

LAMPIRAN

LAMPIRAN A

KUESIONER PENELITIAN

“Analisis Standarisasi dan Kustomisasi Terhadap Kualitas Pelayanan, Kepuasan dan Loyalitas Nasabah pada Bank Mandiri Cabang UNY Yogyakarta”

Nama saya Sarah Cesar Riani, mahasiswi Fakultas Ekonomi Jurusan Manajemen Universitas Islam Indonesia yang sedang melakukan penelitian dengan judul Analisis Standarisasi Dan Kustomisasi Terhadap Kualitas Pelayanan, Kepuasan Dan Loyalitas Nasabah Pada Bank Mandiri Cabang UNY Yogyakarta. Untuk kepentingan penelitian tersebut kami menyusun kuesioner yang di dalamnya terdapat pernyataan-pernyataan yang dimaksudkan untuk memperoleh penelitian Bpk/Ibu/Saudara, khususnya berkenaan dengan pengalaman dalam menggunakan jasa Bank Mandiri.

Kami memohon kesediaan Bpk/Ibu/Saudara untuk meluangkan waktu guna membantu kami untuk menjadi responden penelitian ini dengan cara mengisi atau memilih jawaban yang telah disediakan pada kuesioner tersebut. Kebenaran dan kelengkapan jawaban Bpk/Ibu/Saudara akan sangat membantu kami dalam penelitian ini. Kami akan menjaga kerahasiaan setiap jawaban yang Bpk/Ibu/Saudara berikan.

Atas partisipasi dan bantuan bpk/ibu/saudara kami mengucapkan terimakasih.

Wassalamualaikum wr.wb

Hormat Kami,

Sarah Cesar Riani

BAGIAN I : KARAKTERISTIK RESPONDEN

Pertanyaan berikut berkenaan dengan jati diri bpk/ibu/saudara. Jawablah pertanyaan tersebut dengan memberi tanda **silang (X)** pada nomer jawaban yang dianggap paling sesuai.

Apa jenis kelamin Bpk/Ibu/Saudara ?

1	Pria
2	Wanita

Berapakah usia Bpk/Ibu/Saudara ?

1	< 20 Tahun	4	41 - 50 Tahun
2	20 - 30 Tahun	5	51 - 60 Tahun
3	31 - 40 Tahun	6	> 60 Tahun

Apa pekerjaan Bpk/Ibu/Saudara ?

1	Pelajar / Mahasiswa	4	Ibu Rumah Tangga
2	Pegawai Negeri / TNI / Polri	5	Pensiunan
3	Wiraswasta		

Apa tingkat pendidikan terakhir Bpk/Ibu/Saudara ?

1	SD	4	Diploma
2	SMP	5	Sarjana
3	SMA / SMK	6	Pasca Sarjana

Berapakah pendapatan Bpk/Ibu/Saudra perbulan ?

1	1.000.000 - 2.000.000	3	3.100.000 - 4.000.000
2	2.100.000 - 3.000.000	4	> 4.100.000

Berapa lama Bpk/Ibu/Saudara menggunakan layanan ini ?

1	< 1 Tahun	3	2 – 3 Tahun
2	1 – 2 Tahun	4	>4 Tahun

Jenis layanan yang digunakan Bpk/Ibu/Saudara ?

1	Tabungan Biasa	4	Kredit / Debit
2	Tabungan Haji / Rencana / Bisnis	5	ATM / Mobile Banking / Internet Banking
3	Giro / Deposito		

Petunjuk : Berilah penilaian bpk/ibu/saudara terhadap pernyataan-pernyataan dibawah ini dengan MENYILANG atau MELINGKARI angka yang dianggap paling sesuai.

1 = Sangat Tidak Setuju (STS)	3 = Netral (N)	5 = Sangat Setuju (SS)
2 = Tidak Setuju (TS)	4 = Setuju (S)	

BAGIAN 2 : CUSTOMIZATION

<i>Pernyataan dibawah ini berkenaan dengan kemampuan Bank Mandiri menyesuaikan layanan sesuai dengan kebutuhan konsumen</i>	Tanggapan				
	STS	TS	N	S	SS
Karyawan Bank Mandiri mampu mengatur kembali diri mereka sendiri					
Karyawan Bank Mandiri mampu menyesuaikan diri untuk perubahan					
Karyawan Bank Mandiri dapat ditugaskan pada ke tugas yang berbeda					
Karyawan Bank Mandiri dapat dipindahkan ke tim yang berbeda untuk memenuhi kebutuhan					
Karyawan Bank Mandiri mampu bekerja di tim yang berbeda untuk memenuhi kebutuhan					
Karyawan Bank Mandiri menyediakan fasilitas yang dapat disesuaikan dengan memenuhi kebutuhan pribadi					
Karyawan Bank Mandiri merancang proses pelayanan untuk memenuhi kebutuhan pribadi					

Penyedia layanan di Bank Mandiri ini memantau perubahan kebutuhan					
Karyawan Bank Mandiri membuat perasaan nasabah istimewa					
Karyawan Bank Mandiri memahami kebutuhan nasabah					
Karyawan Bank Mandiri membantu mengklarifikasi kebutuhan nasabah					
Karyawan Bank Mandiri menyesuaikan pelayanannya untuk memenuhi kebutuhan					
Karyawan Bank Mandiri menyesuaikan cara interaksi mereka agar sesuai dengan kebutuhan pelanggan yang berbeda					
Karyawan Bank Mandiri menyesuaikan kebutuhan nasabah dengan cara fleksibel					
Penyedia layanan di Bank Mandiri terlibat dalam proses ketika menyesuaikan diri dengan kebutuhan nasabah					
Penyedia layanan di Bank Mandiri konsisten dalam fleksibelannya untuk memenuhi kebutuhan nasabah					
Bank Mandiri memiliki sistem yang baik untuk berkomunikasi dengan nasabah					
Bank Mandiri memiliki sistem yang baik untuk mengambil tindakan perbaikan pada saat nasabah tidak puas					
Bank Mandiri mengambil tindakan cepat untuk memecahkan setiap terjadi masalah					

Petunjuk : Berilah penilaian bpk/ibu/saudara terhadap pernyataan-pernyataan dibawah ini dengan MENYILANG atau MELINGKARI angka yang dianggap paling sesuai.

1 = Sangat Tidak Setuju (STS)	3 = Netral (N)	5 = Sangat Setuju (SS)
2 = Tidak Setuju (TS)	4 = Setuju (S)	

BAGIAN 3 : STANDARIZATION

<i>Pernyataan dibawah ini berkenaan dengan standarisasi layanan yang dilakukan oleh Bank Mandiri</i>	Tanggapan				
	STS	TS	N	S	SS
Di Bank Mandiri professionalisme staf konsisten di semua bagian					
Di Bank Mandiri keterampilan karyawan di seluruh Bank Mandiri konsisten					
Di Bank Mandiri layanan staff yang konsisten di seluruh Bank Mandiri					
Proses layanan di Bank Mandiri standarisil					
Prosedur di Bank Mandiri terstandarisir					
Waktu respon dalam pelayanan Bank Mandiri konsisten					
Bank Mandiri menyediakan kualitas fasilitas yang konsisten					
Perilaku karyawan Bank Mandiri berperilaku baik secara konsisten					
Di Bank Mandiri perilaku staf konsisten untuk semua pelanggan					
Bank Mandiri menyediakan layanan tepat waktu secara reguler					
Manajemen Bank Mandiri memegang janji dalam melayani nasabah					
Layanan yang dijanjikan Bank Mandiri dapat dipercaya					

Bank Mandiri layanan sesuai pada waktu yang telah dijanjikan					
Karyawan Bank Mandiri, konsisten dalam berinteraksi dengan nasabah					
Karyawan Bank Mandiri selalu ada saat nasabah membutuhkan					
Karyawan Bank Mandiri menyelesaikan tugas sesuai dengan waktu yang dijanjikan					
Bank Mandiri mempunyai prosedur dalam berinteraksi dengan nasabah					
Bank Mandiri mempunyai prosedur standar untuk memperbaiki kesalahan					
Bank Mandiri mempunyai prosedur standar untuk memulihkan perubahan yang tidak diharapkan					

Petunjuk : Berilah penilaian bpk/ibu/saudara terhadap pernyataan-pernyataan dibawah ini dengan **MENYILANG** atau **MELINGKARI** angka yang dianggap paling sesuai.

1 = Sangat Tidak Setuju (STS)	3 = Netral (N)	5 = Sangat Setuju (SS)
2 = Tidak Setuju (TS)	4 = Setuju (S)	

BAGIAN 4 : TECHNICAL QUALITY

<i>Pernyataan dibawah ini berkenaan dengan persepsi bpk/ibu/saudara terhadap kualitas layanan Bank Mandiri</i>	Tanggapan				
	STS	TS	N	S	SS
Bank Mandiri memiliki karyawan yang berpengetahuan menjawab pertanyaan pelanggan					

Karyawan Bank Mandiri mempertahankan setiap kegiatan kesalahan					
Bank Mandiri memiliki peralatan modern					
Bank Mandiri memiliki fasilitas yang menarik secara visual					
Bank Mandiri memiliki materi yang menarik secara visual yang terkait dengan layanan ini					

Petunjuk : Berilah penilaian bpk/ibu/saudara terhadap pernyataan-pernyataan dibawah ini dengan MENYILANG atau MELINGKARI angka yang dianggap paling sesuai.

1 = Sangat Tidak Setuju (STS)	3 = Netral (N)	5 = Sangat Setuju (SS)
2 = Tidak Setuju (TS)	4 = Setuju (S)	

BAGIAN 5 : FUNCTIONAL QUALITY

<i>Pernyataan dibawah ini berkenaan dengan kualitas fungsional Bank Mandiri</i>	Tanggapan				
	STS	TS	N	S	SS
Karyawan Bank Mandiri menyediakan layanan seperti yang ditentukan					
Karyawan Bank Mandiri dapat diandalkan dalam melakukan layanan pelanggan					
Karyawan Bank Mandiri melakukan layanan tepat sejak awal					
Karyawan Bank Mandiri memberikan perhatian pelanggan secara individual					
Karyawan Bank Mandiri peduli terhadap pelanggan					
Karyawan Bank Mandiri memberikan kepentingan terbaik untuk pelanggan					
Karyawan Bank Mandiri memahami kebutuhan pelanggan					
Karyawan Bank Mandiri menciptakan kepercayaan pelanggan					

Karyawan Bank Mandiri membuat perasaan aman dalam bertransaksi					
Karyawan Bank Mandiri konsisten dalam hal kesopanan					
Karyawan Bank Mandiri memberitahu layanan yang mereka lakukan					
Karyawan Bank Mandiri memberikan layanan yang cepat kepada pelanggan					
Karyawan Bank Mandiri bersedia untuk membantu pelanggan					
Karyawan Bank Mandiri siap merespon permintaan pelanggan					

Petunjuk : Berilah penilaian bpk/ibu/saudara terhadap pernyataan-pernyataan dibawah ini dengan MENYILANG atau MELINGKARI angka yang dianggap paling sesuai.

1 = Sangat Tidak Setuju (STS)	3 = Netral (N)	5 = Sangat Setuju (SS)
2 = Tidak Setuju (TS)	4 = Setuju (S)	

BAGIAN 6 : CUSTOMER SATISFACTION

<i>Pernyataan dibawah ini berkenaan dengan kepuasan bpk/ibu/saudara terhadap layanan Bank Mandiri</i>	Tanggapan				
	STS	TS	N	S	SS
Nasabah puas dengan hasil akhir					
Nasabah puas dengan kecepatan layanan yang diberikan					
Nasabah puas dengan kualitas informasi yang diberikan					
Nasabah puas dengan ketepatan waktu layanan yang diberikan					
Nasabah puas dengan keandalan staf dan layanannya					
Nasabah puas dengan kelengkapan informasi yang diberikan					
Nasabah puas dengan sikap stafnya					
Nasabah puas dengan ketersediaan staf dan layanannya					

Nasabah puas dengan keadilan dan kejujuran sistem organisasinya					
Nasabah puas dengan penampilan fasilitas dan stafnya					
Nasabah puas dengan keamanan yang dijanjikan					
Nasabah puas dengan kenyamanan mendapatkan layanan					
Nasabah puas dengan nilai layanan yang diberikan					

Petunjuk : Berilah penilaian bpk/ibu/saudara terhadap pernyataan-pernyataan dibawah ini dengan **MENYILANG** atau **MELINGKARI** angka yang dianggap paling sesuai.

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BAGIAN 7 : LOYALTY

<i>Pernyataan dibawah ini berkenaan dengan loyalitas bpk/ibu/saudara terhadap Bank Mandiri</i>	Tanggapan				
	STS	TS	N	S	SS
Nasabah akan memilih Bank Mandiri ini lagi					
Nasabah akan merekomendasikan Bank Mandiri ini kepada orang lain					
Nasabah tidak akan mempertimbangkan Bank lainnya					
Nasabah berkomitmen terhadap Bank Mandiri ini					
Nasabah akan terus menggunakan Bank Mandiri ini meski biayanya naik					
Nasabah akan terlibat dalam program loyalitas Bank Mandiri					
Nasabah tetap dengan Bank Mandiri karena tidak berpikir bahwa bisa					

mendapatkan pengalaman sebaik ini di bank lain					
Nasabah akan tetap dengan Bank Mandiri karena suka dikaitkan dengan nama Bank Mandiri					
Nasabah akan memilih Bank Mandiri ini lagi					
Nasabah akan merekomendasikan Bank Mandiri ini kepada orang lain					
Nasabah tidak akan mempertimbangkan Bank lainnya					
Nasabah berkomitmen terhadap Bank Mandiri ini					
Nasabah akan terus menggunakan Bank Mandiri ini meski biayanya naik					

Petunjuk : Berilah penilaian bpk/ibu/saudara terhadap pernyataan-pernyataan dibawah ini dengan MENYILANG atau MELINGKARI angka yang dianggap paling sesuai.

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BAGIAN 2 : CUSTOMIZATION

<i>Pernyataan dibawah ini berkenaan dengan kemampuan Bank Mandiri menyesuaikan layanan sesuai dengan kebutuhan konsumen</i>	Tanggapan				
	STS	TS	N	S	SS
Karyawan Bank Mandiri mampu mengatur kembali diri mereka sendiri					
Karyawan Bank Mandiri mampu menyesuaikan diri untuk perubahan					
Karyawan Bank Mandiri dapat ditugaskan pada ke tugas yang berbeda					
Karyawan Bank Mandiri dapat dipindahkan ke tim yang berbeda untuk memenuhi kebutuhan					
Karyawan Bank Mandiri mampu bekerja di tim yang berbeda untuk memenuhi kebutuhan					
Karyawan Bank Mandiri menyediakan fasilitas yang dapat disesuaikan dengan memenuhi kebutuhan pribadi					
Karyawan Bank Mandiri merancang proses pelayanan untuk memenuhi kebutuhan pribadi					

Penyedia layanan di Bank Mandiri ini memantau perubahan kebutuhan					
Karyawan Bank Mandiri membuat perasaan nasabah istimewa					
Karyawan Bank Mandiri memahami kebutuhan nasabah					
Karyawan Bank Mandiri membantu mengklarifikasi kebutuhan nasabah					
Karyawan Bank Mandiri menyesuaikan pelayanannya untuk memenuhi kebutuhan					
Karyawan Bank Mandiri menyesuaikan cara interaksi mereka agar sesuai dengan kebutuhan pelanggan yang berbeda					
Karyawan Bank Mandiri menyesuaikan kebutuhan nasabah dengan cara fleksibel					
Penyedia layanan di Bank Mandiri terlibat dalam proses ketika menyesuaikan diri dengan kebutuhan nasabah					
Penyedia layanan di Bank Mandiri konsisten dalam fleksibelannya untuk memenuhi kebutuhan nasabah					
Bank Mandiri memiliki sistem yang baik untuk berkomunikasi dengan nasabah					
Bank Mandiri memiliki sistem yang baik untuk mengambil tindakan perbaikan pada saat nasabah tidak puas					
Bank Mandiri mengambil tindakan cepat untuk memecahkan setiap terjadi masalah					

Petunjuk : Berilah penilaian bpk/ibu/saudara terhadap pernyataan-pernyataan dibawah ini dengan MENYILANG atau MELINGKARI angka yang dianggap paling sesuai.

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BAGIAN 3 : STANDARIZATION

<i>Pernyataan dibawah ini berkenaan dengan standarisasi layanan yang dilakukan oleh Bank Mandiri</i>	Tanggapan				
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Di Bank Mandiri professionalisme staf konsisten di semua bagian					
Di Bank Mandiri keterampilan karyawan di seluruh Bank Mandiri konsisten					
Di Bank Mandiri layanan staff yang konsisten di seluruh Bank Mandiri					
Proses layanan di Bank Mandiri standarisil					
Prosedur di Bank Mandiri terstandarisir					
Waktu respon dalam pelayanan Bank Mandiri konsisten					
Bank Mandiri menyediakan kualitas fasilitas yang konsisten					
Perilaku karyawan Bank Mandiri berperilaku baik secara konsisten					
Di Bank Mandiri perilaku staf konsisten untuk semua pelanggan					
Bank Mandiri menyediakan layanan tepat waktu secara reguler					
Manajemen Bank Mandiri memegang janji dalam melayani nasabah					
Layanan yang dijanjikan Bank Mandiri dapat dipercaya					

Bank Mandiri layanan sesuai pada waktu yang telah dijanjikan					
Karyawan Bank Mandiri, konsisten dalam berinteraksi dengan nasabah					
Karyawan Bank Mandiri selalu ada saat nasabah membutuhkan					
Karyawan Bank Mandiri menyelesaikan tugas sesuai dengan waktu yang dijanjikan					
Bank Mandiri mempunyai prosedur dalam berinteraksi dengan nasabah					
Bank Mandiri mempunyai prosedur standar untuk memperbaiki kesalahan					
Bank Mandiri mempunyai prosedur standar untuk memulihkan perubahan yang tidak diharapkan					

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BAGIAN 4 : TECHNICAL QUALITY

<i>Pernyataan dibawah ini berkenaan dengan persepsi bpk/ibu/saudara terhadap kualitas layanan Bank Mandiri</i>	Tanggapan				
	STS	TS	N	S	SS
Bank Mandiri memiliki karyawan yang berpengetahuan menjawab pertanyaan pelanggan					

Karyawan Bank Mandiri mempertahankan setiap kegiatan kesalahan					
Bank Mandiri memiliki peralatan modern					
Bank Mandiri memiliki fasilitas yang menarik secara visual					
Bank Mandiri memiliki materi yang menarik secara visual yang terkait dengan layanan ini					

Petunjuk : Berilah penilaian bpk/ibu/saudara terhadap pernyataan-pernyataan dibawah ini dengan MENYILANG atau MELINGKARI angka yang dianggap paling sesuai.

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BAGIAN 5 : FUNCTIONAL QUALITY

<i>Pernyataan dibawah ini berkenaan dengan kualitas fungsional Bank Mandiri</i>	Tanggapan				
	STS	TS	N	S	SS
Karyawan Bank Mandiri menyediakan layanan seperti yang ditentukan					
Karyawan Bank Mandiri dapat diandalkan dalam melakukan layanan pelanggan					
Karyawan Bank Mandiri melakukan layanan tepat sejak awal					
Karyawan Bank Mandiri memberikan perhatian pelanggan secara individual					
Karyawan Bank Mandiri peduli terhadap pelanggan					
Karyawan Bank Mandiri memberikan kepentingan terbaik untuk pelanggan					

Karyawan Bank Mandiri memahami kebutuhan pelanggan					
Karyawan Bank Mandiri menciptakan kepercayaan pelanggan					
Karyawan Bank Mandiri membuat perasaan aman dalam bertransaksi					
Karyawan Bank Mandiri konsisten dalam hal kesopanan					
Karyawan Bank Mandiri memberitahu layanan yang mereka lakukan					
Karyawan Bank Mandiri memberikan layanan yang cepat kepada pelanggan					
Karyawan Bank Mandiri bersedia untuk membantu pelanggan					
Karyawan Bank Mandiri siap merespon permintaan pelanggan					

Petunjuk : Berilah penilaian bpk/ibu/saudara terhadap pernyataan-pernyataan dibawah ini dengan MENYILANG atau MELINGKARI angka yang dianggap paling sesuai.

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BAGIAN 6 : CUSTOMER SATISFACTION

<i>Pernyataan dibawah ini berkenaan dengan kepuasan bpk/ibu/saudara terhadap layanan Bank Mandiri</i>	Tanggapan				
	STS	TS	N	S	SS
Nasabah puas dengan hasil akhir					
Nasabah puas dengan kecepatan layanan yang diberikan					
Nasabah puas dengan kualitas informasi yang diberikan					
Nasabah puas dengan ketepatan waktu layanan yang diberikan					
Nasabah puas dengan keandalan staf dan layanannya					

Nasabah puas dengan kelengkapan informasi yang diberikan					
Nasabah puas dengan sikap stafnya					
Nasabah puas dengan ketersediaan staf dan layanannya					
Nasabah puas dengan keadilan dan kejujuran sistem organisasinya					
Nasabah puas dengan penampilan fasilitas dan stafnya					
Nasabah puas dengan keamanan yang dijanjikan					
Nasabah puas dengan kenyamanan mendapatkan layanan					
Nasabah puas dengan nilai layanan yang diberikan					

Petunjuk : Berilah penilaian bpk/ibu/saudara terhadap pernyataan-pernyataan dibawah ini dengan MENYILANG atau MELINGKARI angka yang dianggap paling sesuai.

