

APPENDIX 1. Questionnaire

Yth. Bapak/Ibu responden,

Berkaitan dengan pemenuhan persyaratan tugas akhir, saya Celine Christina (3103014324), mahasiswa Universitas Katolik Widya Mandala Surabaya, sedang melakukan penelitian mengenai “Pengaruh Kualitas Layanan Elektronik dan Konvensional Aplikasi Gojek terhadap Loyalitas Pelanggan dengan kepuasan Pelanggan sebagai Variabel Intervening”. Untuk keperluan penelitian tersebut, kami mohon kesediaan Bapak/Ibu bersedia mengisi kuesioner penelitian saya.

Pengumpulan data ini murni untuk penelitian dan pengembangan ilmu pengetahuan, oleh karena itu saya mohon Bapak/Ibu dapat menjawab dengan jujur dan sungguh - sungguh. Identitas dan jawaban Bapak/Ibu akan dijaga kerahasiaannya dan tidak ditampilkan dalam laporan penelitian. Identifikasi responden dilakukan dengan memberi kode. Pengolahan data akan dilakukan dengan menggabungkan semua data dari responden, sehingga identitas masing-masing responden tidak teridentifikasi.

Hormat saya,

Celine Christina

NRP 3303015052

Mahasiswa Jurusan Manajemen Internasional

Fakultas Bisnis – Universitas Katolik Widya Mandala Surabaya

I. RESPONDENT IDENTIFICATION

Please check the appropriate box according to your profile.

1. Have you ever used Gojek application?
 - A. Yes
 - B. No (Stops here)
2. Gender identification
 - A. Female
 - B. Male
3. Age
 - A. 17 - 25 Age
 - B. 26 - 35 Age
 - C. 36 – 45 Age
 - D. >45 Age
4. Latest education level.
 - A. HIGH SCHOOL
 - B. DIPLOMA
 - C. BACHELOR’S DEGREE
 - D. MASTERS/P.HD
 - E. OTHERS...
5. Frequency of using Gojek application in the past 6 months?
 - A. Once a week
 - B. Twice a week
 - C. More than twice a week

II. Research Variable

Please check the appropriate box for each answer to the questions below.

Answer explanation :

SA = Strongly Agree

A = Agree

N = Neutral

D = Disagree

SD = Strongly Disagree

No	QUESTIONS	SA	A	N	D	SD
A. Service Quality						
Aptitude						
1	Gojek delivers clear notification when there is delay in service					
2	Gojek provides 24-hour service					
3	Gojek streamlines service selection					

Service Quality						
1	Gojek utilizes good quality motorcycles					
2	Gojek provides riding utilities such as helm and mask for costumers					
3	Gojek riders wear the company's official green jacket					
Responsiveness						
1	Gojek riders confirms costumers' orders quickly by calling them					
2	Gojek riders quickly arrive after an order is placed					
3	Gojek rider and staff readily attend to costumers' complaints					
Assurance						
1	Gojek riders are skilled					
Empathy						
1	Gojek provides costumer service hotline on application					
2	Gojek provides comfort to costumer					

B. Electronic Service Quality						
Information Quality						
1	Information on Gojek Application is easy to understand and reliable					
Application Design						
1	Gojek has creative user interface					
2	Gojek's user interface quickly points on users to their desired service					
Metode Transaksi						
1	Gojek processes payment quickly					
2	Gojek uses secure payment system					
Security and Privacy						
1	Gojek application has adequate security					
2	Gojek secures private user information					

C. Costumer Satisfaction						
1	I am satisfied with the service provided by Gojek					
2	I am more satisfied with Gojek's service than any other services provided by other applications					
D. Loyalitas Pelanggan						
1	I will continue using Gojek application in the future					
2	I will recommend Gojek application to my friends and relatives					

APPENDIX 2. Questionnaire Result

Questionnaire Result for Service Quality Variable

No.	SQ1	SQ2	SQ3	SQ4	SQ5	SQ6	SQ7	SQ8	SQ9	SQ10	SQ11	SQ12
1	5	5	5	5	5	5	5	5	5	5	5	5
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7	5	5	5	5	4	4	5	5	5	4	5	4
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Questionnaire Result for Electronic Service Quality

No.	ESQ1	ESQ2	ESQ3	ESQ4	ESQ5	ESQ6	ESQ7
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Questionnaire Result for Costumer Service Variable

No.	ESQ1	ESQ2
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6	3	4
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36	4	4
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50	5	5
51	4	4
52	5	5
53	3	3
54	5	5
55	5	5
56	5	5
57	4	4
58	5	5
59	4	5
60	5	5
61	4	4
62	3	3
63	4	4
64	5	5
65	2	1
66	3	2
67	5	3
68	5	4
69	4	4
70	5	3

71	4	3
72	4	2
73	4	4
74	5	4
75	4	4
76	5	5
77	3	3
78	3	3
79	5	5
80	5	5
81	5	3
82	4	3
83	5	5
84	4	3
85	4	4
86	4	5
87	5	5
88	4	3
89	5	5
90	5	5
91	4	5
92	1	3
93	3	3
94	4	4
95	5	5
96	4	4
97	5	3
98	3	3
99	3	3

100	4	4
101	4	4
102	5	5
103	4	4
104	4	3
105	5	5
106	4	4
107	5	4
108	4	4
109	5	5
110	4	4
111	3	4
112	4	4
113	5	5
114	4	4
115	4	3
116	4	5
117	4	1
118	4	3
119	4	4
120	5	3
121	4	4
122	5	5
123	5	5
124	3	3
125	4	4
126	4	4
127	4	3
128	5	5

129	3	2
130	4	3
131	5	5
132	4	3
133	4	4
134	5	4
135	4	3
136	5	5
137	4	5
138	5	4
139	3	2
140	3	3
141	3	3
142	3	4
143	4	3
144	3	3
145	5	4
146	4	4
147	5	5
148	3	3
149	5	4
150	4	4

