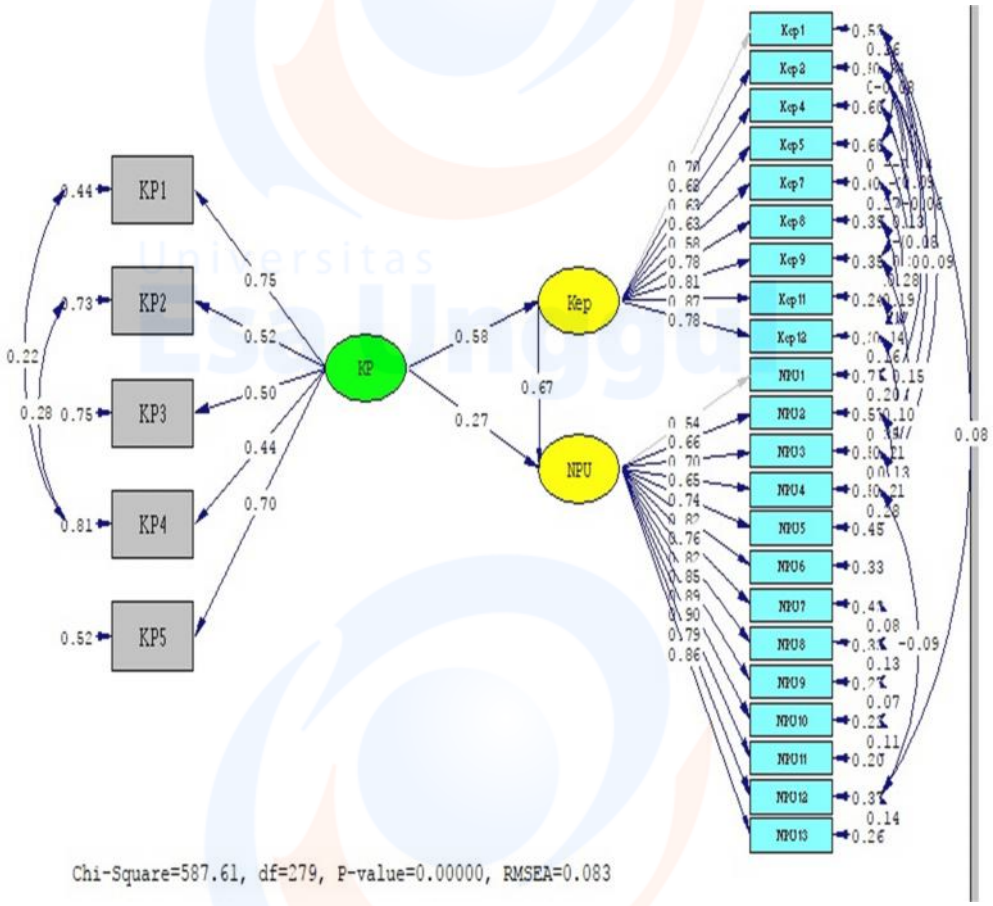
-.15000
Mean of Niat Pembelian Ulang
Dibawah 1 tahun
1 s/d 3 tahun
4 s/d 6 tahun
Diatas 7 tahun
Masa Kerja

