

Lampiran 1

KUESIONER

No. Responden:

Kepada:

Yth. Para Responden

Saya mohon kesediaan anda mengisi kuesioner dibawah ini dengan jujur dan benar. Data atau informasi yang terkumpul hanya akan saya gunakan untuk keperluan skripsi dan tidak dipublikasikan. Saya mengucapkan banyak terima kasih atas bantuan, partisipasi dan kerjasama yang anda berikan.

Hormat saya,
Andhy Kurniawan

Bagian I

Berilah tanda silang (x) terhadap jawaban yang anda pilih.

- a. Jenis Kelamin anda:
- | | |
|--------------|--------------|
| a. Laki-laki | b. Perempuan |
|--------------|--------------|
- b. Status anda:
- | | |
|------------|------------------|
| a. Menikah | b. Belum Menikah |
|------------|------------------|
- c. Umur anda:
- | | |
|-------------------|-------------------|
| a. 20 - <25 tahun | d. 35 - <40 tahun |
| b. 25 - <30 tahun | e. ≥ 40 tahun |
| c. 30 - <35 tahun | |
- d. Pekerjaan anda:
- | | | |
|----------------------|---------------------|---------------------|
| a. Pelajar/Mahasiswa | d. Wiraswasta | g. Lain-lain: |
| b. Pegawai Swasta | e. Profesional | |
| c. Pegawai Negeri | f. Ibu Rumah Tangga | |
- e. Pendapatan pribadi atau uang saku per bulan:
- | | |
|--|----------------------|
| a. < Rp. 2.000.000,- | d. ≥ Rp. 6.000.000,- |
| b. Rp. 2.000.000,- – < Rp. 4.000.000,- | |
| c. Rp. 4.000.000,- – < Rp. 6.000.000,- | |

Lampiran 1 (Lanjutan)

Bagian II

Petunjuk

Berilah tanda silang (x) pada jawaban yang anda anggap paling sesuai, di mana jawaban terdapat skor skala nilai yang telah ditetapkan, yaitu:

Sangat tidak setuju (STS) = 1

Tidak setuju (TS) = 2

Netral (N) = 3

Setuju (S) = 4

Sangat setuju (SS) = 5

Encounter quality (X₁)

NO	PERNYATAAN	STS	TS	N	S	SS
1	Pentingnya kreativitas karyawan AIG Life					
2	Pentingnya waktu investasi di AIG Life					
3	Pentingnya pengetahuan pemasaran karyawan AIG Life					
4	Pentingnya sikap karyawan di AIG Life					
5	Pentingnya pemahaman pada pelanggan AIG Life					

Switching Barrier (X₂)

NO	PERNYATAAN	STS	TS	N	S	SS
1	Bila nasabah akan beralih dari AIG Life akan mengalami berbagai kesulitan					
2	Rumit bagi nasabah untuk beralih dari AIG Life					
3	Jika nasabah memilih perusahaan lain, nasabah tidak tahu apa yang akan nasabah dapatkan					

Relationship quality (Y₁)

NO	PERNYATAAN	STS	TS	N	S	SS
1	Kreativitas kerja yang berkualitas di AIG Life					
2	Kualitas pengetahuan pemasaran AIG Life					
3	Kualitas hubungan dengan orang-orang di AIG Life					
4	Jumlah penghargaan kreatif dimenangkan oleh AIG Life					
5	AIG Life berpengalaman					

Lampiran 1 (Lanjutan)

Customer Satisfaction (Y₂)

NO	PERNYATAAN	STS	TS	N	S	SS
1	Kepuasan keseluruhan pada AIG Life					
2	Kebutuhan/ keinginan nasabah terpenuhi dengan AIG Life					
3	Kinerja versus layanan ideal terhadap klien memuaskan					
4	Kepuasan terhadap pengalaman AIG Life					
5	Kepuasan terhadap kreativitas dari AIG Life					
6	Kepuasan terhadap efektivitas kerja AIG Life					

Loyalty (Y₃)

NO	PERNYATAAN	STS	TS	N	S	SS
1	Nasabah berhubungan dengan AIG Life selama periode waktu yang lama					
2	AIG Life sebagai mitra, bukan hanya seseorang untuk berurusan bisnis dengan AIG Life					
3	Dibutuhkan banyak alasan-alasan/ alternatif bagi nasabah beralih dari AIG Life					
4	Hubungan dengan AIG Life tidak akan terus lebih lama					
5	Probabilitas tinggi untuk investasi berikutnya yang dapat dilakukan oleh AIG Life					

