

LAMPIRAN

Kuesioner

PENGANTAR

Dalam rangka penelitian mengenai kegiatan strategi untuk mempertahankan pelanggan pada Hotel XY, yang dalam hal ini adalah penelitian mengenai aktivitas *Relationship Marketing* yang dilakukan Hotel XY. Saya mohon bantuan dan kesediaan Saudara untuk berpartisipasi dalam pengisian kuesioner ini. Penelitian ini akan sangat berguna bagi saya dalam rangka penyelesaian Tesis di Program Pascasarjana Universitas Katholik Widya Mandala Surabaya, dan tentunya hasil penelitian ini bisa menjadi masukan bagi Hotel XY dalam mengambil kebijakan. Saya seutuhnya akan menjamin kerahasiaan identitas saudara. Saya akan menghargai pendapat saudara, atas bantuan dan partisipasi Saudara, saya ucapkan terima kasih.

A. SCREENING

1. Apakah anda termasuk keanggotaan *booker* di Hotel XY ?
 - a. Ya
 - b. Tidak
2. Apakah anda berusia diatas 18 Tahun ?
 - a. Ya
 - b. Tidak

Jika pernyataan anda pada no 1 dan 2 adalah ya, maka anda berhak melanjutkan ke pernyataan berikut. Jika tidak stop.

B. BAGIAN I

1. Jenis kelamin anda :
- a. Laki – laki

b. Perempuan
2. Pekerjaan :
- a. Wiraswasta

b. Pegawai Negri

c. Pedagang

d. Pegawai Swasta

e. Dokter

f. Lain – lain :

C. Bagian II

- Keterangan :**
- 1 = Sangat Tidak Setuju
- 2 = Tidak Setuju
- 3 = Biasa / Netral
- 4 = Setuju
- 5 = Sangat Setuju

No	Daftar Pernyataan	1	2	3	4	5
Kepuasan Konsumen (X1)						
1	Anda merasa puas terhadap pelayanan secara keseluruhan yang diberikan pihak Hotel XY					
2	Anda merasa puas terhadap kinerja karyawan Hotel XY.					
3	Jika Anda di hadapkan pada kebutuhan akan sebuah hotel, maka anda memilih Hotel XY.					
4	Hotel XY memberikan pelayanan dan fasilitas sesuai dengan ekspektasi Anda.					

No	Daftar Pernyataan	1	2	3	4	5
Kepercayaan Konsumen (X2)						
1	Hotel XY memiliki kredibilitas yang tinggi.					
2	Anda merasa yakin terhadap fasilitas utama dan pendukung yang diberikan Hotel XY.					
3	Anda merasa yakin terhadap kinerja karyawan Hotel XY dalam menangani keluhan konsumen.					
4	Anda merasa yakin penanganan keluhan yang dilakukan Hotel XY dilakukan dengan cepat.					
Pertalian (X3)						
1	Hotel XY menjaga hubungan secara terus – menerus dalam jangka panjang untuk memberikan perhatian kepada konsumen					
2	Hotel XY dan konsumen dapat saling bekerjasama dengan erat dalam hal memberikan pelayanan yang berkualitas.					
3	Keberhasilan mempertahankan konsumen Hotel XY dibangun atas dasar hubungan baik dengan konsumen.					
4	Hotel XY selalu mendengarkan keluhan konsumen dengan baik.					

No	Daftar Pernyataan	1	2	3	4	5
Timbal Balik (X4)						
1	Hotel XY memberikan kompensasi (ganti rugi) atas pelayanan yang tidak sesuai					
2	Hotel XY memberikan souvenir untuk membalas kesetiaan konsumen kepada Hotel XY selama ini.					
3	Hotel XY memberikan diskon kepada konsumen yang menjadi anggota <i>bookers</i> Hotel XY.					
4	Hotel XY mengundang Anda sebagai anggota <i>bookers</i> dalam program-program yang diadakan Hotel XY					
Empati (X5)						
1	Pihak Hotel XY cepat memahami masalah yang terjadi pada Anda.					
2	Pihak Hotel XY selalu melihat suatu permasalahan dari sudut pandang kedua belah pihak.					
3	Pihak Hotel XY memberikan perhatian secara individu kepada seluruh konsumen.					
4	Pihak Hotel XY dapat memenuhi kebutuhan dan keinginan dari konsumen.					

No	Daftar Pernyataan	1	2	3	4	5
Loyalitas Konsumen (X6)						
1	Saya akan kembali membeli produk jasa Hotel XY di masa yang akan datang.					
2	Saya bersedia untuk merekomendasikan Hotel XY kepada rekan - rekan saya					
3	Hotel XY merupakan prioritas utama saya sebagai tempat menginap di Surabaya.					
4	Saya akan dengan senang hati menggunakan fasilitas pendukung lainnya yang ditawarkan oleh Hotel XY.					

Hasil Pengisian Kuesioner

kepuasan					kepercayaan					pertalian					timbang balik					empati					loyalitas konsumen													
	1	2	3	4	t	x1	1	2	3	4	t	x2	1	2	3	4	t	y1	1	2	3	4	t	y12	1	2	3	4	t	y13	y1	1	2	3	4	t	y2	
3	3	3	4	3	13	3.25	4	4	4	3	15	3.75	4	4	4	16	4.00	3	3	4	3	13	3.25	3	3	3	12	3.00	3.42	4	3	3	3	13	3.25			
3	3	3	4	4	14	3.50	3	3	3	3	12	3.00	3	3	3	12	3.00	3	2	3	3	11	2.75	2	3	3	2	10	2.50	2.75	3	3	3	3	12	3.00		
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4	4	4	4	3	15	3.75	4	3	4	3	14	3.50	4	3	4	3	14	3.50	4	3	3	3	13	3.25	3	3	3	12	3.00	3.25	4	4	3	4	15	3.75		
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3	3	3	3	4	13	3.25	2	2	3	3	10	2.50	4	3	4	3	14	3.50	2	3	3	3	11	2.75	2	2	3	10	2.50	2.92	3	3	2	2	10	2.50		
4	4	4	4	3	15	3.75	3	3	3	3	12	3.00	3	3	3	12	3.00	4	3	3	3	13	3.25	3	3	3	12	3.00	3.08	3	3	3	3	12	3.00			
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4	4	4	4	4	16	4.00	3	3	3	2	11	2.75	3	3	3	12	3.00	3	3	3	3	12	3.00	3	3	2	11	2.75	2.92	3	3	3	3	12	3.00			
3	3	3	3	3	12	3.00	4	4	4	3	15	3.75	4	3	3	13	3.25	4	4	5	17	4.25	4	4	4	15	3.75	3.75	4	4	4	3	15	3.75				
4	5	5	4	18	4.50	4	3	3	3	13	3.25	4	3	3	13	3.25	4	4	4	3	15	3.75	4	4	3	13	3.25	3.42	3	4	3	4	14	3.50				
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3	4	4	3	14	3.50	3	3	4	3	13	3.25	4	4	4	16	4.00	3	4	4	3	14	3.50	3	3	4	13	3.25	3.58	4	3	3	3	13	3.25				
3	5	5	5	4	19	4.75	3	3	3	2	11	2.75	4	4	4	16	4.00	4	4	4	4	16	4.00	3	3	2	11	2.75	3.58	3	3	3	5	14	3.50			
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3	3	3	3	3	12	3.00	3	3	3	3	12	3.00	3	2	3	11	2.75	4	4	4	4	16	4.00	3	3	3	12	3.00	3.25	3	4	4	3	14	3.50			
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4	3	4	4	4	15	3.75	3	3	3	3	12	3.00	3	3	3	2	11	2.75	4	4	5	4	17	4.25	3	3	3	12	3.00	3.33	4	4	4	3	15	3.75		
3	3	3	3	3	12	3.00	3	2	3	2	10	2.50	3	2	3	10	2.50	3	4	3	4	14	3.50	3	2	2	10	2.50	2.83	3	3	3	3	12	3.00			
4	3	3	2	3	11	2.75	3	2	3	2	10	2.50	2	2	3	10	2.50	4	3	3	4	14	3.50	3	2	2	10	2.50	2.83	2	2	3	2	10	2.50			
3	3	4	3	4	14	3.50	4	3	3	3	13	3.25	3	3	3	12	3.00	5	4	4	5	18	4.50	3	4	3	13	3.25	3.58	4	3	4	3	14	3.50			
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1	3	3	3	3	12	3.00	4	3	4	3	14	3.50	4	3	4	14	3.50	3	3	3	4	13	3.25	4	3	3	14	3.50	3.42	4	3	3	3	13	3.25			
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1	2	3	3	4	12	3.00	3	3	3	3	12	3.00	4	4	2	14	3.50	3	3	2	11	2.75	3	3	3	12	3.00	3.08	3	3	3	3	12	3.00				
3	3	3	3	3	12	3.00	3	3	3	3	12	3.00	3	3	2	11	2.75	2	3	3	3	11	2.75	3	3	3	12	3.00	2.83	3	3	3	3	12	3.00			
4	4	4	4	3	15	3.75	4	4	3	3	14	3.50	3	3	3	12	3.00	3	3	4	3	13	3.25	4	3	3	14	3.50	3.25	4	4	4	4	16	4.00			
5	3	2	3	3	11	2.75	3	3	4	3	13	3.25	3	3	3	2	11	2.75	3	2	3	3	11	2.75	3	3	3	12	3.00	2.83	4	3	3	3	13	3.25		
1	4	4	4	4	16	4.00	3	3	3	3	12	3.00	4	3	4	14	3.50	4	3	3	3	13	3.25	4	3	4	14	3.50	3.42	4	3	3	3	13	3.25			
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4	4	4	4	3	15	3.75	4	4	4	3	15	3.75	4	3	4	3	14	3.50	4	4	4	4	16	4.00	4	4	5	4	17	4.25	3.92	5	5	4	4	18	4.50	
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4	3	4	3	3	13	3.25	3	3	3	2	11	2.75	3	2	3	11	2.75	3	3	2	11	2.75	3	3	3	12	3.00	2.83	4	4	3	3	14	3.50				