Lampiran 3
Output SEM

Path Diagram T.Value



Path Diagram Standar Solution



DATE: 6/ 3/2018

TIME: 7:42

L I S R E L 8.80

BY

Karl G. Jöreskog& Dag Sörbom

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The following lines were read from file D:\Chinggu\Maia\SEM MAIA\MINGGUMAIA.pr2:

```
raw data from file MINGGUMAIA.psf
latent variables: KP Kep NPU
relationships
 KP1 = KP
 KP2 = KP
 KP3 = KP
 KP4 = KP
 KP5 = KP
 Kep1 = Kep
 Kep2 = Kep
 Kep4 = Kep
 Kep5 = Kep
 Kep7 = Kep
 Kep8 = Kep
 Kep9 = Kep
 Kep11 = Kep
 Kep12 = Kep
 NPU1 = NPU
 NPU2 = NPU
 NPU3 = NPU
 NPU4 = NPU
 NPU5 = NPU
 NPU6 = NPU
 NPU7 = NPU
 NPU8 = NPU
 NPU9 = NPU
 NPU10 = NPU
 NPU11 = NPU
 NPU12 = NPU
```

```
 NPU13 = NPU

 NPU = KP Kep
Kep = KP
set error covariance of NPU3 and NPU2 free
set error covariance of Kep7 and Kep5 free
set error covariance of Kep4 and Kep2 free
set error covariance of NPU5 and NPU4 free
set error covariance of NPU11 and NPU10 free
set error covariance of NPU13 and NPU12 free
set error covariance of NPU9 and NPU8 free
set error covariance of Kep8 and Kep7 free
set error covariance of Kep11 and Kep1 free
set error covariance of NPU2 and NPU1 free
set error covariance of Kep8 and Kep5 free
set error covariance of NPU1 and Kep4 free
set error covariance of NPU10 and NPU9 free
set error covariance of NPU12 and NPU4 free
set error covariance of Kep12 and Kep4 free
set error covariance of Kep4 and Kep1 free
set error covariance of Kep2 and Kep1 free
set error covariance of NPU4 and Kep9 free
set error covariance of NPU1 and Kep1 free
set error covariance of KP4 and KP2 free
set error covariance of KP4 and KP1 free
set error covariance of Kep12 and Kep1 free
set error covariance of KP3 and Kep5 free
set error covariance of KP1 and Kep12 free
set error covariance of NPU8 and NPU7 free
set error covariance of Kep9 and Kep2 free
set error covariance of Kep11 and Kep2 free
set error covariance of NPU1 and Kep5 free
set error covariance of NPU1 and Kep7 free
set error covariance of NPU1 and Kep8 free
set error covariance of NPU1 and Kep11 free
set error covariance of Kep5 and Kep1 free
set error covariance of NPU5 and NPU3 free
set error covariance of NPU1 and Kep12 free
set error covariance of NPU4 and NPU3 free
set error covariance of NPU3 and Kep2 free
set error covariance of NPU4 and Kep12 free
set error covariance of NPU12 and Kep2 free
set error covariance of NPU4 and NPU2 free
set error covariance of NPU5 and NPU2 free
set error covariance of NPU4 and Kep1 free
set error covariance of NPU2 and Kep2 free

options SC
path diagram
end of problems

 Sample Size =   160

         Covariance Matrix

                Kep1       Kep2       Kep4       Kep5       Kep7
Kep8
```

```
             --------   --------   --------   --------   --------
--------
     Kep1       0.78
     Kep2       0.48       0.57
     Kep4       0.64       0.56       0.82
     Kep5       0.20       0.36       0.30       0.64
     Kep7       0.20       0.31       0.27       0.57       0.73
     Kep8       0.36       0.35       0.37       0.41       0.51
0.68
     Kep9       0.56       0.37       0.53       0.29       0.31
0.51
    Kep11       0.34       0.32       0.40       0.39       0.44
0.52
    Kep12       0.54       0.40       0.57       0.29       0.29
0.45
     NPU1       0.17       0.27       0.22       0.42       0.40
0.34
