

Lampiran 1

Kuesioner

Kepada Yth,
Pelanggan Bukalapak.Com

Sehubungan dengan adanya tugas akhir (skripsi), saya mahasiswa dari Universitas Katolik Widya Mandala Surabaya, Fakultas Bisnis, Jurusan Manajemen, Konsentrasi Manajemen Pemasaran sedang melakukan penelitian dengan judul “Pengaruh *Electronic Service Quality* terhadap *Customer Perceived Value*, *Customer Satisfaction* pada *Customer Bukalapak.Com*.

Untuk keperluan tersebut, saya memohon bantuan saudara untuk memberi penilaian melalui pengisian kuisisioner ini dengan jujur mengenai Bukalapak.Com. Oleh karena itu, apabila anda berusia minimal 17 tahun dan pernah melakukan pembelian di Bukalapak.Com, Surabaya minimal 2 (dua) kali dalam 6 bulan terakhir, saya mohon atas kesediaan saudara untuk mengisi kuisisioner ini. Atas kesediaan dan partisipasi saudara dalam mengisi kuisisioner ini, saya mengucapkan terima kasih.

Hormat saya,

Lisa Sutjonong
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Lampiran 1 (Lanjutan)

Cara mengisi kuisioner:

Berikan tanda (√) pada salah satu jawaban yang paling sesuai dengan pilihan saudara.

Bagian I: Karakteristik Responden

1. Apakah saudara pernah berkunjung dan membeli produk di bukalapak.com, minimum 2 (dua) kali dalam 6 bulan terakhir?

☐ Ya ☐ Tidak

(Jika tidak, mohon pengisian kuisioner tidak dilanjutkan)

2. Apakah saudara berumur diatas 17 tahun?

☐ Ya ☐ Tidak

(Jika tidak, mohon pengisian kuisioner tidak dilanjutkan)

3. Jenis kelamin saudara:

☐ Laki-laki ☐ Perempuan

4. Usia saudara saat ini:

☐ 17-25 ☐ >45

☐ >25-35

☐ >35-45

5. Pekerjaan saudara saat ini:

☐ Pelajar/Mahasiswa ☐ Ibu rumah tangga

☐ Wiraswasta ☐ Profesional

☐ Karyawan swasta ☐ Lain-lain.....(sebutkan)

☐ PNS

Bagian II: Pertanyaan yang berkaitan dengan variabel penelitian

Keterangan:

1 = Sangat Tidak Setuju

2 = Tidak Setuju

3 = Netral

4 = Setuju

5 = Sangat Setuju

No	Pertanyaan	1	2	3	4	5
Efficiency (X_1)						
1.	Situs <i>online retailer</i> bukalapak.com memudahkan saya untuk menemukan apa yang saya butuhkan.					
2.	Penyelesaian transaksi pada situs <i>online retailer</i> bukalapak.com sangat cepat.					
3.	Informasi di situs ini terorganisasi dengan baik.					
4.	Situs ini mudah digunakan.					
5.	Halaman situs <i>online retailer</i> bukalapak.com ini lebih cepat diakses.					
Fulfillment (X_2)						
6.	Situs <i>online retailer</i> bukalapak.com memuat produk yang tersedia dan pengiriman dalam waktu yang tepat.					
7.	Situs <i>online retailer</i> bukalapak.com dapat dipercaya.					
8.	Situs <i>online retailer</i> bukalapak.com mengklaim telah memiliki stok barang yang saya pesan.					

System Availability (X₃)						
9.	Situs <i>online retailer</i> bukalapak.com selalu tersedia untuk pengguna.					
10.	Situs <i>online retailer</i> bukalapak.com dapat langsung saya buka atau saya jalankan.					
11.	Halaman pada situs <i>online retailer</i> bukalapak.com tidak berhenti pada saat saya memasukkan informasi barang yang akan dipesan.					
Privacy (X₄)						
12.	Situs <i>online retailer</i> bukalapak.com melindungi informasi tentang perilaku belanja saya.					
13.	Situs <i>online retailer</i> bukalapak.com ini melindungi informasi tentang informasi kartu kredit saya.					
14.	Situs <i>online retailer</i> bukalapak.com tidak menyebarkan informasi pribadi saya untuk situs lainnya.					
Perceived Value (Y₁)						
15.	Produk pada situs <i>online retailer</i> bukalapak.com memiliki harga yang rendah.					
16.	Situs <i>online retailer</i> bukalapak.com telah memberikan apa yang saya					

	inginkan dari sebuah produk.					
17.	Situs <i>online retailer</i> bukalapak.com telah memberikan kualitas yang diterima konsumen dengan harga yang harus dibayar.					
Customer Satisfaction (Y₂)						
18.	Saya puas dengan situs <i>online retailer</i> bukalapak.com.					
19.	Situs <i>online retailer</i> bukalapak.com ini telah sukses.					
20.	Situs <i>online retailer</i> bukalapak.com telah memenuhi harapan saya.					
21.	Saya melakukan keputusan berbelanja yang tepat pada situs <i>online retailer</i> bukalapak.com.					

