

LAMPIRAN

LAMPIRAN 1 : Hasil kuestioner Pretest

3	3	4	4	4	3	3	4	3	4	3	3	4	4	4	3	3	4	4	4	3	2	4	4	4	3	3	4	3	4	5
4	3	3	3	4	4	4	3	4	3	4	3	3	3	4	4	3	3	3	4	4	3	3	3	4	5	5	5	4	4	4
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Lampiran 2 : Factor analysis kualitas pelayanan tangibles

Descriptive Statistics

	Mean	Std. Deviation	Analysis N
V_1	3.9333	.69149	30
V_2	4.0000	.64327	30
V_3	3.7000	.65126	30
V_4	3.1667	.46113	30
V_5	4.0667	.69149	30

Correlation Matrix(a)

		V_1	V_2	V_3	V_4	V_5
Correlation	V_1	1.000	.620	-.046	.144	-.063
	V_2	.620	1.000	.082	.232	.000
	V_3	-.046	.082	1.000	.172	.429
	V_4	.144	.232	.172	1.000	-.036
	V_5	-.063	.000	.429	-.036	1.000
Sig. (1-tailed)	V_1		.000	.405	.224	.371
	V_2			.333	.108	.500
	V_3				.181	.009
	V_4					.425
	V_5					

a Determinant = .446

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.507
Bartlett's Test of Sphericity	Approx. Chi-Square	21.425
	df	10
	Sig.	.018

Anti-image Matrices

		V_1	V_2	V_3	V_4	V_5
Anti-image Covariance	V_1	.605	-.367	.069	-.012	.019
	V_2	-.367	.587	-.066	-.119	-.005
	V_3	.069	-.066	.771	-.162	-.344
	V_4	-.012	-.119	-.162	.909	.100
	V_5	.019	-.005	-.344	.100	.803
Anti-image Correlation	V_1	.514(a)	-.615	.101	-.017	.027
	V_2	-.615	.518(a)	-.097	-.163	-.007
	V_3	.101	-.097	.473(a)	-.193	-.437
	V_4	-.017	-.163	-.193	.576(a)	.117
	V_5	.027	-.007	-.437	.117	.479(a)

a Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
V_1	1.000	.739
V_2	1.000	.778
V_3	1.000	.742
V_4	1.000	.261
V_5	1.000	.664

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	1.730	34.595	34.595	1.730	34.595	34.595
2	1.454	29.075	63.670	1.454	29.075	63.670
3	.928	18.558	82.228			
4	.525	10.494	92.721			
5	.364	7.279	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component	
	1	2
V_1	.834	-.209
V_2	.881	-.046
V_3	.160	.846
V_4	.483	.166
V_5	-.001	.815

Extraction Method: Principal Component Analysis.

a. 2 components extracted.

Reproduced Correlations

		V_1	V_2	V_3	V_4	V_5
Reproduced Correlation	V_1	.739(b)	.744	-.043	.368	-.171
	V_2	.744	.778(b)	.102	.418	-.039
	V_3	-.043	.102	.742(b)	.218	.690
	V_4	.368	.418	.218	.261(b)	.135
	V_5	-.171	-.039	.690	.135	.664(b)
Residual(a)	V_1		-.124	-.003	-.224	.109
	V_2	-.124		-.019	-.185	.039
	V_3	-.003	-.019		-.046	-.261
	V_4	-.224	-.185	-.046		-.171
	V_5	.109	.039	-.261	-.171	

Extraction Method: Principal Component Analysis.

a. Residuals are computed between observed and reproduced correlations. There are 6 (60.0%) nonredundant residuals with absolute values greater than 0.05.

b. Reproduced communalities

Lampiran 3 : factor analisis kualitas pelayanan realibility

Descriptive Statistics

	Mean	Std. Deviation	Analysis N
V_6	3.9333	.94443	30
V_7	3.8000	.84690	30
V_8	3.8667	.86037	30
V_9	3.9000	.88474	30
V_10	4.0000	.78784	30

Correlation Matrix(a)

		V_6	V_7	V_8	V_9	V_10
Correlation	V_6	1.000	.026	-.351	.116	.324
	V_7	.026	1.000	.246	.387	.413
	V_8	-.351	.246	1.000	.027	-.102
	V_9	.116	.387	.027	1.000	.297
	V_10	.324	.413	-.102	.297	1.000
Sig. (1-tailed)	V_6		.446	.029	.272	.040
	V_7			.095	.017	.012
	V_8				.443	.296
	V_9					.056
	V_10					

a. Determinant = .482

Inverse of Correlation Matrix

	V_6	V_7	V_8	V_9	V_10
V_6	1.266	.048	.396	-.066	-.371
V_7	.048	1.477	-.391	-.404	-.546
V_8	.396	-.391	1.250	.026	.153
V_9	-.066	-.404	.026	1.213	-.169
V_10	-.371	-.546	.153	-.169	1.412

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.578
Bartlett's Test of Sphericity	Approx. Chi-Square	19.359
	df	10
	Sig.	.036

Anti-image Matrices

		V_6	V_7	V_8	V_9	V_10
Anti-image Covariance	V_6	.790	.026	.250	-.043	-.208
	V_7	.026	.677	-.212	-.225	-.262
	V_8	.250	-.212	.800	.017	.086
	V_9	-.043	-.225	.017	.824	-.099
	V_10	-.208	-.262	.086	-.099	.708
Anti-image Correlation	V_6	.574(a)	.035	.315	-.053	-.277
	V_7	.035	.545(a)	-.288	-.302	-.378
	V_8	.315	-.288	.499(a)	.021	.115
	V_9	-.053	-.302	.021	.694(a)	-.129
	V_10	-.277	-.378	.115	-.129	.600(a)

a Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
V_6	1.000	.675
V_7	1.000	.732
V_8	1.000	.709
V_9	1.000	.505
V_10	1.000	.647

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	1.823	36.467	36.467	1.823	36.467	36.467
2	1.444	28.888	65.355	1.444	28.888	65.355
3	.711	14.214	79.570			
4	.570	11.408	90.977			
5	.451	9.023	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component	
	1	2
V_6	.454	-.685
V_7	.718	.465
V_8	-.054	.840
V_9	.685	.189
V_10	.793	-.134

Extraction Method: Principal Component Analysis.

a 2 components extracted.

