

LAMPIRAN

KUESIONER PENELITIAN

Assalamualaikum Warahmatullah Wabarakatuh

Perkenalkan, saya Fawwas Hisyam Shamlan, mahasiswa Jurusan Manajemen Universitas Islam Indonesia. Saya sedang melakukan penelitian tentang : Sikap Konsumen Terhadap Belanja Online : Pengaruh Kepercayaan, persepsi manfaat, E-Wom, dan persepsi kualitas website (Studi Kasus Pengguna Platform belanja online Shopee). Pada penelitian ini saya mengambil Shopee sebagai objek yang saya teliti. Kuesioner ini ditujukan kepada pengguna Platform Shopee di FE UII.

Atas partisipasinya saya ucapkan terima kasih yang sebanyak-banyaknya.

Data Individu

Nama :

Jenis Kelamin : Laki-Laki
 Perempuan

Usia :

Penghasilan :

- < Rp 1.000.000
- Rp 1.000.000 – Rp 2.000.000
- > Rp 2.000.000 – Rp 3.000.000
- > Rp 3.000.000 – Rp 4.000.000
- > Rp 4.000.000

Frekuensi kunjungan aplikasi Shopee (1bulan) :

- 1-3 Kali

- 4-6 kali
- 7-9 kali
- 10-12 kali
- >12 kali



Instruksi: Pertanyaan-pertanyaan berikut memiliki 6 alternatif jawaban, silahkan tandai salah satu dari keenam pilihan jawaban tersebut.

1 = Sangat Tidak Setuju (STS) 3 = Agak Tidak Setuju (AT) 5 = Setuju (S)
2 = Tidak Setuju (TS) 4 = Agak Setuju (AS) 6 = Sangat Setuju (SS)

No	Item Pertanyaan	Alternative Jawaban					
<i>PERNYATAAN DIBAWAH INI TERKAIT DENGAN SIKAP KONSUMEN TERHADAP BELANJA ONLINE SHOPEE</i>							
		STS	TS	ATS	AS	S	SS
1	Ide membeli dari katalog website retailer online ini merupakan ide yang bagus	1	2	3	4	5	6
2	Membeli dari katalog website retailer online ini lebih baik daripada membeli dari toko aslinya	1	2	3	4	5	6
3	Membeli dari katalog website retailer online ini merupakan hal yang menyenangkan untuk dilakukan	1	2	3	4	5	6

No	Item Pertanyaan	Alternative Jawaban					
PERNYATAAN DIBAWAH INI TERKAIT DENGAN KUALITAS WEBSITE TERHADAP BELANJA ONLINE SHOPEE							
		STS	TS	ATS	AS	S	SS
1	Penjelajahan katalog website internal cocok dengan kebutuhan saya	1	2	3	4	5	6
2	Proses pemesanan yang digunakan oleh katalog website tersebut sederhana	1	2	3	4	5	6
3	Konten halaman katalog website terbuka dengan cepat	1	2	3	4	5	6
4	Kapabilitas pencarian katalog website internal cocok dengan kebutuhan saya	1	2	3	4	5	6
5	Dibutuhkan usaha yang sedikit untuk menemukan produk/informasi yang dibutuhkan pada katalog website retailer ini	1	2	3	4	5	6
6	Secara keseluruhan, website ini didesain dengan baik	1	2	3	4	5	6

Instruksi: Pertanyaan-pertanyaan berikut memiliki 6 alternatif jawaban, silahkan tandai salah satu dari keenam pilihan jawaban tersebut.

1 = Sangat Tidak Setuju (STS) 3 = Agak Tidak Setuju (AT) 5 = Setuju (S)
2 = Tidak Setuju (TS) 4 = Agak Setuju (AS) 6 = Sangat Setuju (SS)

PERNYATAAN DIBAWAH INI TERKAIT DENGAN E-WOM (Electronic Word of Mouth) TERHADAP BELANJA ONLINE SHOPEE							
		STS	TS	ATS	AS	S	SS
1	Saya sering membaca rekomendasi online untuk membeli produk dari katalog retailer online ini	1	2	3	4	5	6
2	Saya sering menyebarkan komentar positif secara online mengenai katalog retailer online ini	1	2	3	4	5	6

