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Lampiran 1: Kuesioner

**KUESIONER PENELITIAN TESIS
PENGARUH KUALITAS PELAYANAN TERHADAP
LOYALITAS PASIEN DENGAN MEDIASI KEPUASAN**

I. Data Responden

Petunjuk pengisian: Berikan tanda silang (X) pada salah satu jawaban berbentuk pilihan dan/atau isilah titik-titik dengan tulisan tangan yang sesuai dengan identitas Bapak/Ibu/Saudara(i).

1. Jenis Kelamin : Laki-laki Perempuan
2. Usia : Di bawah 18 tahun 36 – 45 tahun
 18 – 25 tahun 46 – 55 tahun
 26 – 35 tahun Di atas 56 tahun
3. Status perkawinan : kawin tidak kawin
4. Pendidikan terakhir : Sekolah Dasar Diploma (D1/D2/D3)
 Sekolah Menengah Pertama Sarjana (S1/S2/S3)
 Sekolah Menengah Atas Lainnya, sebutkan
5. Pekerjaan : Pelajar/ Mahasiswa Wiraswasta
 Pegawai Negeri/ TNI/ POLRI
 Pegawai Swasta Lainnya, sebutkan.....
6. Kunjungan Anda di rawat jalan ke RS Medistra saat ini adalah yang :
 Pertama kali 2-5 kali > 5 kali
7. Alasan Berobat di RS Medistra:
 Aksesnya mudah Informasi internet
 Referensi Keluarga Referensi Teman
 Kerjasama dengan asuransi Kerjasama perusahaan

Rujukan dari dokter Rujukan dari RS lain

Lain2, sebutkan.....

8. Tempat yang dikunjungi:

UGD Poli Umum

Poli Spesialis Lain2, sebutkan.....

II. **Pernyataan Penelitian Petunjuk pengisian:** Berikan penilaian dengan memberikan tanda \surd (check) pada kolom yang telah disediakan terhadap daftar pernyataan yang tertera di bawah ini dari angka 1 sampai dengan 5, dimana:

- 1) Sangat Setuju, diberi skor 5
- 2) Setuju, diberi skor 4
- 3) Antara Setuju dan Tidak Setuju, diberi skor 3
- 4) Tidak Setuju, diberi skor 2
- 5) Sangat Tidak Setuju, diberi skor 1

Tabel Kuesioner Kualitas Pelayanan

No	Pertanyaan	1	2	3	4	5
	Tangible (Bukti fisik)					
1	Rumah Sakit Medistra memiliki peralatan pemeriksaan yang terkini					
2	Pengaturan ruangan-ruangan di rawat jalan menarik					
3	Karyawan RS Medistra berpenampilan rapih					
4	Ruang tunggu pasien rawat jalan RS selalu tampak bersih					
	Reliability (Kehandalan)					
5	Jadwal pemeriksaan dokter rawat jalan di RS Medistra sudah tepat waktu (sesuai dengan yang dijadwalkan)					
6	Dokter di RS Medistra bersimpati dalam menanggapi keluhan pasien					
7	Rumah Sakit Medistra dapat diandalkan dalam menangani keluhan pasien					
8	Informasi yang diberikan kepada pasien rawat jalan di RS Medistra sudah akurat					
9	Segala informasi medis pasien dilakukan pencatatan dengan baik					

Lanjutan Tabel Kuesioner Kualitas Pelayanan

No	Pertanyaan	1	2	3	4	5
	Responsiveness (Responsif)					
10	Petugas bagian pendaftaran RS Medistra tidak dapat memberikan informasi yang jelas kepada pasien ketika Dokter belum mulai praktek sesuai jadwal					
11	Petugas Pendaftaran RS Medistra tidak bisa memberikan pelayanan yang cepat sesuai dengan harapan pasien					
12	Perawat RS Medistra tidak bersedia membantu melayani pasien					
13	Perawat terlalu sibuk untuk segera menanggapi keluhan pasien					
	Assurance (Jaminan)					
14	Dokter RS Medistra dapat dipercaya dalam memberikan pengobatan					
15	Pasien merasa nyaman dalam pelayanan di RS Medistra					
16	Perawat RS Medistra ramah kepada pasien					
17	Perawat rawat jalan di RS Medistra terampil dalam memberikan pelayanan					
	Empathy (Empati)					
18	Dokter tidak menanggapi apa yang menjadi keluhan pasien					
19	Rumah Sakit Medistra tidak memberikan perhatian kepada setiap keluhan pasien					
20	Dokter tidak memahami apa yang di keluhkan oleh pasien					
21	Rumah Sakit Medistra tidak memberikan pelayanan terbaik kepada pasien					
22	Petugas pendaftaran tidak dapat menjelaskan jadwal praktek dokter					

Pernyataan Penelitian Petunjuk pengisian: Berikan penilaian dengan memberikan tanda \surd (check) pada kolom yang telah disediakan terhadap daftar pernyataan yang tertera di bawah ini dari angka 1 sampai dengan 5, dimana:

- 1) Sangat Setuju, diberi skor 5
- 2) Setuju, diberi skor 4
- 3) Antara Setuju dan Tidak Setuju, diberi skor 3
- 4) Tidak Setuju, diberi skor 2
- 5) Sangat Tidak Setuju, diberi skor 1

Tabel Kuesioner Kepuasan Pasien

No	Pertanyaan	1	2	3	4	5
1	Saya senang dengan hasil pekerjaan dokter					
2	Saya puas dengan kinerja dokter					
3	Saya puas dengan keseluruhan pelayanan yang diberikan oleh RS Medistra					

Pernyataan Penelitian Petunjuk pengisian: Berikan penilaian dengan memberikan tanda \surd (check) pada kolom yang telah disediakan terhadap daftar pernyataan yang tertera di bawah ini dari angka 1 sampai dengan 5, dimana:

- 1) Sangat Setuju, diberi skor 5
- 2) Setuju, diberi skor 4
- 3) Antara Setuju dan Tidak Setuju, diberi skor 3
- 4) Tidak Setuju, diberi skor 2
- 5) Sangat Tidak Setuju, diberi skor 1

Tabel Kuesioner Loyalitas Pasien

No	Pertanyaan	1	2	3	4	5
1	Saya akan berobat di rumah sakit ini, apabila saya sakit					
2	Saya yakin kualitas rumah sakit ini secara keseluruhan tidak akan menurun					
3	Saya yakin kualitas rumah sakit ini akan meningkat di masa mendatang					
4	Saya tidak akan pindah ke rumah sakit lainnya					
5	Saya tidak akan pindah, walaupun ada rumah sakit lain yang lebih dekat dengan tempat tinggal saya					
6	Saya tidak akan berpindah, walaupun ada rumah sakit lain yang lebih murah					
7	Jika diminta pendapat saya akan merekomendasikan rumah sakit ini kepada teman-teman saya					

8	Saya akan bercerita hal-hal baik tentang rumah sakit ini					
9	Saya senang apabila teman-teman saya berobat juga di rumah sakit langganan saya					

Lampiran 2: Uji Pretest

TABULASI DATA UJICOB KUESIONER

No	Kualitas Pelayanan																						Kepuasan Pasien			Loyalitas Pasien										
	Tangible			Reliability					Responsiveness					Assurance				Emphaty					1	2	3	1	2	3	4	5	6	7	8	9		
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	1	2	3	1	2	3	4	5	6	7	8	9		
R1	3	3	5	3	2	2	3	4	4	4	5	5	5	4	3	4	4	3	4	3	4	3	5	5	5	5	5	4	3	3	4	5	5	5		
R2	4	3	4	4	2	3	3	2	2	3	4	3	5	5	5	5	5	5	5	4	5	4	5	4	5	4	4	4	4	4	5	5	4	4	3	
R3	4	4	4	4	4	5	4	4	4	4	5	5	5	4	4	4	4	5	5	5	3	4	4	5	5	3	3	4	3	3	4	5	5	4		
R4	4	4	4	4	4	4	5	5	4	5	4	5	5	3	4	4	3	3	3	3	3	4	4	5	5	5	5	4	5	5	5	5	5	5	5	
R5	3	3	3	4	3	4	3	5	4	3	3	3	5	4	4	5	5	5	4	5	3	4	5	5	5	5	5	5	5	5	5	5	5	5	5	
R6	5	5	4	5	4	5	5	4	4	5	4	5	4	5	5	5	4	5	5	4	5	4	4	4	4	4	4	4	4	4	5	4	4	5	4	5
R7	4	3	3	4	2	2	2	2	2	2	3	2	3	3	5	5	4	5	5	4	4	4	4	5	5	4	4	4	5	5	5	5	5	5	4	4
R8	4	4	4	4	4	4	4	3	3	4	4	5	5	4	5	4	4	4	4	4	4	4	3	5	4	4	4	5	5	4	5	3	3	3	3	
R9	4	5	5	4	4	5	5	3	3	5	4	3	4	3	3	3	3	3	3	3	3	4	4	5	5	3	5	4	5	5	4	5	4	5	4	
R10	1	1	1	1	2	1	1	1	2	2	1	2	1	1	2	2	1	2	2	1	1	2	4	4	3	2	2	2	2	2	2	2	2	2	2	
R11	5	4	5	5	4	5	5	4	4	4	5	5	4	5	5	4	5	4	5	4	4	5	5	3	4	5	4	5	4	5	5	5	5	4	5	
R12	4	4	4	4	4	4	4	5	3	4	5	5	4	4	4	4	4	5	4	4	5	4	3	4	3	4	4	4	4	5	4	4	4	3	5	
R13	3	4	3	4	4	4	4	4	4	4	3	5	4	4	4	4	3	4	3	3	4	4	5	4	3	4	4	4	4	4	5	4	4	4	4	
R14	4	4	5	4	5	4	5	4	4	4	4	5	4	4	4	5	5	2	2	2	2	2	2	2	2	2	1	2	1	1	2	2	2	2	2	
R15	3	4	5	4	3	3	4	3	4	4	3	4	3	4	3	3	3	4	3	4	4	3	5	4	4	5	5	5	5	5	5	4	5	5	5	
R16	4	4	4	4	4	5	4	4	4	4	4	5	4	4	5	4	4	3	4	3	4	4	3	3	2	3	4	4	4	4	4	4	4	3	2	
R17	3	4	5	5	4	5	5	3	4	4	4	5	4	5	5	5	5	5	5	4	5	4	4	4	5	3	4	4	4	5	5	5	5	4	4	
R18	5	4	4	5	5	4	5	4	4	4	4	5	4	5	4	4	3	3	3	3	3	5	5	5	5	4	3	4	5	5	4	4	5	4	4	
R19	3	4	3	3	2	3	3	5	4	4	5	4	5	3	3	3	3	3	3	3	3	4	3	3	4	5	5	5	5	5	5	5	5	4	5	
R20	4	4	4	4	4	4	4	5	3	4	5	5	4	4	4	4	4	4	4	4	4	3	5	5	5	5	5	5	5	5	5	5	5	5	5	
R21	3	4	3	4	4	5	3	4	4	4	5	5	5	4	5	4	4	4	4	4	4	4	3	4	4	4	3	4	3	4	4	4	3	4	4	
R22	5	4	5	4	4	5	5	5	5	5	5	5	5	5	5	5	4	5	5	3	5	5	5	4	5	4	4	5	4	4	5	4	5	4	4	
R23	4	4	3	4	5	3	4	4	4	4	5	5	5	4	5	4	5	4	5	4	5	4	4	5	5	4	5	5	4	4	4	4	4	4	5	
R24	5	4	5	4	5	5	5	4	4	4	5	5	4	4	3	4	5	3	4	5	4	4	5	5	5	5	5	5	5	5	5	5	3	5	5	
R25	3	4	4	4	3	4	5	4	5	3	3	3	5	4	4	3	4	5	5	5	5	4	4	4	4	4	5	4	4	4	4	4	4	4	4	
R26	4	3	3	4	2	3	5	4	4	3	4	5	4	4	4	4	4	4	3	4	4	4	4	4	4	4	5	4	5	5	4	5	4	4	4	
R27	4	4	4	4	4	4	4	5	5	4	4	5	5	4	4	4	3	4	5	4	4	4	4	4	5	4	4	4	4	4	5	4	4	5	4	
R28	5	5	4	4	4	5	5	4	4	4	4	5	5	5	5	5	5	4	5	5	4	5	5	5	5	4	4	4	4	5	4	4	4	4	5	
R29	5	5	5	4	4	4	5	4	5	4	5	4	5	4	5	5	4	4	4	3	4	5	4	4	4	4	4	4	4	4	5	4	3	4	4	
R30	3	3	3	4	4	3	4	3	3	4	3	4	3	4	4	4	4	5	4	4	4	5	4	4	5	5	5	5	5	5	5	5	5	5	4	4

Variabel Kualitas Pelayanan

Factor Analysis Tangible

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.810
Bartlett's Test of Sphericity	Approx. Chi-Square	50.355
	df	6
	Sig.	.000

Anti-image Matrices

		Tang1	Tang2	Tang3	Tang4
Anti-image Covariance	Tang1	.476	-.142	-.135	-.107
	Tang2	-.142	.375	-.152	-.187
	Tang3	-.135	-.152	.554	-.025
	Tang4	-.107	-.187	-.025	.508
Anti-image Correlation	Tang1	.833 ^a	-.337	-.263	-.218
	Tang2	-.337	.763 ^a	-.334	-.428
	Tang3	-.263	-.334	.843 ^a	-.047
	Tang4	-.218	-.428	-.047	.818 ^a

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
Tang1	1.000	.722
Tang2	1.000	.798
Tang3	1.000	.640
Tang4	1.000	.670

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.830	70.741	70.741	2.830	70.741	70.741
2	.512	12.807	83.548			
3	.380	9.512	93.059			
4	.278	6.941	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix^a

	Component
	1
Tang1	.850
Tang2	.893
Tang3	.800
Tang4	.819

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Rotated Component Matrix^a

a. Only one component was extracted.
The solution cannot be rotated.

