

Lampiran 1

Kuesioner

Dengan Hormat,

Dalam rangka untuk melakukan penelitian, bersama ini saya mohon bantuan Bapak/Ibu/Sdr bersedia menjadi responden dalam penelitian yang saya lakukan.

Penelitian ini dilakukan dengan tujuan menganalisis pengaruh *Customer Satisfaction* terhadap *Customer Trust*, *Customer Commitment*, dan *Customer Loyalty*. Adapun Judul penelitian ini adalah “Pengaruh *Customer Satisfaction* terhadap *Customer Trust*, *Customer Commitment* dan *Customer Loyalty* pada Nasabah Bank Central Asia di Surabaya”.

Demikian surat pengantar ini disampaikan, atas perhatian serta partisipasi Bapak/Ibu/Sdr, saya mengucapkan terimakasih.

Hormat saya,

(Cynthia Anggrewan)

A. PERSYARATAN MENJADI RESPONDEN

Beri tanda silang (X) pada jawaban yang menurut saudara benar.

a. Apakah saudara berdomisili di Surabaya?

1. Ya 2. Tidak

(jika menjawab ‘tidak’ mohon tidak melanjutkan pengisian kuesioner)

b. Apakah saudara merupakan nasabah Bank Central Asia?

1. Ya 2. Tidak

(jika menjawab ‘tidak’ mohon tidak melanjutkan pengisian kuesioner)

c. Berapa kali saudara melakukan transaksi di Bank Central Asia Surabaya dalam sebulan terakhir?

1. Kurang dari dua kali 2. dua kali atau lebih

Lampiran 1 (lanjutan)

d. Saudara melakukan transaksi di Bank Central Asia pada cabang.....

- | | |
|---------------|--------------|
| 1. Raya Darmo | 4. Indrapura |
| 2. Dr.Sutomo | 5. Kayun |
| 3. HR Muhamad | 6. Veteran |

B. KARAKTERISTIK RESPONDEN

Beri tanda silang (X) pada jawaban yang menurut saudara benar.

a. Jenis Kelamin?

- | | |
|---------|-----------|
| 1. Pria | 2. Wanita |
|---------|-----------|

b. Berapakah usia anda saat ini?

- | | |
|----------------------|------------------------|
| 1. 17 sampai 25tahun | 3. 35 sampai 45 tahun |
| 2. 25 sampai 35tahun | 4. 45 tahun atau lebih |

c. Profesi:

- | | |
|---------------|-------------------|
| 1. Mahasiswa | 3. Pekerja Swasta |
| 2. Wiraswasta | 4. Pegawai Negri |

d. Pendapatan tiap bulan:

- | | |
|------------------------------|-----------------------------|
| 1. Kurang dari Rp. 1.500.000 | 3.3.000.000 - Rp. 5.000.000 |
| 2. 1.500.000 - Rp. 3.000.000 | 4. 5.000.000 atau lebih |

C. VARIABEL YANG DITELITI

Berilah Tanda Silang (X) pada Jawaban yang Saudara Pilih

Keterangan Alternatif Jawaban

- | | | | |
|-----|-----------------------|----|-----------------|
| STS | = Sangat Tidak Setuju | S | = Setuju |
| TS | = Tidak Setuju | SS | = Sangat Setuju |
| N | = Netral | | |

Lampiran 1 (lanjutan)

Customer Satisfaction (CS)						
No	Pernyataan	STS	TS	N	S	SS
1.	Layanan yang diberikan BCA, melebihi harapan saya.					
2.	Saya puas dengan keputusan menabung di BCA.					
3.	Saya senang menabung di BCA.					
4.	Saya puas terhadap sistem yang ada pada BCA.					
5.	Saya puas terhadap kualitas layanan di BCA.					
Customer Trust (CT)						
No	Pernyataan	STS	TS	N	S	SS
1.	Saya percaya terhadap karyawan BCA.					
2.	Saya percaya bahwa BCA telah menerapkan prinsip kerja dengan benar dalam operasionalnya.					
3.	BCA dapat diperhitungkan sebagai perusahaan yang mempunyai reputasi yang baik.					
4.	Saya merasa aman ketika menitipkan modal atau dana pada BCA.					
Customer Commitment (CC)						
No	Pernyataan	STS	TS	N	S	SS
1.	Saya bangga menjadi nasabah BCA.					
2.	Saya menjadi pendukung setia BCA.					
3.	Saya perhatian terhadap keberhasilan jangka panjang BCA.					
4.	Saya selalu melakukan transaksi di BCA .					

Lampiran 1 (lanjutan)

Customer Loyalty (CL)						
No	Pernyataan	STS	TS	N	S	SS
1.	Saya terus menerus menggunakan produk-produk tabungan di BCA.					
2.	Saya mengatakan hal-hal positif tentang BCA kepada orang lain.					
3.	Saya merekomendasikan BCA kepada seseorang yang membutuhkan informasi.					
4.	Saya mempertimbangkan BCA sebagai pilihan pertama untuk membeli jasa perbankan.					

==== TERIMA KASIH ATAS PARTISIPASI SAUDARA =====

Lampiran 2:**Karakteristik Responden**

No. Res p.	Persyaratan Menjadi Responden				Karakteristik Responden			
	Domisili	Nasabah BCA	Frek. Transaksi	Melakukan transaksi cabang	J K	Usia	Profesi	Pdpt
1	1	1	2	1	1	1	1	1
2	1	1	2	1	1	1	1	1
3	1	1	2	1	1	1	1	1
4	1	1	2	2	1	1	1	1
5	1	1	2	1	2	1	1	1
6	1	1	2	1	1	1	1	1
7	1	1	2	1	2	1	1	1
8	1	1	2	2	1	1	1	1
9	1	1	2	2	2	1	1	1
10	1	1	2	2	1	1	1	1
11	1	1	2	2	1	1	1	1
12	1	1	2	2	2	1	1	1
13	1	1	2	2	1	1	1	1
14	1	1	2	2	1	1	1	1
15	1	1	2	2	2	1	1	1
16	1	1	2	2	1	1	1	1
17	1	1	2	3	1	1	1	1
18	1	1	2	4	2	1	1	1
19	1	1	2	3	1	1	1	1
20	1	1	2	5	1	1	1	1
21	1	1	2	3	1	1	1	1
22	1	1	2	5	2	1	1	1
23	1	1	2	3	1	1	1	1
24	1	1	2	5	1	1	1	1
25	1	1	2	3	2	1	1	1
26	1	1	2	3	1	1	1	1
27	1	1	2	3	1	1	1	1
28	1	1	2	5	1	1	1	1
29	1	1	2	5	2	1	1	1
30	1	1	2	5	1	1	1	1
31	1	1	2	4	2	1	1	1
32	1	1	2	5	1	1	1	1
33	1	1	2	4	1	1	1	1
34	1	1	2	5	1	1	1	1

Lampiran 2 (lanjutan)

No. Res p.	Persyaratan Menjadi Responden				Karakteristik Responden			
	Domisili	Nasabah BCA	Frek. Trans aksi	Melakukan transaksi cabang	J K	Usia	Profesi	Pdpt
35	1	1	2	4	2	1	1	1
36	1	1	1	5	1	1	1	1
37	1	1	2	4	1	1	1	1
38	1	1	2	6	2	1	1	1
39	1	1	2	5	1	1	1	1
40	1	1	2	4	2	1	1	1
41	1	1	2	6	1	1	1	2
42	1	1	2	6	2	1	1	2
43	1	1	2	4	1	1	1	2
44	1	1	2	6	2	1	1	2
45	1	1	2	4	2	4	4	3
46	1	1	2	1	1	4	4	3
47	1	1	2	1	2	4	4	3
48	1	1	2	1	1	4	4	3
49	1	1	2	1	2	4	4	3
50	1	1	2	1	1	4	4	3
51	1	1	2	6	1	4	4	3
52	1	1	2	6	1	4	4	3
53	1	1	2	6	2	4	4	3
54	1	1	2	2	1	4	4	3
55	1	1	2	2	2	4	4	3
56	1	1	2	2	1	4	2	4
57	1	1	2	6	1	4	2	4
58	1	1	2	4	1	4	2	4
59	1	1	2	4	2	4	2	4
60	1	1	2	4	1	4	2	4
61	1	1	2	4	2	4	2	4
62	1	1	2	4	1	4	2	4
63	1	1	2	6	2	4	2	4
64	1	1	2	3	1	4	2	4
65	1	1	2	3	1	4	2	4
66	1	1	2	3	1	4	2	4
67	1	1	2	3	2	4	2	4
68	1	1	2	2	1	4	2	4
69	1	1	2	2	1	4	2	4