Lampiran 2

Hasil Pengisian Kuesioner																																		
	Profil					Encounter					Switching			Relationship					Satisfaction						Loyalty									
No	1	2	3	4	5	1	2	3	4	5	x1	1	2	3	x2	1	2	3	4	5	y1	1	2	3	4	5	6	y2	1	2	3	4	5	y3
1	1	1	4	5	2	4	4	4	4	4	4.00	3	3	4	3.33	4	4	3	4	4	3.80	4	4	4	4	4	4	4.00	4	4	3	4	4	3.80
2	1	1	3	2	2	3	3	3	3	3	3.00	3	2	3	2.67	3	3	3	3	3	3.00	3	3	3	4	3	3.17	3	3	3	3	3	3.00	
3	2	2	2	6	1	3	3	4	3	4	3.40	3	3	3	3.00	3	4	3	3	3	3.20	3	3	4	3	3	3.50	3	4	3	3	3	3.20	
4	2	1	2	3	3	4	3	3	3	3	3.20	3	3	4	3.33	4	3	4	3	4	3.60	4	3	3	3	4	3.50	3	4	4	3	4	3.60	
5	1	1	4	2	2	4	3	3	4	4	3.60	4	3	3	3.33	4	3	3	4	4	3.60	4	4	3	4	4	3.83	4	4	3	3	4	3.60	
6	2	1	3	5	2	4	3	3	4	5	3.80	3	3	3	3.00	4	4	4	4	4	4.00	5	4	4	4	4	4.17	4	3	3	3	3	3.20	
7	2	2	4	1	1	3	3	3	3	3	3.00	3	4	3	3.33	3	3	4	3	3	3.20	4	3	4	4	4	3.83	3	3	4	4	4	3.60	
8	1	1	5	2	2	4	3	3	4	4	3.60	2	3	3	2.67	3	3	2	2	3	2.60	4	3	4	3	4	3.50	3	3	2	3	3	2.80	
9	1	2	2	3	3	3	3	3	3	3	3.00	4	3	3	3.33	4	4	4	4	4	4.00	5	3	5	4	4	4.17	3	3	3	4	3	3.20	
10	2	1	4	6	1	4	4	4	3	3	3.60	4	4	4	4.00	4	4	4	4	4	4.00	3	4	4	4	4	3.83	4	4	4	4	4	4.00	
11	2	1	1	1	1	5	4	4	4	4	4.20	4	4	4	4.00	4	4	3	4	4	3.80	4	5	4	4	4	4.17	5	4	3	4	4	4.00	
12	2	1	1	1	1	3	3	3	3	3	3.00	3	3	3	3.00	3	3	3	3	3	3.00	4	3	4	4	4	3.83	3	3	3	3	3	3.00	
13	1	2	3	5	2	4	4	3	3	3	3.40	4	5	4	4.33	4	5	3	3	4	3.80	4	4	3	4	4	3.83	4	5	4	4	4	4.20	
14	2	1	2	1	1	4	3	3	3	3	3.20	4	4	3	3.67	3	4	3	4	4	3.60	4	4	4	3	4	3.83	4	4	3	4	4	3.80	
15	1	2	4	2	2	4	4	4	4	4	4.00	4	4	4	4.00	4	5	4	4	4	4.20	4	3	3	4	4	3.50	3	5	4	4	4	4.00	
16	2	2	3	3	3	3	5	4	4	4	4.00	4	3	4	3.67	4	3	3	3	3	3.20	3	4	4	4	4	3.83	4	3	3	5	4	3.80	
17	1	2	2	2	2	5	3	4	4	4	4.00	4	4	4	4.00	3	3	3	5	4	3.60	4	3	3	3	3	3.17	4	3	3	3	3	3.20	
18	1	1	2	2	2	4	4	3	3	3	3.40	5	5	5	5.00	4	4	4	4	4	4.00	4	4	4	4	4	4.00	4	4	4	4	4	4.00	
19	2	2	1	1	1	2	2	3	3	3	2.60	4	4	3	3.67	2	4	4	4	4	3.60	2	1	2	2	2	1.83	2	3	4	2	3	2.80	
20	2	1	5	4	4	2	3	3	3	3	2.80	4	4	4	4.00	3	4	4	3	4	3.60	4	3	3	4	4	3.50	3	4	3	3	3	3.20	
21	1	1	4	2	2	3	4	3	4	4	3.60	4	3	3	3.33	4	4	4	3	4	3.80	3	4	4	4	4	3.83	4	4	4	4	4	4.00	
22	2	2	4	4	4	3	3	2	3	3	2.80	4	4	5	4.33	4	4	3	4	3	3.80	4	3	4	4	4	3.83	3	4	3	3	3	3.20	
23	1	2	3	2	2	2	2	3	3	3	2.40	3	4	3	3.33	4	3	3	2	3	3.00	4	3	3	4	4	3.50	3	3	3	2	3	2.80	
24	1	1	5	2	2	2	2	3	3	3	2.60	4	4	3	3.67	2	3	2	3	3	2.60	4	4	3	3	4	3.50	4	3	2	2	3	2.80	
25	1	2	5	3	3	3	3	3	3	3	3.00	5	5	4	4.67	3	3	3	3	3	3.00	4	4	3	2	3	3.17	4	3	4	3	4	3.60	
26	1	1	1	1	1	4	4	4	3	4	3.80	5	4	5	4.67	4	4	3	3	4	3.60	3	4	4	3	4	3.50	4	4	3	4	4	3.80	
27	2	2	4	2	2	4	4	4	4	4	4.00	4	5	4	4.33	3	3	3	3	3	3.00	4	3	2	2	2	3	2.83	3	3	3	4	3	3.20
28	1	1	2	2	2	1	2	2	2	2	1.80	4	4	4	4.00	3	3	4	2	3	3.00	3	3	4	3	3	3.17	3	3	4	2	3	3.00	
29	2	1	3	3	3	3	3	3	4	4	3.40	4	4	4	4.00	4	3	3	3	3	3.20	4	3	3	4	4	3.50	3	3	3	3	3	3.00	
30	1	2	5	5	2	4	4	4	4	4	4.00	4	3	3	3.33	4	4	4	4	4	4.00	4	4	4	4	4	4.00	3	4	4	4	4	3.80	
31	1	1	3	2	2	3	4	3	4	4	3.60	3	3	4	3.33	4	4	3	2	3	3.20	4	4	3	4	4	3.83	4	4	3	4	4	3.80	
32	1	2	3	2	2	4	3	4	4	4	3.80	3	3	4	3.33	4	4	5	3	4	4.00	4	4	3	3	4	3.50	4	4	4	3	4	3.80	
33	2	2	5	2	4	4	2	4	4	4	3.60	2	3	3	2.67	4	2	4	2	3	3.00	4	4	4	4	2	3.50	4	2	2	4	3	3.00	
34	2	1	5	3	3	3	3	3	2	3	2.80	2	3	3	2.67	3	3	3	3	3	3.00	3	3	3	3	4	3.17	3	3	3	3	3	3.00	
35	1	1	2	3	3	3	3	4	2	3	3.00	3	3	4	3.33	4	4	4	4	4	4.00	4	3	3	2	3	3.00	3	4	4	3	4	3.60	
36	2	2	1	1	1	3	3	3	2	3	2.80	3	2	3	2.67	4	3	3	3	3	3.20	4	3	3	3	4	3.50	3	3	3	3	3	3.00	
37	1	1	3	4	4	3	4	4	4	3	3.60	4	3	3	3.33	4	4	4	4	4	4.00	4	4	4	4	4	4.00	4	3	3	4	4	3.60	
38	1	1	2	5	2	3	3	4	4	4	3.60	4	3	3	3.33	4	4	3	2	3	3.20	4	4	4	5	4	4.17	4	4	3	3	4	3.60	
39	1	1	5	2	2	3	4	3	4	4	3.60	4	4	4	4.00	5	5	4	4	5	4.60	4	4	4	4	4	4.00	4	5	4	4	4	4.20	
40	1	2	4	5	2	3	4	2	3	3	3.00	3	3	4	3.33	4	4	4	4	4	4.00	5	4	4	4	4	4.17	4	3	3	4	4	3.60	
41	1	1	3	5	2	4	3	3	2	3	3.00	3	3	3	3.00	4	4	3	4	3	3.60	3	3	4	4	4	3.50	3	4	3	3	3	3.20	
42	2	2	3	6	1	4	4	2	3	3	3.20	3	4	4	3.67	4	4	3	3	4	3.60	4	4	4	3	4	3.83	4	4	3	4	4	3.80	
43	1	1	4	3	3	3	2	4	2	3	2.80	2	3	3	2.67	4	4	3	3	4	3.60	4	3	4	2	3	3.17	3	4	3	2	3	3.00	
44	2	1	5	4	4	2	2	2	2	3	2.20	3	4	3	3.33	4	1	5	5	4	3.80	3	2	3	3	3	2.83	2	3	3	2	3	2.60	
45	1	1	1	1	1	3	2	3	4	3	3.00	4	4	4	4.00	3	4	3	4	4	3.60	2	3	3	4	3	3.00	3	4	3	2	3	3.00	
46	1	2	1	1	1	2	2	2	2	3	2.20	3	3	3	3.00	2	2	2	2	2	2.00	3	4	3	2	4	3.17	3	2	2	2	2	2.20	
47	2	1	3	5	2	3	3	4	3	3	3.20	5	4	4	4.33	4	4	4	4	4	4.00	4	4	4	5	4	4.17	4	3	3	3	3	3.20	
48	1	2	3	3	3	4	4	3	3	4	3.60	3	4	4	3.67	4	4	3	4	3	3.80	5	4	4	3	4	4.00	4	4	4	4	4	4.00	
49	1	2	3	2	2	5	4	4	3	4	4.00	4	4	4	4.00	5	5	5	4	5	4.80	5	5	5	4	4	4.50	5	5	4	4	5	4.60	
50	1	1	3	3	3	2	2	2	2	3	2.20	3	4	3	3.33	2	3	2	2	2	2.20	3	3	3	2	4	3.00	4	3	3	4	4	3.60	

