Lampiran 1

Data Kuesioner

SQ1	SQ2	SQ3	SQ4	SQ5	SQ6	SQ7	SQ8	SQ9	SQ10	SQ11	SQ12	SQ13	SQ14	SQ15	SQ16	SQ17	SQ18	SQ19	SQ20	SQ21	SQ22	P1	P2	P3	P4	P5	P6	CS1	CS2	CS3	WOM1	WOM2	WOM3
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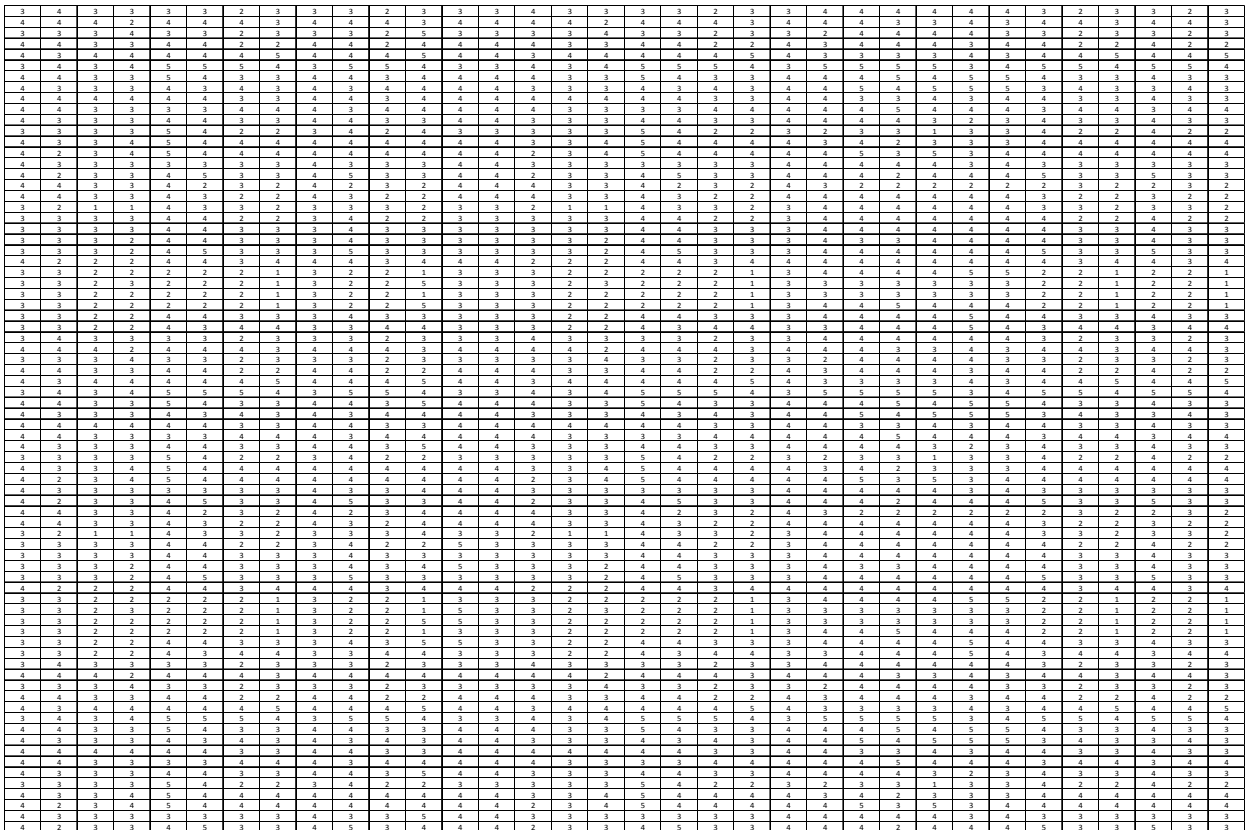
Lampiran 1

Data Kuesioner (lanjutan)



Lampiran 2

Kuesioner Penelitian

Petunjuk pengisian kuesioner :

1. Bacalah instruksi umum yang diberikan di awal pertanyaan.

2. Jawablah seluruh pertanyaan, tanpa ada yang terlewati.

I. Identitas Responden

Isikan jawaban Anda pada tempat yang sudah disediakan dan beri tanda (X) pada jawaban yang Anda pilih.

1. Usia (tahun) :
    1. 17 - 30
    2. > 30 – 40
    3. > 40 – 50
    4. > 50 – 60
    5. > 61
2. Pendidikan terakhir Anda (ijazah terakhir yang dimiliki) :
    1. SMP/Sederajat
    2. SMU/Sederajat
    3. Akademi/Diploma
    4. Sarjana (S1)
    5. Magister (S2)
    6. Doktor (S3)
3. Pekerjaan Anda saat ini :
    1. Pelajar/Mahasiswa
    2. Karyawan Swasta
    3. Wiraswasta
    4. PNS
    5. TNI / POLRI
    6. Lain – lain : (sebutkan) .....

Lampiran 2

<u>Kuesioner Penelitian</u> (lanjutan)

4. Kunjungan Anda di Rumah Cantik & Sehat Wanita ‘Hauraa’ saat ini adalah yang :
    1. Pertama
    2. Kedua
    3. Lebih dari dua kali

II. Berilah tanda (X) pada jawaban yang anda pilih.

1 = Sangat tidak setuju
2 = Tidak setuju
3 = Antara setuju dan tidak setuju
4 = Setuju
5 = Sangat setuju

No	PERNYATAAN	1	2	3	4	5
1	RCSW Hauraa mempunyai peralatan akupunktur pelangsingan yang terbaru					
2	RCSW Hauraa memiliki gedung yang menarik					
3	Asisten dokter berpakaian rapi					
4	RCSW Hauraa menggunakan peralatan akupunktur pelangsingan yang terbaru dalam setiap pelayanannya					
5	Hasil dari akupunktur pelangsingan yang dijanjikan dapat dibuktikan					
6	Asisten dokter menanggapi setiap keluhan pasien secara profesional					
7	RCSW Hauraa merupakan andalan di bidang jasa pelayanan pelangsingan					
8	RCSW Hauraa tanggap dalam memberikan pelayanan yang dibutuhkan pasien					
9	RCSW Hauraa memiliki catatan rekam medis pasien yang terpercaya					
10	Sebelum melakukan tindakan, asisten dokter tidak memberikan penjelasan terlebih dahulu kepada saya					
11	Asisten dokter tidak melayani saya dengan cepat					
12	Asisten dokter tidak selalu bersedia melayani saya					
13	Asisten dokter tidak selalu tanggap terhadap kebutuhan saya					
14	Saya percaya pada kemampuan asisten dokter					
15	Saya merasa aman terhadap pelayanan yang diberikan asisten dokter					
16	Asisten dokter bersikap sopan terhadap saya					
17	Peralatan jasa pelayanan pelangsingan yang tersedia di RCSW Hauraa mempermudah kinerja asisten dokter					
18	RCSW Hauraa tidak memberi perhatian kepada pasien secara adil					
19	Asisten dokter tidak memberi perhatian kepada pasien secara adil					
20	Asisten dokter tidak mampu memahami keinginan pasien dengan baik					
21	RCSW Hauraa tidak memberi pelayanan dengan profesional					
22	Jam opersional yang diberlakukan tidak sesuai dengan keinginan saya					
23	Harga akupunktur pelangsingan yang ditawarkan kepada saya sesuai dengan kemampuan saya					
24	Harga akupunktur pelangsingan yang ditawarkan kepada saya tidak lebih mahal dari klinik kecantikan yang lain					
25	RCSW Hauraa sering memberi potongan harga yang menarik pada jasa pelayanan pelangsingan					
26	Harga yang ditawarkan sesuai dengan pelayanan yang diberikan					
27	Saya akan membayar lebih, jika ada tambahan jasa pelayanan pelangsingan yang bermanfaat					
28	Manfaat pada jasa pelayanan pelangsingan yang diberikan, sesuai dengan harga yang ditawarkan					
29	Saya senang dengan hasil pekerjaan asisten dokter					
30	Saya puas dengan kinerja asisten dokter					
31	Secara keseluruhan, jasa pelayanan yang ditawarkan RCSW Hauraa sesuai dengan harapan saya					
32	Saya akan merekomendasikan RCSW Hauraa kepada teman-teman saya					
33	Saya akan menceritakan hal-hal yang baik tentang RCSW Hauraa kepada teman-teman saya					
34	Saya akan merasa senang jika teman-teman saya menjadi pelanggan RCSW Hauraa					

