

LAMPIRAN 3

Uji Validitas Dan Reliabilitas Kualitas Pelayanan

1.1 Dimensi Tangible

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,565
Bartlett's Test of Sphericity	Approx. Chi-Square	29,552
	df	10
	Sig.	,001

Anti-image Matrices

		KP1	KP2	KP3	KP4	KP5
Anti-image Covariance	KP1	,649	-,036	-,250	-,132	-,237
	KP2	-,036	,578	-,151	-,300	,228
	KP3	-,250	-,151	,727	-,005	,113
	KP4	-,132	-,300	-,005	,599	-,176
	KP5	-,237	,228	,113	-,176	,724
Anti-image Correlation	KP1	,622 ^a	-,059	-,364	-,212	-,346
	KP2	-,059	,544 ^a	-,234	-,509	,353
	KP3	-,364	-,234	,651 ^a	-,007	,156
	KP4	-,212	-,509	-,007	,594 ^a	-,267
	KP5	-,346	,353	,156	-,267	,371 ^a

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP1	1,000	,688
KP2	1,000	,745
KP3	1,000	,525
KP4	1,000	,619
KP5	1,000	,859

Extraction Method: Principal Component Analysis.

Component Matrix^a

	Component	
	1	2
KP1	,722	,408
KP2	,717	-,481
KP3	,680	-,250
KP4	,780	,099
KP5	,156	,914

Extraction Method:

Principal Component

Analysis.

a. 2 components extracted.

1.1 Dimensi Tangible (Literasi 1)

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,620
Bartlett's Test of Sphericity	Approx. Chi-Square	21,249
	df	6
	Sig.	,002

Anti-image Matrices

		KP1	KP2	KP3	KP4
Anti-image Covariance	KP1	,737	,050	-,248	-,232
	KP2	,050	,660	-,219	-,300
	KP3	-,248	-,219	,745	,025
	KP4	-,232	-,300	,025	,645
Anti-image Correlation	KP1	,627 ^a	,072	-,335	-,336
	KP2	,072	,604 ^a	-,312	-,460
	KP3	-,335	-,312	,648 ^a	,036
	KP4	-,336	-,460	,036	,610 ^a

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP1	1,000	,480
KP2	1,000	,562
KP3	1,000	,486
KP4	1,000	,592

Extraction Method: Principal Component Analysis.

Component Matrix^a

	Component
	1
KP1	,693
KP2	,749
KP3	,697
KP4	,769

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reliability Statistics

Cronbach's Alpha	N of Items
,671	4

1.2 Dimensi Reliability**KMO and Bartlett's Test**

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,694
Bartlett's Test of Sphericity	Approx. Chi-Square	32,744
	df	10
	Sig.	,000

Anti-image Matrices

		KP6	KP7	KP8	KP9	KP10
Anti-image Covariance	KP6	,647	-,062	-,165	-,220	-,053
	KP7	-,062	,654	,196	-,208	-,230
	KP8	-,165	,196	,721	-,116	-,212
	KP9	-,220	-,208	-,116	,574	-,065
	KP10	-,053	-,230	-,212	-,065	,662
Anti-image Correlation	KP6	,766 ^a	-,095	-,241	-,361	-,081
	KP7	-,095	,606 ^a	,286	-,340	-,349
	KP8	-,241	,286	,597 ^a	-,180	-,307
	KP9	-,361	-,340	-,180	,733 ^a	-,105
	KP10	-,081	-,349	-,307	-,105	,730 ^a

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP6	1,000	,597
KP7	1,000	,843
KP8	1,000	,844
KP9	1,000	,661
KP10	1,000	,548

Extraction Method: Principal
Component Analysis.

Component Matrix^a

	Component	
	1	2
KP6	,754	,170
KP7	,633	-,665
KP8	,565	,725
KP9	,807	-,098
KP10	,738	-,051

Extraction Method:
Principal Component
Analysis.

a. 2 components extracted.

1.2 Dimensi Reliability (Literasi 1)

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,727
Bartlett's Test of Sphericity	Approx. Chi-Square	24,364
	df	6
	Sig.	,000

Anti-image Matrices

		KP6	KP7	KP9	KP10
Anti-image Covariance	KP6	,687	-,019	-,270	-,119
	KP7	-,019	,712	-,199	-,207
	KP9	-,270	-,199	,593	-,113
	KP10	-,119	-,207	-,113	,731
Anti-image Correlation	KP6	,714 ^a	-,028	-,424	-,168
	KP7	-,028	,741 ^a	-,306	-,286
	KP9	-,424	-,306	,693 ^a	-,171
	KP10	-,168	-,286	-,171	,781 ^a

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP6	1,000	,539
KP7	1,000	,532
KP9	1,000	,670
KP10	1,000	,532

Extraction Method: Principal Component Analysis.

Component Matrix^a

	Component
	1
KP6	,734
KP7	,729
KP9	,819
KP10	,729

Extraction Method:
Principal Component
Analysis.

a. 1 components
extracted.

Reliability Statistics

Cronbach's Alpha	N of Items
,718	4

1.3 Dimensi Responsiveness

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,698
Bartlett's Test of Sphericity	Approx. Chi-Square	44,260
	df	6
	Sig.	,000

Anti-image Matrices

		KP11	KP12	KP13	KP14
Anti-image Covariance	KP11	,426	-,139	-,256	,000
	KP12	-,139	,440	-,090	-,278
	KP13	-,256	-,090	,475	,030
	KP14	,000	-,278	,030	,640
Anti-image Correlation	KP11	,698 ^a	-,320	-,569	,000
	KP12	-,320	,710 ^a	-,198	-,524
	KP13	-,569	-,198	,705 ^a	,055
	KP14	,000	-,524	,055	,665 ^a

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP11	1,000	,721
KP12	1,000	,749
KP13	1,000	,651
KP14	1,000	,437

Extraction Method: Principal
Component Analysis.

Component Matrix^a

	Component
	1
KP11	,849
KP12	,866
KP13	,807
KP14	,661

Extraction Method:
Principal Component
Analysis.

a. 1 components
extracted.