3	Saya sering membaca ulasan positif secara online mengenai produk dari katalog retailer online ini	1	2	3	4	5	6
4	Komunitas online saya sering menyebarkan rekomendasi online untuk membeli dari katalog retailer online ini	1	2	3	4	5	6
5	Ketika saya membeli suatu produk dari katalog retailer online ini, rekomendasi online dan ulasan pelanggan membuat saya lebih percaya diri dalam membeli produk	1	2	3	4	5	6
<p>Instruksi: Pertanyaan-pertanyaan berikut memiliki 6 alternatif jawaban, silahkan tandai salah satu dari keenam pilihan jawaban tersebut.</p> <p>1 = Sangat Tidak Setuju (STS) 3 = Agak Tidak Setuju (AT) 5 = Setuju (S) 2 = Tidak Setuju (TS) 4 = Agak Setuju (AS) 6 = Sangat Setuju (SS)</p>							
PERNYATAAN DIBAWAH INI TERKAIT DENGAN PERSEPSI MANFAAT TERHADAP BELANJA ONLINE SHOPEE							
		STS	TS	ATS	AS	S	SS
1	Dengan menggunakan katalog retailer online ini, saya dapat berbelanja secara private di rumah	1	2	3	4	5	6
2	Saya dapat membeli dari katalog retailer online ini kapanpun yang saya inginkan	1	2	3	4	5	6
3	Membeli dari katalog retailer online ini dapat menjaga usaha saya dari pembelian yang saya inginkan dari toko offline/tradisional	1	2	3	4	5	6
PERNYATAAN DIBAWAH INI TERKAIT DENGAN KEPERCAYAAN TERHADAP BELANJA ONLINE SHOPEE							
		STS	TS	ATS	AS	S	SS

1	Saya percaya bahwa keamanan untuk membayar uang dan menjalankan suatu transaksi finansial dalam katalog retailer online ini	1	2	3	4	5	6
2	Saya percaya bahwa katalog retailer online ini akan melindungi finansial saya yang berhubungan dengan informasi yang mungkin bocor.	1	2	3	4	5	6
3	Saya percaya bahwa website katalog retailer ini diberikan keamanan yang menggunakan sertifikat digital	1	2	3	4	5	6
4	Saya percaya bahwa website katalog retailer ini tidak akan menjual informasi pribadi saya (email, nomor telepon, nama, dll) kepada orang lain untuk kepentingan komersial	1	2	3	4	5	6

الجمعة المباركة
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A1	A2	A3	W Q1	W Q2	W Q3	W Q4	W Q5	W Q6	W O1	W O2	W O3	W O4	W O5	B1	B2	B3	T1	T2	T3	T4
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LAMPIRAN

UJI VALIDITAS DAN RELIABILITAS INSTRUMEN PENELITIAN

1. Analisis deskriptif indikator serta variabel penelitian

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
A1	147	2,00	6,00	4,8299	,87878
A2	147	1,00	6,00	4,7347	,90906
A3	147	1,00	6,00	4,7347	,98847
WQ1	147	2,00	6,00	4,7007	,93936
WQ2	147	2,00	6,00	4,7687	,82817
WQ3	147	2,00	6,00	4,5442	,84587
WQ4	147	2,00	6,00	5,0204	,85584
WQ5	147	2,00	6,00	5,1020	,92703
WQ6	147	1,00	6,00	4,9252	,99374
WO1	147	2,00	6,00	4,8367	,85240
WO2	147	1,00	6,00	4,7007	,90217
WO3	147	2,00	6,00	4,8844	,77209
WO4	147	2,00	6,00	4,7891	,81284
WO5	147	2,00	6,00	4,6599	,83171
B1	147	2,00	6,00	4,7143	,81929
B2	147	2,00	6,00	4,9388	,95963
B3	147	2,00	6,00	5,0612	,92325
T1	147	2,00	6,00	5,1020	,89699
T2	147	2,00	6,00	4,8231	,79983
T3	147	1,00	6,00	4,6463	,83422
T4	147	2,00	6,00	5,0136	,75839
Valid N (listwise)	147				

	N	Minimu m	Maximu m	Mean	Std. Deviation
Sikap	147	3,67	6,00	5,0043	,41419
Kualitas_website	147	4,67	6,00	5,2846	,27460
eWOM	147	3,60	5,80	5,0667	,42351
persepsi_manfaat	147	3,67	6,00	4,8253	,60921
Kepercayaan	147	4,30	6,00	5,2075	,33640
Valid N (listwise)	147				

2. Uji Reliabilitas Data

Variabel Laten	Indikator	Faktor loading	CR	Keterangan
Kualitas Website	WQ6	0,780	0,882	Reliabel
	WQ5	0,666		
	WQ4	0,676		
	WQ3	0,781		
	WQ2	0,803		
	WQ1	0,753		
Persepsi manfaat	B1	0,731	0,833	Reliabel
	B2	0,792		
	B3	0,845		
eWOM	WO5	0,844	0,916	Reliabel
	WO4	0,813		
	WO3	0,826		