Reliability Tangible**Scale Statistics**

Mean	Variance	Std. Deviation	N of Items
15.50	8.397	2.898	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Tang1	11.67	4.713	.719	.811
Tang2	11.67	4.989	.787	.787
Tang3	11.57	4.806	.652	.843
Tang4	11.60	5.283	.669	.832

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

Reliability Statistics

Cronbach's Alpha	N of Items
.857	4

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

Component Matrix^a

	Component
	1
Rel5	.730
Rel6	.851
Rel7	.873
Rel8	.731
Rel9	.762

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Rotated Component Matrix^a

a. Only one component was extracted.
The solution cannot be rotated.

Reliability Reliability**Scale Statistics**

Mean	Variance	Std. Deviation	N of Items
19.27	14.616	3.823	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Rel5	15.60	10.248	.596	.833
Rel6	15.37	8.792	.746	.792
Rel7	15.20	8.579	.769	.785
Rel8	15.43	10.047	.576	.839
Rel9	15.47	10.878	.629	.829

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.848	5

Factor Analysis Responsiveness

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.785
Bartlett's Test of Sphericity	Approx. Chi-Square	43.945
	df	6
	Sig.	.000

Anti-image Matrices

	Res10	Res11	Res12	Res13	
Anti-image Covarian	Res10	.541	-.089	-.218	-.072
	Res11	-.089	.462	-.162	-.220
	Res12	-.218	-.162	.476	-.054
	Res13	-.072	-.220	-.054	.587
Anti-image Correlatic	Res10	.802 ^a	-.178	-.430	-.127
	Res11	-.178	.769 ^a	-.344	-.422
	Res12	-.430	-.344	.771 ^a	-.102
	Res13	-.127	-.422	-.102	.807 ^a

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
Res10	1.000	.655
Res11	1.000	.735
Res12	1.000	.715
Res13	1.000	.606

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.712	67.792	67.792	2.712	67.792	67.792
2	.585	14.628	82.419			
3	.385	9.615	92.034			
4	.319	7.966	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix^a

	Component
	1
Res10	.810
Res11	.857
Res12	.845
Res13	.779

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Rotated Component Matrix^a

a. Only one component was extracted.
The solution cannot be rotated.

Factor Analysis Assurance

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.810
Bartlett's Test of Sphericity	Approx. Chi-Square	61.053
	df	6
	Sig.	.000

Anti-image Matrices

	Ass14	Ass15	Ass16	Ass17
Anti-image Covariance				
Ass14	.439	-.121	-.064	-.163
Ass15	-.121	.411	-.184	-.016
Ass16	-.064	-.184	.347	-.145
Ass17	-.163	-.016	-.145	.439
Anti-image Correlation				
Ass14	.841 ^a	-.284	-.163	-.372
Ass15	-.284	.803 ^a	-.487	-.037
Ass16	-.163	-.487	.783 ^a	-.372
Ass17	-.372	-.037	-.372	.821 ^a

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
Ass14	1.000	.737
Ass15	1.000	.736
Ass16	1.000	.798
Ass17	1.000	.723

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.995	74.877	74.877	2.995	74.877	74.877
2	.428	10.690	85.566			
3	.344	8.605	94.172			
4	.233	5.828	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix

	Component
	1
Ass14	.859
Ass15	.858
Ass16	.893
Ass17	.850

Extraction Method: Principal Component A

a. 1 components extracted.

Rotated Component Matrix

a. Only one component was extracted.
The solution cannot be rotated.

Reliability Assurance

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
16.23	8.392	2.897	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Ass14	12.23	4.944	.747	.853
Ass15	12.07	4.961	.736	.857
Ass16	12.13	5.085	.798	.837
Ass17	12.27	4.616	.731	.863

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

Reliability Statistics

Cronbach's Alpha	N of Items
.885	4

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

Factor Analysis Emphaty

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.812
Bartlett's Test of Sphericity	Approx. Chi-Square	65.029
	df	10
	Sig.	.000

Anti-image Matrices

	Emp18	Emp19	Emp20	Emp21	Emp22
Anti-image Covariance					
Emp18	.363	-.140	-.194	.000	-.100
Emp19	-.140	.402	-.103	-.130	-.049
Emp20	-.194	-.103	.459	-.031	.036
Emp21	.000	-.130	-.031	.540	-.232
Emp22	-.100	-.049	.036	-.232	.567
Anti-image Correlation					
Emp18	.786 ^a	-.367	-.475	.001	-.220
Emp19	-.367	.842 ^a	-.239	-.279	-.103
Emp20	-.475	-.239	.808 ^a	-.063	.071
Emp21	.001	-.279	-.063	.811 ^a	-.420
Emp22	-.220	-.103	.071	-.420	.811 ^a

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
Emp18	1.000	.741
Emp19	1.000	.745
Emp20	1.000	.623
Emp21	1.000	.578
Emp22	1.000	.542

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	3.228	64.560	64.560	3.228	64.560	64.560
2	.776	15.526	80.086			
3	.416	8.316	88.402			
4	.330	6.593	94.995			
5	.250	5.005	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix^a

	Component
	1
Emp18	.861
Emp19	.863
Emp20	.789
Emp21	.760
Emp22	.736

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Rotated Component Matrix^a

a. Only one component was extracted.
The solution cannot be rotated.

Reliability Emphaty**Scale Statistics**

Mean	Variance	Std. Deviation	N of Items
19.53	12.878	3.589	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Emp18	15.60	8.110	.763	.810
Emp19	15.60	8.110	.763	.810
Emp20	15.73	8.133	.660	.839
Emp21	15.63	8.999	.625	.845
Emp22	15.57	9.289	.596	.852

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

Reliability Statistics

Cronbach's Alpha	N of Items
.861	5

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

Variabel Kepuasan Pasien

Factor Analysis Kepuasan Pasien

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.695
Bartlett's Test of Sphericity	Approx. Chi-Square	21.215
	df	3
	Sig.	.000

Anti-image Matrices

		KP1	KP2	KP3
Anti-image Covariance	KP1	.659	-.233	-.175
	KP2	-.233	.599	-.246
	KP3	-.175	-.246	.645
Anti-image Correlation	KP1	.716 ^a	-.370	-.268
	KP2	-.370	.670 ^a	-.395
	KP3	-.268	-.395	.703 ^a

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP1	1.000	.660
KP2	1.000	.718
KP3	1.000	.673

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.051	68.382	68.382	2.051	68.382	68.382
2	.515	17.174	85.556			
3	.433	14.444	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix

	Component
	1
KP1	.813
KP2	.847
KP3	.821

Rotated Component Matrix

a. Only one component was extracted. The solution cannot be rotated.

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reliability Kepuasan Pasien

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
12.60	4.386	2.094	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
KP1	8.40	2.317	.580	.710
KP2	8.33	2.161	.633	.651
KP3	8.47	2.051	.592	.700

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

Reliability Statistics

Cronbach's Alpha	N of Items
.767	3

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

Variabel Loyalitas Pasien

Factor Analysis Loyalitas Pasien

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.882
Bartlett's Test of Sphericity	Approx. Chi-Square	221.009
	df	36
	Sig.	.000

Anti-image Matrices

		LP1	LP2	LP3	LP4	LP5	LP6	LP7	LP8	LP9
Anti-image Covariance	LP1	.131	-.076	-.045	.032	-.059	-.047	.015	-.011	-.107
	LP2	-.076	.319	.003	-.062	.018	.021	-.009	-.032	.002
	LP3	-.045	.003	.179	-.093	.055	-.040	.005	-.056	-.009
	LP4	.032	-.062	-.093	.164	-.106	-.022	-.079	.067	.002
	LP5	-.059	.018	.055	-.106	.226	-.060	.019	-.004	.008
	LP6	-.047	.021	-.040	-.022	-.060	.254	.014	-.078	.065
	LP7	.015	-.009	.005	-.079	.019	.014	.449	-.156	-.050
	LP8	-.011	-.032	-.056	.067	-.004	-.078	-.156	.326	-.053
	LP9	-.107	.002	-.009	.002	.008	.065	-.050	-.053	.324
Anti-image Correlation	LP1	.858 ^a	-.373	-.295	.217	-.345	-.259	.063	-.052	-.519
	LP2	-.373	.939 ^a	.011	-.272	.068	.075	-.024	-.099	.006
	LP3	-.295	.011	.885 ^a	-.543	.275	-.188	.019	-.234	-.036
	LP4	.217	-.272	-.543	.810 ^a	-.550	-.107	-.290	.292	.011
	LP5	-.345	.068	.275	-.550	.865 ^a	-.251	.059	-.017	.029
	LP6	-.259	.075	-.188	-.107	-.251	.925 ^a	.043	-.271	.228
	LP7	.063	-.024	.019	-.290	.059	.043	.907 ^a	-.407	-.132
	LP8	-.052	-.099	-.234	.292	-.017	-.271	-.407	.885 ^a	-.162
	LP9	-.519	.006	-.036	.011	.029	.228	-.132	-.162	.893 ^a

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
LP1	1.000	.850
LP2	1.000	.709
LP3	1.000	.819
LP4	1.000	.740
LP5	1.000	.708
LP6	1.000	.742
LP7	1.000	.543
LP8	1.000	.634
LP9	1.000	.610

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	6.355	70.608	70.608	6.355	70.608	70.608
2	.719	7.987	78.594			
3	.544	6.041	84.636			
4	.410	4.551	89.187			
5	.324	3.595	92.781			
6	.261	2.902	95.683			
7	.186	2.071	97.754			
8	.126	1.402	99.156			
9	.076	.844	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix^a

	Component
	1
LP1	.922
LP2	.842
LP3	.905
LP4	.860
LP5	.841
LP6	.861
LP7	.737
LP8	.796
LP9	.781

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Rotated Component Matrix^a

a. Only one component was extracted.
The solution cannot be rotated.

Reliability Loyalitas Pasien

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
37.90	46.231	6.799	9

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
LP1	33.83	35.316	.893	.934
LP2	33.77	37.564	.796	.940
LP3	33.60	35.834	.872	.936
LP4	33.67	35.471	.813	.939
LP5	33.60	37.007	.792	.940
LP6	33.53	37.499	.816	.939
LP7	33.70	37.666	.679	.946
LP8	33.77	37.633	.744	.943
LP9	33.73	36.961	.724	.944

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

Reliability Statistics

Cronbach's Alpha	N of Items
.947	9

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

Lampiran 3: Uji ANOVA

Frequency Table Identitas Responden

Usia

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Di bawah 18 tahun	3	1.8	1.8	1.8
18 - 25 tahun	17	10.0	10.0	11.8
26 - 35 tahun	28	16.5	16.5	28.2
36 - 45 tahun	52	30.6	30.6	58.8
46 - 55 tahun	59	34.7	34.7	93.5
Diatas 56 tahun	11	6.5	6.5	100.0
Total	170	100.0	100.0	

Pendidikan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid SMP	2	1.2	1.2	1.2
SMA/SLTA	14	8.2	8.2	9.4
Diploma (D1/D2/D3)	71	41.8	41.8	51.2
Sarjana (S1/S2/S3)	83	48.8	48.8	100.0
Total	170	100.0	100.0	

Pekerjaan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Pelajar/Mahasiswa	28	16.5	16.5	16.5
Pegawai Negeri/TNI/POLRI	10	5.9	5.9	22.4
Pegawai Swasta	74	43.5	43.5	65.9
Wiraswasta	58	34.1	34.1	100.0
Total	170	100.0	100.0	

Oneway

Descriptives

		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Min	Max
						Lower Bound	Upper Bound		
Kualitas Pelayanan	Di bawah 18 tahun	3	3.7800	.21071	.12166	3.2566	4.3034	3.58	4.00
	18 - 25 tahun	17	3.4789	1.10797	.26858	2.9089	4.0478	1.00	4.99
	26 - 35 tahun	28	3.7161	.65869	.12448	3.4607	3.9715	2.39	5.00
	36 - 45 tahun	52	3.6823	1.01665	.14098	3.3993	3.9653	1.00	5.00
	46 - 55 tahun	59	3.7866	.60764	.07911	3.6283	3.9450	2.00	4.88
	Diatas 56 tahun	11	4.3518	.36334	.10955	4.1077	4.5959	4.00	5.00
	Total	170	3.7487	.81576	.06257	3.6252	3.8722	1.00	5.00
Kepuasan Pasien	Di bawah 18 tahun	3	3.3333	1.15470	.66667	.4649	6.2018	2.00	4.00
	18 - 25 tahun	17	3.5490	1.26349	.30644	2.8994	4.1985	1.00	5.00
	26 - 35 tahun	28	3.3333	1.26361	.23880	2.8434	3.8233	1.00	5.00
	36 - 45 tahun	52	3.9615	.88230	.12235	3.7159	4.2072	1.00	5.00
	46 - 55 tahun	59	3.9661	.88991	.11586	3.7342	4.1980	1.00	5.00
	Diatas 56 tahun	11	4.3333	.51640	.15570	3.9864	4.6803	3.67	5.00
	Total	170	3.8314	1.01290	.07769	3.6780	3.9847	1.00	5.00
Loyalitas Pasien	Di bawah 18 tahun	3	3.9259	1.11296	.64257	1.1612	6.6907	2.78	5.00
	18 - 25 tahun	17	3.3399	1.04118	.25252	2.8045	3.8752	1.00	5.00
	26 - 35 tahun	28	3.4881	.69707	.13173	3.2178	3.7584	1.00	5.00
	36 - 45 tahun	52	3.6965	.69306	.09611	3.5036	3.8895	2.00	5.00
	46 - 55 tahun	59	3.9492	.78928	.10275	3.7435	4.1548	1.00	5.00
	Diatas 56 tahun	11	4.0707	.54495	.16431	3.7046	4.4368	3.11	4.89
	Total	170	3.7425	.78831	.06046	3.6231	3.8613	1.00	5.00

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Kualitas Pelayanan	Between Groups	5.592	5	1.118	1.716	.134
	Within Groups	106.872	164	.652		
	Total	112.464	169			
Kepuasan Pasien	Between Groups	13.768	5	2.754	2.829	.018
	Within Groups	159.620	164	.973		
	Total	173.388	169			
Loyalitas Pasien	Between Groups	8.483	5	1.697	2.882	.016
	Within Groups	96.540	164	.589		
	Total	105.023	169			

Post Hoc Tests

Homogeneous Subsets

Kualitas Pelayanan

Duncan^{a,b}

Usia	N	Subset for alpha = .05	
		1	2
18 - 25 tahun	17	3.4782	
36 - 45 tahun	52	3.6823	3.6823
26 - 35 tahun	28	3.7161	3.7161
Di bawah 18 tahun	3	3.7800	3.7800
46 - 55 tahun	59	3.7866	3.7866
Diatas 56 tahun	11		4.3518
Sig.		.439	.087

Means for groups in homogeneous subsets are displayed.

