LAMPIRAN

Lampiran 1

KUESIONER

Saya mahasiswi Magister Manajemen Universitas Katolik Widya Mandala yang sedang melakukan penelitian tentang "Analisis Pengaruh Kualitas Layanan Dengan Kepuasan Konsumen Dan Kepercayaan Sebagai Mediator Terhadap Loyalitas Konsumen Hotel Grand Trawas Mojokerto"

Data dan informasi yang anda berikan merupakan hal yang sangat berharga, oleh karena itu kesediaan dan kejujuran anda dalam menjawab kuesioner ini sangat kami harapkan. Data dan informasi yang anda berikan akan saya jamin kerahasiaannya dan semata-mata digunakan untuk kegiatan ilmiah.

Apabila data yang kami peroleh kurang jelas, maka mohon kesediaannya untuk dapat kami hubungi. Atas perhatian dan kerjasamanya kami ucapkan terima kasih.

Hormat kami,
Peneliti

Mohon isi daftar di bawah ini:

Nama Anda : .....
Alamat : .....
Telepon : .....

Petunjuk Pengisian:

- Saya mohon kesediaan Anda untuk mengisi pertanyaan di bawah ini.
- Pengisian dengan memberi tanda silang (x) pada jawaban yang menurut Anda paling sesuai.
- Atas kesediaan Anda untuk mengisi daftar pertanyaan berikut ini, kami mengucapkan terima kasih.

A. SCREENING

1. Apakah anda pernah berkunjung dan menginap di Hotel Grand Trawas Mojokerto lebih dari 2 kali:
   a. Ya
   b. Tidak
2. Apakah berusia diatas 25 tahun:
   a. Ya
   b. Tidak

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

B. BAGIAN I

1. Jenis kelamin anda:
   a. Laki-laki b. Perempuan
2. Pekerjaan:
   a. Wiraswasta
   b. Pegawai Negeri
   c. Pedagang
   d. Pegawai Swasta
   e. Dokter
   f. Lain-lain:.....

C. BAGIAN II

Keterangan:

1 = Sangat Tidak Setuju
2 = Tidak Setuju
3 = Biasa/Netral
4 = Setuju
5 = Sangat Setuju

No.	Daftar Pernyataan	1	2	3	4	5
Ketanggapan Karyawan (X1)						
1	Karyawan Hotel Grand Trawas cepat tanggap pada masalah yang dihadapi konsumen					
2	Karyawan Hotel Grand Trawas memiliki inisiatif untuk menyelesaikan masalah yang dihadapi konsumen					
3	Karyawan Hotel Grand Trawas peduli terhadap pertanyaan yang diajukan konsumen					
4	Karyawan Hotel Grand Trawas cepat tanggap terhadap permintaan konsumen					
5	Layanan karyawan Hotel Grand Trawas cepat					
Jaminan Karyawan (X2)						
1	Tingkat pendidikan karyawan Hotel Grand Trawas diatas rata-rata sehingga memiliki ketrampilan yang tidak diragukan lagi					
2	Pelayanan karyawan Hotel Grand Trawas terampil dalam menyajikan hidangan					
3	Layanan kasir cepat dan teliti					
4	Cara kerja karyawan Hotel Grand Trawas menyakinkan					
5	Pengetahuan karyawan Hotel Grand Trawas luas					
Empati Karyawan (X3)						
1	Karyawan Hotel Grand Trawas memberikan perhatian lebih kepada konsumen					
2	Pelayanan Karyawan Hotel Grand Trawas terampil dalam menyajikan menu					
3	Konsumen mudah menemui atau memanggil karyawan bila akan menyampaikan sesuatu					
4	Karyawan Hotel Grand Trawas memberikan perhatian personal kepada konsumen					
5	Kesediaan karyawan untuk mendengarkan keluhan pelanggan					
Keandalan Karyawan (X4)						
1	Pengetahuan yang dimiliki karyawan Hotel Grand Trawas adalah baik					
2	Keterampilan karyawan Hotel Grand Trawas baik					
3	Dalam menjawab pertanyaan karyawan Hotel Grand Trawas selalu cermat					
4	Layanan karyawan Hotel Grand Trawas konsisten					
5	Dalam menanggapi tugas yang diberikan karyawan Hotel Grand Trawas selalu cepat dan tepat.					

No.	Daftar Pernyataan	1	2	3	4	5
Bukti Fisik karyawan (X5)						
1	Penampilan karyawan Hotel Grand Trawas seragam dan rapi					
2	Pakaian yang dikenakan karyawan Hotel Grand Trawas selalu bersih					
3	Bentuk fisik karyawan Grand Trawas anggun dan mempesona					
4	Assesoris yang dikenakan karyawan Hotel Grand Trawas sesuai penampilannya					
5	Pakaian yang dikenakan karyawan Hotel Grand Trawas sesuai bentuk fisik karyawan					
Kepuasan Konsumen (X6)						
1	Anda merasa puas terhadap kinerja karyawan di Hotel Grand Trawas					
2	Anda merasa puas terhadap pelayanan yang diberikan Hotel Grand Trawas					
3	Cita rasa makanan dan minuman yang disajikan di Hotel Grand Trawas sesuai dengan selera saya					
4	Harga yang ditawarkan di Hotel Grand Trawas relatif murah sesuai dengan yang saya harapkan					
5	Secara keseluruhan saya merasa senang pada saat makan di Hotel Grand Trawas					
Kepercayaan (X7)						
1	Hotel Grand Trawas memiliki kredibilitas yang tinggi					
2	Kejujuran pihak Hotel Grand Trawas dapat diandalkan					
3	Anda merasa yakin terhadap kinerja karyawan Hotel Grand Trawas dalam menangani konsumen					
4	Anda merasa yakin terhadap menu makanan yang diberikan Hotel Grand Trawas khas dan enak					
5	Anda merasa yakin terhadap penanganan keluhan yang dilakukan Hotel Grand Trawas tertangani dengan cepat					
Loyalitas (X8)						
1	Saya berniat membeli produk jasa Hotel Grand Trawas di masa mendatang					
2	Saya akan menginap lagi di Hotel Grand Trawas					
3	Hotel Grand Trawas prioritas utama bagi anda untuk memenuhi kebutuhan anda.					
4	Hotel Grand Trawas merupakan pilihan utama untuk tempat menginap saya.					
5	Saya dengan senang hati bersedia merekomendasikan Hotel Grand Trawas kepada teman-teman saya					

Lampiran 2

Hasil Pengisian Kuesioner Responden Bagian Variabel Penelitian

No.	Identitas		Ketanggapan						Jaminan						Empati						Keandalan					
	1	2	1	2	3	4	5	X1	1	2	3	4	5	X2	1	2	3	4	5	X3	1	2	3	4	5	X4
1	2	1	3	4	3	3	3	3.20	2	3	3	2	5	3.00	5	3	3	2	2	3.00	3	3	3	3	3	3.00
2	1	6	4	4	3	4	4	3.80	3	4	4	4	3	3.60	4	3	4	5	3	3.80	3	3	4	4	4	3.60
3	2	1	3	4	3	3	3	3.20	2	4	4	4	4	3.60	4	3	4	5	4	4.00	5	5	5	5	4	4.80
4	1	3	3	4	3	3	3	3.20	3	4	4	4	4	3.80	3	3	3	3	2	2.80	3	3	4	4	4	3.60
5	1	4	4	4	3	4	3	3.60	3	4	5	4	3	3.80	3	3	4	4	3	3.40	3	3	4	4	4	3.60
6	2	5	4	3	4	4	2	3.40	4	4	4	4	3	3.80	4	3	2	3	3	3.00	2	5	4	4	4	3.80
7	1	1	3	4	4	4	3	3.60	4	4	4	4	3	3.80	2	3	3	2	3	2.60	2	4	5	3	5	3.80
8	2	3	4	4	3	3	3	3.40	3	3	3	4	3	3.20	3	3	2	3	4	3.00	3	2	3	3	3	2.80
9	1	4	4	4	4	3	4	3.80	4	2	2	3	4	3.00	3	3	4	4	3	3.40	5	4	5	5	5	4.80
10	1	2	4	4	3	4	3	3.60	3	4	4	4	3	3.60	3	3	3	3	4	3.20	4	4	5	4	4	4.20
11	2	1	4	4	3	4	3	3.60	3	4	5	5	5	4.40	3	3	4	4	3	3.40	5	5	5	5	4	4.80
12	2	3	4	4	3	4	3	3.60	3	5	5	5	4	4.40	3	3	3	3	2	2.80	4	5	4	5	3	4.20
13	2	4	3	4	3	3	3	3.20	3	3	3	3	4	3.20	4	3	3	4	4	3.60	4	2	2	3	2	2.60
14	1	5	3	3	3	3	3	3.00	3	4	4	4	3	3.60	3	4	4	4	4	3.80	3	3	4	4	4	3.60
15	1	2	4	4	4	3	4	3.80	4	4	4	4	4	4.00	3	3	4	3	4	3.40	3	4	4	4	4	3.80
16	2	1	3	3	3	3	3	3.00	3	3	3	3	3	3.00	2	3	3	3	2	2.60	3	3	2	2	3	2.60
17	1	6	4	4	4	3	3	3.60	3	3	5	4	3	3.60	3	4	3	3	2	3.00	2	2	2	2	3	2.20
18	2	1	4	4	3	4	4	3.80	3	2	2	3	4	2.80	3	3	4	3	3	3.20	3	4	3	3	4	3.40
19	1	3	3	2	3	3	3	2.80	3	2	2	3	2	2.40	3	2	3	3	4	3.00	3	4	4	3	4	3.60
20	1	4	4	3	4	4	3	3.60	4	3	3	3	3	3.20	4	3	4	3	4	3.60	4	3	4	4	4	3.80
21	2	5	4	4	4	4	3	3.80	4	4	4	4	3	3.80	3	3	3	4	2	3.00	3	4	3	3	4	3.40
22	1	1	3	2	3	3	3	2.80	3	2	2	3	4	2.80	3	3	3	4	4	3.40	4	3	4	4	4	3.80
23	2	3	5	5	5	4	3	4.40	4	5	5	5	3	4.40	3	3	3	3	4	3.20	2	3	3	4	3	3.00
24	1	4	4	4	3	3	4	3.60	3	3	3	4	3	3.20	3	3	3	4	3	3.20	3	3	3	4	3	3.20
25	1	2	4	3	3	3	3	3.20	3	4	4	3	3	3.40	4	3	4	3	5	3.80	4	2	3	3	3	3.00
26	2	1	3	3	3	3	3	3.00	3	2	2	3	4	2.80	3	3	3	3	2	2.80	3	2	3	2	2	2.40
27	2	3	3	3	4	4	4	3.60	4	2	2	4	3	3.00	3	3	4	3	2	3.00	3	2	3	3	3	2.80
28	2	4	4	5	5	5	3	4.40	4	5	5	5	5	4.80	5	3	2	3	3	3.20	3	5	5	5	5	4.60
29	1	5	4	4	3	4	3	3.60	3	4	4	4	3	3.60	4	3	4	4	3	3.60	4	4	4	5	4	4.20
30	1	2	4	4	4	3	3	3.60	4	4	4	3	5	4.00	5	4	4	4	4	4.20	5	3	3	4	4	3.80
31	2	1	3	3	4	3	3	3.20	4	5	5	4	3	4.20	3	3	3	3	3	3.00	4	4	4	4	3	3.80
32	1	6	4	4	4	2	3	3.40	4	4	4	3	3	3.60	3	3	4	3	4	3.40	4	4	4	4	4	4.00
33	2	1	5	4	5	4	4	4.40	4	4	4	4	2	3.60	3	3	4	3	3	3.20	4	3	3	3	3	3.20
34	1	3	3	4	3	4	3	3.40	3	3	3	3	3	3.00	3	4	3	3	2	3.00	3	3	2	3	4	3.00
35	1	4	3	3	4	3	3	3.20	4	2	2	3	4	3.00	3	4	3	4	4	3.60	4	5	3	4	5	4.20
36	2	5	3	4	3	4	3	3.40	3	3	3	3	3	3.00	3	3	4	3	3	3.20	4	3	3	4	3	3.40
37	1	1	5	4	5	4	3	4.20	4	5	5	5	4	4.60	4	5	4	4	4	4.20	5	2	3	5	4	3.80
38	2	3	5	4	5	4	3	4.20	4	5	5	5	4	4.60	4	3	4	2	4	3.40	5	4	5	5	4	4.60
39	1	4	3	3	4	3	3	3.20	4	3	3	3	3	3.20	3	2	4	4	3	3.20	3	3	4	3	4	3.40
40	1	2	4	3	4	4	4	3.80	4	3	3	4	3	3.40	5	5	5	4	5	4.80	3	4	4	4	4	3.80
41	2	1	4	4	5	5	3	4.20	4	5	5	5	4	4.60	4	4	4	4	4	4.00	5	5	5	5	5	5.00
42	2	3	3	3	3	3	3	3.00	3	4	4	4	3	3.60	4	3	4	3	4	3.60	2	3	3	3	3	2.80
43	2	4	3	2	4	3	3	3.00	4	3	3	3	3	3.20	2	3	3	3	2	2.60	3	2	2	2	3	2.40
44	1	5	4	4	5	5	4	4.40	4	3	3	3	4	3.40	4	3	4	4	4	3.80	4	3	4	3	3	3.40
45	1	2	4	4	4	4	3	3.80	4	5	5	5	4	4.60	2	2	2	3	2	2.20	5	5	5	5	5	5.00
46	2	1	4	4	4	4	4	4.00	4	4	4	4	4	4.00	3	3	3	4	3	3.20	4	4	4	5	4	4.20
47	1	6	4	3	4	4	3	3.60	4	5	5	5	4	4.60	4	5	3	3	4	3.80	3	5	4	4	5	4.20
48	2	1	4	4	3	4	3	3.60	3	3	3	3	3	3.00	3	4	3	3	3	3.20	4	2	3	3	3	3.00
49	1	3	4	4	4	4	4	4.00	4	3	3	4	3	3.40	4	5	4	3	4	4.00	4	2	3	4	4	3.40
50	1	4	4	4	3	4	3	3.60	3	4	4	5	3	3.80	3	3	4	4	3	3.40	3	2	3	4	3	3.00