	WO2	0,795		
	WO1	0,861		
Kepercayaan	T1	0,794	0,846	Reliabel
	T2	0,822		
	T3	0,667		
	T4	0,754		
Sikap	A1	0,707	0,808	Reliabel
	A2	0,826		
	A3	0,755		

3. Uji validitas Data

Variabel Laten	Indikator	Faktor loading	Keterangan
Kualitas Website	WQ6	0,780	valid
	WQ5	0,666	valid
	WQ4	0,676	valid
	WQ3	0,781	valid
	WQ2	0,803	valid
	WQ1	0,753	valid
Persepsi manfaat	B1	0,731	valid
	B2	0,792	valid
	B3	0,845	valid
eWOM	WO5	0,844	valid
	WO4	0,813	valid
	WO3	0,826	valid
	WO2	0,795	valid
	WO1	0,861	valid
Kepercayaan	T1	0,794	valid
	T2	0,822	valid
	T3	0,667	valid

	T4	0,754	valid
Sikap	A1	0,707	valid
	A2	0,826	valid
	A3	0,755	valid

4. Uji Multikolinieritas

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	2,945	,418		7,048	,000		
	eWOM	,103	,058	,158	1,768	,079	,676	1,480
	persepsi_manfaat	,043	,040	,095	1,079	,283	,695	1,438
	Kepercayaan	,088	,064	,108	1,379	,170	,881	1,135
	Sikap	,230	,052	,347	4,468	,000	,898	1,114

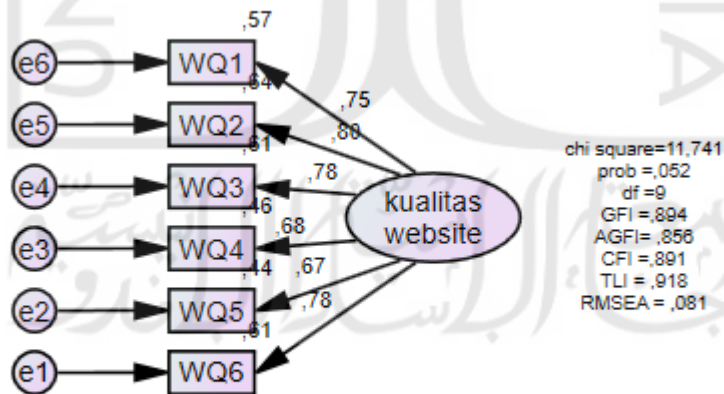
5. Uji Normalitas

Variable	Min	Max	Skew	c.r.	kurtosis	c.r.
A3	1	6	-0,499	-2,470	0,811	2,007
A2	1	6	-0,445	-2,203	0,545	1,349
A1	2	6	-0,379	-1,876	0,651	1,611
T4	2	6	-0,468	-2,316	0,821	2,032
T3	1	6	-0,464	-2,297	0,787	1,948
T2	2	6	-0,284	-1,406	0,766	1,896
T1	2	6	-0,233	-1,153	0,563	1,393
WQ1	2	6	-0,265	-1,312	0,778	1,925

WQ2	2	6	-0,371	-1,836	0,476	1,178
WQ3	2	6	-0,182	-0,901	0,539	1,334
WQ4	2	6	-0,296	-1,465	0,932	2,307
WQ5	2	6	-0,335	-1,658	1,019	2,522
WQ6	1	6	-0,321	-1,589	1,029	2,547
WO1	2	6	-0,214	-1,059	1,01	2,500
WO2	1	6	-0,217	-1,074	1,04	2,574
WO3	2	6	-0,143	-0,708	0,84	2,079
WO4	2	6	-0,298	-1,475	0,966	2,391
WO5	2	6	-0,507	-2,510	0,873	2,161
B3	2	6	-0,274	-1,356	0,916	2,267
B2	2	6	-0,338	-1,673	0,867	2,146
B1	2	6	-0,482	-2,386	0,924	2,287
Multivariate					24,301	2,290