Lampiran 2

Hasil Pengisian Kuesioner																																			
	Profil					Encounter					Switching			Relationship					Satisfaction						Loyalty										
No	1	2	3	4	5	1	2	3	4	5	x1	1	2	3	x2	1	2	3	4	5	y1	1	2	3	4	5	6	y2	1	2	3	4	5	y3	
51	1	1	4	3	3	2	3	3	3	3	2.80	2	3	3	2.67	2	2	2	3	2	2.20	3	4	4	4	4	4	3.83	4	2	2	3	3	2.80	
52	2	1	4	5	2	4	3	4	4	3	3.60	3	3	3	3.00	4	4	4	4	4	4.00	4	4	4	4	4	4	4.00	4	4	2	3	3	3.20	
53	1	1	2	3	3	4	4	5	4	4	4.20	4	4	3	3.67	4	4	2	2	3	3.00	4	4	4	4	3	4	3.83	4	4	3	4	4	3.80	
54	2	2	1	1	1	3	3	4	3	3	3.20	3	4	3	3.33	4	4	3	3	4	3.60	4	4	4	3	4	4	3.83	4	4	3	3	4	3.60	
55	1	1	4	5	2	4	3	3	2	3	3.00	3	4	4	3.67	5	4	3	3	4	3.80	3	4	4	3	4	4	3	3.50	4	4	3	4	4	3.80
56	2	2	3	5	2	3	3	2	2	3	2.60	2	3	3	2.67	3	3	2	3	3	2.80	3	3	3	3	3	3	3.00	3	3	3	3	3	3.00	
57	1	1	5	5	2	4	3	3	3	3	3.20	3	4	3	3.33	2	3	3	3	3	2.80	3	3	3	3	3	3	3.00	4	3	4	3	4	3.60	
58	2	1	2	2	2	3	3	4	4	4	3.60	4	4	4	4.00	3	2	2	4	3	2.80	3	4	3	4	4	4	3.50	4	2	2	3	3	2.80	
59	1	1	3	2	2	4	3	4	3	4	3.60	4	4	4	4.00	4	3	4	4	4	3.80	3	4	4	4	4	4	3.83	4	3	4	3	3	3.60	
60	1	2	3	2	2	4	3	3	4	4	3.60	4	4	3	3.67	4	4	3	2	3	3.20	4	3	4	4	4	3	3.50	3	4	3	3	3	3.20	
61	1	2	5	2	2	4	3	4	4	4	3.80	4	4	5	4.33	4	4	4	4	4	4.00	4	4	4	4	4	4	4.00	4	3	4	3	4	3.60	
62	1	1	3	2	2	3	3	4	3	3	3.20	4	4	4	4.00	3	3	4	4	4	3.60	3	3	3	3	3	3	3.00	3	3	4	3	3	3.20	
63	2	1	1	1	1	4	5	4	4	4	4.20	4	5	5	4.67	3	3	4	4	4	3.60	5	4	4	3	4	4	4.00	4	4	4	4	4	4.00	
64	2	2	3	2	2	2	3	4	2	3	2.80	3	4	4	3.67	3	3	3	3	3	3.00	3	3	3	4	3	3	3.17	3	3	3	3	3	3.00	
65	2	1	3	2	2	1	1	1	1	1	1.00	3	4	4	3.67	3	2	1	1	2	1.80	3	2	4	2	2	3	2.83	3	3	3	3	3	3.00	
66	1	1	5	2	2	2	2	2	2	3	2.20	3	3	3	3.00	4	4	3	3	4	3.60	4	3	3	4	3	5	4	3.83	3	4	2	3	3	3.00
67	2	2	1	1	1	3	3	3	4	4	3.60	3	4	4	3.67	4	4	3	3	4	3.60	4	4	5	4	4	4	4.17	4	4	3	3	4	3.60	
68	1	1	3	2	2	2	4	4	2	3	3.00	4	4	4	4.00	3	4	4	4	4	3.80	5	4	5	4	5	4	4.50	4	4	4	4	4	4.00	
69	2	2	5	2	2	3	3	3	4	3	3.20	3	4	4	3.67	4	4	4	4	4	4.00	4	4	4	4	4	4	4.00	4	4	3	3	4	3.60	
70	1	1	3	2	2	4	4	4	4	4	4.00	4	4	3	3.67	3	3	4	4	4	3.60	4	4	4	4	4	4	4.00	4	3	4	4	4	3.80	
71	1	1	2	2	2	3	4	3	3	3	3.20	4	4	4	4.00	3	4	4	4	4	3.80	4	4	4	4	4	4	4.00	4	4	4	4	4	4.00	
72	2	2	2	2	2	4	3	4	4	4	3.80	3	4	4	3.67	3	3	4	4	4	3.60	4	4	4	3	4	4	3.83	4	3	4	3	4	3.60	
73	2	1	5	2	2	3	3	3	3	3	3.00	3	4	4	3.67	4	4	4	4	4	4.00	4	4	4	4	4	4	4.00	4	4	3	3	3	3.20	
74	1	2	3	2	2	3	4	3	4	4	3.60	3	3	3	3.00	3	3	3	3	3	3.00	3	4	4	4	4	4	3.83	4	3	3	4	4	3.60	
75	2	1	2	2	2	3	3	3	4	3	3.20	3	3	2	2.67	3	3	3	3	3	3.00	4	3	3	4	3	4	3	3.50	3	3	3	3	3	3.00
76	1	1	1	1	1	3	4	3	2	3	3.00	3	3	3	3.00	3	3	4	3	3	3.20	3	3	3	3	3	3	3.00	3	3	3	4	4	3.60	
77	1	2	3	2	2	4	3	3	4	4	3.60	2	3	3	2.67	3	3	2	2	3	2.60	4	3	4	3	4	3	3.50	3	3	2	3	3	2.80	
78	1	1	4	2	2	3	4	3	2	3	3.00	3	3	3	3.00	4	4	4	4	4	4.00	5	3	5	4	4	4	4.17	3	3	3	3	4	3.20	
79	1	2	3	2	2	4	4	4	3	4	3.80	4	3	4	3.67	4	4	4	4	4	4.00	3	4	4	4	4	4	3.83	4	4	4	4	4	4.00	
80	1	1	3	2	2	5	4	4	4	4	4.20	3	4	4	3.67	4	4	3	4	4	3.80	4	5	4	4	4	4	4.17	4	4	4	4	4	4.00	
81	1	2	1	1	1	3	3	3	3	3	3.00	3	2	3	2.67	3	3	3	3	3	3.00	3	3	3	3	3	3	3.00	3	3	3	3	3	3.00	
82	2	1	5	1	1	4	4	3	2	3	3.20	3	4	4	3.67	4	5	3	3	4	3.80	4	4	3	4	4	4	3.83	4	5	4	4	4	4.20	
83	2	2	4	4	4	4	4	3	2	3	3.20	4	5	5	4.67	3	4	3	4	4	3.60	4	4	4	4	4	3	4	3.83	4	4	3	4	4	3.80
84	1	1	2	5	2	4	4	4	4	4	4.00	4	5	5	4.67	4	5	4	4	4	4.20	4	4	4	4	4	4	4.00	3	5	4	4	4	4.00	
85	2	1	1	1	1	3	5	4	4	4	4.00	4	4	4	4.00	4	3	3	3	3	3.20	3	4	4	4	4	4	3.83	4	3	4	4	4	3.80	
86	1	2	4	2	2	5	3	4	4	4	4.00	4	4	3	3.67	3	3	3	5	4	3.60	4	4	2	3	3	3	3.17	4	3	3	3	3	3.20	
87	1	1	3	2	2	4	4	4	2	4	3.60	4	4	4	4.00	4	4	4	4	4	4.00	4	4	4	4	4	4	4.00	4	4	4	4	4	4.00	
88	1	1	2	5	2	2	2	3	3	3	2.60	4	3	2	3.00	2	4	4	4	4	3.60	3	3	3	3	3	3	3.00	1	4	4	2	3	2.80	
89	1	1	4	3	3	2	3	4	2	3	2.80	3	4	3	3.33	3	4	4	3	4	3.60	4	3	3	4	4	4	3	3.50	3	4	3	3	3	3.20
90	2	2	3	4	4	3	4	3	4	4	3.60	4	4	4	4.00	4	4	4	4	4	4.00	3	4	4	4	4	4	3.83	4	4	4	4	4	4.00	
91	1	1	4	2	2	3	3	3	2	3	2.80	4	3	3	3.33	4	4	4	3	4	3.80	4	3	4	4	4	4	3.83	3	4	3	3	3	3.20	
92	2	1	3	2	2	2	2	2	4	3	2.60	2	3	3	2.67	4	3	3	2	3	3.00	4	3	3	4	4	3	3.50	3	3	3	2	3	2.80	
93	1	1	1	1	1	2	2	3	3	3	2.60	3	3	2	2.67	2	3	2	3	2	2.60	4	4	3	3	4	3	3	3.50	4	3	2	2	3	2.80
94	1	1	1	1	1	3	3	3	3	3	3.00	3	4	3	3.33	4	3	4	3	4	3.60	4	4	3	2	3	3	3.17	4	3	4	3	4	3.60	
95	1	1	2	5	2	4	4	4	3	4	3.80	3	4	4	3.67	4	4	3	3	4	3.60	3	4	4	3	4	3	3.50	4	4	3	4	4	3.80	
96	2	1	3	2	2	4	4	4	4	4	4.00	3	4	3	3.33	3	3	3	3	3	3.00	2	3	4	2	3	3	2.83	3	3	3	3	4	3.20	
97	2	1	2	6	1	1	2	2	2	2	1.80	3	3	3	3.00	3	3	4	2	3	3.00	3	3	4	3	3	3	3.17	3	3	4	2	3	3.00	
98	1	2	3	3	3	3	3	3	4	3	3.20	3	3	3	3.00	4	3	3	3	3	3.20	4	3	3	4	4	4	3	3.50	3	3	3	3	3	3.00
99	2	1	1	1	1	4	4	4	4	4	4.00	3	4	4	3.67	4	4	4	4	4	4.00	4	4	4	4	4	4	4.00	3	4	4	4	4	3.80	
100	1	1	3	2	2	3	4	4	3	4	3.60																								