Hasil Pengisian Kuesioner

kepuasan						kepercayaan						pertanian						timbang balik						empati						loyalitas konsumen						
1	2	3	4	t	x1	1	2	3	4	t	x2	1	2	3	4	t	y11	1	2	3	4	t	y12	1	2	3	4	t	y13	y1	1	2	3	4	t	y2
3	4	4	3	14	3.50	3	2	3	2	10	2.50	3	2	3	3	11	2.75	3	2	3	2	10	2.50	3	3	2	3	11	2.75	2.67	2	2	2	3	9	2.25
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3	4	4	4	15	3.75	3	3	3	3	12	3.00	4	3	4	3	14	3.50	3	3	3	3	12	3.00	3	3	3	4	13	3.25	3.25	4	3	3	4	14	3.50
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4	4	5	4	17	4.25	3	3	3	3	12	3.00	4	3	3	2	12	3.00	3	3	3	3	12	3.00	3	3	4	3	13	3.25	3.08	3	3	3	4	13	3.25
3	4	4	4	15	3.75	4	4	4	4	16	4.00	4	4	4	3	15	3.75	4	4	4	3	15	3.75	4	4	4	4	16	4.00	3.83	4	4	4	4	16	4.00
4	5	4	4	17	4.25	4	4	4	3	15	3.75	5	4	4	4	17	4.25	4	4	4	4	15	3.75	4	4	4	4	16	4.00	4.00	5	4	3	4	16	4.00
4	3	4	4	15	3.75	3	3	3	3	12	3.00	3	3	3	3	12	3.00	3	3	3	2	11	2.75	3	3	3	3	12	3.00	2.92	3	3	3	3	12	3.00
4	4	3	4	15	3.75	5	4	3	3	15	3.75	4	4	3	2	13	3.25	3	4	4	4	15	3.75	4	4	5	4	17	4.25	3.75	4	5	4	4	17	4.25
4	4	4	3	15	3.75	4	3	4	3	14	3.50	4	3	3	3	13	3.25	4	5	5	4	18	4.50	4	3	4	4	15	3.75	3.83	4	4	3	4	15	3.75
4	3	3	4	14	3.50	5	4	4	4	17	4.25	4	4	5	3	16	4.00	4	5	5	5	19	4.75	4	4	4	4	16	4.00	4.25	4	4	4	4	16	4.00
3	4	4	4	15	3.75	4	3	3	3	13	3.25	5	3	4	4	16	4.00	4	4	4	4	16	4.00	3	3	4	3	13	3.25	3.75	4	4	3	4	15	3.75
3	3	4	3	13	3.25	3	3	5	3	14	3.50	5	3	4	4	16	4.00	4	3	3	4	14	3.50	4	3	3	4	14	3.50	3.67	4	3	3	3	13	3.25
4	4	4	4	16	4.00	4	4	4	4	16	4.00	4	3	4	3	14	3.50	4	4	4	4	16	4.00	4	4	5	5	18	4.50	4.00	4	4	4	4	16	4.00
2	2	2	1	7	1.75	4	2	4	4	14	3.50	2	2	3	3	10	2.50	4	4	2	2	12	3.00	4	4	4	4	16	4.00	3.17	1	4	4	2	11	2.75
4	3	3	4	14	3.50	4	3	4	3	14	3.50	3	2	3	3	11	2.75	3	3	3	5	14	3.50	4	3	4	3	14	3.50	3.25	3	4	3	3	13	3.25
3	4	4	4	15	3.75	4	4	4	3	15	3.75	4	3	4	3	14	3.50	4	4	4	4	16	4.00	4	3	3	4	14	3.50	3.67	4	4	4	4	16	4.00
4	3	4	4	15	3.75	4	4	4	3	15	3.75	3	3	2	11	2.75	3	3	3	4	13	3.25	3	2	3	3	11	2.75	2.92	3	4	3	3	13	3.25	
4	3	3	4	14	3.50	4	3	3	2	12	3.00	2	2	4	2	10	2.50	2	3	3	3	11	2.75	4	3	4	4	15	3.75	3.00	3	3	3	2	11	2.75
4	4	3	3	14	3.50	3	2	3	2	10	2.50	2	2	3	3	10	2.50	3	2	2	4	11	2.75	3	2	3	3	11	2.75	2.67	4	3	2	2	11	2.75
4	3	3	3	13	3.25	4	3	4	3	14	3.50	3	3	3	3	12	3.00	3	4	3	3	14	3.50	3	3	3	3	12	3.00	3.17	4	3	4	3	14	3.50
3	4	4	3	14	3.50	4	4	3	3	14	3.50	4	4	4	3	15	3.75	3	4	4	4	15	3.75	3	3	3	3	12	3.00	3.50	4	4	3	4	15	3.75
2	3	3	3	11	2.75	3	3	3	3	12	3.00	4	4	4	4	16	4.00	3	3	3	4	13	3.25	3	2	3	2	10	2.50	3.25	3	3	3	4	13	3.25
3	3	4	3	13	3.25	3	3																													