Lampiran 3

Frekuensi Demografi

No	Karakteristik Demografi	Kategori	Frekuensi (Orang)
1	Usia	1.1 17 - 30 tahun	35
		1.2 31 - 40 tahun	75
		1.3 41 - 50 tahun	43
		1.4 51 - 60 tahun	17
2	Pendidikan Formal Terakhir	2.1 SMU/sederajat	42
		2.2 Akademi/diploma	63
		2.3 Sarjana/S1	40
		2.4 Pascasarjana/S2	25
3	Pekerjaan	3.1 Pelajar/mahasiswa	22
		3.2 Karyawan swasta	31
		3.3 Wiraswasta	20
		3.4 PNS	22
		3.5 Ibu Rumah Tangga	75
4	Jumlah Kunjungan	4.1 Pertama	22
		4.2 Kedua	38
		4.3 Ketiga	45
		4.4 Lebih dari tiga kali	65

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test*

Kualitas Pelayanan (*Assurance*)

Factor analysis

Correlation Matrix[a]

		VAR00001	VAR00002	VAR00003	VAR00004
Correlation	VAR00001	1.000	.157	.510	.386
	VAR00002	.157	1.000	.481	.258
	VAR00003	.510	.481	1.000	.656
	VAR00004	.386	.258	.656	1.000
Sig. (1-tailed)	VAR00001		.204	.002	.018
	VAR00002	.204		.004	.084
	VAR00003	.002	.004		.000
	VAR00004	.018	.084	.000	

a. Determinant = .316

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.637
Bartlett's Test of Sphericity	Approx. Chi-Square	30.936
	Df	6
	Sig.	.000

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Anti-image Matrices

		VAR00001	VAR00002	VAR00003	VAR00004
Anti-image Covariance	VAR00001	.726	.082	-.204	-.044
	VAR00002	.082	.754	-.239	.051
	VAR00003	-.204	-.239	.399	-.262
	VAR00004	-.044	.051	-.262	.563
Anti-image Correlation	VAR00001	.730[a]	.111	-.379	-.069
	VAR00002	.111	.608[a]	-.435	.078
	VAR00003	-.379	-.435	.590[a]	-.553
	VAR00004	-.069	.078	-.553	.670[a]

a. Measures of Sampling Adequacy(MSA)

Component Matrix[a]

	Component
	1
VAR00001	.680
VAR00002	.590
VAR00003	.908
VAR00004	.796

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Lampiran 4

Output SPSS ver 22 validity & reliability test pada pre-test (lanjutan)

Reliability

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	Cronbach's Alpha Based on Standardized Items	N of Items
.732	.734	4

Item Statistics

	Mean	Std. Deviation	N
VAR00001	3.50	.509	30
VAR00002	3.17	.648	30
VAR00003	2.80	.664	30
VAR00004	2.83	.791	30

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.075	2.800	3.500	.700	1.250	.108	4
Item Variances	.436	.259	.626	.368	2.422	.023	4
Inter-Item Covariances	.177	.052	.345	.293	6.667	.009	4
Inter-Item Correlations	.408	.157	.656	.499	4.176	.030	4

Lampiran 4

Output SPSS ver 22 validity & reliability test pada pre-test (lanjutan)

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
VAR00001	8.80	2.855	.441	.274	.719
VAR00002	9.13	2.671	.369	.246	.755
VAR00003	9.50	1.983	.774	.601	.513
VAR00004	9.47	1.982	.567	.437	.653

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
12.30	3.872	1.968	4

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Kualitas Pelayanan (*Tangible*)

Factor Analysis

Correlation Matrix[a]

		VAR00001	VAR00002	VAR00003	VAR00004
Correlation	VAR00001	1.000	.157	.510	.386
	VAR00002	.157	1.000	.481	.258
	VAR00003	.510	.481	1.000	.656
	VAR00004	.386	.258	.656	1.000
Sig. (1-tailed)	VAR00001		.204	.002	.018
	VAR00002	.204		.004	.084
	VAR00003	.002	.004		.000
	VAR00004	.018	.084	.000	

a. Determinant = .316

Total Variance Explained

	Initial Eigenvalues			Extraction Sums of Squared Loadings		
Component	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.269	56.725	56.725	2.269	56.725	56.725
2	.859	21.487	78.212			
3	.603	15.077	93.289			
4	.268	6.711	100.000			

Extraction Method: Principal Component Analysis.

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.637
Bartlett's Test of Sphericity	Approx. Chi-Square	30.936
	Df	6
	Sig.	.000

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Anti-image Matrices

		VAR00001	VAR00002	VAR00003	VAR00004
Anti-image Covariance	VAR00001	.726	.082	-.204	-.044
	VAR00002	.082	.754	-.239	.051
	VAR00003	-.204	-.239	.399	-.262
	VAR00004	-.044	.051	-.262	.563
Anti-image Correlation	VAR00001	.730[a]	.111	-.379	-.069
	VAR00002	.111	.608[a]	-.435	.078
	VAR00003	-.379	-.435	.590[a]	-.553
	VAR00004	-.069	.078	-.553	.670[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
VAR00001	1.000	.462
VAR00002	1.000	.348
VAR00003	1.000	.825
VAR00004	1.000	.633

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
VAR00001	.680
VAR00002	.590
VAR00003	.908
VAR00004	.796

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Reliability

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	Cronbach's Alpha Based on Standardized Items	N of Items
.732	.734	4

Item Statistics

	Mean	Std. Deviation	N
VAR00001	3.50	.509	30
VAR00002	3.17	.648	30
VAR00003	2.80	.664	30
VAR00004	2.83	.791	30

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.075	2.800	3.500	.700	1.250	.108	4
Item Variances	.436	.259	.626	.368	2.422	.023	4
Inter-Item Covariances	.177	.052	.345	.293	6.667	.009	4
Inter-Item Correlations	.408	.157	.656	.499	4.176	.030	4

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
VAR00001	8.80	2.855	.441	.274	.719
VAR00002	9.13	2.671	.369	.246	.755
VAR00003	9.50	1.983	.774	.601	.513
VAR00004	9.47	1.982	.567	.437	.653

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
12.30	3.872	1.968	4

Lampiran 4

Output SPSS ver 22 validity & reliability test pada pre-test (lanjutan)

Kualitas Pelayanan (*Reliability*)

Factor Analysis

Correlation Matrix[a]

		VAR00001	VAR00002	VAR00003	VAR00004	VAR00005
Correlation	VAR00001	1.000	.747	.532	.582	.340
	VAR00002	.747	1.000	.428	.595	.188
	VAR00003	.532	.428	1.000	.779	.359
	VAR00004	.582	.595	.779	1.000	.395
	VAR00005	.340	.188	.359	.395	1.000
Sig. (1-tailed)	VAR00001		.000	.001	.000	.033
	VAR00002	.000		.009	.000	.159
	VAR00003	.001	.009		.000	.026
	VAR00004	.000	.000	.000		.015
	VAR00005	.033	.159	.026	.015	

a. Determinant = .078

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.688
Bartlett's Test of Sphericity	Approx. Chi-Square	67.728
	Df	10
	Sig.	.000

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Anti-image Matrices

		VAR00001	VAR00002	VAR00003	VAR00004	VAR00005
Anti-image Covariance	VAR00001	.368	-.240	-.087	.014	-.120
	VAR00002	-.240	.372	.075	-.126	.101
	VAR00003	-.087	.075	.366	-.223	-.015
	VAR00004	.014	-.126	-.223	.296	-.099
	VAR00005	-.120	.101	-.015	-.099	.793
Anti-image Correlation	VAR00001	.710[a]	-.648	-.238	.042	-.223
	VAR00002	-.648	.639[a]	.202	-.379	.187
	VAR00003	-.238	.202	.683[a]	-.678	-.028
	VAR00004	.042	-.379	-.678	.692[a]	-.205
	VAR00005	-.223	.187	-.028	-.205	.774[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
VAR00001	1.000	.705
VAR00002	1.000	.616
VAR00003	1.000	.662
VAR00004	1.000	.778
VAR00005	1.000	.277

Extraction Method: Principal Component Analysis.