Reproduced Correlations

		V_6	V_7	V_8	V_9	V_10
Reproduced Correlation	V_6	.675(b)	.008	-.600	.182	.452
	V_7	.008	.732(b)	.352	.579	.507
	V_8	-.600	.352	.709(b)	.121	-.156
	V_9	.182	.579	.121	.505(b)	.518
	V_10	.452	.507	-.156	.518	.647(b)
Residual(a)	V_6		.018	.249	-.067	-.128
	V_7	.018		-.105	-.193	-.094
	V_8	.249	-.105		-.094	.054
	V_9	-.067	-.193	-.094		-.221
	V_10	-.128	-.094	.054	-.221	

Extraction Method: Principal Component Analysis.

a. Residuals are computed between observed and reproduced correlations. There are 9 (90.0%) nonredundant residuals with absolute values greater than 0.05.

b. Reproduced communalities

Lampiran 4 : factor analisis kualitas pelayanan responsiveness**Descriptive Statistics**

	Mean	Std. Deviation	Analysis N
V_11	3.9333	.69149	30
V_12	3.8667	.73030	30

Correlation Matrix(a)

		V_11	V_12
Correlation	V_11	1.000	.665
	V_12	.665	1.000
Sig. (1-tailed)	V_11		.000
	V_12	.000	

a. Determinant = .558

Inverse of Correlation Matrix

	V_11	V_12
V_11	1.791	-1.191
V_12	-1.191	1.791

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.500
Bartlett's Test of Sphericity	Approx. Chi-Square	16.030
	df	1
	Sig.	.000

Anti-image Matrices

		V_11	V_12
Anti-image Covariance	V_11	.558	-.371
	V_12	-.371	.558
Anti-image Correlation	V_11	.500(a)	-.665
	V_12	-.665	.500(a)

a Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
V_11	1.000	.832
V_12	1.000	.832

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	1.665	83.231	83.231	1.665	83.231	83.231
2	.335	16.769	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component
	1
V_11	.912
V_12	.912

Extraction Method: Principal Component Analysis.

a 1 components extracted.

Reproduced Correlations

		V_11	V_12
Reproduced Correlation	V_11	.832(b)	.832
	V_12	.832	.832(b)
Residual(a)	V_11		-.168
	V_12	-.168	

Extraction Method: Principal Component Analysis.

a Residuals are computed between observed and reproduced correlations. There are 1 (100.0%) nonredundant residuals with absolute values greater than 0.05.

b Reproduced communalities

Lampiran 5 : factor analisis kualitas pelayanan assurance**Descriptive Statistics**

	Mean	Std. Deviation	Analysis N
V_18	3.8000	.71438	30
V_20	4.0667	.69149	30

Correlation Matrix(a)

		V_18	V_20
Correlation	V_18	1.000	.517
	V_20	.517	1.000
Sig. (1-tailed)	V_18		.002
	V_20	.002	

a. Determinant = .733

Inverse of Correlation Matrix

	V_18	V_20
V_18	1.364	-.705
V_20	-.705	1.364

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.500
Bartlett's Test of Sphericity	Approx. Chi-Square	8.535
	df	1
	Sig.	.003

Anti-image Matrices

		V_18	V_20
Anti-image Covariance	V_18	.733	-.379
	V_20	-.379	.733
Anti-image Correlation	V_18	.500(a)	-.517
	V_20	-.517	.500(a)

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
V_18	1.000	.758
V_20	1.000	.758

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	1.517	75.828	75.828	1.517	75.828	75.828
2	.483	24.172	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component
	1
V_18	.871
V_20	.871

Extraction Method: Principal Component Analysis.

a 1 components extracted.

Reproduced Correlations

		V_18	V_20
Reproduced Correlation	V_18	.758(b)	.758
	V_20	.758	.758(b)
Residual(a)	V_18		-.242
	V_20	-.242	

Extraction Method: Principal Component Analysis.

a Residuals are computed between observed and reproduced correlations. There are 1 (100.0%) nonredundant residuals with absolute values greater than 0.05.

b Reproduced communalities

Lampiran 6 : factor analisis kualitas pelayanan empathy**Descriptive Statistics**

	Mean	Std. Deviation	Analysis N
V_23	3.9667	.76489	30
V_25	3.9667	.71840	30

Correlation Matrix(a)

		V_23	V_25
Correlation	V_23	1.000	.500
	V_25	.500	1.000
Sig. (1-tailed)	V_23		.002
	V_25	.002	

a Determinant = .750

Inverse of Correlation Matrix

	V_23	V_25
V_23	1.333	-.667
V_25	-.667	1.333

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.500
Bartlett's Test of Sphericity	Approx. Chi-Square	7.909
	df	1
	Sig.	.005

Anti-image Matrices

		V_23	V_25
Anti-image Covariance	V_23	.750	-.375
	V_25	-.375	.750
Anti-image Correlation	V_23	.500(a)	-.500
	V_25	-.500	.500(a)

a Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
V_23	1.000	.750
V_25	1.000	.750

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	1.500	74.997	74.997	1.500	74.997	74.997
2	.500	25.003	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component
	1
V_23	.866
V_25	.866

Extraction Method: Principal Component Analysis.

a 1 components extracted.

Reproduced Correlations

		V_23	V_25
Reproduced Correlation	V_23	.750(b)	.750
	V_25	.750	.750(b)
Residual(a)	V_23		-.250
	V_25	-.250	

Extraction Method: Principal Component Analysis.

a Residuals are computed between observed and reproduced correlations. There are 1 (100.0%) nonredundant residuals with absolute values greater than 0.05.

b Reproduced communalities

Lampiran 7 : factor analisis kepuasan Konsumen

Descriptive Statistics

	Mean	Std. Deviation	Analysis N
Y1_1	4.2000	.80516	30
Y1_2	3.9333	.69149	30
Y1_3	4.2000	.80516	30

Correlation Matrix(a)

		Y1_1	Y1_2	Y1_3
Correlation	Y1_1	1.000	.273	.574
	Y1_2	.273	1.000	.273
	Y1_3	.574	.273	1.000
Sig. (1-tailed)	Y1_1		.073	.000
	Y1_2	.073		.073
	Y1_3	.000	.073	

a. Determinant = .607

Inverse of Correlation Matrix

	Y1_1	Y1_2	Y1_3
Y1_1	1.526	-.191	-.824
Y1_2	-.191	1.104	-.191
Y1_3	-.824	-.191	1.526

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.588
Bartlett's Test of Sphericity	Approx. Chi-Square	13.572
	df	3
	Sig.	.004

Anti-image Matrices

		Y1_1	Y1_2	Y1_3
Anti-image Covariance	Y1_1	.655	-.113	-.354
	Y1_2	-.113	.906	-.113
	Y1_3	-.354	-.113	.655
Anti-image Correlation	Y1_1	.563(a)	-.147	-.540
	Y1_2	-.147	.774(a)	-.147
	Y1_3	-.540	-.147	.563(a)