     NPU2       0.32       0.36       0.42       0.32       0.29
0.34
     NPU3       0.35       0.39       0.42       0.34       0.36
0.44
     NPU4       0.60       0.45       0.62       0.26       0.31
0.48
     NPU5       0.35       0.30       0.38       0.27       0.33
0.39
     NPU6       0.26       0.24       0.27       0.23       0.25
0.29
     NPU7       0.25       0.22       0.25       0.21       0.25
0.29
     NPU8       0.22       0.19       0.21       0.21       0.26
0.27
     NPU9       0.27       0.26       0.28       0.28       0.33
0.30
    NPU10       0.32       0.30       0.32       0.31       0.34
0.35
    NPU11       0.37       0.29       0.34       0.29       0.32
0.35
    NPU12       0.26       0.26       0.21       0.35       0.39
0.33
    NPU13       0.36       0.30       0.32       0.33       0.38
0.38
      KP1       0.14       0.18       0.12       0.33       0.37
0.26
      KP2       0.05       0.17       0.05       0.28       0.35
0.29
      KP3       0.38       0.19       0.34       0.04       0.14
0.19
      KP4      -0.03       0.08      -0.05       0.26       0.31
0.18
      KP5       0.31       0.27       0.35       0.28       0.32
0.36

         Covariance Matrix

                Kep9       Kep11      Kep12       NPU1       NPU2
NPU3
             --------   --------   --------   --------   --------
--------
```

```
      Kep9       0.92
     Kep11       0.59       0.75
     Kep12       0.61       0.54       0.84
      NPU1       0.23       0.38       0.36       0.56
      NPU2       0.36       0.38       0.42       0.36       0.54
      NPU3       0.46       0.46       0.43       0.30       0.47
0.60
      NPU4       0.66       0.48       0.62       0.20       0.43
0.54
      NPU5       0.42       0.39       0.41       0.23       0.33
0.41
      NPU6       0.28       0.32       0.30       0.20       0.25
0.30
      NPU7       0.30       0.31       0.32       0.22       0.24
0.26
      NPU8       0.25       0.31       0.28       0.21       0.20
0.23
      NPU9       0.29       0.33       0.32       0.27       0.26
0.27
     NPU10       0.37       0.40       0.38       0.29       0.32
0.35
     NPU11       0.40       0.39       0.40       0.25       0.30
0.35
     NPU12       0.33       0.41       0.34       0.33       0.26
0.29
     NPU13       0.40       0.45       0.44       0.33       0.33
0.36
       KP1       0.21       0.24       0.13       0.27       0.21
0.28
       KP2       0.11       0.23       0.07       0.26       0.21
0.25
       KP3       0.37       0.24       0.35       0.09       0.17
0.23
       KP4       0.06       0.13       0.06       0.29       0.14
0.14
       KP5       0.44       0.39       0.45       0.28       0.30
0.38

        Covariance Matrix

                  NPU4       NPU5       NPU6       NPU7       NPU8
NPU9
            --------   --------   --------   --------   --------
--------
      NPU4       0.92
      NPU5       0.54       0.54
      NPU6       0.33       0.33       0.43
      NPU7       0.29       0.28       0.32       0.51
      NPU8       0.25       0.25       0.28       0.31       0.38
      NPU9       0.30       0.28       0.28       0.30       0.33
0.40
     NPU10       0.36       0.36       0.37       0.37       0.37
0.41
     NPU11       0.39       0.37       0.38       0.38       0.36
0.37
     NPU12       0.24       0.30       0.33       0.36       0.32
0.35
```