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	3.038	60.752	60.752	3.038	60.752	60.752
2	.879	17.581	78.332			
3	.642	12.841	91.174			
4	.279	5.581	96.754			
5	.162	3.246	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
VAR00001	.839
VAR00002	.785
VAR00003	.814
VAR00004	.882
VAR00005	.527

Extraction Method: Principal Component Analysis.

Reliability

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.837	.830	5

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Kualitas Pelayanan (*Emphaty*)

Factor analysis

Correlation Matrix[a]

		VAR00001	VAR00002	VAR00003	VAR00004	VAR00005
Correlation	VAR00001	1.000	.747	.532	.582	.340
	VAR00002	.747	1.000	.428	.595	.188
	VAR00003	.532	.428	1.000	.779	.359
	VAR00004	.582	.595	.779	1.000	.395
	VAR00005	.340	.188	.359	.395	1.000
Sig. (1-tailed)	VAR00001		.000	.001	.000	.033
	VAR00002	.000		.009	.000	.159
	VAR00003	.001	.009		.000	.026
	VAR00004	.000	.000	.000		.015
	VAR00005	.033	.159	.026	.015	

a. Determinant = .078

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.688
Bartlett's Test of Sphericity	Approx. Chi-Square	67.728
	Df	10
	Sig.	.000

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Anti-image Matrices

		VAR00001	VAR00002	VAR00003	VAR00004	VAR00005
Anti-image Covariance	VAR00001	.368	-.240	-.087	.014	-.120
	VAR00002	-.240	.372	.075	-.126	.101
	VAR00003	-.087	.075	.366	-.223	-.015
	VAR00004	.014	-.126	-.223	.296	-.099
	VAR00005	-.120	.101	-.015	-.099	.793
Anti-image Correlation	VAR00001	.710[a]	-.648	-.238	.042	-.223
	VAR00002	-.648	.639[a]	.202	-.379	.187
	VAR00003	-.238	.202	.683[a]	-.678	-.028
	VAR00004	.042	-.379	-.678	.692[a]	-.205
	VAR00005	-.223	.187	-.028	-.205	.774[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
VAR00001	1.000	.705
VAR00002	1.000	.616
VAR00003	1.000	.662
VAR00004	1.000	.778
VAR00005	1.000	.277

Extraction Method: Principal Component Analysis.

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	3.038	60.752	60.752	3.038	60.752	60.752
2	.879	17.581	78.332			
3	.642	12.841	91.174			
4	.279	5.581	96.754			
5	.162	3.246	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
VAR00001	.839
VAR00002	.785
VAR00003	.814
VAR00004	.882
VAR00005	.527

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reliability

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.

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.837	.830	5

Item Statistics

	Mean	Std. Deviation	N
VAR00001	3.77	.898	30
VAR00002	3.50	.900	30
VAR00003	2.97	.850	30
VAR00004	2.80	1.031	30
VAR00005	3.50	.509	30

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.307	2.800	3.767	.967	1.345	.165	5
Item Variances	.732	.259	1.062	.803	4.107	.086	5
Inter-Item Covariances	.371	.086	.683	.597	7.920	.044	5
Inter-Item Correlations	.494	.188	.779	.591	4.138	.033	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
VAR00001	12.77	6.875	.723	.632	.780
VAR00002	13.03	7.137	.652	.628	.801
VAR00003	13.57	7.220	.688	.634	.791
VAR00004	13.73	6.064	.780	.704	.762
VAR00005	13.03	9.620	.383	.207	.862

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
16.53	11.085	3.329	5

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Kualitas Pelayanan (*Responsiveness*)

Factor analysis

Correlation Matrix[a]

		VAR00001	VAR00002	VAR00003	VAR00004
Correlation	VAR00001	1.000	.428	.595	.188
	VAR00002	.428	1.000	.779	.359
	VAR00003	.595	.779	1.000	.395
	VAR00004	.188	.359	.395	1.000
Sig. (1-tailed)	VAR00001		.009	.000	.159
	VAR00002	.009		.000	.026
	VAR00003	.000	.000		.015
	VAR00004	.159	.026	.015	

a. Determinant = .211

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.664
Bartlett's Test of Sphericity	Approx. Chi-Square	41.758
	df	6
	Sig.	.000

Anti-image Matrices

		VAR00001	VAR00002	VAR00003	VAR00004
Anti-image Covariance	VAR00001	.641	.032	-.202	.042
	VAR00002	.032	.388	-.233	-.048
	VAR00003	-.202	-.233	.297	-.100
	VAR00004	.042	-.048	-.100	.835
Anti-image Correlation	VAR00001	.721[a]	.065	-.462	.057
	VAR00002	.065	.655[a]	-.688	-.085
	VAR00003	-.462	-.688	.606[a]	-.201
	VAR00004	.057	-.085	-.201	.863[a]

a. Measures of Sampling Adequacy(MSA)

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Communalities

	Initial	Extraction
VAR00001	1.000	.514
VAR00002	1.000	.741
VAR00003	1.000	.854
VAR00004	1.000	.320

Extraction Method: Principal Component Analysis.

Total Variance Explained

	Initial Eigenvalues			Extraction Sums of Squared Loadings		
Component	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.429	60.724	60.724	2.429	60.724	60.724
2	.829	20.719	81.442			
3	.553	13.818	95.260			
4	.190	4.740	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
VAR00001	.717
VAR00002	.861
VAR00003	.924
VAR00004	.566

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Reliability

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	Cronbach's Alpha Based on Standardized Items	N of Items
.780	.771	4

Item Statistics

	Mean	Std. Deviation	N
VAR00001	3.50	.900	30
VAR00002	2.97	.850	30
VAR00003	2.80	1.031	30
VAR00004	3.50	.509	30

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.192	2.800	3.500	.700	1.250	.131	4
Item Variances	.714	.259	1.062	.803	4.107	.113	4
Inter-Item Covariances	.335	.086	.683	.597	7.920	.051	4
Inter-Item Correlations	.457	.188	.779	.591	4.138	.038	4

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
VAR00001	9.27	4.133	.528	.359	.758
VAR00002	9.80	3.821	.701	.612	.663
VAR00003	9.97	2.930	.817	.703	.583
VAR00004	9.27	5.720	.369	.165	.819

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
12.77	6.875	2.622	4

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Harga

Factor analysis

Correlation Matrix[a]

		VAR00001	VAR00002	VAR00003	VAR00004	VAR00005	VAR00006
Correlation	VAR00001	1.000	.510	.412	.651	.210	.589
	VAR00002	.510	1.000	.526	.750	.364	.614
	VAR00003	.412	.526	1.000	.510	.411	.582
	VAR00004	.651	.750	.510	1.000	.446	.745
	VAR00005	.210	.364	.411	.446	1.000	.683
	VAR00006	.589	.614	.582	.745	.683	1.000
Sig. (1-tailed)	VAR00001		.002	.012	.000	.133	.000
	VAR00002	.002		.001	.000	.024	.000
	VAR00003	.012	.001		.002	.012	.000
	VAR00004	.000	.000	.002		.007	.000
	VAR00005	.133	.024	.012	.007		.000
	VAR00006	.000	.000	.000	.000	.000	

a. Determinant = .031

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.802
Bartlett's Test of Sphericity	Approx. Chi-Square	91.103
	df	15
	Sig.	.000

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Anti-image Matrices

		VAR00001	VAR00002	VAR00003	VAR00004	VAR00005	VAR00006
Anti-image Covariance	VAR00001	.498	.003	-.039	-.117	.148	-.110
	VAR00002	.003	.408	-.112	-.171	.018	-.018
	VAR00003	-.039	-.112	.612	.009	-.037	-.082
	VAR00004	-.117	-.171	.009	.274	-.006	-.085
	VAR00005	.148	.018	-.037	-.006	.474	-.203
	VAR00006	-.110	-.018	-.082	-.085	-.203	.243
Anti-image Correlation	VAR00001	.806[a]	.008	-.071	-.318	.306	-.316
	VAR00002	.008	.835[a]	-.224	-.512	.041	-.056
	VAR00003	-.071	-.224	.920[a]	.023	-.069	-.213
	VAR00004	-.318	-.512	.023	.809[a]	-.016	-.328
	VAR00005	.306	.041	-.069	-.016	.689[a]	-.598
	VAR00006	-.316	-.056	-.213	-.328	-.598	.773[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
VAR00001	1.000	.519
VAR00002	1.000	.658
VAR00003	1.000	.524
VAR00004	1.000	.785
VAR00005	1.000	.418
VAR00006	1.000	.811

Extraction Method: Principal Component Analysis.