Reliability Statistics

Cronbach's Alpha	N of Items
,786	4

1.4 Dimensi Assurance**KMO and Bartlett's Test**

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,719
Bartlett's Test of Sphericity	Approx. Chi-Square	34,905
	df	6
	Sig.	,000

Anti-image Matrices

		KP15	KP16	KP17	KP18
Anti-image Covariance	KP15	,658	-,092	-,134	-,163
	KP16	-,092	,447	-,211	-,256
	KP17	-,134	-,211	,710	,053
	KP18	-,163	-,256	,053	,516
Anti-image Correlation	KP15	,824 ^a	-,170	-,197	-,279
	KP16	-,170	,679 ^a	-,376	-,534
	KP17	-,197	-,376	,734 ^a	,087
	KP18	-,279	-,534	,087	,684 ^a

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP15	1,000	,591
KP16	1,000	,758
KP17	1,000	,467
KP18	1,000	,653

Extraction Method: Principal
Component Analysis.

Component Matrix^a

	Component
	1
KP15	,769
KP16	,870
KP17	,683
KP18	,808

Extraction Method:
Principal Component
Analysis.

a. 1 components
extracted.

Reliability Statistics

Cronbach's Alpha	N of Items
,751	4

1.5 Dimensi Empaty**KMO and Bartlett's Test**

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,682
Bartlett's Test of Sphericity	Approx. Chi-Square	22,999
	df	10
	Sig.	,011

Anti-image Matrices

		KP19	KP20	KP21	KP22	KP23
Anti-image Covariance	KP19	,688	,104	-,092	-,240	-,163
	KP20	,104	,923	,138	-,175	-,102
	KP21	-,092	,138	,690	-,195	-,213
	KP22	-,240	-,175	-,195	,665	-,047
	KP23	-,163	-,102	-,213	-,047	,747
Anti-image Correlation	KP19	,712 ^a	,130	-,133	-,355	-,227
	KP20	,130	,264 ^a	,174	-,224	-,123
	KP21	-,133	,174	,704 ^a	-,288	-,296
	KP22	-,355	-,224	-,288	,672 ^a	-,066
	KP23	-,227	-,123	-,296	-,066	,735 ^a

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP19	1,000	,590
KP20	1,000	,951
KP21	1,000	,613
KP22	1,000	,620
KP23	1,000	,508

Extraction Method: Principal Component Analysis.

Component Matrix^a

	Component	
	1	2
KP19	,757	-,130
KP20	,055	,974
KP21	,750	-,226
KP22	,758	,213
KP23	,709	,074

Extraction Method:

Principal Component

Analysis.

a. 2 components extracted.

1.5 Dimensi Empaty (Literasi 1)

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,744
Bartlett's Test of Sphericity	Approx. Chi-Square	21,144
	df	6
	Sig.	,002

Anti-image Matrices

		KP19	KP21	KP22	KP23
Anti-image Covariance	KP19	,700	-,112	-,236	-,156
	KP21	-,112	,711	-,183	-,206
	KP22	-,236	-,183	,700	-,071
	KP23	-,156	-,206	-,071	,759
Anti-image Correlation	KP19	,738 ^a	-,159	-,337	-,215
	KP21	-,159	,749 ^a	-,259	-,281
	KP22	-,337	-,259	,730 ^a	-,097
	KP23	-,215	-,281	-,097	,763 ^a

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP19	1,000	,577
KP21	1,000	,568
KP22	1,000	,569
KP23	1,000	,500

Extraction Method: Principal
Component Analysis.

Component Matrix^a

	Component
	1
KP19	,759
KP21	,754
KP22	,754
KP23	,707

Extraction Method:
Principal Component
Analysis.

a. 1 components
extracted.

Reliability Statistics

Cronbach's Alpha	N of Items
,725	4

Uji Validitas Dan Reliabilitas Kepuasan Pelanggan**KMO and Bartlett's Test**

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,613
Bartlett's Test of Sphericity	Approx. Chi-Square	69,618
	df	3
	Sig.	,000

Anti-image Matrices

		Kep24	Kep25	Kep26
Anti-image	Kep24	,348	-,137	,066
Covariance	Kep25	-,137	,128	-,132
	Kep26	,066	-,132	,208
Anti-image	Kep24	,679 ^a	-,651	,247
Correlation	Kep25	-,651	,566 ^a	-,810
	Kep26	,247	-,810	,621 ^a

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
Kep24	1,000	,762
Kep25	1,000	,945
Kep26	1,000	,834

Extraction Method: Principal Component Analysis.

Component Matrix^a

	Component
	1
Kep24	,873
Kep25	,972
Kep26	,913

Extraction Method:
Principal Component Analysis.

a. 1 components extracted.

Reliability Statistics

Cronbach's Alpha	N of Items
,907	3

Uji Validitas Dan Reliabilitas Loyalitas Pelanggan

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,661
Bartlett's Test of Sphericity	Approx. Chi-Square	64,904
	df	3
	Sig.	,000

Anti-image Matrices

		L27	L28	L29
Anti-image Covariance	L27	,587	-,080	-,015
	L28	-,080	,144	-,130
	L29	-,015	-,130	,156
Anti-image Correlation	L27	,909 ^a	-,275	-,049
	L28	-,275	,602 ^a	-,869
	L29	-,049	-,869	,615 ^a

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
L27	1,000	,659
L28	1,000	,909
L29	1,000	,884

Extraction Method: Principal Component Analysis.

Component Matrix^a

	Component
	1
L27	,812
L28	,953
L29	,940

Extraction Method:
Principal Component
Analysis.

a. 1 components
extracted.