Lampiran 3

Frequencies

Jenis Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-laki	60	60.0	60.0	60.0
	Perempuan	40	40.0	40.0	100.0
	Total	100	100.0	100.0	

Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Menikah	63	63.0	63.0	63.0
	Belum Menikah	37	37.0	37.0	100.0
	Total	100	100.0	100.0	

Usia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-25 tahun	16	16.0	16.0	16.0
	25-30 tahun	19	19.0	19.0	35.0
	30-35 tahun	33	33.0	33.0	68.0
	35-40 tahun	18	18.0	18.0	86.0
	>40 tahun	14	14.0	14.0	100.0
	Total	100	100.0	100.0	

Lampiran 3 (Lanjutan)

Pekerjaan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Pelajar/Mahasiswa	19	19.0	19.0	19.0
Pegawai swasta	41	41.0	41.0	60.0
Pegawai negeri	14	14.0	14.0	74.0
Wiraswasta	6	6.0	6.0	80.0
Profesional	16	16.0	16.0	96.0
Ibu rumah tangga	4	4.0	4.0	100.0
Total	100	100.0	100.0	

Pendapatan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid <2.000.000	23	23.0	23.0	23.0
2.000.000-4.000.000	57	57.0	57.0	80.0
4.000.000-6.000.000	14	14.0	14.0	94.0
>6.000.000	6	6.0	6.0	100.0
Total	100	100.0	100.0	

Lampiran 4

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Zscore: Encounter Quality	100	-2.80370	1.55362	.00000000	1.00000000
Zscore: Switching Barrier	100	-1.55802	2.64456	.00000000	1.00000000
Zscore: Relationship quality	100	-2.12351	2.50105	.00000000	1.00000000
Zscore: Customer Satisfaction	100	-2.03883	1.99231	.00000000	1.00000000
Zscore: Loyalty	100	-2.70769	2.54147	.00000000	1.00000000
Valid N (listwise)	100				

Lampiran 4 (Lanjutan)

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	44.12	59.28	50.50	2.937	100
Std. Predicted Value	-2.173	2.990	.000	1.000	100
Standard Error of Predicted Value	3.958	15.292	6.958	2.067	100
Adjusted Predicted Value	42.42	61.15	50.59	3.282	100
Residual	-50.985	50.142	.000	28.862	100
Std. Residual	-1.721	1.693	.000	.974	100
Stud. Residual	-1.757	1.718	-.001	1.000	100
Deleted Residual	-53.148	52.788	-.092	30.438	100
Stud. Deleted Residual	-1.778	1.736	-.001	1.005	100
Mahal. Distance	.778	25.396	4.950	3.986	100
Cook's Distance	.000	.064	.009	.010	100
Centered Leverage Value	.008	.257	.050	.040	100

a. Dependent Variable: Nomer

Lampiran 5

Variable Summary (Group number 1)

Your model contains the following variables (Group number 1)

Observed, endogenous variables

X13

X12

X11

Y12

Y11

Y21

Y22

Y23

X21

X22

X23

Y13

X14

Y14

Y24

Y25

Y26

Y31

Y32

Y33

Y34

Y35

X15

Y15

Unobserved, endogenous variables

relationship

satisfaction

loyalty

Unobserved, exogenous variables

encounter

e3

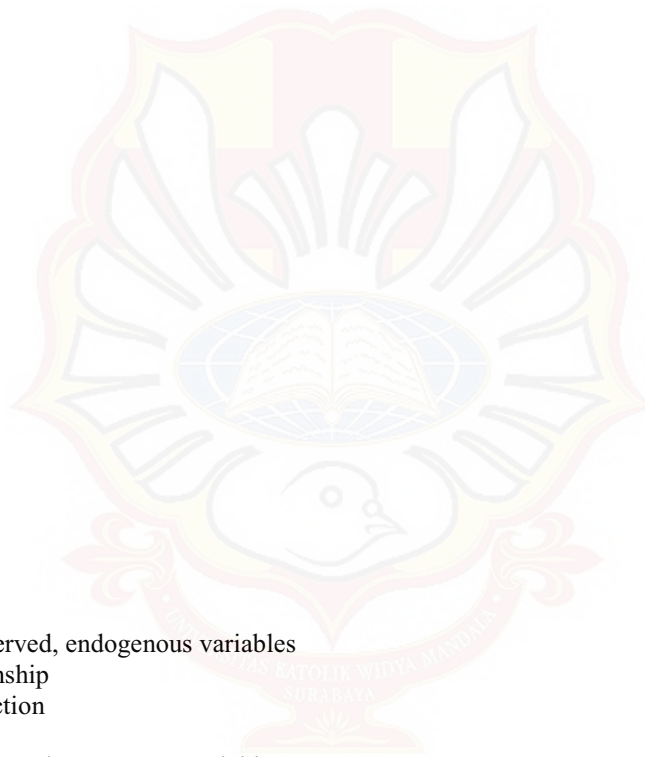
e2

e1

e10

e9

e14



Lampiran 5 (Lanjutan)

e15
e16
e17
e21
e6
e7
e8
switching
e11
e4
e12
e18
e19
e20
e22
e23
e24
e25
e26
e27
e5
e13

Variable counts (Group number 1)

Number of variables in your model: 56
Number of observed variables: 24
Number of unobserved variables: 32
Number of exogenous variables: 29
Number of endogenous variables: 27

Parameter summary (Group number 1)

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed	32	0	0	0	0	32
Labeled	0	0	0	0	0	0
Unlabeled	24	0	29	0	0	53
Total	56	0	29	0	0	85

Lampiran 5 (Lanjutan)

Assessment of normality (Group number 1)

Variable	min	max	skew	c.r.	kurtosis	c.r.
Y15	2.000	5.000	-.424	-1.549	.007	.014
X15	1.000	5.000	-.412	-1.091	1.028	2.098
Y35	2.000	5.000	-.119	-.487	-1.048	-2.139
Y34	2.000	5.000	-.366	-1.495	-.645	-1.316
Y33	2.000	4.000	-.285	-1.164	-.666	-1.360
Y32	2.000	5.000	.126	.515	-.238	-.485
Y31	1.000	5.000	-.371	-1.478	1.499	3.059
Y26	2.000	4.000	-.294	-1.201	-1.416	-2.890
Y25	2.000	5.000	-.418	-1.082	1.008	2.057
Y24	2.000	5.000	-.410	-1.077	-.189	-.385
Y14	1.000	5.000	-.200	-.816	-.187	-.382
X14	1.000	4.000	-.432	-1.565	-.912	-1.862
Y13	1.000	5.000	-.446	-1.628	.124	.252
X23	2.000	5.000	.254	1.035	-.284	-.580
X22	2.000	5.000	-.065	-.266	-.185	-.378
X21	2.000	5.000	-.104	-.426	-.287	-.587
Y23	2.000	5.000	-.180	-.734	-.137	-.279
Y22	1.000	5.000	-.388	-1.811	1.459	2.979
Y21	2.000	5.000	-.343	-1.401	.233	.475
Y11	2.000	5.000	-.412	-1.091	-.086	-.175
Y12	1.000	5.000	-.452	-1.844	.672	1.371
X11	1.000	5.000	-.354	-1.444	-.097	-.198
X12	1.000	5.000	-.219	-.892	-.154	-.314
X13	1.000	5.000	-.469	-1.916	-.195	-.397
Multivariate					56.840	8.045

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

Observation number	Mahalanobis d-squared	p1	p2
44	65.050	.000	.001
65	55.647	.000	.000
88	52.078	.001	.000
19	50.146	.001	.000