Lampiran 2 (lanjutan)

No. Res p.	Persyaratan Menjadi Responden				Karakteristik Responden			
	Domisili	Nasabah BCA	Frek. Trans aksi	Melakukan transaksi cabang	J K	Usia	Profesi	Pdpt
70	1	1	2	3	2	4	2	4
71	1	1	1	3	1	4	2	4
72	1	1	1	2	1	4	2	3
73	1	1	2	2	1	4	3	3
74	1	1	2	6	2	4	3	3
75	1	1	2	2	1	4	3	3
76	1	1	2	2	2	4	3	3
77	1	1	2	2	1	4	3	3
78	1	1	2	6	2	4	3	3
79	1	1	2	5	1	3	4	3
80	1	1	2	5	2	3	4	3
81	1	1	2	6	1	3	4	3
82	1	1	2	2	2	3	4	3
83	1	1	2	5	1	3	4	3
84	1	1	2	5	2	3	4	3
85	1	1	2	1	1	3	4	3
86	1	1	2	1	2	3	4	3
87	1	1	2	1	1	3	4	4
88	1	1	2	1	2	3	2	4
89	1	1	2	2	1	3	2	4
90	1	1	2	2	2	3	2	4
91	1	1	2	2	1	3	2	4
92	1	1	2	2	2	3	2	4
93	1	1	2	6	1	3	2	4
94	1	1	2	3	2	3	2	4
95	1	1	2	3	1	3	2	4
96	1	1	2	3	2	3	2	4
97	1	1	2	6	1	3	2	4
98	1	1	2	6	2	3	2	4
99	1	1	2	6	1	3	3	2
100	1	1	2	6	2	3	3	2
101	1	1	2	4	1	3	3	2
102	1	1	2	4	2	3	3	2
103	1	1	2	6	1	3	3	2
104	1	1	2	3	2	3	3	2

Lampiran 2 (lanjutan)

No. Res p.	Persyaratan Menjadi Responden				Karakteristik Responden			
	Domisili	Nasabah BCA	Frek. Trans aksi	Melakukan transaksi cabang	J K	Usia	Profesi	Pdpt
105	1	1	2	3	1	3	3	2
106	1	1	1	3	2	3	3	2
107	1	1	1	3	1	3	3	2
108	1	1	1	4	2	3	3	2
109	1	2	1	4	2	3	3	3
110	1	2	1	1	2	3	3	3
111	1	2	1	1	1	3	3	3
112	1	2	1	1	2	2	2	3
113	1	2	1	6	1	2	2	3
114	1	2	1	5	1	2	2	3
115	1	2	1	6	1	2	2	3
116	1	2	1	5	2	2	2	3
117	1	2	1	3	2	2	2	3
118	1	2	1	3	1	2	2	3
119	1	2	1	3	2	2	2	3
120	1	2	1	3	1	2	2	3
121	1	2	1	3	2	2	3	2
122	1	2	1	6	2	2	3	2
123	1	2	1	6	1	2	3	2
124	1	2	1	6	2	2	3	2
125	1	2	1	5	2	2	3	2
126	1	2	1	6	1	2	3	2
127	1	2	1	5	2	2	3	2
128	1	2	1	5	2	2	3	2
129	1	2	1	5	1	2	3	2
131	1	2	1	5	2	2	3	2
132	1	2	1	5	2	2	3	2
133	1	2	1	4	1	2	3	2
134	1	2	1	4	2	2	3	2
135	1	2	1	4	2	2	3	2
136	1	2	1	4	1	2	3	2
137	1	2	1	4	2	2	3	2
138	1	2	1	5	2	2	3	2
139	1	2	1	5	2	2	3	2
140	1	2	1	1	1	2	3	2

Lampiran 2 (lanjutan)

No. Res p.	Persyaratan Menjadi Responden				Karakteristik Responden			
	Domisili	Nasabah BCA	Frek. Trans aksi	Melakukan transaksi cabang	J K	Usia	Profesi	Pdpt
141	1	2	1	1	2	2	3	2
142	1	1	1	1	2	2	3	2
143	1	1	1	5	1	2	3	2
144	1	1	1	6	2	2	3	2
145	1	2	1	4	2	2	3	2
146	1	2	1	4	2	2	3	2
147	1	2	1	1	1	2	3	2
148	1	2	1	1	2	2	1	2
149	1	2	1	1	1	2	1	2
150	1	2	1	1	1	2	1	2

Lampiran 3**Jawaban Responden Tentang Var. Customer Satisfaction dan
Customer Trust**

No	CS1	CS2	CS3	CS4	CS5	CS	CT1	CT2	CT3	CT4	CT
1	4	4	4	5	5	4	4	4	4	4	4
2	4	5	5	5	4	5	5	5	5	5	5
3	2	2	4	4	2	3	2	2	2	2	2
4	5	5	4	4	5	5	4	4	4	4	4
5	2	1	2	2	2	2	2	2	1	1	2
6	2	5	2	2	4	3	5	4	2	2	3
7	5	2	2	1	5	3	4	4	4	4	4
8	2	2	1	1	2	2	4	4	5	5	5
9	5	5	5	4	5	5	5	5	5	5	5
10	4	4	4	4	4	4	4	4	4	2	4
11	5	4	4	5	5	5	5	5	4	2	4
12	5	5	5	5	5	5	5	5	5	5	5
13	4	5	4	5	5	5	5	4	5	2	4
14	1	2	1	2	2	2	2	1	2	4	2
15	2	1	2	1	1	1	1	2	1	2	2
16	2	1	1	2	2	2	2	2	1	4	2
17	1	1	2	2	1	1	1	2	1	4	2
18	4	4	4	4	4	4	4	4	4	5	4
19	4	4	4	5	5	4	5	5	5	4	5
20	5	2	2	2	5	3	2	2	2	4	3

No	CS1	CS2	CS3	CS4	CS5	CS	CT1	CT2	CT3	CT4	CT
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Lampiran 3 (lanjutan)

21	2	2	1	2	1	2	2	2	2	2	2
22	4	5	5	4	4	4	4	4	4	4	4
23	2	4	2	4	4	3	4	2	4	4	4
24	2	5	5	5	2	4	5	5	5	5	5
25	2	2	2	1	2	2	1	1	1	1	1
26	1	1	1	2	1	1	2	2	2	2	2
27	5	5	5	5	5	5	2	2	2	2	2
28	4	4	4	4	4	4	4	4	4	4	4
29	5	5	5	5	5	5	5	5	5	5	5
30	2	2	2	2	2	2	2	2	2	2	2
31	4	4	4	4	4	4	4	4	4	4	4
32	5	5	5	5	5	5	5	5	5	5	5
33	2	2	2	2	2	2	4	5	5	5	5
34	2	2	2	4	2	2	2	2	2	2	2
35	4	2	4	2	2	3	2	4	2	2	3
36	4	5	4	4	4	4	5	4	4	4	4
37	1	2	4	1	2	2	2	4	5	5	4
38	4	2	1	1	4	2	2	1	2	2	2
39	4	4	4	4	4	4	4	4	4	4	4
40	4	4	4	2	1	3	5	5	5	5	5