1 = Sangat Tidak Setuju (STS)	3 = Netral (N)	5 = Sangat Setuju (SS)
2 = Tidak Setuju (TS)	4 = Setuju (S)	

BAGIAN 7 : LOYALTY

<i>Pernyataan dibawah ini berkenaan dengan loyalitas bpk/ibu/saudara terhadap Bank Mandiri</i>	Tanggapan				
	STS	TS	N	S	SS
Nasabah akan memilih Bank Mandiri ini lagi					
Nasabah akan merekomendasikan Bank Mandiri ini kepada orang lain					
Nasabah tidak akan mempertimbangkan Bank lainnya					
Nasabah berkomitmen terhadap Bank Mandiri ini					
Nasabah akan terus menggunakan Bank Mandiri ini meski biayanya naik					

Nasabah akan terlibat dalam program loyalitas Bank Mandiri					
Nasabah tetap dengan Bank Mandiri karena tidak berpikir bahwa bisa mendapatkan pengalaman sebaik ini di bank lain					
Nasabah akan tetap dengan Bank Mandiri karena suka dikaitkan dengan nama Bank Mandiri					
Nasabah akan memilih Bank Mandiri ini lagi					
Nasabah akan merekomendasikan Bank Mandiri ini kepada orang lain					
Nasabah tidak akan mempertimbangkan Bank lainnya					
Nasabah berkomitmen terhadap Bank Mandiri ini					
Nasabah akan terus menggunakan Bank Mandiri ini meski biayanya naik					

LAMPIRAN B

HASIL UJI VALIDITAS DAN RELIABILITAS INSTRUMEN PENELITIAN

a) Kualitas Fungsional

Case Processing Summary

	N	%
Valid	35	100.0
Cases Excluded ^a	0	.0
Total	35	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.879	19

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Customization_1	79.74	59.608	.427	.875
Customization_2	79.80	55.988	.632	.868
Customization_3	79.80	59.518	.433	.875
Customization_4	79.89	58.281	.457	.874
Customization_5	79.94	55.291	.670	.866
Customization_6	79.94	56.350	.521	.872
Customization_7	79.80	57.047	.570	.871
Customization_8	79.69	60.045	.352	.878
Customization_9	79.89	57.869	.530	.872
Customization_10	79.83	58.676	.483	.874

Customization_11	79.89	60.222	.281	.880
Customization_12	79.94	56.997	.585	.870
Customization_13	79.89	57.810	.536	.872
Customization_14	79.80	57.400	.617	.869
Customization_15	80.09	57.081	.542	.871
Customization_16	80.03	54.911	.468	.877
Customization_17	79.86	58.420	.392	.877
Customization_18	79.89	59.104	.409	.876
Customization_19	79.97	57.852	.545	.872

Validitas dan Reliabilitas Kustomisasi 11 dihilangkan :

Reliability Statistics

Cronbach's Alpha	N of Items
.880	18

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Cust1	75.31	56.045	.418	.877
Cust2	75.37	52.534	.625	.870
Cust3	75.37	55.829	.439	.876
Cust4	75.46	54.726	.453	.876
Cust5	75.51	51.787	.670	.868
Cust6	75.51	52.551	.543	.873
Cust7	75.37	54.005	.519	.874
Cust8	75.26	56.491	.342	.879
Cust9	75.46	54.255	.533	.873
Cust10	75.40	55.188	.470	.875
Cust12	75.51	53.728	.556	.872
Cust13	75.46	54.197	.539	.873
Cust14	75.37	53.534	.649	.870
Cust15	75.66	53.173	.575	.872
Cust16	75.60	50.835	.505	.877
Cust17	75.43	54.899	.385	.879
Cust18	75.46	55.491	.408	.877
Cust19	75.54	54.432	.528	.873

b) Standarisasi

Case Processing Summary

	N	%
Valid	35	100.0
Cases Excluded ^a	0	.0
Total	35	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.893	19

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
ST1	79.23	58.358	.661	.884
ST2	79.29	59.445	.552	.887
ST3	79.34	59.644	.438	.891
ST4	79.11	60.104	.531	.888
ST5	79.23	59.182	.575	.887
ST6	79.23	60.005	.491	.889
ST7	79.26	60.020	.455	.890
ST8	79.31	57.987	.617	.885
ST9	79.14	59.361	.610	.886
ST10	79.31	59.987	.499	.889
ST11	79.60	57.247	.499	.890
ST12	79.11	60.457	.492	.889
ST13	79.26	58.138	.598	.886
ST14	79.14	59.538	.650	.885
ST15	79.43	58.840	.602	.886
ST16	79.29	60.210	.473	.889
ST17	79.43	57.252	.602	.885
ST18	79.54	58.608	.360	.897
ST19	79.60	58.247	.487	.890

c) Kualitas Fungsional

Case Processing Summary

	N	%
Valid	35	100.0
Cases Excluded ^a	0	.0
Total	35	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.906	14

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
FQ1	58.49	36.551	.607	.899
FQ2	58.23	36.770	.692	.896
FQ3	58.43	37.487	.560	.901
FQ4	58.23	38.534	.556	.901
FQ5	58.37	35.593	.700	.895
FQ6	58.37	36.711	.650	.898
FQ7	58.20	36.988	.618	.899
FQ8	58.20	36.929	.812	.893
FQ9	58.29	35.445	.758	.893
FQ10	58.31	38.339	.444	.906
FQ11	58.40	36.835	.638	.898
FQ12	58.37	36.534	.628	.898
FQ13	58.23	37.005	.660	.897
FQ14	58.29	39.387	.275	.914

Validitas dan Reliabilitas Kualitas Fungsional 14 dihilangkan :

Reliability Statistics

Cronbach's Alpha	N of Items
.914	13

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
FQ1	53.97	33.323	.627	.908
FQ2	53.71	33.504	.720	.904
FQ3	53.91	34.257	.576	.910
FQ4	53.71	35.328	.565	.910
FQ5	53.86	32.479	.711	.904
FQ6	53.86	33.597	.655	.906
FQ7	53.69	33.810	.631	.907
FQ8	53.69	33.987	.790	.903
FQ9	53.77	32.534	.744	.902
FQ10	53.80	35.400	.418	.916
FQ11	53.89	33.869	.623	.908
FQ12	53.86	33.303	.649	.907
FQ13	53.71	34.034	.645	.907

d) Kualitas Teknis

Case Processing Summary

	N	%
Valid	35	100.0
Cases Excluded ^a	0	.0
Total	35	100.0

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

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
TQ1	17.97	3.205	.599	.538
TQ2	18.54	3.314	.125	.811
TQ3	18.06	3.526	.331	.640
TQ4	18.00	3.000	.624	.513
TQ5	17.94	3.114	.672	.510

Reliability Statistics

Cronbach's Alpha	N of Items
.658	5

Validitas dan Reliabilitas Kualitas Teknis 2 dihilangkan :

Reliability Statistics

Cronbach's Alpha	N of Items
.811	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
TQ1	13.89	2.104	.588	.781
TQ3	13.97	2.087	.488	.832
TQ4	13.91	1.787	.731	.710
TQ5	13.86	1.950	.733	.716

e) **Kepuasan Pelanggan**

Reliability Statistics

Cronbach's Alpha	N of Items
.892	16

Case Processing Summary

	N	%
Valid	35	100.0
Cases Excluded ^a	0	.0
Total	35	100.0

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

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
CS1	66.94	42.879	.449	.889
CS2	66.89	41.457	.592	.884
CS3	66.74	42.844	.566	.886
CS4	66.89	42.045	.566	.885
CS5	67.00	42.765	.463	.889
CS6	67.09	41.845	.544	.886
CS7	67.00	41.471	.634	.883
CS8	67.14	40.832	.592	.884
CS9	67.20	42.224	.416	.891
CS10	67.14	40.597	.581	.884
CS11	67.03	40.146	.616	.883
CS12	66.89	41.104	.694	.881
CS13	67.06	41.232	.534	.886
CS14	67.20	39.459	.561	.886
CS15	67.00	41.412	.642	.883
CS16	67.09	41.198	.479	.889

f) Loyalitas

Case Processing Summary

	N	%
Valid	35	100.0
Cases Excluded ^a	0	.0
Total	35	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.861	8

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Loyal1	29.5714	20.723	.398	.866
loyal2	29.7714	19.770	.613	.845
loyal3	30.0000	18.529	.594	.846
loyal4	29.9429	18.526	.579	.849
loyal5	30.1714	16.911	.751	.826
loyal6	29.9429	19.703	.589	.847
loyal7	29.9143	18.963	.660	.839
loyal8	29.8857	18.810	.715	.833

LAMPIRAN C

TABEL FREKUENSI IDENTITAS RESPONDEN

a. Jenis Kelamin

Jenis Kelamin	Frekuensi	Presentase (%)
Pria	109	46.38
Wanita	126	53.62
Jumlah	235	100

b. Usia

Usia (Tahun)	Frekuensi	Presentase (%)
< 20	19	8.09
20 – 30	165	70.21
31 – 40	29	12.34
41 – 50	15	6.38
51 – 60	7	2.98
> 60	0	0
Jumlah	235	100

c. Pekerjaan

Pekerjaan	Frekuensi	Presentase (%)
Pelajar / Mahasiswa	118	50.21
Pegawai Negeri / TNI / Polri	56	23.83
Wiraswasta	36	15.32
Ibu Rumah Tangga	21	8.94
Pensiunan	4	1.70
Jumlah	235	100

d. Pendapatan

Pendapatan	Frekuensi	Presentase (%)
1.000.000 – 2.000.000	98	41.70
2.100.000 – 3.000.000	17	7.23
3.100.000 – 4.000.000	35	14.89
> 4.100.000	85	36.17
Jumlah	235	100

e. Tingkat Pendidikan

Tingkat Pendidikan	Frekuensi	Presentase (%)
SD	0	0
SMP	1	0.43
SMA / SMK	93	39.57
Diploma	33	14.04
Sarjana	87	37.02
Pasca Sarjana	21	8.94
Jumlah	235	100

LAMPIRAN D

TABEL FREKUENSI KARAKTERISTIK RESPONDEN

a. Masa Penggunaan

Masa Penggunaan	Frekuensi	Presentase (%)
< 1 Tahun	22	9.36
1 – 2 Tahun	34	14.47
2 – 3 Tahun	28	11.91
> 3 Tahun	151	64.26
Jumlah	235	100

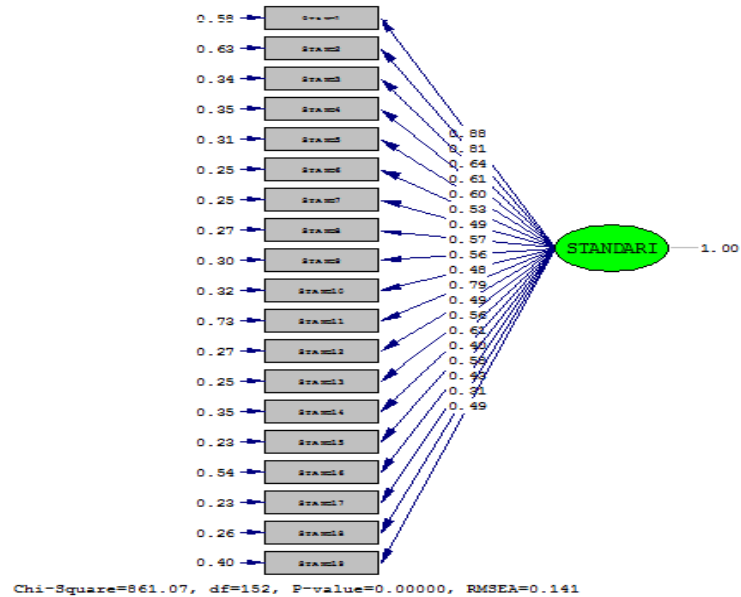
b. Jenis Layanan

Jenis Layanan	Frekuensi	Presentase (%)
Tabungan Biasa	98	41.70
Tabungan Haji / Rencana / Bisnis	42	17.87
Giro / Deposito	15	6.38
Kredit / Debit	87	37.02
ATM / Mobile Banking / Internet Banking	189	80.43
Jumlah	235	100

LAMPIRAN E

HASIL MODEL PENGUKURAN SEBELUM MODIFIKASI

a) Standarisasi



DA NI=19 NO=235 MA=CM

MO NX=19 NK=1 TD=SY

LA

LK

STAND1 STAND2 STAND3

STANDARISASI

STAND4 STAND5 STAND6

FR LX 1 1 LX 2 1 LX 3 1 LX 4 1

STAND7 STAND8 STAND9

LX 5 1 LX 6 1 LX 7 1 LX 8 1 LX 9

STAND10 STAND11 STAND12

1 LX 10 1 LX 11 1 LX 12 1 LX 13 1

STAND13 STAND14 STAND15

LX 14 1 LX 15 1 LX 16 1 LX 17 1

STAND16 STAND17 STAND18

LX 18 1 LX 19 1

STAND19

FR TD 1 1 TD 2 2 TD 3 3 TD 4 4

CM

TD 5 5 TD 6 6 TD 7 7 TD 8 8 TD 9

FI=D:\UII\LISREL\Standarisasi\ST

9 TD 10 10 TD 11 11 TD 12 12 TD

AND.COV

13 13 TD 14 14 TD 15 15 TD 16 16

SE

TD 17 17 TD 18 18 TD 19 19

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15

PD

16 17 18 19/

OU SS MI FS

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:\UII\LISREL\Standarisasi\STAN

Dy.pr2:

DA NI=19 NO=235 MA=CM

LA

STAND1 STAND2 STAND3

STAND4 STAND5 STAND6

STAND7 STAND8 STAND9

STAND10 STAND11 STAND12

STAND13 STAND14 STAND15

STAND16 STAND17 STAND18

STAND19

CM

FI=D:\UII\LISREL\Standarisasi\ST

AND.COV

SE

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15

16 17 18 19/

MO NX=19 NK=1 TD=SY

LK

STANDARISASI

FR LX 1 1 LX 2 1 LX 3 1 LX 4 1

LX 5 1 LX 6 1 LX 7 1 LX 8 1 LX 9

1 LX 10 1 LX 11 1 LX 12 1 LX 13 1

LX 14 1 LX 15 1 LX 16 1 LX 17 1

LX 18 1 LX 19 1

FR TD 1 1 TD 2 2 TD 3 3 TD 4 4

TD 5 5 TD 6 6 TD 7 7 TD 8 8 TD 9

9 TD 10 10 TD 11 11 TD 12 12 TD

13 13 TD 14 14 TD 15 15 TD 16 16

TD 17 17 TD 18 18 TD 19 19

PD

OU SS MI FS

DA NI=19 NO=235 MA=CM

Number of Input Variables 19

Number of Y - Variables 0

Number of X - Variables 19

Number of ETA - Variables 0

Number of KSI - Variables 1

Number of Observations 235

DA NI=19 NO=235 MA=CM

Covariance Matrix

STAND1	STAND2	STAND3	STAND4	STAND5	STAND6
-----	-----	-----	-----	-----	-----
	----	-----			
STAND1	1.35				
STAND2	0.75	1.28			
STAND3	0.57	0.69	0.75		
STAND4	0.53	0.51	0.41		
	0.72				
STAND5	0.50	0.43	0.39		
	0.54	0.67			
STAND6	0.43	0.48	0.35		
	0.28	0.28	0.53		
STAND7	0.40	0.39	0.30		
	0.28	0.29	0.38		
STAND8	0.49	0.48	0.45		
	0.37	0.36	0.33		
STAND9	0.51	0.45	0.34		
	0.36	0.36	0.30		
STAND10	0.45	0.39	0.33		
	0.24	0.23	0.26		
STAND11	0.77	0.57	0.39		
	0.49	0.53	0.42		
STAND12	0.43	0.38	0.31		
	0.24	0.24	0.25		

STAND13	STAND14	STAND15	STAND16	STAND17	STAND18	STAND19
	0.25	0.28	0.33			
STAND13	0.55	0.45	0.35			
	0.41	0.38	0.31			
STAND14	0.51	0.51	0.36			
	0.27	0.30	0.26			
STAND15	0.23	0.21	0.21			
	0.53	0.44	0.41			
STAND16	0.21	0.28	0.33			
	0.42	0.26	0.19			
STAND17	0.28	0.33	0.20			
	0.22	0.20	0.17			
STAND18	0.20	0.23	0.12			
	0.42	0.30	0.25			
STAND19	0.35	0.32	0.20			

Covariance Matrix

STAND7	STAND8	STAND9	STAND10	STAND11	STAND12
-----	-----	-----	-----	-----	-----
	----	-----			
STAND7	0.49				
STAND8	0.25	0.60			
STAND9	0.26	0.37	0.62		
STAND10	0.21	0.30	0.25		
	0.55				
STAND11	0.35	0.38	0.42		
	0.40	1.35			
STAND12	0.23	0.28	0.25		
	0.29	0.35	0.51		

STAND13	0.31	0.33	0.25	STAND19	0.26	0.32	0.22
	0.27	0.48	0.39		0.23	0.34	0.29
STAND14	0.29	0.30	0.33				
	0.29	0.48	0.34				
STAND15	0.21	0.22	0.19				
	0.21	0.31	0.22				
STAND16	0.29	0.33	0.29				
	0.35	0.50	0.34				
STAND17	0.20	0.21	0.27				
	0.20	0.40	0.18				
STAND18	0.10	0.15	0.20				
	0.15	0.31	0.10				
STAND19	0.24	0.24	0.32				
	0.17	0.45	0.16				

Covariance Matrix

STAND19

STAND19 0.64

DA NI=19 NO=235 MA=CM

Parameter Specifications

LAMBDA-X

Covariance Matrix

STANDARI

STAND13	STAND14	STAND15		
STAND16	STAND17	STAND18		
-----	-----	-----	-----	----
	----	-----		
	STAND13	0.56		
	STAND14	0.30	0.72	
STAND15	0.23	0.33	0.39	
STAND16	0.30	0.40	0.32	
		0.88		
STAND17	0.23	0.23	0.17	
	0.30	0.42		
STAND18	0.18	0.22	0.14	
	0.13	0.22	0.36	

STAND1	1
STAND2	2
STAND3	3
STAND4	4
STAND5	5
STAND6	6
STAND7	7
STAND8	8
STAND9	9
STAND10	10
STAND11	11
STAND12	12
STAND13	13

STAND14	14	32	33	34	35	36
STAND15	15			37		
STAND16	16					
STAND17	17			THETA-DELTA		
STAND18	18					
STAND19	19			STAND19		

THETA-DELTA

38

STAND1	STAND2	STAND3
STAND4	STAND5	STAND6

DA NI=19 NO=235 MA=CM

Number of Iterations = 9

20	21	22	23	24
		25		

LISREL Estimates (Maximum Likelihood)

THETA-DELTA

LAMBDA-X

STAND7	STAND8	STAND9
STAND10	STAND11	STAND12

26	27	28	29	30
		31		

STANDARI

STAND1	0.88
	(0.07)
	13.37
STAND2	0.81
	(0.07)
	12.34

THETA-DELTA

STAND13	STAND14	STAND15
STAND16	STAND17	STAND18

--	--	--

STAND3	0.64
	(0.05)
	13.06
STAND4	0.61
	(0.05)

12.38		STAND15	0.40
STAND5	0.60	(0.04)	
(0.05)		10.91	
12.92		STAND16	0.58
STAND6	0.53	(0.06)	
(0.04)		10.36	
12.85		STAND17	0.43
STAND7	0.49	(0.04)	
(0.04)		11.41	
12.05		STAND18	0.31
STAND8	0.57	(0.04)	
(0.04)		8.45	
13.04		STAND19	0.49
STAND9	0.56	(0.05)	
(0.05)		10.18	
12.39			
STAND10	0.48	PHI	
(0.04)			
10.95		STANDARI	
STAND11	0.79	-----	
(0.07)		1.00	
11.63			
STAND12	0.49	THETA-DELTA	
(0.04)			
11.69		STAND1	STAND2
STAND13	0.56	STAND4	STAND5
(0.04)		-----	-----
13.21		-----	-----
STAND14	0.61	0.58	0.63
(0.05)			0.34
12.54			0.35
			0.31
			0.25

(0.06)	(0.06)	(0.03)	(0.03)					
	(0.03)	(0.02)						STAND19
10.03	10.20	10.09	10.20					-----
	10.11	10.12						0.40
								(0.04)
								10.46
								THETA-DELTA
STAND7	STAND8	STAND9						Squared Multiple Correlations for X
STAND10	STAND11	STAND12						- Variables
-----	-----	-----	-----	-----				
	----	-----						STAND1
0.25	0.27	0.30	0.32					STAND2
	0.73	0.27						STAND3
								STAND4
								STAND5
								STAND6

(0.02)	(0.03)	(0.03)	(0.03)					----
	(0.07)	(0.03)						-----
10.24	10.09	10.20	10.38					0.57
	10.30	10.29						0.51
								0.55
								0.51
								0.54
								0.54
								Squared Multiple Correlations for X
								- Variables
STAND13	STAND14	STAND15						STAND7
STAND16	STAND17	STAND18						STAND8
-----	-----	-----	-----	-----				STAND9
	----	-----						STAND10
0.25	0.35	0.23	0.54					STAND11
	0.23	0.26						STAND12

(0.02)	(0.03)	(0.02)	(0.05)					----
	(0.02)	(0.02)						-----
10.06	10.17	10.38	10.44					0.49
	10.33	10.59						0.55
								0.51
								0.42
								0.46
								0.47
								Squared Multiple Correlations for X
								- Variables
								STAND13
								STAND14
								STAND15
								STAND16
								STAND17
								STAND18
								THETA-DELTA

	----	-----	
0.56	0.52	0.42	0.39
	0.45	0.28	

Squared Multiple Correlations for X
- Variables

STAND19

0.38

Goodness of Fit Statistics

Degrees of Freedom = 152

Minimum Fit Function Chi-Square =
874.87 (P = 0.0)

Normal Theory Weighted Least
Squares Chi-Square = 861.07 (P =
0.0)

Estimated Non-centrality Parameter
(NCP) = 709.07

90 Percent Confidence Interval for
NCP = (620.60 ; 805.03)

Minimum Fit Function Value = 3.74

Population Discrepancy Function
Value (F0) = 3.03

90 Percent Confidence Interval for
F0 = (2.65 ; 3.44)

Root Mean Square Error of
Approximation (RMSEA) = 0.14
90 Percent Confidence Interval for
RMSEA = (0.13 ; 0.15)
P-Value for Test of Close Fit
(RMSEA < 0.05) = 0.00

Expected Cross-Validation Index
(ECVI) = 4.00

90 Percent Confidence Interval for
ECVI = (3.63 ; 4.41)

ECVI for Saturated Model = 1.62
ECVI for Independence Model =
40.28

Chi-Square for Independence Model
with 171 Degrees of Freedom =
9387.01

Independence AIC = 9425.01
Model AIC = 937.07

Saturated AIC = 380.00
Independence CAIC = 9509.75

Model CAIC = 1106.53
Saturated CAIC = 1227.32

Normed Fit Index (NFI) = 0.91

Non-Normed Fit Index (NNFI) =
0.91

Parsimony Normed Fit Index (PNFI)
= 0.81

Comparative Fit Index (CFI) = 0.92

Incremental Fit Index (IFI) = 0.92

Relative Fit Index (RFI) = 0.90

Critical N (CN) = 53.28

Root Mean Square Residual (RMR)

= 0.047

Standardized RMR = 0.074

Goodness of Fit Index (GFI) = 0.72

Adjusted Goodness of Fit Index

(AGFI) = 0.65

Parsimony Goodness of Fit Index

(PGFI) = 0.58

DA NI=19 NO=235 MA=CM

Modification Indices and Expected
Change

No Non-Zero Modification Indices
for LAMBDA-X

No Non-Zero Modification Indices
for PHI

Modification Indices for THETA-
DELTA

STAND1 STAND2 STAND3
STAND4 STAND5 STAND6

	-----	-----	-----	-----
			STAND1	--
			STAND2	1.35 --
		STAND3	0.23	38.25 --
		STAND4	0.03	0.63 1.73
			--	
		STAND5	1.20	4.55 0.01
			74.60	--
		STAND6	2.84	4.85 0.14
			5.63	5.26 --
		STAND7	0.88	0.01 0.15
			0.98	0.06 57.66
		STAND8	0.15	0.44 19.40
			1.10	0.41 2.43
		STAND9	0.95	0.02 1.32
			1.41	1.71 0.11
		STAND10	1.67	0.00 0.98
			4.90	10.00 0.23
			STAND11	3.87 2.21
			15.84	0.08 3.72 0.05
		STAND12	0.00	0.20 0.04
			9.33	7.73 0.32
		STAND13	6.31	0.00 0.10
			22.48	12.30 5.14
		STAND14	1.15	0.47 1.95
			2.70	0.50 1.43
			STAND15	15.69 1.11
			0.05	0.92 5.31 0.11
		STAND16	0.30	0.55 1.54
			27.32	8.32 0.34

STAND17	3.56	14.69	
27.16	0.67	17.26	6.11
STAND18	4.88	3.91	3.42
0.11	4.63	8.02	
STAND19	0.10	8.93	8.84
6.13	1.88	9.59	

STAND17	0.82	7.61	3.90
0.48	4.41	3.86	
STAND18	9.19	2.67	1.70
0.02	5.50	9.16	
STAND19	0.03	4.07	3.70
8.84	3.54	14.77	

Modification Indices for THETA-
DELTA

STAND7	STAND8	STAND9	
STAND10	STAND11	STAND12	
-----	-----	-----	-----

STAND7	--		
STAND8	3.41	--	
STAND9	0.22	7.77	--
STAND10	1.88	1.82	0.65
	--		
STAND11	1.34	7.17	0.54
	0.46	--	
STAND12	0.38	0.01	1.42
	11.33	1.28	--
STAND13	5.87	0.17	
12.09	0.04	1.99	58.10
STAND14	0.42	7.80	0.13
	0.10	0.01	4.20
STAND15	0.35	0.26	4.83
	0.53	0.12	2.87
STAND16	0.03	0.12	1.70
	6.70	0.92	5.13

Modification Indices for THETA-
DELTA

STAND13	STAND14	STAND15
STAND16	STAND17	STAND18
-----	-----	-----

STAND13	--	
STAND14	4.67	--
STAND15	0.00	25.52
STAND16	0.98	2.73
	13.55	--
STAND17	0.95	2.94
	3.96	--
STAND18	0.09	2.64
	4.54	27.46
STAND19	0.47	0.77
	3.10	48.78
		44.39