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
Y1_1	1.000	.706
Y1_2	1.000	.356
Y1_3	1.000	.706

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	1.768	58.930	58.930	1.768	58.930	58.930
2	.807	26.886	85.816			
3	.426	14.184	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component
	1
Y1_1	.840
Y1_2	.596
Y1_3	.840

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reproduced Correlations

		Y1_1	Y1_2	Y1_3
Reproduced Correlation	Y1_1	.706(b)	.501	.706
	Y1_2	.501	.356(b)	.501
	Y1_3	.706	.501	.706(b)
Residual(a)	Y1_1		-.229	-.132
	Y1_2	-.229		-.229
	Y1_3	-.132	-.229	

Extraction Method: Principal Component Analysis.

a. Residuals are computed between observed and reproduced correlations. There are 3 (100.0%) nonredundant residuals with absolute values greater than 0.05.

b. Reproduced communalities

Lampiran 8 : factor analisis loyalitas konsumen**Descriptive Statistics**

	Mean	Std. Deviation	Analysis N
Y2_1	3.8667	.81931	30
Y2_2	3.9667	.80872	30
Y2_3	4.0000	.87099	30

Correlation Matrix(a)

		Y2_1	Y2_2	Y2_3
Correlation	Y2_1	1.000	.357	.435
	Y2_2	.357	1.000	.685
	Y2_3	.435	.685	1.000
Sig. (1-tailed)	Y2_1		.026	.008
	Y2_2	.026		.000
	Y2_3	.008	.000	

a. Determinant = .426

Inverse of Correlation Matrix

	Y2_1	Y2_2	Y2_3
Y2_1	1.243	-.139	-.445
Y2_2	-.139	1.901	-1.243
Y2_3	-.445	-1.243	2.045

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.619
Bartlett's Test of Sphericity	Approx. Chi-Square	23.152
	df	3
	Sig.	.000

Anti-image Matrices

		Y2_1	Y2_2	Y2_3
Anti-image Covariance	Y2_1	.804	-.059	-.175
	Y2_2	-.059	.526	-.320
	Y2_3	-.175	-.320	.489
Anti-image Correlation	Y2_1	.786(a)	-.090	-.279
	Y2_2	-.090	.596(a)	-.630
	Y2_3	-.279	-.630	.581(a)

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
Y2_1	1.000	.479
Y2_2	1.000	.733
Y2_3	1.000	.788

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	2.000	66.661	66.661	2.000	66.661	66.661
2	.692	23.068	89.728			
3	.308	10.272	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix(a)

	Component
	1
Y2_1	.692
Y2_2	.856
Y2_3	.888

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Reproduced Correlations

		Y2_1	Y2_2	Y2_3
Reproduced Correlation	Y2_1	.479(b)	.592	.614
	Y2_2	.592	.733(b)	.760
	Y2_3	.614	.760	.788(b)
Residual(a)	Y2_1		-.235	-.180
	Y2_2	-.235		-.075
	Y2_3	-.180	-.075	

Extraction Method: Principal Component Analysis.

a. Residuals are computed between observed and reproduced correlations. There are 3 (100.0%) nonredundant residuals with absolute values greater than 0.05.

b. Reproduced communalities

Lampiran 9 : reliabilitas kualitas pelayanan tangibles

***** Method 2 (covariance matrix) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	V_1	3.9333	.6915	30.0
2.	V_2	4.0000	.6433	30.0
3.	V_4	3.1667	.4611	30.0

Covariance Matrix

	V_1	V_2	V_4
V_1	.4782		
V_2	.2759	.4138	
V_4	.0460	.0690	.2126

Correlation Matrix

	V_1	V_2	V_4
V_1	1.0000		
V_2	.6202	1.0000	
V_4	.1442	.2325	1.0000

- RELIABILITY ANALYSIS - SCALE (ALPHA)

N of Cases = 30.0

Statistics for Scale	Mean	Variance	Std Dev	N of Variables	
	11.1000	1.8862	1.3734	3	
Item Means	Mean	Minimum	Maximum	Range	Max/Min
Variance	3.7000	3.1667	4.0000	.8333	1.2632
	.2144				
Item Variances	Mean	Minimum	Maximum	Range	Max/Min
Variance	.3682	.2126	.4782	.2655	2.2486
	.0192				
Inter-item Covariances	Mean	Minimum	Maximum	Range	Max/Min
Variance	.1303	.0460	.2759	.2299	6.0000
	.0128				
Inter-item Correlations	Mean	Minimum	Maximum	Range	Max/Min
Variance	.3323	.1442	.6202	.4760	4.3012
	.0513				

Item-total Statistics

	Scale Mean	Scale Variance	Corrected Item-Total	Squared Multiple Correlation	if Deleted
Alpha	if Item Deleted	if Item Deleted	Correlation	Correlation	
Item Deleted					
V_1	7.1667	.7644	.5324	.3846	
.3609					
V_2	7.1000	.7828	.6059	.4055	
.2349					
V_4	7.9333	1.4437	.2075	.0541	
.7643					

Analysis of Variance

Source of Variation Prob.	Sum of Sq.	DF	Mean Square	F
Between People	18.2333	29	.6287	
Within People	26.6667	60	.4444	
Between Measures	12.8667	2	6.4333	27.0386
Residual	13.8000	58	.2379	
Nonadditivity	2.0569	1	2.0569	9.9842
Balance	11.7431	57	.2060	
Total	44.9000	89	.5045	
Grand Mean	3.7000			

Intraclass Correlation Coefficients
Two-Way Mixed Effects Model (Consistency Definition)

Measure	ICC Value	95% Confidence Interval		F-Value	Sig.
		Lower Bound	Upper Bound		
Single Rater	.3538	.1283	.5827	2.6425	.0008
Average of Raters*	.6216	.3062	.8073	2.6425	.0008

Degrees of freedom for F-tests are 29 and 58. Test Value = 0.

* Assumes absence of People*Rater interaction.