No	CS1	CS2	CS3	CS4	CS5	CS	CT1	CT2	CT3	CT4	CT
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Lampiran 3 (lanjutan)

41	2	4	5	1	5	3	5	4	2	2	3
42	4	2	2	2	4	3	2	2	2	2	2
43	4	2	4	2	2	3	4	5	5	5	5
44	5	2	2	2	5	3	5	5	4	4	5
45	4	2	2	5	5	4	5	2	5	5	4
46	1	1	1	1	1	1	1	1	1	1	1
47	2	1	2	1	1	1	1	2	1	1	1
48	4	4	4	4	3	4	3	3	3	2	3
49	4	2	1	2	5	3	4	4	4	4	4
50	4	4	3	3	5	4	4	4	4	5	4
51	4	5	5	5	4	5	4	4	4	5	4
52	3	4	5	4	4	4	3	4	4	4	4
53	4	4	5	5	4	4	4	5	4	2	4
54	5	5	5	5	5	5	5	5	5	3	5
55	4	2	4	4	4	4	4	4	4	3	4
56	2	2	2	3	1	2	1	2	3	4	3
57	4	4	4	4	4	4	4	4	4	2	4
58	3	4	4	4	2	3	1	2	4	4	3
59	4	4	4	5	4	4	4	4	4	3	4
60	5	4	4	3	3	4	4	4	4	4	4
61	3	5	5	5	4	4	4	4	4	4	4

No	CS1	CS2	CS3	CS4	CS5	CS	CT1	CT2	CT3	CT4	CT
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Lampiran 3 (lanjutan)

62	4	5	5	5	5	5	5	5	5	4	5
63	4	5	4	3	4	4	5	5	5	4	5
64	3	3	4	4	5	4	4	4	5	3	4
65	4	4	5	5	5	5	4	4	5	4	4
66	3	4	4	4	4	4	4	4	4	2	4
67	2	2	4	4	4	3	4	4	4	2	4
68	4	4	4	4	4	4	4	5	5	4	5
69	1	1	4	1	4	2	4	4	4	3	4
70	4	5	5	5	5	5	4	4	4	4	4
71	4	4	4	4	4	4	4	4	4	3	4
72	4	4	5	5	4	4	3	4	5	3	4
73	4	4	5	4	4	4	4	5	4	4	4
74	4	5	5	5	4	5	4	4	4	3	4
75	4	4	5	3	3	4	3	3	5	3	4
76	4	4	5	4	4	4	4	3	5	4	4
77	3	4	4	3	3	3	3	2	4	4	3
78	5	5	2	4	4	4	5	3	2	4	4
79	4	4	3	2	2	3	2	1	3	4	3
80	2	2	3	5	5	3	5	4	4	3	4
81	4	3	4	4	4	4	3	3	4	4	4

No	CS1	CS2	CS3	CS4	CS5	CS	CT1	CT2	CT3	CT4	CT
82	4	4	2	3	3	3	4	4	3	4	4

Lampiran 3 (lanjutan)

83	4	4	4	3	3	4	3	3	3	3	3
84	3	2	3	4	4	3	4	4	4	4	4
85	4	4	3	2	2	3	2	3	3	4	3
86	4	4	4	4	4	4	4	3	4	3	4
87	4	3	3	3	3	3	3	2	4	4	3
88	4	4	3	5	5	4	5	4	4	4	4
89	4	4	4	4	4	4	4	3	3	4	4
90	4	4	3	3	3	3	3	4	4	4	4
91	3	3	3	4	4	3	4	3	3	3	3
92	4	5	3	4	4	4	5	4	4	5	5
93	4	3	4	3	3	3	3	3	4	4	4
94	2	2	3	4	4	3	4	4	3	3	4
95	3	3	4	3	3	3	3	3	4	5	4
96	4	5	4	4	4	4	4	4	3	4	4
97	4	3	3	3	3	3	2	3	3	3	3
98	4	4	4	3	3	4	3	4	4	5	4
99	4	4	3	2	2	3	2	3	3	4	3
100	4	5	3	4	4	4	5	4	3	5	4
101	4	4	4	2	2	3	2	1	3	4	3

No	CS1	CS2	CS3	CS4	CS5	CS	CT1	CT2	CT3	CT4	CT
102	4	3	4	5	5	4	5	4	4	2	4
103	4	5	3	3	3	4	3	2	3	2	3

Lampiran 3 (lanjutan)

104	4	3	5	3	3	4	2	3	4	3	3
105	4	3	5	2	2	3	2	1	5	3	3
106	4	3	4	5	5	4	5	4	4	2	4
107	3	4	5	3	3	4	3	3	5	3	4
108	5	5	5	3	3	4	4	4	4	4	4
109	1	1	5	4	4	3	3	3	5	3	4
110	5	5	5	3	3	4	3	3	4	4	4
111	3	2	3	2	2	2	2	2	3	3	3
112	5	3	2	3	3	3	3	2	2	4	3
113	5	4	5	3	3	4	4	3	5	3	4
114	3	4	3	4	4	4	3	2	4	4	3
115	4	4	4	3	3	4	4	3	3	4	4
116	4	5	3	5	5	4	5	4	3	3	4
117	5	3	4	4	4	4	4	3	4	3	4
118	3	3	5	5	5	4	5	4	5	4	5
119	5	5	4	4	4	4	4	3	4	3	4
120	5	4	4	2	2	3	2	3	4	4	3
121	4	4	5	3	3	4	4	4	5	4	4
122	3	3	3	4	4	3	4	5	3	4	4

No	CS1	CS2	CS3	CS4	CS5	CS	CT1	CT2	CT3	CT4	CT
123	4	4	4	3	3	4	4	4	4	4	4
124	3	3	5	4	4	4	3	3	5	3	4

Lampiran 3 (lanjutan)

125	4	4	3	4	4	4	5	4	3	5	4
126	4	4	4	3	3	4	4	4	4	3	4
127	3	2	3	4	4	3	4	4	5	3	4
128	4	4	4	3	3	4	5	4	4	5	5
129	3	5	4	4	4	4	4	4	5	4	4
130	3	3	5	3	3	3	5	4	5	4	5
131	4	4	5	3	3	4	4	3	5	3	4
132	3	3	4	4	4	4	5	4	4	5	5
133	3	5	5	5	5	5	4	5	5	3	4
134	5	4	4	4	4	4	5	4	4	3	4
135	4	4	5	5	5	5	4	4	5	4	4
136	4	4	4	5	5	4	5	4	4	4	4
137	3	4	5	4	4	4	4	3	5	5	4
138	5	5	5	4	4	5	3	4	4	5	4
139	4	4	4	5	5	4	4	3	4	4	4
140	5	5	5	4	4	5	3	4	4	5	4
141	4	4	4	5	5	4	4	4	5	5	5
142	4	5	5	4	4	4	4	5	4	5	5
143	5	4	5	5	5	5	5	4	5	4	5

No	CS1	CS2	CS3	CS4	CS5	CS	CT1	CT2	CT3	CT4	CT
144	3	4	4	4	4	4	4	4	5	5	5
145	3	3	5	5	5	4	5	5	4	4	5

Lampiran 3 (lanjutan)

146	5	4	5	4	4	4	4	4	5	4	4
147	4	4	4	4	4	4	3	4	5	5	4
148	3	3	5	5	5	4	3	5	5	5	5
149	4	4	5	4	4	4	4	4	5	4	4
150	4	4	5	4	4	4	5	4	5	4	5

Lampiran 3**Jawaban Responden Tentang Var. Customer Commitment dan
Customer Loyalty**