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	3.715	61.915	61.915	3.715	61.915	61.915
2	.864	14.394	76.309			
3	.566	9.431	85.740			
4	.476	7.928	93.668			
5	.212	3.528	97.196			
6	.168	2.804	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
VAR00001	.720
VAR00002	.811
VAR00003	.724
VAR00004	.886
VAR00005	.647
VAR00006	.901

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reliability

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.

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.867	.873	6

Item Statistics

	Mean	Std. Deviation	N
VAR00001	3.67	.661	30
VAR00002	3.83	.648	30
VAR00003	3.67	.844	30
VAR00004	3.73	.828	30
VAR00005	3.73	.828	30
VAR00006	3.77	.679	30

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.733	3.667	3.833	.167	1.045	.004	6
Item Variances	.567	.420	.713	.293	1.699	.020	6
Inter-Item Covariances	.295	.115	.418	.303	3.640	.007	6
Inter-Item Correlations	.534	.210	.750	.540	3.571	.021	6

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
VAR00001	18.73	9.444	.583	.502	.858
VAR00002	18.57	9.082	.704	.592	.840
VAR00003	18.73	8.547	.605	.388	.857
VAR00004	18.67	7.885	.791	.726	.820
VAR00005	18.67	8.989	.519	.526	.872
VAR00006	18.63	8.447	.846	.757	.815

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
22.40	12.248	3.500	6

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Kepuasan Pasien

Factor analysis

Correlation Matrix[a]

		VAR00001	VAR00002	VAR00003
Correlation	VAR00001	1.000	.428	.595
	VAR00002	.428	1.000	.779
	VAR00003	.595	.779	1.000
Sig. (1-tailed)	VAR00001		.009	.000
	VAR00002	.009		.000
	VAR00003	.000	.000	

a. Determinant = .253

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.608
Bartlett's Test of Sphericity	Approx. Chi-Square	37.370
	df	3
	Sig.	.000

Anti-image Matrices

		VAR00001	VAR00002	VAR00003
Anti-image Covariance	VAR00001	.643	.035	-.206
	VAR00002	.035	.391	-.251
	VAR00003	-.206	-.251	.309
Anti-image Correlation	VAR00001	.712[a]	.070	-.461
	VAR00002	.070	.600[a]	-.722
	VAR00003	-.461	-.722	.567[a]

a. Measures of Sampling Adequacy(MSA)

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Communalities

	Initial	Extraction
VAR00001	1.000	.585
VAR00002	1.000	.756
VAR00003	1.000	.872

Extraction Method: Principal Component Analysis.

Total Variance Explained

	Initial Eigenvalues			Extraction Sums of Squared Loadings		
Component	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.213	73.761	73.761	2.213	73.761	73.761
2	.595	19.845	93.606			
3	.192	6.394	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
VAR00001	.765
VAR00002	.870
VAR00003	.934

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Reliability

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	Cronbach's Alpha Based on Standardized Items	N of Items
.819	.819	3

Item Statistics

	Mean	Std. Deviation	N
VAR00001	3.50	.900	30
VAR00002	2.97	.850	30
VAR00003	2.80	1.031	30

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.089	2.800	3.500	.700	1.250	.134	3
Item Variances	.865	.723	1.062	.339	1.469	.031	3
Inter-Item Covariances	.521	.328	.683	.355	2.084	.026	3
Inter-Item Correlations	.601	.428	.779	.351	1.821	.025	3

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
VAR00001	5.77	3.151	.550	.357	.867
VAR00002	6.30	2.976	.689	.609	.742
VAR00003	6.47	2.189	.810	.691	.599

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
9.27	5.720	2.392	3

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

WOM

Factor analysis

Correlation Matrix[a]

		VAR00001	VAR00002	VAR00003
Correlation	VAR00001	1.000	.428	.595
	VAR00002	.428	1.000	.779
	VAR00003	.595	.779	1.000
Sig. (1-tailed)	VAR00001		.009	.000
	VAR00002	.009		.000
	VAR00003	.000	.000	

a. Determinant = .253

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.608
Bartlett's Test of Sphericity	Approx. Chi-Square	37.370
	df	3
	Sig.	.000

Anti-image Matrices

		VAR00001	VAR00002	VAR00003
Anti-image Covariance	VAR00001	.643	.035	-.206
	VAR00002	.035	.391	-.251
	VAR00003	-.206	-.251	.309
Anti-image Correlation	VAR00001	.712[a]	.070	-.461
	VAR00002	.070	.600[a]	-.722
	VAR00003	-.461	-.722	.567[a]

a. Measures of Sampling Adequacy(MSA)

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Communalities

	Initial	Extraction
VAR00001	1.000	.585
VAR00002	1.000	.756
VAR00003	1.000	.872

Extraction Method: Principal Component Analysis.

Total Variance Explained

	Initial Eigenvalues			Extraction Sums of Squared Loadings		
Component	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.213	73.761	73.761	2.213	73.761	73.761
2	.595	19.845	93.606			
3	.192	6.394	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
VAR00001	.765
VAR00002	.870
VAR00003	.934

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

Reliability

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	Cronbach's Alpha Based on Standardized Items	N of Items
.819	.819	3

Item Statistics

	Mean	Std. Deviation	N
VAR00001	3.50	.900	30
VAR00002	2.97	.850	30
VAR00003	2.80	1.031	30

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.089	2.800	3.500	.700	1.250	.134	3
Item Variances	.865	.723	1.062	.339	1.469	.031	3
Inter-Item Covariances	.521	.328	.683	.355	2.084	.026	3
Inter-Item Correlations	.601	.428	.779	.351	1.821	.025	3

Lampiran 4

Output SPSS ver 22 *validity & reliability test* pada *pre-test* (lanjutan)

tem-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
VAR00001	5.77	3.151	.550	.357	.867
VAR00002	6.30	2.976	.689	.609	.742
VAR00003	6.47	2.189	.810	.691	.599

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
9.27	5.720	2.392	3

Lampiran 5

Output One Way Anova

```
FREQUENCIES VARIABLES=Usia Pendidikan Pekerjaan Kunjungan
  /PIECHART PERCENT
  /ORDER=ANALYSIS.
```

Frequencies

Notes

Output Created		22-SEP-2015 15:25:58
Comments		
Input	Data	D:\ONE WAY ANOVA FINAL.sav
	Active Dataset	DataSet2
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	171
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data.
Syntax		FREQUENCIES VARIABLES=Usia Pendidikan Pekerjaan Kunjungan /PIECHART PERCENT /ORDER=ANALYSIS.
Resources	Processor Time	00:00:00.70
	Elapsed Time	00:00:00.66

Statistics

		Usia	Pendidikan	Pekerjaan	Kunjungan
N	Valid	170	170	170	170
	Missing	1	1	1	1

Lampiran 5

Output One Way Anova (lanjutan)

Frequency Table

Usia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	17 - 30 Tahun	57	33.3	33.5	33.5
	31 - 40 Tahun	66	38.6	38.8	72.4
	41 - 50 Tahun	47	27.5	27.6	100.0
	Total	170	99.4	100.0	
Missing	System	1	.6		
Total		171	100.0		

Pendidikan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Akademi / Diploma	63	36.8	37.1	37.1
	Sarjana	63	36.8	37.1	74.1
	Pasca Sarjana	44	25.7	25.9	100.0
	Total	170	99.4	100.0	
Missing	System	1	.6		
Total		171	100.0		

Lampiran 5

Output One Way Anova (lanjutan)

Pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Pelajar / mahasiswa	34	19.9	20.0	20.0
	Karyawan Swasta	22	12.9	12.9	32.9
	Wiraswasta	32	18.7	18.8	51.8
	PNS	7	4.1	4.1	55.9
	IRT	75	43.9	44.1	100.0
	Total	170	99.4	100.0	
Missing	System	1	.6		
Total		171	100.0		