Modification Indices for THETA-
DELTA

STAND19

STAND19	--				STAND13	0.07	0.00	-0.01
						-0.10	-0.07	0.04
Expected Change for THETA-					STAND14	-0.03	0.02	-0.03
DELTA						0.04	0.02	-0.02
STAND1	STAND2	STAND3			STAND15	-0.10	-0.03	0.00
STAND4	STAND5	STAND6				-0.02	-0.04	-0.01
-----	-----	-----	-----	----	STAND16	0.02	-0.03	0.04
						-0.16	-0.08	0.01
					STAND17	0.05	-0.10	-0.10
						0.02	0.08	-0.04
STAND1	--				STAND18	-0.06	-0.05	-
STAND2	0.05	--				0.04	0.01	0.04
STAND3	0.02	0.20	--		STAND19	-0.01	-0.10	-
STAND4	-0.01	0.03	0.03			0.08	0.06	0.03
	--							-0.07
STAND5	-0.03	-0.07	0.00		Expected Change for THETA-			
	0.20	--			DELTA			
STAND6	-0.05	0.06	0.01		STAND7	STAND8	STAND9	
	-0.05	-0.04	--		STAND10	STAND11	STAND12	
STAND7	-0.03	0.00	-0.01		-----	-----	-----	-----
	-0.02	0.00	0.13					
STAND8	-0.01	0.02	0.09					
	0.02	0.01	0.03					
STAND9	0.03	0.00	-0.03		STAND7	--		
	0.03	0.03	0.01		STAND8	-0.03	--	
STAND10	0.04	0.00	0.02		STAND9	-0.01	0.06	--
	-0.05	-0.07	0.01		STAND10	-0.03	0.03	-0.02
STAND11	0.09	-0.07	-0.14			--		
	0.01	0.06	-0.01		STAND11	-0.03	-0.08	-
STAND12	0.00	-0.01	0.00			0.02	0.02	--
	-0.07	-0.06	-0.01		STAND12	-0.01	0.00	-0.02
						0.07	-0.03	--

STAND13	0.04	0.01	-0.07
	0.00	0.04	0.14
STAND14	-0.01	-0.06	-
	0.01	-0.01	0.00
STAND15	0.01	-0.01	-0.04
	0.01	-0.01	0.03
STAND16	0.00	-0.01	-0.04
	0.07	0.04	0.06
STAND17	-0.01	-0.05	0.04
	-0.01	0.06	-0.03
STAND18	-0.05	-0.03	0.02
	0.00	0.07	-0.05
STAND19	0.00	-0.05	0.05
	-0.07	0.07	-0.09

STAND19	-0.01	0.02	0.03
	-0.06	0.14	0.14

Expected Change for THETA-
DELTA

STAND19

STAND19 --

Maximum Modification Index is
74.60 for Element (5, 4) of THETA-
DELTA

DA NI=19 NO=235 MA=CM

Expected Change for THETA-
DELTA

Factor Scores Regressions

STAND13	STAND14	STAND15
STAND16	STAND17	STAND18
-----	-----	-----
	----	-----
STAND13	--	
STAND14	-0.04	--
STAND15	0.00	0.10
STAND16	-0.03	0.05
	--	
STAND17	-0.02	-0.03
	0.01	0.05
STAND18	0.01	0.03
	-0.05	0.09

KSI		
STAND1	STAND2	STAND3
STAND4	STAND5	STAND6
-----	-----	-----
	----	-----
STANDARI	0.08	0.07
0.10	0.09	0.10
		0.11

KSI		
STAND7	STAND8	STAND9
STAND10	STAND11	STAND12

STANDARI	0.10	0.11
0.10	0.08	0.06
	0.09	

KSI

STAND13	STAND14	STAND15
STAND16	STAND17	STAND18

STANDARI	0.12	0.09
0.09	0.06	0.10
	0.06	

KSI

STAND19

STANDARI	0.06
----------	------

DA NI=19 NO=235 MA=CM

Standardized Solution

LAMBDA-X

STANDARI

STAND1	0.88
STAND2	0.81
STAND3	0.64
STAND4	0.61
STAND5	0.60
STAND6	0.53
STAND7	0.49
STAND8	0.57
STAND9	0.56
STAND10	0.48
STAND11	0.79
STAND12	0.49
STAND13	0.56
STAND14	0.61
STAND15	0.40
STAND16	0.58
STAND17	0.43
STAND18	0.31
STAND19	0.49

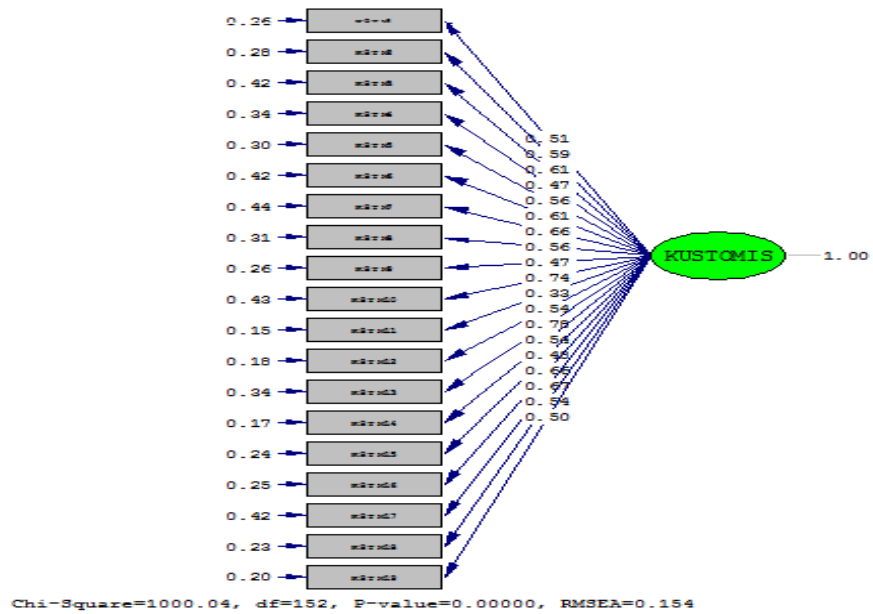
PHI

STANDARI

1.00

Time used: 0.016 Seconds

b) Kustomisasi



DA NI=19 NO=235 MA=CM

LA

KSTM1 KSTM2 KSTM3 KSTM4

KSTM5 KSTM6 KSTM7 KSTM8

KSTM9 KSTM10 KSTM11

KSTM12 KSTM13 KSTM14

KSTM15 KSTM16 KSTM17

KSTM18 KSTM19

CM

FI=D:\UII\LISREL\Kustomisasi\KU

STOM.COV

SE

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15

16 17 18 19/

MO NX=19 NK=1 TD=SY

LK

KUSTOMISASI

FR LX 1 1 LX 2 1 LX 3 1 LX 4 1

LX 5 1 LX 6 1 LX 7 1 LX 8 1 LX 9

1 LX 10 1 LX 11 1 LX 12 1 LX 13 1

LX 14 1 LX 15 1 LX 16 1 LX 17 1

LX 18 1 LX 19 1

FR TD 1 1 TD 2 2 TD 3 3 TD 4 4

TD 5 5 TD 6 6 TD 7 7 TD 8 8 TD 9

9 TD 10 10 TD 11 11 TD 12 12 TD

13 13 TD 14 14 TD 15 15 TD 16 16

TD 17 17 TD 18 18 TD 19 19

PD OU MI SS FS

L I S R E L 8.80

BY

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The following lines were read from
file

D:\UII\LISREL\Kustomisasi\KUST

OMu.pr2:

DA NI=19 NO=235 MA=CM

LA

KSTM1 KSTM2 KSTM3 KSTM4

KSTM5 KSTM6 KSTM7 KSTM8

KSTM9 KSTM10 KSTM11

KSTM12 KSTM13 KSTM14

KSTM15 KSTM16 KSTM17

KSTM18 KSTM19

CM

FI=D:\UII\LISREL\Kustomisasi\KU

STOM.COV

SE

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15

16 17 18 19/

MO NX=19 NK=1 TD=SY

LK

KUSTOMISASI

FR LX 1 1 LX 2 1 LX 3 1 LX 4 1

LX 5 1 LX 6 1 LX 7 1 LX 8 1 LX 9

1 LX 10 1 LX 11 1 LX 12 1 LX 13 1

LX 14 1 LX 15 1 LX 16 1 LX 17 1

LX 18 1 LX 19 1

FR TD 1 1 TD 2 2 TD 3 3 TD 4 4

TD 5 5 TD 6 6 TD 7 7 TD 8 8 TD 9

9 TD 10 10 TD 11 11 TD 12 12 TD

13 13 TD 14 14 TD 15 15 TD 16 16

TD 17 17 TD 18 18 TD 19 19

PD

OU MI SS FS

DA NI=19 NO=235 MA=CM

Number of Input Variables 19

Number of Y - Variables 0

Number of X - Variables 19

Number of ETA - Variables 0

Number of KSI - Variables 1

Number of Observations 235

DA NI=19 NO=235 MA=CM

Covariance Matrix

KSTM1	KSTM2	KSTM3	KSTM4	KSTM5	KSTM6
0.52					
0.43	0.62				
0.39	0.46	0.79			
0.28	0.34	0.48			
0.56					
0.28	0.38	0.52			
0.45	0.62				
0.32	0.29	0.32			
0.28	0.40	0.79			
0.32	0.40	0.33			
0.30	0.37	0.52			
0.27	0.33	0.36			
0.26	0.30	0.38			
0.21	0.28	0.27			
0.16	0.24	0.24			
0.31	0.39	0.43			
0.31	0.39	0.42			
0.17	0.14	0.19			
0.17	0.17	0.20			

KSTM12	0.29	0.29	0.30
	0.23	0.28	0.35
KSTM13	0.38	0.49	0.45
	0.34	0.36	0.43
KSTM14	0.24	0.28	0.31
	0.20	0.28	0.32
KSTM15	0.23	0.27	0.26
	0.17	0.23	0.32
KSTM16	0.31	0.38	0.34
	0.32	0.39	0.39
KSTM17	0.30	0.31	0.34
	0.29	0.38	0.39
KSTM18	0.29	0.34	0.28
	0.22	0.26	0.32
KSTM19	0.25	0.27	0.26
	0.20	0.27	0.33

Covariance Matrix

KSTM7	KSTM8	KSTM9	KSTM10	KSTM11	KSTM12
0.87					
0.47	0.62				
0.30	0.30	0.48			
0.41	0.42	0.44			
0.98					
0.22	0.19	0.13			
0.35	0.25				

KSTM12	0.33	0.32	0.24
	0.48	0.23	0.48
KSTM13	0.55	0.47	0.35
	0.58	0.26	0.40
KSTM14	0.36	0.28	0.28
	0.40	0.16	0.30
KSTM15	0.31	0.28	0.23
	0.38	0.11	0.28
KSTM16	0.46	0.31	0.31
	0.44	0.18	0.32
KSTM17	0.42	0.35	0.29
	0.53	0.25	0.38
KSTM18	0.35	0.28	0.27
	0.38	0.15	0.27
KSTM19	0.29	0.25	0.26
	0.38	0.17	0.30

KSTM19	0.34	0.25	0.22
	0.32	0.42	0.34

Covariance Matrix

KSTM19

KSTM19 0.45

DA NI=19 NO=235 MA=CM

Parameter Specifications

LAMBDA-X

KUSTOMIS

KSTM1	1
KSTM2	2
KSTM3	3
KSTM4	4
KSTM5	5
KSTM6	6
KSTM7	7
KSTM8	8
KSTM9	9
KSTM10	10
KSTM11	11
KSTM12	12
KSTM13	13
KSTM14	14

Covariance Matrix

KSTM13	KSTM14	KSTM15
KSTM16	KSTM17	KSTM18

KSTM13 0.96

KSTM14 0.52 0.46

KSTM15 0.42 0.31 0.47

KSTM16 0.55 0.40 0.37

0.69

KSTM17 0.46 0.36 0.27

0.49 0.87

KSTM18 0.44 0.28 0.24

0.39 0.47 0.52

KSTM15 15
 KSTM16 16
 KSTM17 17
 KSTM18 18
 KSTM19 19

THETA-DELTA

KSTM19

38

THETA-DELTA

DA NI=19 NO=235 MA=CM

KSTM1 KSTM2 KSTM3
 KSTM4 KSTM5 KSTM6

Number of Iterations = 20

20 21 22 23 24

25

THETA-DELTA

LISREL Estimates (Maximum Likelihood)

LAMBDA-X

KSTM7 KSTM8 KSTM9
 KSTM10 KSTM11 KSTM12

KUSTOMIS

26 27 28 29 30

31

THETA-DELTA

KSTM1 0.51

(0.04)

12.31

KSTM2 0.59

(0.04)

13.18

KSTM3 0.61

(0.05)

11.79

KSTM4 0.47

(0.04)

10.59

KSTM5 0.56

KSTM13 KSTM14 KSTM15
 KSTM16 KSTM17 KSTM18

32 33 34 35 36

37

(0.05)		12.20			
12.50		KSTM16	0.66		
KSTM6	0.61	(0.05)			
(0.05)		14.48			
11.79		KSTM17	0.67		
KSTM7	0.66	(0.05)			
(0.05)		12.53			
12.23		KSTM18	0.54		
KSTM8	0.56	(0.04)			
(0.05)		13.42			
12.39		KSTM19	0.50		
KSTM9	0.47	(0.04)			
(0.04)		13.14			
11.51					
KSTM10	0.74	PHI			
(0.06)					
13.28		KUSTOMIS			
KSTM11	0.33	-----			
(0.03)		1.00			
10.96					
KSTM12	0.54	THETA-DELTA			
(0.04)					
14.28		KSTM1	KSTM2	KSTM3	
KSTM13	0.78	KSTM4	KSTM5	KSTM6	
(0.05)		-----	-----	-----	-----
14.72			----	-----	
KSTM14	0.54	0.26	0.28	0.42	0.34
(0.04)			0.30	0.42	
14.55		(0.03)	(0.03)	(0.04)	(0.03)
KSTM15	0.48		(0.03)	(0.04)	
(0.04)					

10.32	10.21	10.38	10.49	-----				
	10.30	10.38			0.20			
	THETA-DELTA				(0.02)			
					10.21			
KSTM7	KSTM8	KSTM9		Squared Multiple Correlations for X				
KSTM10	KSTM11	KSTM12		- Variables				
-----	-----	-----	-----	-----				
	----	-----		KSTM1	KSTM2	KSTM3		
0.44	0.31	0.26	0.43	KSTM4	KSTM5	KSTM6		
	0.15	0.18		-----	-----	-----	-----	----
(0.04)	(0.03)	(0.03)	(0.04)		----	-----		
	(0.01)	(0.02)		0.50	0.55	0.47	0.40	
10.33	10.31	10.41	10.19		0.51	0.47		
	10.46	10.02						
	THETA-DELTA			Squared Multiple Correlations for X				
				- Variables				
KSTM13	KSTM14	KSTM15		KSTM7	KSTM8	KSTM9		
KSTM16	KSTM17	KSTM18		KSTM10	KSTM11	KSTM12		
-----	-----	-----	-----	-----	-----	-----	-----	----
	----	-----			----	-----		
0.34	0.17	0.24	0.25	0.50	0.51	0.45	0.56	
	0.42	0.23			0.42	0.62		
(0.03)	(0.02)	(0.02)	(0.03)	Squared Multiple Correlations for X				
	(0.04)	(0.02)		- Variables				
9.92	9.96	10.34	9.98					
	10.30	10.17		KSTM13	KSTM14	KSTM15		
	THETA-DELTA			KSTM16	KSTM17	KSTM18		
				-----	-----	-----	-----	----
					----	-----		
	KSTM19							

0.64	0.63	0.49	0.63	P-Value for Test of Close Fit
	0.51	0.57		(RMSEA < 0.05) = 0.00
Squared Multiple Correlations for X				Expected Cross-Validation Index
- Variables				(ECVI) = 4.60
KSTM19				90 Percent Confidence Interval for
-----				ECVI = (4.19 ; 5.04)
0.55				ECVI for Saturated Model = 1.62
Goodness of Fit Statistics				ECVI for Independence Model =
				48.47
Degrees of Freedom = 152				Chi-Square for Independence Model
Minimum Fit Function Chi-Square =				with 171 Degrees of Freedom =
1046.09 (P = 0.0)				11303.31
Normal Theory Weighted Least				Independence AIC = 11341.31
Squares Chi-Square = 1000.04 (P =				Model AIC = 1076.04
0.0)				Saturated AIC = 380.00
Estimated Non-centrality Parameter				Independence CAIC = 11426.04
(NCP) = 848.04				Model CAIC = 1245.51
90 Percent Confidence Interval for				Saturated CAIC = 1227.32
NCP = (751.74 ; 951.82)				Normed Fit Index (NFI) = 0.91
Minimum Fit Function Value = 4.47				Non-Normed Fit Index (NNFI) =
Population Discrepancy Function				0.91
Value (F0) = 3.62				Parsimony Normed Fit Index (PNFI)
90 Percent Confidence Interval for				= 0.81
F0 = (3.21 ; 4.07)				Comparative Fit Index (CFI) = 0.92
Root Mean Square Error of				Incremental Fit Index (IFI) = 0.92
Approximation (RMSEA) = 0.15				Relative Fit Index (RFI) = 0.90
90 Percent Confidence Interval for				Critical N (CN) = 44.73
RMSEA = (0.15 ; 0.16)				

Root Mean Square Residual (RMR)	KSTM5	0.31	8.45	59.92
= 0.045		88.35	--	
Standardized RMR = 0.072	KSTM6	0.41	8.86	3.96
Goodness of Fit Index (GFI) = 0.69		0.09	7.19	--
Adjusted Goodness of Fit Index	KSTM7	0.54	0.27	6.67
(AGFI) = 0.61		0.18	0.05	19.32
Parsimony Goodness of Fit Index	KSTM8	0.40	0.02	0.93
(PGFI) = 0.55		0.01	0.61	2.90
DA NI=19 NO=235 MA=CM	KSTM9	2.58	0.35	0.29
		11.17	2.16	3.96
Modification Indices and Expected	KSTM10	11.24	5.45	0.67
Change		3.17	2.03	1.46
No Non-Zero Modification Indices	KSTM11	0.04	14.94	0.08
for LAMBDA-X		0.66	1.08	0.00
	KSTM12	1.69	4.79	2.47
		3.57	4.64	0.79
No Non-Zero Modification Indices	KSTM13	1.32	2.05	1.26
for PHI		1.90	18.29	4.77
Modification Indices for THETA-	KSTM14	8.20	7.97	1.83
DELTA		14.03	2.33	0.39
	KSTM15	0.66	1.08	3.58
		8.92	5.89	2.67
KSTM1 KSTM2 KSTM3	KSTM16	1.74	0.54	8.11
KSTM4 KSTM5 KSTM6		0.11	0.72	0.11
-----	KSTM17	4.18	14.72	6.94
-----		1.07	0.11	0.39
-----	KSTM18	0.83	1.82	6.55
KSTM1 --		4.46	7.47	0.23
KSTM2 60.25 --	KSTM19	0.07	2.41	5.08
KSTM3 14.72 24.87 --		5.84	0.81	2.30
KSTM4 3.87 10.52 65.78				
--				

-----	-----	-----	-----	-----	KSTM17	-0.05	-0.09	-0.08		
	----	-----				-0.03	0.01	-0.02		
		KSTM1	--		KSTM18	0.02	0.02	-0.05		
		KSTM2	0.14	--		-0.04	-0.05	-0.01		
		KSTM3	0.09	0.12	--	KSTM19	0.00	-0.03	-0.05	
		KSTM4	0.04	0.07	0.21		-0.04	-0.02	0.03	
			--							
		KSTM5	-0.01	0.06	0.19	Expected Change for THETA-				
			0.20	--		DELTA				
		KSTM6	0.01	-0.07	-0.06	KSTM7	KSTM8	KSTM9		
			-0.01	0.07	--	KSTM10	KSTM11	KSTM12		
		KSTM7	-0.02	0.01	-0.08	-----	-----	-----		
			-0.01	-0.01	0.13					
		KSTM8	-0.01	0.00	0.02	----	-----			
			0.00	-0.02	0.04		KSTM7	--		
		KSTM9	-0.03	0.01	-0.01		KSTM8	0.11	--	
			-0.07	-0.03	-0.04		KSTM9	-0.01	0.04	--
		KSTM10	-0.08	-0.06	-0.02		KSTM10	-0.08	0.00	0.10
			-0.05	-0.04	-0.04			--		
		KSTM11	0.00	-0.05	0.00		KSTM11	0.00	0.01	-0.02
			0.01	-0.01	0.00			0.12	--	
		KSTM12	0.02	-0.03	-0.03		KSTM12	-0.03	0.01	-0.01
			-0.03	-0.04	0.02			0.09	0.06	--
		KSTM13	-0.02	0.03	-0.03		KSTM13	0.04	0.03	-0.02
			-0.03	-0.10	-0.06			-0.01	0.01	-0.04
		KSTM14	-0.04	-0.04	-0.03		KSTM14	0.01	-0.03	0.03
			-0.06	-0.02	-0.01			0.00	-0.02	0.00
		KSTM15	-0.01	-0.02	-0.04		KSTM15	-0.01	0.01	0.00
			-0.06	-0.04	0.04			0.03	-0.05	0.02
		KSTM16	-0.02	-0.01	-0.06		KSTM16	0.03	-0.06	0.00
			0.01	0.02	-0.01			-0.06	-0.04	-0.04

KSTM17	-0.02	-0.03	-0.03
	0.04	0.04	0.02
KSTM18	-0.01	-0.02	0.02
	-0.03	-0.03	-0.03
KSTM19	-0.04	-0.03	0.03
	0.01	0.01	0.03

Maximum Modification Index is
88.35 for Element (5, 4) of THETA-
DELTA
DA NI=19 NO=235 MA=CM

Expected Change for THETA-
DELTA

KSTM13	KSTM14	KSTM15
KSTM16	KSTM17	KSTM18

KSTM13	--		
KSTM14	0.12	--	
KSTM15	0.04	0.05	--
KSTM16	0.05	0.05	0.06
	--		
KSTM17	-0.08	0.00	-0.05
	0.05	--	
KSTM18	0.01	-0.02	-0.02
	0.03	0.11	--
KSTM19	-0.05	-0.02	-0.02
	0.00	0.09	0.08

Expected Change for THETA-
DELTA

KSTM19	--

KSTM19	--

Factor Scores Regressions
KSI

KSTM1	KSTM2	KSTM3
KSTM4	KSTM5	KSTM6

KUSTOMIS	0.09	0.09	
0.06	0.06	0.08	0.06

KSI

KSTM7	KSTM8	KSTM9
KSTM10	KSTM11	KSTM12

KUSTOMIS	0.07	0.08	
0.08	0.07	0.10	0.13

KSI

KSTM13	KSTM14	KSTM15
KSTM16	KSTM17	KSTM18

```

-----
      ----
KUSTOMIS  0.10  0.14
0.09    0.11  0.07  0.10

```

KSI

KSTM19

```

-----
KUSTOMIS  0.11

```

DA NI=19 NO=235 MA=CM

Standardized Solution

LAMBDA-X

KUSTOMIS

```

-----
KSTM1  0.51
KSTM2  0.59
KSTM3  0.61
KSTM4  0.47
KSTM5  0.56

```

```

KSTM6  0.61
KSTM7  0.66
KSTM8  0.56
KSTM9  0.47
KSTM10 0.74
KSTM11 0.33
KSTM12 0.54
KSTM13 0.78
KSTM14 0.54
KSTM15 0.48
KSTM16 0.66
KSTM17 0.67
KSTM18 0.54
KSTM19 0.50

```

PHI

KUSTOMIS

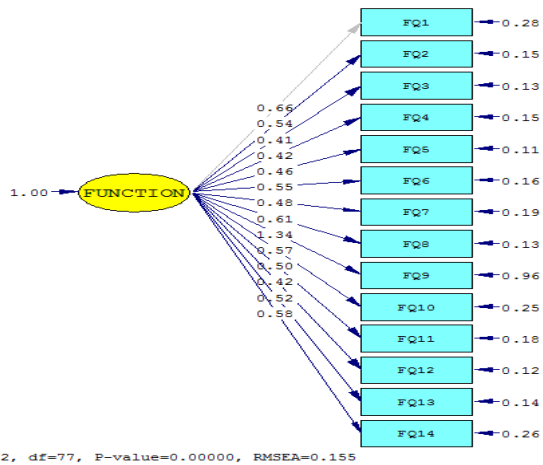
```

-----
1.00

```

Time used: 0.047 Seconds

c) Kualitas Fungsional



UJI VALIDITAS KUALITAS
 FUNGSIONAL
 DA NI=14 NO=235 MA=CM
 LA
 FQ1 FQ2 FQ3 FQ4 FQ5 FQ6 FQ7
 FQ8 FQ9 FQ10 FQ11 FQ12 FQ13
 FQ14
 CM
 FI=D:\UII\LISREL\FQ\FQ.COV
 SE
 1 2 3 4 5 6 7 8 9 10 11 12 13 14/
 MO NY=14 NE=1 LY=FU,FI
 TE=SY,FI PS=DI