Hasil Pengisian Kuesioner

id	kepuasan				x1	kepercayaan				x2	pertanian				y11	timbang balik				y12	empati				y13	y1	loyalitas konsumen				y2						
	1	2	3	4		1	2	3	4		1	2	3	4		1	2	3	4		1	2	3	4		1	2	3	4	1	2	3	4				
1	4	4	3	3	14	3.50	4	4	5	3	16	4.00	4	3	4	4	15	3.75	4	4	4	3	15	3.75	4	4	4	3	15	3.75	4	4	4	3	15	3.75	
3	4	4	3	4	14	3.50	4	2	4	2	12	3.00	4	4	4	2	14	3.50	3	3	3	3	12	3.00	3	2	3	3	11	2.75	3.08	4	2	2	4	12	3.00
4	3	3	3	4	13	3.25	3	3	3	3	12	3.00	3	3	3	2	11	2.75	3	3	3	3	12	3.00	3	3	3	3	12	3.00	2.92	3	3	3	3	12	3.00
5	3	3	3	3	12	3.00	4	4	4	4	16	4.00	3	3	4	2	12	3.00	4	4	4	3	15	3.75	4	4	4	3	15	3.75	3.50	3	4	4	3	14	3.50
2	4	3	3	4	14	3.50	4	3	3	3	13	3.25	3	3	3	2	11	2.75	3	4	3	3	13	3.25	3	3	3	4	13	3.25	3.08	3	3	3	3	12	3.00
1	4	4	4	4	16	4.00	4	3	3	3	13	3.25	4	3	4	3	14	3.50	4	4	4	4	16	4.00	3	3	3	3	12	3.00	3.50	4	3	4	4	14	3.50
6	4	4	4	5	17	4.25	4	4	3	2	13	3.25	3	3	4	4	14	3.50	4	4	4	4	16	4.00	4	3	2	3	12	3.00	3.50	4	4	3	3	14	3.50
1	4	4	4	3	15	3.75	5	5	4	4	18	4.50	4	3	4	3	14	3.50	5	5	5	5	20	5.00	5	4	4	3	16	4.00	4.17	4	5	4	4	17	4.25
3	5	4	4	4	17	4.25	3	3	3	3	12	3.00	4	3	3	2	12	3.00	4	4	4	4	16	4.00	3	3	3	3	12	3.00	3.33	4	3	4	4	14	3.50
4	3	3	4	4	14	3.50	4	4	3	3	14	3.50	4	3	3	2	12	3.00	3	4	4	3	14	3.50	4	3	3	2	12	3.00	3.17	3	4	3	3	13	3.25
5	4	4	4	3	15	3.75	4	4	3	3	14	3.50	4	3	3	3	13	3.25	4	4	4	4	16	4.00	4	3	3	4	14	3.50	3.58	4	4	3	4	15	3.75
1	4	3	3	3	13	3.25	4	4	3	3	14	3.50	3	2	3	3	11	2.75	3	4	3	3	13	3.25	4	3	3	4	14	3.50	3.17	3	4	3	2	12	3.00
3	3	2	3	3	11	2.75	4	1	5	5	15	3.75	2	2	3	2	9	2.25	3	3	3	3	12	3.00	3	3	5	4	15	3.75	3.00	2	1	3	8	2.00	
4	3	3	3	3	12	3.00	4	3	4	3	14	3.50	3	2	4	3	12	3.00	4	5	4	4	17	4.25	4	3	4	4	15	3.75	3.67	3	4	3	2	12	3.00
2	3	3	3	4	13	3.25	2	2	2	2	8	2.00	2	2	3	2	9	2.25	2	3	3	3	11	2.75	2	2	2	3	9	2.25	2.42	2	2	2	2	8	2.00
1	4	4	4	4	16	4.00	4	3	4	4	15	3.75	4	3	3	3	13	3.25	4	5	5	5	19	4.75	4	4	4	4	16	4.00	4.00	4	4	4	4	16	4.00
4	4	4	4	3	15	3.75	3	3	4	4	14	3.50	4	3	4	4	15	3.75	4	5	5	3	17	4.25	3	4	4	4	15	3.75	3.92	4	3	4	3	14	3.50
4	4	4	4	4	16	4.00	3	3	3	3	12	3.00	3	3	3	3	12	3.00	4	4	4	4	16	4.00	3	3	3	4	13	3.25	3.42	4	3	3	3	13	3.25
5	3	4	4	4	15	3.75	3	3	3	3	12	3.00	4	3	4	3	14	3.50	4	5	4	4	17	4.25	3	3	3	4	13	3.25	3.87	4	3	3	4	14	3.50
2	4	3	3	4	14	3.50	3	3	3	3	12	3.00	3	3	4	3	13	3.25	3	4	5	16	4.00	3	3	3	3	12	3.00	3.42	3	3	3	3	12	3.00	
1	4	3	3	5	15	3.75	3	3	4	3	13	3.25	4	3	3	2	12	3.00	5	4	5	4	18	4.50	3	4	3	3	13	3.25	3.58	3	3	4	4	14	3.50
8	4	3	4	3	14	3.50	3	3	2	2	10	2.50	4	3	4	3	14	3.50	3	3	4	4	14	3.50	3	2	2	4	11	2.75	3.25	3	3	2	3	11	2.75
1	5	4	4	4	17	4.25	3	3	3	3	12	3.00	4	3	3	2	12	3.00	4	5	3	16	4.00	3	3	3	3	12	3.00	3.33	3	3	3	4	13	3.25	
3	3	4	4	4	15	3.75	4	4	4	4	16	4.00	4	4	4	3	15	3.75	5	5	4	5	19	4.75	4	4	4	3	15	3.75	4.08	4	4	4	4	16	4.00
4	4	4	4	5	17	4.25	4	4	4	3	15	3.75	5	4	4	4	17	4.25	5	4	5	5	19	4.75	4	3	4	4	15	3.75	4.25	5	4	3	4	16	4.00
5	4	3	4	4	15	3.75	3	3	3	3	12	3.00	3	3	3	3	12	3.00	3	4	4	4	15	3.75	3	3	3	3	12	3.00	3.25	3	3	3	3	12	3.00
1	4	4	4	3	15	3.75	5	4	3	3	15	3.75	4	4	3	2	13	3.25	3	3	3	3	12	3.00	3	4	4	3	14	3.50	3.25	4	5	4	4	17	4.25
3	4	4	4	3	15	3.75	4	3	4	3	14	3.50	4	4	3	2	13	3.25	2	3	3	3	11	2.75	4	3	4	4	15	3.75	3.25	4	4	3	4	15	3.75
4	4	3	3	4	14	3.50	5	4	4	4	17	4.25	4	4	5	3	16	4.00	3	3	3	3	12	3.00	5	4	4	5	18	4.50	3.83	3	5	4	4	16	4.00
2	3	4	4	4	15	3.75	4	3	3	3	13	3.25	5	3	4	4	16	4.00	3	2	3	3	11	2.75	3	3	3	3	12	3.00	3.25	4	3	3	5	15	3.75
1	4	3	3	3	13	3.25	3	3	5	3	14	3.50	5	3	4	4	16	4.00	3	3	2	2	10	2.50	4	3	4	4	15	3.75	3.42	4	3	3	3	13	3.25
3	4	4	4	4	16	4.00	4	4	4	4	16	4.00	4	4	4	2	14	3.50	3	3	3	3	12	3.00	4	4	4	4	16	4.00	3.50	4	4	4	4	16	4.00
4	2	2	1	7	1.75	4	2	4	4	14	3.50	2	2	3	3	10	2.50	2	2	3	2	9	2.25	4	4	4	4	16	4.00	2.92	1	4	4	2	11	2.75	
5	4	4	3	4	15	3.75	4	4	4	3	15	3.75	4	3	4	3	14	3.50	3	3	3	3	12	3.00	4	3	4	3	14	3.50	3.33	4	4	3	3	14	3.50
2	5	4	4	4	17	4.25	3	3	3	3	12	3.00	4	3	4	4	15	3.75	3	2	3	3	11	2.75	3	3	3	4	13	3.25	3.25	4	3	3	3	13	3.25
1	4	4	3	4	15	3.75	3	3	4	3	13	3.25	4	3	3	2	12	3.00	3	3	3	4	13	3.25	3	4	3	3	13	3.25	3.17	3	3	4	4	14	3.50
6	4	3	4	3	14	3.50	3	3	2	2	10	2.50	4	3	4	3	14	3.50	3	2	3	3	11	2.75	3	2	2	4	11	2.75	3.00	3	3	2	3	11	2.75
1	5	4	4	4	17	4.25	3	3	3	3	12	3.00	4	3	3	2	12	3.00	4	3	3	3	13	3.25	3	3	3	3	12	3.00	3.08	3	3	3	4	13	3.25
3	4	4	4	4	15	3.75	4	4	4	4	16	4.00	4	4	4	3	15	3.75	4	4	4	4	16	4.00	4	4	4	3	15	3.75	3.83	4	4	4	4	16	4.00
4	4	5	4	4	17	4.25	4	4	4	3	15	3.75	5	4	4	4	17	4.25	4	4	4	4	16	4.00	4	3	4	4	15	3.75	4.00	5	4	3	4	16	4.00
5	4	3	4	4	15	3.75	3	3	3	3	12	3.00	3	3	3	3	12	3.00	3	3	3	3	12	3.00	3	3	3	3	12	3.00	3.00	3	3	3	3	12	3.00
1	4	4	3	4	15	3.75	5	4	3	3	15	3.75	4	3	3	3	13	3.25	3	4	5	16	4.00	3	4	4	3	14	3.50	3.58	4	5	4	4	17	4.25	
3	4	4	3	15	3.75	4	3	4	3	14	3.50	4	3	3	3	13	3.25	4	3	3	4	14	3.50	4	3	4	4	15	3.75	3.50	4	4	3	4	15	3.75	
4	4	3	3	4	14	3.50	5	4	4	4	17	4.25	4	4	5	3	16	4.00	4	3	4	4	15	3.75	5	4	4	5	18	4.50	4.08	3	5	4	4	16	4.00
2	3	4	4	4	15	3.75	4	3	3	3	13	3.25	5	3	4	4	16	4.00	3	4	4	3	14	3.50	3	3	3	3	12	3.00	3.50	4	3	5	15		