Reliability Statistics

Cronbach's Alpha	N of Items
,888	3

LAMPIRAN 4

Tabulasi 145 Responden Kualitas Pelayanan

No	Kualitas Pelayanan											
	Bukti Fisik				Kehandalan				Daya Tanggap			
	KP1	KP2	KP3	KP4	KP6	KP7	KP9	KP10	KP11	KP12	KP13	KP14
1	3	3	4	3	3	3	3	4	3	3	4	3
2	3	3	4	3	3	4	3	4	3	3	3	3
3	3	3	4	3	3	3	3	4	3	3	3	3
4	2	3	3	3	3	3	3	3	3	3	3	3
5	3	3	2	3	4	4	4	4	3	3	3	3
6	3	3	3	3	3	3	3	3	4	4	4	4
7	3	3	3	3	3	3	3	4	3	3	3	3
8	3	3	3	3	3	3	3	3	4	3	4	3
9	3	2	3	3	3	2	3	3	3	3	3	3
10	3	2	3	3	2	3	3	3	3	3	3	3
11	3	2	3	3	3	4	3	3	3	3	3	3
12	3	3	3	3	3	3	3	3	3	3	3	3
13	3	2	3	2	3	4	3	3	3	3	3	3
14	3	3	3	3	3	4	4	3	3	3	3	3
15	3	2	3	3	3	3	3	3	3	3	3	4
16	3	3	3	3	3	4	3	3	3	3	3	3
17	3	2	3	3	3	3	3	3	3	3	3	4
18	3	3	2	3	4	4	4	4	3	3	3	3
19	3	3	3	3	3	3	3	3	4	4	4	4
20	3	3	3	3	3	3	3	4	3	3	3	3

No	Kualitas Pelayanan											
	Bukti Fisik				Kehandalan				Daya Tanggap			
	KP1	KP2	KP3	KP4	KP6	KP7	KP9	KP10	KP11	KP12	KP13	KP14
75	3	3	3	3	3	3	3	3	3	3	3	4
76	2	3	4	3	4	4	4	3	3	3	3	3
77	3	3	3	3	3	3	3	3	3	3	3	3
78	3	3	3	3	3	3	3	3	3	3	3	3
79	3	3	3	3	4	3	4	2	3	3	3	3
80	3	3	3	3	3	3	3	4	3	3	2	3
81	4	4	4	4	4	4	4	4	4	4	3	3
82	3	3	3	3	3	3	3	3	3	3	3	3
83	4	3	4	3	3	3	3	4	3	4	3	3
84	3	3	3	3	3	3	3	3	3	3	3	3
85	3	3	3	3	3	3	2	3	3	3	3	3
86	3	3	3	3	2	2	3	3	3	3	3	3
87	3	3	3	3	2	3	4	3	3	3	4	4
88	3	3	3	3	3	3	3	3	3	3	3	3
89	3	3	4	3	3	3	4	3	3	4	3	3
90	3	4	4	3	2	3	4	3	4	4	4	3
91	3	3	4	3	3	3	3	3	3	4	3	3
92	3	3	4	3	2	3	4	3	3	4	3	3
93	3	3	4	3	2	3	3	3	3	4	3	3
94	2	3	3	3	2	3	3	2	3	3	3	3
95	3	3	2	3	2	4	4	4	4	4	3	3
96	3	3	3	3	4	3	3	3	3	3	4	4
97	3	3	3	3	4	3	3	4	3	4	3	3
98	3	3	3	3	3	3	3	3	3	3	4	3
99	3	2	3	3	3	3	2	3	3	3	3	3
100	3	2	3	3	3	2	3	3	3	3	3	3
101	3	2	3	3	3	3	4	3	3	3	3	3

No	Kualitas Pelayanan											
	Bukti Fisik				Kehandalan				Daya Tanggap			
	KP1	KP2	KP3	KP4	KP6	KP7	KP9	KP10	KP11	KP12	KP13	KP14
102	3	3	3	3	3	3	3	3	3	3	3	3
103	3	2	3	2	3	3	4	3	3	3	3	3
104	3	3	3	3	3	3	4	3	4	3	3	3
105	3	2	3	3	4	3	3	3	3	3	3	3
106	3	3	3	3	3	3	4	3	3	3	3	3
107	3	2	3	3	4	3	3	3	3	3	3	3
108	3	3	3	3	3	3	3	3	3	3	3	3
109	3	4	3	3	3	3	4	3	3	3	4	3
110	2	2	3	3	2	3	2	2	3	3	3	3
111	3	3	4	3	3	4	4	3	4	3	4	3
112	3	3	3	3	3	3	3	3	3	3	3	3
113	2	2	3	3	2	3	2	2	3	3	3	3
114	3	4	3	3	4	3	4	4	4	3	4	4
115	3	3	3	3	3	3	3	2	4	4	3	3
116	3	3	3	3	4	4	4	2	3	4	3	4
117	3	4	3	3	3	3	4	4	3	4	3	4
118	3	2	3	3	3	3	3	3	3	3	3	3
119	3	3	4	3	3	3	3	4	3	3	4	3
120	3	3	4	3	3	4	3	4	3	3	3	3
121	3	3	4	3	3	3	3	4	3	3	3	3
122	2	3	3	3	3	3	3	3	3	3	3	3
123	3	3	2	3	4	4	4	4	3	3	3	3
124	3	3	3	3	3	3	3	3	4	4	4	4
125	3	3	3	3	3	3	3	4	3	3	3	3
126	3	3	3	3	3	3	3	3	4	3	4	3
127	3	2	3	3	3	2	3	3	3	3	3	3
128	3	3	4	3	3	3	3	4	3	3	4	3

No	Kualitas Pelayanan											
	Bukti Fisik				Kehandalan				Daya Tanggap			
	KP1	KP2	KP3	KP4	KP6	KP7	KP9	KP10	KP11	KP12	KP13	KP14
129	3	3	4	3	3	4	3	4	3	3	3	3
130	3	3	4	3	3	3	3	4	3	3	3	3
131	2	3	3	3	3	3	3	3	3	3	3	3
132	3	3	2	3	4	4	4	4	3	3	3	3
133	3	3	3	3	3	3	3	3	4	4	4	4
134	3	3	3	3	3	3	3	4	3	3	3	3
135	3	3	3	3	3	3	3	3	4	3	4	3
136	3	2	3	3	3	2	3	3	3	3	3	3
137	3	2	3	3	2	3	3	3	3	3	3	3
138	3	2	3	3	3	4	3	3	3	3	3	3
139	3	3	3	3	3	3	3	3	3	3	3	3
140	3	2	3	2	3	4	3	3	3	3	3	3
141	3	3	3	3	3	4	4	3	3	3	3	3
142	3	2	3	3	3	3	3	3	3	3	3	4
143	3	3	3	3	3	4	3	3	3	3	3	3
144	3	2	3	3	3	3	3	3	3	3	3	4
145	3	3	2	3	4	4	4	4	3	3	3	3