Tukey estimate of power to which observations
must be raised to achieve additivity = -2.2868

Hotelling's T-Squared = 44.2513 F = 21.3627 Prob. = .0000
 Degrees of Freedom: Numerator = 2 Denominator = 28

RELIABILITY ANALYSIS - SCALE (ALPHA)

Reliability Coefficients 3 items

Alpha = .6216 Standardized item alpha = .5989

Lampiran 10 : reliabilitas kualitas pelayanan realibility

***** Method 2 (covariance matrix) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	V_7	3.8000	.8469	30.0
2.	V_9	3.9000	.8847	30.0

3. V_10 4.0000 .7878 30.0

Covariance Matrix

	V_7	V_9	V_10
V_7	.7172		
V_9	.2897	.7828	
V_10	.2759	.2069	.6207

Correlation Matrix

	V_7	V_9	V_10
V_7	1.0000		
V_9	.3866	1.0000	
V_10	.4134	.2968	1.0000

—

RELIABILITY ANALYSIS - SCALE (ALPHA)

N of Cases = 30.0

Statistics for Scale	Mean	Variance	Std Dev	N of Variables	
	11.7000	3.6655	1.9146	3	
Item Means	Mean	Minimum	Maximum	Range	Max/Min
Variance	3.9000	3.8000	4.0000	.2000	1.0526
.0100					
Item Variances	Mean	Minimum	Maximum	Range	Max/Min
Variance	.7069	.6207	.7828	.1621	1.2611
.0066					
Inter-item	Mean	Minimum	Maximum	Range	Max/Min
Covariances	.2575	.2069	.2897	.0828	1.4000
Variance					
.0016					
Inter-item	Mean	Minimum	Maximum	Range	Max/Min
Correlations	.3656	.2968	.4134	.1166	1.3929
Variance					
.0030					

Item-total Statistics

	Scale Mean	Scale Variance	Corrected Item-Squared
Alpha			

Item	if Item Deleted	if Item Deleted	Total Correlation	Multiple Correlation	if
V_7 .4554	7.9000	1.8172	.4953	.2473	
V_9 .5839	7.8000	1.8897	.4083	.1721	
V_10 .5572	7.7000	2.0793	.4249	.1930	

Analysis of Variance

Source of Variation Prob.	Sum of Sq.	DF	Mean Square	F
Between People	35.4333	29	1.2218	
Within People	26.6667	60	.4444	
Between Measures .5169	.6000	2	.3000	.6675
Residual	26.0667	58	.4494	
Nonadditivity .5991	.1272	1	.1272	.2795
Balance	25.9395	57	.4551	
Total	62.1000	89	.6978	
Grand Mean	3.9000			

Intraclass Correlation Coefficients
Two-Way Mixed Effects Model (Consistency Definition)

Measure	ICC Value	95% Confidence Interval Lower Bound	Upper Bound	F-Value	Sig.
Single Rater	.3642	.1387	.5912	2.7187	.0006
Average of Raters*	.6322	.3257	.8127	2.7187	.0006

Degrees of freedom for F-tests are 29 and 58. Test Value = 0.

* Assumes absence of People*Rater interaction.

Tukey estimate of power to which observations
must be raised to achieve additivity = 3.8617

Hotelling's T-Squared = 1.5294 F = .7383 Prob. = .4870
Degrees of Freedom: Numerator = 2 Denominator = 28

RELIABILITY ANALYSIS - SCALE (ALPHA)

Reliability Coefficients 3 items

Alpha = .6322 Standardized item alpha = .6336

Lampiran 11 : reliabilitas kualitas pelayanan responsiveness

***** Method 2 (covariance matrix) will be used for this analysis *****

R E L I A B I L I T Y		A N A L Y S I S	- S C A L E	(A L P H A)
		Mean	Std Dev	Cases
1.	V_11	3.9333	.6915	30.0
2.	V_12	3.8667	.7303	30.0

Covariance Matrix

	V_11	V_12
V_11	.4782	
V_12	.3356	.5333

Correlation Matrix

	V_11	V_12
V_11	1.0000	
V_12	.6646	1.0000

R E L I A B I L I T Y		A N A L Y S I S	- S C A L E	(A L P H A)
N of Cases =		30.0		

Statistics for Scale	Mean	Variance	Std Dev	N of Variables	
	7.8000	1.6828	1.2972	2	
Item Means	Mean	Minimum	Maximum	Range	Max/Min
Variance	3.9000	3.8667	3.9333	.0667	1.0172
	.0022				
Item Variances	Mean	Minimum	Maximum	Range	Max/Min
Variance	.5057	.4782	.5333	.0552	1.1154
	.0015				
Inter-item	Mean	Minimum	Maximum	Range	Max/Min
Covariances	.3356	.3356	.3356	.0000	1.0000
Variance	.0000				
Inter-item	Mean	Minimum	Maximum	Range	Max/Min
Correlations	.6646	.6646	.6646	.0000	1.0000
Variance	.0000				
	.0000				

Item-total Statistics

	Scale Mean	Scale Variance	Corrected Item- Total Correlation	Squared Multiple Correlation	
Alpha	if Item	if Item			if
Item	Deleted	Deleted			
Deleted					
V_11	3.8667	.5333	.6646	.4417	.
V_12	3.9333	.4782	.6646	.4417	.

Analysis of Variance

Source of Variation Prob.	Sum of Sq.	DF	Mean Square	F
Between People	24.4000	29	.8414	
Within People	5.0000	30	.1667	
Between Measures	.0667	1	.0667	.3919
.5362				
Residual	4.9333	29	.1701	
Nonadditivity	.0262	1	.0262	.1497
.7018				
Balance	4.9071	28	.1753	
Total	29.4000	59	.4983	
Grand Mean	3.9000			

Intraclass Correlation Coefficients
Two-Way Mixed Effects Model (Consistency Definition)

Measure	ICC Value	95% Confidence Interval		F-Value	Sig.
		Lower Bound	Upper Bound		
Single Rater	.6636	.4037	.8244	4.9459	.0000
Average of Raters*	.7978	.5752	.9038	4.9459	.0000

Degrees of freedom for F-tests are 29 and 29. Test Value = 0.

* Assumes absence of People*Rater interaction.

Tukey estimate of power to which observations
must be raised to achieve additivity = 4.8361

Hotelling's T-Squared = .3919 F = .3919 Prob. =
.5362
Degrees of Freedom: Numerator = 1 Denominator =
29

— R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

Reliability Coefficients 2 items
Alpha = .7978 Standardized item alpha = .7985

Lampiran 12 : reliabilitas kualitas pelayanan assurance

***** Method 2 (covariance matrix) will be used for this analysis *****

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RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	V_18	3.8000	.7144	30.0
2.	V_20	4.0667	.6915	30.0

Covariance Matrix

	V_18	V_20
V_18	.5103	
V_20	.2552	.4782

Correlation Matrix

	V_18	V_20
V_18	1.0000	
V_20	.5166	1.0000

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RELIABILITY ANALYSIS - SCALE (ALPHA)

N of Cases = 30.0

Statistics for Scale	Mean	Variance	Std Dev	N of Variables	
	7.8667	1.4989	1.2243	2	
Item Means	Mean	Minimum	Maximum	Range	Max/Min
Variance	3.9333	3.8000	4.0667	.2667	1.0702
	.0356				
Item Variances	Mean	Minimum	Maximum	Range	Max/Min
Variance	.4943	.4782	.5103	.0322	1.0673
	.0005				
Inter-item	Mean	Minimum	Maximum	Range	Max/Min
Covariances					
Variance	.2552	.2552	.2552	.0000	1.0000
	.0000				
Inter-item	Mean	Minimum	Maximum	Range	Max/Min
Correlations					
Variance	.5166	.5166	.5166	.0000	1.0000
	.0000				

Item-total Statistics

	Scale Mean	Scale Variance	Corrected Item- Total Correlation	Squared Multiple Correlation	
Alpha	if Item Deleted	if Item Deleted			if
V_18	4.0667	.4782	.5166	.2668	.
V_20	3.8000	.5103	.5166	.2668	.

