BAB 5
SIMPULAN DAN SARAN

5.1. Simpulan

Berdasarkan hasil penelitian dan pembahasan dapat diperoleh kesimpulan sebagai berikut:

1. *Experiential attitude* memiliki pengaruh positif terhadap *experiential satisfaction* konsumen Air Asia di Surabaya. Karena itu dengan meningkatkan *experiential attitude* maka *experiential satisfaction* konsumen Air Asia di Surabaya juga akan meningkat.
2. *Experiential satisfaction* memiliki pengaruh positif terhadap *repurchase intention* konsumen Air Asia di Surabaya. Karena itu dengan meningkatkan *experiential satisfaction* maka *repurchase intention* konsumen Air Asia di Surabaya juga akan meningkat.
3. *Experiential satisfaction* memiliki pengaruh positif terhadap *recommendation intention* konsumen Air Asia di Surabaya. Karena itu dengan meningkatkan *experiential satisfaction* maka *recommendation intention* konsumen Air Asia di Surabaya juga akan meningkat.
4. *Repurchase intention* memiliki pengaruh positif terhadap *recommendation intention* konsumen Air Asia di Surabaya. Karena itu dengan meningkatkan *repurchase intention* maka *recommendation intention* konsumen Air Asia di Surabaya juga akan meningkat.
5. *Experiential satisfaction* memiliki pengaruh positif terhadap *recommendation intention* konsumen Air Asia di Surabaya dengan *repurchase intention* sebagai variabel mediasi. Karena itu dengan dengan meningkatkan *experiential satisfaction* maka *repurchase intention* konsumen Air Asia di Surabaya juga akan meningkat

yang pada akhirnya meningkatkan *recommendation intention* konsumen Air Asia di Surabaya.

6. *Experiential attitude* memiliki pengaruh positif terhadap *repurchase intention* konsumen Air Asia di Surabaya dengan *experiential satisfaction* sebagai variabel mediasi. Karena itu dengan meningkatkan *experiential attitude* maka *experiential satisfaction* konsumen Air Asia di Surabaya juga akan meningkat yang pada akhirnya meningkatkan *repurchase intention* konsumen Air Asia di Surabaya.
7. *Experiential attitude* memiliki pengaruh positif terhadap *recommendation intention* konsumen Air Asia di Surabaya dengan *experiential satisfaction* dan *repurchase intention* sebagai variabel mediasi. Karena itu dengan meningkatkan *experiential attitude* maka *experiential satisfaction* serta *repurchase intention* konsumen Air Asia di Surabaya juga akan meningkat yang pada akhirnya meningkatkan *recommendation intention* konsumen Air Asia di Surabaya.

5.2. Saran.

Berdasarkan penelitian yang telah dilakukan maka saran yang dapat diberikan adalah sebagai berikut:

a. Saran praktis

   Agar dapat membuat konsumen bersedia merekomendasikan kepada relasi atau keluarganya untuk menggunakan penerbangan Air Asia maka pihak manajemen Air Asia harus memperhatikan *experiential attitude, experiential satisfaction* serta *repurchase intention* para konsumennya selama ini, hal ini karena dalam penelitian ini ditemukan bahwa *experiential attitude, experiential satisfaction* serta

repurchase intention akan dapat mempengaruhi *recommendation intention* konsumen baik secara langsung maupun tidak langsung, adapun *experiential attitude* dapat ditingkatkan dengan cara memberikan layanan serta interior pesawat yang baik, sedangkan *experiential satisfaction* dapat ditingkatkan dengan cara memberikan program promosi, serta pelayanan selama penerbangan kepada para konsumen dengan baik.

b. Saran akademis

untuk memperluas penelitian dengan mempertimbangkan variabel-variabel lainnya yang berpengaruh terhadap *recommendation intention* dan *repurchase intention* serta memperluas cakupan penelitian dengan menambahkan atau mengganti obyek penelitian di berbagai jenis industri yang ada.

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No Kuesioner ……..

KUESIONER UNTUK CUSTOMER AIR ASIA

Responden yth,

Bersama segala kesibukan Bapak/Ibu/Saudara, perkenankan saya memohon kesediaan Bapak/Ibu/Saudara untuk mengisi kuesioner ini. Adapun penelitian ini dilakukan untuk kepentingan ilmiah, sehingga jawaban jujur dari responden sangat saya harapkan.

Akhir kata saya ucapkan terima kasih atas waktu yang disediakan Bapak/Ibu/Saudara untuk mengisi kuesioner ini.

Hormat saya,
(Adrian Hartono D)

IDENTIFIKASI RESPONDEN

1. Usia anda saat ini
   a. < 17 tahun b. ≥ 17 tahun

2. Apakah anda penduduk Surabaya ?
   a. Ya b. Tidak

3. Apakah anda pernah menggunakan jasa penerbangan Air Asia dalam 3 bulan terakhir ini ?
   a. Ya b. Tidak

Mohon memberikan tanda silang (x) pada pilihan jawaban yamg tersedia. Setiap pertanyaan hanya mengharapkan satu jawaban. Setiap angka akan mewakili tingkat kesesuaian dengan pendapat bapak/ibu/saudara, dimana:

STS = Sangat Tidak Setuju.
TS = Tidak Setuju.
N = Netral.
S = Setuju.
SS = Sangat Setuju.

No.	Pernyataan	Jawaban Responden				
Experential Attitude		STS	TS	N	S	SS
1.	Saya merasa Air Asia memberikan pelayanan penerbangan yang baik					
2.	Saya merasa menggunakan jasa penerbangan Air Asia adalah keputusan yang bijak					
3.	Saya merasa interior pesawat AirAsia sangat nyaman					
Experential Satisfaction		STS	TS	N	S	SS
1.	Saya merasa puas dengan jasa penerbangan Air Asia					
2.	Saya merasa puas dengan layanan penerbangan Air Asia					
3.	Saya merasa senang dapat menggunakan jasa penerbangan Air Asia					
4.	Saya merasa puas dengan program-program promosi yang ditawarkan Air Asia					
Repurchase intention		STS	TS	N	S	SS
1.	Saya selalu memilih penerbangan Air Asia					
2.	Saya bersedia mengajak relasi untuk menggunakan jasa penerbangan Air Asia					
3.	Saya tetap menggunakan jasa penerbangan Air Asia meskipun Air Asia menaikan harga					
4.	Secara keseluruhan saya tetap akan memillih menggunakan jasa penerbangan Air Asia					
Recommendation intention		STS	TS	N	S	SS
1.	Saya akan merekomendasikan untuk menggunakan jasa penerbangan Air Asia kepada teman-teman saya					
2.	Saya selalu mengatakan pengalaman positif dalam menggunakan jasa penerbangan Air Asia kepada teman-teman saya					
3.	Saat seseorang menanyakan perusahaan penerbangan yang baik saya selalu merekomendasikan Air Asia					

Lampiran 2 Hasil Kuesioner

No.	EA1	EA2	EA3	ES1	ES2	ES3	ES4
1	2	2	2	3	2	1	3
2	3	3	3	4	4	5	5
3	2	2	2	3	3	4	4
4	3	2	3	3	3	3	2
5	2	2	2	2	3	2	4
6	3	3	3	3	2	3	3
7	2	2	2	3	3	2	4
8	5	4	4	5	2	3	3
9	3	2	2	3	1	2	2
10	3	3	3	4	4	5	5
11	2	2	2	3	2	4	4
12	3	2	3	3	2	3	3
13	4	4	3	4	1	2	2
14	5	4	4	5	4	5	5
15	2	3	2	4	3	4	4
16	3	3	3	4	3	4	4
17	4	3	3	4	2	1	3
18	2	2	2	3	3	3	4
19	3	3	3	4	2	3	3
20	4	4	4	5	4	5	5
21	2	2	2	3	1	2	2
22	4	4	3	5	4	5	4
23	3	3	3	4	3	3	3
24	4	4	3	5	4	4	4
25	2	2	2	3	3	4	4
26	4	4	3	5	3	5	5
27	2	2	1	3	1	2	2
28	4	4	4	5	4	5	5
29	3	3	3	4	1	2	2
30	3	3	3	3	2	3	3
31	3	3	3	4	3	4	4
32	3	3	3	4	4	5	5
33	2	2	2	1	1	2	2
34	3	3	4	4	3	5	5
35	2	2	2	3	2	3	3
36	3	3	3	4	3	4	4
37	2	2	2	3	3	4	4
38	4	4	3	5	3	5	5

Lampiran 2 (lanjutan)

No.	EA1	EA2	EA3	ES1	ES2	ES3	ES4
39	2	2	2	3	2	4	4
40	4	4	5	5	2	3	3
41	2	2	2	3	2	4	4
42	2	2	3	3	3	4	4
43	3	3	1	4	1	2	2
44	3	3	3	3	4	5	4
45	2	2	3	3	3	4	3
46	3	3	3	4	2	3	3
47	2	2	2	3	3	4	4
48	3	2	3	3	5	5	4
49	2	2	3	2	2	2	2
50	3	3	4	4	4	3	3
51	2	2	2	3	2	3	3
52	4	4	3	4	3	4	4
53	2	2	2	4	2	4	4
54	4	4	4	3	2	3	3
55	3	3	3	4	3	4	4
56	3	3	4	5	4	5	5
57	2	2	2	3	3	4	3
58	4	4	4	4	4	5	4
59	2	2	2	3	3	4	3
60	4	4	4	3	4	5	3
61	3	2	3	3	2	3	3
62	4	4	5	4	3	4	4
63	3	3	4	4	3	4	4
64	4	4	4	5	4	5	5
65	3	3	2	2	3	2	2
66	4	4	4	5	4	5	5
67	2	2	2	4	3	4	4
68	4	4	3	4	4	5	4
69	3	3	3	3	3	4	3
70	4	4	3	4	4	5	4
71	2	2	3	3	3	4	3
72	4	4	4	3	4	4	3
73	3	3	3	2	3	4	2
74	2	2	3	3	4	3	3
75	3	3	2	4	3	4	4
76	2	2	3	3	2	3	3

Lampiran 2 (lanjutan)

No.	EA1	EA2	EA3	ES1	ES2	ES3	ES4
77	3	3	2	4	3	4	4
78	2	3	2	4	3	4	4
79	1	1	2	1	2	1	1
80	3	3	5	3	2	3	3
81	3	3	3	4	3	4	4
82	4	4	3	4	4	5	4
83	3	3	2	3	3	3	3
84	4	4	5	4	4	4	4
85	2	3	2	2	3	3	2
86	3	3	3	3	3	5	3
87	2	2	3	2	1	2	2
88	4	4	4	5	4	5	5
89	3	3	3	2	1	2	2
90	5	5	5	5	5	5	5
91	3	3	3	4	3	4	4
92	4	4	4	5	4	5	5
93	2	2	3	4	3	4	4
94	4	4	4	5	4	5	5
95	2	2	3	1	2	1	1
96	4	4	3	5	5	5	5
97	3	3	3	4	4	4	4
98	4	4	3	5	5	5	5
99	3	3	3	3	2	3	3
100	4	4	3	5	4	5	5
101	3	3	2	4	4	5	5
102	3	3	3	4	4	5	5
103	3	3	4	3	3	4	4
104	3	3	3	4	4	5	5
105	3	3	4	4	4	5	5
106	3	3	4	5	5	5	5
107	3	3	2	2	2	3	3
108	3	3	4	5	5	5	5
109	3	3	2	4	4	5	5
110	3	3	2	4	4	5	5
111	3	3	3	5	5	5	5
112	3	3	3	4	4	5	5
113	3	3	3	5	5	5	5
114	1	1	2	4	4	5	5