Observation number	Mahalanobis d-squared	p1	p2
50	48.512	.002	.000
33	42.172	.012	.002
46	39.652	.023	.009
63	34.091	.083	.597
83	33.991	.085	.478
66	33.226	.099	.541
68	33.170	.101	.424
6	32.542	.114	.472
4	31.800	.132	.568
96	31.325	.145	.596
60	31.226	.147	.513
32	30.631	.165	.592
27	30.572	.167	.504
26	29.309	.209	.794
43	29.285	.210	.722
47	29.009	.220	.720
9	28.566	.237	.771
39	28.524	.239	.705
35	28.380	.244	.668
49	28.141	.254	.664
57	27.956	.262	.644
89	27.725	.272	.642
55	27.670	.274	.575
85	27.589	.278	.518
51	27.363	.288	.519
86	27.103	.300	.535
53	26.605	.323	.647
40	26.402	.333	.645
3	26.278	.339	.614
17	26.244	.341	.545
58	26.161	.345	.496
94	26.156	.345	.415
7	25.597	.374	.570
52	25.381	.385	.581
84	25.370	.386	.504

Observation number	Mahalanobis d-squared	p1	p2
25	25.161	.397	.514
78	24.709	.422	.631
45	24.478	.435	.652
15	24.307	.444	.649
64	24.220	.449	.610
100	23.786	.474	.718
61	23.770	.475	.653
38	23.329	.500	.761
5	23.152	.511	.763
37	23.132	.512	.706
28	23.105	.514	.645
80	22.704	.537	.742
41	22.389	.556	.796
97	22.207	.567	.802
82	21.735	.595	.889
59	21.279	.622	.943
8	21.198	.627	.931
77	21.198	.627	.899
16	21.131	.631	.876
93	20.983	.640	.872
22	20.809	.650	.875
24	20.275	.681	.947
69	20.203	.685	.933
23	20.063	.693	.928
13	20.020	.696	.905
92	19.722	.712	.930
67	19.468	.727	.943
56	19.428	.729	.922
21	19.357	.733	.902
31	19.342	.734	.863
36	19.188	.742	.858
20	19.149	.744	.815
76	18.921	.756	.832
72	18.239	.791	.945
70	18.183	.794	.925

Observation number	Mahalanobis d-squared	p1	p2
54	17.730	.816	.962
73	17.425	.830	.973
14	17.356	.833	.962
62	17.047	.847	.972
91	16.973	.850	.960
75	16.732	.860	.964
29	16.514	.869	.965
2	16.458	.871	.947
95	16.380	.874	.925
98	15.829	.894	.967
42	15.537	.904	.971
99	14.682	.930	.996
34	14.404	.937	.996
18	14.110	.944	.996
90	13.983	.947	.993
81	13.639	.954	.994
30	13.612	.955	.985
48	13.251	.962	.985
10	12.878	.968	.985
74	12.606	.972	.978
87	12.544	.973	.946
79	12.003	.980	.948
11	11.168	.988	.965
1	10.226	.994	.973
12	10.173	.994	.872
71	9.759	.995	.635

Condition number = 179.826

Eigenvalues

3.815 1.215 .973 .811 .577 .533 .501 .395 .316 .291 .265 .222 .205 .171
.129 .125 .105 .088 .077 .065 .055 .041 .028 .021

Determinant of sample covariance matrix = .000

Condition number = 176.779

Eigenvalues

8.318 2.691 2.161 1.729 1.207 1.098 1.005 .788 .711 .667 .566 .491 .440
.370 .301 .268 .261 .217 .201 .158 .133 .098 .072 .047

Lampiran 5 (Lanjutan)

Condition number of Sample Correlations = 4.838055e+001
 Determinant of sample covariance matrix = 2.0670e-003

Lampiran 5 (Lanjutan)

Computation of degrees of freedom (Default model)

Number of distinct sample moments:	300
Number of distinct parameters to be estimated:	53
Degrees of freedom (300 - 53):	247

Result (Default model)

Minimum was achieved
 Chi-square = 128.677
 Degrees of freedom = 247
 Probability level = .267

Notes for Model (Group number 1 - Default model)

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

e13
-.032

Estimates (Group number 1 - Default model)

Scalar Estimates (Group number 1 - Default model)

Maximum Likelihood Estimates

Regression Weights: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
relationship <--- encounter	.161	.065	2.462	.014	par_7
satisfaction <--- relationship	.225	.108	2.079	.038	par_12
satisfaction <--- encounter	.211	.068	3.089	.002	par_20
loyalty <--- satisfaction	.715	.205	3.489	***	par_21
loyalty <--- switching	.358	.115	3.118	.002	par_22
X13 <--- encounter	.736	.112	6.576	***	par_1
X12 <--- encounter	.794	.116	6.852	***	par_2
X11 <--- encounter	1.000				
Y21 <--- satisfaction	1.000				

		Estimate	S.E.	C.R.	P	Label
Y22	<--- satisfaction	1.424	.300	4.752	***	par_3
Y23	<--- satisfaction	1.236	.278	4.453	***	par_4
X22	<--- switching	1.289	.250	5.154	***	par_5
X23	<--- switching	1.165	.233	5.002	***	par_6
X21	<--- switching	1.000				
X14	<--- encounter	.774	.130	5.974	***	par_8
Y13	<--- relationship	1.284	.265	4.845	***	par_9
Y12	<--- relationship	1.360	.274	4.963	***	par_10
Y11	<--- relationship	1.000				
Y14	<--- relationship	1.603	.305	5.250	***	par_11
Y31	<--- loyalty	1.000				
Y32	<--- loyalty	.950	.195	4.868	***	par_13
Y33	<--- loyalty	.878	.199	4.425	***	par_14
Y34	<--- loyalty	1.231	.205	6.008	***	par_15
Y35	<--- loyalty	1.284	.193	6.634	***	par_16
Y24	<--- satisfaction	1.225	.294	4.162	***	par_17
Y25	<--- satisfaction	1.025	.221	4.638	***	par_18
Y26	<--- satisfaction	1.436	.278	5.167	***	par_19
X15	<--- encounter	.801	.101	7.958	***	par_23
Y15	<--- relationship	1.814	.321	5.647	***	par_24

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

	Estimate
relationship <--- Encounter	.312
satisfaction <--- Relationship	.239
satisfaction <--- encounter	.434
loyalty <--- Satisfaction	.618
loyalty <--- Switching	.396
X13 <--- Encounter	.774
X12 <--- encounter	.793
X11 <--- encounter	.764
Y21 <--- satisfaction	.705
Y22 <--- satisfaction	.728
Y23 <--- satisfaction	.739
X22 <--- switching	.817
X23 <--- switching	.725

			Estimate
X21	<---	switching	.799
X14	<---	encounter	.760
Y13	<---	relationship	.709
Y12	<---	relationship	.747
Y11	<---	relationship	.706
Y14	<---	relationship	.701
Y31	<---	loyalty	.717
Y32	<---	loyalty	.742
Y33	<---	loyalty	.733
Y34	<---	loyalty	.785
Y35	<---	loyalty	.940
Y24	<---	satisfaction	.770
Y25	<---	satisfaction	.766
Y26	<---	satisfaction	.901
X15	<---	encounter	.873
Y15	<---	relationship	1.043

Variances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
encounter	.451	.107	4.215	***	par_25
switching	.174	.060	2.917	.004	par_26
E14	.108	.039	2.743	.006	par_27
e21	.073	.029	2.511	.012	par_28
e27	.066	.022	2.948	.003	par_29
e3	.293	.047	6.209	***	par_30
e2	.308	.054	5.732	***	par_31
e1	.321	.060	5.365	***	par_32
e10	.307	.042	7.241	***	par_33
e9	.349	.049	7.069	***	par_34
e15	.311	.046	6.746	***	par_35
e16	.191	.033	5.753	***	par_36
e17	.236	.036	6.457	***	par_37
e6	.311	.052	5.977	***	par_38
e7	.144	.048	3.034	.002	par_39
e8	.213	.047	4.513	***	par_40
e11	.336	.048	6.958	***	par_41