6. Uji Konfirmatory

Variabel Eksogen



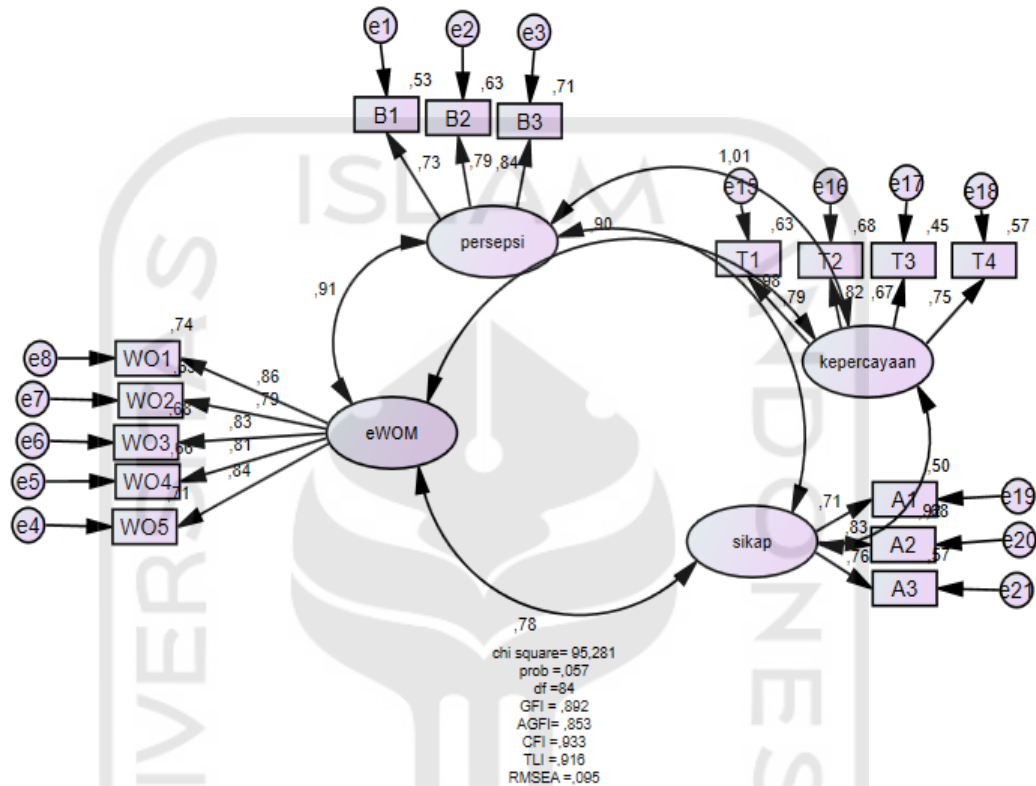
Regression Weights: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
WQ6 <--- kualitas_website	1,000				
WQ5 <--- kualitas_website	,797	,098	8,167	***	par_1
WQ4 <--- kualitas_website	,747	,089	8,384	***	par_2
WQ3 <--- kualitas_website	,852	,089	9,576	***	par_3
WQ2 <--- kualitas_website	,858	,091	9,479	***	par_4
WQ1 <--- kualitas_website	,912	,104	8,738	***	par_5

Standardized Regression Weights: (Group number 1 - Default model)

	Estimate
WQ6 <--- kualitas_website	,780
WQ5 <--- kualitas_website	,666
WQ4 <--- kualitas_website	,676
WQ3 <--- kualitas_website	,781
WQ2 <--- kualitas_website	,803
WQ1 <--- kualitas_website	,753

Variabel Endogen



Regression Weights: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
B1 <--- Persepsi	1,000				
B2 <--- Persepsi	1,269	,134	9,465	***	par_1
WO5 <--- eWOM	1,000				
WO4 <--- eWOM	,941	,078	12,028	***	par_2
WO3 <--- eWOM	,908	,073	12,452	***	par_3
WO2 <--- eWOM	1,021	,089	11,448	***	par_4
WO1 <--- eWOM	1,045	,080	13,144	***	par_5
T1 <--- Kepercayaan	1,000				
T2 <--- Kepercayaan	,923	,083	11,180	***	par_6
T3 <--- Kepercayaan	,782	,092	8,513	***	par_7
T4 <--- Kepercayaan	,802	,080	10,023	***	par_8
A1 <--- Sikap	1,000				
A2 <--- Sikap	1,209	,132	9,145	***	par_9