Tabulasi 145 Responden Kualitas Pelayanan

No	Kualitas Pelayanan							
	Jaminan				Kepedulian			
	KP15	KP16	KP17	KP18	KP19	KP21	KP22	KP23
1	3	3	3	3	3	3	3	4
2	3	3	3	3	3	3	3	4
3	3	3	3	3	3	3	3	4
4	3	3	3	3	3	2	3	3

No	Kualitas Pelayanan							
	Jaminan				Kepedulian			
	KP15	KP16	KP17	KP18	KP19	KP21	KP22	KP23
5	3	3	4	3	4	4	4	4
6	3	4	4	3	3	3	3	3
7	3	3	4	3	3	4	3	4
8	3	3	4	3	3	3	3	3
9	3	3	4	3	3	3	3	3
10	2	3	3	3	2	3	3	3
11	2	2	2	2	3	3	3	3
12	3	3	3	3	3	3	3	3
13	3	3	4	3	3	3	3	3
14	3	3	3	3	3	3	4	3
15	3	3	4	3	3	3	3	4
16	3	3	3	3	4	3	3	3
17	3	3	4	3	4	3	3	4
18	3	3	4	3	4	4	4	4
19	3	4	4	3	3	3	3	3
20	3	3	4	3	3	4	3	4
21	3	3	4	3	3	3	3	3
22	3	3	4	3	3	3	3	3
23	2	3	3	3	2	3	3	3
24	2	2	2	2	3	3	3	3
25	3	3	3	3	3	3	3	3
26	3	3	4	3	3	3	3	3
27	3	3	3	3	3	3	4	3
28	3	3	4	3	3	3	3	4
29	3	3	3	3	4	3	3	3
30	3	3	4	3	4	3	3	4
31	3	3	3	3	3	3	3	4

No	Kualitas Pelayanan							
	Jaminan				Kepedulian			
	KP15	KP16	KP17	KP18	KP19	KP21	KP22	KP23
32	3	4	4	4	3	3	4	4
33	3	3	3	3	3	3	3	2
34	2	2	2	2	2	2	2	2
35	3	3	3	3	3	3	3	3
36	3	3	3	3	3	3	3	4
37	4	4	4	4	4	4	4	4
38	3	3	3	2	4	3	3	4
39	4	4	4	4	4	4	4	4
40	4	3	3	3	3	3	3	3
41	3	3	3	3	3	3	3	3
42	3	3	3	3	3	3	3	3
43	3	3	3	3	3	3	3	3
44	3	4	4	3	4	4	4	4
45	3	2	2	4	3	3	4	3
46	3	2	2	3	3	2	2	3
47	4	4	4	4	4	4	4	4
48	3	3	3	3	4	3	3	3
49	3	3	3	3	2	3	3	3
50	4	4	4	3	3	3	3	3
51	4	4	4	4	4	4	4	4
52	4	4	4	4	4	4	4	4
53	4	4	4	4	4	4	4	2
54	3	2	3	2	2	2	2	2
55	4	4	4	4	4	4	4	4
56	4	4	3	3	2	3	3	3
57	3	3	3	3	3	3	3	3
58	4	4	4	4	4	4	4	4

No	Kualitas Pelayanan							
	Jaminan				Kepedulian			
	KP15	KP16	KP17	KP18	KP19	KP21	KP22	KP23
59	3	4	4	4	3	4	3	4
60	2	2	2	2	2	2	2	2
61	3	3	3	3	3	3	3	3
62	4	4	4	4	4	4	4	4
63	4	4	4	4	4	3	3	3
64	3	3	3	3	3	3	3	3
65	3	3	3	4	4	4	3	3
66	3	3	3	3	3	3	3	3
67	2	2	2	2	1	1	2	2
68	4	4	4	4	4	4	4	4
69	2	2	4	2	3	3	3	2
70	2	2	2	2	2	2	2	3
71	4	4	4	4	2	4	4	2
72	3	3	3	3	3	3	2	3
73	3	3	3	3	3	3	3	3
74	3	2	2	3	3	2	3	3
75	3	3	3	3	3	3	3	2
76	3	3	3	3	2	2	2	3
77	3	3	3	3	3	3	3	3
78	3	3	3	3	3	3	4	1
79	3	3	3	3	4	3	3	3
80	2	3	3	3	3	4	3	3
81	3	3	4	3	3	3	4	4
82	3	3	3	3	4	3	3	3
83	3	3	3	3	3	3	3	3
84	3	3	3	3	3	3	3	3
85	3	3	3	3	3	3	3	2

No	Kualitas Pelayanan							
	Jaminan				Kepedulian			
	KP15	KP16	KP17	KP18	KP19	KP21	KP22	KP23
86	3	3	3	3	3	3	2	3
87	4	4	4	4	4	4	3	4
88	4	3	3	3	3	3	3	3
89	3	4	4	3	4	3	3	4
90	3	3	3	3	3	3	3	4
91	4	3	3	3	3	3	3	3
92	3	3	3	3	3	3	3	4
93	3	3	3	3	3	3	3	3
94	3	3	3	3	3	3	3	3
95	3	3	3	3	4	3	4	4
96	4	4	3	4	4	3	3	3
97	3	3	3	3	4	3	3	3
98	4	3	3	3	4	3	3	3
99	3	3	3	3	4	3	3	2
100	3	3	2	3	3	3	2	3
101	3	3	2	2	2	2	3	4
102	3	3	3	3	3	3	3	3
103	3	3	3	3	4	3	3	4
104	3	3	3	3	3	3	3	4
105	3	4	3	3	4	3	3	3
106	3	3	3	3	3	3	4	3
107	3	4	3	3	4	3	4	3
108	3	3	3	3	3	3	3	3
109	3	3	3	3	3	3	3	3
110	2	2	3	3	3	3	2	2
111	4	3	4	3	4	3	4	3
112	3	3	3	3	3	3	3	3