Lampiran 2 (Lanjutan)

Hasil Pengisian Kuesioner Responden Bagian Variabel Penelitian

No.	Identitas		Ketanggapan						Jaminan						Empati						Keandalan					
	1	2	1	2	3	4	5	X1	1	2	3	4	5	X2	1	2	3	4	5	X3	1	2	3	4	5	X4
51	2	5	4	4	4	4	4	4.00	3	3	3	5	3	3.40	3	4	4	3	4	3.60	3	3	3	3	2	2.80
52	1	1	4	4	3	4	3	3.60	3	4	4	4	3	3.60	3	3	4	3	2	3.00	3	3	3	4	3	3.20
53	2	3	4	4	4	4	3	3.80	4	5	5	5	2	4.20	3	3	4	3	2	3.00	3	2	3	3	3	2.80
54	1	4	4	4	3	3	3	3.40	3	5	5	5	4	4.40	4	3	4	3	3	3.40	2	4	3	4	3	3.20
55	1	2	4	4	4	4	3	3.80	4	5	5	5	3	4.40	4	3	3	4	3	3.40	2	3	3	4	3	3.00
56	2	1	4	4	3	4	3	3.60	3	4	4	5	3	3.80	3	3	3	4	2	3.00	2	2	2	4	3	2.60
57	2	3	4	4	4	4	4	4.00	4	5	5	5	3	4.40	4	3	4	4	4	3.80	3	3	3	3	3	3.00
58	2	4	5	3	4	4	3	3.80	3	4	4	4	4	3.80	4	4	3	4	3	3.60	2	3	3	4	4	3.20
59	1	5	4	4	3	4	3	3.60	3	4	4	5	3	3.80	3	4	3	4	4	3.60	2	4	5	5	5	4.20
60	1	2	4	4	4	4	3	3.80	3	5	5	5	2	4.00	3	3	3	3	4	3.20	2	3	4	3	3	3.00
61	2	1	3	3	3	3	3	3.00	3	2	3	4	3	3.00	3	3	3	2	3	2.80	3	3	3	3	3	3.00
62	1	6	4	4	3	4	3	3.60	3	2	2	3	5	3.00	3	3	3	3	3	3.00	3	3	3	3	3	3.00
63	2	1	4	5	5	5	4	4.60	4	5	5	5	3	4.40	3	3	3	3	2	2.80	4	4	5	5	4	4.40
64	1	3	4	4	4	4	3	3.80	4	3	3	4	3	3.40	4	3	4	3	4	3.60	4	3	4	4	3	3.60
65	1	4	3	3	4	4	3	3.40	4	4	4	3	4	3.80	4	3	4	3	4	3.60	3	3	3	2	3	2.80
66	2	5	3	3	4	3	3	3.20	4	3	3	3	3	3.20	3	3	4	4	3	3.40	3	2	3	3	2	2.60
67	1	1	4	4	4	4	3	3.80	3	3	3	4	3	3.20	4	4	5	4	4	4.20	3	3	4	3	4	3.40
68	2	3	4	4	4	4	4	4.00	4	5	5	4	3	4.20	4	4	5	4	3	4.00	5	5	5	5	5	5.00
69	1	4	4	3	3	4	3	3.40	3	3	3	2	5	3.20	4	4	4	4	4	4.00	3	3	3	3	3	3.00
70	1	2	4	3	3	3	4	3.40	3	3	3	3	3	3.00	4	4	3	4	3	3.60	3	2	2	2	2	2.20
71	2	1	4	4	4	4	4	4.00	3	3	3	3	2	2.80	5	5	5	3	4	4.40	3	3	3	3	2	2.80
72	2	3	4	4	3	3	3	3.40	3	5	5	5	2	4.00	4	4	3	2	3	3.20	2	2	3	3	4	2.80
73	2	4	3	3	4	4	3	3.40	4	3	2	3	2	2.80	4	3	4	3	4	3.60	4	2	2	3	2	2.60
74	1	5	4	4	3	4	4	3.80	3	3	4	4	3	3.40	4	4	3	4	3	3.60	5	4	4	4	3	4.00
75	1	2	4	4	4	4	4	4.00	4	4	4	4	3	3.80	4	4	5	4	4	4.20	4	4	4	5	4	4.20
76	2	1	4	4	4	4	4	4.00	3	3	3	4	4	3.40	3	4	3	3	4	3.40	3	3	4	4	3	3.40
77	1	6	5	5	4	4	4	4.40	4	5	5	5	3	4.40	4	4	2	5	3	3.60	3	3	3	3	3	3.00
78	2	1	5	5	3	4	3	4.00	3	5	5	4	2	3.80	3	3	5	5	5	4.20	5	3	3	3	4	3.60
79	1	3	4	4	4	3	4	3.80	4	4	4	4	2	3.60	4	3	5	4	3	3.80	3	2	3	3	3	2.80
80	1	4	4	4	4	3	3	3.60	3	3	3	3	3	3.00	4	3	3	5	4	3.80	2	2	3	4	3	2.80
81	2	5	4	4	4	5	4	4.20	4	3	3	5	2	3.40	2	3	3	3	2	2.60	3	4	4	4	3	3.60
82	1	1	4	4	4	4	4	4.00	3	4	4	3	3	3.40	3	4	4	4	3	3.60	3	3	2	3	4	3.00
83	2	3	4	4	4	4	3	3.80	3	3	3	3	3	3.00	3	3	4	4	5	3.80	4	3	3	4	3	3.40
84	1	4	5	5	3	4	3	4.00	3	5	5	4	2	3.80	3	3	4	4	3	3.40	3	3	3	4	4	3.40
85	1	2	5	4	3	3	3	3.60	3	4	4	3	4	3.60	4	4	5	4	5	4.40	5	3	3	4	4	3.80
86	2	1	4	4	4	3	4	3.80	4	4	4	4	2	3.60	3	3	2	4	2	2.80	3	2	3	3	3	2.80
87	2	3	3	3	4	4	3	3.40	3	2	2	2	3	2.40	2	3	3	3	2	2.60	3	4	4	4	3	3.60
88	2	4	5	5	4	4	4	4.40	4	5	5	5	3	4.40	4	4	4	5	4	4.20	5	4	4	4	5	4.40
89	1	5	4	4	5	4	3	4.00	3	3	3	4	4	3.40	4	3	2	4	2	3.00	3	4	4	4	4	3.80
90	1	2	5	3	4	4	3	3.80	3	3	3	3	2	2.80	3	3	2	4	2	2.80	3	4	3	3	3	3.20
91	2	1	4	4	4	3	4	3.80	3	4	4	3	4	3.60	3	3	2	3	2	2.60	3	4	4	4	3	3.60
92	1	6	4	3	4	3	4	3.60	3	3	3	3	2	2.80	3	3	4	4	5	3.80	4	3	3	3	3	3.20
93	2	1	4	3	3	3	4	3.40	3	3	3	3	3	3.00	3	4	2	3	3	3.00	2	4	4	4	3	3.40
94	1	3	3	4	3	4	3	3.40	3	3	3	3	4	3.20	3	3	3	3	2	2.80	3	3	3	3	3	3.00
95	1	4	4	4	4	3	3	3.60	3	3	3	3	2	2.80	3	3	3	4	2	3.00	3	3	3	4	4	3.40
96	2	5	4	4	5	4	4	4.20	3	4	4	4	4	3.80	4	3	5	5	5	4.40	5	4	3	4	4	4.00
97	1	1	4	3	4	4	3	3.60	4	4	4	4	5	4.20	2	3	3	3	2	2.60	3	2	2	2	3	2.40
98	2	3	4	4	4	4	3	3.80	4	4	4	5	2	3.80	3	3	2	4	4	3.20	4	5	5	4	5	4.60
99	1	4	3	4	3	4	3	3.40	3	3	3	3	3	3.00	3	3	3	3	2	2.80	3	3	3	3	3	3.00
100	1	2	4	4	4	3	3	3.60	3	3	3	3	3	3.00	3	3	3	4	2	3.00	3	3	3	4	4	3.40

Lampiran 2 (Lanjutan)

Hasil Pengisian Kuesioner Responden Bagian Variabel Penelitian

No.	Identitas		Ketanggapan						Jaminan						Empati						Keandalan					
	1	2	1	2	3	4	5	X1	1	2	3	4	5	X2	1	2	3	4	5	X3	1	2	3	4	5	X4
101	2	1	3	3	3	3	3	3.00	3	2	2	3	4	2.80	2	3	3	3	2	2.60	3	2	3	2	2	2.40
102	2	3	3	3	4	4	4	3.60	4	2	2	4	3	3.00	3	3	4	3	2	3.00	3	2	3	3	3	2.80
103	2	4	4	5	5	5	3	4.40	4	5	5	5	5	4.80	5	3	2	3	3	3.20	3	5	5	5	5	4.60
104	1	5	4	4	3	4	3	3.60	3	4	4	4	3	3.60	4	3	4	4	3	3.60	4	4	4	5	4	4.20
105	1	2	4	4	4	3	3	3.60	4	4	4	3	5	4.00	5	4	4	4	4	4.20	5	3	3	4	4	3.80
106	2	1	3	3	4	3	3	3.20	4	5	5	4	3	4.20	3	3	3	3	3	3.00	4	4	4	4	3	3.80
107	1	6	4	4	4	2	3	3.40	4	4	4	3	3	3.60	3	3	4	3	4	3.40	4	4	4	4	4	4.00
108	2	1	5	4	5	4	4	4.40	4	4	4	4	2	3.60	3	3	4	3	3	3.20	4	3	3	3	3	3.20
109	1	3	3	4	3	4	3	3.40	3	3	3	3	3	3.00	3	4	3	3	2	3.00	3	3	2	3	4	3.00
110	1	4	3	3	4	3	3	3.20	4	2	2	3	4	3.00	3	4	3	4	4	3.60	4	5	3	4	5	4.20
111	2	5	3	4	3	4	3	3.40	3	3	3	3	3	3.00	3	3	4	3	3	3.20	4	3	3	4	3	3.40
112	1	1	5	4	5	4	3	4.20	4	5	5	5	4	4.60	4	4	5	5	5	4.60	5	2	3	5	4	3.80
113	2	3	5	4	5	4	3	4.20	4	5	5	5	4	4.60	2	3	3	3	2	2.60	5	4	5	5	4	4.60
114	1	4	3	3	4	3	3	3.20	4	3	3	3	3	3.20	3	2	4	4	3	3.20	3	3	4	3	4	3.40
115	1	2	4	3	4	4	4	3.80	4	3	3	4	3	3.40	3	3	3	2	3	2.80	3	4	4	4	4	3.80
116	2	1	4	4	5	5	3	4.20	4	5	5	5	4	4.60	4	4	5	5	5	4.60	5	5	5	5	5	5.00
117	2	3	3	3	3	3	3	3.00	3	4	4	4	3	3.60	4	2	3	2	3	2.80	2	3	3	3	3	2.80
118	2	4	3	2	4	3	3	3.00	4	3	3	3	3	3.20	4	3	4	3	2	3.20	3	2	2	2	3	2.40
119	1	5	4	4	5	5	4	4.40	4	3	3	3	4	3.40	3	3	3	4	3	3.20	4	3	4	3	3	3.40
120	1	2	4	4	4	4	3	3.80	4	5	5	5	4	4.60	4	5	5	4	4	4.40	5	5	5	5	5	5.00
121	2	1	3	3	3	3	3	3.00	4	4	4	4	4	4.00	4	5	3	3	4	3.80	4	4	4	5	4	4.20
122	1	6	4	4	4	4	4	4.00	3	3	3	4	4	3.40	3	3	4	5	3	3.60	3	3	4	4	3	3.40
123	2	1	5	5	4	4	4	4.40	4	5	5	5	3	4.40	4	4	2	5	3	3.60	3	3	3	3	3	3.00
124	1	3	5	5	3	4	3	4.00	3	5	5	4	2	3.80	3	3	5	5	5	4.20	5	3	3	3	4	3.60
125	1	4	4	4	4	3	4	3.80	4	4	4	4	2	3.60	4	3	5	4	3	3.80	3	2	3	3	3	2.80
126	2	5	4	4	4	3	3	3.60	3	3	3	3	3	3.00	2	3	3	3	2	2.60	2	2	3	4	3	2.80
127	1	1	4	4	4	5	4	4.20	4	3	3	5	2	3.40	4	3	3	4	2	3.20	3	4	4	4	3	3.60
128	2	3	4	4	4	4	4	4.00	3	4	4	3	3	3.40	3	4	4	4	3	3.60	3	3	2	3	4	3.00
129	1	4	4	4	4	4	3	3.80	3	3	3	3	3	3.00	3	3	4	4	5	3.80	4	3	3	4	3	3.40
130	1	2	5	5	3	4	3	4.00	3	5	5	4	2	3.80	3	3	4	4	3	3.40	3	3	3	4	4	3.40
131	2	1	5	4	3	3	3	3.60	3	4	4	3	4	3.60	4	4	5	4	5	4.40	5	3	3	4	4	3.80
132	2	3	4	4	4	3	4	3.80	4	4	4	4	2	3.60	3	3	2	4	2	2.80	3	2	3	3	3	2.80
133	2	4	3	3	4	4	3	3.40	3	2	2	2	3	2.40	2	3	3	3	2	2.60	3	4	4	4	3	3.60
134	1	5	5	5	4	4	4	4.40	4	5	5	5	3	4.40	4	4	4	5	4	4.20	5	4	4	4	5	4.40
135	1	2	4	4	5	4	3	4.00	3	3	3	4	4	3.40	4	3	2	4	2	3.00	3	4	4	4	4	3.80
136	2	1	5	3	4	4	3	3.80	3	3	3	3	2	2.80	3	3	2	4	2	2.80	3	4	3	3	3	3.20
137	1	6	4	4	4	3	4	3.80	3	4	4	3	4	3.60	3	3	2	3	2	2.60	3	4	4	4	3	3.60
138	2	1	4	3	4	3	4	3.60	3	3	3	3	2	2.80	3	4	3	4	3	3.40	4	3	3	3	3	3.20
139	1	3	4	3	3	3	4	3.40	3	3	3	3	3	3.00	5	4	5	4	3	4.20	2	4	4	4	3	3.40
140	1	4	3	4	3	4	3	3.40	3	3	3	3	4	3.20	5	4	5	4	3	4.20	3	3	3	3	3	3.00
141	2	5	4	4	4	3	3	3.60	3	3	3	3	2	2.80	3	3	4	3	3	3.20	3	3	3	4	4	3.40
142	1	1	4	4	5	4	4	4.20	3	4	4	4	4	3.80	4	3	4	4	4	3.80	5	4	3	4	4	4.00
143	2	3	4	3	4	4	3	3.60	4	4	4	4	5	4.20	4	4	5	5	3	4.20	3	2	2	2	3	2.40
144	1	4	4	4	4	4	3	3.80	4	4	4	5	2	3.80	3	3	3	3	3	3.00	4	5	5	4	5	4.60
145	1	2	3	4	3	4	3	3.40	3	3	3	3	3	3.00	3	2	4	3	3	3.00	3	3	3	3	3	3.00
146	2	1	4	4	4	3	3	3.60	3	3	3	3	3	3.00	4	4	5	5	4	4.40	3	3	3	4	4	3.40
147	2	3	3	4	3	4	4	3.60	2	3	3	2	5	3.00	4	4	4	4	3	3.80	3	3	3	3	3	3.00
148	2	4	4	4	3	4	4	3.80	3	4	4	4	3	3.60	4	4	4	4	4	4.00	3	3	4	4	4	3.60
149	1	5	3	4	3	3	3	3.20	2	4	4	4	4	3.60	4	4	4	4	4	4.00	5	5	5	5	4	4.80
150	1	2	3	4	3	3	3	3.20	3	4	4	4	4	3.80	5	5	4	4	4	4.40	3	3	4	4	4	3.60