- Uses Harmonic Mean Sample Size = 10.812.
- The group sizes are unequal. The harmonic mean of the group sizes is used. Type I error levels are not guaranteed.

Kepuasan Pasien

Duncan^{a,b}

Usia	N	Subset for alpha = .05	
		1	2
Di bawah 18 tahun	3	3.3333	
26 - 35 tahun	28	3.3333	
18 - 25 tahun	17	3.5490	3.5490
36 - 45 tahun	52	3.9615	3.9615
46 - 55 tahun	59	3.9661	3.9661
Diatas 56 tahun	11		4.3333
Sig.		.190	.093

Means for groups in homogeneous subsets are displayed.

- Uses Harmonic Mean Sample Size = 10.812.
- The group sizes are unequal. The harmonic mean of the group sizes is used. Type I error levels are not guaranteed.

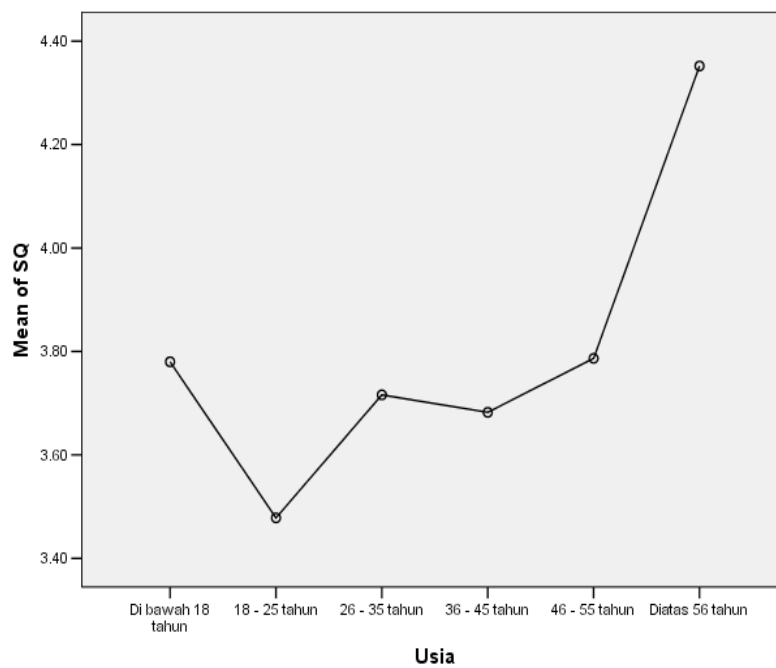
Loyalitas Pasien

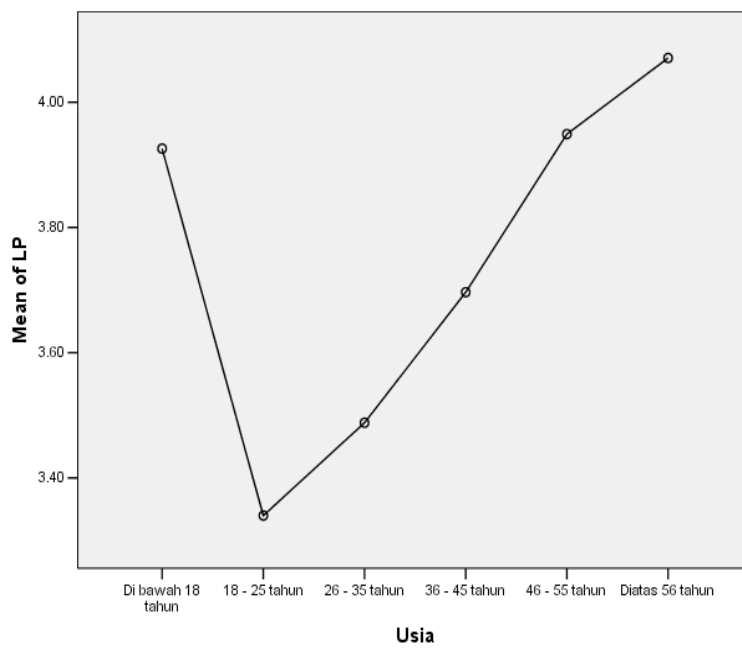
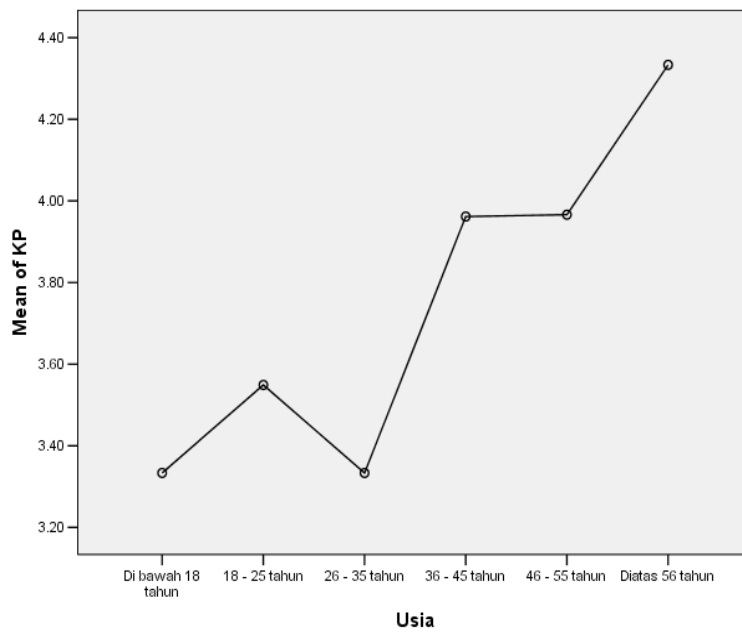
Duncan^{a,b}

Usia	N	Subset for alpha = .05
		1
18 - 25 tahun	17	3.3399
26 - 35 tahun	28	3.4881
36 - 45 tahun	52	3.6966
Di bawah 18 tahun	3	3.9259
46 - 55 tahun	59	3.9492
Diatas 56 tahun	11	4.0707
Sig.		.053

Means for groups in homogeneous subsets are displayed.

- Uses Harmonic Mean Sample Size = 10.812.
- The group sizes are unequal. The harmonic mean of the group sizes is used. Type I error levels are not guaranteed.





Oneway

Descriptives

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Min	Max	
					Lower Bound	Upper Bound			
Kualitas Pelayanan	SMP	2	3,7900	,29693	,21000	1,1217	6,4583	3,58	4,00
	SMA/SLTA	14	3,3429	,67214	,17964	2,9549	3,7309	2,16	4,16
	Diploma (D1/D2/D3)	71	3,6189	,97503	,11572	3,3881	3,8497	1,00	5,00
	Sarjana (S1/S2/S3)	83	3,9272	,64201	,07047	3,7870	4,0674	1,00	5,00
Total	170	3,7487	,81573	,06257	3,6252	3,8722	1,00	5,00	
Kepuasan Pasien	SMP	2	3,0000	1,41421	1,00000	-9,7062	15,7062	2,00	5,00
	SMA/SLTA	14	2,5000	1,48923	,39803	1,6401	3,3599	1,00	5,00
	Diploma (D1/D2/D3)	71	3,8216	1,00764	,11958	3,5831	4,0601	1,00	5,00
	Sarjana (S1/S2/S3)	83	4,0843	,69813	,07863	3,9319	4,2368	1,00	5,00
Total	170	3,8314	1,01290	,07769	3,6780	3,9847	1,00	5,00	
Loyalitas Pasien	SMP	2	4,5000	,70711	,50000	-1,8531	10,8531	4,00	5,00
	SMA/SLTA	14	3,2778	1,01812	,27710	2,6899	3,8656	1,00	4,11
	Diploma (D1/D2/D3)	71	3,4397	,70958	,08421	3,2718	3,6077	1,00	5,00
	Sarjana (S1/S2/S3)	83	4,0616	,66875	,07341	3,9155	4,2076	1,56	5,00
Total	170	3,7425	,78831	,06046	3,6231	3,8618	1,00	5,00	

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Kualitas Pelayanan	Between Groups	6,151	3	2,050	3,202	,025
	Within Groups	106,312	166	,640		
	Total	112,464	169			
Kepuasan Pasien	Between Groups	31,516	3	10,505	12,292	,000
	Within Groups	141,872	166	,855		
	Total	173,388	169			
Loyalitas Pasien	Between Groups	19,129	3	6,376	12,323	,000
	Within Groups	85,894	166	,517		
	Total	105,023	169			

Post Hoc Tests

Homogeneous Subsets

Kualitas Pelayanan

Duncan^{a,b}

Pendidikan	N	Subset for alpha = .05
		1
SMA/SLTA	14	3.3429
Diploma (D1/D2/D3)	71	3.6189
SMP	2	3.7900
Sarjana (S1/S2/S3)	83	3.9272
Sig.		.229

Means for groups in homogeneous subsets are displayed.

- Uses Harmonic Mean Sample Size = 6.694.
- The group sizes are unequal. The harmonic mean of the group sizes is used. Type I error levels are not guaranteed.

Kepuasan Pasien

Duncan^{a,b}

Pendidikan	N	Subset for alpha = .05		
		1	2	3
SMA/SLTA	14	2.5000		
SMP	2	3.0000	3.0000	
Diploma (D1/D2/D3)	71		3.8216	3.8216
Sarjana (S1/S2/S3)	83			4.0843
Sig.		.324	.106	.604

Means for groups in homogeneous subsets are displayed.

- Uses Harmonic Mean Sample Size = 6.694.
- The group sizes are unequal. The harmonic mean of the group sizes is used. Type I error levels are not guaranteed.

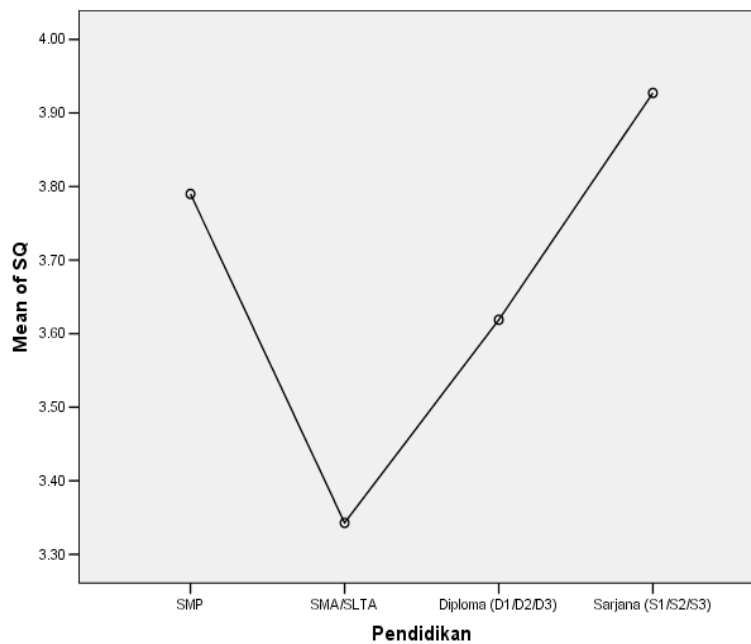
Loyalitas Pasien

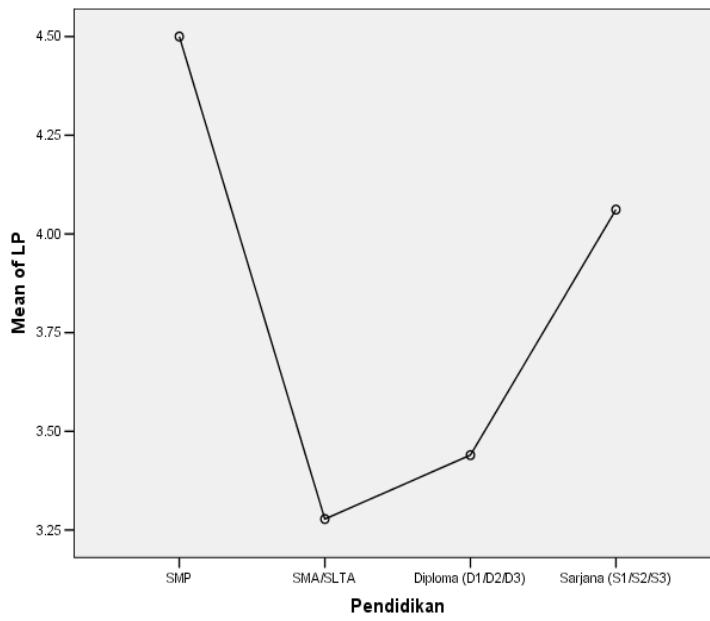
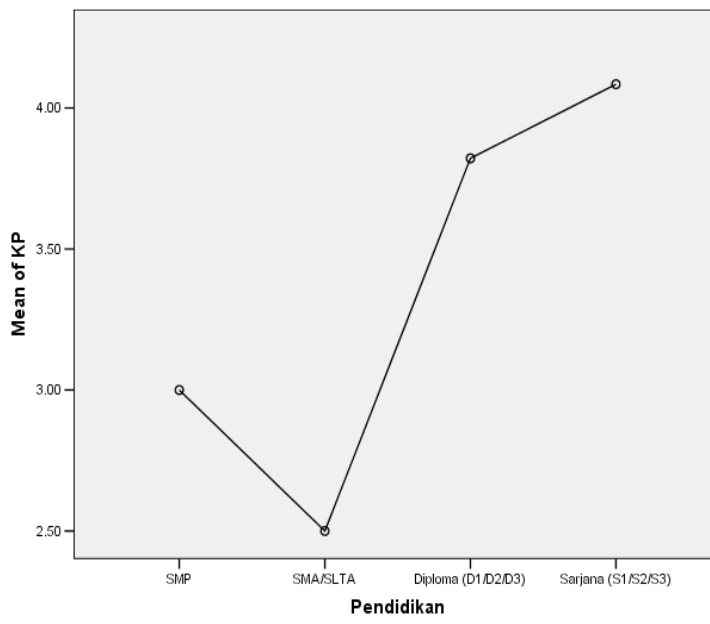
Duncan^{a,b}