Lampiran 2

No	Jenis kelamin	Usia	Pekerjaan
1	1	1	1
2	1	1	1
3	1	1	1
4	1	1	1
5	1	1	1
6	1	1	1
7	1	1	1
8	2	1	1
9	1	1	1
10	1	1	1
11	1	1	1
12	1	1	1
13	2	1	1
14	2	1	1
15	1	1	1
16	1	1	1
17	1	1	1
18	2	1	3
19	2	1	1
20	1	1	1
21	1	1	1
22	1	1	1

23	1	1	1
24	1	1	1
25	2	1	1
26	2	1	1
27	1	1	1
28	2	2	5
29	2	1	1
30	1	1	1
31	1	2	3
32	2	1	1
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39	1	1	1
40	2	1	1
41	2	1	1
42	1	1	1
43	1	1	1
44	2	1	1
45	2	1	1
46	2	1	1

47	1	1	1
48	1	1	1
49	1	1	1
50	1	1	1
51	1	1	1
52	5	1	1
53	1	1	1
54	1	1	1
55	3	1	1
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63	1	1	1
64	1	1	3
65	1	1	1
66	1	2	3
67	1	1	1
68	1	1	1
69	1	1	1
70	1	1	1

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72	2	1	1
73	2	1	1
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79	1	1	1
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85	1	1	1
86	1	2	3
87	2	1	1
88	2	2	5
89	1	2	3
90	2	2	3
91	1	2	2
92	2	2	5
93	2	1	1
94	2	1	1

95	1	1	1
96	1	1	2
97	1	2	2
98	2	1	1
99	2	1	1
100	2	1	1
101	1	1	1
102	1	1	1
103	2	1	1
104	2	2	3
105	1	2	3

Lampiran 2 (Lanjutan)

X1	X2	X3	X4	X5	X6	X7
2	1	2	2	1	2	2
4	3	4	4	4	4	4
2	4	2	2	4	3	2
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3	3	4	5	4	4	4
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5	2	4	3	5	4	5
4	5	4	3	4	4	3
3	2	2	3	2	3	3

X8	X9	X10	X11	X12	X13	X14
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Y11	Y12	Y13	Y21	Y22	Y23	Y24
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4	3	2	4	4	4	4

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4	4	3	4	5	5	5
3	3	5	4	5	5	5
3	4	4	4	5	3	4
5	3	3	4	3	4	3

Lampiran 3

Jenis kelamin saudara:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	laki-laki	54	51.4	51.4	51.4
	perempuan	51	48.6	48.6	100.0
	Total	105	100.0	100.0	

Usia saudara saat ini:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	17-25	92	87.6	87.6	87.6
	>25-35	13	12.4	12.4	100.0
	Total	105	100.0	100.0	

Pekerjaan saudara saat ini:

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid pelajar/mahasiswa	88	83.8	83.8	83.8
wiraswasta	5	4.8	4.8	88.6
pegawai negri/swasta	9	8.6	8.6	97.1
5	3	2.9	2.9	100.0
Total	105	100.0	100.0	

Lampiran 4

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X.1.1	105	3,00	5,00	4,1143	,62503
X.1.2	105	3,00	5,00	4,4476	,66479
X.1.3	105	2,00	5,00	3,9714	,81403
X.1.4	105	2,00	5,00	4,1048	,77116
X.1.5	105	2,00	5,00	4,0190	,75931
X.2.1	105	2,00	5,00	3,7810	1,00939
X.2.2	105	2,00	5,00	3,8762	,88465
X.2.3	105	2,00	5,00	3,8190	,82952
X.3.1	105	2,00	5,00	4,0095	,76580
X.3.2	105	2,00	5,00	4,0095	,68634
X.3.3	105	2,00	5,00	4,1048	,78353
X.4.1	105	3,00	5,00	3,9810	,69311
X.4.2	105	3,00	5,00	4,0095	,62781
X.4.3	105	2,00	5,00	3,8952	,70607
Valid N (listwise)	105				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Y1.1	105	3,00	5,00	3,6762	,70021
Y1.2	105	3,00	5,00	3,9048	,61275
Y1.3	105	3,00	5,00	3,8667	,60553
Valid N (listwise)	105				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Y2.1	105	3,00	5,00	3,9810	,55437
Y2.2	105	2,00	5,00	3,9333	,66891
Y2.3	105	2,00	5,00	3,9619	,60326
Y2.4	105	3,00	5,00	4,0000	,57177
Valid N (listwise)	105				

DATE: 05/30/2018

TIME: 00:00

P R E L I S 2.70

BY

Karl G. Jöreskog & Dag Sörbom

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The following lines were read from file

D:\SKRIPSI\LISA\DATA.PR2:

!PRELIS SYNTAX: Can be edited

SY='D:\SKRIPSI\LISA\DATA.PSF'

OU MA=CM XT

Total Sample Size = 105

Univariate Summary Statistics for Continuous Variables

Variable	Mean	St. Dev.	T-Value	Skewness	Kurtosis	Minimum	Maximum
Freq.	Freq.						
X1	3.457	0.866	40.891	-0.408	0.583	1.000	3
5.000	10						
X2	3.571	0.959	38.147	-0.507	0.083	1.000	3
5.000	16						
X3	3.752	0.959	40.112	-0.750	0.237	1.000	2
5.000	21						
X4	3.724	0.946	40.353	-0.322	-0.755	2.000	13
5.000	23						
X5	3.676	1.052	35.824	-0.883	0.518	1.000	6
5.000	21						
X6	3.819	0.907	43.145	-0.498	-0.430	2.000	11
5.000	24						
X7	3.629	0.912	40.766	-0.197	-0.722	2.000	13
5.000	18						
X8	3.438	1.100	32.026	-0.193	-1.035	1.000	2
5.000	19						
X9	3.476	0.910	39.128	-0.240	-0.441	1.000	1
5.000	12						
X10	3.495	1.093	32.768	-0.235	-0.784	1.000	3
5.000	22						
X11	3.476	1.039	34.295	-0.382	-0.559	1.000	3
5.000	16						
X12	3.333	0.947	36.056	-0.095	-0.149	1.000	3
5.000	12						