Lampiran 2 (lanjutan)

No.	EA1	EA2	EA3	ES1	ES2	ES3	ES4
115	2	2	2	3	3	5	5
116	2	2	3	3	3	4	4
117	3	3	4	4	4	5	5
118	2	2	2	3	3	5	5
119	3	3	3	4	4	5	5
120	2	2	1	5	5	5	5
121	3	3	4	4	4	5	5
122	3	3	3	5	5	5	5
123	3	3	3	4	4	5	5
124	3	3	4	4	4	5	5
125	3	3	3	4	4	5	5
126	4	4	3	3	3	4	4
127	4	4	5	3	3	4	4
128	4	4	4	3	3	4	4
129	4	4	3	3	3	4	4
130	4	4	5	3	3	4	4
131	4	4	4	3	3	4	4
132	4	4	4	3	3	4	4
133	3	4	5	2	2	4	4
134	4	4	5	3	3	4	4
135	3	4	3	3	3	4	4
136	4	4	4	3	3	4	4
137	4	4	4	3	3	4	4
138	4	4	5	4	4	4	4
139	4	4	5	3	3	4	4
140	4	4	3	4	4	4	4
141	4	4	4	4	4	4	4
142	4	4	4	4	4	4	4
143	4	4	3	2	2	4	4
144	4	4	3	3	3	4	4
145	4	4	4	4	4	4	4
146	4	4	4	2	2	4	4
147	4	4	5	3	3	4	4
148	4	4	4	3	3	4	4
149	4	4	4	2	2	4	4
150	4	4	5	3	3	4	4
151	4	4	4	4	4	5	5
152	4	4	4	4	4	5	5

Lampiran 2 (lanjutan)

No.	EA1	EA2	EA3	ES1	ES2	ES3	ES4
153	4	4	4	4	4	5	5
154	4	4	3	4	4	5	5
155	4	4	4	4	4	5	5
156	4	4	3	3	3	5	5
157	4	4	4	4	4	5	5
158	4	4	3	5	5	5	5
159	4	4	4	4	4	5	5
160	4	4	4	4	4	5	5
161	4	4	4	4	4	5	5
162	4	4	3	4	4	5	5
163	4	4	5	4	4	5	5
164	4	4	4	4	4	5	5
165	4	4	3	4	4	5	5
166	4	4	3	4	4	5	5
167	4	4	5	4	4	5	5
168	4	4	3	4	4	5	5
169	4	4	5	4	4	5	5
170	4	4	4	4	4	5	5
171	4	4	4	4	4	5	5
172	4	4	4	4	4	5	5
173	4	4	3	5	5	5	5
174	4	4	4	4	4	5	5
175	4	4	4	4	4	4	4
176	4	4	4	4	4	5	4
177	4	4	4	4	4	5	4
178	4	4	4	4	4	5	4
179	4	4	5	5	5	5	3
180	4	4	4	4	4	5	4
181	4	4	5	4	4	5	3
182	4	4	4	4	4	5	4
183	3	4	5	4	4	5	3
184	3	4	4	5	5	5	3
185	3	3	3	5	5	5	3
186	3	4	5	4	4	4	3
187	3	4	4	3	3	4	5
188	4	4	4	4	4	4	5
189	4	4	3	4	4	4	5
190	4	3	5	4	4	4	3

Lampiran 2 (lanjutan)

No.	EA1	EA2	EA3	ES1	ES2	ES3	ES4
191	3	5	4	4	4	3	3
192	4	4	4	4	4	3	3
193	3	3	3	4	4	3	3
194	5	5	5	4	4	3	4
195	4	4	4	4	4	3	5
196	3	3	3	4	4	3	5
197	3	5	4	4	4	3	5
198	4	4	4	4	4	3	5
199	4	3	4	4	4	3	5
200	4	5	5	4	4	3	5

Lampiran 2 (lanjutan)

No.	RPI1	RPI2	RPI3	RPI4	RCI1	RCI2	RCI3
1	4	4	4	3	4	3	3
2	5	5	5	5	5	5	5
3	1	2	2	4	4	1	1
4	3	2	3	5	4	3	3
5	2	2	2	4	4	3	3
6	5	4	4	5	5	3	3
7	4	4	3	4	2	3	3
8	5	5	5	5	5	4	4
9	2	1	2	1	2	3	3
10	5	4	5	5	5	3	3
11	4	4	4	4	4	4	4
12	5	5	5	4	5	3	3
13	2	2	2	3	1	4	4
14	3	5	5	4	5	3	3
15	4	4	4	4	4	4	4
16	5	4	5	5	5	3	3
17	4	4	4	4	3	4	4
18	2	2	2	2	3	2	2
19	4	3	3	4	4	4	4
20	5	4	4	5	4	5	5
21	2	1	2	1	2	2	2
22	5	5	5	4	5	5	5
23	4	4	4	4	3	4	4
24	2	5	4	3	5	4	4
25	1	2	1	2	3	3	3
26	3	3	2	2	2	5	5
27	1	1	1	3	2	3	3
28	5	5	5	5	4	5	5
29	4	4	4	4	3	4	4
30	4	2	3	4	5	3	3
31	4	3	3	4	4	3	3
32	4	2	3	3	3	2	2
33	4	3	3	4	2	3	3
34	3	2	3	3	5	5	5
35	3	3	4	2	4	4	4
36	2	2	2	3	2	3	3
37	1	2	2	1	2	2	2
38	4	2	3	4	3	4	4

Lampiran 2 (lanjutan)

No.	RPI1	RPI2	RPI3	RPI4	RCI1	RCI2	RCI3
39	3	4	3	4	4	3	3
40	5	5	5	5	5	5	5
41	1	1	1	1	2	2	2
42	2	2	2	3	3	4	4
43	3	1	2	1	1	3	3
44	3	3	2	2	3	2	2
45	3	3	3	4	3	1	1
46	4	5	5	4	4	5	5
47	3	1	2	2	1	1	1
48	3	2	3	2	2	3	3
49	3	3	4	4	4	1	1
50	2	3	3	3	4	4	4
51	1	1	2	1	2	2	2
52	3	3	2	4	2	2	2
53	4	3	3	3	2	2	2
54	2	4	4	3	3	5	3
55	1	2	4	1	2	2	2
56	5	5	5	5	5	5	5
57	4	4	4	3	3	4	3
58	2	3	4	4	3	4	3
59	3	3	4	4	3	4	3
60	5	5	5	4	4	5	4
61	1	1	1	4	3	4	3
62	3	3	2	5	3	5	3
63	3	4	3	4	3	2	3
64	5	4	4	5	5	5	5
65	3	4	4	4	4	4	4
66	5	5	5	5	5	5	5
67	2	2	2	3	2	2	2
68	5	4	4	5	5	5	5
69	1	1	1	2	3	1	3
70	3	2	2	4	5	4	5
71	2	2	2	2	2	2	2
72	5	4	5	4	5	4	5
73	4	4	4	3	4	4	4
74	2	2	2	3	3	3	3
75	1	2	2	4	2	4	2
76	4	5	4	3	3	2	3

Lampiran 2 (lanjutan)

No.	RPI1	RPI2	RPI3	RPI4	RCI1	RCI2	RCI3
77	4	4	4	2	2	3	2
78	2	5	4	3	3	4	3
79	2	2	1	1	2	2	2
80	4	3	3	4	3	4	3
81	4	3	3	2	3	2	3
82	5	4	4	5	5	5	5
83	4	4	4	4	4	4	4
84	5	5	5	4	4	5	4
85	4	4	4	4	3	4	3
86	3	3	2	4	2	4	2
87	1	2	2	2	2	2	2
88	2	3	3	4	3	5	3
89	1	1	1	2	2	3	2
90	5	5	5	5	5	5	5
91	4	4	3	2	4	2	4
92	4	5	5	4	5	5	5
93	4	3	2	2	3	2	3
94	3	3	4	4	4	4	4
95	2	2	2	3	2	3	2
96	3	5	5	5	4	4	4
97	2	2	2	4	4	4	4
98	5	5	5	4	4	5	4
99	3	2	3	1	4	3	4
100	5	3	5	3	4	4	4
101	3	4	3	4	5	4	5
102	5	5	5	4	5	4	5
103	5	4	5	4	4	3	4
104	5	4	5	5	5	4	5
105	5	5	5	4	5	4	5
106	5	5	5	4	5	4	5
107	5	5	5	3	5	3	5
108	3	3	3	3	5	4	5
109	3	5	4	4	5	5	5
110	4	4	4	4	5	5	5
111	3	2	4	5	5	4	5
112	3	2	4	3	5	3	5
113	4	3	5	4	4	4	4
114	4	3	4	5	3	4	3

Lampiran 2 (lanjutan)

No.	RPI1	RPI2	RPI3	RPI4	RCI1	RCI2	RCI3
115	4	2	3	5	2	3	2
116	3	4	3	3	3	4	3
117	4	4	4	4	5	5	5
118	3	4	2	4	5	5	5
119	2	3	4	3	3	4	3
120	4	3	4	4	4	4	4
121	5	3	4	4	4	5	4
122	5	3	4	4	5	4	5
123	4	3	4	4	3	4	3
124	4	2	3	3	5	3	5
125	5	4	3	4	5	5	5
126	4	4	3	4	4	4	4
127	5	4	5	5	5	5	5
128	4	3	4	4	5	4	5
129	4	3	2	3	4	4	4
130	4	3	4	4	5	4	5
131	5	4	5	4	3	4	3
132	2	3	4	3	3	3	3
133	3	4	3	3	4	4	4
134	5	4	5	5	4	5	4
135	3	4	4	4	4	4	4
136	4	3	2	4	5	4	5
137	3	4	4	4	5	4	5
138	5	3	4	4	5	5	5
139	3	4	4	4	5	4	5
140	3	4	4	4	5	4	5
141	2	3	3	3	5	3	5
142	4	5	3	4	5	4	5
143	5	3	4	4	5	5	5
144	3	2	4	5	5	2	5
145	5	3	5	5	5	5	5
146	5	4	3	5	5	4	5
147	4	2	3	3	5	4	5
148	3	3	4	3	4	4	4
149	3	3	3	3	4	4	4
150	4	3	3	3	5	4	5
151	3	4	3	3	4	5	5
152	2	2	3	3	3	4	3

Lampiran 2 (lanjutan)