Pendidikan	N	Subset for alpha = .05	
		1	2
SMA/SLTA	14	3.2778	
Diploma (D1/D2/D3)	71	3.4397	
Sarjana (S1/S2/S3)	83	4.0616	4.0616
SMP	2		4.5000
Sig.		.060	.266

Means for groups in homogeneous subsets are displayed.

- Uses Harmonic Mean Sample Size = 6.694.
- The group sizes are unequal. The harmonic mean of the group sizes is used. Type I error levels are not guaranteed.





Oneway

Descriptives

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Min	Max	
					Lower Bound	Upper Bound			
Kualitas Pelayanan	Pelajar/Mahasiswa	28	3.4718	1.07483	.20312	3.0550	3.8885	1.00	5.00
	Pegawai Negeri/TNI/POLRI	10	3.8510	.90988	.28773	3.2001	4.5019	2.00	5.00
	Pegawai Swasta	74	3.6631	.81220	.09442	3.4749	3.8513	1.00	5.00
	Wiraswasta	58	3.9740	.59128	.07764	3.8185	4.1294	2.00	5.00
	Total	170	3.7467	.81576	.06257	3.6252	3.8722	1.00	5.00
Kepuasan Pasien	Pelajar/Mahasiswa	28	3.3660	1.20130	.22702	2.9032	3.8349	1.00	5.00
	Pegawai Negeri/TNI/POLRI	10	4.1667	.93294	.29502	3.4993	4.8340	2.00	5.00
	Pegawai Swasta	74	3.7072	1.09232	.12398	3.4511	3.9603	1.00	5.00
	Wiraswasta	58	4.1552	.66437	.08724	3.9805	4.3299	1.00	5.00
	Total	170	3.8314	1.01290	.07769	3.6780	3.9847	1.00	5.00
Loyalitas Pasien	Pelajar/Mahasiswa	28	3.4762	1.06568	.20139	3.0630	3.8894	1.00	5.00
	Pegawai Negeri/TNI/POLRI	10	3.6444	.53876	.17037	3.2590	4.0298	3.00	5.00
	Pegawai Swasta	74	3.6306	.74799	.08395	3.4573	3.8039	1.00	5.00
	Wiraswasta	58	4.0307	.63635	.08356	3.8633	4.1980	2.00	5.00
	Total	170	3.7125	.78831	.06046	3.6231	3.9618	1.00	5.00

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Kualitas Pelayanan	Between Groups	5.737	3	1.912	2.974	.033
	Within Groups	106.726	166	.643		
	Total	112.464	169			
Kepuasan Pasien	Between Groups	14.331	3	4.777	4.986	.002
	Within Groups	159.057	166	.958		
	Total	173.388	169			
Loyalitas Pasien	Between Groups	7.824	3	2.608	4.454	.005
	Within Groups	97.199	166	.586		
	Total	105.023	169			

Post Hoc Tests

Homogeneous Subsets

Kualitas Pelayanan

Duncan^{a,b}

Pekerjaan	N	Subset for alpha = .05	
		1	2
Pelajar/Mahasiswa	28	3.4718	
Pegawai Swasta	74	3.6631	3.6631
Pegawai Negeri/TNI/POLRI	10	3.8510	3.8510
Wiraswasta	58		3.9740
Sig.		.124	.208

Means for groups in homogeneous subsets are displayed.

- Uses Harmonic Mean Sample Size = 24.028.
- The group sizes are unequal. The harmonic mean of the group sizes is used. Type I error levels are not guaranteed.

Kepuasan Pasien

Duncan^{a,b}

Pekerjaan	N	Subset for alpha = .05	
		1	2
Pelajar/Mahasiswa	28	3.3690	
Pegawai Swasta	74	3.7072	3.7072
Wiraswasta	58		4.1552
Pegawai Negeri/TNI/POLRI	10		4.1667
Sig.		.233	.127

Means for groups in homogeneous subsets are displayed.

- Uses Harmonic Mean Sample Size = 24.028.
- The group sizes are unequal. The harmonic mean of the group sizes is used. Type I error levels are not guaranteed.

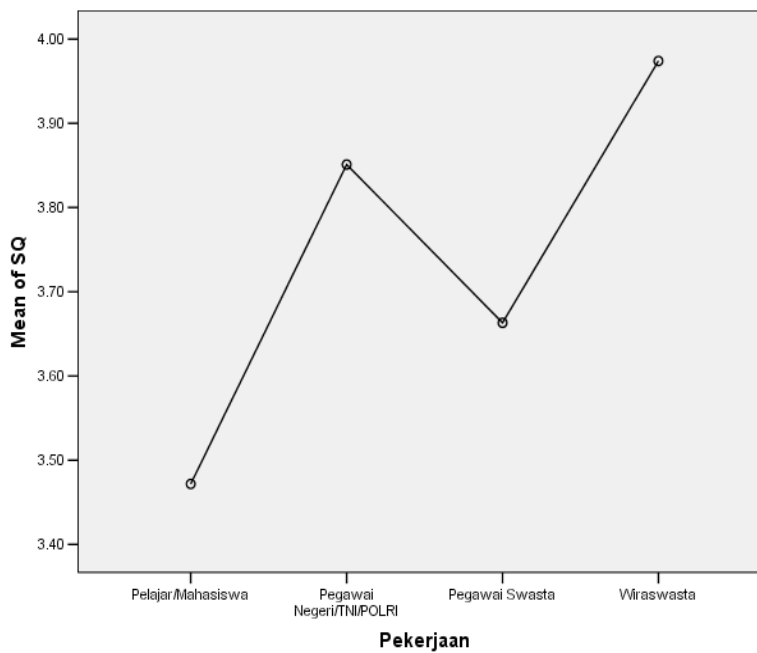
Loyalitas Pasien

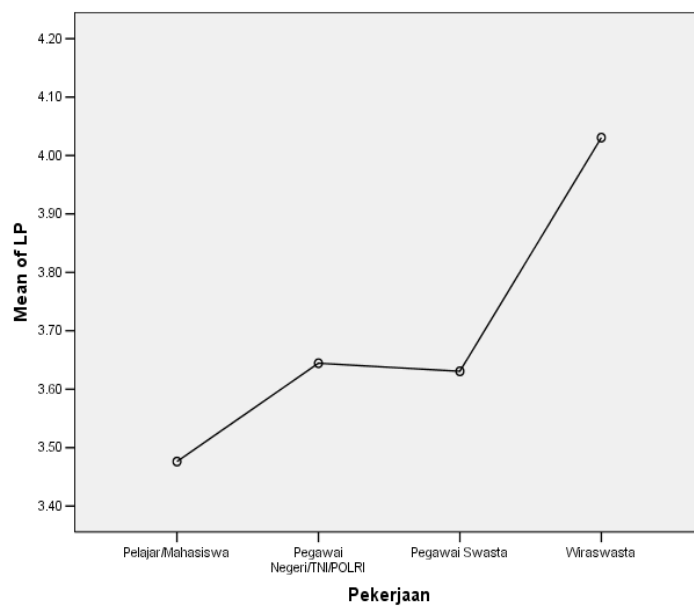
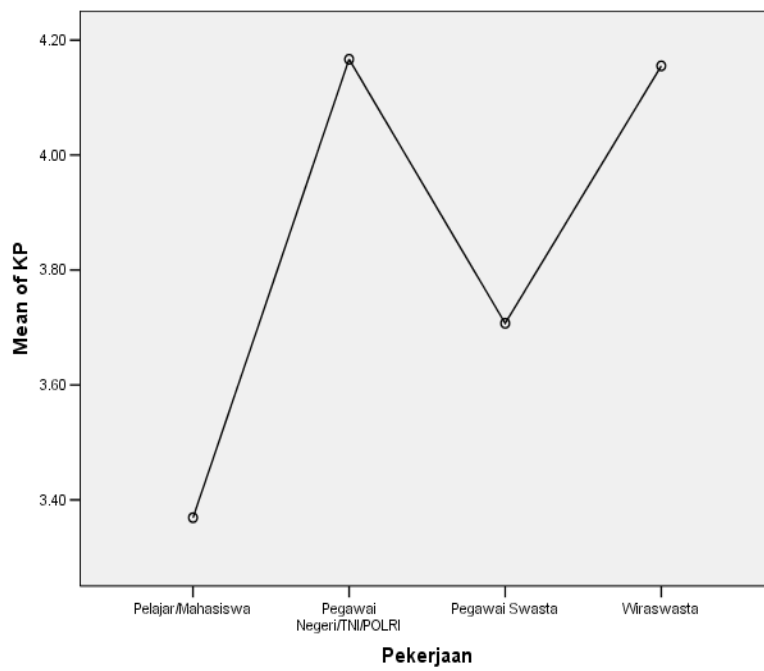
Duncan^{a,b}

Pekerjaan	N	Subset for alpha = .05	
		1	2
Pelajar/Mahasiswa	28	3.4762	
Pegawai Swasta	74	3.6306	3.6306
Pegawai Negeri/TNI/POLRI	10	3.6444	3.6444
Wiraswasta	58		4.0307
Sig.		.477	.088

Means for groups in homogeneous subsets are displayed.

- Uses Harmonic Mean Sample Size = 24.028.
- The group sizes are unequal. The harmonic mean of the group sizes is used. Type I error levels are not guaranteed.





