



LAMPIRAN

Lampiran 1: Kuesioner

Overall Satisfaction

NO.	PERNYATAAN	NILAI				
		STS	TS	N	S	SS
1	Karyawan JNE memberikan pelayanan yang sangat berarti					
2	Saya merasa sangat puas dengan pelayanan JNE					
3	Lama pengiriman sesuai dengan waktu yang dijanjikan					
4	Saya merasa dengan adanya JNE sangat bermanfaat					

Provider Satisfaction

NO.	PERNYATAAN	NILAI				
		STS	TS	N	S	SS
1	Secara keseluruhan, intruksi yang diberikan karyawan JNE didalam pengiriman paket efektif					
2	Saya merasa puas dengan pelayanan yang diberikan oleh karyawan JNE					
3	Karyawan JNE mempersiapkan dan mengelola tempat/gerai JNE secara efektif					
4	Secara keseluruhan, saya yakin bahwa karyawan JNE adalah karyawan yang luar biasa					

Self Satisfaction

NO.	PERNYATAAN	NILAI				
		STS	TS	N	S	SS
1	Saya adalah konsumen yang baik					
2	Saya merasa puas dengan usaha yang saya lakukan dalam proses pengiriman paket					
3	Saya menilai usaha yang saya lakukan dalam proses pengiriman paket sangat baik					

Guarantee Evaluation

NO.	PERNYATAAN	NILAI				
		STS	TS	N	S	SS
1	Dengan adanya garansi mengurangi fokus saya untuk melakukan pengiriman paket yang baik					
2	Dengan adanya garansi meningkatkan tanggung jawab konsumen					
3	Dengan adanya garansi menantang/ memacu saya untuk melakukan yang terbaik					

Guarantee coproduction

NO.	PERNYATAAN	NILAI				
		STS	TS	N	S	SS
1	Saya merasa pengiriman paket yang bergaransi merupakan ide yang bagus					
2	Garansi adalah membuang-buang waktu					
3	Pengiriman paket JNE yang memiliki garansi harus selalu diadakan					

Differentiation

NO.	PERNYATAAN	NILAI				
		STS	TS	N	S	SS
1	Dengan adanya garansi yang dimiliki JNE memberikan perbedaan dengan penyedia jasa ekspedisi lain					
2	Jika JNE menawarkan garansi untuk semua jenis layanannya, saya yakin akan banyak orang yang akan memilih JNE					
3	Jika ada 2 penyedia jasa ekspedisi yang sama, dan salah satunya menawarkan garansi terhadap layanannya, saya akan lebih memilih penyedia jasa ekspedisi yang memberikan garansi terhadap layanannya					
4	Saya tahu bahwa pelayanan JNE akan berbeda setelah JNE menawarkan garansi					

Signaling

NO.	PERNYATAAN	NILAI				
		STS	TS	N	S	SS
1	Dengan adanya garansi meningkatkan keyakinan saya terhadap karyawan JNE					
2	Dengan adanya garansi, saya menaruh harapan yang tinggi terhadap kinerja pelayanan JNE					
3	Dengan adanya garansi, mengkomunikasikan bahwa JNE berkomitmen terhadap kualitas yang tinggi					
4	Dengan adanya garansi meningkatkan kepercayaan saya terhadap JNE					
5	Dengan adanya garansi meningkatkan tanggung jawab yang dimiliki JNE					

**Lampiran 2: Uji Reliabilitas
Variabel Guarantee Signalling**

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.915	5

Variabel Guarantee Diffrentiation

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.866	4

Variabel Guarantee Coproduction

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.763	3

Variabel Guarantee Evaluation

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.659	3

Variabel Provider Satisfaction

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.893	4

Variabel Self-Satisfaction

Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.822	3

Variabel Overall Satisfaction

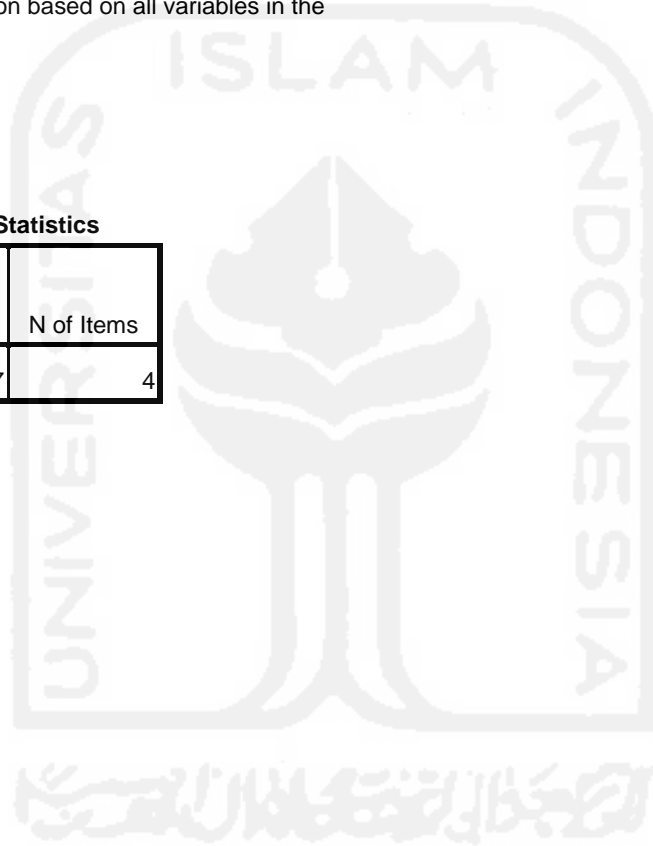
Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.767	4



Lampiran 3: Hasil Perhitungan SEM dengan LISREL

DATE: 9/25/2014

TIME: 16:48

L I S R E L 8.80

BY

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The following lines were read from file D:\Hitungan Lisrel FINAL\HITUNGAN
CFA KE2.spl:

```
SERVICE GUARANTEE
OBSERVED VARIABLE OS1 OS2 OS3 OS4 PS1 PS2 PS3 PS4 SS1 SS2 SS3 GE1 GE3
DIF1 DIF2 DIF3 DIF4 SIG1 SIG2 SIG3 SIG4 SIG5 GC1 GC2 GC3
COVARIANCE MATRIX FROM FILE D:\SG\GUARANTEE.COV
ASYMPTOTIC COVARIANCE MATRIX FROM FILE D:\SG\GUARANTEE.ACM
LATENT VARIABLES OVERALLSATISFY PROVIDERSATISFY SELSFSATISFY GEVALUATION
GDIFFERENTIATION GSIGNALLING GCOPRODUCTION
SAMPLE SIZE 100
RELATIONSHIPS:
OS1 = 1*OVERALLSATISFY
OS2 OS3 OS4 = OVERALLSATISFY
PS1 = 1*PROVIDERSATISFY
PS2 PS3 PS4 = PROVIDERSATISFY
SS1 = 1*SELSFSATISFY
SS2 SS3 = SELSFSATISFY
GE1 = 1*GEVALUATION
GE3 = GEVALUATION
DIF1 = 1*GDIFFERENTIATION
DIF2 DIF3 DIF4 = GDIFFERENTIATION
SIG1 = 1*GSIGNALLING
SIG2 SIG3 SIG4 SIG5 = GSIGNALLING
GC1 = 1*GCOPRODUCTION
GC2 GC3 = GCOPRODUCTION
OVERALLSATISFY = PROVIDERSATISFY SELSFSATISFY GCOPRODUCTION
PROVIDERSATISFY = GEVALUATION GDIFFERENTIATION GSIGNALLING
SELSFSATISFY = GCOPRODUCTION
SET ERROR COVARIANCE OS4 AND OS1 TO FREE
SET ERROR COVARIANCE PS4 AND OS1 TO FREE
SET ERROR COVARIANCE GE3 AND PS4 TO FREE
SET ERROR COVARIANCE DIF3 AND PS2 TO FREE
SET ERROR COVARIANCE DIF4 AND PS4 TO FREE
SET ERROR COVARIANCE GC2 AND SS2 TO FREE
OPTIONS: SC SS EF RS
```