No.	RPI1	RPI2	RPI3	RPI4	RCI1	RCI2	RCI3
153	2	2	2	3	3	3	3
154	4	2	3	3	4	5	4
155	4	4	3	4	4	5	3
156	2	3	3	3	4	4	3
157	2	2	2	2	4	4	5
158	4	3	3	3	4	5	5
159	2	2	3	2	3	4	5
160	2	2	2	3	3	5	5
161	2	2	3	2	3	4	5
162	4	3	3	3	4	5	5
163	2	2	2	2	5	3	5
164	2	3	3	3	3	4	5
165	2	2	2	2	4	3	5
166	4	2	2	3	3	4	5
167	4	4	3	4	5	5	4
168	4	2	3	3	5	4	5
169	1	2	3	2	4	3	4
170	2	3	2	2	5	4	3
171	2	3	3	3	5	4	4
172	2	2	2	2	4	3	4
173	4	3	3	3	4	5	5
174	3	3	3	3	5	4	4
175	3	2	2	3	4	3	3
176	4	3	5	4	4	3	4
177	3	3	3	3	3	2	2
178	3	3	4	3	2	3	4
179	5	4	4	4	4	4	4
180	4	3	3	4	4	2	4
181	3	3	3	3	3	2	4
182	3	3	4	3	4	3	4
183	3	4	5	4	4	3	3
184	3	4	4	4	2	3	4
185	5	5	3	4	3	4	2
186	5	5	4	5	3	3	2
187	3	4	4	4	3	3	2
188	3	3	3	3	4	2	1
189	3	3	4	4	4	2	2
190	3	4	4	4	2	3	4

Lampiran 2 (lanjutan)

No.	RPI1	RPI2	RPI3	RPI4	RCI1	RCI2	RCI3
191	3	3	3	3	4	2	3
192	5	4	4	4	3	4	4
193	4	3	4	4	3	3	4
194	3	3	3	3	4	3	4
195	3	3	5	4	3	3	4
196	4	3	5	4	2	3	2
197	3	3	4	4	4	2	4
198	5	3	4	4	4	3	4
199	4	2	3	3	3	2	2
200	4	3	3	4	2	2	2

Lampiran 3 Uji Validitas

Indikator	Standardized Loading	Keterangan
Experiential Attitude		
EA1	0.940	Valid
EA2	0.960	Valid
EA3	0.720	Valid
Experiential Satisfaction		
ES1	0.710	Valid
ES2	0.830	Valid
ES3	0.860	Valid
ES4	0.820	Valid
Repurchase Intention		
RPI1	0.790	Valid
RPI2	0.830	Valid
RPI3	0.850	Valid
RPI4	0.710	Valid
Reccomendation Intention		
RCI1	0.740	Valid
RCI2	0.740	Valid
RCI3	0.880	Valid

Lampiran 4 Uji Reliabilitas

	λ	λ^2	ei	$\sum\lambda$	$(\sum\lambda)^2$	$\sum(\lambda)^2$	$\sum\varepsilon$	**CR**	**VE**
Experiential Attitude				2.620	6.864	2.324	0.676	0.910	0.775
EA1	0.940	0.884	0.116						
EA2	0.960	0.922	0.078						
EA3	0.720	0.518	0.482						
Experiential Satisfaction				3.220	10.368	2.605	1.395	0.881	0.651
ES1	0.710	0.504	0.496						
ES2	0.830	0.689	0.311						
ES3	0.860	0.740	0.260						
ES4	0.820	0.672	0.328						
Repurchase Intention				3.180	10.112	2.540	1.460	0.874	0.635
RPI1	0.790	0.624	0.376						
RPI2	0.830	0.689	0.311						
RPI3	0.850	0.723	0.278						
RPI4	0.710	0.504	0.496						
Reccomendation Intention				2.360	5.570	1.870	1.130	0.831	0.623
RCI1	0.740	0.548	0.452						
RCI2	0.740	0.548	0.452						
RCI3	0.880	0.774	0.226						

Lampiran 5 Uji Normalitas

DATE: 31/05/2013
TIME: 09:00

P R E L I S 2.80

BY

Karl G. Jöreskog & Dag Sörbom

The following lines were read from file D:\Adrian\Hasil.PR2:

```
!PRELIS SYNTAX: Can be edited
SY='D:\Adrian\Hasil.PSF'
NS 1 2 3 4 5 6 7 8 9 10 11 12 13 14
OU MA=CM RA=d:\adrian\hasil_ns.psf XT
```

Total Sample Size = 200

Univariate Summary Statistics for Continuous Variables

Variable	Mean	St. Dev.	T-Value	Skewness	Kurtosis	Minimum	Freq.	Maximum	Freq.
EA1	3.290	0.818	56.874	-0.216	-0.168	0.916	2	5.446	4
EA2	3.310	0.841	55.654	-0.209	-0.145	0.868	2	5.452	5
EA3	3.340	0.948	49.820	-0.044	-0.316	0.822	3	5.024	23
ES1	3.690	0.853	61.181	-0.156	-0.136	1.386	3	5.108	30
ES2	3.360	0.967	49.139	-0.138	-0.149	1.202	9	5.293	15
ES3	4.070	1.010	56.986	-0.526	-0.623	1.397	4	5.098	84
ES4	4.005	0.969	58.429	-0.430	-0.618	1.210	2	5.075	74
RPI1	3.395	1.186	40.491	-0.157	-0.674	0.975	13	5.098	42
RPI2	3.200	1.094	41.381	-0.056	-0.474	0.847	10	5.034	27
RPI3	3.395	1.089	44.108	-0.121	-0.525	0.881	7	5.073	35
RPI4	3.490	1.012	48.750	-0.142	-0.306	1.243	9	5.206	27
RCI1	3.720	1.085	48.482	-0.282	-0.699	0.809	3	5.069	59
RCI2	3.585	1.043	48.601	-0.182	-0.489	1.018	5	5.122	40
RCI3	3.710	1.123	46.701	-0.313	-0.710	0.918	5	5.069	62

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
EA1	-1.267	0.205	-0.401	0.688	1.766	0.414
EA2	-1.230	0.219	-0.322	0.748	1.616	0.446
EA3	-0.262	0.793	-0.966	0.334	1.002	0.606
ES1	-0.921	0.357	-0.290	0.772	0.932	0.627
ES2	-0.813	0.416	-0.335	0.737	0.774	0.679
ES3	-1.915	0.053	-1.519	0.092	1.777	0.401
ES4	-1.452	0.114	-1.493	0.113	1.729	0.402
RPI1	-0.928	0.353	-1.853	0.054	1.999	0.387
RPI2	-0.333	0.739	-1.689	0.091	2.964	0.227
RPI3	-0.715	0.475	-1.955	0.051	4.332	0.115
RPI4	-0.840	0.401	-0.928	0.354	1.566	0.457
RCI1	-1.646	0.100	-1.926	0.052	1.868	0.393
RCI2	-1.072	0.284	-1.766	0.077	4.267	0.118
RCI3	-1.819	0.069	-1.803	0.072	1.936	0.382

Relative Multivariate Kurtosis = 1.100

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
------	-------	-------	-------	-------	-------	----------	-------
36.009	1.545	0.096	246.454	1.541	0.098	4.050	0.103

Histograms for Continuous Variables

EA1

Frequency	Percentage	Lower Class Limit	
2	1.0	0.916	
0	0.0	1.369	
36	18.0	1.822	• • • • • • • • • • • • • • • •
0	0.0	2.275	
68	34.0	2.728	• •
0	0.0	3.181	
90	45.0	3.634	• •
0	0.0	4.087	
0	0.0	4.540	
4	2.0	4.993	•

EA2

Frequency	Percentage	Lower Class Limit	
2	1.0	0.868	
0	0.0	1.326	
38	19.0	1.785	• • • • • • • • • • • • • • • •
0	0.0	2.243	

```
  61      30.5      2.702       • • • • • • • • • • • • • • • • • • • • • • • •
   0       0.0      3.160
  94      47.0      3.618
• • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • •
   0       0.0      4.077
   0       0.0      4.535
   5       2.5      4.994      • •
```

EA3

```
Frequency Percentage Lower Class Limit
   3       1.5      0.822      •
   0       0.0      1.242
  35      17.5      1.662       • • • • • • • • • • • • • • • • •
   0       0.0      2.082
   0       0.0      2.502
  76      38.0      2.923
• • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • •
   0       0.0      3.343
  63      31.5      3.763       • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • •
   0       0.0      4.183
  23      11.5      4.603       • • • • • • • • • • •
```

ES1

```
Frequency Percentage Lower Class Limit
   3       1.5      1.386      •
  12       6.0      1.759      • • • •
   0       0.0      2.131
   0       0.0      2.503
  59      29.5      2.875       • • • • • • • • • • • • • • • • • • • • • • •
   0       0.0      3.247
  96      48.0      3.620
• • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • •
   0       0.0      3.992
   0       0.0      4.364
  30      15.0      4.736       • • • • • • • • • • •
```

ES2

```
Frequency Percentage Lower Class Limit
   9       4.5      1.202      • • •
   0       0.0      1.611
  28      14.0      2.020       • • • • • • • • • • • •
   0       0.0      2.430
  60      30.0      2.839       • • • • • • • • • • • • • • • • • • • • • • • • •
   0       0.0      3.248
  88      44.0      3.657
• • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • •
   0       0.0      4.066
   0       0.0      4.475
  15       7.5      4.884      • • • • • •
```

ES3

Frequency Percentage Lower Class Limit

4 2.0 1.397 •
0 0.0 1.767
13 6.5 2.137 • • • • •
0 0.0 2.507
32 16.0 2.877 • • • • • • • • • • • • • •
0 0.0 3.247
67 33.5 3.617 •
0 0.0 3.987
0 0.0 4.357
84 42.0 4.728
• •

ES4

Frequency Percentage Lower Class Limit
2 1.0 1.210 •
0 0.0 1.596
14 7.0 1.983 • • • • • • •
0 0.0 2.369
39 19.5 2.756 •
0 0.0 3.142
71 35.5 3.529
• •
0 0.0 3.916
0 0.0 4.302
74 37.0 4.689
• •

RPI1

Frequency Percentage Lower Class Limit
13 6.5 0.975 • • • • • • • •
0 0.0 1.387
35 17.5 1.799 •
0 0.0 2.212
54 27.0 2.624
• •
0 0.0 3.036
0 0.0 3.449
56 28.0 3.861
• •
0 0.0 4.273
42 21.0 4.685 •