Hasil Pengisian Kuesioner

kepuasan					kepercayaan					pertalian					timbang balik					empati					loyalitas konsumen											
1	2	3	4	t	x1	1	2	3	4	t	x2	1	2	3	4	t	y11	1	2	3	4	t	y12	1	2	3	4	t	y13	y1	1	2	3	4	t	y2
4	3	4	4	15	3.75	4	4	4	3	15	3.75	3	3	3	2	11	2.75	3	3	4	4	14	3.50	4	3	4	2	13	3.25	3.17	3	4	3	3	13	3.25
4	3	3	4	14	3.50	3	3	3	3	12	3.00	2	2	4	2	10	2.50	3	3	3	3	12	3.00	3	3	2	3	11	2.75	2.75	3	3	3	2	11	2.75
4	4	3	4	15	3.75	4	4	3	2	13	3.25	4	3	4	3	14	3.50	4	4	4	4	16	4.00	3	3	3	4	13	3.25	3.58	4	4	3	4	15	3.75
4	4	3	3	14	3.50	4	4	4	4	16	4.00	4	3	4	4	15	3.75	4	4	4	4	16	4.00	4	4	4	3	15	3.75	3.83	4	4	3	15	3.75	
4	3	4	3	14	3.50	3	3	3	3	12	3.00	4	4	3	3	14	3.50	3	3	3	4	13	3.25	3	2	3	3	11	2.75	3.17	4	2	2	4	12	3.00
3	3	3	4	13	3.25	3	3	3	3	12	3.00	3	3	3	2	11	2.75	3	3	4	3	13	3.25	3	3	3	3	12	3.00	3.00	3	3	3	3	12	3.00
3	3	3	3	12	3.00	4	4	4	4	16	4.00	3	3	4	2	12	3.00	4	4	4	3	15	3.75	4	4	4	3	15	3.75	3.50	3	4	3	14	3.50	
4	3	3	4	14	3.50	4	3	3	3	13	3.25	3	3	3	2	11	2.75	3	3	4	3	13	3.25	3	3	3	4	13	3.25	3.08	3	3	3	3	12	3.00
4	4	4	4	16	4.00	4	3	3	3	13	3.25	4	3	4	3	14	3.50	4	4	3	4	15	3.75	3	3	3	3	12	3.00	3.42	4	3	3	4	14	3.50
4	4	4	5	17	4.25	4	3	3	3	13	3.25	3	3	4	4	14	3.50	3	4	4	4	15	3.75	4	3	2	3	12	3.00	3.42	4	4	3	14	3.50	
4	4	4	3	15	3.75	5	5	4	4	18	4.50	4	3	4	3	14	3.50	4	4	5	5	18	4.50	5	4	4	3	18	4.00	4.00	4	5	4	4	17	4.25
5	4	4	4	17	4.25	3	3	3	3	12	3.00	4	3	3	2	12	3.00	4	4	4	3	15	3.75	3	3	3	3	12	3.00	3.25	4	3	3	4	14	3.50
3	3	4	4	14	3.50	4	4	3	3	14	3.50	4	3	3	2	12	3.00	3	4	4	3	14	3.50	4	3	3	2	12	3.00	3.17	3	4	3	3	13	3.25
4	4	4	3	15	3.75	4	4	3	3	14	3.50	4	4	3	2	13	3.25	4	4	4	4	16	4.00	4	3	3	4	14	3.50	3.58	4	4	3	4	15	3.75
4	3	3	3	13	3.25	4	4	3	3	14	3.50	3	2	3	3	11	2.75	3	4	3	3	13	3.25	4	3	3	4	14	3.50	3.17	3	4	3	2	12	3.00
4	3	3	3	13	3.25	3	3	5	3	14	3.50	5	3	4	4	16	4.00	3	3	4	4	14	3.50	4	3	4	4	15	3.75	3.75	4	3	3	3	12	3.25
4	4	4	4	16	4.00	4	4	4	4	16	4.00	4	3	4	3	14	3.50	4	4	4	4	16	4.00	4	4	4	4	16	4.00	3.83	4	4	4	4	16	4.00
2	2	2	1	7	1.75	4	4	4	3	14	3.50	2	2	3	3	10	2.50	3	3	3	3	12	3.00	4	4	4	4	16	4.00	3.17	1	4	4	2	11	2.75
4	4	3	4	15	3.75	4	4	4	3	15	3.75	4	3	4	3	14	3.50	4	4	4	3	15	3.75	4	3	4	3	14	3.50	3.58	4	4	3	3	14	3.50
5	4	4	4	17	4.25	3	3	3	3	12	3.00	4	4	4	3	15	3.75	3	3	4	4	14	3.50	3	3	3	4	13	3.25	3.50	4	3	3	3	13	3.25
4	3	3	5	15	3.75	3	3	4	3	13	3.25	4	3	3	2	12	3.00	3	4	4	4	15	3.75	3	4	3	3	13	3.25	3.33	3	3	4	4	14	3.50
4	3	4	3	14	3.50	3	3	2	2	10	2.50	4	3	4	3	14	3.50	3	3	3	3	12	3.00	3	2	2	4	11	2.75	3.08	3	3	2	3	11	2.75
4	4	5	4	17	4.25	3	3	3	3	12	3.00	4	3	3	2	12	3.00	4	4	3	3	14	3.50	3	3	3	3	12	3.00	3.17	3	3	3	4	13	3.25
3	4	4	4	15	3.75	4	4	4	4	16	4.00	4	4	4	3	15	3.75	4	4	4	5	17	4.25	4	4	4	3	15	3.75	3.92	4	4	4	4	16	4.00
4	5	4	4	17	4.25	4	4	4	3	15	3.75	5	4	4	4	17	4.25	4	4	5	4	17	4.25	4	3	4	4	15	3.75	4.08	5	4	3	4	16	4.00
4	3	4	4	15	3.75	3	3	3	3	12	3.00	3	3	3	3	12	3.00	3	3	4	3	13	3.25	3	3	3	3	12	3.00	3.08	3	3	3	3	12	3.00
4	4	3	4	15	3.75	5	4	3	3	15	3.75	4	3	3	3	13	3.25	4	4	4	5	17	4.25	3	4	4	3	14	3.50	3.67	4	5	4	4	17	4.25
4	4	4	3	15	3.75	4	3	4	3	14	3.50	4	4	3	2	13	3.25	4	3	4	4	15	3.75	4	3	4	4	15	3.75	3.58	4	4	3	4	15	3.75
4	3	3	4	14	3.50	5	4	4	4	17	4.25	4	4	4	4	16	4.00	4	4	4	4	16	4.00	5	4	4	5	18	4.50	4.17	3	5	4	4	18	4.00
4	3	3	4	14	3.50	4	3	3	3	13	3.25	3	3	4	3	13	3.25	3	3	3	3	12	3.00	3	3	3	3	12	3.00	3.08	3	3	3	3	12	3.00
3	3	3	4	13	3.25	4	4	4	4	16	4.00	4	4	4	4	16	4.00	4	3	3	3	13	3.25	4	4	4	4	16	4.00	3.75	3	4	4	4	15	3.75
4	4	3	4	15	3.75	4	4	3	2	13	3.25	4	3	4	3	14	3.50	3	3	3	3	12	3.00	3	3	3	4	13	3.25	3.25	4	4	3	4	15	3.75
4	4	3	3	14	3.50	4	4	5	3	16	4.00	4	3	4	4	15	3.75	3	3	3	3	12	3.00	4	4	4	3	15	3.75	3.50	4	4	4	3	15	3.75
4	3	4	3	14	3.50	3	3	3	3	12	3.00	4	4	4	2	14	3.50	2	3	3	4	12	3.00	3	2	3	3	11	2.75	3.08	4	2	2	4	12	3.00
3	3	3	4	13	3.25	3	3	3	3	12	3.00	3	3	3	2	11	2.75	3	3	3	3	12	3.00	3	3	3	3	12	3.00	2.92	3	3	3	3	12	3.00
3	3	3	3	12	3.00	4	4	4	4	16	4.00	3	3	4	2	12	3.00	3	4	4	3	14	3.50	4	4	4	3	15	3.75	3.42	3	4	4	3	14	3.50
4	3	3	4	14	3.50	4	3	3	3	13	3.25	3	3	3	2	11	2.75	3	2	3	3	11	2.75	3	3	3	4	13	3.25	2.92	3	3	3	3	12	3.00
4	4	4	4	16	4.00	4	3	3	3	13	3.25	4	3	4	3	14	3.50	3	4	4	5	16	4.00	3	3	3	3	12	3.00	3.50	4	3	3	4	14	3.50
4	4	4	5	17	4.25	4	4	3	2	13	3.25	3	3	4	4	14	3.50	2	3	3	3	11	2.75	4	3	2	3	12	3.00	3.08	4	4	3	3	14	3.50
4	4	4	3	15	3.75	5	5	4	4	18	4.50	4	3	4	3	14	3.50	4	4	4	3	15	3.75	5	4	4	3	16	4.00	3.75	4	5	4	4	17	4.25
5	4	4	4	17	4.25	3	3	3	3	12	3.00	3	3	3	3	12	3.00	3	4	4	3	14	3.50	3	3	3	3	12	3.00	3.17	4	3	3	4	14	3.50
3	3	4	4	14	3.50	4	4	3	3	14	3.50	3	3	3	3	12	3.00	3	4	4	3	14	3.50	4	3	3	2	12	3.00	3.17	3	4	3	3	13	3.25
4	4	4	3	15	3.75	4	4	3	3	14	3.50	4	3	3	3	13	3.25	3	3	4	3	13	3.25	4	3	3	4	14	3.50	3.33	4	4	3	4	15	3.75
4	3	3	3	13	3.25	4	4	3	3	14	3.50	3	2	3	3	11	2.75	3	4	3	3	13	3.25	4	3	3	4	14	3.50	3.17	3	4	3	2	12	3.00
3	2	3	3	11	2.75	4	3	4	4	15	3.75	2	2	3	2	9	2.25	2	3	2	3	10	2.50	3	3	5	4	15	3.75	2.83	2	1	3	2	8	2.00
3	3	3	3	12	3.00	4	3	4	3	14	3.50	3	2	4	3	12	3.00	4	4	4	3	14	3.50	4	3	4	4	15	3.75	3.42	3	4	3	2	12	3.00
3	3	3	4	13	3.25	2	2	2	2																											

Frequencies

Jenis Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-laki	107	53.5	53.5	53.5
	Perempuan	93	46.5	46.5	100.0
	Total	200	100.0	100.0	

Pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Wiraswasta	53	26.5	26.5	26.5
	Pegawai Negeri	26	13.0	13.0	39.5
	Pedagang	40	20.0	20.0	59.5
	Pegawai Swasta	41	20.5	20.5	80.0
	Dokter	27	13.5	13.5	93.5
	Lain-lain	13	6.5	6.5	100.0
	Total	200	100.0	100.0	

Lampiran 4

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Zscore: kepuasan	200	-2.78550	2.46722	.0000000	1.0000000
Zscore: kepercayaan	200	-2.39224	2.90914	.0000000	1.0000000
Zscore: pertalian	200	-2.20132	1.83039	.0000000	1.0000000
Zscore: timbal balik	200	-2.29428	2.66877	.0000000	1.0000000
Zscore: empati	200	-2.21508	2.40502	.0000000	1.0000000
Zscore: loyalitas konsumen	200	-2.66333	2.62357	.0000000	1.0000000
Valid N (listwise)	200				

Lampiran 5

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	35.33	166.08	100.50	19.688	200
Std. Predicted Value	-3.310	3.331	.000	1.000	200
Standard Error of Predicted Value	5.614	22.642	9.868	3.096	200
Adjusted Predicted Value	33.87	166.04	100.78	19.995	200
Residual	-106.61	115.38	.00	54.428	200
Std. Residual	-1.929	2.088	.000	.985	200
Stud. Residual	-1.947	2.145	-.002	1.002	200
Deleted Residual	-109.20	121.78	-.28	56.309	200
Stud. Deleted Residual	-1.961	2.165	-.002	1.004	200
Mahal. Distance	1.058	22.404	5.970	4.786	200
Cook's Distance	.000	.039	.005	.006	200
Centered Leverage Value	.005	.163	.030	.024	200

