Lampiran 1

Kuesioner Penelitian

Responden yang terhormat,

Saya Pricilia Kusuma adalah mahasiswa Universitas Katolik Widya Mandala yang sedang menyusun penelitian. Pada kesempatan ini, saya mohon kesediaan Saudara untuk menjadi responden penelitian. Penelitian ini untuk kepentingan pengembangan ilmu pengetahuan. Atas kerja sama yang diberikan, saya mengucapkan banyak terima kasih.

Identitas Responden

a. Jenis kelamin :
   1. Laki-laki
   2. Perempuan

b. Usia:
   1. 17 – 22 tahun
   2. 23 – 28 tahun
   3. 29 – 34 tahun
   4. 35 – 40 tahun
   5. > 40 tahun

c. Pendidikan terakhir Anda?
   1. SLTA
   2. Diploma
   3. S1
   4. S2/diatasnya

d. Apakah dalam 1 minggu terakhir Anda berbelanja di Giant Hypermarket Diponegoro
   1.Ya
   2.Tidak

e. Berapa kali rata-rata berbelanja di Giant Hypermarket Diponegoro dalam 1 bulan
   1. < 1 kali
   2. 1 s.d. 3 kali
   3. 4 s.d. 5 kali
   4. > 5 kali

Untuk item kuesioner penelitian dibawah ini, mohon di isi dengan memberikan tanda silang (X) pada jawaban yang menjadi pilihan Anda, dengan ketentuan sebagai berikut:

STS = Sangat Tidak Setuju

TS = Tidak Setuju

N = Netral

S = Setuju

SS = Sangat Setuju

Kenyamanan

No	Item Kuesioner	Pilihan Jawaban				
		STS	TS	N	S	SS
1	Saya merasa lokasi di Giant Hypermarket Diponegoro mudah didatangi atau dijangkau					
2	Saya merasa tempat parkir di Giant Hypermarket Diponegoro mudah					
3	Saya merasa jam buka di Giant Hypermarket Diponegoro selalu tepat waktu					
4	Saya merasa sulit untuk menitipkan barang di Giant Hypermarket Diponegoro(r)					

Faktor Institusional

No	Item Kuesioner	Pilihan Jawaban				
		STS	TS	N	S	SS
1	Saya merasa Giant Hypermarket Diponegoro dikenal oleh kalangan masyarakat					
2	Saya merasa Giant Hypermarket Diponegoro inovatif dalam layanan, misalnya pengaturan layout store selalu terlihat menarik					
3	Saya merasa Giant Hypermarket Diponegoro selalu memberi tahu barang-barang yang dipromosikan					
4	Saya merasa mudah untuk mencari barang yang ada di Giant Hypermarket Diponegoro					

Fasilitas Fisik

No	Item Kuesioner	Pilihan Jawaban				
		STS	TS	N	S	SS
1	Saya merasa faislitas tempat makan di Giant Hypermarket Diponegoro nyaman untuk dipakai saat beristirahat					
2	Saya merasa pencahayaan, washroom dan elevetaor di Giant Hypermarket nyaman					
3	Saya merasa di Giant Hypermarket memiliki ruang yang cukup nyaman untuk berbelanja					
4	Saya merasa Interior di Giant Hypermarket Diponegoro terkesan indah					

Harga

No	Item Kuesioner	Pilihan Jawaban				
		STS	TS	N	S	SS
1	Saya merasa di Giant Hypermarket memberi informasi yang jelas mengenai adanya potongan harga					
2	Pada Giant hypermarket Diponegoro saya dapat membeli produk yang di diskon dengan harga yang lebih murah					
3	Saya merasa harga di Giant Hypermarket Diponegoro standar					

Layanan Karyawan

No	Item Kuesioner	Pilihan Jawaban				
		STS	TS	N	S	SS
1	Saya merasa pelayanan di Giant Hypermarket Diponegoro mampu mencarikan jalan untuk membantu pelanggan					
2	Saya merasa karyawan di Giant Hypermarket Diponegoro ramah					
3	Saya merasa karyawan di Giant Hypermarket Diponegoro kasar atau tidak sopan (r)					
4	Saya merasa karyawan di Giant Hypermarket Diponegoro sangat memperhatikan layanan secara detail untuk setiap pelanggan					

Retailer Awareness

No	Item Kuesioner	Pilihan Jawaban				
		STS	TS	N	S	SS
1	Saya merasa bisa mengingat dengan baik Giant Hypermarket Diponegoro					
2	Saya merasa bisa mengenal Giant Hypermarket Diponegoro diantara toko yang lain					
3	Saya bisa membayangkan kondisi dalam maupun luar di Giant Hypermarket Diponegoro meskipun tidak berkunjung kesana					
4	Saya mengingat dengan baik barang yang ada pada display di Giant Hypermarket Diponegoro					

Retailer Loyalty

No	Item Kuesioner	Pilihan Jawaban				
		STS	TS	N	S	SS
1	Saya merasa Giant Hypermarket Diponegoro adalah toko pilihan pertama untuk berbelanja					
2	Saya merasa untuk setia berbelanja pada Giant Hypermarket Diponegoro					
3	Meskipun harga produk di Giant Hypermarket Diponegoro naik, Saya tetap suka membeli di Giant Hypermarket Diponegoro					
4	Saya merekomendasikan kepada orang lain untuk berbelanja di Giant Hypermarket Diponegoro					
5	Giant Hypermarket Diponegoro adalah toko yang paling sering dikunjungi konsumen					

Terima Kasih

Lampiran 2. Profil Responden Penelitian

Jenis Kelamin Responden

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-Laki	64	42,7	42,7	42,7
	Perempuan	86	57,3	57,3	100,0
	Total	150	100,0	100,0	

Usia Responden

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	17 - 22 tahun	27	18,0	18,0	18,0
	23 - 28 tahun	52	34,7	34,7	52,7
	29 - 34 tahun	41	27,3	27,3	80,0
	35 - 40 tahun	22	14,7	14,7	94,7
	> 40 tahun	8	5,3	5,3	100,0
	Total	150	100,0	100,0	

Pendidikan Terakhir Responden

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SLTA	51	34,0	34,0	34,0
	Diploma	38	25,3	25,3	59,3
	S1	50	33,3	33,3	92,7
	S2/diatasnya	11	7,3	7,3	100,0
	Total	150	100,0	100,0	

Apakah dalam 1 minggu terakhir berbelanja di Giant Hypermarket Diponegoro

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Ya	150	100,0	100,0	100,0

Frekuensi belanja setiap bulan di Giant Hypermarket Diponegoro

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<1 kali	43	28,7	28,7	28,7
	1-3 kali	78	52,0	52,0	80,7
	4-5 kali	17	11,3	11,3	92,0
	> 5 kali	12	8,0	8,0	100,0
	Total	150	100,0	100,0	

Lampiran 3. Uji Normalitas

DATE: 07/14/2014
TIME: 13:43

P R E L I S 2.70

BY

Karl G. Jöreskog and Dag Sörbom

The following lines were read from file **E:\Lia\Lia.PR2:**

```
SY='E:$$Lia$$Lia.PSF'
NS 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26
27 28
OU MA=CM SM=Lia.Cov XT
```

Univariate Summary Statistics for Continuous Variables

Variable	Mean	St. Dev.	T-Value	Skewness	Kurtosis	Minimum	Freq.	Maximum	Freq.
X1.1	3.393	0.793	52.382	-0.064	-0.017	1.012	1	5.082	

9								
X1.2	3.507	0.880	48.781	-0.080	-0.186	1.112	2	5.037
19								
X1.3	3.400	0.955	43.586	-0.094	-0.247	1.078	4	5.101
17								
X1.4	3.473	0.880	48.339	-0.104	-0.139	1.080	2	5.110
15								
X2.1	3.353	0.845	48.630	-0.140	-0.051	1.031	2	5.246
7								
X2.2	3.327	0.894	45.592	-0.075	-0.129	1.041	3	5.118
11								
X2.3	3.327	0.863	47.206	-0.080	-0.113	0.974	2	5.147
9								
X2.4	3.340	0.873	46.836	-0.048	-0.134	0.968	2	5.058
12								
X3.1	3.533	0.739	58.572	-0.070	-0.104	2.040	12	5.092
10								
X3.2	3.507	0.740	58.073	0.023	-0.134	1.950	10	4.998
12								
X3.3	3.507	0.740	58.073	-0.038	-0.128	2.015	12	5.064
10								
X3.4	3.467	0.711	59.711	0.024	-0.055	1.960	10	5.009
9								
X4.1	3.180	0.686	56.765	0.028	-0.201	1.996	22	5.120
2								
X4.2	3.327	0.700	58.211	-0.016	-0.136	2.003	16	5.103
4								
X4.3	3.327	0.746	54.592	0.073	-0.143	1.955	17	4.974
8								
X5.1	3.600	0.685	64.327	-0.026	0.000	1.975	6	5.031
11								
X5.2	3.740	0.699	65.504	-0.047	-0.091	1.966	4	5.018
18								
X5.3	3.640	0.707	63.021	-0.029	-0.068	1.974	6	5.023
14								
X5.4	3.727	0.723	63.167	-0.135	0.065	2.113	8	5.093
16								
Y1.1	3.407	0.795	52.476	-0.133	-0.333	2.077	24	5.353
5								
Y1.2	3.420	0.914	45.815	-0.046	-0.335	0.717	1	5.057
17								
Y1.3	3.473	0.903	47.129	0.011	-0.612	2.013	24	5.074