NPU13	0.38	0.34	0.37	0.39	0.38
0.39					
KP1	0.25	0.32	0.24	0.18	0.22
0.26					
KP2	0.14	0.27	0.20	0.18	0.15
0.17					
KP3	0.36	0.27	0.20	0.21	0.21
0.21					
KP4	0.05	0.17	0.11	0.10	0.10
0.13					
KP5	0.40	0.34	0.26	0.24	0.19
0.22					

Covariance Matrix

	NPU10	NPU11	NPU12	NPU13	KP1
KP2					
	--------	--------	--------	--------	--------

NPU10	0.59				
NPU11	0.54	0.60			
NPU12	0.47	0.49	0.67		
NPU13	0.49	0.51	0.56	0.69	
KP1	0.27	0.27	0.32	0.28	1.00
KP2	0.29	0.25	0.34	0.28	0.50
1.00					
KP3	0.26	0.28	0.22	0.34	0.36
0.12					
KP4	0.15	0.12	0.22	0.21	0.58
0.54					
KP5	0.28	0.30	0.28	0.35	0.50
0.31					

Covariance Matrix

	KP3	KP4	KP5
	--------	--------	--------
KP3	1.00		
KP4	0.12	1.00	
KP5	0.36	0.34	1.00

Number of Iterations = 36

LISREL Estimates (Maximum Likelihood)