RPI2

Frequency Percentage Lower Class Limit
10 5.0 0.847 • • • • •
0 0.0 1.266
46 23.0 1.685 •
0 0.0 2.103
0 0.0 2.522
65 32.5 2.941
• •
0 0.0 3.360

```
 52       26.0      3.778      • • • • • • • • • • • • • • • • • • • • • • • • • • • • • •
  0       0.0      4.197
 27       13.5      4.616      • • • • • • • • • • • • • • •

   RPI3
Frequency Percentage Lower Class Limit
  7       3.5      0.881      • • • •
  0       0.0      1.300
 38       19.0      1.719      • • • • • • • • • • • • • • • • • • • • • • •
  0       0.0      2.138
  0       0.0      2.557
 59       29.5      2.977
• • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • •
  0       0.0      3.396
 61       30.5      3.815
• • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • •
  0       0.0      4.234
 35       17.5      4.653      • • • • • • • • • • • • • • • • • • • • •

   RPI4
Frequency Percentage Lower Class Limit
  9       4.5      1.243      • • • •
  0       0.0      1.639
 23       11.5      2.035      • • • • • • • • • •
  0       0.0      2.432
 56       28.0      2.828      • • • • • • • • • • • • • • • • • • • • • • • • •
  0       0.0      3.224
 85       42.5      3.621
• • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • •
  0       0.0      4.017
  0       0.0      4.413
 27       13.5      4.809      • • • • • • • • • • • •

   RCI1
Frequency Percentage Lower Class Limit
  3       1.5      0.809      •
  0       0.0      1.235
 29       14.5      1.661      • • • • • • • • • • • • • • • • • •
  0       0.0      2.087
  0       0.0      2.513
 48       24.0      2.939      • • • • • • • • • • • • • • • • • • • • • • • • • • • • •
  0       0.0      3.365
 61       30.5      3.791
• • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • •
  0       0.0      4.217
 59       29.5      4.643
• • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • •

   RCI2
Frequency Percentage Lower Class Limit
  5       2.5      1.018      • •
  0       0.0      1.428
```

```
  29      14.5     1.839      • • • • • • • • • • • • • • •
   0       0.0     2.249
  50      25.0     2.660      • • • • • • • • • • • • • • • • • • • • • • • • •
   0       0.0     3.070
   0       0.0     3.480
  76      38.0     3.891
• • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • •
   0       0.0     4.301
  40      20.0     4.712      • • • • • • • • • • • • • • • • • • • •
```

RCI3

```
Frequency Percentage Lower Class Limit
   5       2.5     0.918     • • •
   0       0.0     1.333
  28      14.0     1.748      • • • • • • • • • • • • • • • • •
   0       0.0     2.163
   0       0.0     2.579
  49      24.5     2.994      • • • • • • • • • • • • • • • • • • • • • • • • • • • • • •
   0       0.0     3.409
  56      28.0     3.824
• • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • •
   0       0.0     4.239
  62      31.0     4.654
• • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • •
```

Covariance Matrix

	EA1	EA2	EA3	ES1	ES2	ES3
	--------	--------	--------	--------	--------	--------
EA1	0.669					
EA2	0.602	0.707				
EA3	0.514	0.545	0.899			
ES1	0.297	0.285	0.193	0.728		
ES2	0.285	0.320	0.297	0.549	0.935	
ES3	0.285	0.285	0.245	0.488	0.699	1.020
ES4	0.277	0.293	0.200	0.465	0.592	0.727
RPI1	0.221	0.209	0.245	0.261	0.269	0.204
RPI2	0.185	0.215	0.236	0.257	0.243	0.182
RPI3	0.233	0.239	0.266	0.299	0.310	0.202
RPI4	0.169	0.173	0.212	0.207	0.215	0.160
RCI1	0.327	0.305	0.333	0.198	0.334	0.377
RCI2	0.323	0.288	0.227	0.293	0.261	0.394
RCI3	0.413	0.394	0.324	0.312	0.353	0.440

Covariance Matrix

	ES4	RPI1	RPI2	RPI3	RPI4	RCI1
	--------	--------	--------	--------	--------	--------
ES4	0.940					
RPI1	0.168	1.406				

RPI2	0.111	0.831	1.196			
RPI3	0.195	0.883	0.876	1.185		
RPI4	0.147	0.739	0.617	0.640	1.025	
RCI1	0.379	0.593	0.537	0.531	0.492	1.177
RCI2	0.320	0.516	0.500	0.406	0.430	0.500
RCI3	0.390	0.512	0.391	0.407	0.310	0.812

Covariance Matrix

	RCI2	RCI3
RCI2	1.088	
RCI3	0.786	1.262

Means

EA1	EA2	EA3	ES1	ES2	ES3
3.290	3.310	3.340	3.690	3.360	4.070

Means

ES4	RPI1	RPI2	RPI3	RPI4	RCI1
4.005	3.395	3.200	3.395	3.490	3.720

Means

RCI2	RCI3
3.585	3.710

Standard Deviations

EA1	EA2	EA3	ES1	ES2	ES3
0.818	0.841	0.948	0.853	0.967	1.010

Standard Deviations

ES4	RPI1	RPI2	RPI3	RPI4	RCI1
0.969	1.186	1.094	1.089	1.012	1.085

Standard Deviations

RCI2	RCI3
1.043	1.123

The Problem used 23400 Bytes (= 0.0% of available workspace)

Lampiran 6 Output Lisrel

DATE: 31/ 5/2013
TIME: 9:56

L I S R E L 8.80

BY

Karl G. Jöreskog & Dag Sörbom

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The following lines were read from file D:\Adrian\Hasil.SPJ:

```
Raw Data from file 'D:\Adrian\Hasil.psf'
Latent Variables  EA ES RPI RCI
Relationships
EA1 = 1*EA
EA2 = EA
EA3 = EA
ES1 = 1*ES
ES2 = ES
ES3 = ES
ES4 = ES
RPI1 = 1*RPI
RPI2 = RPI
RPI3 = RPI
RPI4 = RPI
RCI1 = 1*RCI
RCI2 = RCI
RCI3 = RCI
ES = EA
RPI = ES
RCI = ES RPI
Path Diagram
Wide Print
Print Residuals
Number of Decimals = 3
OPTIONS: AD=OFF ALL
End of Problem
```

Sample Size = 200

Covariance Matrix

	ES1	ES2	ES3	ES4	RPI1	RPI2	RPI3	RPI4	RCI1	RCI2
ES1	0.728									
ES2	0.534	0.935								
ES3	0.479	0.703	1.020							
ES4	0.469	0.611	0.733	0.940						
RPI1	0.244	0.249	0.198	0.169	1.406					
RPI2	0.233	0.224	0.182	0.105	0.820	1.196				
RPI3	0.284	0.299	0.198	0.184	0.863	0.870	1.185			
RPI4	0.198	0.235	0.172	0.158	0.730	0.630	0.645	1.025		
RCI1	0.199	0.348	0.387	0.388	0.584	0.529	0.533	0.495	1.177	
RCI2	0.273	0.251	0.366	0.299	0.491	0.495	0.406	0.441	0.506	1.088
RCI3	0.312	0.351	0.417	0.378	0.507	0.395	0.422	0.319	0.808	0.794
EA1	0.301	0.302	0.301	0.290	0.217	0.173	0.227	0.179	0.338	0.332
EA2	0.298	0.340	0.320	0.310	0.214	0.219	0.249	0.194	0.333	0.310
EA3	0.201	0.314	0.268	0.214	0.227	0.223	0.257	0.219	0.332	0.222

Covariance Matrix

	RCI3	EA1	EA2	EA3
RCI3	1.262			
EA1	0.436	0.669		
EA2	0.427	0.618	0.707	
EA3	0.335	0.524	0.552	0.899

Initial Estimates (TSLS)

Measurement Equations

ES1 = 1.000*ES, Errorvar.= 0.303, R^2 = 0.583

ES2 = 1.273*ES, Errorvar.= 0.247, R^2 = 0.735

ES3 = 1.298*ES, Errorvar.= 0.305, R^2 = 0.701

ES4 = 1.158*ES, Errorvar.= 0.371, R^2 = 0.605

RPI1 = 1.000*RPI, Errorvar.= 0.489, R^2 = 0.732

RPI2 = 0.936*RPI, Errorvar.= 0.393, R^2 = 0.749

RPI3 = 0.962*RPI, Errorvar.= 0.337, R^2 = 0.786

RPI4 = 0.749*RPI, Errorvar.= 0.511, R^2 = 0.595

RCI1 = 1.000*RCI, Errorvar.= 0.427, R^2 = 0.689

RCI2 = 0.921*RCI, Errorvar.= 0.452, R^2 = 0.639

RCI3 = 0.985*RCI, Errorvar.= 0.534, R^2 = 0.632

EA1 = 1.000*EA, Errorvar.= 0.0658, R^2 = 0.902

EA2 = 1.030*EA, Errorvar.= 0.0676, R^2 = 0.905

EA3 = 0.876*EA, Errorvar.= 0.436, R^2 = 0.515

Structural Equations

ES = 0.416*EA, Errorvar.= 0.320, R^2 = 0.246

RPI = 0.963*ES, Errorvar.= 0.945, R^2 = 0.294

RCI = 0.468*ES + 0.479*RPI, Errorvar.= 0.362, R^2 = 0.617

Reduced Form Equations

ES = 0.416*EA, Errorvar.= 0.320, R^2 = 0.246

RPI = 0.401*EA, Errorvar.= 1.241, R^2 = 0.0725

RCI = 0.387*EA, Errorvar.= 0.855, R^2 = 0.0955

Variances of Independent Variables

EA
0.603

Covariance Matrix of Latent Variables

	ES	RPI	RCI	EA

ES	0.424			
RPI	0.409	1.338		
RCI	0.394	0.832	0.945	
EA	0.251	0.242	0.233	0.603

Behavior under Minimization Iterations

Iter	Try	Abscissa	Slope	Function
1	0	0.00000000D+00	-0.17751238D+00	0.55946170D+00
	1	0.10000000D+01	-0.10617291D-03	0.47152265D+00
2	0	0.00000000D+00	-0.24192332D-01	0.47152265D+00
	1	0.10000000D+01	0.20273092D-02	0.46055525D+00
3	0	0.00000000D+00	-0.31384404D-02	0.46055525D+00
	1	0.10000000D+01	-0.37521699D-03	0.45877213D+00
	2	0.20000000D+01	0.27603378D-02	0.45992852D+00
	3	0.11196653D+01	-0.21956570D-04	0.45874831D+00
4	0	0.00000000D+00	-0.39966431D-03	0.45874831D+00
	1	0.11196653D+01	-0.77373823D-05	0.45852205D+00
5	0	0.00000000D+00	-0.70960811D-04	0.45852205D+00
	1	0.11196653D+01	-0.13302528D-04	0.45847486D+00
	2	0.22393305D+01	0.44550209D-04	0.45849234D+00
	3	0.13771186D+01	-0.20223990D-07	0.45847315D+00
6	0	0.00000000D+00	-0.85373612D-05	0.45847315D+00
	1	0.13771186D+01	0.79274668D-06	0.45846782D+00
7	0	0.00000000D+00	-0.86744915D-06	0.45846782D+00
	1	0.13771186D+01	0.16698519D-06	0.45846734D+00
	2	0.11548150D+01	0.36586175D-09	0.45846732D+00
8	0	0.00000000D+00	-0.12969241D-06	0.45846732D+00
	1	0.11548150D+01	-0.65181268D-08	0.45846724D+00
9	0	0.00000000D+00	-0.15348550D-07	0.45846724D+00
	1	0.11548150D+01	-0.10847691D-08	0.45846723D+00
10	0	0.00000000D+00	-0.99796260D-09	0.45846723D+00
	1	0.11548150D+01	-0.13160161D-10	0.45846723D+00
11	0	0.00000000D+00	-0.88105645D-10	0.45846723D+00
	1	0.11548150D+01	-0.41257289D-11	0.45846723D+00
12	0	0.00000000D+00	-0.71167189D-11	0.45846723D+00
	1	0.11548150D+01	-0.72150069D-12	0.45846723D+00
	2	0.23096301D+01	0.56736793D-11	0.45846723D+00
	3	0.12851006D+01	0.19129616D-17	0.45846723D+00

Number of Iterations = 12

LISREL Estimates (Maximum Likelihood)