PATH DIAGRAM
 END OF PROBLEM

Sample Size = 100

SERVICE GUARANTEE

Covariance Matrix

	OS1	OS2	OS3	OS4	PS1	PS2
OS1	0.98					
OS2	0.55	0.87				
OS3	0.27	0.51	1.01			
OS4	0.57	0.46	0.25	0.99		
PS1	0.38	0.56	0.35	0.37	0.77	
PS2	0.43	0.68	0.53	0.53	0.60	0.84
PS3	0.35	0.62	0.55	0.37	0.57	0.68
PS4	0.52	0.46	0.40	0.38	0.42	0.48
SS1	0.18	0.24	0.29	0.24	0.13	0.24
SS2	0.44	0.40	0.48	0.48	0.30	0.47
SS3	0.30	0.27	0.23	0.32	0.16	0.28
GE1	0.35	0.30	0.28	0.30	0.17	0.25
GE3	0.03	0.21	0.21	0.14	0.03	0.11
DIF1	0.51	0.22	0.14	0.49	0.20	0.20
DIF2	0.09	-0.02	0.00	0.16	0.08	0.03
DIF3	0.26	0.03	0.04	0.33	0.07	0.05
DIF4	0.28	0.21	0.13	0.06	0.18	0.06
SIG1	0.42	0.13	0.22	0.39	0.08	0.19
SIG2	0.28	0.35	0.34	0.25	0.33	0.43
SIG3	0.32	0.26	0.22	0.25	0.22	0.28
SIG4	0.32	0.35	0.40	0.31	0.24	0.35
SIG5	0.27	0.20	0.16	0.35	0.20	0.22
GC1	0.27	0.29	0.30	0.30	0.21	0.28
GC2	0.24	0.24	0.26	0.29	0.15	0.27
GC3	0.41	0.42	0.38	0.39	0.33	0.42

Covariance Matrix

	PS3	PS4	SS1	SS2	SS3	GE1
PS3	0.82					
PS4	0.46	0.73				
SS1	0.25	0.19	0.88			
SS2	0.44	0.31	0.49	0.99		
SS3	0.31	0.18	0.52	0.52	0.67	
GE1	0.26	0.25	0.26	0.35	0.26	0.80
GE3	0.14	-0.05	0.09	0.12	0.16	0.36
DIF1	0.22	0.37	0.17	0.34	0.25	0.60
DIF2	0.01	0.01	0.09	0.15	0.10	0.11
DIF3	0.05	0.07	0.13	0.23	0.16	0.31
DIF4	0.18	0.19	0.25	0.22	0.32	0.23
SIG1	0.18	0.34	0.14	0.31	0.12	0.43
SIG2	0.41	0.36	0.16	0.44	0.28	0.43
SIG3	0.31	0.29	0.31	0.35	0.36	0.50
SIG4	0.32	0.38	0.27	0.44	0.27	0.43
SIG5	0.26	0.19	0.30	0.30	0.39	0.39
GC1	0.28	0.27	0.38	0.36	0.40	0.45
GC2	0.28	0.23	0.27	0.35	0.34	0.47
GC3	0.49	0.32	0.23	0.50	0.33	0.49

(0.14)	(0.10)
7.31	6.41
PS1 = 1.00*PROVIDER, Errorvar.= 0.28 , R ² = 0.63	
	(0.047)
	6.03
PS2 = 1.23*PROVIDER, Errorvar.= 0.11 , R ² = 0.87	
(0.12)	(0.029)
10.52	3.81
PS3 = 1.14*PROVIDER, Errorvar.= 0.19 , R ² = 0.77	
(0.12)	(0.038)
9.29	4.98
PS4 = 0.83*PROVIDER, Errorvar.= 0.37 , R ² = 0.48	
(0.12)	(0.065)
6.88	5.79
SS1 = 1.00*SELSFSAT, Errorvar.= 0.39 , R ² = 0.55	
	(0.096)
	4.06
SS2 = 1.04*SELSFSAT, Errorvar.= 0.46 , R ² = 0.53	
(0.15)	(0.14)
6.94	3.30
SS3 = 1.04*SELSFSAT, Errorvar.= 0.14 , R ² = 0.79	
(0.14)	(0.058)
7.72	2.46
GE1 = 1.00*GEVALUAT, Errorvar.= 0.22 , R ² = 0.73	
	(0.096)
	2.28
GE3 = 0.64*GEVALUAT, Errorvar.= 0.75 , R ² = 0.24	
(0.12)	(0.13)
5.40	5.96
DIF1 = 1.00*GDIFFERE, Errorvar.= 0.37 , R ² = 0.67	
	(0.100)
	3.71
DIF2 = 0.46*GDIFFERE, Errorvar.= 0.77 , R ² = 0.17	
(0.11)	(0.14)
4.13	5.48
DIF3 = 0.73*GDIFFERE, Errorvar.= 0.64 , R ² = 0.39	
(0.10)	(0.14)
7.03	4.56
DIF4 = 0.55*GDIFFERE, Errorvar.= 0.66 , R ² = 0.26	
(0.13)	(0.12)
4.30	5.71
SIG1 = 1.00*GSIGNALL, Errorvar.= 0.56 , R ² = 0.46	
	(0.16)

3.53

SIG2 = 1.24*GSIGNALL, Errorvar.= 0.46 , R² = 0.61
(0.13) (0.083)
9.23 5.57

SIG3 = 1.07*GSIGNALL, Errorvar.= 0.30 , R² = 0.64
(0.15) (0.052)
7.04 5.72

SIG4 = 1.21*GSIGNALL, Errorvar.= 0.34 , R² = 0.67
(0.12) (0.100)
10.49 3.39

SIG5 = 1.16*GSIGNALL, Errorvar.= 0.34 , R² = 0.65
(0.17) (0.089)
6.73 3.84

GC1 = 1.00*GCOPRODU, Errorvar.= 0.28 , R² = 0.64
(0.093)
3.05

GC2 = 1.12*GCOPRODU, Errorvar.= 0.20 , R² = 0.76
(0.15) (0.049)
7.44 4.15

GC3 = 1.15*GCOPRODU, Errorvar.= 0.33 , R² = 0.67
(0.19) (0.073)
6.11 4.53

Error Covariance for OS4 and OS1 = 0.21
(0.099)
2.15

Error Covariance for PS4 and OS1 = 0.17
(0.064)
2.61

Error Covariance for GE3 and PS4 = -0.14
(0.060)
-2.31

Error Covariance for DIF3 and PS2 = 0.017
(0.040)
0.42

Error Covariance for DIF4 and PS4 = 0.0035
(0.048)
0.073

Error Covariance for GC2 and SS2 = -0.06
(0.055)
-1.12

Structural Equations

OVERALLS = 0.73*PROVIDER + 0.095*SELSFSAT + 0.018*GCOPRODU, Errorvar.=
 0.022 , R² = 0.93
 (0.17) (0.072) (0.069)
 (0.020)
 4.40 1.31 0.26
 1.13