Measurement Equations

Kep1 = 0.60*Kep, Errorvar.= 0.38 , R^2 = 0.48
(0.047)
8.21

Kep2 = 0.51*Kep, Errorvar.= 0.30 , R^2 = 0.47

```
       (0.046)              (0.035)
        11.24                8.57

 Kep4 = 0.58*Kep, Errorvar.= 0.51  , R² = 0.40
       (0.050)              (0.052)
        11.62                9.73

 Kep5 = 0.48*Kep, Errorvar.= 0.35  , R² = 0.40
       (0.066)              (0.039)
        7.30                 8.89

 Kep7 = 0.49*Kep, Errorvar.= 0.47  , R² = 0.34
       (0.069)              (0.054)
        7.07                 8.78

 Kep8 = 0.63*Kep, Errorvar.= 0.26  , R² = 0.61
       (0.069)              (0.031)
        9.17                 8.35

 Kep9 = 0.76*Kep, Errorvar.= 0.31  , R² = 0.65
       (0.081)              (0.038)
        9.45                 8.14

Kep11 = 0.75*Kep, Errorvar.= 0.18  , R² = 0.76
       (0.085)              (0.028)
        8.79                 6.47

Kep12 = 0.68*Kep, Errorvar.= 0.30  , R² = 0.61
       (0.067)              (0.037)
        10.17                8.16

 NPU1 = 0.39*NPU, Errorvar.= 0.37  , R² = 0.29
                             (0.036)
                              10.15

 NPU2 = 0.47*NPU, Errorvar.= 0.29  , R² = 0.43
       (0.059)              (0.032)
        7.99                 9.32

 NPU3 = 0.54*NPU, Errorvar.= 0.30  , R² = 0.49
       (0.079)              (0.034)
        6.87                 8.75

 NPU4 = 0.60*NPU, Errorvar.= 0.49  , R² = 0.42
       (0.091)              (0.053)
        6.59                 9.42

 NPU5 = 0.54*NPU, Errorvar.= 0.25  , R² = 0.55
       (0.077)              (0.030)
        7.08                 8.30

 NPU6 = 0.54*NPU, Errorvar.= 0.14  , R² = 0.67
       (0.071)              (0.018)
        7.52                 7.89
```

```
 NPU7 = 0.54*NPU, Errorvar.= 0.21  , R² = 0.58
       (0.075)             (0.026)
        7.21                8.21

 NPU8 = 0.51*NPU, Errorvar.= 0.12  , R² = 0.67
       (0.067)             (0.016)
        7.53                7.97

 NPU9 = 0.54*NPU, Errorvar.= 0.11  , R² = 0.73
       (0.070)             (0.014)
        7.70                7.81

NPU10 = 0.68*NPU, Errorvar.= 0.13  , R² = 0.78
       (0.087)             (0.017)
        7.85                7.35

NPU11 = 0.69*NPU, Errorvar.= 0.12  , R² = 0.80
       (0.088)             (0.018)
        7.89                6.82

NPU12 = 0.65*NPU, Errorvar.= 0.25  , R² = 0.63
       (0.088)             (0.030)
        7.38                8.35

NPU13 = 0.71*NPU, Errorvar.= 0.18  , R² = 0.74
       (0.092)             (0.024)
        7.74                7.41


  KP1 = 0.75*KP, Errorvar.= 0.45  , R² = 0.56
       (0.078)             (0.078)
        9.66                5.76

  KP2 = 0.52*KP, Errorvar.= 0.73  , R² = 0.27
       (0.083)             (0.091)
        6.22                8.05

  KP3 = 0.50*KP, Errorvar.= 0.75  , R² = 0.25
       (0.082)             (0.092)
        6.07                8.14

  KP4 = 0.43*KP, Errorvar.= 0.78  , R² = 0.19
       (0.088)             (0.094)
        4.90                8.36

  KP5 = 0.70*KP, Errorvar.= 0.52  , R² = 0.48
       (0.079)             (0.078)
        8.85                6.60


Error Covariance for Kep2 and Kep1 = 0.17
                                    (0.032)
                                     5.32

Error Covariance for Kep4 and Kep1 = 0.27
```

```
                                    (0.041)
                                      6.49

Error Covariance for Kep4 and Kep2 = 0.27
                                    (0.035)
                                      7.70

Error Covariance for Kep5 and Kep1 = -0.05
                                     (0.015)
                                      -3.31

Error Covariance for Kep7 and Kep5 = 0.29
                                    (0.040)
                                      7.23

Error Covariance for Kep8 and Kep5 = 0.079
                                     (0.026)
                                       3.06

Error Covariance for Kep8 and Kep7 = 0.18
                                    (0.033)
                                      5.64

Error Covariance for Kep9 and Kep2 = -0.09
                                     (0.018)
                                      -5.18

Error Covariance for Kep11 and Kep1 = -0.10
                                      (0.021)
                                       -4.78

Error Covariance for Kep11 and Kep2 = -0.07
                                      (0.016)
                                       -4.57

Error Covariance for Kep12 and Kep1 = 0.064
                                      (0.025)
                                        2.52

Error Covariance for Kep12 and Kep4 = 0.11
                                     (0.022)
                                       4.76

Error Covariance for NPU1 and Kep1 = -0.04
                                     (0.020)
                                      -1.73

Error Covariance for NPU1 and Kep4 = -0.06
                                     (0.019)
                                      -3.27

Error Covariance for NPU1 and Kep5 = 0.19
                                    (0.026)
                                      7.34

Error Covariance for NPU1 and Kep7 = 0.17
                                    (0.029)
                                      6.00
```

```
Error Covariance for NPU1 and Kep8 = 0.11
                                    (0.022)
                                      5.06

Error Covariance for NPU1 and Kep11 = 0.089
                                     (0.019)
                                       4.72

Error Covariance for NPU1 and Kep12 = 0.10
                                    (0.022)
                                      4.79

Error Covariance for NPU2 and Kep2 = 0.043
                                    (0.014)
                                      3.09

Error Covariance for NPU2 and NPU1 = 0.10
                                    (0.017)
                                      5.99

Error Covariance for NPU3 and Kep2 = 0.068
                                    (0.014)
                                      4.86

Error Covariance for NPU3 and NPU2 = 0.19
                                    (0.027)
                                      7.07

Error Covariance for NPU4 and Kep1 = 0.070
                                    (0.020)
                                      3.54

Error Covariance for NPU4 and Kep9 = 0.13
                                    (0.025)
                                      5.13

Error Covariance for NPU4 and Kep12 = 0.084
                                     (0.021)
                                       4.01

Error Covariance for NPU4 and NPU2 = 0.14
                                    (0.028)
                                      4.91

Error Covariance for NPU4 and NPU3 = 0.19
                                    (0.032)
                                      6.09

Error Covariance for NPU5 and NPU2 = 0.071
                                     (0.021)
                                       3.35

Error Covariance for NPU5 and NPU3 = 0.12
                                    (0.024)
                                      4.99

Error Covariance for NPU5 and NPU4 = 0.19
```