Questionnaire Result for Costumer Loyalty Variable

No.	ESQ1	ESQ2
1	5	5
2	4	4
3	4	4
4	5	5
5	2	2
6	4	4
7	5	5
8	5	5
9	5	4
10	5	4
11	5	4
12	4	4
13	4	4
14	5	5
15	5	5
16	4	4
17	5	5
18	5	5
19	4	5
20	5	5
21	5	5
22	5	5
23	4	4
24	5	5
25	5	4
26	3	3
27	4	4

28	4	5
29	5	5
30	4	4
31	4	3
32	4	4
33	4	3
34	5	4
35	5	4
36	4	4
37	5	5
38	4	4
39	5	5
40	4	4
41	4	3
42	3	4
43	5	4
44	4	4
45	4	4
46	4	5
47	4	4
48	5	5
49	5	5
50	5	5
51	4	4
52	5	5
53	3	3
54	5	5
55	4	5
56	5	5

57	5	4
58	4	4
59	5	4
60	5	5
61	5	5
62	3	3
63	4	4
64	5	5
65	1	1
66	4	4
67	3	3
68	4	4
69	5	5
70	4	3
71	4	4
72	3	3
73	5	4
74	5	5
75	4	3
76	5	5
77	4	5
78	3	3
79	5	5
80	5	5
81	4	4
82	4	4
83	4	4
84	3	4
85	4	4

86	5	5
87	5	4
88	4	4
89	5	5
90	5	5
91	5	5
92	2	4
93	3	3
94	5	5
95	5	5
96	5	5
97	4	4
98	3	3
99	3	3
100	4	4
101	4	4
102	4	5
103	4	3
104	4	4
105	5	5
106	4	4
107	4	4
108	4	4
109	5	5
110	5	5
111	4	4
112	5	4
113	5	5
114	5	3

115	4	5
116	5	5
117	4	4
118	3	4
119	5	5
120	5	5
121	4	4
122	5	5
123	5	5
124	3	3
125	4	3
126	5	5
127	4	4
128	5	5
129	3	3
130	4	3
131	5	5
132	3	3
133	4	4
134	5	5
135	3	4
136	5	5
137	5	5
138	5	4
139	3	3
140	3	3
141	5	4
142	4	3
143	3	3

144	4	3
145	5	5
146	4	4
147	5	5
148	3	2
149	3	2
150	5	5

APPENDIX 3. Characteristics of Respondents

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Woman	72	48.0	48.0	48.0
	Man	78	52.0	52.0	100.0
	Total	150	100.0	100.0	

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	17-25 years old	110	73.3	73.3	73.3
	26-35 years old	17	11.3	11.3	84.7
	36-45 years old	7	4.7	4.7	89.3
	>45 years old	16	10.7	10.7	100.0
	Total	150	100.0	100.0	

Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	High School	84	56.0	56.0	56.0
	Diploma	9	6.0	6.0	62.0
	Undergraduate	54	36.0	36.0	98.0
	Master's/PhD	3	2.0	2.0	100.0
	Total	150	100.0	100.0	

Occupation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Student/Undergraduate	84	56.0	56.0	56.0
	Civil Worker	1	.7	.7	56.7
	Private-Sector Worker	35	23.3	23.3	80.0
	Entrepreneur	18	12.0	12.0	92.0
	Others	12	8.0	8.0	100.0
	Total	150	100.0	100.0	

Familiarity with Gojek Application

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	147	98.0	98.0	98.0
	No	3	2.0	2.0	100.0
	Total	150	100.0	100.0	

Frequency of Using Gojek in the Last 6 Months

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Once a Week	81	54.0	54.0	54.0
	Twice a Week	20	13.3	13.3	67.3
	More than Twice a Week	49	32.7	32.7	100.0
	Total	150	100.0	100.0	

APPENDIX 4. Descriptive Statistics

Descriptive Statistics of Service Quality Variable

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
SQ1	150	1	5	3.58	1.101
SQ2	150	1	5	4.17	.999
SQ3	150	2	5	4.48	.721
SQ4	150	1	5	4.23	.837
SQ5	150	1	5	3.85	.974
SQ6	150	1	5	4.14	.875
SQ7	150	1.0	5.0	4.107	.8681
SQ8	150	1	5	4.12	.859
SQ9	150	1	5	3.74	1.033
SQ10	150	1	5	4.04	.818
SQ11	150	1	5	4.04	.989
SQ12	150	1	5	3.97	.823
Valid N (listwise)	150				

Descriptive Statistics of Electronic Service Quality Variable

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
ESQ1	150	1	5	4.18	.812
ESQ2	150	2	5	4.12	.802
ESQ3	150	1	5	4.29	.738
ESQ4	150	1	5	4.31	.743
ESQ5	150	1	5	4.27	.810
ESQ6	150	2	5	4.05	.809
ESQ7	150	1	5	4.05	.907
Valid N (listwise)	150				

Descriptive Statistics of Customer Satisfaction Variable

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
CS1	150	1	5	4.18	.778
CS2	150	1	5	3.93	.935
Valid N (listwise)	150				

Descriptive Statistics of Customer Loyalty Variable

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
CL1	150	1	5	4.27	.802
CL2	150	1	5	4.17	.833
Valid N (listwise)	150				

APPENDIX 5. NORMALITY TEST RESULT

DATE: 12/15/2018

TIME: 21:42

P R E L I S 2.80

BY

Karl G. J÷reskog & Dag S÷rbom

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The following lines were read from file F:\olah data\Data150Des15.PR2:

!PRELIS SYNTAX: Can be edited
SY='F:\olah data\Data150Des15.PSF'
OU MA=CM SM=F:\Data150Des15.COV AC=F:\Data150Des15.ACM XT