	Estimate	S.E.	C.R.	P	Label
e4	.351	.059	5.953	***	par_42
e12	.318	.043	7.417	***	par_43
e18	.330	.050	6.594	***	par_44
e19	.140	.022	6.314	***	par_45
e20	.051	.016	3.248	.001	par_46
e22	.232	.036	6.391	***	par_47
e23	.308	.046	6.737	***	par_48
e24	.276	.043	6.418	***	par_49
e25	.244	.042	5.874	***	par_50
e26	.031	.022	1.390	.165	par_51
e5	.091	.027	3.353	***	par_52
e13	-.032	.021	-1.565	.118	par_53

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

	Estimate
relationship	.097
satisfaction	.310
loyalty	.538
Y15	1.089
X15	.762
Y35	.883
Y34	.469
Y33	.284
Y32	.294
Y31	.380
Y26	.813
Y25	.444
Y24	.325
Y14	.491
X14	.435
Y13	.371
X23	.526
X22	.667
X21	.358
Y23	.408
Y22	.530

	Estimate
Y21	.255
Y11	.256
Y12	.419
X11	.584
X12	.480
X13	.455

Total Effects (Group number 1 - Default model)

	switch ing	encounter	relationsh ip	satisfactio n	loyalt y
relationship	.000	.161	.000	.000	.000
satisfaction	.000	.247	.225	.000	.000
loyalty	.358	.176	.161	.715	.000
Y15	.000	.292	1.814	.000	.000
X15	.000	.801	.000	.000	.000
Y35	.460	.226	.206	.917	1.284
Y34	.441	.217	.198	.879	1.231
Y33	.315	.155	.141	.628	.878
Y32	.340	.168	.153	.679	.950
Y31	.358	.176	.161	.715	1.000
Y26	.000	.354	.323	1.436	.000
Y25	.000	.253	.231	1.025	.000
Y24	.000	.302	.276	1.225	.000
Y14	.000	.258	1.603	.000	.000
X14	.000	.774	.000	.000	.000
Y13	.000	.206	1.284	.000	.000
X23	1.165	.000	.000	.000	.000
X22	1.289	.000	.000	.000	.000
X21	1.000	.000	.000	.000	.000
Y23	.000	.305	.278	1.236	.000
Y22	.000	.351	.320	1.424	.000
Y21	.000	.247	.225	1.000	.000
Y11	.000	.161	1.000	.000	.000
Y12	.000	.219	1.360	.000	.000
X11	.000	1.000	.000	.000	.000
X12	.000	.794	.000	.000	.000

	switch ing	encounter	relationsh ip	satisfactio n	loyalt y
X13	.000	.736	.000	.000	.000

Standardized Total Effects (Group number 1 - Default model)

	switchin g	encounte r	relationshi p	satisfactio n	loyalt y
relationshi p	.000	.312	.000	.000	.000
satisfactio n	.000	.509	.239	.000	.000
loyalty	.396	.314	.148	.618	.000
Y15	.000	.326	1.043	.000	.000
X15	.000	.873	.000	.000	.000
Y35	.372	.295	.139	.580	.940
Y34	.271	.215	.101	.423	.685
Y33	.211	.168	.079	.329	.533
Y32	.215	.170	.080	.335	.542
Y31	.244	.194	.091	.381	.617
Y26	.000	.459	.215	.901	.000
Y25	.000	.339	.159	.666	.000
Y24	.000	.290	.136	.570	.000
Y14	.000	.219	.701	.000	.000
X14	.000	.660	.000	.000	.000
Y13	.000	.190	.609	.000	.000
X23	.725	.000	.000	.000	.000
X22	.817	.000	.000	.000	.000
X21	.599	.000	.000	.000	.000
Y23	.000	.325	.153	.639	.000
Y22	.000	.370	.174	.728	.000
Y21	.000	.257	.121	.505	.000
Y11	.000	.158	.506	.000	.000
Y12	.000	.202	.647	.000	.000
X11	.000	.764	.000	.000	.000
X12	.000	.693	.000	.000	.000
X13	.000	.674	.000	.000	.000

Lampiran 5 (Lanjutan)

Direct Effects (Group number 1 - Default model)

	switchin g	encounte r	relationshi p	satisfactio n	loyalt y
relationshi p	.000	.161	.000	.000	.000
satisfactio n	.000	.211	.225	.000	.000
loyalty	.358	.000	.000	.715	.000
Y15	.000	.000	1.814	.000	.000
X15	.000	.801	.000	.000	.000
Y35	.000	.000	.000	.000	1.284
Y34	.000	.000	.000	.000	1.231
Y33	.000	.000	.000	.000	.878
Y32	.000	.000	.000	.000	.950
Y31	.000	.000	.000	.000	1.000
Y26	.000	.000	.000	1.436	.000
Y25	.000	.000	.000	1.025	.000
Y24	.000	.000	.000	1.225	.000
Y14	.000	.000	1.603	.000	.000
X14	.000	.774	.000	.000	.000
Y13	.000	.000	1.284	.000	.000
X23	1.165	.000	.000	.000	.000
X22	1.289	.000	.000	.000	.000
X21	1.000	.000	.000	.000	.000
Y23	.000	.000	.000	1.236	.000
Y22	.000	.000	.000	1.424	.000
Y21	.000	.000	.000	1.000	.000
Y11	.000	.000	1.000	.000	.000
Y12	.000	.000	1.360	.000	.000
X11	.000	1.000	.000	.000	.000
X12	.000	.794	.000	.000	.000
X13	.000	.736	.000	.000	.000

Lampiran 5 (Lanjutan)

Standardized Direct Effects (Group number 1 - Default model)

	switchin g	encounte r	relationshi p	satisfactio n	loyalt y
relationshi p	.000	.312	.000	.000	.000
satisfactio n	.000	.434	.239	.000	.000
loyalty	.396	.000	.000	.618	.000
Y15	.000	.000	1.043	.000	.000
X15	.000	.873	.000	.000	.000
Y35	.000	.000	.000	.000	.940
Y34	.000	.000	.000	.000	.685
Y33	.000	.000	.000	.000	.533
Y32	.000	.000	.000	.000	.542
Y31	.000	.000	.000	.000	.617
Y26	.000	.000	.000	.901	.000
Y25	.000	.000	.000	.666	.000
Y24	.000	.000	.000	.570	.000
Y14	.000	.000	.701	.000	.000
X14	.000	.660	.000	.000	.000
Y13	.000	.000	.609	.000	.000
X23	.725	.000	.000	.000	.000
X22	.817	.000	.000	.000	.000
X21	.599	.000	.000	.000	.000
Y23	.000	.000	.000	.639	.000
Y22	.000	.000	.000	.728	.000
Y21	.000	.000	.000	.505	.000
Y11	.000	.000	.506	.000	.000
Y12	.000	.000	.647	.000	.000
X11	.000	.764	.000	.000	.000
X12	.000	.693	.000	.000	.000
X13	.000	.674	.000	.000	.000

Lampiran 5 (Lanjutan)

Indirect Effects (Group number 1 - Default model)

	switch ing	encounte r	relationshi p	satisfactio n	loyalt y
relationship	.000	.000	.000	.000	.000
satisfaction	.000	.036	.000	.000	.000
loyalty	.000	.176	.161	.000	.000
Y15	.000	.292	.000	.000	.000
X15	.000	.000	.000	.000	.000
Y35	.460	.226	.206	.917	.000
Y34	.441	.217	.198	.879	.000
Y33	.315	.155	.141	.628	.000
Y32	.340	.168	.153	.679	.000
Y31	.358	.176	.161	.715	.000
Y26	.000	.354	.323	.000	.000
Y25	.000	.253	.231	.000	.000
Y24	.000	.302	.276	.000	.000
Y14	.000	.258	.000	.000	.000
X14	.000	.000	.000	.000	.000
Y13	.000	.206	.000	.000	.000
X23	.000	.000	.000	.000	.000
X22	.000	.000	.000	.000	.000
X21	.000	.000	.000	.000	.000
Y23	.000	.305	.278	.000	.000
Y22	.000	.351	.320	.000	.000
Y21	.000	.247	.225	.000	.000
Y11	.000	.161	.000	.000	.000
Y12	.000	.219	.000	.000	.000
X11	.000	.000	.000	.000	.000
X12	.000	.000	.000	.000	.000
X13	.000	.000	.000	.000	.000