(0.031)
6.06

Error Covariance for NPU8 and NPU7 = 0.035
(0.013)
2.75

Error Covariance for NPU9 and NPU8 = 0.051
(0.011)
4.71

Error Covariance for NPU10 and NPU9 = 0.032
(0.0082)
3.92

Error Covariance for NPU11 and NPU10 = 0.068
(0.014)
4.81

Error Covariance for NPU12 and Kep2 = 0.048
(0.012)
3.85

Error Covariance for NPU12 and NPU4 = -0.07
(0.018)
-3.95

Error Covariance for NPU13 and NPU12 = 0.096
(0.020)
4.71

Error Covariance for KP1 and Kep12 = -0.11
(0.029)
-3.67

Error Covariance for KP3 and Kep5 = -0.09
(0.027)
-3.46

Error Covariance for KP4 and KP1 = 0.22
(0.060)
3.62

Error Covariance for KP4 and KP2 = 0.27
(0.064)
4.28

Structural Equations

Kep = 0.58*KP, Errorvar.= 0.66 , R^2 = 0.34
(0.097) (0.15)
5.98 4.55

NPU = 0.67*Kep + 0.27*KP, Errorvar.= 0.27 , R^2 = 0.73
(0.13) (0.074) (0.066)
5.29 3.63 4.00

Reduced Form Equations

Kep = 0.58*KP, Errorvar.= 0.66, R^2 = 0.34
(0.097)
5.98

NPU = 0.66*KP, Errorvar.= 0.57, R^2 = 0.43
(0.11)
5.78

Correlation Matrix of Independent Variables

	KP
	1.00

Covariance Matrix of Latent Variables

	Kep	NPU	KP
Kep	1.00		
NPU	0.83	1.00	
KP	0.58	0.66	1.00

Goodness of Fit Statistics

Degrees of Freedom = 279
Minimum Fit Function Chi-Square = 607.83 (P = 0.0)
Normal Theory Weighted Least Squares Chi-Square = 587.61 (P = 0.0)
Estimated Non-centrality Parameter (NCP) = 308.61
90 Percent Confidence Interval for NCP = (242.82 ; 382.16)

Minimum Fit Function Value = 3.82
Population Discrepancy Function Value (F0) = 1.94
90 Percent Confidence Interval for F0 = (1.53 ; 2.40)
Root Mean Square Error of Approximation (RMSEA) = 0.083
90 Percent Confidence Interval for RMSEA = (0.074 ; 0.093)
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.00

Expected Cross-Validation Index (ECVI) = 4.94
90 Percent Confidence Interval for ECVI = (4.53 ; 5.40)
ECVI for Saturated Model = 4.75
ECVI for Independence Model = 87.19

Chi-Square for Independence Model with 351 Degrees of Freedom = 13808.90
Independence AIC = 13862.90

Model AIC = 785.61
Saturated AIC = 756.00
Independence CAIC = 13972.93
Model CAIC = 1189.06
Saturated CAIC = 2296.42

Normed Fit Index (NFI) = 0.96
Non-Normed Fit Index (NNFI) = 0.97
Parsimony Normed Fit Index (PNFI) = 0.76
Comparative Fit Index (CFI) = 0.98
Incremental Fit Index (IFI) = 0.98
Relative Fit Index (RFI) = 0.94

Critical N (CN) = 89.12

Root Mean Square Residual (RMR) = 0.072
Standardized RMR = 0.097
Goodness of Fit Index (GFI) = 0.79
Adjusted Goodness of Fit Index (AGFI) = 0.71
Parsimony Goodness of Fit Index (PGFI) = 0.58

Standardized Solution

LAMBDA-Y

Kep	NPU	
Kep1	0.60	- -
Kep2	0.51	- -
Kep4	0.58	- -
Kep5	0.48	- -
Kep7	0.49	- -
Kep8	0.63	- -
Kep9	0.76	- -
Kep11	0.75	- -
Kep12	0.68	- -
NPU1	- -	0.39
NPU2	- -	0.47
NPU3	- -	0.54
NPU4	- -	0.60
NPU5	- -	0.54
NPU6	- -	0.54
NPU7	- -	0.54
NPU8	- -	0.51
NPU9	- -	0.54
NPU10	- -	0.68
NPU11	- -	0.69
NPU12	- -	0.65
NPU13	- -	0.71