No	CC1	CC2	CC3	CC4	CC	CL1	CL2	CL3	CL4	CL
1	4	4	5	5	5	5	5	5	5	5
2	4	4	5	4	4	4	4	5	5	5
3	2	2	2	2	2	2	2	2	2	2
4	4	5	5	5	5	5	5	4	4	5
5	2	1	2	2	2	2	1	1	2	2
6	2	1	2	2	2	2	2	2	2	2
7	1	1	1	2	1	2	2	2	2	2
8	1	2	2	4	2	4	4	4	4	4
9	4	4	4	4	4	4	4	4	4	4
10	4	4	5	4	4	4	4	4	4	4
11	5	4	3	4	4	2	2	2	2	2
12	5	5	4	5	5	5	5	5	5	5
13	4	5	3	5	4	5	4	5	4	5
14	1	2	3	2	2	2	1	2	1	2
15	2	1	4	1	2	1	2	1	2	2
16	2	1	3	2	2	2	2	2	2	2
17	2	1	4	2	2	1	1	1	1	1
18	4	4	5	4	4	5	5	5	5	5
19	5	5	3	5	5	4	2	2	2	3
20	5	5	4	2	4	4	2	2	2	3

Lampiran 3 (lanjutan)

No	CC1	CC2	CC3	CC4	CC	CL1	CL2	CL3	CL4	CL
21	1	2	1	4	2	2	1	2	2	2
22	4	4	5	4	4	5	5	5	5	5
23	2	4	5	5	4	5	5	5	5	5
24	2	2	5	2	3	5	3	5	2	4
25	1	1	2	2	2	2	2	2	2	2
26	2	2	1	4	2	1	1	1	1	1
27	5	5	5	4	5	2	2	2	2	2
28	5	5	5	5	5	5	5	5	5	5
29	4	4	4	4	4	4	4	4	4	4
30	2	2	2	2	2	2	2	2	2	2
31	4	4	4	4	4	4	4	4	4	4
32	4	5	5	5	5	5	5	5	5	5
33	2	2	2	2	2	2	2	2	2	2
34	4	4	4	4	4	4	4	4	4	4
35	4	2	4	2	3	2	4	2	4	3
36	4	5	5	4	5	4	4	2	2	3
37	2	1	2	1	2	1	2	4	4	3
38	2	3	2	2	2	2	1	1	1	1
39	4	4	4	4	4	4	4	4	4	4
40	2	4	4	5	4	5	5	5	5	5

Lampiran 3 (lanjutan)

No	CC1	CC2	CC3	CC4	CC	CL1	CL2	CL3	CL4	CL
41	4	1	5	4	4	4	1	4	1	3
42	2	4	4	2	3	2	2	4	4	3
43	4	2	2	2	3	2	2	2	1	2
44	2	2	4	4	3	4	4	4	4	4
45	5	5	5	5	5	5	5	5	5	5
46	1	1	1	1	1	1	1	1	1	1
47	2	1	2	1	2	1	2	1	1	1
48	2	3	3	4	3	4	4	4	4	4
49	1	1	2	4	2	4	2	2	5	3
50	2	3	3	3	3	4	3	4	4	4
51	4	5	2	4	4	3	4	4	5	4
52	5	4	3	3	4	4	4	4	4	4
53	3	5	4	3	4	4	4	5	4	4
54	4	5	4	4	4	4	5	5	5	5
55	5	2	2	4	3	2	4	3	2	3
56	4	3	3	4	4	2	2	1	2	2
57	2	4	1	4	3	4	4	4	4	4
58	4	3	5	3	4	2	3	3	4	3
59	2	4	2	4	3	3	3	4	4	4
60	4	3	3	3	3	3	4	4	4	4
61	4	3	3	4	4	3	3	3	5	4

Lampiran 3 (lanjutan)

No	CC1	CC2	CC3	CC4	CC	CL1	CL2	CL3	CL4	CL
62	4	5	4	4	4	5	5	5	5	5
63	5	4	3	5	4	3	4	5	5	4
64	5	4	3	4	4	4	5	3	4	4
65	3	4	3	4	4	4	4	4	4	4
66	3	4	4	5	4	4	3	4	4	4
67	4	4	5	4	4	5	4	4	4	4
68	1	4	4	4	3	4	4	4	4	4
69	4	4	4	5	4	2	4	4	5	4
70	4	2	4	4	4	4	5	5	5	5
71	4	4	5	4	4	4	4	4	4	4
72	4	4	4	5	4	5	4	4	5	5
73	4	4	2	4	4	4	5	5	5	5
74	5	4	2	4	4	4	4	4	5	4
75	4	4	3	5	4	5	2	2	2	3
76	5	3	3	5	4	5	3	2	3	3
77	3	5	2	5	4	4	1	2	1	2
78	5	3	3	5	4	2	4	4	4	4
79	3	3	4	4	4	3	3	3	3	3
80	5	5	3	5	5	3	5	3	4	4
81	4	4	2	4	4	4	4	4	4	4

Lampiran 3 (lanjutan)

No	CC1	CC2	CC3	CC4	CC	CL1	CL2	CL3	CL4	CL
82	5	4	4	2	4	2	5	5	5	4
83	4	3	2	4	3	4	3	2	3	3
84	5	5	5	5	5	3	4	4	4	4
85	2	3	4	4	3	4	4	4	4	4
86	3	3	1	2	2	4	2	2	2	3
87	3	4	4	4	4	4	1	2	1	2
88	4	4	4	4	4	4	4	5	4	4
89	4	5	1	2	3	3	3	3	3	3
90	3	5	4	4	4	4	5	4	4	4
91	4	4	5	5	5	3	4	4	4	4
92	3	5	5	5	5	3	3	3	4	3
93	4	5	5	5	5	4	3	3	4	4
94	5	5	2	4	4	3	2	2	2	2
95	2	4	2	2	3	4	1	1	1	2
96	4	5	5	5	5	3	3	3	3	3
97	4	4	4	1	3	3	4	3	4	4
98	4	4	5	4	4	4	4	4	3	4
99	4	5	4	4	4	3	1	1	1	2
100	3	5	4	4	4	3	3	3	3	3
101	1	5	4	4	4	4	3	4	3	4
102	3	3	4	4	4	4	4	5	5	5

Lampiran 3 (lanjutan)

No	CC1	CC2	CC3	CC4	CC	CL1	CL2	CL3	CL4	CL
103	2	4	3	3	3	4	3	4	3	4
104	2	3	3	4	3	3	2	3	2	3
105	5	3	5	3	4	3	2	2	2	2
106	5	4	5	3	4	3	3	4	4	4
107	4	3	3	4	4	4	3	3	3	3
108	5	4	3	3	4	3	4	5	4	4
109	5	5	4	4	5	4	4	4	4	4
110	5	3	3	3	4	4	5	5	5	5
111	4	4	4	5	4	3	1	2	1	2
112	5	4	3	4	4	4	3	3	3	3
113	4	5	5	4	5	4	2	2	2	3
114	4	3	3	4	4	4	2	2	2	3
115	5	5	3	1	4	4	4	4	4	4
116	5	4	3	2	4	3	4	5	4	4
117	5	5	4	3	4	5	4	4	4	4
118	4	4	4	4	4	4	3	4	3	4
119	4	5	4	1	4	3	3	2	3	3
120	4	3	2	5	4	5	3	3	3	4
121	4	5	3	4	4	4	4	4	4	4
122	3	3	3	5	4	3	3	3	3	3

Lampiran 3 (lanjutan)