Total Sample Size = 150

Univariate Statistics for Continuous Variable

Variable	Mean	St. Dev.	T-Value	Skewness	Kurtosis	Minimum	Freq.	Maximum	Freq.
SQ1	3.58	1.101	39.832	-0.267	-0.8	1	4	5	38
SQ2	4.167	0.999	51.06	-1.2	1.095	1	4	5	72
SQ3	4.48	0.721	76.109	-1.454	2.08	2	4	5	88
SQ4	4.227	0.837	61.874	-1.285	2.241	1	2	5	63
SQ5	3.847	0.974	48.349	-0.569	-0.229	1	2	5	43
SQ6	4.14	0.875	57.953	-0.765	0.107	1	1	5	62
SQ7	4.107	0.868	57.936	-0.771	0.259	1	1	5	57
SQ8	4.12	0.859	58.77	-0.879	0.613	1	1	5	56
SQ9	3.74	1.033	44.361	-0.423	-0.353	1	4	5	43
SQ10	4.04	0.818	60.47	-0.67	0.487	1	1	5	46
SQ11	4.04	0.989	50.027	-1.051	1.06	1	5	5	58
SQ12	3.967	0.823	59.056	-0.524	0.213	1	1	5	41
ESQ1	4.18	0.812	63.08	-1.258	2.913	1	3	5	56
ESQ2	4.12	0.802	62.916	-0.458	-0.657	2	3	5	55
ESQ3	4.293	0.738	71.276	-0.934	1.367	1	1	5	66
ESQ4	4.313	0.743	71.092	-1.077	1.808	1	1	5	68
ESQ5	4.273	0.81	64.603	-1.001	0.927	1	1	5	70
ESQ6	4.053	0.809	61.346	-0.483	-0.383	2	5	5	48

ESQ7	4.047	0.907	54.621	-0.694	-0.055	1	1	5	55
CS1	4.18	0.778	65.82	-0.846	1.052	1	1	5	56
CS2	3.927	0.935	51.448	-0.552	-0.102	1	2	5	48
CL1	4.273	0.802	65.274	-1.011	1.046	1	1	5	69
CL2	4.173	0.833	61.329	-0.83	0.504	1	1	5	61

Test of Univariate Normality for Continuous Variable

Variable	Skewness		Kurtosis		Skewness and Kurtosis	
	Z-Score	P-Value	Z-Score	P-Value	Chi-Square	P-Value
SQ1	-1.362	0.173	-3.216	0.001	12.197	0.002
SQ2	-5.092	0.000	2.171	0.030	30.638	0.000
SQ3	-5.823	0.000	3.200	0.001	44.144	0.000
SQ4	-5.348	0.000	3.333	0.001	39.711	0.000
SQ5	-2.771	0.006	-0.508	0.611	7.934	0.019
SQ6	-3.581	0.000	0.435	0.663	13.010	0.001
SQ7	-3.603	0.000	0.783	0.433	13.592	0.001
SQ8	-4.014	0.000	1.457	0.145	18.233	0.000
SQ9	-2.112	0.035	-0.942	0.346	5.349	0.069
SQ10	-3.200	0.001	1.237	0.216	11.770	0.003
SQ11	-4.615	0.000	2.126	0.034	25.819	0.000
SQ12	-2.574	0.010	0.682	0.495	7.091	0.029
ESQ1	-5.268	0.000	3.815	0.000	42.299	0.000
ESQ2	-2.276	0.023	-2.325	0.020	10.587	0.005
ESQ3	-4.213	0.000	2.501	0.012	24.005	0.000
ESQ4	-4.700	0.000	2.957	0.003	30.838	0.000
ESQ5	-4.446	0.000	1.944	0.052	23.548	0.000
ESQ6	-2.389	0.017	-1.060	0.289	6.830	0.033
ESQ7	-3.296	0.001	0.015	0.988	10.866	0.004
CS1	-3.892	0.000	2.115	0.034	19.626	0.000
CS2	-2.697	0.007	-0.119	0.906	7.289	0.026
CL1	-4.480	0.000	2.107	0.035	24.511	0.000
CL2	-3.829	0.000	1.266	0.205	16.265	0.000

Test of Multivariate Normality for Continuous Variable

Skewness			Kurtosis			Skewness and Kurtosis	
Value	Z-Score	P-Value	Value	Z-Score	P-Value	Chi-Square	P-Value
215.273	33.338	0.000	754.340	13.912	0.000	1.304.972	0.000

Histograms for Continuous Variables

SQ1

Frequency Percentage Lower Class Limit

4	2.7	1.000	. . .
0	0.0	1.400	
22	14.7	1.800	
0	0.0	2.200	
45	30.0	2.600	
0	0.0	3.000	
0	0.0	3.400	
41	27.3	3.800	
0	0.0	4.200	
38	25.3	4.600	

SQ2

Frequency Percentage Lower Class Limit

4	2.7	1.000	. .
0	0.0	1.400	
5	3.3	1.800	. .
0	0.0	2.200	
0	0.0	2.600	
25	16.7	3.000	
0	0.0	3.400	
44	29.3	3.800	
0	0.0	4.200	
72	48.0	4.600	

SQ3

Frequency Percentage Lower Class Limit

[illegible]

SQ4

Frequency Percentage Lower Class Limit

2	1.3	1.000	•
0	0.0	1.400	
4	2.7	1.800	• •
0	0.0	2.200	
15	10.0	2.600	• • • • • • • •

SQ9

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

SQ10

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

SQ11
Frequency Percentage Lower Class Limit

SQ12
Frequency Percentage Lower Class Limit

ESQ1

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

Frequency	Percentage	Lower Class Limit	Upper Class Limit
3	2.0	1.000	1.250
0	0.0	1.400	1.625
0	0.0	1.800	2.000
0	0.0	2.200	2.500
0	0.0	2.600	3.000
20	13.3	3.000	3.250

0	0.0	3.400	
71	47.3	3.800	
0	0.0	4.200	
56	37.3	4.600	

ESQ2

	Frequency	Percentage	Lower Class Limit
3	2.0	2.000	.
0	0.0	2.300	
0	0.0	2.600	
31	20.7	2.900	
0	0.0	3.200	
0	0.0	3.500	
61	40.7	3.800	
0	0.0	4.100	
0	0.0	4.400	
55	36.7	4.700	