X13	3.286	1.089	30.905	-0.002	-0.578	1.000	5
5.000	18						
X14	3.314	0.776	43.764	0.266	0.476	1.000	1
5.000	8						
Y11	3.667	0.840	44.744	-0.195	-0.484	2.000	9
5.000	16						
Y12	3.619	0.789	46.994	0.076	-0.482	2.000	6
5.000	14						
Y13	3.571	0.918	39.849	-0.329	-0.363	1.000	1
5.000	15						
Y21	3.695	0.911	41.580	-0.210	-0.729	2.000	11
5.000	21						
Y22	3.810	0.931	41.918	-0.555	-0.117	1.000	1
5.000	25						
Y23	3.743	0.877	43.713	0.095	-1.000	2.000	5
5.000	25						
Y24	3.695	0.900	42.070	-0.161	-0.737	2.000	10
5.000	21						

Test of Univariate Normality for Continuous Variables

	Skewness		Kurtosis		Skewness and Kurtosis	
Variable	Z-Score	P-Value	Z-Score	P-Value	Chi-Square	P-Value
X1	-1.733	0.083	1.252	0.210	4.570	0.102
X2	-2.120	0.034	0.364	0.716	4.626	0.099
X3	-2.997	0.003	0.673	0.501	9.436	0.009
X4	-1.380	0.167	-2.358	0.018	7.466	0.024
X5	-3.431	0.001	1.153	0.249	13.100	0.001
X6	-2.086	0.037	-1.003	0.316	5.356	0.069

X7	-0.854	0.393	-2.193	0.028	5.537	0.063
X8	-0.839	0.401	-4.233	0.000	18.622	0.000
X9	-1.039	0.299	-1.039	0.299	2.159	0.340
X10	-1.019	0.308	-2.512	0.012	7.351	0.025
X11	-1.625	0.104	-1.472	0.141	4.809	0.090
X12	-0.414	0.679	-0.173	0.863	0.201	0.904
X13	-0.008	0.994	-1.551	0.121	2.404	0.301
X14	1.149	0.250	1.086	0.277	2.502	0.286
Y11	-0.847	0.397	-1.192	0.233	2.138	0.343
Y12	0.333	0.739	-1.184	0.236	1.513	0.469
Y13	-1.409	0.159	-0.784	0.433	2.599	0.273
Y21	-0.911	0.362	-2.228	0.026	5.792	0.055
Y22	-2.302	0.021	-0.093	0.926	5.306	0.070
Y23	0.415	0.678	-3.936	0.000	15.667	0.000
Y24	-0.703	0.482	-2.266	0.023	5.630	0.060

Relative Multivariate Kurtosis = 0.984

Test of Multivariate Normality for Continuous Variables

Skewness			Kurtosis			Skewness and Kurtosis	
Value	Z-Score	P-Value	Value	Z-Score	P-Value	Chi-Square	P-Value
103.870	0.790	0.430	475.300	0.291	0.771	0.708	0.702

Histograms for Continuous Variables

X1

Frequency Percentage Lower Class Limit

3	2.9	1.000
0	0.0	1.400
7	6.7	1.800
0	0.0	2.200
44	41.9	2.600
0	0.0	3.000
0	0.0	3.400
41	39.0	3.800
0	0.0	4.200
10	9.5	4.600

X2

Frequency Percentage Lower Class Limit

3	2.9	1.000
0	0.0	1.400
10	9.5	1.800
0	0.0	2.200
32	30.5	2.600
0	0.0	3.000
0	0.0	3.400
44	41.9	3.800
0	0.0	4.200
16	15.2	4.600

X3

Frequency Percentage Lower Class Limit

2	1.9	1.000
0	0.0	1.400
11	10.5	1.800
0	0.0	2.200
19	18.1	2.600

0	0.0	3.000
0	0.0	3.400
52	49.5	3.800
0	0.0	4.200
21	20.0	4.600

X4

Frequency Percentage Lower Class Limit

13	12.4	2.000
0	0.0	2.300
0	0.0	2.600
26	24.8	2.900
0	0.0	3.200
0	0.0	3.500
43	41.0	3.800
0	0.0	4.100
0	0.0	4.400
23	21.9	4.700

X5

Frequency Percentage Lower Class Limit

6	5.7	1.000
0	0.0	1.400
7	6.7	1.800
0	0.0	2.200
23	21.9	2.600
0	0.0	3.000
0	0.0	3.400
48	45.7	3.800
0	0.0	4.200
21	20.0	4.600

X6

Frequency Percentage Lower Class Limit

11	10.5	2.000
0	0.0	2.300
0	0.0	2.600
21	20.0	2.900
0	0.0	3.200
0	0.0	3.500
49	46.7	3.800
0	0.0	4.100
0	0.0	4.400
24	22.9	4.700

X7

Frequency Percentage Lower Class Limit

13	12.4	2.000
0	0.0	2.300
0	0.0	2.600
31	29.5	2.900
0	0.0	3.200
0	0.0	3.500
43	41.0	3.800
0	0.0	4.100
0	0.0	4.400
18	17.1	4.700

X8

Frequency Percentage Lower Class Limit

2	1.9	1.000
0	0.0	1.400
25	23.8	1.800
0	0.0	2.200

0	0.0	2.600
22	21.0	3.000
0	0.0	3.400
37	35.2	3.800
0	0.0	4.200
19	18.1	4.600

X9

Frequency Percentage Lower Class Limit

1	1.0	1.000
0	0.0	1.400
15	14.3	1.800
0	0.0	2.200
0	0.0	2.600
34	32.4	3.000
0	0.0	3.400
43	41.0	3.800
0	0.0	4.200
12	11.4	4.600

X10

Frequency Percentage Lower Class Limit

3	2.9	1.000
0	0.0	1.400
18	17.1	1.800
0	0.0	2.200
30	28.6	2.600
0	0.0	3.000
0	0.0	3.400
32	30.5	3.800
0	0.0	4.200
22	21.0	4.600

X11

Frequency Percentage Lower Class Limit

3	2.9	1.000
0	0.0	1.400
18	17.1	1.800
0	0.0	2.200
0	0.0	2.600
26	24.8	3.000
0	0.0	3.400
42	40.0	3.800
0	0.0	4.200
16	15.2	4.600