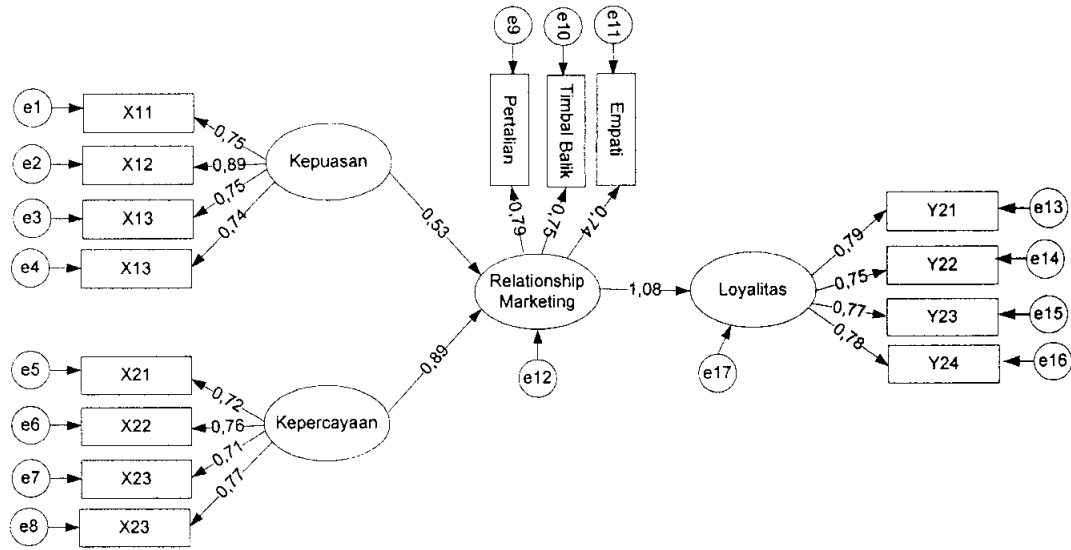
a. Dependent Variable: NO

Lampiran 6
Correlations

Correlations							
		kepuasan	kepercayaan	pertalian	timbang balik	empati	loyalitas konsumen
kepuasan	Pearson Correlation	1	.087	.391**	.351**	.045	.481**
	Sig. (2-tailed)	.	.218	.000	.000	.529	.000
	N	200	200	200	200	200	200
kepercayaan	Pearson Correlation	.087	1	.422**	.393**	.738**	.675**
	Sig. (2-tailed)	.218	.	.000	.000	.000	.000
	N	200	200	200	200	200	200
pertalian	Pearson Correlation	.391**	.422**	1	.334**	.386**	.595**
	Sig. (2-tailed)	.000	.000	.	.000	.000	.000
	N	200	200	200	200	200	200
timbang balik	Pearson Correlation	.351**	.393**	.334**	1	.335**	.556**
	Sig. (2-tailed)	.000	.000	.000	.	.000	.000
	N	200	200	200	200	200	200
empati	Pearson Correlation	.045	.738**	.386**	.335**	1	.552**
	Sig. (2-tailed)	.529	.000	.000	.000	.	.000
	N	200	200	200	200	200	200
loyalitas konsumen	Pearson Correlation	.481**	.675**	.595**	.556**	.552**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.
	N	200	200	200	200	200	200

** . Correlation is significant at the 0.01 level (2-tailed).

Lampiran 7

**Analysis Summary****Notes for Group (Group number 1)**

The model is recursive.

Sample size = 200

Variable Summary (Group number 1)**Your model contains the following variables (Group number 1)**

Observed, endogenous variables

X13

X12

X11

X23

X22

X21

Y12

Y13

Y11

Y22

Y23

Y24

Y21

X14

X24

Unobserved, endogenous variables

Relationship

Loyalitas

Unobserved, exogenous variables

Kepuasan

er3

er2

er1

Kepercayaan

er7

er6

er5
er10
er11
er9
er14
er15
er16
er13
er17
er12
er4
er8

Variable counts (Group number 1)
Number of variables in your model: 36
Number of observed variables: 15
Number of unobserved variables: 21
Number of exogenous variables: 19
Number of endogenous variables: 17

Parameter summary (Group number 1)

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed	21	0	0	0	0	21
Labeled	0	0	0	0	0	0
Unlabeled	14	0	19	0	0	33
Total	35	0	19	0	0	54

Assessment of normality (Group number 1)

Variable	min	max	skew	c.r.	kurtosis	c.r.
X24	1.000	5.000	.064	.371	.677	1.954
X14	1.000	5.000	-.281	-1.087	0.448	1.066
Y21	1.000	5.000	-.250	-1.487	0.450	1.184
Y24	1.000	5.000	-.236	-1.365	-.099	-.285
Y23	1.000	4.000	-.374	-2.160	-.084	-.242
Y22	1.000	5.000	-.216	-1.247	.563	1.625
Y11	1.000	4.250	-.248	-1.165	.881	2.542
Y13	2.250	4.500	.072	.414	-.395	-1.141
Y12	2.250	5.000	.281	1.623	-.371	-1.071
X21	2.000	5.000	-.021	-.123	-.237	-.684
X22	1.000	5.000	-.073	-.420	.341	.984
X23	1.000	5.000	-.054	-.314	.436	1.258
X11	2.000	5.000	-.284	-1.637	-.055	-.159
X12	2.000	5.000	-.180	-1.039	-.271	-.782
X13	2.000	5.000	-.095	-.551	-.321	-.927
Multivariate					37.419	11.716

Observations farthest from the centroid (Mahalanobis distance) (Group number 1)

Observation number	Mahalanobis d-squared	p1	p2
113	53.738	.000	.001
65	47.699	.000	.000
195	44.692	.000	.000
97	41.312	.000	.000
102	34.752	.003	.000
17	34.516	.003	.000

Observation number	Mahalanobis d-squared	p1	p2
133	33.856	.004	.000
88	31.613	.007	.000
57	31.313	.008	.000
44	30.381	.011	.000
168	29.717	.013	.000
148	29.717	.013	.000
99	29.120	.016	.000
45	29.019	.016	.000
8	28.321	.020	.000
58	27.001	.029	.000
61	26.677	.031	.000
52	26.190	.036	.000
15	26.089	.037	.000
19	26.025	.038	.000
24	24.522	.057	.005
51	24.508	.057	.003
49	23.896	.067	.008
48	23.212	.080	.030
130	22.917	.086	.038
121	22.675	.091	.043
36	22.540	.094	.038
46	22.450	.097	.030
131	22.238	.102	.033
93	22.166	.104	.025
38	22.091	.105	.019
14	22.036	.107	.014
25	21.973	.109	.010
92	21.532	.121	.025
96	21.364	.126	.027
66	21.161	.132	.032
129	20.711	.146	.077
50	19.864	.177	.345
166	19.794	.180	.317
63	19.762	.181	.271
59	19.601	.188	.292
86	19.586	.188	.242
6	19.541	.190	.210
184	19.255	.202	.293
155	19.054	.211	.344
91	18.965	.215	.333
183	18.957	.216	.278
28	18.673	.229	.381
27	18.649	.230	.334
23	18.613	.232	.296
127	18.612	.232	.242
47	18.578	.233	.209
26	18.462	.239	.218
84	18.369	.244	.216
68	18.318	.246	.194
171	18.301	.247	.160

	X2 4	X1 4	Y2 1	Y2 4	Y2 3	Y2 2	Y1 1	Y1 3	Y1 2	X2 1	X2 2	X2 3	X1 1	X1 2	X1 3
Y 23	.60 8	- .00 3	.21 5	.35 3	1.0 00										
Y 22	.23 8	- .01 9	.34 0	.33 5	.53 7	1.0 00									
Y 11	.24 7	.17 6	.60 5	.56 2	.23 7	.32 4	1.0 00								
Y 13	.55 6	- .15 1	.25 9	.22 9	.57 2	.58 6	.38 6	1.0 00							
Y 12	.29 3	.22 0	.43 6	.42 6	.40 4	.37 2	.33 4	.33 5	1.0 00						
X 21	.34 4	- .07 5	.25 9	.26 7	.42 4	.70 8	.26 5	.61 7	.29 0	1.0 00					
X 22	.27 0	.13 3	.40 4	.36 1	.42 0	.68 7	.39 9	.42 7	.37 2	.63 4	1.0 00				
X 23	.59 5	- .17 0	.25 0	.20 0	.57 0	.29 1	.34 8	.60 6	.22 0	.37 1	.24 7	1.0 00			
X 11	- .02 8	.36 6	.39 1	.40 8	.02 1	.11 8	.21 7	.11 1	.18 1	.09 7	.21 1	- .02 2	1.0 00		
X 12	.01 6	.37 4	.64 9	.58 9	.16 8	.27 5	.44 5	.17 1	.41 4	.14 7	.30 2	.05 7	.46 6	1.0 00	
X 13	.02 0	.28 5	.47 0	.47 0	- .01 3	.06 3	.34 9	.01 6	.24 5	.03 6	.20 4	- .04 6	.43 7	.57 3	1.0 00

Condition number = 29.431
Eigenvalues
5.418 2.856 1.221 .902 .769 .649 .569 .499 .442 .396 .345 .302 .261 .188 .184

Notes for Model (Group number 1 - Default model)
The following variances are negative. (Group number 1 - Default model)

	er12	er17
	-.007	-.028

Computation of degrees of freedom (Default model)
Number of distinct sample moments: 62
Number of distinct parameters to be estimated: 15
Degrees of freedom (62 - 15): 47

Result (Default model)
Minimum was achieved
Chi-square = 64.631
Degrees of freedom = 47
Probability level = .055

Estimates (Group number 1 - Default model)
Scalar Estimates (Group number 1 - Default model)
Maximum Likelihood Estimates
Regression Weights: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
Relationship<--- Kepuasan	.457	.092	4.994	***	par_10
Relationship<--- Kepercayaan	.611	.083	7.341	***	par_11
Loyalitas <--- Relationship	1.454	.187	7.788	***	par_12
X13 <--- Kepuasan	1.091	.161	6.793	***	par_1
X12 <--- Kepuasan	1.545	.216	7.165	***	par_2
X11 <--- Kepuasan	1.000				
X23 <--- Kepercayaan	.874	.116	7.513	***	par_3
X22 <--- Kepercayaan	.937	.104	8.986	***	par_4
X21 <--- Kepercayaan	1.000				
Y12 <--- Relationship	.959	.137	6.980	***	par_5
Y13 <--- Relationship	.975	.138	7.062	***	par_6
Y11 <--- Relationship	1.000				
Y22 <--- Loyalitas	1.088	.144	7.540	***	par_7
Y23 <--- Loyalitas	.834	.124	6.719	***	par_8
Y24 <--- Loyalitas	.952	.125	7.606	***	par_9
Y21 <--- Loyalitas	1.000				
X24 <--- Kepercayaan	.779	.111	7.031	***	par_13
X14 <--- Kepuasan	.839	.161	5.202	***	par_14

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

	Estimate
Relationship<--- Kepuasan	.526
Relationship<--- Kepercayaan	.891
Loyalitas <--- Relationship	1.076
X13 <--- Kepuasan	.746
X12 <--- Kepuasan	.887
X11 <--- Kepuasan	.754
X23 <--- Kepercayaan	.714
X22 <--- Kepercayaan	.764
X21 <--- Kepercayaan	.720
Y12 <--- Relationship	.751
Y13 <--- Relationship	.741
Y11 <--- Relationship	.792
Y22 <--- Loyalitas	.748
Y23 <--- Loyalitas	.770
Y24 <--- Loyalitas	.775
Y21 <--- Loyalitas	.793
X24 <--- Kepercayaan	.769
X14 <--- Kepuasan	.742