LE
 FUNCTIONAL QUALITY
 FR LY 1 1 LY 2 1 LY 3 1 LY 4 1
 LY 5 1 LY 6 1 LY 7 1 LY 8 1 LY 9
 1 LY 10 1 LY 11 1 LY 12 1 LY 13 1
 LY 14 1
 FR TE 1 1 TE 2 2 TE 3 3 TE 4 4 TE
 5 5 TE 6 6 TE 7 7 TE 8 8 TE 9 9 TE
 10
 10 TE 11 11 TE 12 12 TE 13 13 TE
 14 14
 PD
 OU MI FS SS

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:\UII\LISREL\FQ\FQy.pr2:

DA NI=14 NO=235 MA=CM
 LA
 FQ1 FQ2 FQ3 FQ4 FQ5 FQ6 FQ7
 FQ8 FQ9 FQ10 FQ11 FQ12 FQ13
 FQ14
 CM
 FI=D:\UII\LISREL\FQ\FQ.COV
 SE
 1 2 3 4 5 6 7 8 9 10 11 12 13 14/
 MO NY=14 NE=1 LY=FU,FI
 TE=SY,FI PS=DI
 LE
 FUNCTIONAL QUALITY
 FR LY 1 1 LY 2 1 LY 3 1 LY 4 1
 LY 5 1 LY 6 1 LY 7 1 LY 8 1 LY 9
 1 LY 10 1 LY 11 1 LY 12 1 LY 13 1
 LY 14 1
 FR TE 1 1 TE 2 2 TE 3 3 TE 4 4 TE
 5 5 TE 6 6 TE 7 7 TE 8 8 TE 9 9 TE
 10 10 TE 11 11 TE 12 12 TE 13 13
 TE 14 14
 PD
 OU MI FS SS
 DA NI=14 NO=235 MA=CM

Number of Input Variables 14
 Number of Y - Variables 14
 Number of X - Variables 0
 Number of ETA - Variables 1
 Number of KSI - Variables 0
 Number of Observations 235

DA NI=14 NO=235 MA=CM

Covariance Matrix

FQ1	FQ2	FQ3	FQ4
	FQ5	FQ6	
-----	-----	-----	-----
	----	-----	
	FQ1	0.73	
	FQ2	0.39	0.45
FQ3	0.30	0.22	0.29
FQ4	0.28	0.25	0.20
		0.32	
FQ5	0.33	0.25	0.22
	0.23	0.32	
FQ6	0.31	0.29	0.25
	0.22	0.26	0.47
FQ7	0.26	0.25	0.22
	0.23	0.21	0.33
FQ8	0.41	0.34	0.23
	0.25	0.27	0.35
FQ9	0.86	0.68	0.43
	0.48	0.61	0.69

FQ10	0.37	0.29	0.22
	0.21	0.23	0.32
FQ11	0.32	0.27	0.18
	0.19	0.23	0.27
FQ12	0.30	0.23	0.19
	0.14	0.19	0.24
FQ13	0.36	0.27	0.19
	0.21	0.22	0.25
FQ14	0.36	0.31	0.20
	0.27	0.25	0.33

Covariance Matrix

FQ7	FQ8	FQ9	FQ10
	FQ11	FQ12	
-----	-----	-----	-----
	----	-----	
	FQ7	0.42	
	FQ8	0.32	0.50
FQ9	0.62	0.94	2.75
FQ10	0.26	0.31	0.88
		0.57	
FQ11	0.20	0.29	0.72
	0.35	0.44	
FQ12	0.19	0.23	0.51
	0.23	0.25	0.30
FQ13	0.22	0.31	0.73
	0.29	0.28	0.26
FQ14	0.27	0.36	0.82
	0.37	0.29	0.22

Covariance Matrix

FQ13	FQ14
------	------

FQ13	0.40
------	------

FQ14	0.35	0.60
------	------	------

DA NI=14 NO=235 MA=CM

Parameter Specifications

LAMBDA-Y

FUNCTION

FQ1	0
-----	---

FQ2	1
-----	---

FQ3	2
-----	---

FQ4	3
-----	---

FQ5	4
-----	---

FQ6	5
-----	---

FQ7	6
-----	---

FQ8	7
-----	---

FQ9	8
-----	---

FQ10	9
------	---

FQ11	10
------	----

FQ12	11
------	----

FQ13	12
------	----

FQ14	13
------	----

PSI

FUNCTION

14

THETA-EPS

FQ1	FQ2	FQ3	FQ4
	FQ5	FQ6	

15	16	17	18	19
		20		

THETA-EPS

FQ7	FQ8	FQ9	FQ10
	FQ11	FQ12	

21	22	23	24	25
		26		

THETA-EPS

FQ13	FQ14
------	------

27	28
----	----

DA NI=14 NO=235 MA=CM

Number of Iterations = 11

LISREL Estimates (Maximum Likelihood)

LAMBDA-Y
FUNCTION

FQ1	0.66
FQ2	0.54
	(0.04)
	13.83
FQ3	0.41
	(0.03)
	12.64
FQ4	0.42
	(0.03)
	12.29
FQ5	0.46
	(0.03)
	13.96
FQ6	0.55
	(0.04)
	13.79
FQ7	0.48
	(0.04)
	12.30
FQ8	0.61
	(0.04)
	14.98
FQ9	1.34
	(0.10)
	13.72
FQ10	0.57
	(0.05)
	12.55

FQ11	0.50	-----	-----	-----	-----	-----
	(0.04)			----	-----	
	12.74	0.28	0.15	0.13	0.15	
FQ12	0.42		0.11	0.16		
	(0.03)	(0.03)	(0.02)	(0.01)	(0.01)	
	12.84		(0.01)	(0.02)		
FQ13	0.52	10.09	9.91	10.19	10.25	
	(0.04)		9.88	9.93		
	13.82		THETA-EPS			
FQ14	0.58					
	(0.05)	FQ7	FQ8	FQ9	FQ10	
	12.53		FQ11	FQ12		

Covariance Matrix of ETA

		-----	-----		
		0.19	0.13	0.96	0.25
FUNCTION			0.18	0.12	
	-----	(0.02)	(0.01)	(0.10)	(0.02)
	1.00		(0.02)	(0.01)	
		10.25	9.46	9.95	10.21
PSI			10.18	10.16	
FUNCTION			THETA-EPS		
	-----		FQ13	FQ14	
	1.00				
	(0.14)		-----	-----	
	7.05		0.14	0.26	
			(0.01)	(0.03)	
THETA-EPS			9.92	10.21	

FQ1 FQ2 FQ3 FQ4 Squared Multiple Correlations for Y
 FQ5 FQ6 - Variables

FQ1	FQ2	FQ3	FQ4
	FQ5	FQ6	
-----	-----	-----	-----
	----	-----	
0.61	0.66	0.57	0.55
	0.67	0.66	

Squared Multiple Correlations for Y
- Variables

FQ7	FQ8	FQ9	FQ10
	FQ11	FQ12	
-----	-----	-----	-----
	----	-----	
0.55	0.74	0.65	0.56
	0.58	0.59	

Squared Multiple Correlations for Y
- Variables

FQ13	FQ14
-----	-----
0.66	0.56

Goodness of Fit Statistics

Degrees of Freedom = 77

Minimum Fit Function Chi-Square =
552.41 (P = 0.0)

Normal Theory Weighted Least
Squares Chi-Square = 507.12 (P =
0.0)

Estimated Non-centrality Parameter
(NCP) = 430.12

90 Percent Confidence Interval for
NCP = (362.61 ; 505.12)

Minimum Fit Function Value = 2.36
Population Discrepancy Function
Value (F0) = 1.84

90 Percent Confidence Interval for
F0 = (1.55 ; 2.16)

Root Mean Square Error of
Approximation (RMSEA) = 0.15

90 Percent Confidence Interval for
RMSEA = (0.14 ; 0.17)

P-Value for Test of Close Fit
(RMSEA < 0.05) = 0.00

Expected Cross-Validation Index
(ECVI) = 2.41

90 Percent Confidence Interval for
ECVI = (2.12 ; 2.73)

ECVI for Saturated Model = 0.90

ECVI for Independence Model =
34.74

Chi-Square for Independence Model
with 91 Degrees of Freedom =
8101.12

Independence AIC = 8129.12	No Non-Zero Modification Indices			
Model AIC = 563.12	for LAMBDA-Y			
Saturated AIC = 210.00				
Independence CAIC = 8191.56	No Non-Zero Modification Indices			
Model CAIC = 687.99	for PSI			
Saturated CAIC = 678.26				
Normed Fit Index (NFI) = 0.93	Modification Indices for THETA-			
Non-Normed Fit Index (NNFI) =	EPS			
0.93	FQ1	FQ2	FQ3	FQ4
Parsimony Normed Fit Index (PNFI)		FQ5	FQ6	
= 0.79	-----	-----	-----	----
Comparative Fit Index (CFI) = 0.94		----	-----	
Incremental Fit Index (IFI) = 0.94		FQ1	--	
Relative Fit Index (RFI) = 0.92		FQ2	5.42	--
		FQ3	5.31	0.01
Critical N (CN) = 47.08	FQ4	0.12	7.98	11.31
Root Mean Square Residual (RMR)				-
= 0.033	FQ5	4.51	0.08	21.92
Standardized RMR = 0.056		18.06	--	
Goodness of Fit Index (GFI) = 0.76	FQ6	20.45	0.22	9.75
Adjusted Goodness of Fit Index		1.07	0.07	--
(AGFI) = 0.68	FQ7	14.04	1.50	6.20
Parsimony Goodness of Fit Index		7.69	0.50	38.36
(PGFI) = 0.56	FQ8	0.01	1.34	4.09
DA NI=14 NO=235 MA=CM		1.39	0.89	1.39
Modification Indices and Expected	FQ9	0.63	3.43	33.39
Change		12.14	0.04	4.41
	FQ10	0.07	1.98	0.35
		5.16	8.14	0.84

FQ11	0.76	0.00	8.39
	6.64	0.01	0.18
FQ12	5.77	0.02	4.50
	18.35	0.93	2.24
FQ13	3.18	0.48	9.31
	0.07	5.30	14.79
FQ14	2.96	0.42	9.26
	2.84	4.76	0.12

Modification Indices for THETA-
EPS

FQ13	FQ14
-----	-----
FQ13	--
FQ14	15.38 --

Modification Indices for THETA-
EPS

FQ7	FQ8	FQ9	FQ10
	FQ11	FQ12	
-----	-----	-----	-----
	----	-----	
	FQ7	--	
	FQ8	12.83 --	
	FQ9	0.86 36.27 --	
	FQ10	0.29 10.49 19.25	
		--	
	FQ11	13.76 5.03 3.72	
		27.02 --	
	FQ12	1.86 11.66 5.49	
		0.87 19.21 --	
	FQ13	9.65 0.25 3.07	
		0.01 3.45 26.77	
	FQ14	0.51 0.37 1.81	
		7.17 0.21 4.92	

Expected Change for THETA-EPS

FQ1	FQ2	FQ3	FQ4
	FQ5	FQ6	
-----	-----	-----	-----
	----	-----	
	FQ1	--	
	FQ2	0.03 --	
	FQ3	0.03 0.00 --	
	FQ4	0.00 0.03 0.03 -	
		-	
	FQ5	0.03 0.00 0.04	
		0.04 --	
	FQ6	-0.07 -0.01 0.03 -	
		0.01 0.00 --	
	FQ7	-0.06 -0.01 0.03	
		0.03 -0.01 0.08	
	FQ8	0.00 0.01 -0.02 -	
		0.01 -0.01 0.01	
	FQ9	-0.03 -0.05 -0.14 -	
		0.09 0.00 -0.06	
	FQ10	0.00 -0.02 -0.01 -	
		0.03 -0.03 0.01	

FQ11	-0.01	0.00	-0.03	-
	0.03	0.00	-0.01	
FQ12	0.03	0.00	0.02	-
	0.04	-0.01	0.01	
FQ13	0.03	-0.01	-0.03	
	0.00	-0.02	-0.04	
FQ14	-0.03	-0.01	-0.04	
	0.02	-0.03	0.01	

Expected Change for THETA-EPS

FQ7	FQ8	FQ9	FQ10	
	FQ11	FQ12		
-----	-----	-----	-----	----
	----	-----		
	FQ7	--		
	FQ8	0.04	--	
	FQ9	-0.03	0.16	--
	FQ10	-0.01	-0.04	0.15
		--		
	FQ11	-0.05	-0.03	0.06
		0.08	--	
FQ12	-0.01	-0.03	-0.06	-
	0.01	0.05	--	
FQ13	-0.04	0.00	0.05	
	0.00	0.02	0.05	
FQ14	-0.01	0.01	0.05	
	0.05	-0.01	-0.03	

Expected Change for THETA-EPS

FQ13 FQ14

FQ13 --

FQ14 0.05 --

Maximum Modification Index is
38.36 for Element (7, 6) of THETA-
EPS

DA NI=14 NO=235 MA=CM

Factor Scores Regressions

ETA

FQ1	FQ2	FQ3	FQ4
	FQ5	FQ6	

FUNCTION	0.10	0.15
0.13	0.12	0.18

ETA

FQ7	FQ8	FQ9	FQ10
	FQ11	FQ12	

FUNCTION	0.10	0.20
0.06	0.09	0.11

ETA

	FQ13	FQ14
	-----	-----
FUNCTION	0.15	0.09

DA NI=14 NO=235 MA=CM

FUNCTION

1.00

PSI
FUNCTION

1.00

Standardized Solution

Time used: 0.016 Seconds

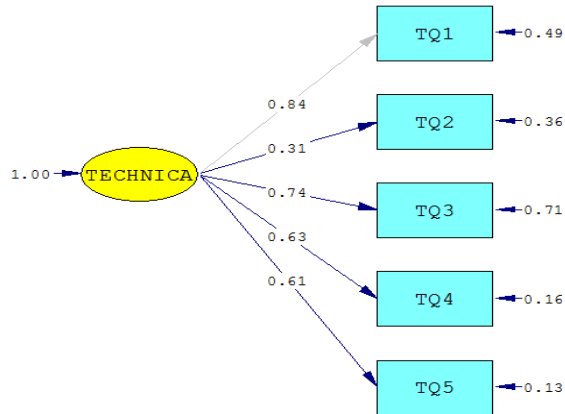
LAMBDA-Y

FUNCTION

FQ1	0.66
FQ2	0.54
FQ3	0.41
FQ4	0.42
FQ5	0.46
FQ6	0.55
FQ7	0.48
FQ8	0.61
FQ9	1.34
FQ10	0.57
FQ11	0.50
FQ12	0.42
FQ13	0.52
FQ14	0.58

Correlation Matrix of ETA

d) Kualitas Teknis



Chi-Square=14.57, df=5, P-value=0.01237, RMSEA=0.090

DA NI=5 NO=235 MA=CM

LA

TQ1 TQ2 TQ3 TQ4 TQ5

CM

FI=D:\UII\LISREL\TQ\TQ.COV

SE

1 2 3 4 5/

MO NY=5 NE=1 LY=FU,FI

TE=SY,FI PS=DI

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TECHNICAL QUALITY

FR LY 1 1 LY 2 1 LY 3 1 LY 4 1

LY 5 1

FR TE 1 1 TE 2 2 TE 3 3 TE 4 4 TE

5 5

PD

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file D:\UII\LISREL\TQ\TQy.pr2:

DA NI=5 NO=235 MA=CM
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 CM
 FI=D:\UII\LISREL\TQ\TQ.COV
 SE
 1 2 3 4 5/
 MO NY=5 NE=1 LY=FU,FI
 TE=SY,FI PS=DI
 LE
 TECHNICAL QUALITY
 FR LY 1 1 LY 2 1 LY 3 1 LY 4 1
 LY 5 1
 FR TE 1 1 TE 2 2 TE 3 3 TE 4 4 TE
 5 5
 PD
 OU MI FS SS

	TQ1	TQ2	TQ3	TQ4	TQ5
TQ1	1.21				
TQ2	0.33	0.46			
TQ3	0.60	0.27	1.26		
TQ4	0.52	0.16	0.49	0.55	
TQ5	0.52	0.18	0.44	0.39	0.50

DA NI=5 NO=235 MA=CM

Parameter Specifications

LAMBDA-Y

TECHNICA

DA NI=5 NO=235 MA=CM

Number of Input Variables 5
 Number of Y - Variables 5
 Number of X - Variables 0
 Number of ETA - Variables 1
 Number of KSI - Variables 0
 Number of Observations 235

TQ1	0
TQ2	1
TQ3	2
TQ4	3
TQ5	4

PSI

DA NI=5 NO=235 MA=CM

TECHNICA

Covariance Matrix

5

13.34

THETA-EPS

Covariance Matrix of ETA

TQ1	TQ2	TQ3	TQ4	TQ5
-----	-----	-----	-----	-----
6	7	8	9	10

TECHNICA

1.00

PSI

DA NI=5 NO=235 MA=CM

TECHNICA

Number of Iterations = 5

1.00
(0.15)
6.66

LISREL Estimates (Maximum Likelihood)

THETA-EPS

LAMBDA-Y

TECHNICA

TQ1	0.84
TQ2	0.31
	(0.05)
	6.72
TQ3	0.74
	(0.07)
	10.05
TQ4	0.63
	(0.05)
	13.09
TQ5	0.61
	(0.05)

TQ1	TQ2	TQ3	TQ4	TQ5
-----	-----	-----	-----	-----

0.49	0.36	0.71	0.16	
	0.13			
(0.06)	(0.03)	(0.07)	(0.02)	
	(0.02)			
8.73	10.46	9.72	7.13	
	6.50			

Squared Multiple Correlations for Y - Variables

TQ1	TQ2	TQ3	TQ4	TQ5
-----	-----	-----	-----	-----

0.59	0.21	0.44	0.71	
	0.75			

Goodness of Fit Statistics

Degrees of Freedom = 5

Minimum Fit Function Chi-Square =
15.15 (P = 0.0098)

Normal Theory Weighted Least
Squares Chi-Square = 14.57 (P =
0.012)