Analysis of Variance

Source of Variation Prob.	Sum of Sq.	DF	Mean Square	F
Between People	21.7333	29	.7494	
Within People	8.0000	30	.2667	
Between Measures	1.0667	1	1.0667	4.4615
.0434				
Residual	6.9333	29	.2391	
Nonadditivity	.0100	1	.0100	.0405
.8419				
Balance	6.9233	28	.2473	
Total	29.7333	59	.5040	
Grand Mean	3.9333			

Intraclass Correlation Coefficients
Two-Way Mixed Effects Model (Consistency Definition)

Measure	ICC Value	95% Confidence Interval		F-Value	Sig.
		Lower Bound	Upper Bound		
Single Rater	.5163	.1974	.7363	3.1346	.0015
Average of Raters*	.6810	.3297	.8482	3.1346	.0015

Degrees of freedom for F-tests are 29 and 29. Test Value = 0.

* Assumes absence of People*Rater interaction.

Tukey estimate of power to which observations
must be raised to achieve additivity = 1.6334

Hotelling's T-Squared = 4.4615 F = 4.4615 Prob. =
.0434
Degrees of Freedom: Numerator = 1 Denominator =
29

— R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

Reliability Coefficients 2 items

Alpha = .6810 Standardized item alpha = .6812

Lampiran 13 : reliabilitas kualitas pelayanan empathy

***** Method 2 (covariance matrix) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)				
		Mean	Std Dev	Cases
1.	V_23	3.9667	.7649	30.0
2.	V_25	3.9667	.7184	30.0

Covariance Matrix

	V_23	V_25
V_23	.5851	
V_25	.2747	.5161

Correlation Matrix

	V_23	V_25
V_23	1.0000	
V_25	.4999	1.0000

RELIABILITY ANALYSIS - SCALE (ALPHA)				
N of Cases =		30.0		

Statistics for Scale	Mean	Variance	Std Dev	N of Variables	
	7.9333	1.6506	1.2847	2	
Item Means	Mean	Minimum	Maximum	Range	Max/Min
Variance	3.9667	3.9667	3.9667	.0000	1.0000
.0000					
Item Variances	Mean	Minimum	Maximum	Range	Max/Min
Variance	.5506	.5161	.5851	.0690	1.1336
.0024					
Inter-item	Mean	Minimum	Maximum	Range	Max/Min
Covariances					
Variance	.2747	.2747	.2747	.0000	1.0000
.0000					
Inter-item	Mean	Minimum	Maximum	Range	Max/Min
Correlations					
Variance	.4999	.4999	.4999	.0000	1.0000
.0000					

Item-total Statistics

	Scale Mean	Scale Variance	Corrected Item- Total Correlation	Squared Multiple Correlation	
Alpha	if Item	if Item			if
Item	Deleted	Deleted			
Deleted					
V_23	3.9667	.5161	.4999	.2499	.
V_25	3.9667	.5851	.4999	.2499	.

Analysis of Variance

Source of Variation Prob.	Sum of Sq.	DF	Mean Square	F
Between People	23.9333	29	.8253	
Within People	8.0000	30	.2667	
Between Measures	1.0876716E-14	1	.0000	.0000
1.0000				
Residual	8.0000	29	.2759	
Nonadditivity	.0000	1	.0000	.0000
1.0000				
Balance	8.0000	28	.2857	
Total	31.9333	59	.5412	
Grand Mean	3.9667			

Intraclass Correlation Coefficients
Two-Way Mixed Effects Model (Consistency Definition)

Measure	ICC Value	95% Confidence Interval		F-Value	Sig.
		Lower Bound	Upper Bound		
Single Rater	.4990	.1749	.7255	2.9917	.0021
Average of Raters*	.6657	.2977	.8409	2.9917	.0021

Degrees of freedom for F-tests are 29 and 29. Test Value = 0.

* Assumes absence of People*Rater interaction.

Tukey estimate of power to which observations
must be raised to achieve additivity = 1.0000

Hotelling's T-Squared = .0000 F = .0000 Prob. =
1.0000
Degrees of Freedom: Numerator = 1 Denominator =
29

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R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)
Reliability Coefficients 2 items
Alpha = .6657 Standardized item alpha = .6666

Lampiran 14 : reliabilitas kepuasan konsumen

***** Method 2 (covariance matrix) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	Y1_1	4.2000	.8052	30.0
2.	Y1_2	3.9333	.6915	30.0
3.	Y1_3	4.2000	.8052	30.0

Covariance Matrix

	Y1_1	Y1_2	Y1_3
Y1_1	.6483		
Y1_2	.1517	.4782	
Y1_3	.3724	.1517	.6483

Correlation Matrix

	Y1_1	Y1_2	Y1_3
Y1_1	1.0000		
Y1_2	.2725	1.0000	
Y1_3	.5745	.2725	1.0000

RELIABILITY ANALYSIS - SCALE (ALPHA)

N of Cases = 30.0

Statistics for Scale	Mean	Variance	Std Dev	N of Variables	
	12.3333	3.1264	1.7682	3	
Item Means	Mean	Minimum	Maximum	Range	Max/Min
Variance	4.1111	3.9333	4.2000	.2667	1.0678
	.0237				
Item Variances	Mean	Minimum	Maximum	Range	Max/Min
Variance	.5916	.4782	.6483	.1701	1.3558
	.0096				
Inter-item	Mean	Minimum	Maximum	Range	Max/Min
Covariances	.2253	.1517	.3724	.2207	2.4545
Variance	.0130				
Inter-item	Mean	Minimum	Maximum	Range	Max/Min
Correlations					
Variance					

.0243 .3732 .2725 .5745 .3020 2.1080

Item-total Statistics

	Scale Mean	Scale Variance	Corrected Item- Total	Squared Multiple Correlation	
Alpha Item Deleted	if Item Deleted	if Item Deleted	Correlation	Correlation	if
Y1_1 .4244	8.1333	1.4299	.5444	.3445	
Y1_2 .7297	8.4000	2.0414	.3071	.0943	
Y1_3 .4244	8.1333	1.4299	.5444	.3445	