Lampiran 5 (Lanjutan)

Standardized Indirect Effects (Group number 1 - Default model)

	Switching	encounter	relationship	satisfaction	loyalty
relationship	.000	.000	.000	.000	.000
satisfaction	.000	.075	.000	.000	.000
loyalty	.000	.314	.148	.000	.000
Y15	.000	.326	.000	.000	.000
X15	.000	.000	.000	.000	.000
Y35	.372	.295	.139	.580	.000
Y34	.271	.215	.101	.423	.000
Y33	.211	.168	.079	.329	.000
Y32	.215	.170	.080	.335	.000
Y31	.244	.194	.091	.381	.000
Y26	.000	.459	.215	.000	.000
Y25	.000	.339	.159	.000	.000
Y24	.000	.290	.136	.000	.000
Y14	.000	.219	.000	.000	.000
X14	.000	.000	.000	.000	.000
Y13	.000	.190	.000	.000	.000
X23	.000	.000	.000	.000	.000
X22	.000	.000	.000	.000	.000
X21	.000	.000	.000	.000	.000
Y23	.000	.325	.153	.000	.000
Y22	.000	.370	.174	.000	.000
Y21	.000	.257	.121	.000	.000
Y11	.000	.158	.000	.000	.000
Y12	.000	.202	.000	.000	.000
X11	.000	.000	.000	.000	.000
X12	.000	.000	.000	.000	.000
X13	.000	.000	.000	.000	.000

Lampiran 5 (Lanjutan)

Modification Indices (Group number 1 - Default model)

Covariances: (Group number 1 - Default model)

			M.I.	Par Change
encounter	<-->	switching	8.166	.096
e14	<-->	switching	8.423	.042
e27	<-->	encounter	4.841	.048
e13	<-->	encounter	4.828	-.042
e5	<-->	switching	4.824	-.039
e5	<-->	e14	6.350	-.030
e25	<-->	encounter	8.297	.106
e25	<-->	e14	7.771	-.045
e25	<-->	e13	12.219	-.048
e24	<-->	switching	4.127	.051
e24	<-->	e14	6.006	.041
e24	<-->	e21	7.414	-.043
e24	<-->	e26	12.988	.055
e23	<-->	e14	23.625	.086
e23	<-->	e13	8.796	.045
e22	<-->	encounter	4.188	.073
e22	<-->	e21	5.796	.035
e22	<-->	e27	7.370	-.040
e22	<-->	e24	25.661	-.135
e22	<-->	e23	9.590	-.087
e20	<-->	e5	5.568	-.027
e19	<-->	switching	4.929	-.041
e19	<-->	e27	4.297	-.024
e19	<-->	e24	12.999	-.076
e18	<-->	e27	4.874	-.039
e18	<-->	e13	6.052	-.039
e18	<-->	e26	4.290	-.036
e18	<-->	e23	5.161	.076
e18	<-->	e19	5.796	.056
e12	<-->	encounter	4.173	.079
e12	<-->	e23	14.260	-.115
e4	<-->	e5	14.190	.087
e11	<-->	e24	24.115	.148
e11	<-->	e22	10.010	-.088
e8	<-->	e21	4.272	.032
e7	<-->	e18	4.595	-.063

e6	<-->	e18	6.330	.088
e6	<-->	e12	4.574	.068
e16	<-->	switching	5.098	.049
e16	<-->	encounter	10.063	.106
e16	<-->	e27	7.092	.037
e16	<-->	e24	5.290	-.057
e16	<-->	e22	35.481	.138
e16	<-->	e18	4.792	-.060
e16	<-->	e11	6.350	-.066
e15	<-->	e19	4.439	.047
e9	<-->	encounter	6.921	.109
e9	<-->	e21	11.124	.057
e9	<-->	e25	4.984	.067
e9	<-->	e12	9.028	-.093
e9	<-->	e8	9.515	.094
e9	<-->	e7	7.662	-.079
e10	<-->	e21	8.484	.046
e10	<-->	e23	17.326	.126
e10	<-->	e18	4.222	.065
e10	<-->	e12	9.637	-.088
e10	<-->	e9	5.977	.076
e1	<-->	e14	10.188	.062
e1	<-->	e13	6.933	.044
e1	<-->	e19	4.198	-.050
e1	<-->	e18	5.709	-.088
e1	<-->	e11	9.067	-.105
e2	<-->	switching	7.564	.076
e2	<-->	e21	18.965	.076
e2	<-->	e27	8.431	.052
e2	<-->	e13	5.445	-.037
e2	<-->	e25	35.041	.180
e2	<-->	e20	4.712	.039
e2	<-->	e4	4.235	-.075
e2	<-->	e8	5.657	.074
e2	<-->	e9	4.128	.069
e2	<-->	e10	5.782	.076
e3	<-->	e12	4.261	.063
e3	<-->	e6	5.114	.077

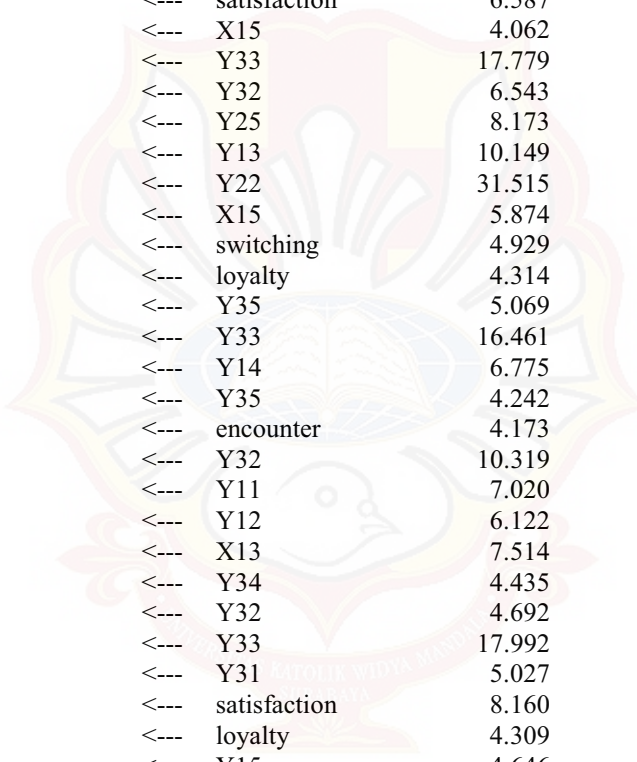
Lampiran 5 (Lanjutan)

Variances: (Group number 1 - Default model)

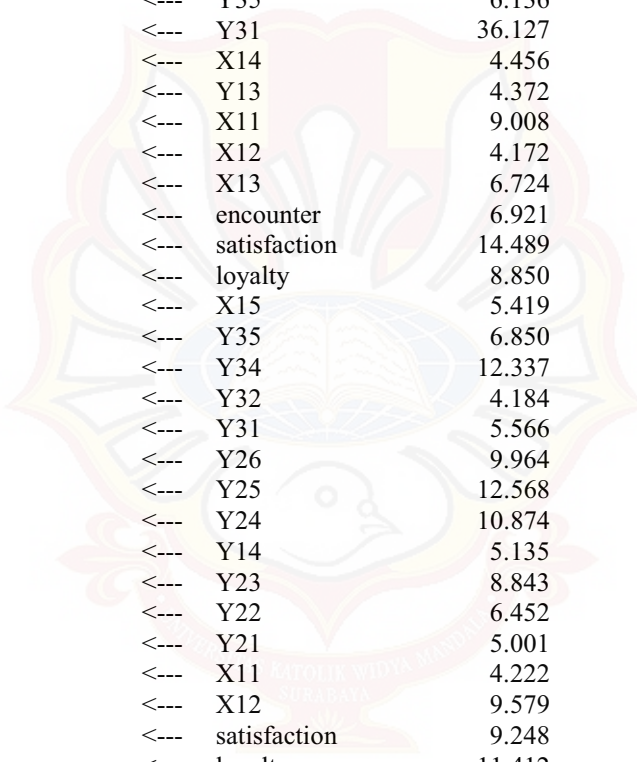
M.I. Par Change

Regression Weights: (Group number 1 - Default model)