X12

Frequency Percentage Lower Class Limit

3	2.9	1.000
0	0.0	1.400
14	13.3	1.800
0	0.0	2.200
45	42.9	2.600
0	0.0	3.000
0	0.0	3.400
31	29.5	3.800
0	0.0	4.200
12	11.4	4.600

X13

Frequency Percentage Lower Class Limit

5	4.8	1.000
0	0.0	1.400
18	17.1	1.800

0	0.0	2.200
0	0.0	2.600
42	40.0	3.000
0	0.0	3.400
22	21.0	3.800
0	0.0	4.200
18	17.1	4.600

X14

Frequency Percentage Lower Class Limit

1	1.0	1.000
0	0.0	1.400
9	8.6	1.800
0	0.0	2.200
0	0.0	2.600
59	56.2	3.000
0	0.0	3.400
28	26.7	3.800
0	0.0	4.200
8	7.6	4.600

Y11

Frequency Percentage Lower Class Limit

9	8.6	2.000
0	0.0	2.300
0	0.0	2.600
33	31.4	2.900
0	0.0	3.200
0	0.0	3.500
47	44.8	3.800
0	0.0	4.100
0	0.0	4.400

16	15.2	4.700
----	------	-------

Y12

Frequency	Percentage	Lower Class Limit
-----------	------------	-------------------

6	5.7	2.000
0	0.0	2.300
0	0.0	2.600
42	40.0	2.900
0	0.0	3.200
0	0.0	3.500
43	41.0	3.800
0	0.0	4.100
0	0.0	4.400
14	13.3	4.700

Y13

Frequency	Percentage	Lower Class Limit
-----------	------------	-------------------

1	1.0	1.000
0	0.0	1.400
13	12.4	1.800
0	0.0	2.200
31	29.5	2.600
0	0.0	3.000
0	0.0	3.400
45	42.9	3.800
0	0.0	4.200
15	14.3	4.600

Y21

Frequency	Percentage	Lower Class Limit
-----------	------------	-------------------

11	10.5	2.000
0	0.0	2.300

0	0.0	2.600
31	29.5	2.900
0	0.0	3.200
0	0.0	3.500
42	40.0	3.800
0	0.0	4.100
0	0.0	4.400
21	20.0	4.700

Y22

Frequency Percentage Lower Class Limit

1	1.0	1.000
0	0.0	1.400
9	8.6	1.800
0	0.0	2.200
24	22.9	2.600
0	0.0	3.000
0	0.0	3.400
46	43.8	3.800
0	0.0	4.200
25	23.8	4.600

Y23

Frequency Percentage Lower Class Limit

5	4.8	2.000
0	0.0	2.300
0	0.0	2.600
42	40.0	2.900
0	0.0	3.200
0	0.0	3.500
33	31.4	3.800
0	0.0	4.100

0	0.0	4.400
25	23.8	4.700

Y24

Frequency Percentage Lower Class Limit

10	9.5	2.000
0	0.0	2.300
0	0.0	2.600
33	31.4	2.900
0	0.0	3.200
0	0.0	3.500
41	39.0	3.800
0	0.0	4.100
0	0.0	4.400
21	20.0	4.700

Covariance Matrix

	X1	X2	X3	X4	X5	X6
X1	0.751					
X2	0.534	0.920				
X3	0.480	0.556	0.919			
X4	0.512	0.554	0.614	0.894		
X5	0.467	0.600	0.688	0.698	1.106	
X6	0.439	0.489	0.580	0.575	0.643	0.823
X7	0.393	0.387	0.321	0.387	0.379	0.365
X8	0.086	0.132	0.119	0.045	0.162	0.253
X9	0.213	0.254	0.196	0.229	0.271	0.299
X10	0.262	0.262	0.268	0.225	0.277	0.389

X11	0.136	0.177	0.186	0.142	0.223	0.308
X12	0.240	0.192	0.276	0.256	0.263	0.321
X13	0.147	0.124	0.148	0.118	0.161	0.216
X14	0.066	0.098	0.127	0.155	0.180	0.173
Y11	0.183	0.260	0.292	0.215	0.218	0.256
Y12	0.147	0.220	0.203	0.221	0.299	0.277
Y13	0.150	0.151	0.172	0.198	0.196	0.229
Y21	0.141	0.185	0.270	0.309	0.304	0.290
Y22	0.251	0.293	0.212	0.226	0.303	0.292
Y23	0.301	0.216	0.186	0.294	0.339	0.290
Y24	0.256	0.301	0.251	0.309	0.362	0.310

Covariance Matrix

	X7	X8	X9	X10	X11	X12
X7	0.832					
X8	0.184	1.210				
X9	0.217	0.578	0.829			
X10	0.224	0.733	0.800	1.195		
X11	0.265	0.751	0.733	0.954	1.079	
X12	0.269	0.583	0.676	0.795	0.753	0.897
X13	0.271	0.681	0.699	0.848	0.863	0.788
X14	0.176	0.544	0.378	0.468	0.464	0.433
Y11	0.144	0.272	0.093	0.234	0.151	0.141
Y12	0.146	0.236	0.193	0.344	0.231	0.234
Y13	0.080	0.286	0.148	0.224	0.168	0.231
Y21	0.126	0.221	0.060	0.210	0.166	0.112
Y22	0.111	0.430	0.245	0.432	0.390	0.295
Y23	0.221	0.181	0.210	0.282	0.229	0.212
Y24	0.232	0.356	0.147	0.335	0.262	0.199