Measurement Equations

ES1 = 1.000*ES, Errorvar.= 0.363 , R^2 = 0.501
(0.0412)
8.815

ES2 = 1.330*ES, Errorvar.= 0.290 , R^2 = 0.689
(0.123) (0.0396)
10.839 7.337

ES3 = 1.441*ES, Errorvar.= 0.264 , R^2 = 0.742
(0.129) (0.0401)
11.173 6.572

ES4 = 1.321*ES, Errorvar.= 0.304 , R^2 = 0.676
(0.123) (0.0406)
10.748 7.498

RPI1 = 1.000*RPI, Errorvar.= 0.520 , R^2 = 0.630
(0.0672)
7.732

RPI2 = 0.959*RPI, Errorvar.= 0.381 , R^2 = 0.681
(0.0778) (0.0534)
12.323 7.134

RPI3 = 0.987*RPI, Errorvar.= 0.321 , R^2 = 0.729
(0.0774) (0.0500)
12.753 6.413

RPI4 = 0.764*RPI, Errorvar.= 0.508 , R^2 = 0.505
(0.0739) (0.0586)
10.337 8.660

RCI1 = 1.000*RCI, Errorvar.= 0.531 , R^2 = 0.549
(0.0677)
7.842

RCI2 = 0.957*RCI, Errorvar.= 0.496 , R^2 = 0.544
(0.0975) (0.0629)
9.808 7.894

RCI3 = 1.226*RCI, Errorvar.= 0.291 , R^2 = 0.770
(0.112) (0.0646)
10.913 4.496

EA1 = 1.000*EA, Errorvar.= 0.0841 , R^2 = 0.874
(0.0193)
4.367

EA2 = 1.057*EA, Errorvar.= 0.0541 , R^2 = 0.923
(0.0467) (0.0200)
22.633 2.701

EA3 = 0.893*EA, Errorvar.= 0.432 , R^2 = 0.520
(0.0679) (0.0459)
13.157 9.405

Structural Equations

ES = 0.407*EA, Errorvar.= 0.268 , R^2 = 0.266
(0.0616) (0.0496)
6.604 5.401

RPI = 0.480*ES, Errorvar.= 0.802 , R^2 = 0.0946
(0.127) (0.126)
3.773 6.357

RCI = 0.504*ES + 0.389*RPI, Errorvar.= 0.352 , R^2 = 0.456
(0.105) (0.0686) (0.0670)
4.798 5.674 5.248

Reduced Form Equations

ES = 0.407*EA, Errorvar.= 0.268, R^2 = 0.266
(0.0616)
6.604

RPI = 0.195*EA, Errorvar.= 0.864, R^2 = 0.0251
(0.0557)
3.498

RCI = 0.281*EA, Errorvar.= 0.601, R^2 = 0.0713
(0.0567)
4.955

Variances of Independent Variables

EA

0.585
(0.069)
8.508

Covariance Matrix of Latent Variables

	ES	RPI	RCI	EA
ES	0.364			
RPI	0.175	0.886		
RCI	0.252	0.433	0.647	
EA	0.238	0.114	0.164	0.585

Goodness of Fit Statistics

Degrees of Freedom = 73
Minimum Fit Function Chi-Square = 182.470 (P = 0.00)
Normal Theory Weighted Least Squares Chi-Square = 159.178 (P = 0.000)
Estimated Non-centrality Parameter (NCP) = 86.178
90 Percent Confidence Interval for NCP = (53.550 ; 126.549)

Minimum Fit Function Value = 0.917
Population Discrepancy Function Value (F0) = 0.433
90 Percent Confidence Interval for F0 = (0.269 ; 0.636)
Root Mean Square Error of Approximation (RMSEA) = 0.0770
90 Percent Confidence Interval for RMSEA = (0.0607 ; 0.0933)
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.00422

Expected Cross-Validation Index (ECVI) = 1.021
90 Percent Confidence Interval for ECVI = (0.958 ; 1.324)
ECVI for Saturated Model = 1.055
ECVI for Independence Model = 15.216

Chi-Square for Independence Model with 91 Degrees of Freedom = 2999.971
Independence AIC = 3027.971
Model AIC = 203.178
Saturated AIC = 210.000
Independence CAIC = 3088.148
Model CAIC = 360.724
Saturated CAIC = 661.323

Normed Fit Index (NFI) = 0.939
Non-Normed Fit Index (NNFI) = 0.953
Parsimony Normed Fit Index (PNFI) = 0.753
Comparative Fit Index (CFI) = 0.962
Incremental Fit Index (IFI) = 0.963
Relative Fit Index (RFI) = 0.924

Critical N (CN) = 114.433

Root Mean Square Residual (RMR) = 0.0813
Standardized RMR = 0.0828
Goodness of Fit Index (GFI) = 0.897
Adjusted Goodness of Fit Index (AGFI) = 0.852
Parsimony Goodness of Fit Index (PGFI) = 0.624

Fitted Covariance Matrix

	ES1	ES2	ES3	ES4	RPI1	RPI2	RPI3	RPI4	RCI1	RCI2
ES1	0.728									
ES2	0.485	0.935								
ES3	0.525	0.698	1.020							
ES4	0.481	0.640	0.693	0.940						
RPI1	0.175	0.232	0.252	0.231	1.406					
RPI2	0.168	0.223	0.241	0.221	0.850	1.196				
RPI3	0.173	0.230	0.249	0.228	0.875	0.839	1.185			
RPI4	0.134	0.178	0.192	0.176	0.677	0.649	0.669	1.025		
RCI1	0.252	0.335	0.362	0.332	0.433	0.415	0.427	0.331	1.177	
RCI2	0.241	0.320	0.347	0.318	0.414	0.397	0.409	0.316	0.619	1.088
RCI3	0.308	0.410	0.444	0.407	0.530	0.509	0.524	0.405	0.793	0.758
EA1	0.238	0.317	0.343	0.314	0.114	0.109	0.113	0.087	0.164	0.157
EA2	0.251	0.334	0.362	0.332	0.121	0.116	0.119	0.092	0.174	0.166
EA3	0.213	0.283	0.306	0.281	0.102	0.098	0.101	0.078	0.147	0.140

Fitted Covariance Matrix

	RCI3	EA1	EA2	EA3
RCI3	1.262			
EA1	0.201	0.669		
EA2	0.213	0.618	0.707	
EA3	0.180	0.523	0.552	0.899

Fitted Residuals

	ES1	ES2	ES3	ES4	RPI1	RPI2	RPI3	RPI4	RCI1	RCI2
ES1	0.000									
ES2	0.050	0.000								
ES3	-0.046	0.005	0.000							
ES4	-0.012	-0.029	0.040	0.000						

RPI1	0.069	0.017	-0.053	-0.062	0.000				
RPI2	0.066	0.001	-0.060	-0.117	-0.030	0.000			
RPI3	0.111	0.070	-0.050	-0.044	-0.012	0.031	0.000		
RPI4	0.064	0.057	-0.021	-0.018	0.053	-0.019	-0.024	0.000	
RCI1	-0.052	0.013	0.024	0.056	0.151	0.114	0.106	0.164	0.000
RCI2	0.032	-0.069	0.019	-0.019	0.077	0.099	-0.003	0.124	-0.112
0.000									
RCI3	0.003	-0.059	-0.027	-0.029	-0.023	-0.114	-0.102	-0.087	0.015
0.035									
EA1	0.063	-0.014	-0.042	-0.024	0.102	0.063	0.114	0.092	0.174
0.175									
EA2	0.046	0.006	-0.042	-0.022	0.093	0.103	0.130	0.102	0.160
0.144									
EA3	-0.011	0.031	-0.039	-0.066	0.125	0.125	0.156	0.142	0.185
0.082									

Fitted Residuals

	RCI3	EA1	EA2	EA3
RCI3	0.000			
EA1	0.235	0.000		
EA2	0.214	0.000	0.000	
EA3	0.155	0.001	0.000	0.000

Summary Statistics for Fitted Residuals

Smallest Fitted Residual = -0.117
Median Fitted Residual = 0.001
Largest Fitted Residual = 0.235

Stemleaf Plot

```
-10|7422
- 8|7
- 6|9620
- 4|93206422
- 2|9099744321
- 0|9984221300000000000000000
  0|113563579
  2|41125
  4|060367
  6|3346907
  8|2239
 10|2236144
 12|4550
 14|24156
 16|0445
 18|5
 20|4
 22|5
```

Standardized Residuals

	ES1	ES2	ES3	ES4	RPI1	RPI2	RPI3	RPI4	RCI1	RCI2
ES1	- -									
ES2	2.915	- -								
ES3	-3.091	0.505	- -							
ES4	-0.697	-2.354	3.860	- -						
RPI1	1.292	0.319	-1.034	-1.172	- -					
RPI2	1.374	0.027	-1.331	-2.524	-1.615	- -				
RPI3	2.412	1.630	-1.209	-1.006	-0.777	2.736	- -			
RPI4	1.323	1.150	-0.415	-0.358	1.930	-0.876	-1.303	- -		
RCI1	-1.132	0.285	0.534	1.222	2.701	2.317	2.278	3.108	- -	
RCI2	0.717	-1.588	0.439	-0.435	1.435	2.076	-0.062	2.440	-5.009	- -
RCI3	0.079	-1.649	-0.802	-0.787	-0.512	-2.960	-2.958	-1.870	1.570	3.728
EA1	2.169	-0.572	-1.769	-0.937	1.708	1.160	2.116	1.741	3.328	3.480
EA2	1.591	0.236	-1.931	-0.888	1.521	1.857	2.367	1.896	3.012	2.819
EA3	-0.261	0.719	-0.880	-1.505	1.698	1.860	2.345	2.221	2.840	1.304

Standardized Residuals

	RCI3	EA1	EA2	EA3
RCI3	- -			
EA1	4.674	- -		
EA2	4.210	-0.382	- -	
EA3	2.396	0.222	-0.025	- -

Summary Statistics for Standardized Residuals

Smallest Standardized Residual = -5.009
Median Standardized Residual = 0.079
Largest Standardized Residual = 4.674

Stemleaf Plot

- 5|0
- 4|
- 4|
- 3|
- 3|100
- 2|5
- 2|4
- 1|9986665
- 1|3322100
- 0|9999888765

```
- 0|4444310000000000000000
  0|122334
  0|5577
  1|12233344
  1|56667779999
  2|11223334444
  2|77889
  3|013
  3|579
  4|2
  4|7
```