Estimated Non-centrality Parameter
(NCP) = 9.57

90 Percent Confidence Interval for
NCP = (1.72 ; 25.01)

Minimum Fit Function Value =
0.065

Population Discrepancy Function
Value (F0) = 0.041

90 Percent Confidence Interval for
F0 = (0.0074 ; 0.11)

Root Mean Square Error of
Approximation (RMSEA) = 0.090

90 Percent Confidence Interval for
RMSEA = (0.038 ; 0.15)

P-Value for Test of Close Fit
(RMSEA < 0.05) = 0.091

Expected Cross-Validation Index
(ECVI) = 0.15

90 Percent Confidence Interval for
ECVI = (0.11 ; 0.21)

ECVI for Saturated Model = 0.13

ECVI for Independence Model =
2.89

Chi-Square for Independence Model
with 10 Degrees of Freedom =
665.56

Independence AIC = 675.56
Model AIC = 34.57

Saturated AIC = 30.00

Independence CAIC = 697.86

Model CAIC = 79.17

Saturated CAIC = 96.89

Normed Fit Index (NFI) = 0.98

Non-Normed Fit Index (NNFI) =
0.97

Parsimony Normed Fit Index (PNFI)
= 0.49

Comparative Fit Index (CFI) = 0.98

Incremental Fit Index (IFI) = 0.98

Relative Fit Index (RFI) = 0.95

Critical N (CN) = 234.11

Root Mean Square Residual (RMR)
= 0.025

Standardized RMR = 0.034

Goodness of Fit Index (GFI) = 0.98

Adjusted Goodness of Fit Index
(AGFI) = 0.93

Parsimony Goodness of Fit Index
(PGFI) = 0.33

DA NI=5 NO=235 MA=CM

Modification Indices and Expected
Change

No Non-Zero Modification Indices
for LAMBDA-Y

No Non-Zero Modification Indices
for PSI

Modification Indices for THETA-
EPS

TQ1	TQ2	TQ3	TQ4
	TQ5		

	TQ1	--	
	TQ2	8.00	--
TQ3	1.07	2.17	--

TQ4	1.16	5.41	1.92	-
		-		

TQ5	0.22	1.06	1.17
	1.62	--	

Expected Change for THETA-EPS

TQ1	TQ2	TQ3	TQ4
	TQ5		

	TQ1	--	
	TQ2	0.09	--
	TQ3	-0.05	0.05
TQ4	-0.04	-0.05	0.04
		-	
TQ5	0.02	-0.02	-0.03
	0.03	--	

Maximum Modification Index is
8.00 for Element (2, 1) of THETA-
EPS

DA NI=5 NO=235 MA=CM

Factor Scores Regressions

		ETA	
TQ1	TQ2	TQ3	TQ4
	TQ5		

```

-----
-----
-----
-----
-----
TECHNICA  0.19  0.10
0.12  0.44  0.54

```

DA NI=5 NO=235 MA=CM

Standardized Solution

LAMBDA-Y

TECHNICA

```

-----
TQ1  0.84
TQ2  0.31
TQ3  0.74

```

TQ4 0.63

TQ5 0.61

Correlation Matrix of ETA

TECHNICA

```

-----
1.00

```

PSI

TECHNICA

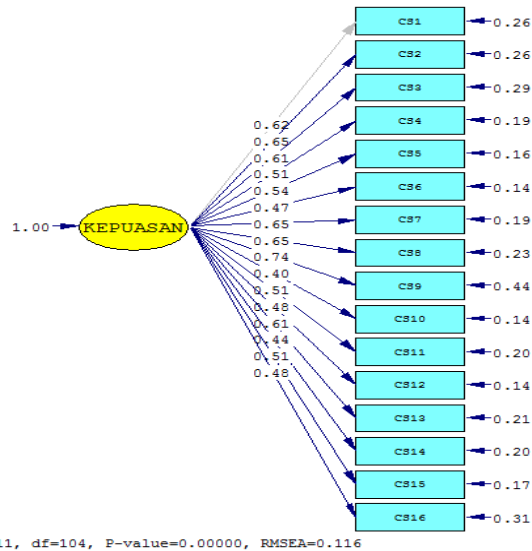
```

-----
1.00

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Time used: 0.016 Seconds

e) Kepuasan Pelanggan



DA NI=16 NO=235 MA=CM
 LA
 CS1 CS2 CS3 CS4 CS5 CS6 CS7
 CS8 CS9 CS10 CS11 CS12 CS13
 CS14 CS15 CS16
 CM FI=D:\UII\LISREL\CS\CS.COV
 SE
 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15
 16/
 MO NY=16 NE=1 LY=FU,FI
 TE=SY,FI PS=DI
 LE

KEPUASAN PELANGGAN
 FR LY 1 1 LY 2 1 LY 3 1 LY 4 1
 LY 5 1 LY 6 1 LY 7 1 LY 8 1 LY 9
 1 LY 10 1 LY 11 1 LY 12 1 LY 13 1
 LY 14 1 LY 15 1 LY 16 1
 FR TE 1 1 TE 2 2 TE 3 3 TE 4 4 TE
 5 5 TE 6 6 TE 7 7 TE 8 8 TE 9 9 TE
 10 10 TE 11 11 TE 12 12 TE 13 13
 TE 14 14 TE 15 15 TE 16 16
 PD
 OU MI FS SS

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:\UII\LISREL\CS\CSu.pr2:

DA NI=16 NO=235 MA=CM
 LA
 CS1 CS2 CS3 CS4 CS5 CS6 CS7
 CS8 CS9 CS10 CS11 CS12 CS13
 CS14 CS15 CS16
 CM FI=D:\UII\LISREL\CS\CS.COV
 SE
 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15
 16/
 MO NY=16 NE=1 LY=FU,FI
 TE=SY,FI PS=DI
 LE
 KEPUASAN PELANGGAN
 FR LY 1 1 LY 2 1 LY 3 1 LY 4 1
 LY 5 1 LY 6 1 LY 7 1 LY 8 1 LY 9
 1 LY 10 1 LY 11 1 LY 12 1 LY 13 1
 LY 14 1 LY 15 1 LY 16 1
 FR TE 1 1 TE 2 2 TE 3 3 TE 4 4 TE
 5 5 TE 6 6 TE 7 7 TE 8 8 TE 9 9 TE
 10 10 TE 11 11 TE 12 12 TE 13 13
 TE 14 14 TE 15 15 TE 16 16

PD
 OU MI FS SS
 DA NI=16 NO=235 MA=CM
 Number of Input Variables 16
 Number of Y - Variables 16
 Number of X - Variables 0
 Number of ETA - Variables 1
 Number of KSI - Variables 0
 Number of Observations 235

DA NI=16 NO=235 MA=CM

Covariance Matrix

	CS1	CS2	CS3	CS4
CS1	0.64			
CS2	0.47	0.68		
CS3	0.41	0.47	0.66	
CS4	0.30	0.37	0.35	0.46
CS5	0.33	0.32	0.35	0.27
CS6	0.28	0.32	0.31	0.24
CS7	0.39	0.40	0.38	0.34
	0.34	0.35	0.33	

CS8	0.42	0.41	0.36
	0.33	0.33	0.30
CS9	0.47	0.47	0.42
	0.37	0.39	0.31
CS10	0.22	0.25	0.20
	0.19	0.22	0.18
CS11	0.31	0.34	0.31
	0.26	0.27	0.23
CS12	0.28	0.30	0.29
	0.24	0.26	0.22
CS13	0.37	0.35	0.34
	0.30	0.30	0.26
CS14	0.30	0.26	0.23
	0.25	0.23	0.19
CS15	0.29	0.32	0.32
	0.27	0.29	0.24
CS16	0.28	0.32	0.28
	0.24	0.30	0.23

Covariance Matrix

CS7	CS8	CS9	CS10
	CS11	CS12	
-----	-----	-----	-----
	----	-----	
	CS7	0.61	
	CS8	0.51	0.65
	CS9	0.47	0.55
	CS10	0.25	0.24
		0.29	0.36

CS11	0.30	0.31	0.35
	0.22	0.46	
CS12	0.27	0.29	0.34
	0.24	0.30	0.37
CS13	0.40	0.43	0.46
	0.26	0.31	0.34
CS14	0.27	0.30	0.32
	0.13	0.22	0.21
CS15	0.35	0.30	0.39
	0.20	0.28	0.21
CS16	0.28	0.29	0.34
	0.20	0.24	0.22

Covariance Matrix

CS13	CS14	CS15	CS16
-----	-----	-----	-----
	CS13	0.58	
	CS14	0.30	0.40
	CS15	0.32	0.26
	CS16	0.27	0.22
		0.53	0.29

DA NI=16 NO=235 MA=CM

Parameter Specifications

LAMBDA-Y

KEPUASAN

CS1	0				
CS2	1				THETA-EPS
CS3	2				
CS4	3		CS7	CS8	CS9 CS10
CS5	4			CS11	CS12
CS6	5	-----	-----	-----	-----
CS7	6			----	-----
CS8	7		23	24	25 26 27
CS9	8				28
CS10	9				
CS11	10				THETA-EPS
CS12	11				
CS13	12		CS13	CS14	CS15 CS16
CS14	13		-----	-----	-----
CS15	14		29	30	31 32
CS16	15				

DA NI=16 NO=235 MA=CM

PSI

Number of Iterations = 10

KEPUASAN

LISREL Estimates (Maximum Likelihood)

16

THETA-EPS

LAMBDA-Y

CS1	CS2	CS3	CS4	
	CS5	CS6		
-----	-----	-----	-----	----
		----	-----	
17	18	19	20	21
		22		

KEPUASAN

CS1	0.62
CS2	0.65
	(0.05)
	13.01

CS3 0.61
 (0.05)
 12.28
 CS4 0.51
 (0.04)
 12.56
 CS5 0.54
 (0.04)
 13.41
 CS6 0.47
 (0.04)
 13.08
 CS7 0.65
 (0.05)
 13.95
 CS8 0.65
 (0.05)
 13.52
 CS9 0.74
 (0.06)
 12.21
 CS10 0.40
 (0.03)
 11.98
 CS11 0.51
 (0.04)
 12.41
 CS12 0.48
 (0.04)
 13.13
 CS13 0.61

(0.05)

13.34

CS14 0.44

(0.04)

11.32

CS15 0.51

(0.04)

12.92

CS16 0.48

(0.05)

10.48

Covariance Matrix of ETA

KEPUASAN

1.00

PSI

KEPUASAN

1.00

(0.14)

6.92

THETA-EPS

CS1	CS2	CS3	CS4
	CS5	CS6	

-----				CS1	CS2	CS3	CS4
	0.26	0.26	0.29		CS5	CS6	
		0.16	0.14	-----			
(0.03)	(0.03)	(0.03)	(0.02)				
		(0.02)	(0.01)	0.59	0.61	0.56	0.58
10.15	10.08	10.24	10.18		0.64	0.62	
	9.98	10.07		Squared Multiple Correlations for Y			
	THETA-EPS			- Variables			
CS7	CS8	CS9	CS10	CS7	CS8	CS9	CS10
	CS11	CS12			CS11	CS12	
-----				-----			
	0.19	0.23	0.44	0.69	0.65	0.55	0.54
		0.20	0.14		0.57	0.62	
(0.02)	(0.02)	(0.04)	(0.01)	Squared Multiple Correlations for Y			
		(0.02)	(0.01)	- Variables			
9.81	9.95	10.25	10.29	CS13	CS14	CS15	CS16
	10.21	10.06		-----			
	THETA-EPS			0.64	0.49	0.61	0.43
CS13	CS14	CS15	CS16	Goodness of Fit Statistics			
-----				Degrees of Freedom = 104			
0.21	0.20	0.17	0.31	Minimum Fit Function Chi-Square =			
(0.02)	(0.02)	(0.02)	(0.03)	479.08 (P = 0.0)			
10.00	10.38	10.11	10.48	Squared Multiple Correlations for Y			
				- Variables			

Normal Theory Weighted Least Squares Chi-Square = 430.11 (P = 0.0)	Independence AIC = 9746.26
Estimated Non-centrality Parameter (NCP) = 326.11	Model AIC = 494.11
90 Percent Confidence Interval for NCP = (265.88 ; 393.90)	Saturated AIC = 272.00
Minimum Fit Function Value = 2.05	Independence CAIC = 9817.62
Population Discrepancy Function Value (F0) = 1.39	Model CAIC = 636.82
90 Percent Confidence Interval for F0 = (1.14 ; 1.68)	Saturated CAIC = 878.50
Root Mean Square Error of Approximation (RMSEA) = 0.12	Normed Fit Index (NFI) = 0.95
90 Percent Confidence Interval for RMSEA = (0.10 ; 0.13)	Non-Normed Fit Index (NNFI) = 0.95
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.00	Parsimony Normed Fit Index (PNFI) = 0.82
Expected Cross-Validation Index (ECVI) = 2.11	Comparative Fit Index (CFI) = 0.96
90 Percent Confidence Interval for ECVI = (1.85 ; 2.40)	Incremental Fit Index (IFI) = 0.96
ECVI for Saturated Model = 1.16	Relative Fit Index (RFI) = 0.94
ECVI for Independence Model = 41.65	Critical N (CN) = 69.61
Chi-Square for Independence Model with 120 Degrees of Freedom = 9714.26	Root Mean Square Residual (RMR) = 0.024
	Standardized RMR = 0.047
	Goodness of Fit Index (GFI) = 0.81
	Adjusted Goodness of Fit Index (AGFI) = 0.76
	Parsimony Goodness of Fit Index (PGFI) = 0.62
	DA NI=16 NO=235 MA=CM
	Modification Indices and Expected Change

No Non-Zero Modification Indices for LAMBDA-Y					CS11	0.02	0.18	0.00	
						0.00	0.11	0.48	
					CS12	2.66	0.47	0.02	
No Non-Zero Modification Indices for PSI						0.50	0.13	0.41	
					CS13	0.20	9.52	3.65	
						1.76	4.85	7.52	
Modification Indices for THETA- EPS					CS14	4.25	2.28	4.58	
						2.99	0.86	2.09	
					CS15	3.19	0.49	0.03	
CS1	CS2	CS3	CS4			0.07	2.30	0.00	
	CS5	CS6			CS16	0.96	0.24	0.43	
-----	-----	-----	-----	----		0.06	10.95	0.04	
	----	-----			Modification Indices for THETA- EPS				
	CS1	--			CS7	CS8	CS9	CS10	
	CS2	17.05	--			CS11	CS12		
	CS3	4.52	17.99	--	-----	-----	-----	-----	----
CS4	2.03	7.65	6.94	-		CS7	--		
		-				CS8	46.06	--	
	CS5	0.02	6.17	1.79		CS9	0.47	12.12	--
		1.46	--			CS10	0.23	2.92	17.81
	CS6	0.51	1.21	4.11			--		
		0.59	16.05	--		CS11	6.77	4.43	2.32
	CS7	0.32	3.01	0.78			1.99	--	
		0.58	0.00	7.63		CS12	14.97	3.28	1.22
	CS8	0.86	0.44	5.84			30.21	31.95	--
		0.01	5.16	1.41		CS13	0.48	5.99	0.08
	CS9	0.60	0.13	2.31			4.15	0.01	20.51
		0.55	0.16	6.10					
CS10	4.20	0.71	13.12						
	2.02	0.41	0.09						

CS14	0.82	1.76	0.02		CS6	-0.01	0.01	0.03	-
	17.47	0.22	0.01			0.01	0.04	--	
CS15	1.37	7.58	0.40		CS7	-0.01	-0.03	-0.01	
	0.67	1.36	13.56			0.01	0.00	0.03	
CS16	4.61	1.86	0.19		CS8	0.02	-0.01	-0.04	
	1.06	0.21	0.32			0.00	-0.03	-0.02	
Modification Indices for THETA-					CS9	0.02	-0.01	-0.04	-
EPS						0.02	-0.01	-0.04	
CS13	CS14	CS15	CS16		CS10	-0.03	-0.01	-0.05	-
-----	-----	-----	-----			0.02	0.01	0.00	
	CS13	--			CS11	0.00	0.01	0.00	
	CS14	6.32	--			0.00	0.00	-0.01	
	CS15	0.27	8.52	--	CS12	-0.02	-0.01	0.00	-
CS16	1.62	0.39	8.48	-		0.01	0.00	-0.01	
		-			CS13	-0.01	-0.05	-0.03	-
						0.02	-0.03	-0.03	
Expected Change for THETA-EPS					CS14	0.03	-0.02	-0.04	
CS1	CS2	CS3	CS4			0.02	-0.01	-0.02	
	CS5	CS6			CS15	-0.03	-0.01	0.00	
-----	-----	-----	-----	----		0.00	0.02	0.00	
	CS1	--			CS16	-0.02	0.01	-0.01	
	CS2	0.08	--			0.00	0.05	0.00	
	CS3	0.04	0.08	--	Expected Change for THETA-EPS				
CS4	-0.02	0.04	0.04	-	CS7	CS8	CS9	CS10	
		-				CS11	CS12		
					-----	-----	-----	-----	----
CS5	0.00	-0.04	0.02	-		CS7	--		
	0.02	--			CS8	0.10	--		
					CS9	-0.01	0.08	--	

CS10	-0.01	-0.02	0.07	
	--			
CS11	-0.04	-0.03	-0.03	
	0.02	--		
CS12	-0.05	-0.02	-0.02	
	0.05	0.07	--	
CS13	0.01	0.04	0.01	
	0.02	0.00	0.05	
CS14	-0.01	0.02	0.00	-
	0.05	-0.01	0.00	
CS15	0.02	-0.04	0.01	-
	0.01	0.02	-0.04	
CS16	-0.04	-0.02	-0.01	
	0.01	-0.01	-0.01	

Expected Change for THETA-EPS

CS13	CS14	CS15	CS16
-----	-----	-----	-----
	CS13	--	
	CS14	0.04	--
CS15	0.01	0.04	--
CS16	-0.02	0.01	0.05
	--		

Maximum Modification Index is
46.06 for Element (8, 7) of THETA-
EPS

DA NI=16 NO=235 MA=CM

Factor Scores Regressions

ETA			
CS1	CS2	CS3	CS4
	CS5	CS6	
-----	-----	-----	-----
	----	-----	
KEPUASAN		0.10	0.10
0.08	0.11	0.14	0.14
ETA			
CS7	CS8	CS9	CS10
	CS11	CS12	
-----	-----	-----	-----
	----	-----	
KEPUASAN		0.14	0.12
0.07	0.12	0.11	0.14

ETA			
CS13	CS14	CS15	CS16
-----	-----	-----	-----
KEPUASAN		0.12	0.09
	0.12	0.06	

DA NI=16 NO=235 MA=CM

Standardized Solution

LAMBDA-Y

KEPUASAN

CS1	0.62
CS2	0.65
CS3	0.61
CS4	0.51
CS5	0.54
CS6	0.47
CS7	0.65
CS8	0.65
CS9	0.74
CS10	0.40
CS11	0.51
CS12	0.48
CS13	0.61
CS14	0.44
CS15	0.51
CS16	0.48

Correlation Matrix of ETA

KEPUASAN

1.00

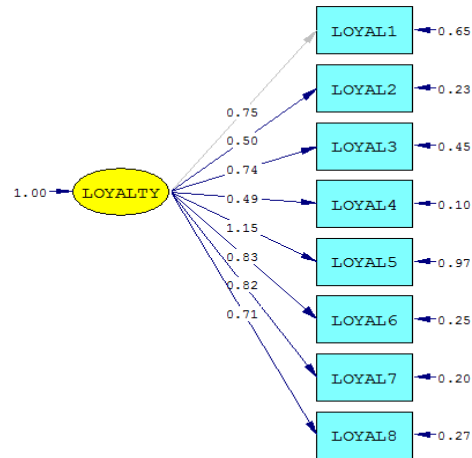
PSI

KEPUASAN

1.00

Time used: 0.016 Seconds

f) Loyalitas



Chi-Square=216.57, df=20, P-value=0.00000, RMSEA=0.205

DA NI=8 NO=235 MA=CM
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 LOYAL4 LOYAL5 LOYAL6
 LOYAL7 LOYAL8
 CM
 FI=D:\UII\LISREL\Loyalty\LOYAL
 .COV
 SE
 1 2 3 4 5 6 7 8/

MO NY=8 NE=1 LY=FU,FI
 TE=SY,FI PS=DI
 LE
 LOYALTY
 FR LY 1 1 LY 2 1 LY 3 1 LY 4 1
 LY 5 1 LY 6 1 LY 7 1 LY 8 1
 FR TE 1 1 TE 2 2 TE 3 3 TE 4 4 TE
 5 5 TE 6 6 TE 7 7 TE 8 8
 PD
 OU MI FS SS

L I S R E L 8.80

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The following lines were read from
file
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2:

DA NI=8 NO=235 MA=CM
LA
LOYAL1 LOYAL2 LOYAL3
LOYAL4 LOYAL5 LOYAL6
LOYAL7 LOYAL8
CM
FI=D:\UII\LISREL\Loyalty\LOYAL
.COV
SE
1 2 3 4 5 6 7 8/
MO NY=8 NE=1 LY=FU,FI
TE=SY,FI PS=DI
LE
LOYALTY
FR LY 1 1 LY 2 1 LY 3 1 LY 4 1
LY 5 1 LY 6 1 LY 7 1 LY 8 1
FR TE 1 1 TE 2 2 TE 3 3 TE 4 4 TE
5 5 TE 6 6 TE 7 7 TE 8 8
PD
OU MI FS SS

DA NI=8 NO=235 MA=CM

Number of Input Variables 8
Number of Y - Variables 8
Number of X - Variables 0

Number of ETA - Variables 1
Number of KSI - Variables 0
Number of Observations 235

DA NI=8 NO=235 MA=CM

Covariance Matrix