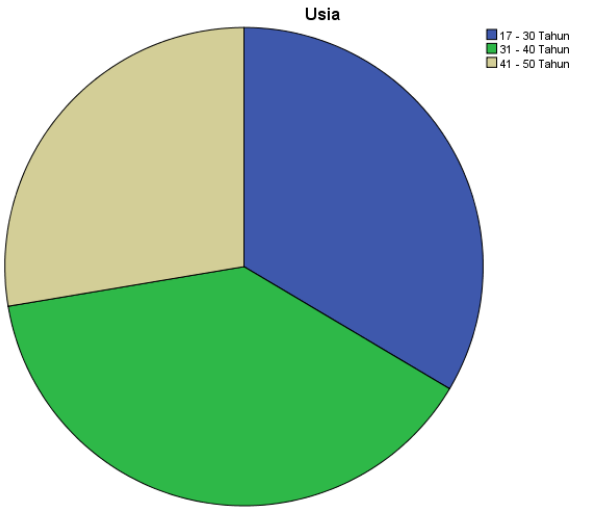
Kunjungan

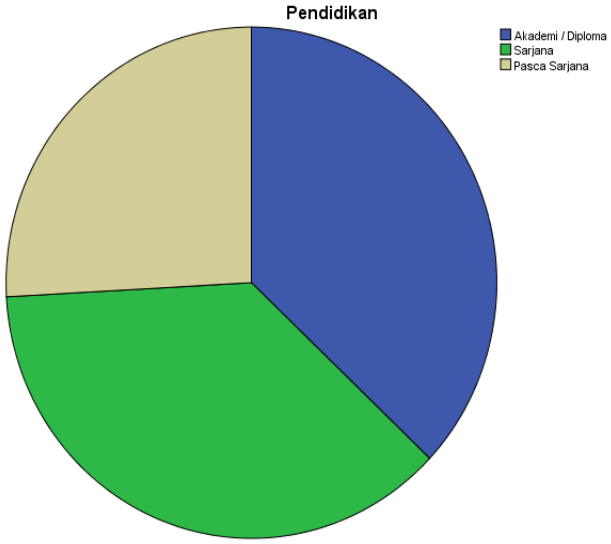
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Pertama	95	55.6	55.9	55.9
	Kedua	12	7.0	7.1	62.9
	Ketiga	63	36.8	37.1	100.0
	Total	170	99.4	100.0	
Missing	System	1	.6		
Total		171	100.0		

Lampiran 5

<u>Output One Way Anova</u> (lanjutan)

Pie Chart

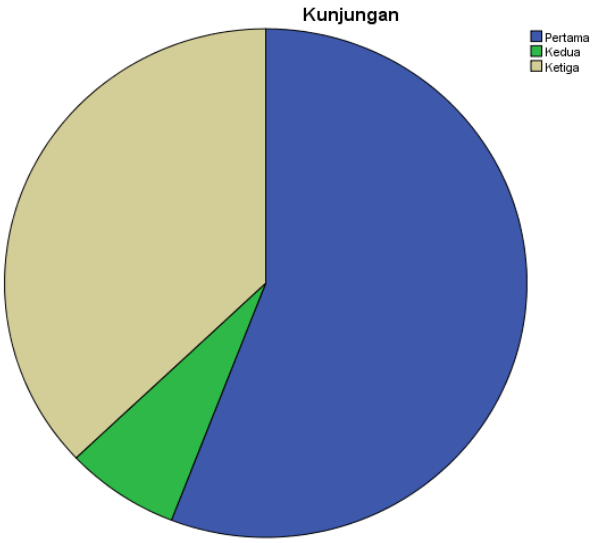




Lampiran 5

<u>Output One Way Anova</u> (lanjutan)

Pie Chart



Lampiran 6

Output Lisrel ver 8.8 *Confirmatory Factor Analysis* (CFA) (lanjutan)

DATE: 7/27/2016
TIME: 18:19

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:\moderasiagain.pr2:

```
Raw data from file moderasi1.psf
latent variables KUAPEL KEPLANG WOM KH
Relationships
SQ1 = KUAPEL
SQ2 = KUAPEL
SQ3 = KUAPEL
SQ4 = KUAPEL
SQ6 = KUAPEL
SQ7 = KUAPEL
SQ8 = KUAPEL
SQ9 = KUAPEL
SQ10 = KUAPEL
SQ11 = KUAPEL
SQ12 = KUAPEL
SQ13 = KUAPEL
SQ14 = KUAPEL
SQ15 = KUAPEL
SQ16 = KUAPEL
CS1 = KEPLANG
CS2 = KEPLANG
CS3 = KEPLANG
WOM1 = WOM
WOM2 = WOM
WOM3 = WOM
M1 = KH
M2 = KH
```

Lampiran 6

Output Lisrel ver 8.8 *Confirmatory Factor Analysis* (CFA) (lanjutan)

```
M3 = KH
M4 = KH
KEPLANG = KUAPEL
KEPLANG = KH
WOM = KEPLANG KUAPEL
SET ERROR COVARIANCE FROM SQ7 TO SQ6 FREE
SET ERROR COVARIANCE FROM SQ2 TO SQ1 FREE
SET ERROR COVARIANCE FROM CS2 TO CS1 FREE
SET ERROR COVARIANCE FROM SQ14 TO SQ13 FREE
SET ERROR COVARIANCE FROM SQ13 TO SQ12 FREE
SET ERROR COVARIANCE FROM SQ12 TO SQ8 FREE
SET ERROR COVARIANCE FROM SQ12 TO SQ3 FREE
SET ERROR COVARIANCE FROM WOM3 TO CS1 FREE
SET ERROR COVARIANCE FROM WOM3 TO CS2 FREE
SET ERROR COVARIANCE FROM SQ16 TO SQ15 FREE
SET ERROR COVARIANCE FROM SQ10 TO SQ8 FREE
SET ERROR COVARIANCE FROM SQ8 TO SQ3 FREE
SET ERROR COVARIANCE FROM SQ6 TO SQ3 FREE
SET ERROR COVARIANCE FROM SQ16 TO SQ8 FREE
SET ERROR COVARIANCE FROM SQ2 TO CS2 FREE
SET ERROR COVARIANCE FROM SQ3 TO SQ2 FREE
SET ERROR COVARIANCE FROM SQ3 TO SQ1 FREE
SET ERROR COVARIANCE FROM SQ16 TO SQ7 FREE
SET ERROR COVARIANCE FROM M2 TO M1 FREE
SET ERROR COVARIANCE FROM SQ11 TO SQ9 FREE
SET ERROR COVARIANCE FROM M3 TO SQ9 FREE
SET ERROR COVARIANCE FROM M1 TO SQ12 FREE
SET ERROR COVARIANCE FROM SQ9 TO SQ4 FREE
SET ERROR COVARIANCE FROM M4 TO SQ8 FREE
SET ERROR COVARIANCE FROM SQ12 TO SQ4 FREE
SET ERROR COVARIANCE FROM SQ11 TO SQ4 FREE
SET ERROR COVARIANCE FROM SQ15 TO SQ7 FREE
SET ERROR COVARIANCE FROM SQ14 TO SQ8 FREE
SET ERROR COVARIANCE FROM SQ15 TO SQ8 FREE
SET ERROR COVARIANCE FROM SQ16 TO SQ4 FREE
SET ERROR COVARIANCE FROM SQ16 TO SQ11 FREE
SET ERROR COVARIANCE FROM M4 TO SQ11 FREE
SET ERROR COVARIANCE FROM SQ16 TO SQ13 FREE
SET ERROR COVARIANCE FROM SQ14 TO SQ2 FREE
SET ERROR COVARIANCE FROM M1 TO WOM1 FREE
SET ERROR COVARIANCE FROM M2 TO WOM2 FREE
SET ERROR COVARIANCE FROM SQ3 TO CS1 FREE
SET ERROR COVARIANCE FROM SQ11 TO CS1 FREE
SET ERROR COVARIANCE FROM M2 TO SQ8 FREE
SET ERROR COVARIANCE FROM M2 TO SQ7 FREE
SET ERROR COVARIANCE FROM M2 TO SQ6 FREE
SET ERROR COVARIANCE FROM SQ4 TO SQ3 FREE
SET ERROR COVARIANCE FROM M2 TO SQ3 FREE
SET ERROR COVARIANCE FROM M2 TO SQ13 FREE
SET ERROR COVARIANCE FROM M4 TO M2 FREE
```

Lampiran 6

Output Lisrel ver 8.8 *Confirmatory Factor Analysis* (CFA) (lanjutan)