PROVIDER = 0.33*GEVALUAT - 0.46*GDIFFERE + 0.69*GSIGNALL, Errorvar.= 0.34
 , R² = 0.31
 (0.25) (0.21) (0.27)
 (0.089)
 1.30 -2.24 2.56 3.81

SELSFSAT = 0.59*GCOPRODU, Errorvar.= 0.31 , R² = 0.37
 (0.12) (0.097)
 5.09 3.17

Reduced Form Equations

OVERALLS = 0.24*GEVALUAT - 0.34*GDIFFERE + 0.51*GSIGNALL + 0.074*GCOPRODU,
 Errorvar.= 0.21, R² = 0.35
 (0.18) (0.14) (0.21) (0.064)
 1.34 -2.34 2.41 1.15

PROVIDER = 0.33*GEVALUAT - 0.46*GDIFFERE + 0.69*GSIGNALL + 0.0*GCOPRODU,
 Errorvar.= 0.34, R² = 0.31
 (0.25) (0.21) (0.27)
 1.30 -2.24 2.56

SELSFSAT = 0.0*GEVALUAT + 0.0*GDIFFERE + 0.0*GSIGNALL + 0.59*GCOPRODU,
 Errorvar.= 0.31, R² = 0.37
 (0.12)
 5.09

Covariance Matrix of Independent Variables

	GEVALUAT	GDIFFERE	GSIGNALL	GCOPRODU
GEVALUAT	0.58 (0.12) 4.71			
GDIFFERE	0.51 (0.10) 5.24	0.77 (0.13) 6.09		
GSIGNALL	0.38 (0.08) 4.48	0.50 (0.10) 4.90	0.48 (0.12) 3.92	
GCOPRODU	0.45 (0.10) 4.61	0.47 (0.09) 4.97	0.48 (0.09) 5.39	0.51 (0.13) 4.08

Covariance Matrix of Latent Variables

	OVERALLS	PROVIDER	SELSFSAT	GEVALUAT	GDIFFERE	GSIGNALL
OVERALLS	0.32					
PROVIDER	0.38	0.49				
SELSFSAT	0.16	0.15	0.49			

GEVALUAT	0.19	0.22	0.26	0.58		
GDIFFERE	0.15	0.16	0.28	0.51	0.77	
GSIGNALL	0.20	0.22	0.28	0.38	0.50	0.48
GCOPRODU	0.23	0.26	0.30	0.45	0.47	0.48

Covariance Matrix of Latent Variables

	GCOPRODU

GCOPRODU	0.51

Goodness of Fit Statistics

Degrees of Freedom = 256
Minimum Fit Function Chi-Square = 654.14 (P = 0.0)
Normal Theory Weighted Least Squares Chi-Square = 561.13 (P = 0.0)
Satorra-Bentler Scaled Chi-Square = 423.15 (P = 0.00)
Estimated Non-centrality Parameter (NCP) = 167.15
90 Percent Confidence Interval for NCP = (114.54 ; 227.65)

Minimum Fit Function Value = 6.61
Population Discrepancy Function Value (F0) = 1.69
90 Percent Confidence Interval for F0 = (1.16 ; 2.30)
Root Mean Square Error of Approximation (RMSEA) = 0.081
90 Percent Confidence Interval for RMSEA = (0.067 ; 0.095)
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.00029

Expected Cross-Validation Index (ECVI) = 5.67
90 Percent Confidence Interval for ECVI = (5.14 ; 6.28)
ECVI for Saturated Model = 6.57
ECVI for Independence Model = 48.58

Chi-Square for Independence Model with 300 Degrees of Freedom = 4759.62

Independence AIC = 4809.62
Model AIC = 561.15
Saturated AIC = 650.00
Independence CAIC = 4899.75
Model CAIC = 809.91
Saturated CAIC = 1821.68

Normed Fit Index (NFI) = 0.91
Non-Normed Fit Index (NNFI) = 0.96
Parsimony Normed Fit Index (PNFI) = 0.78
Comparative Fit Index (CFI) = 0.96
Incremental Fit Index (IFI) = 0.96
Relative Fit Index (RFI) = 0.90

Critical N (CN) = 73.89

Root Mean Square Residual (RMR) = 0.093
Standardized RMR = 0.099
Goodness of Fit Index (GFI) = 0.69
Adjusted Goodness of Fit Index (AGFI) = 0.60
Parsimony Goodness of Fit Index (PGFI) = 0.54

SERVICE GUARANTEE

Fitted Covariance Matrix

	OS1	OS2	OS3	OS4	PS1	PS2
OS1	0.96					
OS2	0.45	0.85				
OS3	0.35	0.50	1.00			
OS4	0.54	0.46	0.36	0.98		
PS1	0.38	0.54	0.42	0.38	0.77	
PS2	0.46	0.66	0.52	0.47	0.60	0.85
PS3	0.43	0.61	0.48	0.44	0.56	0.68
PS4	0.48	0.45	0.35	0.32	0.41	0.50
SS1	0.16	0.23	0.18	0.17	0.15	0.19
SS2	0.17	0.24	0.19	0.17	0.16	0.19
SS3	0.17	0.24	0.19	0.17	0.16	0.20
GE1	0.19	0.27	0.21	0.20	0.22	0.27
GE3	0.12	0.18	0.14	0.13	0.14	0.17
DIF1	0.15	0.21	0.17	0.15	0.16	0.19
DIF2	0.07	0.10	0.08	0.07	0.07	0.09
DIF3	0.11	0.16	0.12	0.11	0.12	0.16
DIF4	0.08	0.12	0.09	0.08	0.09	0.11
SIG1	0.20	0.28	0.22	0.20	0.22	0.27
SIG2	0.25	0.35	0.27	0.25	0.28	0.34
SIG3	0.21	0.30	0.23	0.21	0.24	0.29
SIG4	0.24	0.34	0.27	0.24	0.27	0.33
SIG5	0.23	0.32	0.25	0.23	0.26	0.31
GC1	0.23	0.32	0.25	0.23	0.26	0.32
GC2	0.26	0.36	0.28	0.26	0.29	0.36
GC3	0.26	0.37	0.29	0.27	0.30	0.37

Fitted Covariance Matrix

	PS3	PS4	SS1	SS2	SS3	GE1
PS3	0.82					
PS4	0.46	0.71				
SS1	0.17	0.13	0.88			
SS2	0.18	0.13	0.50	0.98		
SS3	0.18	0.13	0.51	0.53	0.67	
GE1	0.25	0.18	0.26	0.27	0.27	0.80
GE3	0.16	-0.02	0.17	0.17	0.18	0.37
DIF1	0.18	0.13	0.28	0.29	0.29	0.51
DIF2	0.08	0.06	0.13	0.13	0.13	0.23
DIF3	0.13	0.10	0.20	0.21	0.21	0.37
DIF4	0.10	0.08	0.15	0.16	0.16	0.28
SIG1	0.25	0.18	0.28	0.29	0.29	0.38
SIG2	0.31	0.23	0.35	0.36	0.37	0.47
SIG3	0.27	0.20	0.30	0.31	0.31	0.41
SIG4	0.31	0.22	0.34	0.35	0.36	0.46
SIG5	0.29	0.21	0.32	0.34	0.34	0.44
GC1	0.30	0.22	0.30	0.31	0.32	0.45
GC2	0.33	0.24	0.34	0.29	0.35	0.50
GC3	0.34	0.25	0.35	0.36	0.37	0.51