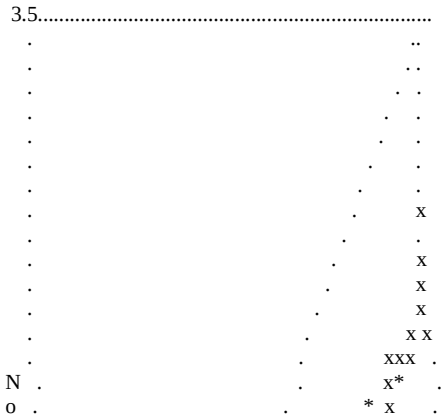
Largest Negative Standardized Residuals

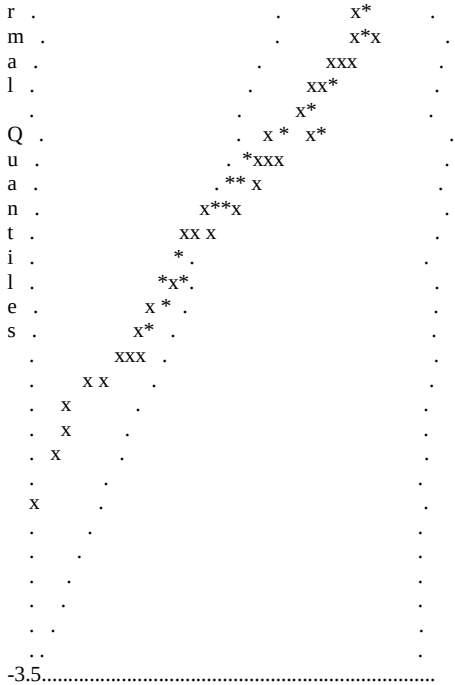
Residual for	ES3 and	ES1	-3.091
Residual for	RCI2 and	RCI1	-5.009
Residual for	RCI3 and	RPI2	-2.960
Residual for	RCI3 and	RPI3	-2.958

Largest Positive Standardized Residuals

Residual for	ES2 and	ES1	2.915
Residual for	ES4 and	ES3	3.860
Residual for	RPI3 and	RPI2	2.736
Residual for	RCI1 and	RPI1	2.701
Residual for	RCI1 and	RPI4	3.108
Residual for	RCI3 and	RCI2	3.728
Residual for	EA1 and	RCI1	3.328
Residual for	EA1 and	RCI2	3.480
Residual for	EA1 and	RCI3	4.674
Residual for	EA2 and	RCI1	3.012
Residual for	EA2 and	RCI2	2.819
Residual for	EA2 and	RCI3	4.210
Residual for	EA3 and	RCI1	2.840

Qplot of Standardized Residuals





Standardized Residuals

The Modification Indices Suggest to Add the

Path to	from	Decrease in Chi-Square	New Estimate
RCI1	RPI	14.4	0.34
RCI3	RPI	25.5	-0.49
ES	RCI	22.6	-0.58
RCI	EA	16.3	0.32

The Modification Indices Suggest to Add an Error Covariance

Between	and	Decrease in Chi-Square	New Estimate
RCI	ES	16.3	-0.21
ES2	ES1	8.5	0.09
ES3	ES1	9.6	-0.10
ES4	ES3	14.9	0.15
RCI1	ES1	8.1	-0.10
RCI2	RCI1	25.1	-0.30
RCI3	RCI2	13.9	0.29

Covariance Matrix of Parameter Estimates

LY 2_1 LY 3_1 LY 4_1 LY 6_2 LY 7_2 LY 8_2 LY 10_3 LY 11_3 LX 2_1 LX 3_1

LY 2_1	0.015									
LY 3_1	0.011	0.017								
LY 4_1	0.010	0.011	0.015							
LY 6_2	0.000	0.000	0.000	0.006						
LY 7_2	0.000	0.000	0.000	0.003	0.006					
LY 8_2	0.000	0.000	0.000	0.003	0.003	0.005				
LY 10_3	0.000	0.000	0.000	0.000	0.000	0.000	0.010			
LY 11_3	0.000	0.000	0.000	0.000	0.000	0.000	0.006	0.013		
LX 2_1	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.002	
LX 3_1	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.001	
0.005										
BE 2_1	0.004	0.004	0.004	-0.002	-0.002	-0.001	0.000	0.000	0.000	
0.000										
BE 3_1	0.004	0.004	0.004	0.000	0.000	0.000	-0.002	-0.004	0.000	
0.000										
BE 3_2	0.000	0.000	0.000	0.001	0.001	0.001	-0.002	-0.003	0.000	
0.000										
GA 1_1	-0.003	-0.003	-0.003	0.000	0.000	0.000	0.000	0.000	0.000	
0.000										
PH 1_1	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	-0.001	
-0.001										
PS 1_1	-0.004	-0.004	-0.004	0.000	0.000	0.000	0.000	0.000	0.000	
0.000										
PS 2_2	0.000	0.000	0.000	-0.006	-0.006	-0.004	0.000	0.000	0.000	
0.000										
PS 3_3	0.000	0.000	0.000	0.000	0.000	0.000	-0.003	-0.005	0.000	
0.000										
TE 1_1	0.001	0.001	0.001	0.000	0.000	0.000	0.000	0.000	0.000	
0.000										
TE 2_2	-0.001	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.000										
TE 3_3	0.000	-0.001	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.000										
TE 4_4	0.000	0.000	-0.001	0.000	0.000	0.000	0.000	0.000	0.000	
0.000										
TE 5_5	0.000	0.000	0.000	0.001	0.001	0.001	0.000	0.000	0.000	
0.000										
TE 6_6	0.000	0.000	0.000	-0.001	0.000	0.000	0.000	0.000	0.000	
0.000										
TE 7_7	0.000	0.000	0.000	0.000	-0.001	0.000	0.000	0.000	0.000	
0.000										
TE 8_8	0.000	0.000	0.000	0.000	0.000	-0.001	0.000	0.000	0.000	
0.000										
TE 9_9	0.000	0.000	0.000	0.000	0.000	0.000	0.001	0.002	0.000	
0.000										
TE 10_10	0.000	0.000	0.000	0.000	0.000	0.000	-0.001	0.001	0.000	
0.000										
TE 11_11	0.000	0.000	0.000	0.000	0.000	0.000	0.000	-0.003	0.000	
0.000										
TD 1_1	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.001	
0.000										

TD 2_2	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	-0.001
0.000									
TD 3_3	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000									

Covariance Matrix of Parameter Estimates

	BE 2_1	BE 3_1	BE 3_2	GA 1_1	PH 1_1	PS 1_1	PS 2_2	PS 3_3	TE 1_1	TE 2_2
BE 2_1	0.016									
BE 3_1	0.001	0.011								
BE 3_2	-0.001	-0.001	0.005							
GA 1_1	-0.001	-0.001	0.000	0.004						
PH 1_1	0.000	0.000	0.000	0.000	0.005					
PS 1_1	-0.001	-0.002	0.000	0.001	0.000	0.002				
PS 2_2	0.002	0.000	-0.002	0.000	0.000	0.000	0.016			
PS 3_3	0.000	0.001	0.001	0.000	0.000	0.000	0.000	0.004		
TE 1_1	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.002	
TE 2_2	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.002										
TE 3_3	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.000										
TE 4_4	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.000										
TE 5_5	0.000	0.000	0.000	0.000	0.000	0.000	-0.002	0.000	0.000	
0.000										
TE 6_6	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.000										
TE 7_7	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.000										
TE 8_8	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.000										
TE 9_9	0.000	-0.001	-0.001	0.000	0.000	0.000	0.000	-0.001	0.000	
0.000										
TE 10_10	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.000										
TE 11_11	0.000	0.001	0.001	0.000	0.000	0.000	0.000	0.000	0.000	
0.000										
TD 1_1	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.000										
TD 2_2	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.000										
TD 3_3	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.000										

Covariance Matrix of Parameter Estimates

	TE 3_3	TE 4_4	TE 5_5	TE 6_6	TE 7_7	TE 8_8	TE 9_9	TE 10_10	TE 11_11	TD 1_1
TE 3_3	0.002									

TE 4_4	0.000	0.002							
TE 5_5	0.000	0.000	0.005						
TE 6_6	0.000	0.000	0.000	0.003					
TE 7_7	0.000	0.000	0.000	0.000	0.003				
TE 8_8	0.000	0.000	0.000	0.000	0.000	0.003			
TE 9_9	0.000	0.000	0.000	0.000	0.000	0.000	0.005		
TE 10_10	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.004	
TE 11_11	0.000	0.000	0.000	0.000	0.000	0.000	-0.001	-0.001	0.004
TD 1_1	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000									
TD 2_2	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000									
TD 3_3	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
0.000									

Covariance Matrix of Parameter Estimates

	TD 2_2	TD 3_3
TD 2_2	0.000	
TD 3_3	0.000	0.002

Correlation Matrix of Parameter Estimates

	LY 2_1	LY 3_1	LY 4_1	LY 6_2	LY 7_2	LY 8_2	LY 10_3	LY 11_3	LX 2_1	LX 3_1
LY 2_1	1.000									
LY 3_1	0.693	1.000								
LY 4_1	0.668	0.687	1.000							
LY 6_2	0.000	0.000	0.000	1.000						
LY 7_2	0.000	0.000	0.000	0.563	1.000					
LY 8_2	0.000	0.000	0.000	0.459	0.476	1.000				
LY 10_3	0.000	0.000	0.000	0.000	0.000	0.000	1.000			
LY 11_3	0.000	0.000	0.000	0.000	0.000	0.000	0.552	1.000		
LX 2_1	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	1.000	
LX 3_1	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.305	1.000
BE 2_1	0.235	0.242	0.233	-0.169	-0.178	-0.139	0.000	0.000	0.000	0.000
BE 3_1	0.299	0.308	0.296	0.001	0.002	0.000	-0.242	-0.311	0.000	0.000
BE 3_2	0.001	0.001	0.000	0.252	0.261	0.211	-0.287	-0.368	0.000	0.000
GA 1_1	-0.414	-0.429	-0.410	0.000	0.000	0.000	0.000	0.000	0.154	0.076
PH 1_1	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	-0.435	-0.202
PS 1_1	-0.674	-0.697	-0.668	0.000	0.000	0.000	0.000	0.000	0.009	0.001

PS 2_2	0.000	0.001	0.000	-0.566	-0.592	-0.471	0.000	0.000	0.000	0.000
PS 3_3	0.000	0.001	0.000	0.001	0.002	0.000	-0.530	-0.606	0.000	0.000
TE 1_1	0.145	0.154	0.143	0.000	0.000	0.000	0.000	0.000	0.000	0.000
TE 2_2	-0.172	0.024	0.009	0.000	0.000	0.000	0.000	0.000	0.000	0.000
TE 3_3	0.017	-0.200	0.015	0.000	0.000	0.000	0.000	0.000	0.000	0.000
TE 4_4	0.010	0.022	-0.166	0.000	0.000	0.000	0.000	0.000	0.000	0.000
TE 5_5	0.000	0.000	0.000	0.217	0.238	0.172	0.000	0.000	0.000	0.000
TE 6_6	0.000	0.000	0.000	-0.232	0.028	-0.007	0.000	0.000	0.000	0.000
TE 7_7	0.000	0.000	0.000	0.013	-0.276	-0.011	0.000	0.000	0.000	0.000
TE 8_8	0.000	0.000	0.000	0.003	0.010	-0.155	0.000	0.000	0.000	0.000
TE 9_9	0.000	0.000	0.000	0.000	0.000	0.000	0.192	0.306	0.000	0.000
TE 10_10	0.000	0.000	0.000	0.000	0.000	0.000	-0.191	0.090	0.000	0.000
TE 11_11	0.000	0.000	0.000	0.000	0.000	0.000	-0.002	-0.427	0.000	0.000
TD 1_1	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.560	0.144
TD 2_2	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	-0.600	-0.104
TD 3_3	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.049	-0.061