Analysis of Variance

Source of Variation Prob.	Sum of Sq.	DF	Mean Square	F
Between People	30.2222	29	1.0421	
Within People	22.6667	60	.3778	
Between Measures .1527	1.4222	2	.7111	1.9414
Residual	21.2444	58	.3663	
Nonadditivity .1089	.9444	1	.9444	2.6519
Balance	20.3000	57	.3561	
Total	52.8889	89	.5943	
Grand Mean	4.1111			

Intraclass Correlation Coefficients Two-Way Mixed Effects Model (Consistency Definition)

Measure	ICC Value	95% Confidence Interval Lower Bound	Upper Bound	F-Value	Sig.
Single Rater	.3808	.1554	.6046	2.8452	.0004
Average of Raters*	.6485	.3556	.8210	2.8452	.0004

Degrees of freedom for F-tests are 29 and 58. Test Value = 0.

* Assumes absence of People*Rater interaction.

Tukey estimate of power to which observations
must be raised to achieve additivity = -4.7812

Hotelling's T-Squared = 3.1141 F = 1.5034 Prob. = .2398
Degrees of Freedom: Numerator = 2 Denominator = 28

— R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

Reliability Coefficients 3 items

Alpha = .6485 Standardized item alpha = .6411

Lampiran 15 : reliabilitas Loyalitas konsumen

***** Method 2 (covariance matrix) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	Y2_1	3.8667	.8193	30.0
2.	Y2_2	3.9667	.8087	30.0
3.	Y2_3	4.0000	.8710	30.0

Covariance Matrix

	Y2_1	Y2_2	Y2_3
Y2_1	.6713		
Y2_2	.2368	.6540	
Y2_3	.3103	.4828	.7586

Correlation Matrix

	Y2_1	Y2_2	Y2_3
Y2_1	1.0000		
Y2_2	.3574	1.0000	
Y2_3	.4349	.6854	1.0000

RELIABILITY ANALYSIS - SCALE (ALPHA)

	N of Cases =	30.0		N of Variables	
Statistics for Scale	Mean	Variance	Std Dev		
	11.8333	4.1437	2.0356	3	
Item Means	Mean	Minimum	Maximum	Range	Max/Min
Variance	3.9444	3.8667	4.0000	.1333	1.0345
.0048					
Item Variances	Mean	Minimum	Maximum	Range	Max/Min
Variance	.6946	.6540	.7586	.1046	1.1599
.0031					
Inter-item	Mean	Minimum	Maximum	Range	Max/Min
Covariances	.3433	.2368	.4828	.2460	2.0388
Variance					
.0128					
Inter-item	Mean	Minimum	Maximum	Range	Max/Min
Correlations					
Variance					

.0235 .4925 .3574 .6854 .3280 1.9179

Item-total Statistics

	Scale Mean	Scale Variance	Corrected Item- Total Correlation	Squared Multiple Correlation	
Alpha	if Item	if Item			if
Item	Deleted	Deleted			
Deleted					
Y2_1	7.9667	2.3782	.4330	.1958	
.8120					
Y2_2	7.8667	2.0506	.6213	.4741	
.6054					
Y2_3	7.8333	1.7989	.6789	.5111	
.5265					

Analysis of Variance

Source of Variation	Sum of Sq.	DF	Mean Square	F	Prob.
Between People	40.0556	29	1.3812		
Within People	20.6667	60	.3444		
Between Measures	.2889	2	.1444	.4111	
.6648					
Residual	20.3778	58	.3513		
Nonadditivity	.3507	1	.3507	.9981	
.3220					
Balance	20.0271	57	.3514		
Total	60.7222	89	.6823		
Grand Mean	3.9444				

Intraclass Correlation Coefficients Two-Way Mixed Effects Model (Consistency Definition)

Measure	ICC Value	95% Confidence Interval Lower Bound	Upper Bound	F-Value	Sig.
Single Rater	.4942	.2761	.6914	3.9313	.0000
Average of Raters*	.7456	.5337	.8705	3.9313	.0000

Degrees of freedom for F-tests are 29 and 58. Test Value = 0.

* Assumes absence of People*Rater interaction.

Tukey estimate of power to which observations
must be raised to achieve additivity = -5.5145

Hotelling's T-Squared = .6591 F = .3182 Prob. = .7301

Degrees of Freedom: Numerator = 2 Denominator = 28

_ R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

Reliability Coefficients 3 items

Alpha = .7456 Standardized item alpha = .7444

Lembar Kuestioner

Kepada Yth.
Bapak/IbuSdr/i
Pelanggan Waroeng SS
Jakarta Barat

Saya mohon kesediaan anda untuk menjawab pertanyaan maupun pernyataan pada lembar kuesioner mengenai **“PENGARUH KUALITAS PELAYANAN TERHADAP KEPUASAN KONSUMEN DAN LOYALITAS KONSUMEN (Studi Kasus Pada Waroeng Spesial Sambal cabang Tanjung Duren Jakarta Barat)”**. Atas waktu dan kesediaan anda dalam mengisi kuesioner, saya mengucapkan banyak terima kasih.

A. IDENTITAS RESPONDEN

Umur	: a. < 17 tahun	b. 17-20 tahun
	c. 21-30 tahun	d. 31-40 tahun
	e. > 40 tahun	
Pekerjaan	: a. Pegawai Negeri	b. pegawai swasta
	: c. wiraswasta	d. pelajar/mahasiswa/i
	: e. lain-lain	
Jenis Kelamin	: a. Laki-laki	b. Perempuan
Kunjungan	: a. < 3 kali dalam 3 bulan	b. >3 kali dalam 3 bulan

B. TANGGAPAN RESPONDEN

Para Responden yang saya hormati, mohon memberi jawaban dengan memberi tanda (X) pada jawaban yang menurut anda paling sesuai.