No	Kualitas Pelayanan							
	Jaminan				Kepedulian			
	KP15	KP16	KP17	KP18	KP19	KP21	KP22	KP23
113	2	2	3	3	3	3	2	2
114	4	3	4	3	4	3	3	4
115	3	3	3	3	3	3	3	3
116	3	4	3	3	4	3	3	3
117	3	3	2	3	3	3	3	3
118	3	3	3	3	2	3	3	3
119	3	3	3	3	3	3	3	4
120	3	3	3	3	3	3	3	4
121	3	3	3	3	3	3	3	4
122	3	3	3	3	3	2	3	3
123	3	3	4	3	4	4	4	4
124	3	4	4	3	3	3	3	3
125	3	3	4	3	3	4	3	4
126	3	3	4	3	3	3	3	3
127	3	3	4	3	3	3	3	3
128	3	3	3	3	3	3	3	4
129	3	3	3	3	3	3	3	4
130	3	3	3	3	3	3	3	4
131	3	3	3	3	3	2	3	3
132	3	3	4	3	4	4	4	4
133	3	4	4	3	3	3	3	3
134	3	3	4	3	3	4	3	4
135	3	3	4	3	3	3	3	3
136	3	3	4	3	3	3	3	3
137	2	3	3	3	2	3	3	3
138	2	2	2	2	3	3	3	3
139	3	3	3	3	3	3	3	3

No	Kualitas Pelayanan							
	Jaminan				Kepedulian			
	KP15	KP16	KP17	KP18	KP19	KP21	KP22	KP23
140	3	3	4	3	3	3	3	3
141	3	3	3	3	3	3	4	3
142	3	3	4	3	3	3	3	4
143	3	3	3	3	4	3	3	3
144	3	3	4	3	4	3	3	4
145	3	3	4	3	4	4	4	4

Tabulasi 145 Responden Kepuasan Pelanggan Dan Loyalitas Pelanggan

No	Kepuasan			Loyalitas		
	Kep24	Kep25	Kep26	L27	L28	L29
1	3	2	2	3	3	3
2	3	2	2	3	3	3
3	3	3	3	3	3	3
4	3	3	3	3	3	3
5	3	3	3	3	3	3
6	4	4	4	3	3	3
7	3	3	4	4	3	3
8	3	3	3	3	3	3
9	3	3	3	3	3	3
10	2	2	3	3	2	2
11	3	3	3	3	2	2
12	3	3	3	3	2	2
13	3	3	3	3	3	3
14	3	3	3	3	3	3
15	4	4	4	3	3	3
16	3	3	3	3	3	3

No	Kepuasan			Loyalitas		
	Kep24	Kep25	Kep26	L27	L28	L29
17	4	4	4	3	3	3
18	3	3	3	3	3	3
19	4	4	4	3	3	3
20	3	3	4	4	3	3
21	3	3	3	3	3	3
22	3	3	3	3	3	3
23	2	2	3	3	2	2
24	3	3	3	3	2	2
25	3	3	3	3	2	2
26	3	3	3	3	3	3
27	3	3	3	3	3	3
28	4	4	4	3	3	3
29	3	3	3	3	3	3
30	4	4	4	3	3	3
31	3	3	3	3	3	3
32	4	3	3	3	3	3
33	2	2	3	3	3	3
34	2	2	2	2	2	2
35	3	3	3	3	3	3
36	4	4	3	4	4	3
37	4	4	3	3	4	4
38	3	3	3	3	3	3
39	4	4	4	4	4	4
40	3	4	4	4	3	3
41	3	3	3	3	3	3
42	3	4	3	4	4	3
43	3	3	3	3	3	3
44	3	4	4	4	4	4

No	Kepuasan			Loyalitas		
	Kep24	Kep25	Kep26	L27	L28	L29
45	3	3	3	2	2	2
46	3	3	3	3	2	3
47	4	4	4	4	4	4
48	3	3	3	3	3	3
49	3	4	3	3	3	3
50	3	4	4	4	4	4
51	4	4	3	3	3	4
52	4	3	3	4	3	4
53	2	2	2	3	3	3
54	2	3	3	3	3	3
55	4	3	3	3	3	3
56	3	3	3	3	3	3
57	3	3	3	3	3	3
58	4	4	4	4	4	4
59	3	3	4	3	4	3
60	2	2	2	2	2	2
61	3	4	4	3	3	3
62	4	4	4	4	4	4
63	3	4	3	3	3	3
64	3	3	4	4	4	4
65	3	3	4	3	3	3
66	3	3	3	3	3	2
67	2	2	2	2	2	1
68	4	4	4	4	4	4
69	2	2	3	3	3	3
70	2	2	2	2	2	2
71	3	4	2	3	3	3
72	2	3	3	2	4	3

No	Kepuasan			Loyalitas		
	Kep24	Kep25	Kep26	L27	L28	L29
73	3	3	3	3	3	3
74	2	2	3	3	3	3
75	2	3	3	3	3	3
76	2	2	3	3	3	3
77	3	3	3	3	3	3
78	4	4	4	3	3	3
79	3	3	4	3	3	3
80	4	3	3	3	3	3
81	4	4	4	3	3	3
82	3	3	3	3	4	4
83	4	3	4	3	3	3
84	3	3	3	3	3	3
85	3	3	3	2	2	2
86	3	3	3	3	3	3
87	3	3	3	3	3	3
88	3	3	3	3	3	3
89	3	3	4	3	3	3
90	3	4	4	3	3	3
91	3	3	4	3	2	2
92	3	3	4	3	2	2
93	3	3	4	3	3	3
94	2	3	3	3	3	3
95	4	4	4	3	3	3
96	3	3	3	4	4	4
97	4	3	4	3	3	4
98	3	3	3	3	3	3
99	3	3	3	3	3	3
100	3	3	3	2	2	3