Covariance Matrix

	X13	X14	Y11	Y12	Y13	Y21
-----	-----	-----	-----	-----	-----	-----
X13	1.187					
X14	0.505	0.602				
Y11	0.135	0.144	0.705			
Y12	0.206	0.111	0.256	0.623		
Y13	0.133	0.146	0.212	0.431	0.843	
Y21	0.069	0.135	0.292	0.267	0.310	0.829
Y22	0.257	0.262	0.215	0.254	0.331	0.413
Y23	0.199	0.082	0.240	0.276	0.254	0.277
Y24	0.251	0.202	0.253	0.210	0.272	0.416

Covariance Matrix

	Y22	Y23	Y24
-----	-----	-----	-----
Y22	0.867		
Y23	0.345	0.770	
Y24	0.547	0.334	0.810

Means

X1	X2	X3	X4	X5	X6
-----	-----	-----	-----	-----	-----
3.457	3.571	3.752	3.724	3.676	3.819

Means

X7	X8	X9	X10	X11	X12
-----	-----	-----	-----	-----	-----

3.629	3.438	3.476	3.495	3.476	3.333
-------	-------	-------	-------	-------	-------

Means

X13	X14	Y11	Y12	Y13	Y21
-----	-----	-----	-----	-----	-----
3.286	3.314	3.667	3.619	3.571	3.695

Means

Y22	Y23	Y24
-----	-----	-----
3.810	3.743	3.695

Standard Deviations

X1	X2	X3	X4	X5	X6
-----	-----	-----	-----	-----	-----
0.866	0.959	0.959	0.946	1.052	0.907

Standard Deviations

X7	X8	X9	X10	X11	X12
-----	-----	-----	-----	-----	-----
0.912	1.100	0.910	1.093	1.039	0.947

Standard Deviations

X13	X14	Y11	Y12	Y13	Y21
-----	-----	-----	-----	-----	-----
1.089	0.776	0.840	0.789	0.918	0.911

Standard Deviations

Y22	Y23	Y24
-----	-----	-----
0.931	0.877	0.900

The Problem used 43736 Bytes (= 0.1% of available workspace)

DATE: 5/29/2018

TIME: 23:54

L I S R E L 8.70

BY

Karl G. Jöreskog & Dag Sörbom

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The following lines were read from file D:\SKRIPSI\LISA\HASIL
DATA.spl:

LISA

OBSERVED VARIABLES X1 X2 X3 X4 X5 X6 X7 X8 X9 X10 X11
X12 X13 X14 Y11 Y12 Y13 Y21 Y22 Y23 Y24

COVARIANCE MATRIX FROM FILE D:\SKRIPSI\LISA\DATA.COV
 LATENT VARIABLES X Y1 Y2
 SAMPLE SIZE 105
 RELATIONSHIPS
 $X1=1*X1$
 $X2-X14=X$
 $Y11=1*Y1$
 $Y12-Y13=Y1$
 $Y21=1*Y2$
 $Y21-Y24=Y2$
 $Y1=X$
 $Y2=X Y1$
 OPTIONS:SC EF
 PATH DIAGRAM
 END OF PROGRAM

Sample Size = 105

W_A_R_N_I_N_G : The variance of Y11 can not be set.

LISA

Covariance Matrix

	Y11	Y12	Y13	Y21	Y22	Y23
-----	-----	-----	-----	-----	-----	-----
Y11	0.71					
Y12	0.26	0.62				
Y13	0.21	0.43	0.84			
Y21	0.29	0.27	0.31	0.83		
Y22	0.21	0.25	0.33	0.41	0.87	
Y23	0.24	0.28	0.25	0.28	0.34	0.77
Y24	0.25	0.21	0.27	0.42	0.55	0.33

X1	0.18	0.15	0.15	0.14	0.25	0.30
X2	0.26	0.22	0.15	0.19	0.29	0.22
X3	0.29	0.20	0.17	0.27	0.21	0.19
X4	0.21	0.22	0.20	0.31	0.23	0.29
X5	0.22	0.30	0.20	0.30	0.30	0.34
X6	0.26	0.28	0.23	0.29	0.29	0.29
X7	0.14	0.15	0.08	0.13	0.11	0.22
X8	0.27	0.24	0.29	0.22	0.43	0.18
X9	0.09	0.19	0.15	0.06	0.25	0.21
X10	0.23	0.34	0.22	0.21	0.43	0.28
X11	0.15	0.23	0.17	0.17	0.39	0.23
X12	0.14	0.23	0.23	0.11	0.29	0.21
X13	0.13	0.21	0.13	0.07	0.26	0.20
X14	0.14	0.11	0.15	0.14	0.26	0.08

Covariance Matrix

	Y24	X1	X2	X3	X4	X5
-----	-----	-----	-----	-----	-----	-----
Y24	0.81					
X1	0.26	0.75				
X2	0.30	0.53	0.92			
X3	0.25	0.48	0.56	0.92		
X4	0.31	0.51	0.55	0.61	0.89	
X5	0.36	0.47	0.60	0.69	0.70	1.11
X6	0.31	0.44	0.49	0.58	0.57	0.64
X7	0.23	0.39	0.39	0.32	0.39	0.38
X8	0.36	0.09	0.13	0.12	0.05	0.16
X9	0.15	0.21	0.25	0.20	0.23	0.27
X10	0.34	0.26	0.26	0.27	0.22	0.28
X11	0.26	0.14	0.18	0.19	0.14	0.22
X12	0.20	0.24	0.19	0.28	0.26	0.26

X13	0.25	0.15	0.12	0.15	0.12	0.16
X14	0.20	0.07	0.10	0.13	0.15	0.18

Covariance Matrix

	X6	X7	X8	X9	X10	X11
-----	-----	-----	-----	-----	-----	-----
X6	0.82					
X7	0.36	0.83				
X8	0.25	0.18	1.21			
X9	0.30	0.22	0.58	0.83		
X10	0.39	0.22	0.73	0.80	1.19	
X11	0.31	0.27	0.75	0.73	0.95	1.08
X12	0.32	0.27	0.58	0.68	0.79	0.75
X13	0.22	0.27	0.68	0.70	0.85	0.86
X14	0.17	0.18	0.54	0.38	0.47	0.46