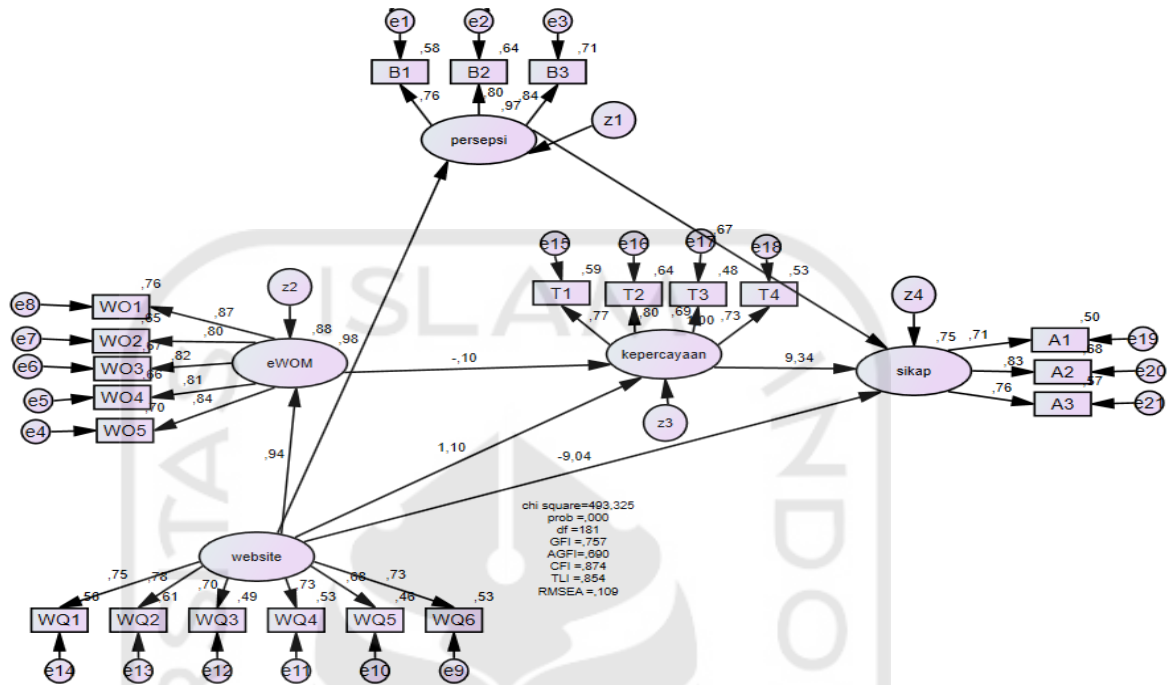
		Estimate	S.E.	C.R.	P	Label
A3	<--- Sikap	1,202	,143	8,414	***	par_10
B3	<--- Persepsi	1,303	,128	10,154	***	par_17

Scalar Estimates (Group number 1 - Default model)

Standardized Regression Weights: (Group number 1 - Default model)

		Estimate
B1	<--- Persepsi	,731
B2	<--- Persepsi	,792
WO5	<--- eWOM	,844
WO4	<--- eWOM	,813
WO3	<--- eWOM	,826
WO2	<--- eWOM	,795
WO1	<--- eWOM	,861
T1	<--- Kepercayaan	,794
T2	<--- Kepercayaan	,822
T3	<--- Kepercayaan	,667
T4	<--- kepercayaan	,754
A1	<--- sikap	,707
A2	<--- sikap	,826
A3	<--- sikap	,755
B3	<--- persepsi	,845