No	Kepuasan			Loyalitas		
	Kep24	Kep25	Kep26	L27	L28	L29
101	3	3	3	3	3	3
102	3	3	3	3	3	3
103	3	3	3	3	3	3
104	3	4	3	3	3	3
105	3	3	4	4	4	4
106	3	3	3	3	3	3
107	3	3	4	4	4	4
108	3	3	3	3	3	3
109	3	3	3	3	3	3
110	3	2	2	3	3	2
111	4	3	4	3	4	3
112	3	3	3	3	3	3
113	3	3	3	3	3	3
114	4	4	4	4	3	3
115	3	3	3	3	3	2
116	3	3	3	4	3	3
117	3	3	4	3	3	3
118	3	3	3	3	3	3
119	3	2	2	3	3	3
120	3	2	2	3	3	3
121	3	3	3	3	3	3
122	3	3	3	3	3	3
123	3	3	3	3	3	3
124	4	4	4	3	3	3
125	3	3	4	4	3	3
126	3	3	3	3	3	3
127	3	3	3	3	3	3
128	3	2	2	3	3	3

No	Kepuasan			Loyalitas		
	Kep24	Kep25	Kep26	L27	L28	L29
129	3	2	2	3	3	3
130	3	3	3	3	3	3
131	3	3	3	3	3	3
132	3	3	3	3	3	3
133	4	4	4	3	3	3
134	3	3	4	4	3	3
135	3	3	3	3	3	3
136	3	3	3	3	3	3
137	2	2	3	3	2	2
138	3	3	3	3	2	2
139	3	3	3	3	2	2
140	3	3	3	3	3	3
141	3	3	3	3	3	3
142	4	4	4	3	3	3
143	3	3	3	3	3	3
144	4	4	4	3	3	3
145	3	3	3	3	3	3

LAMPIRAN 5

Uji Validitas Dan Reliabilitas Kualitas Pelayanan

1.1 Dimensi Tangible

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.749
Bartlett's Test of Sphericity	Approx. Chi-Square	105.560
	Df	6
	Sig.	.000

Anti-image Matrices

		KP1	KP2	KP3	KP4
Anti-image Covariance	KP1	.716	-.163	-.202	-.145
	KP2	-.163	.694	-.167	-.211
	KP3	-.202	-.167	.753	-.075
	KP4	-.145	-.211	-.075	.763
Anti-image Correlation	KP1	.748 ^a	-.232	-.275	-.196
	KP2	-.232	.735 ^a	-.232	-.290
	KP3	-.275	-.232	.758 ^a	-.099
	KP4	-.196	-.290	-.099	.760 ^a

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP1	1.000	.572
KP2	1.000	.598
KP3	1.000	.514
KP4	1.000	.499

Extraction Method: Principal Component Analysis.

Component Matrix^a

	Component
	1
KP1	.757
KP2	.773
KP3	.717
KP4	.707

Extraction Method:
Principal Component
Analysis.

a. 1 components
extracted.

Reliability Statistics

Cronbach's Alpha	N of Items
.717	4

1.2 Dimensi Reliability

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.754
Bartlett's Test of Sphericity	Approx. Chi-Square 121.189
	df 6
	Sig. .000

Anti-image Matrices

		KP6	KP7	KP9	KP10
Anti-image Covariance	KP6	.678	-.134	-.193	-.189
	KP7	-.134	.681	-.229	-.134
	KP9	-.193	-.229	.668	-.073
	KP10	-.189	-.134	-.073	.775
Anti-image Correlation	KP6	.753 ^a	-.198	-.287	-.261
	KP7	-.198	.751 ^a	-.340	-.184
	KP9	-.287	-.340	.735 ^a	-.102
	KP10	-.261	-.184	-.102	.791 ^a

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP6	1.000	.601
KP7	1.000	.592
KP9	1.000	.598
KP10	1.000	.472

Extraction Method: Principal Component Analysis.

Component Matrix^a

	Component
	1
KP6	.776
KP7	.769
KP9	.773
KP10	.687

Extraction Method:
Principal Component Analysis.

a. 1 components extracted.

Reliability Statistics

Cronbach's Alpha	N of Items
.742	4

1.3 Dimensi Responsiveness

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.732
Bartlett's Test of Sphericity	Approx. Chi-Square	270.465
	df	6
	Sig.	.000

Anti-image Matrices

		KP11	KP12	KP13	KP14
Anti-image Covariance	KP11	.359	-.226	-.186	.014
	KP12	-.226	.421	.020	-.148
	KP13	-.186	.020	.471	-.204
	KP14	.014	-.148	-.204	.572
Anti-image Correlation	KP11	.693 ^a	-.580	-.452	.031
	KP12	-.580	.722 ^a	.045	-.301
	KP13	-.452	.045	.747 ^a	-.392
	KP14	.031	-.301	-.392	.787 ^a

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP11	1.000	.766
KP12	1.000	.713
KP13	1.000	.694
KP14	1.000	.612

Extraction Method: Principal
Component Analysis.

Component Matrix^a

	Component
	1
KP11	.875
KP12	.845
KP13	.833
KP14	.783

Extraction Method:
Principal Component
Analysis.

a. 1 components
extracted.

Reliability Statistics

Cronbach's Alpha	N of Items
.854	4

1.4 Dimensi Assurance

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.799
Bartlett's Test of Sphericity	Approx. Chi-Square	265.174
	df	6
	Sig.	.000

Anti-image Matrices

		KP15	KP16	KP17	KP18
Anti-image Covariance	KP15	.461	-.144	-.024	-.175
	KP16	-.144	.386	-.181	-.150
	KP17	-.024	-.181	.640	-.054
	KP18	-.175	-.150	-.054	.435
Anti-image Correlation	KP15	.805 ^a	-.340	-.043	-.390
	KP16	-.340	.770 ^a	-.365	-.365
	KP17	-.043	-.365	.844 ^a	-.102
	KP18	-.390	-.365	-.102	.798 ^a

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP15	1.000	.713
KP16	1.000	.794
KP17	1.000	.544
KP18	1.000	.742

Extraction Method: Principal Component Analysis.

Component Matrix^a

	Component
	1
KP15	.844
KP16	.891
KP17	.738
KP18	.861

Extraction Method:

Principal Component

Analysis.

a. 1 components

extracted.