LAMBDA-X

	KP

```
      KP1       0.75
      KP2       0.52
      KP3       0.50
      KP4       0.43
      KP5       0.70

         BETA

Kep         NPU
            --------    --------
Kep        - -         - -
      NPU       0.67        - -

         GAMMA

                  KP
            --------
Kep        0.58
      NPU       0.27

         Correlation Matrix of ETA and KSI

Kep         NPU         KP
            --------    --------    --------
Kep        1.00
      NPU       0.83        1.00
       KP       0.58        0.66        1.00

         PSI
         Note: This matrix is diagonal.

Kep         NPU
            --------    --------
                0.66        0.27

         Regression Matrix ETA on KSI (Standardized)

                  KP
            --------
Kep        0.58
      NPU       0.66


 Completely Standardized Solution

         LAMBDA-Y

Kep         NPU
            --------    --------
     Kep1       0.70        - -
     Kep2       0.68        - -
     Kep4       0.63        - -
     Kep5       0.63        - -
     Kep7       0.58        - -
     Kep8       0.78        - -
     Kep9       0.81        - -
    Kep11       0.87        - -
```

Kep12	0.78	- -
NPU1	- -	0.54
NPU2	- -	0.66
NPU3	- -	0.70
NPU4	- -	0.65
NPU5	- -	0.74
NPU6	- -	0.82
NPU7	- -	0.76
NPU8	- -	0.82
NPU9	- -	0.85
NPU10	- -	0.89
NPU11	- -	0.90
NPU12	- -	0.79
NPU13	- -	0.86

LAMBDA-X

	KP
KP1	0.75
KP2	0.52
KP3	0.50
KP4	0.44
KP5	0.70

BETA

	Kep	NPU
Kep	- -	- -
NPU	0.67	- -

GAMMA

	KP
Kep	0.58
NPU	0.27

Correlation Matrix of ETA and KSI

	Kep	NPU	KP
Kep	1.00		
NPU	0.83	1.00	
KP	0.58	0.66	1.00

PSI
Note: This matrix is diagonal.

Kep	NPU
0.66	0.27

THETA-EPS

Kep1	Kep2	Kep4	Kep5	Kep7	Kep8

```
            --------   --------   --------   --------   --------
--------
     Kep1       0.52
     Kep2       0.26       0.53
     Kep4       0.34       0.39       0.60
     Kep5      -0.08        - -        - -       0.60
     Kep7        - -        - -        - -       0.45       0.66
     Kep8        - -        - -        - -       0.13       0.27
0.39
     Kep9        - -      -0.13        - -        - -        - -
- -
    Kep11      -0.14      -0.11        - -        - -        - -
- -
    Kep12       0.09        - -       0.13        - -        - -
- -
     NPU1      -0.06        - -      -0.09       0.34       0.28
0.19
     NPU2        - -       0.08        - -        - -        - -
- -
     NPU3        - -       0.12        - -        - -        - -
- -
     NPU4       0.09        - -        - -        - -        - -
- -
     NPU5        - -        - -        - -        - -        - -
- -
     NPU6        - -        - -        - -        - -        - -
- -
     NPU7        - -        - -        - -        - -        - -
- -
     NPU8        - -        - -        - -        - -        - -
- -
     NPU9        - -        - -        - -        - -        - -
- -
    NPU10        - -        - -        - -        - -        - -
- -
    NPU11        - -        - -        - -        - -        - -
- -
    NPU12        - -       0.08        - -        - -        - -
- -
    NPU13        - -        - -        - -        - -        - -
- -
```