Lampiran 2 (Lanjutan)

Hasil Pengisian Kuesioner Responden Bagian Variabel Penelitian

No.	Identitas		Ketanggapan						Jaminan						Empati						Keandalan					
	1	2	1	2	3	4	5	X1	1	2	3	4	5	X2	1	2	3	4	5	X3	1	2	3	4	5	X4
151	2	4	4	4	3	4	3	3.60	3	4	5	4	3	3.80	5	5	3	4	3	4.00	3	3	4	4	4	3.60
152	1	5	4	3	4	4	2	3.40	4	4	4	4	3	3.80	4	4	4	3	4	3.80	2	5	4	4	4	3.80
153	2	1	3	4	4	4	3	3.60	4	4	4	4	3	3.80	4	4	4	3	3	3.60	2	4	5	3	5	3.80
154	1	3	4	4	3	3	3	3.40	3	3	3	4	3	3.20	4	4	4	5	4	4.20	3	2	3	3	3	2.80
155	1	4	4	4	4	3	4	3.80	4	2	2	3	4	3.00	5	3	5	5	5	4.60	5	4	5	5	5	4.80
156	2	2	4	4	3	4	3	3.60	3	4	4	4	3	3.60	3	3	3	3	4	3.20	4	4	5	4	4	4.20
157	1	1	4	4	3	4	3	3.60	3	4	5	5	5	4.40	2	3	3	3	2	2.60	5	5	5	5	4	4.80
158	2	3	4	4	3	4	3	3.60	3	5	5	5	4	4.40	4	3	4	5	3	3.80	4	5	4	5	3	4.20
159	1	4	4	4	4	4	4	4.00	3	3	3	3	4	3.20	4	3	3	4	4	3.60	4	2	2	3	2	2.60
160	1	5	4	4	4	4	4	4.00	3	4	4	4	3	3.60	3	4	4	4	4	3.80	3	3	4	4	4	3.60
161	2	2	4	4	4	3	4	3.80	4	4	4	4	4	4.00	3	3	4	3	4	3.40	3	4	4	4	4	3.80
162	2	1	3	3	3	3	3	3.00	3	3	3	3	3	3.00	2	3	3	3	2	2.60	3	3	2	2	3	2.60
163	2	6	4	4	4	3	3	3.60	3	3	5	4	3	3.60	3	4	3	3	2	3.00	2	2	2	2	3	2.20
164	1	1	4	4	3	4	4	3.80	3	2	2	3	4	2.80	3	3	4	3	3	3.20	3	4	3	3	4	3.40
165	1	3	4	4	4	4	4	4.00	3	2	2	3	2	2.40	2	3	3	3	2	2.60	3	4	4	3	4	3.60
166	2	4	4	3	4	4	3	3.60	4	3	3	3	3	3.20	4	3	4	3	4	3.60	4	3	4	4	4	3.80
167	1	5	4	4	4	4	3	3.80	4	4	4	4	3	3.80	3	3	3	4	2	3.00	3	4	3	3	4	3.40
168	2	1	4	4	4	5	4	4.20	4	3	3	5	2	3.40	4	3	3	4	2	3.20	3	4	4	4	3	3.60
169	1	3	4	4	4	4	4	4.00	3	4	4	3	3	3.40	3	4	4	4	3	3.60	3	3	2	3	4	3.00
170	1	4	4	4	4	4	3	3.80	3	3	3	3	3	3.00	3	3	4	4	5	3.80	4	3	3	4	3	3.40
171	2	2	5	5	3	4	3	4.00	3	5	5	4	2	3.80	3	3	4	4	3	3.40	3	3	3	4	4	3.40
172	1	1	5	4	3	3	3	3.60	3	4	4	3	4	3.60	4	4	5	4	5	4.40	5	3	3	4	4	3.80
173	2	3	4	4	4	3	4	3.80	4	4	4	4	2	3.60	3	3	2	4	2	2.80	3	2	3	3	3	2.80
174	1	4	3	3	4	4	3	3.40	3	2	2	2	3	2.40	2	3	3	3	2	2.60	3	4	4	4	3	3.60
175	1	5	5	5	4	4	4	4.40	4	5	5	5	3	4.40	4	4	4	5	4	4.20	5	4	4	4	5	4.40
176	2	2	4	4	5	4	3	4.00	3	3	3	4	4	3.40	4	3	2	4	2	3.00	3	4	4	4	4	3.80
177	2	1	5	3	4	4	3	3.80	3	3	3	3	2	2.80	3	3	2	4	2	2.80	3	4	3	3	3	3.20
178	2	6	4	4	4	3	4	3.80	3	4	4	3	4	3.60	3	3	2	3	2	2.60	3	4	4	4	3	3.60
179	1	1	4	3	4	3	4	3.60	3	3	3	3	2	2.80	3	3	4	4	5	3.80	4	3	3	3	3	3.20
180	1	3	4	3	3	3	4	3.40	3	3	3	3	3	3.00	3	4	2	3	3	3.00	2	4	4	4	3	3.40
181	2	4	3	4	3	4	3	3.40	3	3	3	3	4	3.20	3	3	3	3	2	2.80	3	3	3	3	3	3.00
182	1	5	4	4	4	3	3	3.60	3	3	3	3	2	2.80	3	3	3	4	2	3.00	3	3	3	4	4	3.40
183	2	1	4	4	5	4	4	4.20	3	4	4	4	4	3.80	4	3	5	5	5	4.40	5	4	3	4	4	4.00
184	1	3	4	3	4	4	3	3.60	4	4	4	4	5	4.20	4	4	3	4	4	3.80	3	2	2	2	3	2.40
185	1	4	4	4	4	4	3	3.80	4	4	4	5	2	3.80	5	4	5	4	5	4.60	4	5	5	4	5	4.60
186	2	2	3	4	3	4	3	3.40	3	3	3	3	3	3.00	4	4	4	4	4	4.00	3	3	3	3	3	3.00
187	1	1	4	4	4	3	3	3.60	3	3	3	3	3	3.00	4	4	5	4	4	4.20	3	3	3	4	4	3.40
188	2	3	3	3	3	3	3	3.00	3	2	2	3	4	2.80	4	4	4	4	4	4.00	3	2	3	2	2	2.40
189	1	4	3	3	4	4	4	3.60	4	2	2	4	3	3.00	4	4	3	4	4	3.80	3	2	3	3	3	2.80
190	1	5	4	5	5	5	3	4.40	4	5	5	5	5	4.80	4	4	5	3	4	4.00	3	5	5	5	5	4.60
191	2	2	4	4	3	4	3	3.60	3	4	4	4	3	3.60	4	4	3	4	3	3.60	4	4	4	5	4	4.20
192	2	1	4	4	4	3	3	3.60	4	4	4	3	5	4.00	4	5	4	4	4	4.20	5	3	3	4	4	3.80
193	2	6	3	3	4	3	3	3.20	4	5	5	4	3	4.20	4	4	5	4	4	4.20	4	4	4	4	3	3.80
194	1	1	4	4	4	2	3	3.40	4	4	4	3	3	3.60	4	4	4	3	3	3.60	4	4	4	4	4	4.00
195	1	3	5	4	5	4	4	4.40	4	4	4	4	2	3.60	4	4	2	3	3	3.20	4	3	3	3	3	3.20
196	2	4	3	4	3	4	3	3.40	3	3	3	3	3	3.00	3	4	3	3	2	3.00	3	3	2	3	4	3.00
197	1	5	3	3	4	3	3	3.20	4	2	2	3	4	3.00	3	4	3	4	4	3.60	4	5	3	4	5	4.20
198	2	1	3	4	3	4	3	3.40	3	3	3	3	3	3.00	3	3	4	3	3	3.20	4	3	3	4	3	3.40
199	1	3	5	4	5	4	3	4.20	4	5	5	5	4	4.60	4	4	5	5	5	4.60	5	2	3	5	4	3.80
200	1	4	5	4	5	4	3	4.20	4	5	5	5	4	4.60	2	3	3	3	2	2.60	5	4	5	5	4	4.60

Lampiran 2 (lanjutan)

Hasil Pengisian Kuesioner Responden Bagian Variabel Penelitian

No.	Bukti Fisik						Kepuasan						Kepercayaan						Loyalitas					
	1	2	3	4	5	X5	1	2	3	4	5	X6	1	2	3	4	5	X7	1	2	3	4	5	X8
1	4	4	5	3	4	4.00	5	4	4	5	5	4.60	5	5	5	3	3	4.20	4	4	4	4	4	4.00
2	4	4	3	4	3	3.60	4	3	5	3	4	3.80	3	4	3	4	3	3.40	2	1	1	1	2	1.40
3	4	5	4	4	4	4.20	5	4	2	3	2	3.20	4	3	4	3	4	3.60	2	3	2	3	2	2.40
4	4	4	5	4	4	4.20	4	3	2	4	4	3.40	3	5	3	3	3	3.40	1	2	2	2	3	2.00
5	4	4	4	3	3	3.60	5	4	4	4	3	4.00	4	3	4	4	4	3.80	3	3	3	3	3	3.00
6	4	4	2	3	3	3.20	4	4	2	3	2	3.00	4	5	4	4	4	4.20	5	2	4	2	4	3.40
7	4	4	3	4	3	3.60	5	3	4	4	4	4.00	5	4	5	3	5	4.40	5	2	4	2	4	3.40
8	4	4	5	4	4	4.20	3	4	4	3	4	3.60	4	5	4	4	4	4.20	5	2	4	2	4	3.40
9	5	5	3	3	4	4.00	4	2	3	2	3	2.80	4	3	4	2	4	3.40	2	3	1	3	3	2.40
10	4	4	4	3	3	3.60	4	3	2	2	3	2.80	3	2	4	4	3	3.20	4	3	4	3	3	3.40
11	4	4	5	4	5	4.40	4	5	5	5	5	4.80	5	5	5	4	5	4.80	4	4	4	4	4	4.00
12	4	5	4	4	4	4.20	3	5	5	4	4	4.20	4	4	4	4	4	4.00	5	2	4	2	4	3.40
13	4	4	5	4	4	4.20	2	3	2	2	3	2.40	4	3	4	3	4	3.60	4	2	1	1	2	2.00
14	4	4	4	4	3	3.80	4	3	2	4	4	3.40	2	3	3	3	2	2.60	3	3	2	3	2	2.60
15	4	4	5	3	4	4.00	3	3	2	4	4	3.20	4	3	4	4	4	3.80	4	2	1	2	2	2.20
16	3	3	4	4	3	3.40	3	2	3	2	2	2.40	2	2	2	3	2	2.20	2	3	2	2	3	2.40
17	3	3	5	4	4	3.80	2	3	2	3	3	2.60	3	3	3	4	3	3.20	1	1	2	1	2	1.40
18	4	4	4	3	4	3.80	4	3	3	4	3	3.40	4	5	3	3	4	3.80	2	2	2	3	2	2.20
19	3	3	3	3	2	2.80	4	3	2	3	2	2.80	3	4	3	3	3	3.20	3	2	3	3	3	2.80
20	3	3	5	3	3	3.40	3	2	2	3	2	2.40	4	5	4	3	4	4.00	3	3	2	2	2	2.40
21	4	4	3	4	4	3.80	3	2	3	2	2	2.40	3	2	3	4	3	3.00	4	3	2	2	2	2.60
22	4	4	5	4	4	4.20	4	2	2	2	2	2.40	3	2	3	2	3	2.60	2	2	2	2	2	2.00
23	3	3	5	3	4	3.60	3	2	2	2	2	2.20	3	4	3	3	3	3.20	4	4	2	2	2	2.80
24	4	4	3	4	4	3.80	2	2	3	2	2	2.20	3	4	3	3	3	3.20	3	3	3	3	3	3.00
25	3	3	4	3	4	3.40	3	2	3	2	2	2.40	4	5	4	4	4	4.20	3	4	1	2	2	2.40
26	3	3	3	4	3	3.20	2	2	2	2	2	2.00	3	2	3	2	3	2.60	2	3	3	3	4	3.00
27	3	3	2	3	3	2.80	3	2	2	2	3	2.40	3	3	3	3	3	3.00	2	2	2	3	2	2.20
28	4	3	5	3	4	3.80	3	2	2	2	3	2.40	4	5	4	4	4	4.20	2	4	4	5	2	3.40
29	4	4	4	4	4	4.00	4	4	3	3	4	3.60	4	5	4	3	4	4.00	3	3	2	2	2	2.40
30	4	4	2	4	4	3.60	2	2	2	3	2	2.20	4	3	5	4	4	4.00	4	1	2	2	2	2.20
31	3	3	3	4	3	3.20	3	2	2	2	2	2.20	3	2	3	2	3	2.60	4	3	4	4	4	3.80
32	4	4	4	3	3	3.60	3	2	2	2	2	2.20	3	4	3	4	3	3.40	3	2	3	2	2	2.40
33	3	3	4	3	3	3.20	3	2	3	2	2	2.40	2	3	2	3	2	2.40	2	5	3	4	5	3.80
34	4	3	4	3	4	3.60	4	2	2	3	2	2.60	4	3	4	3	4	3.60	3	5	2	5	4	3.80
35	4	3	4	3	4	3.60	5	2	2	2	2	2.60	4	5	3	2	4	3.60	1	1	2	1	2	1.40
36	3	3	4	4	3	3.40	4	4	3	2	3	3.20	2	3	2	4	2	2.60	2	1	1	1	3	1.60
37	4	4	5	4	4	4.20	4	3	4	3	4	3.60	4	3	3	3	4	3.40	1	3	3	2	2	2.20
38	4	4	5	4	3	4.00	4	4	3	4	3	3.60	5	4	4	5	5	4.60	3	3	4	4	4	3.60
39	4	4	4	4	4	4.00	4	4	5	4	4	4.20	4	5	5	4	5	4.60	1	1	2	1	2	1.40
40	4	4	3	4	3	3.60	3	4	3	3	4	3.40	4	3	4	3	4	3.60	2	2	2	3	2	2.20
41	5	5	5	3	4	4.40	4	4	5	4	5	4.40	4	5	4	3	4	4.00	2	4	3	1	3	2.60
42	4	4	3	2	3	3.20	4	4	4	3	4	3.80	5	4	5	3	5	4.40	1	2	2	3	3	2.20
43	4	3	4	3	4	3.60	4	4	4	4	4	4.00	3	2	3	2	3	2.60	1	1	4	4	4	2.80
44	4	4	3	4	3	3.60	4	4	4	4	4	4.00	3	4	3	3	3	3.20	2	2	2	3	2	2.20
45	4	4	5	4	4	4.20	4	4	4	3	4	3.80	5	5	5	3	5	4.60	3	4	4	4	4	3.80
46	3	4	3	3	4	3.40	3	3	4	4	4	3.60	5	5	5	3	5	4.60	2	2	3	3	4	2.80
47	4	4	5	4	5	4.40	5	4	5	5	5	4.80	4	5	4	3	4	4.00	4	4	4	4	4	4.00
48	4	4	4	3	4	3.80	3	2	2	3	2	2.40	4	5	3	3	4	3.80	2	3	3	5	2	3.00
49	4	4	4	4	4	4.00	4	3	2	4	4	3.40	2	2	3	4	3	2.80	1	5	3	5	4	3.60
50	4	4	4	4	4	4.00	3	5	3	2	2	3.00	3	3	4	5	3	3.60	2	4	1	2	4	2.60