18								
	Y1.4	3.453	0.864	48.964	-0.042	-0.202	0.887	1	5.007
17								
	Y2.1	3.513	0.702	61.276	-0.018	-0.036	1.987	9	5.040
9								
	Y2.2	3.500	0.702	61.033	0.043	-0.037	1.934	8	4.992
10								
	Y2.3	3.487	0.693	61.656	-0.004	-0.017	1.977	9	5.034
8								
	Y2.4	3.547	0.630	68.928	-0.213	0.136	2.056	7	5.195
4								
	Y2.5	3.427	0.679	61.809	0.059	0.041	1.940	9	4.993
7								

Test of Univariate Normality for Continuous Variables

	Skewness		Kurtosis		Skewness and Kurtosis	
Variable	**Z-Score**	**P-Value**	**Z-Score**	**P-Value**	**Chi-Square**	**P-Value**
X1.1	-0.328	0.743	0.118	0.906	0.122	0.941
X1.2	-0.412	0.681	-0.371	0.711	0.307	0.858
X1.3	-0.483	0.629	-0.568	0.570	0.556	0.757
X1.4	-0.535	0.593	-0.226	0.821	0.337	0.845
X2.1	-0.720	0.472	0.027	0.978	0.519	0.772
X2.2	-0.388	0.698	-0.197	0.844	0.189	0.910
X2.3	-0.413	0.680	-0.151	0.880	0.193	0.908
X2.4	-0.250	0.803	-0.213	0.832	0.108	0.948
X3.1	-0.361	0.718	-0.125	0.900	0.146	0.930
X3.2	0.118	0.906	-0.212	0.832	0.059	0.971
X3.3	-0.199	0.842	-0.195	0.845	0.078	0.962
X3.4	0.126	0.899	0.016	0.987	0.016	0.992
X4.1	0.143	0.886	-0.419	0.675	0.196	0.907
X4.2	-0.083	0.934	-0.217	0.828	0.054	0.973
X4.3	0.375	0.708	-0.238	0.812	0.197	0.906
X5.1	-0.132	0.895	0.165	0.869	0.045	0.978
X5.2	-0.244	0.807	-0.085	0.932	0.067	0.967
X5.3	-0.151	0.880	-0.022	0.982	0.023	0.988
X5.4	-0.696	0.486	0.333	0.739	0.595	0.743
Y1.1	-0.687	0.492	-0.870	0.385	1.228	0.541
Y1.2	-0.236	0.813	-0.879	0.379	0.829	0.661
Y1.3	0.056	0.956	-2.085	0.037	4.351	0.114

Y1.4	-0.218	0.827	-0.424	0.672	0.227	0.893
Y2.1	-0.095	0.924	0.067	0.946	0.014	0.993
Y2.2	0.222	0.824	0.065	0.948	0.054	0.974
Y2.3	-0.021	0.983	0.119	0.905	0.015	0.993
Y2.4	-1.094	0.274	0.506	0.613	1.452	0.484
Y2.5	0.304	0.761	0.272	0.786	0.166	0.920

Relative Multivariate Kurtosis = 1.000

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**
166.955	1.260	0.208	840.385	1.644	0.100	4.290	0.117

Lampiran 4. Output Structural Equation Model

DATE: 1/23/2015
TIME: 21:59

L I S R E L 8.70

BY

Karl G. Jöreskog & Dag Sörbom

The following lines were read from file E:\Lia\Lia.COV.spl:

Giant Hypermarket Diponegoro
OBSERVED VARIABLE X1.1 X1.2 X1.3 X1.4 X2.1 X2.2 X2.3 X2.4 X3.1 X3.2 X3.3 X3.4 X4.1 X4.2 X4.3 X5.1 X5.2 X5.3 X5.4 Y1.1 Y1.2 Y1.3 Y1.4 Y2.1 Y2.2 Y2.3 Y2.4 Y2.5
COVARIANCE MATRIX FROM FILE E:\Lia\Lia.COV
SAMPLE SIZE 150
LATENT VARIABLES X1 X2 X3 X4 X5 Y1 Y2
RELATIONSHIPS:
X1.1-X1.4 = X1
X2.1-X2.4 = X2
X3.1-X3.4 = X3
X4.1-X4.3 = X4
X5.1-X5.4 = X5
Y1.1-Y1.4 = Y1
Y2.1-Y2.5 = Y2
Y1 = X1 X2 X3 X4 X5

Y2 = Y1
OPTIONS: SS EF
PATH DIAGRAM
END OF PROGRAM

Sample Size = 150

Giant Hypermarket Diponegoro

Covariance Matrix

	Y1.1	Y1.2	Y1.3	Y1.4	Y2.1	Y2.2
Y1.1	0.63					
Y1.2	0.60	0.84				
Y1.3	0.56	0.66	0.81			
Y1.4	0.45	0.53	0.55	0.75		
Y2.1	0.23	0.24	0.29	0.21	0.49	
Y2.2	0.22	0.19	0.28	0.23	0.37	0.49
Y2.3	0.20	0.21	0.28	0.24	0.32	0.34
Y2.4	0.25	0.25	0.29	0.24	0.29	0.28
Y2.5	0.20	0.22	0.26	0.21	0.32	0.30
X1.1	0.26	0.31	0.30	0.32	0.13	0.13
X1.2	0.29	0.37	0.38	0.34	0.14	0.13
X1.3	0.29	0.38	0.38	0.37	0.15	0.12
X1.4	0.31	0.40	0.38	0.36	0.13	0.11
X2.1	0.18	0.24	0.21	0.20	0.06	0.04
X2.2	0.21	0.24	0.27	0.26	0.05	0.05
X2.3	0.22	0.23	0.25	0.22	0.05	0.07
X2.4	0.21	0.26	0.26	0.25	0.07	0.04
X3.1	0.26	0.26	0.29	0.29	0.13	0.12
X3.2	0.31	0.33	0.33	0.27	0.13	0.11
X3.3	0.26	0.28	0.29	0.29	0.15	0.13
X3.4	0.23	0.24	0.26	0.27	0.14	0.14
X4.1	0.18	0.23	0.24	0.22	0.07	0.07
X4.2	0.18	0.22	0.24	0.21	0.06	0.05
X4.3	0.15	0.23	0.19	0.23	0.06	0.04
X5.1	0.16	0.14	0.17	0.15	0.06	0.09
X5.2	0.14	0.14	0.15	0.09	0.07	0.10
X5.3	0.17	0.22	0.22	0.16	0.13	0.13
X5.4	0.16	0.17	0.20	0.09	0.07	0.11

Covariance Matrix

	Y2.3	Y2.4	Y2.5	X1.1	X1.2	X1.3
Y2.3	0.48					
Y2.4	0.27	0.40				
Y2.5	0.27	0.24	0.46			
X1.1	0.14	0.13	0.10	0.63		
X1.2	0.19	0.13	0.12	0.48	0.78	
X1.3	0.15	0.16	0.11	0.58	0.59	0.91
X1.4	0.15	0.11	0.13	0.52	0.72	0.61
X2.1	0.01	0.07	0.03	0.15	0.18	0.24
X2.2	0.07	0.09	0.03	0.12	0.17	0.22
X2.3	0.02	0.07	0.04	0.16	0.18	0.24
X2.4	0.08	0.11	0.02	0.12	0.20	0.21
X3.1	0.11	0.12	0.09	0.16	0.19	0.28
X3.2	0.12	0.13	0.13	0.20	0.23	0.32
X3.3	0.14	0.14	0.12	0.16	0.20	0.28
X3.4	0.12	0.11	0.16	0.18	0.19	0.26
X4.1	0.07	0.10	0.04	0.13	0.15	0.17
X4.2	0.04	0.08	0.01	0.15	0.16	0.21
X4.3	0.07	0.08	0.04	0.12	0.18	0.16
X5.1	0.07	0.06	0.06	0.10	0.10	0.13
X5.2	0.09	0.09	0.10	0.03	0.09	0.07
X5.3	0.10	0.10	0.13	0.07	0.12	0.14
X5.4	0.07	0.08	0.10	0.06	0.12	0.11

Covariance Matrix

	X1.4	X2.1	X2.2	X2.3	X2.4	X3.1
X1.4	0.77					
X2.1	0.21	0.71				
X2.2	0.15	0.55	0.80			
X2.3	0.19	0.55	0.60	0.74		
X2.4	0.18	0.56	0.70	0.57	0.76	
X3.1	0.23	0.12	0.14	0.15	0.14	0.55
X3.2	0.27	0.08	0.10	0.11	0.11	0.34
X3.3	0.23	0.10	0.13	0.11	0.13	0.49
X3.4	0.25	0.12	0.12	0.13	0.10	0.33
X4.1	0.12	0.13	0.15	0.14	0.14	0.12
X4.2	0.14	0.09	0.12	0.09	0.11	0.12
X4.3	0.16	0.09	0.13	0.10	0.13	0.10
X5.1	0.12	0.01	0.03	0.06	0.00	0.19