			M.I.	Par Change
relationship	<---	switching	8.423	.244
loyalty	<---	encounter	4.841	.106
Y15	<---	encounter	4.828	-.094
Y15	<---	satisfaction	5.909	-.212
Y15	<---	X15	5.032	-.098
Y15	<---	Y34	10.854	-.131
Y15	<---	Y26	5.300	-.119
Y15	<---	Y24	10.793	-.126
Y15	<---	X12	9.110	-.106
X15	<---	switching	4.824	-.226
X15	<---	relationship	5.767	-.251
X15	<---	loyalty	6.512	-.271
X15	<---	Y15	5.860	-.154
X15	<---	Y35	5.117	-.168
X15	<---	Y34	4.340	-.118
X15	<---	Y33	5.802	-.149
X15	<---	Y32	4.763	-.127
X15	<---	Y26	6.005	-.181
X15	<---	X14	7.727	.135
X15	<---	X23	4.224	-.118
X15	<---	Y12	6.156	-.131
Y35	<---	Y33	9.550	.148
Y35	<---	Y25	5.131	-.134
Y35	<---	Y24	5.985	-.104
Y34	<---	encounter	8.297	.236
Y34	<---	X15	4.556	.179
Y34	<---	X11	6.607	.151
Y34	<---	X12	34.842	.396
Y33	<---	switching	4.127	.293
Y33	<---	satisfaction	5.142	-.394
Y33	<---	Y15	4.354	.186
Y33	<---	Y31	15.102	-.342
Y33	<---	Y25	16.073	-.430
Y33	<---	Y13	27.844	.388
Y33	<---	X21	4.850	.170



Y33	<---	Y22	9.294	-.257
Y32	<---	relationship	21.686	.723
Y32	<---	Y15	20.673	.429
Y32	<---	Y31	5.644	-.221
Y32	<---	Y24	4.328	.169
Y32	<---	Y11	9.157	.251
Y32	<---	Y12	42.151	.507
Y31	<---	encounter	4.188	.161
Y31	<---	satisfaction	6.587	.413
Y31	<---	X15	4.062	.163
Y31	<---	Y33	17.779	-.337
Y31	<---	Y32	6.543	-.192
Y31	<---	Y25	8.173	.283
Y31	<---	Y13	10.149	-.217
Y31	<---	Y22	31.515	.438
Y26	<---	X15	5.874	-.119
Y25	<---	switching	4.929	-.234
Y25	<---	loyalty	4.314	-.226
Y25	<---	Y35	5.069	-.171
Y25	<---	Y33	16.461	-.256
Y25	<---	Y14	6.775	-.129
Y24	<---	Y35	4.242	-.237
Y14	<---	encounter	4.173	.174
Y14	<---	Y32	10.319	-.261
Y14	<---	Y11	7.020	-.208
Y14	<---	Y12	6.122	-.183
Y14	<---	X13	7.514	.201
X14	<---	Y34	4.435	-.194
X14	<---	Y32	4.692	-.205
Y13	<---	Y33	17.992	.384
Y13	<---	Y31	5.027	-.206
X23	<---	satisfaction	8.160	.487
X23	<---	loyalty	4.309	.303
X23	<---	Y15	4.646	.189
X23	<---	Y34	4.657	.168
X23	<---	Y26	6.682	.262
X23	<---	Y23	7.016	.221
X23	<---	Y11	13.693	.285
X23	<---	X12	7.234	.184
X22	<---	Y24	6.026	-.174
X22	<---	Y11	6.470	-.184



X21	<---	Y24	7.849	.238
X21	<---	Y14	7.669	.208
X21	<---	X13	6.131	.201
Y23	<---	X14	4.178	-.131
Y22	<---	switching	5.098	.283
Y22	<---	encounter	10.063	.235
Y22	<---	loyalty	6.006	.317
Y22	<---	X15	9.780	.237
Y22	<---	Y35	6.136	.225
Y22	<---	Y31	36.127	.459
Y22	<---	X14	4.456	.125
Y22	<---	Y13	4.372	-.134
Y22	<---	X11	9.008	.159
Y22	<---	X12	4.172	.124
Y22	<---	X13	6.724	.165
Y11	<---	encounter	6.921	.243
Y11	<---	satisfaction	14.489	.717
Y11	<---	loyalty	8.850	.480
Y11	<---	X15	5.419	.220
Y11	<---	Y35	6.850	.296
Y11	<---	Y34	12.337	.302
Y11	<---	Y32	4.184	.180
Y11	<---	Y31	5.566	.224
Y11	<---	Y26	9.964	.354
Y11	<---	Y25	12.568	.411
Y11	<---	Y24	10.874	.274
Y11	<---	Y14	5.135	-.167
Y11	<---	Y23	8.843	.274
Y11	<---	Y22	6.452	.232
Y11	<---	Y21	5.001	.201
Y11	<---	X11	4.222	.136
Y11	<---	X12	9.579	.234
Y12	<---	satisfaction	9.248	.526
Y12	<---	loyalty	11.412	.501
Y12	<---	Y35	8.212	.297
Y12	<---	Y34	12.780	.282
Y12	<---	Y32	26.899	.420
Y12	<---	Y26	6.642	.265
Y12	<---	Y25	5.795	.256
Y12	<---	Y24	10.824	.251
Y12	<---	Y14	5.503	-.158

Y12	<---	Y22	4.288	.174
Y12	<---	Y11	4.643	.168
Y12	<---	X12	7.305	.188
X11	<---	relationship	9.203	.517
X11	<---	Y15	7.965	.292
X11	<---	Y32	4.380	.197
X11	<---	Y14	6.046	.194
X12	<---	switching	7.564	.436
X12	<---	satisfaction	12.996	.689
X12	<---	loyalty	24.783	.816
X12	<---	Y35	18.802	.497
X12	<---	Y34	54.881	.646
X12	<---	Y33	9.841	.298
X12	<---	Y31	5.398	.224
X12	<---	Y26	14.311	.430
X12	<---	X23	10.384	.284
X12	<---	Y23	7.729	.260
X12	<---	Y22	6.082	.229
X12	<---	Y11	4.018	.173
X12	<---	Y12	4.778	.178
X13	<---	Y14	5.921	.176
X13	<---	X21	6.235	.205

Model Fit Summary

CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	53	128.667	247	.267	0.520
Saturated model	300	.000	0		
Independence model	24	1805.606	276	.000	6.542

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	.083	.933	.954	.921
Saturated model	.000	1.000		
Independence model	.151	.265	.201	.244

Lampiran 5 (Lanjutan)

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	.939	.985	.924	.972	.917
Saturated model	1.000		1.000		1.000
Independence model	.000	.000	.000	.000	.000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	.995	.982	.952
Saturated model	.000	.000	.000
Independence model	1.000	.000	.000

NCP

Model	NCP	LO 90	HI 90
Default model	585.625	501.783	677.059
Saturated model	.000	.000	.000
Independence model	1529.606	1398.948	1667.713

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	8.410	5.915	5.069	6.839
Saturated model	.000	.000	.000	.000
Independence model	18.238	15.451	14.131	16.846

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	.055	.143	.166	.000
Independence model	.237	.226	.247	.000

AIC

Model	AIC	BCC	BIC	CAIC
Default model	938.625	974.436	1076.699	1129.699
Saturated model	600.000	802.703	1381.551	1681.551
Independence model	1853.606	1869.822	1916.130	1940.130

Lampiran 5 (Lanjutan)

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	9.481	8.634	10.405	9.843
Saturated model	6.061	6.061	6.061	8.108
Independence model	18.723	17.404	20.118	18.887

HOELTER

Model	HOELTER .05	HOELTER .01
Default model	34	36
Independence model	18	19