THETA-EPS

```
                Kep9       Kep11      Kep12       NPU1       NPU2
NPU3
            --------   --------   --------   --------   --------
--------
     Kep9       0.35
    Kep11        - -       0.24
    Kep12        - -        - -       0.39
     NPU1        - -       0.14       0.16       0.71
     NPU2        - -        - -        - -       0.20       0.57
     NPU3        - -        - -        - -        - -       0.35
0.51
     NPU4       0.15        - -       0.10        - -       0.21
0.27
```

```
     NPU5        - -         - -         - -         - -         0.13
0.21
     NPU6        - -         - -         - -         - -          - -
- -
     NPU7        - -         - -         - -         - -          - -
- -
     NPU8        - -         - -         - -         - -          - -
- -
     NPU9        - -         - -         - -         - -          - -
- -
    NPU10        - -         - -         - -         - -          - -
- -
    NPU11        - -         - -         - -         - -          - -
- -
    NPU12        - -         - -         - -         - -          - -
- -
    NPU13        - -         - -         - -         - -          - -
- -

         THETA-EPS

               NPU4        NPU5        NPU6        NPU7        NPU8
NPU9
           --------    --------    --------    --------    --------
--------
     NPU4       0.58
     NPU5       0.28        0.45
     NPU6        - -         - -        0.33
     NPU7        - -         - -         - -        0.42
     NPU8        - -         - -         - -        0.08        0.33
     NPU9        - -         - -         - -         - -         0.13
0.27
    NPU10        - -         - -         - -         - -          - -
0.07
    NPU11        - -         - -         - -         - -          - -
- -
    NPU12       -0.09        - -         - -         - -          - -
- -
    NPU13        - -         - -         - -         - -          - -
- -

         THETA-EPS

              NPU10       NPU11       NPU12       NPU13
           --------    --------    --------    --------
    NPU10       0.22
    NPU11       0.11        0.20
    NPU12        - -         - -        0.37
    NPU13        - -         - -        0.14        0.26

         THETA-DELTA-EPS

               Kep1        Kep2        Kep4        Kep5        Kep7
Kep8
           --------    --------    --------    --------    --------
--------
      KP1        - -         - -         - -         - -          - -
- -
```

```
      KP2         - -         - -         - -         - -         - -
- -
      KP3         - -         - -         - -       -0.12         - -
- -
      KP4         - -         - -         - -         - -         - -
- -
      KP5         - -         - -         - -         - -         - -
- -

         THETA-DELTA-EPS

                 Kep9       Kep11       Kep12        NPU1        NPU2
NPU3
          --------    --------    --------    --------    --------
--------
      KP1         - -         - -       -0.12         - -         - -
- -
      KP2         - -         - -         - -         - -         - -
- -
      KP3         - -         - -         - -         - -         - -
- -
      KP4         - -         - -         - -         - -         - -
- -
      KP5         - -         - -         - -         - -         - -
- -

         THETA-DELTA-EPS

                 NPU4        NPU5        NPU6        NPU7        NPU8
NPU9
          --------    --------    --------    --------    --------
--------
      KP1         - -         - -         - -         - -         - -
- -
      KP2         - -         - -         - -         - -         - -
- -
      KP3         - -         - -         - -         - -         - -
- -
      KP4         - -         - -         - -         - -         - -
- -
      KP5         - -         - -         - -         - -         - -
- -

         THETA-DELTA-EPS

                NPU10       NPU11       NPU12       NPU13
          --------    --------    --------    --------
      KP1         - -         - -         - -         - -
      KP2         - -         - -         - -         - -
      KP3         - -         - -         - -         - -
      KP4         - -         - -         - -         - -
      KP5         - -         - -         - -         - -

         THETA-DELTA

                 KP1         KP2         KP3         KP4         KP5
          --------    --------    --------    --------    --------
      KP1        0.44
```

KP2	- -	0.73			
KP3	- -	- -	0.75		
KP4	0.22	0.28	- -	0.81	
KP5	- -	- -	- -	- -	0.52

Regression Matrix ETA on KSI (Standardized)

	KP
Kep	0.58
NPU	0.66

Time used: 0.156 Seconds