X5.2	0.09	0.03	0.08	0.09	0.03	0.13
X5.3	0.13	0.02	0.06	0.07	0.05	0.15
X5.4	0.12	0.00	0.05	0.06	0.03	0.10

Covariance Matrix

	X3.2	X3.3	X3.4	X4.1	X4.2	X4.3
X3.2	0.55					
X3.3	0.35	0.55				
X3.4	0.31	0.31	0.51			
X4.1	0.09	0.13	0.08	0.47		
X4.2	0.10	0.12	0.11	0.32	0.49	
X4.3	0.07	0.12	0.06	0.31	0.33	0.56
X5.1	0.09	0.14	0.14	0.04	0.07	0.06
X5.2	0.07	0.09	0.11	0.03	0.01	0.02
X5.3	0.09	0.12	0.14	0.04	0.02	0.04
X5.4	0.09	0.06	0.10	0.05	0.05	0.07

Covariance Matrix

	X5.1	X5.2	X5.3	X5.4
X5.1	0.47			
X5.2	0.28	0.49		
X5.3	0.27	0.30	0.50	
X5.4	0.27	0.29	0.30	0.52

Giant Hypermarket Diponegoro

Number of Iterations = 19

LISREL Estimates (Maximum Likelihood)

Measurement Equations

Y1.1 = 0.70*Y1, Errorvar.= 0.14 , R^2 = 0.78
(0.022)
6.49

Y1.2 = 0.82*Y1, Errorvar.= 0.17 , R^2 = 0.80
(0.052) (0.027)
15.62 6.20

Y1.3 = 0.81*Y1, Errorvar.= 0.16 , R^2 = 0.81
(0.051) (0.026)
15.78 6.07

Y1.4 = 0.67*Y1, Errorvar.= 0.30 , R^2 = 0.60
(0.056) (0.038)
12.01 7.72

Y2.1 = 0.61*Y2, Errorvar.= 0.12 , R^2 = 0.75
(0.020)
6.03

Y2.2 = 0.60*Y2, Errorvar.= 0.14 , R^2 = 0.72
(0.046) (0.022)
13.07 6.42

Y2.3 = 0.55*Y2, Errorvar.= 0.18 , R^2 = 0.62
(0.047) (0.025)
11.64 7.23

Y2.4 = 0.48*Y2, Errorvar.= 0.16 , R^2 = 0.59
(0.043) (0.022)
11.16 7.41

Y2.5 = 0.51*Y2, Errorvar.= 0.20 , R^2 = 0.57
(0.047) (0.027)
10.84 7.52

X1.1 = 0.60*X1, Errorvar.= 0.26 , R^2 = 0.58
(0.055) (0.032)
10.92 8.23

X1.2 = 0.83*X1, Errorvar.= 0.085 , R^2 = 0.89
(0.054) (0.017)
15.29 5.06

X1.3 = 0.72*X1, Errorvar.= 0.39 , R^2 = 0.58
(0.067) (0.047)

10.86 8.24

X1.4 = 0.86*X1, Errorvar.= 0.034 , R^2 = 0.96
(0.053) (0.015)
16.31 2.29

X2.1 = 0.68*X2, Errorvar.= 0.25 , R^2 = 0.65
(0.058) (0.032)
11.77 7.86

X2.2 = 0.84*X2, Errorvar.= 0.087 , R^2 = 0.89
(0.055) (0.018)
15.27 4.69

X2.3 = 0.71*X2, Errorvar.= 0.24 , R^2 = 0.67
(0.058) (0.031)
12.15 7.76

X2.4 = 0.83*X2, Errorvar.= 0.077 , R^2 = 0.90
(0.054) (0.017)
15.38 4.45

X3.1 = 0.70*X3, Errorvar.= 0.051 , R^2 = 0.91
(0.046) (0.015)
15.34 3.35

X3.2 = 0.50*X3, Errorvar.= 0.30 , R^2 = 0.46
(0.054) (0.036)
9.27 8.25

X3.3 = 0.70*X3, Errorvar.= 0.060 , R^2 = 0.89
(0.046) (0.016)
15.10 3.86

X3.4 = 0.47*X3, Errorvar.= 0.28 , R^2 = 0.44
(0.052) (0.034)
9.03 8.28

X4.1 = 0.55*X4, Errorvar.= 0.16 , R^2 = 0.65
(0.051) (0.030)
10.93 5.44

X4.2 = 0.57*X4, Errorvar.= 0.16 , R^2 = 0.67

(0.051) (0.031)
11.15 5.15

X4.3 = 0.56*X4, Errorvar.= 0.24 , R^2 = 0.57
(0.056) (0.037)
10.05 6.42

X5.1 = 0.50*X5, Errorvar.= 0.22 , R^2 = 0.54
(0.052) (0.032)
9.68 6.84

X5.2 = 0.54*X5, Errorvar.= 0.19 , R^2 = 0.60
(0.052) (0.031)
10.48 6.27

X5.3 = 0.56*X5, Errorvar.= 0.19 , R^2 = 0.63
(0.052) (0.031)
10.75 6.03

X5.4 = 0.54*X5, Errorvar.= 0.24 , R^2 = 0.55
(0.054) (0.035)
9.85 6.74

Structural Equations

Y1 = 0.29*X1 + 0.16*X2 + 0.24*X3 + 0.25*X4 + 0.21*X5, Errorvar.= 0.44 , R^2 = 0.56
(0.073) (0.067) (0.075) (0.075) (0.072) (0.072)
3.92 2.40 3.23 3.28 2.90 6.12

Y2 = 0.56*Y1, Errorvar.= 0.69 , R^2 = 0.31
(0.083) (0.11)
6.71 6.16

Reduced Form Equations

Y1 = 0.29*X1 + 0.16*X2 + 0.24*X3 + 0.25*X4 + 0.21*X5, Errorvar.= 0.44, R^2 = 0.56
(0.073) (0.067) (0.075) (0.075) (0.072)
3.92 2.40 3.23 3.28 2.90

Y2 = 0.16*X1 + 0.090*X2 + 0.14*X3 + 0.14*X4 + 0.12*X5,
Errorvar.= 0.83, R^2 = 0.17
(0.046) (0.040) (0.046) (0.046) (0.043)
3.47 2.28 2.97 3.00 2.70

Correlation Matrix of Independent Variables

	X1	X2	X3	X4	X5
X1	1.00				
X2	0.26	1.00			
	(0.08)				
	3.31				
X3	0.39	0.24	1.00		
	(0.07)	(0.08)			
	5.44	2.91			
X4	0.32	0.28	0.30	1.00	
	(0.08)	(0.09)	(0.08)		
	3.82	3.25	3.61		
X5	0.25	0.10	0.33	0.13	1.00
	(0.09)	(0.09)	(0.08)	(0.10)	
	2.89	1.09	4.02	1.35	

Covariance Matrix of Latent Variables

	Y1	Y2	X1	X2	X3	X4
Y1	1.00					
Y2	0.56	1.00				
X1	0.56	0.31	1.00			
X2	0.38	0.21	0.26	1.00		
X3	0.54	0.30	0.39	0.24	1.00	
X4	0.48	0.27	0.32	0.28	0.30	1.00
X5	0.41	0.23	0.25	0.10	0.33	0.13

Covariance Matrix of Latent Variables

	X5
X5	1.00

Goodness of Fit Statistics

Degrees of Freedom = 334
Minimum Fit Function Chi-Square = 409.31 (P = 0.0030)
Normal Theory Weighted Least Squares Chi-Square = 403.85 (P = 0.0052)
Estimated Non-centrality Parameter (NCP) = 69.85
90 Percent Confidence Interval for NCP = (23.29 ; 124.61)

Minimum Fit Function Value = 2.75
Population Discrepancy Function Value (F0) = 0.47
90 Percent Confidence Interval for F0 = (0.16 ; 0.84)
Root Mean Square Error of Approximation (RMSEA) = 0.037
90 Percent Confidence Interval for RMSEA = (0.022 ; 0.050)
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.95

Expected Cross-Validation Index (ECVI) = 3.68
90 Percent Confidence Interval for ECVI = (3.36 ; 4.04)
ECVI for Saturated Model = 5.45
ECVI for Independence Model = 44.85

Chi-Square for Independence Model with 378 Degrees of Freedom = 6627.20
Independence AIC = 6683.20
Model AIC = 547.85
Saturated AIC = 812.00
Independence CAIC = 6795.50
Model CAIC = 836.62
Saturated CAIC = 2440.32

Normed Fit Index (NFI) = 0.94
Non-Normed Fit Index (NNFI) = 0.99
Parsimony Normed Fit Index (PNFI) = 0.83
Comparative Fit Index (CFI) = 0.99
Incremental Fit Index (IFI) = 0.99
Relative Fit Index (RFI) = 0.93