ESQ3

Frequency	Percentage	Lower Class Limit
1	0.7	1.000
0	0.0	1.400
0	0.0	1.800
0	0.0	2.200
19	12.7	2.600
0	0.0	3.000
0	0.0	3.400
64	42.7	3.800
0	0.0	4.200
66	44.0	4.600

ESQ4

Frequency	Percentage	Lower Class Limit	
1	0.7	1.000	
0	0.0	1.400	
1	0.7	1.800	
0	0.0	2.200	
16	10.7	2.600	• • • • •
0	0.0	3.000	
0	0.0	3.400	
64	42.7	3.800	• • • • •
0	0.0	4.200	
68	45.3	4.600	• • • • •

ESQ5

[illegible]

Frequency Percentage Lower Class Limit

ESQ7
Frequency Percentage Lower Class Limit

CS1

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

CS2
Frequency Percentage Lower Class Limit

CL1
Frequency Percentage Lower Class Limit

Frequency	Percentage	Cumulative Percentage
1	0.7	1.000
0	0.0	1.400
2	1.3	1.800
0	0.0	2.200
21	14.0	2.600
0	0.0	3.000

0	0.0	3.400	
57	38.0	3.800	• • • • •
0	0.0	4.200	
69	46.0	4.600	• • • • •

CL2
Frequency Percentage Lower Class Limit

1	0.7	1.000	
0	0.0	1.400	
3	2.0	1.800	•
0	0.0	2.200	
0	0.0	2.600	
26	17.3	3.000	• • • • •
0	0.0	3.400	
59	39.3	3.800	• • • • •
0	0.0	4.200	
61	40.7	4.600	• • • • •

Covariance Matrix

	SQ1	SQ2	SQ3	SQ4	SQ5	SQ6
-----	-----	-----	-----	-----	-----	-----
SQ1	1.212					
SQ2	0.419	0.999				
SQ3	0.317	0.349	0.520			
SQ4	0.418	0.365	0.293	0.700		
SQ5	0.512	0.368	0.329	0.337	0.949	
SQ6	0.354	0.272	0.254	0.324	0.505	0.766
SQ7	0.320	0.304	0.311	0.305	0.332	0.327
SQ8	0.400	0.342	0.298	0.348	0.321	0.325
SQ9	0.447	0.366	0.381	0.334	0.497	0.426
SQ10	0.359	0.389	0.310	0.434	0.355	0.323
SQ11	0.386	0.349	0.316	0.286	0.362	0.397
SQ12	0.395	0.301	0.358	0.363	0.371	0.327
ESQ1	0.385	0.332	0.329	0.315	0.377	0.330
ESQ2	0.339	0.369	0.271	0.301	0.267	0.265
ESQ3	0.319	0.320	0.288	0.336	0.260	0.247
ESQ4	0.287	0.330	0.352	0.277	0.256	0.278
ESQ5	0.223	0.350	0.244	0.287	0.217	0.223
ESQ6	0.392	0.313	0.216	0.290	0.330	0.261
ESQ7	0.342	0.281	0.266	0.271	0.229	0.201
CS1	0.358	0.319	0.349	0.422	0.383	0.330
CS2	0.278	0.294	0.358	0.379	0.378	0.312
CL1	0.223	0.290	0.291	0.334	0.257	0.196
CL2	0.295	0.273	0.306	0.276	0.342	0.251

Covariance Matrix

	SQ7	SQ8	SQ9	SQ10	SQ11	SQ12
-----	-----	-----	-----	-----	-----	-----
SQ7	0.754					
SQ8	0.417	0.737				
SQ9	0.404	0.434	1.066			
SQ10	0.284	0.391	0.447	0.670		
SQ11	0.264	0.264	0.594	0.394	0.978	
SQ12	0.312	0.346	0.474	0.417	0.411	0.677
ESQ1	0.343	0.341	0.410	0.375	0.422	0.382

ESQ2	0.195	0.294	0.333	0.358	0.297	0.279
ESQ3	0.156	0.307	0.278	0.324	0.237	0.292
ESQ4	0.181	0.244	0.310	0.363	0.377	0.353
ESQ5	0.212	0.269	0.233	0.345	0.217	0.264
ESQ6	0.209	0.343	0.417	0.367	0.380	0.324
ESQ7	0.216	0.216	0.220	0.267	0.193	0.263
CS1	0.296	0.327	0.403	0.369	0.301	0.348
CS2	0.390	0.291	0.451	0.372	0.298	0.367
CL1	0.226	0.209	0.286	0.291	0.264	0.311
CL2	0.297	0.254	0.354	0.315	0.315	0.328

Covariance Matrix

	ESQ1	ESQ2	ESQ3	ESQ4	ESQ5	ESQ6
ESQ1	0.659					
ESQ2	0.388	0.643				
ESQ3	0.329	0.381	0.544			
ESQ4	0.339	0.372	0.371	0.552		
ESQ5	0.393	0.397	0.315	0.397	0.656	
ESQ6	0.319	0.369	0.266	0.299	0.354	0.655
ESQ7	0.260	0.377	0.335	0.375	0.296	0.266
CS1	0.383	0.347	0.343	0.339	0.340	0.299
CS2	0.342	0.311	0.364	0.312	0.322	0.293
CL1	0.252	0.269	0.315	0.310	0.301	0.234
CL2	0.297	0.274	0.298	0.321	0.274	0.333

Covariance Matrix

	ESQ7	CS1	CS2	CL1	CL2
ESQ7	0.823				
CS1	0.220	0.605			
CS2	0.319	0.436	0.874		
CL1	0.242	0.326	0.497	0.643	
CL2	0.280	0.318	0.489	0.523	0.695