7. Model Persamaan Struktural

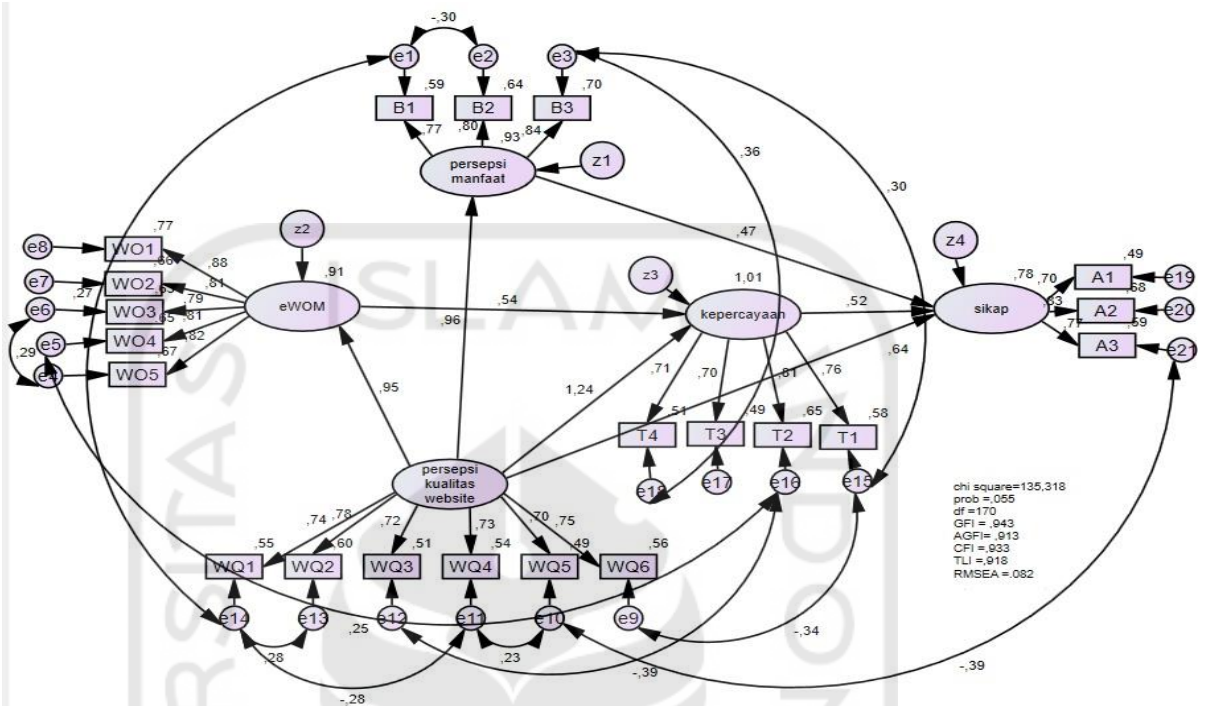


Modification Indices (Group Number 1 - Default Model)

Covariances: (Group number 1 - Default model)

	M.I.	Par Change
e13 <--> e14	14,453	,104
e12 <--> e16	17,076	-,103
e11 <--> e14	17,127	-,128
e10 <--> e11	12,162	,117
e9 <--> e15	13,649	-,124
e5 <--> e16	7,978	,058
e4 <--> e6	8,309	,055
e3 <--> e18	16,235	,092
e3 <--> e15	11,945	,087
e1 <--> e14	9,843	,088

8. Full Struktural (setelah modifikasi)



الجامعة الإسلامية
 إندونيسيا

Maximum Likelihood Estimates

Regression Weights: (Group number 1 - Default model)

			Estimate	S.E.	C.R.	P	Label
eWOM	<---	persepsi_kualitas_website	,871	,088	9,878	***	par_20
kepercayaan	<---	persepsi_kualitas_website	1,147	,294	3,898	***	par_17
kepercayaan	<---	eWOM	,556	,279	1,992	,039	par_21
persepsi_manfaat	<---	persepsi_kualitas_website	,817	,088	9,245	***	par_22
Sikap	<---	kepercayaan	,474	,239	1,983	,031	par_18
Sikap	<---	persepsi_manfaat	,462	,405	1,142	,253	par_19
Sikap	<---	persepsi_kualitas_website	,544	,274	1,985	,025	par_33
B1	<---	persepsi_manfaat	1,000				
B2	<---	persepsi_manfaat	1,224	,135	9,060	***	par_1
B3	<---	persepsi_manfaat	1,223	,113	10,826	***	par_2
WO5	<---	eWOM	1,000				
WO4	<---	eWOM	,967	,084	11,474	***	par_3
WO3	<---	eWOM	,902	,068	13,187	***	par_4
WO2	<---	eWOM	1,078	,095	11,363	***	par_5
WO1	<---	eWOM	1,100	,085	12,879	***	par_6
WQ6	<---	persepsi_kualitas_website	1,000				
WQ5	<---	persepsi_kualitas_website	,868	,099	8,754	***	par_7
WQ4	<---	persepsi_kualitas_website	,847	,091	9,295	***	par_8
WQ3	<---	persepsi_kualitas_website	,817	,091	9,023	***	par_9
WQ2	<---	persepsi_kualitas_website	,866	,088	9,820	***	par_10
WQ1	<---	persepsi_kualitas_website	,933	,101	9,214	***	par_11
T1	<---	kepercayaan	1,000				
T2	<---	kepercayaan	,943	,090	10,484	***	par_12
T3	<---	kepercayaan	,851	,097	8,781	***	par_13
T4	<---	kepercayaan	,791	,087	9,086	***	par_14
A1	<---	sikap	1,000				
A2	<---	sikap	1,228	,132	9,297	***	par_15
A3	<---	sikap	1,249	,144	8,692	***	par_16

Standardized Regression Weights: (Group number 1 - Default model)

		Estimate
eWOM	<--- persepsi_kualitas_website	,953
kepercayaan	<--- persepsi_kualitas_website	1,243
kepercayaan	<--- eWOM	,540
persepsi_manfaat	<--- persepsi_kualitas_website	,965
Sikap	<--- kepercayaan	,523
Sikap	<--- persepsi_manfaat	,475
Sikap	<--- persepsi_kualitas_website	,637
B1	<--- persepsi_manfaat	,766
B2	<--- persepsi_manfaat	,802
B3	<--- persepsi_manfaat	,836
WO5	<--- eWOM	,816
WO4	<--- eWOM	,807
WO3	<--- eWOM	,793
WO2	<--- eWOM	,811
WO1	<--- eWOM	,876
WQ6	<--- persepsi_kualitas_website	,748
WQ5	<--- persepsi_kualitas_website	,698
WQ4	<--- persepsi_kualitas_website	,734
WQ3	<--- persepsi_kualitas_website	,716
WQ2	<--- persepsi_kualitas_website	,776
WQ1	<--- persepsi_kualitas_website	,743
T1	<--- kepercayaan	,763
T2	<--- kepercayaan	,807
T3	<--- kepercayaan	,699
T4	<--- kepercayaan	,715
A1	<--- sikap	,697
A2	<--- sikap	,827
A3	<--- sikap	,770