Fitted Covariance Matrix

	GE3	DIF1	DIF2	DIF3	DIF4	SIG1
GE3	0.99					
DIF1	0.32	1.14				
DIF2	0.15	0.35	0.93			

DIF3	0.24	0.56	0.26	1.05		
DIF4	0.18	0.42	0.19	0.31	0.89	
SIG1	0.24	0.50	0.23	0.37	0.27	1.03
SIG2	0.30	0.62	0.28	0.46	0.34	0.59
SIG3	0.26	0.54	0.24	0.39	0.29	0.51
SIG4	0.30	0.61	0.28	0.45	0.33	0.58
SIG5	0.28	0.58	0.26	0.43	0.32	0.55
GC1	0.29	0.47	0.21	0.34	0.26	0.48
GC2	0.32	0.52	0.24	0.38	0.29	0.53
GC3	0.33	0.54	0.25	0.40	0.29	0.55

Fitted Covariance Matrix

	SIG2	SIG3	SIG4	SIG5	GC1	GC2
SIG2	1.20					
SIG3	0.63	0.84				
SIG4	0.72	0.62	1.04			
SIG5	0.68	0.59	0.67	0.98		
GC1	0.59	0.51	0.58	0.55	0.80	
GC2	0.66	0.57	0.65	0.62	0.57	0.85
GC3	0.68	0.59	0.67	0.64	0.59	0.66

Fitted Covariance Matrix

	GC3
GC3	1.02

Fitted Residuals

	OS1	OS2	OS3	OS4	PS1	PS2
OS1	0.02					
OS2	0.10	0.02				
OS3	-0.09	0.00	0.01			
OS4	0.03	0.00	-0.11	0.01		
PS1	0.00	0.02	-0.07	-0.01	0.00	
PS2	-0.03	0.02	0.01	0.06	0.00	0.00
PS3	-0.08	0.00	0.07	-0.06	0.01	0.00
PS4	0.04	0.01	0.05	0.06	0.01	-0.02
SS1	0.01	0.01	0.11	0.07	-0.02	0.05
SS2	0.27	0.16	0.29	0.31	0.14	0.28
SS3	0.12	0.03	0.04	0.14	0.00	0.08
GE1	0.15	0.03	0.07	0.10	-0.05	-0.02
GE3	-0.10	0.04	0.07	0.01	-0.11	-0.06
DIF1	0.36	0.00	-0.03	0.34	0.04	0.01
DIF2	0.02	-0.11	-0.08	0.09	0.01	-0.06
DIF3	0.15	-0.13	-0.08	0.22	-0.05	-0.11
DIF4	0.19	0.10	0.04	-0.02	0.09	-0.04
SIG1	0.22	-0.16	0.00	0.19	-0.14	-0.08
SIG2	0.03	0.00	0.07	0.00	0.05	0.09
SIG3	0.11	-0.03	-0.02	0.04	-0.01	-0.01
SIG4	0.08	0.01	0.13	0.06	-0.02	0.02
SIG5	0.04	-0.12	-0.09	0.11	-0.06	-0.10
GC1	0.05	-0.03	0.05	0.06	-0.05	-0.04
GC2	-0.02	-0.12	-0.03	0.03	-0.14	-0.09
GC3	0.15	0.05	0.09	0.12	0.03	0.05

Fitted Residuals

	PS3	PS4	SS1	SS2	SS3	GE1
PS3	0.00					
PS4	0.00	0.01				
SS1	0.08	0.06	0.00			
SS2	0.26	0.18	-0.01	0.01		
SS3	0.13	0.05	0.02	-0.01	0.00	
GE1	0.01	0.07	0.00	0.08	-0.01	0.00
GE3	-0.02	-0.03	-0.08	-0.05	-0.02	-0.01
DIF1	0.04	0.23	-0.11	0.05	-0.03	0.10
DIF2	-0.07	-0.05	-0.03	0.02	-0.03	-0.12
DIF3	-0.08	-0.03	-0.07	0.02	-0.05	-0.06
DIF4	0.08	0.11	0.10	0.06	0.16	-0.04
SIG1	-0.07	0.16	-0.14	0.02	-0.17	0.05
SIG2	0.10	0.13	-0.19	0.08	-0.09	-0.05
SIG3	0.04	0.10	0.01	0.04	0.05	0.09
SIG4	0.01	0.16	-0.07	0.09	-0.08	-0.03
SIG5	-0.03	-0.03	-0.03	-0.04	0.05	-0.04
GC1	-0.02	0.06	0.08	0.05	0.08	0.00
GC2	-0.05	-0.01	-0.07	0.06	-0.02	-0.03
GC3	0.15	0.08	-0.12	0.14	-0.03	-0.02

Fitted Residuals

	GE3	DIF1	DIF2	DIF3	DIF4	SIG1
GE3	-0.02					
DIF1	-0.15	0.00				
DIF2	-0.01	-0.11	0.00			
DIF3	-0.16	-0.01	0.39	-0.01		
DIF4	-0.03	-0.13	0.21	0.13	0.00	
SIG1	-0.11	0.28	-0.01	0.16	-0.08	0.00
SIG2	-0.12	0.03	-0.08	-0.14	0.08	0.04
SIG3	-0.03	0.01	-0.03	-0.20	0.06	-0.05
SIG4	0.10	-0.02	-0.14	-0.18	0.01	0.08
SIG5	-0.08	0.02	-0.10	0.00	0.15	-0.05
GC1	0.08	0.01	-0.09	-0.07	0.14	-0.12
GC2	0.08	0.02	-0.02	-0.10	0.03	-0.08
GC3	-0.05	0.07	-0.17	-0.11	0.10	0.03

Fitted Residuals

	SIG2	SIG3	SIG4	SIG5	GC1	GC2
SIG2	0.00					
SIG3	-0.01	0.00				
SIG4	0.10	0.01	0.00			
SIG5	-0.04	0.03	-0.08	0.00		
GC1	-0.09	0.05	0.02	0.04	0.00	
GC2	-0.06	0.02	-0.01	0.05	0.02	-0.02
GC3	0.08	-0.03	0.02	0.01	-0.06	-0.01

Fitted Residuals

	GC3
GC3	0.00

Summary Statistics for Fitted Residuals

Smallest Fitted Residual = -0.20

Median Fitted Residual = 0.00
 Largest Fitted Residual = 0.39

Stemleaf Plot

```

- 2|0
- 1|9877665
- 1|444443322222111111110000
- 0|9999988888888888887777776666665555555555
-
0|444443333333333333333333222222222222221111111111111000000000000000+
16
0|111111111111111111112222222222222233333333334444444444444
0|55555555555555566666666677777788888888888888999999
1|00000000011112233334444
1|555556666899
2|1223
2|67889
3|14
3|69
  