Critical N (CN) = 145.54

Root Mean Square Residual (RMR) = 0.036
Standardized RMR = 0.059
Goodness of Fit Index (GFI) = 0.84
Adjusted Goodness of Fit Index (AGFI) = 0.80
Parsimony Goodness of Fit Index (PGFI) = 0.69

The Modification Indices Suggest to Add the

Path to	from	Decrease in Chi-Square	New Estimate
X3.3	X5	8.2	-0.09

The Modification Indices Suggest to Add an Error Covariance

Between	and	Decrease in Chi-Square	New Estimate
Y1.2	Y1.1	11.7	0.07
X1.3	X1.1	31.6	0.16
X1.4	X1.2	37.9	0.22
X2.2	X1.4	8.2	-0.03
X2.2	X2.1	10.2	-0.07
X2.3	X2.1	13.4	0.08
X2.4	X2.2	14.4	0.12
X2.4	X2.3	11.2	-0.07
X3.2	X3.1	8.5	-0.05
X3.3	X3.1	28.3	0.20
X3.4	X3.2	9.6	0.08

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Standardized Solution

LAMBDA-Y

	Y1	Y2
Y1.1	0.70	- -
Y1.2	0.82	- -
Y1.3	0.81	- -
Y1.4	0.67	- -
Y2.1	- -	0.61
Y2.2	- -	0.60
Y2.3	- -	0.55
Y2.4	- -	0.48

Y2.5	- -	0.51

LAMBDA-X

	X1	X2	X3	X4	X5
X1.1	0.60	- -	- -	- -	- -
X1.2	0.83	- -	- -	- -	- -
X1.3	0.72	- -	- -	- -	- -
X1.4	0.86	- -	- -	- -	- -
X2.1	- -	0.68	- -	- -	- -
X2.2	- -	0.84	- -	- -	- -
X2.3	- -	0.71	- -	- -	- -
X2.4	- -	0.83	- -	- -	- -
X3.1	- -	- -	0.70	- -	- -
X3.2	- -	- -	0.50	- -	- -
X3.3	- -	- -	0.70	- -	- -
X3.4	- -	- -	0.47	- -	- -
X4.1	- -	- -	- -	0.55	- -
X4.2	- -	- -	- -	0.57	- -
X4.3	- -	- -	- -	0.56	- -
X5.1	- -	- -	- -	- -	0.50
X5.2	- -	- -	- -	- -	0.54
X5.3	- -	- -	- -	- -	0.56
X5.4	- -	- -	- -	- -	0.54

BETA

	Y1	Y2
Y1	- -	- -
Y2	0.56	- -

GAMMA

	X1	X2	X3	X4	X5
Y1	0.29	0.16	0.24	0.25	0.21
Y2	- -	- -	- -	- -	- -

Correlation Matrix of ETA and KSI

Y1	Y2	X1	X2	X3	X4

Y1	1.00					
Y2	0.56	1.00				
X1	0.56	0.31	1.00			
X2	0.38	0.21	0.26	1.00		
X3	0.54	0.30	0.39	0.24	1.00	
X4	0.48	0.27	0.32	0.28	0.30	1.00
X5	0.41	0.23	0.25	0.10	0.33	0.13

Correlation Matrix of ETA and KSI

	X5
X5	1.00

PSI

Note: This matrix is diagonal.

Y1	Y2
0.44	0.69

Regression Matrix ETA on KSI (Standardized)

	X1	X2	X3	X4	X5
Y1	0.29	0.16	0.24	0.25	0.21
Y2	0.16	0.09	0.14	0.14	0.12

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Total and Indirect Effects

Total Effects of KSI on ETA

	X1	X2	X3	X4	X5
Y1	0.29	0.16	0.24	0.25	0.21
	(0.07)	(0.07)	(0.07)	(0.08)	(0.07)
	3.92	2.40	3.23	3.28	2.90
Y2	0.16	0.09	0.14	0.14	0.12
	(0.05)	(0.04)	(0.05)	(0.05)	(0.04)

	3.47	2.28	2.97	3.00	2.70

Indirect Effects of KSI on ETA

	X1	X2	X3	X4	X5
Y1	- -	- -	- -	- -	- -
Y2	0.16	0.09	0.14	0.14	0.12
	(0.05)	(0.04)	(0.05)	(0.05)	(0.04)
	3.47	2.28	2.97	3.00	2.70

Total Effects of ETA on ETA

	Y1	Y2
Y1	- -	- -
Y2	0.56	- -
	(0.08)	
	6.71	

Largest Eigenvalue of B*B' (Stability Index) is 0.312

Total Effects of ETA on Y

	Y1	Y2
Y1.1	0.70	- -
Y1.2	0.82	- -
	(0.05)	
	15.62	
Y1.3	0.81	- -
	(0.05)	
	15.78	
Y1.4	0.67	- -
	(0.06)	

	12.01	
Y2.1	0.34	0.61
	(0.05)	
	6.71	
Y2.2	0.33	0.60
	(0.05)	(0.05)
	6.64	13.07
Y2.3	0.31	0.55
	(0.05)	(0.05)
	6.42	11.64
Y2.4	0.27	0.48
	(0.04)	(0.04)
	6.34	11.16
Y2.5	0.29	0.51
	(0.05)	(0.05)
	6.27	10.84

Indirect Effects of ETA on Y

	Y1	Y2
Y1.1	- -	- -
Y1.2	- -	- -
Y1.3	- -	- -
Y1.4	- -	- -
Y2.1	0.34	- -
	(0.05)	
	6.71	
Y2.2	0.33	- -
	(0.05)	
	6.64	

Y2.3	0.31	- -
	(0.05)	
	6.42	
Y2.4	0.27	- -
	(0.04)	
	6.34	
Y2.5	0.29	- -
	(0.05)	
	6.27	

Total Effects of KSI on Y

	X1	X2	X3	X4	X5
Y1.1	0.20	0.11	0.17	0.17	0.15
	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)
	3.92	2.40	3.23	3.28	2.90
Y1.2	0.24	0.13	0.20	0.20	0.17
	(0.06)	(0.06)	(0.06)	(0.06)	(0.06)
	3.93	2.40	3.24	3.29	2.90
Y1.3	0.23	0.13	0.20	0.20	0.17
	(0.06)	(0.05)	(0.06)	(0.06)	(0.06)
	3.93	2.40	3.24	3.29	2.90
Y1.4	0.19	0.11	0.16	0.17	0.14
	(0.05)	(0.05)	(0.05)	(0.05)	(0.05)
	3.84	2.38	3.19	3.24	2.87
Y2.1	0.10	0.05	0.08	0.08	0.07
	(0.03)	(0.02)	(0.03)	(0.03)	(0.03)
	3.47	2.28	2.97	3.00	2.70
Y2.2	0.10	0.05	0.08	0.08	0.07
	(0.03)	(0.02)	(0.03)	(0.03)	(0.03)
	3.46	2.28	2.96	3.00	2.70
Y2.3	0.09	0.05	0.07	0.08	0.06
	(0.03)	(0.02)	(0.03)	(0.03)	(0.02)

	3.43	2.27	2.94	2.98	2.68
Y2.4	0.08	0.04	0.07	0.07	0.06
	(0.02)	(0.02)	(0.02)	(0.02)	(0.02)
	3.42	2.27	2.93	2.97	2.68
Y2.5	0.08	0.05	0.07	0.07	0.06
	(0.02)	(0.02)	(0.02)	(0.02)	(0.02)
	3.41	2.27	2.93	2.96	2.67

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Standardized Total and Indirect Effects

Standardized Total Effects of KSI on ETA

	X1	X2	X3	X4	X5
Y1	0.29	0.16	0.24	0.25	0.21
Y2	0.16	0.09	0.14	0.14	0.12

Standardized Indirect Effects of KSI on ETA

	X1	X2	X3	X4	X5
Y1	- -	- -	- -	- -	- -
Y2	0.16	0.09	0.14	0.14	0.12

Standardized Total Effects of ETA on ETA

	Y1	Y2
Y1	- -	- -
Y2	0.56	- -

Standardized Total Effects of ETA on Y

	Y1	Y2
Y1.1	0.70	- -
Y1.2	0.82	- -
Y1.3	0.81	- -

Y1.4	0.67	- -
Y2.1	0.34	0.61
Y2.2	0.33	0.60
Y2.3	0.31	0.55
Y2.4	0.27	0.48
Y2.5	0.29	0.51

Standardized Indirect Effects of ETA on Y

	Y1	Y2
Y1.1	- -	- -
Y1.2	- -	- -
Y1.3	- -	- -
Y1.4	- -	- -
Y2.1	0.34	- -
Y2.2	0.33	- -
Y2.3	0.31	- -
Y2.4	0.27	- -
Y2.5	0.29	- -