SET ERROR COVARIANCE FROM SQ3 TO CS3 FREE
SET ERROR COVARIANCE FROM SQ15 TO SQ1 FREE
SET ERROR COVARIANCE FROM M1 TO SQ2 FREE
SET ERROR COVARIANCE FROM M1 TO SQ3 FREE
SET ERROR COVARIANCE FROM M1 TO CS2 FREE
SET ERROR VARIANCE OF WOM TO ZERO

Options SC AD=OFF
Path diagram
End of problem

Sample Size = 170

Covariance Matrix

	CS1	CS2	CS3	WOM1	WOM2	WOM3
CS1	1.02					
CS2	0.87	1.02				
CS3	0.60	0.72	1.06			
WOM1	0.54	0.68	0.82	0.92		
WOM2	0.63	0.76	0.84	0.77	0.99	
WOM3	0.78	0.71	0.46	0.46	0.47	1.06
SQ1	0.47	0.37	0.21	0.23	0.21	0.50
SQ2	0.53	0.39	0.26	0.28	0.27	0.53
SQ3	0.52	0.47	0.34	0.34	0.34	0.55
SQ4	0.44	0.38	0.20	0.23	0.20	0.43
SQ6	0.40	0.32	0.18	0.23	0.21	0.41
SQ7	0.44	0.35	0.22	0.26	0.23	0.46
SQ8	0.56	0.51	0.30	0.28	0.30	0.58
SQ9	0.56	0.45	0.30	0.29	0.36	0.58
SQ10	0.25	0.21	0.14	0.16	0.18	0.23
SQ11	0.45	0.41	0.24	0.26	0.29	0.46
SQ12	0.57	0.47	0.28	0.28	0.34	0.57
SQ13	0.72	0.64	0.33	0.36	0.37	0.78
SQ14	0.68	0.61	0.32	0.36	0.36	0.74
SQ15	0.37	0.33	0.14	0.11	0.21	0.32
SQ16	0.51	0.42	0.23	0.25	0.30	0.50
M1	-0.23	-0.23	-0.23	-0.32	-0.23	-0.12
M2	-0.27	-0.24	-0.24	-0.31	-0.19	-0.14
M3	-0.27	-0.21	-0.20	-0.28	-0.22	-0.16
M4	-0.22	-0.17	-0.19	-0.26	-0.21	-0.15

Lampiran 6

Output Lisrel ver 8.8 *Confirmatory Factor Analysis* (CFA) (lanjutan)

Covariance Matrix

	SQ1	SQ2	SQ3	SQ4	SQ6	SQ7
SQ1	1.03					
SQ2	0.98	1.03				
SQ3	0.95	0.97	1.04			
SQ4	0.66	0.66	0.67	0.70		
SQ6	0.58	0.60	0.61	0.61	0.83	
SQ7	0.64	0.66	0.68	0.67	0.86	0.96
SQ8	0.90	0.86	0.86	0.72	0.63	0.68
SQ9	0.91	0.92	0.94	0.64	0.65	0.70
SQ10	0.63	0.62	0.65	0.50	0.50	0.55
SQ11	0.90	0.88	0.91	0.64	0.58	0.63
SQ12	0.89	0.90	0.92	0.67	0.66	0.70
SQ13	0.93	0.94	0.99	0.82	0.77	0.81
SQ14	0.90	0.92	0.93	0.77	0.72	0.77
SQ15	0.67	0.65	0.66	0.50	0.44	0.44
SQ16	0.80	0.83	0.86	0.62	0.61	0.62
M1	-0.20	-0.21	-0.25	-0.20	-0.25	-0.25
M2	-0.22	-0.25	-0.28	-0.20	-0.14	-0.11
M3	-0.24	-0.27	-0.28	-0.21	-0.28	-0.26
M4	-0.07	-0.13	-0.13	-0.13	-0.20	-0.18

Covariance Matrix

	SQ8	SQ9	SQ10	SQ11	SQ12	SQ13
SQ8	1.17					
SQ9	0.88	1.07				
SQ10	0.56	0.69	0.63			
SQ11	0.89	0.88	0.66	0.96		
SQ12	0.82	0.96	0.68	0.93	1.08	
SQ13	1.03	0.99	0.64	0.98	1.09	1.38
SQ14	1.05	0.94	0.60	0.93	0.97	1.23
SQ15	0.73	0.72	0.50	0.72	0.79	0.85
SQ16	0.78	0.92	0.65	0.86	0.98	1.05
M1	-0.08	-0.24	-0.33	-0.24	-0.23	-0.17
M2	-0.06	-0.23	-0.30	-0.25	-0.27	-0.24
M3	-0.09	-0.33	-0.38	-0.28	-0.32	-0.22
M4	0.06	-0.18	-0.24	-0.12	-0.19	-0.09

Covariance Matrix

	SQ14	SQ15	SQ16	M1	M2	M3
SQ14	1.27					
SQ15	0.80	0.91				
SQ16	0.96	0.81	1.09			
M1	-0.13	0.00	-0.21	1.24		

Lampiran 6

Output Lisrel ver 8.8 *Confirmatory Factor Analysis* (CFA) (lanjutan)

M2	-0.17	-0.03	-0.25	1.12	1.25	
M3	-0.15	-0.05	-0.29	1.26	1.18	1.37
M4	-0.05	-0.02	-0.19	0.98	0.89	1.08

Covariance Matrix

	M4
M4	1.05

Number of Iterations = 44

LISREL Estimates (Maximum Likelihood)

Measurement Equations

CS1 = 0.69*KEPLANG, Errorvar.= 0.56 , R^2 = 0.46
(0.061)
9.12

CS2 = 0.81*KEPLANG, Errorvar.= 0.37 , R^2 = 0.64
(0.043) (0.044)
18.70 8.34

CS3 = 0.91*KEPLANG, Errorvar.= 0.21 , R^2 = 0.80
(0.084) (0.030)
10.88 6.96

WOM1 = 0.85*WOM, Errorvar.= 0.18 , R^2 = 0.79
(0.026)
7.00

WOM2 = 0.93*WOM, Errorvar.= 0.15 , R^2 = 0.85
(0.049) (0.027)
19.16 5.80

WOM3 = 0.53*WOM, Errorvar.= 0.78 , R^2 = 0.27
(0.073) (0.087)
7.26 8.99

SQ1 = 0.91*KUAPEL, Errorvar.= 0.20 , R^2 = 0.80
(0.060) (0.019)
15.14 10.76

Lampiran 6

Output Lisrel ver 8.8 *Confirmatory Factor Analysis* (CFA) (lanjutan)

SQ2 = 0.91*KUAPEL, Errorvar.= 0.19 , R^2 = 0.81
(0.059) (0.017)
15.37 11.44

SQ3 = 0.98*KUAPEL, Errorvar.= 0.14 , R^2 = 0.88
(0.060) (0.014)
16.44 9.91

SQ4 = 0.77*KUAPEL, Errorvar.= 0.12 , R^2 = 0.83
(0.050) (0.016)
15.47 7.64

SQ6 = 0.67*KUAPEL, Errorvar.= 0.37 , R^2 = 0.55
(0.055) (0.037)
12.21 9.93

SQ7 = 0.73*KUAPEL, Errorvar.= 0.39 , R^2 = 0.58
(0.058) (0.039)
12.69 10.07

SQ8 = 0.89*KUAPEL, Errorvar.= 0.31 , R^2 = 0.72
(0.061) (0.027)
14.49 11.56

SQ9 = 0.96*KUAPEL, Errorvar.= 0.12 , R^2 = 0.88
(0.058) (0.014)
16.47 9.06

SQ10 = 0.70*KUAPEL, Errorvar.= 0.14 , R^2 = 0.78
(0.047) (0.013)
14.75 10.76

SQ11 = 0.95*KUAPEL, Errorvar.= 0.059 , R^2 = 0.94
(0.054) (0.0081)
17.44 7.36

SQ12 = 0.98*KUAPEL, Errorvar.= 0.11 , R^2 = 0.90
(0.059) (0.012)
16.75 9.05

SQ13 = 1.05*KUAPEL, Errorvar.= 0.27 , R^2 = 0.80
(0.069) (0.023)
15.16 11.70

SQ14 = 0.99*KUAPEL, Errorvar.= 0.27 , R^2 = 0.78
(0.067) (0.024)
14.85 11.14

Lampiran 6

Output Lisrel ver 8.8 *Confirmatory Factor Analysis* (CFA) (lanjutan)