```

Standardized Residuals

	OS1	OS2	OS3	OS4	PS1	PS2
OS1	0.63					
OS2	1.13	0.34				
OS3	-0.96	0.05	--			
OS4	0.43	-0.03	-1.32	--		
PS1	0.00	0.63	-0.86	-0.24	0.00	
PS2	-0.47	--	0.23	1.70	0.01	--
PS3	-0.99	0.15	1.29	-1.81	0.61	--
PS4	0.58	0.26	0.62	0.90	0.24	-0.87
SS1	0.13	0.16	1.41	0.77	-0.37	0.76
SS2	2.13	1.41	2.64	2.69	1.26	2.65
SS3	1.49	0.44	0.57	1.60	-0.06	1.49
GE1	2.34	0.65	1.18	1.06	-5.41	--
GE3	-1.49	0.44	0.66	0.17	-1.67	-1.19
DIF1	3.60	0.04	-0.28	3.40	0.38	0.11
DIF2	0.21	-1.35	-0.85	0.97	0.08	-0.74
DIF3	1.29	-1.51	-0.79	2.16	-0.55	-1.67
DIF4	1.99	1.39	0.47	-0.24	1.16	-0.61
SIG1	1.86	-1.44	-0.01	1.72	-1.26	-0.79
SIG2	0.29	0.03	0.60	0.04	0.56	1.03
SIG3	1.47	-0.81	-0.30	0.40	-0.29	--
SIG4	0.80	0.10	1.08	0.58	-0.26	0.27
SIG5	0.41	-1.72	-1.19	0.97	-1.63	-2.26
GC1	0.65	-0.66	0.67	0.73	-1.97	--
GC2	-0.26	-6.56	-0.50	0.40	--	--
GC3	1.37	0.58	0.85	1.11	0.34	0.56

Standardized Residuals

	PS3	PS4	SS1	SS2	SS3	GE1
PS3	--					
PS4	-0.07	0.27				
SS1	1.19	0.87	--			
SS2	2.44	1.83	--	0.10		
SS3	2.47	0.94	0.49	--	--	
GE1	--	2.19	-0.03	1.28	-0.16	--

GE3	-0.26	-0.45	-1.28	-0.81	-0.45	- -
DIF1	0.41	3.59	-1.41	0.50	-0.51	- -
DIF2	-0.79	-0.60	-0.39	0.24	-0.49	-2.49
DIF3	-1.05	-0.34	-0.74	0.25	-0.69	-1.34
DIF4	1.24	1.91	1.31	0.81	2.51	-0.66
SIG1	-0.67	1.73	-2.22	0.14	-2.82	1.54
SIG2	1.03	1.51	-3.17	0.67	-2.25	- -
SIG3	1.39	2.28	0.19	0.69	1.03	3.41
SIG4	0.15	1.76	-2.06	0.72	-2.77	- -
SIG5	-0.66	-0.49	-0.41	-0.52	0.78	-0.72
GC1	-0.72	1.12	1.61	0.92	2.09	0.08
GC2	-4.30	-0.24	-1.36	1.84	-0.44	- -
GC3	1.92	0.90	-2.35	1.19	-1.39	-1.74

Standardized Residuals

	GE3	DIF1	DIF2	DIF3	DIF4	SIG1
	-----	-----	-----	-----	-----	-----
GE3	-0.34					
DIF1	- -	- -				
DIF2	-0.06	-1.41	0.00			
DIF3	-2.52	-0.19	3.78	- -		
DIF4	-0.50	-3.62	2.79	1.55	- -	
SIG1	-2.59	3.01	-0.11	1.54	-0.94	- -
SIG2	-3.54	0.56	-1.14	-5.26	2.93	0.46
SIG3	-1.14	0.31	-0.71	-4.01	1.13	- -
SIG4	1.41	-0.58	-1.99	-3.72	0.32	0.95
SIG5	-2.36	0.94	-1.94	0.02	2.79	-0.96
GC1	1.69	0.36	-1.62	-1.10	2.88	-3.64
GC2	- -	- -	-0.55	-2.23	0.73	-4.94
GC3	- -	1.33	-2.49	-2.25	1.83	0.29

Standardized Residuals

	SIG2	SIG3	SIG4	SIG5	GC1	GC2
	-----	-----	-----	-----	-----	-----
SIG2	- -					
SIG3	- -	- -				
SIG4	1.54	- -	- -			
SIG5	-1.03	- -	-5.12	0.00		
GC1	- -	- -	- -	0.71	- -	
GC2	-1.48	- -	- -	0.60	1.07	-0.51
GC3	0.84	- -	0.26	0.12	- -	-0.60

Standardized Residuals

	GC3

GC3	0.00

Summary Statistics for Standardized Residuals

Smallest Standardized Residual = -6.56
 Median Standardized Residual = 0.00
 Largest Standardized Residual = 3.78

Stemleaf Plot

- 6|6
 - 5|431
 - 4|930

```

- 3|76652
- 2|8865554333222100
- 1|9877776655544444333332211100000
-
0|99998888777777777766666655555555544443333333222211110000000000000000+
43
0|111111112222222233333333344444444555566666666666667777777788888899+
06
1|000001111112222233333344444455555566677778888999
2|01122334556678899
3|044668

```

Largest Negative Standardized Residuals

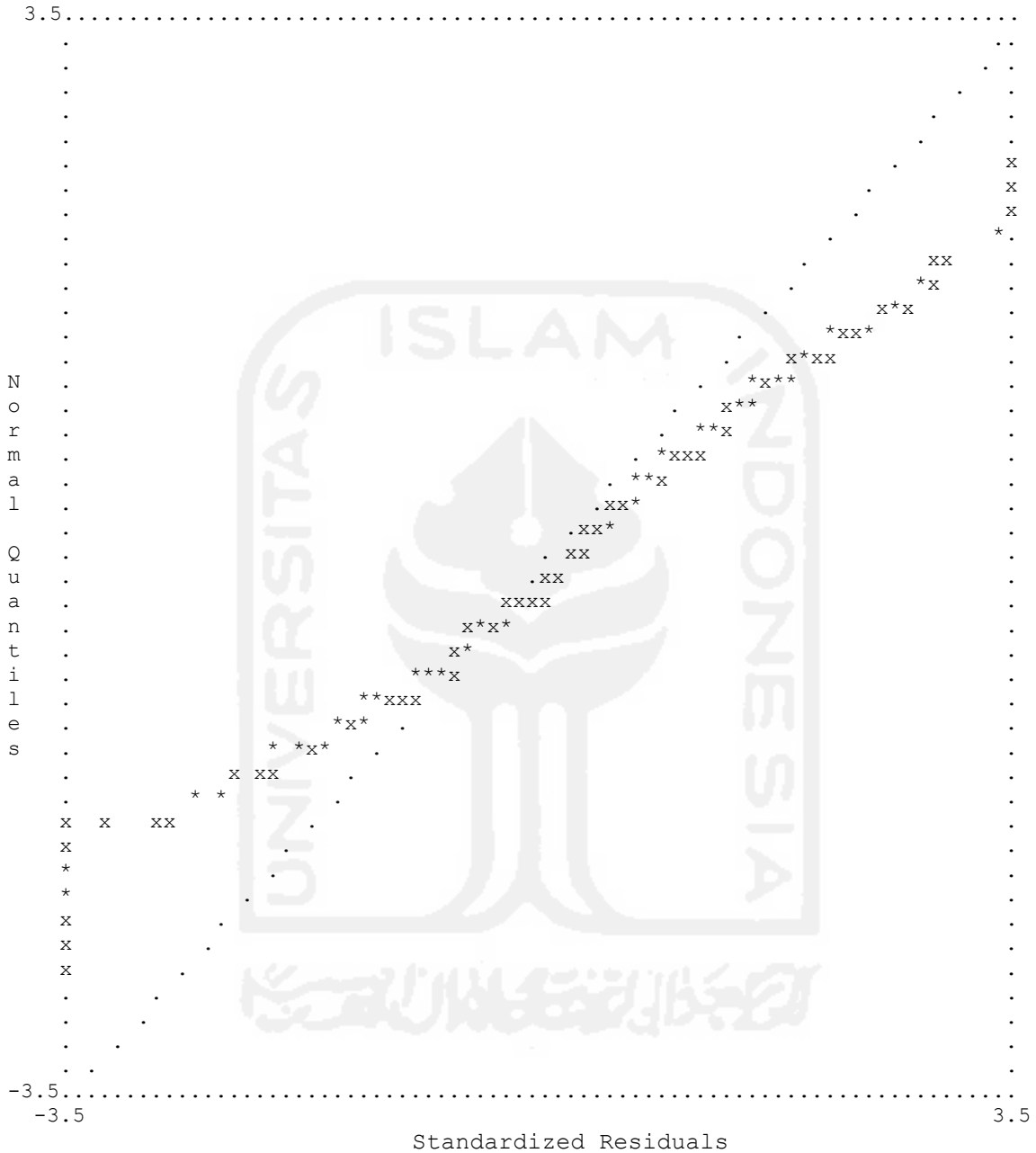
Residual for	GE1 and	PS1	-5.41
Residual for	DIF4 and	DIF1	-3.62
Residual for	SIG1 and	SS3	-2.82
Residual for	SIG1 and	GE3	-2.59
Residual for	SIG2 and	SS1	-3.17
Residual for	SIG2 and	GE3	-3.54
Residual for	SIG2 and	DIF3	-5.26
Residual for	SIG3 and	DIF3	-4.01
Residual for	SIG4 and	SS3	-2.77
Residual for	SIG4 and	DIF3	-3.72
Residual for	SIG5 and	SIG4	-5.12
Residual for	GC1 and	SIG1	-3.64
Residual for	GC2 and	OS2	-6.56
Residual for	GC2 and	PS3	-4.30
Residual for	GC2 and	SIG1	-4.94