Lampiran 2 (lanjutan)

Hasil Pengisian Kuesioner Responden Bagian Variabel Penelitian

No.	Bukti Fisik						Kepuasan						Kepercayaan						Loyalitas					
	1	2	3	4	5	X5	1	2	3	4	5	X6	1	2	3	4	5	X7	1	2	3	4	5	X8
51	4	4	4	3	4	3.80	2	3	2	4	4	3.00	3	4	3	4	3	3.40	3	3	3	3	5	3.40
52	3	3	4	4	4	3.60	3	3	3	3	2	2.80	2	3	2	3	2	2.40	2	3	5	3	5	3.60
53	3	3	4	3	3	3.20	3	3	2	4	4	3.20	4	3	4	4	4	3.80	5	2	3	5	5	4.00
54	3	3	4	3	2	3.00	3	2	3	2	2	2.40	4	5	4	5	4	4.40	3	2	3	3	4	3.00
55	3	4	3	4	4	3.60	3	3	3	4	5	3.60	5	4	5	5	5	4.80	3	3	3	4	3	3.20
56	3	4	3	4	4	3.60	3	2	3	3	3	2.80	4	5	4	4	4	4.20	2	2	2	3	2	2.20
57	4	4	4	4	4	4.00	3	5	4	5	4	4.20	4	4	4	4	4	4.00	2	3	2	2	2	2.20
58	4	4	3	4	4	3.80	4	4	5	4	4	4.20	5	4	5	4	5	4.60	4	4	4	4	4	4.00
59	3	4	3	4	4	3.60	4	3	3	2	3	3.00	4	5	4	5	4	4.40	3	3	2	2	2	2.40
60	3	3	5	3	3	3.40	3	3	3	2	2	2.60	3	2	3	2	3	2.60	1	4	2	2	2	2.20
61	4	3	3	4	4	3.60	4	2	2	2	2	2.40	4	3	4	5	4	4.00	2	3	2	2	2	2.20
62	3	3	3	3	3	3.00	3	2	2	2	2	2.20	3	4	3	4	3	3.40	3	3	1	1	1	1.80
63	4	4	4	4	4	4.00	2	3	2	2	3	2.40	3	3	4	2	3	3.00	2	2	1	2	2	1.80
64	3	4	3	4	4	3.60	3	3	3	3	2	2.80	4	5	4	4	4	4.20	1	1	4	4	3	2.60
65	3	3	4	5	4	3.80	3	2	3	2	2	2.40	2	3	2	5	2	2.80	2	2	1	2	2	1.80
66	4	4	4	4	4	4.00	4	2	3	2	2	2.60	4	3	4	3	4	3.60	3	4	4	4	4	3.80
67	4	4	4	4	4	4.00	3	3	2	3	2	2.60	3	3	3	3	3	3.00	2	2	3	3	4	2.80
68	4	4	4	4	4	4.00	4	3	3	3	3	3.20	4	5	4	2	4	3.80	4	3	3	3	3	3.20
69	4	4	4	4	4	4.00	4	4	5	3	4	4.00	3	3	3	4	3	3.20	2	3	3	5	2	3.00
70	3	4	3	3	4	3.40	4	4	3	4	3	3.60	4	5	4	3	4	4.00	2	3	5	4	3	3.40
71	3	3	4	3	4	3.40	4	5	4	4	4	4.20	4	4	4	4	4	4.00	2	3	5	4	3	3.40
72	4	4	4	4	4	4.00	4	4	5	4	4	4.20	2	3	2	3	2	2.40	1	4	3	1	3	2.40
73	4	4	3	3	4	3.60	4	4	4	3	3	3.60	2	3	2	3	2	2.40	3	3	3	3	4	3.20
74	5	5	5	5	5	5.00	4	4	2	3	3	3.20	4	3	4	4	3	3.60	3	4	4	3	4	3.60
75	4	4	4	4	3	3.80	4	4	3	4	3	3.60	4	5	4	3	4	4.00	1	2	2	2	4	2.20
76	4	5	4	4	4	4.20	4	4	5	4	4	4.20	3	4	3	4	3	3.40	2	3	4	3	4	3.20
77	5	4	5	5	5	4.80	5	5	3	3	4	4.00	5	4	5	5	3	4.40	4	4	4	4	4	4.00
78	4	4	5	5	4	4.40	4	4	4	3	3	3.60	2	4	2	4	2	2.80	1	3	5	3	5	3.40
79	4	4	5	4	4	4.20	4	4	5	4	5	4.40	3	5	3	5	3	3.80	4	2	3	3	4	3.20
80	4	5	3	5	4	4.20	4	5	4	4	4	4.20	4	5	4	4	4	4.20	4	4	4	4	4	4.00
81	3	4	3	4	3	3.40	3	3	2	4	4	3.20	4	5	4	4	4	4.20	3	3	2	1	2	2.20
82	4	4	4	4	4	4.00	4	4	4	2	4	3.60	2	3	2	5	3	3.00	1	2	2	2	2	1.80
83	4	4	3	4	4	3.80	3	2	3	2	3	2.60	4	3	4	3	4	3.60	3	3	2	2	2	2.40
84	4	5	4	4	5	4.40	4	3	2	4	4	3.40	3	2	3	4	3	3.00	4	3	1	3	2	2.60
85	4	4	5	4	4	4.20	4	3	3	4	4	3.60	4	5	4	5	4	4.40	4	3	4	3	2	3.20
86	4	4	5	4	4	4.20	3	2	3	2	2	2.40	3	3	3	5	3	3.40	2	3	5	3	5	3.60
87	4	4	3	4	4	3.80	3	2	2	2	2	2.20	2	2	2	3	2	2.20	4	2	3	3	5	3.40
88	5	4	3	4	4	4.00	3	2	3	4	3	3.00	5	5	5	3	5	4.60	1	2	2	2	3	2.00
89	5	5	4	4	5	4.60	4	5	4	5	4	4.40	3	2	3	2	3	2.60	2	3	2	2	1	2.00
90	4	4	5	4	4	4.20	3	3	3	5	3	3.40	4	3	4	3	4	3.60	1	1	2	3	4	2.20
91	4	4	3	3	4	3.60	2	2	2	3	2	2.20	3	4	3	5	3	3.60	1	3	3	2	4	2.60
92	4	4	4	3	4	3.80	5	5	5	3	5	4.60	2	5	2	3	2	2.80	3	3	4	5	4	3.80
93	3	3	4	3	3	3.20	3	2	3	2	3	2.60	2	2	2	4	2	2.40	2	3	2	3	2	2.40
94	4	4	3	3	4	3.60	4	3	4	3	4	3.60	3	4	3	5	3	3.60	1	2	2	2	2	1.80
95	4	4	3	4	4	3.80	3	4	3	5	3	3.60	2	2	2	3	2	2.20	2	3	2	2	2	2.20
96	5	4	5	4	5	4.60	2	5	2	3	2	2.80	4	5	4	3	4	4.00	3	3	1	1	1	1.80
97	4	4	4	4	4	4.00	2	2	2	4	2	2.40	2	3	2	3	2	2.40	2	2	1	2	2	1.80
98	4	4	5	4	4	4.20	3	4	3	5	3	3.60	2	3	2	4	2	2.60	1	1	4	4	4	2.80
99	4	4	4	4	4	4.00	2	2	2	3	2	2.20	4	3	4	4	4	3.80	3	2	3	2	2	2.40
100	4	4	3	4	4	3.80	4	5	4	3	4	4.00	2	2	2	3	2	2.20	2	5	3	4	5	3.80

Lampiran 2 (lanjutan)

Hasil Pengisian Kuesioner Responden Bagian Variabel Penelitian

No.	Bukti Fisik						Kepuasan						Kepercayaan						Loyalitas					
	1	2	3	4	5	X5	1	2	3	4	5	X6	1	2	3	4	5	X7	1	2	3	4	5	X8
101	3	3	3	4	3	3.20	2	3	2	3	2	2.40	4	5	3	3	4	3.80	5	5	2	3	1	3.20
102	3	3	2	3	3	2.80	2	3	2	4	2	2.60	3	3	3	3	3	3.00	4	1	1	5	4	3.00
103	4	3	5	3	4	3.80	4	3	4	4	4	3.80	4	5	4	4	4	4.20	2	1	1	1	1	1.20
104	4	4	4	4	4	4.00	2	2	2	3	2	2.20	4	5	4	3	4	4.00	3	3	4	5	4	3.80
105	4	4	2	4	4	3.60	4	5	3	3	4	3.80	4	3	5	4	4	4.00	1	2	1	3	3	2.00
106	3	3	3	4	3	3.20	3	3	3	3	3	3.00	2	3	2	3	2	2.40	3	3	2	3	3	2.80
107	4	4	4	3	3	3.60	3	2	2	2	2	2.20	3	4	3	4	3	3.40	1	1	2	3	2	1.80
108	3	3	4	3	3	3.20	2	2	2	3	2	2.20	2	3	2	3	2	2.40	1	3	3	2	4	2.60
109	4	3	4	3	4	3.60	5	5	5	3	5	4.60	4	3	4	3	4	3.60	3	3	2	3	2	2.60
110	4	3	4	3	4	3.60	4	5	4	2	4	3.80	4	5	3	2	4	3.60	4	2	1	2	2	2.20
111	3	3	4	4	3	3.40	4	3	4	3	4	3.60	2	3	2	4	2	2.60	2	1	2	3	5	2.60
112	4	4	5	4	4	4.20	3	4	3	5	3	3.60	4	3	3	3	4	3.40	3	3	3	3	3	3.00
113	4	4	5	4	3	4.00	2	5	2	3	2	2.80	5	4	4	5	5	4.60	3	3	2	1	1	2.00
114	4	4	4	4	4	4.00	2	2	2	4	2	2.40	2	3	2	3	2	2.40	2	2	1	2	2	1.80
115	4	4	3	4	3	3.60	3	4	3	5	3	3.60	4	3	4	3	4	3.60	3	3	2	2	1	2.20
116	5	5	5	3	4	4.40	2	2	2	3	2	2.20	4	5	4	3	4	4.00	4	3	1	3	2	2.60
117	4	4	3	2	3	3.20	4	5	4	3	4	4.00	5	4	5	3	5	4.40	4	3	4	3	4	3.60
118	4	3	4	3	4	3.60	2	3	2	3	2	2.40	3	2	3	2	3	2.60	3	1	4	3	5	3.20
119	4	4	3	4	3	3.60	2	3	2	4	2	2.60	3	4	3	3	3	3.20	3	2	3	3	3	2.80
120	4	4	5	4	4	4.20	4	3	4	4	4	3.80	5	5	5	3	5	4.60	3	2	4	3	3	3.00
121	3	4	3	3	4	3.40	4	5	5	5	5	4.80	5	5	5	3	5	4.60	4	4	4	4	4	4.00
122	4	5	4	4	4	4.20	3	3	2	4	4	3.20	3	4	3	4	3	3.40	1	1	2	3	3	2.00
123	5	4	5	5	5	4.80	3	3	4	4	3	3.40	5	4	5	5	3	4.40	1	3	3	2	4	2.60
124	4	4	5	5	4	4.40	4	4	4	4	5	4.20	2	4	2	4	2	2.80	4	1	4	3	5	3.40
125	4	4	5	4	4	4.20	3	4	4	3	3	3.40	3	5	3	5	3	3.80	3	2	3	3	1	2.40
126	4	5	3	5	4	4.20	2	3	2	3	3	2.60	4	5	4	4	4	4.20	5	1	2	3	3	2.80
127	3	4	3	4	3	3.40	3	3	2	4	4	3.20	4	5	4	4	4	4.20	5	3	3	3	2	3.20
128	4	4	4	4	4	4.00	4	4	4	2	4	3.60	2	3	2	5	3	3.00	2	3	2	3	3	2.60
129	4	4	3	4	4	3.80	3	2	3	2	3	2.60	4	3	4	3	4	3.60	3	4	4	4	4	3.80
130	4	5	4	4	5	4.40	4	3	2	4	4	3.40	3	2	3	4	3	3.00	2	2	2	3	2	2.20
131	4	4	5	4	4	4.20	4	3	3	4	4	3.60	4	5	4	5	4	4.40	3	3	2	3	2	2.60
132	4	4	5	4	4	4.20	3	2	3	2	2	2.40	3	3	3	5	3	3.40	3	3	2	2	2	2.40
133	4	4	3	4	4	3.80	3	2	2	2	2	2.20	2	2	2	3	2	2.20	3	2	1	2	2	2.00
134	5	4	3	4	4	4.00	5	5	5	5	5	5.00	5	5	5	3	5	4.60	4	4	4	4	4	4.00
135	5	5	4	4	5	4.60	4	3	2	3	3	3.00	4	5	4	2	4	3.80	3	1	1	1	1	1.40
136	4	4	5	4	4	4.20	3	2	3	2	2	2.40	4	3	4	3	4	3.60	3	3	3	2	3	2.80
137	4	4	3	3	4	3.60	3	2	2	2	3	2.40	3	4	3	5	3	3.60	2	2	2	2	2	2.00
138	4	4	4	3	4	3.80	3	2	2	3	2	2.40	2	5	2	3	2	2.80	2	3	3	3	2	2.60
139	3	3	4	3	3	3.20	3	2	2	2	2	2.20	2	2	2	4	2	2.40	2	2	2	2	2	2.00
140	4	4	3	3	4	3.60	3	2	2	2	2	2.20	3	4	3	5	3	3.60	4	4	2	2	2	2.80
141	4	4	3	4	4	3.80	4	2	3	2	2	2.60	2	2	2	3	2	2.20	3	2	2	3	3	2.60
142	5	4	5	4	5	4.60	3	4	5	5	4	4.20	4	5	4	3	4	4.00	4	4	3	2	2	3.00
143	4	4	4	4	4	4.00	4	3	2	4	4	3.40	2	3	2	3	2	2.40	1	1	1	2	2	1.40
144	4	4	5	4	4	4.20	3	5	3	2	2	3.00	2	3	2	4	2	2.60	2	2	2	2	2	2.00
145	4	4	4	4	4	4.00	3	2	2	2	2	2.20	4	3	4	4	4	3.80	4	4	2	4	2	3.20
146	4	4	3	4	4	3.80	2	2	2	2	2	2.00	2	2	2	3	2	2.20	3	2	1	1	1	1.60
147	4	4	5	3	4	4.00	5	4	4	5	5	4.60	5	5	5	3	3	4.20	4	4	4	4	4	4.00
148	4	4	3	4	3	3.60	4	3	5	3	4	3.80	3	4	3	4	3	3.40	3	2	3	2	3	2.60
149	4	5	4	4	4	4.20	5	4	2	3	2	3.20	4	3	4	3	4	3.60	2	3	3	2	4	2.80
150	4	4	5	4	4	4.20	4	3	2	4	4	3.40	3	5	3	3	3	3.40	3	2	2	2	3	2.40