Standardized Total Effects of KSI on Y

	X1	X2	X3	X4	X5
Y1.1	0.20	0.11	0.17	0.17	0.15
Y1.2	0.24	0.13	0.20	0.20	0.17
Y1.3	0.23	0.13	0.20	0.20	0.17
Y1.4	0.19	0.11	0.16	0.17	0.14
Y2.1	0.10	0.05	0.08	0.08	0.07
Y2.2	0.10	0.05	0.08	0.08	0.07
Y2.3	0.09	0.05	0.07	0.08	0.06
Y2.4	0.08	0.04	0.07	0.07	0.06
Y2.5	0.08	0.05	0.07	0.07	0.06

Time used: 0.344 Seconds

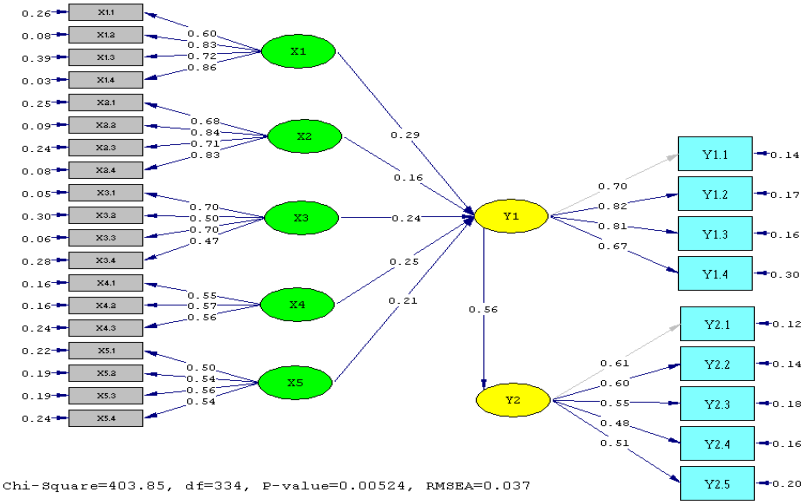
Lampiran 5. Syntag

Giant Hypermarket Diponegoro

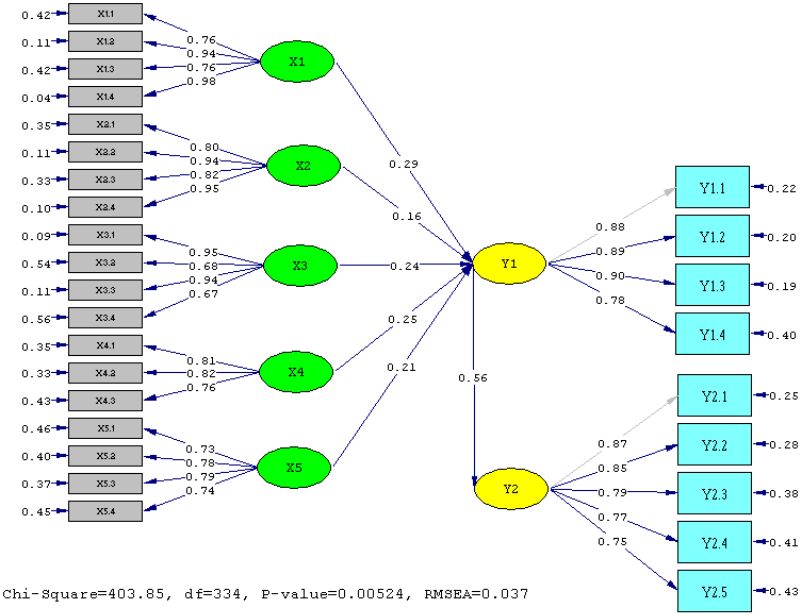
```
OBSERVED VARIABLE X1.1 X1.2 X1.3 X1.4 X2.1 X2.2 X2.3 X2.4
X3.1 X3.2 X3.3 X3.4 X4.1 X4.2 X4.3 X5.1 X5.2 X5.3 X5.4 Y1.1 Y1.2
Y1.3 Y1.4 Y2.1 Y2.2 Y2.3 Y2.4 Y2.5
COVARIANCE MATRIX FROM FILE E:\Lia\Lia.COV
SAMPLE SIZE 150
LATENT VARIABLES Conv IF PF PP ES RA RL
RELATIONSHIPS:
X1.1-X1.4 = Conv
X2.1-X2.4 = IF
X3.1-X3.4 = PF
X4.1-X4.3 = PP
X5.1-X5.4 = ES
Y1.1-Y1.4 = RA
Y2.1-Y2.5 = RL
RA = Conv IF PF PP ES
RL = RA
OPTIONS: SS EF
PATH DIAGRAM
END OF PROGRAM
```

Lampiran 6. Path Diagram

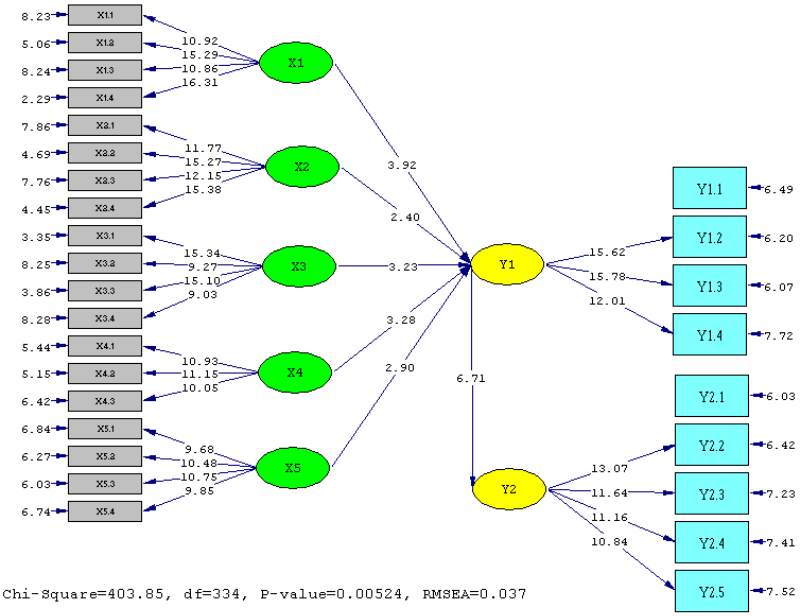
Estimates



Standardized Solution



T value


X1.1
X1.2
X1.3
X1.4
X2.1
X2.2
X2.3
X2.4
X3.1
X3.2
X3.3
X3.4
X4.1
X4.2
X4.3
X5.1
X5.2
X5.3
X5.4
X1
X2
X3
X4
X5
Y1
Y2
Y1.1
Y1.2
Y1.3
Y1.4
Y2.1
Y2.2
Y2.3
Y2.4
Y2.5
8.23
5.06
8.24
2.29
7.86
4.69
7.76
4.45
3.35
8.25
3.86
8.28
5.44
5.15
6.42
6.84
6.27
6.03
6.74
10.92
15.29
10.86
16.31
11.77
15.27
12.15
15.38
15.34
9.27
15.10
9.03
10.93
11.15
10.05
9.68
10.48
10.75
9.85
3.92
2.40
3.23
3.28
2.90
6.71
15.62
15.78
12.01
13.07
11.64
11.16
10.84
6.49
6.20
6.07
7.72
6.03
6.42
7.23
7.41
7.52
Chi-Square=403.85, df=334, P-value=0.00524, RMSEA=0.037

Lampiran 7. Data isian Kuesioner

Resp	Profil Responden					X1				X2				X3			
	Jk	usia	pddk	Blj	Fre	1	2	3	4	1	2	3	4	1	2	3	4
1	2	2	1	1	2	3	3	3	3	2	2	2	2	4	3	4	3
2	2	4	2	1	3	3	3	3	3	2	2	2	2	4	4	4	4
3	1	3	3	1	1	3	3	2	3	2	2	2	2	3	3	3	3
4	1	5	2	1	2	3	2	2	2	2	2	2	2	3	3	3	3
5	2	3	1	1	1	4	4	3	4	3	2	3	3	2	2	2	2
6	1	2	3	1	1	3	3	3	3	3	2	3	2	3	3	3	4
7	2	1	2	1	2	1	1	2	1	3	2	3	2	4	3	4	3
8	1	3	1	1	2	3	4	3	4	3	3	2	3	3	3	4	4
9	2	2	3	1	4	3	4	3	4	2	3	3	3	4	4	4	4
10	2	1	1	1	2	2	3	2	2	2	3	2	3	4	4	4	3
11	2	4	4	1	2	4	5	5	4	2	3	2	3	4	4	4	3
12	1	2	1	1	1	2	2	2	2	3	2	3	3	4	4	4	3
13	1	1	1	1	2	4	4	4	4	2	3	2	3	3	3	4	3
14	1	2	2	1	2	3	4	4	4	4	3	4	3	4	5	4	4
15	1	2	1	1	1	5	5	4	5	4	4	4	4	3	4	3	3
16	2	4	3	1	3	3	4	3	4	4	4	3	4	4	3	4	3
17	1	3	1	1	1	2	3	3	2	3	4	3	4	2	3	3	2
18	2	3	3	1	1	3	3	3	3	4	4	4	4	4	3	3	4
19	2	3	4	1	4	4	4	3	4	4	4	4	4	3	4	3	3
20	2	4	3	1	1	4	5	4	4	3	4	4	3	3	4	3	3