Variances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
Kepuasan	.128	.033	3.836	***	par_15
Kepercayaan	.207	.039	5.357	***	par_16
er12	-.007	.006	-1.115	.265	par_17
er17	-.028	.014	-1.955	.051	par_18
er3	.214	.025	8.506	***	par_19
er2	.083	.024	3.504	***	par_20

	Estimate	S.E.	C.R.	P	Label
er1	.291	.032	8.953	***	par_21
er7	.261	.030	8.794	***	par_22
er6	.231	.028	8.192	***	par_23
er5	.192	.025	7.641	***	par_24
er10	.205	.022	9.440	***	par_25
er11	.132	.016	8.120	***	par_26
er9	.180	.020	9.075	***	par_27
er14	.290	.034	8.584	***	par_28
er15	.256	.029	8.918	***	par_29
er16	.326	.036	9.062	***	par_30
er13	.327	.036	9.038	***	par_31
er4	.372	.039	9.480	***	par_32
er8	.262	.029	8.998	***	par_33

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

	Estimate
Relationship	1.071
Loyalitas	1.157
X24	.323
X14	.195
Y21	.352
Y24	.331
Y23	.325
Y22	.421
Y11	.351
Y13	.411
Y12	.304
X21	.518
X22	.440
X23	.377
X11	.306
X12	.787
X13	.417

Matrices (Group number 1 - Default model)

Implied (for all variables) Covariances (Group number 1 - Default model)

[illegible]

	Kep erca yaa n	Ke pu as an	Rel atio nsh ip	Lo ya lit as	X 2 4	X 1 4	Y 2 1	Y 2 4	Y 2 3	Y 2 2	Y 1 1	Y 1 3	Y 1 2	X 2 1	X 2 2	X 2 3	X 1 1	X 1 2	X 1 3
X2 4	.16 1	.00 0	.09 8	.1 43	. 3 8 8														
X1 4	.00 0	.10 8	.04 9	.0 72	. 0 0 3	. 4 6 3													
Y2 1	.18 4	.08 5	.14 1	.1 78	. 1 4 3	. 0 7 2	. 5 0 5												
Y2 4	.17 5	.08 1	.13 4	.1 69	. 1 3 6 6	. 0 6 8 8	. 1 6 9 6	. 4 8 6 6											
Y2 3	.15 3	.07 1	.11 8	.1 48	. 1 1 9	. 0 6 0	. 1 4 8	. 1 4 1 0	. 3 8 0										
Y2 2	.20 0	.09 3	.15 4	.1 93	. 1 5 6	. 0 7 8	. 1 9 3	. 1 8 4	. 5 0 0										
Y1 1	.12 6	.05 9	.09 7	.1 41	. 0 9 8	. 0 4 9	. 1 4 1	. 1 3 4	. 1 5 4	. 2 7 7									
Y1 3	.12 3	.05 7	.09 5	.1 38	. 0 9 6	. 0 4 8	. 1 3 8	. 1 1 5	. 0 9 0	. 2 2 5									
Y1 2	.12 1	.05 6	.09 3	.1 36	. 0 9 4	. 0 4 7	. 1 3 6	. 1 2 9	. 0 4 7	. 2 9 3									
X2 1	.20 7	.00 0	.12 6	.1 84	. 1 6 1	. 0 0 0	. 1 8 4	. 1 7 5	. 2 0 0	. 1 2 6	. 1 1 3	. 1 1 1	. 3 9 9						
X2 2	.19 4	.00 0	.11 8	.1 72	. 1 5 1	. 0 0 0	. 1 7 2	. 1 6 4	. 1 4 4	. 1 8 7	. 1 1 8	. 1 1 5	. 1 9 4	. 1 4 4	. 1 9 4	. 1 1 2			
X2 3	.18 1	.00 0	.11 0	.1 61	. 1 4 1	. 0 0 0	. 1 6 1	. 1 5 3	. 1 3 4	. 1 7 5	. 1 1 0	. 1 0 8	. 1 0 6	. 1 8 1	. 1 6 9	. 4 1 9			
X1 1	.00 0	.12 8	.05 9	.0 85	. 0 0 0	. 1 0 8	. 0 8 5	. 0 8 1	. 0 7 1	. 0 9 3	. 0 5 9	. 0 5 7	. 0 5 6	. 0 0 0	. 0 0 0	. 0 0 0	. 4 1 9		

	Kep erca yaa n	Ke pu as an	Rel atio nsh ip	Lo ya lit as	X 2 4	X 1 4	Y 2 1	Y 2 4	Y 2 3	Y 2 2	Y 1 1	Y 1 3	Y 1 2	X 2 1	X 2 2	X 2 3	X 1 1	X 1 2	X 1 3
X1 2	.00 0	.19 8	.09 1	.1 32	. 0 0	.1 6 7	.1 3 2	.1 2 6	.1 1 0	.1 4 4	.0 9 1	.0 8 8	.0 8 7	.0 0 0	.0 0 0	.0 0 0	.1 9 8	.3 9 0	
X1 3	.00 0	.14 0	.06 4	.0 93	.0 0 0	.1 1 8	.0 9 3	.0 8 9	.0 7 8	.1 0 1	.0 6 4	.0 6 2	.0 6 1	.0 0 0	.0 0 0	.0 0 0	.1 4 0	.2 1 7	.3 6 6

Implied (for all variables) Correlations (Group number 1 - Default model)

[illegible]

Implied Covariances (Group number 1 - Default model)

	X2 4	X1 4	Y2 1	Y2 4	Y2 3	Y2 2	Y1 1	Y1 3	Y1 2	X2 1	X2 2	X2 3	X1 1	X1 2	X1 3
X2 4	.38 8														
X1 4	.00 0	.46 3													
Y2 1	.14 3	.07 2	.50 5												
Y2 4	.13 6	.06 8	.16 9	.48 6											
Y2 3	.11 9	.06 0	.14 8	.14 1	.38 0										
Y2 2	.15 6	.07 8	.19 3	.18 4	.16 1	.50 0									
Y1 1	.09 8	.04 9	.14 1	.13 4	.11 8	.15 4	.27 7								
Y1 3	.09 6	.04 8	.13 8	.13 1	.11 5	.15 0	.09 5	.22 5							
Y1 2	.09 4	.04 7	.13 6	.12 9	.11 3	.14 7	.09 3	.09 1	.29 4						
X2 1	.16 1	.00 0	.18 4	.17 5	.15 3	.20 0	.12 6	.12 3	.12 1	.39 9					
X2 2	.15 1	.00 0	.17 2	.16 4	.14 4	.18 7	.11 8	.11 5	.11 4	.19 4	.41 2				
X2 3	.14 1	.00 0	.16 1	.15 3	.13 4	.17 5	.11 0	.10 8	.10 6	.18 1	.16 9	.41 9			
X1 1	.00 0	.10 8	.08 5	.08 1	.07 1	.09 3	.05 9	.05 7	.05 6	.00 0	.00 0	.00 0	.41 9		
X1 2	.00 0	.16 7	.13 2	.12 6	.11 0	.14 4	.09 1	.08 8	.08 7	.00 0	.00 0	.00 0	.19 8	.39 0	
X1 3	.00 0	.11 8	.09 3	.08 9	.07 8	.10 1	.06 4	.06 2	.06 1	.00 0	.00 0	.00 0	.14 0	.21 7	.36 6

Implied Correlations (Group number 1 - Default model)

	X2 4	X1 4	Y2 1	Y2 4	Y2 3	Y2 2	Y1 1	Y1 3	Y1 2	X2 1	X2 2	X2 3	X1 1	X1 2	X1 3
X 24	1.0 00														
X 14	.00 0	1.0 00													
Y 21	.32 3	.14 8	1.0 00												
Y 24	.31 4	.14 4	.34 1	1.0 00											
Y 23	.31 1	.14 3	.33 8	.32 8	1.0 00										
Y 22	.35 4	.16 2	.38 5	.37 3	.37 0	1.0 00									
Y 11	.30 0	.13 8	.37 8	.36 6	.36 4	.41 3	1.0 00								
Y 13	.32 5	.14 9	.40 9	.39 7	.39 3	.44 7	.38 0	1.0 00							
Y 12	.27 9	.12 8	.35 2	.34 1	.33 8	.38 4	.32 6	.35 3	1.0 00						

	X2 4	X1 4	Y2 1	Y2 4	Y2 3	Y2 2	Y1 1	Y1 3	Y1 2	X2 1	X2 2	X2 3	X1 1	X1 2	X1 3
X 21	.40 9	.00 0	.40 9	.39 7	.39 4	.44 8	.38 0	.41 1	.35 4	1.0 00					
X 22	.37 7	.00 0	.37 7	.36 6	.36 3	.41 3	.35 0	.37 9	.32 6	.47 8	1.0 00				
X 23	.34 9	.00 0	.34 9	.33 9	.33 6	.38 2	.32 4	.35 1	.30 2	.44 2	.40 8	1.0 00			
X 11	.00 0	.24 5	.18 6	.18 0	.17 9	.20 3	.17 2	.18 7	.16 0	.00 0	.00 0	.00 0	1.0 00		
X 12	.00 0	.39 2	.29 7	.28 8	.28 6	.32 5	.27 6	.29 9	.25 7	.00 0	.00 0	.00 0	.49 1	1.0 00	
X 13	.00 0	.28 6	.21 7	.21 0	.20 8	.23 7	.20 1	.21 8	.18 7	.00 0	.00 0	.00 0	.35 8	.57 3	1.0 00

Residual Covariances (Group number 1 - Default model)