Lampiran 4: Hasil Kuesioner

TABULASI DATA MENTAH KUESIONER

No	Service Quality																						Kepuasan Pasien			Loyalitas Pasien									
	Tangible				Reliability				Responsivene				Assurance				Emphaty						1	2	3	1	2	3	4	5	6	7	8	9	
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	1	2	3	1	2	3	4	5	6	7	8	9	
R1	4	4	4	4	3	4	4	4	5	4	4	3	3	3	3	3	3	3	3	4	4	2	2	2	4	4	4	4	4	4	4	4	4		
R2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	5	5		
R3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	1	1	4	4	4	3	3	2	3	3	2	2	3	4		
R4	3	3	2	4	4	4	3	4	4	5	4	2	2	3	3	3	3	3	3	1	1	4	4	4	3	4	3	4	3	4	3	4	4		
R5	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	4	4	1	1	1	1	1	1	1	1	1	1	1	1		
R6	3	4	5	4	3	3	3	3	3	3	3	2	2	2	3	3	3	3	4	3	3	3	1	1	1	5	4	4	4	3	4	3	4	4	
R7	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	2	2	1	1	1	4	4	4	4	3	4	3	4	3	4	
R8	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	2	2	1	1	1	4	2	4	3	3	4	4	4	4	3	
R9	4	4	4	4	3	3	3	3	3	3	3	2	4	2	4	4	4	1	3	3	3	3	4	4	4	4	4	4	4	4	4	4	4	4	
R10	4	4	4	4	4	4	5	5	3	3	4	4	4	3	3	3	3	3	3	4	4	1	1	1	1	1	1	1	1	1	1	1	1	1	
R11	4	4	4	4	4	4	5	5	3	3	4	4	4	3	3	2	3	3	3	4	3	3	1	1	1	4	4	3	3	4	4	3	5	5	
R12	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	4	4	4	5	5	4	4	4	4	4	4	4	3	
R13	3	4	5	4	3	3	3	2	2	4	4	4	4	4	4	4	4	4	4	4	4	5	5	5	5	4	4	4	5	2	5	2	5	3	
R14	2	2	2	2	3	3	2	4	4	3	2	3	3	2	2	2	2	2	2	2	2	2	2	4	4	4	4	4	4	4	2	4	4	4	
R15	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	2	2	2	2	4	4	4	4	4	4	2	4	4	4	4	
R16	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	5	5	4	2	2	4	3	4	3	3	3	2	4	5	
R17	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1	1	1	1	1	1	1	1	1	1	1	
R18	5	5	5	5	2	2	2	2	2	2	5	5	5	5	5	5	5	5	5	2	2	2	2	2	5	1	1	1	1	1	1	1	1	1	
R19	4	4	4	4	4	3	4	4	4	5	4	4	4	2	2	2	2	2	2	2	2	2	2	4	4	4	4	3	4	4	4	4	4	4	
R20	4	5	4	3	4	4	3	4	4	4	5	4	4	2	2	2	2	2	2	2	2	2	2	4	3	4	3	3	5	3	4	3	4	3	
R21	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	4	3	4	4	4	4	3	3	5	4	4	4	4	
R22	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	4	4	4	4	4	4	4	4	4	4	
R23	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4	4	5	4	4	4	4	4	4	4	4	4	4	
R24	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4	1	4	3	3	4	3	3	2	2	2	
R25	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	5	5	5	5	5	5	5	5	5	5	5	5	
R26	5	5	5	5	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	1	1	1	4	4	5	5	5	5	2	2	4	4	
R27	3	3	3	3	4	4	4	4	4	4	4	3	3	4	4	2	2	3	3	3	4	4	4	4	3	4	4	4	2	4	2	2	3	3	
R28	4	4	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4	4	4	4	2	4	5	4	4	4	
R29	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	4	4	2	2	2	4	4	4	4	3	3	4	3	2	2	
R30	5	5	5	5	3	3	5	4	4	4	5	5	5	5	5	5	5	5	5	4	4	5	5	5	3	4	2	4	3	4	4	3	4	3	
R31	4	4	4	4	4	4	4	4	4	4	4	5	5	4	4	4	4	4	4	5	5	4	4	5	5	3	4	3	3	3	3	4	3	3	
R32	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4	4	4	3	4	3	3	4	4	2	2	
R33	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4	4	3	5	5
R34	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	
R35	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	2	2	4	3	3	5	5	4	4	4	3	3	3	4	4	
R36	3	3	3	3	3	3	3	3	3	3	3	4	4	3	3	3	3	3	3	2	2	4	4	4	4	5	2	3	3	3	4	4	3	3	
R37	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	4	5	4	3	3	3	3	3	3	3	3	3	3	
R38	5	5	5	5	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	2	2	5	5	4	3	4	3	3	5	4	3	3	3	3	
R39	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	5	5	5	3	3	3	2	3	3	3	3	4	4	
R40	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	4	4	3	3	3	4	5	5	5	5	1	1	
R41	4	4	4	4	4	4	4	4	4	4	4	3	3	4	4	4	4	4	4	3	3	5	5	4	2	3	3	2	3	3	4	3	4	3	
R42	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4	4	4	2	2	2	4	3	4	3	4	4	3	4	3	4	
R43	5	5	5	5	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	4	4	5	5	5	1	3	4	4	3	3	2	5	3	5	
R44	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	5	2	4	5	4	2	3	3	
R45	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	5	5	5	4	4	2	4	3	3	4	3	4	2	
R46	5	5	5	5	3	3	3	3	3	3	3	3	3	4	4	4	4	4	4	4	4	5	5	5	3	3	4	3	4	4	3	3	2	2	
R47	4	4	3	4	4	4	3	4	3	3	3	3	4	4	4	4	2	2	4	3	4	4	4	4	1	2	2	3	2	3	2	2	4	4	
R48	4	4	4	4	2	2	2	2	2	2	2	2	2	4	4	4	4	4	4	2	2	3	2	3	2	2	3	4	2	4	4	3	4	4	
R49	1	1	1	1	1	1	1	1	1	1	1	2	2	2	2	2	2	2	2	1	1	2	2	2	2	2	2	2	2	2	2	2	2	2	
R50	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	4	5	5	4	4	3	3	4	2	3	3	

Lampiran 4: Hasil Kuesioner

TABULASI DATA MENTAH KUESIONER

No	Service Quality																					Kepuasan Pasien			Loyalitas Pasien										
	Tangible				Reliability				Responsivene				Assurance				Emphaty					1	2	3	1	2	3	4	5	6	7	8	9		
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	1	2	3	1	2	3	4	5	6	7	8	9	
R101	3	4	5	4	2	4	4	4	4	4	4	2	4	4	4	4	1	4	4	4	3	4	4	4	4	4	3	3	5	4	4	4	5		
R102	4	4	3	4	4	3	3	3	3	3	5	4	2	4	4	4	4	1	4	2	2	4	3	4	4	5	5	4	4	4	4	5	4	5	
R103	4	4	4	4	4	5	4	2	4	4	3	4	4	3	3	3	3	3	3	3	3	4	3	4	4	5	3	3	5	4	5	5	5	5	
R104	3	4	5	4	2	4	4	2	4	4	4	4	4	3	3	4	4	3	1	1	2	4	4	5	5	5	3	4	3	5	3	5	4	5	
R105	4	4	3	4	4	5	4	2	4	4	5	4	2	2	3	3	3	2	4	3	3	3	4	5	5	5	3	3	5	5	4	5	3	5	
R106	4	4	4	4	2	3	4	4	3	3	3	4	4	4	4	4	2	2	4	4	4	4	5	4	4	5	4	5	5	5	5	4	4	5	
R107	3	4	5	4	2	4	4	4	3	3	4	4	4	4	4	4	4	2	4	4	4	4	4	4	4	4	3	3	4	4	4	4	5	4	
R108	4	4	4	4	2	3	3	3	3	3	3	3	3	3	3	3	4	1	4	3	3	3	4	4	3	4	4	4	3	4	5	4	5	4	
R109	3	4	5	4	2	4	4	2	2	3	2	5	4	4	3	4	3	4	4	4	4	3	5	4	3	2	1	1	3	2	1	1	2	1	
R110	4	4	3	4	4	5	4	2	4	4	2	3	4	4	3	3	4	3	4	2	2	4	4	4	3	5	5	4	5	3	4	5	5	5	
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R112	3	3	3	3	3	3	4	4	3	3	5	4	2	4	4	4	5	3	3	3	3	3	3	3	3	3	3	4	4	4	4	4	4	4	5
R113	4	4	4	4	2	4	4	4	4	3	4	4	2	3	3	4	3	1	1	1	2	4	4	3	3	3	2	2	2	2	2	2	2	5	
R114	3	4	5	4	2	3	4	4	4	3	5	4	2	2	3	3	4	3	4	3	3	3	5	4	3	4	4	3	4	4	3	3	4	5	
R115	3	3	3	4	3	4	4	4	4	3	3	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	3	4	3	4	3	5	4	
R116	3	3	2	3	3	5	4	2	4	4	4	4	4	4	4	4	4	2	4	4	4	4	3	3	3	4	3	3	5	5	4	3	5	5	
R117	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	5	5	5	3	3	4	4	5	4	3	2	2	
R118	3	4	5	4	2	3	4	4	4	4	5	4	2	3	3	3	4	2	4	4	4	3	4	5	5	3	4	3	5	4	4	4	5	5	
R119	4	4	4	4	2	4	4	4	3	3	4	4	2	3	3	4	4	4	4	2	2	4	4	5	5	5	3	3	4	5	4	3	5	5	
R120	3	4	5	4	2	3	3	3	3	3	5	4	2	2	3	3	3	3	3	3	3	4	4	4	5	5	3	3	5	5	4	4	5	5	
R121	4	4	3	4	4	4	4	2	4	3	3	4	4	4	4	4	3	3	3	3	3	3	4	4	4	3	4	3	4	4	3	3	3	3	
R122	4	4	4	4	2	5	4	4	4	4	4	4	4	4	4	4	3	4	4	4	3	4	5	5	5	4	5	5	5	5	5	4	5	5	
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R126	4	4	4	4	4	3	4	4	4	4	4	3	3	3	3	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	5	5	5	
R127	5	5	4	4	4	5	5	5	5	5	5	4	4	4	2	5	4	5	5	4	4	5	5	5	5	5	4	5	5	4	5	3	5	5	
R128	4	5	5	5	4	5	5	4	4	5	4	4	5	5	4	5	4	4	4	5	4	5	4	5	4	1	3	3	4	4	4	4	4	4	
R129	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	4	5	3	5	4	5	4	5
R130	4	4	4	3	4	5	4	4	4	4	4	5	4	4	4	5	3	4	4	4	3	4	4	5	4	3	3	3	3	3	3	3	3	5	
R131	5	5	5	5	5	5	4	5	5	5	5	5	5	5	4	5	4	4	5	5	4	5	4	5	5	3	4	4	4	4	4	4	4	4	
R132	5	5	4	4	4	5	5	5	5	5	5	4	5	5	4	5	5	5	5	4	4	4	5	5	4	5	4	4	4	5	5	4	5	5	
R133	4	4	4	4	4	4	4	4	4	4	4	3	4	4	3	4	4	3	4	3	4	4	4	4	4	5	3	5	5	5	3	5	5	5	
R134	2	4	4	4	4	4	4	4	5	4	4	4	4	4	4	5	5	4	4	4	4	4	4	4	4	4	5	3	4	5	4	4	5	5	
R135	2	4	4	4	2	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	4	5	5	5	5
R136	2	5	5	5	5	5	5	5	5	5	5	5	2	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	4	5	5	5	5	5
R137	2	5	4	4	4	5	3	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	5	4	5	5	5	5	5	5	5
R138	2	2	4	4	4	4	2	4	4	4	4	4	4	4	2	4	4	4	4	3	4	4	4	4	5	5	3	3	2	3	5	3	3	5	2
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R140	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	5	3	4	4	5	5	2	4	5
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R145	4	5	4	4	5	4	4	4	4	5	4	5	4	4	5	4	4	5	4	4	5	5	5	5	4	4	3	3	3	4	4	3	3	5	5
R146	4	2	2	2	4	2	2	5	3	4	2	1	2	2	3	1	1	1	1	1	1	1	1	1	1	1	2	2	2	2	2	2	2	2	2
R147	4	4	4	5	5	4	5	5	5	5	5	5	5	5	5	4	4	4	4	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5
R148	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	3	3	3	4	4	4	4	5	3	4	5	5	5	4	5	5	5
R149	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	3	4	5	4	4	4	4	4	5
R150	5	4	4	4	4	4	4	5	5	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4	4	4	3	4	2	2	5	4	2	2	5

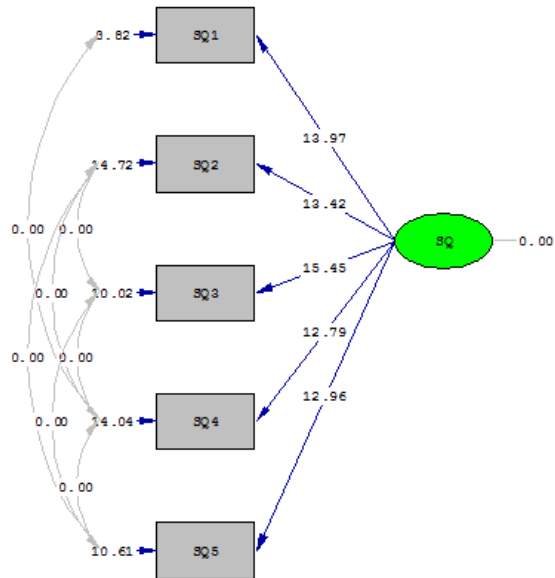
Lampiran 4: Hasil Kuesioner

TABULASI DATA MENTAH KUESIONER

No	Service Quality																					Kepuasan Pasien			Loyalitas Pasien									
	Tangible				Reliability				Responsivene				Assurance				Emphaty					1	2	3	1	2	3	4	5	6	7	8	9	
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	1	2	3	1	2	3	4	5	6	7	8	9
R151	4	4	3	4	4	4	4	4	4	4	4	3	4	4	3	4	4	3	3	3	3	3	4	4	4	5	5	5	5	5	3	3	5	5
R152	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	1	3	4	5	5	3	4	5
R153	5	4	5	4	4	4	4	4	4	4	4	2	4	4	2	4	4	4	4	4	4	4	4	4	4	3	4	4	4	5	4	3	4	5
R154	5	5	5	5	5	5	4	5	5	5	5	4	5	5	4	5	4	4	4	5	4	4	4	5	5	4	4	5	5	4	3	3	4	5
R155	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	3	3	4	3	4	4	4	4	4	3	3	3	4	2	4	2	4	2
R156	4	4	5	4	4	5	4	5	5	5	5	4	5	4	4	4	4	4	4	4	4	4	4	4	4	3	3	4	4	4	4	4	4	4
R157	4	4	5	4	3	4	4	5	5	5	4	4	3	4	2	5	4	2	4	4	4	4	5	4	4	5	4	4	2	4	5	4	2	2
R158	5	5	5	4	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5
R159	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	5	5
R160	4	4	4	4	4	4	4	5	5	4	4	3	4	4	4	5	4	3	4	4	3	4	4	4	3	3	3	3	3	3	5	2	3	
R161	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	4	5	1	4	3	4	5	2	5	5
R162	5	5	5	4	4	4	4	5	5	5	5	3	4	4	4	4	3	4	4	3	4	4	4	4	3	4	3	3	4	3	4	3	4	5
R163	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4
R164	5	5	5	4	5	5	3	5	5	4	4	4	5	5	3	5	4	4	4	4	3	4	5	5	3	4	3	4	5	4	3	4	2	4
R165	4	4	4	4	4	5	4	4	4	5	4	3	4	4	3	5	4	3	4	3	4	5	4	4	3	4	4	4	4	5	3	3	3	4
R166	4	4	4	5	5	5	4	5	5	5	5	5	5	5	4	5	4	4	4	4	4	5	4	4	4	4	4	4	4	5	4	5	4	5
R167	4	4	4	4	4	5	4	5	5	4	4	4	4	4	5	4	4	4	4	4	4	4	5	4	5	5	5	4	4	4	5	4	4	5
R168	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	4	4	4	4	5	5	5	5	5	4	5	5	5	4	5	4	5
R169	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	5
R170	5	5	5	5	5	5	5	5	5	5	4	5	4	5	5	5	3	5	4	4	4	5	5	5	5	5	5	5	5	5	5	5	4	5