Resp	Profil Responden					X1				X2				X3			
	Jk	usia	pddk	Blj	Fre	1	2	3	4	1	2	3	4	1	2	3	4
21	2	2	1	1	1	3	3	3	4	4	3	3	3	3	3	3	4
22	2	5	3	1	3	4	4	3	4	2	2	2	3	4	3	3	3
23	1	1	1	1	2	3	4	4	4	2	2	2	2	3	3	3	4
24	1	2	3	1	1	4	5	4	5	3	3	3	3	4	5	4	5
25	2	3	3	1	2	4	4	3	4	3	3	3	3	3	3	3	3
26	1	2	1	1	2	4	5	5	5	3	3	3	3	4	4	4	3
27	2	1	1	1	2	5	4	5	4	3	3	3	3	4	4	4	5
28	1	3	4	1	3	4	4	3	4	3	3	3	3	5	4	5	5
29	2	2	2	1	1	3	4	3	4	2	2	2	2	3	3	3	3
30	2	2	1	1	2	4	4	4	4	4	4	4	5	4	5	4	4
31	1	2	2	1	1	4	3	3	3	2	2	2	2	2	3	2	2
32	2	4	3	1	2	4	4	4	4	2	1	2	2	2	3	2	2
33	2	3	1	1	1	3	2	3	3	2	2	2	2	4	5	4	4
34	2	2	2	1	2	4	3	4	3	3	3	3	3	4	4	4	4
35	1	1	1	1	2	3	2	2	2	2	2	2	2	2	3	3	2
36	2	5	3	1	4	2	3	3	2	4	5	4	5	2	3	3	2
37	1	4	2	1	2	3	4	3	4	2	2	2	2	3	3	3	3
38	1	2	1	1	2	3	3	3	3	4	4	5	4	4	3	4	3
39	2	3	3	1	2	3	3	4	3	3	2	3	3	4	4	4	4
40	2	2	3	1	2	4	3	3	3	4	4	4	4	4	5	4	5
41	2	1	2	1	1	5	5	5	5	4	4	4	4	5	5	5	4

Resp	Profil Responden					X1				X2				X3			
	Jk	usia	pddk	Blj	Fre	1	2	3	4	1	2	3	4	1	2	3	4
42	2	2	1	1	3	2	3	2	2	4	4	4	4	3	2	3	3
43	2	3	1	1	3	2	3	2	3	3	2	3	2	4	4	4	4
44	2	2	1	1	2	4	4	5	4	3	3	3	3	4	4	3	4
45	1	4	1	1	2	4	3	3	3	3	3	3	3	4	4	4	4
46	2	3	2	1	2	4	5	4	5	5	5	4	5	5	5	5	5
47	2	2	1	1	2	3	3	4	3	4	4	3	4	4	4	4	4
48	1	3	2	1	2	3	3	2	3	4	4	4	4	4	4	4	4
49	1	3	4	1	2	4	5	4	5	3	3	4	3	4	4	3	3
50	2	3	2	1	3	5	5	5	5	4	4	4	5	4	4	4	4
51	2	3	1	1	2	3	4	3	4	4	3	4	4	3	4	3	4
52	1	4	2	1	1	3	4	4	4	4	4	4	4	3	3	3	3
53	2	3	3	1	3	3	3	3	3	3	3	3	3	4	4	4	3
54	2	5	3	1	2	4	3	3	3	3	3	3	3	4	4	4	3
55	1	4	3	1	1	2	3	2	2	4	4	3	4	3	2	2	3
56	2	2	4	1	3	4	5	4	4	4	4	3	4	4	4	4	3
57	1	1	1	1	2	4	3	4	4	5	4	4	4	4	4	4	4
58	2	5	2	1	2	4	5	4	5	4	3	3	4	4	4	5	4
59	2	1	1	1	1	3	3	3	3	3	4	4	4	4	4	4	4
60	2	2	3	1	4	4	4	4	4	4	4	4	4	5	4	4	4
61	2	3	3	1	2	2	2	1	2	3	3	3	3	3	3	3	3
62	1	4	2	1	1	3	3	3	3	4	2	2	2	3	3	3	3

Resp	Profil Responden					X1				X2				X3			
	Jk	usia	pddk	Blj	Fre	1	2	3	4	1	2	3	4	1	2	3	4
63	1	2	1	1	2	3	3	2	3	4	4	4	4	3	3	3	3
64	2	3	3	1	3	4	5	5	5	3	4	5	4	4	4	4	4
65	2	2	3	1	1	3	3	3	3	4	4	3	4	2	3	2	3
66	1	3	3	1	2	2	1	1	1	4	5	4	5	3	2	2	3
67	2	3	3	1	3	4	4	4	4	4	4	4	4	3	3	3	4
68	1	3	2	1	2	3	2	3	2	3	3	3	3	3	3	3	3
69	2	3	1	1	2	3	3	3	3	5	5	5	5	3	3	3	3
70	2	2	3	1	2	4	3	4	3	3	2	3	2	3	3	3	4
71	2	1	2	1	2	3	3	3	3	4	5	5	4	4	3	4	3
72	1	2	2	1	1	4	5	4	4	3	3	3	3	4	3	4	4
73	1	1	1	1	1	3	3	4	3	4	4	4	4	4	4	4	3
74	1	2	4	1	1	2	2	2	2	4	4	4	4	4	3	3	3
75	1	4	1	1	1	4	4	4	4	4	4	4	4	3	3	3	4
76	1	2	2	1	1	4	4	4	4	4	4	4	4	4	4	4	4
77	1	3	3	1	4	3	4	4	4	4	3	3	3	4	4	4	4
78	1	5	2	1	1	3	3	3	3	4	3	3	3	4	3	4	3
79	2	1	1	1	2	4	5	4	5	3	4	3	3	4	4	4	4
80	2	3	2	1	2	4	4	5	4	3	3	3	3	4	4	4	4
81	2	4	3	1	2	4	4	4	4	3	3	3	3	4	4	4	4
82	1	1	1	1	2	4	4	5	4	4	5	5	5	4	4	4	4
83	2	3	1	1	2	3	3	4	3	4	5	4	5	4	3	4	4

Resp	Profil Responden					X1				X2				X3			
	Jk	usia	pddk	Blj	Fre	1	2	3	4	1	2	3	4	1	2	3	4
84	2	2	3	1	2	4	5	5	5	4	4	5	4	4	5	4	4
85	2	4	3	1	2	5	4	5	4	4	4	4	4	5	4	5	4
86	2	3	2	1	3	3	3	3	3	4	4	4	4	4	4	4	3
87	2	1	1	1	2	3	3	4	3	4	4	4	4	4	4	4	3
88	2	5	2	1	2	3	3	3	3	2	3	2	2	4	3	4	4
89	2	2	4	1	4	4	4	4	4	4	3	4	3	4	3	4	4
90	2	3	2	1	2	3	3	3	3	3	3	2	3	4	4	4	3
91	1	2	1	1	1	3	3	3	3	3	3	4	3	4	4	4	3
92	2	2	3	1	2	4	4	4	4	3	3	3	3	3	4	3	4
93	2	2	3	1	1	4	4	5	4	4	5	4	5	5	4	5	4
94	2	2	2	1	2	4	4	4	4	4	3	4	3	3	3	2	3
95	2	2	1	1	3	5	5	5	5	4	3	4	3	5	4	5	4
96	2	1	2	1	2	4	4	4	4	3	4	4	4	4	3	4	4
97	1	4	1	1	2	5	4	5	4	4	5	5	4	4	4	4	4
98	1	2	2	1	2	5	4	4	4	4	3	3	3	3	2	3	3
99	2	3	1	1	2	4	4	4	4	4	3	3	3	3	3	3	3
100	2	4	1	1	1	4	4	4	4	4	3	4	3	4	3	4	4
101	1	3	1	1	1	4	5	4	5	3	3	3	3	4	3	4	3
102	1	5	1	1	2	4	5	4	5	5	4	4	5	3	3	3	3
103	2	4	1	1	2	4	4	4	4	4	3	3	4	5	4	5	4
104	2	2	3	1	4	4	4	4	4	3	3	3	3	4	5	4	5