	X2 4	X1 4	Y2 1	Y2 4	Y2 3	Y2 2	Y1 1	Y1 3	Y1 2	X2 1	X2 2	X2 3	X1 1	X 12	X 13
X 24	.00 0														
X 14	.03 0	.00 0													
Y 21	.10 6	.05 8	.02 5												
Y 24	.03 4	.09 2	.11 7	.02 3											
Y 23	.11 9	.06 1	.04 9	.01 8	.01 8										
Y 22	.04 8	.08 8	.01 3	.01 0	.08 5	.03 0									
Y 11	.01 6	.01 5	.09 6	.08 1	.03 8	.02 7	.01 2								
Y 13	.07 2	.09 8	.04 6	.05 2	.06 0	.05 7	.00 6	.01 1							
Y 12	.00 6	.03 5	.04 0	.03 9	.02 8	.00 2	.00 6	.00 1	.01 1						
X 21	.02 6	.03 2	.06 4	.05 4	.01 5	.12 6	.03 6	.06 6	.02 0	.00 0					
X 22	.04 3	.05 8	.01 7	.00 2	.02 6	.13 4	.01 9	.01 8	.01 8	.06 4	.00 0				
X 23	.09 9	.07 5	.04 3	.06 1	.09 8	.03 7	.01 1	.08 3	.02 7	.02 9	.06 7	.00 0			
X 11	.01 1	.05 3	.09 9	.10 7	.06 2	.03 7	.01 7	.02 2	.00 8	.04 0	.08 8	.00 9	.00 0		

	X2 4	X1 4	Y2 1	Y2 4	Y2 3	Y2 2	Y1 1	Y1 3	Y1 2	X2 1	X2 2	X2 3	X1 1	X 12	X 13
X 12	.00 6	- .00 8	.16 3	.13 7	- .04 4	- .01 8	.05 8	- .03 6	.05 6	.05 8	.12 1	.02 3	- .01 0	.0 00	
X 13	.00 7	.00 0	.11 4	.11 4	- .08 3	- .07 4	.04 9	- .05 8	.02 0	.01 4	.07 9	- .01 8	.03 1	.0 00	.0 00

Standardized Residual Covariances (Group number 1 - Default model)

	X2 4	X1 4	Y2 1	Y2 4	Y2 3	Y2 2	Y1 1	Y1 3	Y1 2	X2 1	X2 2	X 23	X1 1	X 12	X 13
X 2 4	.00 0														
X 1 4	- .99 0	.00 0													
Y 2 1	- 3.2 17	1.6 73	.50 1												
Y 2 4	- 1.0 48	2.6 99	3.1 51	.47 1											
Y 2 3	4.1 89	- 2.0 33	- 1.5 07	.55 4	.46 4										
Y 2 2	- 1.4 43	- 2.5 34	- .34 5	- .26 1	2.5 82	.59 9									
Y 1 1	- .65 2	.59 3	3.3 72	2.9 25	1.5 36	.94 0	.43 2								
Y 1 3	3.2 92	- 4.2 34	- 1.7 93	- 2.0 50	2.7 15	2.2 06	.32 2	.50 6							
Y 1 2	.25 4	1.3 39	1.3 81	1.3 80	1.1 13	.06 9	.27 7	- .04 9	.37 4						
X 2 1	- .85 8	- 1.0 61	- 1.8 75	- 1.6 22	.52 1	3.6 26	- 1.4 47	2.8 79	- .77 2	.00 0					
X 2 2	- 1.4 20	1.8 70	.47 8	.04 8	.88 2	3.8 46	.75 9	.77 5	.70 9	1.9 93	.00 0				
X 2 3	3.2 79	- 2.4 01	- 1.2 45	- 1.7 95	3.3 00	1.0 79	.41 6	3.5 93	1.0 45	.91 3	2.0 94	.0 00			
X 1 1	- .40 0	1.6 59	2.9 89	3.2 94	- 2.1 75	- 1.1 29	.68 3	- 1.0 11	.33 1	1.3 72	2.9 76	- .3 15	.00 0		
X 1 2	.22 6	- .24 1	4.9 70	4.2 66	- 1.5 45	- .56 2	2.4 19	- 1.6 66	2.2 50	2.0 69	4.2 61	.8 01	- .31 4	.0 00	
X 1	.27 7	- .00	3.6 57	3.7 39	- 3.0	- 2.3	2.1 49	- 2.7	.86 2	.50 9	2.8 81	- .6	1.0 54	.0 03	.0 00

	X2	X1	Y2	Y2	Y2	Y2	Y1	Y1	Y1	X2	X2	X	X1	X	X
	4	4	1	4	3	2	1	3	2	1	2	23	1	12	13
3	5		62		60		77		55						

Factor Score Weights (Group number 1 - Default model)

	X2	X1	Y	Y	Y	Y	Y	Y	Y	X2	X2	X2	X1	X1	X1
	4	4	21	24	23	22	11	13	12	1	2	3	1	2	3
Keperc ayaan	.06 6	- .02 0	.1 10	.1 05	.1 17	.1 35	.0 89	.1 18	.0 75	.11 7	.09 1	.07 5	- .03 1	- .16 8	- .04 6
Kepuas an	- .02 7	.04 1	.0 33	.0 32	.0 35	.0 41	.0 27	.0 35	.0 23	.04 7	.03 7	.03 0	.06 3	.34 1	.09 4
Relatio nship	.04 7	.01 1	.0 59	.0 56	.0 63	.0 72	.0 48	.0 63	.0 40	.08 3	.06 5	.05 4	.01 7	.09 0	.02 5
Loyalit as	.10 7	.02 4	.0 00	.0 00	.0 00	.0 00	.1 07	.1 42	.0 90	.18 7	.14 6	.12 0	.03 7	.20 1	.05 5

Total Effects (Group number 1 - Default model)

	Kepercayaan	Kepuasan	Relationship	Loyalitas
Relationship	.611	.457	.000	.000
Loyalitas	.889	.665	1.454	.000
X24	.779	.000	.000	.000
X14	.000	.839	.000	.000
Y21	.889	.665	1.454	1.000
Y24	.846	.633	1.384	.952
Y23	.741	.555	1.213	.834
Y22	.967	.723	1.583	1.088
Y11	.611	.457	1.000	.000
Y13	.596	.446	.975	.000
Y12	.586	.438	.959	.000
X21	1.000	.000	.000	.000
X22	.937	.000	.000	.000
X23	.874	.000	.000	.000
X11	.000	1.000	.000	.000
X12	.000	1.545	.000	.000
X13	.000	1.091	.000	.000

Standardized Total Effects (Group number 1 - Default model)

	Kepercayaan	Kepuasan	Relationship	Loyalitas
Relationship	.891	.526	.000	.000
Loyalitas	.959	.565	1.076	.000
X24	.569	.000	.000	.000
X14	.000	.442	.000	.000
Y21	.569	.335	.638	.593
Y24	.551	.325	.619	.575
Y23	.547	.323	.614	.570
Y22	.622	.367	.698	.648
Y11	.528	.311	.592	.000
Y13	.571	.337	.641	.000
Y12	.491	.290	.551	.000
X21	.720	.000	.000	.000
X22	.664	.000	.000	.000
X23	.614	.000	.000	.000

	Kepercayaan	Kepuasan	Relationship	Loyalitas
X11	.000	.554	.000	.000
X12	.000	.887	.000	.000
X13	.000	.646	.000	.000

Direct Effects (Group number 1 - Default model)

	Kepercayaan	Kepuasan	Relationship	Loyalitas
Relationship	.611	.457	.000	.000
Loyalitas	.000	.000	1.454	.000
X24	.779	.000	.000	.000
X14	.000	.839	.000	.000
Y21	.000	.000	.000	1.000
Y24	.000	.000	.000	.952
Y23	.000	.000	.000	.834
Y22	.000	.000	.000	1.088
Y11	.000	.000	1.000	.000
Y13	.000	.000	.975	.000
Y12	.000	.000	.959	.000
X21	1.000	.000	.000	.000
X22	.937	.000	.000	.000
X23	.874	.000	.000	.000
X11	.000	1.000	.000	.000
X12	.000	1.545	.000	.000
X13	.000	1.091	.000	.000

Standardized Direct Effects (Group number 1 - Default model)

	Kepercayaan	Kepuasan	Relationship	Loyalitas
Relationship	.891	.526	.000	.000
Loyalitas	.000	.000	1.076	.000
X24	.569	.000	.000	.000
X14	.000	.442	.000	.000
Y21	.000	.000	.000	.593
Y24	.000	.000	.000	.575
Y23	.000	.000	.000	.570
Y22	.000	.000	.000	.648
Y11	.000	.000	.592	.000
Y13	.000	.000	.641	.000
Y12	.000	.000	.551	.000
X21	.720	.000	.000	.000
X22	.664	.000	.000	.000
X23	.614	.000	.000	.000
X11	.000	.554	.000	.000
X12	.000	.887	.000	.000
X13	.000	.646	.000	.000

Indirect Effects (Group number 1 - Default model)

	Kepercayaan	Kepuasan	Relationship	Loyalitas
Relationship	.000	.000	.000	.000
Loyalitas	.889	.665	.000	.000
X24	.000	.000	.000	.000

	Kepercayaan	Kepuasan	Relationship	Loyalitas
X14	.000	.000	.000	.000
Y21	.889	.665	1.454	.000
Y24	.846	.633	1.384	.000
Y23	.741	.555	1.213	.000
Y22	.967	.723	1.583	.000
Y11	.611	.457	.000	.000
Y13	.596	.446	.000	.000
Y12	.586	.438	.000	.000
X21	.000	.000	.000	.000
X22	.000	.000	.000	.000
X23	.000	.000	.000	.000
X11	.000	.000	.000	.000
X12	.000	.000	.000	.000
X13	.000	.000	.000	.000