Means

SQ1	SQ2	SQ3	SQ4	SQ5	SQ6
3.580	4.167	4.480	4.227	3.847	4.140

Means

SQ7	SQ8	SQ9	SQ10	SQ11	SQ12
4.107	4.120	3.740	4.040	4.040	3.967

Means

ESQ1	ESQ2	ESQ3	ESQ4	ESQ5	ESQ6
4.180	4.120	4.293	4.313	4.273	4.053

Means

ESQ7	CS1	CS2	CL1	CL2
4.047	4.180	3.927	4.273	4.173

Standard Deviations

SQ1	SQ2	SQ3	SQ4	SQ5	SQ6
1.101	0.999	0.721	0.837	0.974	0.875

Standard Deviations

SQ7	SQ8	SQ9	SQ10	SQ11	SQ12
0.868	0.859	1.033	0.818	0.989	0.823

Standard Deviations

ESQ1	ESQ2	ESQ3	ESQ4	ESQ5	ESQ6
0.812	0.802	0.738	0.743	0.810	0.809

Standard Deviations

ESQ7	CS1	CS2	CL1	CL2
0.907	0.778	0.935	0.802	0.833

APPENDIX 6. OUTPUT LISREL

DATE: 12/19/2018

TIME: 10:00

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 F:\olah data\SYNTAXDes15.spl:

OBSERVED VARIABLE SQ1-SQ12 ESQ1-ESQ7 CS1-CS2 CL1-CL2
COVARIANCE MATRIX FROM FILE F:\Data150Des15.COV
ASYMPTOTIC COVARIANCE MATRIX FROM FILE F:\Data150Des15.ACM
LATENT VARIABLE SQ ESQ CS CL

SAMPLE SIZE 150

RELATIONSHIPS

SQ1=1*SQ

SQ2-SQ12=SQ

ESQ1=1*ESQ

ESQ2-ESQ7=ESQ

CS1=1*CS

CS2=CS

CL1=1*CL

CL2=CL

CL=CS

CS=SQ ESQ

OPTIONS SC EF

PATH DIAGRAM

END OF PROGRAM

Sample Size = 150

Covariance Matrix

	CS1	CS2	CL1	CL2	SQ1	SQ2
CS1	0.60					
CS2	0.44	0.87				
CL1	0.33	0.50	0.64			
CL2	0.32	0.49	0.52	0.69		
SQ1	0.36	0.28	0.22	0.29	1.21	
SQ2	0.32	0.29	0.29	0.27	0.42	1.00
SQ3	0.35	0.36	0.29	0.31	0.32	0.35
SQ4	0.42	0.38	0.33	0.28	0.42	0.36
SQ5	0.38	0.38	0.26	0.34	0.51	0.37
SQ6	0.33	0.31	0.20	0.25	0.35	0.27
SQ7	0.30	0.39	0.23	0.30	0.32	0.30
SQ8	0.33	0.29	0.21	0.25	0.40	0.34
SQ9	0.40	0.45	0.29	0.35	0.45	0.37
SQ10	0.37	0.37	0.29	0.32	0.36	0.39
SQ11	0.30	0.30	0.26	0.32	0.39	0.35
SQ12	0.35	0.37	0.31	0.33	0.40	0.30
ESQ1	0.38	0.34	0.25	0.30	0.38	0.33
ESQ2	0.35	0.31	0.27	0.27	0.34	0.37
ESQ3	0.34	0.36	0.32	0.30	0.32	0.32
ESQ4	0.34	0.31	0.31	0.32	0.29	0.33
ESQ5	0.34	0.32	0.30	0.27	0.22	0.35
ESQ6	0.30	0.29	0.23	0.33	0.39	0.31
ESQ7	0.22	0.32	0.24	0.28	0.34	0.28

Covariance Matrix

	SQ3	SQ4	SQ5	SQ6	SQ7	SQ8
SQ3	0.52					
SQ4	0.29	0.70				
SQ5	0.33	0.34	0.95			
SQ6	0.25	0.32	0.50	0.77		
SQ7	0.31	0.30	0.33	0.33	0.75	
SQ8	0.30	0.35	0.32	0.33	0.42	0.74
SQ9	0.38	0.33	0.50	0.43	0.40	0.43
SQ10	0.31	0.43	0.36	0.32	0.28	0.39
SQ11	0.32	0.29	0.36	0.40	0.26	0.26
SQ12	0.36	0.36	0.37	0.33	0.31	0.35
ESQ1	0.33	0.31	0.38	0.33	0.34	0.34
ESQ2	0.27	0.30	0.27	0.26	0.20	0.29
ESQ3	0.29	0.34	0.26	0.25	0.16	0.31
ESQ4	0.35	0.28	0.26	0.28	0.18	0.24
ESQ5	0.24	0.29	0.22	0.22	0.21	0.27
ESQ6	0.22	0.29	0.33	0.26	0.21	0.34
ESQ7	0.27	0.27	0.23	0.20	0.22	0.22

Covariance Matrix

	SQ9	SQ10	SQ11	SQ12	ESQ1	ESQ2
SQ9	1.07					
SQ10	0.45	0.67				
SQ11	0.59	0.39	0.98			
SQ12	0.47	0.42	0.41	0.68		
ESQ1	0.41	0.38	0.42	0.38	0.66	
ESQ2	0.33	0.36	0.30	0.28	0.39	0.64
ESQ3	0.28	0.32	0.24	0.29	0.33	0.38
ESQ4	0.31	0.36	0.38	0.35	0.34	0.37
ESQ5	0.23	0.34	0.22	0.26	0.39	0.40
ESQ6	0.42	0.37	0.38	0.32	0.32	0.37
ESQ7	0.22	0.27	0.19	0.26	0.26	0.38

Covariance Matrix

	ESQ3	ESQ4	ESQ5	ESQ6	ESQ7
ESQ3	0.54				
ESQ4	0.37	0.55			
ESQ5	0.32	0.40	0.66		
ESQ6	0.27	0.30	0.35	0.65	
ESQ7	0.34	0.37	0.30	0.27	0.82

Number of Iterations = 17

LISREL Estimates (Robust Maximum Likelihood)