Reliability Statistics

Cronbach's Alpha	N of Items
.844	4

1.5 Dimensi Empaty

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.763
Bartlett's Test of Sphericity	Approx. Chi-Square	159.129
	df	6
	Sig.	.000

Anti-image Matrices

		KP19	KP21	KP22	KP23
Anti-image Covariance	KP19	.645	-.176	-.134	-.120
	KP21	-.176	.520	-.245	-.139
	KP22	-.134	-.245	.586	-.052
	KP23	-.120	-.139	-.052	.786
Anti-image Correlation	KP19	.801 ^a	-.305	-.219	-.168
	KP21	-.305	.717 ^a	-.444	-.218
	KP22	-.219	-.444	.746 ^a	-.077
	KP23	-.168	-.218	-.077	.843 ^a

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP19	1.000	.612
KP21	1.000	.721
KP22	1.000	.643
KP23	1.000	.435

Extraction Method: Principal
Component Analysis.

Component Matrix^a

	Component
	1
KP19	.782
KP21	.849
KP22	.802
KP23	.660

Extraction Method:
Principal Component
Analysis.

a. 1 components
extracted.

Reliability Statistics

Cronbach's Alpha	N of Items
.768	4

Uji Validitas dan Reliability Kepuasan Pelanggan**KMO and Bartlett's Test**

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.686
Bartlett's Test of Sphericity	Approx. Chi-Square	178.305
	Df	3
	Sig.	.000

Anti-image Matrices

		Kep24	Kep25	Kep26
Anti-image Covariance	Kep24	.499	-.247	-.065
	Kep25	-.247	.394	-.222
	Kep26	-.065	-.222	.563
Anti-image Correlation	Kep24	.703 ^a	-.558	-.122
	Kep25	-.558	.634 ^a	-.471
	Kep26	-.122	-.471	.748 ^a

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
Kep24	1.000	.734
Kep25	1.000	.831
Kep26	1.000	.693

Extraction Method: Principal
Component Analysis.

Component Matrix^a

	Component
	1
Kep24	.857
Kep25	.912
Kep26	.832

Extraction Method:
Principal Component
Analysis.

a. 1 components extracted.

Reliability Statistics

Cronbach's Alpha	N of Items
.835	3

Uji Validitas Dan Reliability Loyalitas Pelanggan

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.687
Bartlett's Test of Sphericity	Approx. Chi-Square	226.240
	Df	3
	Sig.	.000

Anti-image Matrices

		L27	L28	L29
Anti-image Covariance	L27	.613	-.105	-.100
	L28	-.105	.313	-.226
	L29	-.100	-.226	.315
Anti-image Correlation	L27	.865 ^a	-.240	-.228
	L28	-.240	.641 ^a	-.718
	L29	-.228	-.718	.642 ^a

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
L27	1.000	.658
L28	1.000	.843
L29	1.000	.841

Extraction Method: Principal Component Analysis.

Component Matrix^a

	Component
	1
L27	.811
L28	.918
L29	.917

Extraction Method:
Principal Component Analysis.

a. 1 components
extracted.

Reliability Statistics

Cronbach's Alpha	N of Items
.859	3

LAMPIRAN 6

DATE: 11/21/2017

TIME: 19:13

L I S R E L 8.72

BY

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The following lines were read from file
C:\Users\eang\Documents\Chinggu\FREE\FREE.pr2:

raw data from file FREE.psf
latent variables: KP Kep L
relationship
KP1 = KP
KP2 = KP
KP3 = KP
KP4 = KP
KP5 = KP
Kep1 = Kep

Kep2 = Kep

Kep3 = Kep

L1 = L

L2 = L

L3 = L

L = KP Kep

Kep = KP

set error covariance of KP4 and KP2 free

set error covariance of KP5 and Kep1 free

set error covariance of L1 and Kep3 free

Options SC

Path diagram

End of problems

Sample Size = 145

Covariance Matrix

	Kep1	Kep2	Kep3	L1	L2	L3
Kep1	0.30					
Kep2	0.23	0.35				
Kep3	0.17	0.23	0.34			
L1	0.08	0.10	0.12	0.19		
L2	0.10	0.12	0.10	0.13	0.26	
L3	0.12	0.13	0.11	0.14	0.22	0.27
KP1	0.22	0.19	0.17	0.15	0.18	0.21
KP2	0.17	0.16	0.17	0.19	0.19	0.22
KP3	0.28	0.34	0.28	0.18	0.20	0.20
KP4	0.28	0.29	0.21	0.21	0.29	0.33
KP5	0.31	0.25	0.22	0.22	0.24	0.28

Covariance Matrix

	KP1	KP2	KP3	KP4	KP5
KP1	1.00				
KP2	0.62	1.00			
KP3	0.51	0.45	1.00		
KP4	0.57	0.37	0.54	1.00	
KP5	0.53	0.63	0.46	0.69	1.00

Number of Iterations = 16

LISREL Estimates (Maximum Likelihood)

Measurement Equations

$$\text{Kep1} = 0.42 * \text{Kep}, \text{Errorvar.} = 0.12, R^2 = 0.60$$

(0.019)
6.28

$$\text{Kep2} = 0.53 * \text{Kep}, \text{Errorvar.} = 0.067, R^2 = 0.81$$

(0.052) (0.020)
10.17 3.33

$$\text{Kep3} = 0.40 * \text{Kep}, \text{Errorvar.} = 0.17, R^2 = 0.48$$

(0.047) (0.024)
8.58 7.28

$$\text{L1} = 0.29 * \text{L}, \text{Errorvar.} = 0.11, R^2 = 0.44$$

(0.014)
7.84

$$\text{L2} = 0.45 * \text{L}, \text{Errorvar.} = 0.057, R^2 = 0.78$$

(0.048) (0.011)
9.26 5.08

$$\text{L3} = 0.48 * \text{L}, \text{Errorvar.} = 0.042, R^2 = 0.84$$

(0.051) (0.011)
9.44 3.75

$$\text{KP1} = 0.71 * \text{KP}, \text{Errorvar.} = 0.49, R^2 = 0.51$$

(0.073) (0.061)
9.75 8.15

$$\text{KP2} = 0.77 * \text{KP}, \text{Errorvar.} = 0.41, R^2 = 0.59$$

(0.075) (0.065)
10.17 6.36

$$\text{KP3} = 0.61 * \text{KP}, \text{Errorvar.} = 0.63, R^2 = 0.37$$

(0.076) (0.076)
7.99 8.36

$$\text{KP4} = 0.87 * \text{KP}, \text{Errorvar.} = 0.24, R^2 = 0.76$$

(0.070) (0.050)