Lampiran 2 (lanjutan)

Hasil Pengisian Kuesioner Responden Bagian Variabel Penelitian

No.	Bukti Fisik						Kepuasan						Kepercayaan						Loyalitas					
	1	2	3	4	5	X5	1	2	3	4	5	X6	1	2	3	4	5	X7	1	2	3	4	5	X8
151	4	4	4	3	3	3.60	5	4	4	4	3	4.00	4	3	4	4	4	3.80	3	1	4	3	3	2.80
152	4	4	2	3	3	3.20	4	4	2	3	2	3.00	4	5	4	4	4	4.20	3	3	2	3	3	2.80
153	4	4	3	4	3	3.60	5	3	4	4	4	4.00	5	4	5	3	5	4.40	1	5	3	5	5	3.80
154	4	4	5	4	4	4.20	3	4	4	3	4	3.60	4	5	4	4	4	4.20	2	4	1	2	3	2.40
155	5	5	3	3	4	4.00	4	2	3	2	3	2.80	4	3	4	2	4	3.40	3	3	3	3	5	3.40
156	4	4	4	3	3	3.60	4	3	2	2	3	2.80	3	2	4	4	3	3.20	2	3	5	3	5	3.60
157	4	4	5	4	5	4.40	4	5	5	5	5	4.80	5	5	5	4	5	4.80	4	2	3	5	5	3.80
158	4	5	4	4	4	4.20	3	5	5	4	4	4.20	4	4	4	4	4	4.00	3	2	3	3	4	3.00
159	4	4	5	4	4	4.20	2	3	2	2	3	2.40	4	3	4	3	4	3.60	3	3	3	4	3	3.20
160	4	4	4	4	3	3.80	4	3	2	4	4	3.40	2	3	3	3	2	2.60	2	2	2	3	2	2.20
161	4	4	5	3	4	4.00	3	3	2	4	4	3.20	4	3	4	4	4	3.80	1	2	2	1	3	1.80
162	3	3	4	4	3	3.40	3	2	3	2	2	2.40	2	2	2	3	2	2.20	3	3	2	3	4	3.00
163	3	3	5	4	4	3.80	2	3	2	3	3	2.60	3	3	3	4	3	3.20	4	2	2	3	4	3.00
164	4	4	4	3	4	3.80	4	3	3	4	3	3.40	4	5	3	3	4	3.80	1	1	2	3	5	2.40
165	3	3	3	3	2	2.80	4	3	2	3	2	2.80	3	4	3	3	3	3.20	1	3	3	2	4	2.60
166	3	3	5	3	3	3.40	3	2	2	3	2	2.40	4	5	4	3	4	4.00	3	3	4	5	4	3.80
167	4	4	3	4	4	3.80	3	2	3	2	2	2.40	3	2	3	4	3	3.00	1	2	1	3	3	2.00
168	3	4	3	4	3	3.40	3	3	2	4	4	3.20	4	5	4	4	4	4.20	3	3	2	3	3	2.80
169	4	4	4	4	4	4.00	4	4	4	2	4	3.60	2	3	2	5	3	3.00	1	1	2	3	4	2.20
170	4	4	3	4	4	3.80	3	2	3	2	3	2.60	4	3	4	3	4	3.60	3	3	3	2	4	3.00
171	4	5	4	4	5	4.40	3	3	5	4	4	3.80	3	2	3	4	3	3.00	4	3	3	2	4	3.20
172	4	4	5	4	4	4.20	4	4	4	3	4	3.80	4	5	4	5	4	4.40	1	2	2	3	2	2.00
173	4	4	5	4	4	4.20	3	3	3	3	2	2.80	3	3	3	5	3	3.40	2	3	2	2	2	2.20
174	4	4	3	4	4	3.80	3	3	5	3	3	3.40	2	2	2	3	2	2.20	3	1	1	1	2	1.60
175	5	4	3	4	4	4.00	4	4	3	4	4	3.80	5	5	5	3	5	4.60	3	1	4	3	5	3.20
176	5	5	4	4	5	4.60	3	4	3	4	3	3.40	4	5	4	2	4	3.80	3	2	3	4	3	3.00
177	4	4	5	4	4	4.20	4	4	4	4	4	4.00	4	3	4	3	4	3.60	4	2	3	3	3	3.00
178	4	4	3	3	4	3.60	4	4	3	4	4	3.80	3	4	3	5	3	3.60	4	3	4	4	4	3.80
179	4	4	4	3	4	3.80	4	5	4	4	5	4.40	2	5	2	3	2	2.80	2	3	4	5	3	3.40
180	3	3	4	3	3	3.20	4	4	5	4	4	4.20	2	2	2	4	2	2.40	3	3	3	3	3	3.00
181	4	4	3	3	4	3.60	4	4	5	4	4	4.20	3	4	3	5	3	3.60	3	3	2	1	2	2.20
182	4	4	3	4	4	3.80	4	4	3	4	4	3.80	2	2	2	3	2	2.20	1	2	2	2	2	1.80
183	5	4	5	4	5	4.60	5	4	3	4	4	4.00	4	5	4	3	4	4.00	4	3	4	3	4	4.00
184	4	4	4	4	4	4.00	5	5	4	4	5	4.60	2	3	2	3	2	2.40	4	3	1	3	2	2.60
185	4	4	5	4	4	4.20	4	4	5	4	4	4.20	2	3	2	4	2	2.60	4	3	4	3	4	3.60
186	4	4	4	4	4	4.00	4	4	3	3	4	3.60	4	3	4	4	4	3.80	3	3	4	5	4	3.80
187	4	4	3	4	4	3.80	2	2	2	2	2	2.00	2	2	2	3	2	2.20	1	2	1	3	3	2.00
188	3	3	3	4	3	3.20	2	2	2	2	2	2.00	4	5	3	3	4	3.80	3	3	2	4	3	3.00
189	3	3	2	3	3	2.80	3	2	2	2	3	2.40	3	3	3	3	3	3.00	1	1	2	3	5	2.40
190	4	3	5	3	4	3.80	3	2	2	2	3	2.40	4	5	4	4	4	4.20	3	3	4	2	4	3.20
191	4	4	4	4	4	4.00	4	4	3	3	4	3.60	4	5	4	3	4	4.00	1	1	4	4	4	2.80
192	4	4	2	4	4	3.60	2	2	2	3	2	2.20	4	3	5	4	4	4.00	2	2	1	2	1	1.60
193	3	3	3	4	3	3.20	3	2	2	2	2	2.20	2	3	2	3	2	2.40	3	4	4	4	4	3.80
194	4	4	4	3	3	3.60	3	2	2	2	2	2.20	3	4	3	4	3	3.40	2	2	3	3	4	2.80
195	3	3	4	3	3	3.20	3	2	3	2	2	2.40	2	3	2	3	2	2.40	4	3	4	3	3	3.40
196	4	3	4	3	4	3.60	4	2	2	3	2	2.60	4	3	4	3	4	3.60	4	3	3	5	2	3.40
197	4	3	4	3	4	3.60	5	2	2	2	2	2.60	4	5	3	2	4	3.60	2	3	5	4	3	3.40
198	3	3	4	4	3	3.40	4	2	2	2	2	2.40	2	3	2	4	2	2.60	4	3	3	3	5	3.60
199	4	4	5	4	4	4.20	4	2	3	2	2	2.60	4	3	3	3	4	3.40	2	4	3	1	3	2.60
200	4	4	5	4	3	4.00	3	5	5	4	5	4.40	5	4	4	5	5	4.60	4	4	4	4	4	4.00

Validitas

Correlations (X1)

Correlations

		X11	X12	X13	X14	X15	X1T
X11	Pearson Correlation	1	.496**	.337**	.242**	.196**	.729**
	Sig. (2-tailed)	.	.000	.000	.001	.005	.000
	N	200	200	200	200	200	200
X12	Pearson Correlation	.496**	1	.124	.348**	.158*	.675**
	Sig. (2-tailed)	.000	.	.079	.000	.025	.000
	N	200	200	200	200	200	200
X13	Pearson Correlation	.337**	.124	1	.300**	.202**	.643**
	Sig. (2-tailed)	.000	.079	.	.000	.004	.000
	N	200	200	200	200	200	200
X14	Pearson Correlation	.242**	.348**	.300**	1	.101	.638**
	Sig. (2-tailed)	.001	.000	.000	.	.155	.000
	N	200	200	200	200	200	200
X15	Pearson Correlation	.196**	.158*	.202**	.101	1	.472**
	Sig. (2-tailed)	.005	.025	.004	.155	.	.000
	N	200	200	200	200	200	200
X1T	Pearson Correlation	.729**	.675**	.643**	.638**	.472**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.
	N	200	200	200	200	200	200

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

*. Correlation is significant at the 0.05 level (2-tailed).