Covariance Matrix

	X12	X13	X14
-----	-----	-----	-----
X12	0.90		
X13	0.79	1.19	
X14	0.43	0.51	0.60

LISA

Number of Iterations = 26

LISREL Estimates (Maximum Likelihood)

Measurement Equations

$$Y_{11} = 1.00 * Y_1, \text{ Errorvar.} = 0.54, R^2 = 0.23$$

(0.082)
6.62

$$Y_{12} = 1.57 * Y_1, \text{ Errorvar.} = 0.22, R^2 = 0.65$$

(0.37) (0.064)
4.26 3.40

$$Y_{13} = 1.63 * Y_1, \text{ Errorvar.} = 0.41, R^2 = 0.51$$

(0.39) (0.085)
4.21 4.86

$$Y_{21} = 0.57 * Y_2, \text{ Errorvar.} = 0.50, R^2 = 0.40$$

(0.080)
6.27

$$Y_{22} = 0.75 * Y_2, \text{ Errorvar.} = 0.30, R^2 = 0.65$$

(0.12) (0.068)
6.12 4.46

$$Y_{23} = 0.49 * Y_2, \text{ Errorvar.} = 0.53, R^2 = 0.32$$

(0.10) (0.080)
4.76 6.56

$$Y_{24} = 0.70 * Y_2, \text{ Errorvar.} = 0.32, R^2 = 0.61$$

(0.12) (0.065)
6.03 4.88

$$X1 = , \text{Errorvar.} = 0.75 , \\ (0.10) \\ 7.21$$

$$X2 = 0.29 * X, \text{Errorvar.} = 0.84 , R^2 = 0.090 \\ (0.094) \quad (0.12) \\ 3.05 \quad 7.17$$

$$X3 = 0.30 * X, \text{Errorvar.} = 0.83 , R^2 = 0.099 \\ (0.094) \quad (0.12) \\ 3.22 \quad 7.17$$

$$X4 = 0.28 * X, \text{Errorvar.} = 0.81 , R^2 = 0.089 \\ (0.093) \quad (0.11) \\ 3.05 \quad 7.17$$

$$X5 = 0.34 * X, \text{Errorvar.} = 0.99 , R^2 = 0.11 \\ (0.10) \quad (0.14) \\ 3.35 \quad 7.17$$

$$X6 = 0.40 * X, \text{Errorvar.} = 0.66 , R^2 = 0.20 \\ (0.086) \quad (0.093) \\ 4.67 \quad 7.12$$

$$X7 = 0.31 * X, \text{Errorvar.} = 0.73 , R^2 = 0.12 \\ (0.089) \quad (0.10) \\ 3.51 \quad 7.16$$

$$X8 = 0.76 * X, \text{Errorvar.} = 0.64 , R^2 = 0.48 \\ (0.096) \quad (0.092) \\ 7.90 \quad 6.87$$

$$X9 = 0.79 * X, \text{ Errorvar.} = 0.20, R^2 = 0.76$$

(0.071)	(0.034)
11.09	6.03

$$X10 = 0.98 * X, \text{ Errorvar.} = 0.23, R^2 = 0.81$$

(0.084)	(0.041)
11.74	5.60

$$X11 = 0.93 * X, \text{ Errorvar.} = 0.21, R^2 = 0.80$$

(0.080)	(0.038)
11.66	5.67

$$X12 = 0.83 * X, \text{ Errorvar.} = 0.21, R^2 = 0.76$$

(0.074)	(0.036)
11.15	6.00

$$X13 = 0.89 * X, \text{ Errorvar.} = 0.40, R^2 = 0.66$$

(0.089)	(0.062)
10.01	6.46

$$X14 = 0.51 * X, \text{ Errorvar.} = 0.34, R^2 = 0.44$$

(0.069)	(0.049)
7.46	6.92

Structural Equations

$$Y1 = 0.18 * X, \text{ Errorvar.} = 0.13, R^2 = 0.19$$

(0.057)	(0.058)
3.08	2.29

$$Y2 = 1.32*Y1 + 0.25*X, \text{ Errorvar.} = 0.54, R^2 = 0.46$$

(0.43) (0.11) (0.18)

3.07 2.17 2.99

Reduced Form Equations

$$Y1 = 0.18*X, \text{ Errorvar.} = 0.13, R^2 = 0.19$$

(0.057)

3.08

$$Y2 = 0.48*X, \text{ Errorvar.} = 0.77, R^2 = 0.23$$

(0.12)

3.92

Correlation Matrix of Independent Variables

X

1.00

Covariance Matrix of Latent Variables

Y1

Y2

X

Y1 0.16

Y2 0.26 1.00

X 0.18 0.48 1.00

Goodness of Fit Statistics

Degrees of Freedom = 187

Minimum Fit Function Chi-Square = 618.75 (P = 0.0)

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

Estimated Non-centrality Parameter (NCP) = 745.90

90 Percent Confidence Interval for NCP = (654.31 ;
845.01)

Minimum Fit Function Value = 5.95

Population Discrepancy Function Value (F0) = 7.17

90 Percent Confidence Interval for F0 = (6.29 ; 8.13)

Root Mean Square Error of Approximation (RMSEA) =
0.20

90 Percent Confidence Interval for RMSEA = (0.18 ;
0.21)

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

Expected Cross-Validation Index (ECVI) = 9.82

90 Percent Confidence Interval for ECVI = (8.94 ; 10.77)

ECVI for Saturated Model = 4.44

ECVI for Independence Model = 30.58

Chi-Square for Independence Model with 210 Degrees of
Freedom = 3137.84

Independence AIC = 3179.84

Model AIC = 1020.90

Saturated AIC = 462.00

Independence CAIC = 3256.58

Model CAIC = 1181.68

Saturated CAIC = 1306.06

Normed Fit Index (NFI) = 0.80
 Non-Normed Fit Index (NNFI) = 0.83
 Parsimony Normed Fit Index (PNFI) = 0.71
 Comparative Fit Index (CFI) = 0.85
 Incremental Fit Index (IFI) = 0.85
 Relative Fit Index (RFI) = 0.78