No	CC1	CC2	CC3	CC4	CC	CL1	CL2	CL3	CL4	CL
123	1	5	3	2	3	5	4	4	4	4
124	3	4	4	1	3	4	4	3	4	4
125	2	5	3	4	4	3	4	3	3	3
126	2	4	4	4	4	4	4	5	4	4
127	3	5	4	2	4	2	3	3	4	3
128	4	2	3	3	3	3	3	3	3	3
129	4	3	3	3	3	3	5	3	4	4
130	4	3	4	4	4	4	5	3	4	4
131	4	4	3	2	3	2	3	3	4	3
132	4	4	4	4	4	4	3	3	3	3
133	4	3	3	3	3	3	4	3	4	4
134	5	4	4	4	4	4	3	3	4	4
135	4	3	5	4	4	4	4	3	3	4
136	4	4	2	4	4	4	3	3	4	4
137	3	5	4	4	4	4	5	3	4	4
138	4	2	4	3	3	3	3	3	3	3
139	4	4	4	4	4	4	3	3	4	4
140	5	4	4	3	4	3	3	3	3	3
141	4	4	3	3	4	3	4	3	3	3
142	4	4	1	4	3	4	4	3	4	4
143	5	3	3	3	4	3	4	3	4	4

Lampiran 3 (lanjutan)

No	CC1	CC2	CC3	CC4	CC	CL1	CL2	CL3	CL4	CL
144	4	1	2	4	3	4	2	3	4	3
145	3	3	2	3	3	3	3	3	3	3
146	4	2	3	3	3	3	3	3	4	3
147	3	2	2	4	3	4	3	3	3	3
148	3	3	2	3	3	3	4	3	4	4
149	4	2	2	5	3	3	3	4	4	4
150	4	5	4	5	5	4	5	5	5	5

Lampiran 4:**Frekuensi
Jenis Kelamin**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid pria	82	54.7	54.7	54.7
wanita	68	45.3	45.3	100.0
Total	150	100.0	100.0	

Usia

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 17 - 25 tahun	44	29.3	29.3	29.3
25 - 35 tahun	39	26.0	26.0	55.3
35 - 45 tahun	33	22.0	22.0	77.3
45 tahun atau lebih	34	22.7	22.7	100.0
Total	150	100.0	100.0	

Profesi

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Mahasiswa	47	31.3	31.3	31.3
Wiraswasta	37	24.7	24.7	56.0
Pekerja Swasta	46	30.7	30.7	86.7
Pegawai Negeri	20	13.3	13.3	100.0
Total	150	100.0	100.0	

Lampiran 4 (lanjutan)

Pendapatan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Kurang dari Rp.1.500.000,-	40	26.7	26.7	26.7
Rp.1.500.000,- - Rp.3.000.000,-	44	29.3	29.3	56.0
Rp.3.000.000,- - Rp.5.000.000,-	38	25.3	25.3	81.3
Rp.5.000.000,- atau lebih	28	18.7	18.7	100.0
Total	150	100.0	100.0	

Domisili

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Ya	150	100.0	100.0	100.0

Nasabah BCA

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Ya	150	100.0	100.0	100.0

Transaksi di BCA Surabaya dalam Sebulan Terakhir

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2x atau lebih	150	100.0	100.0	100.0

Lampiran 4 (lanjutan)

BCA Cabang

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Raya Darmo	25	16.7	16.7	16.7
	Dr.Sutomo	25	16.7	16.7	33.3
	HR Muhamad	25	16.7	16.7	50.0
	Indrapura	25	16.7	16.7	66.7
	Kayun	25	16.7	16.7	83.3
	Veteran	25	16.7	16.7	100.0
	Total	150	100.0	100.0	

Lampiran 5:

Statistik Deskriptif

Var. Customer Satisfaction

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
CS1	150	1	5	3.61	1.054
CS2	150	1	5	3.56	1.184
CS3	150	1	5	3.75	1.175
CS4	150	1	5	3.54	1.196
CS5	150	1	5	3.63	1.150
CS	150	1	5	3.62	.893
Valid N (listwise)	150				

Var. Customer Trust

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
CT1	150	1	5	3.64	1.143
CT2	150	1	5	3.53	1.073
CT3	150	1	5	3.83	1.110
CT4	150	1	5	3.61	1.054
CT	150	1	5	3.65	.880
Valid N (listwise)	150				

Lampiran 5 (lanjutan)

**Var. *Customer Commitment*
Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
CC1	150	1	5	3.52	1.191
CC2	150	1	5	3.56	1.229
CC3	150	1	5	3.38	1.145
CC4	150	1	5	3.57	1.131
CC	150	1	5	3.51	.850
Valid N (listwise)	150				

**Var. *Customer Loyalty*
Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
CL1	150	1	5	3.45	1.040
CL2	150	1	5	3.31	1.181
CL3	150	1	5	3.31	1.165
CL4	150	1	5	3.41	1.199
CL	150	1	5	3.37	.995
Valid N (listwise)	150				

Lampiran 6

DATE: 03/13/2015
TIME: 12:46

P R E L I S 2.70

BY

Karl G. J÷reskog & Dag S÷rbom

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The following lines were read from file E:\CYN\DATA16.PR2:

!PRELIS SYNTAX: Can be edited
SY='E:\CYN\DATA16.PSF'
OU MA=CM XT

Total Sample Size = 150

Univariate Summary Statistics for Continuous Variables

Variable	Mean	St. Dev.	T-Value	Skewness	Kurtosis	Minimum	Freq.	Maximum	Freq.
CS1	3.613	1.054	41.981	-0.809	0.066	1.000	7	5.000	25
CS2	3.560	1.184	36.818	-0.612	-0.622	1.000	9	5.000	33
CS3	3.753	1.175	39.107	-0.789	-0.289	1.000	8	5.000	46
CS4	3.540	1.196	36.240	-0.549	-0.642	1.000	10	5.000	35
CS5	3.627	1.150	38.620	-0.650	-0.422	1.000	8	5.000	36
CT1	3.640	1.143	39.013	-0.651	-0.461	1.000	7	5.000	36
CT2	3.527	1.073	40.272	-0.649	-0.293	1.000	7	5.000	23
CT3	3.827	1.110	42.233	-0.935	0.203	1.000	7	5.000	45
CT4	3.613	1.054	41.981	-0.530	-0.464	1.000	4	5.000	30
CC1	3.520	1.191	36.190	-0.615	-0.646	1.000	10	5.000	30
CC2	3.560	1.229	35.484	-0.646	-0.521	1.000	13	5.000	37
CC3	3.380	1.145	36.154	-0.272	-0.802	1.000	8	5.000	27
CC4	3.573	1.131	38.685	-0.678	-0.406	1.000	8	5.000	29
CL1	3.453	1.040	40.666	-0.491	-0.397	1.000	6	5.000	20
CL2	3.307	1.181	34.285	-0.370	-0.745	1.000	13	5.000	23
CL3	3.313	1.165	34.828	-0.223	-0.812	1.000	10	5.000	26
CL4	3.413	1.199	34.852	-0.561	-0.674	1.000	13	5.000	25

Lampiran 6 (lanjutan)

Hasil Output Normalitas

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	
CS1	-3.750	0.000		0.335	0.738		14.173	0.001	
CS2	-2.955	0.003		-2.135	0.033		13.293	0.001	
CS3	-3.674	0.000		-0.714	0.475		14.011	0.001	
CS4	-2.682	0.007		-2.241	0.025		12.216	0.002	
CS5	-3.117	0.002		-1.211	0.226		11.185	0.004	
CT1	-3.122	0.002		-1.377	0.169		11.640	0.003	
CT2	-3.112	0.002		-0.728	0.467		10.214	0.006	
CT3	-4.215	0.000		0.660	0.509		18.199	0.000	
CT4	-2.599	0.009		-1.389	0.165		8.686	0.013	
CC1	-2.970	0.003		-2.265	0.023		13.955	0.001	
CC2	-3.101	0.002		-1.639	0.101		12.301	0.002	
CC3	-1.383	0.167		-3.233	0.001		12.366	0.002	
CC4	-3.231	0.001		-1.148	0.251		11.756	0.003	
CL1	-2.424	0.015		-1.114	0.265		7.116	0.028	
CL2	-1.861	0.063		-2.852	0.004		11.595	0.003	
CL3	-1.139	0.255		-3.303	0.001		12.207	0.002	
CL4	-2.738	0.006		-2.420	0.016		13.350	0.001	