Correlation Matrix of Parameter Estimates

	BE 2_1	BE 3_1	BE 3_2	GA 1_1	PH 1_1	PS 1_1	PS 2_2	PS 3_3	TE 1_1	TE 2_2
BE 2_1	1.000									
BE 3_1	0.064	1.000								
BE 3_2	-0.098	-0.139	1.000							
GA 1_1	-0.143	-0.182	0.001	1.000						
PH 1_1	0.000	0.000	0.000	-0.102	1.000					
PS 1_1	-0.234	-0.298	0.001	0.342	-0.002	1.000				
PS 2_2	0.102	0.017	-0.251	0.000	0.000	0.000	1.000			
PS 3_3	0.002	0.182	0.199	0.001	0.000	0.001	0.002	1.000		
TE 1_1	0.049	0.062	-0.002	-0.078	0.000	-0.136	-0.001	-0.001	1.000	
TE 2_2	-0.001	0.000	-0.005	0.021	0.000	0.013	-0.002	-0.004	-0.031	1.000
TE 3_3	-0.002	0.000	-0.008	0.035	0.000	0.022	-0.003	-0.007	-0.051	-0.147

TE 4_4	-0.001	0.000	-0.004	0.019	0.000	0.012	-0.002	-0.004	-0.028
-0.081									
TE 5_5	-0.052	-0.005	0.095	0.000	0.000	0.000	-0.194	-0.005	0.000
0.000									
TE 6_6	0.018	-0.007	-0.004	0.000	0.000	0.000	0.034	-0.007	0.000
0.000									
TE 7_7	0.028	-0.011	-0.006	0.000	0.000	0.000	0.055	-0.012	0.000
0.000									
TE 8_8	0.006	-0.003	-0.001	0.000	0.000	0.000	0.012	-0.003	0.000
0.000									
TE 9_9	0.000	-0.098	-0.115	0.000	0.000	0.000	0.000	-0.207	0.000
0.000									
TE 10_10	0.000	-0.004	-0.004	0.000	0.000	0.000	0.000	-0.001	0.000
0.000									
TE 11_11	0.000	0.109	0.129	0.000	0.000	0.000	0.000	0.044	0.000
0.000									
TD 1_1	0.000	0.000	0.000	0.074	-0.226	0.008	0.000	0.000	0.000
0.000									
TD 2_2	0.000	0.000	0.000	-0.055	0.209	-0.016	0.000	0.000	0.000
0.000									
TD 3_3	0.000	0.000	0.000	0.003	-0.013	0.001	0.000	0.000	0.000
0.000									

Correlation Matrix of Parameter Estimates

	TE 3_3	TE 4_4	TE 5_5	TE 6_6	TE 7_7	TE 8_8	TE 9_9	TE 10_10	TE 11_11	TD 1_1
TE 3_3	1.000									
TE 4_4	-0.133	1.000								
TE 5_5	0.000	0.000	1.000							
TE 6_6	0.000	0.000	-0.075	1.000						
TE 7_7	0.000	0.000	-0.122	-0.174	1.000					
TE 8_8	0.000	0.000	-0.027	-0.039	-0.063	1.000				
TE 9_9	0.000	0.000	0.000	0.000	0.000	0.000	1.000			
TE 10_10	0.000	0.000	0.000	0.000	0.000	0.000	0.008	1.000		
TE 11_11	0.000	0.000	0.000	0.000	0.000	0.000	-0.242	-0.235	1.000	
TD 1_1	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
1.000										
TD 2_2	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
-0.747										
TD 3_3	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
0.047										

Correlation Matrix of Parameter Estimates

	TD 2_2	TD 3_3
TD 2_2	1.000	
TD 3_3	-0.089	1.000

Covariances

Y - ETA

	ES1	ES2	ES3	ES4	RPI1	RPI2	RPI3	RPI4	RCI1	RCI2
ES	0.364	0.485	0.525	0.481	0.175	0.168	0.173	0.134	0.252	0.241
RPI	0.175	0.232	0.252	0.231	0.886	0.850	0.875	0.677	0.433	0.414
RCI	0.252	0.335	0.362	0.332	0.433	0.415	0.427	0.331	0.647	0.619

Y - ETA

	RCI3
ES	0.308
RPI	0.530
RCI	0.793

Y - KSI

	ES1	ES2	ES3	ES4	RPI1	RPI2	RPI3	RPI4	RCI1	RCI2
EA	0.238	0.317	0.343	0.314	0.114	0.109	0.113	0.087	0.164	0.157

Y - KSI

	RCI3
EA	0.201

X - ETA

	EA1	EA2	EA3
ES	0.238	0.251	0.213
RPI	0.114	0.121	0.102
RCI	0.164	0.174	0.147

X - KSI

	EA1	EA2	EA3
EA	0.585	0.618	0.523

First Order Derivatives

LAMBDA-Y

	ES	RPI	RCI
ES1	0.000	-0.200	-0.013
ES2	0.000	-0.103	0.095
ES3	0.000	0.166	0.026
ES4	0.000	0.189	0.033
RPI1	0.008	0.000	-0.054
RPI2	0.052	0.000	0.023
RPI3	-0.035	0.000	0.058
RPI4	-0.030	0.000	-0.034
RCI1	-0.036	-0.212	0.000
RCI2	0.000	-0.114	0.000
RCI3	0.030	0.262	0.000

LAMBDA-X

	EA
EA1	0.000
EA2	0.000
EA3	0.000

BETA

	ES	RPI	RCI
ES	0.000	0.151	0.194
RPI	0.000	0.000	0.000
RCI	0.000	0.000	0.000

GAMMA

	EA
ES	0.000
RPI	-0.124
RCI	-0.254

PHI

EA
0.000

PSI

ES	RPI	RCI

ES	0.000		
RPI	0.188	0.000	
RCI	0.385	0.000	0.000

THETA-EPS

	ES1	ES2	ES3	ES4	RPI1	RPI2	RPI3	RPI4	RCI1	RCI2
ES1	0.000									
ES2	-0.470	0.000								
ES3	0.480	-0.065	0.000							
ES4	0.112	0.327	-0.498	0.000						
RPI1	-0.003	0.050	0.025	-0.008	0.000					
RPI2	-0.112	0.012	-0.107	0.308	0.150	0.000				
RPI3	-0.241	-0.270	0.277	0.023	0.070	-0.256	0.000			
RPI4	0.035	-0.096	0.069	-0.038	-0.201	0.099	0.147	0.000		
RCI1	0.397	-0.097	-0.021	-0.251	-0.037	-0.071	-0.079	-0.224	0.000	
RCI2	-0.151	0.299	-0.195	0.065	0.022	-0.280	0.254	-0.256	0.426	0.000
RCI3	-0.056	0.160	0.080	0.059	-0.122	0.270	0.043	0.338	-0.098	-0.245

THETA-EPS

	RCI3
RCI3	0.000

THETA-DELTA-EPS

	ES1	ES2	ES3	ES4	RPI1	RPI2	RPI3	RPI4	RCI1	RCI2
EA1	-0.627	0.585	0.143	0.027	-0.299	0.568	0.041	0.018	0.032	-0.369
EA2	0.093	-0.270	0.237	-0.080	0.309	-0.492	-0.055	0.046	0.113	0.130
EA3	0.273	-0.337	-0.063	0.264	0.004	-0.051	-0.059	-0.109	-0.228	0.177

THETA-DELTA-EPS

	RCI3
EA1	-0.363
EA2	-0.136
EA3	0.140

THETA-DELTA

	EA1	EA2	EA3
EA1	0.000		
EA2	0.024	0.000	
EA3	-0.033	0.003	0.000

Factor Scores Regressions

ETA

	ES1	ES2	ES3	ES4	RPI1	RPI2	RPI3	RPI4	RCI1	RCI2
ES	0.102	0.170	0.203	0.161	0.001	0.002	0.002	0.001	0.009	0.009
RPI	0.002	0.003	0.004	0.003	0.191	0.249	0.305	0.149	0.018	0.018
RCI	0.013	0.021	0.025	0.020	0.018	0.024	0.029	0.014	0.163	0.167

ETA

	RCI3	EA1	EA2	EA3
ES	0.019	0.018	0.030	0.003
RPI	0.040	0.000	0.001	0.000
RCI	0.365	0.002	0.004	0.000

KSI

	ES1	ES2	ES3	ES4	RPI1	RPI2	RPI3	RPI4	RCI1	RCI2
EA	0.004	0.007	0.008	0.007	0.000	0.000	0.000	0.000	0.000	0.000

KSI

	RCI3	EA1	EA2	EA3
EA	0.001	0.325	0.533	0.057

Standardized Solution

LAMBDA-Y

	ES	RPI	RCI

ES1	0.604	- -	- -
ES2	0.803	- -	- -
ES3	0.870	- -	- -
ES4	0.797	- -	- -
RPI1	- -	0.941	- -
RPI2	- -	0.903	- -
RPI3	- -	0.929	- -
RPI4	- -	0.719	- -
RCI1	- -	- -	0.804
RCI2	- -	- -	0.769
RCI3	- -	- -	0.986

LAMBDA-X

	EA
EA1	0.765
EA2	0.808
EA3	0.683

BETA

	ES	RPI	RCI
ES	- -	- -	- -
RPI	0.308	- -	- -
RCI	0.378	0.455	- -

GAMMA

	EA
ES	0.515
RPI	- -
RCI	- -

Correlation Matrix of ETA and KSI

	ES	RPI	RCI	EA
ES	1.000			
RPI	0.308	1.000		
RCI	0.518	0.572	1.000	
EA	0.515	0.158	0.267	1.000

PSI

Note: This matrix is diagonal.