12.53 4.78

$KP5 = 0.78 * KP$, Errorvar.= 0.35 , $R^2 = 0.63$
 (0.068) (0.046)
 11.45 7.68

Error Covariance for L1 and Kep3 = 0.044
 (0.013)
 3.42

Error Covariance for KP4 and KP2 = -0.30
 (0.043)
 -7.09

Error Covariance for KP5 and Kep1 = 0.070
 (0.020)
 3.52

Structural Equations

$Kep = 0.57 * KP$, Errorvar.= 0.67 , $R^2 = 0.33$
 (0.093) (0.13)
 6.13 5.19

$L = 0.19 * Kep + 0.61 * KP$, Errorvar.= 0.47 , $R^2 = 0.53$
 (0.090) (0.10) (0.11)
 2.13 5.82 4.29

Reduced Form Equations

$Kep = 0.57 * KP$, Errorvar.= 0.67, $R^2 = 0.33$
 (0.093)
 6.13

$L = 0.71 * KP$, Errorvar.= 0.49, $R^2 = 0.51$
 (0.10)
 7.00

Correlation Matrix of Independent Variables

KP

1.00

Covariance Matrix of Latent Variables

	Kep	L	KP
Kep	1.00		
L	0.54	1.00	
KP	0.57	0.71	1.00

Goodness of Fit Statistics

Degrees of Freedom = 38

Minimum Fit Function Chi-Square = 77.51 (P = 0.00016)

Normal Theory Weighted Least Squares Chi-Square = 73.13 (P = 0.00053)

Estimated Non-centrality Parameter (NCP) = 35.13

90 Percent Confidence Interval for NCP = (14.73 ; 63.32)

Minimum Fit Function Value = 0.54

Population Discrepancy Function Value (F0) = 0.24

90 Percent Confidence Interval for F0 = (0.10 ; 0.44)

Root Mean Square Error of Approximation (RMSEA) = 0.080

90 Percent Confidence Interval for RMSEA = (0.052 ; 0.11)

P-Value for Test of Close Fit (RMSEA < 0.05) = 0.041

Expected Cross-Validation Index (ECVI) = 0.90

90 Percent Confidence Interval for ECVI = (0.76 ; 1.09)

ECVI for Saturated Model = 0.92

ECVI for Independence Model = 12.87

Chi-Square for Independence Model with 55 Degrees of Freedom = 1831.19

Independence AIC = 1853.19

Model AIC = 129.13

Saturated AIC = 132.00

Independence CAIC = 1896.93

Model CAIC = 240.48

Saturated CAIC = 394.46

Normed Fit Index (NFI) = 0.96

Non-Normed Fit Index (NNFI) = 0.97

Parsimony Normed Fit Index (PNFI) = 0.66

Comparative Fit Index (CFI) = 0.98

Incremental Fit Index (IFI) = 0.98

Relative Fit Index (RFI) = 0.94

Critical N (CN) = 114.62

Root Mean Square Residual (RMR) = 0.042

Standardized RMR = 0.074

Goodness of Fit Index (GFI) = 0.92

Adjusted Goodness of Fit Index (AGFI) = 0.85

Parsimony Goodness of Fit Index (PGFI) = 0.53

Standardized Solution

LAMBDA-Y

	Kep	L
-----	-----	-----
Kep1	0.42	--
Kep2	0.53	--
Kep3	0.40	--
L1	--	0.29
L2	--	0.45
L3	--	0.48

LAMBDA-X

	KP
-----	-----
KP1	0.71
KP2	0.77
KP3	0.61
KP4	0.87
KP5	0.78

BETA

	Kep	L
-----	-----	-----
Kep	--	--
L	0.19	--

GAMMA

	KP
-----	-----
Kep	0.57

L 0.61

Correlation Matrix of ETA and KSI

	Kep	L	KP
Kep	1.00		
L	0.54	1.00	
KP	0.57	0.71	1.00

PSI

Note: This matrix is diagonal.

Kep	L
0.67	0.47

Regression Matrix ETA on KSI (Standardized)

	KP
Kep	0.57
L	0.71

Completely Standardized Solution

LAMBDA-Y

	Kep	L
Kep1	0.78	--
Kep2	0.90	--
Kep3	0.70	--
L1	--	0.67
L2	--	0.88
L3	--	0.92

LAMBDA-X

	KP
KP1	0.71
KP2	0.77
KP3	0.61

KP4 0.87
KP5 0.79

BETA

	Kep	L
Kep	--	--
L	0.19	--

GAMMA

	KP
Kep	0.57
L	0.61

Correlation Matrix of ETA and KSI

	Kep	L	KP
Kep	1.00		
L	0.54	1.00	
KP	0.57	0.71	1.00

PSI

Note: This matrix is diagonal.

	Kep	L
	0.67	0.47

THETA-EPS

	Kep1	Kep2	Kep3	L1	L2	L3
Kep1	0.40					
Kep2	--	0.19				
Kep3	--	--	0.52			
L1	--	--	0.18	0.56		
L2	--	--	--	--	0.22	
L3	--	--	--	--	--	0.16

THETA-DELTA-EPS

	Kep1	Kep2	Kep3	L1	L2	L3
--	------	------	------	----	----	----

-----	-----	-----	-----	-----	-----
KP1	--	--	--	--	--
KP2	--	--	--	--	--
KP3	--	--	--	--	--
KP4	--	--	--	--	--
KP5	0.13	--	--	--	--

THETA-DELTA

	KP1	KP2	KP3	KP4	KP5
-----	-----	-----	-----	-----	-----
KP1	0.49				
KP2	--	0.41			
KP3	--	--	0.63		
KP4	--	-0.30	--	0.24	
KP5	--	--	--	--	0.37

Regression Matrix ETA on KSI (Standardized)

	KP
-----	-----
Kep	0.57
L	0.71

Time used: 0.016 Seconds