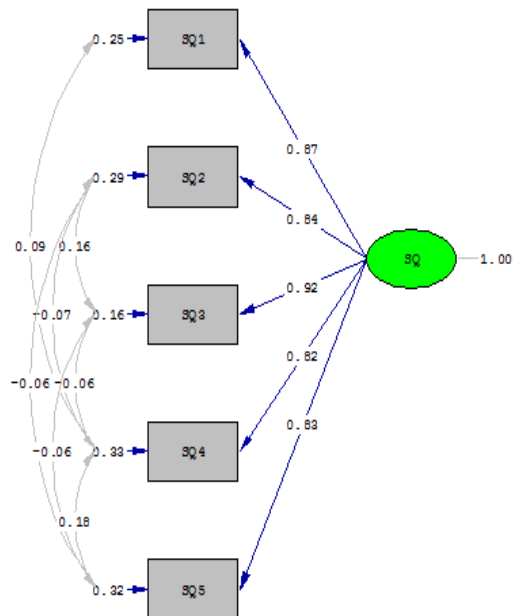
CFA SQ (Service Quality)

Structural Model Berdasarkan T-Value



Chi-Square=19.54, df=5, P-value=0.00152, RMSEA=0.131

Structural Model Berdasarkan Standard Solution



Chi-Square=19.54, df=5, P-value=0.00152, RMSEA=0.131

DATE: 7/11/2015
TIME: 11:15

L I S R E L 8.54

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SYSTEM FILE from file 'G:\Prast Esa Ungul\Data.DSF'

Latent Variables SQ KP LP

Relationship:

SQ1-SQ5 = SQ

Set the error covariance between SQ3 and SQ2 to 0.17

Set the error covariance between SQ4 and SQ1 to 0.10

Set the error covariance between SQ4 and SQ2 to -0.08

Set the error covariance between SQ4 and SQ3 to -0.06

Set the error covariance between SQ5 and SQ2 to -0.06

Set the error covariance between SQ5 and SQ3 to -0.06

Set the error covariance between SQ5 and SQ4 to 0.20

Options: sc

Path Diagram

End of Problem

Sample Size = 170

Covariance Matrix

	SQ1	SQ2	SQ3	SQ4	SQ5
	-----	-----	-----	-----	-----
SQ1	1.00				
SQ2	0.80	1.00			
SQ3	0.84	0.93	1.00		
SQ4	0.81	0.75	0.81	1.00	
SQ5	0.74	0.73	0.77	0.86	1.00

Number of Iterations = 8

LISREL Estimates (Maximum Likelihood)

Measurement Equations

SQ1 = 0.88*SQ, Errorvar.= 0.26 , R² = 0.75
(0.063) (0.029)
13.97 8.82

SQ2 = 0.87*SQ, Errorvar.= 0.31 , R² = 0.71
(0.065) (0.021)
13.42 14.72

SQ3 = 0.93*SQ, Errorvar.= 0.16 , R² = 0.84
 (0.060) (0.016)
 15.45 10.02

SQ4 = 0.86*SQ, Errorvar.= 0.37 , R² = 0.67
 (0.067) (0.026)
 12.79 14.04

SQ5 = 0.85*SQ, Errorvar.= 0.33 , R² = 0.68
 (0.066) (0.031)
 12.96 10.61

Error Covariance for SQ3 and SQ2 = 0.17

Error Covariance for SQ4 and SQ1 = 0.10

Error Covariance for SQ4 and SQ2 = -0.08

Error Covariance for SQ4 and SQ3 = -0.06

Error Covariance for SQ5 and SQ2 = -0.06

Error Covariance for SQ5 and SQ3 = -0.06

Error Covariance for SQ5 and SQ4 = 0.20

Correlation Matrix of Independent Variables

SQ

 1.00

Goodness of Fit Statistics

Degrees of Freedom = 5

Minimum Fit Function Chi-Square = 27.39 (P = 0.00)

Normal Theory Weighted Least Squares Chi-Square = 19.54 (P = 0.0015)

Estimated Non-centrality Parameter (NCP) = 14.54

90 Percent Confidence Interval for NCP = (4.55 ; 32.08)

Minimum Fit Function Value = 0.16

Population Discrepancy Function Value (F0) = 0.086

90 Percent Confidence Interval for F0 = (0.027 ; 0.19)

Root Mean Square Error of Approximation (RMSEA) = 0.13

90 Percent Confidence Interval for RMSEA = (0.073 ; 0.19)

P-Value for Test of Close Fit (RMSEA < 0.05) = 0.014

Expected Cross-Validation Index (ECVI) = 0.23

90 Percent Confidence Interval for ECVI = (0.17 ; 0.34)

ECVI for Saturated Model = 0.18

ECVI for Independence Model = 6.55

Chi-Square for Independence Model with 10 Degrees of Freedom = 1097.60

Independence AIC = 1107.60

Model AIC = 39.54

Saturated AIC = 30.00

Independence CAIC = 1128.28

Model CAIC = 80.90

Saturated CAIC = 92.04

Normed Fit Index (NFI) = 0.98

Non-Normed Fit Index (NNFI) = 0.96
 Parsimony Normed Fit Index (PNFI) = 0.49
 Comparative Fit Index (CFI) = 0.98
 Incremental Fit Index (IFI) = 0.98
 Relative Fit Index (RFI) = 0.95

Critical N (CN) = 94.10
 Root Mean Square Residual (RMR) = 0.056
 Standardized RMR = 0.052
 Goodness of Fit Index (GFI) = 0.95
 Adjusted Goodness of Fit Index (AGFI) = 0.84
 Parsimony Goodness of Fit Index (PGFI) = 0.32

The Modification Indices Suggest to Add an Error Covariance
 Between and Decrease in Chi-Square New Estimate
 SQ3 SQ2 9.0 0.03

Standardized Solution

LAMBDA-X
 SQ

 SQ1 0.88
 SQ2 0.87
 SQ3 0.93
 SQ4 0.86
 SQ5 0.85

PHI
 SQ

 1.00

Completely Standardized Solution

LAMBDA-X
 SQ

 SQ1 0.87
 SQ2 0.84
 SQ3 0.92
 SQ4 0.82
 SQ5 0.83

PHI
 SQ

 1.00

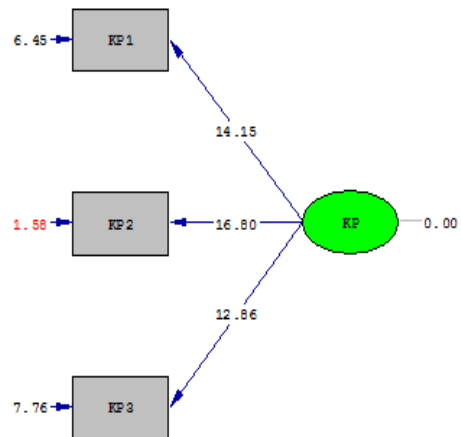
THETA-DELTA

	SQ1	SQ2	SQ3	SQ4	SQ5
SQ1	0.25				
SQ2	-	0.29			
SQ3	-	0.16	0.16		
SQ4	0.09	-0.07	-0.06	0.33	
SQ5	-	-0.06	-0.06	0.18	0.32

Time used: 0.047 Seconds

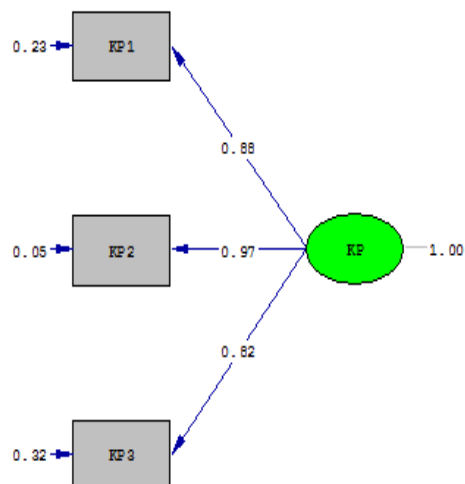
CFA Kepuasan Pasien (KP)

Structural Model Berdasarkan T-Value



Chi-Square=0.00, df=0, P-value=1.00000, RMSEA=0.000

Structural Model Berdasarkan Standard Solution



Chi-Square=0.00, df=0, P-value=1.00000, RMSEA=0.000

DATE: 8/11/2015
TIME: 11:18

L I S R E L 8.54

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SYSTEM FILE from file 'G:\Prast Esa Ungul\Data.DSF'
Latent Variables SQ KP LP
Relationship:
KP1-KP3 = KP
Options: sc
Path Diagram
End of Problem

Sample Size = 170

Covariance Matrix

	KP1	KP2	KP3
	-----	-----	-----
KP1	1.00		
KP2	0.86	1.00	
KP3	0.72	0.80	1.00

Number of Iterations = 0

LISREL Estimates (Maximum Likelihood)

Measurement Equations

KP1 = 0.88*KP, Errorvar.= 0.23 , R ² = 0.77
(0.062) (0.036)
14.15 6.45
KP2 = 0.97*KP, Errorvar.= 0.050 , R ² = 0.95
(0.058) (0.032)
16.80 1.58
KP3 = 0.82*KP, Errorvar.= 0.32 , R ² = 0.68
(0.064) (0.042)
12.86 7.76

Correlation Matrix of Independent Variables

KP

1.00

Goodness of Fit Statistics

Degrees of Freedom = 0
Minimum Fit Function Chi-Square = 0.0 (P = 1.00)
Normal Theory Weighted Least Squares Chi-Square = 0.00 (P = 1.00)

The Model is Saturated, the Fit is Perfect !

Standardized Solution

LAMBDA-X

KP

KP1 0.88
KP2 0.97
KP3 0.82

PHI

KP

1.00

Completely Standardized Solution

LAMBDA-X

KP

KP1 0.88
KP2 0.97
KP3 0.82

PHI

KP

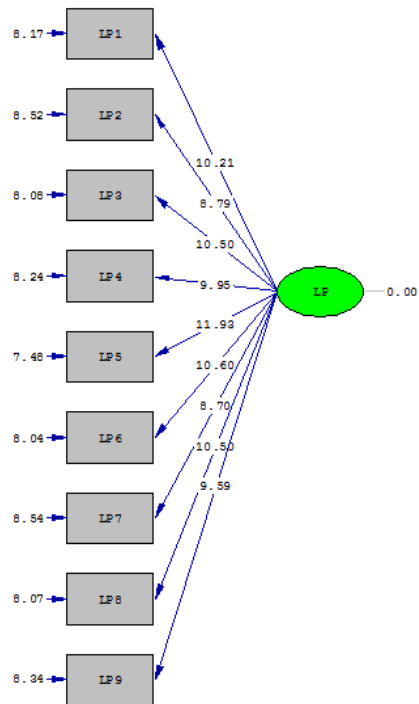
1.00

THETA-DELTA

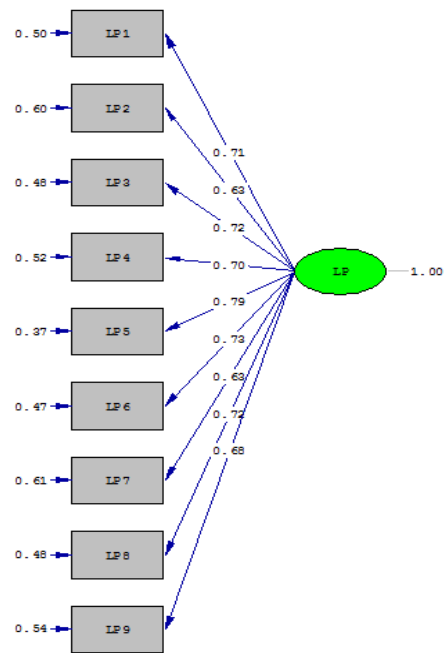
KP1 KP2 KP3

0.23 0.05 0.32

Time used: 0.047 Seconds
Time used: 0.031 Seconds

CFA Loyalitas Pasien (LP)**Structural Model Berdasarkan T-Value**

Chi-Square=36.56, df=27, P-value=0.10365, RMSEA=0.046

Structural Model Berdasarkan Standard Solution

Chi-Square=36.56, df=27, P-value=0.10365, RMSEA=0.046

DATE: 8/11/2015
TIME: 11:26

L I S R E L 8.54

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SYSTEM FILE from file 'G:\Prast Esa Ungul\Data.DSF'
Latent Variables SQ KP LP
Relationship:
LP1-LP9 = LP
Options: sc
Path Diagram
End of Problem

Sample Size = 170

Covariance Matrix

	LP1	LP2	LP3	LP4	LP5	LP6
LP1	1.00					
LP2	0.50	1.00				
LP3	0.59	0.41	1.00			
LP4	0.48	0.48	0.54	1.00		
LP5	0.56	0.51	0.61	0.50	1.00	
LP6	0.47	0.42	0.53	0.51	0.57	1.00
LP7	0.41	0.48	0.41	0.45	0.48	0.48
LP8	0.50	0.40	0.51	0.52	0.57	0.59
LP9	0.46	0.42	0.40	0.46	0.57	0.50

Covariance Matrix

	LP7	LP8	LP9
LP7	1.00		
LP8	0.41	1.00	
LP9	0.48	0.53	1.00

Number of Iterations = 5

LISREL Estimates (Maximum Likelihood)