Dengan keterangan sebagai berikut :

- 5. SS = Sangat Setuju**
- 4. S = Setuju**
- 3. CS = Cukup Setuju (Netral)**
- 2. TS = Tidak Setuju**
- 1. STS = Sangat Tidak Setuju**

1. Kualitas Pelayanan (X1)

No	Pernyataan	SS	S	CS	TS	STS
		5	4	3	2	1
1	WSS Tanjung Duren memiliki karyawan yang berpenampilan rapi dan bersih					
2	WSS Tanjung Duren mempunyai peralatan makan yang lengkap					
3	Letak WSS Tanjung Duren sangat strategis dan mudah dijangkau					
4	WSS Tanjung Duren memiliki harga yang terjangkau untuk setiap menunya					
5	Pelayanan yang diberikan WSS Tanjung Duren kepada pelanggan sangat tepat waktu					
6	Pelayanan yang diberikan WSS Tanjung Duren kepada pelanggan sangat cepat					
7	WSS Tanjung Duren memiliki karyawan yang cepat tanggap dalam menangani keluhan pelanggan					
8	Karyawan WSS Tanjung Duren mampu merespon persoalan dan keluhan pelanggan					
9	WSS Tanjung Duren memberikan jaminan keamanan dan kenyamanan kepada pelanggannya					
10	Karyawan WSS Tanjung Duren memiliki nilai moral yang tinggi					
11	WSS Tanjung Duren mampu memenuhi keinginan pelanggan					
12	WSS Tanjung Duren dapat memahami kebutuhan pelanggan dengan baik					

2. Kepuasan Konsumen (Y1)

No	Pernyataan	SS	S	CS	TS	STS
		5	4	3	2	1
13	Tidak ada keluhan atau komplainan terhadap WSS Tanjung Duren					
14	Pelanggan memberikan pujian setelah melakukan transaksi di WSS Tanjung Duren					
15	Pelanggan merasa bahwa WSS Tanjung Duren mempunyai reputasi yang baik					

3. Loyalitas Konsumen (Y2)

No	Pernyataan	SS	S	CS	TS	STS
		5	4	3	2	1
16	Akan berkunjung kembali ke WSS Tanjung Duren					
17	Kesediaan pelanggan untuk merekomendasikan WSS Tanjung Duren kepada orang lain					
18	Pelanggan WSS Tanjung Duren tidak mudah dipengaruhi oleh pesaing untuk pindah tempat kuliner					

Demikian pertanyaan dan pernyataan pada lembar kuesioner ini. Atas waktu atas kesediaannya menjawab kuesioner ini, saya mengucapkan banyak terimakasih.

Jakarta, Desember 2014

Penulis

LAMPIRAN 16 : HASIL KUESTIONER

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L I S R E L 8.51

BY

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The following lines were read from file C:\Documents and Settings\prett\Desktop\suhun\jurnal
skrip\rawdata.pr2:

raw data from file newdata.psf

latent variables : X KP LK

relationship :

X1 = X

X2 = X

X3 = X

X4 = X

X5 = X

X6 = X

X7 = X

X8 = X

X9 = X

X10 = X

X11 = X

X12 = X

KP1 = KP

KP2 = KP

KP3 = KP

LK1 = LK

LK2 = LK

LK3 = LK

KP=X

LK=X KP

options:sc

path diagram

end of problem

Sample Size = 100

Covariance Matrix

	KP1	KP2	KP3	LK1	LK2	LK3
	-----	-----	-----	-----	-----	-----
KP1	0.65					
KP2	0.59	0.63				
KP3	0.59	0.54	0.67			
LK1	0.15	0.15	0.15	0.64		
LK2	0.23	0.25	0.25	0.38	0.67	
LK3	0.21	0.23	0.23	0.40	0.65	0.68
X1	0.10	0.13	0.12	0.25	0.22	0.22
X2	0.05	0.05	0.12	0.20	0.23	0.23
X3	0.14	0.16	0.13	0.12	0.18	0.15
X4	0.06	0.08	0.14	0.21	0.20	0.18
X5	0.07	0.07	0.09	0.12	0.21	0.19
X6	0.18	0.18	0.17	0.20	0.16	0.14
X7	0.12	0.11	0.14	0.19	0.22	0.20
X8	0.12	0.13	0.13	0.27	0.23	0.21
X9	0.18	0.17	0.18	0.21	0.17	0.15
X10	0.14	0.11	0.17	0.16	0.15	0.13
X11	0.17	0.18	0.17	0.12	0.15	0.13
X12	0.09	0.11	0.13	0.07	0.21	0.19

Covariance Matrix

	X1	X2	X3	X4	X5	X6
	-----	-----	-----	-----	-----	-----
X1	0.57					
X2	0.08	0.71				
X3	0.05	0.36	0.89			
X4	0.14	0.40	0.36	0.77		
X5	0.12	0.40	0.31	0.38	0.71	
X6	0.11	0.37	0.33	0.41	0.37	0.70
X7	0.09	0.52	0.31	0.39	0.41	0.47
X8	0.15	0.42	0.30	0.34	0.39	0.43
X9	0.07	0.28	0.36	0.34	0.35	0.49
X10	0.13	0.39	0.28	0.39	0.40	0.41
X11	0.07	0.44	0.38	0.35	0.39	0.52
X12	0.11	0.39	0.23	0.34	0.32	0.34

Covariance Matrix

	X7	X8	X9	X10	X11	X12
	-----	-----	-----	-----	-----	-----
X7	0.72					
X8	0.44	0.74				
X9	0.45	0.51	0.84			
X10	0.51	0.48	0.39	0.73		
X11	0.51	0.49	0.49	0.42	0.80	
X12	0.43	0.28	0.25	0.35	0.43	0.76

Number of Iterations = 12

LISREL Estimates (Maximum Likelihood)