ES	RPI	RCI
0.734	0.905	0.544

Regression Matrix ETA on KSI (Standardized)

	EA
ES	0.515
RPI	0.158
RCI	0.267

Total and Indirect Effects

Total Effects of KSI on ETA

	EA
ES	0.407
	(0.062)
	6.604
RPI	0.195
	(0.056)
	3.498
RCI	0.281
	(0.057)
	4.955

Indirect Effects of KSI on ETA

	EA
ES	- -
RPI	0.195
	(0.056)
	3.498
RCI	0.281
	(0.057)
	4.955

Total Effects of ETA on ETA

	ES	RPI	RCI
ES	- -	- -	- -
RPI	0.480	- -	- -
	(0.127)		
	3.773		
RCI	0.690	0.389	- -
	(0.118)	(0.069)	
	5.846	5.674	

Largest Eigenvalue of B*B' (Stability Index) is 0.575

Indirect Effects of ETA on ETA

	ES	RPI	RCI
ES	- -	- -	- -
RPI	- -	- -	- -
RCI	0.187	- -	- -
	(0.057)		
	3.294		

Total Effects of ETA on Y

	ES	RPI	RCI
ES1	1.000	- -	- -
ES2	1.330	- -	- -
	(0.123)		
	10.839		
ES3	1.441	- -	- -
	(0.129)		
	11.173		
ES4	1.321	- -	- -
	(0.123)		
	10.748		
RPI1	0.480	1.000	- -
	(0.127)		
	3.773		
RPI2	0.460	0.959	- -
	(0.121)	(0.078)	
	3.791	12.323	
RPI3	0.474	0.987	- -
	(0.124)	(0.077)	
	3.806	12.753	
RPI4	0.366	0.764	- -
	(0.099)	(0.074)	
	3.714	10.337	
RCI1	0.690	0.389	1.000
	(0.118)	(0.069)	
	5.846	5.674	
RCI2	0.660	0.372	0.957
	(0.113)	(0.066)	(0.098)
	5.837	5.665	9.808
RCI3	0.846	0.477	1.226
	(0.136)	(0.079)	(0.112)
	6.231	6.024	10.913

Indirect Effects of ETA on Y

	ES	RPI	RCI
ES1	- -	- -	- -
ES2	- -	- -	- -

ES3	- -	- -	- -
ES4	- -	- -	- -
RPI1	0.480	- -	- -
	(0.127)		
	3.773		
RPI2	0.460	- -	- -
	(0.121)		
	3.791		
RPI3	0.474	- -	- -
	(0.124)		
	3.806		
RPI4	0.366	- -	- -
	(0.099)		
	3.714		
RCI1	0.690	0.389	- -
	(0.118)	(0.069)	
	5.846	5.674	
RCI2	0.660	0.372	- -
	(0.113)	(0.066)	
	5.837	5.665	
RCI3	0.846	0.477	- -
	(0.136)	(0.079)	
	6.231	6.024	

Total Effects of KSI on Y

	EA

ES1	0.407
	(0.062)
	6.604
ES2	0.541
	(0.076)
	7.091
ES3	0.586
	(0.081)
	7.198
ES4	0.537
	(0.076)
	7.063
RPI1	0.195
	(0.056)
	3.498
RPI2	0.187
	(0.053)
	3.512
RPI3	0.193
	(0.055)
	3.525
RPI4	0.149
	(0.043)
	3.451

RCI1	0.281
	(0.057)
	4.955
RCI2	0.269
	(0.054)
	4.949
RCI3	0.344
	(0.066)
	5.183

Standardized Total and Indirect Effects

Standardized Total Effects of KSI on ETA

	EA
ES	0.515
RPI	0.158
RCI	0.267

Standardized Indirect Effects of KSI on ETA

	EA
ES	- -
RPI	0.158
RCI	0.267

Standardized Total Effects of ETA on ETA

	ES	RPI	RCI
ES	- -	- -	- -
RPI	0.308	- -	- -
RCI	0.518	0.455	- -

Standardized Indirect Effects of ETA on ETA

	ES	RPI	RCI
ES	- -	- -	- -
RPI	- -	- -	- -
RCI	0.140	- -	- -

Standardized Total Effects of ETA on Y

	ES	RPI	RCI
ES1	0.604	- -	- -
ES2	0.803	- -	- -

ES3	0.870	- -	- -
ES4	0.797	- -	- -
RPI1	0.289	0.941	- -
RPI2	0.278	0.903	- -
RPI3	0.286	0.929	- -
RPI4	0.221	0.719	- -
RCI1	0.417	0.366	0.804
RCI2	0.399	0.350	0.769
RCI3	0.511	0.449	0.986

Standardized Indirect Effects of ETA on Y

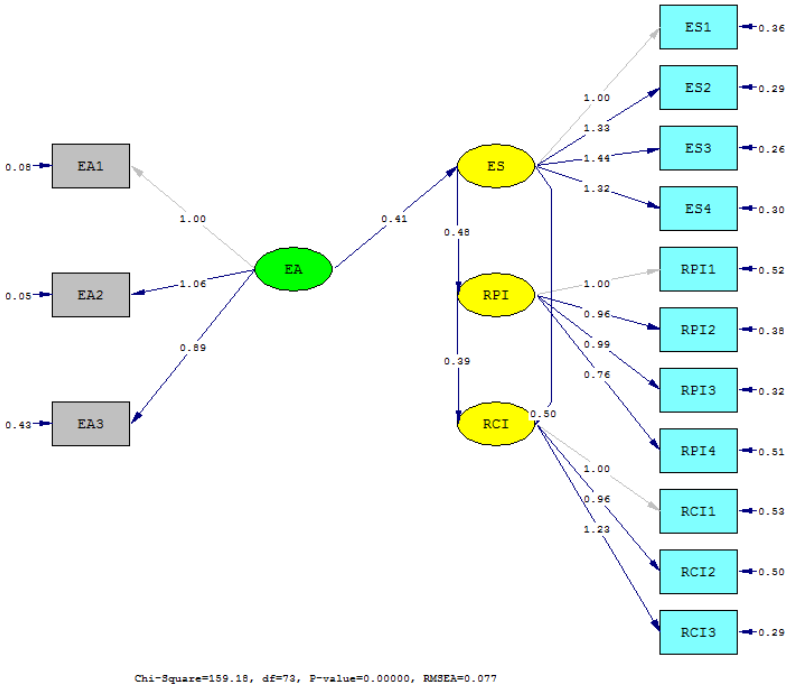
	ES	RPI	RCI
ES1	- -	- -	- -
ES2	- -	- -	- -
ES3	- -	- -	- -
ES4	- -	- -	- -
RPI1	0.289	- -	- -
RPI2	0.278	- -	- -
RPI3	0.286	- -	- -
RPI4	0.221	- -	- -
RCI1	0.417	0.366	- -
RCI2	0.399	0.350	- -
RCI3	0.511	0.449	- -

Standardized Total Effects of KSI on Y

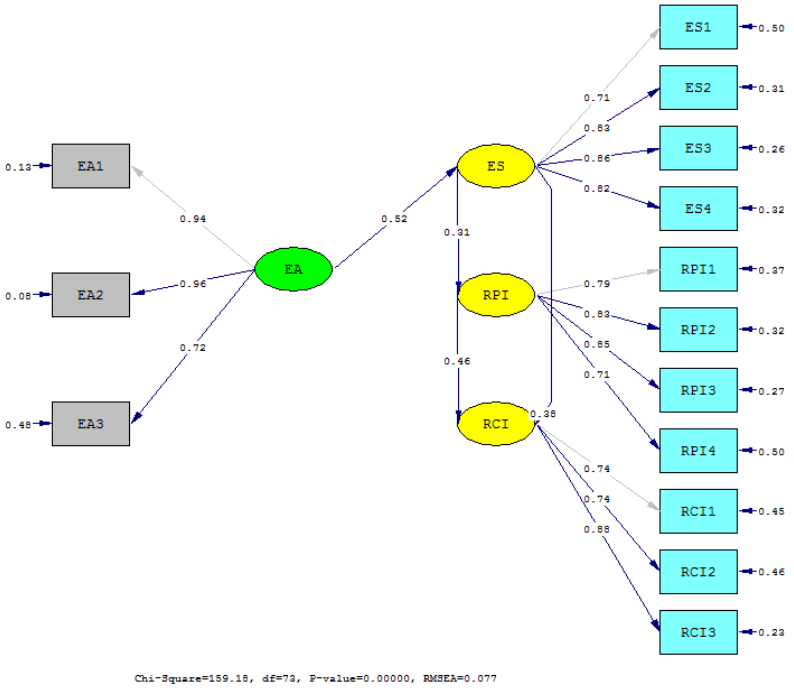
	EA
ES1	0.311
ES2	0.414
ES3	0.448
ES4	0.411
RPI1	0.149
RPI2	0.143
RPI3	0.147
RPI4	0.114
RCI1	0.215
RCI2	0.205
RCI3	0.263

Time used: 0.016 Seconds

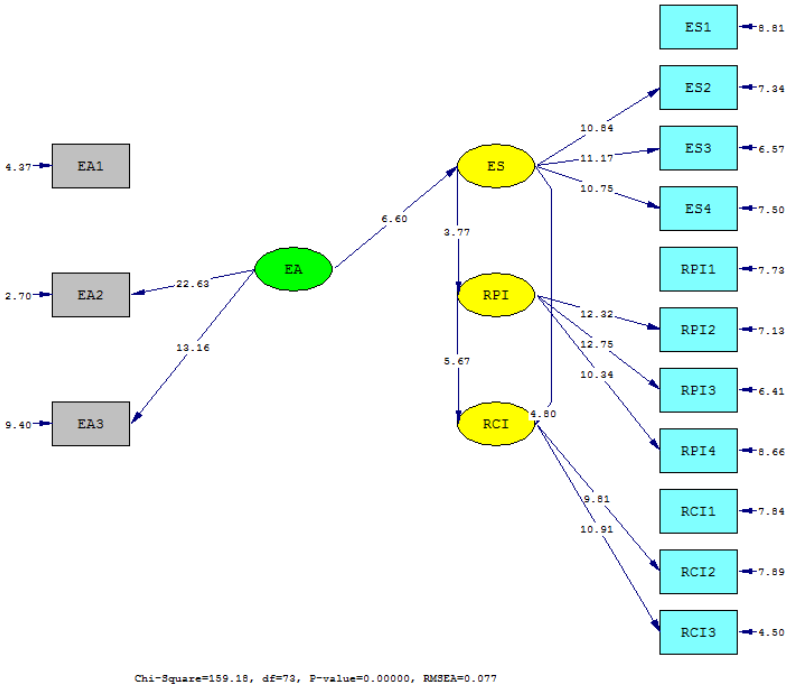
Lampiran 7 Gambar Estimates



Lampiran 8 Gambar Standardized



Lampiran 9 Gambar T-Value



Lampiran 10 Karakteristik Responden

No.	Usia	Jumlah	Persentase (%)
1	Kurang dari 17 Tahun	0	0
2	Lebih dari 17 Tahun	200	100
Total		200	100

No.	Domisili	Jumlah	Persentase (%)
1	Surabaya	200	100
2	Luar Surabaya	0	0
Total		200	100

No.	Pernah Menggunakan Penerbangan Airasia Minimal Satu Kali Dalam Tiga Bulan Terakhir	Jumlah	Persentase (%)
1	Ya	200	100
2	Tidak	0	0
Total		200	100

Lampiran 11 Statistik Deskriptif

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
EA1	200	1.00	5.00	3.2900	.81807
EA2	200	1.00	5.00	3.3100	.84109
EA3	200	1.00	5.00	3.3400	.94810
TEA	200	4.00	15.00	9.9400	2.38007
EA	200	1.33	5.00	3.3133	.79340
ES1	200	1.00	5.00	3.6900	.85296
ES2	200	1.00	5.00	3.3600	.96699
ES3	200	1.00	5.00	4.0700	1.01005
ES4	200	1.00	5.00	4.0050	.96937
TES	200	5.00	20.00	15.1250	3.26845
ES	200	1.25	5.00	3.7813	.81711
RPI1	200	1.00	5.00	3.3950	1.18575
RPI2	200	1.00	5.00	3.2000	1.09361
RPI3	200	1.00	5.00	3.3950	1.08853
RPI4	200	1.00	5.00	3.4900	1.01244
TRPI	200	4.00	20.00	13.4800	3.73219
RPI	200	1.00	5.00	3.3700	.93305
RCI1	200	1.00	5.00	3.7200	1.08512
RCI2	200	1.00	5.00	3.5850	1.04318
RCI3	200	1.00	5.00	3.7100	1.12348
TRCI	200	3.00	15.00	11.0150	2.78271
RCI	200	1.00	5.00	3.6719	.92805
Valid N (listwise)	200				