Measurement Equations

LP1 = 0.71*LP, Errorvar.= 0.50 , R² = 0.50
 (0.069) (0.061)
 10.21 8.17

LP2 = 0.63*LP, Errorvar.= 0.60 , R² = 0.40
 (0.072) (0.070)
 8.79 8.52

LP3 = 0.72*LP, Errorvar.= 0.48 , R² = 0.52
 (0.069) (0.059)
 10.50 8.08

LP4 = 0.70*LP, Errorvar.= 0.52 , R² = 0.48
 (0.070) (0.063)
 9.95 8.24

LP5 = 0.79*LP, Errorvar.= 0.37 , R² = 0.63
 (0.066) (0.050)
 11.93 7.48

LP6 = 0.73*LP, Errorvar.= 0.47 , R² = 0.53
 (0.069) (0.058)
 10.60 8.04

LP7 = 0.63*LP, Errorvar.= 0.61 , R² = 0.39
 (0.072) (0.071)
 8.70 8.54

LP8 = 0.72*LP, Errorvar.= 0.48 , R² = 0.52
 (0.069) (0.059)
 10.50 8.07

LP9 = 0.68*LP, Errorvar.= 0.54 , R² = 0.46
 (0.071) (0.065)
 9.59 8.34

Correlation Matrix of Independent Variables

LP

 1.00

Goodness of Fit Statistics

Degrees of Freedom = 27
 Minimum Fit Function Chi-Square = 37.70 (P = 0.083)
 Normal Theory Weighted Least Squares Chi-Square = 36.56 (P = 0.10)
 Estimated Non-centrality Parameter (NCP) = 9.56
 90 Percent Confidence Interval for NCP = (0.0 ; 29.49)

Minimum Fit Function Value = 0.22
 Population Discrepancy Function Value (F0) = 0.057
 90 Percent Confidence Interval for F0 = (0.0 ; 0.17)
 Root Mean Square Error of Approximation (RMSEA) = 0.046
 90 Percent Confidence Interval for RMSEA = (0.0 ; 0.080)
 P-Value for Test of Close Fit (RMSEA < 0.05) = 0.54

Expected Cross-Validation Index (ECVI) = 0.43
 90 Percent Confidence Interval for ECVI = (0.37 ; 0.55)

ECVI for Saturated Model = 0.53
 ECVI for Independence Model = 8.91

Chi-Square for Independence Model with 36 Degrees of Freedom = 1488.45

Independence AIC = 1506.45
 Model AIC = 72.56
 Saturated AIC = 90.00
 Independence CAIC = 1543.67
 Model CAIC = 147.00
 Saturated CAIC = 276.11

Normed Fit Index (NFI) = 0.97
 Non-Normed Fit Index (NNFI) = 0.99
 Parsimony Normed Fit Index (PNFI) = 0.73
 Comparative Fit Index (CFI) = 0.99
 Incremental Fit Index (IFI) = 0.99
 Relative Fit Index (RFI) = 0.97

Critical N (CN) = 211.51

Root Mean Square Residual (RMR) = 0.036
 Standardized RMR = 0.036
 Goodness of Fit Index (GFI) = 0.95
 Adjusted Goodness of Fit Index (AGFI) = 0.92
 Parsimony Goodness of Fit Index (PGFI) = 0.57

Standardized Solution

LAMBDA-X

	LP
LP1	0.71
LP2	0.63
LP3	0.72
LP4	0.70
LP5	0.79
LP6	0.73
LP7	0.63
LP8	0.72
LP9	0.68

PHI

	LP
	1.00

Completely Standardized Solution

LAMBDA-X

	LP
LP1	0.71
LP2	0.63
LP3	0.72
LP4	0.70
LP5	0.79
LP6	0.73
LP7	0.63
LP8	0.72
LP9	0.68

PHI

LP

1.00

THETA-DELTA

LP1

LP2

LP3

LP4

LP5

LP6

0.50-----
0.60-----
0.48-----
0.52-----
0.37-----
0.47

THETA-DELTA

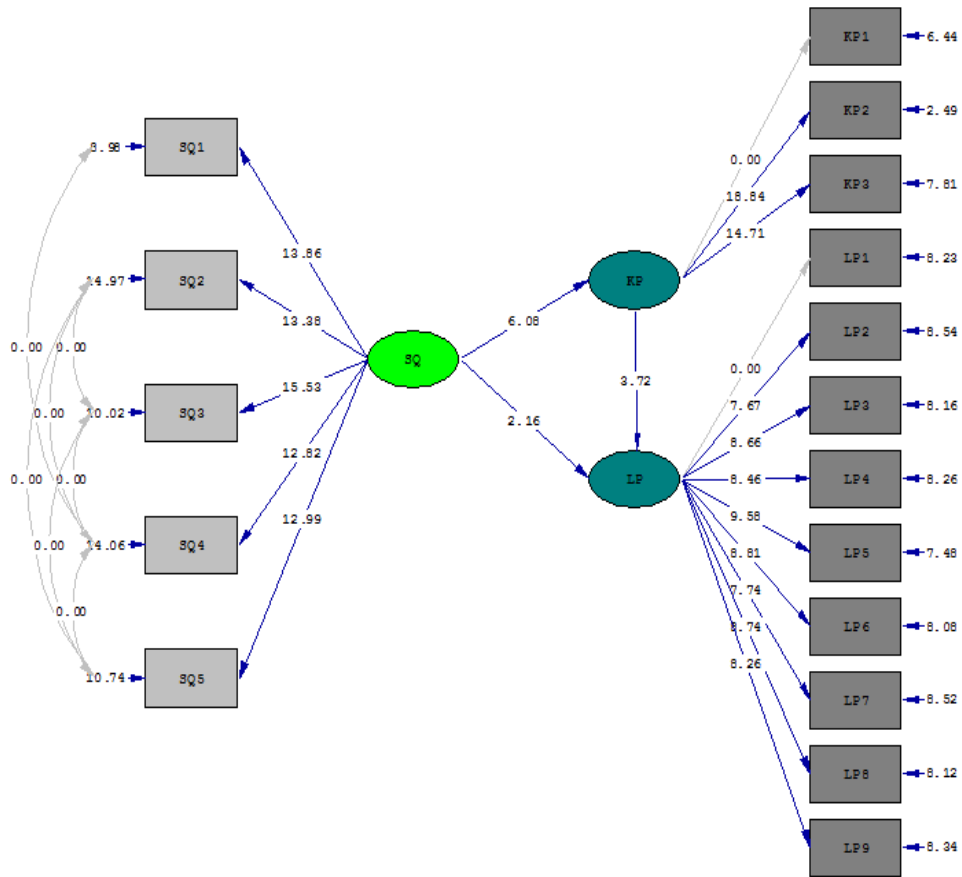
LP7

LP8

LP9

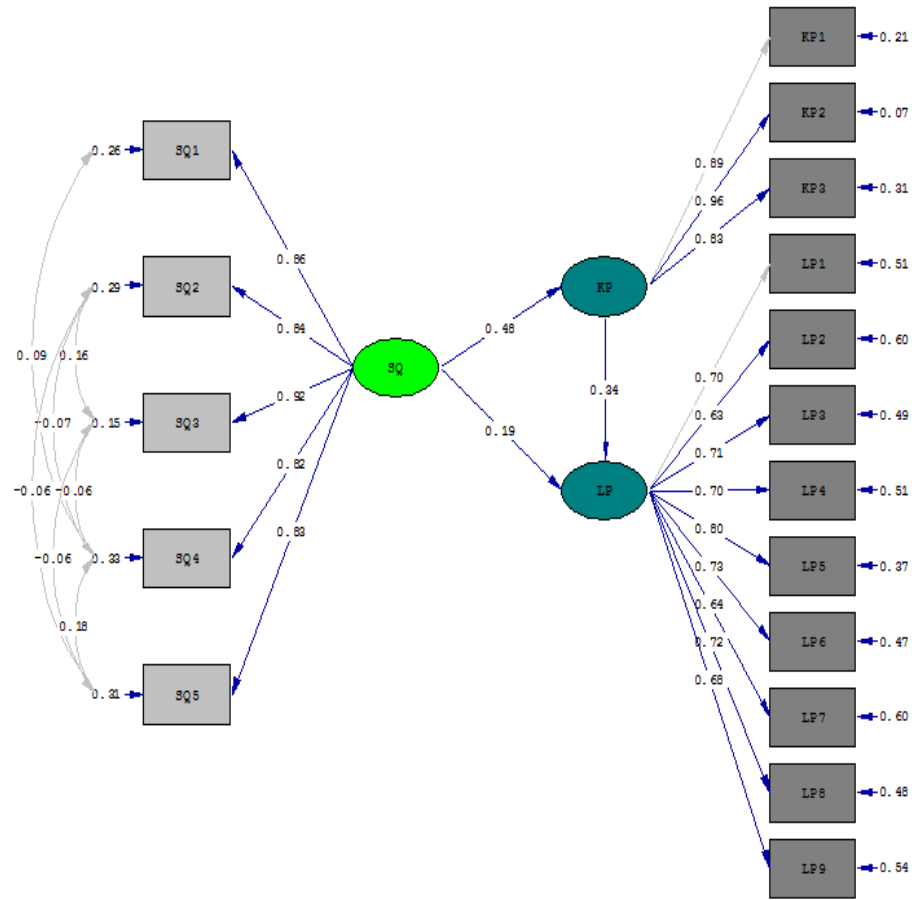
Full Model

Structural Model Berdasarkan T-Value



Chi-Square=162.06, df=116, P-value=0.00308, RMSEA=0.048

Structural Model Berdasarkan Standard Solution



Chi-Square=162.06, df=116, P-value=0.00308, RMSEA=0.048

DATE: 8/11/2015

TIME: 11:29

L I S R E L 8.54

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The following lines were read from file G:\Prast Esa Ungul\Data.LS8:

```
SYSTEM FILE from file 'G:\Prast Esa Ungul\Data.DSF'
Latent Variables  SQ KP LP
Relationship:
SQ1-SQ5 = SQ
KP1-KP3 = KP
LP1-LP9 = LP
KP = SQ
LP SQ KP
Set the error covariance between SQ3 and SQ2 to 0.17
Set the error covariance between SQ4 and SQ1 to 0.10
Set the error covariance between SQ4 and SQ2 to -0.08
Set the error covariance between SQ4 and SQ3 to -0.06
Set the error covariance between SQ5 and SQ2 to -0.06
Set the error covariance between SQ5 and SQ3 to -0.06
Set the error covariance between SQ5 and SQ4 to 0.20
Options: sc ef
Path Diagram
End of Problem
```

Sample Size = 170

Covariance Matrix

	KP1	KP2	KP3	LP1	LP2	LP3
KP1	1.00					
KP2	0.86	1.00				
KP3	0.72	0.80	1.00			
LP1	0.16	0.18	0.18	1.00		
LP2	0.24	0.27	0.29	0.50	1.00	
LP3	0.18	0.18	0.15	0.59	0.41	1.00
LP4	0.29	0.31	0.35	0.48	0.48	0.54
LP5	0.37	0.41	0.33	0.56	0.51	0.61
LP6	0.24	0.29	0.29	0.47	0.42	0.53
LP7	0.33	0.38	0.43	0.41	0.48	0.41
LP8	0.22	0.28	0.25	0.50	0.40	0.51
LP9	0.29	0.33	0.32	0.46	0.42	0.40
SQ1	0.39	0.33	0.26	0.25	0.05	0.19
SQ2	0.41	0.38	0.28	0.23	0.13	0.23
SQ3	0.45	0.42	0.34	0.29	0.12	0.21
SQ4	0.47	0.40	0.37	0.21	0.11	0.18
SQ5	0.49	0.42	0.40	0.18	0.13	0.21

Covariance Matrix

	LP4	LP5	LP6	LP7	LP8	LP9
LP4	1.00					
LP5	0.50	1.00				
LP6	0.51	0.57	1.00			
LP7	0.45	0.48	0.48	1.00		
LP8	0.52	0.57	0.59	0.41	1.00	
LP9	0.46	0.57	0.50	0.48	0.53	1.00
SQ1	0.23	0.19	0.23	0.20	0.16	0.20
SQ2	0.25	0.28	0.25	0.27	0.24	0.28
SQ3	0.27	0.28	0.27	0.28	0.27	0.26
SQ4	0.22	0.23	0.20	0.23	0.19	0.18
SQ5	0.23	0.28	0.26	0.23	0.21	0.17

Covariance Matrix

	SQ1	SQ2	SQ3	SQ4	SQ5
SQ1	1.00				
SQ2	0.80	1.00			
SQ3	0.84	0.93	1.00		
SQ4	0.81	0.75	0.81	1.00	
SQ5	0.74	0.73	0.77	0.86	1.00

Number of Iterations = 13

LISREL Estimates (Maximum Likelihood)