Relative Multivariate Kurtosis = 1.182

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		
77.512	17.176	0.000	381.888	8.842	0.000	373.197	0.000	

Lampiran 7

DATE: 3/13/2015

TIME: 12:48

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 E:\CYN\HASIL16.spl:

SKRIPSI

OBSERVED VARIABLES CS1 CS2 CS3 CS4 CS5 CT1 CT2 CT3 CT4 CC1 CC2
CC3 CC4 CL1 CL2 CL3 CL4

COVARIANCE MATRIX FROM FILE E:\CYN\DATA16.COV

ASYMPTOTIC COVARIANCE MATRIX FROM FILE E:\CYN\DATA16.ACM

LATENT VARIABLES CS CT CC CL

SAMPLE SIZE 150

RELATIONSHIPS

CS1=1*CS

CS2-CS5=CS

CT1=1*CT

CT2-CT4=CT

CC1=1*CC

CC2-CC4=CC

CL1=1*CL

CL2-CL4=CL

CT=CS

CC=CS

CL=CS

CL=CS CT

CL=CS CC

Lampiran 7 (lanjutan)

OPTIONS: SC EF
PATH DIAGRAM
END OF PROGRAM

Sample Size = 150

SKRIPSI

Covariance Matrix

	CT1	CT2	CT3	CT4	CC1	CC2
CT1	1.31					
CT2	0.92	1.15				
CT3	0.73	0.72	1.23			
CT4	0.41	0.44	0.58	1.11		
CC1	0.46	0.32	0.42	0.19	1.42	
CC2	0.50	0.25	0.47	0.23	0.65	1.51
CC3	0.24	0.11	0.21	0.15	0.43	0.58
CC4	0.49	0.32	0.46	0.26	0.42	0.56
CL1	0.53	0.35	0.62	0.34	0.31	0.63
CL2	0.67	0.64	0.62	0.35	0.51	0.64
CL3	0.70	0.61	0.56	0.30	0.33	0.55
CL4	0.64	0.63	0.62	0.31	0.41	0.53
CS1	0.44	0.35	0.39	0.30	0.49	0.53
CS2	0.67	0.54	0.55	0.43	0.47	0.59
CS3	0.51	0.62	0.85	0.29	0.67	0.50
CS4	0.78	0.62	0.66	0.26	0.70	0.73
CS5	0.90	0.66	0.58	0.22	0.57	0.55

Covariance Matrix

	CC3	CC4	CL1	CL2	CL3	CL4
CC3	1.31					
CC4	0.38	1.28				
CL1	0.42	0.62	1.08			
CL2	0.49	0.45	0.65	1.40		
CL3	0.52	0.48	0.68	1.07	1.36	
CL4	0.41	0.45	0.58	1.19	1.12	1.44
CS1	0.25	0.26	0.44	0.43	0.38	0.41
CS2	0.31	0.42	0.59	0.60	0.64	0.57
CS3	0.31	0.32	0.55	0.57	0.53	0.52
CS4	0.33	0.50	0.55	0.71	0.61	0.68
CS5	0.26	0.42	0.49	0.57	0.54	0.61

Lampiran 7 (lanjutan)

Covariance Matrix

	CS1	CS2	CS3	CS4	CS5
CS1	1.11				
CS2	0.76	1.40			
CS3	0.49	0.82	1.38		
CS4	0.43	0.77	0.79	1.43	
CS5	0.55	0.58	0.53	0.93	1.32

SKRIPSI

Number of Iterations = 26

LISREL Estimates (Robust Maximum Likelihood)

Measurement Equations

CT1 = 1.00*CT, Errorvar.= 0.36 , R² = 0.73
(0.070)
5.09

CT2 = 0.93*CT, Errorvar.= 0.34 , R² = 0.71
(0.069) (0.075)
13.41 4.52

CT3 = 0.84*CT, Errorvar.= 0.56 , R² = 0.54
(0.076) (0.083)
11.13 6.75

CT4 = 0.50*CT, Errorvar.= 0.87 , R² = 0.22
(0.097) (0.086)
5.19 10.18

CC1 = 1.00*CC, Errorvar.= 0.86 , R² = 0.39
(0.12)
7.09

CC2 = 1.20*CC, Errorvar.= 0.71 , R² = 0.53
(0.13) (0.12)
9.03 5.86

CC3 = 0.79*CC, Errorvar.= 0.97 , R² = 0.26

Lampiran 7 (lanjutan)

(0.13)	(0.12)
5.97	8.22
CC4 = 0.84*CC, Errorvar.= 0.89 , R ² = 0.30	
(0.14)	(0.14)
5.83	6.54
CL1 = 1.00*CL, Errorvar.= 0.70 , R ² = 0.35	
(0.085)	
8.31	
CL2 = 1.75*CL, Errorvar.= 0.24 , R ² = 0.83	
(0.24)	(0.046)
7.26	5.12
CL3 = 1.66*CL, Errorvar.= 0.32 , R ² = 0.77	
(0.21)	(0.063)
8.02	5.10
CL4 = 1.77*CL, Errorvar.= 0.26 , R ² = 0.82	
(0.24)	(0.069)
7.30	3.78
CS1 = 1.00*CS, Errorvar.= 0.73 , R ² = 0.34	
(0.091)	
8.09	
CS2 = 1.38*CS, Errorvar.= 0.68 , R ² = 0.52	
(0.16)	(0.099)
8.50	6.84
CS3 = 1.31*CS, Errorvar.= 0.73 , R ² = 0.47	
(0.18)	(0.091)
7.25	8.05
CS4 = 1.56*CS, Errorvar.= 0.50 , R ² = 0.65	
(0.24)	(0.079)
6.60	6.42
CS5 = 1.39*CS, Errorvar.= 0.59 , R ² = 0.55	
(0.15)	(0.11)
9.28	5.49

Structural Equations

Lampiran 7 (lanjutan)

CT = 1.27*CS, Errorvar.= 0.34 , R² = 0.64
(0.20) (0.11)
6.31 3.08

CC = 0.94*CS, Errorvar.= 0.22 , R² = 0.60
(0.13) (0.065)
7.08 3.43

CL = 0.28*CT + 0.34*CC - 0.025*CS, Errorvar.= 0.17 , R² = 0.56
(0.10) (0.15) (0.20) (0.043)
2.76 2.30 -0.12 3.93

Reduced Form Equations

CT = 1.27*CS, Errorvar.= 0.34, R² = 0.64
(0.20)
6.31

CC = 0.94*CS, Errorvar.= 0.22, R² = 0.60
(0.13)
7.08

CL = 0.65*CS, Errorvar.= 0.22, R² = 0.42
(0.12)
5.37

Variances of Independent Variables

CS

0.38
(0.11)
3.35

Covariance Matrix of Latent Variables

	CT	CC	CL	CS
CT	0.95			
CC	0.45	0.56		
CL	0.41	0.31	0.38	

Lampiran 7 (lanjutan)

CS 0.48 0.36 0.25 0.38

Goodness of Fit Statistics

Degrees of Freedom = 114

Minimum Fit Function Chi-Square = 353.93 (P = 0.0)

Normal Theory Weighted Least Squares Chi-Square = 316.59 (P = 0.0)

Satorra-Bentler Scaled Chi-Square = 255.46 (P = 0.00)

Chi-Square Corrected for Non-Normality = 926.20 (P = 0.0)