Resp	Profil Responden					X1				X2				X3			
	Jk	usia	pddk	Blj	Fre	1	2	3	4	1	2	3	4	1	2	3	4
105	1	3	3	1	3	4	4	4	4	3	4	3	3	4	4	4	4
106	1	2	3	1	2	3	3	3	3	3	4	4	4	4	3	4	3
107	2	4	3	1	2	4	3	3	3	4	4	4	4	3	3	3	4
108	2	2	3	1	1	4	4	4	4	4	4	3	4	3	4	3	3
109	2	1	2	1	1	3	4	4	4	4	4	4	4	3	3	3	3
110	2	3	1	1	2	4	4	5	5	5	4	4	4	5	5	5	5
111	1	2	3	1	2	2	3	2	3	2	2	2	2	4	4	4	3
112	1	1	2	1	1	3	4	3	4	4	4	4	5	3	4	3	3
113	2	2	1	1	1	3	3	3	3	3	3	2	3	3	3	3	4
114	1	3	2	1	2	3	3	4	3	3	3	2	3	4	3	4	3
115	1	3	1	1	2	4	3	3	3	3	3	3	3	3	3	3	3
116	2	3	2	1	1	4	4	4	4	3	4	3	4	4	5	4	4
117	2	2	4	1	1	3	4	4	4	4	4	4	4	3	3	3	3
118	1	1	2	1	2	3	4	4	4	3	3	3	3	3	3	3	3
119	1	3	3	1	2	4	4	3	4	4	4	4	4	3	3	3	3
120	1	2	4	1	1	4	4	4	4	5	4	5	4	5	4	5	4
121	2	1	3	1	3	3	3	4	3	4	4	4	3	4	4	4	5
122	2	4	3	1	2	3	2	2	2	2	2	3	2	3	4	3	3
123	1	2	2	1	4	3	4	3	4	4	4	4	4	3	3	3	4
124	1	1	1	1	2	3	4	3	4	4	4	4	4	4	4	4	5
125	2	3	2	1	2	4	4	3	4	4	5	4	4	3	4	3	3

Resp	Profil Responden					X1				X2				X3			
	Jk	usia	pddk	Blj	Fre	1	2	3	4	1	2	3	4	1	2	3	4
126	2	2	1	1	3	5	4	5	4	4	4	4	3	3	4	3	3
127	1	1	2	1	2	4	5	4	4	3	3	3	3	3	3	3	4
128	1	2	1	1	4	3	3	3	3	4	4	4	4	3	4	3	3
129	1	4	3	1	2	3	3	4	3	3	3	3	3	4	5	4	4
130	2	2	2	1	2	3	3	2	3	3	3	4	3	3	3	3	3
131	1	1	4	1	1	3	3	2	3	2	3	3	3	4	4	4	4
132	2	3	1	1	1	2	3	2	2	4	4	4	4	3	3	3	3
133	2	2	2	1	2	3	3	3	3	4	4	4	4	2	2	2	2
134	2	4	3	1	1	4	3	4	4	3	4	4	4	4	4	4	4
135	1	1	1	1	2	3	2	3	2	2	2	2	2	2	3	2	3
136	1	2	3	1	4	4	3	4	3	2	2	2	2	3	3	3	3
137	2	1	1	1	2	3	3	2	3	3	3	3	3	3	2	3	3
138	2	3	3	1	3	3	3	4	3	2	3	3	3	4	4	4	4
139	1	4	3	1	2	3	2	3	3	3	3	3	3	3	3	3	4
140	1	1	3	1	2	3	3	3	3	3	3	4	3	4	3	3	4
141	2	3	3	1	1	3	4	3	4	4	5	5	5	4	3	4	4
142	2	2	3	1	2	4	3	4	3	4	3	4	3	2	2	2	2
143	1	2	3	1	1	2	2	2	2	3	3	3	3	2	2	2	2
144	1	2	3	1	4	2	2	2	2	4	4	3	4	3	3	3	3
145	2	3	3	1	2	3	4	3	4	4	3	4	3	3	4	3	4
146	1	2	4	1	2	2	2	1	2	1	1	1	1	3	2	3	2

Resp	Profil Responden					X1				X2				X3			
	Jk	usia	pddk	Blj	Fre	1	2	3	4	1	2	3	4	1	2	3	4
147	1	1	1	1	1	2	3	2	3	1	1	1	1	3	3	3	3
148	1	4	1	1	2	3	3	3	3	3	3	3	2	2	3	2	3
149	2	2	3	1	4	2	2	1	2	3	3	3	3	3	3	3	3
150	2	1	2	1	1	4	4	5	4	5	4	4	4	4	4	4	3
Nilai Rata-Rata						3,39	3,51	3,4	3,473	3,35	3,33	3,33	3,34	3,53	3,51	3,51	3,47
Deviasi Standar						0,79	0,88	0,96	0,88	0,84	0,89	0,86	0,87	0,74	0,74	0,74	0,71

Lampiran 7. Data isian Kuesioner (lanjutan)

Resp	X4			X5				Y1				Y2				
	1	2	3	1	2	3	4	1	2	3	4	1	2	3	4	5
1	2	2	2	3	3	4	4	3	3	3	3	3	4	3	3	3
2	3	3	3	3	4	4	3	3	3	4	3	4	4	4	4	4
3	3	3	3	4	4	4	4	3	3	3	3	4	4	4	4	5
4	4	3	4	3	4	4	3	3	3	2	3	4	3	3	4	4
5	3	4	3	3	4	4	4	2	2	3	3	3	3	3	3	3
6	3	3	3	3	3	3	3	2	2	2	2	5	5	4	4	4
7	2	3	2	4	4	4	4	2	2	2	1	4	3	3	4	4
8	3	3	3	2	3	3	3	2	2	2	3	3	3	4	3	4
9	3	3	4	4	4	3	3	4	4	4	4	4	4	4	4	4
10	4	4	3	4	4	3	4	3	2	3	2	4	4	4	4	3
11	3	4	4	4	4	4	5	4	5	5	4	4	4	5	4	4
12	2	2	3	3	4	4	4	3	3	2	3	4	4	3	4	4
13	4	3	3	3	3	3	3	3	3	2	3	4	3	4	3	4
14	3	3	4	4	4	4	4	4	4	4	4	4	3	3	3	4
15	3	3	3	3	3	3	4	4	5	4	4	3	4	4	3	3
16	3	3	4	4	4	3	4	3	2	3	2	2	2	2	3	2
17	3	4	4	3	4	3	4	2	3	2	2	3	3	3	3	3
18	3	3	2	4	4	4	4	4	4	4	4	3	4	4	4	3
19	4	3	4	3	4	4	4	3	3	3	3	2	2	2	2	3
20	3	4	4	3	4	4	4	4	4	5	4	4	4	4	4	4

Resp	X4			X5				Y1				Y2				
	1	2	3	1	2	3	4	1	2	3	4	1	2	3	4	5
21	3	3	3	4	4	4	4	4	4	4	4	3	3	2	3	3
22	3	4	3	4	4	4	4	3	3	3	4	3	3	3	3	2
23	3	4	4	3	3	4	4	4	4	4	3	5	4	4	4	4
24	3	4	3	5	5	4	4	5	4	4	4	4	5	4	4	4
25	3	3	4	3	4	3	4	4	4	3	3	3	3	3	3	3
26	4	4	5	4	4	4	4	4	5	4	4	2	2	3	2	2
27	4	4	4	4	3	3	4	4	4	4	5	4	4	4	4	4
28	4	4	5	5	4	4	4	4	4	4	5	5	5	4	4	5
29	3	3	3	3	3	3	4	4	4	4	4	4	4	4	5	5
30	3	3	3	3	3	4	4	4	4	5	5	5	5	4	4	4
31	3	3	4	3	2	2	2	2	2	2	3	2	3	3	3	2
32	4	4	3	4	4	4	5	3	3	3	2	4	4	3	4	4
33	3	3	3	4	3	4	4	4	4	4	3	4	4	4	3	4
34	3	4	3	4	4	4	4	4	4	5	4	4	5	4	4	4
35	3	3	3	2	2	2	2	3	3	3	3	2	2	3	3	2
36	4	3	3	2	3	3	2	2	3	3	3	3	3	4	4	3
37	2	2	3	4	4	4	4	4	4	4	5	4	4	4	4	5
38	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4	4
39	3	3	3	4	4	4	4	3	4	4	4	3	3	3	3	4
40	3	3	4	4	4	4	4	4	5	4	4	4	4	4	4	4
41	4	3	3	5	4	4	4	4	4	5	5	5	4	5	4	4

Resp	X4			X5				Y1				Y2				
	1	2	3	1	2	3	4	1	2	3	4	1	2	3	4	5
42	4	3	3	4	4	4	4	3	3	3	3	4	4	4	3	3
43	3	3	2	3	3	2	2	2	3	3	3	3	4	3	3	3
44	3	3	3	3	4	3	3	3	3	3	3	3	3	3	3	3
45	3	4	3	4	4	4	4	4	4	4	4	4	4	4	4	3
46	5	4	4	4	5	5	5	4	5	5	5	4	5	5	5	5
47	2	2	2	4	5	5	5	4	4	4	3	4	4	4	4	4
48	3	3	3	4	4	4	4	4	4	4	3	4	4	4	4	3
49	3	3	3	4	5	5	5	4	4	5	3	4	4	4	4	4
50	3	3	3	3	4	3	3	4	4	4	4	4	4	5	5	4
51	3	3	3	3	3	3	4	4	3	4	3	4	3	4	4	4
52	3	3	3	3	4	3	3	4	4	4	3	4	4	4	4	4
53	3	3	3	3	4	3	3	3	3	3	3	4	3	3	3	3
54	3	3	3	4	3	3	3	3	3	2	3	3	3	3	3	3
55	3	3	3	4	4	4	3	2	2	2	2	2	2	2	2	2
56	3	3	3	3	4	4	3	4	4	4	4	5	4	4	4	4
57	3	4	4	4	4	4	3	4	5	4	4	4	4	4	4	4
58	4	4	5	3	3	4	3	4	5	5	4	5	4	4	4	4
59	3	2	3	3	3	3	4	4	3	4	4	3	4	4	4	4
60	3	3	3	3	3	3	3	4	4	4	3	3	3	3	3	4
61	3	3	3	2	3	3	2	3	3	3	3	3	3	3	3	3
62	3	4	3	4	3	3	4	3	3	3	3	3	3	3	3	3