Measurement Equations

CS1 = 1.00*CS, Errorvar.= 0.20 , R² = 0.67
(0.042)
4.77

CS2 = 1.11*CS, Errorvar.= 0.37 , R² = 0.57
(0.11) (0.059)
10.30 6.30

CL1 = 1.00*CL, Errorvar.= 0.13 , R² = 0.79
(0.038)
3.56

CL2 = 1.03*CL, Errorvar.= 0.16 , R² = 0.77
(0.10) (0.054)
10.23 2.89

SQ1 = 1.00*SQ, Errorvar.= 0.81 , R² = 0.33
(0.11)
7.09

$$SQ2 = 0.92 * SQ, \text{Errorvar.} = 0.66, R^2 = 0.34$$

(0.16)	(0.095)
5.74	6.91

$$SQ3 = 0.85 * SQ, \text{Errorvar.} = 0.23, R^2 = 0.56$$

(0.15)	(0.037)
5.57	6.21

$$SQ4 = 0.93 * SQ, \text{Errorvar.} = 0.35, R^2 = 0.50$$

(0.15)	(0.056)
6.21	6.23

$$SQ5 = 0.98 * SQ, \text{Errorvar.} = 0.56, R^2 = 0.41$$

(0.16)	(0.089)
6.22	6.34

$$SQ6 = 0.87 * SQ, \text{Errorvar.} = 0.46, R^2 = 0.40$$

(0.17)	(0.067)
5.21	6.90

$$SQ7 = 0.82 * SQ, \text{Errorvar.} = 0.48, R^2 = 0.36$$

(0.13)	(0.079)
6.41	6.10

$$SQ8 = 0.91 * SQ, \text{Errorvar.} = 0.41, R^2 = 0.45$$

(0.11)	(0.067)
7.94	6.09

$$SQ9 = 1.13 * SQ, \text{Errorvar.} = 0.55, R^2 = 0.48$$

(0.22)	(0.083)
5.24	6.70

$$SQ10 = 1.01 * SQ, \text{Errorvar.} = 0.26, R^2 = 0.61$$

(0.15)	(0.045)
6.61	5.82

$$SQ11 = 0.95 * SQ, \text{Errorvar.} = 0.62, R^2 = 0.37$$

(0.18)	(0.11)
5.32	5.82

$$SQ12 = 0.99 * SQ, \text{Errorvar.} = 0.29, R^2 = 0.58$$

(0.15)	(0.059)
6.60	4.83

$$ESQ1 = 1.00 * ESQ, \text{Errorvar.} = 0.29, R^2 = 0.56$$

(0.081)
3.59

$$ESQ2 = 1.04 * ESQ, \text{Errorvar.} = 0.24, R^2 = 0.62$$

(0.11)	(0.037)
9.80	6.59

$$ESQ3 = 0.95 * ESQ, \text{Errorvar.} = 0.21, R^2 = 0.61$$

(0.091)	(0.036)
10.44	5.89

$$\text{ESQ4} = 1.01 * \text{ESQ}, \text{Errorvar.} = 0.18, R^2 = 0.68$$

(0.10)	(0.034)
9.81	5.27

$$\text{ESQ5} = 0.99 * \text{ESQ}, \text{Errorvar.} = 0.29, R^2 = 0.55$$

(0.094)	(0.067)
10.57	4.39

$$\text{ESQ6} = 0.89 * \text{ESQ}, \text{Errorvar.} = 0.36, R^2 = 0.44$$

(0.14)	(0.061)
6.43	5.95

$$\text{ESQ7} = 0.88 * \text{ESQ}, \text{Errorvar.} = 0.54, R^2 = 0.35$$

(0.13)	(0.067)
6.76	7.98

Structural Equations

$$\text{CS} = 0.57 * \text{SQ} + 0.38 * \text{ESQ}, \text{Errorvar.} = 0.078, R^2 = 0.81$$

(0.20)	(0.17)	(0.026)
2.82	2.27	2.96

$$\text{CL} = 0.88 * \text{CS}, \text{Errorvar.} = 0.19, R^2 = 0.62$$

(0.10)	(0.052)
8.45	3.72

Reduced Form Equations

$$\text{CS} = 0.57 * \text{SQ} + 0.38 * \text{ESQ}, \text{Errorvar.} = 0.078, R^2 = 0.81$$

(0.20)	(0.17)
2.82	2.27

$$\text{CL} = 0.51 * \text{SQ} + 0.34 * \text{ESQ}, \text{Errorvar.} = 0.25, R^2 = 0.50$$

(0.18)	(0.15)
2.74	2.27

Covariance Matrix of Independent Variables

	SQ	ESQ
SQ	0.40 (0.11) 3.60	
ESQ	0.32 (0.08) 4.30	0.37 (0.08) 4.40

Covariance Matrix of Latent Variables

	CS	CL	SQ	ESQ
CS	0.41			
CL	0.36	0.51		
SQ	0.35	0.31	0.40	
ESQ	0.33	0.29	0.32	0.37

Goodness of Fit Statistics

Degrees of Freedom = 226
Minimum Fit Function Chi-Square = 461.14 (P = 0.0)
Normal Theory Weighted Least Squares Chi-Square = 429.71 (P = 0.00)
Satorra-Bentler Scaled Chi-Square = 294.25 (P = 0.0015)
Estimated Non-centrality Parameter (NCP) = 68.25
90 Percent Confidence Interval for NCP = (27.98 ; 116.64)

Minimum Fit Function Value = 3.09
Population Discrepancy Function Value (F0) = 0.46
90 Percent Confidence Interval for F0 = (0.19 ; 0.78)
Root Mean Square Error of Approximation (RMSEA) = 0.045
90 Percent Confidence Interval for RMSEA = (0.029 ; 0.059)
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.71

Expected Cross-Validation Index (ECVI) = 2.65
90 Percent Confidence Interval for ECVI = (2.38 ; 2.97)
ECVI for Saturated Model = 3.70
ECVI for Independence Model = 52.45

Chi-Square for Independence Model with 253 Degrees of Freedom = 7769.44
Independence AIC = 7815.44
Model AIC = 394.25
Saturated AIC = 552.00
Independence CAIC = 7907.69
Model CAIC = 594.79
Saturated CAIC = 1658.94

Normed Fit Index (NFI) = 0.96
Non-Normed Fit Index (NNFI) = 0.99
Parsimony Normed Fit Index (PNFI) = 0.86
Comparative Fit Index (CFI) = 0.99
Incremental Fit Index (IFI) = 0.99
Relative Fit Index (RFI) = 0.96