Estimated Non-centrality Parameter (NCP) = 141.46

90 Percent Confidence Interval for NCP = (98.93 ; 191.72)

Minimum Fit Function Value = 2.38

Population Discrepancy Function Value (F0) = 0.95

90 Percent Confidence Interval for F0 = (0.66 ; 1.29)

Root Mean Square Error of Approximation (RMSEA) = 0.091

90 Percent Confidence Interval for RMSEA = (0.076 ; 0.11)

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

Expected Cross-Validation Index (ECVI) = 2.24

90 Percent Confidence Interval for ECVI = (1.95 ; 2.58)

ECVI for Saturated Model = 2.05

ECVI for Independence Model = 24.20

Chi-Square for Independence Model with 136 Degrees of Freedom = 3571.08

Independence AIC = 3605.08

Model AIC = 333.46

Saturated AIC = 306.00

Independence CAIC = 3673.26

Model CAIC = 489.88

Saturated CAIC = 919.63

Normed Fit Index (NFI) = 0.93

Non-Normed Fit Index (NNFI) = 0.95

Parsimony Normed Fit Index (PNFI) = 0.78

Comparative Fit Index (CFI) = 0.96

Incremental Fit Index (IFI) = 0.96

Relative Fit Index (RFI) = 0.91

Critical N (CN) = 89.68

Root Mean Square Residual (RMR) = 0.098

Standardized RMR = 0.078

Goodness of Fit Index (GFI) = 0.80

Lampiran 7 (lanjutan)

Adjusted Goodness of Fit Index (AGFI) = 0.73
Parsimony Goodness of Fit Index (PGFI) = 0.60

The Modification Indices Suggest to Add the

Path to	from	Decrease in Chi-Square	New Estimate
CT2	CC	18.2	-0.59
CL1	CT	9.7	0.40
CL1	CC	34.7	1.13

The Modification Indices Suggest to Add an Error Covariance

Between	and	Decrease in Chi-Square	New Estimate
CT2	CT1	15.8	0.33
CT3	CT1	17.7	-0.35
CT4	CT3	12.7	0.23
CC2	CT2	8.1	-0.15
CL1	CT2	11.5	-0.16
CL1	CT3	11.8	0.19
CL1	CC4	12.9	0.25
CL4	CL1	12.0	-0.16
CS2	CS1	22.6	0.32
CS3	CT1	24.7	-0.27
CS3	CT3	32.6	0.34
CS3	CS2	8.2	0.20
CS4	CS1	15.5	-0.24
CS5	CT1	25.8	0.26
CS5	CS2	13.6	-0.25
CS5	CS3	13.5	-0.24
CS5	CS4	16.3	0.29

SKRIPSI

Standardized Solution

LAMBDA-Y

	CT	CC	CL
	-----	-----	-----
CT1	0.97	--	--
CT2	0.90	--	--
CT3	0.82	--	--
CT4	0.49	--	--
CC1	--	0.75	--
CC2	--	0.89	--
CC3	--	0.59	--
CC4	--	0.62	--
CL1	--	--	0.62

Lampiran 7 (lanjutan)

CL2	--	--	1.08
CL3	--	--	1.02
CL4	--	--	1.09

LAMBDA-X

CS	

CS1	0.62
CS2	0.85
CS3	0.81
CS4	0.96
CS5	0.86

BETA

	CT	CC	CL
	-----	-----	-----
CT	--	--	--
CC	--	--	--
CL	0.45	0.41	--

GAMMA

CS	

CT	0.80
CC	0.77
CL	-0.02

Correlation Matrix of ETA and KSI

	CT	CC	CL	CS
	-----	-----	-----	-----
CT	1.00			
CC	0.62	1.00		
CL	0.68	0.66	1.00	
CS	0.80	0.77	0.65	1.00

PSI

Note: This matrix is diagonal.

CT	CC	CL
-----	-----	-----
0.36	0.40	0.44

Lampiran 7 (lanjutan)

Regression Matrix ETA on KSI (Standardized)

	CS
CT	0.80
CC	0.77
CL	0.65

SKRIPSI

Completely Standardized Solution

LAMBDA-Y

	CT	CC	CL
CT1	0.85	--	--
CT2	0.84	--	--
CT3	0.74	--	--
CT4	0.47	--	--
CC1	--	0.63	--
CC2	--	0.73	--
CC3	--	0.51	--
CC4	--	0.55	--
CL1	--	--	0.59
CL2	--	--	0.91
CL3	--	--	0.88
CL4	--	--	0.91

LAMBDA-X

	CS
CS1	0.58
CS2	0.72
CS3	0.69
CS4	0.80
CS5	0.74

BETA

	CT	CC	CL
CT	--	--	--
CC	--	--	--
CL	0.45	0.41	--

Lampiran 7 (lanjutan)

GAMMA

	CS
CT	0.80
CC	0.77
CL	-0.02

Correlation Matrix of ETA and KSI

	CT	CC	CL	CS
CT	1.00			
CC	0.62	1.00		
CL	0.68	0.66	1.00	
CS	0.80	0.77	0.65	1.00

PSI

Note: This matrix is diagonal.

CT	CC	CL
0.36	0.40	0.44

THETA-EPS

CT1	CT2	CT3	CT4	CC1	CC2
0.27	0.29	0.46	0.78	0.61	0.47

THETA-EPS

CC3	CC4	CL1	CL2	CL3	CL4
0.74	0.70	0.65	0.17	0.23	0.18

THETA-DELTA

CS1	CS2	CS3	CS4	CS5
0.66	0.48	0.53	0.35	0.45

Regression Matrix ETA on KSI (Standardized)

CS

Lampiran 7 (lanjutan)

CT	0.80
CC	0.77
CL	0.65

SKRIPSI

Total and Indirect Effects

Total Effects of KSI on ETA

	CS

CT	1.27
	(0.20)
	6.31
CC	0.94
	(0.13)
	7.08
CL	0.65
	(0.12)
	5.37

Indirect Effects of KSI on ETA

	CS

CT	--
CC	--
CL	0.67
	(0.19)
	3.49

Total Effects of ETA on ETA

	CT	CC	CL
	-----	-----	-----
CT	--	--	--
CC	--	--	--

Lampiran 7 (lanjutan)

CL	0.28	0.34	--
	(0.10)	(0.15)	
	2.76	2.30	

Largest Eigenvalue of B*B' (Stability Index) is 0.194

Total Effects of ETA on Y

	CT	CC	CL
	-----	-----	-----
CT1	1.00	--	--
CT2	0.93	--	--
	(0.07)		
	13.41		
CT3	0.84	--	--
	(0.08)		
	11.13		
CT4	0.50	--	--
	(0.10)		
	5.19		
CC1	--	1.00	--
CC2	--	1.20	--
		(0.13)	
		9.03	
CC3	--	0.79	--
		(0.13)	
		5.97	
CC4	--	0.84	--
		(0.14)	
		5.83	
CL1	0.28	0.34	1.00
	(0.10)	(0.15)	
	2.76	2.30	
CL2	0.50	0.59	1.75
	(0.18)	(0.23)	(0.24)

Lampiran 7 (lanjutan)

	2.77	2.56	7.26
CL3	0.47	0.56	1.66
	(0.17)	(0.22)	(0.21)
	2.78	2.54	8.02
CL4	0.50	0.60	1.77
	(0.18)	(0.23)	(0.24)
	2.80	2.56	7.30

Indirect Effects of ETA on Y

	CT	CC	CL
	-----	-----	-----
CT1	--	--	--
CT2	--	--	--
CT3	--	--	--
CT4	--	--	--
CC1	--	--	--
CC2	--	--	--
CC3	--	--	--
CC4	--	--	--
CL1	0.28	0.34	--
	(0.10)	(0.15)	
	2.76	2.30	
CL2	0.50	0.59	--
	(0.18)	(0.23)	
	2.77	2.56	
CL3	0.47	0.56	--
	(0.17)	(0.22)	
	2.78	2.54	
CL4	0.50	0.60	--
	(0.18)	(0.23)	
	2.80	2.56	

Lampiran 7 (lanjutan)

Total Effects of KSI on Y

CS	

CT1	1.27
	(0.20)
	6.31
CT2	1.17
	(0.19)
	6.07
CT3	1.07
	(0.18)
	5.97
CT4	0.64
	(0.15)
	4.18
CC1	0.94
	(0.13)
	7.08
CC2	1.12
	(0.15)
	7.67
CC3	0.74
	(0.14)
	5.19
CC4	0.78
	(0.15)
	5.39
CL1	0.65
	(0.12)
	5.37
CL2	1.14
	(0.18)
	6.35