Largest Positive Standardized Residuals

Residual for	SS2 and	OS3	2.64
Residual for	SS2 and	OS4	2.69
Residual for	SS2 and	PS2	2.65
Residual for	DIF1 and	OS1	3.60
Residual for	DIF1 and	OS4	3.40
Residual for	DIF1 and	PS4	3.59
Residual for	DIF3 and	DIF2	3.78
Residual for	DIF4 and	DIF2	2.79
Residual for	SIG1 and	DIF1	3.01
Residual for	SIG2 and	DIF4	2.93
Residual for	SIG3 and	GE1	3.41
Residual for	SIG5 and	DIF4	2.79
Residual for	GC1 and	DIF4	2.88

SERVICE GUARANTEE

Qplot of Standardized Residuals



The Modification Indices Suggest to Add the

Path to	from	Decrease in Chi-Square	New Estimate
SS2	OVERALLS	9.9	0.49
SS2	PROVIDER	9.8	0.37
SIG1	GDIFFERE	10.1	0.50
OVERALLS	GDIFFERE	51.5	3.09

The Modification Indices Suggest to Add an Error Covariance

Between	and	Decrease in Chi-Square	New Estimate
OS2	OS1	14.1	0.16
DIF1	GE1	13.6	0.22
DIF2	DIF1	8.2	-0.22

DIF3	DIF2	38.4	0.49
DIF4	OS4	8.7	-0.19
DIF4	PS2	10.0	-0.12
DIF4	DIF1	18.8	-0.34
DIF4	DIF2	9.8	0.24
SIG1	SS3	8.4	-0.12
SIG1	DIF1	16.9	0.25
SIG1	DIF4	11.1	-0.22
SIG3	GE1	9.1	0.12
SIG3	DIF3	11.8	-0.17
SIG4	GE3	11.8	0.19
SIG4	SIG2	10.4	0.17
SIG5	SS2	8.4	-0.13
SIG5	SIG4	14.1	-0.20
GC3	GC1	9.8	-0.15

SERVICE GUARANTEE

Standardized Solution

LAMBDA-Y

	OVERALLS	PROVIDER	SELSFSAT
	-----	-----	-----
OS1	0.57	- -	- -
OS2	0.80	- -	- -
OS3	0.63	- -	- -
OS4	0.57	- -	- -
PS1	- -	0.70	- -
PS2	- -	0.86	- -
PS3	- -	0.80	- -
PS4	- -	0.58	- -
SS1	- -	- -	0.70
SS2	- -	- -	0.72
SS3	- -	- -	0.73

LAMBDA-X

	GEVALUAT	GDIFFERE	GSIGNALL	GCOPRODU
	-----	-----	-----	-----
GE1	0.76	- -	- -	- -
GE3	0.49	- -	- -	- -
DIF1	- -	0.88	- -	- -
DIF2	- -	0.40	- -	- -
DIF3	- -	0.64	- -	- -
DIF4	- -	0.48	- -	- -
SIG1	- -	- -	0.69	- -
SIG2	- -	- -	0.86	- -
SIG3	- -	- -	0.74	- -
SIG4	- -	- -	0.84	- -
SIG5	- -	- -	0.80	- -
GC1	- -	- -	- -	0.72
GC2	- -	- -	- -	0.80
GC3	- -	- -	- -	0.83

BETA

	OVERALLS	PROVIDER	SELSFSAT
	-----	-----	-----
OVERALLS	- -	0.91	0.12
PROVIDER	- -	- -	- -

SELSFSAT - - - - - -

GAMMA

	GEVALUAT	GDIFFERE	GSIGNALL	GCOPRODU
	-----	-----	-----	-----
OVERALLS	- -	- -	- -	0.02
PROVIDER	0.36	-0.58	0.68	- -
SELSFSAT	- -	- -	- -	0.61

Correlation Matrix of ETA and KSI

	OVERALLS	PROVIDER	SELSFSAT	GEVALUAT	GDIFFERE	GSIGNALL
	-----	-----	-----	-----	-----	-----
OVERALLS	1.00					
PROVIDER	0.96	1.00				
SELSFSAT	0.42	0.31	1.00			
GEVALUAT	0.45	0.41	0.49	1.00		
GDIFFERE	0.30	0.26	0.45	0.76	1.00	
GSIGNALL	0.51	0.46	0.58	0.72	0.83	1.00
GCOPRODU	0.56	0.52	0.61	0.82	0.74	0.96

Correlation Matrix of ETA and KSI

	GCOPRODU

GCOPRODU	1.00

PSI

Note: This matrix is diagonal.