Critical N (CN) = 40.48

Root Mean Square Residual (RMR) = 0.17
 Standardized RMR = 0.19
 Goodness of Fit Index (GFI) = 0.54
 Adjusted Goodness of Fit Index (AGFI) = 0.43
 Parsimony Goodness of Fit Index (PGFI) = 0.44

The Modification Indices Suggest to Add the

Path to	from	Decrease in Chi-Square	New Estimate
X1	X	10.1	0.28

The Modification Indices Suggest to Add an Error Covariance

Between	and	Decrease in Chi-Square	New Estimate
X2	X1	35.0	0.46
X3	X1	27.0	0.40
X3	X2	33.4	0.47
X4	X1	32.8	0.44
X4	X2	34.4	0.48
X4	X3	43.5	0.53
X5	X1	20.0	0.38
X5	X2	32.0	0.51
X5	X3	44.0	0.59

X5	X4	47.2	0.61
X6	X1	23.6	0.34
X6	X2	26.7	0.38
X6	X3	40.7	0.47
X6	X4	41.8	0.47
X6	X5	41.3	0.51
X7	X1	18.3	0.31
X7	X2	15.2	0.30
X7	X3	8.9	0.23
X7	X4	15.7	0.30
X7	X5	10.7	0.28
X7	X6	12.5	0.24
X11	X1	9.6	-0.14
X11	X4	11.1	-0.15
X13	X6	9.1	-0.16
X14	X8	12.8	0.17

LISA

Standardized Solution

LAMBDA-Y

	Y1	Y2
	-----	-----
Y11	0.40	--
Y12	0.64	--
Y13	0.66	--
Y21	--	0.57
Y22	--	0.75
Y23	--	0.49
Y24	--	0.70

LAMBDA-X

	X

X1	--
X2	0.29
X3	0.30
X4	0.28
X5	0.34
X6	0.40
X7	0.31
X8	0.76
X9	0.79
X10	0.98
X11	0.93
X12	0.83
X13	0.89
X14	0.51

BETA

	Y1	Y2
	-----	-----
Y1	--	--
Y2	0.53	--

GAMMA

	X

Y1	0.43

Y2 0.25

Correlation Matrix of ETA and KSI

	Y1	Y2	X
Y1	1.00		
Y2	0.64	1.00	
X	0.43	0.48	1.00

PSI

Note: This matrix is diagonal.

Y1	Y2
0.81	0.54

Regression Matrix ETA on KSI (Standardized)

	X
Y1	0.43
Y2	0.48

LISA

Completely Standardized Solution

LAMBDA-Y

Y1	Y2

Y11	0.48	--
Y12	0.81	--
Y13	0.72	--
Y21	--	0.63
Y22	--	0.81
Y23	--	0.56
Y24	--	0.78

LAMBDA-X

X	

X1	--
X2	0.30
X3	0.32
X4	0.30
X5	0.33
X6	0.44
X7	0.34
X8	0.69
X9	0.87
X10	0.90
X11	0.90
X12	0.87
X13	0.81
X14	0.66

BETA

Y1	Y2

Y1	-- --

Y2 0.53 - -

GAMMA

	X

Y1	0.43
Y2	0.25

Correlation Matrix of ETA and KSI

	Y1	Y2	X
	-----	-----	-----
Y1	1.00		
Y2	0.64	1.00	
X	0.43	0.48	1.00

PSI

Note: This matrix is diagonal.

Y1	Y2
-----	-----
0.81	0.54

THETA-EPS

Y11	Y12	Y13	Y21	Y22	Y23
-----	-----	-----	-----	-----	-----
0.77	0.35	0.49	0.60	0.35	0.68

THETA-EPS

Y24

0.39

THETA-DELTA

X1	X2	X3	X4	X5	X6
-----	-----	-----	-----	-----	-----
1.00	0.91	0.90	0.91	0.89	0.80

THETA-DELTA

X7	X8	X9	X10	X11	X12
-----	-----	-----	-----	-----	-----
0.88	0.52	0.24	0.19	0.20	0.24

THETA-DELTA

X13	X14
-----	-----
0.34	0.56

Regression Matrix ETA on KSI (Standardized)

X

Y1 0.43
Y2 0.48

LISA

Total and Indirect Effects

Total Effects of KSI on ETA

	X

Y1	0.18 (0.06) 3.08
Y2	0.48 (0.12) 3.92

Indirect Effects of KSI on ETA

	X

Y1	--
Y2	0.23 (0.08) 2.72

Total Effects of ETA on ETA

	Y1	Y2
	-----	-----
Y1	--	--
Y2	1.32	--

(0.43)

3.07

Largest Eigenvalue of $B*B'$ (Stability Index) is 1.737

Total Effects of ETA on Y

	Y1	Y2
	-----	-----
Y11	1.00	--
Y12	1.57	--
	(0.37)	
	4.26	
Y13	1.63	--
	(0.39)	
	4.21	
Y21	0.76	0.57
	(0.25)	
	3.07	
Y22	0.99	0.75
	(0.30)	(0.12)
	3.25	6.12
Y23	0.65	0.49
	(0.22)	(0.10)
	2.97	4.76

Y24	0.93	0.70
	(0.29)	(0.12)
	3.23	6.03

Indirect Effects of ETA on Y

	Y1	Y2
	-----	-----
Y11	--	--
Y12	--	--
Y13	--	--
Y21	0.76 (0.25) 3.07	--
Y22	0.99 (0.30) 3.25	--
Y23	0.65 (0.22) 2.97	--
Y24	0.93 (0.29) 3.23	--