	LOYAL1	LOYAL2	LOYAL3	LOYAL4	LOYAL5	LOYAL6	LOYAL7	LOYAL8
LOYAL1	1.21							
LOYAL2	0.60	0.48						
LOYAL3	0.55	0.39	1.01					
LOYAL4	0.43	0.26	0.37	0.34				
LOYAL5	0.73	0.56	0.94	0.57	2.29			
LOYAL6	0.51	0.36	0.62	0.40	0.94	0.93		
LOYAL7	0.52	0.34	0.59	0.40	0.98	0.73	0.87	
LOYAL8	0.56	0.36	0.50	0.31	0.77	0.60		

Covariance Matrix

	LOYAL7	LOYAL8
LOYAL7	0.87	
LOYAL8		

LOYAL8 0.62 0.77 9 10 11 12 13
14

DA NI=8 NO=235 MA=CM

THETA-EPS

Parameter Specifications

LOYAL7 LOYAL8

LAMBDA-Y

15 16

LOYALTY

LOYAL1 0
LOYAL2 1
LOYAL3 2
LOYAL4 3
LOYAL5 4
LOYAL6 5
LOYAL7 6
LOYAL8 7

DA NI=8 NO=235 MA=CM

Number of Iterations = 22

LISREL Estimates (Maximum
Likelihood)

LAMBDA-Y

LOYALTY

LOYAL1 0.75

LOYAL2 0.50

(0.05)

10.14

LOYAL3 0.74

(0.07)

10.44

LOYAL4 0.49

(0.04)

11.59

LOYAL5 1.15

(0.11)

PSI

LOYALTY

8

THETA-EPS

LOYAL1 LOYAL2 LOYAL3

LOYAL4 LOYAL5 LOYAL6

	10.65		0.65	0.23	0.45	0.10
LOYAL6	0.83			0.97	0.25	
	(0.07)		(0.06)	(0.02)	(0.05)	(0.01)
	11.85			(0.10)	(0.03)	
LOYAL7	0.82		10.20	10.03	9.92	9.12
	(0.07)			9.82	8.78	
	12.12					
LOYAL8	0.71					
	(0.06)					
	11.25			LOYAL7	LOYAL8	

Covariance Matrix of ETA

LOYALTY

1.00

PSI

LOYALTY

1.00

(0.17)

5.76

THETA-EPS

LOYAL1 LOYAL2 LOYAL3

LOYAL4 LOYAL5 LOYAL6

----- ----- ----- -----

Squared Multiple Correlations for Y
- Variables

LOYAL1 LOYAL2 LOYAL3

LOYAL4 LOYAL5 LOYAL6

----- ----- ----- -----

0.46 0.52 0.55 0.70

0.58 0.73

Squared Multiple Correlations for Y
- Variables

LOYAL7 LOYAL8

----- -----

0.78 0.65

Goodness of Fit Statistics	ECVI for Saturated Model = 0.31 ECVI for Independence Model = 11.05
Degrees of Freedom = 20	Chi-Square for Independence Model with 28 Degrees of Freedom = 2570.38
Minimum Fit Function Chi-Square = 219.16 (P = 0.0)	Independence AIC = 2586.38 Model AIC = 248.57 Saturated AIC = 72.00
Normal Theory Weighted Least Squares Chi-Square = 216.57 (P = 0.0)	Independence CAIC = 2622.05 Model CAIC = 319.93 Saturated CAIC = 232.55
Estimated Non-centrality Parameter (NCP) = 196.57	Normed Fit Index (NFI) = 0.91 Non-Normed Fit Index (NNFI) = 0.89
90 Percent Confidence Interval for NCP = (152.96 ; 247.64)	Parsimony Normed Fit Index (PNFI) = 0.65
Minimum Fit Function Value = 0.94	Comparative Fit Index (CFI) = 0.92 Incremental Fit Index (IFI) = 0.92 Relative Fit Index (RFI) = 0.88
Population Discrepancy Function Value (F0) = 0.84	Critical N (CN) = 41.11
90 Percent Confidence Interval for F0 = (0.65 ; 1.06)	Root Mean Square Residual (RMR) = 0.058
Root Mean Square Error of Approximation (RMSEA) = 0.20	Standardized RMR = 0.068
90 Percent Confidence Interval for RMSEA = (0.18 ; 0.23)	Goodness of Fit Index (GFI) = 0.81 Adjusted Goodness of Fit Index (AGFI) = 0.66
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.00	
Expected Cross-Validation Index (ECVI) = 1.06	
90 Percent Confidence Interval for ECVI = (0.88 ; 1.28)	

Parsimony Goodness of Fit Index (PGFI) = 0.45	LOYAL8	2.09	0.59	2.07
		16.05	2.33	1.71
DA NI=8 NO=235 MA=CM	Modification Indices for THETA- EPS			
Modification Indices and Expected Change	LOYAL7	LOYAL8		
No Non-Zero Modification Indices for LAMBDA-Y	-----	-----		
	LOYAL7	--		
	LOYAL8	9.30	--	
No Non-Zero Modification Indices for PSI	Expected Change for THETA-EPS			
Modification Indices for THETA- EPS	LOYAL1	LOYAL2	LOYAL3	
	LOYAL4	LOYAL5	LOYAL6	
	-----	-----	-----	-----
LOYAL1	LOYAL2	LOYAL3		
LOYAL4	LOYAL5	LOYAL6		
-----	-----	-----	-----	-----
	LOYAL1	--		
	LOYAL2	98.50	--	
LOYAL3	0.05	1.63	--	
LOYAL4	19.24	5.78	0.06	
	--			
LOYAL5	7.25	0.08	5.19	
	0.08	--		
LOYAL6	24.20	12.17	0.03	
	0.50	0.11	--	
LOYAL7	21.11	33.29	2.29	
	0.34	2.20	24.59	

Expected Change for THETA-EPS

LOYAL7	LOYAL8	
-----	-----	
LOYAL7	--	
LOYAL8	0.06	--

Maximum Modification Index is
98.50 for Element (2, 1) of THETA-
EPS

DA NI=8 NO=235 MA=CM

Factor Scores Regressions

ETA

LOYAL1	LOYAL2	LOYAL3	
LOYAL4	LOYAL5	LOYAL6	
-----	-----	-----	-----
	---	-----	
LOYALTY	0.07	0.14	
0.10	0.30	0.07	0.21

ETA

LOYAL7	LOYAL8	
-----	-----	
LOYALTY	0.26	0.17

DA NI=8 NO=235 MA=CM

Standardized Solution

LAMBDA-Y

LOYALTY

LOYAL1	0.75
LOYAL2	0.50
LOYAL3	0.74
LOYAL4	0.49
LOYAL5	1.15
LOYAL6	0.83
LOYAL7	0.82
LOYAL8	0.71

Correlation Matrix of ETA

LOYALTY

1.00

PSI

LOYALTY

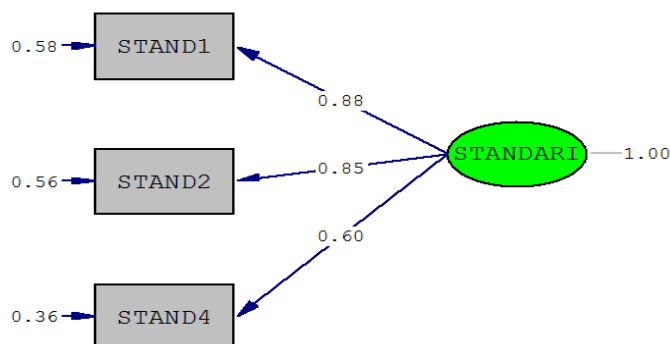
1.00

Time used: 0.000 Seconds

LAMPIRAN F

HASIL MODEL PENGUKURAN SETELAH MODIFIKASI

a) Standarisasi



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

DA NI=19 NO=235 MA=CM
 LA
 STAND1 STAND2 STAND3
 STAND4 STAND5 STAND6
 STAND7 STAND8 STAND9
 STAND10 STAND11 STAND12
 STAND13 STAND14 STAND15
 STAND16 STAND17 STAND18
 STAND19

CM
 FI=D:\UI\LISREL\Standarisasi\ST
 AND.COVSE
 1 2 4/
 MO NX=3 NK=1 TD=SY
 LK
 STANDARISASI
 FR LX 1 1 LX 2 1 LX 3 1
 FR TD 1 1 TD 2 2 TD 3 3
 PD
 OU SS MI FS

L I S R E L 8.80

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The following lines were read from
 file
 D:\UII\LISREL\Standarisasi\STAN
 Du.LS8:

DA NI=19 NO=235 MA=CM
 LA
 STAND1 STAND2 STAND3
 STAND4 STAND5 STAND6
 STAND7 STAND8 STAND9
 STAND10 STAND11 STAND12
 STAND13 STAND14 STAND15
 STAND16 STAND17 STAND18
 STAND19
 CM
 FI=D:\UII\LISREL\Standarisasi\ST
 AND.COV
 SE
 1 2 4/
 MO NX=3 NK=1 TD=SY
 LK
 STANDARISASI
 FR LX 1 1 LX 2 1 LX 3 1
 FR TD 1 1 TD 2 2 TD 3 3

PD
 OU SS MI FS

DA NI=19 NO=235 MA=CM
 Number of Input Variables 19
 Number of Y - Variables 0
 Number of X - Variables 3
 Number of ETA - Variables 0
 Number of KSI - Variables 1
 Number of Observations 235

DA NI=19 NO=235 MA=CM

Covariance Matrix

STAND1	STAND2	STAND4
1.35		
0.75	1.28	
0.53	0.51	0.72

DA NI=19 NO=235 MA=CM

Parameter Specifications

LAMBDA-X

STANDARI

STAND1	1	10.72
STAND2	2	
STAND4	3	PHI

THETA-DELTA

STANDARI

STAND1	STAND2	STAND4
-----	-----	-----
4	5	6

1.00

THETA-DELTA

DA NI=19 NO=235 MA=CM

Number of Iterations = 0

STAND1	STAND2	STAND4
-----	-----	-----

0.58	0.56	0.36
------	------	------

(0.09)	(0.09)	(0.05)
--------	--------	--------

6.40	6.46	7.59
------	------	------

LISREL Estimates (Maximum Likelihood)

Squared Multiple Correlations for X - Variables

LAMBDA-X

STAND1	STAND2	STAND4
-----	-----	-----

STANDARI

0.57	0.57	0.50
------	------	------

STAND1	0.88
--------	------

(0.08)

11.46

STAND2	0.85
--------	------

(0.07)

11.43

STAND4	0.60
--------	------

(0.06)

Goodness of Fit Statistics

Degrees of Freedom = 0

Minimum Fit Function Chi-Square =

0.0 (P = 1.00)

Normal Theory Weighted Least
Squares Chi-Square = 0.00 (P =
1.00)

The Model is Saturated, the Fit is
Perfect !

DA NI=19 NO=235 MA=CM

Modification Indices and Expected
Change

No Non-Zero Modification Indices
for LAMBDA-X

No Non-Zero Modification Indices
for PHI

No Non-Zero Modification Indices
for THETA-DELTA

DA NI=19 NO=235 MA=CM

Factor Scores Regressions

KSI

STAND1 STAND2 STAND4

STANDARI 0.33 0.33
0.36

DA NI=19 NO=235 MA=CM

Standardized Solution

LAMBDA-X

STANDARI

STAND1 0.88
STAND2 0.85
STAND4 0.60

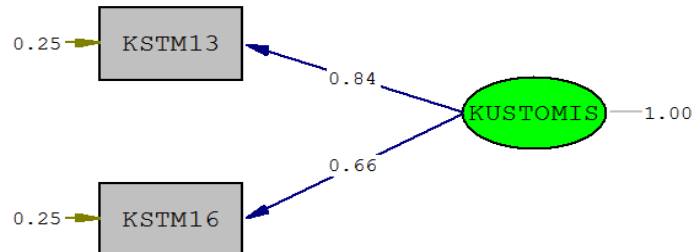
PHI

STANDARI

1.00

Time used: 0.000 Seconds

b) Kustomisasi



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

DA NI=19 NO=235 MA=CM

LA

KSTM1 KSTM2 KSTM3 KSTM4

KSTM5 KSTM6 KSTM7 KSTM8

KSTM9 KSTM10 KSTM11

KSTM12 KSTM13 KSTM14

KSTM15 KSTM16 KSTM17

KSTM18 KSTM19

CM

FI=D:\UI\LISREL\Kustomisasi\KU

STOM.COV

SE

13 16/

MO NX=2 NK=1 TD=SY

LX=FU,FR

LK

KUSTOMISASI

FR TD 1 1

EQ TD 1 1 TD 2 2

PD

OU MI SS FS

L I S R E L 8.80

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 file
 D:\UII\LISREL\Kustomisasi\Kustom
 altf.ls8:

DA NI=19 NO=235 MA=CM
 LA
 KSTM1 KSTM2 KSTM3 KSTM4
 KSTM5 KSTM6 KSTM7 KSTM8
 KSTM9 KSTM10 KSTM11
 KSTM12 KSTM13 KSTM14
 KSTM15 KSTM16 KSTM17
 KSTM18 KSTM19
 CM
 FI=D:\UII\LISREL\Kustomisasi\KU
 STOM.COV
 SE
 13 16/
 MO NX=2 NK=1 TD=SY
 LX=FU,FR
 LK
 KUSTOMISASI
 FR TD 1 1
 EQ TD 1 1 TD 2 2

PD
 OU MI SS FS
 DA NI=19 NO=235 MA=CM
 Number of Input Variables 19
 Number of Y - Variables 0
 Number of X - Variables 2
 Number of ETA - Variables 0
 Number of KSI - Variables 1
 Number of Observations 235

DA NI=19 NO=235 MA=CM
 Covariance Matrix
 KSTM13 KSTM16

 KSTM13 0.96
 KSTM16 0.55 0.69

DA NI=19 NO=235 MA=CM
 Parameter Specifications
 LAMBDA-X
 KUSTOMIS

 KSTM13 1

KSTM16 2

1.00

THETA-DELTA

THETA-DELTA

KSTM13 KSTM16

KSTM13 KSTM16

3 3

0.25 0.25

(0.02) (0.02)

10.82 10.82

DA NI=19 NO=235 MA=CM

Squared Multiple Correlations for X
- Variables

Number of Iterations = 6

LISREL Estimates (Maximum
Likelihood)

KSTM13 KSTM16

0.74 0.64

LAMBDA-X

KUSTOMIS

Goodness of Fit Statistics

KSTM13 0.84

Degrees of Freedom = 0

(0.05)

Minimum Fit Function Chi-Square =

15.82

0.00 (P = 1.00)

KSTM16 0.66

Normal Theory Weighted Least

(0.05)

Squares Chi-Square = 0.00 (P =

13.96

1.00)

PHI

The Model is Saturated, the Fit is
Perfect !

KUSTOMIS

DA NI=19 NO=235 MA=CM

KUSTOMIS 0.60 0.47

Modification Indices and Expected
Change

DA NI=19 NO=235 MA=CM

Standardized Solution

No Non-Zero Modification Indices
for LAMBDA-X

LAMBDA-X

No Non-Zero Modification Indices
for PHI

KUSTOMIS

KSTM13 0.84

No Non-Zero Modification Indices
for THETA-DELTA

KSTM16 0.66

PHI

DA NI=19 NO=235 MA=CM

KUSTOMIS

1.00

Factor Scores Regressions

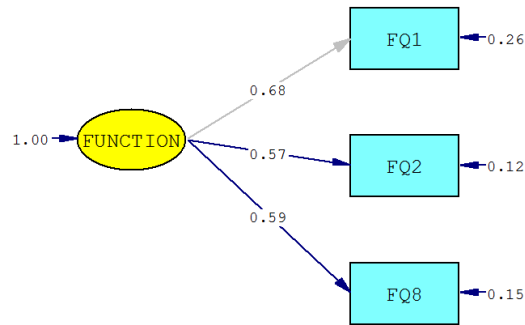
KSI

Time used: 0.016 Seconds

KSTM13 KSTM16

----- -----

c) Kualitas Fungsional



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

DA NI=14 NO=235 MA=CM
 LA
 FQ1 FQ2 FQ3 FQ4 FQ5 FQ6 FQ7
 FQ8 FQ9 FQ10 FQ11 FQ12 FQ13
 FQ14
 CM
 FI=D:\UII\LISREL\FQ\FQ.COV
 SE
 1 2 8 /

MO NY=3 NE=1 LY=FU,FI
 TE=SY,FI PS=DI
 LE
 FUNCTIONAL QUALITY
 FR LY 1 1 LY 2 1 LY 3 1
 FR TE 1 1 TE 2 2 TE 3 3
 PD
 OU MI FS SS

L I S R E L 8.80

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 file D:\UII\LISREL\FQ\FQAltrf.ls8:

DA NI=14 NO=235 MA=CM

LA

FQ1 FQ2 FQ3 FQ4 FQ5 FQ6 FQ7
 FQ8 FQ9 FQ10 FQ11 FQ12 FQ13
 FQ14
 CM
 FI=D:\UII\LISREL\FQ\FQ.COV
 SE
 1 2 8/
 MO NY=3 NE=1 LY=FU,FI
 TE=SY,FI PS=DI
 LE
 FUNCTIONAL QUALITY
 FR LY 1 1 LY 2 1 LY 3 1
 FR TE 1 1 TE 2 2 TE 3 3
 PD
 OU MI FS SS

UJI VALIDITAS KUALITAS
 FUNGSIONAL
 Number of Input Variables 14
 Number of Y - Variables 3
 Number of X - Variables 0
 Number of ETA - Variables 1
 Number of KSI - Variables 0
 Number of Observations 235

UJI VALIDITAS KUALITAS
 FUNGSIONAL

 Covariance Matrix

 FQ1 FQ2 FQ8

	FQ1	FQ2	FQ8
FQ1	0.73		
FQ2	0.39	0.45	
FQ8	0.41	0.34	0.50

UJI VALIDITAS KUALITAS
FUNGSIONAL

Parameter Specifications

LAMBDA-Y

FUNCTION

FQ1 0

FQ2 1

FQ8 2

PSI

FUNCTION

3

THETA-EPS

FQ1 FQ2 FQ8

4 5 6

UJI VALIDITAS KUALITAS
FUNGSIONAL

Number of Iterations = 0

THETA-EPS

LISREL Estimates (Maximum Likelihood)

FQ1	FQ2	FQ8
0.26	0.12	0.15
(0.03)	(0.02)	(0.02)
7.77	6.09	6.52

LAMBDA-Y

FUNCTION

FQ1	0.68
FQ2	0.57
	(0.04)
	13.34
FQ8	0.59
	(0.04)
	13.26

Squared Multiple Correlations for Y - Variables

FQ1	FQ2	FQ8
0.64	0.73	0.71

Goodness of Fit Statistics

Covariance Matrix of ETA

FUNCTION

1.00

PSI

FUNCTION

1.00

(0.14)

6.96

Degrees of Freedom = 0

Minimum Fit Function Chi-Square = 0.0 (P = 1.00)

Normal Theory Weighted Least Squares Chi-Square = 0.00 (P = 1.00)

The Model is Saturated, the Fit is Perfect !

UJI VALIDITAS KUALITAS FUNGSIONAL

Modification Indices and Expected
Change

No Non-Zero Modification Indices
for LAMBDA-Y

No Non-Zero Modification Indices
for PSI

No Non-Zero Modification Indices
for THETA-EPS

UJI VALIDITAS KUALITAS
FUNGSIONAL

Factor Scores Regressions

ETA

	FQ1	FQ2	FQ8
FUNCTION	0.33	0.60	0.52

UJI VALIDITAS KUALITAS
FUNGSIONAL

Standardized Solution
LAMBDA-Y
FUNCTION

FQ1	0.68
FQ2	0.57
FQ8	0.59

Correlation Matrix of ETA

FUNCTION

1.00

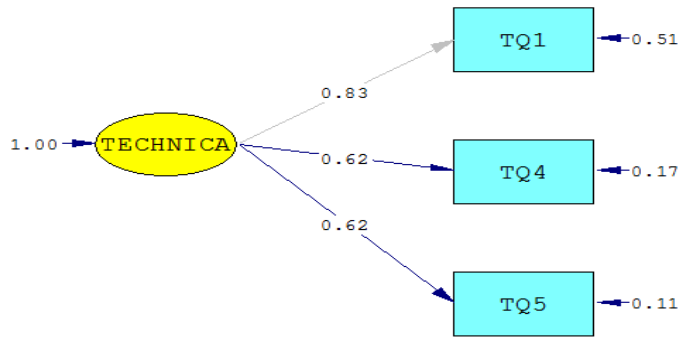
PSI

FUNCTION

1.00

Time used: 0.000 Seconds

d) Kualitas Teknis



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

DA NI=5 NO=235 MA=CM
 LA
 TQ1 TQ2 TQ3 TQ4 TQ5
 CM
 FI=D:\UII\LISREL\TQ\TQ.COV
 SE
 1 4 5/
 MO NY=3 NE=1 LY=FU,FI
 TE=SY,FI PS=DI

LE
 TECHNICAL QUALITY
 FR LY 1 1 LY 2 1 LY 3 1
 FR TE 1 1 TE 2 2 TE 3 3
 PD
 OU MI FS SS

L I S R E L 8.80
 B Y

Karl G. Jöreskog & Dag Sörbom

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 file D:\UII\LISREL\TQ\TQy.LS8:

DA NI=5 NO=235 MA=CM
 LA
 TQ1 TQ2 TQ3 TQ4 TQ5
 CM
 FI=D:\UII\LISREL\TQ\TQ.COV
 SE
 1 4 5/
 MO NY=3 NE=1 LY=FU,FI
 TE=SY,FI PS=DI
 LE
 TECHNICAL QUALITY
 FR LY 1 1 LY 2 1 LY 3 1
 FR TE 1 1 TE 2 2 TE 3 3
 PD
 OU MI FS SS

DA NI=5 NO=235 MA=CM

Number of Input Variables 5
 Number of Y - Variables 3
 Number of X - Variables 0
 Number of ETA - Variables 1
 Number of KSI - Variables 0
 Number of Observations 235

DA NI=5 NO=235 MA=CM

Covariance Matrix

TQ1 TQ4 TQ5