SQ15 = 0.72*KUAPEL, Errorvar.= 0.39 , R^2 = 0.57
(0.061) (0.039)
11.71 9.97

SQ16 = 0.94*KUAPEL, Errorvar.= 0.19 , R^2 = 0.82
(0.061) (0.023)
15.40 8.21

M1 = 1.08*KH, Errorvar.= 0.074 , R^2 = 0.94
(0.061) (0.012)
17.54 6.39

M2 = 1.01*KH, Errorvar.= 0.23 , R^2 = 0.82
(0.063) (0.025)
16.19 9.10

M3 = 1.17*KH, Errorvar.= 0.0072, R^2 = 0.99
(0.064) (0.011)
18.36 0.68

M4 = 0.92*KH, Errorvar.= 0.21 , R^2 = 0.80
(0.059) (0.023)
15.60 8.95

Error Covariance for CS2 and CS1 = 0.33
(0.046)
7.19

Error Covariance for WOM3 and CS1 = 0.42
(0.061)
6.87

Error Covariance for WOM3 and CS2 = 0.29
(0.050)
5.75

Error Covariance for SQ2 and CS2 = -0.03
(0.0085)
-3.51

Error Covariance for SQ2 and SQ1 = 0.15
(0.016)
9.42

Error Covariance for SQ3 and CS1 = -0.05
(0.010)
-4.68

Lampiran 6

Output Lisrel ver 8.8 *Confirmatory Factor Analysis* (CFA) (lanjutan)

Error Covariance for SQ3 and CS3 = 0.024
(0.0092)
2.62

Error Covariance for SQ3 and SQ1 = 0.089
(0.012)
7.18

Error Covariance for SQ3 and SQ2 = 0.098
(0.012)
7.95

Error Covariance for SQ4 and SQ3 = -0.04
(0.0081)
-4.75

Error Covariance for SQ6 and SQ3 = -0.01
(0.0040)
-2.87

Error Covariance for SQ7 and SQ6 = 0.35
(0.037)
9.58

Error Covariance for SQ8 and SQ3 = -0.04
(0.0093)
-4.84

Error Covariance for SQ9 and SQ4 = -0.10
(0.012)
-8.39

Error Covariance for SQ10 and SQ8 = -0.06
(0.011)
-5.46

Error Covariance for SQ11 and CS1 = -0.03
(0.0082)
-3.48

Error Covariance for SQ11 and SQ4 = -0.09
(0.0097)
-8.86

Error Covariance for SQ11 and SQ9 = -0.05
(0.0081)
-5.66

Lampiran 6

Output Lisrel ver 8.8 *Confirmatory Factor Analysis* (CFA) (lanjutan)

Error Covariance for SQ12 and SQ3 = -0.02
(0.0060)
-2.76

Error Covariance for SQ12 and SQ4 = -0.08
(0.0097)
-8.45

Error Covariance for SQ12 and SQ8 = -0.11
(0.012)
-8.98

Error Covariance for SQ13 and SQ12 = 0.073
(0.010)
7.06

Error Covariance for SQ14 and SQ2 = 0.033
(0.0071)
4.59

Error Covariance for SQ14 and SQ8 = 0.076
(0.012)
6.20

Error Covariance for SQ14 and SQ13 = 0.17
(0.017)
9.63

Error Covariance for SQ15 and SQ1 = 0.035
(0.011)
3.22

Error Covariance for SQ15 and SQ7 = -0.04
(0.010)
-4.22

Error Covariance for SQ15 and SQ8 = 0.077
(0.017)
4.42

Error Covariance for SQ16 and SQ4 = -0.07
(0.012)
-5.90

Error Covariance for SQ16 and SQ7 = -0.05
(0.0086)
-5.31

Lampiran 6

Output Lisrel ver 8.8 *Confirmatory Factor Analysis* (CFA) (lanjutan)

Error Covariance for SQ16 and SQ8 = -0.07
(0.016)
-4.24

Error Covariance for SQ16 and SQ11 = -0.05
(0.0088)
-5.17

Error Covariance for SQ16 and SQ13 = 0.028
(0.010)
2.69

Error Covariance for SQ16 and SQ15 = 0.12
(0.024)
4.92

Error Covariance for M1 and CS2 = -0.02
(0.0080)
-2.91

Error Covariance for M1 and WOM1 = -0.03
(0.0094)
-3.29

Error Covariance for M1 and SQ2 = 0.016
(0.0052)
3.10

Error Covariance for M1 and SQ3 = -0.01
(0.0060)
-2.42

Error Covariance for M1 and SQ12 = 0.029
(0.0055)
5.19

Error Covariance for M2 and WOM2 = 0.064
(0.015)
4.31

Error Covariance for M2 and SQ3 = -0.03
(0.0087)
-3.40

Error Covariance for M2 and SQ6 = 0.12
(0.020)
5.78

Lampiran 6

Output Lisrel ver 8.8 *Confirmatory Factor Analysis* (CFA) (lanjutan)

Error Covariance for M2 and SQ7 = 0.13
(0.021)
6.14

Error Covariance for M2 and SQ8 = 0.035
(0.012)
2.93

Error Covariance for M2 and SQ13 = -0.03
(0.0094)
-3.21

Error Covariance for M2 and M1 = 0.029
(0.013)
2.26

Error Covariance for M3 and SQ9 = -0.03
(0.0063)
-4.84

Error Covariance for M4 and SQ8 = 0.10
(0.017)
6.12

Error Covariance for M4 and SQ11 = 0.039
(0.0093)
4.21

Error Covariance for M4 and M2 = -0.04
(0.014)
-2.80

Structural Equations

KEPLANG = 0.33*KUAPEL - 0.14*KH, Errorvar.= 0.85 , R^2 = 0.15
(0.082) (0.077) (0.17)
4.06 -1.78 4.92

WOM = 1.00*KEPLANG - 0.0034*KUAPEL,, R^2 = 1.00
(0.095) (0.038)
10.53 -0.089

Reduced Form Equations

KEPLANG = 0.33*KUAPEL - 0.14*KH, Errorvar.= 0.85, R^2 = 0.15
(0.082) (0.077)
4.06 -1.78

Lampiran 6

Output Lisrel ver 8.8 *Confirmatory Factor Analysis* (CFA) (lanjutan)

WOM = 0.33*KUAPEL - 0.14*KH, Errorvar.= 0.85, R^2 = 0.15
(0.077) (0.076)
4.28 -1.80

Correlation Matrix of Independent Variables

	KUAPEL	KH
KUAPEL	1.00	
KH	-0.26	1.00
	(0.07)	
	-3.80	

Covariance Matrix of Latent Variables

	KEPLANG	WOM	KUAPEL	KH
KEPLANG	1.00			
WOM	1.00	1.00		
KUAPEL	0.37	0.37	1.00	
KH	-0.22	-0.22	-0.26	1.00

Goodness of Fit Statistics

Degrees of Freedom = 221
Minimum Fit Function Chi-Square = 704.66 (P = 0.0)
Normal Theory Weighted Least Squares Chi-Square = 568.58 (P = 0.0)
Estimated Non-centrality Parameter (NCP) = 347.58
90 Percent Confidence Interval for NCP = (280.97 ; 421.86)

Minimum Fit Function Value = 4.17
Population Discrepancy Function Value (F0) = 2.06
90 Percent Confidence Interval for F0 = (1.66 ; 2.50)
Root Mean Square Error of Approximation (RMSEA) = 0.096
90 Percent Confidence Interval for RMSEA = (0.087 ; 0.11)
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.00

Expected Cross-Validation Index (ECVI) = 4.60
90 Percent Confidence Interval for ECVI = (4.20 ; 5.03)
ECVI for Saturated Model = 3.85
ECVI for Independence Model = 92.08

Chi-Square for Independence Model with 300 Degrees of Freedom = 15510.76
Independence AIC = 15560.76
Model AIC = 776.58
Saturated AIC = 650.00
Independence CAIC = 15664.16
Model CAIC = 1206.70

Lampiran 6

Output Lisrel ver 8.8 *Confirmatory Factor Analysis* (CFA) (lanjutan)

Saturated CAIC = 1994.13

Normed Fit Index (NFI) = 0.95
Non-Normed Fit Index (NNFI) = 0.96
Parsimony Normed Fit Index (PNFI) = 0.70
Comparative Fit Index (CFI) = 0.97
Incremental Fit Index (IFI) = 0.97
Relative Fit Index (RFI) = 0.94