Total Effects of KSI on Y

X

Y11 0.18
 (0.06)
 3.08

Y12 0.28
 (0.07)
 3.78

Y13 0.29
 (0.08)
 3.59

Y21 0.27
 (0.07)
 3.92

Y22 0.36
 (0.08)
 4.32

Y23 0.24
 (0.06)
 3.72

Y24 0.34
 (0.08)
 4.27

LISA

Standardized Total and Indirect Effects

Standardized Total Effects of KSI on ETA

	X

Y1	0.43
Y2	0.48

Standardized Indirect Effects of KSI on ETA

	X

Y1	--
Y2	0.23

Standardized Total Effects of ETA on ETA

	Y1	Y2
	-----	-----
Y1	--	--
Y2	0.53	--

Standardized Total Effects of ETA on Y

	Y1	Y2
	-----	-----
Y11	0.40	--
Y12	0.64	--
Y13	0.66	--

Y21	0.31	0.57
Y22	0.40	0.75
Y23	0.26	0.49
Y24	0.37	0.70

Completely Standardized Total Effects of ETA on Y

	Y1	Y2
	-----	-----
Y11	0.48	--
Y12	0.81	--
Y13	0.72	--
Y21	0.34	0.63
Y22	0.43	0.81
Y23	0.30	0.56
Y24	0.42	0.78

Standardized Indirect Effects of ETA on Y

	Y1	Y2
	-----	-----
Y11	--	--
Y12	--	--
Y13	--	--
Y21	0.31	--
Y22	0.40	--
Y23	0.26	--
Y24	0.37	--

Completely Standardized Indirect Effects of ETA on Y

Y1	Y2
----	----

	-----	-----
Y11	--	--
Y12	--	--
Y13	--	--
Y21	0.34	--
Y22	0.43	--
Y23	0.30	--
Y24	0.42	--

Standardized Total Effects of KSI on Y
X

Y11	0.18
Y12	0.28
Y13	0.29
Y21	0.27
Y22	0.36
Y23	0.24
Y24	0.34

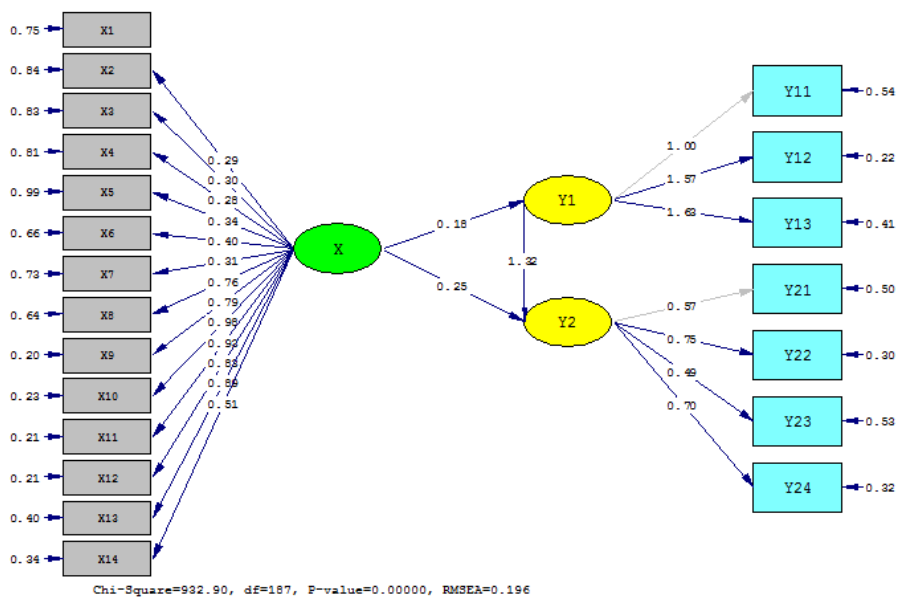
Completely Standardized Total Effects of KSI on Y
X

Y11	0.21
Y12	0.35
Y13	0.31
Y21	0.30
Y22	0.39
Y23	0.27
Y24	0.37

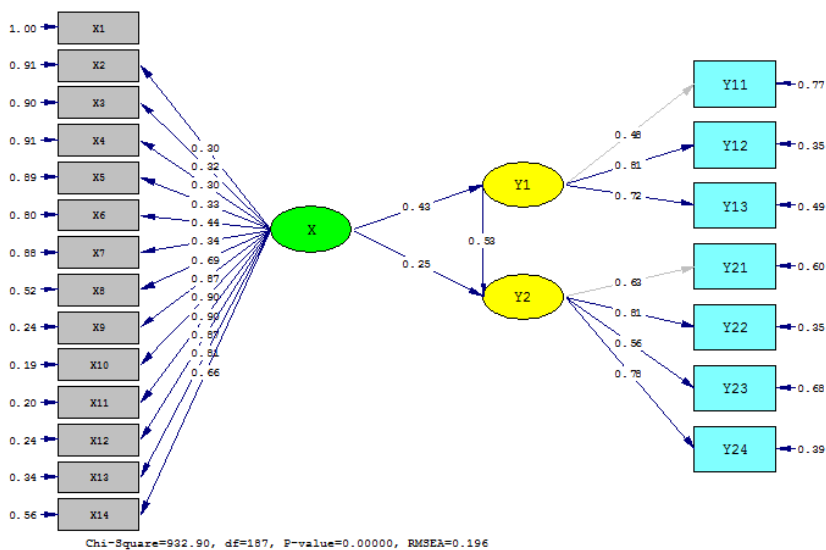
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Lampiran 7

ESTIMATES



STANDARIZED SOLUTIONS



T VALUE