	OVERALLS	PROVIDER	SELSFSAT
	-----	-----	-----
	0.07	0.69	0.63

Regression Matrix ETA on KSI (Standardized)

	GEVALUAT	GDIFFERE	GSIGNALL	GCOPRODU
	-----	-----	-----	-----
OVERALLS	0.32	-0.53	0.62	0.09
PROVIDER	0.36	-0.58	0.68	- -
SELSFSAT	- -	- -	- -	0.61

SERVICE GUARANTEE

Completely Standardized Solution

LAMBDA-Y

	OVERALLS	PROVIDER	SELSFSAT
	-----	-----	-----
OS1	0.58	- -	- -
OS2	0.87	- -	- -
OS3	0.63	- -	- -
OS4	0.58	- -	- -
PS1	- -	0.80	- -
PS2	- -	0.93	- -
PS3	- -	0.88	- -
PS4	- -	0.69	- -
SS1	- -	- -	0.74
SS2	- -	- -	0.73

SS3 - - - - 0.89

LAMBDA-X

	GEVALUAT	GDIFFERE	GSIGNALL	GCOPRODU
	-----	-----	-----	-----
GE1	0.85	- -	- -	- -
GE3	0.49	- -	- -	- -
DIF1	- -	0.82	- -	- -
DIF2	- -	0.41	- -	- -
DIF3	- -	0.63	- -	- -
DIF4	- -	0.51	- -	- -
SIG1	- -	- -	0.68	- -
SIG2	- -	- -	0.78	- -
SIG3	- -	- -	0.80	- -
SIG4	- -	- -	0.82	- -
SIG5	- -	- -	0.81	- -
GC1	- -	- -	- -	0.80
GC2	- -	- -	- -	0.87
GC3	- -	- -	- -	0.82

BETA

	OVERALLS	PROVIDER	SELSFSAT
	-----	-----	-----
OVERALLS	- -	0.91	0.12
PROVIDER	- -	- -	- -
SELSFSAT	- -	- -	- -

GAMMA

	GEVALUAT	GDIFFERE	GSIGNALL	GCOPRODU
	-----	-----	-----	-----
OVERALLS	- -	- -	- -	0.02
PROVIDER	0.36	-0.58	0.68	- -
SELSFSAT	- -	- -	- -	0.61

Correlation Matrix of ETA and KSI

	OVERALLS	PROVIDER	SELSFSAT	GEVALUAT	GDIFFERE	GSIGNALL
	-----	-----	-----	-----	-----	-----
OVERALLS	1.00					
PROVIDER	0.96	1.00				
SELSFSAT	0.42	0.31	1.00			
GEVALUAT	0.45	0.41	0.49	1.00		
GDIFFERE	0.30	0.26	0.45	0.76	1.00	
GSIGNALL	0.51	0.46	0.58	0.72	0.83	1.00
GCOPRODU	0.56	0.52	0.61	0.82	0.74	0.96

Correlation Matrix of ETA and KSI

	GCOPRODU

GCOPRODU	1.00

PSI

Note: This matrix is diagonal.

	OVERALLS	PROVIDER	SELSFSAT
	-----	-----	-----
	0.07	0.69	0.63

THETA-EPS

	OS1	OS2	OS3	OS4	PS1	PS2
OS1	0.67					
OS2	- -	0.24				
OS3	- -	- -	0.60			
OS4	0.22	- -	- -	0.66		
PS1	- -	- -	- -	- -	0.37	
PS2	- -	- -	- -	- -	- -	0.13
PS3	- -	- -	- -	- -	- -	- -
PS4	0.20	- -	- -	- -	- -	- -
SS1	- -	- -	- -	- -	- -	- -
SS2	- -	- -	- -	- -	- -	- -
SS3	- -	- -	- -	- -	- -	- -

THETA-EPS

	PS3	PS4	SS1	SS2	SS3
PS3	0.23				
PS4	- -	0.52			
SS1	- -	- -	0.45		
SS2	- -	- -	- -	0.47	
SS3	- -	- -	- -	- -	0.21

THETA-DELTA-EPS

	OS1	OS2	OS3	OS4	PS1	PS2
GE1	- -	- -	- -	- -	- -	- -
GE3	- -	- -	- -	- -	- -	- -
DIF1	- -	- -	- -	- -	- -	- -
DIF2	- -	- -	- -	- -	- -	- -
DIF3	- -	- -	- -	- -	- -	0.02
DIF4	- -	- -	- -	- -	- -	- -
SIG1	- -	- -	- -	- -	- -	- -
SIG2	- -	- -	- -	- -	- -	- -
SIG3	- -	- -	- -	- -	- -	- -
SIG4	- -	- -	- -	- -	- -	- -
SIG5	- -	- -	- -	- -	- -	- -
GC1	- -	- -	- -	- -	- -	- -
GC2	- -	- -	- -	- -	- -	- -
GC3	- -	- -	- -	- -	- -	- -

THETA-DELTA-EPS

	PS3	PS4	SS1	SS2	SS3
GE1	- -	- -	- -	- -	- -
GE3	- -	-0.17	- -	- -	- -
DIF1	- -	- -	- -	- -	- -
DIF2	- -	- -	- -	- -	- -
DIF3	- -	- -	- -	- -	- -
DIF4	- -	0.00	- -	- -	- -
SIG1	- -	- -	- -	- -	- -
SIG2	- -	- -	- -	- -	- -
SIG3	- -	- -	- -	- -	- -
SIG4	- -	- -	- -	- -	- -
SIG5	- -	- -	- -	- -	- -

GC1	--	--	--	--	--
GC2	--	--	--	-0.07	--
GC3	--	--	--	--	--

THETA-DELTA

GE1	GE3	DIF1	DIF2	DIF3	DIF4
-----	-----	-----	-----	-----	-----
0.27	0.76	0.33	0.83	0.61	0.74

THETA-DELTA

SIG1	SIG2	SIG3	SIG4	SIG5	GC1
-----	-----	-----	-----	-----	-----
0.54	0.39	0.36	0.33	0.35	0.36

THETA-DELTA

GC2	GC3
-----	-----
0.24	0.33

Regression Matrix ETA on KSI (Standardized)

	GEVALUAT	GDIFFERE	GSIGNALL	GCOPRODU
	-----	-----	-----	-----
OVERALLS	0.32	-0.53	0.62	0.09
PROVIDER	0.36	-0.58	0.68	--
SELSFSAT	--	--	--	0.61

SERVICE GUARANTEE

Total and Indirect Effects

Total Effects of KSI on ETA

	GEVALUAT	GDIFFERE	GSIGNALL	GCOPRODU
	-----	-----	-----	-----
OVERALLS	0.24	-0.34	0.51	0.07
	(0.18)	(0.14)	(0.21)	(0.06)
	1.34	-2.34	2.41	1.15
PROVIDER	0.33	-0.46	0.69	--
	(0.25)	(0.21)	(0.27)	
	1.30	-2.24	2.56	
SELSFSAT	--	--	--	0.59
				(0.12)
				5.09

Indirect Effects of KSI on ETA

	GEVALUAT	GDIFFERE	GSIGNALL	GCOPRODU
	-----	-----	-----	-----
OVERALLS	0.24	-0.34	0.51	0.06
	(0.18)	(0.14)	(0.21)	(0.04)
	1.34	-2.34	2.41	1.25
PROVIDER	--	--	--	--
SELSFSAT	--	--	--	--