Correlations (X2)

Correlations

		X21	X22	X23	X24	X25	X2T
X21	Pearson Correlation	1	.288**	.234**	.379**	-.019	.463**
	Sig. (2-tailed)	.	.000	.001	.000	.792	.000
	N	200	200	200	200	200	200
X22	Pearson Correlation	.288**	1	.957**	.682**	.036	.901**
	Sig. (2-tailed)	.000	.	.000	.000	.616	.000
	N	200	200	200	200	200	200
X23	Pearson Correlation	.234**	.957**	1	.698**	.052	.901**
	Sig. (2-tailed)	.001	.000	.	.000	.464	.000
	N	200	200	200	200	200	200
X24	Pearson Correlation	.379**	.682**	.698**	1	-.030	.802**
	Sig. (2-tailed)	.000	.000	.000	.	.677	.000
	N	200	200	200	200	200	200
X25	Pearson Correlation	-.019	.036	.052	-.030	1	.312**
	Sig. (2-tailed)	.792	.616	.464	.677	.	.000
	N	200	200	200	200	200	200
X2T	Pearson Correlation	.463**	.901**	.901**	.802**	.312**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.
	N	200	200	200	200	200	200

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

Correlations (X3)

Correlations

		X31	X32	X33	X34	X35	X3T
X31	Pearson Correlation	1	.461**	.363**	.334**	.454**	.723**
	Sig. (2-tailed)	.	.000	.000	.000	.000	.000
	N	200	200	200	200	200	200
X32	Pearson Correlation	.461**	1	.252**	.224**	.330**	.598**
	Sig. (2-tailed)	.000	.	.000	.001	.000	.000
	N	200	200	200	200	200	200
X33	Pearson Correlation	.363**	.252**	1	.330**	.578**	.748**
	Sig. (2-tailed)	.000	.000	.	.000	.000	.000
	N	200	200	200	200	200	200
X34	Pearson Correlation	.334**	.224**	.330**	1	.368**	.627**
	Sig. (2-tailed)	.000	.001	.000	.	.000	.000
	N	200	200	200	200	200	200
X35	Pearson Correlation	.454**	.330**	.578**	.368**	1	.813**
	Sig. (2-tailed)	.000	.000	.000	.000	.	.000
	N	200	200	200	200	200	200
X3T	Pearson Correlation	.723**	.598**	.748**	.627**	.813**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.
	N	200	200	200	200	200	200

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

Correlations (X4)

Correlations

		X41	X42	X43	X44	X45	X4T
X41	Pearson Correlation	1	.271**	.281**	.449**	.335**	.609**
	Sig. (2-tailed)	.	.000	.000	.000	.000	.000
	N	200	200	200	200	200	200
X42	Pearson Correlation	.271**	1	.713**	.604**	.600**	.827**
	Sig. (2-tailed)	.000	.	.000	.000	.000	.000
	N	200	200	200	200	200	200
X43	Pearson Correlation	.281**	.713**	1	.684**	.545**	.830**
	Sig. (2-tailed)	.000	.000	.	.000	.000	.000
	N	200	200	200	200	200	200
X44	Pearson Correlation	.449**	.604**	.684**	1	.559**	.846**
	Sig. (2-tailed)	.000	.000	.000	.	.000	.000
	N	200	200	200	200	200	200
X45	Pearson Correlation	.335**	.600**	.545**	.559**	1	.771**
	Sig. (2-tailed)	.000	.000	.000	.000	.	.000
	N	200	200	200	200	200	200
X4T	Pearson Correlation	.609**	.827**	.830**	.846**	.771**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.
	N	200	200	200	200	200	200

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

Correlations (X5)

Correlations

		X51	X52	X53	X54	X55	X5T
X51	Pearson Correlation	1	.656**	.209**	.204**	.579**	.742**
	Sig. (2-tailed)	.	.000	.003	.004	.000	.000
	N	200	200	200	200	200	200
X52	Pearson Correlation	.656**	1	.032	.329**	.482**	.679**
	Sig. (2-tailed)	.000	.	.650	.000	.000	.000
	N	200	200	200	200	200	200
X53	Pearson Correlation	.209**	.032	1	.133	.321**	.602**
	Sig. (2-tailed)	.003	.650	.	.061	.000	.000
	N	200	200	200	200	200	200
X54	Pearson Correlation	.204**	.329**	.133	1	.341**	.563**
	Sig. (2-tailed)	.004	.000	.061	.	.000	.000
	N	200	200	200	200	200	200
X55	Pearson Correlation	.579**	.482**	.321**	.341**	1	.790**
	Sig. (2-tailed)	.000	.000	.000	.000	.	.000
	N	200	200	200	200	200	200
X5T	Pearson Correlation	.742**	.679**	.602**	.563**	.790**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.
	N	200	200	200	200	200	200

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

Correlations (X6)

Correlations

		X61	X62	X63	X64	X65	X6T
X61	Pearson Correlation	1	.432**	.451**	.262**	.503**	.655**
	Sig. (2-tailed)	.	.000	.000	.000	.000	.000
	N	200	200	200	200	200	200
X62	Pearson Correlation	.432**	1	.602**	.550**	.654**	.836**
	Sig. (2-tailed)	.000	.	.000	.000	.000	.000
	N	200	200	200	200	200	200
X63	Pearson Correlation	.451**	.602**	1	.404**	.655**	.806**
	Sig. (2-tailed)	.000	.000	.	.000	.000	.000
	N	200	200	200	200	200	200
X64	Pearson Correlation	.262**	.550**	.404**	1	.621**	.728**
	Sig. (2-tailed)	.000	.000	.000	.	.000	.000
	N	200	200	200	200	200	200
X65	Pearson Correlation	.503**	.654**	.655**	.621**	1	.881**
	Sig. (2-tailed)	.000	.000	.000	.000	.	.000
	N	200	200	200	200	200	200
X6T	Pearson Correlation	.655**	.836**	.806**	.728**	.881**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.
	N	200	200	200	200	200	200

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

Correlations (X7)

Correlations

		X71	X72	X73	X74	X75	X7T
X71	Pearson Correlation	1	.547**	.930**	.013	.938**	.922**
	Sig. (2-tailed)	.	.000	.000	.858	.000	.000
	N	200	200	200	200	200	200
X72	Pearson Correlation	.547**	1	.464**	.093	.528**	.728**
	Sig. (2-tailed)	.000	.	.000	.191	.000	.000
	N	200	200	200	200	200	200
X73	Pearson Correlation	.930**	.464**	1	.055	.875**	.891**
	Sig. (2-tailed)	.000	.000	.	.437	.000	.000
	N	200	200	200	200	200	200
X74	Pearson Correlation	.013	.093	.055	1	.021	.285**
	Sig. (2-tailed)	.858	.191	.437	.	.771	.000
	N	200	200	200	200	200	200
X75	Pearson Correlation	.938**	.528**	.875**	.021	1	.903**
	Sig. (2-tailed)	.000	.000	.000	.771	.	.000
	N	200	200	200	200	200	200
X7T	Pearson Correlation	.922**	.728**	.891**	.285**	.903**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.
	N	200	200	200	200	200	200

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

Correlations (X8)

Correlations

		X81	X82	X83	X84	X85	X8T
X81	Pearson Correlation	1	.236**	.209**	.164*	.075	.519**
	Sig. (2-tailed)	.	.001	.003	.020	.293	.000
	N	200	200	200	200	200	200
X82	Pearson Correlation	.236**	1	.272**	.285**	.114	.557**
	Sig. (2-tailed)	.001	.	.000	.000	.109	.000
	N	200	200	200	200	200	200
X83	Pearson Correlation	.209**	.272**	1	.513**	.598**	.791**
	Sig. (2-tailed)	.003	.000	.	.000	.000	.000
	N	200	200	200	200	200	200
X84	Pearson Correlation	.164*	.285**	.513**	1	.468**	.734**
	Sig. (2-tailed)	.020	.000	.000	.	.000	.000
	N	200	200	200	200	200	200
X85	Pearson Correlation	.075	.114	.598**	.468**	1	.694**
	Sig. (2-tailed)	.293	.109	.000	.000	.	.000
	N	200	200	200	200	200	200
X8T	Pearson Correlation	.519**	.557**	.791**	.734**	.694**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.
	N	200	200	200	200	200	200

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

*. Correlation is significant at the 0.05 level (2-tailed).

Reliability (X1)

**** Method 1 (space saver) will be used for this analysis *****

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

		Mean	Std Dev	Cases
1.	X11	3.8750	.6175	200.0
2.	X12	3.7850	.6005	200.0
3.	X13	3.7600	.6516	200.0
4.	X14	3.6750	.6010	200.0
5.	X15	3.3050	.4828	200.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	18.4000	3.5578	1.8862	5

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
X11	14.5250	2.2406	.5063	.5125
X12	14.6150	2.3887	.4356	.5518
X13	14.6400	2.4024	.3618	.5918
X14	14.7250	2.4717	.3836	.5784
X15	15.0950	2.9306	.2383	.6383

Reliability Coefficients

N of Cases = 200.0 N of Items = 5

Alpha = .6314

Reliability (X2)

**** Method 1 (space saver) will be used for this analysis *****

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

		Mean	Std Dev	Cases
1.	X21	3.4050	.5314	200.0
2.	X22	3.6200	.9109	200.0
3.	X23	3.6650	.9366	200.0
4.	X24	3.7450	.8144	200.0
5.	X25	3.2550	.8327	200.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	17.6900	7.9738	2.8238	5

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
X21	14.2850	6.8681	.2956	.7386
X22	14.0700	4.1659	.8009	.5280
X23	14.0250	4.0848	.7956	.5275
X24	13.9450	4.9467	.6525	.6102
X25	14.4350	7.2018	.0176	.8422

Reliability Coefficients

N of Cases = 200.0 N of Items = 5

Alpha = .7255

Reliability (X3)

***** Method 1 (space saver) will be used for this analysis *****

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

		Mean	Std Dev	Cases
1.	X31	3.4350	.7338	200.0
2.	X32	3.3850	.6315	200.0
3.	X33	3.5400	.8673	200.0
4.	X34	3.6200	.7199	200.0
5.	X35	3.2400	.9523	200.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	17.2200	7.7403	2.7821	5

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
X31	13.7850	5.3254	.5540	.6884
X32	13.8350	6.0380	.4200	.7336
X33	13.6800	4.8820	.5495	.6881
X34	13.6000	5.7487	.4268	.7312
X35	13.9800	4.3413	.6280	.6553

Reliability Coefficients

N of Cases = 200.0 N of Items = 5

Alpha = .7470

Reliability (X4)

***** Method 1 (space saver) will be used for this analysis *****

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

		Mean	Std Dev	Cases
1.	X41	3.4500	.8840	200.0
2.	X42	3.3400	.9102	200.0
3.	X43	3.4700	.8442	200.0
4.	X44	3.6750	.8141	200.0
5.	X45	3.5800	.7593	200.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	17.5150	10.6631	3.2654	5

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
X41	14.0650	7.9304	.3919	.8659
X42	14.1750	6.5773	.6977	.7793
X43	14.0450	6.7970	.7164	.7744
X44	13.8400	6.8285	.7455	.7673
X45	13.9350	7.4179	.6453	.7967

Reliability Coefficients

N of Cases = 200.0 N of Items = 5

Alpha = .8325

Reliability (X5)

***** Method 1 (space saver) will be used for this analysis *****

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

		Mean	Std Dev	Cases
1.	X51	3.8550	.5342	200.0
2.	X52	3.8600	.5585	200.0
3.	X53	3.8950	.8530	200.0
4.	X54	3.6950	.5599	200.0
5.	X55	3.7800	.5944	200.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	19.0850	4.2993	2.0735	5

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
X51	15.2300	2.9418	.5850	.5599
X52	15.2250	3.0396	.4866	.5964
X53	15.1900	2.8984	.2318	.7517
X54	15.3900	3.3044	.3347	.6561
X55	15.3050	2.7055	.6343	.5258

Reliability Coefficients

N of Cases = 200.0 N of Items = 5

Alpha = .6709

Reliability (X6)

**** Method 1 (space saver) will be used for this analysis *****

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

		Mean	Std Dev	Cases
1.	X61	3.4450	.8309	200.0
2.	X62	3.1800	1.0212	200.0
3.	X63	3.0350	1.0437	200.0
4.	X64	3.1550	.9516	200.0
5.	X65	3.1450	.9995	200.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	15.9600	14.5311	3.8120	5

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
X61	12.5150	11.0752	.5000	.8474
X62	12.7800	9.0669	.7189	.7916
X63	12.9250	9.2054	.6689	.8064
X64	12.8050	10.1578	.5717	.8317
X65	12.8150	8.8148	.7948	.7694

Reliability Coefficients

N of Cases = 200.0 N of Items = 5

Alpha = .8434

Reliability (X7)

***** Method 1 (space saver) will be used for this analysis *****

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

		Mean	Std Dev	Cases
1.	X71	3.4150	.9525	200.0
2.	X72	3.6750	1.0701	200.0
3.	X73	3.4000	.9404	200.0
4.	X74	3.5300	.8322	200.0
5.	X75	3.3950	.9128	200.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	17.4150	12.6460	3.5561	5

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
X71	14.0000	7.3065	.8607	.6846
X72	13.7400	8.2537	.5281	.7974
X73	14.0150	7.5726	.8093	.7033
X74	13.8850	11.6500	.0534	.9019
X75	14.0200	7.6177	.8326	.6981

Reliability Coefficients

N of Cases = 200.0 N of Items = 5

Alpha = .8089

Reliability (X8)

***** Method 1 (space saver) will be used for this analysis *****

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

		Mean	Std Dev	Cases
1.	X81	2.6600	1.1138	200.0
2.	X82	2.6350	.9780	200.0
3.	X83	2.6650	1.0857	200.0
4.	X84	2.8250	1.0487	200.0
5.	X85	3.0350	1.1090	200.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	13.8200	12.3996	3.5213	5

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
X81	11.1600	9.5723	.2302	.7114
X82	11.1850	9.5184	.3189	.6681
X83	11.1550	7.5286	.6197	.5316
X84	10.9950	8.0754	.5410	.5729
X85	10.7850	8.2098	.4657	.6064

Reliability Coefficients

N of Cases = 200.0 N of Items = 5

Alpha = .6748

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X11	200	3.00	5.00	3.8750	.61748
X12	200	2.00	5.00	3.7850	.60048
X13	200	3.00	5.00	3.7600	.65155
X14	200	2.00	5.00	3.6750	.60098
X15	200	2.00	4.00	3.3050	.48285
X1	200	2.80	4.60	3.6800	.37724
X21	200	2.00	4.00	3.4050	.53140
X22	200	2.00	5.00	3.6200	.91091
X23	200	2.00	5.00	3.6650	.93657
X24	200	2.00	5.00	3.7450	.81443
X25	200	2.00	5.00	3.2550	.83273
X2	200	2.40	4.80	3.5380	.56476
X31	200	2.00	5.00	3.4350	.73380
X32	200	2.00	5.00	3.3850	.63148
X33	200	2.00	5.00	3.5400	.86727
X34	200	2.00	5.00	3.6200	.71985
X35	200	2.00	5.00	3.2400	.95233
X3	200	2.20	4.80	3.4440	.55643
X41	200	2.00	5.00	3.4500	.88397
X42	200	2.00	5.00	3.3400	.91024
X43	200	2.00	5.00	3.4700	.84419
X44	200	2.00	5.00	3.6750	.81406
X45	200	2.00	5.00	3.5800	.75926
X4	200	2.20	5.00	3.5030	.65309
X51	200	3.00	5.00	3.8550	.53423
X52	200	3.00	5.00	3.8600	.55853
X53	200	2.00	5.00	3.8950	.85300
X54	200	2.00	5.00	3.6950	.55995
X55	200	2.00	5.00	3.7800	.59445
X5	200	2.80	5.00	3.8170	.41469
X61	200	2.00	5.00	3.4450	.83092
X62	200	2.00	5.00	3.1800	1.02118
X63	200	2.00	5.00	3.0350	1.04366
X64	200	2.00	5.00	3.1550	.95158
X65	200	2.00	5.00	3.1450	.99948
X6	200	2.00	5.00	3.1920	.76239
X71	200	2.00	5.00	3.4150	.95253
X72	200	2.00	5.00	3.6750	1.07009
X73	200	2.00	5.00	3.4000	.94044
X74	200	2.00	5.00	3.5300	.83220
X75	200	2.00	5.00	3.3950	.91277
X7	200	2.20	4.80	3.4830	.71122
X81	200	1.00	5.00	2.6600	1.11382
X82	200	1.00	5.00	2.6350	.97804
X83	200	1.00	5.00	2.6650	1.08566
X84	200	1.00	5.00	2.8250	1.04875
X85	200	1.00	5.00	3.0350	1.10902
X8	200	1.20	4.00	2.7660	.70721
Valid N (listwise)	200				