Resp	X4			X5				Y1				Y2				
	1	2	3	1	2	3	4	1	2	3	4	1	2	3	4	5
63	2	3	3	4	3	3	3	4	4	3	4	3	3	3	3	4
64	3	3	4	4	4	4	4	2	2	3	3	3	4	4	3	3
65	3	3	3	4	4	4	4	2	3	3	2	3	3	4	3	4
66	3	4	4	3	4	3	3	2	2	2	3	3	3	3	3	3
67	3	3	3	3	4	4	4	3	4	4	3	3	3	3	3	3
68	3	3	3	3	4	4	3	4	4	4	3	4	4	3	4	4
69	3	3	3	3	3	4	3	3	3	3	3	4	4	3	4	3
70	3	3	3	4	4	3	3	3	3	3	3	3	3	3	4	4
71	4	4	4	4	4	4	4	4	4	5	5	4	5	4	4	4
72	4	4	4	5	5	5	4	4	4	4	5	4	5	5	4	4
73	3	3	3	4	5	4	4	4	4	4	4	4	4	4	4	4
74	3	3	3	4	3	3	4	2	2	2	3	3	3	3	3	3
75	4	5	4	4	5	4	4	5	5	5	4	5	5	5	4	4
76	2	3	3	3	4	3	4	3	3	3	3	3	3	3	3	3
77	4	4	4	3	4	3	3	4	4	4	5	4	4	5	4	4
78	3	4	4	4	3	3	4	3	2	3	3	4	4	4	3	3
79	3	4	4	4	4	4	4	3	3	3	4	3	3	4	3	3
80	3	4	4	3	3	3	2	3	3	3	4	3	3	3	4	3
81	4	4	5	4	5	4	5	4	4	4	4	4	4	4	4	4
82	4	5	5	5	4	5	4	4	4	4	4	4	4	4	4	4
83	4	4	4	4	4	4	5	4	4	4	3	3	3	3	4	4

Resp	X4			X5				Y1				Y2				
	1	2	3	1	2	3	4	1	2	3	4	1	2	3	4	5
84	4	4	4	4	5	4	5	4	4	4	3	3	3	3	4	3
85	4	4	4	4	3	4	3	4	4	5	5	4	4	4	5	4
86	3	2	3	4	5	4	4	4	3	3	4	3	4	4	4	3
87	4	4	5	4	4	3	4	4	4	4	4	4	4	3	4	3
88	3	3	2	4	4	4	4	3	3	3	2	3	3	3	3	3
89	3	3	3	3	3	4	3	3	3	3	3	4	4	4	3	4
90	4	4	4	4	5	4	5	3	3	4	3	3	3	3	4	3
91	4	4	4	3	3	4	3	4	3	3	3	3	4	3	3	3
92	4	4	4	4	3	4	4	4	3	3	3	3	3	3	4	3
93	4	4	3	4	3	4	3	4	4	4	5	3	3	3	4	3
94	4	3	4	4	4	5	5	3	4	3	3	4	3	3	3	3
95	3	4	4	4	4	4	3	3	3	3	3	3	3	3	3	4
96	2	3	3	5	4	5	4	4	4	4	4	3	3	3	3	3
97	4	4	3	3	4	3	4	4	3	4	4	4	4	4	4	4
98	4	3	4	3	3	3	4	3	3	3	3	3	4	3	3	3
99	4	5	5	5	4	4	4	4	5	5	5	3	3	4	4	3
100	2	2	2	3	4	3	4	3	3	3	3	4	4	4	4	3
101	3	4	4	4	5	5	5	4	5	4	4	3	4	3	4	3
102	4	3	4	2	2	2	2	4	5	4	4	4	3	4	4	3
103	3	4	3	4	3	3	3	4	3	4	4	4	3	4	4	3
104	3	3	3	5	4	4	5	4	4	4	4	4	5	4	4	4

Resp	X4			X5				Y1				Y2				
	1	2	3	1	2	3	4	1	2	3	4	1	2	3	4	5
105	3	3	3	5	5	4	5	4	5	5	4	4	3	3	4	3
106	4	3	4	4	4	4	4	4	4	5	4	4	4	4	4	3
107	2	2	3	4	5	5	5	4	3	3	4	4	4	4	4	4
108	2	3	2	4	4	4	4	4	3	4	4	4	4	4	4	4
109	2	2	3	4	4	5	4	3	3	3	4	4	4	4	4	4
110	4	4	3	4	4	5	4	4	5	5	5	4	3	3	3	4
111	3	2	3	5	5	4	4	4	3	3	3	3	3	4	3	3
112	2	3	2	3	3	4	4	5	5	4	4	3	3	3	4	3
113	3	4	4	3	3	4	4	2	2	2	2	4	4	4	4	3
114	3	4	4	3	3	4	4	3	2	2	3	4	4	4	4	3
115	3	3	3	4	3	3	4	4	3	4	3	4	4	4	4	3
116	2	3	3	3	3	3	3	4	5	4	4	4	3	4	4	4
117	3	3	3	4	3	3	4	3	3	3	3	3	3	3	3	3
118	3	3	4	4	4	4	4	3	3	3	3	3	3	3	3	3
119	3	3	3	4	4	3	3	3	3	2	3	4	3	3	4	3
120	4	4	4	5	5	4	4	5	5	4	4	3	3	3	4	3
121	3	3	3	4	5	5	4	4	4	4	5	3	3	3	4	3
122	3	3	2	4	4	4	4	3	3	3	2	3	3	3	3	3
123	3	3	3	3	4	3	4	3	3	3	3	4	4	3	4	4
124	4	4	4	4	5	4	5	4	4	5	5	4	4	4	4	5
125	3	4	4	3	3	3	3	4	4	5	4	5	4	4	4	5

Resp	X4			X5				Y1				Y2				
	1	2	3	1	2	3	4	1	2	3	4	1	2	3	4	5
126	4	4	3	3	4	4	4	5	5	4	4	4	4	4	4	4
127	4	4	3	4	3	4	4	4	4	5	5	4	4	4	4	4
128	5	5	5	3	3	3	4	4	4	4	5	3	3	3	4	3
129	4	4	4	3	3	3	4	4	4	4	4	3	3	2	3	3
130	4	4	4	4	4	4	4	4	4	4	3	3	3	3	4	3
131	4	4	4	3	4	4	4	4	4	4	4	4	4	5	4	4
132	4	4	4	3	3	3	3	4	4	4	3	3	3	3	3	3
133	3	2	3	4	4	4	3	2	2	3	3	4	4	4	4	3
134	3	3	2	4	4	5	4	4	4	4	4	4	3	3	3	3
135	2	3	3	3	4	3	3	2	2	2	3	3	3	4	3	3
136	3	3	2	4	4	3	3	2	2	2	2	3	3	3	3	3
137	4	4	3	3	4	3	3	3	3	3	4	3	3	2	3	3
138	3	4	4	3	3	3	4	3	3	3	4	3	2	3	3	2
139	3	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3
140	4	4	3	4	4	4	4	3	3	3	3	3	3	3	3	3
141	3	4	4	4	4	3	4	3	3	3	4	3	3	3	2	3
142	2	2	2	4	4	3	4	2	2	2	3	3	3	3	3	3
143	2	2	3	3	3	3	4	2	2	2	2	3	3	3	3	4
144	3	3	3	3	3	3	4	2	2	2	2	2	2	2	2	2
145	2	3	2	3	3	3	3	2	2	2	2	2	2	2	2	2
146	2	2	3	3	3	3	3	2	2	2	2	3	3	3	3	3

Resp	X4			X5				Y1				Y2				
	1	2	3	1	2	3	4	1	2	3	4	1	2	3	4	5
147	2	2	2	4	4	5	4	2	2	2	3	3	3	3	3	3
148	2	3	2	3	3	2	3	2	1	2	2	2	3	2	2	3
149	2	2	2	3	4	3	3	3	2	3	2	3	3	4	3	3
150	4	4	3	2	2	2	2	4	4	4	4	4	4	3	4	3
Mean	3,18	3,33	3,33	3,60	3,74	3,64	3,73	3,41	3,42	3,47	3,45	3,51	3,50	3,49	3,55	3,43
SD	0,69	0,70	0,75	0,69	0,70	0,71	0,72	0,80	0,91	0,90	0,86	0,70	0,70	0,69	0,63	0,68