Total Effects of ETA on ETA

OVERALLS	PROVIDER	SELSFSAT
----------	----------	----------

	-----	-----	-----
OVERALLS	- -	0.73 (0.17) 4.40	0.09 (0.07) 1.31
PROVIDER	- -	- -	- -
SELSFSAT	- -	- -	- -

Largest Eigenvalue of B*B' (Stability Index) is 0.548

Total Effects of ETA on Y

	OVERALLS	PROVIDER	SELSFSAT
	-----	-----	-----
OS1	1.00	0.73 (0.17) 4.40	0.09 (0.07) 1.31
OS2	1.42 (0.29) 4.83	1.04 (0.11) 9.37	0.13 (0.10) 1.39
OS3	1.11 (0.27) 4.11	0.82 (0.14) 5.97	0.11 (0.07) 1.44
OS4	1.01 (0.14) 7.31	0.74 (0.16) 4.80	0.10 (0.07) 1.29
PS1	- -	1.00	- -
PS2	- -	1.23 (0.12) 10.52	- -
PS3	- -	1.14 (0.12) 9.29	- -
PS4	- -	0.83 (0.12) 6.88	- -
SS1	- -	- -	1.00
SS2	- -	- -	1.04 (0.15) 6.94
SS3	- -	- -	1.04 (0.14) 7.72

Indirect Effects of ETA on Y

	OVERALLS	PROVIDER	SELSFSAT
	-----	-----	-----
OS1	- -	0.73 (0.17) 4.40	0.09 (0.07) 1.31
OS2	- -	1.04 (0.11) 9.37	0.13 (0.10) 1.39
OS3	- -	0.82 (0.14) 5.97	0.11 (0.07) 1.44
OS4	- -	0.74 (0.16) 4.80	0.10 (0.07) 1.29
PS1	- -	- -	- -
PS2	- -	- -	- -

PS3	- -	- -	- -
PS4	- -	- -	- -
SS1	- -	- -	- -
SS2	- -	- -	- -
SS3	- -	- -	- -

Total Effects of KSI on Y

	GEVALUAT	GDIFFERE	GSIGNALL	GCOPRODU
	-----	-----	-----	-----
OS1	0.24	-0.34	0.51	0.07
	(0.18)	(0.14)	(0.21)	(0.06)
	1.34	-2.34	2.41	1.15
OS2	0.34	-0.48	0.72	0.10
	(0.26)	(0.21)	(0.28)	(0.09)
	1.30	-2.27	2.57	1.21
OS3	0.27	-0.38	0.57	0.08
	(0.20)	(0.16)	(0.24)	(0.07)
	1.32	-2.29	2.37	1.20
OS4	0.24	-0.34	0.52	0.07
	(0.19)	(0.15)	(0.20)	(0.06)
	1.31	-2.32	2.56	1.15
PS1	0.33	-0.46	0.69	- -
	(0.25)	(0.21)	(0.27)	
	1.30	-2.24	2.56	
PS2	0.40	-0.57	0.85	- -
	(0.31)	(0.24)	(0.32)	
	1.31	-2.33	2.62	
PS3	0.37	-0.53	0.79	- -
	(0.28)	(0.22)	(0.31)	
	1.32	-2.35	2.57	
PS4	0.27	-0.38	0.58	- -
	(0.20)	(0.16)	(0.23)	
	1.37	-2.39	2.47	
SS1	- -	- -	- -	0.59
				(0.12)
				5.09
SS2	- -	- -	- -	0.61
				(0.13)
				4.74
SS3	- -	- -	- -	0.62
				(0.12)
				5.27

SERVICE GUARANTEE

Standardized Total and Indirect Effects

Standardized Total Effects of KSI on ETA

	GEVALUAT	GDIFFERE	GSIGNALL	GCOPRODU
	-----	-----	-----	-----
OVERALLS	0.32	-0.53	0.62	0.09
PROVIDER	0.36	-0.58	0.68	- -
SELSFSAT	- -	- -	- -	0.61

Standardized Indirect Effects of KSI on ETA

	GEVALUAT	GDIFFERE	GSIGNALL	GCOPRODU
	-----	-----	-----	-----
OVERALLS	0.32	-0.53	0.62	0.07

PROVIDER	--	--	--	--
SELSFSAT	--	--	--	--

Standardized Total Effects of ETA on ETA

	OVERALLS	PROVIDER	SELSFSAT
	-----	-----	-----
OVERALLS	--	0.91	0.12
PROVIDER	--	--	--
SELSFSAT	--	--	--

Standardized Total Effects of ETA on Y

	OVERALLS	PROVIDER	SELSFSAT
	-----	-----	-----
OS1	0.57	0.51	0.07
OS2	0.80	0.73	0.09
OS3	0.63	0.57	0.07
OS4	0.57	0.52	0.07
PS1	--	0.70	--
PS2	--	0.86	--
PS3	--	0.80	--
PS4	--	0.58	--
SS1	--	--	0.70
SS2	--	--	0.72
SS3	--	--	0.73

Completely Standardized Total Effects of ETA on Y

	OVERALLS	PROVIDER	SELSFSAT
	-----	-----	-----
OS1	0.58	0.53	0.07
OS2	0.87	0.79	0.10
OS3	0.63	0.57	0.07
OS4	0.58	0.53	0.07
PS1	--	0.80	--
PS2	--	0.93	--
PS3	--	0.88	--
PS4	--	0.69	--
SS1	--	--	0.74
SS2	--	--	0.73
SS3	--	--	0.89

Standardized Indirect Effects of ETA on Y

	OVERALLS	PROVIDER	SELSFSAT
	-----	-----	-----
OS1	--	0.51	0.07
OS2	--	0.73	0.09
OS3	--	0.57	0.07
OS4	--	0.52	0.07
PS1	--	--	--
PS2	--	--	--
PS3	--	--	--
PS4	--	--	--
SS1	--	--	--
SS2	--	--	--
SS3	--	--	--

Completely Standardized Indirect Effects of ETA on Y

	OVERALLS	PROVIDER	SELSFSAT
	-----	-----	-----
OS1	- -	0.53	0.07
OS2	- -	0.79	0.10
OS3	- -	0.57	0.07
OS4	- -	0.53	0.07
PS1	- -	- -	- -
PS2	- -	- -	- -
PS3	- -	- -	- -
PS4	- -	- -	- -
SS1	- -	- -	- -
SS2	- -	- -	- -
SS3	- -	- -	- -

Standardized Total Effects of KSI on Y

	GEVALUAT	GDIFFERE	GSIGNALL	GCOPRODU
	-----	-----	-----	-----
OS1	0.18	-0.30	0.35	0.05
OS2	0.26	-0.42	0.50	0.07
OS3	0.20	-0.33	0.39	0.06
OS4	0.19	-0.30	0.36	0.05
PS1	0.25	-0.40	0.48	- -
PS2	0.31	-0.50	0.59	- -
PS3	0.28	-0.46	0.54	- -
PS4	0.21	-0.34	0.40	- -
SS1	- -	- -	- -	0.42
SS2	- -	- -	- -	0.44
SS3	- -	- -	- -	0.44

Completely Standardized Total Effects of KSI on Y

	GEVALUAT	GDIFFERE	GSIGNALL	GCOPRODU
	-----	-----	-----	-----
OS1	0.19	-0.30	0.36	0.05
OS2	0.28	-0.46	0.54	0.08
OS3	0.20	-0.33	0.39	0.06
OS4	0.19	-0.30	0.36	0.05
PS1	0.28	-0.46	0.54	- -
PS2	0.33	-0.54	0.64	- -
PS3	0.31	-0.51	0.60	- -
PS4	0.24	-0.40	0.47	- -
SS1	- -	- -	- -	0.45
SS2	- -	- -	- -	0.44
SS3	- -	- -	- -	0.54

Time used: 6.334 Seconds