```

-----
TQ1 1.21
TQ4 0.52 0.55
TQ5 0.52 0.39 0.50

```

DA NI=5 NO=235 MA=CM

Parameter Specifications

LAMBDA-Y

TECHNICA

```

-----
TQ1 0
TQ4 1
TQ5 2

```

PSI

TECHNICA

```

-----
3

```

THETA-EPS

```

TQ1 TQ4 TQ5
-----
4 5 6

```

DA NI=5 NO=235 MA=CM (0.15)
6.48

Number of Iterations = 0

THETA-EPS

LISREL Estimates (Maximum Likelihood)

TQ1	TQ4	TQ5
0.51	0.17	0.11
(0.06)	(0.03)	(0.02)
8.53	6.49	4.91

LAMBDA-Y

TECHNICA

TQ1 0.83

TQ4 0.62

(0.05)

12.51

TQ5 0.62

(0.05)

12.66

Squared Multiple Correlations for Y
- Variables

TQ1	TQ4	TQ5
0.58	0.70	0.77

Covariance Matrix of ETA

TECHNICA

1.00

PSI

TECHNICA

1.00

Goodness of Fit Statistics

Degrees of Freedom = 0

Minimum Fit Function Chi-Square =

0.0 (P = 1.00)

Normal Theory Weighted Least

Squares Chi-Square = 0.00 (P =

1.00)

The Model is Saturated, the Fit is

Perfect !

DA NI=5 NO=235 MA=CM

DA NI=5 NO=235 MA=CM

Modification Indices and Expected
Change

No Non-Zero Modification Indices
for LAMBDA-Y

No Non-Zero Modification Indices
for PSI

No Non-Zero Modification Indices
for THETA-EPS

DA NI=5 NO=235 MA=CM

Factor Scores Regressions

	ETA		
	TQ1	TQ4	TQ5
TECHNICA	0.20	0.46	0.68

Standardized Solution

LAMBDA-Y

TECHNICA

TQ1 0.83

TQ4 0.62

TQ5 0.62

Correlation Matrix of ETA

TECHNICA

1.00

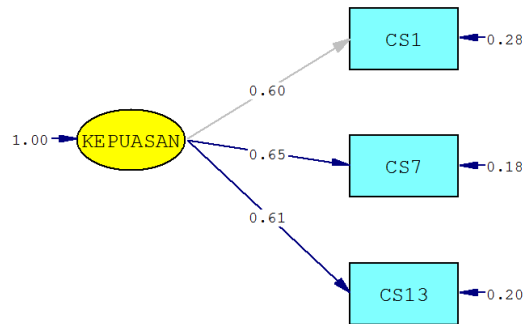
PSI

TECHNICA

1.00

Time used: 0.000 Seconds

e) **Kepuasan Pelanggan**



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

DA NI=16 NO=235 MA=CM
 LA
 CS1 CS2 CS3 CS4 CS5 CS6 CS7
 CS8 CS9 CS10 CS11 CS12 CS13
 CS14 CS15 CS16
 CM FI=D:\UII\LISREL\CS\CS.COV
 SE
 1 7 13 /

MO NY=3 NE=1 LY=FU,FI
 TE=SY,FI PS=DI
 LE
 KEPUASAN PELANGGAN
 FR LY 1 1 LY 2 1 LY 3 1
 FR TE 1 1 TE 2 2 TE 3 3
 PD
 OU MI FS SS

L I S R E L 8.80

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DA NI=16 NO=235 MA=CM

LA

CS1 CS2 CS3 CS4 CS5 CS6 CS7
 CS8 CS9 CS10 CS11 CS12 CS13
 CS14 CS15 CS16
 CM FI=D:\UII\LISREL\CS\CS.COV

SE

1 7 13 /

MO NY=3 NE=1 LY=FU,FI

TE=SY,FI PS=DI

LE

KEPUASAN PELANGGAN

FR LY 1 1 LY 2 1 LY 3 1

FR TE 1 1 TE 2 2 TE 3 3

PD

OU MI FS SS

UJI VALIDITAS KEPUASAN
 PELANGGAN

Number of Input Variables 16
 Number of Y - Variables 3
 Number of X - Variables 0
 Number of ETA - Variables 1
 Number of KSI - Variables 0
 Number of Observations 235

UJI VALIDITAS KEPUASAN
 PELANGGAN

Covariance Matrix

CS1 CS7 CS13

	CS1	CS7	CS13
CS1	0.64		
CS7	0.39	0.61	
CS13	0.37	0.40	0.58

UJI VALIDITAS KEPUASAN
 PELANGGAN

Parameter Specifications

LAMBDA-Y

KEPUASAN

CS1	0
CS7	1
CS13	2

PSI

KEPUASAN

3

THETA-EPS

CS1	CS7	CS13
4	5	6

UJI VALIDITAS KEPUASAN
PELANGGAN

6.18

THETA-EPS

Number of Iterations = 0

CS1	CS7	CS13
0.28	0.18	0.20
(0.04)	(0.03)	(0.03)
8.07	5.65	6.53

LISREL Estimates (Maximum
Likelihood)

LAMBDA-Y

Squared Multiple Correlations for Y

KEPUASAN

- Variables

CS1	CS7	CS13
0.60	0.65	0.61
(0.06)		
11.21		
0.61		
(0.06)		
11.15		

CS1 0.60

CS7 0.65

(0.06)

11.21

Goodness of Fit Statistics

CS13 0.61

(0.06)

11.15

Degrees of Freedom = 0

Minimum Fit Function Chi-Square =

0.0 (P = 1.00)

Covariance Matrix of ETA

Normal Theory Weighted Least

Squares Chi-Square = 0.00 (P =

1.00)

KEPUASAN

1.00

The Model is Saturated, the Fit is

PSI

Perfect !

KEPUASAN

UJI VALIDITAS KEPUASAN

PELANGGAN

1.00

(0.16)

Modification Indices and Expected
Change

No Non-Zero Modification Indices
for LAMBDA-Y

No Non-Zero Modification Indices
for PSI

No Non-Zero Modification Indices
for THETA-EPS

UJI VALIDITAS KEPUASAN

PELANGGAN

Factor Scores Regressions

ETA

CS1 CS7 CS13

KEPUASAN 0.33 0.55
0.47

UJI VALIDITAS KEPUASAN

PELANGGAN

Standardized Solution

LAMBDA-Y

KEPUASAN

CS1 0.60

CS7 0.65

CS13 0.61

Correlation Matrix of ETA

KEPUASAN

1.00

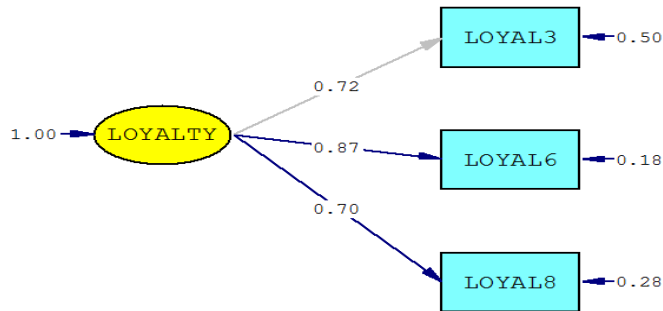
PSI

KEPUASAN

1.00

Time used: 0.000 Seconds

f) Loyalitas



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

DA NI=8 NO=235 MA=CM
 LA
 LOYAL1 LOYAL2 LOYAL3
 LOYAL4 LOYAL5 LOYAL6
 LOYAL7 LOYAL8
 CM
 FI=D:\UII\LISREL\Loyalty\LOYAL
 .COV
 SE

3 6 8/
 MO NY=3 NE=1 LY=FU,FI
 TE=SY,FI PS=DI
 LE
 LOYALTY
 FR LY 1 1 LY 2 1 LY 3 1
 FR TE 1 1 TE 2 2 TE 3 3
 PD
 OU MI FS SS

L I S R E L 8.80

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The following lines were read from
 file

D:\UII\LISREL\Loyalty\LOYALAlt
 f
 .ls8:

DA NI=8 NO=235 MA=CM
 LA
 LOYAL1 LOYAL2 LOYAL3
 LOYAL4 LOYAL5 LOYAL6
 LOYAL7 LOYAL8
 CM
 FI=D:\UII\LISREL\Loyalty\LOYAL
 .COV
 SE
 3 6 8/
 MO NY=3 NE=1 LY=FU,FI
 TE=SY,FI PS=DI
 LE
 LOYALTY
 FR LY 1 1 LY 2 1 LY 3 1
 FR TE 1 1 TE 2 2 TE 3 3
 PD
 OU MI FS SS

DA NI=8 NO=235 MA=CM

Number of Input Variables 8
 Number of Y - Variables 3
 Number of X - Variables 0
 Number of ETA - Variables 1
 Number of KSI - Variables 0
 Number of Observations 235

UJI VALIDITAS LOYALITAS
 Covariance Matrix

LOYAL3	LOYAL6	LOYAL8	
-----	-----	-----	
LOYAL3	1.01		
LOYAL6	0.62	0.93	
LOYAL8	0.50	0.60	0.77

UJI VALIDITAS LOYALITAS

Parameter Specifications

LAMBDA-Y

LOYALTY

LOYAL3	0
LOYAL6	1
LOYAL8	2

PSI

LOYALTY

 3

THETA-EPS

LOYAL3	LOYAL6	LOYAL8
-----	-----	-----
4	5	6

UJI VALIDITAS LOYALITAS

	THETA-EPS		
Number of Iterations = 0	LOYAL3	LOYAL6	LOYAL8
LISREL Estimates (Maximum Likelihood)	-----	-----	-----
	0.50	0.18	0.28
	(0.06)	(0.05)	(0.04)
LAMBDA-Y	8.82	3.63	7.00

LOYALTY	

LOYAL3	0.72
LOYAL6	0.87
	(0.08)
	11.04
LOYAL8	0.70
	(0.06)
	11.01

Squared Multiple Correlations for Y
- Variables

LOYAL3	LOYAL6	LOYAL8
-----	-----	-----
0.51	0.80	0.63

Goodness of Fit Statistics

Degrees of Freedom = 0

Minimum Fit Function Chi-Square =
0.0 (P = 1.00)

Normal Theory Weighted Least
Squares Chi-Square = 0.00 (P =
1.00)

The Model is Saturated, the Fit is
Perfect !

Covariance Matrix of ETA

LOYALTY	

	1.00

PSI

LOYALTY	

	1.00
	(0.17)
	5.86

UJI VALIDITAS LOYALITAS

Modification Indices and Expected
Change

No Non-Zero Modification Indices
for LAMBDA-Y

LAMBDA-Y

No Non-Zero Modification Indices
for PSI

LOYALTY

LOYAL3 0.72

No Non-Zero Modification Indices
for THETA-EPS

LOYAL6 0.87

LOYAL8 0.70

UJI VALIDITAS LOYALITAS

Correlation Matrix of ETA

Factor Scores Regressions

LOYALTY

ETA

1.00

LOYAL3 LOYAL6 LOYAL8

PSI

LOYALTY 0.18 0.60

LOYALTY

0.31

1.00

UJI VALIDITAS LOYALITAS

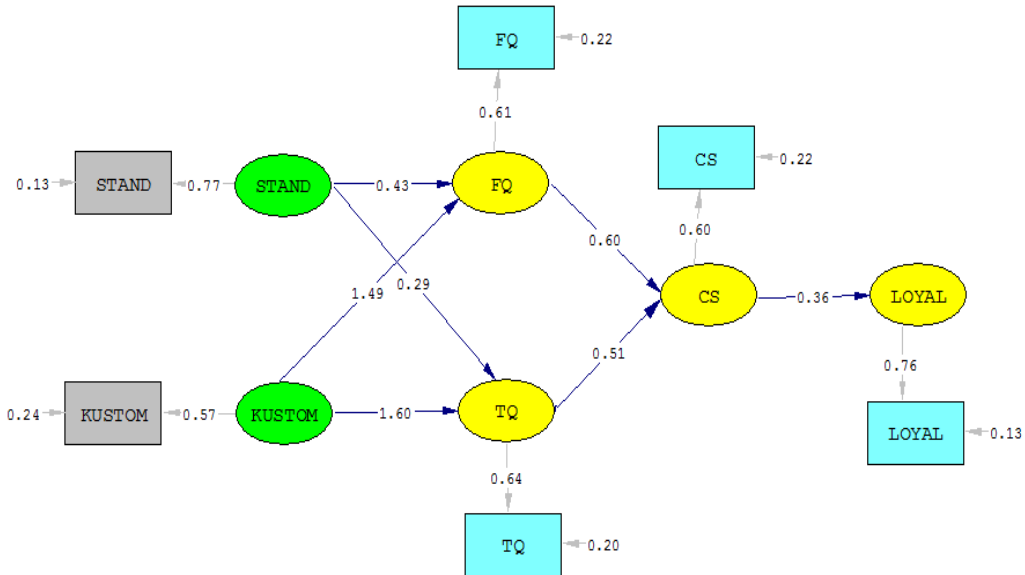
Time used: 0.031 Seconds

Standardized Solution

LAMPIRAN G

MODEL PERSAMAAN STRUKTURAL ONE CONGENERIC

Gambar 4.1



Chi-Square=33.47, df=7, P-value=0.00002, RMSEA=0.127

TESTING VALIDITY SARAH

INITIAL MODEL

DA NI=6 NO=235 MA=CM

LA

LOYAL CS FQ TQ STAND

KUSTOM

PM='D:\UII\LISREL\FULL

MODEL\ONECON2.PMM'

AC= 'D:\UII\LISREL\FULL

MODEL\ONECON2.ACM'

SE

1 2 3 4 5 6/

MO NX=2 NY=4 NK=2 NE=4

LX=FU,FI LY=FU,FI GA=FU,FI

BE=FU,FI PH=SY,FR TD=SY,FI

PS=DI,FR TE=SY,FI

LK

STAND KUSTOM

LE

LOYAL CS FQ TQ

FR GA 3 1 GA 3 2 GA 4 2 GA 4 1

FR BE 1 2 BE 2 3 BE 2 4

VA .765 LX 1 1

VA .125 TD 1 1

VA .571 LX 2 2

VA .244 TD 2 2

VA .760 LY 1 1

VA .128 TE 1 1

VA .604 LY 2 2
VA .222 TE 2 2
VA .614 LY 3 3
VA .216 TE 3 3
VA .635 LY 4 4

L I S R E L 8.80

BY

Karl G. Jöreskog & Dag Sörbom

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file D:\UII\LISREL\FULL

MODEL\ONECON2.ls8:

TESTING VALIDITY SARAH

INITIAL MODEL

DA NI=6 NO=235 MA=CM

VA .202 TE 4 4

PD

OU MI EF FS

LA

LOYAL CS FQ TQ STAND

KUSTOM

PM='D:\UII\LISREL\FULL

MODEL\ONECON2.PMM'

AC= 'D:\UII\LISREL\FULL

MODEL\ONECON2.ACM'

SE

1 2 3 4 5 6/

MO NX=2 NY=4 NK=2 NE=4

LX=FU,FI LY=FU,FI GA=FU,FI

BE=FU,FI PH=SY,FR TD=SY,FI

PS=DI,FR TE=SY,FI

LK

STAND KUSTOM

LE

LOYAL CS FQ TQ

FR GA 3 1 GA 3 2 GA 4 2 GA 4 1

FR BE 1 2 BE 2 3 BE 2 4

VA .765 LX 1 1

VA .125 TD 1 1

VA .571 LX 2 2

VA .244 TD 2 2

VA .760 LY 1 1

VA .128 TE 1 1

VA .604 LY 2 2

VA .222 TE 2 2
 VA .614 LY 3 3
 VA .216 TE 3 3
 VA .635 LY 4 4
 VA .202 TE 4 4

STAND 3.00 5.31 5.01
 4.50 7.79
 KUSTOM 1.00 2.24 1.52
 1.49 1.50 0.93

PD

OU MI EF FS

TESTING VALIDITY SARAH

TESTING VALIDITY SARAH

Parameter Specifications

Number of Input Variables 6
 Number of Y - Variables 4
 Number of X - Variables 2
 Number of ETA - Variables 4
 Number of KSI - Variables 2
 Number of Observations 235

BETA

LOYAL	CS	FQ	TQ
LOYAL	0	1	0
	0		
CS	0	0	2
FQ	0	0	0
TQ	0	0	0

TESTING VALIDITY SARAH

Covariance Matrix

GAMMA

LOYAL	CS	FQ	TQ
	STAND	KUSTOM	
LOYAL	3.08		
CS	3.44	7.79	
FQ	2.54	5.55	6.32
TQ	2.08	5.39	4.22
		6.32	

STAND	KUSTOM
LOYAL	0
CS	0
FQ	4
TQ	6

PHI

STAND	KUSTOM	
-----	-----	
STAND	8	
KUSTOM	9	10

STAND	KUSTOM	
-----	-----	
STAND	0.77	--
KUSTOM	--	0.57

PSI

LOYAL	CS	FQ	TQ
-----	-----	-----	-----
11	12	13	14

BETA

LOYAL	CS	FQ	TQ
-----	-----	-----	-----
LOYAL	--	0.36	--
	--		
	(0.03)		
	10.42		

TESTING VALIDITY SARAH

Number of Iterations = 15

LISREL Estimates (Robust
Maximum Likelihood)

CS	--	--	0.60	0.51
	(0.13)	(0.13)		
	4.72	4.06		
FQ	--	--	--	--
TQ	--	--	--	--

LAMBDA-Y

LOYAL	CS	FQ	TQ	
-----	-----	-----	-----	
LOYAL	0.76	--	--	
	--			
CS	--	0.60	--	
FQ	--	--	0.61	
TQ	--	--	--	0.64

GAMMA

STAND	KUSTOM	
-----	-----	
LOYAL	--	--
CS	--	--
FQ	0.43	1.49
	(0.14)	(0.36)
	2.97	4.13
TQ	0.29	1.60
	(0.14)	(0.36)

LAMBDA-X

2.02 4.43

Covariance Matrix of ETA and KSI

LOYAL	CS	FQ	TQ
	STAND	KUSTOM	

	LOYAL	5.09	
	CS	7.39	20.54
FQ	5.36	14.91	16.16
TQ	4.99	13.88	10.36
		15.16	
STAND	3.99	11.11	10.70
		9.30	13.11
KUSTOM	1.75	4.88	4.53
	4.28	3.42	2.05

PHI

STAND	KUSTOM
-------	--------

STAND	13.11
	(0.87)
	15.05
KUSTOM	3.42 2.05
	(0.37) (0.17)
	9.37 11.94

PSI

Note: This matrix is diagonal.

LOYAL	CS	FQ	TQ
-------	----	----	----

-----	-----	-----	-----
2.43	4.60	4.84	5.59
(0.54)	(1.81)	(1.51)	(1.62)
4.47	2.55	3.20	3.45

Squared Multiple Correlations for Structural Equations

LOYAL	CS	FQ	TQ
-------	----	----	----

-----	-----	-----	-----
0.52	0.78	0.70	0.63

Squared Multiple Correlations for Reduced Form

LOYAL	CS	FQ	TQ
-------	----	----	----

-----	-----	-----	-----
0.32	0.62	0.70	0.63

Reduced Form

STAND	KUSTOM
-------	--------

-----	-----
LOYAL	0.14 0.61
	(0.05) (0.13)
	2.75 4.74
CS	0.40 1.70
	(0.14) (0.33)
	2.96 5.18

FQ 0.43 1.49

(0.14) (0.36)

2.97 4.13

TQ 0.29 1.60

(0.14) (0.36)

2.02 4.43

THETA-EPS

LOYAL CS FQ TQ

0.13 0.22 0.22 0.20

Squared Multiple Correlations for Y
- Variables

LOYAL CS FQ TQ

0.96 0.97 0.97 0.97

THETA-DELTA

STAND KUSTOM

0.12 0.24

Squared Multiple Correlations for X
- Variables

STAND KUSTOM

0.98 0.73

Goodness of Fit Statistics

Degrees of Freedom = 7

Minimum Fit Function Chi-Square =
159.70 (P = 0.0)

Normal Theory Weighted Least
Squares Chi-Square = 146.39 (P =
0.0)

Satorra-Bentler Scaled Chi-Square =
33.47 (P = 0.00)

Chi-Square Corrected for Non-
Normality = 28.57 (P = 0.00017)
Estimated Non-centrality Parameter
(NCP) = 26.47

90 Percent Confidence Interval for
NCP = (12.08 ; 48.38)

Minimum Fit Function Value = 0.68
Population Discrepancy Function
Value (F0) = 0.11

90 Percent Confidence Interval for
F0 = (0.052 ; 0.21)

Root Mean Square Error of
Approximation (RMSEA) = 0.13

90 Percent Confidence Interval for
RMSEA = (0.086 ; 0.17)

P-Value for Test of Close Fit
(RMSEA < 0.05) = 0.0017

Expected Cross-Validation Index
(ECVI) = 0.26
90 Percent Confidence Interval for
ECVI = (0.20 ; 0.36)
ECVI for Saturated Model = 0.18
ECVI for Independence Model =
6.65

Chi-Square for Independence Model
with 15 Degrees of Freedom =
1544.76
Independence AIC = 1556.76
Model AIC = 61.47
Saturated AIC = 42.00
Independence CAIC = 1583.52
Model CAIC = 123.91
Saturated CAIC = 135.65

Normed Fit Index (NFI) = 0.98
Non-Normed Fit Index (NNFI) =
0.96

Parsimony Normed Fit Index (PNFI)
= 0.46

Comparative Fit Index (CFI) = 0.98

Incremental Fit Index (IFI) = 0.98

Relative Fit Index (RFI) = 0.95

Critical N (CN) = 130.17

Root Mean Square Residual (RMR)
= 0.22

Standardized RMR = 0.067

Goodness of Fit Index (GFI) = 0.83

Adjusted Goodness of Fit Index
(AGFI) = 0.50

Parsimony Goodness of Fit Index
(PGFI) = 0.28

TESTING VALIDITY SARAH

Modification Indices and Expected
Change

No Non-Zero Modification Indices
for LAMBDA-Y

No Non-Zero Modification Indices
for LAMBDA-X

Modification Indices for BETA

	LOYAL	CS	FQ	TQ
LOYAL	-----	-----	-----	-----
	---	---	---	---
CS	---	---	---	---
FQ	8.12	6.88	---	5.69
TQ	25.44	7.16	---	---

Expected Change for BETA

LOYAL	CS	FQ	TQ
LOYAL	--	--	--
	-		
CS	--	--	--
FQ	-0.28	-0.15	--
TQ	-0.53	-0.18	--

Modification Indices for GAMMA

STAND	KUSTOM
LOYAL	827.05
CS	10.07
FQ	--
TQ	--

Expected Change for GAMMA

STAND	KUSTOM
LOYAL	9.69
CS	0.49
FQ	--
TQ	--

No Non-Zero Modification Indices
for PHI

Modification Indices for PSI

LOYAL	CS	FQ	TQ
LOYAL	--		
	1.92	--	
FQ	2.38	--	--
TQ	19.12	--	--

Expected Change for PSI

LOYAL	CS	FQ	TQ
LOYAL	--		
	0.39	--	
FQ	-0.48	--	--
TQ	-1.39	--	--

Modification Indices for THETA-
EPS

LOYAL	CS	FQ	TQ
LOYAL	--		
	--	--	
FQ	3.66	--	--
TQ	17.76	--	--

Expected Change for THETA-EPS

LOYAL	CS	FQ	TQ

LOYAL	--		
CS	--	--	
FQ	-0.22	--	--
TQ	-0.53	--	--

Modification Indices for THETA-DELTA-EPS

LOYAL	CS	FQ	TQ
-----	-----	-----	-----
STAND	21.79	1.08	--
	--		
KUSTOM	1.14	84.74	--
	--		

Expected Change for THETA-DELTA-EPS

LOYAL	CS	FQ	TQ
-----	-----	-----	-----
STAND	0.70	-0.17	--
	--		
KUSTOM	0.06	0.52	--
	--		

Maximum Modification Index is 827.05 for Element (1, 1) of GAMMA

TESTING VALIDITY SARAH

Factor Scores Regressions

ETA

LOYAL	CS	FQ	TQ
STAND	KUSTOM		

-----	-----	-----	-----	-----
-----	-----			
LOYAL	1.21	0.04	0.00	
	0.00	0.00	0.00	
CS	0.09	1.44	0.10	
	0.08	0.01	0.01	
FQ	0.01	0.09	1.43	-
	0.02	0.06	0.12	
TQ	0.00	0.07	-0.02	
	1.43	0.03	0.10	

KSI

LOYAL	CS	FQ	TQ
STAND	KUSTOM		

-----	-----	-----	-----	-----
-----	-----			
STAND	0.00	0.00	0.03	
	0.02	1.26	0.00	
KUSTOM	0.00	0.02	0.14	
	0.13	0.01	0.77	

TESTING VALIDITY SARAH

Total and Indirect Effects

Total Effects of KSI on ETA

	STAND	KUSTOM
LOYAL	0.14 (0.05) 2.75	0.61 (0.13) 4.74
CS	0.40 (0.14) 2.96	1.70 (0.33) 5.18
FQ	0.43 (0.14) 2.97	1.49 (0.36) 4.13
TQ	0.29 (0.14) 2.02	1.60 (0.36) 4.43

Indirect Effects of KSI on ETA

	STAND	KUSTOM
LOYAL	0.14 (0.05) 2.75	0.61 (0.13) 4.74
CS	0.40 (0.14) 2.96	1.70 (0.33) 5.18
FQ	--	--
TQ	--	--

Total Effects of ETA on ETA

	LOYAL	CS	FQ	TQ
LOYAL	-- (0.03) 10.42	0.36 (0.05) 4.12	0.21 (0.05) 3.91	
CS	-- (0.13) 4.72	-- (0.13) 4.06	0.60 (0.13)	0.51
FQ	--	--	--	--
TQ	--	--	--	--

Largest Eigenvalue of B*B'
(Stability Index) is 0.614

Indirect Effects of ETA on ETA

	LOYAL	CS	FQ	TQ
LOYAL	-- (0.05) 4.12	-- (0.05) 3.91	0.21	
CS	--	--	--	--
FQ	--	--	--	--
TQ	--	--	--	--

Total Effects of ETA on Y

LOYAL	CS	FQ	TQ
-----	-----	-----	-----
LOYAL	0.76	0.27	0.16
	0.14		
	(0.03)	(0.04)	(0.04)
	10.42	4.12	3.91
CS	--	0.60	0.36
	(0.08)	(0.08)	
	4.72	4.06	
FQ	--	--	0.61
			--
TQ	--	--	--
			0.64

Indirect Effects of ETA on Y

LOYAL	CS	FQ	TQ
-----	-----	-----	-----
LOYAL	--	0.27	0.16
	0.14		
	(0.03)	(0.04)	(0.04)
	10.42	4.12	3.91
CS	--	--	0.36
	(0.08)	(0.08)	
	4.72	4.06	

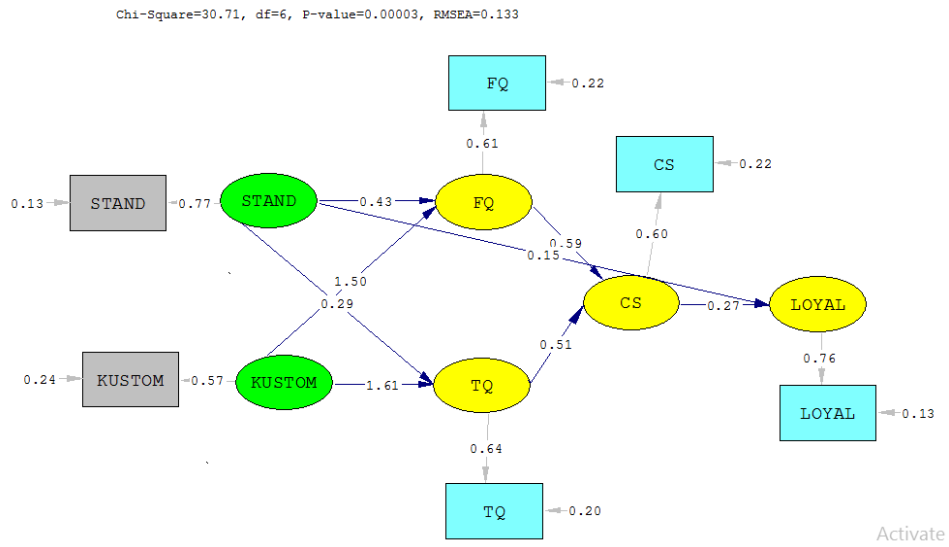
FQ	--	--	--	--
TQ	--	--	--	--

Total Effects of KSI on Y

STAND	KUSTOM
-----	-----
LOYAL	0.11
	0.47
	(0.04)
	(0.10)
	2.75
	4.74
CS	0.24
	1.03
	(0.08)
	(0.20)
	2.96
	5.18
FQ	0.26
	0.92
	(0.09)
	(0.22)
	2.97
	4.13
TQ	0.19
	1.02
	(0.09)
	(0.23)
	2.02
	4.43

Time used: 0.031 Seconds

Gambar 4.2



TESTING VALIDITY SARAH

MODIFIKASI MODEL PERTAMA

DG MENAMBAH GA 1 1

DA NI=6 NO=235 MA=CM

LA

LOYAL CS FQ TQ STAND

KUSTOM

PM='D:\UII\LISREL\FULL

MODEL\ONECON2.PMM'

AC= 'D:\UII\LISREL\FULL

MODEL\ONECON2.ACM'

SE

1 2 3 4 5 6/

MO NX=2 NY=4 NK=2 NE=4

LX=FU,FI LY=FU,FI GA=FU,FI

BE=FU,FI PH=SY,FR TD=SY,FI

PS=DI,FR TE=SY,FI

LK

STAND KUSTOM

LE

LOYAL CS FQ TQ

FR GA 3 1 GA 3 2 GA 4 2 GA 4 1

GA 1 1

FR BE 1 2 BE 2 3 BE 2 4

VA .765 LX 1 1

VA .125 TD 1 1

VA .571 LX 2 2

VA .244 TD 2 2

VA .760 LY 1 1

VA .128 TE 1 1

VA .604 LY 2 2

VA .222 TE 2 2

VA .614 LY 3 3

VA .216 TE 3 3

VA .635 LY 4 4

VA .202 TE 4 4

PD

OU MI EF FS

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:\UII\LISREL\FULL

MODEL\ONECON MODIF1.ls8:

TESTING VALIDITY SARAH

MODIFIKASI MODEL PERTAMA

DG MENAMBAH GA 1 1

DA NI=6 NO=235 MA=CM

LA

LOYAL CS FQ TQ STAND

KUSTOM

PM='D:\UII\LISREL\FULL

MODEL\ONECON2.PMM'

AC= 'D:\UII\LISREL\FULL

MODEL\ONECON2.ACM'

SE

1 2 3 4 5 6/

MO NX=2 NY=4 NK=2 NE=4

LX=FU,FI LY=FU,FI GA=FU,FI

BE=FU,FI PH=SY,FR TD=SY,FI

PS=DI,FR TE=SY,FI

LK

STAND KUSTOM

LE

LOYAL CS FQ TQ

FR GA 3 1 GA 3 2 GA 4 2 GA 4 1

GA 1 1

FR BE 1 2 BE 2 3 BE 2 4

VA .765 LX 1 1

VA .125 TD 1 1

VA .571 LX 2 2

VA .244 TD 2 2