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Zscore(X1)	200	-2.33272	2.43875	.0000000	1.00000000
Zscore(X2)	200	-2.01503	2.23459	.0000000	1.00000000
Zscore(X3)	200	-2.23569	2.43697	.0000000	1.00000000
Zscore(X4)	200	-1.99514	2.29219	.0000000	1.00000000
Zscore(X5)	200	-2.45241	2.85271	.0000000	1.00000000
Zscore(X6)	200	-1.56350	2.37148	.0000000	1.00000000
Zscore(X7)	200	-1.80393	1.85174	.0000000	1.00000000
Zscore(X8)	200	-2.21434	1.74489	.0000000	1.00000000
Valid N (listwise)	200				

Residuals Statistics(a)

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	59.99	145.40	100.50	16.929	200
Std. Predicted Value	-2.393	2.652	.000	1.000	200
Standard Error of Predicted Value	6.581	18.084	11.740	2.414	200
Adjusted Predicted Value	56.09	144.60	100.43	17.249	200
Residual	-108.39	117.60	.00	55.348	200
Std. Residual	-1.919	2.082	.000	.980	200
Stud. Residual	-1.970	2.159	.001	1.003	200
Deleted Residual	-114.23	126.57	.07	57.996	200
Stud. Deleted Residual	-1.985	2.181	.001	1.005	200
Mahal. Distance	1.705	19.395	7.960	3.673	200
Cook's Distance	.000	.040	.005	.006	200
Centered Leverage Value	.009	.097	.040	.018	200

a Dependent Variable: NO

Amos
by James L. Arbuckle
Version 4.01

1507 E. 53rd Street - #452
Chicago, IL 60615 USA
773-667-8635
Fax: 773-955-6252
http://www.smallwaters.com

Title

Example 5, Model A:
Regression with unobserved variables
Using data from the Warren, White and
Fuller (1974) study of job performance
of farm managers.

Your model contains the following variables

X1	observed	endogenous
X2	observed	endogenous
X3	observed	endogenous
X4	observed	endogenous
X5	observed	endogenous
X8	observed	endogenous
X7	observed	endogenous
X6	observed	endogenous
error3	unobserved	exogenous
error4	unobserved	exogenous
error5	unobserved	exogenous
error6	unobserved	exogenous
error7	unobserved	exogenous
Kualitas_Layanan	unobserved	exogenous
error10	unobserved	exogenous
error11	unobserved	exogenous
error2	unobserved	exogenous

Number of variables in your model: 17
Number of observed variables: 8
Number of unobserved variables: 9
Number of exogenous variables: 9
Number of endogenous variables: 8

Summary of Parameters

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed:	9	0	0	0	0	9
Labeled:	0	0	0	0	0	0
Unlabeled:	9	0	9	0	0	18
Total:	18	0	9	0	0	27

NOTE:
The model is recursive.

Assessment of normality

	min	max	skew	c.r.	kurtosis	c.r.
X7	2.200	4.800	-0.206	-1.190	-0.957	-2.762
X6	2.000	5.000	0.278	1.605	-1.028	-2.968
X8	1.200	4.000	0.040	0.229	-0.893	-2.578
X5	2.800	5.000	-0.097	-0.559	-0.048	-0.140
X4	2.200	5.000	0.334	1.926	-0.406	-1.172
X3	2.200	4.800	0.248	1.431	-0.771	-2.227
X2	2.400	4.800	0.318	1.834	-0.613	-1.770
X1	2.800	4.600	0.111	0.640	-0.367	-1.060
Multivariate				-1.645	-0.920	

Observations farthest from the centroid (Mahalanobis distance)

Observation number	Mahalanobis d-squared	p1	p2
193	19.492	0.012	0.918
45	18.044	0.021	0.923
165	17.635	0.024	0.863
143	17.346	0.027	0.783
184	17.061	0.029	0.705
103	16.212	0.039	0.804
157	16.155	0.040	0.697
121	16.107	0.041	0.574
71	15.970	0.043	0.487
31	15.796	0.045	0.423
97	15.623	0.048	0.369
33	15.415	0.052	0.337
77	14.763	0.064	0.516
155	14.280	0.075	0.640
39	14.054	0.080	0.647
63	13.978	0.082	0.585
116	13.751	0.088	0.605
195	13.458	0.097	0.666
185	13.441	0.098	0.583
22	13.431	0.098	0.494
200	13.178	0.106	0.550
123	13.010	0.112	0.560
113	13.008	0.112	0.472
106	12.997	0.112	0.391
74	12.888	0.116	0.373
54	12.859	0.117	0.311
42	12.454	0.132	0.483
174	12.359	0.136	0.464
87	12.226	0.141	0.473
19	12.057	0.149	0.509
188	12.023	0.150	0.454
89	12.022	0.150	0.379
11	11.913	0.155	0.379
108	11.893	0.156	0.321
117	11.819	0.159	0.302
134	11.733	0.164	0.291
28	11.707	0.165	0.246

72	11.487	0.176	0.323
23	11.135	0.194	0.516
135	10.782	0.214	0.716
53	10.751	0.216	0.676
47	10.705	0.219	0.648
190	10.687	0.220	0.596
146	10.501	0.232	0.678
44	10.374	0.240	0.712
81	10.225	0.250	0.763
43	10.224	0.250	0.709
92	10.204	0.251	0.666
180	10.140	0.255	0.657
1	10.138	0.255	0.597
133	10.126	0.256	0.544
3	9.888	0.273	0.685
96	9.794	0.280	0.704
199	9.780	0.281	0.658
126	9.723	0.285	0.649
149	9.658	0.290	0.646
100	9.651	0.290	0.593
35	9.601	0.294	0.577
17	9.452	0.306	0.653
80	9.250	0.322	0.766
9	9.235	0.323	0.729
183	9.193	0.326	0.712
147	9.128	0.332	0.715
144	8.990	0.343	0.777
88	8.960	0.346	0.753
189	8.946	0.347	0.715
13	8.937	0.348	0.671
40	8.888	0.352	0.662
86	8.765	0.362	0.720
182	8.709	0.367	0.720
101	8.707	0.368	0.669
192	8.704	0.368	0.617
139	8.636	0.374	0.629
120	8.630	0.374	0.578
55	8.571	0.380	0.582
159	8.465	0.389	0.633
66	8.437	0.392	0.607
104	8.280	0.407	0.707
112	8.243	0.410	0.692
187	8.237	0.411	0.646
41	8.214	0.413	0.616
57	8.208	0.413	0.566
12	8.191	0.415	0.528
154	8.154	0.419	0.511
70	8.135	0.420	0.474
4	8.003	0.433	0.563
162	7.941	0.439	0.575
98	7.922	0.441	0.540
136	7.882	0.445	0.528
179	7.861	0.447	0.495
150	7.784	0.455	0.526
118	7.713	0.462	0.550
14	7.698	0.463	0.510

124	7.609	0.473	0.557
110	7.599	0.474	0.512
61	7.591	0.474	0.465
109	7.542	0.479	0.466
27	7.513	0.482	0.442
172	7.387	0.495	0.533
16	7.343	0.500	0.530

Sample size: 200

Sample Covariances

	X7	X6	X8	X5	X4	X3	X2
X7	0.503						
X6	0.160	0.578					
X8	0.108	0.133	0.498				
X5	0.055	0.108	0.006	0.171			
X4	0.138	0.084	0.028	0.070	0.424		
X3	0.056	0.063	0.008	0.053	0.083	0.308	
X2	0.155	0.097	0.035	0.069	0.165	0.070	0.317
X1	0.050	0.038	0.006	0.052	0.074	0.036	0.098

	X1
X1	0.142

Eigenvalues of Sample Covariances

8.773e-002 1.318e-001 2.040e-001 2.616e-001 3.248e-001 4.038e-001
5.237e-001 1.004e+000

Condition number of Sample Covariances = 1.144695e+001

Sample Correlations

	X7	X6	X8	X5	X4	X3	X2
X7	1.000						
X6	0.297	1.000					
X8	0.216	0.249	1.000				
X5	0.187	0.342	0.022	1.000			
X4	0.299	0.169	0.060	0.259	1.000		
X3	0.142	0.150	0.021	0.231	0.229	1.000	
X2	0.388	0.226	0.087	0.295	0.450	0.224	1.000
X1	0.188	0.133	0.022	0.334	0.302	0.175	0.464

	X1
X1	1.000

Eigenvalues of Sample Correlations

4.535e-001 5.472e-001 6.362e-001 7.359e-001 8.454e-001 9.407e-001
1.197e+000 2.644e+000

Condition number of Sample Correlations = 5.830347e+000

Determinant of sample covariance matrix = 4.2587e-005

Model: Your model

Computation of degrees of freedom

Number of distinct sample moments: 36
Number of distinct parameters to be estimated: 18

Degrees of freedom: 18

0e	2	0.0e+000	-2.5900e-001	1.00e+004	2.24443783694e+002	0	1.00e+004
1e	1	0.0e+000	-9.1575e-004	1.20e+000	8.48428771613e+001	20	5.50e-001
2e	0	1.1e+001	0.0000e+000	7.70e-001	4.38864306638e+001	5	7.58e-001
3e	0	2.7e+001	0.0000e+000	5.40e-001	3.02748777497e+001	1	1.15e+000
4e	0	8.7e+001	0.0000e+000	3.94e-001	2.70142752187e+001	1	1.03e+000
5e	0	1.7e+002	0.0000e+000	2.00e-001	2.60306068198e+001	1	1.10e+000
6e	0	2.4e+002	0.0000e+000	1.14e-001	2.59499796962e+001	1	1.06e+000
7e	0	2.6e+002	0.0000e+000	1.49e-002	2.59477780505e+001	1	1.01e+000
8e	0	2.6e+002	0.0000e+000	5.88e-004	2.59477764774e+001	1	1.00e+000

Minimum was achieved

Chi-square = 25.948
Degrees of freedom = 18
Probability level = 0.101

Maximum Likelihood Estimates

Regression Weights:			Estimate	S.E.	C.R.	P.	Label
X7	<--	Kualitas_Layanan	1.687	0.390	4.323	0.000	par-5
X6	<--	Kualitas_Layanan	0.989	0.375	2.641	0.008	par-6
X6	<--	X7	0.192	0.085	2.253	0.024	par-7
X4	<--	Kualitas_Layanan	1.948	0.394	4.943	0.000	par-1
X3	<--	Kualitas_Layanan	0.965	0.264	3.654	0.000	par-2
X1	<--	Kualitas_Layanan	1.105	0.220	5.015	0.000	par-3
X2	<--	Kualitas_Layanan	2.178	0.429	5.073	0.000	par-4
X5	<--	Kualitas_Layanan	1.000				
X8	<--	X6	0.187	0.066	2.845	0.004	par-8
X8	<--	X7	0.155	0.071	2.198	0.028	par-9

Standardized Regression Weights: Estimate

X7	<--- Kualitas_Layanan	0.464
X6	<--- Kualitas_Layanan	0.254
X6	<--- X7	0.179
X4	<--- Kualitas_Layanan	0.583
X3	<--- Kualitas_Layanan	0.339
X1	<--- Kualitas_Layanan	0.573
X2	<--- Kualitas_Layanan	0.754
X5	<--- Kualitas_Layanan	0.472
X8	<--- X6	0.202
X8	<--- X7	0.156

Variances:

	Estimate	S.E.	C.R.	Label
Kualitas_Layanan	0.038	0.013	2.952	par-10
error2	0.395	0.044	9.037	par-11
error11	0.498	0.051	9.673	par-12
error3	0.095	0.011	8.315	par-13
error4	0.137	0.025	5.434	par-14
error5	0.273	0.029	9.522	par-15
error6	0.280	0.034	8.223	par-16
error7	0.133	0.015	8.818	par-17
error10	0.456	0.046	9.975	par-18

Squared Multiple Correlations: Estimate

X7	0.215
X6	0.139
X8	0.084
X5	0.222
X4	0.340
X3	0.115
X2	0.569
X1	0.328

Implied (for all variables) Covariances

	Kualitas	X7	X6	X8	X5	X4	X3	
Kualitas_	0.038							
X7	0.064	0.503						
X6	0.050	0.160	0.578					
X8	0.019	0.108	0.133	0.498				
X5	0.038	0.064	0.050	0.019	0.171			
X4	0.074	0.125	0.097	0.038	0.074	0.424		
X3	0.037	0.062	0.048	0.019	0.037	0.072	0.308	
X2	0.083	0.140	0.109	0.042	0.083	0.161	0.080	
X1	0.042	0.071	0.055	0.021	0.042	0.082	0.041	

	X2	X1
X2	0.317	
X1	0.092	0.142

Implied (for all variables) Correlations

	Kualitas	X7	X6	X8	X5	X4	X3
Kualitas_	1.000						
X7	0.464	1.000					
X6	0.337	0.297	1.000				
X8	0.141	0.216	0.249	1.000			
X5	0.472	0.219	0.159	0.066	1.000		
X4	0.583	0.270	0.196	0.082	0.275	1.000	
X3	0.339	0.157	0.114	0.048	0.160	0.198	1.000
X2	0.754	0.350	0.254	0.106	0.356	0.440	0.256
X1	0.573	0.266	0.193	0.080	0.270	0.334	0.194

	X2	X1
X2	1.000	
X1	0.432	1.000

Implied Covariances

	X7	X6	X8	X5	X4	X3	X2
X7	0.503						
X6	0.160	0.578					
X8	0.108	0.133	0.498				
X5	0.064	0.050	0.019	0.171			
X4	0.125	0.097	0.038	0.074	0.424		
X3	0.062	0.048	0.019	0.037	0.072	0.308	
X2	0.140	0.109	0.042	0.083	0.161	0.080	0.317
X1	0.071	0.055	0.021	0.042	0.082	0.041	0.092