Lampiran 7 (lanjutan)

CL3 1.08
 (0.17)
 6.26

CL4 1.15
 (0.18)
 6.26

SKRIPSI

Standardized Total and Indirect Effects

Standardized Total Effects of KSI on ETA

 CS

CT 0.80
CC 0.77
CL 0.65

Standardized Indirect Effects of KSI on ETA

 CS

CT --
CC --
CL 0.67

Standardized Total Effects of ETA on ETA

	CT	CC	CL
	-----	-----	-----
CT	--	--	--
CC	--	--	--
CL	0.45	0.41	--

Standardized Total Effects of ETA on Y

	CT	CC	CL
	-----	-----	-----
CT1	0.97	--	--
CT2	0.90	--	--
CT3	0.82	--	--
CT4	0.49	--	--
CC1	--	0.75	--

Lampiran 7 (lanjutan)

CC2	--	0.89	--
CC3	--	0.59	--
CC4	--	0.62	--
CL1	0.27	0.25	0.62
CL2	0.48	0.44	1.08
CL3	0.46	0.42	1.02
CL4	0.49	0.45	1.09

Completely Standardized Total Effects of ETA on Y

	CT	CC	CL
	-----	-----	-----
CT1	0.85	--	--
CT2	0.84	--	--
CT3	0.74	--	--
CT4	0.47	--	--
CC1	--	0.63	--
CC2	--	0.73	--
CC3	--	0.51	--
CC4	--	0.55	--
CL1	0.26	0.24	0.59
CL2	0.41	0.37	0.91
CL3	0.39	0.36	0.88
CL4	0.40	0.37	0.91

Standardized Indirect Effects of ETA on Y

	CT	CC	CL
	-----	-----	-----
CT1	--	--	--
CT2	--	--	--
CT3	--	--	--
CT4	--	--	--
CC1	--	--	--
CC2	--	--	--
CC3	--	--	--
CC4	--	--	--
CL1	0.27	0.25	--
CL2	0.48	0.44	--
CL3	0.46	0.42	--
CL4	0.49	0.45	--

Completely Standardized Indirect Effects of ETA on Y

CT	CC	CL
-----	-----	-----

Lampiran 7 (lanjutan)

CT1	--	--	--
CT2	--	--	--
CT3	--	--	--
CT4	--	--	--
CC1	--	--	--
CC2	--	--	--
CC3	--	--	--
CC4	--	--	--
CL1	0.26	0.24	--
CL2	0.41	0.37	--
CL3	0.39	0.36	--
CL4	0.40	0.37	--

Standardized Total Effects of KSI on Y

CS	

CT1	0.78
CT2	0.72
CT3	0.66
CT4	0.39
CC1	0.58
CC2	0.69
CC3	0.45
CC4	0.48
CL1	0.40
CL2	0.70
CL3	0.66
CL4	0.71

Completely Standardized Total Effects of KSI on Y

CS	

CT1	0.68
CT2	0.67
CT3	0.59
CT4	0.37
CC1	0.48
CC2	0.56
CC3	0.40
CC4	0.43
CL1	0.38
CL2	0.59
CL3	0.57
CL4	0.59

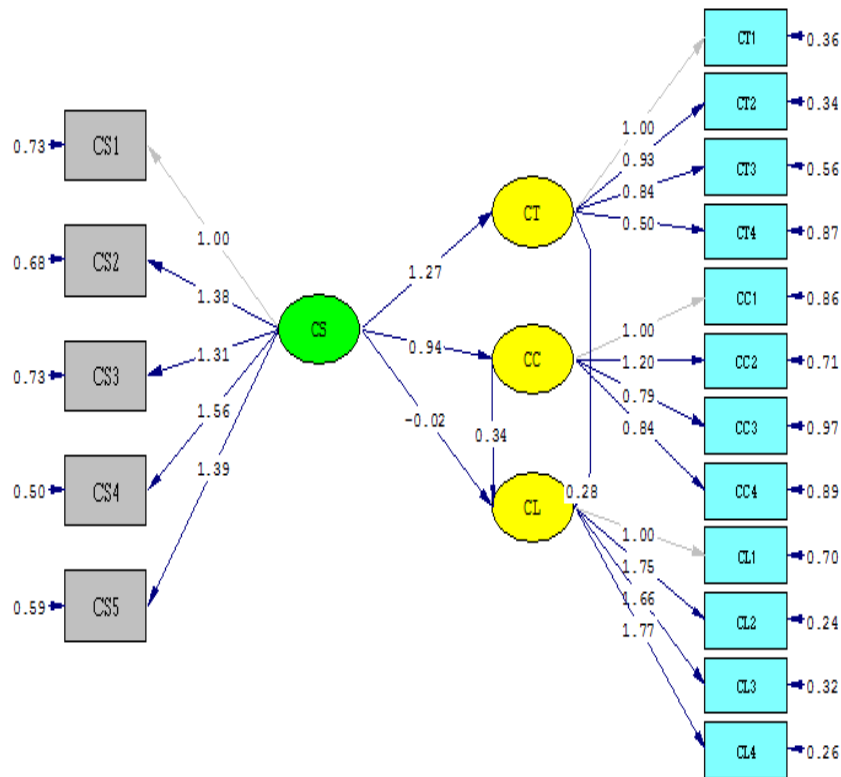
Lampiran 7 (lanjutan)

Time used: 0.312 Seconds

Lampiran 8

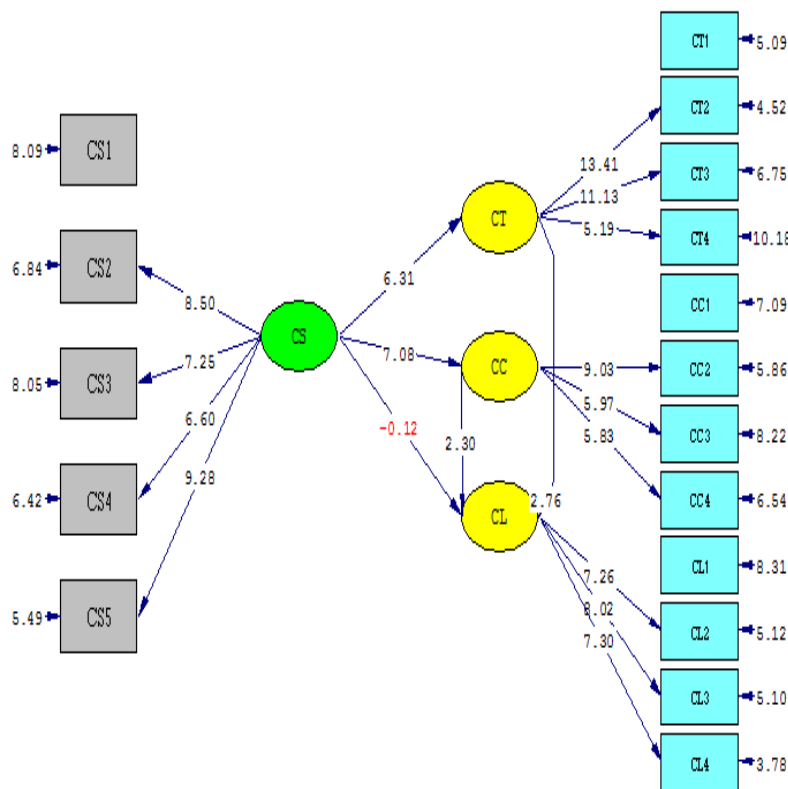
Path Diagram

ESTIMATES



Lampiran 8 (lanjutan)

T-VALUES



Lampiran 8 (lanjutan)

STANDARIZED SOLUTION