Covariances: (Group number 1 - Default model)

		Estimate	S.E.	C.R.	P	Label
e1 <--> e2		-,091	,029	-3,175	,001	par_23
e3 <--> e18		,095	,024	3,893	***	par_24
e10 <--> e11		,087	,032	2,728	,006	par_25
e11 <--> e14		-,102	,029	-3,562	***	par_26
e13 <--> e14		,092	,028	3,297	***	par_27
e1 <--> e14		,088	,027	3,210	,001	par_28

	Estimate	S.E.	C.R.	P	Label
e4 <--> e6	,065	,023	2,810	,005	par_29
e3 <--> e15	,086	,025	3,384	***	par_30
e9 <--> e15	-,128	,033	-3,815	***	par_31
e12 <--> e16	-,107	,025	-4,288	***	par_32
e10 <--> e21	-,164	,039	-4,251	***	par_34
e5 <--> e16	,056	,021	2,660	,008	par_35

Correlations: (Group number 1 - Default model)

	Estimate
e1 <--> e2	-,304
e3 <--> e18	,357
e10 <--> e11	,228
e11 <--> e14	-,283
e13 <--> e14	,283
e1 <--> e14	,270
e4 <--> e6	,289
e3 <--> e15	,296
e9 <--> e15	-,335
e12 <--> e16	-,386
e10 <--> e21	-,394
e5 <--> e16	,248

Variances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
persepsi_kualitas_website	,548	,105	5,217	***	par_36
z2	,042	,017	2,570	,010	par_37
z1	,027	,012	2,190	,029	par_38
z3	,005	,007	-,628	,530	par_39
z4	,083	,102	,816	,414	par_40
e1	,276	,036	7,605	***	par_41
e2	,327	,047	6,982	***	par_42
e3	,254	,034	7,386	***	par_43
e4	,229	,031	7,312	***	par_44
e5	,229	,031	7,481	***	par_45
e6	,220	,029	7,478	***	par_46
e7	,277	,037	7,459	***	par_47
e8	,168	,025	6,648	***	par_48
e9	,433	,054	7,983	***	par_49
e10	,435	,052	8,421	***	par_50

	Estimate	S.E.	C.R.	P	Label
e11	,336	,041	8,181	***	par_51
e12	,347	,042	8,209	***	par_52
e13	,271	,033	8,192	***	par_53
e14	,387	,046	8,401	***	par_54
e16	,222	,029	7,777	***	par_55
e17	,354	,043	8,138	***	par_56
e18	,279	,034	8,107	***	par_57
e19	,395	,050	7,955	***	par_58
e20	,260	,040	6,559	***	par_59
e21	,399	,056	7,160	***	par_60
e15	,335	,042	7,969	***	par_61

Squared Multiple Correlations: (Group number 1 - Default model)

	Estimate
eWOM	,907
kepercayaan	,910
persepsi_manfaat	,931
sikap	,777

Total Effects (Group number 1 - Default model)

	website	e_WOM	kepercayaan	persepsi	sikap
e_WOM	1,085	,000	,000	,000	,000
kep	1,103	,194	,000	,000	,000
persepsi	1,269	,000	,000	,000	,000
skp	1,026	1,226	6,307	,261	,000
A3	1,339	1,599	8,227	,340	1,304
A2	1,317	1,573	8,094	,334	1,283
A1	1,026	1,226	6,307	,261	1,000
T3	,925	,163	,838	,000	,000
T2	1,103	,194	1,000	,000	,000
WQ1	1,168	,000	,000	,000	,000
WQ2	1,072	,000	,000	,000	,000
WQ3	,981	,000	,000	,000	,000
WQ4	1,000	,000	,000	,000	,000
WO1	1,147	1,057	,000	,000	,000
WO4	1,069	,985	,000	,000	,000
WO5	1,085	1,000	,000	,000	,000

	website	e_WOM	kepercayaan	persepsi	sikap
B3	1,260	,000	,000	,994	,000
B2	1,269	,000	,000	1,000	,000