Critical N (CN) = 141.96

Root Mean Square Residual (RMR) = 0.046
Standardized RMR = 0.060
Goodness of Fit Index (GFI) = 0.80
Adjusted Goodness of Fit Index (AGFI) = 0.76
Parsimony Goodness of Fit Index (PGFI) = 0.65

The Modification Indices Suggest to Add the

Path to	from	Decrease in Chi-Square	New Estimate
CS1	CL	22.0	-1.00
CS2	CL	9.1	0.35
ESQ1	SQ	17.8	0.84
ESQ7	SQ	12.0	-2.28

The Modification Indices Suggest to Add an Error Covariance

Between	and	Decrease in Chi-Square	New Estimate
SQ4	CS1	8.9	0.08
SQ4	CL1	8.2	0.07
SQ4	CL2	8.8	-0.07
SQ6	SQ5	17.1	0.18
SQ8	SQ7	11.8	0.13
SQ11	SQ9	13.6	0.19
ESQ4	SQ3	15.7	0.08
ESQ6	CL2	10.1	0.08
ESQ6	SQ3	10.8	-0.08

Standardized Solution

LAMBDA-Y

	CS	CL
	-----	-----
CS1	0.64	--
CS2	0.71	--
CL1	--	0.71
CL2	--	0.73

LAMBDA-X

	SQ	ESQ
	-----	-----
SQ1	0.63	--
SQ2	0.58	--
SQ3	0.54	--
SQ4	0.59	--
SQ5	0.62	--
SQ6	0.55	--
SQ7	0.52	--
SQ8	0.58	--
SQ9	0.72	--
SQ10	0.64	--
SQ11	0.60	--
SQ12	0.63	--
ESQ1	--	0.61
ESQ2	--	0.63
ESQ3	--	0.58
ESQ4	--	0.61
ESQ5	--	0.60
ESQ6	--	0.54
ESQ7	--	0.54

BETA

	CS	CL
	-----	-----
CS	--	--
CL	0.79	--

GAMMA

	SQ	ESQ
CS	0.57	0.36
CL	--	--

Correlation Matrix of ETA and KSI

	CS	CL	SQ	ESQ
CS	1.00			
CL	0.79	1.00		
SQ	0.88	0.69	1.00	
ESQ	0.84	0.67	0.84	1.00

PSI

Note: This matrix is diagonal.

CS	CL
-----	-----
0.19	0.38

Regression Matrix ETA on KSI (Standardized)

	SQ	ESQ
CS	0.57	0.36
CL	0.45	0.29

Completely Standardized Solution

LAMBDA-Y

	CS	CL
-----	-----	-----
CS1	0.82	--
CS2	0.76	--
CL1	--	0.89
CL2	--	0.88

LAMBDA-X

	SQ	ESQ
-----	-----	-----
SQ1	0.58	--
SQ2	0.58	--
SQ3	0.75	--
SQ4	0.71	--
SQ5	0.64	--
SQ6	0.63	--
SQ7	0.60	--
SQ8	0.67	--
SQ9	0.69	--
SQ10	0.78	--
SQ11	0.61	--
SQ12	0.76	--
ESQ1	--	0.75
ESQ2	--	0.79
ESQ3	--	0.78
ESQ4	--	0.82
ESQ5	--	0.74
ESQ6	--	0.67
ESQ7	--	0.59

BETA

	CS	CL
-----	-----	-----
CS	--	--
CL	0.79	--

GAMMA

	SQ	ESQ
-----	-----	-----
CS	0.57	0.36
CL	--	--

Correlation Matrix of ETA and KSI

	CS	CL	SQ	ESQ
-----	-----	-----	-----	-----
CS	1.00			
CL	0.79	1.00		
SQ	0.88	0.69	1.00	
ESQ	0.84	0.67	0.84	1.00

PSI

Note: This matrix is diagonal.

CS	CL
-----	-----
0.19	0.38

THETA-EPS

CS1	CS2	CL1	CL2
-----	-----	-----	-----
0.33	0.43	0.21	0.23

THETA-DELTA

SQ1	SQ2	SQ3	SQ4	SQ5	SQ6
-----	-----	-----	-----	-----	-----
0.67	0.66	0.44	0.50	0.59	0.60

THETA-DELTA

SQ7	SQ8	SQ9	SQ10	SQ11	SQ12
-----	-----	-----	-----	-----	-----
0.64	0.55	0.52	0.39	0.63	0.42

THETA-DELTA

ESQ1	ESQ2	ESQ3	ESQ4	ESQ5	ESQ6
-----	-----	-----	-----	-----	-----
0.44	0.38	0.39	0.32	0.45	0.56

THETA-DELTA

ESQ7

0.65

Regression Matrix ETA on KSI (Standardized)

	SQ	ESQ
	-----	-----
CS	0.57	0.36
CL	0.45	0.29

Total and Indirect Effects

Total Effects of KSI on ETA

	SQ	ESQ
	-----	-----
CS	0.57	0.38
	(0.20)	(0.17)
	2.82	2.27
CL	0.51	0.34
	(0.18)	(0.15)
	2.74	2.27

Indirect Effects of KSI on ETA

	SQ	ESQ
	-----	-----
CS	--	--
CL	0.51	0.34
	(0.18)	(0.15)
	2.74	2.27

Total Effects of ETA on ETA

	CS	CL
	-----	-----
CS	--	--
CL	0.88	--
	(0.10)	
	8.45	

Largest Eigenvalue of B*B' (Stability Index) is 0.781

Total Effects of ETA on Y

	CS	CL
	-----	-----
CS1	1.00	--
CS2	1.11	--
	(0.11)	
	10.30	
CL1	0.88	1.00
	(0.10)	
	8.45	
CL2	0.91	1.03
	(0.12)	(0.10)
	7.51	10.23