VA .760 LY 1 1

VA .128 TE 1 1

VA .604 LY 2 2

VA .222 TE 2 2

VA .614 LY 3 3

VA .216 TE 3 3

VA .635 LY 4 4

VA .202 TE 4 4

PD

OU MI EF FS

Parameter Specifications

TESTING VALIDITY SARAH

Number of Input Variables 6
 Number of Y - Variables 4
 Number of X - Variables 2
 Number of ETA - Variables 4
 Number of KSI - Variables 2
 Number of Observations 235

BETA

	LOYAL	CS	FQ	TQ
LOYAL	0	1	0	
CS	0	0	2	3
FQ	0	0	0	0
TQ	0	0	0	0

TESTING VALIDITY SARAH

Covariance Matrix

	LOYAL	CS	FQ	TQ
LOYAL	3.08			
CS	3.44	7.79		
FQ	2.54	5.55	6.32	
TQ	2.08	5.39	4.22	6.32
STAND		3.00	5.31	5.01
KUSTOM		4.50	7.79	
	1.00	2.24	1.52	
	1.49	1.50	0.93	

GAMMA

	STAND	KUSTOM
LOYAL	4	0
CS	0	0
FQ	5	6
TQ	7	8

PHI

	STAND	KUSTOM
STAND	9	
KUSTOM	10	11

PSI

TESTING VALIDITY SARAH

LOYAL	CS	FQ	TQ
-------	----	----	----

----- ----- ----- -----
 12 13 14 15

TESTING VALIDITY SARAH

Number of Iterations = 16

LISREL Estimates (Robust
 Maximum Likelihood)

LAMBDA-Y

LOYAL	CS	FQ	TQ
LOYAL	0.76	--	--
	-		
CS	--	0.60	--
FQ	--	--	0.61
TQ	--	--	--

LAMBDA-X

STAND	KUSTOM
STAND	0.77
KUSTOM	--

BETA

LOYAL	CS	FQ	TQ
LOYAL	--	0.27	--
	-	(0.06)	
	4.74		
CS	--	--	0.59
	(0.13)	(0.13)	
	4.70	4.07	
FQ	--	--	--
TQ	--	--	--

GAMMA

STAND	KUSTOM
LOYAL	0.15
	(0.06)
	2.40
CS	--
FQ	0.43
	(0.14)
	(0.36)
	2.96
TQ	0.29
	(0.14)
	(0.36)
	2.00
	4.44

Covariance Matrix of ETA and KSI

LOYAL	CS	FQ	TQ
STAND	KUSTOM		

LOYAL	5.07		
CS	7.30	20.54	
FQ	5.70	14.88	16.17
TQ	5.21	13.88	10.36
	15.16		
STAND	5.04	11.08	10.70
	9.28	13.11	
KUSTOM	1.85	4.87	4.53
	4.28	3.42	2.05

PHI

STAND KUSTOM

STAND	13.11	
	(0.87)	
	15.05	
KUSTOM	3.42	2.05
	(0.37)	(0.17)
	9.37	11.94

PSI

Note: This matrix is diagonal.

LOYAL	CS	FQ	TQ
2.30	4.64	4.84	5.59
(0.50)	(1.84)	(1.51)	(1.62)
4.56	2.52	3.20	3.45

Squared Multiple Correlations for Structural Equations

LOYAL	CS	FQ	TQ
0.55	0.77	0.70	0.63

Squared Multiple Correlations for Reduced Form

LOYAL	CS	FQ	TQ
0.43	0.62	0.70	0.63

Reduced Form

STAND	KUSTOM
LOYAL	0.26 0.46
	(0.06) (0.13)
	4.52 3.47
CS	0.40 1.71
	(0.14) (0.33)
	2.94 5.19
FQ	0.43 1.50
	(0.14) (0.36)
	2.96 4.13
TQ	0.29 1.61
	(0.14) (0.36)
	2.00 4.44

THETA-EPS

LOYAL	CS	FQ	TQ
0.13	0.22	0.22	0.20

Squared Multiple Correlations for Y
- Variables

LOYAL	CS	FQ	TQ
0.96	0.97	0.97	0.97

THETA-DELTA

STAND	KUSTOM
0.12	0.24

Squared Multiple Correlations for X
- Variables

STAND	KUSTOM
0.98	0.73

Goodness of Fit Statistics

Degrees of Freedom = 6

Minimum Fit Function Chi-Square =
146.12 (P = 0.0)

Normal Theory Weighted Least
Squares Chi-Square = 136.04 (P =
0.0)

Satorra-Bentler Scaled Chi-Square =
30.71 (P = 0.00)

Chi-Square Corrected for Non-
Normality = 22.82 (P = 0.00086)

Estimated Non-centrality Parameter
(NCP) = 24.71

90 Percent Confidence Interval for
NCP = (11.00 ; 45.93)

Minimum Fit Function Value = 0.62
Population Discrepancy Function
Value (F0) = 0.11

90 Percent Confidence Interval for
F0 = (0.047 ; 0.20)

Root Mean Square Error of
Approximation (RMSEA) = 0.13

90 Percent Confidence Interval for
RMSEA = (0.089 ; 0.18)

P-Value for Test of Close Fit
(RMSEA < 0.05) = 0.0017

Expected Cross-Validation Index
(ECVI) = 0.26

90 Percent Confidence Interval for
ECVI = (0.20 ; 0.35)

ECVI for Saturated Model = 0.18

ECVI for Independence Model =
6.65

Parsimony Goodness of Fit Index
(PGFI) = 0.24

Chi-Square for Independence Model
with 15 Degrees of Freedom =
1544.76
Independence AIC = 1556.76
Model AIC = 60.71
Saturated AIC = 42.00
Independence CAIC = 1583.52
Model CAIC = 127.60
Saturated CAIC = 135.65

TESTING VALIDITY SARAH
Modification Indices and Expected
Change

Normed Fit Index (NFI) = 0.98
Non-Normed Fit Index (NNFI) =
0.96
Parsimony Normed Fit Index (PNFI)
= 0.39

Modification Indices for LAMBDA-
Y

LOYAL	CS	FQ	TQ
-----	-----	-----	-----
LOYAL	--	--	2.80
		31.19	
CS	--	--	--
FQ	19.26	--	--
TQ	115.60	--	--

Comparative Fit Index (CFI) = 0.98
Incremental Fit Index (IFI) = 0.98
Relative Fit Index (RFI) = 0.95

Expected Change for LAMBDA-Y

Critical N (CN) = 129.12

LOYAL	CS	FQ	TQ
-----	-----	-----	-----
LOYAL	--	--	-0.10
		0.31	

Root Mean Square Residual (RMR)
= 0.18
Standardized RMR = 0.059

CS	--	--	--
FQ	-0.34	--	--
TQ	-1.39	--	--

Goodness of Fit Index (GFI) = 0.84
Adjusted Goodness of Fit Index
(AGFI) = 0.45

Modification Indices for LAMBDA-
X

TQ -0.78 -0.18 -- --

STAND KUSTOM

STAND -- 0.07

KUSTOM -- --

Expected Change for LAMBDA-X

STAND KUSTOM

STAND -- 0.05

KUSTOM -- --

Modification Indices for BETA

LOYAL CS FQ TQ

LOYAL -- -- 2.80

31.19

CS 95.82 -- -- --

FQ 4.95 6.62 -- 5.86

TQ 29.88 6.98 -- --

Expected Change for BETA

LOYAL CS FQ TQ

LOYAL -- -- -0.13 -

0.40

CS 3.37 -- -- --

FQ -0.28 -0.15 -- 0.33

Modification Indices for GAMMA

STAND KUSTOM

LOYAL -- 2.10

CS 6.85 --

FQ -- --

TQ -- --

Expected Change for GAMMA

STAND KUSTOM

LOYAL -- -0.33

CS 0.38 --

FQ -- --

TQ -- --

No Non-Zero Modification Indices
for PHI

Modification Indices for PSI

LOYAL CS FQ TQ

LOYAL --

CS -- --

FQ 1.02 -- --

TQ 23.60 -- -- --

Expected Change for PSI			
LOYAL	CS	FQ	TQ
-----	-----	-----	-----
LOYAL	--	--	--
CS	--	--	--
FQ	-0.44	--	--
TQ	-1.97	--	--

Modification Indices for THETA- EPS			
LOYAL	CS	FQ	TQ
-----	-----	-----	-----
LOYAL	--	--	--
CS	--	--	--
FQ	4.35	--	--
TQ	19.41	--	--

Expected Change for THETA-EPS			
LOYAL	CS	FQ	TQ
-----	-----	-----	-----
LOYAL	--	--	--
CS	--	--	--
FQ	-0.23	--	--
TQ	-0.53	--	--

Modification Indices for THETA-
DELTA-EPS

LOYAL	CS	FQ	TQ
-----	-----	-----	-----
STAND	--	0.01	--
		-	
KUSTOM	4.37	85.99	--
	--		

Expected Change for THETA-
DELTA-EPS

LOYAL	CS	FQ	TQ
-----	-----	-----	-----
STAND	--	-0.02	--
		--	
KUSTOM	0.11	0.55	--
	--		

Maximum Modification Index is
115.60 for Element (4, 1) of
LAMBDA-Y

TESTING VALIDITY SARAH

Factor Scores Regressions

ETA

LOYAL	CS	FQ	TQ
STAND	KUSTOM		

	LOYAL	CS	FQ	TQ
LOYAL	1.20	0.03	0.00	
	0.00	0.02	0.00	
CS	0.08	1.45	0.10	
	0.08	-0.01	0.01	
FQ	0.01	0.09	1.43	-
	0.02	0.06	0.12	
TQ	0.00	0.07	-0.02	
	1.43	0.03	0.10	

KSI

	LOYAL	CS	FQ	TQ
STAND				
	0.02	0.00	0.03	
	0.01	1.26	0.00	
KUSTOM				
	0.00	0.02	0.14	
	0.13	0.01	0.77	

TESTING VALIDITY SARAH

Total and Indirect Effects

Total Effects of KSI on ETA

	LOYAL	CS	FQ	TQ
STAND				
	0.26	0.46		

(0.06) (0.13)

4.52 3.47

CS 0.40 1.71

(0.14) (0.33)

2.94 5.19

FQ 0.43 1.50

(0.14) (0.36)

2.96 4.13

TQ 0.29 1.61

(0.14) (0.36)

2.00 4.44

Indirect Effects of KSI on ETA

STAND KUSTOM

LOYAL 0.11 0.46

(0.04) (0.13)

2.43 3.47

CS 0.40 1.71

(0.14) (0.33)

2.94 5.19

FQ -- --

TQ -- --

Total Effects of ETA on ETA

LOYAL CS FQ TQ

LOYAL -- 0.27 0.16

0.14

	(0.06)	(0.05)	(0.04)	
	4.74	3.25	3.14	
CS	--	--	0.59	0.51
	(0.13)	(0.13)		
	4.70	4.07		
FQ	--	--	--	--
TQ	--	--	--	--

Largest Eigenvalue of B*B'
(Stability Index) is 0.612

Indirect Effects of ETA on ETA

LOYAL	CS	FQ	TQ
-----	-----	-----	-----
LOYAL	--	--	0.16
	0.14		
	(0.05)	(0.04)	
	3.25	3.14	
CS	--	--	--
FQ	--	--	--
TQ	--	--	--

Total Effects of ETA on Y

LOYAL	CS	FQ	TQ
-----	-----	-----	-----
LOYAL	0.76	0.21	0.12
	0.11		
	(0.04)	(0.04)	(0.03)
	4.74	3.25	3.14

CS	--	0.60	0.36	0.31
	(0.08)	(0.08)		
	4.70	4.07		
FQ	--	--	0.61	--
TQ	--	--	--	0.64

Indirect Effects of ETA on Y

LOYAL	CS	FQ	TQ
-----	-----	-----	-----
LOYAL	--	0.21	0.12
	0.11		
	(0.04)	(0.04)	(0.03)
	4.74	3.25	3.14
CS	--	--	0.36
	(0.08)	(0.08)	
	4.70	4.07	
FQ	--	--	--
TQ	--	--	--

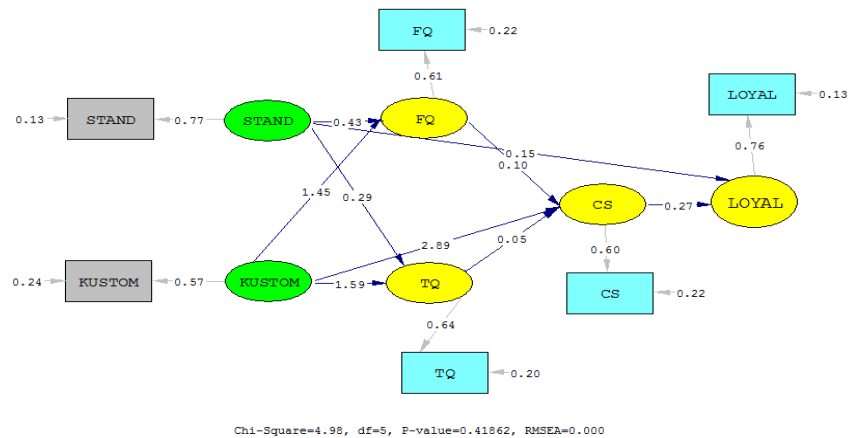
Total Effects of KSI on Y

STAND	KUSTOM
-----	-----
LOYAL	0.20
	0.35
	(0.04)
	(0.10)
	4.52
	3.47
CS	0.24
	1.03
	(0.08)
	(0.20)
	2.94
	5.19
FQ	0.26
	0.92

(0.09) (0.22)
2.96 4.13
TQ 0.18 1.02
(0.09) (0.23)
2.00 4.44

Time used: 0.016 Seconds

Gambar 4.3



TESTING VALIDITY SARAH
 MODIFIKASI MODEL KEDUA
 DG MENAMBAH GA 1 1 DAN GA
 2 2
 DA NI=6 NO=235 MA=CM
 LA
 LOYAL CS FQ TQ STAND
 KUSTOM
 PM='D:\UII\LISREL\FULL
 MODEL\ONECON2.PMM'
 AC= 'D:\UII\LISREL\FULL
 MODEL\ONECON2.ACM'
 SE
 1 2 3 4 5 6/
 MO NX=2 NY=4 NK=2 NE=4
 LX=FU,FI LY=FU,FI GA=FU,FI
 BE=FU,FI PH=SY,FR TD=SY,FI
 PS=DI,FR TE=SY,FI
 LK
 STAND KUSTOM

LE
 LOYAL CS FQ TQ
 FR GA 3 1 GA 3 2 GA 4 2 GA 4 1
 GA 1 1 GA 2 2
 FR BE 1 2 BE 2 3 BE 2 4
 VA .765 LX 1 1
 VA .125 TD 1 1
 VA .571 LX 2 2
 VA .244 TD 2 2
 VA .760 LY 1 1
 VA .128 TE 1 1
 VA .604 LY 2 2
 VA .222 TE 2 2
 VA .614 LY 3 3
 VA .216 TE 3 3
 VA .635 LY 4 4
 VA .202 TE 4 4
 PD
 OU MI EF FS

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:\UII\LISREL\FULL
MODEL\ONECON
MODIFFINAL.ls8:

TESTING VALIDITY SARAH
MODIFIKASI MODEL KEDUA
DG MENAMBAH GA 1 1 DAN GA
2 2
DA NI=6 NO=235 MA=CM
LA
LOYAL CS FQ TQ STAND
KUSTOM

PM='D:\UII\LISREL\FULL
MODEL\ONECON2.PMM'
AC= 'D:\UII\LISREL\FULL
MODEL\ONECON2.ACM'

SE

1 2 3 4 5 6/

MO NX=2 NY=4 NK=2 NE=4
LX=FU,FI LY=FU,FI GA=FU,FI
BE=FU,FI PH=SY,FR TD=SY,FI
PS=DI,FR TE=SY,FI

LK

STAND KUSTOM

LE

LOYAL CS FQ TQ

FR GA 3 1 GA 3 2 GA 4 2 GA 4 1
GA 1 1 GA 2 2

FR BE 1 2 BE 2 3 BE 2 4

VA .765 LX 1 1

VA .125 TD 1 1

VA .571 LX 2 2

VA .244 TD 2 2

VA .760 LY 1 1

VA .128 TE 1 1

VA .604 LY 2 2

VA .222 TE 2 2

VA .614 LY 3 3

VA .216 TE 3 3

VA .635 LY 4 4

VA .202 TE 4 4

PD

OU MI EF FS

TESTING VALIDITY SARAH

Number of Input Variables 6
 Number of Y - Variables 4
 Number of X - Variables 2
 Number of ETA - Variables 4
 Number of KSI - Variables 2
 Number of Observations 235

BETA

	LOYAL	CS	FQ	TQ
LOYAL	0	1	0	0
CS	0	0	2	3
FQ	0	0	0	0
TQ	0	0	0	0

TESTING VALIDITY SARAH

Covariance Matrix

	LOYAL	CS	FQ	TQ
LOYAL	3.08			
CS	3.44	7.79		
FQ	2.54	5.55	6.32	
TQ	2.08	5.39	4.22	6.32
STAND	3.00	5.31	5.01	4.50
KUSTOM	1.00	2.24	1.52	1.49

GAMMA

	STAND	KUSTOM
LOYAL	4	0
CS	0	5
FQ	6	7
TQ	8	9

PHI

	STAND	KUSTOM
STAND	10	
KUSTOM	11	12

PSI

TESTING VALIDITY SARAH

Parameter Specifications

LOYAL	CS	FQ	TQ

13 14 15 16

LOYAL -- 0.27 -- -

TESTING VALIDITY SARAH

(0.06)

4.74

Number of Iterations = 7

CS -- -- 0.10 0.05

(0.24) (0.20)

LISREL Estimates (Robust
Maximum Likelihood)

0.40 0.23

FQ -- -- -- --

TQ -- -- -- --

LAMBDA-Y

GAMMA

LOYAL CS FQ TQ

STAND KUSTOM

LOYAL 0.76 -- -- -

LOYAL 0.15 --

-

(0.07)

CS -- 0.60 -- --

2.34

FQ -- -- 0.61 --

CS -- 2.89

TQ -- -- -- 0.64

(1.07)

LAMBDA-X

2.69

STAND KUSTOM

FQ 0.43 1.45

(0.14) (0.37)

3.07 3.97

STAND 0.77 --

TQ 0.29 1.59

KUSTOM -- 0.57

(0.13) (0.36)

2.13 4.47

BETA

Covariance Matrix of ETA and KSI

LOYAL CS FQ TQ

LOYAL CS FQ TQ

STAND KUSTOM

LOYAL	5.12		
CS	7.42	20.76	
FQ	5.70	14.91	16.18
TQ	5.22	13.94	10.14
	15.17		
STAND	5.14	11.49	10.67
	9.27	13.11	
KUSTOM	2.31	6.52	4.45
	4.24	3.47	2.04

PHI

STAND KUSTOM

STAND	13.11	
	(0.87)	
	15.05	
KUSTOM	3.47	2.04
	(0.34)	(0.17)
	10.31	12.09

PSI

Note: This matrix is diagonal.

LOYAL	CS	FQ	TQ
2.30	-0.17	5.12	5.77
(0.50)	(2.50)	(1.56)	(1.64)
4.60	-0.07	3.29	3.53

Squared Multiple Correlations for Structural Equations

LOYAL	CS	FQ	TQ
0.55	1.01	0.68	0.62

Squared Multiple Correlations for Reduced Form

LOYAL	CS	FQ	TQ
0.55	1.01	0.68	0.62

Reduced Form

STAND	KUSTOM
LOYAL	0.17 0.85
	(0.08) (0.23)
	2.15 3.65
CS	0.06 3.10
	(0.15) (0.53)
	0.36 5.91
FQ	0.43 1.45
	(0.14) (0.37)
	3.07 3.97
TQ	0.29 1.59
	(0.13) (0.36)
	2.13 4.47

W_A_R_N_I_N_G: PSI is not
positive definite

THETA-EPS

LOYAL	CS	FQ	TQ
-----	-----	-----	-----
0.13	0.22	0.22	0.20

Squared Multiple Correlations for Y
- Variables

LOYAL	CS	FQ	TQ
-----	-----	-----	-----
0.96	0.97	0.97	0.97

THETA-DELTA

STAND	KUSTOM
-----	-----
0.12	0.24

Squared Multiple Correlations for X
- Variables

STAND	KUSTOM
-----	-----
0.98	0.73

Goodness of Fit Statistics

Degrees of Freedom = 5
Minimum Fit Function Chi-Square =
21.27 (P = 0.00072)
Normal Theory Weighted Least
Squares Chi-Square = 21.46 (P =
0.00066)
Satorra-Bentler Scaled Chi-Square =
4.98 (P = 0.42)
Chi-Square Corrected for Non-
Normality = 5.71 (P = 0.34)
Estimated Non-centrality Parameter
(NCP) = 0.0
90 Percent Confidence Interval for
NCP = (0.0 ; 9.60)
Minimum Fit Function Value =
0.091
Population Discrepancy Function
Value (F0) = 0.0
90 Percent Confidence Interval for
F0 = (0.0 ; 0.041)
Root Mean Square Error of
Approximation (RMSEA) = 0.0
90 Percent Confidence Interval for
RMSEA = (0.0 ; 0.091)
P-Value for Test of Close Fit
(RMSEA < 0.05) = 0.70

Expected Cross-Validation Index
 (ECVI) = 0.16
 90 Percent Confidence Interval for
 ECVI = (0.16 ; 0.20)
 ECVI for Saturated Model = 0.18
 ECVI for Independence Model =
 6.65

Chi-Square for Independence Model
 with 15 Degrees of Freedom =
 1544.76
 Independence AIC = 1556.76
 Model AIC = 36.98
 Saturated AIC = 42.00
 Independence CAIC = 1583.52
 Model CAIC = 108.33
 Saturated CAIC = 135.65

Normed Fit Index (NFI) = 1.00
 Non-Normed Fit Index (NNFI) =
 1.00
 Parsimony Normed Fit Index (PNFI)
 = 0.33
 Comparative Fit Index (CFI) = 1.00
 Incremental Fit Index (IFI) = 1.00
 Relative Fit Index (RFI) = 0.99

Critical N (CN) = 710.33

Root Mean Square Residual (RMR)
 = 0.12
 Standardized RMR = 0.025
 Goodness of Fit Index (GFI) = 0.97
 Adjusted Goodness of Fit Index
 (AGFI) = 0.88
 Parsimony Goodness of Fit Index
 (PGFI) = 0.23

TESTING VALIDITY SARAH

Modification Indices and Expected
 Change

Modification Indices for LAMBDA-
 Y

LOYAL	CS	FQ	TQ
-----	-----	-----	-----
LOYAL	--	--	2.11
		23.13	
CS	--	--	--
FQ	--	--	--
TQ	--	--	--

Expected Change for LAMBDA-Y

LOYAL	CS	FQ	TQ
-----	-----	-----	-----
LOYAL	--	--	-0.07
			0.23

CS	--	--	--	--
FQ	--	--	--	--
TQ	--	--	--	--

LOYAL	CS	FQ	TQ
-----	-----	-----	-----
LOYAL	--	--	-0.10
		0.30	

Modification Indices for LAMBDA-X

CS	--	--	--	--
FQ	-0.67	--	--	--
TQ	-125.85	--	--	--

STAND	KUSTOM
-----	-----
STAND	--
KUSTOM	0.24

No Non-Zero Modification Indices for GAMMA

Expected Change for LAMBDA-X

No Non-Zero Modification Indices for PHI

STAND	KUSTOM
-----	-----
STAND	--
KUSTOM	-0.01

Modification Indices for PSI

Modification Indices for BETA

LOYAL	CS	FQ	TQ
-----	-----	-----	-----
LOYAL	--	--	--
CS	8.27	--	--
FQ	1.80	--	--
TQ	15.49	--	--

LOYAL	CS	FQ	TQ
-----	-----	-----	-----
LOYAL	--	--	2.11
	23.13		
CS	--	--	--
FQ	7.43	--	--
TQ	4045.08	--	--

Expected Change for PSI

Expected Change for BETA

LOYAL	CS	FQ	TQ
-----	-----	-----	-----
LOYAL	--	--	--
CS	0.71	--	--
FQ	-0.36	--	--
TQ	-1.09	--	--

Modification Indices for THETA-
EPS

LOYAL	CS	FQ	TQ
LOYAL	--	--	--
CS	--	--	--
FQ	2.38	--	--
TQ	15.76	--	--

Expected Change for THETA-EPS

LOYAL	CS	FQ	TQ
LOYAL	--	--	--
CS	--	--	--
FQ	-0.18	--	--
TQ	-0.52	--	--

Modification Indices for THETA-
DELTA-EPS

LOYAL	CS	FQ	TQ
LOYAL	--	--	--
CS	--	--	--
FQ	0.02	--	--
TQ	--	--	--

Expected Change for THETA-
DELTA-EPS

LOYAL	CS	FQ	TQ
LOYAL	--	--	--
CS	--	--	--
FQ	-0.01	--	--
TQ	--	--	--

Modification Indices for THETA-
DELTA

STAND	KUSTOM
STAND	--
KUSTOM	0.16

Expected Change for THETA-
DELTA

STAND	KUSTOM
STAND	--
KUSTOM	0.03

Maximum Modification Index is
4045.08 for Element (4, 1) of BETA

TESTING VALIDITY SARAH

Factor Scores Regressions

ETA

LOYAL	CS	FQ	TQ
STAND	KUSTOM		
1.20	0.03	0.00	
0.00	0.02	0.01	
0.07	1.33	0.10	
0.08	0.00	0.42	
0.01	0.10	1.45	-
0.01	0.05	-0.02	
0.00	0.07	-0.01	
1.45	0.03	0.00	

KSI

LOYAL	CS	FQ	TQ
STAND	KUSTOM		
0.02	0.00	0.02	
0.01	1.26	0.00	
0.03	0.48	-0.02	
0.00	0.00	0.10	

TESTING VALIDITY SARAH

Total and Indirect Effects

Total Effects of KSI on ETA

STAND	KUSTOM
0.17	0.85
(0.08)	(0.23)
2.15	3.65
0.06	3.10
(0.15)	(0.53)
0.36	5.91
0.43	1.45
(0.14)	(0.37)
3.07	3.97
0.29	1.59
(0.13)	(0.36)
2.13	4.47

Indirect Effects of KSI on ETA

STAND	KUSTOM
0.02	0.85
(0.04)	(0.23)
0.36	3.65
0.06	0.22
(0.15)	(0.56)
0.36	0.39
--	--
--	--

Total Effects of ETA on ETA

LOYAL	CS	FQ	TQ
-------	----	----	----

LOYAL	--	0.27	0.03
		0.01	
	(0.06)	(0.07)	(0.06)
	4.74	0.40	0.23
CS	--	--	0.10
		(0.24)	(0.20)
		0.40	0.23
FQ	--	--	--
TQ	--	--	--

Largest Eigenvalue of B*B'
(Stability Index) is 0.074

Indirect Effects of ETA on ETA

LOYAL	CS	FQ	TQ
LOYAL	--	--	0.03
		0.01	
	(0.07)	(0.06)	
	0.40	0.23	
CS	--	--	--
FQ	--	--	--
TQ	--	--	--

Total Effects of ETA on Y

LOYAL	CS	FQ	TQ
-------	----	----	----

LOYAL	0.76	0.21	0.02
	0.01		
	(0.04)	(0.05)	(0.04)
	4.74	0.40	0.23
CS	--	0.60	0.06
		(0.15)	(0.12)
		0.40	0.23
FQ	--	--	0.61
TQ	--	--	--
			0.64

Indirect Effects of ETA on Y

LOYAL	CS	FQ	TQ
LOYAL	--	0.21	0.02
		0.01	
	(0.04)	(0.05)	(0.04)
	4.74	0.40	0.23
CS	--	--	0.06
		(0.15)	(0.12)
		0.40	0.23
FQ	--	--	--
TQ	--	--	--

Total Effects of KSI on Y

STAND	KUSTOM
LOYAL	0.13
	0.64
	(0.06)
	(0.18)
	2.15
	3.65

CS	0.03	1.88
	(0.09)	(0.32)
	0.36	5.91
FQ	0.26	0.89
	(0.09)	(0.22)
	3.07	3.97
TQ	0.18	1.01
	(0.09)	(0.23)
	2.13	4.47

Time used: 0.000 Seconds