	X1
X1	0.142

Implied Correlations

	X7	X6	X8	X5	X4	X3	X2
X7	1.000						
X6	0.297	1.000					
X8	0.216	0.249	1.000				
X5	0.219	0.159	0.066	1.000			
X4	0.270	0.196	0.082	0.275	1.000		
X3	0.157	0.114	0.048	0.160	0.198	1.000	
X2	0.350	0.254	0.106	0.356	0.440	0.256	1.000
X1	0.266	0.193	0.080	0.270	0.334	0.194	0.432

	X1
X1	1.000

Residual Covariances

	X7	X6	X8	X5	X4	X3	X2
X7	0.0000						
X6	0.0000	0.0000					
X8	0.0000	0.0000	0.0000				
X5	-0.0094	0.0578	-0.0130	-0.0000			
X4	0.0131	-0.0137	-0.0102	-0.0043	0.0000		
X3	-0.0060	0.0151	-0.0104	0.0163	0.0112	0.0000	
X2	0.0152	-0.0121	-0.0074	-0.0140	0.0038	-0.0100	0.0000
X1	-0.0207	-0.0172	-0.0156	0.0100	-0.0079	-0.0041	0.0068

	X1
X1	0.0000

Standardized Residual Covariances

	X7	X6	X8	X5	X4	X3	X2
X7	0.000						
X6	0.000	0.000					
X8	0.000	0.000	0.000				
X5	-0.441	2.558	-0.625	-0.000			
X4	0.385	-0.383	-0.311	-0.215	0.000		
X3	-0.212	0.502	-0.373	0.991	0.427	0.000	
X2	0.506	-0.387	-0.262	-0.799	0.134	-0.439	0.000
X1	-1.059	-0.831	-0.829	0.876	-0.431	-0.271	0.418

	X1
X1	0.000

Factor Score Weights

	X7	X6	X8	X5	X4	X3
Kualitas_La	3.620e-002	1.849e-002	-2.700e-018	6.998e-002	6.476e-002	3.296e-002

	X2	X1
Kualitas_La	1.481e-001	1.081e-001

Total Effects

	Kualitas	X7	X6
X7	1.687	0.000	0.000
X6	1.314	0.192	0.000
X8	0.508	0.191	0.187
X5	1.000	0.000	0.000
X4	1.948	0.000	0.000
X3	0.965	0.000	0.000
X2	2.178	0.000	0.000
X1	1.105	0.000	0.000

Standardized Total Effects

	Kualitas	X7	X6
X7	0.464	0.000	0.000
X6	0.337	0.179	0.000
X8	0.141	0.192	0.202
X5	0.472	0.000	0.000
X4	0.583	0.000	0.000
X3	0.339	0.000	0.000
X2	0.754	0.000	0.000
X1	0.573	0.000	0.000

Direct Effects

	Kualitas	X7	X6
X7	1.687	0.000	0.000
X6	0.989	0.192	0.000
X8	0.000	0.155	0.187
X5	1.000	0.000	0.000
X4	1.948	0.000	0.000
X3	0.965	0.000	0.000
X2	2.178	0.000	0.000
X1	1.105	0.000	0.000

Standardized Direct Effects

	Kualitas	X7	X6
X7	0.464	0.000	0.000
X6	0.254	0.179	0.000
X8	0.000	0.156	0.202
X5	0.472	0.000	0.000
X4	0.583	0.000	0.000
X3	0.339	0.000	0.000
X2	0.754	0.000	0.000
X1	0.573	0.000	0.000

Indirect Effects

	Kualitas	X7	X6
X7	0.000	0.000	0.000
X6	0.324	0.000	0.000
X8	0.508	0.036	0.000
X5	0.000	0.000	0.000
X4	0.000	0.000	0.000
X3	0.000	0.000	0.000
X2	0.000	0.000	0.000
X1	0.000	0.000	0.000

Standardized Indirect Effects

	Kualitas	X7	X6
X7	0.000	0.000	0.000
X6	0.083	0.000	0.000
X8	0.141	0.036	0.000
X5	0.000	0.000	0.000
X4	0.000	0.000	0.000
X3	0.000	0.000	0.000
X2	0.000	0.000	0.000
X1	0.000	0.000	0.000

Modification Indices

Covariances:	M.I.	Par Change
error7 <----------> error11	11.652	0.065

Variances:	M.I.	Par Change

Regression Weights:	M.I.	Par Change
X5 <---------- X6	9.276	0.107

Variance-covariance Matrix of Estimates

	par-1	par-2	par-3	par-4	par-5	par-6	par-7
par-1	0.1553						
par-2	0.0465	0.0698					
par-3	0.0535	0.0243	0.0485				
par-4	0.1198	0.0516	0.0668	0.1843			
par-5	0.0899	0.0395	0.0460	0.1090	0.1523		
par-6	0.0344	0.0185	0.0172	0.0370	0.0363	0.1403	
par-7	0.0019	0.0005	0.0015	0.0030	-0.0006	-0.0160	0.0073
par-8	-0.0000	-0.0000	-0.0000	-0.0000	-0.0000	0.0000	-0.0000
par-9	0.0000	0.0000	0.0000	0.0000	0.0000	-0.0000	0.0000
par-10	-0.0039	-0.0018	-0.0021	-0.0048	-0.0035	-0.0014	-0.0001
par-11	-0.0004	-0.0001	0.0002	-0.0004	-0.0030	-0.0007	0.0003
par-12	0.0010	0.0003	0.0006	0.0015	0.0007	-0.0022	0.0003
par-13	0.0003	0.0001	-0.0004	0.0002	0.0004	0.0002	-0.0000
par-14	-0.0013	-0.0002	-0.0009	-0.0048	-0.0016	0.0004	-0.0002
par-15	0.0002	-0.0008	0.0002	0.0007	0.0003	-0.0001	0.0000
par-16	-0.0027	-0.0002	0.0002	0.0004	-0.0002	0.0002	-0.0000
par-17	0.0013	0.0005	0.0007	0.0019	0.0012	0.0001	0.0001
par-18	0.0000	0.0000	0.0000	0.0000	0.0000	-0.0000	0.0000

	par-8	par-9	par-10	par-11	par-12	par-13	par-14
par-8	0.0043						
par-9	-0.0014	0.0050					
par-10	0.0000	-0.0000	0.0002				
par-11	0.0000	-0.0000	0.0000	0.0019			
par-12	0.0000	-0.0000	-0.0000	0.0000	0.0027		
par-13	-0.0000	-0.0000	-0.0000	-0.0000	-0.0000	0.0001	
par-14	0.0000	0.0000	0.0001	-0.0000	-0.0001	-0.0000	0.0006
par-15	0.0000	-0.0000	-0.0000	-0.0000	0.0000	-0.0000	-0.0001
par-16	-0.0000	-0.0000	0.0000	0.0000	-0.0000	-0.0000	-0.0001
par-17	-0.0000	0.0000	-0.0000	-0.0000	0.0000	0.0000	-0.0001
par-18	0.0000	-0.0000	-0.0000	0.0000	0.0000	-0.0000	-0.0000

	par-15	par-16	par-17	par-18
par-15	0.0008			
par-16	0.0000	0.0012		
par-17	0.0000	-0.0000	0.0002	
par-18	0.0000	0.0000	0.0000	0.0021

Correlations of Estimates

	par-1	par-2	par-3	par-4	par-5	par-6	par-7
par-1	1.000						
par-2	0.447	1.000					
par-3	0.617	0.417	1.000				
par-4	0.708	0.455	0.707	1.000			
par-5	0.584	0.383	0.536	0.651	1.000		
par-6	0.233	0.187	0.209	0.230	0.249	1.000	
par-7	0.056	0.023	0.078	0.082	-0.019	-0.501	1.000
par-8	-0.000	-0.000	-0.000	-0.000	-0.000	0.000	-0.000
par-9	0.000	0.000	0.000	0.000	0.000	-0.000	0.000
par-10	-0.772	-0.517	-0.755	-0.866	-0.690	-0.287	-0.060
par-11	-0.022	-0.005	0.020	-0.019	-0.175	-0.044	0.072
par-12	0.050	0.019	0.054	0.069	0.037	-0.115	0.079
par-13	0.063	0.036	-0.161	0.046	0.081	0.057	-0.043
par-14	-0.128	-0.032	-0.164	-0.447	-0.164	0.046	-0.085
par-15	0.021	-0.111	0.034	0.054	0.029	-0.006	0.010
par-16	-0.198	-0.025	0.026	0.028	-0.012	0.013	-0.010
par-17	0.221	0.118	0.200	0.290	0.206	0.011	0.051
par-18	0.000	0.000	0.000	0.000	0.000	-0.000	0.000

	par-8	par-9	par-10	par-11	par-12	par-13	par-14
par-8	1.000						
par-9	-0.297	1.000					
par-10	0.000	-0.000	1.000				
par-11	0.000	-0.000	0.025	1.000			
par-12	0.000	-0.000	-0.053	0.003	1.000		
par-13	-0.000	-0.000	-0.032	-0.066	-0.014	1.000	
par-14	0.000	0.000	0.231	-0.005	-0.064	-0.052	1.000
par-15	0.000	-0.000	-0.032	-0.007	0.009	-0.011	-0.075
par-16	-0.000	-0.000	0.014	0.002	-0.008	-0.061	-0.112

par-17	-0.000	0.000	-0.256	-0.021	0.046	0.028	-0.197
par-18	0.000	-0.000	-0.000	0.000	0.000	-0.000	-0.000

	par-15	par-16	par-17	par-18
par-15	1.000			
par-16	0.011	1.000		
par-17	0.027	-0.012	1.000	
par-18	0.000	0.000	0.000	1.000

Critical Ratios for Differences between Parameters

	par-1	par-2	par-3	par-4	par-5	par-6	par-7
par-1	0.000						
par-2	-2.705	0.000					
par-3	-2.710	0.528	0.000				
par-4	0.728	3.123	3.407	0.000			
par-5	-0.730	1.909	1.766	-1.426	0.000		
par-6	-2.012	0.058	-0.294	-2.374	-1.488	0.000	
par-7	-4.405	-2.804	-3.968	-4.609	-3.727	-1.880	0.000
par-8	-4.406	-2.857	-3.989	-4.582	-3.789	-2.108	-0.044
par-9	-4.477	-2.962	-4.104	-4.648	-3.862	-2.188	-0.334
par-10	-4.726	-3.421	-4.634	-4.857	-4.130	-2.513	-1.772
par-11	-3.907	-2.128	-3.172	-4.123	-3.228	-1.568	2.180
par-12	-3.671	-1.742	-2.714	-3.917	-3.035	-1.279	3.181
par-13	-4.708	-3.296	-4.539	-4.855	-4.087	-2.390	-1.122
par-14	-4.549	-3.112	-4.287	-4.626	-3.923	-2.277	-0.608
par-15	-4.246	-2.576	-3.762	-4.444	-3.622	-1.907	0.895
par-16	-4.146	-2.564	-3.714	-4.416	-3.588	-1.888	0.952
par-17	-4.641	-3.167	-4.462	-4.809	-4.011	-2.285	-0.690
par-18	-3.761	-1.900	-2.884	-3.988	-3.133	-1.413	2.723

	par-8	par-9	par-10	par-11	par-12	par-13	par-14
par-8	0.000						
par-9	-0.293	0.000					
par-10	-2.225	-1.633	0.000				
par-11	2.624	2.886	7.886	0.000			
par-12	3.713	3.921	8.560	1.527	0.000		
par-13	-1.380	-0.840	3.263	-6.531	-7.615	0.000	
par-14	-0.717	-0.245	3.875	-5.105	-6.147	1.479	0.000
par-15	1.185	1.539	7.383	-2.336	-3.842	5.734	3.433
par-16	1.248	1.591	6.677	-2.077	-3.518	5.053	3.212
par-17	-0.805	-0.308	4.278	-5.628	-6.888	2.028	-0.121
par-18	3.346	3.572	8.799	0.961	-0.614	7.656	6.112

	par-15	par-16	par-17	par-18
par-15	0.000			
par-16	0.168	0.000		
par-17	-4.362	-3.929	0.000	
par-18	3.397	3.084	6.707	0.000

Summary of models

Model	NPAR	CMIN	DF	P	CMIN/DF
Your model	18	25.948	18	0.101	1.442
Saturated model	36	0.000	0		
Independence model	8	244.664	28	0.000	8.738

Model	RMR	GFI	AGFI	PGFI
Your model	0.014	0.969	0.937	0.484
Saturated model	0.000	1.000		
Independence model	0.077	0.697	0.611	0.542

Model	DELTA1 NFI	RHO1 RFI	DELTA2 IFI	RHO2 TLI	CFI
Your model	0.894	0.835	0.965	0.943	0.963
Saturated model	1.000		1.000		1.000
Independence model	0.000	0.000	0.000	0.000	0.000

Model	PRATIO	PNFI	PCFI
Your model	0.643	0.575	0.619
Saturated model	0.000	0.000	0.000
Independence model	1.000	0.000	0.000

Model	NCP	LO 90	HI 90
Your model	7.948	0.000	25.622
Saturated model	0.000	0.000	0.000
Independence model	216.664	170.384	270.418

Model	FMIN	F0	LO 90	HI 90
Your model	0.130	0.040	0.000	0.129
Saturated model	0.000	0.000	0.000	0.000
Independence model	1.229	1.089	0.856	1.359

Model	RMSEA	LO 90	HI 90	PCLOSE
Your model	0.047	0.000	0.085	0.508
Independence model	0.197	0.175	0.220	0.000

Model	AIC	BCC	BIC	CAIC
Your model	61.948	63.653	158.747	139.317
Saturated model	72.000	75.411	265.599	226.739
Independence model	260.664	261.422	303.686	295.051

Model	ECVI	LO 90	HI 90	MECVI
Your model	0.311	0.271	0.400	0.320
Saturated model	0.362	0.362	0.362	0.379
Independence model	1.310	1.077	1.580	1.314

Model	HOELTER .05	HOELTER .01
Your model	222	267
Independence model	34	40

Execution time summary:

Minimization: 0.050
Miscellaneous: 0.571
Bootstrap: 0.000
Total: 0.621