Critical N (CN) = 66.43

Root Mean Square Residual (RMR) = 0.12
Standardized RMR = 0.11
Goodness of Fit Index (GFI) = 0.79
Adjusted Goodness of Fit Index (AGFI) = 0.69
Parsimony Goodness of Fit Index (PGFI) = 0.54

The Modification Indices Suggest to Add the

Path to	from	Decrease in Chi-Square	New Estimate
SQ6	KH	8.1	-0.04
SQ10	KH	17.1	-0.10
SQ15	KH	10.9	0.13

Standardized Solution

LAMBDA-Y

	KEPLANG	WOM
CS1	0.69	- -
CS2	0.81	- -
CS3	0.91	- -
WOM1	- -	0.85
WOM2	- -	0.93
WOM3	- -	0.53

LAMBDA-X

	KUAPEL	KH
SQ1	0.91	- -
SQ2	0.91	- -
SQ3	0.98	- -
SQ4	0.77	- -
SQ6	0.67	- -
SQ7	0.73	- -
SQ8	0.89	- -

Lampiran 6

Output Lisrel ver 8.8 *Confirmatory Factor Analysis* (CFA) (lanjutan)

SQ9	0.96	- -
SQ10	0.70	- -
SQ11	0.95	- -
SQ12	0.98	- -
SQ13	1.05	- -
SQ14	0.99	- -
SQ15	0.72	- -
SQ16	0.94	- -
M1	- -	1.08
M2	- -	1.01
M3	- -	1.17
M4	- -	0.92

BETA

	KEPLANG	WOM
KEPLANG	- -	- -
WOM	1.00	- -

GAMMA

	KUAPEL	KH
KEPLANG	0.33	-0.14
WOM	0.00	- -

Correlation Matrix of ETA and KSI

	KEPLANG	WOM	KUAPEL	KH
KEPLANG	1.00			
WOM	1.00	1.00		
KUAPEL	0.37	0.37	1.00	
KH	-0.22	-0.22	-0.26	1.00

PSI

Note: This matrix is diagonal.

KEPLANG	WOM
0.85	- -

Regression Matrix ETA on KSI (Standardized)

	KUAPEL	KH
KEPLANG	0.33	-0.14
WOM	0.33	-0.14

Lampiran 6

Output Lisrel ver 8.8 *Confirmatory Factor Analysis* (CFA) (lanjutan)

Completely Standardized Solution

LAMBDA-Y

	KEPLANG	WOM
CS1	0.68	- -
CS2	0.80	- -
CS3	0.89	- -
WOM1	- -	0.89
WOM2	- -	0.92
WOM3	- -	0.52

LAMBDA-X

	KUAPEL	KH
SQ1	0.90	- -
SQ2	0.90	- -
SQ3	0.94	- -
SQ4	0.91	- -
SQ6	0.74	- -
SQ7	0.76	- -
SQ8	0.85	- -
SQ9	0.94	- -
SQ10	0.88	- -
SQ11	0.97	- -
SQ12	0.95	- -
SQ13	0.90	- -
SQ14	0.89	- -
SQ15	0.75	- -
SQ16	0.91	- -
M1	- -	0.97
M2	- -	0.91
M3	- -	1.00
M4	- -	0.90

BETA

	KEPLANG	WOM
KEPLANG	- -	- -
WOM	1.00	- -

GAMMA

	KUAPEL	KH
KEPLANG	0.33	-0.14
WOM	0.00	- -

Lampiran 6

Output Lisrel ver 8.8 *Confirmatory Factor Analysis* (CFA) (lanjutan)

Correlation Matrix of ETA and KSI

	KEPLANG	WOM	KUAPEL	KH
KEPLANG	1.00			
WOM	1.00	1.00		
KUAPEL	0.37	0.37	1.00	
KH	-0.22	-0.22	-0.26	1.00

PSI

Note: This matrix is diagonal.

KEPLANG	WOM
0.85	- -

THETA-EPS

	CS1	CS2	CS3	WOM1	WOM2	WOM3
CS1	0.54					
CS2	0.32	0.36				
CS3	- -	- -	0.20			
WOM1	- -	- -	- -	0.21		
WOM2	- -	- -	- -	- -	0.15	
WOM3	0.40	0.27	- -	- -	- -	0.73

THETA-DELTA-EPS

	CS1	CS2	CS3	WOM1	WOM2	WOM3
SQ1	- -	- -	- -	- -	- -	- -
SQ2	- -	-0.03	- -	- -	- -	- -
SQ3	-0.05	- -	0.02	- -	- -	- -
SQ4	- -	- -	- -	- -	- -	- -
SQ6	- -	- -	- -	- -	- -	- -
SQ7	- -	- -	- -	- -	- -	- -
SQ8	- -	- -	- -	- -	- -	- -
SQ9	- -	- -	- -	- -	- -	- -
SQ10	- -	- -	- -	- -	- -	- -
SQ11	-0.03	- -	- -	- -	- -	- -
SQ12	- -	- -	- -	- -	- -	- -
SQ13	- -	- -	- -	- -	- -	- -
SQ14	- -	- -	- -	- -	- -	- -
SQ15	- -	- -	- -	- -	- -	- -
SQ16	- -	- -	- -	- -	- -	- -
M1	- -	-0.02	- -	-0.03	- -	- -
M2	- -	- -	- -	- -	0.06	- -
M3	- -	- -	- -	- -	- -	- -
M4	- -	- -	- -	- -	- -	- -

Lampiran 6

Output Lisrel ver 8.8 *Confirmatory Factor Analysis* (CFA) (lanjutan)

THETA-DELTA

	SQ1	SQ2	SQ3	SQ4	SQ6	SQ7
SQ1	0.20					
SQ2	0.14	0.19				
SQ3	0.08	0.09	0.12			
SQ4	- -	- -	-0.04	0.17		
SQ6	- -	- -	-0.01	- -	0.45	
SQ7	- -	- -	- -	- -	0.40	0.42
SQ8	- -	- -	-0.04	- -	- -	- -
SQ9	- -	- -	- -	-0.12	- -	- -
SQ10	- -	- -	- -	- -	- -	- -
SQ11	- -	- -	- -	-0.10	- -	- -
SQ12	- -	- -	-0.02	-0.09	- -	- -
SQ13	- -	- -	- -	- -	- -	- -
SQ14	- -	0.03	- -	- -	- -	- -
SQ15	0.04	- -	- -	- -	- -	-0.05
SQ16	- -	- -	- -	-0.08	- -	-0.05
M1	- -	0.01	-0.01	- -	- -	- -
M2	- -	- -	-0.03	- -	0.12	0.12
M3	- -	- -	- -	- -	- -	- -
M4	- -	- -	- -	- -	- -	- -

THETA-DELTA

	SQ8	SQ9	SQ10	SQ11	SQ12	SQ13
SQ8	0.28					
SQ9	- -	0.12				
SQ10	-0.08	- -	0.22			
SQ11	- -	-0.05	- -	0.06		
SQ12	-0.10	- -	- -	- -	0.10	
SQ13	- -	- -	- -	- -	0.06	0.20
SQ14	0.07	- -	- -	- -	- -	0.13
SQ15	0.08	- -	- -	- -	- -	- -
SQ16	-0.06	- -	- -	-0.05	- -	0.02
M1	- -	- -	- -	- -	0.02	- -
M2	0.03	- -	- -	- -	- -	-0.02
M3	- -	-0.03	- -	- -	- -	- -
M4	0.09	- -	- -	0.04	- -	- -

THETA-DELTA

	SQ14	SQ15	SQ16	M1	M2	M3
SQ14	0.22					
SQ15	- -	0.43				
SQ16	- -	0.12	0.18			
M1	- -	- -	- -	0.06		

Lampiran 6

Output Lisrel ver 8.8 *Confirmatory Factor Analysis* (CFA) (lanjutan)

M2	- -	- -	- -	0.02	0.18	
M3	- -	- -	- -	- -	- -	0.01
M4	- -	- -	- -	- -	-0.03	- -

THETA-DELTA

	M4
M4	0.20

Regression Matrix ETA on KSI (Standardized)

	KUAPEL	KH
KEPLANG	0.33	-0.14
WOM	0.33	-0.14

Time used: 0.078 Seconds

Lampiran 7

***Path Diagram Confirmatory Factor Analysis* Model Struktural (*t-value*)**