Standardized Indirect Effects (Group number 1 - Default model)				
	Kepercayaan	Kepuasan	Relationship	Loyalitas
Relationship	.000	.000	.000	.000
Loyalitas	.959	.565	.000	.000
X24	.000	.000	.000	.000
X14	.000	.000	.000	.000
Y21	.569	.335	.638	.000
Y24	.551	.325	.619	.000
Y23	.547	.323	.614	.000
Y22	.622	.367	.698	.000
Y11	.528	.311	.000	.000
Y13	.571	.337	.000	.000
Y12	.491	.290	.000	.000
X21	.000	.000	.000	.000
X22	.000	.000	.000	.000
X23	.000	.000	.000	.000
X11	.000	.000	.000	.000
X12	.000	.000	.000	.000
X13	.000	.000	.000	.000

Modification Indices (Group number 1 - Default model)
Covariances: (Group number 1 - Default model)

	M.I.	Par Change
Kepuasan <--> Kepercayaan	4.498	.028
er8 <--> er17	5.293	-.024
er13 <--> Kepercayaan	10.027	-.061
er13 <--> Kepuasan	26.456	.081
er13 <--> er8	12.938	-.076
er16 <--> Kepercayaan	5.664	-.046
er16 <--> Kepuasan	22.536	.074
er16 <--> er4	5.273	.058
er16 <--> er13	16.083	.093
er15 <--> Kepercayaan	5.446	.040
er15 <--> Kepuasan	14.867	-.053
er15 <--> er8	20.987	.086



		M.I.	Par Change
er15	<--> er13	11.806	-.071
er14	<--> Kepuasan	10.243	-.047
er14	<--> er8	18.172	-.085
er14	<--> er15	10.314	.062
er9	<--> er13	24.858	.088
er9	<--> er16	15.115	.068
er9	<--> er15	10.940	-.051
er9	<--> er14	6.765	-.043
er11	<--> Kepercayaan	6.935	.034
er11	<--> Kepuasan	26.241	-.053
er11	<--> er12	4.670	-.010
er11	<--> er8	15.869	.056
er11	<--> er4	12.357	-.058
er11	<--> er13	20.670	-.069
er11	<--> er16	27.019	-.079
er11	<--> er15	11.266	.045
er11	<--> er14	6.685	.037
er5	<--> er15	6.255	-.041
er5	<--> er14	22.302	.083
er5	<--> er9	8.891	-.043
er5	<--> er11	6.293	.031
er6	<--> Kepuasan	17.566	.058
er6	<--> er8	6.977	-.049
er6	<--> er15	5.856	-.043
er6	<--> er14	13.241	.069
er6	<--> er11	10.695	-.044
er6	<--> er5	22.123	.078
er7	<--> er8	32.182	.112
er7	<--> er4	5.319	-.054
er7	<--> er15	11.579	.064
er7	<--> er14	13.816	-.074
er7	<--> er11	21.398	.065
er7	<--> er6	17.048	-.077
er1	<--> er4	5.770	.059
er2	<--> Kepercayaan	7.713	.039
er2	<--> er13	5.164	.038
er3	<--> er15	7.590	-.048
er3	<--> er14	6.700	-.048

Variances: (Group number 1 - Default model)

	M.I.	Par Change
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Regression Weights: (Group number 1 - Default model)

	M.I.	Par Change
X24 <--- Y21	8.955	-.157
X24 <--- Y23	13.689	.224
X24 <--- Y22	11.263	-.177
X24 <--- Y13	6.537	.201
X24 <--- X23	18.801	.250
X14 <--- Y22	5.184	-.142
X14 <--- Y13	13.103	-.336

	M.I.	Par Change
X14 <--- X23	8.239	-.195
Y21 <--- Kepercayaan	10.027	-.296
Y21 <--- Kepuasan	26.456	.628
Y21 <--- X24	21.285	-.300
Y21 <--- X14	7.667	.165
Y21 <--- Y24	10.766	.191
Y21 <--- Y23	7.965	-.186
Y21 <--- Y11	14.690	.295
Y21 <--- Y13	12.277	-.300
Y21 <--- X21	10.820	-.211
Y21 <--- X11	9.485	.193
Y21 <--- X12	24.595	.322
Y21 <--- X13	16.989	.276
Y24 <--- Kepercayaan	5.664	-.222
Y24 <--- Kepuasan	22.536	.578
Y24 <--- X14	15.759	.236
Y24 <--- Y21	10.426	.184
Y24 <--- Y11	10.196	.245
Y24 <--- Y13	14.009	-.319
Y24 <--- X21	8.239	-.184
Y24 <--- X23	6.662	-.161
Y24 <--- X11	11.741	.214
Y24 <--- X12	16.121	.260
Y24 <--- X13	17.377	.279
Y23 <--- Kepercayaan	5.446	.193
Y23 <--- Kepuasan	14.867	-.416
Y23 <--- X24	24.505	.285
Y23 <--- Y21	7.653	-.140
Y23 <--- Y22	5.977	.124
Y23 <--- Y11	6.747	-.177
Y23 <--- Y13	6.335	.191
Y23 <--- X23	15.812	.220
Y23 <--- X11	11.200	-.186
Y23 <--- X12	11.233	-.193
Y23 <--- X13	18.520	-.255
Y22 <--- Kepuasan	10.243	-.367
Y22 <--- X24	6.205	-.153
Y22 <--- X14	6.757	-.146
Y22 <--- Y23	6.959	.163
Y22 <--- Y11	4.330	-.151
Y22 <--- X21	18.707	.261
Y22 <--- X22	13.951	.222
Y22 <--- X11	5.378	-.137
Y22 <--- X12	6.189	-.152
Y22 <--- X13	14.386	-.239
Y11 <--- Y21	14.826	.167
Y11 <--- Y24	9.113	.133
Y11 <--- Y23	8.381	-.145
Y11 <--- Y22	4.763	-.095
Y11 <--- X21	6.843	-.128

	M.I.	Par Change
1 <--- X13	5.365	.118
3 <--- Kepercayaan	6.935	.162
3 <--- Kepuasan	26.241	-.411
3 <--- X24	21.345	.197
3 <--- X14	27.000	-.203
3 <--- Y21	11.869	-.129
3 <--- Y24	16.365	-.154
3 <--- Y23	8.939	.129
3 <--- Y22	4.984	.084
3 <--- X21	11.873	.145
3 <--- X23	25.756	.209
3 <--- X11	4.790	-.090
3 <--- X12	17.683	-.179
3 <--- X13	19.018	-.192
2 <--- X14	4.357	.100
1 <--- Y22	14.784	.180
1 <--- Y11	4.894	-.139
1 <--- Y13	4.122	.142
1 <--- X22	11.464	.174
2 <--- Kepuasan	17.566	.449
2 <--- Relationship	4.419	.250
2 <--- X24	4.499	-.121
2 <--- X14	11.086	.174
2 <--- Y21	5.375	.116
2 <--- Y22	15.430	.198
2 <--- X21	9.531	.174
2 <--- X23	9.986	-.174
2 <--- X11	10.820	.181
2 <--- X12	13.283	.208
2 <--- X13	12.268	.206
3 <--- X24	20.725	.274
3 <--- X14	6.377	-.139
3 <--- Y23	6.492	.155
3 <--- Y22	9.931	-.167
3 <--- Y13	8.948	.236
3 <--- X22	8.784	-.173
1 <--- X14	4.492	.123
2 <--- Kepercayaan	7.713	.190
2 <--- Relationship	5.184	.226
2 <--- Loyalitas	4.053	.139
1 <--- Y21	9.409	.128
1 <--- X21	5.319	.109
1 <--- X22	4.883	.102
1 <--- Y23	6.162	-.139
1 <--- Y22	4.930	-.109

Minimization History (Default model)

Iteration		Negative eigenvalues	Condition #	Smallest eigenvalue	Diameter	F	NTRIES	Ratio
0	e	8		-.296	9999.000	1608.616	0	9999.000
1	e	3		-.171	2.509	1016.291	20	.532
2	e*	0	899.803		1.431	772.458	5	.715
3	e	2		-1.650	.737	760.398	3	.000
4	e	0	623.474		.421	664.966	4	.644
5	e	0	294.423		.628	626.894	2	.000
6	e	0	429.568		.497	599.909	1	1.119
7	e	0	731.216		.194	597.743	1	1.107
8	e	0	851.013		.058	597.655	1	1.043
9	e	0	840.918		.005	597.654	1	1.004
10	e	0	841.592		.000	597.654	1	1.000

Model Fit Summary
CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	33	64.631	47	.055	1.180
Saturated model	120	.000	0		
Independence model	15	721.695	66	.000	10.935

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	.036	.961	.969	.619
Saturated model	.000	1.000		
Independence model	.178	.330	.208	.279

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	.938	.972	.975	.922	.973
Saturated model	1.000		1.000		1.000
Independence model	.000	.000	.000	.000	.000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	.712	.597	.622
Saturated model	.000	.000	.000
Independence model	1.000	.000	.000

NCP

Model	NCP	LO 90	HI 90
Default model	131.631	94.384	176.455
Saturated model	.000	.000	.000
Independence model	1036.413	932.502	1147.737

FMIN				
Model	FMIN	F0	LO 90	HI 90
Default model	.898	.661	.474	.887
Saturated model	.000	.000	.000	.000
Independence model	5.540	5.208	4.686	5.768

RMSEA				
Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	.019	.100	.137	.000
Independence model	.281	.266	.296	.000

AIC				
Model	AIC	BCC	BIC	CAIC
Default model	240.631	244.964	342.879	373.879
Saturated model	156.000	166.903	413.269	491.269
Independence model	1126.413	1128.090	1165.992	1177.992

ECVI				
Model	ECVI	LO 90	HI 90	MECVI
Default model	1.209	1.022	1.434	1.231
Saturated model	.784	.784	.784	.839
Independence model	5.660	5.138	6.220	5.669