Standardized Total Effects (Group number 1 - Default model)

	website	e_WOM	kep	persepsi	skp
e_WOM	,927	,000	,000	,000	,000
kep	,994	,205	,000	,000	,000
persepsi	,916	,000	,000	,000	,000
skp	1,027	1,435	7,007	,361	,000
A3	,798	1,116	5,448	,281	,778
A2	,854	1,193	5,826	,300	,832
A1	,691	,966	4,717	,243	,673
T3	,653	,135	,658	,000	,000
T2	,814	,168	,819	,000	,000
WQ1	,734	,000	,000	,000	,000
WQ2	,765	,000	,000	,000	,000
WQ3	,687	,000	,000	,000	,000
WQ4	,690	,000	,000	,000	,000
WO1	,795	,857	,000	,000	,000
WO4	,777	,838	,000	,000	,000
WO5	,771	,831	,000	,000	,000
B3	,807	,000	,000	,881	,000
B2	,779	,000	,000	,851	,000

Direct Effects (Group number 1 - Default model)

	website	e_WOM	kep	persepsi	skp
e_WOM	1,085	,000	,000	,000	,000
kep	,893	,194	,000	,000	,000
persepsi	1,269	,000	,000	,000	,000
skp	8,316	,000	6,307	,261	,000
A3	,000	,000	,000	,000	1,304
A2	,000	,000	,000	,000	1,283
A1	,000	,000	,000	,000	1,000
T3	,000	,000	,838	,000	,000
T2	,000	,000	1,000	,000	,000
WQ1	1,168	,000	,000	,000	,000
WQ2	1,072	,000	,000	,000	,000

	website	e_WOM	kep	persepsi	skp
WQ3	,981	,000	,000	,000	,000
WQ4	1,000	,000	,000	,000	,000
WO1	,000	1,057	,000	,000	,000
WO4	,000	,985	,000	,000	,000
WO5	,000	1,000	,000	,000	,000
B3	,000	,000	,000	,994	,000
B2	,000	,000	,000	1,000	,000

Standardized Direct Effects (Group number 1 - Default model)

	website	e_WOM	kep	persepsi	skp
e_WOM	,927	,000	,000	,000	,000
kep	,804	,205	,000	,000	,000
persepsi	,916	,000	,000	,000	,000
skp	8,320	,000	7,007	,361	,000
A3	,000	,000	,000	,000	,778
A2	,000	,000	,000	,000	,832
A1	,000	,000	,000	,000	,673
T3	,000	,000	,658	,000	,000
T2	,000	,000	,819	,000	,000
WQ1	,734	,000	,000	,000	,000
WQ2	,765	,000	,000	,000	,000
WQ3	,687	,000	,000	,000	,000
WQ4	,690	,000	,000	,000	,000
WO1	,000	,857	,000	,000	,000
WO4	,000	,838	,000	,000	,000
WO5	,000	,831	,000	,000	,000
B3	,000	,000	,000	,881	,000
B2	,000	,000	,000	,851	,000

Indirect Effects (Group number 1 - Default model)

	website	e_WOM	kep	persepsi	skp
e_WOM	,000	,000	,000	,000	,000
kep	,211	,000	,000	,000	,000
persepsi	,000	,000	,000	,000	,000
skp	7,290	1,226	,000	,000	,000
A3	1,339	1,599	8,227	,340	,000
A2	1,317	1,573	8,094	,334	,000

	website	e_WOM	kep	persepsi	skp
A1	1,026	1,226	6,307	,261	,000
T3	,925	,163	,000	,000	,000
T2	1,103	,194	,000	,000	,000
WQ1	,000	,000	,000	,000	,000
WQ2	,000	,000	,000	,000	,000
WQ3	,000	,000	,000	,000	,000
WQ4	,000	,000	,000	,000	,000
WO1	1,147	,000	,000	,000	,000
WO4	1,069	,000	,000	,000	,000
WO5	1,085	,000	,000	,000	,000
B3	1,260	,000	,000	,000	,000
B2	1,269	,000	,000	,000	,000

Standardized Indirect Effects (Group number 1 - Default model)

	website	e_WOM	kep	persepsi	skp
e_WOM	,000	,000	,000	,000	,000
Kep	,190	,000	,000	,000	,000
persepsi	,000	,000	,000	,000	,000
Skp	7,293	1,435	,000	,000	,000
A3	,798	1,116	5,448	,281	,000
A2	,854	1,193	5,826	,300	,000
A1	,691	,966	4,717	,243	,000
T3	,653	,135	,000	,000	,000
T2	,814	,168	,000	,000	,000
WQ1	,000	,000	,000	,000	,000
WQ2	,000	,000	,000	,000	,000
WQ3	,000	,000	,000	,000	,000
WQ4	,000	,000	,000	,000	,000
WO1	,795	,000	,000	,000	,000
WO4	,777	,000	,000	,000	,000
WO5	,771	,000	,000	,000	,000
B3	,807	,000	,000	,000	,000
B2	,779	,000	,000	,000	,000