Measurement Equations

$$\text{KP1} = 0.80 * \text{KP}, \text{Errorvar.} = 0.0044, R^2 = 0.99$$

(0.012)
0.35

$$\text{KP2} = 0.74 * \text{KP}, \text{Errorvar.} = 0.089, R^2 = 0.86$$

(0.034) (0.016)
21.93 5.41

$$\text{KP3} = 0.74 * \text{KP}, \text{Errorvar.} = 0.12, R^2 = 0.82$$

(0.038) (0.020)
19.39 6.00

$$\text{LK1} = 0.49 * \text{LK}, \text{Errorvar.} = 0.39, R^2 = 0.38$$

(0.057)
6.95

$$\text{LK2} = 0.80 * \text{LK}, \text{Errorvar.} = 0.027, R^2 = 0.96$$

(0.11) (0.020)
7.58 1.39

$$\text{LK3} = 0.81 * \text{LK}, \text{Errorvar.} = 0.022, R^2 = 0.97$$

(0.11) (0.020)
7.58 1.10

$$\text{X1} = 0.16 * \text{X}, \text{Errorvar.} = 0.55, R^2 = 0.047$$

(0.078) (0.078)
2.11 7.01

$$\text{X2} = 0.64 * \text{X}, \text{Errorvar.} = 0.30, R^2 = 0.57$$

(0.073) (0.048)
8.70 6.37

$$\text{X3} = 0.49 * \text{X}, \text{Errorvar.} = 0.64, R^2 = 0.27$$

(0.091) (0.094)
5.45 6.85

$$\text{X4} = 0.57 * \text{X}, \text{Errorvar.} = 0.44, R^2 = 0.43$$

(0.081) (0.066)
7.14 6.66

$$\text{X5} = 0.58 * \text{X}, \text{Errorvar.} = 0.37, R^2 = 0.48$$

(0.076) (0.057)
7.69 6.58

$$X6 = 0.66 * X, \text{ Errorvar.} = 0.27, R^2 = 0.62$$

(0.071)	(0.043)
9.23	6.21

$$X7 = 0.73 * X, \text{ Errorvar.} = 0.19, R^2 = 0.73$$

(0.069)	(0.034)
10.51	5.65

$$X8 = 0.66 * X, \text{ Errorvar.} = 0.30, R^2 = 0.59$$

(0.074)	(0.048)
8.88	6.32

$$X9 = 0.64 * X, \text{ Errorvar.} = 0.43, R^2 = 0.48$$

(0.082)	(0.066)
7.74	6.57

$$X10 = 0.65 * X, \text{ Errorvar.} = 0.30, R^2 = 0.59$$

(0.074)	(0.048)
8.84	6.33

$$X11 = 0.71 * X, \text{ Errorvar.} = 0.29, R^2 = 0.64$$

(0.076)	(0.047)
9.39	6.16

$$X12 = 0.54 * X, \text{ Errorvar.} = 0.46, R^2 = 0.39$$

(0.081)	(0.069)
6.72	6.72

Structural Equations

$$KP = 0.24 * X, \text{ Errorvar.} = 0.94, R^2 = 0.059$$

(0.10)	(0.14)
2.37	6.89

$$LK = 0.28 * KP + 0.29 * X, \text{ Errorvar.} = 0.80, R^2 = 0.20$$

(0.10)	(0.11)	(0.24)
2.72	2.74	3.37

Reduced Form Equations

$$KP = 0.24 * X, \text{ Errorvar.} = 0.94, R^2 = 0.059$$

(0.10)
2.37

$$LK = 0.36 * X, \text{ Errorvar.} = 0.87, R^2 = 0.13$$

(0.11)
3.22

Correlation Matrix of Independent Variables

X

1.00

Covariance Matrix of Latent Variables

	KP	LK	X
KP	1.00		
LK	0.35	1.00	
X	0.24	0.36	1.00

Goodness of Fit Statistics

Degrees of Freedom = 132

Minimum Fit Function Chi-Square = 196.77 (P = 0.00022)

Normal Theory Weighted Least Squares Chi-Square = 183.77 (P = 0.0020)

Estimated Non-centrality Parameter (NCP) = 51.77

90 Percent Confidence Interval for NCP = (20.04 ; 91.54)

Minimum Fit Function Value = 1.99

Population Discrepancy Function Value (F0) = 0.52

90 Percent Confidence Interval for F0 = (0.20 ; 0.92)

Root Mean Square Error of Approximation (RMSEA) = 0.063

90 Percent Confidence Interval for RMSEA = (0.039 ; 0.084)

P-Value for Test of Close Fit (RMSEA < 0.05) = 0.17

Expected Cross-Validation Index (ECVI) = 2.64

90 Percent Confidence Interval for ECVI = (2.32 ; 3.05)

ECVI for Saturated Model = 3.45

ECVI for Independence Model = 15.26

Chi-Square for Independence Model with 153 Degrees of Freedom = 1474.75

Independence AIC = 1510.75

Model AIC = 261.77

Saturated AIC = 342.00

Independence CAIC = 1575.65

Model CAIC = 402.37

Saturated CAIC = 958.48

Normed Fit Index (NFI) = 0.87

Non-Normed Fit Index (NNFI) = 0.94

Parsimony Normed Fit Index (PNFI) = 0.75

Comparative Fit Index (CFI) = 0.95

Incremental Fit Index (IFI) = 0.95

Relative Fit Index (RFI) = 0.85

Critical N (CN) = 87.89

Root Mean Square Residual (RMR) = 0.049

Standardized RMR = 0.073

Goodness of Fit Index (GFI) = 0.83

Adjusted Goodness of Fit Index (AGFI) = 0.78

Parsimony Goodness of Fit Index (PGFI) = 0.64

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

X7	X2	9.1	0.09
X9	X2	13.6	-0.15
X9	X8	8.1	0.11

Standardized Solution

LAMBDA-Y

	KP	LK
-----	-----	
KP1	0.80	--
KP2	0.74	--
KP3	0.74	--
LK1	--	0.49
LK2	--	0.80
LK3	--	0.81

LAMBDA-X

X	

X1	0.16
X2	0.64
X3	0.49
X4	0.57
X5	0.58
X6	0.66
X7	0.73
X8	0.66
X9	0.64
X10	0.65
X11	0.71
X12	0.54

BETA

	KP	LK
-----	-----	
KP	--	--
LK	0.28	--

GAMMA

X	

KP	0.24
LK	0.29

Correlation Matrix of ETA and KSI

KP	LK	X
----	----	---

KP	1.00		
LK	0.35	1.00	
X	0.24	0.36	1.00

PSI

Note: This matrix is diagonal.

KP	LK
0.94	0.80

Regression Matrix ETA on KSI (Standardized)

X
KP 0.24
LK 0.36

Completely Standardized Solution

LAMBDA-Y

KP	LK
KP1 1.00	--
KP2 0.93	--
KP3 0.90	--
LK1 --	0.62
LK2 --	0.98
LK3 --	0.98

LAMBDA-X

X
X1 0.22
X2 0.76
X3 0.52
X4 0.65
X5 0.69
X6 0.79
X7 0.86
X8 0.77
X9 0.70
X10 0.77
X11 0.80
X12 0.62

BETA

	KP	LK
KP	--	--
LK	0.28	--

GAMMA

	X
KP	0.24
LK	0.29

Correlation Matrix of ETA and KSI

	KP	LK	X
KP	1.00		
LK	0.35	1.00	
X	0.24	0.36	1.00

PSI

Note: This matrix is diagonal.

KP	LK
0.94	0.80

THETA-EPS

KP1	KP2	KP3	LK1	LK2	LK3
0.01	0.14	0.18	0.62	0.04	0.03

THETA-DELTA

X1	X2	X3	X4	X5	X6
0.95	0.43	0.73	0.57	0.52	0.38

THETA-DELTA

X7	X8	X9	X10	X11	X12
0.27	0.41	0.52	0.41	0.36	0.61

Regression Matrix ETA on KSI (Standardized)

	X
KP	0.24
LK	0.36

Time used: 0.328 Seconds