Indirect Effects of ETA on Y

	CS	CL
	-----	-----
CS1	--	--
CS2	--	--
CL1	0.88	--
	(0.10)	
	8.45	
CL2	0.91	--
	(0.12)	
	7.51	

Total Effects of KSI on Y

	SQ	ESQ
	-----	-----
CS1	0.57	0.38
	(0.20)	(0.17)
	2.82	2.27
CS2	0.64	0.42
	(0.22)	(0.18)
	2.94	2.32
CL1	0.51	0.34
	(0.18)	(0.15)
	2.74	2.27
CL2	0.52	0.35
	(0.17)	(0.16)
	3.03	2.23

Standardized Total and Indirect Effects

Standardized Total Effects of KSI on ETA

	SQ	ESQ
	-----	-----
CS	0.57	0.36
CL	0.45	0.29

Standardized Indirect Effects of KSI on ETA

	SQ	ESQ
	-----	-----
CS	--	--
CL	0.45	0.29

Standardized Total Effects of ETA on ETA

	CS	CL
	-----	-----
CS	--	--
CL	0.79	--

Standardized Total Effects of ETA on Y

	CS	CL
	-----	-----
CS1	0.64	--
CS2	0.71	--
CL1	0.56	0.71
CL2	0.58	0.73

Completely Standardized Total Effects of ETA on Y

	CS	CL
	-----	-----
CS1	0.82	--
CS2	0.76	--
CL1	0.70	0.89
CL2	0.69	0.88

Standardized Indirect Effects of ETA on Y

	CS	CL
	-----	-----
CS1	--	--
CS2	--	--
CL1	0.56	--
CL2	0.58	--

Completely Standardized Indirect Effects of ETA on Y

	CS	CL
	-----	-----
CS1	--	--
CS2	--	--
CL1	0.70	--
CL2	0.69	--

Standardized Total Effects of KSI on Y

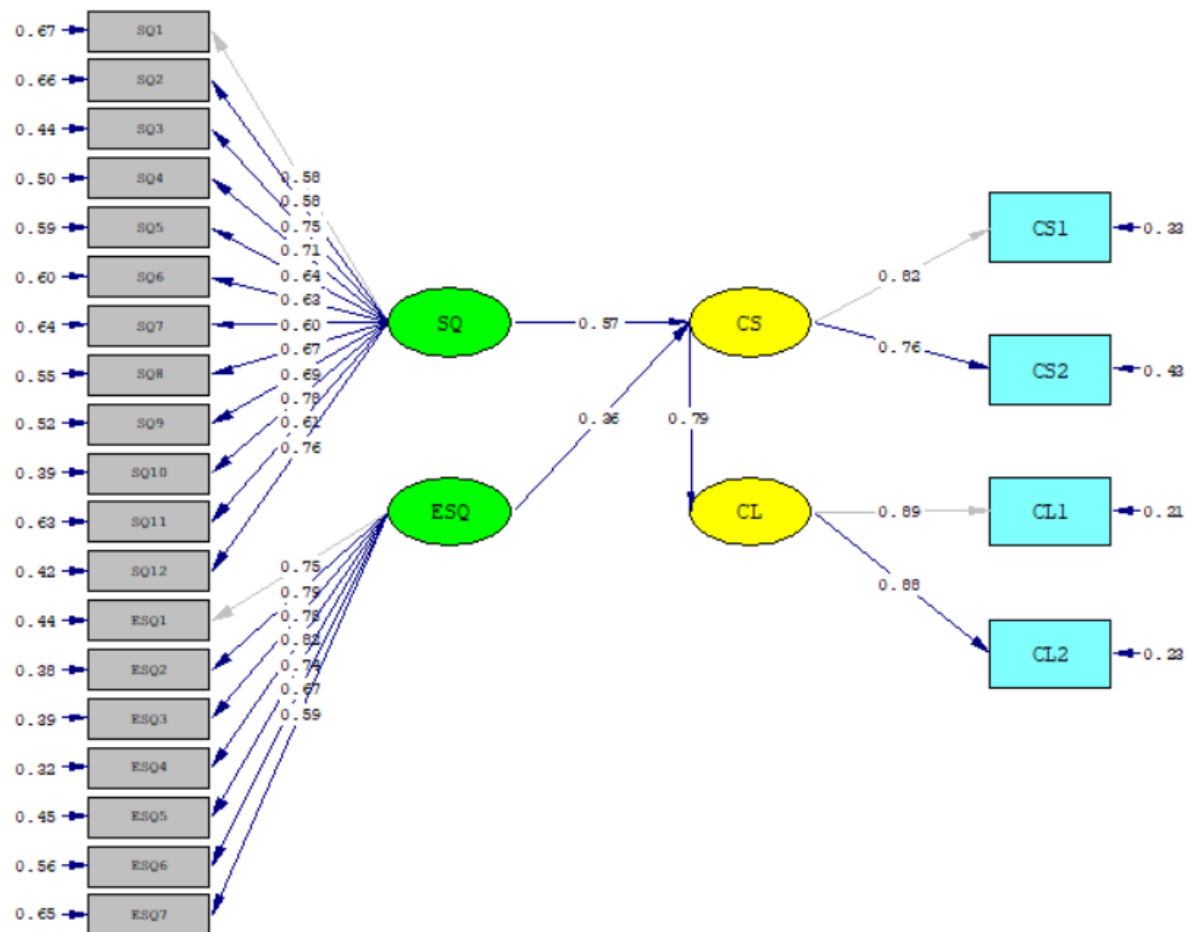
	SQ	ESQ
	-----	-----
CS1	0.36	0.23
CS2	0.40	0.26
CL1	0.32	0.20
CL2	0.33	0.21

Completely Standardized Total Effects of KSI on Y

	SQ	ESQ
	-----	-----
CS1	0.47	0.30
CS2	0.43	0.28
CL1	0.40	0.26
CL2	0.40	0.25

Time used: 1.172 Seconds

APPENDIX 7. STANDARDIZED SOLUTION PATH DIAGRAM



Chi-Square=294.25, df=226, P-value=0.00151, RMSEA=0.045

APPENDIX 8. T-VALUE PATH DIAGRAM