Measurement Equations

$$KP1 = 0.89 * KP, \text{ Errorvar.} = 0.21, R^2 = 0.79$$

(0.033)
6.44

$$KP2 = 0.96 * KP, \text{ Errorvar.} = 0.071, R^2 = 0.93$$

(0.051) (0.028)
18.84 2.49

$$KP3 = 0.83 * KP, \text{ Errorvar.} = 0.31, R^2 = 0.69$$

(0.056) (0.040)
14.71 7.81

$$LP1 = 0.70 * LP, \text{ Errorvar.} = 0.51, R^2 = 0.49$$

(0.062)
8.23

$$LP2 = 0.63 * LP, \text{ Errorvar.} = 0.60, R^2 = 0.40$$

(0.082) (0.071)
7.67 8.54

$$LP3 = 0.71 * LP, \text{ Errorvar.} = 0.49, R^2 = 0.51$$

(0.083) (0.060)
8.66 8.16

$$LP4 = 0.70 * LP, \text{ Errorvar.} = 0.51, R^2 = 0.49$$

(0.082) (0.062)
8.46 8.26

$$LP5 = 0.80 * LP, \text{ Errorvar.} = 0.37, R^2 = 0.63$$

(0.083) (0.049)
9.58 7.48

$$\begin{aligned} \text{LP6} &= 0.73 \cdot \text{LP}, \text{ Errorvar.} = 0.47, R^2 = 0.53 \\ & (0.083) \quad (0.058) \\ & 8.81 \quad 8.08 \end{aligned}$$

$$\begin{aligned} \text{LP7} &= 0.64 \cdot \text{LP}, \text{ Errorvar.} = 0.60, R^2 = 0.40 \\ & (0.082) \quad (0.070) \\ & 7.74 \quad 8.52 \end{aligned}$$

$$\begin{aligned} \text{LP8} &= 0.72 \cdot \text{LP}, \text{ Errorvar.} = 0.48, R^2 = 0.52 \\ & (0.083) \quad (0.059) \\ & 8.74 \quad 8.12 \end{aligned}$$

$$\begin{aligned} \text{LP9} &= 0.68 \cdot \text{LP}, \text{ Errorvar.} = 0.54, R^2 = 0.46 \\ & (0.082) \quad (0.064) \\ & 8.26 \quad 8.34 \end{aligned}$$

$$\begin{aligned} \text{SQ1} &= 0.87 \cdot \text{SQ}, \text{ Errorvar.} = 0.26, R^2 = 0.74 \\ & (0.063) \quad (0.029) \\ & 13.86 \quad 8.98 \end{aligned}$$

$$\begin{aligned} \text{SQ2} &= 0.87 \cdot \text{SQ}, \text{ Errorvar.} = 0.31, R^2 = 0.71 \\ & (0.065) \quad (0.021) \\ & 13.38 \quad 14.97 \end{aligned}$$

$$\begin{aligned} \text{SQ3} &= 0.94 \cdot \text{SQ}, \text{ Errorvar.} = 0.16, R^2 = 0.85 \\ & (0.060) \quad (0.016) \\ & 15.53 \quad 10.02 \end{aligned}$$

$$\begin{aligned} \text{SQ4} &= 0.86 \cdot \text{SQ}, \text{ Errorvar.} = 0.36, R^2 = 0.67 \\ & (0.067) \quad (0.026) \\ & 12.82 \quad 14.06 \end{aligned}$$

$$\begin{aligned} \text{SQ5} &= 0.85 \cdot \text{SQ}, \text{ Errorvar.} = 0.33, R^2 = 0.69 \\ & (0.066) \quad (0.031) \\ & 12.99 \quad 10.74 \end{aligned}$$

Error Covariance for SQ3 and SQ2 = 0.17

Error Covariance for SQ4 and SQ1 = 0.10

Error Covariance for SQ4 and SQ2 = -0.08

Error Covariance for SQ4 and SQ3 = -0.06

Error Covariance for SQ5 and SQ2 = -0.06

Error Covariance for SQ5 and SQ3 = -0.06

Error Covariance for SQ5 and SQ4 = 0.20

Structural Equations

$$\begin{aligned} \text{KP} &= 0.48 \cdot \text{SQ}, \text{ Errorvar.} = 0.77, R^2 = 0.23 \\ & (0.079) \quad (0.11) \\ & 6.08 \quad 7.08 \end{aligned}$$

$$\begin{aligned} \text{LP} &= 0.34 \cdot \text{KP} + 0.19 \cdot \text{SQ}, \text{ Errorvar.} = 0.78, R^2 = 0.22 \\ & (0.092) \quad (0.090) \quad (0.16) \\ & 3.72 \quad 2.16 \quad 4.98 \end{aligned}$$

Reduced Form Equations

KP = 0.48*SQ, Errorvar.= 0.77, R² = 0.23
 (0.079)
 6.08

LP = 0.36*SQ, Errorvar.= 0.87, R² = 0.13
 (0.086)
 4.17

Correlation Matrix of Independent Variables

SQ

 1.00

Covariance Matrix of Latent Variables

	KP	LP	SQ
	-----	-----	-----
KP	1.00		
LP	0.44	1.00	
SQ	0.48	0.36	1.00

Goodness of Fit Statistics

Degrees of Freedom = 116
 Minimum Fit Function Chi-Square = 184.60 (P = 0.00)
 Normal Theory Weighted Least Squares Chi-Square = 162.06 (P = 0.0031)
 Estimated Non-centrality Parameter (NCP) = 46.06
 90 Percent Confidence Interval for NCP = (16.47 ; 83.70)

Minimum Fit Function Value = 1.09
 Population Discrepancy Function Value (F0) = 0.27
 90 Percent Confidence Interval for F0 = (0.097 ; 0.50)
 Root Mean Square Error of Approximation (RMSEA) = 0.048
 90 Percent Confidence Interval for RMSEA = (0.029 ; 0.065)
 P-Value for Test of Close Fit (RMSEA < 0.05) = 0.54

Expected Cross-Validation Index (ECVI) = 1.40
 90 Percent Confidence Interval for ECVI = (1.22 ; 1.62)
 ECVI for Saturated Model = 1.81
 ECVI for Independence Model = 24.22

Chi-Square for Independence Model with 136 Degrees of Freedom = 4059.61
 Independence AIC = 4093.61
 Model AIC = 236.06
 Saturated AIC = 306.00
 Independence CAIC = 4163.92
 Model CAIC = 389.09
 Saturated CAIC = 938.78

Normed Fit Index (NFI) = 0.95
 Non-Normed Fit Index (NNFI) = 0.98
 Parsimony Normed Fit Index (PNFI) = 0.81
 Comparative Fit Index (CFI) = 0.98
 Incremental Fit Index (IFI) = 0.98
 Relative Fit Index (RFI) = 0.95

Critical N (CN) = 142.30

Root Mean Square Residual (RMR) = 0.052
 Standardized RMR = 0.052
 Goodness of Fit Index (GFI) = 0.89
 Adjusted Goodness of Fit Index (AGFI) = 0.86
 Parsimony Goodness of Fit Index (PGFI) = 0.68

The Modification Indices Suggest to Add an Error Covariance

	Between	and	Decrease in Chi-Square	New Estimate
SQ3	LP1		8.2	0.05
SQ3	SQ2		10.0	0.02

Standardized Solution

LAMBDA-Y

	KP	LP
KP1	0.89	- -
KP2	0.96	- -
KP3	0.83	- -
LP1	- -	0.70
LP2	- -	0.63
LP3	- -	0.71
LP4	- -	0.70
LP5	- -	0.80
LP6	- -	0.73
LP7	- -	0.64
LP8	- -	0.72
LP9	- -	0.68

LAMBDA-X

	SQ
SQ1	0.87
SQ2	0.87
SQ3	0.94
SQ4	0.86
SQ5	0.85

BETA

	KP	LP
KP	- -	- -
LP	0.34	- -

GAMMA

	SQ
KP	0.48
LP	0.19

Correlation Matrix of ETA and KSI

	KP	LP	SQ
KP	1.00		
LP	0.44	1.00	
SQ	0.48	0.36	1.00

PSI

Note: This matrix is diagonal.

	KP	LP
	0.77	0.78

Regression Matrix ETA on KSI (Standardized)

	SQ
KP	0.48
LP	0.36

Completely Standardized Solution

LAMBDA-Y

	KP	LP
KP1	0.89	- -
KP2	0.96	- -
KP3	0.83	- -
LP1	- -	0.70
LP2	- -	0.63
LP3	- -	0.71
LP4	- -	0.70
LP5	- -	0.80
LP6	- -	0.73
LP7	- -	0.64
LP8	- -	0.72
LP9	- -	0.68

LAMBDA-X

	SQ
SQ1	0.86
SQ2	0.84
SQ3	0.92
SQ4	0.82
SQ5	0.83

BETA

	KP	LP
KP	- -	- -
LP	0.34	- -

GAMMA

	SQ
KP	0.48
LP	0.19

Correlation Matrix of ETA and KSI

	KP	LP	SQ
KP	1.00		
LP	0.44	1.00	
SQ	0.48	0.36	1.00

PSI

Note: This matrix is diagonal.

KP	LP
0.77	0.78

THETA-EPS

KP1	KP2	KP3	LP1	LP2	LP3
0.21	0.07	0.31	0.51	0.60	0.49

THETA-EPS

LP4	LP5	LP6	LP7	LP8	LP9
0.51	0.37	0.47	0.60	0.48	0.54

THETA-DELTA

	SQ1	SQ2	SQ3	SQ4	SQ5
SQ1	0.26				
SQ2	-	0.29			
SQ3	-	0.16	0.15		
SQ4	0.09	-0.07	-0.06	0.33	
SQ5	-	-0.06	-0.06	0.18	0.31

Regression Matrix ETA on KSI (Standardized)

	SQ
KP	0.48
LP	0.36

Total and Indirect Effects

Total Effects of KSI on ETA

	SQ
KP	0.48 (0.08) 6.08
LP	0.36 (0.09) 4.17

Indirect Effects of KSI on ETA

	SQ
KP	---
LP	0.17 (0.05) 3.24

Total Effects of ETA on ETA

	KP	LP
KP	---	---
LP	0.34 (0.09) 3.72	---

Largest Eigenvalue of B*B' (Stability Index) is 0.117

Total Effects of ETA on Y

	KP	LP
KP1	0.89	---
KP2	0.96 (0.05) 18.84	---
KP3	0.83 (0.06) 14.71	---
LP1	0.24 (0.06) 3.72	0.70
LP2	0.22 (0.06) 3.64	0.63 (0.08) 7.67
LP3	0.24 (0.07) 3.73	0.71 (0.08) 8.66
LP4	0.24 (0.06) 3.72	0.70 (0.08) 8.46
LP5	0.27 (0.07) 3.80	0.80 (0.08) 9.58
LP6	0.25 (0.07) 3.75	0.73 (0.08) 8.81
LP7	0.22 (0.06) 3.65	0.64 (0.08) 7.74

LP8	0.25	0.72
	(0.07)	(0.08)
	3.74	8.74

LP9	0.23	0.68
	(0.06)	(0.08)
	3.70	8.26

Indirect Effects of ETA on Y

	KP	LP
	-----	-----
KP1	- -	- -
KP2	- -	- -
KP3	- -	- -
LP1	0.24	- -
	(0.06)	
	3.72	
LP2	0.22	- -
	(0.06)	
	3.64	
LP3	0.24	- -
	(0.07)	
	3.73	
LP4	0.24	- -
	(0.06)	
	3.72	
LP5	0.27	- -
	(0.07)	
	3.80	
LP6	0.25	- -
	(0.07)	
	3.75	
LP7	0.22	- -
	(0.06)	
	3.65	
LP8	0.25	- -
	(0.07)	
	3.74	
LP9	0.23	- -
	(0.06)	
	3.70	

Total Effects of KSI on Y

	SQ

KP1	0.43
	(0.07)
	6.08

KP2	0.47 (0.07) 6.26
KP3	0.40 (0.07) 5.96
LP1	0.25 (0.06) 4.17
LP2	0.23 (0.06) 4.06
LP3	0.26 (0.06) 4.19
LP4	0.25 (0.06) 4.17
LP5	0.29 (0.07) 4.28
LP6	0.26 (0.06) 4.21
LP7	0.23 (0.06) 4.07
LP8	0.26 (0.06) 4.20
LP9	0.24 (0.06) 4.14

Standardized Total and Indirect Effects

Standardized Total Effects of KSI on ETA

	SQ

KP	0.48
LP	0.36

Standardized Indirect Effects of KSI on ETA

	SQ

KP	- -
LP	0.17

Standardized Total Effects of ETA on ETA

	KP	LP
	-----	-----
KP	- -	- -
LP	0.34	- -

Standardized Total Effects of ETA on Y

	KP	LP
	-----	-----
KP1	0.89	- -
KP2	0.96	- -
KP3	0.83	- -
LP1	0.24	0.70
LP2	0.22	0.63
LP3	0.24	0.71
LP4	0.24	0.70
LP5	0.27	0.80
LP6	0.25	0.73
LP7	0.22	0.64
LP8	0.25	0.72
LP9	0.23	0.68

Completely Standardized Total Effects of ETA on Y

	KP	LP
	-----	-----
KP1	0.89	- -
KP2	0.96	- -
KP3	0.83	- -
LP1	0.24	0.70
LP2	0.22	0.63
LP3	0.24	0.71
LP4	0.24	0.70
LP5	0.27	0.80
LP6	0.25	0.73
LP7	0.22	0.64
LP8	0.25	0.72
LP9	0.23	0.68

Standardized Indirect Effects of ETA on Y

	KP	LP
	-----	-----
KP1	- -	- -
KP2	- -	- -
KP3	- -	- -
LP1	0.24	- -
LP2	0.22	- -
LP3	0.24	- -
LP4	0.24	- -
LP5	0.27	- -
LP6	0.25	- -
LP7	0.22	- -
LP8	0.25	- -
LP9	0.23	- -

Completely Standardized Indirect Effects of ETA on Y

	KP	LP
	-----	-----
KP1	- -	- -
KP2	- -	- -
KP3	- -	- -
LP1	0.24	- -
LP2	0.22	- -
LP3	0.24	- -
LP4	0.24	- -
LP5	0.27	- -
LP6	0.25	- -
LP7	0.22	- -
LP8	0.25	- -
LP9	0.23	- -

Standardized Total Effects of KSI on Y

	SQ

KP1	0.43
KP2	0.47
KP3	0.40
LP1	0.25
LP2	0.23
LP3	0.26
LP4	0.25
LP5	0.29
LP6	0.26
LP7	0.23
LP8	0.26
LP9	0.24

Completely Standardized Total Effects of KSI on Y

	SQ

KP1	0.43
KP2	0.47
KP3	0.40
LP1	0.25
LP2	0.23
LP3	0.26
LP4	0.25
LP5	0.29
LP6	0.26
LP7	0.23
LP8	0.26
LP9	0.24

Time used: 0.109 Seconds